



## Initial Setup

You can open the app directly after installation or by tapping the app icon on your device. Then follow the wizard.

## Setup Wizard

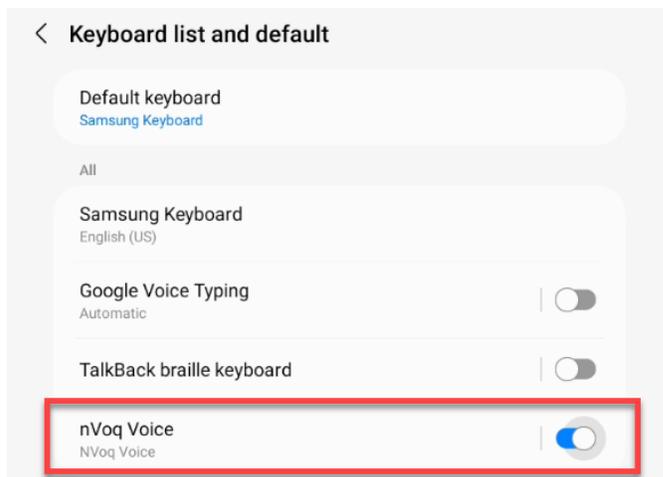
The wizard is locked in portrait mode. Installation screens will not switch to landscape mode even if you rotate your device.



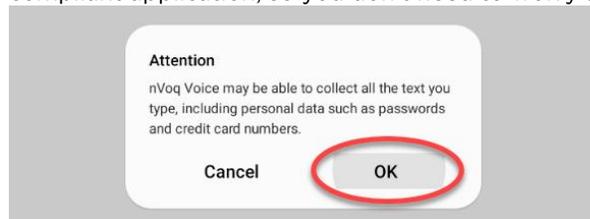
nVoq Voice

1. Opening nVoq Voice for the first time takes you *directly* to the setup wizard.
2. On the Step 1 screen of the wizard, tap **ENABLE VOICE**.
3. On the Keyboard List screen, tap the toggle next to **nVoq Voice**.

**TAP directly ON THE TOGGLE** and not around it. The setup wizard will not advance beyond this screen until you do so.

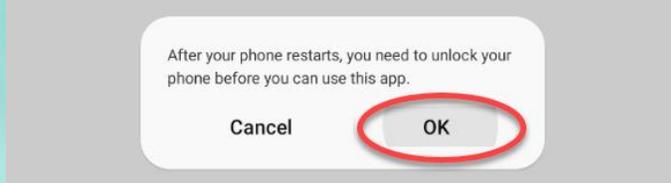


4. A message appears at the bottom of the screen letting you know that nVoq Voice may be able to collect the text you type. Tap **OK**. nVoq Voice is a HIPAA (Health Insurance Portability and Accountability Act of 1996) compliant application, so you don't need to worry about typing or dictating sensitive information using it.





5. A second message appears at the bottom of this screen letting you know that *if you restart your device* you will need to unlock it before you can use nVoq Voice. Tap **OK**.

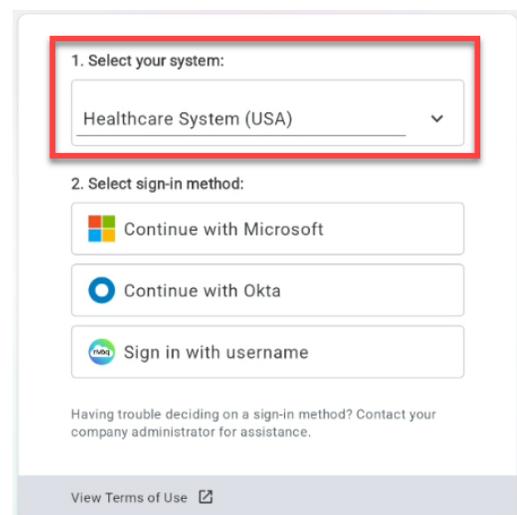


6. On the Step 2 screen of the wizard tap **SELECT INPUT METHOD**.
7. A message appears at the bottom of the screen on which you can choose your input method. Tap the radio button next to **nVoq Voice**.
8. On the Installation Successful screen, a message appears at the bottom of the screen asking if you want nVoq Voice to be able to access your contacts so it can automatically suggest contact information when you begin typing a name. If you want to allow this, tap **Allow**. If you do NOT want to allow the keyboard to access your device contacts, tap **Don't Allow**.  
**This feature as valuable as your contacts list! If you add the names of patients, colleagues, doctors, or specialists in your area to your contacts list, then those names can appear in the suggestion bar above the keyboard when you are typing.**
9. Another message appears at the bottom of this screen asking if you want to allow nVoq Voice to send you notifications. Tap **Allow**.  
**It is important that you allow this to enable features such as the Words per Minute message, or to receive error messages from nVoq Voice.**
10. On the Installation Successful screen, tap the **LOGIN** button. If you have followed the directions above, this takes you directly to the screen where you can select your system and sign in method.

## Sign In

*We recommend setting the timeout to the maximum setting while using Voice to keep your screen from going black during longer dictations, if you can. (Your device may be locked by your organization, and you may not be able to change this setting due to security concerns.)*

1. On the Sign In screen, select the system to which you'd like to sign in, or accept the default.
2. Tap the button for how you'd like to sign in. (See next page.)

