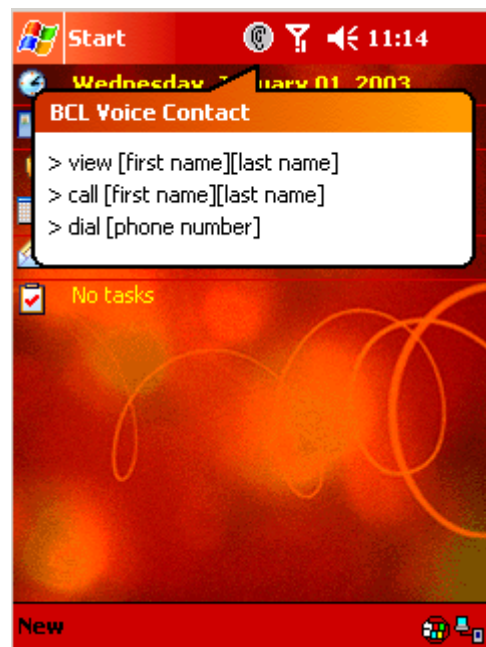




# BCL VoiceContact



# Overview

BCL VoiceContact for PocketPC Phone Edition lets you dial numbers by simply speaking digits, or you can use your voice to access and call anyone in your contact list. VoiceContact is completely integrated into Pocket PC: Press the activation button at any time, and the Pocket PC notification window appears showing what you can say. It's also ready to use right out of the box: no training is necessary for any of the commands, and hard to pronounce names in the address book can be easily assigned a nickname with a simple tap-and-hold.

## QuickStart

Install the application via. ActiveSync, and then tap the VoiceContact icon in the programs folder.

VoiceContact automatically scans all of the Contacts saved in Outlook. When the application is used for the first time, it will prompt you to select the activation button.

***VoiceContact is now ready for action.***

To change the options, tap the VoiceContact icon near the volume icon.

Any time you wish to place a call, press the activation button and say the contact name or the whole phone number.



### You can say things like:

*"Call Christie Wilcox"*

*"Dial 408-557-2080"*

*"Redial"*

*"View Christie Wilcox"*

*"Call her"*

*"Call Mobile"*

# How to speak to VoiceContact

You can use BCL Voice Contact without ever having to look at the screen. Click the activation button and speak a command or contact name or phone number. If VoiceContact is not currently running, or another application is on top, it will automatically pop up when the activation button is pressed. Setting the Activation Button is described in Options.

There are two voice input methods: Click & Hold (which is the default method), and Click & Release. To switch to Click & Release, see **Setting the Click Style** under **Options**.

Click & Hold	Click & Release
<p><b>PRESS</b> and <b>HOLD</b> the activation button.</p> <p><b>Note:</b> to set the activation button, see Options</p>	<p><b>PRESS</b> and <b>RELEASE</b> the activation button.</p> <p><b>Note:</b> to set the activation button, see Options</p>
<p><b>WAIT</b> until the notification window appears, and then <b>SPEAK</b> into the microphone at a distance of 1 - 4 feet.</p>	<p><b>WAIT</b> until the notification window appears, and then <b>SPEAK</b> into the microphone at a distance of 1 - 4 feet.</p>
<p><b>RELEASE</b> the activation button approximately 1 second after speaking.</p>	<p>Be sure to finish speaking within the time frame specified in Options.</p>

Please see **Getting the Best Results** to improve voice recognition accuracy.

