



Initial Setup

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

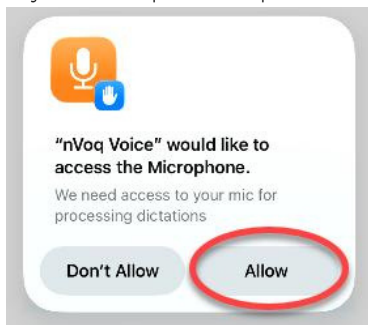
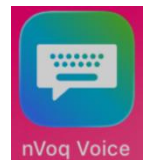
Setup Wizard

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

Complete this setup with your device in portrait orientation.

If your device is in landscape orientation you will not be able to see all of the instructions or links on the screen.

1. Open nVoq Voice by tapping the **app icon** on the home screen.
2. Before starting the setup wizard, you'll see a message asking to allow nVoq Voice access to your microphone. Tap **Allow**. This permission is required to record dictation.



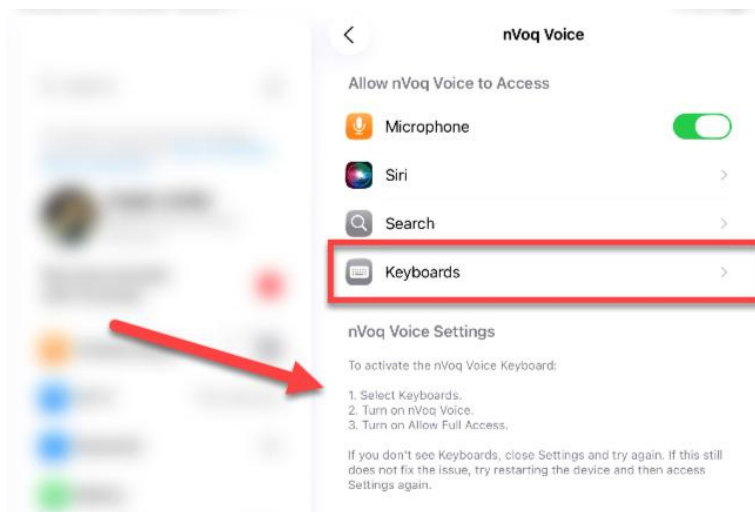
Step 1 of 2: Set up

3. On Step 1 of the setup wizard, *read the instructions*, then tap **Open Settings**.
4. This takes you directly to the settings for nVoq Voice in your device Settings. Under *Allow nVoq Voice to Access*, tap **Keyboards**. *The instructions from Step 1 of the setup wizard are displayed on this page as a reminder for you.*

1. Tap **Open Settings**

2. Tap **Keyboards**

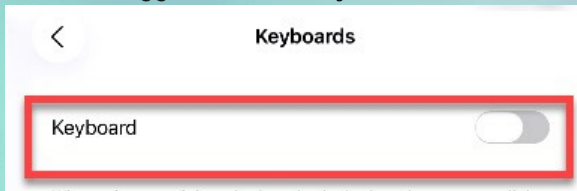
3. Enable 'Keyboard' and 'Allow Full Access'



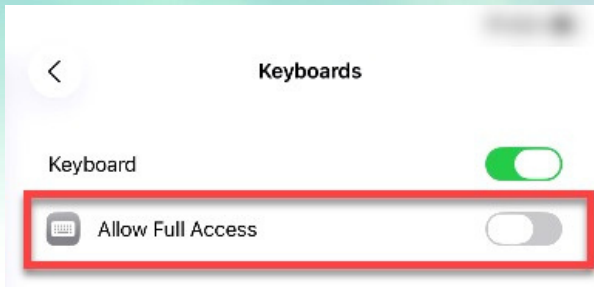


Voice for iOS

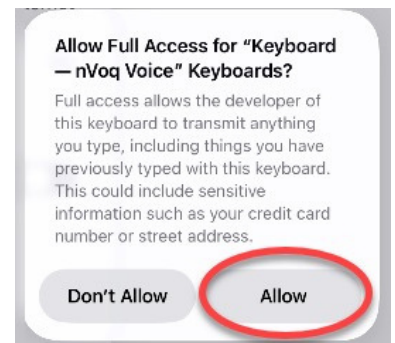
- Slide the toggle to enable **Keyboard**.



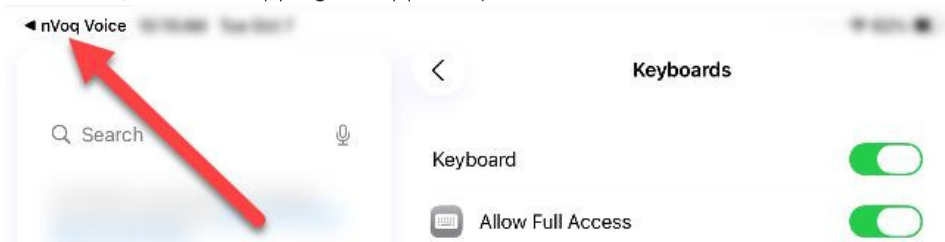
Once you enable that setting, the Allow Full Access setting appears. Slide the toggle to **Allow Full Access**.



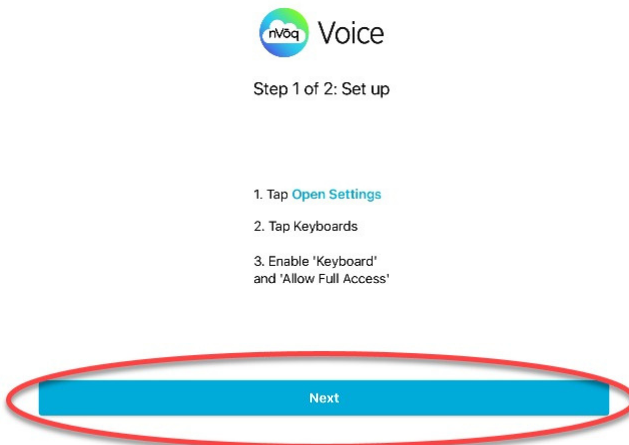
- A confirmation dialog appears asking to allow full access for nVoq Voice. The message warns that full access permits the app to transmit what you type, including sensitive information. *Voice for iOS is HIPAA-compliant, so this is safe.* Tap **Allow** to continue.