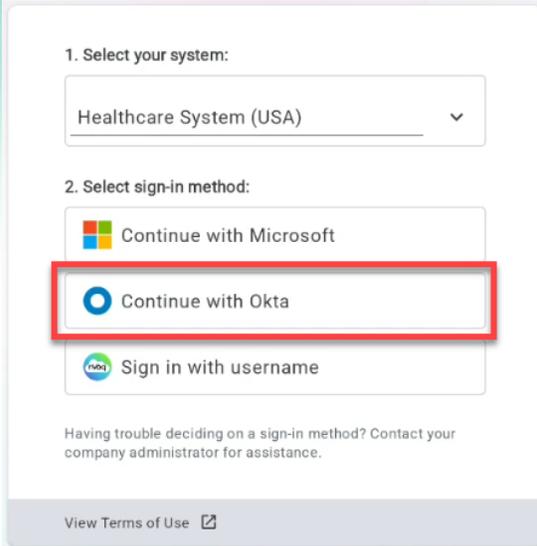




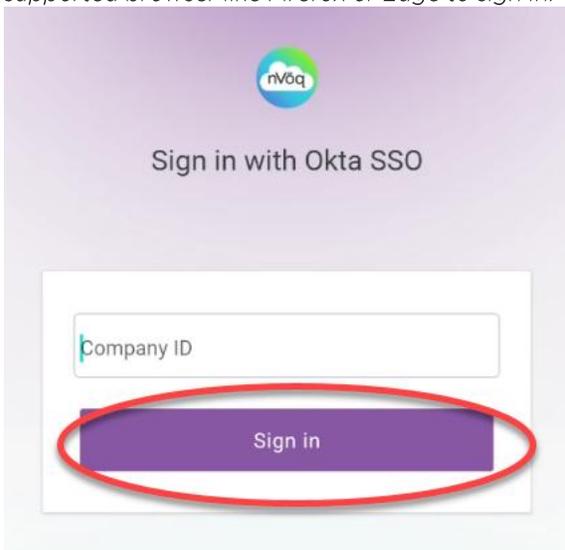
### Sign In with Okta

You must have a Chrome Custom Tabs-supported browser enabled on your mobile device to sign in with Okta. Enable Chrome or install another Chrome Custom Tabs-supported browser like Firefox or Edge.

1. Tap Continue with Okta SSO.

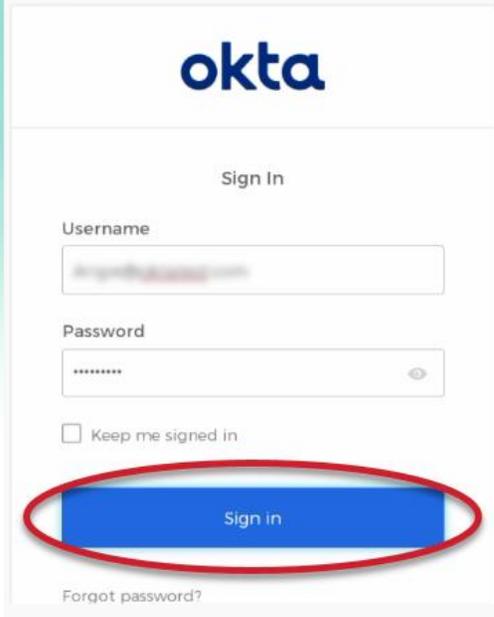


2. Enter your **Company ID**. This will be remembered the next time you sign in. Then tap the **Sign In** button. *A message stating, "No compatible browser found," means that you do not have a **Chrome Custom Tabs-supported browser enabled** on your device. Enable Chrome, or install another Chrome Custom Tabs-supported browser like Firefox or Edge to sign in.*





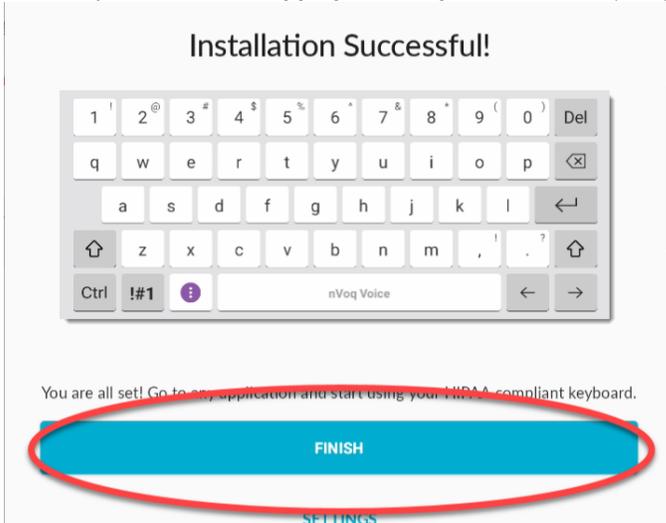
3. Enter your Okta username and password, and then tap the SIGN IN button.



4. You will see a message indicating that your Okta account is being signed in to nVoq Voice.



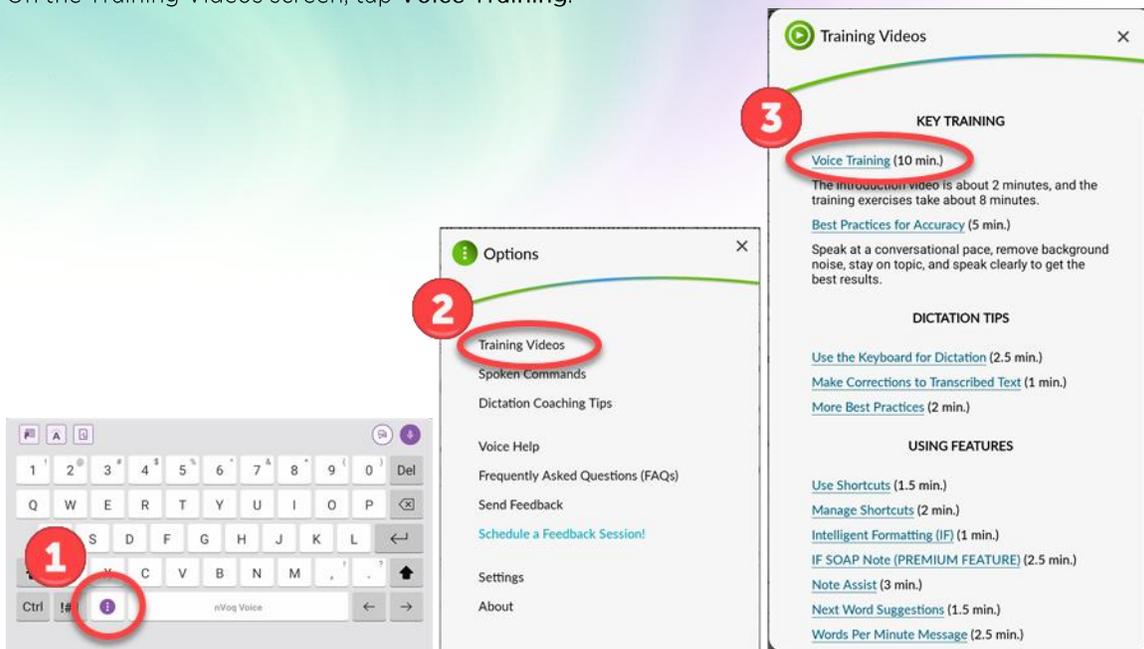
5. If this is your first time logging in during the initial setup, tap the Finish button on the What's Next screen.





