

IBM[®] ViaVoice[®] for Windows[®]
Personal Edition



User's Guide

Release 10

IBM® ViaVoice® for Windows®
Personal Edition



User's Guide

Release 10

Note

Before using this information and the product it supports, be sure to read the information in Appendix C, "Notices" on page 103.

First Edition (August 2002)

This edition applies to version 1, release 10, modification 0 of IBM ViaVoice for Windows Personal Edition US English (program number 5724-C96) and to all subsequent releases and modifications until otherwise indicated in new editions.

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Welcome to ViaVoice

IBM ViaVoice will change the way you use your computer. You can now dictate text and control your computer by voice.

Imagine yourself sitting at your computer, composing a letter to a friend. Say "Dictate to SpeakPad". ViaVoice's word processor opens, and you dictate the letter using normal speech. You can do this with ViaVoice—you talk, it types! The computer translates your words and phrases into actions that carry out commands or create text. Imagine the simplicity of working at your computer just by speaking. With ViaVoice, say goodbye to the drudgery of typing.

ViaVoice is probably not like any software you have ever used! To get the most from ViaVoice and become a great user—even if you have already used a speech-recognition product—we recommend that you go through this book following these sign posts.



Install the software and set up your speech system. Start by following the instructions in Chapter 1 to install ViaVoice and prepare your sound system so that ViaVoice can understand you. **You must set up your speech system as described in Chapter 1 before you can work satisfactorily with ViaVoice.**



Get comfortable by practicing dictation. Having installed ViaVoice and set up your speech system, you will then probably want to practice dictating. Chapter 2 shows you how to dictate into SpeakPad. We recommend that you practice with the material in this chapter, and become comfortable speaking to SpeakPad, before exploring other parts of ViaVoice.



Learn how to use the VoiceCenter. Once you are comfortable with speaking to your computer, familiarize yourself with VoiceCenter, the heart of your speech system. VoiceCenter controls your spoken interactions with your computer. Chapter 3 describes the functions available through VoiceCenter.

Once you have mastered the material in the first three chapters, explore the other ViaVoice functions to become even more productive:

- Use SpeakPad, described in Chapter 4, to dictate your documents and letters. A word of advice: make sure you've gone through Chapter 2, mentioned above, before turning to this chapter.
- Do you prefer using Microsoft® Word? Chapter 5 gives you the complete picture on dictating into Word 97, Word 2000, or Word 2002.
- Your dictation is not finished until you have corrected the recognition errors in the text. Correcting these errors is one of the most important ways to help ViaVoice learn what you say. Do not close your dictation sessions until you have corrected them as described in Chapter 6.
- What do you want to do? You can see all the commands for controlling your computer in the What Can I Say window, described in Chapter 7. If you are primarily interested in dictating documents rather than speaking commands, you can skip this chapter.
- Once you are comfortable with your system, personalize ViaVoice. Chapter 9 describes the features for extending the usefulness of your system and gives you suggestions for tailoring it for your needs.
- ViaVoice is loaded with information like online help and printable online material. Chapter 11 describes all the information available at your fingertips.
- Appendix A contains the details for getting support when things go wrong. You can find more information about ViaVoice on the Internet, and the Technical Support Center is as close as a telephone call or an e-mail. Look at this appendix when you need answers to your questions.

Conventions in this book

Please note the following textual and graphical conventions used in this book.

Commands and words that you say to your computer are shown in bold within double quotation marks.	Say " Capitalize this ". Say " What Can I Say for Desktop ".
Some multiple-word commands are shown as joined words or hyphenated words.	NEWPARAGRAPH NEWLINE NO-SPACE
Spelling a word is shown with a hyphen separating each letter in the word.	Dictate " r-e-c-o-g-n-i-t-i-o-n ".
The names of buttons, fields and check boxes appear in bold.	Click OK to accept the name in the User Name field.
A series of items that you click with the mouse to start a function appear in bold and are separated by angle brackets. In this example, the first item to click is the Start button, and the last is the function to open VoiceCenter.	Select Start > Programs > IBM ViaVoice > VoiceCenter .
This symbol identifies information that is particularly important. In addition, navigation and some commands are available only when ViaVoice is installed on Windows 98 Second Edition, Windows Me, or Windows XP Home Edition. This symbol alerts you to information about this limitation.	
Woodrow, the ViaVoice agent, points out a helpful hint or tip.	

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Chapter 1. Setting up your speech system

This chapter describes how to install ViaVoice on your computer and then set up your sound system. You should allow 30–45 minutes to complete the procedures in this chapter:

- Install ViaVoice from the CD-ROM that comes in your package.
- Set up your audio system. The User Wizard will assist you!
- Record a story and let ViaVoice create a model of your voice.
- Optionally, if you already have documents that reflect the style and words (lexicon) that you plan to dictate, you can have ViaVoice analyze those documents.



The computer on which you will set up your speech system should be in the location where you plan to dictate. During setup, background noises should be like those you will hear during future dictation sessions. If there is unusual background noise (for example, street repairs being done outside an open window) or if you plan to dictate in a noisy location which is now quiet, wait until the acoustics return to normal before setting up your speech system.

First check the following points before installing this program.

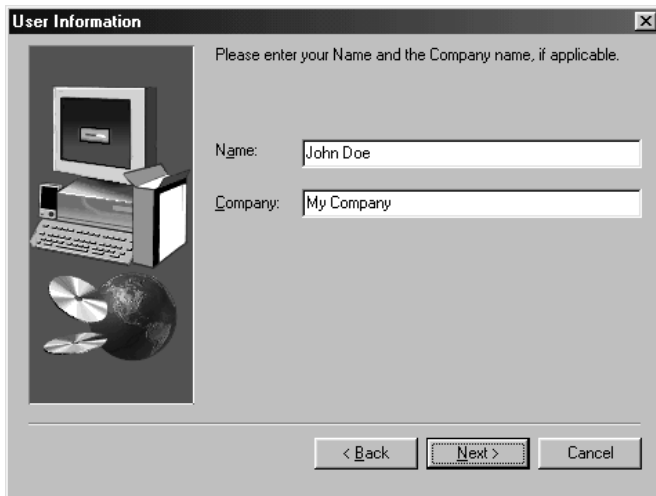
1. Refer to the side of the box to ensure your computer meets the minimum requirements for installing this program.
2. If you are installing ViaVoice over an existing IBM speech product or have IBM speech products in more than one language, read the information in the *Readme* file on the ViaVoice distribution CD before installing ViaVoice.
3. Ensure that the disk drive where you plan to install ViaVoice has not been compressed with disk-compression utilities.
4. If you are installing on Windows XP, your user ID must have administrator authority.

Installing the ViaVoice software

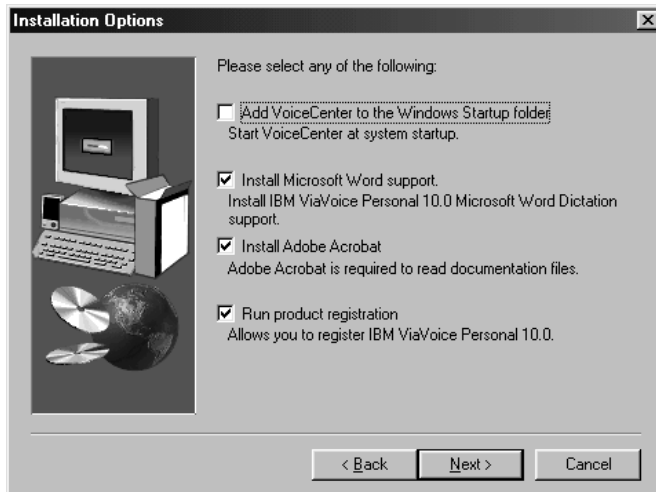
1. Insert the ViaVoice CD in your CD-ROM drive to start the installation program. If it does not start automatically, do the following:
 - a. Click **Start > Run** from the Windows taskbar.
 - b. Type `d:\setup` (where d is your CD-ROM drive).
 - c. Click **OK**.
2. Follow the instructions on the screen.

During installation you will see the following windows. (This section does not show all windows you will see.)

User Information—Type your name and company name, if appropriate. Click **Next** when you have finished.

A screenshot of a Windows-style dialog box titled "User Information". The dialog box has a standard Windows title bar with a close button (X). On the left side, there is a vertical panel containing a grayscale illustration of a computer system (monitor, tower, and keyboard) and a CD-ROM. To the right of this panel, the text "Please enter your Name and the Company name, if applicable." is displayed. Below this text are two text input fields. The first field is labeled "Name:" and contains the text "John Doe". The second field is labeled "Company:" and contains the text "My Company". At the bottom of the dialog box, there are three buttons: "< Back", "Next >" (which is highlighted with a dashed border), and "Cancel".

Installation Options—Select the Installation Options. To clear an option, click on the tick mark in the box.



Select to install ViaVoice support for Microsoft Word 97 or above. This option is only available if you have Microsoft Word 97 or above installed on your computer. This option includes support for dictation into Word and natural commands¹ for Word. If you choose not to install this support now, you can install it later.

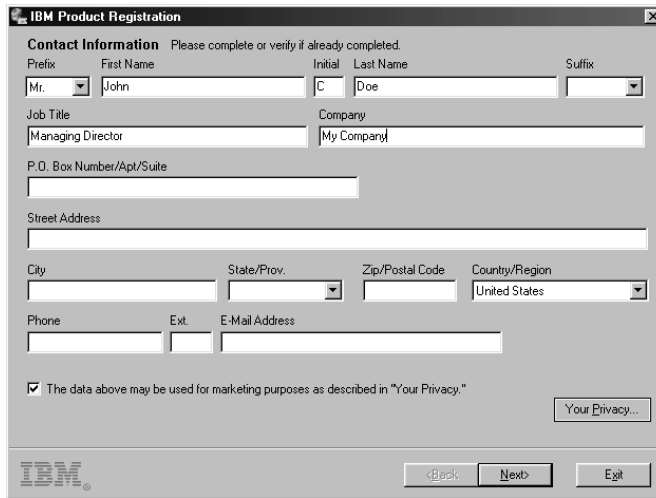
Adobe® Acrobat® Reader—If Adobe Acrobat Reader is not already installed on your computer, you can select this option to have ViaVoice automatically start the Adobe Acrobat Reader installation program. Adobe Acrobat Reader enables you to view the ViaVoice *Command Reference* and this book.

We recommend that you leave a tick mark next to **Run product registration** so that we can send you important information about future upgrades and options as they become available.

Click **Next** when you have finished.

1. *Natural commands* are commands that use a flexible, natural speaking style like "Make the next paragraph bold" and "Select from here to the top".

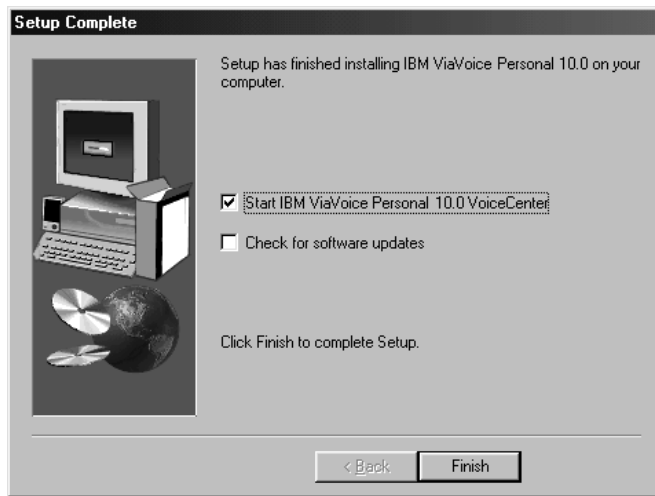
Product Registration—If you chose to register your software now, you will see this window at the end of installation.



The image shows a screenshot of the "IBM Product Registration" window. The window has a title bar with the IBM logo and the text "IBM Product Registration". Below the title bar, there is a section titled "Contact Information" with a subtitle "Please complete or verify if already completed." The form contains several fields: "Prefix" (a dropdown menu with "Mr." selected), "First Name" (text box with "John"), "Initial" (text box with "C"), "Last Name" (text box with "Doe"), and "Suffix" (a dropdown menu). Below these are "Job Title" (text box with "Managing Director") and "Company" (text box with "My Company"). There are also fields for "P.O. Box Number/Apt/Suite", "Street Address", "City", "State/Prov." (a dropdown menu), "Zip/Postal Code", and "Country/Region" (a dropdown menu with "United States" selected). At the bottom of the form are fields for "Phone", "Ext." (a small text box), and "E-Mail Address". A checkbox is checked, with the text "The data above may be used for marketing purposes as described in 'Your Privacy.'" next to it. To the right of the checkbox is a button labeled "Your Privacy...". At the bottom of the window are three buttons: "<Back", "Next>", and "Exit".

Type all registration information and follow the on-screen instructions.

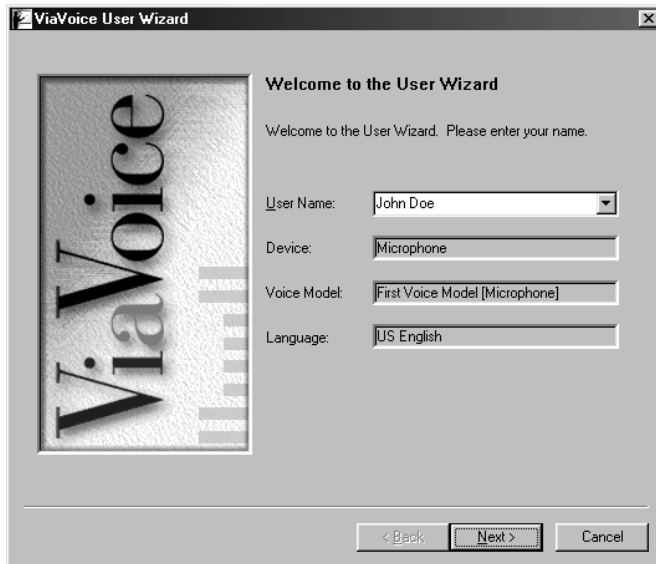
Setup Complete—This window indicates that you have successfully installed the software.



Setting up your microphone and audio system

Woodrow appears if you placed VoiceCenter in your StartUp folder. If Woodrow does not appear, start VoiceCenter by clicking **Start > Programs > IBM ViaVoice VoiceCenter**.

Woodrow gives you a short presentation. (To skip this presentation, right-click on Woodrow and then select **Hide**.) Then, the Audio Setup Wizard starts to help you set up the microphone and audio system so you can get started with ViaVoice.



The name in the **User Name** field is probably the one you typed earlier. Leave it as it is, or type a name by which you want ViaVoice to know you. As you use ViaVoice, words you add and other enhancements you make go into your *personal speech files*. These files are associated with your user name.

You can use any name that contains the letters a to z in both uppercase and lowercase as well as numbers, but it must not contain typographic symbols (like " or /).

If other people will use your speech system, add their user names later but **before** they start ViaVoice for themselves. ("Adding a user" on page 78 describes how to do this.) People using your speech system must have their own user names. 'Sharing' your user name with others will corrupt your personal speech files and cause recognition problems.

For now, ignore the other three fields and click **Next**.

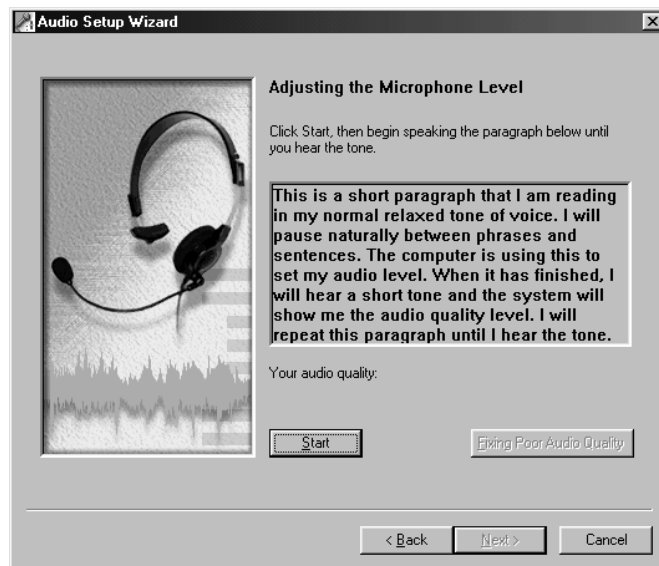
Audio Setup Wizard—This wizard presents several windows to help you set up your microphone. We recommend that you use the microphone that comes with ViaVoice until you are thoroughly comfortable with your speech system.

1. If you have not already done so, remove the microphone and its equipment from the package:
 - The microphone itself
 - One or more plugs and USB adapters²
 - Warranty and other material from the manufacturer.

The Audio Setup Wizard will prompt you to identify the type of microphone and components you have.

2. With the microphone on, complete all audio tests that the Audio Setup Wizard presents to you.

At the window shown below, for example, click **Start** and then read aloud the text inside the box. Speak the text clearly in your normal voice, pausing naturally between phrases or after punctuation marks. (Imagine you are speaking to someone for whom English is not the native language.) After you have read the sentences, ViaVoice will display the quality of your audio. Should ViaVoice find that the audio quality is poor, click **Fixing Poor Audio Quality** to learn how to take corrective action.



2. If you are using a USB microphone and do not have the USB port installed, the Windows program for adding this new hardware begins. Follow the on-screen instructions to install the USB device driver. After installing the new hardware and restarting your computer, run VoiceCenter and complete the Audio Setup Wizard.

