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Fluency Direct

Generic Guide

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Acronyms

|  |  |  |  |
| --- | --- | --- | --- |
| Acronym | Description | Acronym | Description |
| AD | Active Directory | **SLA** | Service Level Agreement |
| BAU | Business As Usual | **SSO** | Single Sign-On |
| EHR | Electronic Health Record | **UAT** | User Acceptance Test |
| FD | Fluency Direct |  |  |

# FD Introduction

Fluency Direct (FD) is a front-end speech solution for free-form dictations of medical reports.

Fluency Direct is the ideal way to enable health care professionals to automatically populate EPR’s and all the systems that help the organization document patient information, power the revenue cycle, and comply with government initiatives.

Passively learns and adapts to individual user habits and behaviours creating a customized profile.

Solventum’s cloud-based architecture allows for roaming profiles so users can utilize Fluency Direct from multiple locations with their most up-to-date profile and customizations.

# Launching the Application

A black and white logo with a blue arrow pointing to a microphone

Description automatically generatedA white rectangular sign with black text

Description automatically generatedTo launch Fluency Direct, double-click the Fluency Direct icon (Fluency Direct can be configured to auto-launch with Single Sign on).

Fluency Direct is the small grey rectangle (aka **Control Bar**), designed to be out of the way and used with a range of applications. The control bar can be dragged or docked on any screen’s perimeter. Note that if it is docked along the side and you move your mouse away, it will slide in to only show the microphone button.

There are three places to click in the grey rectangle (**Control Bar**):

* The microphone button: to toggle the microphone on and off
* The “Please sign in” to enter your login details (or your name once logged in to get the menu)
* The minimize button

**Note:** Every FD login is associated with a personal voice profile that is regularly improving behind the scenes as they continue to use Fluency Direct and follow best practices. Because of this, we strongly discourage sharing this login with other people; that is, no one else should be dictating under another user’s login. For this reason, your name should always be displayed in the Control Bar.

# Initial Experience

When signing into Fluency Direct for the first time, you will be prompted to go through the Initial Experience process. To begin the Initial Experience, click the “Begin” button. If “Cancel” is selected instead, you will be given the option to go through the Initial Experience, the next time you log in.

## Medical Specialty

Here you can select your medical specialty. If your exact specialty is not listed, select the closest specialty to your own. Selecting a medical speciality promotes dictation accuracy and better user experience for the chosen clinical field.

Only one specialty can be chosen at any given time - this shouldn’t be thought of as limiting one’s vocabulary, but rather adjusting the statistical model around one’s specialty.

This can be found at any time in Control Bar > Medical Specialty.

A screenshot of a computer

Description automatically generated

## Microphone Setup

Microphone setup should be performed during the Initial Experience. If you are changing microphones, you will need to select the correct device form the drop-down menu to proceed.

If the desired microphone is not plugged in at this time, now is the time to connect it. If a microphone was already plugged in, it can be selected from the drop-down menu.

**It is strongly recommended to select a supported microphone from the** [**Suggested Microphone List**](https://apps.3mhis.com/download/3M_Docs_Secured/Clinician_Solutions/FluencyDirect/library_FluencyDirect/en/suggested-microphone-list.html)**. We do not recommend using your internal laptop microphone.**

A screenshot of a computer

Description automatically generated

**Note:** on the first time plugging the speech microphone into the machine, Windows may need to install the drivers. This will be automatically and should not require much time. Sometimes, Windows may prompt to restart the machine, if that is the case, please restart the machine before using Fluency Direct. Until the drivers are fully installed, the microphone icon in the Control Bar may turn red. It should turn green once the installation process is complete.

You can use your iPhone or iPad as a microphone source for Fluency Direct. See **Appendix 1 - Mobile Microphone App** for additional details.

## Calibration

The calibration helps Fluency Direct to adjust to your voice tone, volume and to filter out background noise. You will be prompted to read a paragraph to complete this process.

