Voice Pro®
Transcription

Manual

Linguatec
Language Technologies

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1. Welcome to Voice Pro Transcription

Transcribe audio and video files professionally:

Voice Pro Transcription is a professional on premise software solution to transcribe your audio or video files (e.g. conferences, presentations, interviews, lectures, meetings, recordings...) efficiently and safely offline in an automated way. You can transcribe existing audio recordings even in acoustically difficult environments and with multiple speakers without training or tedious dictation commands. Punctuation is added automatically with state-of-the-art AI.

Voice Pro Transcription offers you to

a) upload **existing audio or video files** or
b) **create recordings directly** and have them transcribed.

You decide whether the transcription should start automatically immediately or whether you want to collect first the files in the transcription list and let them be processed later when it fits to your needs.

Helpful options for personal adjustments and high time savings:

The setting options allow you a comfortable handling according to your needs and help saving time during post-production. Voice Pro Transcription can, for example, recognise speakers, display or skip pauses, automatically add line breaks, insert time codes and much more.

Generate subtitle files automatically:

Voice Pro Transcription saves precious time if you need to create subtitle files (VTT, CTM or SRT) for your videos or audio. Simply select the desired fragment length and specify the subtitle format. Voice Pro Transcription resolves the rest for you at the touch of a button.

Secure processing to protect your confidential documents and data:

Voice recognition takes place directly on your PC without any connection to external servers. This means you always retain control over your confidential documents and data.

Easy to use and with clear management:

The handling is efficient and simple. Select a file (audio/video) or create audio and start the transcription.

The transcription list allows you to keep track of your transcription projects and access all important information at any time.

Efficient transcription editor:

The transcription editor allows convenient post-editing and it can handle the usual requirements such as fast-forwarding and rewinding as well as speed control for the audio.

Large selection of languages:

With Voice Pro Transcription you have the choice of worldwide languages.

Support for a wide range of audio and video formats:

Voice Pro Transcription supports all common audio and video formats.

2. Things to know

2.1 System Requirements

The professional transcription of audio files requires the use of extensive AI algorithms and therefore needs a powerful PC. The speed of recognition depends on

- Selected speech recognition model (small, medium and large are available)
- Quality of the recorded audio (strong background noise requires more calculation effort and therefore more resources)
- Capacity of CPU and GPU

System Requirements:

Operation System:	Windows 11, Windows 10
RAM:	16 GB
Free Hard Disc Space:	20 GB
CPU:	Intel i7 or higher from generation 10, with existing E-cores
GPU:	A GPU (graphics processor) is not required but can contribute to a significant increase in speed. NVIDIA graphics cards from 6 GB video memory are supported, e.g. NVIDIA GeForce GTX 3060

For detailed information, please refer to chapter 8 “System requirements for different applications”.

2.2 Punctuation and Punctuation Marks

Voice Pro Transcription is designed for the transcription of conferences, recordings, interviews, meetings, etc. and therefore supports "spontaneous speech". It is not necessary to dictate the punctuation marks. These are added automatically with state-of-the-art AI.

2.3 Supported Audio and Video File Formats

Voice Pro Transcription supports the following audio and video file formats.

Audio formats: WAV, MP3, WMA, AIFF, M4A, AC3, MP2

Video formats: AVI, M4V, MKV, MOV, MP4, WMV

For proprietary formats such as DSS, it is necessary to install the appropriate software that converts it into a format that can be read by other applications.

This is possible, for example, using the Switch Audio File Converter application. This converter is not included in the software Voice Pro Transcription.

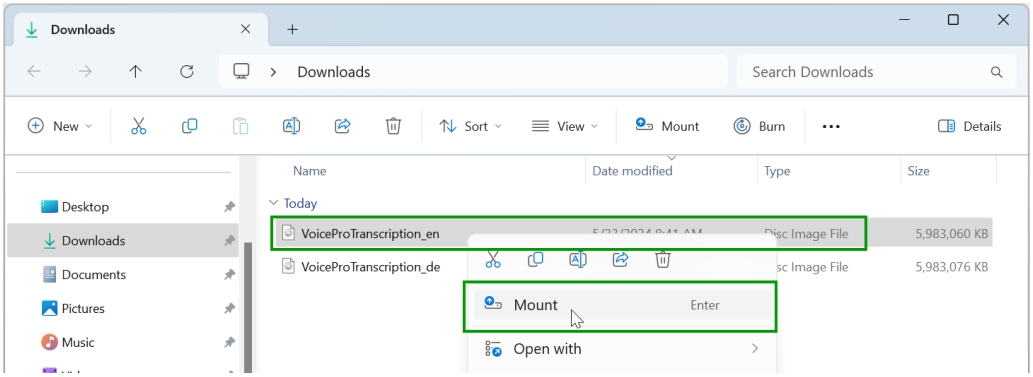
3. Installation

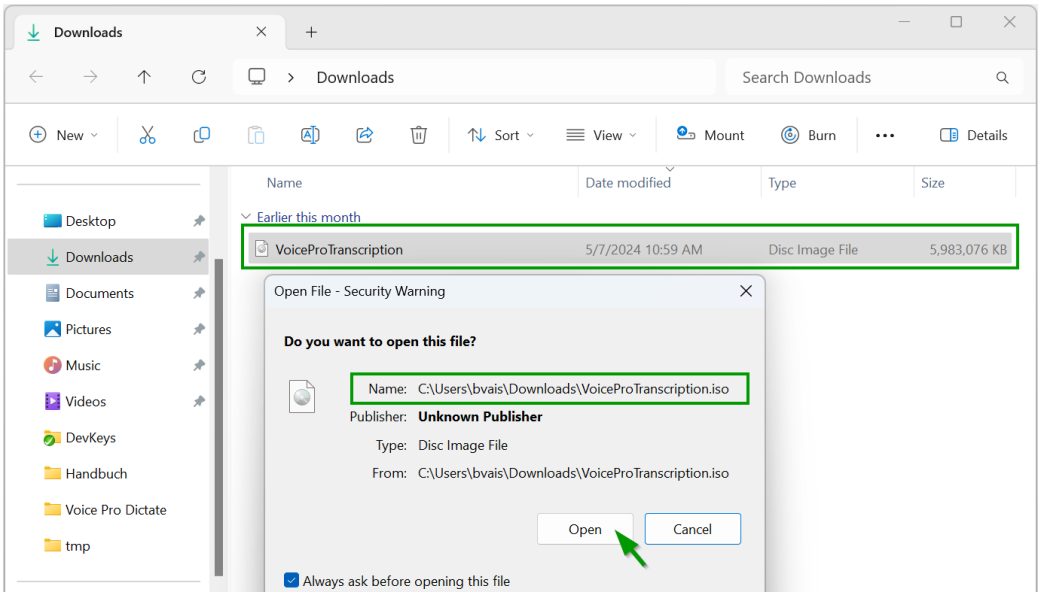
Preparing the installation:
Please note that you must be logged in as an administrator to install Voice Pro Transcription.
Ensure that anti-virus programmes and firewalls are not blocking any processes required for the installation.
Save your documents and close all other applications before starting the installation.
Check that your computer fulfils the minimum system requirements.

Download installation file and installation:

Please download the Voice Pro Transcription ISO file via the link you received from your online retailer after purchase and save it on your computer. The ISO file is an exact copy of a CD/DVD disk that contains all the necessary files for the installation. Double-click on the ISO file to mount a virtual DVD and open it in File Explorer.