### Complete the Training

1. Tap the menu key on the keyboard to bring up the menu.
2. Tap Training Videos.
3. On the Training Videos screen, tap Voice Training.

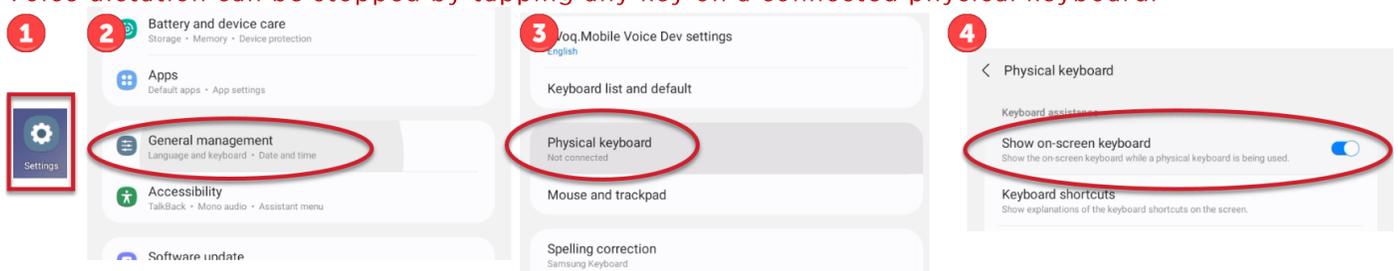


### Physical Keyboard Configuration

While using a physical keyboard you should still see the nVōq Voice keyboard on screen so that you can access the dictation button. If the nVōq Voice keyboard does not display on screen when you have a physical keyboard connected to your device:

1. Go to your device Settings
2. Open General Management
3. Open Physical Keyboard
4. Make sure Show On-screen Keyboard is enabled.

Voice dictation can be stopped by tapping any key on a connected physical keyboard.



# Use the Keyboard Dictation

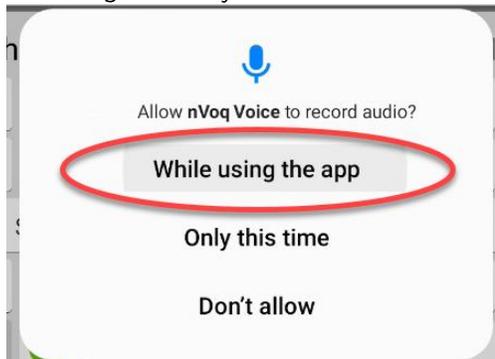
1. Place your cursor into in the application where you want text to be transcribed.



2. Tap the microphone/dictation button.

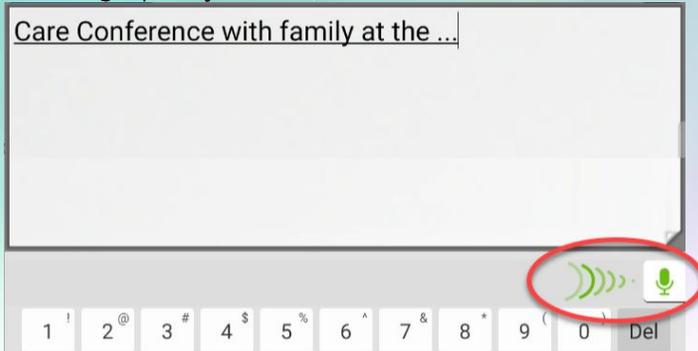


- If this is your first time dictating after installing and setting up Voice for Android, you will be asked to allow nVoq Voice to record audio. Tap **While using the app**. Tap the microphone/dictation button again after you allow this to start recording a dictation.



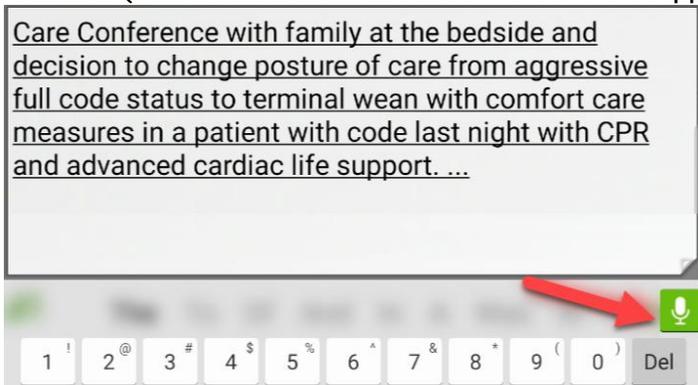


- Recording start after two beeps. The microphone/dictation button changes color to indicate that it is recording. Speak your dictation.