# What can I say?

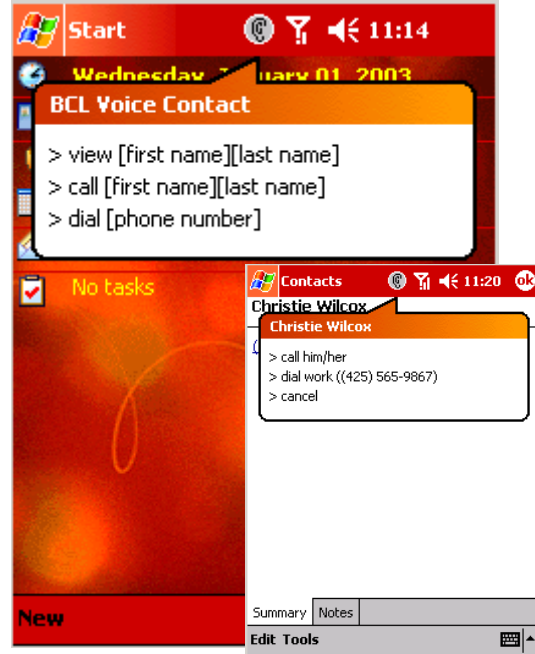
When the activation button is pressed, the VoiceContact notification window appears with a list of commands. When the system is idle, there are four basic commands:

- Call [contact]
- Dial [number]
- View [contact]
- Re-dial

After saying, "View [contact]", three more voice commands are available:

- Call [them]
- Dial [location]
- Cancel

**Note:** to set the activation button, see Options

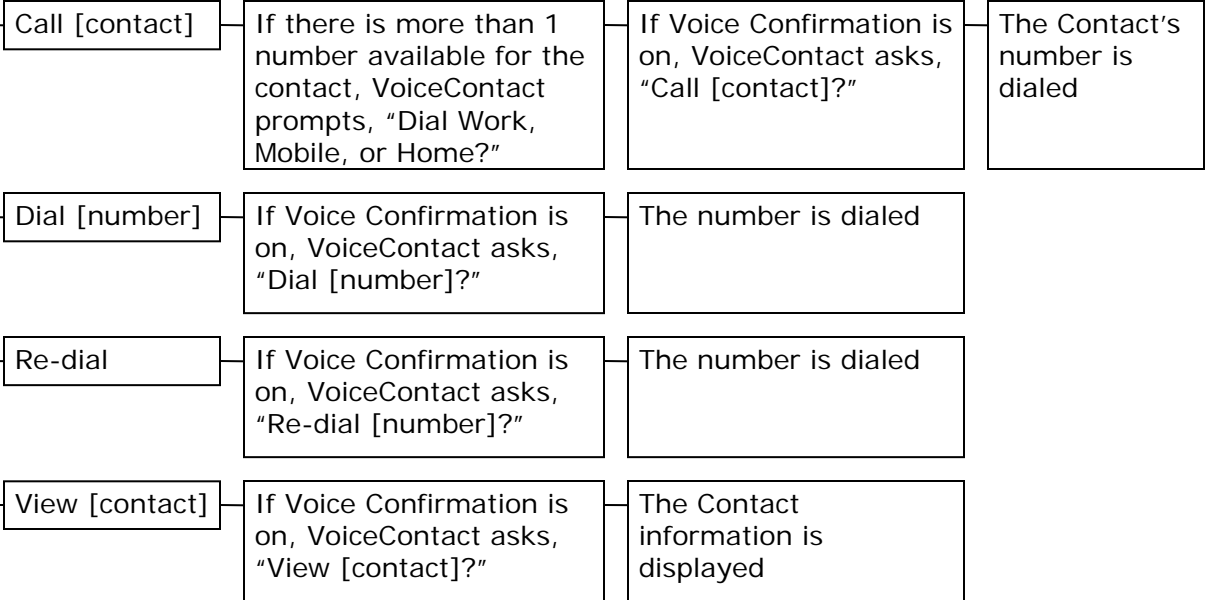


Basic Voice Command Examples	
"Call Christie Wilcox"	<p>If there is only 1 number available for the contact, it is dialed automatically.</p> <p>If there is more than 1 number available for the contact, VoiceContact prompts, "Dial Work, Mobile, or Home?" It then listens for 2 seconds for a response.</p> <p>If Voice Confirmation is on, VoiceContact will ask, "Call Christie Wilcox?" It then listens for 2 seconds for a response.</p>
"View Christie Wilcox"	<p>VoiceContact opens the contact name in the Outlook Contact Manager.</p> <p>If Voice Confirmation is on, VoiceContact will ask, "View Christie Wilcox?" It then listens for 2 seconds for a response.</p>
"Dial 408-557-2080"	<p>VoiceContact automatically dials the number.</p> <p>If Voice Confirmation is on, VoiceContact will ask, "Dial 408-557-2080?" It then listens for 2 seconds for a response.</p>
"Redial"	<p>VoiceContact calls the last number dialed.</p>