- Navigate back to nVoq Voice. Tap the ◀ **nVoq Voice** link at the top-left of the screen. (Alternatively you can go back to the home screen by swiping up from the black line at the bottom of the screen, and then tapping the app icon.)



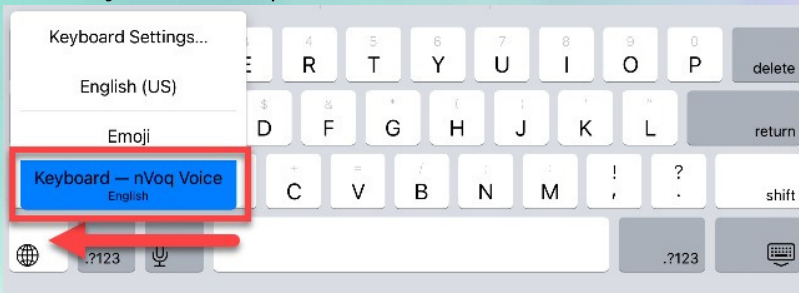
- Back in the setup wizard, tap the **Next** button.



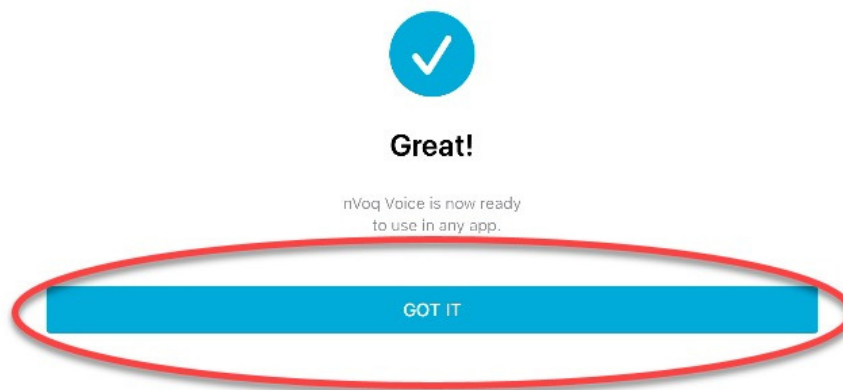


Voice for iOS

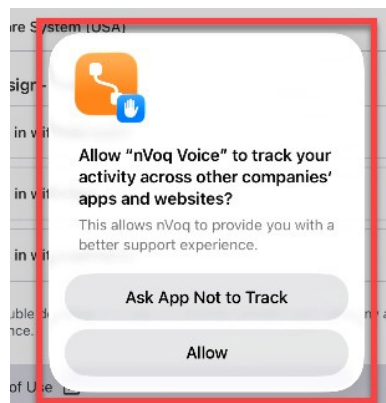
- This advances to Step 2: Switch to the nVoq Voice Keyboard. If your device *isn't already showing the nVoq Voice keyboard*, press and hold the **Globe** key at the bottom left of the screen, then select **Keyboard – nVoq Voice**.



- You should now see the **nVoq Voice** keyboard, it says “nVoq Voice” on the spacebar. When the message appears, tap **GOT IT** to continue.



- You are taken to the sign in screen but must first respond to a popup message asking if you will allow nVoq Voice to track your activity.
 - Tap **Allow** if you want to be able to send crash reports to nVoq so we can fix issues in the keyboard that may occur.
 - Tap **Ask App Not to Track** if you do not want to send crash reports to nVoq.



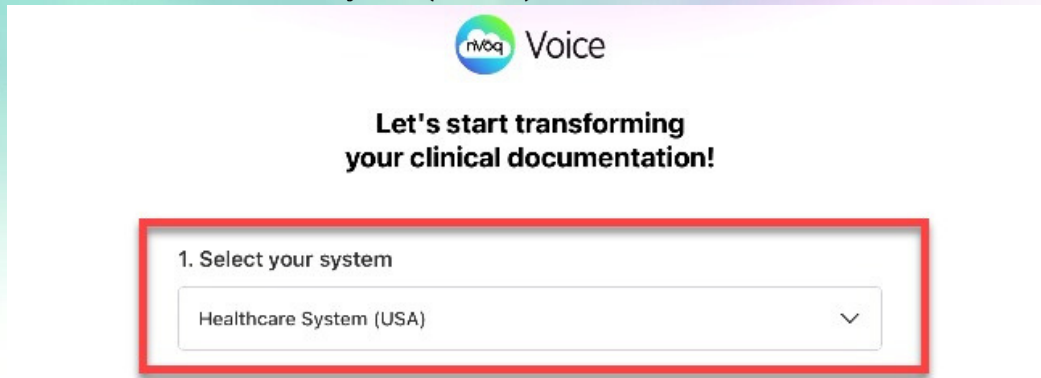
- Next you need to sign in.