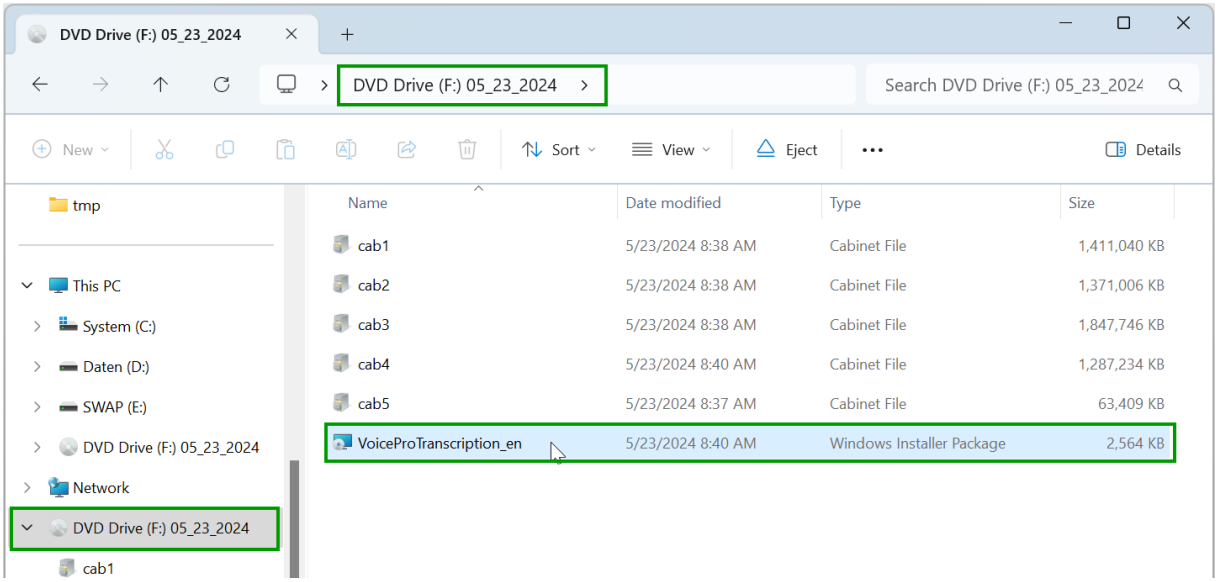
Please confirm the opening of the ISO file after you have checked its file path and name: VoiceProTranscription_en.iso or VoiceProTranscription_de.iso



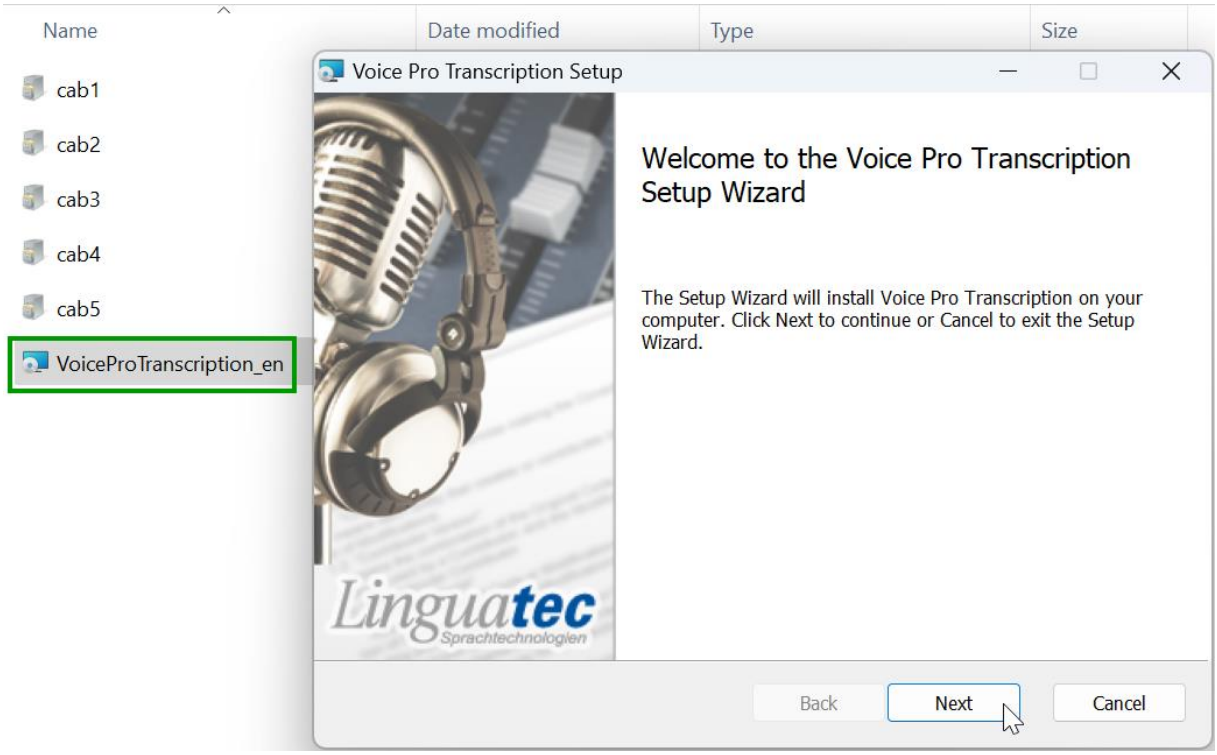


After confirmation, a new DVD drive will be created with the content of the ISO file.

Sometimes confirmation is not required, and the ISO file will open immediately.

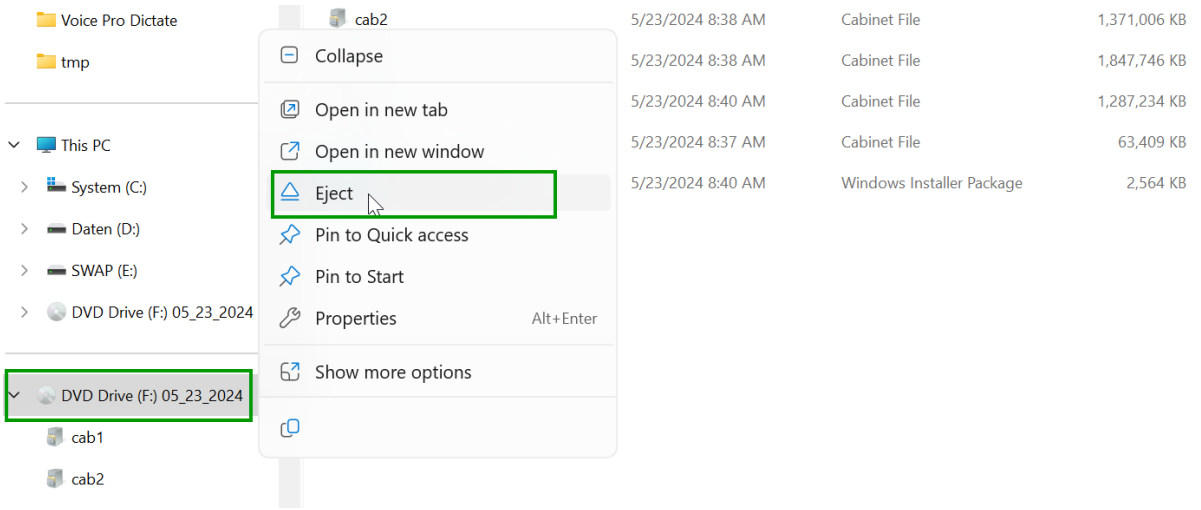


Start the installation by double-clicking on the **VoiceProTranscription_en.msi** file or **VoiceProTranscription_en** (Windows Installer package).



Then follow the instructions of the installation program.

Once the installation is complete, you can “eject” the virtual DVD drive or close the ISO file. To do this, right-click on the DVD drive in File Explorer and select the “Eject” command in the pop-up menu.



Create a backup copy of the installation file:
Download links have a limited validity, please remember to make a backup copy of the installation file in time, e.g. on a USB stick or an external hard drive.

4. Activation

4.1 Time period für Activation: 7 days

Voice Pro Transcription can be used without activation within 7 days after the installation. In order to continue using the software afterwards, the software must be unlocked with an activation code. As long as Voice Pro Transcription has not been activated after the 7 days, the Activation Wizard will be displayed each time the program is started.

4.2 Licensing

For taking the Voice Pro Transcription user licence and use the software on the computer, the product must be activated with a **25-digit licence key**. After having proceeded the activation, the single user licence is then considered to have been pulled.

4.3 Activation Methods

4.3.1 Instant Activation (Automatic Activation)

Prerequisite:
For the instant activation the computer on which Voice Pro Transcription is installed needs to have access to the Internet. Please have your licence key to hand.

Advantages:
After entering the licence key, the licence can be activated with just one click.
Less prone to errors and quick to carry out.

Steps:
1. Select the language for the activation dialogue:
Select the language in which you want the activation dialogues to appear and then click “Activate now”.

2. Enter your 25-digit licence key in the "Licence key" column.
3. Enter your name, e-mail address and country. Ensure that the spelling is correct. Support is not possible without correct allocation.
4. Then click on the “Next” button.
Under Activation method, select the option “Immediate activation”.
Under Proxy settings, leave the default option ("Do not use a proxy server") selected and click the Next button to finalise the activation. 5.
5. you will receive a corresponding message after successful activation has been completed.

If no connection to the activation server can be established, check your Internet connection and check whether you need to adjust the proxy settings.
First try the proxy setting option on your system.
If this does not work either, enter the proxy server and the corresponding port manually.

4.3.2 Manual Activation

Recommendation:

We advise to perform the manual activation only in case that the computer on which Voice Pro Transcription is installed has no access to the internet.

Manual activation is more prone to typing and transmission errors, as hardware code, activation code and license key have to be entered manually.