Microphone calibration will control the volume level of the input source which has a direct effect on recognition quality.  This is not the same as the volume slider, which controls the volume level of speakers.

* Microphone calibration will stay with your profile, regardless of what computer you are using as long as you are using the same device. New microphones will require calibration the first time they are being used. It is also best to recalibrate when the environmental noises noticeably change.
* Best practices recommend to hold the microphone 4-6 inches (10-15 cm) off to the side of the mouth. The calibration process will adjust automatically as you read the paragraph included on the wizard.
* To start the calibration, click the “Calibrate…” button (see picture above) and read the shown paragraph.
* This can be found at any time in **Control Bar** > **Microphone Setup**.

## Profile Training

Training your voice profile is a simple process that only needs to be completed one time. It entails a set of read-along screens designed to train Fluency Direct on your voice pattern: tone, speed, etc.

Each screen contains useful information about Fluency Direct. As you read along, the text should highlight in blue. Reading the last words of each screen should auto-advance to the next screen. If this does not happen, you can skip the page.

It is recommended that you read through all the screens and complete the profile training.

* To start, click the “Begin” button.
* We recommend saying punctuation (e.g.: “full stop” or “comma”) as you read along. This is helpful for profile learning and gets you in the habit of explicitly dictating punctuation.
* Once Profile Training is complete, click “Finish”.

**A screenshot of a computer

Description automatically generated**

# Control Bar Status

The Control Bar will display a variety of colours based on the microphone, connector and configuration status. This is a quick visual cue for the user to know when to begin dictating or if there is an issue with the microphone.

A close up of a name

Description automatically generated

**Green** = Recording and Connector (if applicable) are working properly.

A close up of a sign

Description automatically generated

**Red** = Cannot record because:

* The microphone cannot be found or there is a severe problem accessing the appropriate recognizer;
* A local recognizer is not available/found/installed if recognition is configured to process locally;
* Fluency Direct cannot access Remote Recognition servers (if configured to process remotely) or those servers are at maximum capacity in terms of connections.

A close up of a name

Description automatically generated

**Blue** = Connector is not found/running in the Citrix XenApp, Terminal Services Server, or VMware session.

A grey rectangular sign with black text

Description automatically generated

**Yellow** = There is an incorrect installation on the customer side.

# Help section

**Online help**

Clicking the Online Help (or pressing F1 button) will open Fluency Direct help website.

**System Check**

System check will perform a quick check up. This can be very useful for troubleshooting.

**Report an Issue**

Report an issue is truly intended to report chronic/consistent recognition, formatting, CAPD and other issues that impact your experience.

# Formatting

The formatting screen provides specific options related to the display of the text that was dictated.

A screenshot of a computer

Description automatically generatedThese can be changed at any time by the user, but your company may disable some or all sections.

# Device buttons mappings

A screenshot of a computer

Description automatically generatedThe Device Buttons screen allows you to assign specific actions to buttons on your recording device or keyboard. This can be found at any time in Control Bar > Device Button Mappings

**Add New Action**

A screenshot of a computer

Description automatically generatedClick on the “Add” button at the top right corner.

A screenshot of a computer

Description automatically generatedA new screen will open. Set the cursor to the first field and press the key you want to enable (e.g.: EOL button on your Phillips Speech Mike).

Choose the Action Mode for that button:

|  |  |
| --- | --- |
| Action | |
| Recording Mode | Allows you to select between 3 options:   * **Standard Recording**: recognizes the difference between dictation and commands and accepts both options. * **Text Only Recording**: to be used for recording text only. Commands will not be recognized as commands, only as text. * **Command Only Recording**: to be used for commands only. Dictating non-command terms when using this button will not result in dictation. |
| Command | Allows you to enter a Command that will be performed when that button is pressed. To enter the Command, start typing the command name, the list will populate with all commands matching. You can select from your complete list of Commands. |
| Keystroke | Allows you to assign a specific keystroke to that button. Ex. CTRL+P. |

|  |  |
| --- | --- |
| Recording Behaviour | |
| Hold 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.  With this mode, you will hold the record button during the entire dictation and release the button when finished. |
| Toggle to Talk | This option allows you to select a microphone button or key press, which will begin your recording session. When finished recording, pressing the button or key press will end the recording session.  This method is commonly used with headsets. |

**Edit Action**

To edit an existing device button action, click on the action you wish to edit to open the Edit dialog. From this window, you can change the Device Button, or the Action assigned to the button. Click Save to exit with the new changes.