Sign In

Step 1 - Select your system

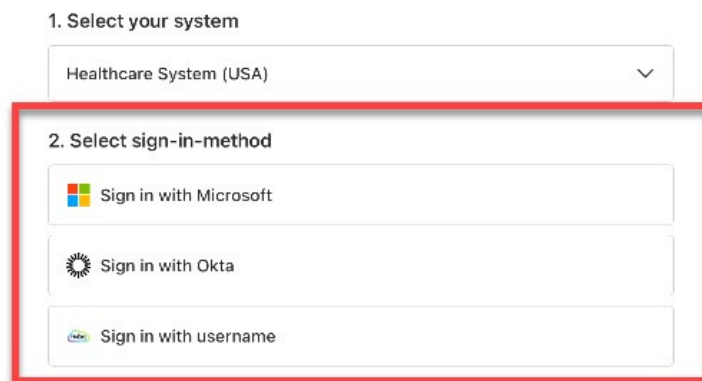
1. On the sign in screen, either leave the default system selected [Healthcare System (USA)] or tap the menu and select a different system (Canada).



- If you are using an iPhone 11 the sign in screen may look a little different, but the options are the same.
- If you need to log in to the Test or QA system, tap the nVoq logo on this screen three times to see those options on the menu.

Step 2 - Select your sign-in

2. Select your sign in method: Microsoft, Okta, or an nVoq username.



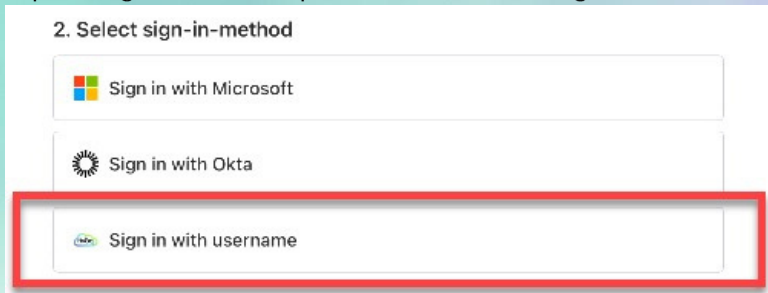
You will not be able sign in if your device is jailbroken.

If you attempt to sign in to a jailbroken device an error message stating, "This device appears to be jailbroken, which may compromise data security. For your protection, this application cannot be used on modified devices. Please use another device or contact your administrator for more information." will display and you will not be allowed to sign in. For proper security, nVoq recommends that customer organizations use a Mobile Device Management (MDM) tool that detects and prevents jailbreaking and rooting of their mobile devices.



nVoq Username

1. Tap the Sign in with nVoq Username button to sign in with that method.



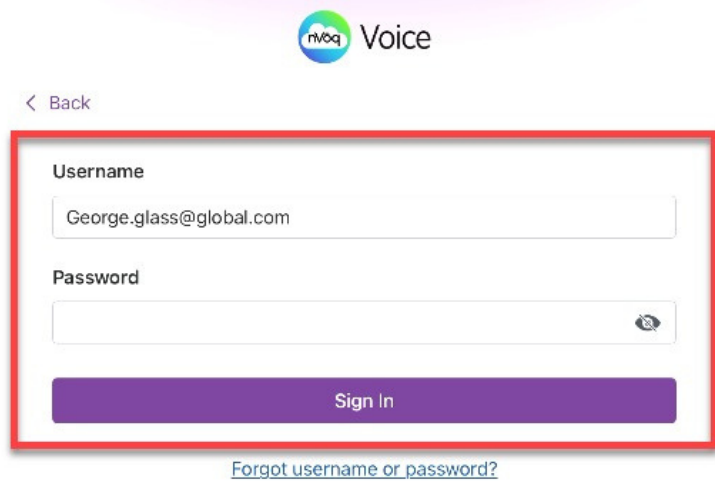
2. Select sign-in-method

 Sign in with Microsoft

 Sign in with Okta

 Sign in with username

2. When you tap this button you are taken to the nVoq sign in screen. Enter your nVoq username and nVoq password, then tap the Sign In button.



 Voice

< Back

Username

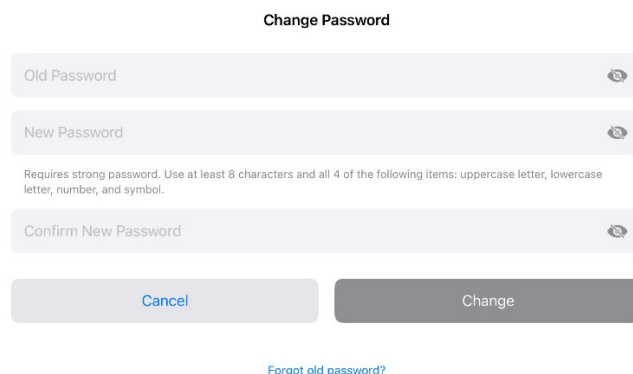
George.glass@global.com

Password

Sign In

[Forgot username or password?](#)

- Tap the eye-with-a-slash icon on the right side of the password field to see the password characters you type.
- If you don't know your username or password, tap the Forgot username or password? link below the Sign In button.
- IF YOU ARE REQUIRED TO CHANGE YOUR PASSWORD ON INITIAL SIGN IN you will be taken directly to the Change Password where you can do that. See [Change Password](#) for more information.



Change Password

Old Password

New Password

Confirm New Password

Requires strong password. Use at least 8 characters and all 4 of the following items: uppercase letter, lowercase letter, number, and symbol.

