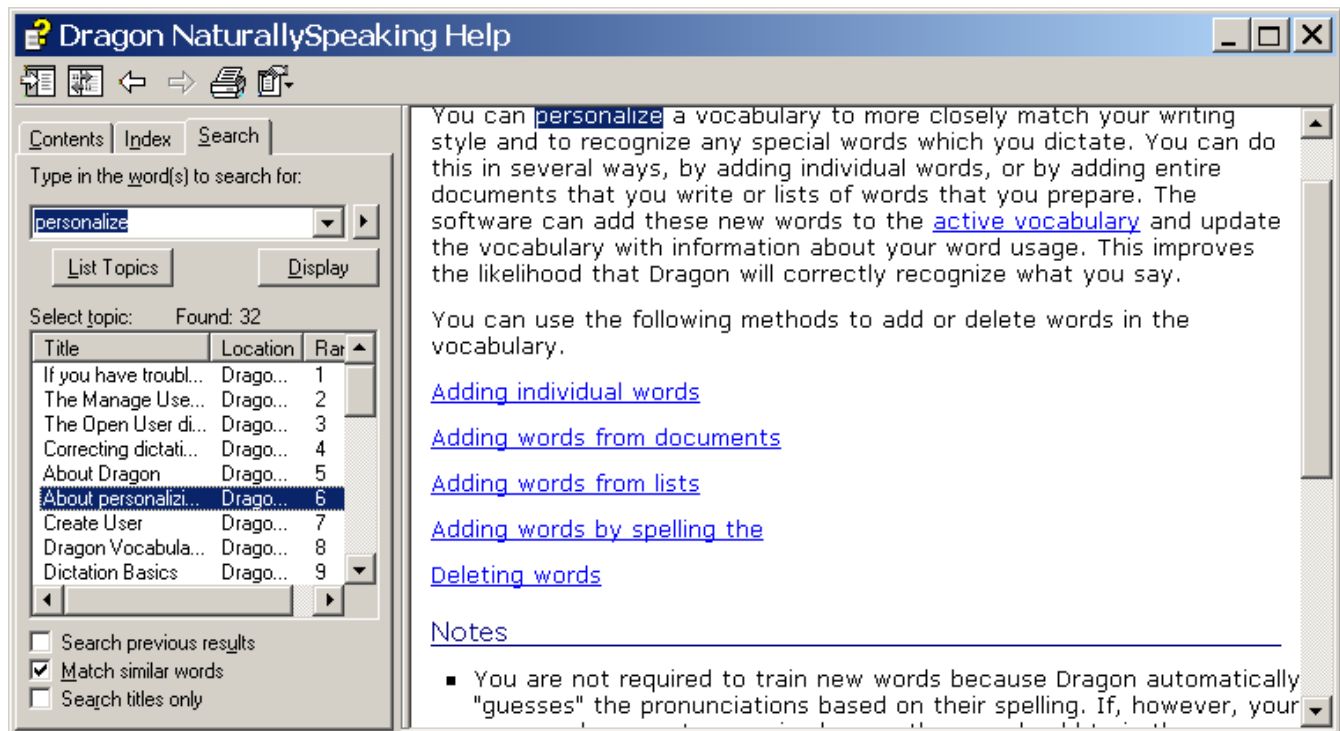


Why Customizing Dragon's Vocabulary is Important

Transcribing a person's speech presents acoustic challenges, such as accents and ambient noise. There is also a *lexical* challenge; for the transcription to be precisely accurate, **familiarity with the terms used** is necessary. Even an experienced legal secretary would have trouble transcribing an insurance executive's dictation, for instance! And a newly-hired transcriptionist would have to get used not only to the dictators' voices, but also to learn the correct spelling and formatting of what they mention, including acronyms, abbreviations, special phrases, names of people, places, products, etc.

An unusual name may seem commonplace to you because you use it frequently, but a person who hears it for the first time may not be able to recognize and spell it: that name is not yet a part of this person's *vocabulary*. Similarly, if a word or phrase is not in Dragon's active *vocabulary*, the software cannot transcribe it correctly without a little instruction.

When you created your User profile, you provided acoustic information which Dragon incorporated into its built-in *acoustic model*. To get optimal accuracy, you should also let the software adapt its *language model*. This helps ensure that what you dictate is transcribed with the desired spelling, spacing, and even capitalization; Dragon provides many powerful tools for it, so this important investment need not take much time—you can even benefit from the work done by others.



Key points about Vocabulary customization

- ✓ As soon as you have created a User profile, you could start dictating. However, customizing the Vocabulary right away is efficient since it helps Dragon "get it right the first time" (including spelling, capitalization, and spacing) and it needn't take much of your time. **Personalizing the vocabulary** (early and often) is **strongly recommended**. The following pages will show you how.
- ✓ Dragon offers many simple and powerful vocabulary tools, to help you gain time and convenience.