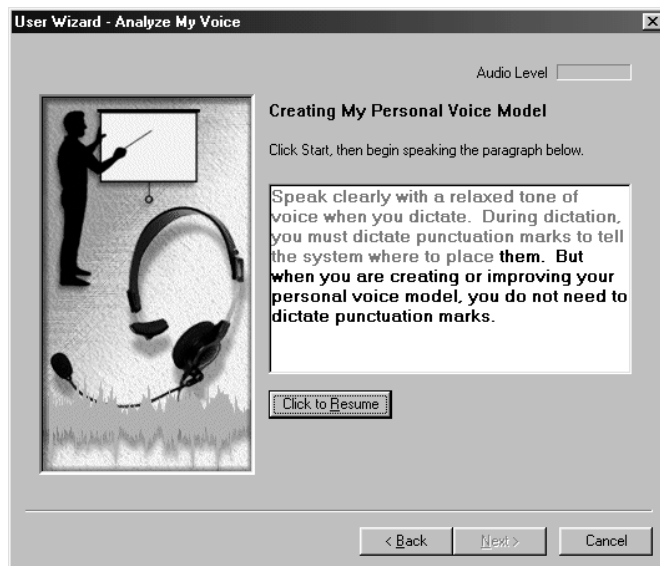
During these tests, the Audio Setup Wizard might display information windows or even start your Web browser to display a ViaVoice-related Web page. Use the information proposed by the wizard to solve any difficulty you might encounter during Audio Setup. **ViaVoice needs these tests to be completed successfully to set up your system properly.**

If you have difficulty completing any test successfully in the Audio Setup Wizard, see "Troubleshooting setup problems" on page 13.

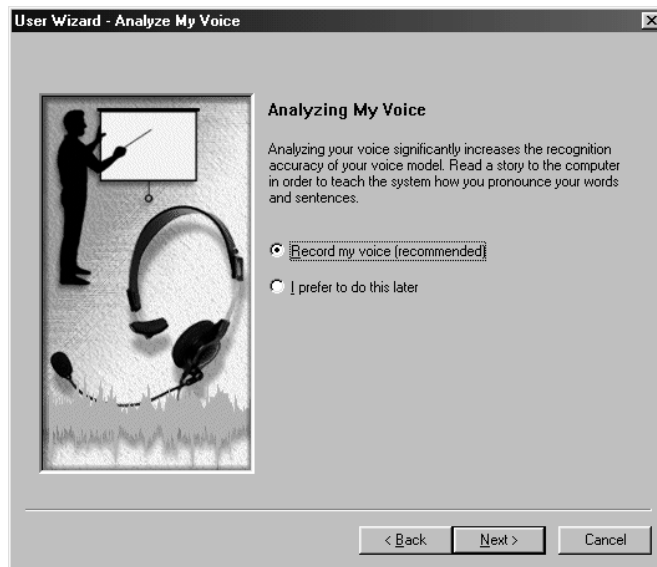
Creating a voice model

You must give ViaVoice a sample of your voice so that it can understand you. The User Wizard makes it easy for you to do this.

When you see this window, click **Start**, then read aloud the text in the box, speaking in a normal style. As ViaVoice recognizes you, some text will become gray. In the window below, the first sentence and all but the last word of the next sentence have been recognized. If ViaVoice does not recognize what you say, simply say the text again until it is grayed.



When you have finished reading this text aloud, ViaVoice displays the Analyzing My Voice window. Here you can choose what to do next.



Record my voice

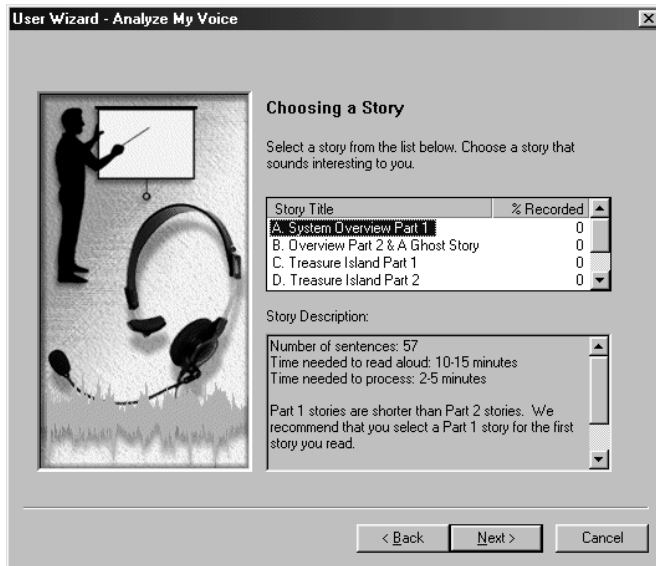
This is the recommended choice. Recording your voice requires about 10 to 30 minutes and significantly increases the recognition accuracy of ViaVoice.

I prefer to do this later

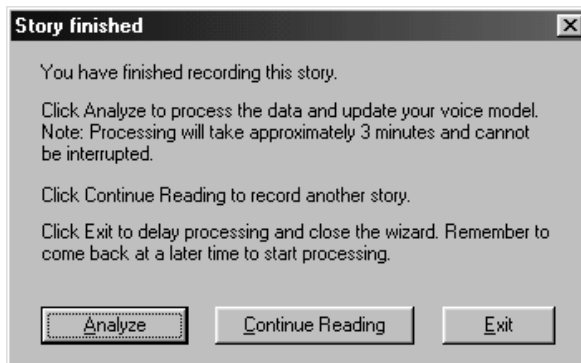
If you select this option, the User Wizard presents the Analyze My Documents panel. (See “Analyzing your documents” on page 12 for details.) However, your speech recognition accuracy might not be optimal. To improve your recognition accuracy you can relaunch the User Wizard at any time by selecting **Tools > Analyze My Voice** from the ViaVoice menu.

Analyzing your voice

After selecting **Record my voice** and clicking **Next**, ViaVoice displays the Choosing a Story window. Select the story that you want to read aloud for analyzing your voice. If the story you want has two Parts, select Part 1 first. Read the story aloud using your normal speaking voice.



When ViaVoice has enough recorded data, you will see the Story Finished window. Click **Analyze** to have ViaVoice create your voice model. However, if you have a strong regional accent, we recommend that you click **Continue Reading** so that you can record more sentences, giving ViaVoice more data for analysis. Doing everything you can to give ViaVoice as much information about your voice as possible is one of the best ways to ensure excellent recognition accuracy.



You see this window after clicking **Analyze**.



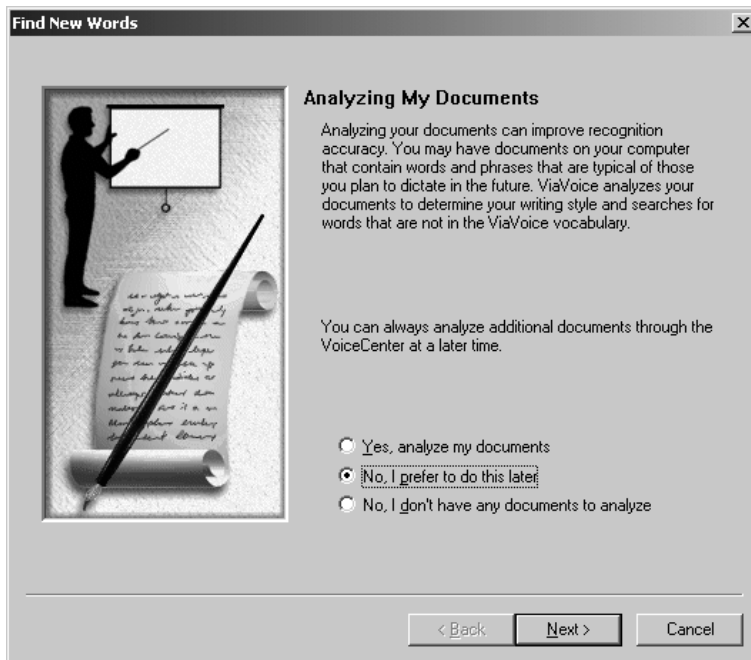
Wait until ViaVoice has fully processed your recording before turning off your computer or working with other processing-intensive programs.

Analyzing your documents

You can get a head start on dictation by having ViaVoice analyze your existing document files.

ViaVoice can analyze Word document files (DOC), Rich Text Format files (RTF), text files (TXT) and HTML document files (HTM, HTML).

The User Wizard displays this window so that you can make these files available for analysis:



When ViaVoice analyzes your files, it identifies words that are not in its base vocabulary. You can then select which words you want added to your *personal vocabulary*. (Your personal vocabulary contains new words that ViaVoice finds in your dictated documents.) ViaVoice also updates its information with your personal writing style so that, when you dictate in that style, it will understand you better.

For now, select the middle or bottom option, then click **Next**.

Once a voice model has been created, you can go on to the next chapter, where you will begin dictating with SpeakPad, the speech-enabled word processor in ViaVoice. We recommend that you start with SpeakPad, which is easy to use.

Troubleshooting setup problems

Before you can obtain satisfactory results with ViaVoice, you must install the ViaVoice software, set up your microphone and audio system properly and create a model of your voice. The procedures for doing these successfully were described above. If you are unable to solve a setup problem, look for it in this section and carry out the suggested corrective action. If you are still unable to solve the problem, contact Technical Support as described in Appendix A, "Getting technical support" on page 93.

Unable to install ViaVoice

- ✓ Your computer must meet the hardware and software requirements listed on the side panel of your ViaVoice package. Refer to your computer's documentation to ensure that the type and speed of your processor are sufficient for ViaVoice. Also ensure that the drive on which you want to install ViaVoice has sufficient free disk space.
- ✓ During software installation, you should completely and accurately provide data at every window and click **Next** when prompted to do so. In windows where the **Next** button was inactive, did you type data or select with the mouse until the button became active and clickable? Dismissing windows instead of continuing with **Next**, or clicking a button to cancel or exit, prevents the installation program from completing successfully.
- ✓ If you are installing on Windows XP, your user ID must have administrator authority.

Problems with audio setup

- ✓ The Audio Setup Wizard configures your sound system. You must complete Audio Setup successfully. To do so, the microphone must be plugged into your sound card or USB adapter and port correctly. The Audio Setup Wizard shows you how to do these properly.
- ✓ Your sound card must be fully compliant with the specification on the ViaVoice package, and the latest device driver for your sound card should be installed on your computer. Check the sound-card information at our Web site at <http://www.ibm.com/viavoice/support>, and contact your sound-card manufacturer to obtain the latest device driver. If you have more than one sound card, there should be no address conflict between the sound cards. ViaVoice must use the sound card to which you attach the microphone. You can see whether a conflict exists by looking at **Start > Settings > Control Panel > System > Device Manager**. (Windows XP: Click on **Start > Control Panel > Performance and Maintenance > System > Hardware > Device Manager**.) A sound card showing a yellow exclamation mark has an address in conflict with another device on your computer. Look in Windows help for instructions on resolving this conflict.

- ✓ Use the microphone supplied with ViaVoice. If you want to use a different microphone, it must be one listed at <http://www.ibm.com/viavoice/support> on the Internet. You can also see a list of supported microphones during Audio Setup. When setting up your microphone, select **Other microphone** as the type of microphone you are using, then click the **Other microphones** button to see the list of supported microphones.
- ✓ Ensure that no special effects are set in Windows. These settings, which can prevent the sound card from working with ViaVoice, are found in Advanced Settings in the Device Manager for your sound card. Effects like full-duplex, 3-D sound and reverb should be turned off when using ViaVoice.
- ✓ Is your computer set up to record sound? If you are unsure, test your system by doing this:
 1. Click **Start > Programs > Accessories > Entertainment > Sound Recorder**.
 2. Try to record your voice and play it back with the Sound Recorder. If you cannot hear your recording, contact your computer or sound card manufacturer. If the Sound Recorder is working but Audio Setup still fails, you might need to update the device driver for your sound card.

The sound you hear should be free of hiss or other noise.

- ✓ Make sure that settings like volume control are set. Check boxes for muting audio components in Windows should not be ticked. Search for *Windows Audio Settings* in Windows help to see how to adjust sound settings. Multiple mixers can cause problems.

Poor recognition

- ✓ Speak at a normal pace, not too fast, not too slowly. Don't clip or slur words, or elongate or exaggerate their pronunciation. Do not run words together, but avoid overemphasizing them. At first you might tend to speak quickly. Be patient and slow down a bit.
- ✓ Make sure you wear your microphone headset correctly and in the same way each time you speak. The white dot next to the microphone under the foam pad must face your mouth. Do not remove the foam pad from the microphone when speaking; this pad acts as a windshield. Do not position the microphone directly in front of your mouth where it will capture breathing noises; instead, position it to either side of your mouth, about 2 cm away from your mouth. When speaking, do not change the position of the microphone boom or touch the foam pad or boom. Do not allow the microphone to touch your face or hair.

- ✓ Say only the words shown to you for the tests. Should you talk to someone while the microphone is on, ViaVoice will capture your conversation and not recognize your words as part of the story. Hesitation noises like 'um' or 'uh', coughing and 'slips of the tongue' are picked up as words.
- ✓ If a word can be pronounced more than one way—like 'thuh' and 'thee' for the word *the*—try both pronunciations.
- ✓ Are you actually saying all words correctly? For example, do not misread *this* as *the*. Do not skip any words.
- ✓ If you are speaking in a room with a lot of unusual background noise, wait until the noise subsides before reading the story.

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Chapter 2. The magic of dictating with ViaVoice

Congratulations! You have successfully set up your speech system and are now ready to practice dictation with SpeakPad, the speech-enabled word processor in ViaVoice.

We should first establish a few guidelines to help you get started.



- If you have not used speech recognition before, relax! Talking to your computer is fun and easy. Get a glass of water and follow along with us in this chapter.
- ViaVoice understands when you speak clearly and in a normal, natural manner. For some people, getting comfortable with speech recognition takes time and practice. So, please be patient and try not to be self-conscious! Talking to your computer is almost as easy as talking on the telephone, and the more you use your speech system, the more comfortable you'll become.
- As you work through this chapter, consider everything you do as practice—we sincerely want you to become a great ViaVoice user! This is your chance to play with the technology and learn how to make ViaVoice serve you.
- Work through the material in this chapter until you obtain satisfactory results and feel comfortable speaking to your computer.

Take your time and just follow the instructions.

Practice dictating

1. If VoiceCenter is not on your screen, start it by clicking **Start > Programs > IBM ViaVoice VoiceCenter**.
2. Click the ViaVoice menu button on the far left side of the VoiceCenter, then select **Dictate To** and click **SpeakPad**.

SpeakPad opens. The microphone button changes and turns green. Your microphone is **on**, and SpeakPad is ready to recognize your speech.

3. Dictate this text by speaking clearly in your normal speaking voice:

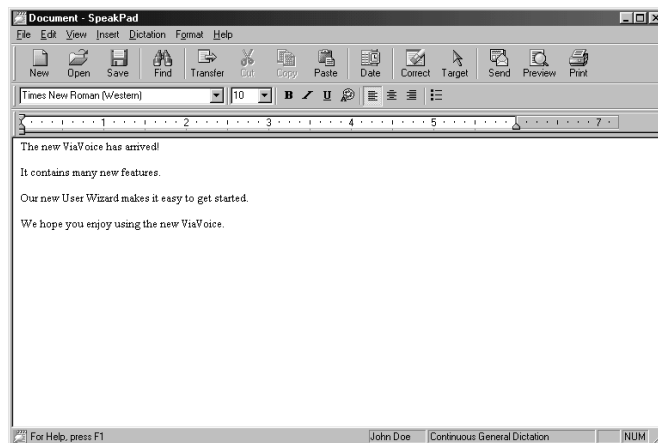
The new ViaVoice has arrived EXCLAMATION POINT NEWPARAGRAPH

It contains many new features PERIOD NEWPARAGRAPH

Our new User Wizard makes it easy to get started PERIOD NEWPARAGRAPH

We hope you enjoy using the new ViaVoice PERIOD MICROPHONE-OFF

4. The text appears in the **SpeakPad** window. It should look like this:



Congratulations, you have successfully dictated for the first time!

This being your first dictation, your text probably contains some recognition errors. Your next step is to learn how to identify these errors, so please go to the next section.

Finding recognition errors

After dictating a paragraph or so of text, you should correct any *recognition errors* you find in it. Recognition errors are words that ViaVoice understood in error for the words you said. Several types of recognition errors can occur:

Type of error	Examples	Causes
A single word is recognized as some other word	You said <i>a</i> , but ViaVoice displayed <i>the</i> . You said <i>their</i> , but ViaVoice displayed <i>there</i> .	• You didn't say the word clearly. • The word you said is not in ViaVoice's base vocabulary or your personal vocabulary. • The context of the word caused ViaVoice to guess incorrectly.
A single word is recognized as two or more words	You said <i>oversubscribed</i> but got <i>over subside</i> .	• You paused between syllables in a word. • You didn't say the word clearly. • The word is not in ViaVoice's base vocabulary or your personal vocabulary.
A word that you did not say is inserted in the text	You said <i>for branch staff</i> but got <i>for a branch staff</i> .	• The microphone picked up background noise or breathing noises.
Two or more adjacent words are recognized as one word	You said <i>that this</i> but got <i>that's</i> .	• You ran the words together or spoke them too quickly. • You slurred the pronunciation of the words.
A word is not capitalized correctly	You started a sentence with <i>Their</i> but ViaVoice did not capitalize it.	• ViaVoice guessed the wrong form of the word.
A command is recognized as text	You said <i>MICROPHONE OFF</i> but got the words <i>microphone off</i> .	• You did not pause before and after saying the command. • ViaVoice did not interpret your words as a command.

Recognition errors happen. Saying words that ViaVoice does not know, making slips of the tongue, and the occasional bad guess by ViaVoice lead to errors. By correcting recognition errors, you teach ViaVoice more about the words you use. The more it knows, the fewer errors ViaVoice will make.

Next you will correct the recognition errors in your practice dictation.

Correcting errors

Correcting recognition errors is easy! Just go through these instructions and correct any errors you find in your practice dictation. See “Troubleshooting dictation problems” on page 23 if you have recurring problems while practicing.

Try re-dictating your text before correction

Before correcting the recognition errors, read your text to see if you’re happy with it. Ignore the errors for the time being. If you want to change a word, phrase or sentence, simply select the word by left-clicking with the mouse, or select multiple words by swiping them with the mouse. Then re-dictate what you want.

Correcting misrecognized words

1. Turn on your microphone if it is off.
2. Open the Correction window by saying **"Show Correction window"** or by pressing **F2**. Reposition the window with your mouse pointer if it is obscuring your dictated text.
3. Using your mouse pointer as a visual guide, go through your dictation, word by word and line by line, as a proofreader would, to find any errors.
4. Select a misrecognized word by left-clicking with the mouse. This highlights the entire word. To select a series of words, swipe them with the mouse. The entire series of words should now be highlighted.
5. If the correct word appears in the Correction window, say **"Pick <n>"**, where <n> is the number of the correct word.³
6. If the correct word is not in the Correction window, re-dictate it. If this does not correct the error, say **"Scratch that"** and try re-dictating again. If that works, then you are done with this error and can proceed to the next one. If the error persists, say **"Scratch that"** again, click on the word-display field in the Correction window, and type the correct word in the field. Say **"Correct"** or press **Enter** to insert the typed word into your text.