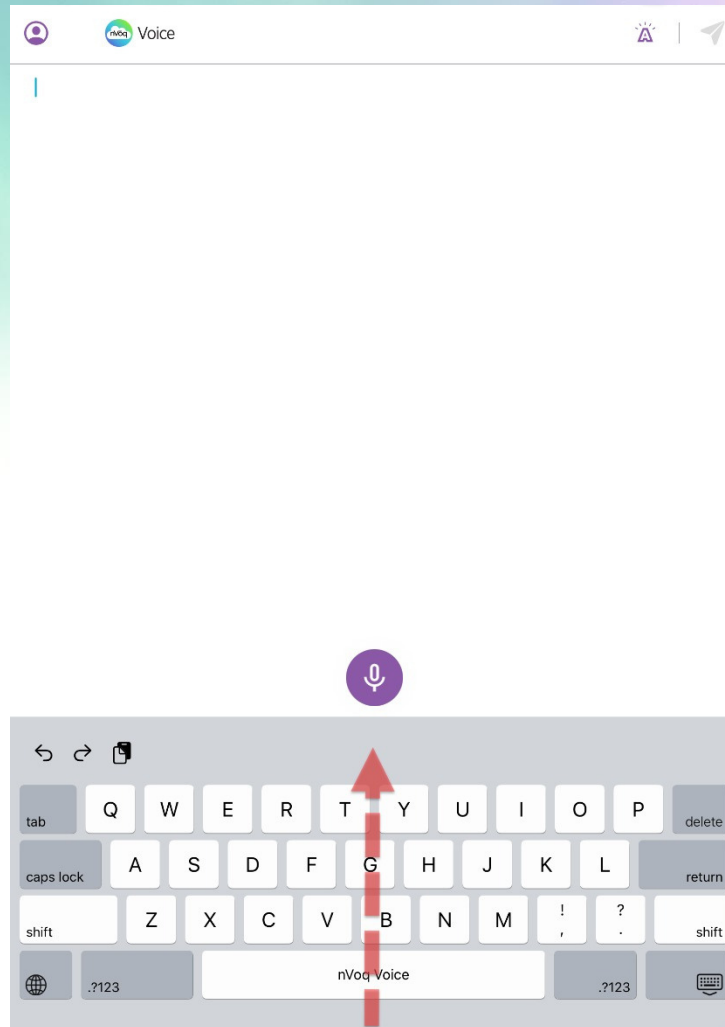
Cancel Change

[Forgot old password?](#)



Voice for iOS

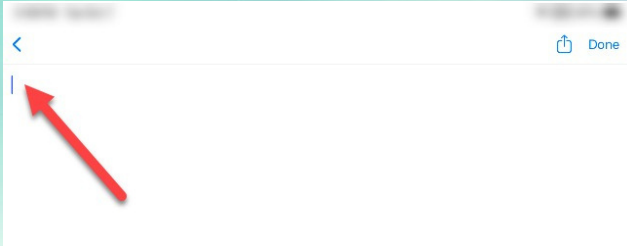
3. *After you successfully sign in you are taken directly to the nVoq Voice dictation screen. Swipe up from the bottom of the screen and select an application into which you would like to dictate.*



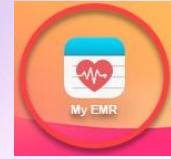
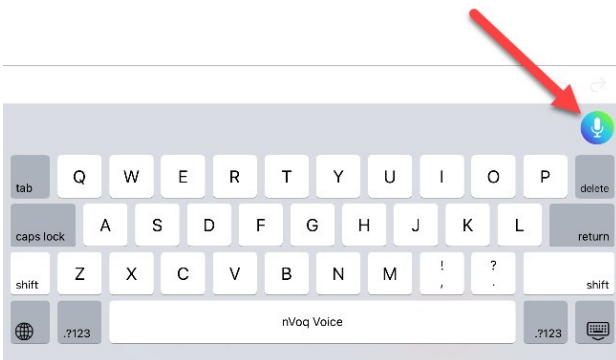
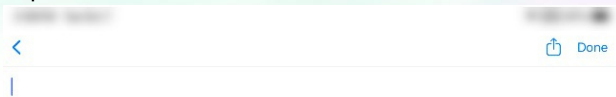


Use Dictation

1. Go to the application where you want to add your note.
2. Place your cursor in the text area where you want to add your note.



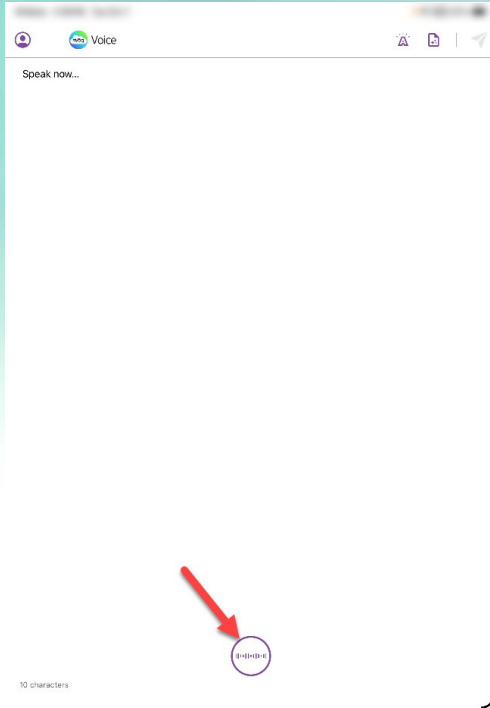
3. Tap the dictation button.





Voice for iOS

- The dictation screen opens and automatically starts recording, which is indicated by an audio meter in the bottom of the screen.



- Say your dictation.
- Tap the audio meter to stop recording. (Note: Tapping anywhere on the screen will also stop your dictation.)

