



Fluency Direct

Quick Reference Guide

Version: 1.4

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Version Control

Version	Author	Update Comments
1.0	Susan Blake	New document
1.1	Susan Blake	Changes made following user feedback
1.2	Susan Blake	Added details of microphone advanced options
1.3	Susan Blake	Added details for ESR

Contents

1	Purpose	4
2	Getting Started.....	5
2.1	Training video.....	5
2.2	Launching Fluency Direct	5
2.3	Personalising Fluency Direct	5
2.4	Training your profile.....	7
2.5	Formatting options	8
3	Common commands	9

1 Purpose

This quick reference guide is meant for clinicians and other allied health professionals (authors) using M*Modal's Fluency Direct real-time speech recognition application to dictate into the following certified applications.

- SystemOne
- WinPath
- Microsoft Word
- Microsoft Outlook

Feedback and suggestions for improvement to this document are welcomed and should be sent, marked for the attention of the Fluency System Manager, to cdda-tr.SystemsSupport@nhs.net.

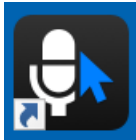
2 Getting Started

2.1 Training video

Before you attempt to use Fluency Direct for the first time you are advised to complete the FD training video. This should take no more than 15 minutes of your time and provides an excellent introduction to the application.

The FD training video is available in ESR. Search for the course 439 EPR elearning Fluency Direct Demo.

2.2 Launching Fluency Direct



Fluency Direct can be launched from the Windows Start menu or by clicking on the Fluency Direct icon on the desktop.

If Fluency Direct is not installed on your PC/laptop then check whether it is available for installation from Software Centre or raise a request via the Trust's [Self Service Portal](#).

Having launched Fluency Direct the FD Control Bar will display on your screen as shown here to the right.



Whilst there are some exceptions the majority of users will automatically be signed in to Fluency Direct using single sign-on.

The log in process is complete once your name is displayed in the FD Control Bar. If you are unable to log in please raise an incident via the Trust's [Self Service Portal](#).

If you wish to you can drag and drop the FD Control Bar icon to another more convenient position on the screen. Dragging to the edge will dock the FD Control Bar on the perimeter of the screen. To maximize the FD Control bar simply hover over the speech mike icon.

