FAQs

Q: How do I improve my speech recognition?

A: This article describes techniques that can improve the transcription accuracy of the Docsoft systems. **Read more...**

A2: At the user's option, speaker profiles can be created to improve the speech recognition of the system for a specific speaker. The speaker profile can be trained to the speaker's voice and words can be added to the speaker's vocabulary. Training will increase speech recognition accuracy of output.

Q: What are media file formats?

A: This article gives basic understanding of the digital media that represent audio and video contents, and popular methods of digital media information formats. **Read more...**

Q: What is Automatic Speech Recognition?

A: Having a machine to understand fluently spoken speech has driven speech research for more than 50 years. Although ASR technology is not yet at the point where machines understand all speech, in any acoustic environment, or by any person, it is used on a day-to-day basis in a number of applications and services. **Read more...**

Q: How can Docsoft fit in with my accessibility requirements?

A: Please view the following document **here**.

Q: Which media formats are accepted?

A: Docsoft accepts a variety of digital media, for the complete list of acceptable media formats, **click here.**

Q: How can I set up my network?

A: Docsoft has created a list of several different network types. If you need additional information, please contact us. *For a sample of supported network portals,* **click here.**

Q: What are Docsoft's output formats?

A: Docsoft produces captions and transcripts in multiple formats, for the complete list of transcript and caption output formats, **click here.**

Q: What do you do after editing the transcript in the TE?

A: Choose File > Export *to export your file, and then choose the correct format type.*

Q: Why won't my captions play on my video?

A: Ensure that your video player's caption settings are enabled or turned on. By default, most players are set to "no captions". For guidance on turning captions on for each video player, check our How-To *section for instructions.*

Q: Why do we have to browse for the media every time we turn on the transcript editor?

A: You may need to install additional codecs