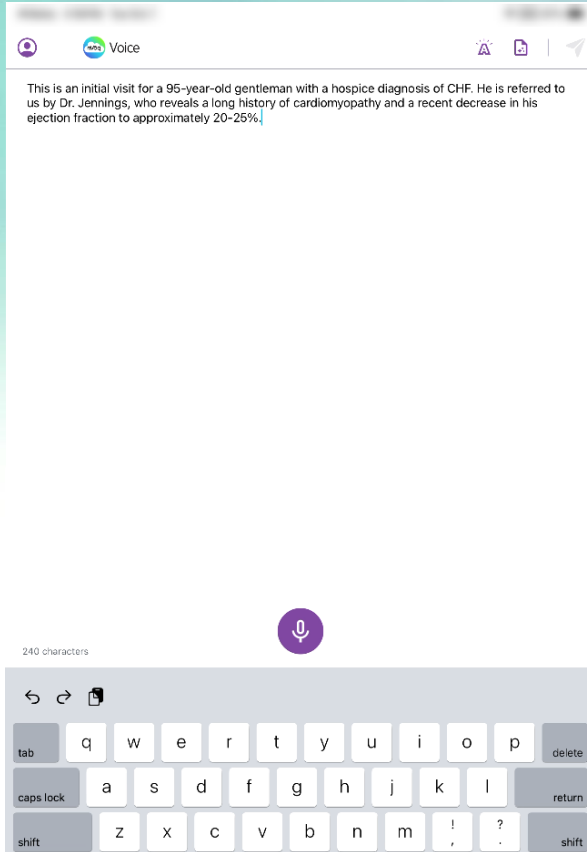




Voice for iOS

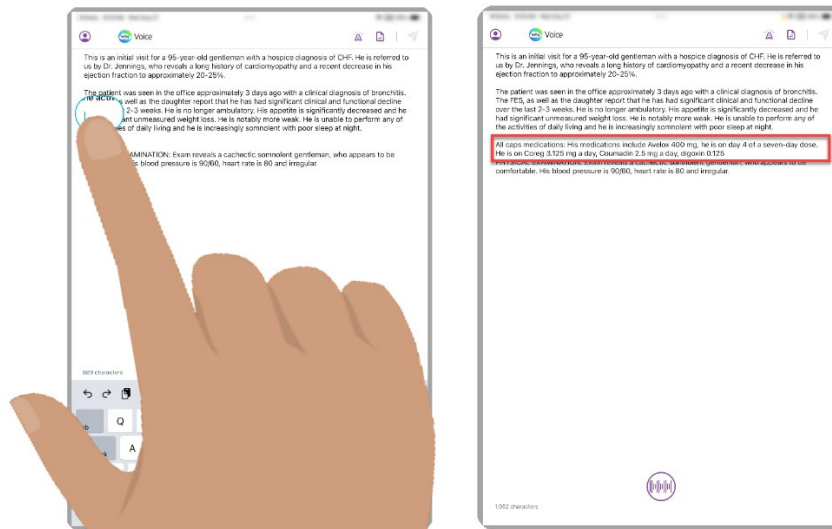


- When nVoq Voice stops recording, the audio meter switches to a microphone icon (the dictation button) and the keyboard reappears.



- Optionally, you can add to your dictation by *dictating* (or *typing*) on this screen. To dictate, tap the dictation button (microphone icon) and say your dictation.

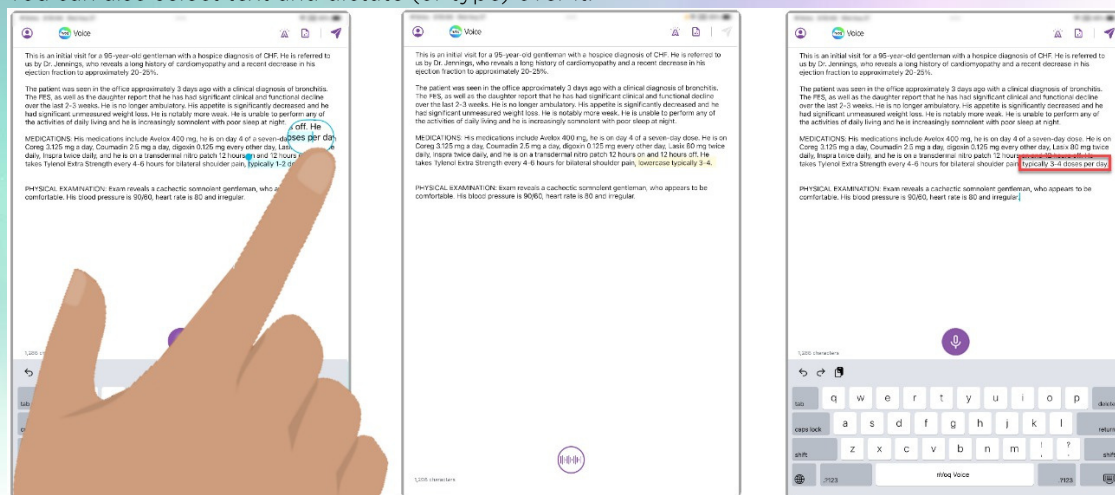
- You can place your cursor anywhere you want to add text and dictate (or type).





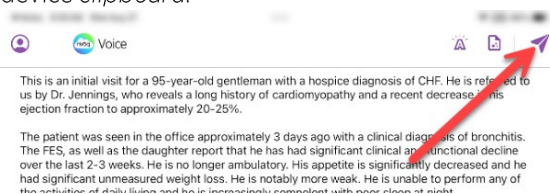
Voice for iOS

- You can also select text and dictate (or type) over it.



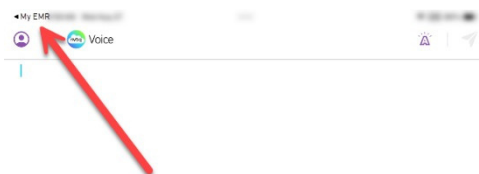
Note: If you use the return key after a sentence *that has no ending punctuation*, the first word of the next sentence will not be capitalized automatically.

- The send icon is purple when the transcript is ready. **Tap the send icon** to send the transcript to your device *clipboard*.



