



TRAINING AGENDA

END-USER
TRAINING

Starting to use speech-recognition software is not unlike learning to type AND to use a word-processor: productivity increases as you *practice dictating AND learn features*. Your training will focus on the basic skills to understand and use Dragon. Note: Though Dragon NaturallySpeaking enables completely hands-free operation of a PC, you can also use your keyboard and mouse if fastest and most convenient for a given task.

We will cover the essential skills needed to incorporate speech into your daily work (see below). We will also point out tips and potential pitfalls. You will practice using Dragon NaturallySpeaking in personal work tasks and receive immediate feedback. As we determine which vocal tasks should be a priority, we will start a wish list of customizations.

LET'S GET UP AND RUNNING

The initial session covers the basics of headset use, user profile enrollment, and microphone control concepts. Command and control allows the user to see how Dragon will respond, and gives them a sampling of commands to control various components of their computer. The skill(s) learned through simple command and control take the user to the last sections of learning to dictate, and use Dragon NaturallySpeaking's correction mechanisms.

SUBJECT	POINTS TO COVER
Headset	Correct connection, Correct placement.
Enrollment	User Profile Creation Process, ASW, Enrollment
Mic. Control	Set hot key, Sleep/Wake up, Verbal commanding
Dictation I	5 points of dictation, punctuation, navigation, numbers
Command I	Command and control basics – Applies to all Apps
Correction	Select and Say, Playback, Read that, Spell that

NOW THAT YOU HAVE THE BASICS

Next we cover special characters and switching recognition modes for different purposes. The vocabulary section introduces the user to custom words and pronunciations to enhance accuracy. Commands are further enhanced with the introduction of simple macro creation using 'Text-and-Graphics' macros. Users also learn how to import and export the user profile, performing a backup, and understanding roaming profile concepts.

SUBJECT	POINTS TO COVER
Vocabulary	Vocabulary Editor, Custom Words, Word Properties
Dictation II	Special Characters, Engine Mode
Command II	Text-n-Graphics Macros
User Profiles	Import/Export, Backup Profile, Roaming Profile Use



BECOMING SELF SUFFICIENT

The Accuracy Center will be introduced to enable users to continue to grow their User Profile and Accuracy. Commands for additional applications like email, Excel, and web navigation are explored. Help functions are introduced to allow the user to be more self proficient.

SUBJECT	POINTS TO COVER
Accuracy	ACO, Add words from documents, additional training, and audio testing
Applications	Word-processing, e-mail messages, Excel, web-browsing, and non standard text windows
Help	Using the help, what can I say, and knowledge base

DIGITAL RECORDERS – AUTO TRANSCRIPTION

To provide a better understanding of the mobile abilities with Dragon, the use of Digital Recorders will be introduced to the user. The user will be provided a basic understanding of the enrolment process as well as best practices with a Digital Recorder and Third Party correction.

SUBJECT	POINTS TO COVER
Enrolment	Dictation Source, Training Text, and supported audio formats
Recorder Dictation	Checking audio quality settings, microphone position, and dictation concept
Transcribe	Uploading your audio and transcribing with Dragon
Correction	Setting the proper correction options for Digital Recorders
Third Party Correction	Discuss Third Part correction options

*** Appended is a text entitled "Talking to Your Computer." The first time you use Dragon NaturallySpeaking, you will read most of this text out loud in order to create your dictation user profile.

ACOUSTIC TRAINING TEXT: "Talking To Your Computer"

We'd like you to **read aloud for a few minutes** while the computer **listens to you and learns how you speak**. When you've finished reading, we'll make some adjustments, and then you'll be able to talk to your computer and see the words appear on your screen. In the meantime, we'd like to explain why **talking to a computer is not the same as talking to a person** and then give you a few tips about how to speak when dictating.

Understanding spoken language is something that people often take for granted. Most of us develop the ability to recognize speech when we're very young. We're already experts at speech recognition by the age of three or so.

When people first start using speech-recognition software, they might be surprised that the



computer makes mistakes. Maybe unconsciously we compare the computer to another person. But the computer is not like a person. **What the computer does when it listens to speech is different from what a person does.**

The first challenge in speech recognition is to identify **what is speech and what is just noise**. People can filter out noise fairly easily, which lets us talk to each other almost anywhere. We have conversations in busy train stations, across the dance floor, and in crowded restaurants. It would be very dull if we had to sit in a quiet room every time we wanted to talk to each other!

Unlike people, **computers need help separating speech sounds from other sounds**. When you speak to a computer, you should be in a place without too much noise. Then, you must speak clearly into **a microphone that has been placed in the right position**. If you do this, the computer will hear you just fine, and not get confused by the other noises around you.

A second challenge is to recognize speech from more than one speaker. People do this very naturally. We have no problem chatting one moment with Aunt Grace, who has a high, thin voice, and the next moment with Cousin Paul, who has a voice like a foghorn. People easily adjust to the unique characteristics of every voice.

Speech-recognition software, on the other hand, works best when the computer has a chance to adjust to each new speaker. The process of teaching the computer to recognize your voice is called "**training**," and it's what you're doing right now.

The training process takes only a few minutes for most people. If, after you begin using the program, you find that the computer is making more mistakes than you expect, use the tools provided in the **Accuracy Center** to improve the recognition accuracy.

Another challenge is how to distinguish between two or more phrases that sound alike. People use **common sense** and **context--knowledge of the topic being talked about--**to decide whether a speaker said "**ice cream**" or "**I scream**."

Speech-recognition programs don't understand what words mean, so they can't use common sense the way people do. Instead, they keep track of how **frequently** words occur by themselves and in the context of other words. This information helps the computer choose the most likely word or phrase from among several possibilities.

Finally, people sometimes **mumble, slur their words, or leave words out altogether**. They assume, usually correctly, that their listeners will be able to fill in the gaps. Unfortunately, computers won't understand mumbled speech or missing words. They only understand what was actually spoken and don't know enough to fill in the gaps by guessing what was meant.

To understand what it means to speak both clearly and naturally, listen to the way newscasters read the news. If you copy this style when you dictate, the program should successfully recognize what you say.

One of the most effective ways to make speech recognition work better is to practice speaking clearly and evenly when you dictate. Try **thinking about what you want to say before you start to speak**. This will help you **speak in longer, more natural phrases**.

Speak at your normal pace without slowing down. When another person is having trouble



understanding you, speaking more slowly usually helps. It doesn't help, however, to speak at an unnatural pace when you're talking to a computer. This is because the program listens for predictable sound patterns when matching sounds to words. If you speak in syllables, each syllable is likely to be transcribed as a separate word.

With a little practice, you will develop the habit of dictating in a clear, steady voice, and the computer will understand you better.

When you read this training text, the program adapts to the pitch and volume of your voice. For this reason, when you dictate, you should continue to speak at the pitch and volume you are speaking with right now. If you shout or whisper when you dictate, the program won't understand you as well.

And last but not least, avoid saying extra words you really don't want in your document, like "you know." The computer has no way of knowing which words you say are important, so **it simply transcribes everything you say.**

