

## END USER GUIDELINES

### What you need to do:

Record a voice mail greeting to encourage callers to speak clearly. For example:

*"Please speak clearly as your voice message will be transcribed and sent to me in an email..."*

Now, leave yourself a message and read the transcription!

If you don't receive a transcription within about 10 minutes, check that you have entered the correct email address and accepted the EULA on NuPoint WebView.

### Why people like Speech to Text:

STT allows you to:

- **Discretely check voice messages**  
When in meetings or in social settings, it's awkward to listen to voice messages. This situation is especially frustrating if an important message is expected. STT allows you to quickly and discretely "read" new voice messages virtually anywhere.
- **Quickly find important voice messages**  
In most cases, you can scan a transcribed message faster than you can listen to the voice message. After performing this quick review, you can listen to the original voice message to catch nuances of expressions and confirm key details.
- **Easily respond to voice message with an email**  
After reading a transcribed message, you can easily "reply" to it by forwarding it to email. This eliminates the need to "re-cap" the voice message by typing it into the email message.

### Other things you should know:

- STT is *not* a dictation service. It is intended to provide the gist of the message, not an exact word-for-word transcription.
- STT is fully automated so there is no one listening to your voice messages.
- Most callers do not speak in full and complete sentences; the STT transcription service attempts to reflect this with spaces and punctuation.
- Transcription quality depends on a variety of factors. Issues that would cause problems for a human listener will also cause problems for the automated system. For example, messages from speakers with non-English accents, messages from speakers who do not speak clearly, and messages from speakers located in a noisy environment will not be transcribed correctly.
- The automated system is "tuned" to transcribe typical English conversation. In many businesses however, messages may contain jargon, phrases and acronyms that would be difficult for a human listener to transcribe correctly.
- Transcriptions for which the system has a low confidence level will not be sent. Instead, you will receive an email notification of a new message. Typically, about 15% of messages are deemed "untranscribable".
- The service is available in North American English only. For this reason, we recommend that users who receive a significant number of voice messages in a different language should not be enabled for STT since voice messages in another language will not be transcribed successfully.
- Up to 60 seconds of audio in a voice message will be transcribed.