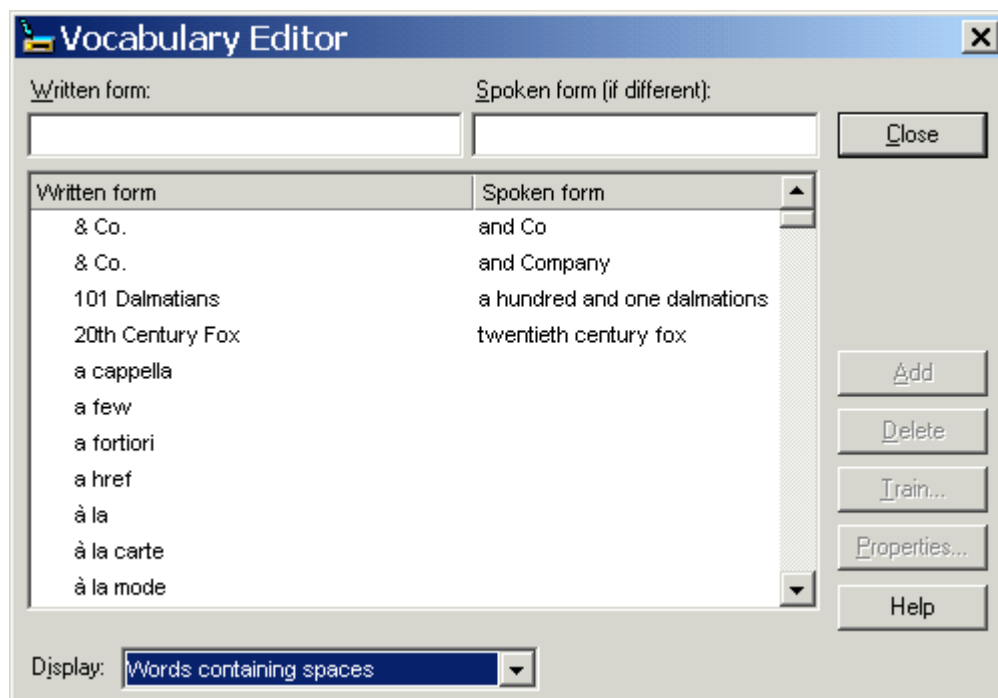
Customizing Your Vocabulary—Using the Vocabulary Editor

Dragon's *Vocabulary Editor* lets you view what can be transcribed from the computer's active memory; it also allows you to add new entries, as well as edit existing entries—including their *Spoken Forms* and *Properties*.

Let's take a look at the Vocabulary Editor's interface and its capabilities:

Step 1: Say **Edit Vocabulary** (you can also click **View/Edit** on the DragonBar's Words menu or **View or Edit Your Vocabulary** from the Accuracy Center). The Vocabulary Editor opens; its scrollable window lists the entries currently in the active Vocabulary.

Take a moment to scroll through the list. You will see names of people, places, institutions and products, as well as common words, phrases, and abbreviations. Most entries only have a *Written Form* (left column), but some also have a *Spoken form* (right column)—this is an important feature, as you will see.



Step 2: Open the **Display** drop-down list and choose *Words Containing Spaces*.

Other Vocabulary displays include *Words Containing Digits*, *Words Containing Capitalization*, and *Words with Special Properties*. By browsing these, you can learn more about what the software uses to transcribe your dictation. You also get ideas about what entries you might add or edit.

Adding Vocabulary Entries: Words, Phrases, Acronyms...

You can quickly search for a particular Vocabulary entry by entering it in the *Written Form* field. If it appears in the scrollable list, it is already in the active layer of the Vocabulary. If not, say or click **Add** to bring it in.

CAUTION When adding an entry to the Vocabulary, be sure to spell and capitalize it correctly! Otherwise, it will appear misspelled in your documents every time you dictate it.

Some of the "words" in the Vocabulary Editor aren't single words. *Of course* is listed. So is *as well as*. Some of the multi-words are names of people, places, products, and institutions: *Mother Teresa*, *Madison Square Garden*, *KitchenAid*, *Brigham and Women's Hospital*, *Marine Corps*, *Library of Congress*, *Babe Ruth*, *Accounts Payable*, *George Washington*, *Johnson & Johnson*, *Division I*, *LAN Server*...

These help the software resolve spelling and capitalization ambiguities: if the vocabulary didn't contain the phrase *Mother Teresa*, the dictation would probably appear as "mother Theresa"—because the word *mother* is usually not capitalized, and because *Theresa* is the more common spelling of the name. Having the phrase in its Vocabulary helps Dragon NaturallySpeaking choose the desired capitalization and spelling.

Also, recognizing long sounds is easier than very short sounds. *A* and *the* are acoustically very similar, as are *in* and *an*. Longer words, like *chrysanthemum*, contain more acoustic information.