3. By default, the Correction window shows a list of up to five *alternate words*. These are words that sound like the word you actually said. You can increase or decrease the number of alternate words in the list from ViaVoice Options. Go there by clicking the ViaVoice menu button then selecting **User Options > ViaVoice Options**. ViaVoice Options is displayed. Click the **Correction** tab if it is not on top. At that tab select the number you want from the drop-down list in **Maximum number of alternate words**. See “Changing the appearance of the Correction window” on page 82 for more information.



When correcting errors, you should correct words to what you actually said, not to words you meant to say. If you find unwanted words because of a 'slip of the tongue' or because you did not speak clearly, delete them directly from SpeakPad, then put the cursor at the right location and dictate what you want.

Removing inserted words

1. Turn on your microphone if it is off.
2. Open the Correction window by saying **"Show Correction window"** or by pressing **F2**. Reposition the window with your mouse pointer if it is obscuring your dictated text.
3. Select the inserted word (or series of inserted words) with the mouse.
4. Say **"Delete this"**, or press the **Delete** key.

Correcting capitalization errors

1. Turn on your microphone if it is off.
2. Open the Correction window by saying **"Show Correction window"** or by pressing **F2**. Reposition the window with your mouse pointer if it is obscuring your dictated text.
3. Select the word (or series of words) with the mouse.
4. Say **"Capitalize this"**, or click the Format icon in the Correction window and select **Capitalize this** from the drop-down menu.

Next steps after correction

After correcting the recognition errors, remove the text from the SpeakPad dictation window and dictate the same practice text again. You should find that ViaVoice understands your words better.

Should you continue to get recognition errors in your text, correct them following the guidelines above, then try dictating again.

Dictate and correct the text, then try dictating it again, until you are satisfied with the results.



To maximize your recognition accuracy, you should try to correct all errors in your dictated SpeakPad documents before transferring them to another program or exiting the document. Then allow ViaVoice to find the new words when exiting the document. By doing so ViaVoice will learn your manner of speaking. Get a head start on dictating by having ViaVoice analyze the words and style of your existing documents.

If you want to continue practicing, choose from your favorite newspaper an article that reflects the kind of documents you plan to dictate. A letter from the Letters page is ideal. Do keep these points in mind when practicing with your own text.

- ViaVoice understands best when you use the words and style common to general business documents. Do not practice with cooking recipes, sacred/religious text, poetry, text containing unusual names or foreign words, or highly technical text. You may, of course, dictate these kinds of text if you already have similar documents that ViaVoice can analyze beforehand, but while you're practicing, we recommend that you use standard business text.
- When dictating, say your words as if ViaVoice already knows every one. Do not stop and correct every error you see. Instead, dictate and correct a paragraph at a time. We recommend that you do not watch the screen while dictating to avoid becoming distracted.
- An 'out-of-vocabulary' recognition error happens when you say a word that is not in ViaVoice's base vocabulary or your own personal vocabulary. Use the Correction window to correct the word to the one you actually said. The new word will be added to your personal vocabulary. The next time you say the word, ViaVoice should get it right.
- Say punctuation marks and formatting commands in your text. These are listed in the What Can I Say window, which is described in Chapter 7, "What Can I Say" on page 65. They are also shown in Appendix B, "Frequently used commands in dictation" on page 97.

When you are satisfied with your results, continue with Chapter 3, "Introducing VoiceCenter" on page 25 to learn about the functions in ViaVoice.

To learn more about SpeakPad and dictating, see Chapter 4, "Dictating into SpeakPad" on page 31, or see Chapter 5, "Dictating into Microsoft Word" on page 43 if you want to dictate in Word 97, Word 2000, or Word 2002. To learn more about Correction, see Chapter 6, "Correcting your dictation" on page 57.

Analyzing My Documents

If you already have documents that reflect the words and writing style that you plan for your dictated documents, you can get a jump on your future work by having ViaVoice analyze these documents.

Start by selecting from the ViaVoice menu > **Tools > Analyze My Documents**.

See "Analyzing your documents" on page 12 for more information.

Troubleshooting dictation problems

The practice dictation in this chapter was tested to obtain excellent recognition for a majority of English speakers. If recognition errors persist in your practice dictation, consider these strategies:

- ✓ If you created your voice model but did not let ViaVoice analyze your voice, start **Analyze My Voice** and record a story. From the ViaVoice menu click **Tools > Analyze My Voice**.
- ✓ If you recorded and processed only the first part of a story for your voice model, return to **Analyze My Voice** and record the second part of the story. From the ViaVoice menu click **Tools > Analyze My Voice**.
- ✓ Make sure you wear your microphone headset correctly and in the same way each time you speak. The white dot next to the microphone under the foam pad must face your mouth. Do not remove the foam pad from the microphone when speaking; this pad acts as a windshield. Do not position the microphone directly in front of your mouth where it will capture breathing noises. Instead, position it to either side of your mouth, about 2 cm away from your mouth. When speaking, do not change the position of the microphone boom or touch the foam pad or boom. Do not allow the microphone to touch your face or hair.
- ✓ Is your user name displayed in VoiceCenter? Whenever VoiceCenter is displayed, first ensure that your user name is displayed at the far right side. You can verify this by clicking **ViaVoice > User Options > ViaVoice Options**. At the **User** tab, make sure your name is shown in the **User Name** field.
- ✓ When practicing, don't say anything except the words in the text. Hesitation noises or comments spoken aloud to neighbours will appear in your text.
- ✓ Are you speaking normally? Say the sentences in your normal speaking voice, not too fast, not too slowly. Say the words clearly without slurring them, but do not overemphasize their pronunciation. If you are having trouble speaking naturally and in a relaxed way, be patient. The more you use your system, the more comfortable you'll become.
- ✓ Is the acoustic environment—the level and amount of background noise—the same during dictation practice as when you recorded your voice-model data? They should be identical or nearly so. For example, if you recorded your voice-model data in a quiet office, do the practice dictation in a similarly quiet location. If you plan to dictate in locations that differ greatly in background noise, record your voice-model data in all such locations, then use the particular voice model for the location you're at. (To create a new voice model, from

the ViaVoice menu click **User Options > ViaVoice Options**. At the **User** tab, click the **Add/Modify** button.)

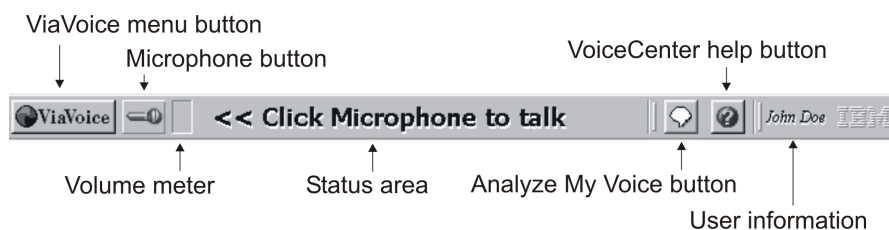
- ✓ Are you using the microphone you used to record your voice-model data? If you have changed microphones since you created your voice model, your voice model does not reflect the audio characteristics of your new microphone. Create a voice model using your new microphone, then use that voice model when practicing the dictation. (Select the voice model you want to use from the ViaVoice menu by clicking **User Options > ViaVoice Options**. At the **User** tab, make sure the voice model you created with your new microphone is shown in the **Voice Model** field.)
- ✓ If a word can be pronounced more than one way—like 'thuh' and 'thee' for the word *the*—try both pronunciations.
- ✓ Make sure you say multiple-word commands as if they were one long word. Say *New Line* as a single word, not as *New* (short pause) *Line*.
- ✓ Are you actually saying all words correctly? For example, do not misread *this* as *the*. Do not skip any words. You can always check whether you are speaking clearly and correctly by selecting a word and saying "**Play this**".
- ✓ If you are speaking in a location with a lot of unusual background noise, wait until the noise subsides before dictating.
- ✓ Do not eat, drink or smoke while trying to dictate. If you have a bad cold or sore throat, consider practicing after your voice has returned to normal.

Chapter 3. Introducing VoiceCenter

It's worthwhile getting familiar with VoiceCenter, the control center of ViaVoice. This chapter describes how you use VoiceCenter to control your spoken interactions with your computer.

If you chose to place VoiceCenter in your **StartUp** folder during installation, VoiceCenter starts when you start your computer. If you did not place it in your **StartUp** folder, you can start it from **Start > Programs > IBM ViaVoice VoiceCenter**. The microphone is off when VoiceCenter is started.

VoiceCenter appears as a taskbar at the top of your Windows desktop.



You can change the appearance (view) of VoiceCenter. See “Changing VoiceCenter’s appearance” on page 73 for more information.

VoiceCenter components



The **ViaVoice** button gives you access to the ViaVoice menu, which is described in "ViaVoice menu" on page 28. To see the menu, click the button, or say "**ViaVoice Menu**" when the microphone is on.

On



The microphone is on. When it is on, speech is enabled, and you can use your voice to dictate and navigate. Click the microphone button or say "**Microphone off**" to turn the microphone off. To put the microphone in sleep mode, say "**Go to sleep**" to disable the microphone for all dictation and commands except the "**Wake up**" command.

Asleep



The microphone is 'sleeping'. Say "**Wake up**" to turn the microphone on.

Off



The microphone is off. When the microphone is off, speech is disabled. To turn the microphone on, click the button.



Turn off the microphone when another program needs to access the sound card. ViaVoice suspends the microphone automatically when another ViaVoice function (like Begin Reading) needs the sound card.



Watch the volume meter to monitor the loudness of your voice. The volume meter should stop in the **light green** range whenever you speak. If the volume meter stops in the dark green (too soft) or red (too loud) range, or if it shows no movement, run Audio Setup from the ViaVoice menu.

<< Click Microphone to talk

Watch the status area to see the last command that ViaVoice recognized or to see messages that help you decide your next step.



Click the **Analyze My Voice** button to launch the User Wizard and let ViaVoice analyze your voice to improve recognition accuracy. The button will disappear as soon as enough data has been recorded and analyzed.

Enrollment status: 0%

Place your mouse pointer over the **Analyze My Voice** button to display information on the amount of data that has been collected for analyzing your voice.



Click the **Help** button to access VoiceCenter help.

Check the user-information area to make sure your own user name is selected before you start using ViaVoice. Each user has personal speech files—voice models, personal vocabulary, language and ViaVoice Options—which ViaVoice uses and updates while the user is dictating and correcting. To change the currently selected user name, see “Making a user name the current user” on page 78.

John Doe

John Doe
Continuous General Dictation
First Voice Model

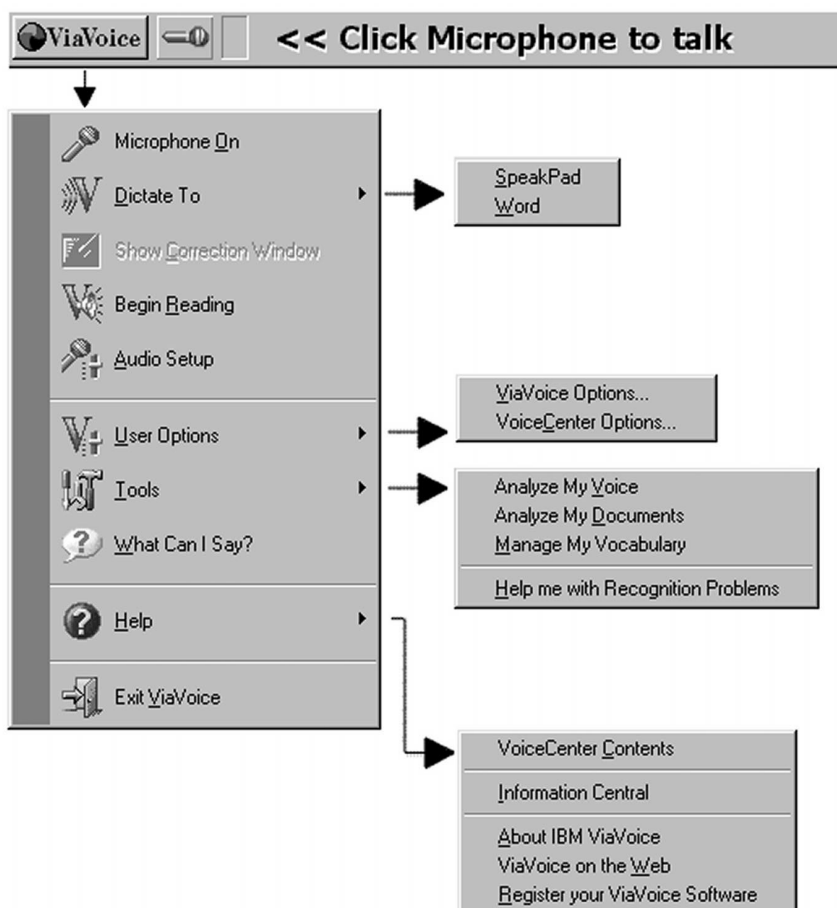
Place your mouse pointer over the user-information area to display the Who Am I pop-up. This pop-up shows the user name, vocabulary and voice model that are currently selected at the **User** tab of ViaVoice Options. If a Topic has been selected, its name is shown in the pop-up. (*Topics* are specialised mini-vocabularies that come with some versions of ViaVoice. Look at the **User** tab to see if any Topics are available in your version.)



Your voice model reflects how you speak with a given microphone within a particular acoustic environment. If you dictate at more than one location or use different microphones, create a separate voice model at each location and with each microphone. Then, make sure the appropriate voice model is selected whenever you use ViaVoice. See “Creating additional voice models” on page 76 for more information.

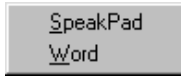
ViaVoice menu

Say "ViaVoice menu", or click the **ViaVoice** button, to display the ViaVoice menu. From there, you can access all features and tools available from the menu or from sub-menus (shown below).



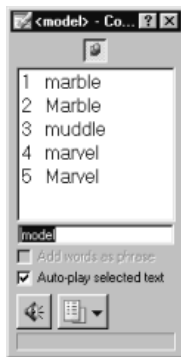
To create a document with your voice, select a dictation application from the **Dictate To** menu.

Say "**Dictate to SpeakPad**" or "**Dictate to Word**" (if Word is on your computer and Microsoft Office support has been installed).



For more information, see:

- Chapter 4, "Dictating into SpeakPad" on page 31
- Chapter 5, "Dictating into Microsoft Word" on page 43
- Chapter 6, "Correcting your dictation" on page 57



To correct your dictated text with your voice, say "**Show Correction window**", or select **Show Correction Window** from the ViaVoice menu. See Chapter 6, "Correcting your dictation" on page 57.



To proofread your text when correcting errors, say "**Begin Reading**", or select **Begin Reading** from the ViaVoice menu. Woodrow reads aloud your document.

You can have Woodrow read only a selection of text by highlighting that selection. Woodrow can also read aloud text, like e-mail, that you did not create through dictation.



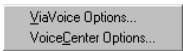
You cannot use voice commands when Woodrow is reading. To start, stop or pause reading, use the buttons on the toolbar.



To set up your microphone or audio input device to work with ViaVoice, or to adjust settings, select **Audio Setup** from the ViaVoice menu. Run Audio Setup whenever:

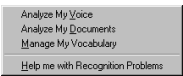
- The acoustics of your work area have changed.
- You have changed your microphone.
- You have installed a new sound card or changed your computer.

To customize ViaVoice, select **ViaVoice Options** from the User Options menu.

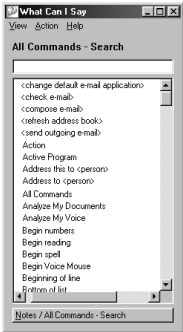


Select **VoiceCenter Options** to change the appearance of VoiceCenter.

See Chapter 9, “Customizing ViaVoice” on page 73 for more information.



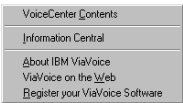
To start (or resume) recording for a voice model, manage your vocabulary or have ViaVoice analyze your documents, select the appropriate tool from the **Tools** menu.



To view the commands you can use, say “**What Can I Say**”, or select **What Can I Say** from the ViaVoice menu.

Commands are displayed by *view*, such as Text Editing.

You can enable/disable separate sets of command. When a command set is disabled, ViaVoice does not recognize any command from it. See “Enabling command sets” on page 83 for more information.



To get more information on using VoiceCenter, select **VoiceCenter Contents** from the Help menu.

To get information on using all ViaVoice features, select **Information Central** from the Help menu.

Chapter 4. Dictating into SpeakPad

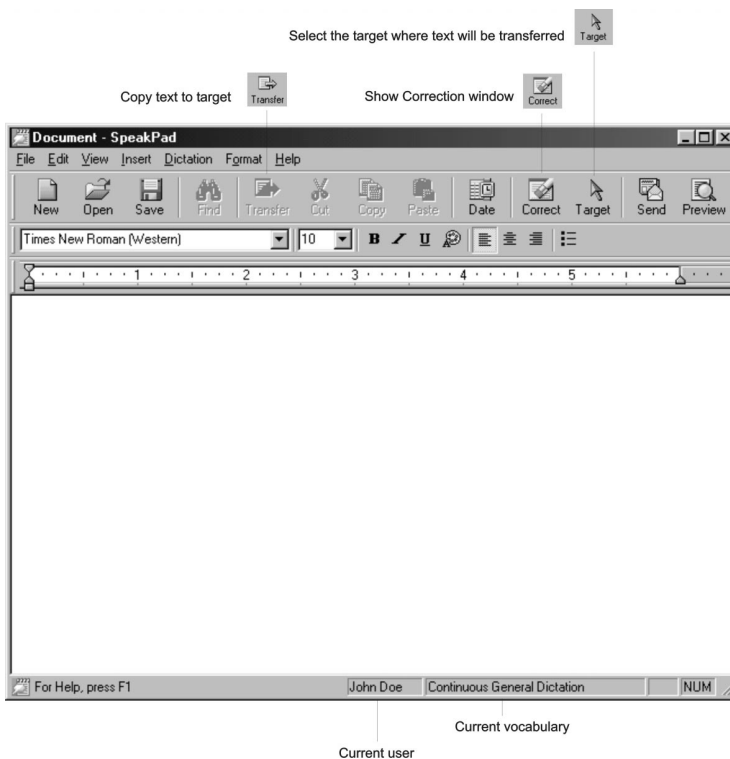
ViaVoice provides a speech-enabled word processor called SpeakPad into which you can dictate your documents. This chapter describes how to use SpeakPad to create documents by voice.