We therefore recommend carrying out immediate activation if possible.

Note: Do not perform manual activation more than once for the same hardware code, otherwise you will receive a message that the licence has already been used up.

Procedure for manual activation:

For manual activation, it is first necessary to generate a hardware code on the computer on which Voice Pro Transcription is installed (see point 5 under "Steps").

With this hardware code and your licence key you can then generate the activation code from any other PC on the Linguatec activation website (https://www.linguatec.de/en/activation/). The activation code that you obtain has to be entered on the PC on which Voice Pro Transcription has been installed.

Steps:
1. Select the language in which you want the activation dialogues to appear and click “Activate now”.
2. Enter your 25-digit licence key in the "Licence key" column.
3. Enter your name, e-mail address and country. Ensure that the spelling is correct. Support is not possible without correct allocation.
4. Click on the “Next” button.
Under Activation method, select the option Manual activation and click on the Next button to continue the activation.
(The proxy settings are not relevant for the manual activation).
5) In the following dialogue box, the hardware code will be shown.
Click on the link of the Activation form to open the data within a HTML document.

Please note hardware code and your licence key.
6. Open the Linguatec activation website (https://www.linguatec.de/en/activation/) from any PC connected to the Internet and enter here licence key and hardware code to generate the activation code.
7. Print out the web page with the activation code or make a note of the code on the printed activation form. Please ensure that the code is spelt exactly.
8. Return to the “Product activation: Manual activation” dialogue box on your PC. If you have already closed the dialogue box, you will need to restart Voice Pro Transcription to call up the product activation again. Then repeat steps 1 to 4 described above.
9. Enter the activation code you received on the activation website in the corresponding field.
10. Click on the Next button to complete the activation.
11. After successful activation a message will pop up to inform you that the activation has been successful.

4.4 Important Notes on Product Activation

Single user licence:
The single user licence of Voice Pro Transcription allows the installation and use on ONE local computer for ONE user.
If several workstations are to be equipped, we offer copy licences.
In this case, please contact us directly.

Hardware code:
Product activation is linked to the PC on which Voice Pro Transcription is installed by means of hardware codes. The activation code you receive for activation can therefore only be used on the PC on which you started the product activation and generated the hardware code.

Reinstallation:
You must activate the programme again after each new installation.

User access:
Before activation, make sure that you are logged in as the user and with the rights on the computer under which you want to work with Voice Pro Transcription. Reciprocal access via different users is not covered by the single user licence. Please contact us if you require multiple users or workstations.

4.5 Frequently asked questions concerning the product activation

Where can I find the licence key?
You will receive the 25-digit licence key from your dealer after purchase. Usually it is sent by e-mail.
If you have not received the e-mail, please check your spam folder and make sure that the payment has been completed.

Where can I find the activation code?
The manual entry of the activation code is only required for manual activation, i.e. if your PC cannot access the Internet. See the chapter on Manual Activation.

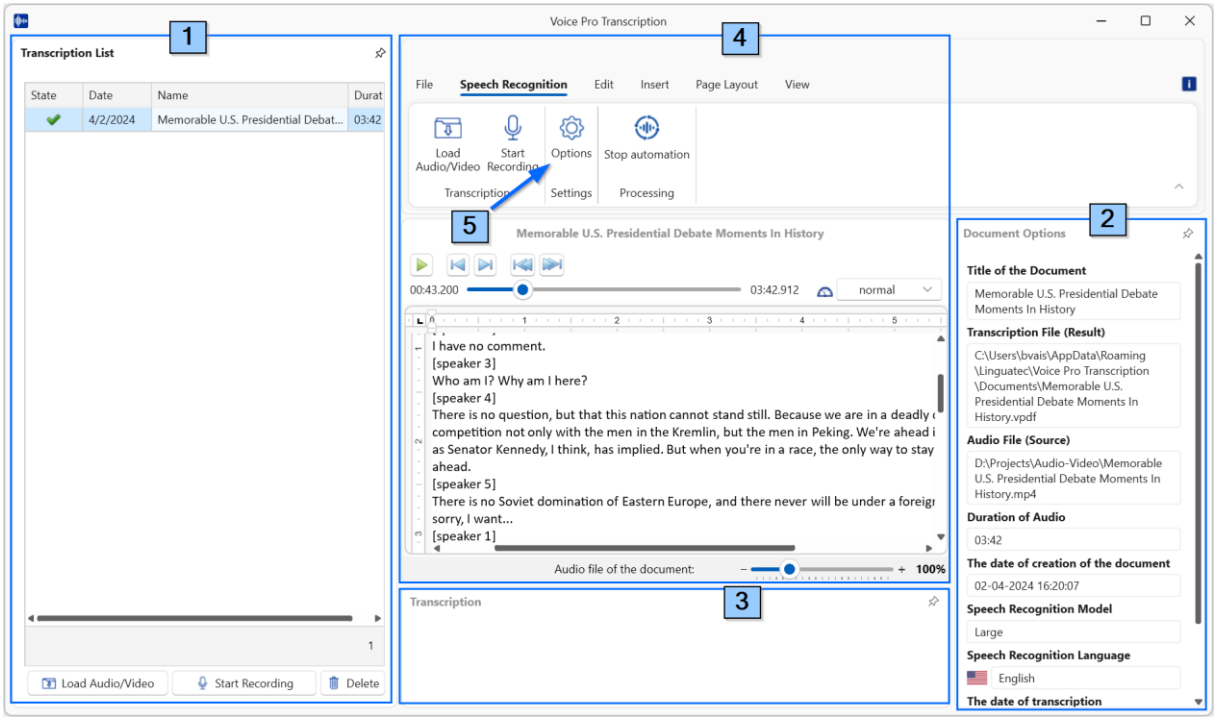
If you select immediate activation, the activation code is automatically entered into the licence file by the activation routine.

Where can I find the activation dialogue?
The product activation is called up automatically each time the programme is started, as long as Voice Pro Transcription has not yet been activated or activation is required again (e.g. after changing computer or reinstalling).

Does the computer need Internet access?
No, not necessarily.
If the computer has no Internet access, you can choose the manual activation method.
Please see chapter concerning the manual activation

5. User interface (GUI), settings and functions

The Voice Pro Transcription user interface has a modular structure and contains the following elements



1. **Transcription list**
2. **Transcription information**
3. **Transcription progress indicator**
4. **Transcription editor with ribbon bar**
5. **Options dialogue**

5.1 Customizing the user interface.

You can customise height, width and positioning of the user interface elements to suit your needs.

Hide elements and display them as a narrow tab (auto-hide):

Click on the pin at the top right-hand edge of the respective element. If you no longer want the element to remain hidden, click on the pin again (which is crossed out in this case).

Change the height and width of elements:

Move the mouse pointer over the bounding box of the respective element until the mouse pointer changes to the positioning view and move the window boundary as desired with the mouse.

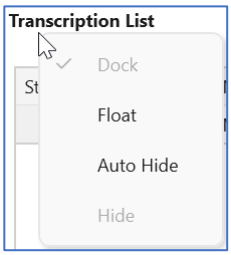
Undock/undock element:

Click in the centre of the respective GUI element, hold down the left mouse button and drag the element out of the main interface.

Change the arrangement of the elements:

The elements can be arranged in different positions. Hold down the mouse and drag the element towards the centre of the main surface until the positioning markers are displayed. Position the element using drag & drop. A grey marker indicates the position to which it will be moved when you release the mouse at this point.

Dock, hide, move freely and auto-hide elements via the context menu:

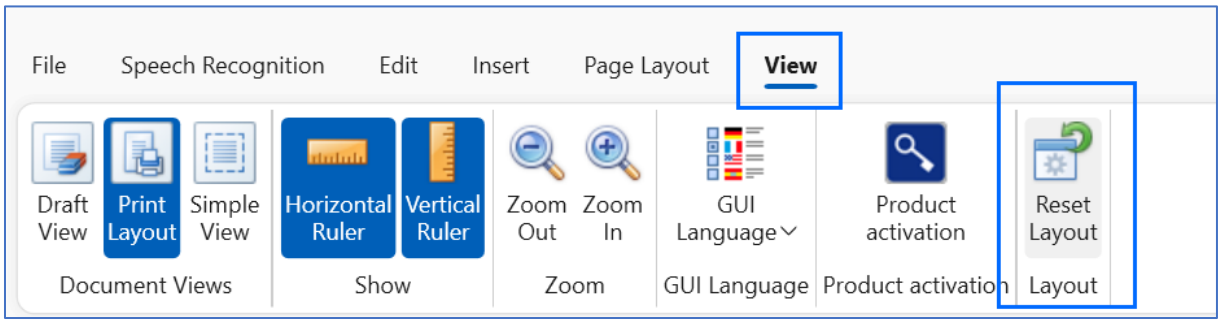


Docking, Free Move, Auto Hide and Hide are also available via the context menu in the title area of the respective element.