We strongly recommend adding personal multi-words; they will save you time—you will not have to adjust spelling and capitalization after transcription.

Exercise 1: In the Vocabulary Editor, look for a few familiar names such as your own, the names of your town, company, colleagues or relatives; if necessary, add them.

TIP Consider adding nicknames (alone or in combination) and diminutives as well as *formal names*, particularly for names that can be spelled different ways: for instance, one might add Liz Hansen, Elizabeth McGee Hansen, Jennifer B. Addams, Jennifer Addams, Jenny Addams, Jenn Addams, Judge Addams, Scooter Addams...

This idea applies to more than just names; whenever you add an item to the Vocabulary, think of its possible **variations**: singular/plural for **nouns**, present/past/gerund for **verbs**... Remember, if something is not in the Vocabulary, the software cannot recognize it, so don't hesitate to add!

Exercise 2: In a word processor like DragonPad, start a list of vocabulary entries relevant to you; some suggestions are below. (Soon you will learn how to import these entries all at once.)

- jargon and phrases specific to your **profession** (such as *distro*, *site visit* and non-State)
- names of **places, facilities or organizations** (such as *Building 52*, or *County Adoption Center*)
- names of **products** (such as *MicroPore tape* or *Latex Exterior Semi-Gloss*)
- **acronyms**, part numbers, **codes** (such as *FICA*, *501c(3)* or *RX-70y*)
- names of **people** (**coworkers, clients, friends, relatives**...) including full combinations for names that could be spelled differently (Kristin, Gene, Steven, McGregor, Wolfe...) or are very short (Kip, Kit, Dee...) since this helps Dragon resolve acoustic ambiguities.

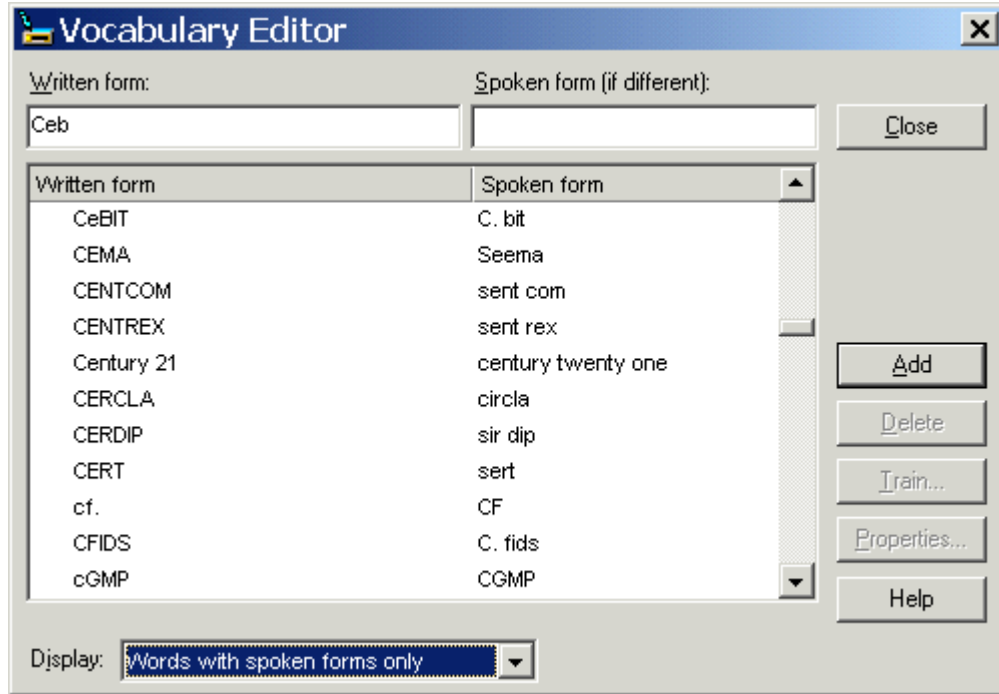
TIP Your employer may be able to give you some lists that could save you time, particularly if they are already in electronic form: lists of staff or clients, departments, units or divisions, products, trademarks, building names, as well as glossaries of terms and acronyms. Starting from such lists doesn't just save time, it may also help add these items with their official, correct spelling!

The importance of Spoken Forms

Radio programs tell their callers "let us know how to pronounce your name"; a reason is that some names could be pronounced in several ways, and some are not pronounced "the way they are written", because of silent letters for instance. Acronyms are often pronounced letter by letter, but not always: ASAP is pronounced "ay sap" by many people. These facts are addressed by an important Dragon feature: Spoken Forms.

From the Display drop-down list of the Vocabulary Editor, choose “Words with spoken forms only”. Take a moment to scroll through and look at existing spoken forms—you will get ideas for what kinds of entries warrant them and how they can be written.

TIP Vocabulary entries may have more than one spoken form. You may add spoken forms to custom entries and to existing entries, in order to be able to dictate them as comes naturally to you—for example, to obtain the symbol ©, you might like to say “circle see” instead of the existing spoken form “copyright sign”.