A screenshot of a computer

Description automatically generated

**Warning**

A screenshot of a computer

Description automatically generatedYou may be presented with a warning that the action cannot be modified. This will happen if it is the only button assigned to a required action for that device. For example, you cannot have a device that does not have a Record button assigned.

**Locked Action**

A screenshot of a computer

Description automatically generatedIf an action is inherited and the lock icon is shown, the action can be opened and viewed, but will be disabled for editing, as seen below:

**Delete Action**

A close-up of a message

Description automatically generatedTo delete a device button action, click on the X located at the end of the selected action

# Abbreviations

Fluency Direct allows users to create a collection of abbreviations. This is a list of words or phrases that you use repeatedly but abbreviate when speaking. Some considerations:

* When adding abbreviations, be cautions and be sure to not expect the original word to be dictated elsewhere in the system; it will always provide the replacement word.
* When adding common medical abbreviations such as "b.i.d.", it is recommended to dictate it into the Original field to achieve the best result.
* When adding an acronym like “UMC” for “University Medical Centre”, be sure to capitalize “UMC.” Also, "UMC" may need to be added to the Dictionary as a location.

**Add Abbreviation**

A screenshot of a chat

Description automatically generatedTo add an abbreviation, click on the “+Add” button at the top right corner.

A new screen will open, then enter the Original (dictated abbreviation) and the Replacement (the replacement or full text to appear in the report).

Click “Save” to save the abbreviation.

A screenshot of a computer

Description automatically generated

**Edit Abbreviation**

Abbreviation entries can be edited by clicking on the item to open it. Make your changes and click OK to save and close the dialog.

A screenshot of a computer

Description automatically generated

**Delete Abbreviation**

A grey rectangular object with a black x

Description automatically generatedTo delete an abbreviation entry, select the word and click the “Delete (aka X)” icon on the far right.

# Dictionary

Fluency Direct Dictionary allows you to create a custom dictionary of Names, Locations, Medications, Procedures, Diagnoses and Excluded Words.

The Dictionary should only be used to add words which would not be in the baseline dictionary. It is not necessary to add general terms such as “paracetamol” or “diabetes”. These terms already exist in Solventum’s dictionary. Words should be added when they are not being recognised.

**Add a word to dictionary**

To add a dictionary entry, you can select the category and click the “+Add” button in the top right. The tooltip will change depending on the type of entry you are adding (Name, Medication, etc)

A screenshot of a computer

Description automatically generated

A screenshot of a computer

Description automatically generatedAfter the new window pops up, type in the word you want to add. Below, you will see a phonetic pronunciation generated.

You can change the pronunciation by clicking the Change link. The pronunciation dialog will then appear. From here, you can view the written form and choose to change the spoken form or record a pronunciation by selecting the different tabs.

**Note:** The written form pronunciation is often very accurate, so it is recommended to check it before deciding to Change the pronunciation.

**Adding a word while dictating**

You can add a dictionary entry during the dictation process using the dictation command, "Add to Dictionary". The Add a Word window will appear, and the process is the same as typing.

**Adding a word while correcting**

A screenshot of a computer

Description automatically generatedYou can also add a dictionary entry using the dictation command "Correct that". When the correction dialog appears, if the word is not a common word, the “Add to Dictionary” checkbox will be available. Once you tick the box, click Save.