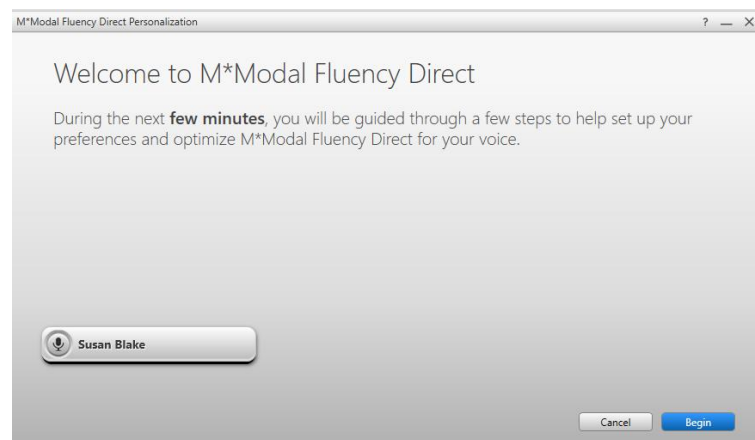


2.3 Personalising Fluency Direct

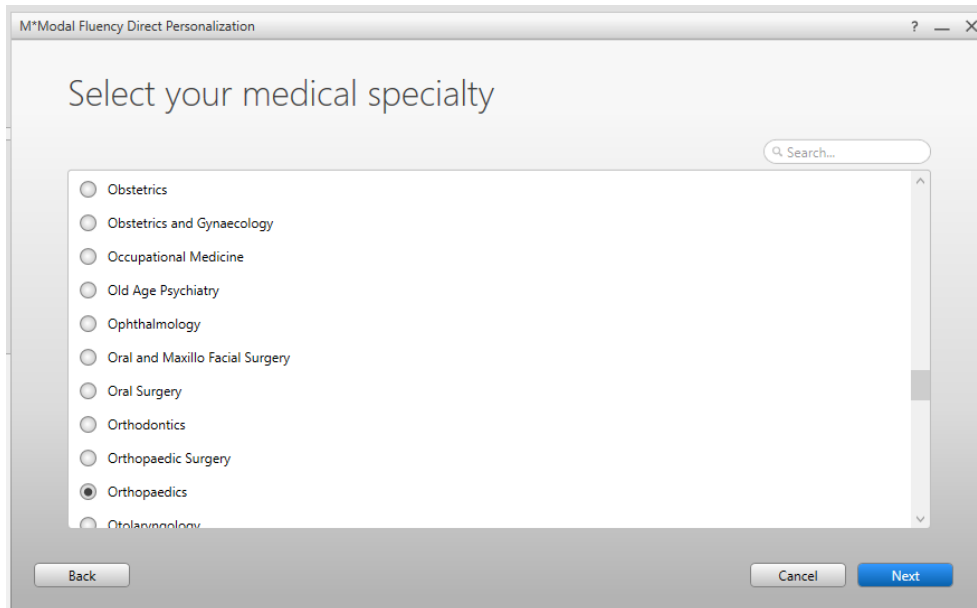
Fluency Direct will take you through a personalisation process when you log-in for the first time.

Click BEGIN to start the process.

If you click CANCEL you will be prompted to complete the personalisation process the next time you log in.

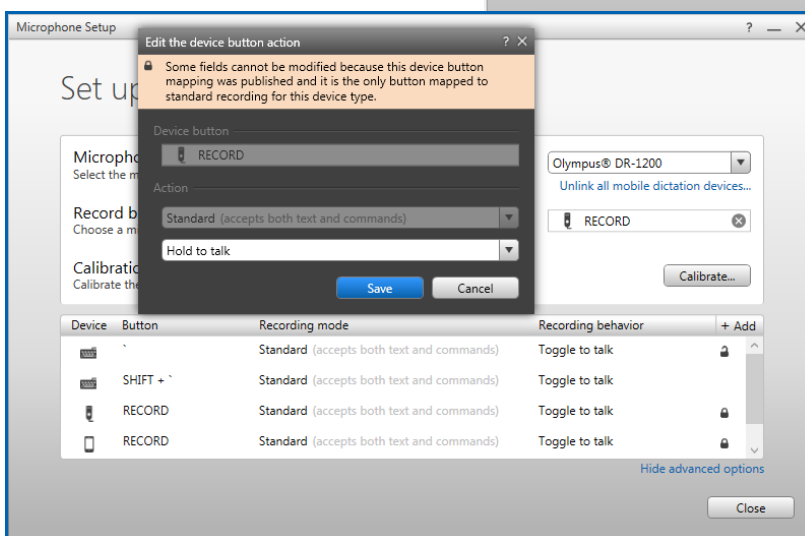
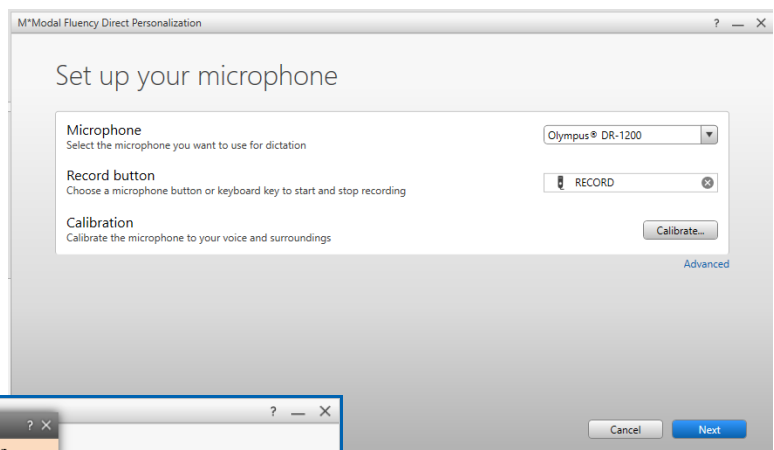


Click on the radio button next to your speciality or the closest option. The example shown below reflects the choice of a user working in Trauma & Orthopaedics.



