

3 KEY STEPS TO WORKING PRODUCTIVELY IN A CORPORATE ENVIRONMENT USING SPEECH RECOGNITION



1. OPTIMISE THE COMPUTER ENVIRONMENT

What's required?	Why do this?
<p><i>Choose the right software fit for the purpose</i></p> <p>Dragon NaturallySpeaking® (DNS) Software Suite</p> <p>Professional</p> <p>Medical</p> <p>Legal</p> <p>Premium/ Preferred</p>	<p>Users are more able to work productively if they are given the right software to do their job (see Software Suite below).</p> <p><i>Note: Windows Speech Recognition is not recommended at present to work productively in a corporate environment-it works well for navigation, but is not as proficient as DNS for dictation and would require a steep learning curve to use both.</i></p> <p><i>DragonDictate 2.5 is available for Apple Macintosh users or DNS can be run using virtual-machine software such as Parallels ,VMware Fusion or Boot Camp which allow DNS to run in a virtual environment alongside the Mac's operating system. TMD has not tested DragonDictate or running DNS in a virtual environment.</i></p> <ul style="list-style-type: none"> Choose Professional for best productivity in a corporate environment and total control of the computer by voice. Customise commands for productivity, dictation, transcription (including deferred correction). Best choice for disability or overuse injury. Professional capabilities and able to enter data into an Electronic Medical Records system, add specialised medical vocabularies and use assisted correction by a 3rd party. Professional capabilities with enhanced legal vocabulary and specialised formatting and assisted correction by a 3rd party Choose Premium (was Preferred renamed Premium from V 11) to mainly dictate or transcribe text and where the user doesn't have limitations in using the keyboard or mouse.
<p><i>Use latest versions of DNS Version 10.1 or Version 11.5</i></p>	<ul style="list-style-type: none"> take advantage of the latest developments, technology, documentation and support it's latest technology, used successfully by TMD and other corporate agencies increased accuracy out of the box over previous versions to quickly disable Windows Advanced Text Services (XP OS) installs on 32 bit or 64 bit operating system use with Windows 7
<p><i>Optimise the computer Processor Cache RAM</i></p>	<ul style="list-style-type: none"> Advertised requirements are minimal requirements to operate DNS and typically will not support working productively in a corporate environment running applications simultaneously. Performance will be dependent on cache (L3), RAM ,operating system, version of DNS, free disk space XP: Intel Core 2 Duo or Quad with 2.8 GHz processor, 4 GB RAM Windows 7: Intel based i7, preferably 2nd generation Intel processor, 64-bit, 8 MB of L3 cache, 8 GB of DDR 3 RAM or more
<p><i>A good noise cancelling microphone suited to speech recognition and the user's requirements including telephone usage</i></p>	<p>A suitable microphone is critical to good speech recognition and is a personal choice. A useful microphone comparison chart is at http://www.knowbrainer.com/NewStore/pc/viewcontent.asp?idpage=2 .</p> <p>TMD has tested and used successfully (in a quiet enclosed office):</p> <ul style="list-style-type: none"> Jabra GN Netcom 9470 wireless(speech recognition & telephone Jabra GN Netcom 9350e wireless(speech recognition & telephone Jabra GN Netcom 9330e USB wireless microphone (speech recognition & VoIP, no telephone handset capability) Boom O wired (with the Buddy 6G soundcard)

What's required?	Why do this?
<i>Use a USB soundcard or USB microphone</i>	<ul style="list-style-type: none"> To take the sound external to the computer and stop sound interference from the computer. Eg: Buddy 6G, Andrea USB some microphones have the USB already built-in
<i>Disable Windows Advanced Text Services in XP OS (Ctfmon.exe)</i>	<ul style="list-style-type: none"> it's a known cause of irregular behaviour and crashing in the XP operating system (OS) do not disable if there is a need to use a second language or writing tablet.

2. OPTIMISE PHYSICAL ENVIRONMENT

What's required?	Why do this?
<i>An enclosed individual workspace, without too much noise, with the user facing the entrance with line of sight to approaching colleagues</i>	<p>To enhance speech recognition accuracy and productivity. How?</p> <ul style="list-style-type: none"> Microphones work best when there is limited external sounds to compete (even a good noise cancelling microphone can be affected by office "white noise", such as laughter, conversations, coughing, printers, scanners etc DNS is trained to work with one voice only (the user's) so accuracy is degraded by other irregular sounds and voices user is able to turn the microphone off as colleagues approach as external sounds & speech (other than the user's voice) can eventually degrade the user profile and accuracy user is not inhibited to dictate and command freely and voice their thoughts openly and is found to be more productive co-workers are not impacted confidentiality and privacy issues are not a problem the user's needs are more likely to be met from the start and provide an impetus to productivity and continued usage.
<i>Management Support IT Support</i>	<p>Management understanding and support- to provide all the key requirements to achieve optimum performance and understand that initially there is a learning curve and time adjustment requirement.</p> <p>IT support- to install and maintain DNS following proven recommendations & procedures (available from TMD). Respond to and/or seek expert advice to resolve issues in a timely manner especially if the user is disabled or injured enabling DNS and business operation to resume as soon as possible by the user.</p>

3. OPTIMISE USER TRAINING AND AWARENESS

What's required?	Why do this?
<i>User Commitment</i>	Regular use of DNS will improve skill, a greater chance of productivity, continued usage of speech recognition and cost effectiveness for agencies and well-being for the user.
<i>Understanding to use correctly & know-how to backup and customise</i>	User familiarisation of the software. Understanding how to correctly use, backup, customise and maintain the software will increase accuracy, sustainability and maximise productivity in the workplace while lessening the risk or exacerbation of injury.
<i>Timely training and more training</i>	Increase user understanding of how the software works and how to setup and optimise the software to use productively in a corporate environment. TMD currently provides training, suited to a corporate environment, as part of the Dragon Project (to government, schools and non-for profit organisations). Training tutorials are available to Dragon users under the Dragon NaturallySpeaking Help Menu/NaturallySpeaking on the web.
<i>User Group Participation Forums</i>	Regular participation in a user group or forum to network with other users will foster a better understanding of the software and resolution of issues. User Groups: regularly held at TMD, UTAS. Forum: http://www.knowbrainer.com/pubforum/index.cfm?page=forum

Enquiries: Cheryl.Snowball@dpac.tas.gov.au or phone 03 62705467