# Commands

Fluency Direct offers the ability to create commands which can be used to insert snippets of text, perform keyboard shortcuts, mouse clicks, and more

For training purposes, only Text Commands are going to be explained. For more complex commands creation please use the “Online Help” from the menu. Online Help can be found at any time in Control Bar > Help > Online Help

**Add a new command**

A screenshot of a chat

Description automatically generatedTo add a new command, click on the +Add button in the top right corner

A screenshot of a computer

Description automatically generatedThe Add a command window will appear:

Naming a command is a very important step because this is the speech command that will activate the command itself. Do not choose a name that is complicated to pronounce or too long to be easily recognized. In addition, try to follow these best practices:

* + - Spell out numbers rather than using the numerals (i.e. "Four Two Five" instead of "425")
    - Use an “Action Verb” at the beginning of each command name (i.e. "Insert", "Print", etc.)

**Common Action Verbs: Insert, Go to, Open, Order, Add, Close, Navigate to, Enter**

* + - Avoid using different verbs for the same action (i.e. “Insert paragraph” versus “Add paragraph”)
    - When you decide to spell out your command name, be sure that it is spelled accurately for recognition
    - Keep the command’s name simple and correlated to the action/result you want to achieve. (i.e. "Physical Exam", "Patient Report", etc)
    - Make sure the command is more than one word by combining your “Action Verb” and an action/result. (i.e. “Insert Physical Exam”, "Print Patient Report", etc)

Text commands allow you to create text snippets (aka: Standards or Macros) and templates with fields.

**Text Snippets**

A text snippet is a piece of text that you insert into your document during dictation on a regular basis (e.g. "Insert Normal Exam). Using the text snippet option can save you time during dictation by creating a simple "Insert Text" command.

There are two methods to create a text snippet:

* From the commands window

To add a text snippet from the commands window, select the Text action (first option). Set the cursor in the text box provided then enter the desired text that you wish to use. Be sure to name the command something simple using the "Insert" action verb first.

* From selected text

When you have a selection of text available, you can use the command, “Save this Text” or "Create Text Snippet" to create a new command. The Command window will appear with your selected text. You will then enter the Command Name (following best practices) and then click the “OK” button to save.

**Note:** You cannot retain formatting from the original document used to create the Text Snippet with plain text. If you want to retain formatting, use the Rich Text Formatting (second option).

**Templates with fields**

Creating a command using fields, allows you to create a reusable template which can be inserted and quickly completed by navigating through the fields.

A screenshot of a computer

Description automatically generated

When creating a template, you can insert square brackets **[ ]** to denote a field. Fields can be useful placeholders throughout the text. They can be blank, contain text to remind you what to add (such as [patient's age] ), or contain canned text that can be left alone or changed as needed.

If the field's content is not changed, saying the voice command "Remove all fields" will strip away the brackets and leave the text behind.

Using the “Next field” / “Previous field” commands allows you to move through the bracketed [ ] fields in the template and dictating as you go along.

# Speech Box

The Speech Box is an integrated application that allows you to dictate into and then transfer the text to another application. The Speech Box comes in handy when an EPR does not have full support for Fluency Direct navigation, editing, and formatting commands. Speech Box can also be used when a user wants to collect their dictated documentation in one place, while browsing the EPR for past medical documents, lab results, etc. In this mode, users can target dictation regardless if it is the active window on the desktop.

**Opening the Speech Box**

* Using the control bar menu

The Speech Box replaces the built-in-editor found in the menu section. Click on your name on the FD control bar. By clicking on Speech Box, it brings up the floating Speech Box.

* Using a voice command

You can say “Show Speech Box” or "Open Speech Box" and the Speech Box will open.

**Floating Dictation Target**

When the Speech Box is targeted, the user can safely navigate and click in any window, as all the dictation will be populated in there. When the user transfers the dictated text, it will transfer to the text editor that has focus AT THAT TIME. This is important because if you are switching between multiple applications, you need to be sure you have focus on the correct application before transferring the text.