Adding Spoken Forms allows you to dictate in the way that is **most natural**, but also **quickest** for you. In addition to indicating pronunciation, spoken forms can be used for “vocal shorthand” and automatic substitution: you say something short and easy, and Dragon types something longer or “trickier” to say or remember. You will find many examples in this workbook. This capability can be used to give consistency and clarity to your writings; groups can take advantage of it to help everyone easily comply with recommendations like avoiding abbreviations and potentially confusable items.

To add a Spoken Form via the Vocabulary Editor:

Step 1: First, decide what you want to say, and what Dragon should transcribe when you say it.

For example, suppose your school Central Lexington United High School is often called CLUHS or “cluss”. When you dictate “cluss”, do you want Dragon to type *CLUHS* or *Central Lexington United High School*?

Step 2: In the Written Form field, type what you want Dragon to write. Be careful with its capitalization, spacing, and spelling — including symbols or punctuation marks if needed, as in E*TRADE.

Step 3: In the Spoken Form field, type what you will actually say. In some cases (as in our “cluss” example), you will enter one or more “made-up words” to represent the desired sound.

Step 4: Say Add or press Enter.

If you entered a “made-up word” in the Spoken Form field, Dragon brings up a dialog box to tell you that it doesn’t know that word and will therefore guess its pronunciation — this gives you a chance to catch any typo you may have made in the Spoken Form.

TIP Entries containing symbols, digits, or unusual spacing are particularly likely to warrant a Spoken Form.

If you add e-mail addresses to the vocabulary, giving them a Spoken Form can make them quicker to dictate: for instance, for AmyT&JohnB@yahoo.com, “Amy and John at yahoo dot com” or even just “Amy and John at yahoo”.

Deleting “Words” and Modifying “Word” Properties

If at some point you find that an item is not transcribed as you wished, remember that **it might need a spoken form, or a longer entry in the vocabulary.** (Also, particularly if the pronunciation contains non-English sounds, you may want to give the software additional help by “training” it acoustically.

You may also run into cases where a word you need is consistently transcribed as another word: if that other word is not important to you, deleting it from the Vocabulary Editor will solve the conflict by removing your desired word’s “competition”. The names Schafer, Shaffer, Schaefer, and Shafer all sound alike, for instance.

Note: Dragon comes with literally thousands of vocabulary entries; as you browse the Vocabulary Editor, you will see many you are very unlikely to ever dictate, but don’t spend time deleting them unless they actually cause a conflict!

TIP There’s more you can do in the Vocabulary Editor!

For instance, by clicking the **Properties** button, you can view or change the **capitalization, spacing and numeral properties** of an entry.

In the *Word Properties* dialog box, you can also choose one or even two **alternate written forms**: for instance, if you prefer the word “figure” to be written as “Fig.” when before numbers (Fig. 3), or if you prefer the *dictation command* “new line” to trigger capitalization in addition to a blank line.

Word Properties

Spoken form: figure

Written form: figure

Normal formatting

Insert 1 space before and 1 space after

Precede by (nothing) and follow with (nothing)

Format the next word with normal capitalization

Format preceding numbers normally and following numbers normally

Sample: figure

Lower case in titles

Alternate form 1

Use alternate written form 1 Fig. Special... Format...

Only use alternate written form 1 before numbers

Alternate form 2

Use alternate written form 2 Special... Format...

Only use alternate written form 2 before numbers

OK Cancel Restore defaults Help

Your documentation provides more details; in particular, take a look at the Help topics “The Vocabulary Editor Dialog Box”, “Deleting words”, and “The Word Properties dialog box.”

Key points about the Vocabulary Editor

- ✓ You can access the Vocabulary Editor with a command like **edit vocabulary**, through the Accuracy Center, or through the Words menu of the DragonBar.
- ✓ In the Vocabulary Editor, custom-added entries are marked with a red star; choosing **Custom Words Only** from the **Display** drop-down list allows you to see just the custom entries.
- ✓ You can locate an item by entering it in the Written Form field. By using the **Display** drop-down list, you can also browse subsets like “Custom words only”, “Words containing digits” and “Words containing punctuation.”
- ✓ **Spoken Forms** are an efficient way to help Dragon transcribe “special” words. You can view many examples of Spoken Forms in the Vocabulary Editor. In addition to clarifying pronunciation (particularly useful for items that contain digits, symbols, or silent letters), Spoken Forms can be used to allow the speaker to say something quite different, and much shorter and easier, than their associated written form: you say “EOB stat”, for instance, and Dragon types “Explanation of Benefit (EOB) statement.”
- ✓ A vocabulary entry can have several **spoken forms**, and **alternate written forms**.
- ✓ If a vocabulary entry you don’t need “competes” for recognition with something you do need to dictate, you can **delete** that entry from the Vocabulary Editor.
- ✓ You can view or change the special **Properties** of vocabulary entries, including spacing and capitalization. In the Vocabulary Editor, entries whose properties were modified are marked with a blue star.