Select the microphone you are using. If the prefilled value is not correct then use the drop down list to select the correct device. Please note the choice you make here is stored as part of your user profile. Your user profile is stored and travels with you as you move between workstations.

If you use multiple recording devices (e.g. speechmike, headset) you will need to complete the SET UP YOUR MICROPHONE for each device type. You can access SET UP YOUR MICROPHONE by clicking on the FD Control Bar.



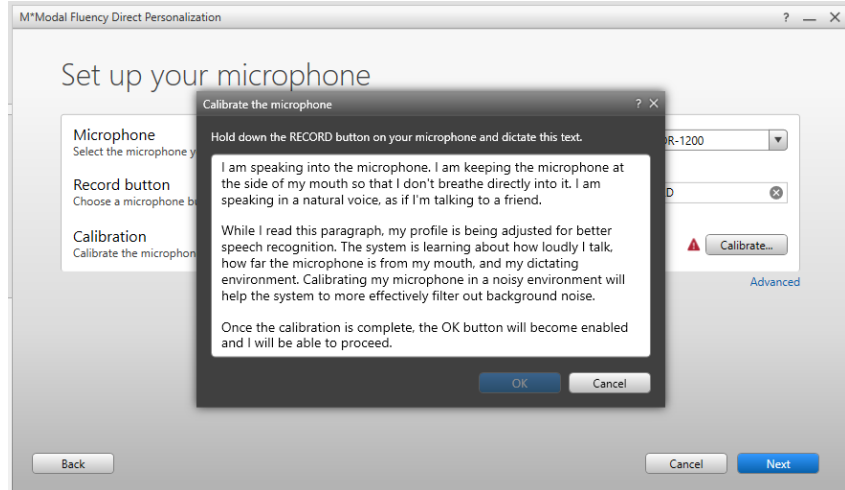
Clicking on ADVANCED displays the recording controls per device type. If you are familiar with using a speechmike you may prefer to change the setting to HOLD TO TALK.

Click anywhere on the speechmike row then choose HOLD TO TALK from the drop down list followed by SAVE.

Click on CALIBRATE to move to the next step.

To calibrate the microphone dictate the text shown on the screen. Where possible this should be done in your normal working environment so the application adjusts for normal background noise levels.

As you dictate the text will be highlighted confirming the calibration process is working. The OK button will be activated, to complete the calibration process, when you have dictated the full text.