A screenshot of a video

Description automatically generatedTo set the Speech Box as the target application, click on the Target sign next to the question mark (top right-hand side). A banner indicating that Speech Box is targeted will also appear. The transparency of the Speech Box window can be adjusted to allow better visualisation of other windows.

**Transfer Text**

Before transferring the text, it is important to put the cursor in the location where the text needs to be transferred to. Then say “Transfer Text” or click the “Transfer Text” button in the Speech Box

**Recall Text**

The “Recall Text” button is available only after you transferred the text. This feature prevents you from losing your text by allowing you to recall the text back into the Speech box.

**Note**: The speech box may close automatically after transferring the text. To view the Recall Text button, you may need to reopen the Speech Box.

A screenshot of a video

Description automatically generated

# Dictating with Fluency Direct

With the Initial Experience complete, it’s time to begin dictating. You should launch your EPR and navigate to a test patient or open a text processor application (e.g. MS Word).

You can dictate into the target application by mouse-clicking in the appropriate area.

Let’s begin by dictating the sample text below (remember to dictate punctuation as you go):

The patient is a 44-year-old lady who is usually fit and well. She came in one morning with a two-hour history of epigastric pain which came on very suddenly when she was ironing. She described it as a very severe, sharp pain which radiated through to her back. The pain eased slightly when she sat forward. She felt nauseated with the pain and had vomited twice.

She had a history of migraine and was not on any regular medication. She was a non-smoker and did not drink any alcohol.

On examination she did not look well and was in considerable pain. Her pulse was 88, BP 120/72 and she was very tender in her epigastrium with mild rebound tenderness but no guarding.

I arranged for her to be admitted to the local surgical team where she was found to have acute pancreatitis. Her amylase levels were normal. An ultrasound failed to demonstrate any gallstones. Viral titres were also normal. Further investigations showed reduced ejection fraction of her gall bladder of 25%, with poor response to domperidone. She was referred for a cholecystectomy.

She had a laparoscopic cholecystectomy and has since been symptom-free and is no longer taking any domperidone.

Now that we have a dictation, let’s practice basic voice editing commands. A complete list of the available voice commands can be found by clicking Control Bar> Help> Online Help > Speech Commands. It can also be reached by clicking on the “?” in any Fluency Direct window.

**Basic voice commands:**

* Dictate Select “two-hour”
* Dictate “three-hour”
* Dictate Select “twice”
* Dictate “Delete That”
* Dictate “once”
* Dictate “Insert before lady”
* Dictate “pleasant”
* Dictate “Go to end of document”
* Dictate “New Line”
* Dictate “New Paragraph”
* Dictate “Number one diabetes type 1... new line… number two hypertension.”

**Note**: Pausing between commands and text will help the recognition of each item as a dictated list.

# Appendix 1 – Mobile Microphone App

The Mobile Microphone App is a mobile application that allows clinicians to dictate using the Fluency Direct desktop application without the need for a physical microphone attached to the PC. Once the mobile application is linked one time with a Fluency Direct User ID, the user of the application can dictate using Fluency Direct running on any physical desktop or virtual device without a need for docking, Bluetooth or physical connections.

The Application uses secure data transmission to stream audio from the mobile device directly to Fluency Direct running elsewhere. It builds on the same cloud-based Solventum’s Speech Understanding™ technology powering all Solventum solutions, so existing clinician voice profiles can be used easily and instantly for optimal accuracy.

## Installing the Mobile Mic App

You can obtain the Application from the iTunes App Store or Google Play.

Download QR Codes

A qr code with black squares

Description automatically generated A qr code with black squares

Description automatically generated

Left: Google Play Download for Android Devices | Right: iOS Download for Apple Devices

Once installed, look for the Mobile Microphone app on your phone.

A logo of a microphone

Description automatically generated

## Linking a User ID

After you have installed and opened the M\*Modal Mobile Microphone, you will see the Welcome screen.  Click the Get Started link to begin. You will be prompted to sign into Fluency Direct on your desktop or laptop computer to connect the microphone.