Sample Only

Importing Lists of Vocabulary Entries

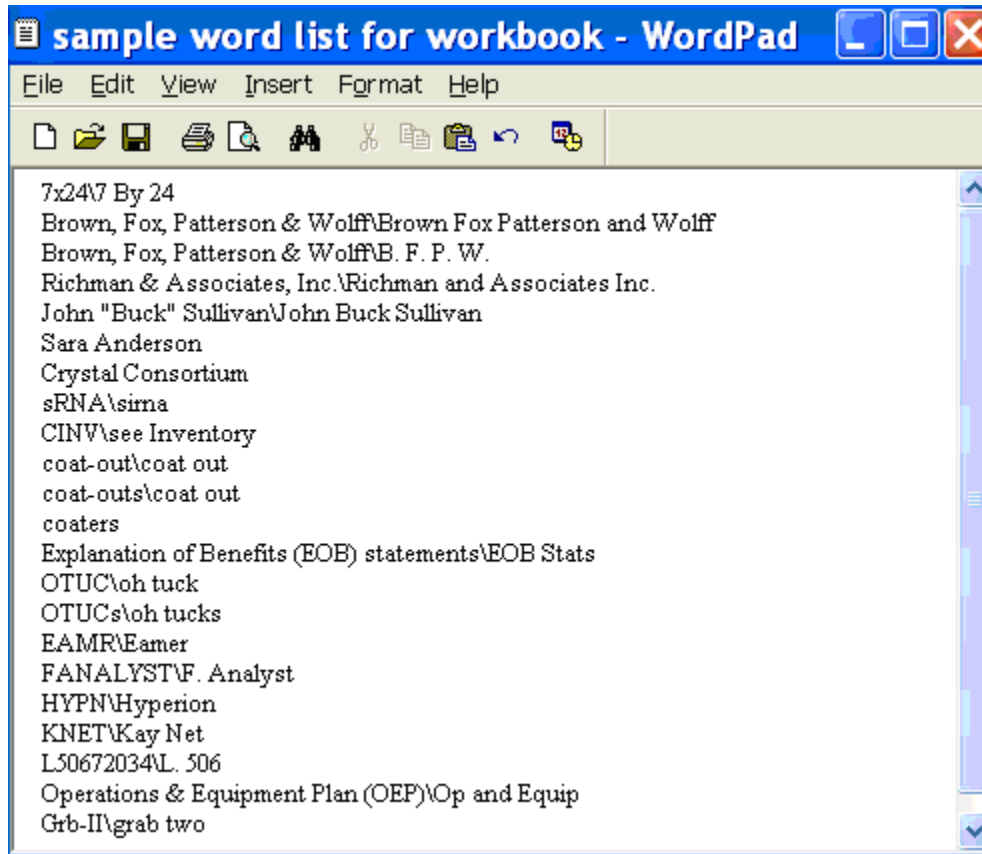
You now know how to add words and phrases one by one in the Vocabulary Editor. If you have many entries to add, this is not the most efficient method, particularly if you already have some relevant lists in electronic form. Dragon's Word Import feature allows adding many vocabulary entries at once, even if they have spoken forms.

Observe the sample import list in the illustration below, and identify the motivation behind each entry.

To create and import a list of vocabulary entries:

Step 1: Create a document (or edit an existing document) listing entries to add to the vocabulary. You can do it in any word processor as long as you can *save this document as plain text*.

- Have each entry on a *separate line*.
- Make sure everything is *spelled, capitalized and spaced* correctly.
- To include a Spoken Form, follow the Written Form with a **backslash (\)**, then the Spoken Form: for example Grb II\grab two.



Step 2: Save this document as a plain text (.txt) file. (Choose **File** > **Save As**, then, depending on what word processor was used, you will choose Text Document, Text Only, or Plain Text.) Close it.

Once the file is closed, you can import your word list.

Step 3: Say **import custom words** or, on the DragonBar, click **Words, Import**.

Step 4: On the *Add Words from Word Lists* dialog, click the **Add File** button.