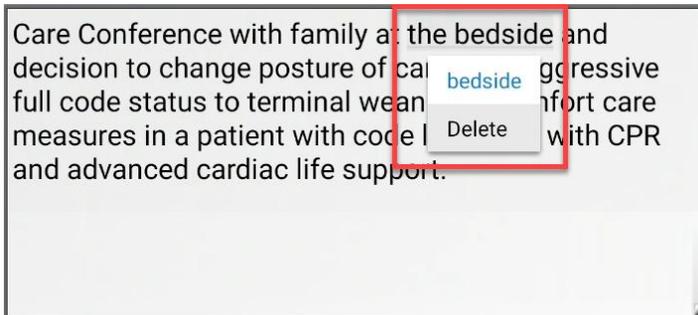


Be sure to speak into the microphone of your device and do not put your fingers over it while you dictate.

- Tap the **microphone/dictation button** again to pause or end your dictation. (The button is green when not recording.) Once recording is stopped, it may take a few seconds to finalize the text. Text will be underlined until it is finalized. To help transcripts return properly, **wait for the text to finalize before** making changes to text or tapping the microphone button to start recording your next dictation. (Text is finalized when the dark underline disappears.)



- Tap the **lightly underlined words/phrases** in your transcript (if any) to select the alternative text that you would rather have in the text other than what was transcribed. See [Alternate Text](#)





### Alternate Text

This feature presents alternative words or phrases for sections of a dictated transcript that the dictation engine did not clearly understand or for which there may be alternative spellings or formatting.

These words or phrases remain underlined in light gray in the dictated transcript after the text has finalized. When you tap that underlined text a drop-down menu presents up to five (5) alternate words or phrases that you *might have said* instead of what was included in the original transcript, or alternate spelling or formatting for words and phrases that were returned in the transcript. The more uncertain the dictation engine is of what was said, the more alternative text will be presented in the list. *Note: At this time the dictation engine does not learn from words that you select. This feature simply allows you to choose the correct word or phrase for your transcript. After your dictation transcript has finalized...*

1. Tap on an underlined word or phrase to see a drop-down list of alternate text suggestions, as well as the option to delete the dictated word or phrase.

<p>incontinent, nonverbal, bedridden. She weighed 160 pounds 3 months ago and it is now approximately 115 pounds. In the first of November she began vomiting blood, was taken to <u>Parkwest</u> hospital where she stayed 3 days and was found to have a bleeding ulcer. She needed a blood transfusion at that time. She moans and groans when turned in bed. The patient's hospice diagnosis and comorbid conditions show that there will be a 6 month life expectancy or less if the disease continues its current course and trajectory.</p>	<p>incontinent, nonverbal, bedridden. She weighed 160 pounds 3 months ago and it is now approximately 115 pounds. In the first of <u>November</u> she began vomiting blood, was taken to <u>Parkwest</u> hospital where she stayed 3 days and was found to have a bleeding ulcer. She needed a blood transfusion at that time. She moans and groans when turned in bed. The patient's hospice diagnosis and comorbid conditions show that there will be a 6 month life expectancy or less if the disease continues its current course and trajectory.</p>
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2. Tap one of the alternatives in the list to *replace* the underlined word or phrase in the transcript,

<p>pounds. In the first of November she began vomiting blood, was taken to <u>Parkwest</u> hospital where she stayed 3 days and was found to have a bleeding ulcer. She needed a blood transfusion at that time. She moans and groans when turned in bed. The patient's hospice diagnosis and comorbid conditions show that there will be a 6 month life expectancy or less if the disease continues its current course and trajectory.</p>	<p>pounds. In the first of <u>November</u> she began vomiting blood, was taken to <u>Park West</u> hospital where she stayed 3 days and was found to have a bleeding ulcer. She needed a blood transfusion at that time. She moans and groans when turned in bed. The patient's hospice diagnosis and comorbid conditions show that there will be a 6 month life expectancy or less if the disease continues its current course and trajectory.</p>
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- a. OR tap **Delete** to *remove* the underlined word or phrase from the transcript,

<p>pounds. In the first of November she began vomiting blood, was taken to <u>Parkwest</u> hospital where she stayed 3 days and was found to have a bleeding ulcer. She needed a blood transfusion at that time. She moans and groans when turned in bed. The patient's hospice diagnosis and comorbid conditions show that there will be a 6 month life expectancy or less if the disease continues its current course and trajectory.</p>	<p>pounds. In the first of <u>November</u> she began vomiting blood, was taken to <u>hospital</u> where she stayed 3 days and was found to have a bleeding ulcer. She needed a blood transfusion at that time. She moans and groans when turned in bed. The patient's hospice diagnosis and comorbid conditions show that there will be a 6 month life expectancy or less if the disease continues its current course and trajectory.</p>
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- b. OR tap somewhere **outside of the drop-down list** to keep the original word or phrase in the transcript.

<p>incontinent, nonverbal, bedridden. She weighed 160 pounds 3 months ago and it is now approximately 115 pounds. In the first of November she began vomiting blood, was taken to <u>Parkwest</u> hospital where she stayed 3 days and was found to have a bleeding ulcer. She needed a blood transfusion at that time. She moans and groans when turned in bed. The patient's</p>	<p>incontinent, nonverbal, bedridden. She weighed 160 pounds 3 months ago and it is now approximately 115 pounds. In the first of <u>November</u> she began vomiting blood, was taken to <u>Parkwest</u> hospital where she stayed 3 days and was found to have a bleeding ulcer. She needed a blood transfusion at that time. She moans and groans when turned in bed. The patient's</p>
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### Making Changes to Transcribed Text

1. **WAIT UNTIL TEXT IS FINALIZED** before making *any* changes if you need to change text that is returned after you dictate. The text is finalized when the dark underline disappears from your dictated transcript.

She is receiving home hospice care for metastatic lung cancer, atrial fibrillation, hypertension, and a recent stroke. Current medications include: Number next amiodarone 200 mg once a day number next metoprolol 20 mg b.i.d. number next morphine elixir 5-10 mg every 3 hours as-needed for pain ...