A screen shot of a phone

Description automatically generated A screenshot of a phone

Description automatically generated

From Fluency Direct, select Microphone Setup from the Control Bar drop down menu.  From here select "Link a mobile device..." from the Microphone drop down menu.

A screenshot of a computer

Description automatically generated

Fluency Direct will present you with a 6-digit code.  The entry of a code is a one-time linking process between your Fluency Direct User ID and your phone. Any time you load or switch to the Mobile Microphone on your mobile device, the Mobile Microphone will be treated as a microphone source for the last instance of Fluency Direct logged into with your User ID. Fluency Direct with treat a switch to the Mobile Microphone as a new microphone being plugged into the computer. Fluency Direct will treat a switch away from the Mobile Microphone as a microphone being unplugged from the computer.

A screenshot of a device

Description automatically generated

Access the M\*Modal Mobile Microphone from your mobile device and enter the 6-digit PIN. Fluency Direct will connect with your mobile device.

A screenshot of a cell phone

Description automatically generated

Fluency Direct will connect with your mobile device.

A screenshot of a phone and monitor

Description automatically generated A screenshot of a phone and a monitor

Description automatically generated

## Multiple Devices

If you have more than one smartphone or perhaps a phone and a tablet, it is possible to link multiple devices (multiple "mobile microphones" via the M\*Modal Mobile Mic app) to one Fluency Direct user.  The mobile device can only be linked to one Fluency Direct user at a time though.  See below on how to Unlink a Fluency Direct user from the app.

## Dictation Options

### Recording Mode

These are managed in Fluency Direct's Microphone Setup screen.

**Toggle to Talk**: This option allows you to tap the microphone icon, which will begin your recording session. When finished recording, tapping the microphone icon again will end the recording session. This method is the default recording behavior.

**Hold to Talk**: Use this option when you will be using the microphone sporadically and you wish to hold the microphone icon to activate the microphone. With this mode, you will hold the record button during the entire dictation and release the microphone icon when finished.

**Combined**: This option supports both Toggle to Talk and Hold to Talk. This is only available for the Mobile Microphone app.

### Microphone

The microphone indicator will display in green when you are dictating.  Your speaking volume will be displayed in the outer circle and will adjust according to how loud you are speaking.

A white circle with a black microphone icon

Description automatically generated

The buttons at the bottom of the screen are available in Mobile Mic 3.0 and below, but require the user to be signed into Fluency Direct version 10.0.500+ in order to see them in the app.  These buttons are set by default, but can be changed (both the function and the icon) at the user level.  Defaults from left to right: Undo That, Show Speech Box, Command Only Mode, and Next Field.

Mobile Microphone can be linked to multiple users at one time.  The currently connected username will be displayed on the main screen. The app can only be connected to one user at a time and it remembers the last user selecting.  Tapping the blue Change option takes the user to a screen for easy user switching or adding an additional user.

## Settings

The Settings can be accessed from the gear icon in the upper right of the home screen.

A screenshot of a phone

Description automatically generated

### FD Connection

**Server**: Displays the server information and cannot be edited or changed.

**Account**: Mobile Microphone can be linked to multiple users at one time.  The currently-connected username will be displayed with a checkmark. The app can only be connected to one user at a time.  Clicking on the red unlink button allows you to unlink an account.

A screen shot of a phone

Description automatically generated

### Recording

**Hold to Ear Mode** When this option is turned on, you can simply lift the phone to your ear and begin talking, as if you were making a phone call.  The recording session is activated when you raise the phone and will end when you lower the phone.  Pressing the microphone icon is also supported.

**Background Mode** Because your phone is a multi-tasking device, it's common to be interrupted by a text message or email notification. Turning Background Mode on, you can continue recording while the Mobile Mic app is in the background (say checking an email) for up to 10 seconds. Therefore, you can continue dictating and working, even when interacting with other apps.