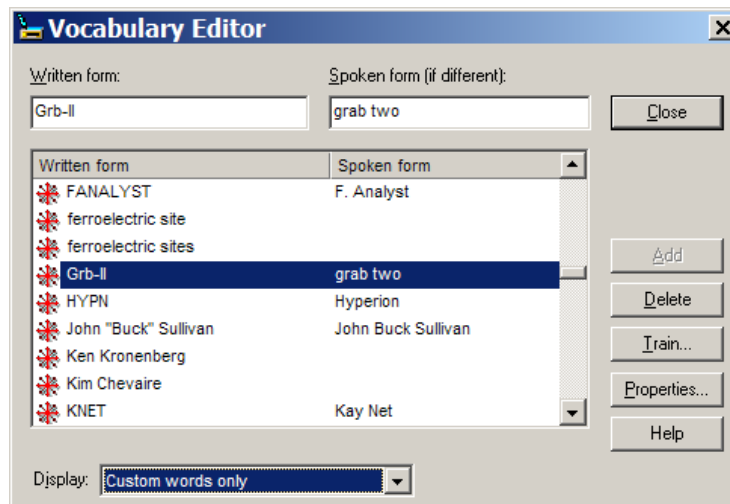
The Add File window appears. Locate the file containing your list and click **Open**; the name of the file you designated is now displayed in the File List.

If you have other lists to import, add their files in the same way.

Step 5: Click **Next**. The software will import the listed items into the vocabulary.



The imported entries will be viewable in the Vocabulary Editor, where they will have a red star like other custom entries.



Key points about importing lists of vocabulary entries:

- ✓ You can add whole lists of vocabulary entries at once. Prepare the list(s), then open Dragon's list import dialog (you can say **import words** or choose from the Accuracy Center or the Words menu).
- ✓ Word lists must be saved as plain text, and closed, before they can be imported.
- ✓ Each word list entry must be on its own line.
- ✓ To specify a spoken form in a word list, use a **backslash (\)** to separate it from the written form.

Customizing Your Vocabulary From Existing Documents

You now know about importing lists of entries into the Vocabulary. Another efficient way to boost your accuracy through customization is to let Dragon analyze text that is similar to what you are likely to dictate: the *Add Words From Documents* tool can “harvest” potential words to add to the vocabulary, as well as “adapt to the writing style” (i.e., learn frequency information) from many documents at once.

The greater the amount of relevant text Dragon gets to analyze, the better it can adapt its Vocabulary to what *you* usually need to dictate. (This is similar to giving a just-hired transcriptionist many documents in which to observe the terms used, their spellings, the words that often appear before or after, etc.; doing so would help the transcriptionist get ready to transcribe *your* dictations most accurately, right from the start.)

Dragon can perform its text analysis on files of the following types: **.txt** (plain text), **.rtf** (Rich Text), **.doc(x)** (Microsoft Word), **.wpd** (Corel WordPerfect), and **HTML** formats.

TIP If significant text exists only in an application that doesn’t normally produce files of these types (PowerPoint is an example), see whether the application offers a way to obtain content as plain text (it could be called “export” or “outline”.) Also, if essential text only exists as PDF or in paper form, consider using Optical Character Recognition software such as OmniPage to convert into one of the accepted formats.

Step 1: Locate some electronic documents you have written—think of reports, letters, memos, proposals... (As long as they are similar to what you intend to dictate, you can also use documents written by someone else.)

The more closely these documents match the kind of text you will usually dictate, the better.

Step 2: Spell-check the documents if necessary (since Dragon would detect misspellings as unknown words.) In addition, remove any foreign-language sections that might be present. Then, **make sure the documents are closed.**

TIP The Help contains more details on this tool, including how to best prepare documents for analysis.

Now that you have a sample of text similar to your intended dictations, let’s launch the tool and designate this sample for analysis. (If you obtain more documents later, you can run the tool again.)

Step 3: Say **add words from documents** or choose that link in the Accuracy Center.

Make sure that the box “**Preview the list of unknown words**” is checked, and click Next.

The checkbox “**Adapt to writing style**” is what makes Dragon learn frequency information, which increases accuracy since it helps differentiate between homophones, like “world” and “whirled”. Leave this box checked unless you only want to “harvest” potential custom words—for instance, if the text is very different from your normal style, or contains a foreign language.



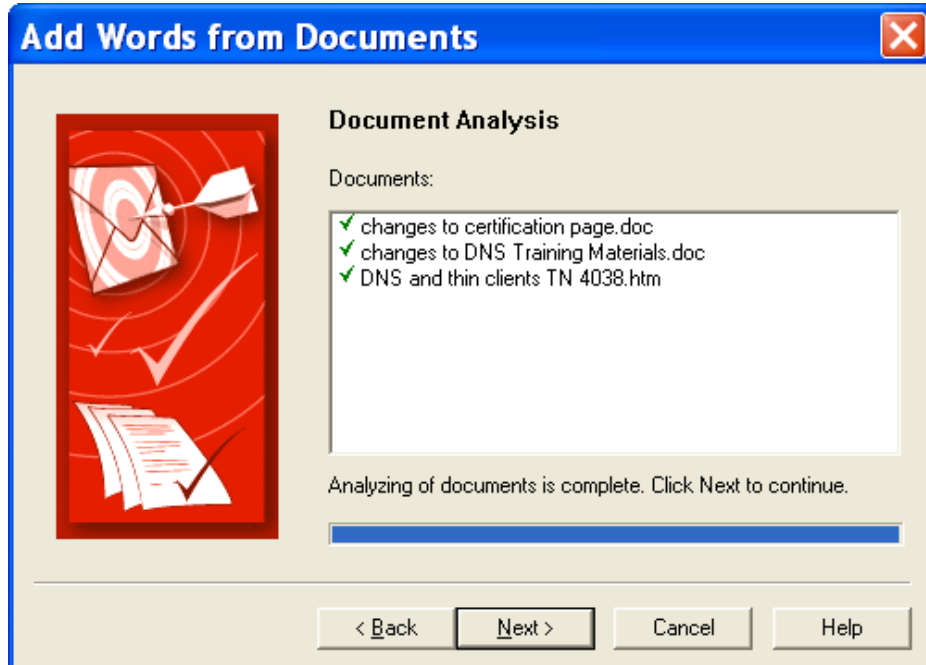
Step 4: On the Add Documents box, click Add Document. Locate and select the document(s), then click Open.