If you have not already done so, please practice dictating into SpeakPad as described in Chapter 2, "The magic of dictating with ViaVoice" on page 17.

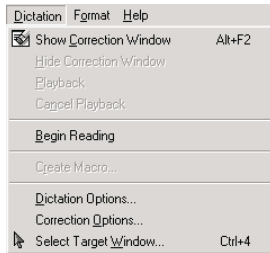
Most of the voice commands in this chapter work only if you have installed ViaVoice on Windows 98 Second Edition, Windows Me, or Windows XP Home Edition. When a command is not recognized, select the desired button or menu item with your mouse.

Select **Dictate To > SpeakPad** from the ViaVoice menu, or say "**Dictate to SpeakPad**". You can begin dictating when SpeakPad's document window opens.



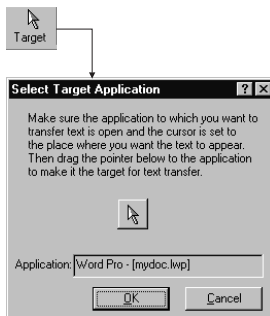
SpeakPad menus and buttons

ViaVoice provides menu items and icons to support dictation into SpeakPad.



Click **Dictation**, to access the Dictation menu. The following options are available:

- **Show Correction window** — Opens the Correction window for correcting recognition errors in your dictation.
- **Hide Correction window** — Hides the Correction window.
- **Playback** — Allows you to hear your dictation. You can highlight up to 1,000 words for playback. This option is grayed if you have not highlighted text.
- **Cancel Playback** — Stops playback.
- **Begin Reading** — Reads your text aloud using the ViaVoice agent, Woodrow. The text starting at the cursor location is read unless you have highlighted text. You can choose to hide the ViaVoice agent when using Text-To-Speech from the **At Startup** tab in ViaVoice Options.
- **Create Macro** — Creates a dictation macro for the text you have selected.
- **Dictation Options** — Opens ViaVoice Options to the **Dictation** tab.
- **Correction Options** — Opens ViaVoice Options to the **Correction** tab.
- **Select Target Window** — Specifies the window to which you will transfer your dictated text.



To transfer text to another application, open the application and make sure you can see its window on your desktop. Then click the **Select Target Window** button on the SpeakPad toolbar to display the Select Target Application window.

Click and drag the selection pointer—the little arrow in the middle of the window—to your target window, then click **OK**. Your target window will receive the dictated text from SpeakPad when you click the SpeakPad **Transfer** button.

Say "**Transfer**", or click the **Transfer** button, to transfer SpeakPad text to the window you have already identified as the target window on your desktop.



Transfer enables you to use SpeakPad as your main dictation word processor and easily transfer text to another word processor or other program that accepts text.

Say "**Show Correction window**", or click the **Correct** button to display it.

You can drag the Correction Window to any place on your desktop. The next time you want to use the Correction Window, it remembers where you put it and goes to that location.



To resume dictating (and leave the Correction window), say "**Return to text**", or click in your dictation. You can say "**Hide Correction window**" to close the window.

See Chapter 6, "Correcting your dictation" on page 57.

General hints and tips

Keep these things in mind whenever you dictate:

- Nearly everything you say into the microphone gets recognized as text or an action to carry out—a text format, a cursor movement or a file-save, file-close command. When your words are not recognized, you'll see a message to this effect in the VoiceCenter status area.
- Speak clearly in a natural way. ViaVoice translates your speech into text. There is no need to pause between words, but make natural pauses after a phrase or sentence. You may pause at any time to take a breath or collect your thoughts.
- Say punctuation marks as part of your dictation. ViaVoice adjusts spacing and capitalization accordingly. For example, when you say "**Period**" at the end of a sentence, ViaVoice types a period, moves one space and starts the next word with a capital letter. When you say "**New paragraph**", ViaVoice inserts a line and starts the next word with a capital letter. Look in the What Can I Say window for a list of the punctuation and characters that you can insert into your dictation. (Characters and punctuation are also listed in Appendix B, "Frequently used commands in dictation" on page 97.)
- When saying a command, pause before the command, speak the command without pausing between command words and then pause after the command. This way, ViaVoice can interpret your speech as a command. Incidentally, if you pause just to collect your thoughts, ViaVoice will expect to hear a command. If the next words you say are not a command that ViaVoice recognizes, it types your words as text.
- If you find that ViaVoice does not recognize your commands, you can begin every command with an *Attention word*, which signals that you are about to say a command. The default Attention word is 'Computer', but you can add multiple Attention words from the **Command Sets** tab in ViaVoice Options. To require the Attention word to be spoken before commands select this option on the **Dictation** tab in ViaVoice Options. When it is specified, you must use it before every command, even commands like "**Microphone off**". When using the Attention word, do not pause between the Attention word and the rest of the command.

Dictating numbers in the US English version of ViaVoice

When dictating, say numbers as you naturally say them. ViaVoice formats numbers such as dates, money, time, and ordinal and cardinal numbers. For example, to dictate \$589, simply say **"five hundred eighty-nine dollars"**.

Currency

To get \$350.10, say **"three hundred and fifty dollars and ten cents"**.

Dates

To get July 9, 1997, say **"July ninth nineteen ninety-seven"**, without punctuation.

To get July 9th say **"ninth July"**.

Decimals

To get 3.7, say **"three point seven"**.

Ordinals

To get 53rd, say **"fifty-third"**.

Long numbers

To get 1200, say **"twelve hundred"**.

To get 13,111, say **"thirteen thousand one hundred and eleven"**.

To get 1147356, say **"eleven forty-seven thirty-five six"** (in pairs or single digits).

Time of day

To get 10:30 am, say **"ten thirty A M"**, without punctuation.

Dictating numbers in number mode

To improve the recognition of digits and numbers in your text, particularly when you want to dictate long sequences of numbers like credit-card numbers, enter number mode during dictation.

Say **"Begin numbers"** at the place in your text where you want to dictate the number. Then say each digit of the number you want. If you want a special character or symbol inserted in the sequence, say the name for it. You can see the list of symbols and characters available in number mode by saying **"What Can I Say for Dictation"** before saying **"Begin numbers"**.

To exit number mode and continue with normal dictation, say **"Return"** or **"Cancel"**. If you switch focus to another window, you will automatically exit number mode.

Spelling words in spell mode

To spell words or dictate a sequence of digits and letters, enter spell mode during dictation.

Say **"Begin spell"** at the place in your text where you want to spell the word. Then say each letter of the word you want. You may also use the phonetic alphabet, shown on your *Command Reference* card, to spell words. The digits 0 to 9 and the special characters shown on the card may also be spoken in spell mode.

To exit spell mode and continue with normal dictation, say **"Return"** or **"Cancel"**. If you switch focus to another window, you will automatically exit spell mode.

When the Correction window has focus, you do not need to say **"Begin spell"** to enter a word by spelling.

Saying commands while dictating

You can say commands to navigate through the text of your dictation and to control SpeakPad. Pause briefly before and after you say a voice command. However, do not pause while you are saying the words of the command itself.

If ViaVoice misrecognizes your command as text and types it on the screen, say **"Scratch that"**, then say the command again.

Inline dictation commands

You can edit and format text using the inline dictation commands and text-editing commands. View these commands in the Dictation and Text Editing views in the What Can I Say window and on the *Command Reference* card.

- Say commands such as **"Capital letter"**, **"Uppercase"**, **"Lowercase"** and **"Spacebar"** to format text.
- Say **"<command> on"** to keep the command active until you say **"<command> off"**. For example, say **"Capitalize on"** to capitalize all words until you say **"Capitalize off"**.
- Say **"<command> this"** to edit the next word or first letter of the next word. For example, say **"Underline this"**.

Say **"What Can I Say for Dictation"** to view other commands.

"Scratch that" command

Should your command be recognized as text, say **"Scratch that"**, which removes the unwanted text, then say the command again.

This command can also be used to restore text. For example, if you selected text and then said a command that ViaVoice recognized as text, the misrecognized text replaced what you had selected previously. Undo the replacement by saying "**Scratch that**".

Text-editing commands

You can select text and move the cursor using text-editing commands, such as:

- Say "**Next line**" to move the cursor to the next line.
- Say "**Select <text>**", where <text> is the word or phrase to select.
- Say "**Select this**" to select text at the cursor location.
- Say "**Scratch that**" to delete the last dictated phrase.
- Say "**Undo this**" to undo the last action.
- Say "**Copy this**" and "**Paste this**" to copy selected text to or paste text from the clipboard.

Say "**What Can I Say for Text Editing**" to view other commands.

Bullet lists

Create an unordered list with "bullet" symbols by dictating words, phrases or sentences on their own lines, then highlight the text and say "**Bullets**".

Commands recognized as text

ViaVoice processes your words as dictation until you pause, and then it starts to listen for you to say a command. ViaVoice understands the commands that you can see in the **All Commands** view at the What Can I Say window. If you have selected a command set, ViaVoice will process the word as a command—not dictation—whenever you pause before and after saying the word. You can also use the word in regular dictation—but do not insert a pause.

For example, suppose you wanted to dictate the sentence "**It is important to use the open quote file save close quote option regularly**". If you paused slightly before the word 'file', ViaVoice would interpret it as a command, and the File menu would be pulled down! If you equally paused before the word 'save', the file would be saved.

To prevent dictated words from being recognized as commands, you have two options:

- Go to the **Command Sets** tab in ViaVoice Options and deselect the command set containing the specific command. Always select the command sets that you use frequently so that you can see views of them in the What Can I Say window. Deselect the command sets that you do not use. You can select them again whenever you need them.
- Enforce the Attention word, such as 'Computer', before each command. To do this, select the **Attention word required** check box on the **Dictation** tab in ViaVoice Options. Once that is set, you must start every command with

the Attention word, such as "**Computer select this**". Do not pause between the Attention word and the rest of the command. You can add multiple Attention words from the **Command Sets** tab in ViaVoice Options.



When you deselect a command set, ViaVoice does not recognize the commands in that command set. ViaVoice will process those words only as dictation.

Dictating e-mail user IDs and URLs

If the e-mail user ID is composed of commonly used words (for example, **Barbara_Jones@IBM.com**), try dictating it like this: **"Barbara UNDERSCORE Jones AT-SIGN ibm DOT com"**. If it contains unusual words or characters, like **MyM8@xenia.net**, say a combination of words and spelled letters, like this: **"BEGIN SPELL Capital-M-y-Capital-M-8 AT-SIGN x-e-n-i-a DOT n-e-t"**. If a letter or character is misrecognized, say **"Scratch that"** to delete it, then say the correct letter or character again.

To dictate a URL like **http://www.AZplace.net**, say **"http COLON SLASH SLASH www DOT BEGIN SPELL Capital-A-Capital-Z-p-l-a-c-e DOT n-e-t RETURN"**.

ViaVoice knows popular e-mail and URL domain names (sites) like aol.com, Lycos.com, Hotmail.com and Yahoo.com, and common top-level domain names like .co.us, .co.uk, .com, .org, .gov, .ac.us, .ac.uk and .net.



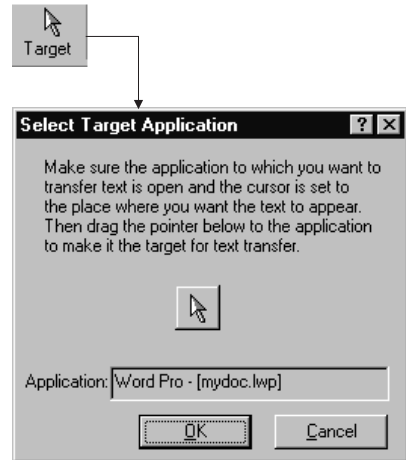
If you repeatedly use the same e-mail users or URLs in your dictations, you can save time by creating a dictation macro for each e-mail user and URL. See "Creating a dictation macro" on page 87 for more information.

Transferring your dictation to another application

The transfer function is the easiest and quickest way to copy your dictated document from SpeakPad to another text-based application. To maximize your recognition accuracy, you should transfer your dictated document only **after** you have corrected the recognition errors in it, as described in Chapter 6, “Correcting your dictation” on page 57.

To transfer text to another application:

1. Open the application to which you want to transfer your dictation. Make sure that the application window and SpeakPad are both open on your screen.
2. From SpeakPad, select **Dictation > Select Target Window**, or click the **Target** button for the Select Target Application window to appear.
3. Drag the selection pointer—the little arrow in the middle of the Select Target Application Window—to your target application and click **OK**. Your target window will receive the text transferred from SpeakPad.



Saving your dictation in SpeakPad

Before saving your dictation, decide if you want it saved as a recorded speech session, which is your dictated text along with recorded audio of the dictated words, or saved simply as text. To maximize your recognition accuracy, correct errors in your dictated document before saving it.

Although the speech-session data uses a large amount of storage on your disk—approximately 750 KB for every minute of dictation—you should save this data if you plan to continue dictating your document or, alternatively, want to correct and edit the document later. You do not need to save your speech-session data if you have already corrected the recognition errors in the dictation.

Saving a speech session

To save a speech session in SpeakPad:

1. Select **File > Save session**.
2. Type a name for the file.
3. Click **Save**.

See “Delayed correction” on page 62 for information on opening the speech session data for correction.

Saving your dictation as text

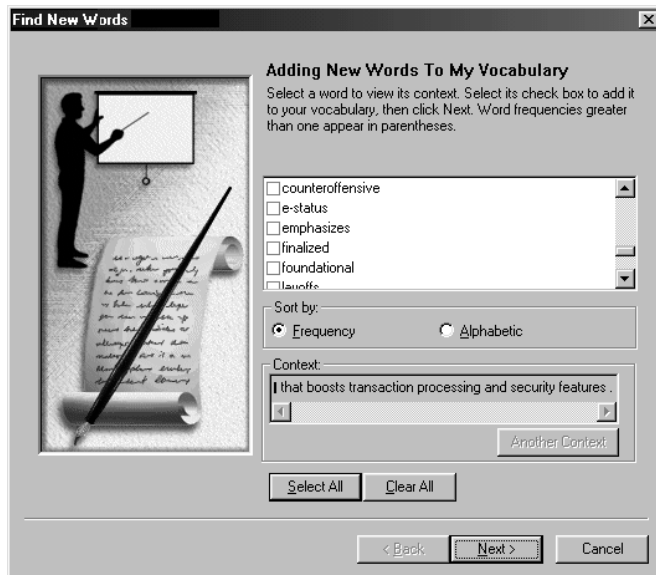
If you have corrected all recognition errors in your dictation, save it as a document file:

1. Select **File > Save As**.
2. Type a name for the file and choose a file extension (RTF, DOC, or TXT file).
3. Click **Save**. The file is now saved.

Finding new words in your document

ViaVoice analyzes your text for new words when you save a document in SpeakPad. When you close SpeakPad, ViaVoice displays a list of all new words found in your document. You may then elect to add them to your personal vocabulary so that they are recognized in future dictations.

When you close your document, ViaVoice displays this window:



1. Select each word that you want to add to your personal vocabulary. A tick mark appears next to each word you select.
2. Click **Next**.
3. If ViaVoice needs a pronunciation of a word, a window appears requesting that you train the word. Click **Record**, then say the word.
4. Wait for a tick mark to appear next to the word (which indicates that you recorded it successfully). Then click **Done**.

If you click **Cancel**, choosing not to record the pronunciation of a word, ViaVoice will not add the word to your personal vocabulary.

Chapter 5. Dictating into Microsoft Word

This chapter describes how to use Microsoft Word 97, Word 2000, or Word 2002 to create documents by voice. If you do not already have Word on your computer, install it before continuing with this chapter. Alternatively, go to Chapter 2, “The magic of dictating with ViaVoice” on page 17 and practice dictating using SpeakPad.



Most of the voice commands in this chapter work only if you have installed ViaVoice on Windows 98 Second Edition, Windows Me, or Windows XP Home Edition. When a command is not recognized, select the desired button or menu item with your mouse.

Installing Word Program Support

If you chose to install Microsoft Office support during installation, you can immediately use natural commands and dictate when you open Word. Click the **ViaVoice** menu button and then the option **Dictate to**. Do you see Word? If you do, then Word support is already installed.

The Word Dictation Command Set allows you to dictate into Word. ViaVoice loads the Dictation menu and icons on the Word menu. The Word Natural Commands Command Set allows you to say voice commands in Word. The What Can I Say window displays the available commands. You can select one of these two options or both, depending on what you want to do.

If you did not install Microsoft Office support during installation, or you installed Word after you installed ViaVoice, follow these instructions to enable or disable the Word Dictation and Word Natural Commands Command Sets.

1. Click the **ViaVoice** menu and point to **User Options**.
2. Click **ViaVoice Options** and select the **Commands Sets** tab.
3. Select or clear the **Word Dictation** check box for Word dictation support. Select or clear the **Word Natural Commands** check box for Word voice-commands support. If these options are disabled (grayed), then you do not have Word installed on your computer.
4. Click **Apply** to save your changes, or click **OK** to save the changes and close ViaVoice Options. If VoiceCenter was open when you installed this support, close VoiceCenter and restart it.



To disable Word support temporarily, hold down the **Shift** key while Word is starting. Otherwise, ViaVoice Word Support starts whenever you start Word.

