IBM Embedded ViaVoice Mobility Suite – Version 1.1.1
Frequently Asked Questions (FAQ)

Question: What commands can be spoken?
Answer: Say "show commands" or "What can I say" to view the list of active commands. The WCIS window will appear with a subset of the available voice commands. Active commands are in **bold font**. The on-line help explains how the user can determine the complete list of voice commands.

Question: When I say "What Can I Say" it gives me a list of words. But it doesn't recognize any of those initial words. Why not?
Answer: The WCIS window lists only a subset of all the commands that can be spoken. Active commands are in **bold font**. If a particular active command is not working, it may be a mis-recognition. Make sure that you speak clearly and use valid commands. Refer to the on-line help for valid commands.

Question: When I say a word or phrase sometimes my IPAQ powers off. What can I do to prevent that?
Answer: This is a mis-recognition of the "power off "command. Make sure that you speak clearly and use valid commands. Refer to the on-line help for valid commands.

Question: When I power-down at night, and I'm in the 'Calendar' application, where do I return when I power-up the next morning?
Answer: You are exactly in the same place as you were when you powered down. Say "show commands" or "What can I say" to view the list of active commands. Active commands are in **bold font**.

Question: I start Contacts, Calendar, Tasks, and/or Inbox from the start menu and speech commands don't seem to work.
Answer: You need to say the "go to <ProgramName>" command to enable (activate) the appropriate speech vocabulary. This will disable (deactivate) the previously active speech vocabulary. The active speech vocabulary is the set of commands that is in **bold font** in the What Can I Say window. Global commands and at most one of the other sets of commands (Contacts, Calendar, Tasks, and/or Inbox) is active at one time.

Question: If I'm working in 'Calendar', checking my appointments, and want to call someone, can I say "read John Doe phone number"?, or do I need to exit 'Calendar', go into 'Contacts' to get this information?
Answer: You do not need to exit the Calendar application but you do need to change the active voice command set to "contacts". Say "go to contacts", then say "read the phone number for John Doe ". To switch back to the calendar command set, say "go to calendar". Global commands and at most one of the other sets of commands (Contacts, Calendar, Tasks, and/or Inbox) is active at one time.

Question: I start ViaVoice. I then add a contact via the Contact application or ActiveSync it from my desktop and it doesn't show up in the What Can I Say Window (for training)?
Answer: You need to tap on the Tools->Refresh menu option or say "Refresh Commands". Once this command is completed, the new entry or entries will now appear in the WCIS window for training.

Question: Can I create new Global Commands? Can I train the IPAQ to respond to "OK" instead of "Enter"?
Answer: The only global commands that you can create are the commands of type "go to <program name>". This is done by going to the WCIS windows and training the appropriate "go to <program name>" item.

Question: Do I have to train all my contacts names? Is there an easier way to do this?
Answer: No. At this time you need to train all the contacts that you wish to access using your voice.

Question: Can I have ViaVoice Mobility Suite only recognize my voice and no one else?
Answer: No. ViaVoice Mobility Suite is speaker independent.

Question: I can't figure out how to read messages that I have already read. It seems to focus only on unread messages.
Answer: You may have used the "Read new mail" speech command. Once all the new mail is read, it is marked as "read" and thus there is nothing new to continue reading. To read previously read mail, you need to use the "Read mail" speech command. This will allow you to read previously read mail and give you the capability to navigate mail those mail messages using other speech commands.

Question: Is it possible to record an email reply audible attachment without using the stylus during the process?
Answer: Yes. After answering "yes" to the audible attachment prompt (and the record dialog is displayed), issue the "start recording" command. Speak your reply and when finished press and release the speech button (button 5). Now, the recording has been completed. To dismiss the record dialog, issue the "enter" command. You will get a confirmation that the recording has been attached to your reply.

Question: When I say "Next Appointment" it reads me an appointment for another day - not today. How do I get it to focus on today's events?
Answer: There is no way to limit the response to a specific day. Transitioning between days is a feature. That is why the start date is read as well as the start time when the first appointment of a day is read. However, the date is not read when transitioning to the last appointment of the previous day, unless it happens to be the only appointment for the day.

Question: "Up", "Down", "Right", "Left" don't seem to do anything. Why not?
Answer: These commands emulate the up, down, left, and right functions of the "IPAQ Navigator/Action Button". These commands simulate the effects of this button.

Question: I seem to have lost the "notes" recording function previously assigned to the "record" button. How do I get it back?
Answer: At present, the function previously provided by the record button is not available when ViaVoice has ownership of the record button. To reactivate its old function, go to Settings/Personal/Buttons, select "Button 5" and "Record" as the assigned application, then press OK. To give ownership back to ViaVoice, select "IBM ViaVoice" as the assignment.

Question: Occasionally, the volume of the output from ViaVoice drops to a very low level. What can cause this?
Answer: The problem is associated with the amount of battery power on the IPAQ. In order to minimize the battery drain the volume will be lower. You need to charge up your IPAQ.