If you place your cursor into the transcript while the full text is still underlined, the cursor may be *moved to the end* of the transcript *after* it is finalized. It's best to wait until the transcript is finalized before placing your cursor into it.

2. Select **Alternates** for lightly underlined words or phrases once the text is finalized. See [Alternate Text](#)

She is receiving home hospice care for metastatic lung cancer, atrial fibrillation, hypertension, and a recent stroke.

Current medications include:

1. Amiodarone 200 mg once a day
2. Metoprolol 20 mg b.i.d.
3. Morphine elixir 5-10 mg every 3 hours as-needed for pain

3. **Make additional changes to the transcript:**
  - **Type** to add or replace words.
  - Highlight text you want to replace and **dictate** over it.
  - To remove a letter, place your **cursor after the letter** that you want to remove and tap the **backspace** key to remove each letter, *OR* place your **cursor before the letter** and tap the **delete** key to remove each letter.
  - A *long press* on the **backspace** or **delete** key will *rapidly* remove text.



- *Swipe-left* from the **backspace** key to delete an *entire word*.



### Tips for Better Dictation Accuracy

- **Be sure not to cover the microphone on your device with your fingers or your hand.** See [Android Microphone Location](#).
- **Keep background noise to a minimum**, if possible. When you're dictating, *audio quality* can make the difference between a good experience and a bad one. Many factors can influence audio quality, including ambient noise in the environment in which you're dictating.
- **Speak at a normal rate.** For best accuracy, be consistent in the pace and rhythm of your speech. It may be helpful to take a few seconds to think about what you want to say before you begin engage the microphone.
- **Stop the dictation between long pauses.** If you're trying to think of what to say next, stop your dictation and then start a new one when you're ready.
- **If an acronym does not return correctly in a transcript, you can dictate the word "letter" before each letter to make individual letters return in dictations (for example, "Letter A Letter D Letter L").** If there are acronyms that you want to dictate frequently that do not return properly in your dictation transcript, they can be added to your dictation vocabulary.
- **Use generic words (doctor, patient, etc.) instead of proper names whenever possible.** Uncommon names are unlikely to be in the topic dictionary, and therefore unlikely to return successfully in the transcript. If there is a proper name that you want to dictate frequently and it does not return properly in your dictation transcript, it can be added to your dictation vocabulary. This can be done in nVoq Administrator by your nVoq account administrator.

While nVoq makes every effort to protect PHI, we recommend that users of any speech recognition technology follow the **HIPAA minimum necessary rule**, which states, "Protected health information (PHI) should not be used or disclosed when it is not necessary to satisfy a particular purpose or carry out a function".

Not dictating PHI will not only meet these federal requirements under HIPAA, but will also reduce concerns regarding poor accuracy that result from unique name spellings. In most cases if you are dictating into an EHR you have already identified the patient and do not need to dictate PHI.

## Use the Keyboard (Typing)

The keyboard has two different size layouts:

- "Small," which is the default on tablet devices. This keyboard is similar in size and functionality to the native keyboard on the Tab Active 3 tablet.
- "Medium" is the default (and the only option) on smaller devices, like phones.

Differences in functionality on the two sizes are noted below.

**Tablet users can switch to the small or medium layout in the Voice settings.**

The "Change Keyboard Size" video is available on Voice Training Videos screen.

## Keyboard Functionality

- Switch between the QWERTY keyboard and the numbers/symbols keyboard, **tap the "!#1" or "ABC" key in the lower left corner.**



- To capitalize a letter, tap the **shift key** so that it displays a solid black arrow.



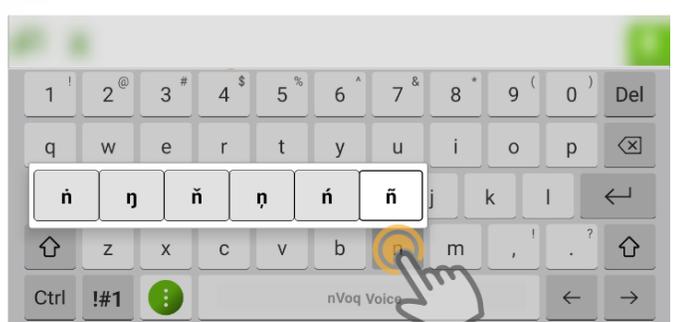
- To turn on caps lock, **press and hold the shift key** for a second so that it displays an underlined solid black arrow. To turn caps lock off, tap the key (to display a transparent arrow). Caps lock will also be turned off when you switch to the numbers/symbols keyboard.



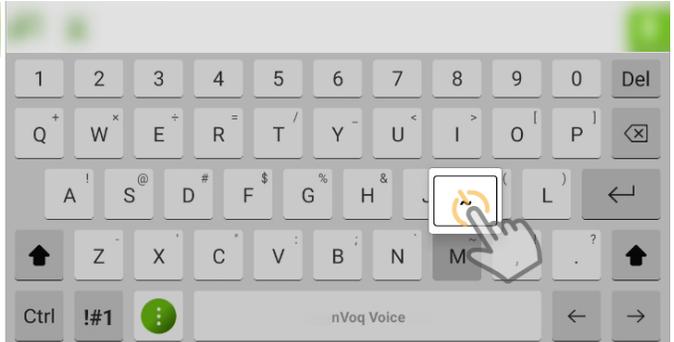
- ON SMALL LAYOUTS: Some punctuation and symbols display in the upper-right corner of the *number* keys on the QWERTY keyboard. Press and hold on the key on which the symbol appears until a pop-up key appears. **Swipe your finger** to the option you want to use.



- ON SMALL LAYOUTS: Accent marks available for letters do not display on the keys but are available when you press and hold on the letter key. After a brief moment, the pop-up key switches to the accent marks. **Swipe your finger** to the option you want to use.