TIP You can select multiple files at once: by holding down the Ctrl key, by pressing Ctrl A (the Windows keyboard shortcut to “select all”)...

Dragon will now analyze the text contained in the designated documents.

This may take a moment—if there is a lot of text to analyze, you should run this tool when you do NOT need to use Dragon for something else.

Once Dragon indicates that analysis is complete, click Next.

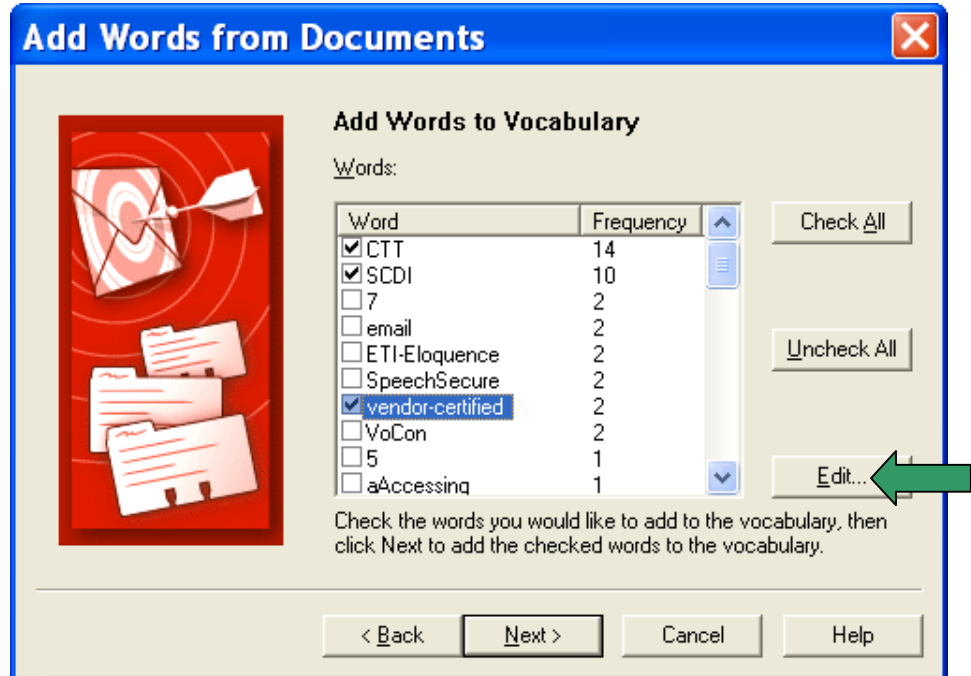


Dragon will then present you with a list of the “unknown” words it found, with a checkbox next to each one, and the number of time encountered (the ones found most frequently are presented at the top, since they are most likely to be relevant, unlike those that only occurred a few times.)

Step 5: Uncheck items you do NOT wish to add (you can take advantage of the Uncheck All button.)

TIP This list may include capitalized forms of common words; these are usually better left out of the Vocabulary since you can always say ‘Cap’ before a word, but you may want to include them in a phrase entry, such as Senior Technical Trainer.

To modify an item (to make it lowercase, to expand on it...) or give it a spoken form, highlight it then click or say **Edit**. This button opens the **Edit Word** window (which also shows a little context: what appeared just before and after this word in the analyzed text.)



Before the checked items are added, you are given the option to provide acoustic training for them. You can skip this step and provide training later just for those words that seem to need it, as explained in the Help.

Finally, Dragon will adapt its word-frequency and context information based on the text analyzed (unless you unchecked the box “Adapt to writing style” on the first screen of this tool); this will allow it to better guess between words that sound alike.

