

January 2013



Fluency Direct

Quick Start Guide

Version 7.79

CONFIDENTIALITY DISCLAIMER

All information methods and concepts contained in or disclosed by this document is confidential and proprietary to Multimodal Technologies Inc. By accepting this material, the recipient agrees that this material as well as the information and concepts contained therein will be held in confidence and will not be reproduced in whole or in part without express written permission from Multimodal Technologies, Inc. Client use of M*Modal tools or information (excluding any services or tools provided to the Client that are covered under a separate written agreement) is subject to the terms of a legal agreement between the Client and M*Modal.

Inquiries regarding permission for use of material contained in this document should be addressed to: communications@mmodal.com

CONTACT INFORMATION

BUSINESS

M*Modal Corporate

9009 Carothers Parkway, Ste C-2
Franklin, TN 37067

SUPPORT

888.290.2001

Monday – Friday

6:00am - 9:00pm EST

Languages Supported: English

Table of

CONTENTS

OVERVIEW	2
BENEFITS	2
REQUIREMENTS	2
ABOUT THIS GUIDE	2
GUIDE CONVENTIONS	3
OPENING FLUENCY DIRECT	4
SIGN IN TO FLUENCY DIRECT	4
SIGN OUT OF FLUENCY DIRECT	4
CHANGE PASSWORD	4
FLUENCY DIRECT WORKSPACE	4
THE CONTROL BAR	4
FLUENCY EDITOR	4
AVAILABLE COMMANDS	5
TOOLS	5
HELP	5
CHANGE PASSWORD	5
SIGN OUT	5
QUIT	5
PREPARING TO DICTATE	6
MICROPHONE SELECTION	6
MICROPHONE	6
RECORDING SHORTCUTS	6
MICROPHONE CALIBRATION	7
TROUBLESHOOTING	7
SELECTING YOUR DOMAIN	9
SETTING YOUR DICTATION TARGET	9
TRAINING YOUR PROFILE	9
SUGGESTED DICTATION HABITS	9
MICROPHONE STATUS	10
ADDITIONAL FEATURES	11
DICTIONARY	11
COMMANDS	11

CONFIDENTIALITY DISCLAIMER

All information methods and concepts contained in or disclosed by this document is confidential and proprietary to Multimodal Technologies Inc. By accepting this material, the recipient agrees that this material as well as the information and concepts contained therein will be held in confidence and will not be reproduced in whole or in part without express written permission from M*Modal. Client use of M*Modal tools or information (excluding any services or tools provided to the Client that are covered under a separate written agreement) is subject to the terms of a legal agreement between the Client and M*Modal.

Inquiries regarding permission for use of material contained in this document should be addressed to: communications@mmodal.com

CONTACT INFORMATION

BUSINESS

M*Modal Corporate
9009 Carothers Parkway, Ste C-2
Franklin, TN 37067

SUPPORT

Monday – Friday
6:00am - 9:00pm EST

P: 888.290.2001

E: fluency.direct@mmodal.com

WELCOME

OVERVIEW

Fluency Direct is a desktop solution for free-form dictations of medical reports into windows and web based Electronic Medical Records (EMRs).

The core of Fluency Direct is the power of **Speech Understanding**. This unique, proprietary technology combines best in class speech recognition with a powerful Natural Language Understanding (“NLU”) capability for improved accuracy by pairing language models and the context of words.

Speech Understanding allows clinicians to speak to clinical applications in conversational tones, a new paradigm M*Modal refers to as **Conversational Documentation**. The system continually learns based on previous dictation and can even benefit from historically dictated and transcribed reports to accelerate the system’s learning and adaption process.

User and facility level customizations and trained author profiles are hosted over the internet in M*Modal’s data centers making easy access to trained author profiles from the office, clinic, nursing unit and home. This server-based model for speech processing allows for the frequent and seamless upgrade of the technology. The system is not an “install once and upgrade every three years” type of system. The backend speech-processing engine is updated and improved frequently.