### Toolbar

**Show Toolbar** Click to turn this option on and the toolbar will be displayed.

**Change Toolbar Position** You can also choose to display the toolbar on the top or bottom of the app bu clicking this option ad selecting Top or Bottom.

A screenshot of a phone

Description automatically generated A screen shot of a phone

Description automatically generated

### Help

**Solventum Support** You can call or email M\*Modal Support directly from this screen.

**About** Provides important version information, which can be used when contacting Support to assist in troubleshooting.

**Event History** Stores recent connections, along with recent dictation events, and additional connection details, such as the name of the network in use.

A screenshot of a phone

Description automatically generated

### Landscape Mode

Rotating your mobile device will cause Mobile Mic to display in landscape mode.  This functionality was added for ease of use.

A screenshot of a computer

Description automatically generated

# Appendix 2 - Troubleshooting

Application was closed

If FD was accidently closed, just locate and double click on the Fluency Direct icon in your desktop.

Microphone not recognized

The speech mike should be automatically recognized and should appear in the drop-down menu under the Microphone setup. If that does not happen, please see if the speech mike is correctly inserted in the USB port or try a different USB port.

Working in multiple rooms

If a clinician works in different clinic rooms or even different sites, we recommend calibrating the speech mike in each of the rooms, as this will improve the speech recognition and speech profile.

Sudden speech recognition accuracy deterioration

If a sudden speech recognition accuracy deteriorates, please re-calibrate the speech mike (Control bar > Microphone Setup > Click “Calibrate…”). If after this the accuracy does not improve, please Report an issue (Control bar > Help > Report an issue > Recognition Issue > provide details of the issue).

FD does not recognize what is said

FD learns from all the corrections made, regardless if they are completed via a voice command or typed directly. The accuracy for Names and Locations is not so good, so it is advised to add them to the dictionary. If FD is not recognizing something already added to the dictionary, please change the pronunciation. If this does not help, please report an issue (Control bar > Help > Report an issue > Recognition Issue > provide details of the issue).

FD is populating the text into an incorrect windows/section

FD is compatible with most applications that process text: EPR systems, MS Word, Outlook, etc. FD will populate the text in the window/section where the cursor is. So, when a user has multiple windows open, they need to be sure that the cursor is in the window/section intended. A way to prevent text from being populated to the wrong window is by using the Speech Box.

FD Offline Mode

When a user is offline, it means the user has internet available but is currently not connected due to multiple issues (lost connection, server upgrades, IT updates, etc).

Fluency Direct Offline Mode works without the internet, hence the term "offline." All data dictated while offline is saved on your local machine and uploaded/processed once Internet connection is restored. Utilizing “Offline Mode” means there is no disruption to your workflow. You don't have to wait to dictate.

The "Offline Mode" gives the Fluency Direct user the ability to use the software even if an internet connection is not possible. Depending upon the state of the desktop's current Fluency Direct User Cache, a user will have more or less capabilities when working in "Offline Mode".

* If a user has successfully used a specific device before, information about that user is stored in the user cache on that device. If the Data Centre cannot be reached, authentication is done against the previously cached state of the user and once authentication is successful the cache is loaded by the system. When in “Offline Mode”, users typically will not notice they are in offline mode. The system will appear as if it was connected to the M\*Modal Data Centre.
* When the system is in "Offline Mode" an untrained profile will be used and no user specific commands, dictionary items or abbreviations will be available to use.

Full FAQ list: <https://docs.mmodal.com/direct/index.php/61-training/458-fd-faq-s#BestPractices>

# Appendix 3 – Suggested Microphone Habits

The best speech recognition quality comes from optimal recorded audio.  Follow the habits below in order to achieve a better experience.  The General Dictation Habits section is applicable to every microphone type.