Try your first dictation into Word

1. Say "**Dictate to Word**". The Word document window is displayed and the microphone is turned on.
2. Dictate the following text by speaking clearly in your normal speaking voice:

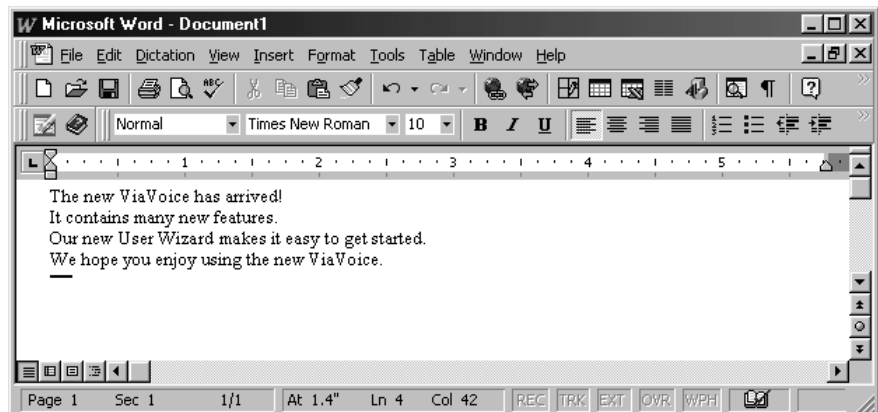
The new ViaVoice has arrived EXCLAMATION POINT NEWPARAGRAPH

It contains many new features PERIOD NEWPARAGRAPH

Our new User Wizard makes it easy to get started PERIOD NEWPARAGRAPH

We hope you enjoy using the new ViaVoice PERIOD MICROPHONE-OFF

3. The text appears in the Word document window. It should look like this:



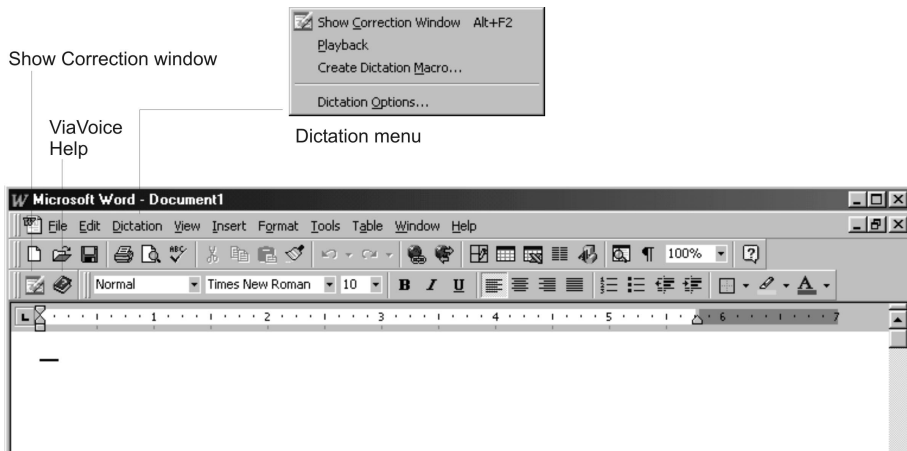
4. Save this document and correct errors later, when you read Chapter 6, "Correcting your dictation" on page 57.



When saving a document for correction later, always save the speech-session data when you are prompted to do so.

ViaVoice menus and buttons in Word

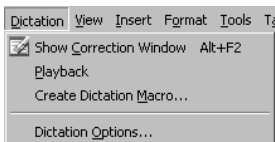
Select **Dictate to > Word** from the ViaVoice menu. You can begin dictating when the Word document window opens.



ViaVoice provides additional menu items and icons as part of its dictation support.

Click **Dictation** to access the Dictation menu. The following options are available:

- **Show Correction window** — Opens the Correction window for correcting recognition errors in your dictation.
- **Playback** — Allows you to hear your dictation. You can highlight up to 1,000 words for playback.
- **Create dictation macro** — Creates a dictation macro for the text you have selected.
- **Dictation Options** — Opens ViaVoice Options to the **Dictation** tab.



Say "**Show Correction window**" or click the **Correct** button to display it.



See Chapter 6, "Correcting your dictation" on page 57 for details about using the Correction window.

Say "**ViaVoice Help**", or click the **Help** button, to display the ViaVoice Help folder (Contents, Index and Search).





Click **Help**, or say "**H**elp", to display the Microsoft Word Help menu.

IBM ViaVoice Dictation Help displays help on Word Dictation.

Using natural commands

You can say natural commands only if the particular command set is enabled for Microsoft Word. The natural commands for Word are enabled when you select the command set. Follow these instructions to enable the command set.

1. From the ViaVoice menu, select **User Options**.
2. Click **ViaVoice Options**, and select the **Commands Sets** tab.
3. Select the **Word Natural Commands** check box. If you plan to dictate in Word, also select the **Word Dictation** check box.
4. Click **OK** to save the changes and close ViaVoice Options.

Natural commands for Word can be used to do the following:

- Open, close and save documents
- Print and Print preview
- Check spelling and grammar
- Find and replace words
- Undo and redo
- Create tables
- Select text or tables
- Move text or the cursor
- Cut, copy, paste or delete text
- Format and highlight text
- Align text and set line spacing and indentation

Keep the following in mind as you use natural commands:

- A natural command consists of a single action. Do not combine two actions into a single command; for example, do not say **Computer move the cursor to the beginning of the second paragraph and make the next three words bold**. Instead, say "**Computer move the cursor to the beginning of the second paragraph**", then say "**Computer make the next three words bold**".
- Use Word terminology when composing your command. Do not use extra words like **Please** or **I want to**—ViaVoice will not understand what to do. Use only word-processing terms.
- Every time you press **Enter** or say "**New Paragraph**" in your Word document, Word inserts a paragraph marker and counts this as a

paragraph. To see your paragraph markers, select  on the Microsoft Word Standard toolbar.

When you say "**Computer select the first three paragraphs**", and you have a paragraph marker between paragraphs of text, ViaVoice will select the first paragraph, the empty line and the second paragraph.

- Say **"What Can I Say for Natural Commands"** to view examples of natural commands.
- Place the cursor where you want the change to occur. Use your mouse or say a command, such as **"Computer move the cursor to the top of the page"** or **"Computer select the first word"**.
- Use continuous speech—do not pause or hesitate while saying the command.

General hints and tips

Keep these things in mind whenever you dictate:

- Nearly everything you say into the microphone gets recognized as text or an action to carry out—a text format, a cursor movement or a file-save, file-close command. When your words are not recognized, you'll see a message to this effect in the VoiceCenter status area.
- Speak clearly in a natural way. ViaVoice translates your speech into text. There is no need to pause between words, but make natural pauses after a phrase or sentence. You may pause at any time to take a breath or collect your thoughts.
- Say punctuation marks as part of your dictation. ViaVoice adjusts spacing and capitalization accordingly. For example, when you say **"Period"** at the end of a sentence, ViaVoice types a period, moves one space and starts the next word with a capital letter. Look in the What Can I Say window for a list of the punctuation and characters that you can insert into your dictation. (Characters and punctuation are also listed in Appendix B, "Frequently used commands in dictation" on page 97.)
- Owing to the concept of paragraphs and paragraph styles in Microsoft Word, saying **"New paragraph"** in Word has another visual result than it has in SpeakPad. In SpeakPad, **"New paragraph"** inserts a line and starts the next word with a capital letter. In Word, the same command inserts a paragraph marker (¶), moves the cursor to the next line and starts the next word with a capital letter. So, in order to get the same visual result as in SpeakPad, in Word you will need to manually increase the default paragraph spacing in Word. To do this, click the **Format** menu and select **Paragraph...** Then, on the **Indent and Spacing** page, increase the **Spacing Before/After** values and click **OK**. Now you should see extra spacing between paragraphs in your document. Refer to Microsoft's documentation for more information about paragraph spacing features in Word.

When you say **"New line"** in Word, ViaVoice inserts a manual line break (equivalent to pressing SHIFT+ENTER). To see the paragraph markers and

manual line breaks, select  on the Microsoft Word Standard toolbar.

- When saying a command, pause before the command, speak the command without pausing between command words and then pause after the command. This way, ViaVoice can translate your speech into a command. Incidentally, if you pause just to collect your thoughts, ViaVoice will expect to hear a command. If the next words you say are not a command that ViaVoice recognizes, it types your words as text.
- If you find that ViaVoice does not recognize your commands, you can begin every command with an Attention word, which signals that you are about to say a command. Select this option on the **Dictation** tab in ViaVoice Options. When it is specified, you must use it before every command, even commands like **Microphone off**.

When using the Attention word, do not pause between the Attention word and the rest of the command.
- You can use a key on your keyboard to signal that you are speaking a command. Go to **ViaVoice Options**. From the **Dictation** tab, select the **Use key for commands** check box, then choose the key you want to use. Click **OK** and return to Word's document window. Then, while dictating, press the key you specified in the Options, say your command, and then release the key. (The key must remain pressed down for the entire duration of the spoken command.) When the key has been enabled for commands, whenever you press it while dictating in Word, ViaVoice will interpret your next words as a command until you release the key.



You can dictate into existing Word documents that you created by typing. Open the existing Word document of your choice, place the cursor where you want your dictated text to appear, and then begin dictating.

Dictating numbers in the US English version of ViaVoice

When dictating, say numbers as you naturally say them. ViaVoice formats numbers such as dates, money, time, and ordinal and cardinal numbers. For example, to dictate \$589, simply say "**five hundred eighty-nine dollars**".

Currency

To get \$350.10, say "**three hundred and fifty dollars and ten cents**".

Dates

To get July 9, 1997, say "**July ninth nineteen ninety-seven**", without punctuation.

To get July 9th say "**ninth July**".

Decimals

To get 3.7, say **"three point seven"**.

Ordinals

To get 53rd, say **"fifty-third"**.

Long numbers

To get 1200, say **"twelve hundred"**.

To get 13,111, say **"thirteen thousand one hundred and eleven"**.

To get 1147356, say **"eleven forty-seven thirty-five six"** (in pairs or single digits).

Time of day

To get 10:30 am, say **"ten thirty A M"**, without punctuation.

Dictating numbers in number mode

To improve the recognition of digits and numbers in your text, particularly when you want to dictate long sequences of numbers like credit-card numbers, enter number mode during dictation.

Say **"Begin numbers"** at the place in your text where you want to dictate the number. Then say each digit of the number you want. If you want a special character or symbol inserted in the sequence, say the name for it. You can see the list of symbols and characters available in number mode by saying **"What Can I Say for Dictation"** before saying **"Begin numbers"**.

To exit number mode and continue with normal dictation, say **"Return"** or **"Cancel"**. If you switch focus to another window, you will automatically exit number mode.

Spelling words in spell mode

To spell words or dictate a sequence of digits and letters, enter spell mode during dictation.

Say **"Begin spell"** at the place in your text where you want to spell the word. Then say each letter of the word you want. You may also use the phonetic alphabet, shown on your *Command Reference* card, to spell words. The digits 0 to 9 and the special characters shown on the card may also be spoken in spell mode.

To exit spell mode and continue with normal dictation, say **"Return"** or **"Cancel"**. If you switch focus to another window, you will automatically exit spell mode.

When the Correction window has focus, you do not need to say **"Begin spell"** to enter a word by spelling.

Saying commands while dictating

You can say commands to navigate through the text of your dictation and work with your Word document. Pause briefly before and after you say a voice command. However, do not pause while you are saying the words of the command itself.

If ViaVoice misrecognizes your command as text and types it on the screen, say **"Scratch that"**, then say the command again.

Inline dictation commands

You can edit and format text using the inline dictation commands and text-editing commands. View these commands in the Dictation and Text Editing views in the What Can I Say window and on the *Command Reference* card.

- Say commands such as **"Capital letter"**, **"Uppercase"**, **"Lowercase"** and **"Spacebar"** to format text.
- Say **"<command> on"** to keep the command active until you say **"<command> off"**. For example, say **"Capitalize on"** to capitalize all words until you say **"Capitalize off"**.
- Say **"<command> this"** to edit the next word or first letter of the next word. For example, say **"Underline this"**.

Say **"What Can I Say for Dictation"** to view other commands.

"Scratch that" command

Should your command be recognized as text, say **"Scratch that"**, which removes the unwanted text, then say the command again.

This command can also be used to restore text. For example, if you selected text and then said a command that ViaVoice recognized as text, the misrecognized text replaced what you had selected previously. Undo the replacement by saying **"Scratch that"**.

Text-editing commands

You can select text and move the cursor using text-editing commands, such as:

- Say **"Next line"** to move the cursor to the next line.
- Say **"Select <text>"**, where **<text>** is the word or phrase to select.

- Say **"Select this"** to select text at the cursor location.
- Say **"Scratch that"** to delete the last dictated phrase.
- Say **"Undo this"** to undo the last action.
- Say **"Copy this"** and **"Paste this"** to copy selected text to or paste text from the clipboard.

Say **"What Can I Say for Text Editing"** to view other commands.

Bullet lists

Create an unordered list with "bullet" symbols by dictating words, phrases or sentences on their own lines, then highlight the text and say **"Bullets"**.

Commands recognized as text

ViaVoice processes your words as dictation until you pause, and then it starts to listen for you to say a command. ViaVoice understands the commands that you can see in the **All Commands** view at the What Can I Say window. If you have selected a command set, ViaVoice will process the word as a command—not dictation—whenever you pause before and after saying the word. You can also use the word in regular dictation—but do not insert a pause.

For example, suppose you wanted to dictate the sentence **"It is important to use the open quote file save close quote option regularly full stop"**. If you paused slightly before the word 'file', ViaVoice would interpret it as a command, and the File menu would be pulled down! If you equally paused before the word 'save', the file would be saved.

To prevent dictated words from being recognized as commands, you have three options:

- Set a key in **ViaVoice Options** to signal your command to ViaVoice. From the **Dictation** tab, select the **Use key for commands** check box, then choose the key you want to use. Click **OK** and return to Word's document window. Then, while dictating, press the key you specified in the Options, say your command, and then release the key. (The key must remain pressed down for the entire duration of the spoken command.) When the key has been enabled for commands, whenever you press it while dictating in Word, ViaVoice will interpret your next words as a command until you release the key.
- Go to the **Command Sets** tab in ViaVoice Options and deselect the command set containing the specific command. Always select the command sets that you use frequently so that you can see views of them in What Can I Say. Deselect the command sets that you do not use. You can select them again whenever you need them.
- Enforce the Attention word, such as 'Computer', before each command. To do this, select the **Attention word required** check box on the **Dictation** tab in ViaVoice Options. Once that is set, you must start every command with

the Attention word, such as "**Computer select this**". Do not pause between the Attention word and the rest of the command. You can add multiple Attention words from the **Command Sets** tab in ViaVoice Options.



When you deselect a command set, ViaVoice does not recognize the commands in that command set. ViaVoice will process those words only as dictation.

Dictating e-mail user IDs and URLs

If the e-mail user ID is composed of commonly used words (for example, **Barbara_Jones@IBM.com**), try dictating it like this: **"Barbara UNDERSCORE Jones AT-SIGN ibm DOT com"**. If it contains unusual words or characters, like **MyM8@xenia.net**, say a combination of words and spelled letters, like this: **"BEGIN SPELL Capital-M-y-Capital-M-8 AT-SIGN x-e-n-i-a DOT n-e-t"**. If a letter or character is misrecognized, say **"Scratch that"** to delete it, then say the correct letter or character again.

To dictate a URL like **http://www.AZplace.net**, say **"http COLON SLASH SLASH www DOT BEGIN SPELL Capital-A-Capital-Z-p-l-a-c-e DOT n-e-t RETURN"**.

ViaVoice knows popular e-mail and URL domain names (sites) like aol.com, Lycos.com, Hotmail.com and Yahoo.com, and common top-level domain names like .co.us, .co.uk, .com, .org, .gov, .ac.us, .ac.uk and .net.



If you repeatedly use the same e-mail users or URLs in your dictations, you can save time by creating a dictation macro for each e-mail user and URL. See "Creating a dictation macro" on page 87 for more information.

Saving your dictation

Before saving your dictation, decide if you want to save your dictation as a recorded speech session, which is your dictated text along with recorded audio of the dictated words, or simply as text.

Although the speech-session data uses a large amount of storage on your disk—approximately 750 KB for every minute of dictation—you should save this data if you plan to continue dictating your document or, alternatively, want to correct and edit the document later. You should not save your speech-session data if you have already corrected the recognition errors in the dictation.

Saving a speech session

To save a speech session in Word:

1. Select **File > Close**.
2. Select the **Save Dictation Session** check box to save the speech session data.
3. Click **Yes** to save the changes you made to the file.

If you plan to open the document in another program, such as SpeakPad, save the document as a Rich Text Format (RTF) document so that fonts and paragraph formats can be used by the other program.

See “Delayed correction” on page 62 for information on opening the speech-session data for correction.

Saving your dictation as text

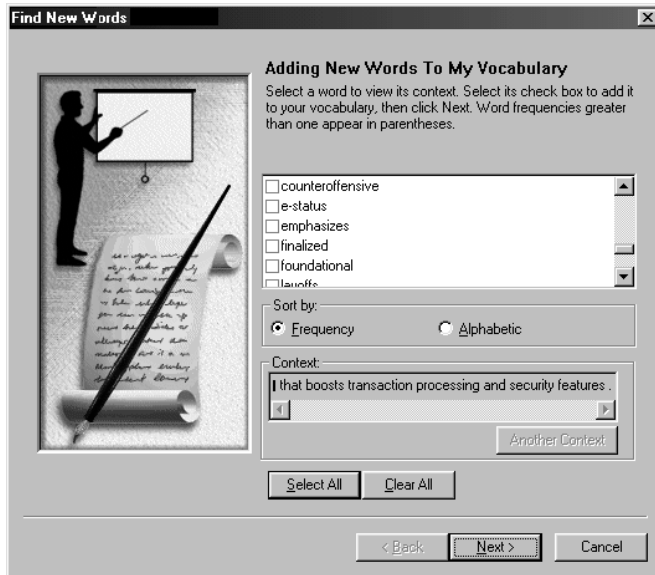
If you have corrected all recognition errors in your dictation, save it as a document file:

1. Select **File > Save**.
2. Select **Rich Text Format (RTF)** in the **Save as Type** field.
3. Click **Save**. The file is now saved.

Finding new words in your document

ViaVoice analyzes your text for new words when you save a document in Word. When you close the document, ViaVoice displays a list of all new words in your document. You may then elect to add them to your personal vocabulary so that they are recognized in future dictations.