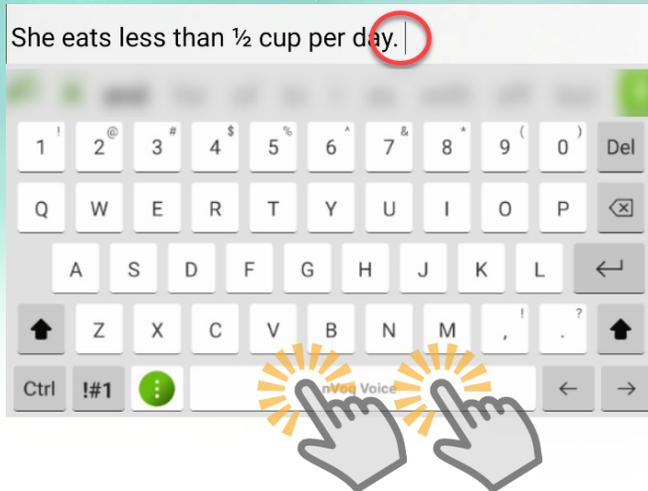
- ON MEDIUM LAYOUTS: Special characters display in the upper-right corner of keys on the *letter* keys of the QWERTY keyboard. Press and hold on the key on which the symbol appears until a pop-up key appears. **Swipe your finger** on the character to add it to your text.



- On both layouts, **press and hold on number keys** to type superscript numbers or fractions. **Swipe your finger** to the option you want to use.



- On both layouts, **double-tap the SPACE BAR** to insert a period (.) into your text after a letter or number character.



- Use a single-tap if you want to just add a space after a letter or number.
  - If the previous character is *anything other than a letter or a number* (i.e. a space, a punctuation character, a symbol), the space bar will only return a space, even if it is double-tapped.
- On both layouts, **press and hold the Control (Ctrl) key** on the keyboard and the Y, A, Z, X, C, and V keys will be highlighted.

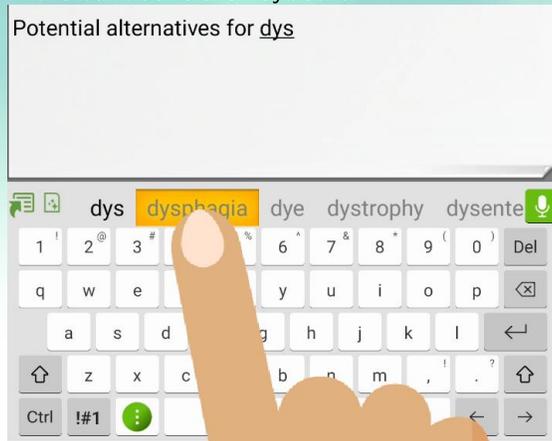


- Tap one of the highlighted keys while holding the Ctrl key to perform one of the following functions:
  - Ctrl + Y: Redo action
  - Ctrl + A: Select all items in a window
  - Ctrl + Z: Undo previous action
  - Ctrl + X: Cut selected or highlighted item (e.g. text, image, etc.)
  - Ctrl + C: Copy selected or highlighted item (e.g. text, image, etc.)
  - Ctrl + V: Paste selected or highlighted item (e.g. text, image, etc.)



### Next Word Predictive Typing Suggestions

The keyboard learns from what you have previously typed and presents suggestions for what word might come next in the bar above the keyboard.



1. **Start typing a word on the keyboard, and then look to the bar above the keyboard to see suggestions.**
  - The word you actually typed, if any, will display to the left in black text, and the first suggested replacement will appear to the right of it in gray text.
  - The most recently used words that you typed after the previous word appear first in the suggestion bar from newest to oldest, followed by common word suggestions.
  - Up to twelve (12) next word suggestions display in the suggestion bar. **Scroll through the list by swiping your finger across it from right to left.**
2. **Tap on a word in the suggestion bar to add to your typed text.**

#### About Next Word Suggestions:

- *An unknown word will not appear as a next word suggestion unless it is added to the Voice dictionary (Words Editor). Once a word has been added to the Words Editor, it can appear as a next word suggestion. See [Add to Dictionary](#).*
- *The Words Editor dictionary is case sensitive. If the word is added to the dictionary capitalized or in all capital letters, it will ALWAYS return that way in the suggestion bar.*
- *Hyphenated phrases are not saved and do not appear in the suggestion bar.*
- *Next word suggestions are saved in a file as an account property every hour and when you sign out of the keyboard. These words are not saved automatically when you uninstall or upgrade the keyboard, but if you upgrade (or uninstall and reinstall), the last file that was saved is retrieved on sign in.*
- *Words from user account property files are collected from all Voice for Android users on a particular system (i.e. Healthcare or Canada) and saved into a shared file to improve word suggestions for all Voice users on that system. These collected words are checked for spelling and Protected Health Information (PHI). Misspelled words and PHI are filtered out and excluded from the shared file. The shared file is refreshed each week. While you are typing, next word suggestions are first pulled from your own word file, and then if your file doesn't have enough words the keyboard will attempt to pull words from the shared file.*

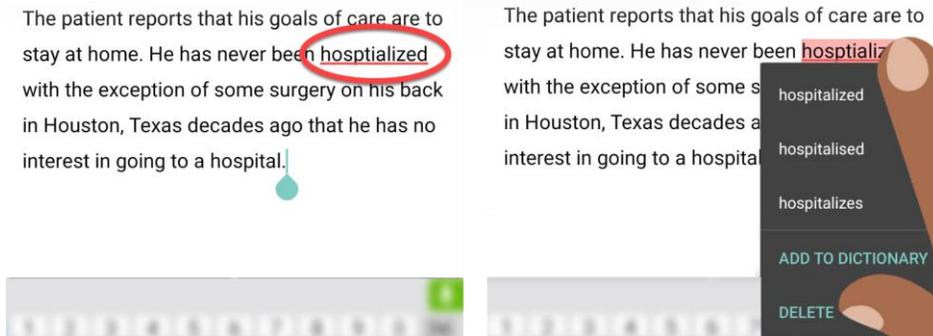


### Spell Check

The keyboard includes spell check for typed text, including many common healthcare-related terms. Spell Check is not supported if an external (physical) keyboard is used to type while using Voice. Spell Check is not supported if Android device Spelling Correction is enabled.