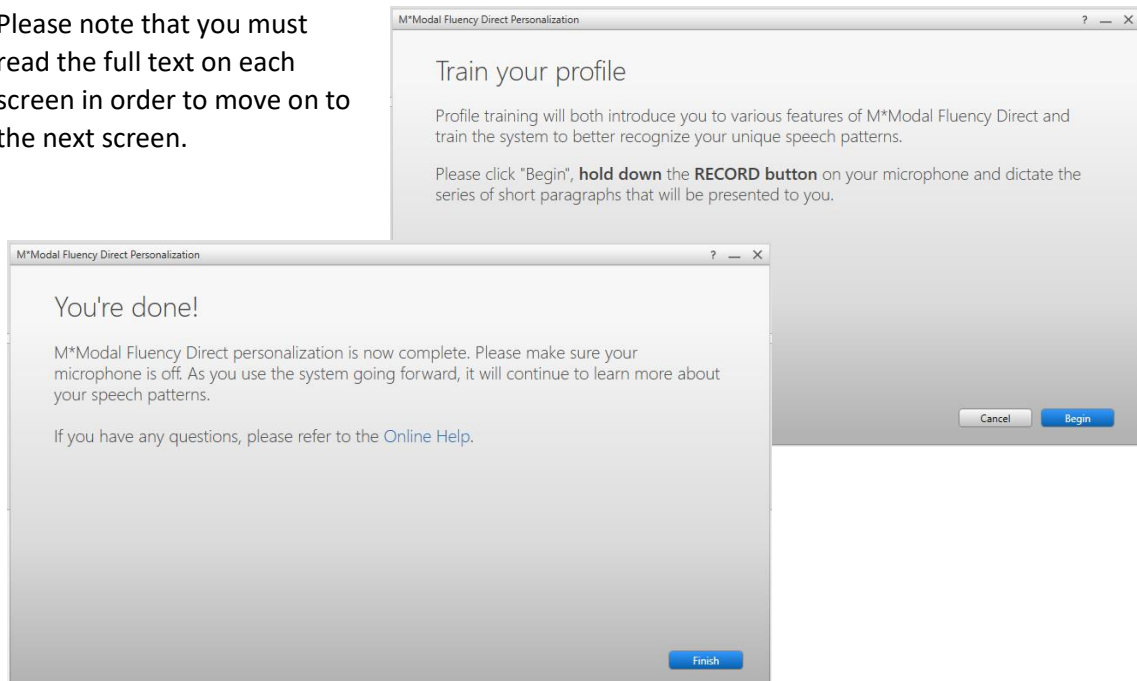


Click NEXT to move to the next screen.

2.4 Training your profile

It is **strongly recommended** you complete the step to TRAIN YOUR PROFILE in order to create an initial voice profile. Subsequently, as you use Fluency Direct, the application will learn from your dictations and use this learning to improve your voice profile and therefore recognition quality. Click on BEGIN and continue until you reach the final screen at which point select FINISH.

Please note that you must read the full text on each screen in order to move on to the next screen.



As you make further dictations your voice profile should improve as outlined below:

- Between 0 – 30 mins – Base recognition
- **Between 30 – 60 mins – Expect to see the main improvement**
- From 60 mins onwards – Expect a gradual improvement

Fluency Direct learns best from normal speech patterns rather than reading from a script. Reading the same script multiple times to increase your minutes of dictation does not result in the best learning by the application.

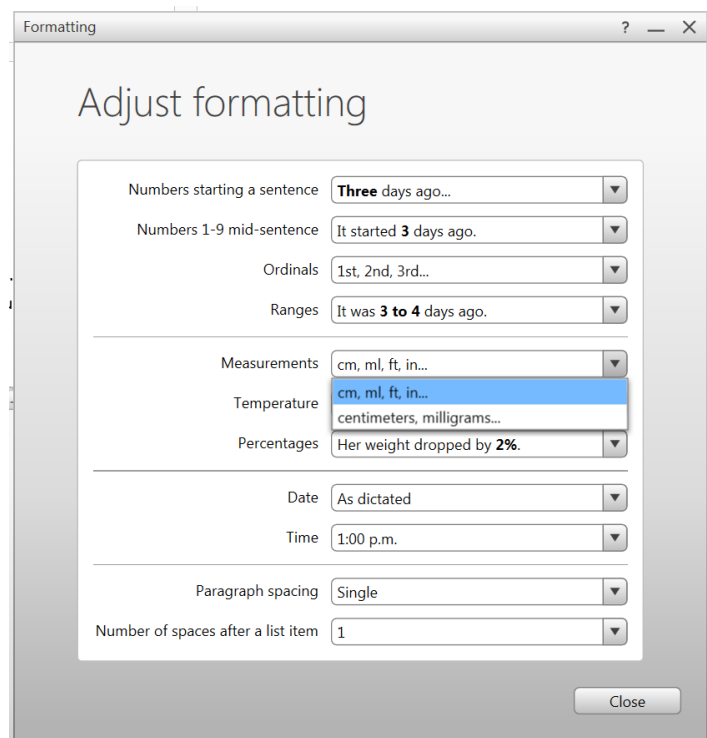
With a well-trained voice profile we expect to see an error rate of 5-6% (i.e. 5-6 words per 100 words misrecognised).

If you are experiencing high error rates and have completed train your profile, have dictated for 30 minutes or more and have calibrated your microphone please raise an incident via the Trust's [Self Service Portal](#).

2.5 Formatting options

Finally click on the FD Control Bar and select FORMATTING from the list of options.

Adjust the formatting options, using the drop down lists, to reflect your formatting preferences.



3 Common commands

A full list of commands is available in the Fluency Direct User Manual accessible using the HELP option from the FD Control Bar.

