

## Products and Services

### *We teach computers how to listen®*

Custom Speech USA, Inc. provides products and services for workflow and document management, call center applications, business systems integration, and dictation, transcription, and speech recognition. Custom Speech USA, Inc. products are designed for use with Windows operating systems. Contact information: 3 North Court Street, Suite B365, Crown Point, IN 46307. 219-662-3800 (v) 219 662-3877 (f). Web: [www.customspeechusa.com](http://www.customspeechusa.com) Email: [info@customspeechusa.com](mailto:info@customspeechusa.com).

### Products

**Command!™** (patent pending) is a workflow and document management application for the small home office or enterprise. Create simple or complex project workflows with the intuitive PathPerfect™ interface. Complete activities at each stage in the process using your favorite text processor, spread sheet, email application, browser, contact manager, fax, or other Windows-based software. Integrate software applications with a macro editor that automatically creates programming code for you. Servers for automatic job transfer, automatic signature, job status notification, and conditional workflow creation are available. Other features include data transfer to and from pre-existing databases, quick (batch) approval, web-enabled job status reports, and automatic time and billing from time-activity data recorded by Command!™. Make Your Software Work Together™

**Command!™ Call Center** uses the Command!™ workflow manager to route messages and other audio. The Call Center has Information Center, Message Center, and Dictation Center. With the Information Center, customized telemessages to call-in customers, suppliers, or employees can be provided. The Message Center supports both traditional voice mail and messages to departments. These "departmental" messages can be routed on a local or internet network to the appropriate PC. A "call-out" function transfers calls to a home, office, or mobile phone, or pager. The Dictation Center can be used as a telephone server for dictation. The Dictation Center also saves "voice notes" dictated for particular projects or clients, providing an easy way to store audio dictated on the road or away from the office. Turn Calls Into Action!™

**acWAVE™** is an audio conversion tool that supports conversion of .wav, .mp3 (MPEG Layer-3 Encoding Audio Compression), .vox (Dialogic), .wma (Windows Media Audio), .msv (Sony), or .dss (Olympus) files to .wav, .mp3, .vox, and .wma. Conversion of the Olympus and Sony formats requires separate purchase of software converting the .msv and .dss files, respectively, to .wav. Conversion to .wma requires installation of Windows Media Player, which is distributed with acWAVE™. WAV types supported include PCM (Pulse Code Modulation), GSM (Global System for Mobile Communications), DSP (DSP Group TrueSpeech), G.726 (CCITT standards G.726), ADPCM (Microsoft ADPCM),  $\mu$ law (  $\mu$ Law digital telephony), and ALF2CD (NCT ALF2 CD Audio). A standalone and client/server version are available.

**CustomMike™** software driver is designed for use with a handheld microphone (model no. 6170) produced by Philips Speech Processing, a division of Philips Royal Electronics. The microphone has a separate button for record and a thumbswitch for play, fast forward, fast rewind, and stop. The microphone records and store files in a digital format. Dictated audio can be easily sent across a local or wide area network, attached to an email, compress or encrypt the file, or do virtually anything else that can be done with digital files. The microphone uses a standard sound card and comes with a PC game port (joystick) plug. Use of the microphone with a USB port with a game port/USB adapter is strongly recommended.

**MacroBLASTER™** records and stores macros that automate daily work routines. These macros can be activated with a programmable keypad, bar code, or voice command. Macros can be developed to start and exit from programs, capture menu selections, paste large amounts of text from clipboard into an active window, open documents in their native application, activate simple keyboard shortcuts, retype the same word, phrase, number, or other sequence, load templates, and execute complicated, multi-step commands. The intuitive graphic user interface of Script Tool™, a macro script editor, allows a user to select the desired event (e.g., open or save a file) by clicking on a button or menu item. The software automatically creates programming code with Visual Basic Scripting Edition (VBScript).

**PlayBax™** can convert different formats into a standard .wav file for playback. A standard transcriptionist foot pedal with play, fast forward, and rewind regulates the playback function. In this way, a single, easy-to-use software program and foot pedal is available to process all dictation files. PlayBax™ runs with Windows 95/98/ME/NT/2000 and is distributed with Windows Media Player. It uses a standard transcription foot pedal that can be connected to a serial or USB port. Keyboard and hot-key controls are available for most functions. PlayBax™ includes a playback speed control slider-bar, auto-return to the last audio file and position played, customizable rollback, and other features for more efficient transcription. Use with Script Tool™ to create macros to convert proprietary audio format to standard .wav files.

**SpeechMax™** can be used as a text processor edit and correct text transcribed by the Dragon and IBM speech recognition engines. With patent pending TurboTranscribe™ feature, do a "word check" on PC transcribed text to locate possible errors. Go directly to those words, listen to the audio, and make needed corrections. With patented Verbatimax™ technology, use old transcribed files to rapidly produce verbatim text for speech recognition training. With a powerful word mapping tool, you can also associate a specific word to its audio for automated training of speech recognition systems. Integrate SpeechMax™ within the Command!™ workflow system to keep track of audio, text, graphics, video, and other files. Use with Command!™ Call Center for telephone dictation too.

**SpeechScape™** provides a specialized speech recognition vocabulary. The first edition in this series is for acute medical care. The software may be used with Dragon NaturallySpeaking. It can replace or merge with pre-existing speech recognition files.

**SpeechServers™** (patent pending) uses Dragon and IBM speech recognition engines and provides for centralized transcription and remote, off-site training of speech recognition systems. No enrollment or pretraining is required! The servers for Dragon and IBM software may be licensed separately or combined. The four servers, which may be licensed separately, consist of the following: TransWaveX™ transcribes audio from microphone, hand held recorder, or telephone from any user. SpeechTrainer™ automatically trains speech recognition systems through repetitive correction of misrecognized text ("power training"). SaveSession™ creates compressed session files of audio-aligned text. These Custom Speech USA, Inc. proprietary files are encrypted and distributed for correction by an editor. CompleteProfile™ can be used to create an enrollment off-site using a speaker's daily dictation. This usually increases initial accuracy. The servers require installation of Command!™ (patent pending), a workflow manager and document retrieval system and acWAVE™, audio conversion software.

**SpeechUsers™** is sold as a standalone application or as a component of SpeechServers™. As a standalone, it is an import/export tool for user speech files. As a SpeechServers™ component, it can be used for export/import functions, as well as to assign speakers and vocabularies to speech recognition users. SpeechServers™ permits batch transcription by a central server, correction by an editor of the machine generated text, automated training of speech files by a central server, and distribution of trained speech files to local PCs.

## Services

The company provides services for speech recognition, transcription, and business systems integration. Contact the company directly for rates.

Speech recognition services include training, preparation of customized language models for Dragon and IBM systems (Custom Speech Dictionary™), and off-site training of speech recognition systems.

TransQuantum USA™ is scheduled to provide traditional manual transcription and automated transcription using speech recognition beginning late in 2002. Dictate into a PC, hand-held recorder, or telephone. Transcription services can be combined with training of speech recognition files. If You Dictate, Speak to the Future™

Business systems integration is available. This includes network design and installation, custom programming, PC and software sales, modem and internet setup, computer telephony and call center applications, maintenance and training, and web site hosting and design. The company specializes in integrating with its patent-pending Command!™ workflow manager.

Revised 02/04/02. Price, availability, specifications, and terms are subject to change without notice. Custom Speech USA, Inc. trademarks are indicated. Other marks are the property of their respective owners.

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