



Compadre Interact®

Frequently Asked Questions

Congratulations on purchasing *Interact*, one of the many products within SpeechGear's *Compadre*® instant translation suite. This document provides answers to some Frequently Asked Questions (FAQ) as well as some User Tips. If after looking at the document you still have a question for us, or suggestions as to new features we should add, please email support@speechgear.com. Include the product you are using, the version number (found in the "About" tab of the software) and your contact information. We'll get back to you right away with an answer.

- **How do I get to the User Manual?**

Click on the "Help" icon in the upper right corner of the User Interface.

- **How can I view the video tutorials?**

Click on the down arrow immediately to the right of the **Help** icon and select the **Launch Tutorial Video** option. Note that you can turn on or off the closed captioning feature.

- **How do I turn on the microphone?**

If your microphone has a hardware switch, make sure it's turned on. *Interact* also includes a software switch. If your microphone is "gray" versus colored, click on the microphone icon on the left of the screen or say "Start Listening". The speech recognition takes a second to activate.

- **What's the best position to hold the microphone?**

Your mic should ideally be held a constant distance from your mouth, approximately one inch is perfect. If you're using a headset, make sure the boom is at the same level of your mouth instead of placed near your throat (as people commonly do). For handheld microphones, you should try to hold it so you speak directly "down the pipe" of the microphone instead of holding it so you speak "over the top" of the microphone. In any case, *Interact* constantly monitors and automatically adjusts your microphone gains, so while the above will help improve performance, it isn't imperative that you follow all these suggestions precisely.

- **Can I use a wireless microphone?**

Yes, although a FM or analog microphone will produce better results than a Bluetooth microphone.

- Do I need to speak any differently from the way I usually speak?

No, speak naturally, do not slow down or shout, just use normal conversation. Here are some additional tips:

- Think about what you want to say before you say it.
- It's best if you speak clearly and concisely, but not too slowly.
- Speak in grammatically correct sentences.
- Avoid using slang and other confusing or extraneous words, such as "umm" or "you know".
- Verbally insert punctuation ("question mark", "comma", "period") for more accurate translations.

- What's the best process to use for a conversation?

- Use the switch on the microphone to turn it on and also click the microphone button on the screen.
- Speak into the microphone (see previous questions). (It may take a few phrases for the speech recognition to work. This only happens when you have just launched Interact. Subsequent times will be faster.)
- Say whatever you'd like to have translated.
- Check the text transcription of what you just said and if it's okay then click or say **Translate**.
- If the transcription is not okay, click the garbage can icon or say **Clear** and speak again. You can also correct the sentence by typing or using voice commands (see the User Guide).
- Use the switch on the microphone to turn it off between translations.
- Click the microphone button of the target language and hand the microphone to the foreign speaker.
- After switching language directions wait a few seconds before speaking and repeat these steps.

- What do I do if the program is not recognizing what I'm saying?

Repeat a phrase or sentence using different words that mean the same thing to clarify a point.

- How do I set up Interact to transcribe and translate a speech/seminar?

In the **Configure > User Options** tab, select the **Enable Automatic-Translate** and **Full Duplex** options. Note that these can be saved as a separate **User Configuration** so you do not have to manually check these boxes each time you want to use *Interact* in this mode.

- Can I use *Interact* in places where there's a lot of background noise?

Yes, be sure to use a good noise-canceling microphone to improve speech recognition. Usually a headset microphone is noise-canceling but a hand-held is not. If speech recognition is not working well, use the keyboard or, if you have a tablet PC, the touchscreen to enter text.

- What if the ambient noise environment has changed since I last set up my microphone?

Interact continually adjusts your microphone settings. If you want, you can also adjust the audio settings by running microphone setup, which is located in the **Configure > Speech Recognition** tab of the user interface.

- If I retrain my Voice Profile will that erase my previous training?

No, training is cumulative. The more training you do, the more accurate your speech recognition will become.

- My microphone or speaker isn't working!