After your tap the send icon, the transcript disappears from the dictation screen and is added to your clipboard. A brief message appears directing you to return to the app where you want the text to appear. You must go back to your application so that transcript will paste there. If you immediately start a new dictation, the previous transcript will be lost.

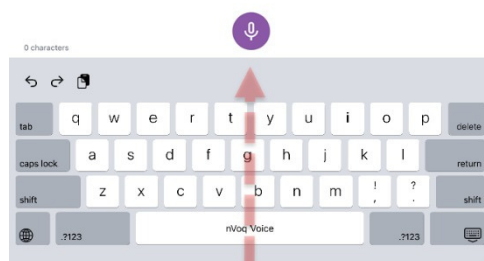
- Return to your original application by **tapping the ◀ link** at the top-left of the screen. *Alternatively* you can **swipe up from the bottom of the screen** to view your open apps and then **tap on your original application** from there.



If your text doesn't appear right away, **tap the text area** in your application where you want it to go.

If it still doesn't paste, long-press into the text area and select **Paste**.

Your transcript is saved to your device clipboard for 10 minutes after tapping the send button. This serves as a temporary backup, allowing you to recover the last dictation if needed. The clipboard clears automatically after ten minutes, after you send a new dictation, or if you copy other text.





Voice for iOS

Once your transcript has been pasted into your application you can still use dictation to make changes

1. Select the text you want to change.
2. Tap the dictation button
3. On the dictation screen, say your new dictation.
4. End your dictation, and then tap the Send icon.
5. The selected text will be replaced by your new dictation.

You can also copy text from your application and edit it on the nVoq Voice dictation screen

1. Select the text you want to edit, then select "Copy" from the menu that appears.
2. Tap the dictation button.
3. Stop the dictation automatically in progress.
4. Tap onto the dictation screen and select "Paste" from the menu that appears.
5. The text appears on the dictation screen where you can make changes using dictation or typing. *Note: When pasting text onto the dictation screen, nVoq Voice only checks the spelling of the sentence in which the cursor is placed. If the cursor is between two sentences, spelling is checked the sentence following the cursor.*
6. When you send the updated text back to your application it will include your changes and replace the text that you originally selected.



Tips for Better Dictation Accuracy

- **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, conversational 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.
- **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 by your nVoq account administrator.
- **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

Physical Keyboard

If you have a physical keyboard connected to your iOS device, the on-screen keyboard will still display (as long as you have enabled the "Allow Full Access" setting as described in the iOS setup steps). This allows you to access the dictation button anytime.

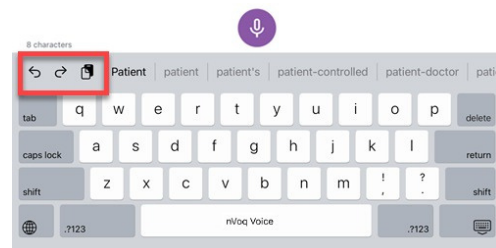
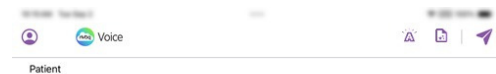
Keyboard Functionality

You may see icons at the top of the keyboard (Undo, Redo, and Copy).

When you are *in a third-party application* (like your EMR), these are part of iOS. They appear above the next word suggestions bar. You can hide those to make more room on the screen by going to **Settings > General > Keyboard > Deactivate "Shortcuts"**.



When you are *on the nVoq Voice dictation screen on a tablet*, these icons are part of nVoq Voice and appear on the same line as the next word suggestions. On this screen, the icons cannot be hidden. (These do not appear on phones.)

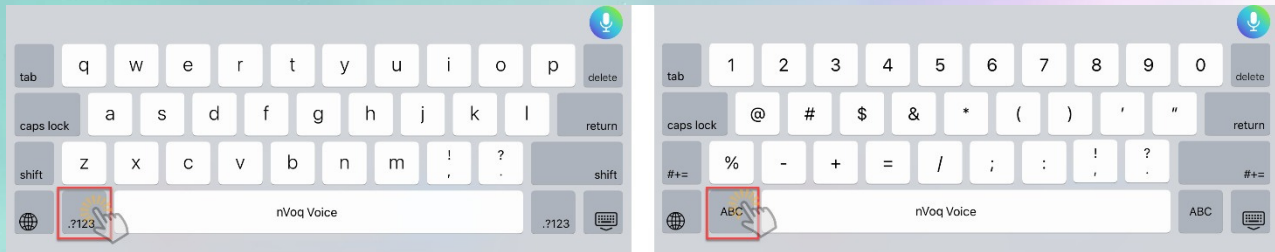




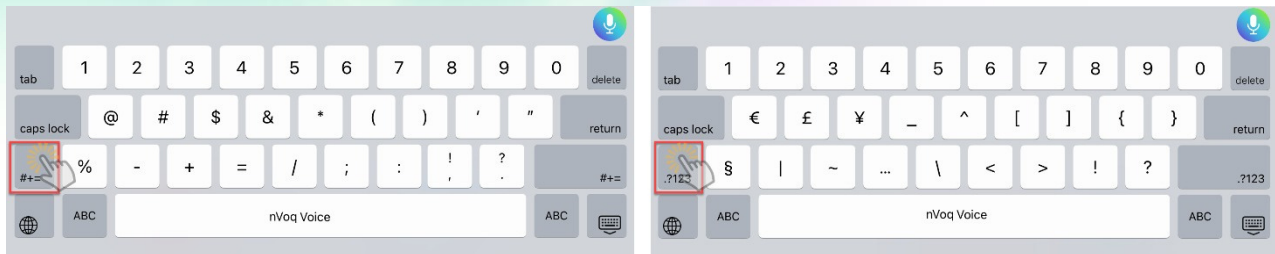
Voice for iOS



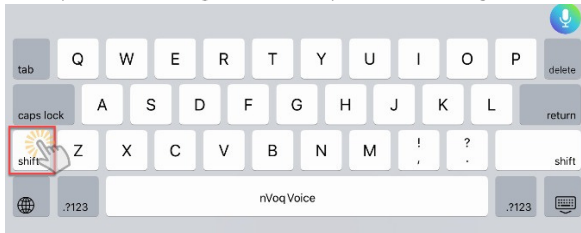
- Switch between the QWERTY keyboard and the numbers/symbols keyboard, **tap the 123 or ABC key**.