BENEFITS

- Ready to use in minutes
- Physicians can speak in conversational tones
- Instant conversion of dictation into medical reports
- Coverage across all specialties
- Continuous Learning for Continuous improvement
- Can be used with third-party software, such as MS Outlook, Word and EMRs
- Ability to define voice enabled commands to automate frequent tasks and normal text
- Ability to add new/custom vocabulary

REQUIREMENTS

- Microsoft® Windows® XP or higher Windows OS
- Processor: Intel Core 2 CPU, 1.5 GHz, 2 GB RAM
- Microsoft® Internet Explorer Version 6 (SP1) or higher
- Philips SpeechMike Drivers v2.7 if using Philips Speech Mike
- Minimum bandwidth for a single user: 256 Kbits/sec, recommended: 512 Kbits/sec
- Adobe Reader

ABOUT THIS GUIDE

The Clinician’s Users Guide is written for the clinical users of Fluency Direct; physicians, physician’s assistants, radiologist & imaging specialists, and other clinical professionals that dictate patient information.

This guide contains instructions regarding the use of Fluency Editor along with a complete list of dictation commands for supported applications.

GUIDE CONVENTIONS

File names	This manual uses bold text to indicate file names.
User input	This manual uses bold text to indicate user input.
Key names	A specific key on the keyboard is indicated in ALL CAPS. For example: Press ENTER to submit your password. .
Commands and Prompts	Screen prompts, menu and window names, fields, buttons, boxes, etc. appear in bold type.
Menus	The syntax used to demonstrate accessing a palette or submenu is Menu > Submenu .
Messages	Messages in text are shown in italics as follows: <i>No Information Found</i> . This indicates that the words “No Information Found” are displayed in the application.
Pressing keys simultaneously	This manual uses the following format to indicate that you must press two keyboard keys simultaneously to perform the specified task: SHIFT+F5. This indicates that you must press and hold the SHIFT key, and then press the F5 key on the keyboard to perform the specified task.
Ordered Procedures	When you need to follow steps in a specific order, it will have numbers next to each step, as shown here: <ol style="list-style-type: none"> 1. Do this first... 2. Next, you have to do this...
Information, Tips, and Notes	 Information, Tips, and Notes contain helpful advice and other information that makes the software easier and more enjoyable to use.
Cautions & Warnings	 CAUTION! Cautions warn of potential problems that you will want to avoid.

GETTING STARTED

OPENING FLUENCY DIRECT

Once you have successfully installed Fluency Direct, you can click on the Fluency Direct icon on your desktop or go to **Windows Start > MModal > Fluency Direct**. The Fluency Direct application will open and the Control Bar will be available. For first time users, Fluency Direct will automatically open the Microphone Setting window. After setting up the Microphone, first time users will be prompted to calibrate the microphone and perform profile training.

Sign In To Fluency Direct

If you are signing in for the first time or if you have signed out, the Control Bar will be available for you to sign in. Enter your **Login** and **Password** and click the **Sign In** button to access Fluency Direct.

Sign Out Of Fluency Direct

To sign out of Fluency Direct, select the Sign Out option from the Control Bar dropdown menu. This option will sign you out of the application, but will not exit the application. Fluency Direct will remain running on your desktop.

Change Password

The **Change Password** button is available from the Control Bar will allow you to change your password, as desired.

FLUENCY DIRECT WORKSPACE

The Control Bar

After opening the Fluency Direct application, the Control Bar will appear on the desktop.

You can drag the Control Bar to any location on the screen or you can dock it on any edge of the screen that you prefer. To dock the Control Bar, click and drag to a screen edge (the screen edge will become highlighted when you near it). Drop it where you want the Control Bar to be docked. Fluency Direct will remember the location of the Control Bar and will open in the same position each time you log in.

From the Control Bar's drop down menu, you can access the Tools Menu, which contains all of the settings. You can also access the Help Menu for **User Guides** and **Help**, open **Fluency Editor**, view **Available Speech Commands**, **Change Password**, **Sign Out**, or **Quit** Fluency Direct.

Fluency Editor

The Fluency Editor is an integrated application that allows you to dictate into, create text snippets, copy, paste, and edit. The benefit of Fluency Editor over the standard text/note pad is that Fluency Editor can also respond to a pre-defined set of voice commands.

Available Commands

This option will provide you with commands that you can say based on the application that you are dictating. The Available commands window can be turned on (checked) or off from the Control Bar menu.

The **Available Commands** pop-up window will appear in the bottom right-hand corner of your screen. When you hover over a command, you will see alternative commands for each available command as well.

Tools

This option offers multiple functionalities for customizing your Fluency Direct experience.

- **Configure the *Dictionary* (Added Words, Excluded Words, Replacement Rules),**
- **Select recognition *Domains***
- **Create *Commands* (Macros)**
- **Choose a Dictation Target**
- **Configure *Microphone* (Settings and Calibration)**
- **Perform Profile Training**
- **Select the *Options* for dictation display.**

Help

To access the PDF files, you must have Adobe Reader installed.