When you close your document, ViaVoice displays this window:



1. Select each word that you want to add to your personal vocabulary. A tick mark appears next to each word you select.
2. Click **Next**.
3. If ViaVoice needs a pronunciation of a word, a window appears requesting that you train the word. Click **Record**, then say the word.
4. Wait for a tick mark to appear next to the word (which indicates that you recorded it successfully). Then click **Done**.

If you click **Cancel**, choosing not to record the pronunciation of a word, ViaVoice will not add the word to your personal vocabulary.

Chapter 6. Correcting your dictation

As you begin using ViaVoice, you might say words that are not in the vocabulary, or ViaVoice might simply not understand words that you say. These result in recognition errors—misrecognized words—in your dictated text.

This chapter describes correction, the most important thing you can do to help ViaVoice understand the words you say when dictating. When you correct misrecognized words to the words you actually said, you provide ViaVoice with two important benefits.

- When you correct a word that ViaVoice doesn't know (because it is neither in the base vocabulary nor in your personal vocabulary), that new word is added to your personal vocabulary. The next time you use the word, ViaVoice should get it right.
- By correcting words, you teach ViaVoice how you actually pronounce words in the context of other words. Over time, correcting words greatly increases recognition accuracy for subsequent dictation.

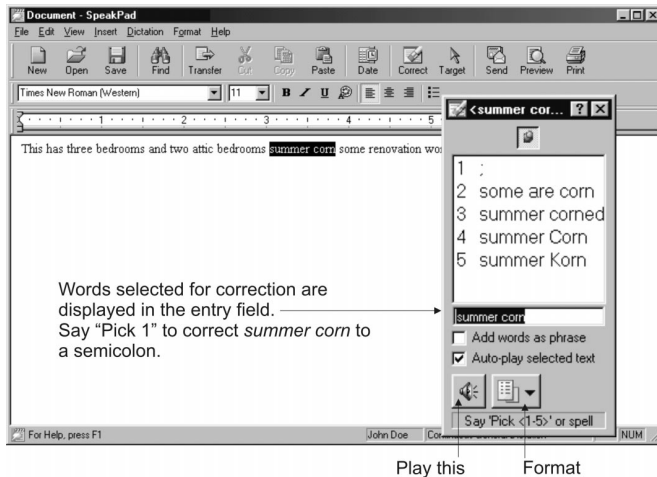
Correct each misrecognized word by using the Correction window. Display this window whenever you have dictated text by saying **"Show Correction window"**. When you do not want it on the desktop, say **"Hide Correction window"**.



Get in the habit of correcting errors after each paragraph of dictated text. You should not wait until you have dictated a long article to begin correction—by the time you have finished your dictation, you might overlook some errors when proofreading.

Using the Correction window

When the microphone is turned on, say "**Show Correction window**". You can use the Correction window to correct the misrecognized words while you are dictating text. Each time you use the Correction window, ViaVoice updates your personal voice model, which improves future recognition.



The following are components found on the Correction window.

- **Alternate list** — This list displays the possible replacement words for the selected text. Say "**Pick <n>**", where **<n>** is the number to the left of the correct word. Or, click on the text in the list to insert it in your document.
- **Word-display field** — This field displays the word or phrase you have selected for correction. Spell or type the correct word here if the correct word does not appear in the alternative word list. Remember that you do not need to capitalize the word if it is the first word of a sentence. ViaVoice will format it automatically when the word is inserted into your document.
- **Add words as phrase** — This option allows you to add the words in the word-display field to your vocabulary as a phrase, rather than as individual words. Click this to add words that you will nearly always say as a phrase, like 'New York' or 'Buckingham Palace'. The default setting is cleared.
- **Auto-play selected text** — This option automatically plays back the selected dictated word when the Correction window is open. This will not occur when the Correction window is closed. This option is available only when correcting in SpeakPad or Word. The default setting is selected.

The following describes the buttons on the Correction window.



Pinned/Unpinned Thumbtack — When it is pinned, the Thumbtack button keeps the Correction window in the same place during correction. When the button is unpinned, the Correction window "tracks" to the words being corrected. This button is available only when correcting in SpeakPad. The default setting is pinned.



Play this — Click or say "**Play this**" to hear a recording of your dictation of the highlighted word or phrase.



Format Word — Click or say "**Format**" to display the format menu. "**Capitalize this**" capitalizes the first letter of each word. "**Lowercase this**" changes the words to lowercase letters. "**Uppercase this**" changes the words to uppercase (all capital) letters. "**Numeric**" changes the words to a number. "**Spell out**" changes a number or abbreviation to a spelled-out word.

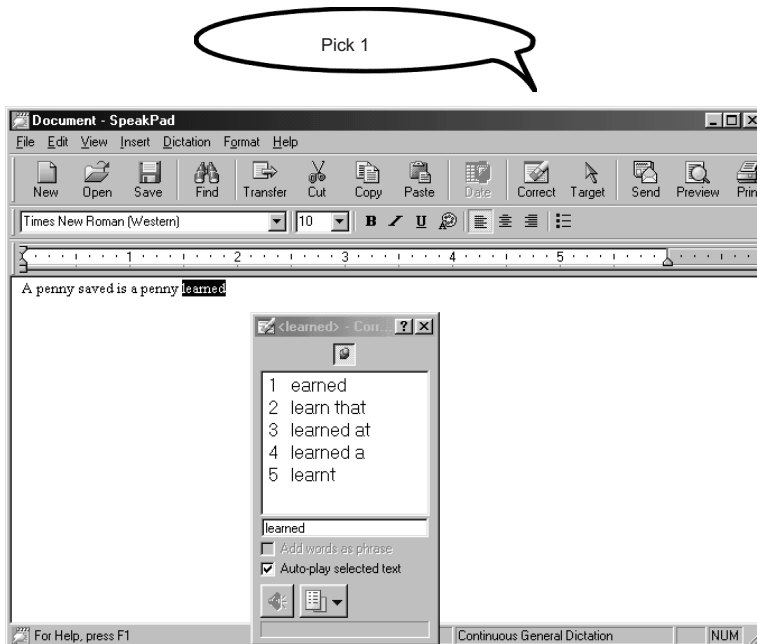


To maximize your recognition accuracy, correct errors in all of your dictated documents before transferring them to another program or exiting the document. You can have the ViaVoice agent teach you how to make corrections by saying "**Teach me about Correction**".

Correcting by voice

The following describes how to correct a misrecognized word in a dictated document in the SpeakPad window.

1. Select the word or phrase to correct by saying **"Correct <text>"**. In this example, say **"Correct learned"**. (If the wrong occurrence of the word or phrase is selected, say **"Try Again"**, and ViaVoice selects the next occurrence.) If you want to hear what you actually said for the word or phrase, say **"Play this"**.
2. The selected word or phrase appears in the Correction window with a numbered list of similar sounding words. These words are called *alternate words*.



3. Say **"Pick <n>"** (where <n> is the number of the alternate word) to select an alternate word. The selected word replaces the word on the screen.
4. Continue proofreading until you finish correcting all misrecognized text. Say **"Go to Top"** to move to the beginning of your document or **"Go to Bottom"** to move to the end of your document.

If a word does not appear in the list, we recommend you use this technique to correct the word.

1. Say **"Return to text"** to return control to the dictation window.
2. Re-dictate the word or phrase you wanted. If this works, you can continue proofreading.

3. If re-dictating the word or phrase did not work, say **"Scratch that"** to get the original text back. Then, click the word-display field in the Correction window, and type the word or phrase you actually said. If the word is the first word of a sentence, you do not have to capitalize it—ViaVoice does that for you automatically. Then say **"Correct"**, or press **Enter**, to accept it.

ViaVoice inserts the correction into your dictated text and returns focus to the dictation window.

In some cases, you might want to correct two or more words that occur together so that they are added to the vocabulary as a single phrase.



If the correct word is a proper name (like a family name or geographical place name), type the word with the appropriate capitalization.

If the word you type has a pronunciation that ViaVoice cannot determine from its spelling, the Record Word window will appear. At that window you may have to provide a sounds-like spelling to help ViaVoice understand the word. For example, if your dictation contains the word *UU-Ranch*, which you pronounced as 'double-U ranch' but which ViaVoice did not understand, you will have to provide 'double-U-ranch' as the sounds-like spelling.

Correcting words by typing

For the quickest correction results when correcting SpeakPad documents, use the following combination of spoken commands, typing and mouse clicks.

1. After dictating a paragraph, search for misrecognized text.
2. Correct each misrecognized word by clicking on it in the document and typing the correct word or spelling. To correct a phrase or a group of words, select them with the mouse pointer until the entire phrase is highlighted.
3. If you wish to see a list of alternate words, highlight an incorrect word or phrase and say **"Correct this"** to show the Correction window.



If ViaVoice continually misrecognizes your commands, you should select the option to require an Attention word—to be used before all voice commands—from the **Dictation** tab in ViaVoice Options.

- If the correct word is in the list of alternate words, say **"Pick <n>"** (where **<n>** is the correct number), or click on the text in the list to insert it in your document. This corrects the selected words, and you can continue proofreading.

- If the correct words are not in the list of alternate words, try dictating the word or phrase again. If this works, then you can continue proofreading.
 - If dictating the word does not work, say "**Scratch that**" to get the original text back. Click in the word-display field in the Correction window and type the correct spelling. Say "**Correct**", or press **Enter**, to accept it. You do not need to capitalize the word if it is the first word of a sentence—ViaVoice will format it automatically when the word is inserted into your document.
 - Say "**Go to Top**" to move to the beginning of your document or "**Go to Bottom**" to move to the end of your document.
4. For proper names or other words that are not in the vocabulary, you will have to type or spell out the words using the Correction window. If the **Record Word** window appears, use it to train ViaVoice to recognize the word in the future.

Delayed correction

You can correct misrecognized words at another time or delegate someone else to correct your dictated text. To do this, save the speech-session data in SpeakPad or Word dictation. The speech-session data includes all audio and alternate words for your dictated text.



To save the speech session in Word, select the **Save Dictation Session** check box on the dialog that appears when you close your file. To save your SpeakPad speech file, select **File > Save Session** from the SpeakPad menu.

When you save the file, speech-session data is removed. Because speech-session data occupies a lot of space on your hard disk, you should periodically remove the data that you no longer require.

To correct a previously saved speech session:

1. Open the file. If this is a SpeakPad document, look for files with the VPS extension.
2. Select **Yes** to restore the speech-session data. (If you did not save the speech-session data, the file opens automatically without the speech-session data.)
3. Perform corrections in any way you prefer—type the words you want, use the Correction window, or re-dictate. You can use **Playback** to remind you of the original dictation.

Delegated correction

If someone has delegated correction of a previously saved, dictated speech session to you, you can retype, re-dictate, add dictation or use the Correction window and your voice to correct text. You can even save the speech session and continue correction later. Just make sure that you do all of this under your own user name so that the author's personal speech files do not become corrupted.



When you open someone else's file to make corrections, first make sure that you—not the author—are the current ViaVoice user. To update the author's personal speech files with the corrected text, switch to the author's name, then process the text through Analyze My Documents.

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Chapter 7. What Can I Say

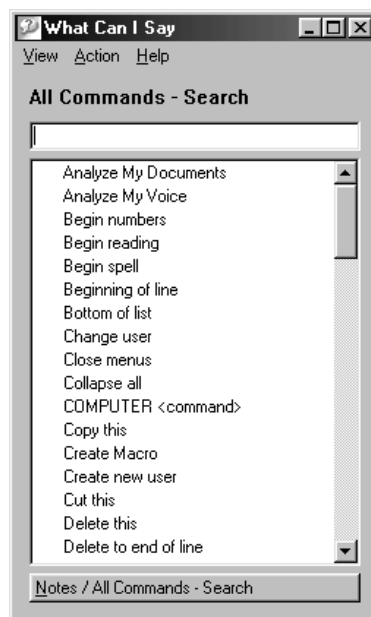
This chapter describes the What Can I Say window. This window lists the commands you can say to do routine computer tasks you once did with keyboard and mouse.

The What Can I Say window shows commands that are available. There are two reasons why you might want to see the What Can I Say window:

- To view the commands, including those that are not readily apparent on the desktop, that you can say.
- To *train* a command so that ViaVoice can recognize it. Training a command means recording how you say it. (See "Training a command" on page 69.)

The commands listed in What Can I Say reflect the current state of your desktop. When you click a program and then say (or click) "**What Can I Say**", you will see the commands that are available for the program that you clicked. Should you then go to another program or click on the desktop with the What Can I Say window still open, the commands in What Can I Say will change to reflect your last action.

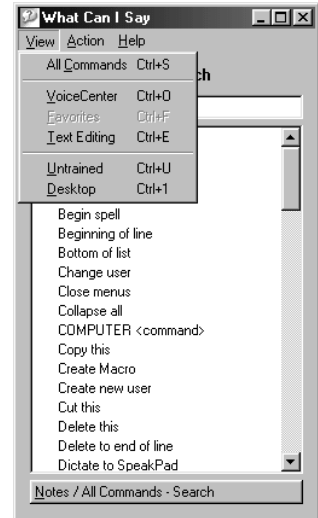
To access What Can I Say from the ViaVoice menu, select **What Can I Say**, and the All Commands view appears. (If you have already looked at the What Can I Say window, the last view you saw is displayed.) To see other views, select **View** and then select one of the views.



Views

Commands are displayed in the What Can I Say window in groups called *views*.

- **All Commands** — This view lists commands that you can see and also those that are not readily visible. For example, menu names are not listed in the other views, but you find them in the All Commands view. To see the All Commands view, say "**What Can I Say for All Commands**" from wherever you happen to be. In the field above the list, you may enter a word to search for a voice command.
- **VoiceCenter** — Say "**What Can I Say for VoiceCenter**" to view the commands for controlling VoiceCenter.
- **Desktop** — Say "**What Can I Say for Desktop**" to view the commands for opening Internet Explorer on your desktop.



- **Favorites** — Say "**What Can I Say for Favorites**" to view the commands for accessing the pages listed in your Favorites menu. These commands are, by default, turned off. To make these commands available, select the Favorites command set on the **Command Sets** tab in ViaVoice Options. (See "Enabling command sets" on page 83.)
- **Text Editing** — Say "**What Can I Say for Text Editing**" to view the commands for moving the cursor and selecting text.
- **Untrained** — Say "**What Can I Say for Untrained**" to see the commands for which ViaVoice does not have a pronunciation. To use a command in this view, you must train it. See "Training a command" on page 69.
- **Dictation** — Say "**What Can I Say for Dictation**" to view the commands for dictation. This view appears in the list only when the focus window is a program into which you can dictate.
- **Natural Commands** — Say "**What Can I Say for Natural Commands**" to view the natural commands available for Microsoft Word.

Interacting with What Can I Say

You can navigate the What Can I Say window by saying commands or by using the mouse or keyboard. The What Can I Say window must be active when saying commands.

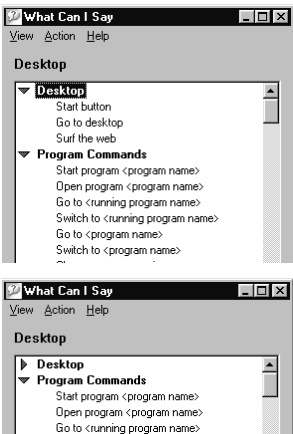
Mouse	Keyboard
Use the scroll bar and arrows on the right side of the window.	Use the Up and Down arrow keys on your keyboard.

Expanding or collapsing a view

To expand (see everything under) or collapse (hide everything under) a heading, click the toggle.

For example, click "Desktop" to expand the collapsed heading (as shown at right).

Or, click "Desktop" again to collapse an expanded heading.



Commands with words in angle brackets

Some commands in a view are shown with one or more words in angle brackets. To see a VoiceTip pop-up with instructions on how to say the words in angle brackets, move your mouse cursor over the words.

Or, say "How Do I Say <direction>", where <direction> is the item shown in angle brackets.

Changing views

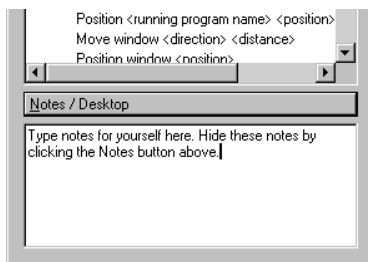
The command for changing the view depends on whether you are in What Can I Say or in a program.

- In What Can I Say, say the name of the view you want to see.
- If you are in another program, say "What Can I Say for Text Editing", "What Can I Say for Dictation" and so on.

To access the All Commands view, say "**How Do I Say**". Typically, you would say this when What Can I Say is not the active program (the program you are now using).

From What Can I Say, say "**Return to program**" to switch to the previous program.

Creating notes for What Can I Say



You can create your own notes for each view. The notes are saved when you close What Can I Say.

When you write notes in a view, the notes are associated only with the program that had focus when you wrote the notes. Should you switch to another program, you will see only the notes that you wrote for that other view.

Printing the commands in a view

To print a list of commands, select **Action > Print**.

The print function prints only what is expanded. So, expand all before you print.

Using an Attention word with commands

If you find that ViaVoice does not recognize your commands, you can begin every command with an Attention word. The Attention word signals to ViaVoice that you are about to say a command. The default Attention word is 'Computer', but you can specify other Attention words at the **Command Sets** tab in ViaVoice Options.

To require the Attention word to be spoken before commands, go to the **Dictation** tab in ViaVoice Options and make sure the **Required** check box is ticked. (See "Setting dictation options" on page 80.) When the Attention word is specified as "required", you must say it as the first word before every command, even commands like "**Microphone off**".

When using the Attention word, do not pause between it and the rest of the command.

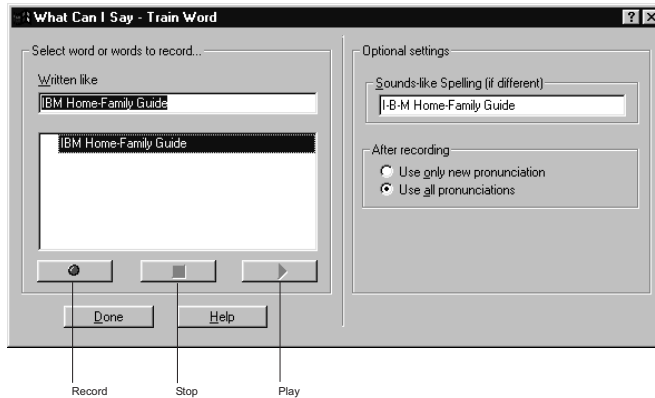
Training a command

Whenever ViaVoice has trouble recognizing your pronunciation of a command, you can *train* the command in What Can I Say. Training means recording a pronunciation of the command. This teaches ViaVoice how you pronounce a command, thus improving recognition accuracy.