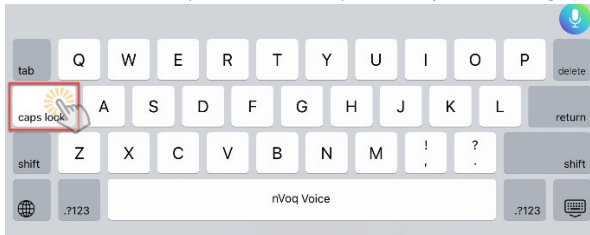
- When on the numbers and symbols keyboard you can **tap the #+= key** to use additional symbols. Tap the **123 key** to return back to the regular numbers/symbols.



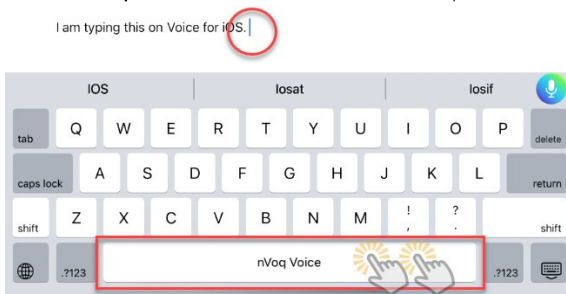
- To *capitalize a single letter* tap the **shift key** so that it turns white.



- To *turn on caps lock* tap the **caps lock key** (or double-tap the shift key) so that the caps lock key turns white. To *turn caps lock off*, tap the **caps lock key** (or the shift key).



- Double-tap the **SPACE BAR** to *insert a period and a space (.)* after the last character.

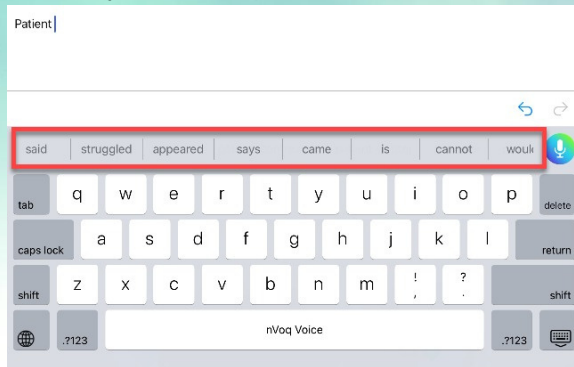




Next Word Predictive Typing Suggestions

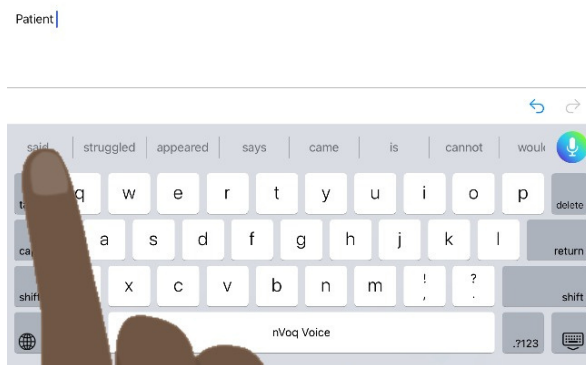
The keyboard adapts to your typing by learning from previously entered text and displaying likely next-word suggestions in the bar above the keyboard.

1. Type a word on the keyboard and then look to the bar above the keyboard to see suggestions for what word may come next.

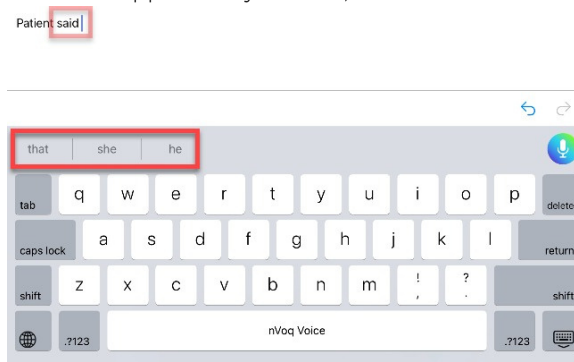


- The most recently used words that you typed after the previous word appear first in the suggestion bar from newest to oldest.
- The list is **scrollable**, up to 8 words display in the suggestion bar. Swipe your finger left to see the list.