- **The Fluency Direct User Guide is a comprehensive Clinician Guide for using Fluency Direct.**
- **The Quick Start Guide will assist you in logging into the system and getting started with the application; microphone configuration and basic functionality.**
- **You can access Fluency Direct Help files by pressing the F1 key any of the Tools windows. You can also access the Help files by going to Help > Help from the Control Bar.**
- **The Feedback option will allow you to send an email to our Product Development Group offering specific feedback and comments regarding the applications features, functionalities, and overall use. This option is not to be used for support or service.**
- **The About option will display the Fluency Direct splashscreen, which provides information regarding the current installation, and version number, which is required for support tickets.**

Change Password

The **Change Password** button will allow users to change their password, as desired. Enter the Old Password, Enter the New Password, and Confirm the New Password for the changes to take effect.

Sign Out

Sign out from the Fluency Direct application using this option; this option will not exit the application, it will remain running on your desktop.

Quit

To exit the application completely (the Control bar will no longer be available on your desktop), select Quit from the Control Bar menu.

PREPARING TO DICTATE

Before you can start dictating, there are a few steps to perform. To begin with, you will need to configure your microphone. In addition, you will need to set your hotkeys for recording (if desired) as well as perform enrollment (optional).

Microphone Selection

The first time that a user logs into Fluency Direct on a workstation, they will be required to perform the **Microphone Selection**.

You can also select **Tools > Microphone > Settings** from the Control Bar to select a new microphone at any time. This will set the recording and playback device as well as set the recording microphone gain.

MICROPHONE

Connect the microphone and speakers to your computer, following manufacturer's instructions.

When you open Microphone Settings, you will be prompted to **choose a microphone** from the available list (note, if you have only a single microphone installed, you will only see that microphone). Each microphone will be listed along with a gain bar that will display the performance of the microphone, allowing you to choose the best microphone.

RECORDING SHORTCUTS

Philips Speech Mike

The Phillips SpeechMike settings will be available when your SpeechMike is plugged in. These settings will allow you to define specific buttons on the Phillips Speech Mike for recording, commands, and dictation.

- **Mode:** Select "**Push to Talk**" or "**Toggle to Talk**" to select your recording mode.
 - **Push to Talk** Use this option when you will be using the microphone sporadically and you wish to use the push button to activate the microphone.
 - **Toggle to Talk.** This option allows you to select a key press which will begin and end your recording session; used with Toggle to Talk mode and headsets.
- **Record:** Define a SpeechMike button that will toggle recording on and off.
- **Record Commands:** Define a SpeechMike button that will activate the **Commands Only** feature. When active, all dictation will be treated as commands only.
- **Record Dictation:** Define a SpeechMike button that will activate the **Dictation Only** feature. When active, all dictation will be treated as dictation only.

Keyboard

The Keyboard settings will be available when a Phillips SpeechMike is not available. This setting will allow you to define specific key presses for recording, commands, and dictation.

Keyboard hotkeys offer you a convenient alternative for activating the record mode; hotkeys can be used with the SpeechMike or Open Mic, as well as additional recording devices.

- **Mode:** Select "**Push to Talk**" or "**Toggle to Talk**" to select your recording mode.
 - **Push to Talk** Use this option when you will be using the microphone sporadically and you wish to use the push button to activate the microphone.
 - **Toggle to Talk.** This option allows you to select a key press, which will begin your recording session; used with Toggle to Talk mode and headsets.
- **Record:** The "**Record**" hotkey will toggle recording mode on and off. The default recording hotkey is the tilde "~" key. You can set any combination of keys to use as your custom "**Record**" hotkey by selecting the current key combination and pressing the desired key combination. You can use a single key or a combination of keys, as desired. The "**Record**" hotkey is best used when working with open microphone recording mode, but is always available; even when using the push to talk mode.

The "Record" hotkey is best used when working with open microphone recording mode, but is always available; even when using the push to talk mode.

- **Record Commands:** The "**Record Commands**" hotkey will activate the Commands Only feature. When active, all dictation will be treated as commands only.
- **Record Dictation:** The "**Record Dictation**" hotkey will activate the Dictation Only feature. When active, all dictation will be treated as dictation only.

MICROPHONE CALIBRATION

The next step will be to adjust your **microphone**. Microphone calibration will control the volume level of the input source. This is not the same as the volume slider, which controls the volume level of speakers.