The Spell Check feature in Voice does not underline misspelled words in text applications (such as PointCare or the Notes app) if "Spelling Correction" is enabled in the Android device settings. The work-around is to disable the Android Spelling Correction. To do this, go to **Settings** → **General Management** → **Set Spelling Correction to Off**. Once you tap the spacebar or the Enter key after typing a misspelled word, the word *may be underlined in red*.

- Tap on a word underlined in red to see a drop-down menu that includes suggestions for replacement words, the ability to delete the word, and the ability add the word to the Voice dictionary (see [Add to Dictionary](#))



- Words that don't have any suggested replacements will only include the ability to delete the word or add the word to the dictionary from the drop-down menu.

### Some known limitations of the current version of spell check include:

- Words that include special characters such as hyphens or apostrophes will not be marked as misspelled and underlined in red (e.g. follow-up).
- When typing into an application other than PointCare (Yammer, Samsung Notes, Memo), spell check correction suggestions at the beginning of a sentence always display in lowercase even if you also tap the SHIFT key or are typing in all caps.
- Spell check will not return correction suggestions for typed terms that are a valid medical acronym (including HTE, ADN, ANDF, SEH, TAHT, THS, AHD, TME).
- Spell Check does not work if you are using an external (physical) keyboard.
- Spell Check does not work in text applications if you have Spelling Correction in the device settings enabled. The work-around is to disable the Android Spelling Correction. To do this, go to **Settings** → **General Management** → **Set Spelling Correction to Off**.

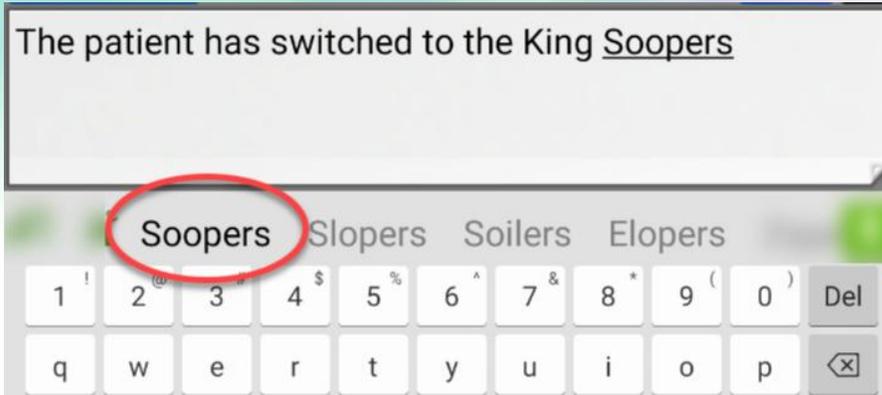


### Add to Dictionary

You can add unknown words to the nVoq Voice keyboard dictionary (Words Editor) so that they can be recognized and appear as next word suggestions or spelling corrections when you type them.

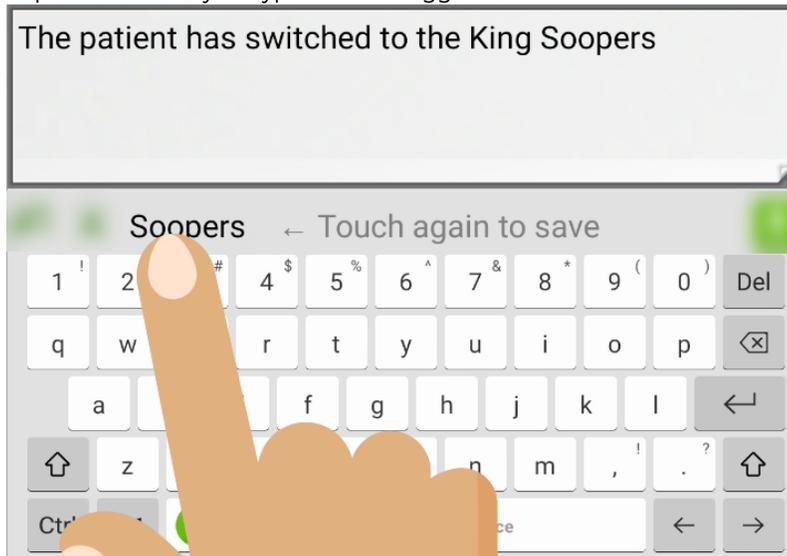
There are a few ways that you can add unknown words to the Words Editor dictionary:

1. One way to add a word to the Words Editor is to type the word and then tap on it in the suggestion

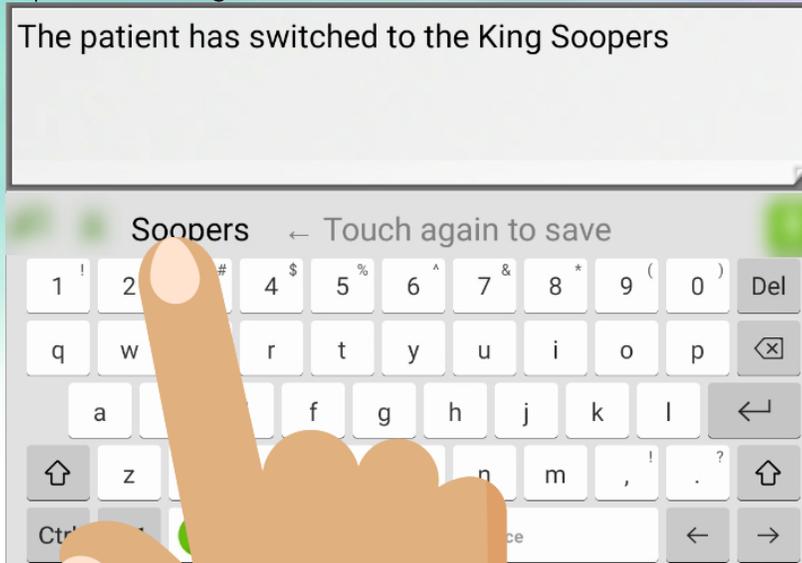


bar.