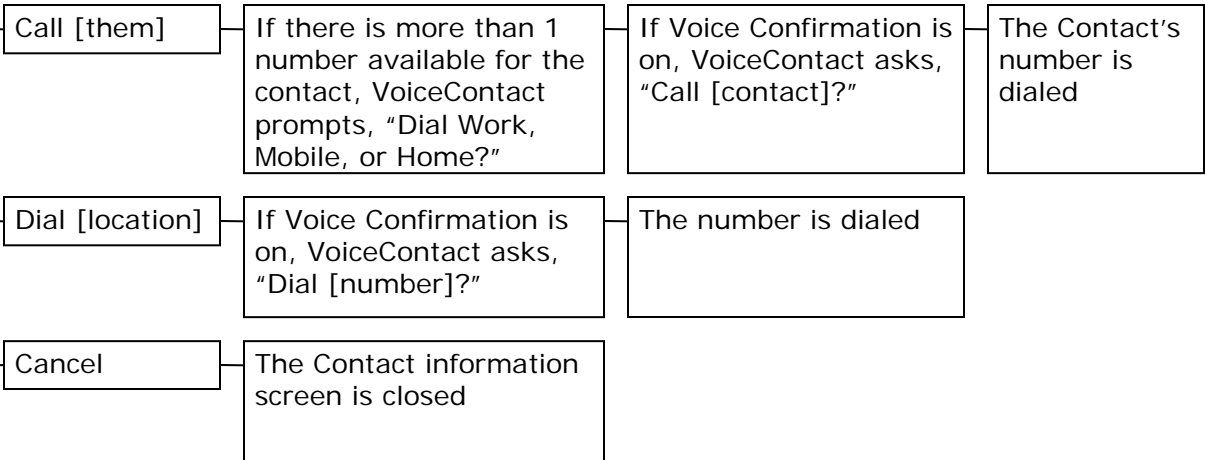
1. Press the Activation Button



2a. Speak into the Microphone:



2b. When Viewing a contact, speak into the Microphone:



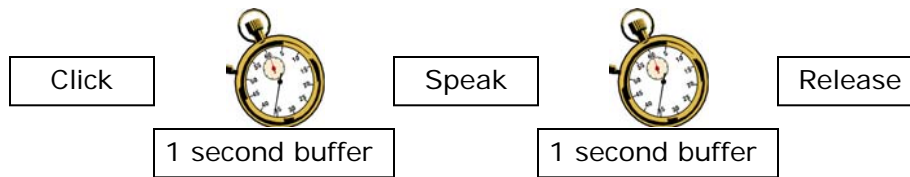
3. Release the Activation Button



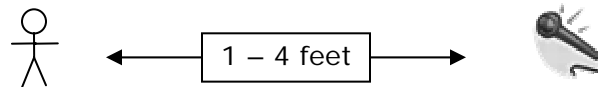
# Getting the best results

By default, all of the contact names are loaded into the system. We recommend that you train hard-to-pronounce names, or assign nicknames to them. More information on training and assigning nicknames can be found in **Training and Assigning Nicknames**. Here are four more tips that can help improve recognition:

- **Leave a buffer of about 1 second:** Click the activation button; Wait 1 second; Speak; Wait another second; Release the button.



- **Speak at a distance of 1-4 feet:** Holding the microphone too close will distort your voice. Holding it too far will not pick up enough sound.



- **Use an external microphone:** The built-in microphones that comes with most PDAs are sufficient. However, using an external microphone such as the one used by hands-free kits will improve accuracy. We also recommend using a noise canceling microphone.



- **Use VoiceContact in low or steady noise environments:** VoiceContact can tolerate a reasonable amount of noise, but for best results, use it in a relatively noise-free environment. If the command is not recognized, repeat the process.