2. Tap on a word in the suggestion bar.



3. The word appears in your text, and the *next* word suggestions appear in the suggestion bar.



- *Hyphenated words (over-the-counter) and contractions (Parkinson's) are recognized as single words.*

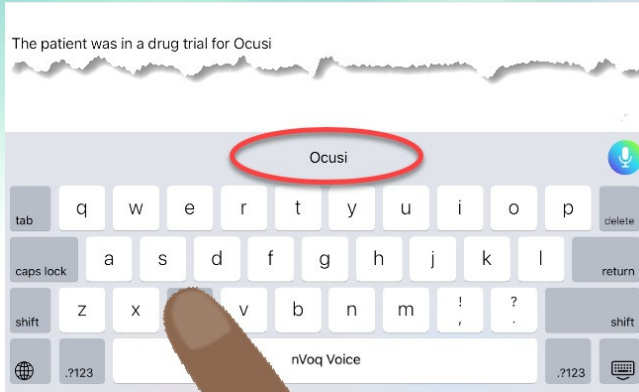


Add to Dictionary

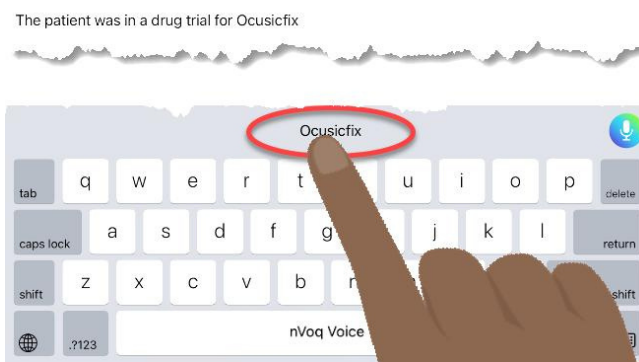
You can add unknown words to the nVoq Voice for iOS dictionary so that they can be recognized and appear as next word predictive typing suggestions or spelling corrections when you type them on the nVoq Voice keyboard.

One way to add a word to the nVoq Voice for iOS dictionary is to **tap on it in the suggestion bar**.

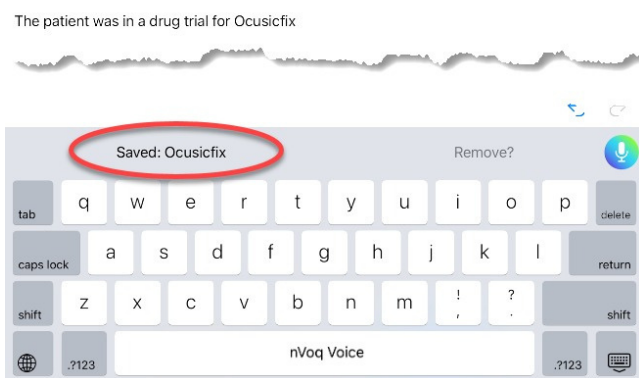
1. Type an unknown word and it displays as the only word in the suggestion bar.



2. Tap on the word in the suggestion bar.



3. A "Saved" confirmation appears. (You can tap Remove? to remove the word from the dictionary.)



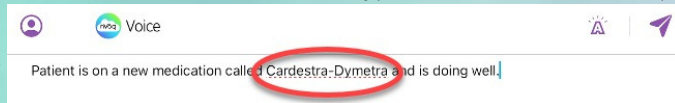


Voice for iOS

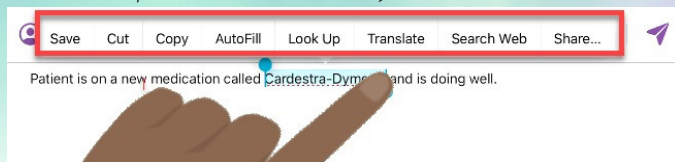


Another way to add words to the dictionary is to **double-tap** on it in the transcript on the dictation screen:

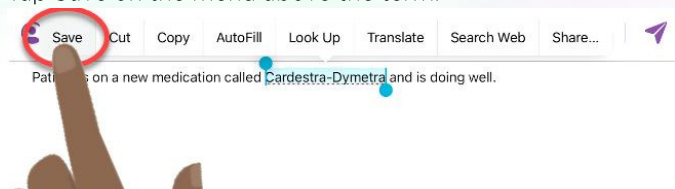
1. Go to the dictation screen and type an unknown word. It appears with a red underline.



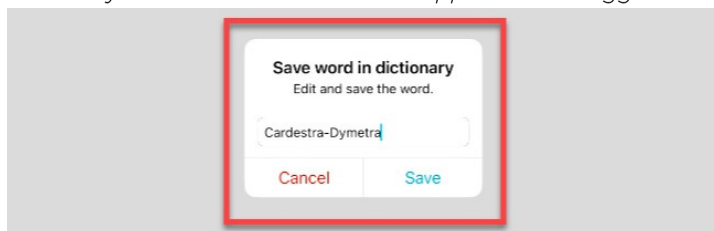
2. Double-tap on the word to bring up a menu above it. (You may need to manually select hyphenated words to capture the whole term.)



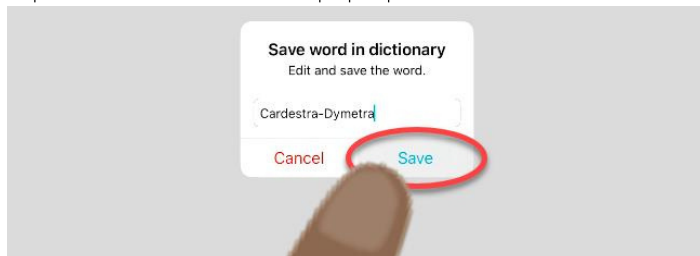
3. Tap Save on the menu above the term.



4. A pop-up appears where you can optionally make changes to the word. Note that words added to the dictionary are case-sensitive and will appear in the suggestion bar as they were added.



5. Tap the Save button on the pop-up to save the word to the dictionary, or tap Cancel to discard it.



About the dictionary:

- Multi-word terms cannot be added unless they are connected, such as with a hyphen. For example, "Lumetra XL" cannot be added, but "Lumetra-XL" could be added.
- There is currently no way to view words added to the dictionary or to remove them.
- Words added to the dictionary are *case-sensitive* and will appear in the suggestion bar with the same casing in which they were added.
- Words added to this dictionary are only available when **typing** with the nVoq Voice for iOS keyboard. They are not available on other keyboards, when using nVoq Voice dictation, or in other nVoq Voice applications.