Dragon Naturally Speaking Questions and Answers

How do we load the application on our computers?
When the designated liaison attends the training session they will receive the headsets, a copy of the CD and the Key information that will be used for installation. When they return to their District or Agency site they will install the application on the computers of the designated staff.

How do the licensing requirements work, can more than one person use the software?
The licenses are designated for individual users. Each license will be associated with one user. It should also be noted that the license is associated with an individual, so if one individual uses both a desktop and a laptop the license could be loaded onto both of those devices without violating the licensing agreements

If a user retires or leaves the program can the license be given to another user?
Yes, the license can be reassigned to a different user if the original user leaves the program or decides they do not want to use the application.

What are the costs to the Local District or Agency requesting the software?
The is no cost for the actual software, OCFS is providing that, but each program will need to be aware of the expenditure of resources that may be required in order to reap the greatest benefits from the application. They will at a minimum need to send a staff person for training, the information will need to be passed to individual users, the application will need to be loaded on individual computers and technical assistance will need to be provided.

Can we request a license for each person in our program?
Programs can request licenses for all the CONNECTIONS users that they feel could benefit from this application. We need to caution programs that we have only 2,500 licenses for this application, so we can provide this support to just under 15% of the total number of CONNECTIONS users statewide.

What would we do if we could not get the software loaded or if we have a problem with it in the future?
OCFS will not be able to provide any technical assistance relative to the installation or ongoing use of this software. If a district or agency is having some difficulties they may access the free online support found on the ScanSoft website:
www.scansoft.com/naturallyspeaking/

Can we use this with a State PC, a locally owned PC or laptops?
Yes, the application can be loaded onto any of the devices named.

Will we receive any user guides or training manuals?
The liaison will receive a User guide when they attend the training session. There are copies of the user guide on the CD that can be printed for the designated users at each program.

What training will the actual users have?
The training strategy for this distribution is a 'train the trainer' approach. Each District or Agency will identify their liaison and send that person for Dragon Naturally Speaking training that will be provided by the manufacturer. It will be the responsibility of the liaison to pass that information to the line users. We would recommend that the liaison hold sessions for the users at the program sites.

When, where and how long are the Dragon Naturally Speaking training sessions?
We will schedule the training sessions when we have a better idea of how many licenses will be distributed to each area. We are planning on scheduling 8 classes statewide to be held during the month of June 2005. We will notify you of the classes nearest your District or Agency. We intend to schedule some "make up classes" in September for staff who could not attend in June. The classes will be held in a computer lab and will be approximately 3 hours long. The topics covered in the Train the Trainer class include 'Setting up a profile' 'Customized dictionary' 'Correcting and Editing' 'Using a recording device'

How long does it take to train the program of set up the profile?
Initially the user will need to 'Train' Dragon Naturally Speaking to understand and be able to identify your particular method of speech. It involves setting up your microphone and then reading passages into the system. This part of the application is relatively short and can be completed in less than ½ hour, but the application improves dramatically with additional use. Every time you use the application and make corrections using the application it will be better able to identify your speech and will make fewer mistakes.

Does it work with tape recorders? Digital recorders? Which ones work best?
Recording narrative text and then using the recorder to dictate into Dragon Naturally Speaking is another way to use the application. There are many recorders that will work with the application. A list of recorders can be found at http://support.scansoft.com/compatibility/. Once here, select the product (Dragon Naturally Speaking) and then the device category (recorders current) for a complete list. Particularly popular are the Sony models, as well as the Olympus.

It should be noted that digital recorders, that may be used with the Dragon Naturally Speaking tool require the installation of software onto CONNECTIONS PC's. Per established OCFS policy, the installation of any software onto CONNECTIONS PC's requires the prior approval by the OCFS Information Security Officer. Such approval is contingent upon testing of the proposed software. It will be the responsibility of the requesting agency to furnish the proposed software to facilitate such testing.

Can this software be used to help user who is physically unable to type? Can this be used for a reasonable accommodation?
Although Dragon Naturally Speaking has been identified as a tool to be used to assist staff that cannot keyboard or use a mouse the version that we are providing is not designed for that purpose. We do not recommend or support this version of the application to be used for a reasonable accommodation.

Additional questions can be directed to:
CONNECTIONSCommunications@dfa.state.ny.us?Subject=Connections Question

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