A list of common commands is given here.

Editing Commands – Selection Commands	
COMMON COMMAND	ALTERNATIVE COMMANDS
select <written word/text>	select all
select current word (sentence, paragraph)	
select next word (sentence, paragraph)	select next <number> words (sentences, paragraphs)
select previous word (sentence, paragraph)	select previous <number> words (sentences, paragraphs)
select next	select next one
	next one
select previous	select previous one
	previous one
unselect that	unselect text
	clear that
Correction Commands	
COMMON COMMAND	ALTERNATIVE COMMANDS
correct (written word/text)	correct that
	correct selection
choose one (two, three, etc)	choose option one (two, three, etc)
spell	spell mode
	switch to spell mode
	spelling mode
Deletion / Undo Commands	
COMMON COMMAND	ALTERNATIVE COMMAND

delete that	delete selection
	delete next word
	delete previous word
delete <number> words	delete next <number> words
	delete previous <number> words
delete sentence	delete current sentence
	delete next sentence
	delete previous sentence
delete paragraph	delete current paragraph
	delete next paragraph
	delete previous paragraph
undo that	scratch that
	undo command
	undo last command
Cut/Copy Paste Commands	
COMMON COMMAND	ALTERNATIVE COMMANDS
cut that	cut selection
copy that	copy selection
paste that	paste selection
Formatting Commands / Capitalisation Commands	
COMMON COMMAND	ALTERNATIVE COMMANDS
lowercase that	lowercase selection
uppercase that	uppercase selection
capitalize that	cap that
cap next <single word>	
all caps on (off)	caps on (off)

Text Formatting Commands	
COMMON COMMAND	ALTERNATIVE COMMANDS
bold that	bold selection
italicize that	italicize selection
underline that	underline selection
Navigation Commands / Text Navigation Commands	
COMMON COMMAND	ALTERNATIVE COMMAND
scroll up	
scroll down	
scroll to cursor	
insert before <text>	
insert after <text>	
new line	next line
new paragraph	next paragraph
go to the beginning of the sentence / paragraph / document	jump to...
	move to...
	place cursor at...
go to the end of the sentence / paragraph / document	jump to...
	move to...
	place cursor at...
Field Navigation Commands	
COMMON COMMAND	ALTERNATIVE COMMANDS
next / previous field	go to..
	jump to...
	move to...
first / last field	go to..

	jump to...
	move to...
remove all fields	
User Interface Commands	
COMMON COMMAND	ALTERNATIVE COMMANDS
All Buttons and Links	Save, OK, Apply, Cancel, Search, Send, Next, Back, Help, Close, Exit, etc.
Open Dialogs	Open <Dialog Name>
	Show <Dialog Name>
	EX: Show Dictionary
add to dictionary	These commands will open the add dialog for Dictionary, Abbreviations, and Commands, etc. When text is selected, that text will be pre-filled. If no text is selected, the dialog will be blank.
add an abbreviation	
add a command	
add...	
save this text	Creates a Command populated with the selected text.
set target	set dictation target
	set target window
clear target	cancel target
	remove target
	stop using target
open speech box	show speech box
open floating speech box	show floating speech box
open speech box on top	show speech box on top
transfer text	
open about	show about
sign out of fluency direct	sign off of fluency direct
Punctuation & Symbols Commands	

COMMON COMMAND	ALTERNATIVE COMMANDS
colon	
semi colon	
open parentheses	open paren
	left paren
	left parentheses
	brackets
	open brackets
	open bracket
close parentheses	close paren
	right paren
	right parentheses
	close brackets
	close bracket
	brackets close
	end of parenthesis
	end parenthesis
	end paren
	close parenthesis
	parenthesis
open quotation	open quote
	open quotation marks
	open inverted commas
	open speechmarks
close quotation	close quote
	close inverted commas
	close speechmarks
	close quotation marks
	unquote

period	full stop
slash	slash
	stroke
question mark	
exclamation mark	
point	
comma	
Recording Controls Commands	
COMMON COMMAND	ALTERNATIVE COMMANDS
go to sleep	
wake up	listen to me