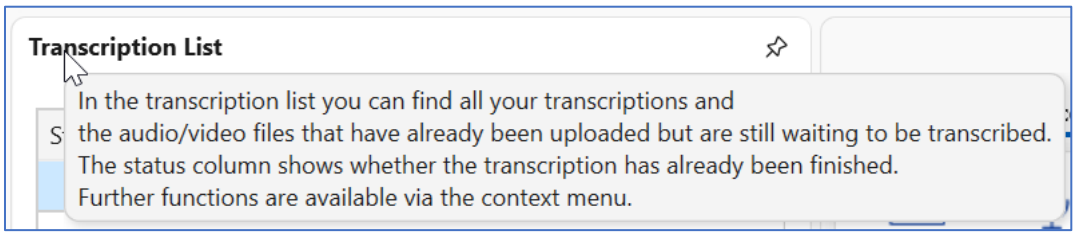
To do this, click the right mouse button at the top of the respective element.

Reset to default setting:

If you want to reset the view to the default setting, click on the "Reset Layout" button on the "View" tab. After clicking, the application must be restarted.



Mouseover with detailed explanations:



All elements come with a mouseover text to provide all necessary information concerning the respective element.

5.2 Transcription List

Transcription list:

In the transcription list, you can find all the files that you have added to the transcription.

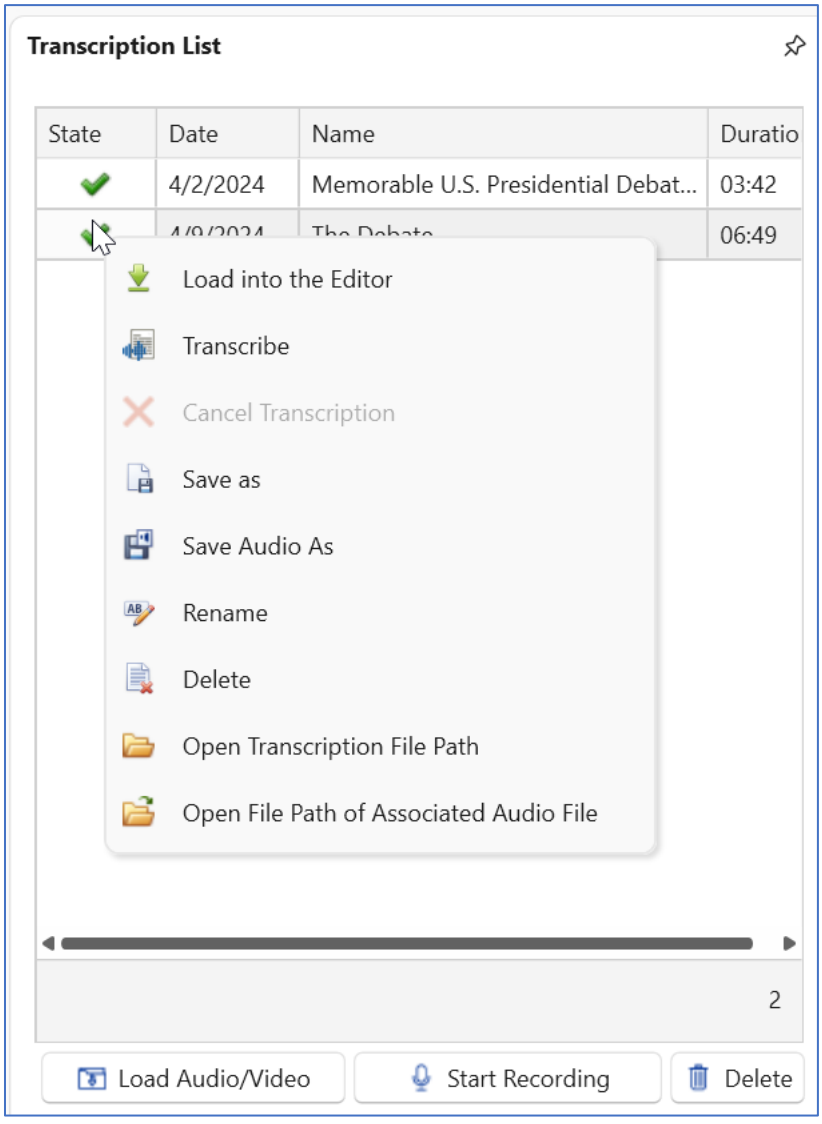
Note: Adding files to the transcription list is done via the "Load audio/video" button and selecting the corresponding file or by using the Drag&Drop function from File Explorer.

Column “Status”:

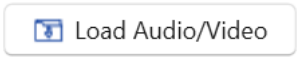
The "Status" column shows whether the transcription has already been carried out, is still pending or is in progress.

Opening a transcription file in the editor:

You can load the transcription directly into the editor by double-clicking on its file name in the transcription list. Alternatively, you can open the transcription in the editor via the context menu in which further functions are available. Context menus or right-click menus display a list of commands next to the cursor when you click the right mouse button.



Below the table of the transcription list you will find the buttons "Load Audio/Video", "Start Recording" and "Delete".

	**"Load Audio/Video"** Allows you to select an audio or video file and add it to the transcription.
	„Start Recording“ Allows you to record directly a dictation, which can be added to the transcription.
	„Delete“ Deletes the selected entry in the transcription list as well as all associated documents in the document storage. If no entry has been selected in the transcription list, the button is inactive.

Note: The same "**Load Audio/Video**" and "**Start Recording"** buttons can also be found in the ribbon bar on the Speech Recognition tab.

Depending on the current view (for example, if you are working on a different tab like “File” or “Edit”), it may be more convenient to use the buttons below the transcription list.

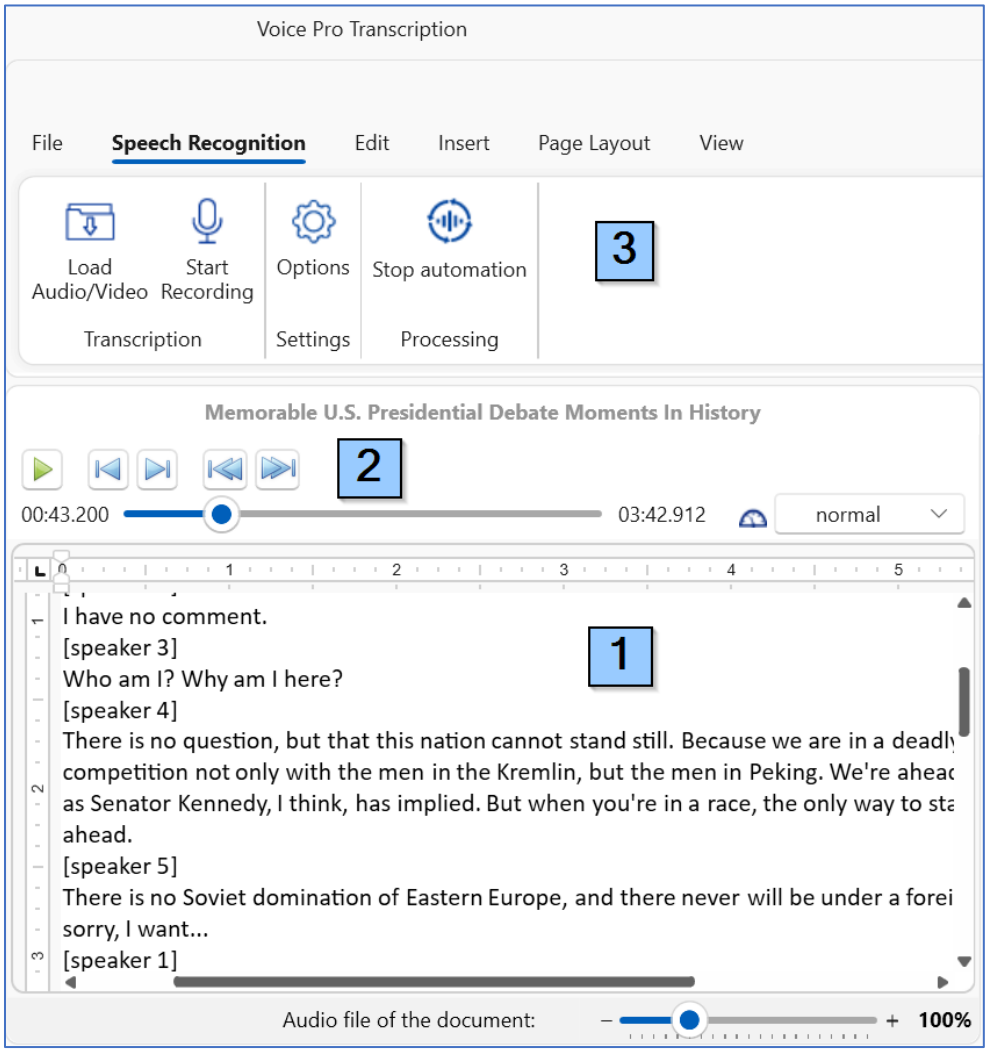
5.3 Information on the Marked Transcription

In this area you will find all available information on the transcription document, that you have marked in the transcription list.