The calibration process will adjust automatically as you read the paragraph included on the wizard. It will require a minimum of 20 seconds of audio to adjust the gain properly.

At this point, you will begin recording. If you are not familiar with the recording buttons of your device, please take a few minutes to review the location of your Record button. When set to "Push to Talk" you will need to press and hold the Record button during your sessions. See page 15, the Microphone Tab for more information about recording options.

Once you have finished reading the paragraph, you can click **Next**, which will take you to the **Voice Training**.

TROUBLESHOOTING

The Microphone Calibration offers a quick troubleshooting help for users. Click the Troubleshooting link to see the following two options:

Are You Speaking?

Hit the play button next to this option to hear the last five seconds of the text you have recorded. This will help you to adjust your speaker volume and to ensure that your microphone is recording your text properly.

Pre-Recorded Text

Hit the play button to listen to a selection of pre-recorded text. This option will allow you to adjust your speaker volume for playback purposes.

SELECTING YOUR DOMAIN

Domain Selection is used to ensure recognition. The default domain is General Medicine. Users have the option to select specific vocabulary domains related to their field. Each domain will download and install a specific recognizer that increases accuracy and speed of recognition.

We recommend that you select your specific domain, or most common domain, prior to enrollment. As you are working, you can switch domains to ensure the best recognition possible.

- To install a domain, click the install button next to the desired domain. Fluency Direct will download and install that specific domain.
- Once additional domains are available, you can choose the desired domain by selecting the radio button next to that domain name.

SETTING YOUR DICTATION TARGET

Fluency Direct allows you to select the dictation target from the Tools menu.

- Using the Selected Window option will automatically make whatever window has the focus be your dictation target.
- Selecting Fluency Editor allows you to only dictate in Fluency Editor while selecting other windows. When this option is selected, there will be a notification above the Control Bar.

TRAINING YOUR PROFILE

Training your voice profile, or enrollment, is a simple process. Once you login as a new user, you have the option to complete the enrollment process after you have selected and calibrated your microphone. This is recommended for best recognition results, but is not required to run the program.

The Voice Training window will display text to be dictated. As you complete each page of narrated text, a new narrative will appear. Once you have finished training, click Close to save your voice profile. You can return at any time to continue the training process.

SUGGESTED DICTATION HABITS

- If using a handheld dictation device, place in the palm of your hand with the thumb on the 4-position switch and your index finger across the trigger underneath.
- When dictating, hold the device approximately 1 inch from your mouth. When turning your head, please remember to move keep the microphone near your mouth.
- When using the Push-To-Talk mode, pause slightly before speaking when starting your recorder and pause briefly before stopping recording. This prevents words from being “clipped.”



- **For improved performance, review the Fluency Direct Best Practices.**

MICROPHONE STATUS

The Control Bar will display Red, Green, or Yellow depending on the microphone status. This is a quick visual cue for the user to know when to begin speaking or if there is an issue with the microphone.

The Microphone Status will display RED when the user cannot dictate. This will occur when the user is not logged in, is signing in, or if a microphone is not detected.

The Microphone Status will display YELLOW when there is a critical warning for the user. This will most likely be that the recognition quality is affected by low resources.

Once you begin recording, you will see the microphone on the Control Bar light up GREEN. A green bar will show around the bottom of the Control Bar, moving left to right, to display an indication of the microphone volume.

ADDITIONAL FEATURES

Dictionary

The Dictionary screen allows you to **Add Words**, **Exclude Words**, and create **Replacement Rules**. For instructions on using the Dictionary, please refer to the Fluency Direct User's Guide.

- **ADDED WORDS**
Allows users to create a custom dictionary of words or phrases. By adding words, users can improve recognition of names, locations, and medications.
- **EXCLUDED WORDS**
Allows the user to specify words that he or she may never want to appear in the dictation, for a variety of reasons.
- **REPLACEMENT RULES**
Allows users to create a collection of words or phrases that will be used to substitute the spoken form.

COMMANDS

Fluency Direct offers the ability to create commands to which can be used to insert snippets of text, perform keyboard shortcuts, and more. Commands are organized by Groups. To create a Command, you must first assign it to a Command Group. For instructions on creating and managing Commands, please refer to the Fluency Direct User's Guide.

- Selecting Other allows you to choose a specific window as your dictation target. When using this option, available targets will become highlighted as you select them.