Key points about customizing the Vocabulary from documents:

- ✓ **Add Words From Documents** is one of the Vocabulary tools accessible from the Accuracy Center.
- ✓ This tool can analyze existing documents to learn about the “writing style” you plan to use—meaning, which words are used with what frequency, and what words appear near each other. You can also use as input *documents written by someone else*, as long as they are similar to what you will dictate.
- ✓ To be used in this tool, files must be of .txt, .rtf, .doc, .wpd, or .html formats.
- ✓ The tool can process many files at a time. You may wish to re-run it whenever you create or find suitable text. **The more (relevant) text is processed, the more refined your profile can become.**
- ✓ When presented with the unknown words the tool found in the texts, you can choose which ones to add, and, thanks to the **Edit** button, modify their spelling and capitalization as well as give them a **Spoken Form** if warranted.
- ✓ After adding to the Vocabulary items you are likely to dictate, letting Dragon see how often and next to what you are likely to dictate them helps pre-empt recognition errors.
- ✓ **Add Words From Documents** is only one of the ways Dragon can *adapt*; you can learn others in this workbook as well as in Dragon’s Help.

Customizing the Vocabulary From Your E-Mail

As you learned, Dragon can adapt its Vocabulary based on designated documents. It also has the ability to learn from three popular e-mail programs: Lotus Notes, Outlook, and Outlook Express. By “studying” the e-mails you sent as well as the contact names, the tool “Increase Accuracy From E-mail” can identify potentially useful names to add and adapt its statistical information on word usage (frequency and context).

You should take advantage of this tool as soon as possible after creating your User profile.

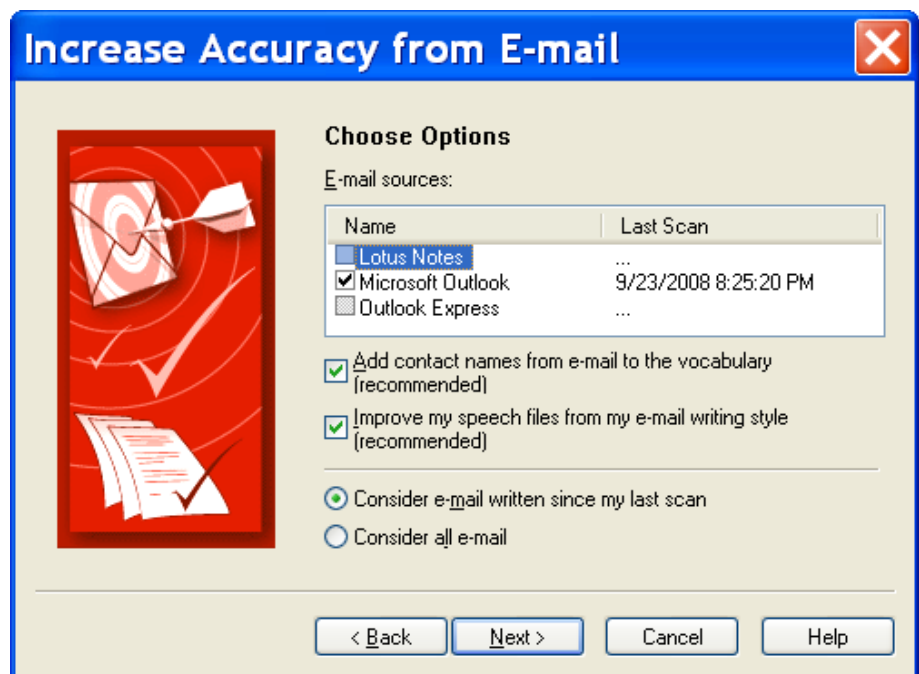
Step 1: Say open Accuracy Center, then say or click the link **Increase accuracy from e-mail**.

Step 2: The tool will detect supported e-mail programs and display their names (this may take a moment). Check the box of the relevant e-mail program(s), then click **Next**.

The analysis may keep Dragon busy for a while, especially the first time. Later on, you can choose to have it consider only e-mail written since the last scan, which should be much faster.

IMPORTANT:

Your e-mail program may bring up a message box for you to allow this to proceed; if you have several windows open, this message may be under them.



Step 3: The tool displays what it identified as potentially useful additions. The rest of the process is similar to Add Words from Documents: you can uncheck items, edit items, and train items acoustically if you wish, then Dragon adds to the Vocabulary the checked items, plus frequency information.

Key points about customizing the vocabulary from e-mail:

- ✓ Dragon can quickly adapt its Vocabulary from your use of e-mail in Lotus Notes, Outlook or Outlook Express, thanks to a tool available in its Accuracy Center: **Increase Accuracy From E-Mail**.
- ✓ This tool is presented much like **Add Words From Documents**. It finds and lists potentially useful contact names to add, and it also analyzes your sent e-mails to “adapt to the writing style”, i.e. to refine the word-usage information in the *Language Model*.
- ✓ Use this tool *as soon as possible*, then launch it every so often so Dragon can learn from new emails or contacts you have created. Dragon needs to “know” your contacts in order to transcribe their name correctly—this is particularly important for Version 10’s direct commands “write email to...” and “schedule appointment with...”