For example, Title of the transcription, File path of the transcription, source file (audio or video) from which the transcription has been generated and its length, selected Language Model and Speech Recognition Language for the transcription...

You can find the respective explanations via mouseover.

5.4 Transcription Editor



The transcription editor consists of a

1) **text window** (with zoom option at the bottom right),

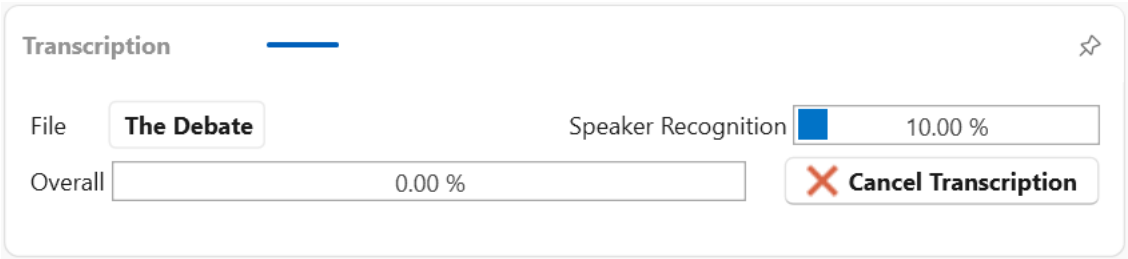
2) and - if the transcription has already been carried out - an **audio player**, which you can use to listen to the audio, navigate forwards and backwards, change the speed or follow the timeline.

3) a **ribbon bar** (with the tabs: File, Speech Recognition, Edit, Insert, Page Layout and View)

The specific functions concerning the speech recognition can be found on the tab "**Speech Recognition**".

For saving the transcription result, its corrections, a subtitle file or for creating a new file, please switch to the "**File**" tab or save the functions in the quick launch bar.

5.5 Progress bar for the transcription and cancelling transcription.



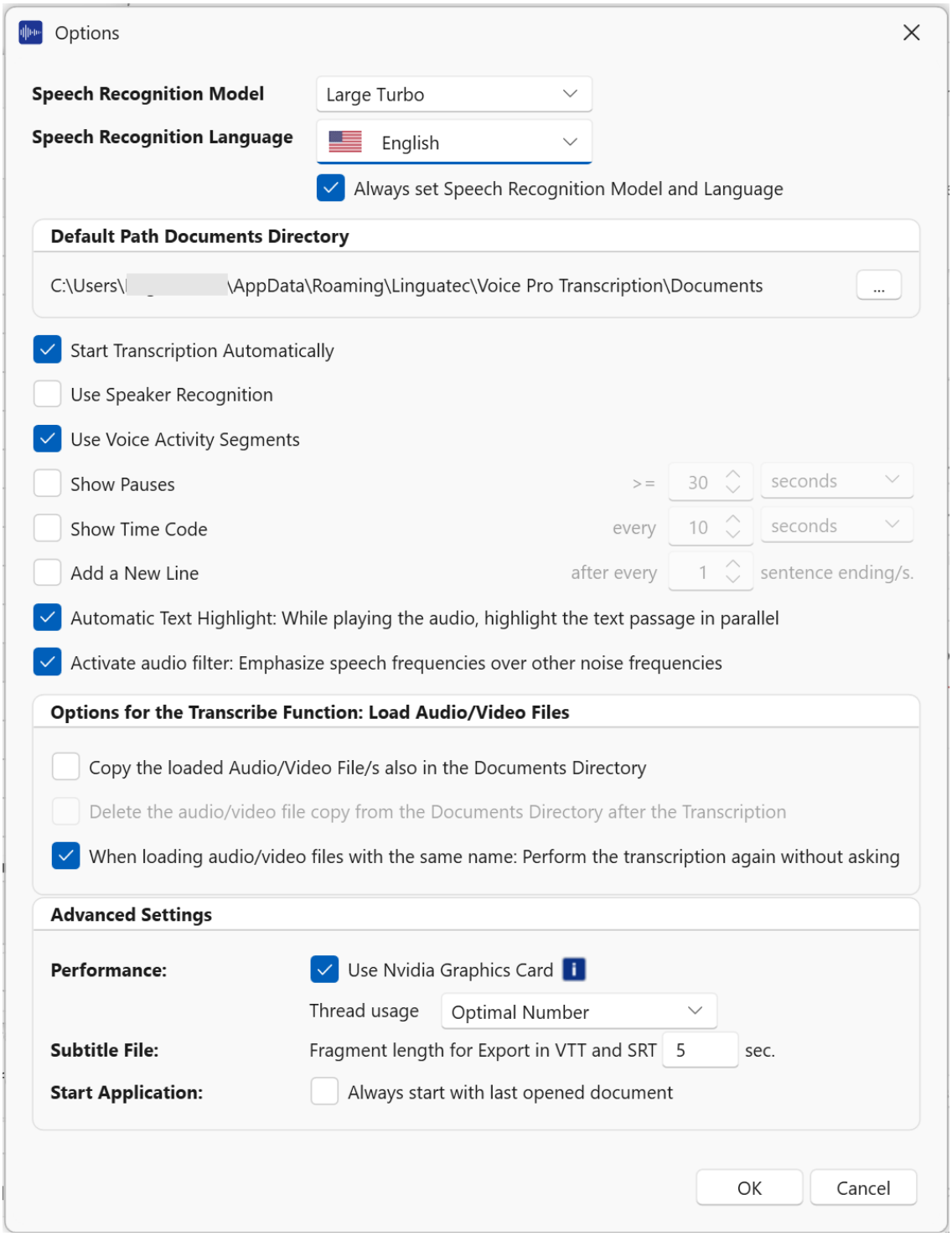
As soon as transcription is started, the progress indicator shows the progress of processing. If several files have been selected for transcription, you will see both the individual and overall progress.

In case that you want to cancel the transcription in progress, you can click on the “Cancel transcription” button.

Note:

If no transcription is in progress, the progress bar is blank.

5.6 Options Dialogue



The options dialogue offers all available setting variations for the application.

Select the **speech recognition model** and **language** and specify whether the query should be made before each transcription.

Speech Recognition Language

You can select from **more than 50 languages**.

If **Automatic Detection** is selected, the system attempts to determine the used language itself.

Note: We recommend using the **Automatic Detection** selection for recordings in which several languages are used and the transcription should be made in the respective language.

For recordings in which several languages are used and you select a specific speech recognition language, the “foreign language” sections will be translated into the selected speech recognition language (if possible).

Example:

> The recording contains English, German and Italian sections.
>
> a) “English” selected as speech recognition language
>
> During transcription, the German and Italian sections will be translated into English so that the transcript only consists of English text.
>
> b) “Automatic Detection” is selected
>
> During transcription, the German sections are assigned the German speech recognition language, the English sections are assigned the English speech recognition language and the Italian sections are assigned the Italian speech recognition language. The transcript will contain German, English and Italian text according to the recording.

Speech Recognition Model: Small, Medium, Large, Large Turbo

A smaller speech recognition model requires less system resources, delivers faster results, but may be less accurate in terms of recognition.

We recommend using the **Large Turbo** speech recognition model (if possible due to the available system resources of your PC).

Default Path - Document Directory

You can also specify the **default path** where your uploaded files and transcription documents should be stored.

After that the transcription has been successfully completed, in the selected default path will be saved

a) the **transcription together with the audio** in the **VPDF file format** (the program's own file format, which contains both the original audio and the transcription result in text form), which allows audio and text to be played synchronously

b) the **transcription** in plain text form in the **TXT file format**.

General settings

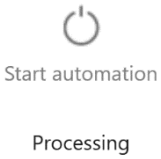
This is followed by settings that can be used either when uploading audio/video files to the transcription as well as when transcribing directly created recordings.