## Noise

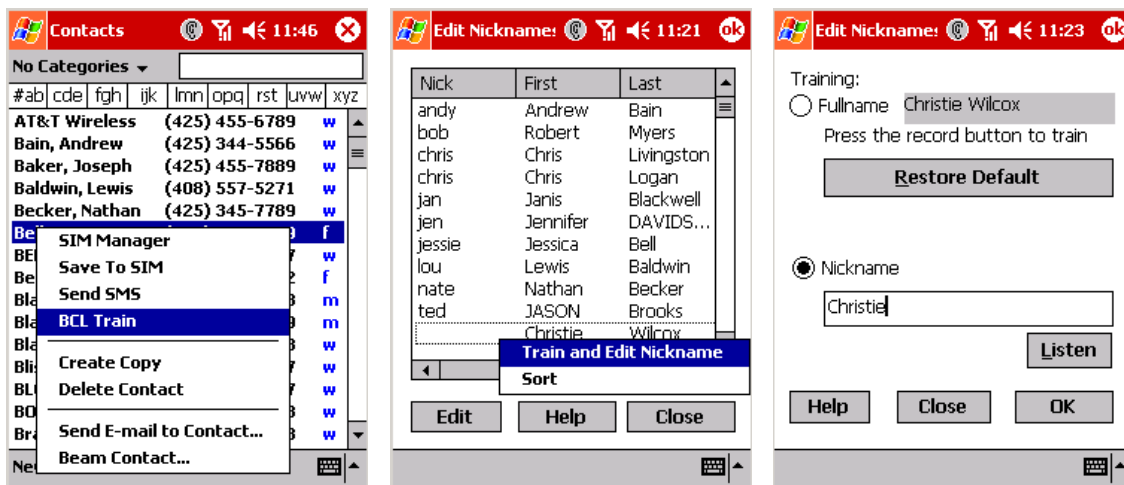
- BCL VoiceContact works best in **low noise** environments (e.g. at your desk, at the library, or outdoors in a park).
- VoiceContact can also recognize verbal commands in **steady noise** conditions (e.g. engine and road noises while in a vehicle). In these types of situations, allow a longer lead time before speaking the command (1 or more seconds) so that the system can adjust to the noise.
- Voice recognition is not always 100% accurate in **"spiky" noise** environments (e.g. at a construction site or in a crowd of people).

# Training and Assigning Nicknames

VoiceContact can easily recognize names that follow conventional English spellings. However, for names with non-phonetic spellings, we recommend either training or assigning nicknames. Nicknames also work well in situations where you don't want to reference someone by their full name. You might want to say:

“Call my best friend”

To train a contact or to assign a nickname, open the Outlook Contacts Manager and tap-and-hold a contact name. From the context menu, select “Voice Nickname”. You can also select “View Nicknames” from the VoiceContact options page, select a contact name and click “Edit”.



## Training

To train a name, first select “Use Default Name” from the Training and Nicknames screen. Hold the activation button down and speak the contact's name clearly. Be sure to follow the tips in **Getting the Best Results** to improve voice recognition accuracy. To re-train a name, simply repeat the process. To go back to using the default pronunciation of the name, select “Restore Default”

## Nicknames

To assign a nickname to a contact, select “Nickname” from the Training and Nicknames screen. Type the nickname in the textbox and click OK.

**Note:** If the nickname is not spelled phonetically, you can always “train” the contact name as a nickname. For example, you can train “John Smith” as “Johnny” if you like. However, the benefit of using nicknames is that you can see them listed next to the contact names by selecting “View Nicknames” from the VoiceContact options page.

# Options

These options are available from the notification window or from the VoiceContact toolbar:

- Contact Names
  - Reload All Contacts
  - View Nicknames
- Button Options
  - Set Activation Button
  - Set Click Style
- Voice Options
  - TTS & Voice Confirmation



## Accessing Options:

To access the options you must first open VoiceContact by clicking its icon in the programs folder:

**Start > Programs > VoiceContact**

**Note:** If the activation button has been set, you can also press this button to open VoiceContact.

- To access the options from the notification window, click the VoiceContact icon at the top of the PDA display screen.