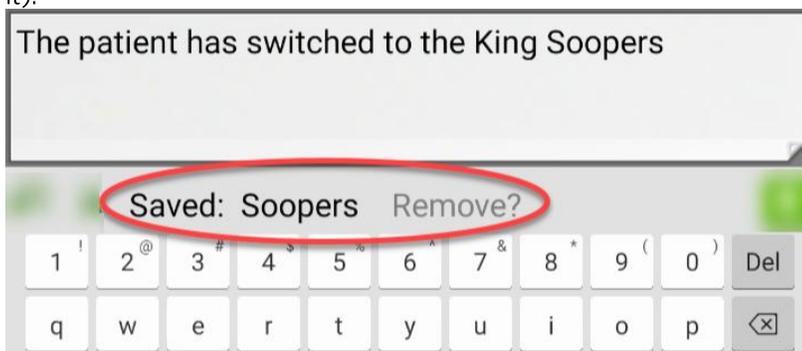
- a. Type an unknown word; it displays as the first word in the suggestion bar.
- b. Tap on the word you typed in the suggestion bar.



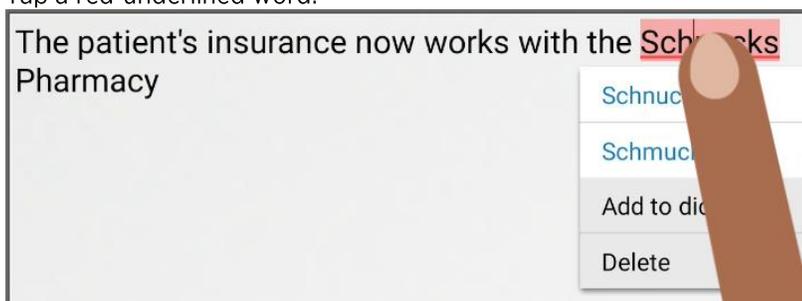
- c. Tap on the word *again* to add it to the Words Editor.



- d. A "Saved" confirmation appears (along with the option to remove the word if you don't want to add it).

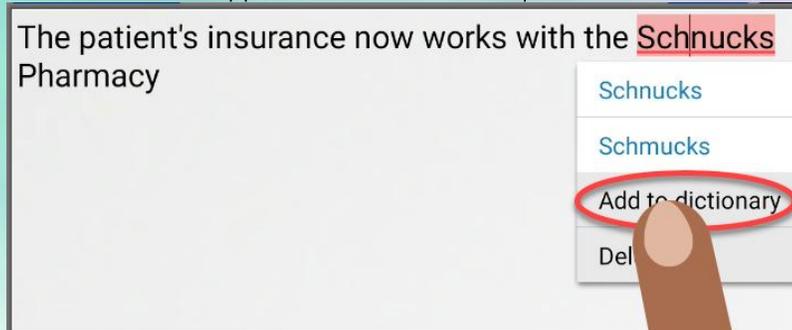


2. Another way to add a word to the Words Editor is to tap on a red-underlined word in your text and select ADD TO DICTIONARY.
  - a. Tap a red-underlined word.

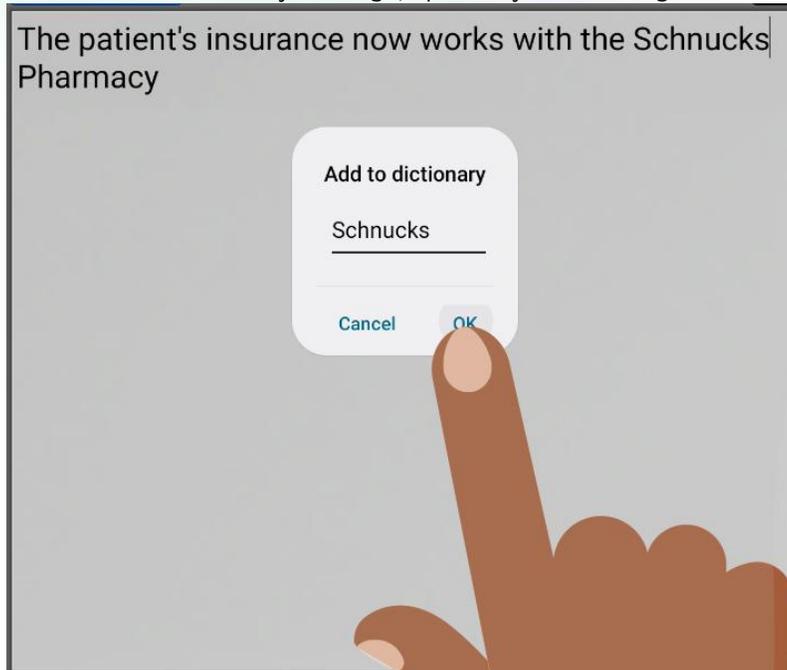




- b. On the menu that appears below the word tap ADD TO DICTIONARY.



- c. On the Add to dictionary message, optionally make changes to the word and then tap OK.



### About the Words Editor:

- *The Words Editor dictionary is case sensitive. If the word is added to the dictionary capitalized or in all capital letters, it will ALWAYS return that way in spell check. If you want the word to return always capitalized (like a name), enter it this way here. If you want the word to optionally return in lowercase letters in the middle of a sentence, enter it in all lowercase letters here. (It will still be capitalized at the beginning of a sentence.)*
- *The Words Editor dictionary is case sensitive. If the word is added to the dictionary capitalized or in all capital letters, it will ALWAYS return that way in the suggestion bar.*
- *To remove a word from your dictionary, see [Words Editor](#) under Settings.*