Start Transcription Automatically (“Automation”) or create a waiting list

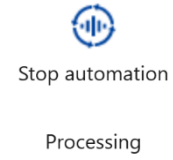
If you selected “Start Transcription Automatically”, the uploaded documents are immediately sent to the speech recognition system and transcribed. If you upload several documents, they are processed

one after the other in a queue. If you do not want immediate processing, the function should be deactivated and only reactivated when you want to start transcription.

The function is also available directly on the tab Speech Recognition in the "Processing" group. With “Start Automation” you activate the option of immediate transcription, with “Stop Automation” you deactivate it.



If the "Start automation" button is visible in the “Processing” group, the automation has been stopped. No transcription takes place in this status. You can prepare and upload audio files or create recordings. They are collected in the transcription list but not processed. To start the automatic and immediate transcription, click on "Start automation".



If "Stop automation" is shown in the "Processing" group, the automation is active. To stop the automatic immediate transcription, click on "Stop automation".

Speaker Recognition

If you have recordings with several speakers and you want the switch of speakers be marked, activate the "Use Speaker Recognition" function.

Voice Activity Segments

"Use Voice Activity Segments" cuts out speech pauses from the audio so that background noise does not inadvertently lead to incorrect recognition results.

Activating this function has also a positive side effect on the option of “Show Pauses”, as voice activity detection can find the pauses easier and calculate its position more reliably.

Activate Audio Filter: Emphasize speech frequencies over other noise frequencies

Activating the audio filter can help with audio recordings that contain different types of background noise. It emphasizes the speech signals and attempts to attenuate or filter out as much as possible the audio signals that are not to be transcribed, such as background music, loud bangs, scene changes, etc.

Note: Activating the audio filter can extend the processing time for the transcription.

Speech pauses, line breaks and time codes

You can also specify here

- whether speech pauses should be displayed in the transcription and from what pause length,

- whether time codes are required and at what frequency

- and whether an automatic line break should be inserted for you after X sentence ends.

Finally, you can specify whether the audio should also be included in the transcription file. This is particularly useful if someone else is to revise the recognised text who does not know what was dictated or said.

Automatic Text Highlighting:

The automatic text highlighting is marking simultaneously to the played audio the corresponding text section in the recognized text. To be able to navigate independently in the text while listening to the audio, automatic text highlighting must be deactivated. If you want the text to be scrolled automatically along with the audio, please keep the option active.

Particular settings (not applicable to “create recording”)

The following section (Options: valid when "Load file (video/audio)" is selected) describes functions that are only available when transcribing audio and video files (and do not apply to the "Create recording" function).

You can specify whether when uploading an audio or video file for transcription it should also be saved as a copy in the document storage (and also whether or not it should be removed from there after transcription).

Advanced settings

In the advanced settings, you will find settings to improve performance.

Performance

If you are using an Nvidia graphics card from version 7.5, you can activate it here for the speech recognition, in order to speed up the transcription processing.

You can also specify the number of threads you want to use for speech recognition. More threads mean more performance.

Subtitle

If you need your transcription result as a subtitle file, you will find the setting to specify the fragment length here. (For saving the transcription as a subtitle file, please switch to the “File” tab and select “WebVTT” under the “save as” function.)

Start Application

And finally, you can decide whether the last document used should be loaded automatically when Voice Pro Transcription is started. (not applicable to “Create recording”)

6. Step-by-step instructions and help

Voice Pro Transcription is easy to use and the transcription is done with a few steps.

6.1 Help text via mouseover

You can find explanations of usage for each element via mouseover.

Just drag and hold the mouse over the respective button to get shown a brief description of its function.

6.2 Step-by-step instructions

6.2.1 Overview

Transcription and recording (dictate)

With Voice Pro Transcription you can either...

... **load existing audio or video files**
into the application and have them transcribed

...or **create a recording** directly in the application (**dictate**)
and have it transcribed afterwards.

Transcribe immediately (automatically) or start transcription later

With Voice Pro Transcription you can...

... either start the **transcription immediately**, as soon as an audio/video is loaded or a recording has been created (the option "**Start transcription automatically**" needs to be activated)

or create a kind of **waiting list** by

a) deactivating the "**Start transcription automatically**" option and

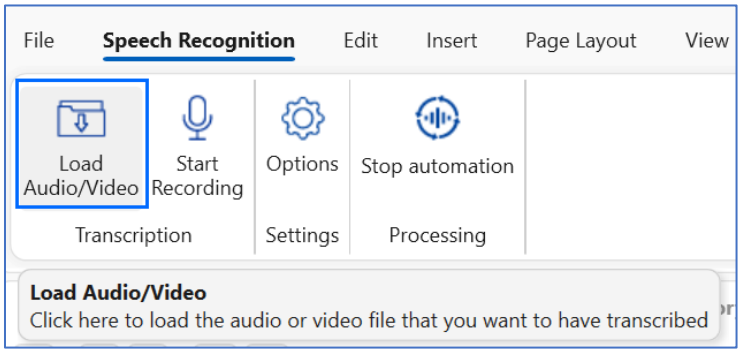
b) collecting all files to be transcribed (either already existing audio/video files via "Load Audio/Video" or via "Start Recording" if the audio still needs to be created).

To start the transcription of the entire waiting list at the desired time, simply reactivate the "**Start transcription automatically**" option.
This can be done either under the “Options” or via the button “Start automation” in the “Processing” group on the tab “Speech Recognition)

Note: Voice Pro Transcription does not provide real-time recognition, but processes audio or video files and converts them into text.

Below you will find step-by-step instructions for the various possibilities.

6.2.2 Transcribe one existing audio or video directly



1. Switch to the **Speech Recognition** tab.
   Check that in the group “Processing” the button shows “**Stop automation**” (that means that the automation is active)
2. Then click on the "**Load Audio/Video**" button (Group: “Transcription”).
3. Select the desired **file** and specify Speech Recognition Model and Language (in the options you can activate or deactivate the query function for Speech Recognition Model and Language).
4. **Wait** until the transcription is complete. The progress bar in the "Transcription Progress" area informs you about the progress.

6.2.3 Transcribe several audio or video files directly

1. Proceed in the same way as described under 6.2.2
2. Select all the audio and video files that you want to transcribe. For the selection proceed like described in points 2 and 3 under 6.2.2).

   Note: The files can be uploaded directly one after the other, even if the transcription of the previous file has not yet been completed. You will find the uploaded files displayed in the Transcription List. In the field “Status”, you can see whether the transcription has already been finished. To load the corresponding transcription in the editor, double-click on the respective entry in the transcription list or select the "Load into the editor" function from the context menu in the Transcription List.

6.2.4 Transcribe audio or video files at a later time

1. Switch to the **Speech Recognition** tab.
5. Click on “**Stop automation**” (group: Processing)
   (alternatively, you can deactivate the automation also in the options menu)
   The button will change its view

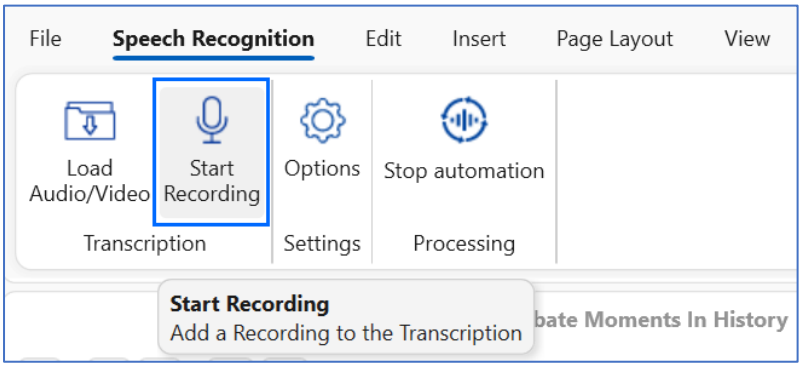
2. Click on the "**Load audio/video**" button (group: Transcription) and select your file(s).
3. The selected files will be listed in the Transcription List, but not yet be transcribed.
4. As soon as you want to start the transcription,

   click on the button "**Start automation**"
   (group: Processing)