Some commands have pronunciations that ViaVoice does not know. You can easily identify these by the red X next to them in a view. If you want to say these commands, you must train them. You can see all such commands in the **Untrained** view of the What Can I Say window.

To train a command, follow these instructions.

1. Say the name of the view containing the command you want to train, or say **"What Can I Say for Untrained"**.
2. Double-click the command you want to train. It can be an untrained command or any command for which you want to improve recognition.
3. Click the **Record** button.
4. Say the command and wait until recording stops.
5. Click the **Done** button when it becomes enabled.



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Chapter 8. Using the Internet

This chapter describes how to navigate the Internet with your voice.

You need to ensure that the following prerequisites are met before trying the procedures in this chapter:

- You have a connection to the Internet, either by means of an established account with a service provider or through a connection at work. To work with America Online® (AOL®), you must be registered as an AOL user.
- Internet Explorer Version 4.01 with Service Pack 2 or higher, and/or America Online Version 7.0 is installed on your computer.
- ViaVoice is installed on your computer with your user name and voice model currently selected.

If ViaVoice does not recognize some of your commands, try saying the Attention word, such as 'Computer', followed by the command.



If ViaVoice continually misrecognizes your commands, you should select the option to require an Attention word—to be used before all voice commands—from the **Dictation** tab in ViaVoice Options. Or you can select the **Use key for commands** check box and choose a key to press while saying a command.

Internet Explorer

Say "**Surf the Web**" when ViaVoice is active to start Internet Explorer.

Say "**Jump to <favorite>**" to open the page specified by the item listed in your Favorites menu (from the Windows **Start** button or your browser's tasklist). This command may be used whenever the Favorite Command Set is active.

The following navigation commands are available:

You say	You get
"Surf the Web"	Launches Internet Explorer
"Jump to <favorite>"	Launches Internet Explorer to the page specified from your Favorites menu
"Back"	Moves back to the previous page

You say	You get
"Forward"	Moves forward to the next page, if you have moved back previously
"Home"	Loads your home (default) page

Chapter 9. Customizing ViaVoice

This chapter describes how you can tailor ViaVoice for your particular needs and do routine tasks. Use VoiceCenter Options and ViaVoice Options, available from the ViaVoice menu, to perform these tasks.



Most of the voice commands in this chapter work only if you have installed ViaVoice on Windows 98 Second Edition, Windows Me, or Windows XP Home Edition. When a command is not recognized, select the desired button or menu item with your mouse.

Changing VoiceCenter's appearance

VoiceCenter is displayed as a toolbar at the top of your screen when you first start and use ViaVoice. You can change the appearance of VoiceCenter by modifying the VoiceCenter options, available from the ViaVoice menu, by selecting **User Options > VoiceCenter Options**.

The following tabs are available at the VoiceCenter Options: Appearance, General, Taskbar, Docked, Agent and Floating.

Appearance tab

At the **Appearance** tab, select the view you want for VoiceCenter.

Taskbar view — The default view. You can change the position of the taskbar by clicking on VoiceCenter then by dragging it either to the bottom or to the top of the screen. You may also right-click on VoiceCenter and then select **Attach To** to place the VoiceCenter on the top or the bottom.

This view supports Always on top and Auto hide modes.

Docked view — When VoiceCenter is docked, it is integrated into the currently active application under the title bar or menu bar of the application's window. This view is useful when you want to know in which application your dictation will appear or your command will take effect. As you move from application to application, the VoiceCenter moves to the current application.

Minimal view — To prevent your desktop from becoming cluttered, use the minimal view to place VoiceCenter as an icon in the Windows system tray at the bottom of the screen. Right-click on the icon to display the ViaVoice menu.

In this view, a command-history box appears when you say a command. You can move this box to other locations on the desktop by dragging and dropping it.

Agent view — In this view, VoiceCenter is represented by the agent Brocklee to let you know the status of the microphone. You can change Brocklee to some other agent if others are installed on your computer. However, not all agent characters support the animations required to show microphone states.

Floating view — This setting allows you to place the "floating" VoiceCenter anywhere on the desktop. You can resize VoiceCenter horizontally.

General tab

At the **General** tab, select the default font name and size used for text in VoiceCenter's status area. Selections you make from the General page are the default view for all speech information and can be changed at any time.

Taskbar tab

At the **Taskbar** tab, select the specific attributes and behaviours for VoiceCenter when in Taskbar view.

Docked tab

At the **Docked** tab, select the programs that you want to add to allow the VoiceCenter to appear docked under the title bar. You can add or remove this docking feature for specific programs. By default, the VoiceCenter docks only into the applications where speech is supported. If an application where speech input is not accepted in the foreground application, VoiceCenter will not appear in that window (it minimizes to the task tray), but you can still access the ViaVoice menu and microphone button from the task tray icon.

Agent tab

At the **Agent** tab, select the animated agent to use when you have selected the Agent view for VoiceCenter.

Floating tab

At the **Floating** tab, select the items that you want to show up on VoiceCenter: Microphone button, Volume meter, Status area, Help button and User name.

Changing the microphone's startup state

Set the behaviour of the microphone at the **At Startup** tab in ViaVoice Options.

1. Display VoiceCenter if it is not already on your desktop.
2. Click the ViaVoice menu button, and select **User Options > ViaVoice Options**. ViaVoice Options is displayed.
3. Click the **At Startup** tab if it is not already on top.
4. Select the options you want to change on this tab. Click **Apply** to save changes or click **OK** to save changes and close ViaVoice Options.



5. Select the microphone state you want when VoiceCenter is started. The default is Microphone off.
6. Select the **Press to talk** check box if you wish to activate the microphone by pressing keys on your keyboard instead of clicking the microphone button. (These shortcut keys are sometimes called *hotkeys*.) Then press the key you want. The CTRL key will be added automatically if you press only one key. For example, if you press M, you'll turn the microphone on by pressing CTRL+M. When you press this hotkey, you can say only one voice command, then the microphone will turn off.
7. Select the **Toggle microphone** check box if you wish to toggle the microphone state by pressing a hotkey. Then press the key you want. The CTRL key will be added automatically. For example, if you press M, you'll turn the microphone on and off by pressing CTRL+M.
8. Select the **Display agent during text-to-speech** check box to have the animated character appear.
9. Select the **Display Recognition Wizard when problems detected** check box to have this wizard appear automatically.

Creating additional voice models

If you dictate with more than one microphone or in locations with different background noise and acoustics, you should create a voice model with each type of microphone in each location. Here is how to create a voice model:

1. Display the VoiceCenter if it is not already on your desktop.
2. Click the ViaVoice menu button, and select **User Options > ViaVoice Options**. ViaVoice Options is displayed.
3. Click the **User** tab if that tab is not already on top.
4. Select the user name for whom you want to create the voice model from the **User Name** drop-down list.
5. Click **Add/Modify**.
6. The User Wizard will start to guide you. Follow the wizard's instructions.

When you have more than one voice model, always ensure that the currently selected voice model—the one displayed in the User Information pop-up from VoiceCenter—is the one you want to use. If it is not, go to the **User** tab in ViaVoice Options and select the voice model you want.

Selecting a vocabulary or topic

Specialized vocabularies are vocabularies containing words specific to a given field. Please see the information on the box to determine if a vocabulary is included with this program. Specialized vocabularies are useful when dictating words not normally encountered in everyday speech, such as medical or legal terms.

Separately available topics and specialist vocabularies may exist for some language versions of ViaVoice (available with ViaVoice itself or via the Internet, through Business Partners, or through other commercial arrangements).

To activate topics or vocabularies, if they have been separately obtained and installed, follow these instructions:

1. Display the VoiceCenter if it is not already on your desktop.
2. Click the ViaVoice menu button and select **User Options > ViaVoice Options**. ViaVoice Options is displayed.

3. Click the **User** tab if that tab is not already on top.

The screenshot shows the 'IBM ViaVoice Options' dialog box with the 'User' tab selected. The dialog has a title bar with a question mark and a close button. Below the title bar are several tabs: 'Command Sets', 'Text-To-Speech', 'Formatting', 'Formatting - 2', 'At Startup', 'User' (selected), 'Voice', 'Dictation', and 'Correction'. The 'User' tab contains the following elements: a 'User Name' dropdown menu showing 'John Doe', four buttons ('Add User', 'Delete User', 'Backup User', 'Restore User'), an 'Input Device' dropdown menu showing 'Microphone', a 'Voice Model' dropdown menu showing 'First Voice Model [US English]', three buttons ('Add/Modify', 'Delete', 'Rename'), a 'Vocabulary' dropdown menu showing 'Continuous General Dictation', and a 'Topics' text area. At the bottom, there is a note: '* Recommended for the selected vocabulary.' and four buttons ('OK', 'Cancel', 'Apply', 'Help').

4. Select the vocabulary you want from the **Vocabulary** drop-down list. (You can have only one vocabulary selected.)
5. To activate a topic, select it from the **Topics** list, if it is available.
6. Click **Apply** to save changes, or click **OK** to save changes and close ViaVoice Options.

To deactivate a topic, return to the **User** tab, deselect the topic, then click **Apply**. To see which topic is active, place the mouse cursor over the user information to display the Who Am I pop-up.

Adding a user

Follow these instructions to add a new user name.

1. Display VoiceCenter if it is not already on your desktop.
2. Click the ViaVoice menu button, and select **User Options > ViaVoice Options**. ViaVoice Options is displayed.
3. Click the **User** tab if that tab is not already on top.
4. Click **Add user**. The User Wizard will start. If the active speech applications window appears, close all speech programs listed.
5. Type in a new user name.
6. Click **Next** to go through Audio Setup Wizard for this new user name.

Why have more than one user name?



- Each person who uses ViaVoice on your computer should have a user name that is not used by any other user, and no user should use another user's name. If more than one person uses your computer, make sure that each person has a unique user name. Get in the habit of checking the user name every time you start to use ViaVoice, and make sure the name you want is selected in ViaVoice Options before starting work with ViaVoice.
- You might want more than one user name if you dictate radically different types of document styles involving different terminology. For example, if you dictate both informal letters and scientific papers, you might want one name for the letters, so that words you add to your letters apply only to your dictated correspondence, and a separate name for dictating scientific papers, so that technical terms are added only for the user name you use for that purpose.

Each user (user name) must successfully complete the Audio Setup Wizard and create a voice model. Voice models and other personal speech files cannot be shared by users.

Making a user name the current user

To make a user name the currently selected user, do the following:

1. Display VoiceCenter if it is not already on your desktop.
2. Click the ViaVoice menu button, and select **User Options > ViaVoice Options**. ViaVoice Options is displayed.
3. Click the **User** tab if that tab is not already on top.
4. Select the user name you want from the drop-down list.
5. Click **Apply** to save changes, or click **OK** to save changes and close ViaVoice Options.

Backing up and restoring user data

If you use more than one computer, you might want to copy your personal speech files from one computer to another. You do this by backing up your user data on one computer and then restoring the data on the other computer.

If you plan to back up your user data on diskettes, you should have several formatted diskettes on hand.

1. Display VoiceCenter if it is not already on your desktop.
2. Click the ViaVoice menu button and select **User Options > ViaVoice Options**. ViaVoice Options is displayed.
3. Click the **User** tab if that tab is not already on top.
4. Select the user name you want from the drop-down list.
5. Click the **Backup User** button.
6. Type a **Backup description** for the file. In the **Back up to** field, type the full path name where the user data should be stored, or click the **Browse** button to locate the target folder for the user data.
7. Click the **Backup** button.
8. Click **Apply** to save changes, or click **OK** to save changes and close ViaVoice Options.

To restore your backed-up user data:

1. Click the **User** tab if that tab is not already on top.
2. Click the **Restore User** button.
3. From the **Users** list, select the user data you want to restore, or click the **Browse** button to locate the user data.



Any data that currently exists for the user will be replaced by the backed-up data.

4. Click the **Restore** button to begin the data restoration.
5. Click **Apply** to save changes, or click **OK** to save changes and close ViaVoice Options.

Deleting a user name or voice model

To delete a user name or a voice model, do the following:

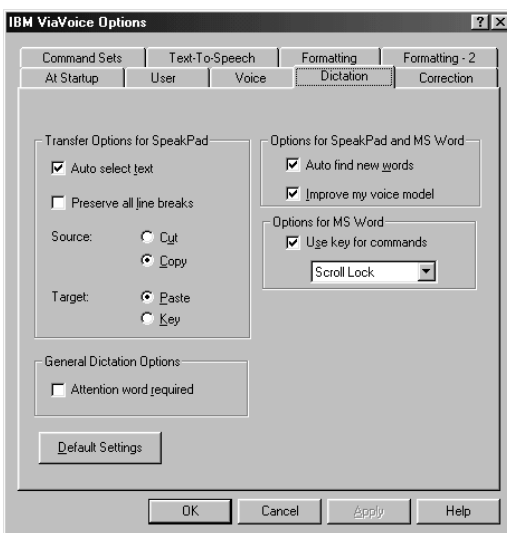
1. Display VoiceCenter if it is not already on your desktop.
2. Click the ViaVoice menu button and select **User Options > ViaVoice Options**. ViaVoice Options is displayed.

3. Click the **User** tab if that tab is not already on top.
4. Select the user name you want from the drop-down list.
5. To delete a voice model, select it from the drop-down list. The selected user must have more than one voice model. Click **Delete**.
6. To delete the selected user and all voice models associated with that user, click **Delete User**.
7. Click **Apply** to save changes, or click **OK** to save changes and close ViaVoice Options.

Setting dictation options

You can set options to control text transfer and to make improvements to your voice model based on your dictation sessions.

1. Display VoiceCenter if it is not already on your desktop.
2. Click the ViaVoice menu button and select **User Options > ViaVoice Options**. ViaVoice Options is displayed.
3. Click the **Dictation** tab if it is not already on top.
4. Select the options you want to change on this tab. Click **Apply** to save changes, or click **OK** to save changes and close ViaVoice Options.

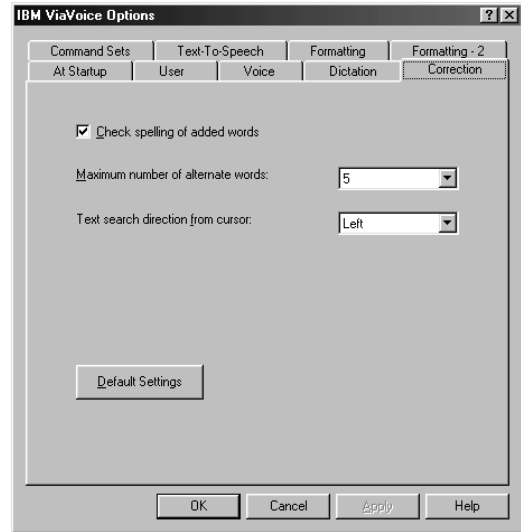


5. In the **Transfer Options** box, select the options you want when transferring text from SpeakPad.
 - **Auto select text** causes all text in SpeakPad to be selected automatically for transfer
 - **Preserve all line breaks** places a carriage return at the end of each line of text being transferred.
 - **Cut** removes the transferred text from the SpeakPad document window. **Copy** maintains the text in the SpeakPad document window after transfer.
 - **Paste** places the cut or copied text from the clipboard into the target window. **Key** sends the cut or copied text one keystroke at a time to the target window. The Key setting is useful when your text contains special keystrokes or your target application does not support pasting from the Windows clipboard.
6. Select the **Attention word required** check box to make the Attention word required before all voice commands while dictating. You can add multiple Attention words from the **Command Sets** tab in ViaVoice Options. When the attention word is required, you must say the word, such as 'Computer', as the first word of every command. You should require this Attention word when ViaVoice habitually misrecognizes your commands.
7. Select **Auto find new words** to have ViaVoice search your SpeakPad or Word dictation for new words.
8. Select **Improve my voice model** to have ViaVoice collect information about your speaking characteristics during SpeakPad or Word dictation. When it has enough information to make improvements to your voice model, ViaVoice will prompt you to process it. Doing so will improve your recognition accuracy.
9. Select the **Use key for commands** check box, then choose a key that you will press during a Word dictation to indicate that you are speaking a command. For example, if you choose the Shift key and press it while dictating, ViaVoice will listen only for commands until you release the Shift key to dictate text again.

Changing the appearance of the Correction window

You can set your personal preferences for how the Correction window appears whenever you correct your dictated documents.

1. Display VoiceCenter if it is not already on your desktop.
2. Click the ViaVoice menu button and select **User Options > ViaVoice Options**. ViaVoice Options is displayed.
3. Click the **Correction** tab if it is not already on top.
4. Select the options you want to change on this tab. Click **Apply** to save changes, or click **OK** to save changes and close ViaVoice Options.

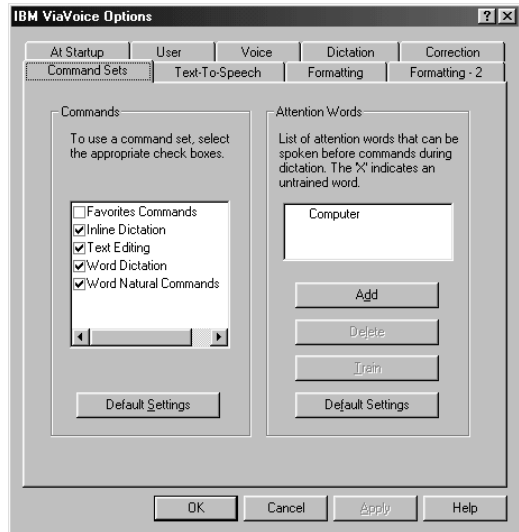


5. Select **Check spelling of added words** to have ViaVoice check the spelling of new words before adding them to your personal vocabulary.
6. In the **Maximum number of alternate words** box, select the maximum number of words to appear in the Correction window.
7. In the **Text search direction from cursor** box, specify the search direction (in a SpeakPad or Word document) as left or right.

Enabling command sets

You can enable command sets, so that you can speak the commands in them, or disable them to provide more accurate recognition for just the commands you use.