**Note:** The VoiceContact icon should appear next to the volume icon. If it does not appear here, first make sure that VoiceContact is running. If several other notification icons are visible, the VoiceContact icon may be hidden: click the Speech Bubble icon to reveal hidden notification icons.

- These options are also accessible from the VoiceContact toolbar.

**Note:** This method is usually not used because it is easier to access the options directly from the notification window. In order to access options this way, bring VoiceContact to the top of all the other running applications:

**Start > Settings > System >  
Memory > Running Programs >  
VoiceContact > Activate**

## Reload All Contacts

After you add or delete contacts from Outlook, click this option to let VoiceContact know which new names to listen for.

## View Nicknames

This displays a list of all the contacts available in Outlook along with their nickname. To edit the nickname for a contact, select the contact name and click Edit. See **Training and Assigning Nicknames** for more information.

## Set Activation Button

Select this option to assign a hardware button to be the activation button. A notification window will appear prompting you to press the new activation button. We recommend using the "Contacts" hardware button since VoiceContact will automatically launch the Outlook Contact Manager when it is activated.

## Set Click Style

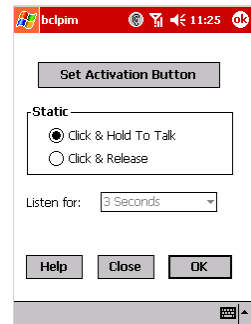
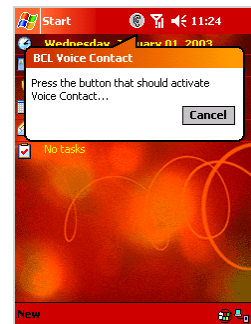
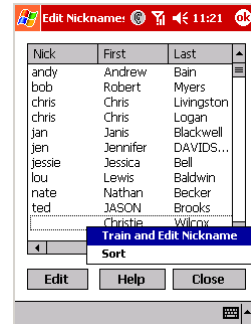
This option allows you to switch between the two available voice input methods: Click & Hold and Click & Release. More information about the differences between these two click styles can be found in **Controlling VoiceContact with Voice**.

- **Click & Hold to Talk**

This option sets the speech input method to "Click and Hold." (This is the default setting)

- **Click & Release**

This option sets the speech input method to "Click and Release." When this option is selected, you do not have to hold the record button down while giving a voice command. Instead, VoiceMP3 will listen for a specified amount of time as soon as the record button is released. The "Listen for" drop down box can be set between 1 and 6 seconds. The default "Listen for" value is 2 seconds.

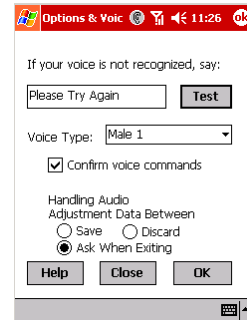


## TTS Options & Voice Confirmation

- **If the command is not recognized, say:** Enter anything into this textbox and VoiceContact will speak it if it can not recognize a command. You can experiment with this text to make your PocketPC say whatever you want it to. See below for advanced text pronunciation features.
- **Test:** Click Test to repeat the text in the "say" box.

- **Voice Type:** This option allows you to control the voice type, for example, a grandpa's voice or a child's voice, etc.
- **Confirm Speech Commands:** Selecting this option will cause VoiceContact to repeat all of the commands it recognizes before executing. We recommend leaving this setting on until you are comfortable with the voice recognition capabilities.

**Note:** If this option is not checked, calls will be placed immediately after saying "Dial [phone number]" or "Call [first] [last]".



- **Audio Adjustment**

After the program is started, the first 3 times the activation button is pressed VoiceContact automatically detects the general background noise level to aid in recognizing your voice. While VoiceContact is detecting background noise, voice recognition accuracy will be slightly lower.

  - If you plan to continue using VoiceContact in the same environment, you can choose to save the current audio settings. This will improve the recognition accuracy when the program is run again.
  - If you plan to use VoiceContact in a different environment the next time it is run, you can choose to discard the current audio settings. Keep in mind that the next three times the activation button is pressed, voice recognition accuracy may be lower while VoiceContact is detecting the environment.