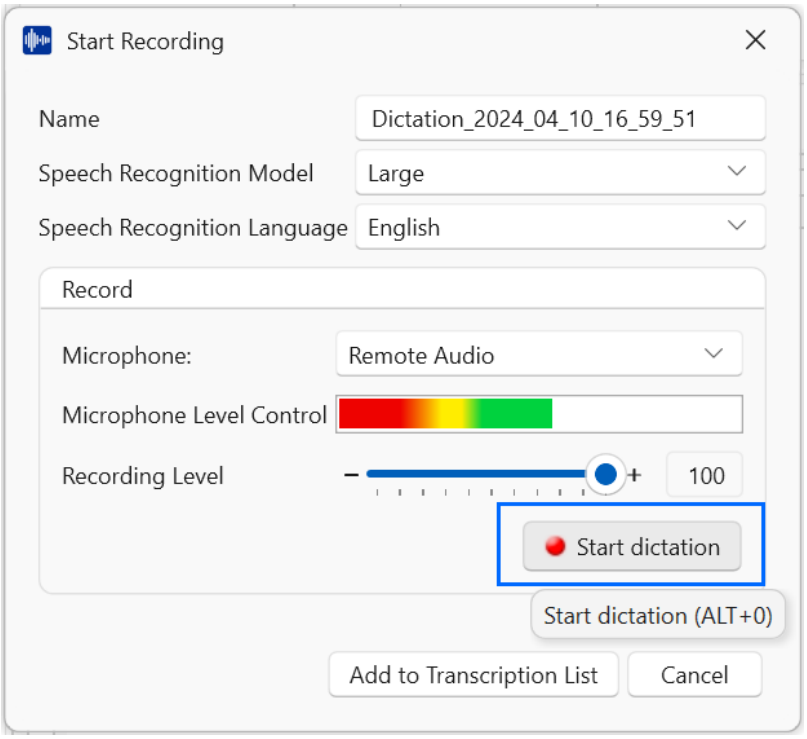
6.2.5 Create a recording (dictation) to be transcribed immediately

1. Please ensure that a **microphone** (suitable for speech recognition) is connected to the computer and is available for recording.
2. Switch to the **Speech recognition** tab.
3. Check that the processing is in automation mode,

   the button should show "**Stop Automation**"
   (group: Processing)
4. Click on the "**Start Recording**" (group: Transcription).



5. To start the recording: click on "**Start Recording**"



Proceed your dictation. When finished, click on the "**Stop Recording**" button.
The transcription will start automatically,

6.2.6 Create a recording step be step (with pausing) and transcribe it then immediately

1. Proceed in the same way as described under 6.2.5.
   To pause, click on "**Pause Recording**" instead of "Stop Recording".
2. To continue the paused dictation, click on "Continue Recording".
3. To finish the recording, click on "Stop Recording".

6.2.7 Create a recording that you do NOT want to transcribe immediately

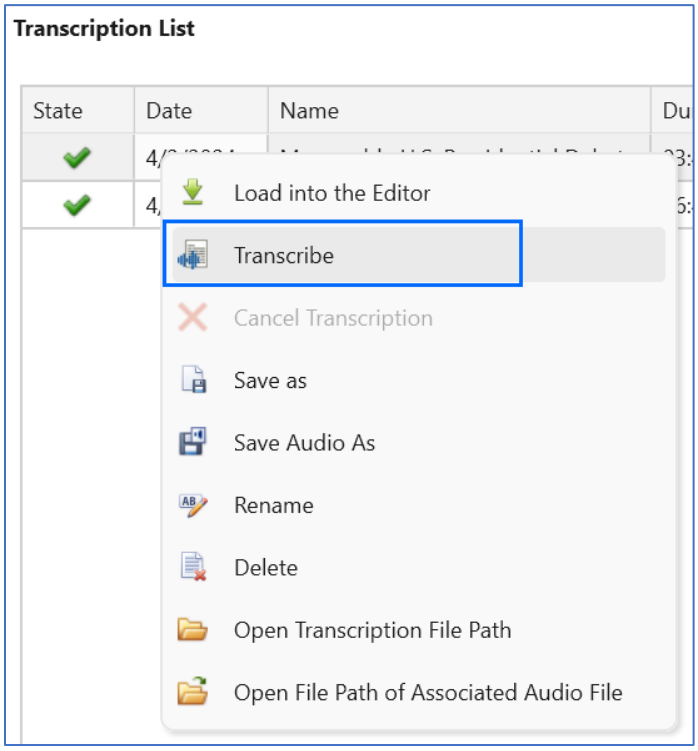
Proceed in the same way as described in 6.2.5 or 6.2.6.

Difference:

Deactivate the automatic mode before creating the recording.
The button in the “Proceeding” group should show the deactivated icon

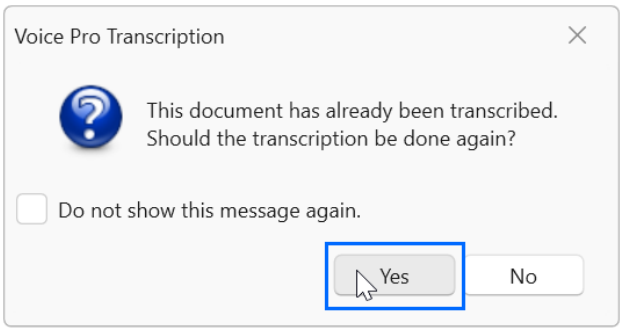
6.2.8 Transcribe the same audio file again with different settings

Please mark the corresponding document in the Transcription List
and click on it with the right mouse button to display the **context menu**.

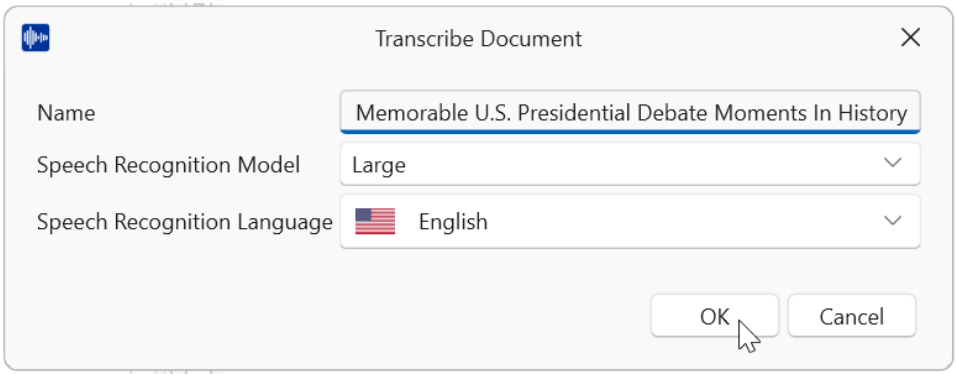


Select "Transcribe" in the context menu.

And confirm the following message with "Yes"



Select **Speech Recognition Model** and **Speech Recognition Language**:



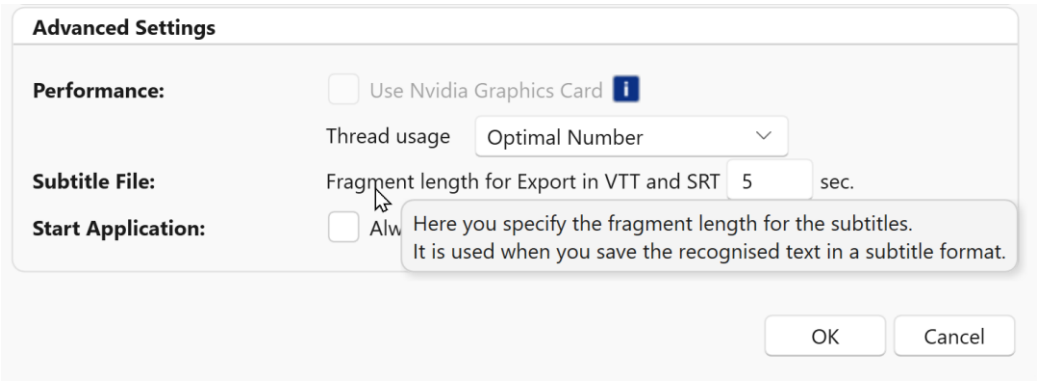
Confirm with „OK“

6.2.9 Create a subtitle file with Voice Pro Transcription

Voice Pro Transcription makes it easy to create subtitles for e.g. videos, programmes, tools and social media platforms.

Step 1: Set the settings

Switch to the Voice Pro Transcription Options and select in the **Advanced Settings** part under “Subtitle File” the fragment length for the subtitle file:



Step 2: Transcribe your audio or video

Step 3: Save your subtitle file

To save the transcript as a subtitle file, simply switch to the “File” tab, click on “Save as” and select a subtitle format, e.g. *.vtt

6.2.10 Further instructions and tips on our website

We will publish further instructions and tips in the support area of our website:
https://www.linguatec.de/services/support-faqs/

7. Tips and Support

7.1 Tips to avoid operating errors

Checklist for possible operating errors

1. **The transcription does not start**

Please check that the transcription automation has been activated.