1. Display VoiceCenter if it is not already on your desktop.
2. Click the ViaVoice menu button and select **User Options > ViaVoice Options**. ViaVoice Options is displayed.
3. Click the **Command Sets** tab if it is not already on top.
4. Select the options you want to change on this tab. Click **Apply** to save changes, or click **OK** to save changes and close ViaVoice Options.

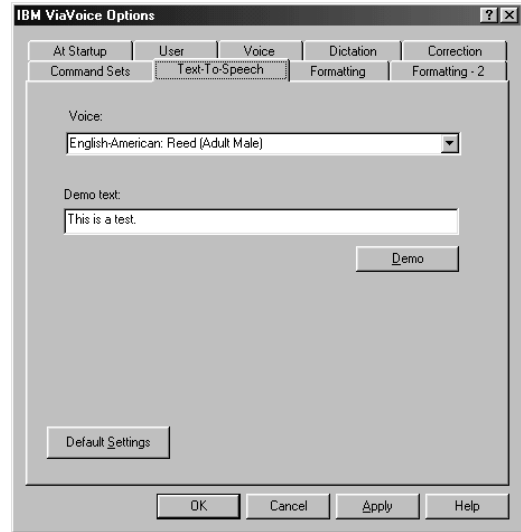


5. In the **Commands** box, each command set showing a tick mark is enabled. You also enable program support (if installed) by selecting the command set. Click the tick mark to disable the command set. To enable a command set, click the little box to the left to insert a tick mark.
6. Add, delete, or train an Attention word. This word is spoken before a command to improve the recognition of that command. You can have a total of five Attention words. The red X indicates the word needs to be trained.

Setting Text-To-Speech options

You can select a voice for the ViaVoice agent to use when he is reading text to you.

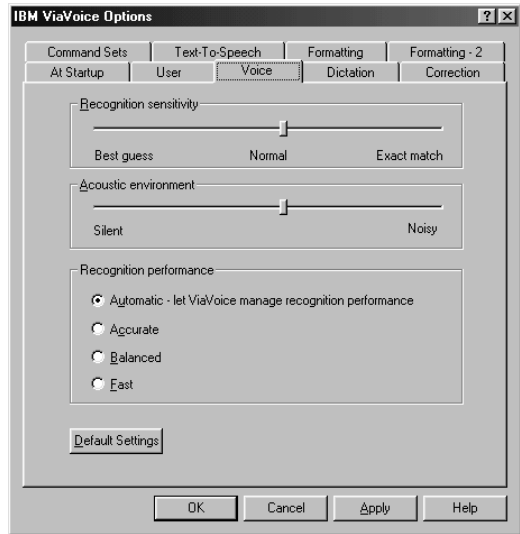
1. Display VoiceCenter if it is not already on your desktop.
2. Click the ViaVoice menu button and select **User Options > ViaVoice Options**. ViaVoice Options is displayed.
3. Click the **Text-To-Speech** tab if it is not already on top.
4. Select a voice from the drop-down list.
5. Type some text in the **Demo text** field. (You can enter up to 80 characters.)
6. Click **Demo** to listen to the selected voice. Click **Stop Demo** to stop the playback of the Demo text.
7. Click **Apply** to save changes, or click **OK** to save changes and close ViaVoice Option.



Adjusting recognition sensitivity

You may adjust sensitivity settings for recognition to obtain better accuracy, depending on the speed of your computer and the background noise in your location. Usually you do not need to adjust these settings.

1. Display VoiceCenter if it is not already on your desktop.
2. Click the ViaVoice menu button and select **User Options > ViaVoice Options**. ViaVoice Options is displayed.
3. Click the **Voice** tab if it is not already on top.
4. Select the options you want to change on this tab. Click **Apply** to save changes, or click **OK** to save changes and close ViaVoice Option.



5. Move the **Recognition sensitivity** slider to **Exact Match** if there is a lot of background noise and you want ViaVoice to be more critical in matching sounds with words.
6. Move the **Acoustic environment** slider towards **Noisy** if there is a lot of background noise and you want ViaVoice to ignore it. The more to the right you move the slider the louder you will have to speak.
7. In the **Recognition Performance** box, select the performance setting you want. A setting of **Accurate** on a computer with a fast processor, for example, means that ViaVoice will be more accurate in matching your sounds with words, but processing will take longer to achieve this accuracy. On computers with slower processors, a setting of **Fast** will speed up performance, but recognition accuracy might degrade. For most users, the setting **Automatic** obtains the best overall results, since this setting instructs ViaVoice to optimize performance based on your computer's processing capabilities.

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Chapter 10. Creating macros

This chapter describes *macros*, shortcut commands that you may create for inserting text quickly into your documents.

- A *dictation macro* is a command associated with a block of text that you define. When you say the command during a dictation, the associated block of text is inserted into your dictation. If you use the same text in many dictations, a dictation macro for that text makes it easier to place the text into your dictation.

Creating a dictation macro

A dictation macro is a simple way to insert text (a word or phrase) that you use frequently in a document by saying a command. You can use the Create Macro feature in SpeakPad and Microsoft Word.

To create a dictation macro using the Create Macro feature, follow these instructions.

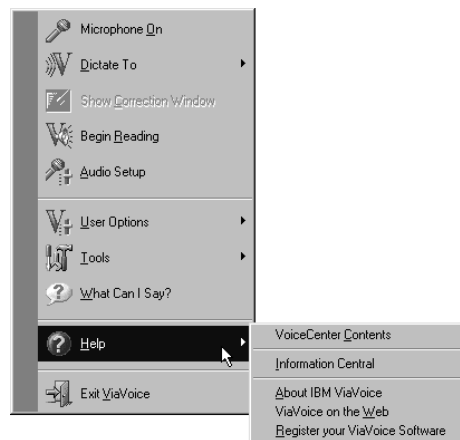
1. Using the mouse, highlight the text in your dictation that you want for your dictation macro. The text can be a word, several words, a line or paragraph, or the entire contents of the document. The text can be dictated or typed.
2. Say "**Create Macro**". The Create Macro window pops up.
3. Type the name you want in the entry field. This is the command you will say to invoke the macro during dictation. Because the macro name should not involve words that could be used normally in dictated text, use a name whose words are unlikely to occur together (like "letter sign off"). You may need to train the Dictation Macro name.
4. Click **Create**, then click **Done** when you have finished training your Macro Name.

The macro is now available and can be used during this or any future dictation.

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Chapter 11. Getting help

Wherever you are in ViaVoice, you can get online help specific to your current task, menu or dictation application. You can also use Information Central to learn the basics or to get general information. Besides online help, you can also view this *User's Guide* and the *Command Reference*.



Information Central

Information Central is the information launch pad in ViaVoice. Whenever you need information about ViaVoice, think Information Central. When the microphone is on, say "**Information Central**", or click **IBM ViaVoice > Help > Information Central**.

From the Central window, select **ViaVoice Help** (the button at the top of the window) to open the Table of Contents.

ViaVoice contains other documentation:

- Extensive online help available wherever you are in ViaVoice, specific to your current task, menu or the dictation application you are using.
- The *ViaVoice User's Guide* guides you through installation, setup and your first experiences with ViaVoice. There are step-by-step practice dictation exercises for new users to get started.

To see the *ViaVoice User's Guide* from Information Central, click the **Product Support** ticket and select **User's Guide (PDF format)**.

You need Adobe Acrobat Reader to view this document online. If you selected not to install the Reader during installation of ViaVoice, you can install Adobe Reader at any time from your ViaVoice CD.

- The *Command Reference* shows you the commands you can say to get your work done quickly.

To see the *Command Reference* from Information Central, click the **Product Support** ticket and select **Command Reference Card (PDF format)**. You need Adobe Acrobat Reader to view this document online.

- IBM ViaVoice Home Page. Go directly to this Internet home page from Information Central. Or, type <http://www.ibm.com/viavoice> in your Web browser.

Getting context-sensitive help

Use the Question mark or the What's This to get help for a specific button, selection or field in a program that you are using.

Question Button Help

1. Click the question mark button (upper-right corner of a window) and the mouse pointer changes to a question mark.
2. Move the question mark to the item you want help on.
3. Click to display a help pop-up.

What's This Help

1. Right-click the item. You can click almost anywhere with your right mouse button and a What's This pop-up appears.
2. Click the What's This? pop-up to get information about the object.

Printing help

To print or copy the information in a pop-up window, use the right mouse button to click inside the Help page, then click **Print Topic**.

Using Teach Me commands

Say "**What Can You Teach Me**" to find out about sources of help in ViaVoice. Woodrow appears and tells you what sources are available to you. Woodrow talks to you and brings up the appropriate teach-me topic or help panel you request. If you want to find out additional information on VoiceCenter, the microphone, What Can I Say, dictating, correcting, or natural commands say "**Teach me about <subject>**" to bring up Woodrow. You will then be guided on how to use the specific ViaVoice feature.

How do I troubleshoot a problem?

ViaVoice is a highly accurate speech-recognition product. Sometimes, however, problems can occur that cause your recognition accuracy to be less than it should be. If you find that ViaVoice is not recognizing your words, please follow these suggestions to determine the problem and correct it.

Readme

Be sure to view the *Readme* file for the latest information about ViaVoice. To view the *Readme* file from Information Central, click on **Product support** and select **View the Readme (RTF format)**.

Solving Recognition Problems

The Recognition Wizard can help you solve recognition problems that occur during dictation or navigation. The wizard opens automatically whenever it detects a poor audio signal, and it may open when you say too many commands that are not recognized. You can open the Recognition Wizard by selecting **Tools > Help me with recognition problems** from the ViaVoice menu.

Getting Help on the Internet

The ViaVoice Home Page on the Internet (<http://www.ibm.com/viavoice>) contains useful information about ViaVoice.

Help from the Technical Support Center

See Appendix A, “Getting technical support” on page 93 for information on contacting the Technical Support Center.

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Appendix A. Getting technical support

You can contact technical support for installation and start-up assistance. You can receive support by telephone or e-mail.

Frequently Asked Questions Database

A solution to your problem may already exist! **Before contacting Technical Support, check the Frequently Asked Questions Database and the Tested Systems list.** The Internet address is: <http://www.ibm.com/viavoice>

Click on **Support** in the left panel. Select your language, then select your version of ViaVoice.

Information required before you contact Technical Support

Before contacting the Technical Support Center, you must have the following information readily available:

- Your name and technical support ID (see the back cover of this book).
- Information about your computer: processor type and speed, amount of RAM installed, available free hard-disk space, amount of cache, and make and model of your sound card.
- Product name and version level. To see this, click **Help** and select the **About** option, which displays product and version information.
- Other applications you use in conjunction with ViaVoice.
- Any specific error messages or codes that were displayed.
- A description of what you were doing when the error occurred. Try to re-create the error before contacting the Technical Support Center.



If you do not have this information available, you may experience a delay in obtaining technical support.

If your copy of ViaVoice came pre-loaded on a new computer, you should contact your computer manufacturer or computer dealer for support.

Support for Use Pack users

If you are a 'Use Pack' user, you and other users share the technical support ID number. The first call made by any user of the Use Pack is free, and any calls made up to 30 days after the first call by any user using the same ID number are free. Thereafter, support for users of the same Use Pack is on a fee basis.

If you are part of a company or organisation where several copies of ViaVoice are installed, you might be a Use Pack user. Customers who buy a Use Pack usually have one ViaVoice software package and a use authorisation for additional licences, or a multiple-user proof of entitlement that entitles them to install ViaVoice from a single software package on more than one user's computer. If you are such a user, before contacting technical support, have this Guide, bearing the technical support ID for your software package, available.

Microphone support

The microphone shipped with ViaVoice is warranted by the manufacturer. Refer to the warranty information that came with the microphone.

Related services

Are you interested in additional training on an IBM ViaVoice product? Or, how about understanding and implementing options that are unique to your work situation?

IBM Voice Systems has trained Value Added Resellers (we call them ViaVoice Business Partners) throughout the U.S.A. to help our ViaVoice users get the optimum use and performance from our speech recognition products. These fee-based service providers are available to you, if you choose.

To locate a ViaVoice Business Partner in your area, please visit the ViaVoice HomePage on the Internet: <http://www.ibm.com/viavoice>. Select the appropriate language under **Voice Recognition Worldwide** and click **Go**. Select **IBM Business Partners** in the left panel.

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Appendix B. Frequently used commands in dictation

This appendix describes the commands you can use to place punctuation and symbols in your text.

Most of these commands are implemented in ViaVoice as dictation macros. If you do not like the action associated with a particular character, you can change it with the Dictation Macro Editor.

Formatting and spacing

If a formatting command is misrecognized during your dictation and you do not see it among the alternate words, type the command in the Correction window exactly as shown below.

Say this: To obtain this result:	
CAPITAL-LETTER	Capitalizes the next word
LOWERCASE	Puts the next word in lowercase letters
NEWLINE	Starts a new line
NEWPARAGRAPH	Inserts one blank line; next word is capitalized
NO-SPACE	Prevents a space from being inserted
SPACEBAR	Inserts a space
UPPERCASE	Puts the next word in capital letters

Punctuation in dictation

When you dictate, each word in your text is followed by a space. Punctuation marks, however, have special actions so that your text obtains the right appearance. These actions are noted in the table below. *Joins left* means that the character is appended to the preceding word without an intervening space.

To get:	Say:	Action:
:	Colon	Joins left
,	Comma	Joins left
!	Exclamation point	Joins left; the next word is capitalized
.	Period	Joins left; the next word is capitalized
?	Question mark	Joins left; the next word is capitalized
;	Semicolon	Joins left

Symbols and characters in dictation

Some symbols and characters have special actions associated with them. These actions are noted in the following table. *Joins to digits* means that the character is appended to a preceding or following digit without an intervening space. *Joins right* means that the character is appended to the next word without an intervening space.

To get:	Say:	Action:
&	Ampersand	No special action
's	Apostrophe s	Joins left
*	Asterisk	No special action
@	At sign	No special action
'	Back quote	No special action
)	Close parenthesis	Joins left
"	Close quote	Joins left
]	Close bracket	Joins left
-	Dash	No special action
\$	Dollar sign	No special action
—	Double dash	No special action
..	Double dot	No special action
=	Equals	Joins left and right
€	Euro sign	No special action
!	Factorial	Joins left; the next word is capitalized
-	Hyphen	Joins left and right
-	Minus	Joins left and right
#	Number sign	Joins right
(	Open parenthesis	Joins right
"	Open quote	Joins right
[	Open bracket	Joins right
%	Percent sign	Joins left
+	Plus sign	Joins left and right
s'	S apostrophe	Joins left
'	Single quote	Joins left and right
/	Slash	Joins left and right
*	Star	No special action
~	Tilde	No special action

To get:	Say:	Action:
_	Underscore	Joins left and right

Symbols and characters in number mode

To get:	Say:
*	Asterisk
x	By
)	Close parenthesis
,	Comma
-	Dash
/	Divided by
\$	Dollar sign
.	Dot
€	Euro sign
=	Equals
.	Period
-	Hyphen
-	Minus
#	Pound sign
(	Open parenthesis
%	Percent
+	Plus
.	Point
/	Slash
*	Star
*	Times

Symbols and characters in spell mode

To get:	Say:
&	Ampersand
*	Asterisk
@	At-sign

To get:	Say:
'	Back quote
\	Back slash
x	By
^	Caret
}	Close brace Close curly brace
)	Close bracket
]	Close square bracket
:	Colon
,	Comma
-	Dash
/	Divided by
\$	Dollar sign
.	Dot
"	Double quote
=	Equals
!	Exclamation point
.	Period
>	Greater than
-	Hyphen
<	Less than
-	Minus
#	Pound sign
{	Open brace Open curly brace
(	Open bracket
[	Open square bracket
%	Percent sign
+	Plus
.	Point
?	Question mark
;	Semicolon
'	Single quote
/	Slash

To get:	Say:
*	Star
~	Tilde
x	Times
_	Underscore
	Vertical bar

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Appendix C. Notices

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Glossary

active. (1) Describes an application, dialog or window that currently has focus on the desktop. (2) Describes the vocabulary, displayed in the **Vocabulary** field in ViaVoice Options, which is currently in use for dictation and command and control.

alternate word. One or more words displayed in the Correction window that sound like the word selected from a dictation.

Attention word. A word spoken by the user to alert ViaVoice that the next words spoken will be a command. The word 'Computer' is set as the default Attention word.

command set. A group of related commands.

continuous. Describes a manner of speaking, during which the user speaks normally, making natural pauses between words or phrases.

correction. The use of the Correction window to identify and correct recognition errors in dictated text.

device driver. Software, normally provided by the manufacturers of peripheral computer equipment, that enables that equipment to operate with the Windows operating system.

dictation macro. A user-defined word associated with user-specified text. When the word is correctly recognized during a dictation session, the associated text is displayed in the dictation window.

dictation window. Any application window into which the user's dictated text appears. When used during a dictation session, SpeakPad and the Word document window are examples of dictation windows.

field. An area in a window where data can be typed or otherwise specified.

focus. The state of an application or a window when it can receive input, either by speaking or with the keyboard and mouse.

macro. A user-defined spoken command. See *dictation macro*.

navigation. Interactions with the user interface by means of voice commands.

natural commands. In ViaVoice, describes commands that resemble a person's normal speaking style.

out-of-vocabulary. Describes a word said by the user but which is unknown to ViaVoice.

personal vocabulary. The spellings and pronunciations of words added by a particular user.

speech session. The text of a dictation and the associated audio of the user's speech.

Topic. A small vocabulary designed for a particular profession or subject matter.

train. (1) To record the pronunciation of one or more words. (2) To process a recording of a story to obtain a voice model.

untrained. Describes a word or phrase for which no pronunciation is available.

USB. (1) Universal Serial Bus. (2) Describes any device or hardware that complies with the USB specification.

view. Any of several displays of command sets in the What Can I Say window.

vocabulary. A list of words provided with the product or obtained separately which can be recognized correctly when spoken by a user.

voice model. Data based on the recording of the user's voice with a given microphone within a

particular acoustic setting, which ViaVoice uses to recognize the words the user says.

word. In ViaVoice, one or more characters having a single pronunciation. *The* pronounced as 'thuh' and *the* pronounced as 'thee' are two words.

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