## General Dictation Habits

* Check the microphone settings to verify the microphone you intend to use is selected and the record buttons are appropriately set.
* Gather your thoughts and assemble any pertinent information prior to dictating.
* Dictate in a quiet area, with minimal background noise. Calibrate microphone if environment changes.
* Speak in full thoughts or sentences, consistently and evenly, avoiding fragmented dictations.
* Use correct verbiage and grammar – including punctuation.
* Speak clearly, at a regular pace – articulate properly without over enunciating or speaking too slowly.
* Enunciate words that can be misunderstood: abduction vs. adduction and hyper vs. hypo
* Avoid using slang, acronyms, and/or coined terms.
* Be sure to wait until recording has begun before beginning to dictate and only releasing the record button (if using Hold to Talk) or recording is turned off (if using Toggle to Talk) after dictation is complete. This prevents words from being “clipped” from the start or tail end of the dictation.
* Stop recording when taking a pause from dictation. This is to prevent capturing other conversations or background noises.
* Avoid heavy breathing or coughing into the microphone while recording.
* Never allow another person to dictate under your login. This will negatively affect your recognition quality.
* It is best to mention any issues to your in-house Help Desk as it may or may not be related to the hardware.

**Switching Microphones Disclaimer**

* It is strongly recommended that users do not frequently switch between microphones types.
* If you must switch microphones, it is important that you run the calibration process for the new microphone.
* In addition, the system will require time to train for the new microphone audio to achieve optimal quality and performance.

## Handheld Microphones

* “Hold to Talk” is the recommended setting for when using a handheld microphone. This option allows you to press down a microphone button, key press, or foot pedal which will begin and sustain your recording session. When finished recording, release the button to end the recording session.
* Release the record button when pausing so as not to record typing, ambient noise, or conversations.
* When dictating, hold the device approximately 4-6 inches (10-15 cm) off to the side of your mouth.  When turning your head, please remember to keep the microphone at a constant distance near your mouth.
* Place the handheld device in the palm of your hand with the thumb able to reach the record button.  Your index finger will rest near the trigger button on the bottom side of the device.  Be careful not to squeeze tightly so as not to accidentally press the trigger button.

## Headsets

* “Hold to Talk” is the recommended setting for when using a headset microphone. This option allows you to press down a microphone button, key press, or foot pedal which will begin and sustain your recording session. When finished recording, release the button to end the recording session.
* “Toggle to Talk” is a different recording mode. This option allows you to select a microphone button, key press, or foot pedal which will begin your recording session. When finished recording, pressing the button again will end the recording session.  This mode is less desirable because it is easily left on during pauses between dictations which allows for typing noises, conversations, or long periods of silence.  This could insert undesired text or degrade one's voice profile over time.
* Release the record button when pausing so as not to record typing, ambient noise, or conversations.  If using Toggle to Talk mode, be sure to turn the microphone off when pausing.
* Headsets should be worn on the head with the microphone positioned off to the side of the mouth.

## Gooseneck Microphones

* “Hold to Talk” is the recommended setting for when using a gooseneck microphone. This option allows you to press down a microphone button, key press, or foot pedal which will begin and sustain your recording session. When finished recording, release the button to end the recording session.
* “Toggle to Talk” is a different recording mode. This option allows you to select a microphone button, key press, or foot pedal which will begin your recording session. When finished recording, pressing the button again will end the recording session.  This mode is less desirable because it is easily left on during pauses between dictations which allows for typing noises, conversations, or long periods of silence.  This could insert undesired text or degrade one's voice profile over time.
* Release the record button when pausing so as not to record typing, ambient noise, or conversations.  If using Toggle to Talk mode, be sure to turn the microphone off when pausing.
* Gooseneck microphones are best utilized with a foot pedal for complete hands-free dictation.
* They should only be used in quiet environments such as a personal office.
* It is recommended to stay at a constant distance from the top of the microphone.  It is optimal to be 8 inches (20 cm) away, however, it is more important to maintain a constant distance facing the microphone, even if that distance is more or less than 8 inches away.
* Moving away and back to the microphone while dictating is not recommended.