2. **The transcription is not completed**

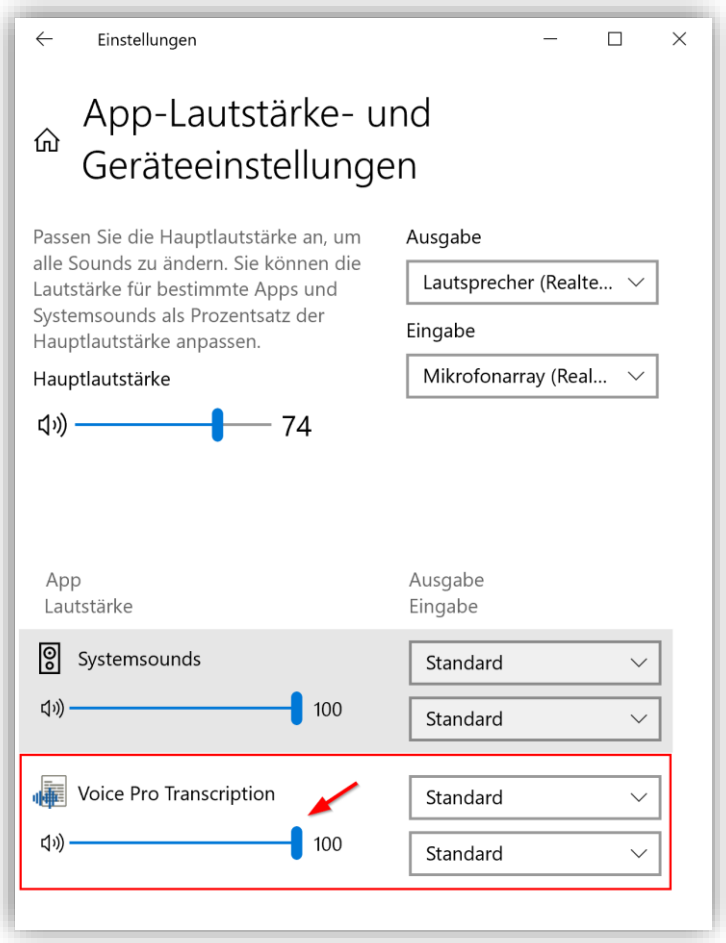
Before starting the transcription, please ensure that your computer's energy-saving options do not put it into sleep mode before the transcription has been completed.

3. **Nothing can be heard when playing the audio of the transcribed file**

Make sure that your speakers are not accidentally set to mute.

Check in the "App volume and device settings" of your operating system that the volume level (slider) for the Voice Pro Transcription app is set appropriately high and that the correct speaker setting ("Output") has been made.

The selected device must also be connected and switched on.



4. **The transcript is not visible in the editor**
   a) **The text in the editor does not correspond to the selected transcription in the Transcription List**
   b) **After the transcription has been completed, its text content does not appear in the editor**

If the editor contains already a text, it will not be automatically overwritten by another transcription.

You need to load the transcription into the editor. Loading can be done in two ways:

By a double click on the transcription name in the transcription list

By using the Context menu in the transcription list (right click on the transcription name and selecting “Load into the Editor” from the context menu

7.2. Optimum microphone settings for recording (Button: Start Recording)

You will achieve the best results if you use a **microphone suitable for speech recognition**.

Ideally, your recording device should be configured with a **bit depth of 16 bit** and a **sampling rate of 16 kHz**.

You can check the set format as follows:

1. Open the **Control Panel** and switch to the **Sound** category

Alternatively: Enter the term "Sound settings" in the Windows search and then click on the Sound control panel link under Related settings

2. Select the **Recording** tab

3. Select the recording device you are using and click on the **Properties** button

4. Select the **Advanced** tab and select as standard format **16 Bit, 16 kHz.**

If 16 kHz is not available for your recording device, select 32 kHz or 48 kHz as an alternative.
For other formats an automatic conversion will be applied.

5. Click on **Apply** and then **OK**.

7.3 Technical Support, FAQs and Contact

FAQs
You will find a compilation of the most frequently asked questions (FAQs) in the support area on our website: www.linguatec.de/en/services/support-faqs/

You will find here prepared solutions for the most common user question.

Personal Support
If you have a specific problem that cannot be resolved using the FAQs, we will gladly provide you with personal support.
Support will be provided via email and is free for registered users, for up to 90 days following the purchase of Voice Pro Transcription.
Therefore, please ensure to enter correctly the data in the activation form during the program activation.
All questions directed to support must include the following information:
• Program version
• Operating system
• Description of the error, including any error messages received
Please use the support form for your questions:
https://www.linguatec.de/en/services/supportform/

General Questions and Suggestions
Please contact us if you have any question regarding e.g. other language technology products, company licenses, maintenance contracts…
Use the contact form provided at: https://www.linguatec.de/en/contact/

8. System requirements: variations for different purposes

a. Usage only for post-processing of an already completed transcription:

If Voice Pro Transcription is used solely for text editing already transcribed files, that have been transcribed before, this is also possible on a low-performance computer with at least 4 GB of RAM and a weak i3 CPU.

b. Usage of file transcription (general usage in most cases):

File transcription is a computationally intensive process that requires a very powerful CPU or GPU. To run file transcription in Voice Pro Transcription, your computer must meet the minimum technical requirements listed below.

8.1 CPU and GPU (Nvidia)

Since transcription, especially of larger files, is a very computationally intensive process, Voice Pro Transcription can use not only the performance of the computer processor (CPU), but also the performance of the graphics processing unit (GPU) to further accelerate the result.
Please note that Voice Pro Transcription only supports Nvidia graphics cards.

8.2 Dependencies affecting transcription speed

The speed creating the transcript primarily depends on:
- the audio quality (strong background noise, reverb, echo, etc.)
- the strength of the CPU or GPU and
- the available memory.

As a rule, a medium GPU-based video card is significantly faster than a powerful CPU.

8.3 Requirements for the computer with NVIDIA Video Card (GPU)

Component	Minimum requirement with video card (GPU)	Recommended requirement with video card (GPU)
Operating system	Windows 10 (64bit)	Windows 10 (64bit), version 22H2 or higher
Memory	8 GB RAM free memory	12 GB RAM free memory
CPU	i5-1135G7	i5-1135G7
GPU	Nvidia GTX 1660 with 6GB memory, CUDA-version 11.3	Up from Nvidia GeForce RTX 4060, like the following models: Nvidia RTX A4500, Nvidia GeForce RTX 4070, 4090,... CUDA-version 12.3 or higher
Hard disk space	20GB free memory	20GB free memory

The video card must have at least 6 GB of free memory.

Note: If a 4K monitor is connected to the computer via the same video card, approximately 1 gigabyte of video RAM will also be used. This additional memory consumption must be considered in the calculation.

8.4 Requirements for a PC using only CPU for the transcription (no GPU)

Component	Minimum requirement with CPU	Recommended requirement with CPU
Betriebssystem	Windows 10 (64bit)	Windows 10 (64bit), version 22H2 or higher
Memory	8 GB RAM free memory	12 GB RAM free memory
CPU	i5-1135G7	i9-14900K
Hard disk space	20GB free memory	20GB free memory

CPU must support AVX2.

8.5 Example calculations for the speed factor

An older CPU, e.g. Generation 6, will also work, but very slowly.
On such a CPU for the transcription of one hour of audio should be planned around three hours of transcription time (factor 3.0).
A very powerful CPU (currently Intel i9-14900k) can deliver a result with a speed factor of 0.7-1.0 (i.e. around 40-60 minutes are needed to transcribe 60 minutes of audio). A video card with a GPU, e.g. ASUS TUF NVIDIA GeForce GTX 1660 TI 6G OC-Edition, can deliver a result with a factor of 0.5-0.30.

Procesor	CPU i7-6700	CPU i5-1135	CPU i9-14900	Video GTX1660 TI	Video RTX A4500
Speed factor	3,0 – 2,6	2,5 – 2,0	1,5 – 1,0	0,5 – 0,3	0,13 - 0,11

9. Uninstalling

To uninstall Voice Pro Transcription from your PC, use the standard Windows function.
Switch to the Windows **Settings**.
Click on the area: **Apps and Features**.
A list of all installed programs will be displayed.
Highlight the entry for Voice Pro Transcription and click on **Uninstall**.
If you are asked for an administrator password or confirmation, please enter password or confirmation.

In case that it is not possible to uninstall Voice Pro Transcription using the standard Windows function, you can proceed with the following alternative:
Mount (open) the delivered installation package **VoiceProTranscription_en.iso**
Restart the installation file **VoiceProTranscription_en.msi**.
It will be recognized that the application is still installed and will offer the option to repair or uninstall it. Select the **uninstall** option and follow the description displayed.

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