Please read the *User Guide* section entitled **Getting Started: Setting Up Your Microphone: Troubleshooting Devices**. Also, you can check the following:

1. Click on the **Start** menu
2. Select Control Panel
 - If in **Classic View** select **Sounds and Audio Devices**
 - If in **Category View** select **Sounds, Speech and Audio Devices** and then **Sounds and Audio Devices**
3. Select the **Audio** tab of the tabbed interface
4. Under **Sound Recording**, set the default device to your USB choice (e.g. **C-Media USB Headphone Set**)
5. Under **Sound Playback**, set the default device to your computer's internal sound card (e.g. **SoundMax HD Audio 0**)
6. Warning: do not select your USB choice as your playback device or you will get no audio playback
7. Uncheck the box labeled: **Use only default devices**
8. Click the **Apply** button
9. Click the **OK** button

- Do I need to record my voice profile on every computer I use, or can I share the same profile on multiple computers?

You only need to generate a voice profile one time, there's no need to do this multiple times, once for every computer. Here are the steps to copy a voice profile from COMPUTER ONE to COMPUTER TWO:

1. On both COMPUTER ONE and COMPUTER TWO, configure your **Folder Options** so that you can see "hidden files and folders". This is done in the Control Panel under the **Appearance and Personalization** tab.

**Start > Control Panel > Appearance and Personalization > Folder Options
> Show hidden files and folders**

2. The following location is where Interact stores all the Voice Profiles. Each Voice Profile will have its own folder. On COMPUTER ONE, go to this location to see these folders.

C:\ProgramData\Nuance\Dragon SDK Client Edition I 0\Users

3. Copy the folder from COMPUTER ONE that you want to also appear on COMPUTER TWO and place this in the designated location on your server (again, the folder contains all the data for that particular voice profile).

4. On the COMPUTER TWO, open the same location, which is:

C:\ProgramData\Nuance\Dragon SDK Client Edition I 0\Users

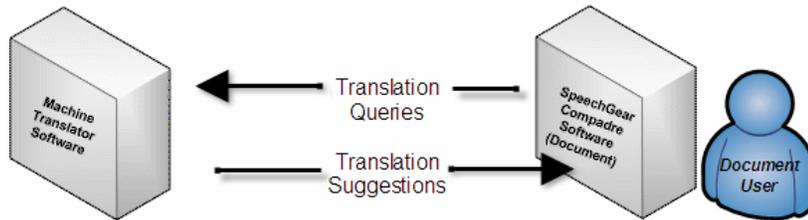
5. Paste the folder in that location.
6. Repeat this copy and paste process for all other computers where the voice profile should appear. **AND YOU ARE DONE**. The voice profile will now appear on COMPUTER TWO (and all other computers where you have done the copy and paste process).

- What is a MT versus a TM?

MT stands for “Machine Translator” and TM for “Translation Memory”. Both a MT and a TM are included in your *Composer* translation engine, which is where the translations for *Document* are generated. The MT is a completely automated translation engine that takes your input phrase, identifies the intended meaning, and generates an appropriate translation. The TM is a special module where you can enter desired translations for a specific phrase or term. For example, you can enter whether the acronym, *U of M*, is translated as *University of Minnesota*, or *University of Michigan* or *University of Miami* and so forth. You can also easily use the TM to enable all your *Compadre* products to remember a translation that you’ve previously used and approved. For example, if you use *Documents* step-through features to translate a document, then the program will remember all of those phrases and use them in the future. This is especially useful if you commonly use a template in your documents, such as a permission slip in a school, a User Manual in a business, or a medical release form in a hospital setting.

Machine Translator

The core translator of *Document* is its Machine Translator (MT). This is included in every installation and cannot be modified by the user. The MT is a software program that aims to provide a correct translation of the selected text. In general, an MT is useful for providing the meaning or gist of a phrase, but may not always produce a grammatically correct translation—especially with phrases that contain acronyms, idioms, and/or colloquiums. Because of these shortcomings, it is typically best to first rely on the Translation Memory (if available).



Translation Memory

The Translation Memory (TM) is a database (SGTM) that contains source text and translation pairs. As you edit your projects, you can add new translations to the TM and reuse them in other translation projects. When you edit subsequent documents, the TM will be able to recognize previously used text and make recommendations for similar translations. The use of TM is completely optional; however, experienced users can improve their result documents by building and reusing these files.

