User-driven
innovation

Philips SpeechExec Enterprise 4.1 revolutionizes your dictation workflow

PHILIPS

sense and simplicity

Contents

Highlights of SpeechExec Enterprise 4.1

Philips SpeechExec Enterprise 4.1, the latest version of Philips' dictation management software solution, features improved administration tools, an enhanced statistics module and advanced workflow features that help professionals get their ideas onto paper faster, more conveniently, and inexpensively.

SpeechExec Enterprise 4.1 is a modern, flexible solution for a fast-moving world – and is crucial to ensuring that digital speech processing remains a cornerstone of your company's strategy for greater efficiency.

Putting IT administrators at the helm

"SpeechExec Enterprise 4.1 brings a wealth of benefits to IT administrators and was developed in close collaboration with IT specialists from large legal and medical entities. It reduces the strain on human resources when implementing and managing enterprise-wide, high-volume dictation workflows," says Thomas Brauner, category leader of Philips Speech Processing.

Fast, convenient and inexpensive

Profitability-conscious businesses use digital dictation to create documents. It is fast, convenient and inexpensive. Today, large groups of doctors and lawyers work with SpeechExec Enterprise in their hospitals or at their law firms. They are even able to connect from home or on the road via iPhone or Blackberry to their SpeechExec Enterprise digital dictation solution.

Facilitated user management

SpeechExec Enterprise 4.1 facilitates user management with Active Directory synchronization. Administrators can set up and maintain groups or manage user rights at the click of a button. They can also allocate group management rights to heads of department, making it easier to distribute workloads more equally and flexibly.

Better statistics

The enhanced statistics module in SpeechExec Enterprise 4.1 generates data on the dictation and transcription workflow, including work item throughput, turnaround times and used workflow types. This supports decision making and allows for the continual optimization of workflows despite changing user patterns or preferences.

More flexibility

SpeechExec Enterprise also possesses heightened flexibility, including system settings tailor-made to meet customer requirements – providing both options for full installation, Terminal Server and Citrix environments, and scheduled workflow options.

Seamless speech recognition integration

SpeechExec Enterprise 4.1 is aligned with Philips' philosophy of giving users the freedom of choice regarding their working preferences: dictation authors can decide whether to have their dictations transcribed by a secretary or a speech recognition system; selective automatic routing even allows them to make that choice directly on their Pocket Memo portable voice recorder. At the other end of the chain, transcriptionists have the option to highlight every word of text drafts generated via speech recognition while playing back the original recording. This makes it easier to find and correct errors.

Philips recently announced an expansion of its partnership with Nuance Communications in order to better integrate speech recognition with SpeechExec. SpeechExec Enterprise connects seamlessly with Dragon NaturallySpeaking Professional, Legal and Medical to control the entire document creation workflow within one single application.

New key features

Administrators work more efficiently
- Single point of access to group and user administration with Active Directory synchronization
- Distribute workload more evenly across the enterprise with multi-tier administration
- Create user relationships with a single click – convenient and fast

Administrators take control
- Analyze user relationships by simply exporting them to a CSV file
- Create your own reports with the enhanced statistics module
- Avoid service interruptions with the new "low license" e-mail notification

Administrators enjoy greater flexibility
- Organize dictations more flexibly with the new OR operator in the Workflow Manager
- Bridge the gap to third-party applications with the enhanced interface

End-users increase workflow options
- Optimize the use of IT equipment with automatic offline speech recognition and scheduled adaptation
- Choose directly on the mobile recorder whether to route a dictation to your transcriptionist or the speech recognition server

End-users experience greater ease-of-use
- Switch between synchronous or asynchronous playback mode for speech-recognized dictations to speed up transcription
- Attach templates in any format – including Microsoft Office – to your digital dictation to streamline communication with your secretary

End-users count on high data security
- All documents attached to a dictation are subject to the same level of encryption as the dictation file

SpeechExec Enterprise at a glance

Philips knows that no two organizations are alike. Therefore, its software builds on established core requirements, combining them with customizable features and settings to meet individual needs and requirements.

Everything.
Everybody.
Everywhere.

The SpeechExec Enterprise dictation workflow solution is the productivity tool for your entire organization. It adapts your dictation workflow to the needs of networked, fast-paced businesses.

Enhance your productivity

Dictation workflow solution
Smart speech-to-content solutions link authors, typists, managers, and administrators, facilitating communication, individual workflow settings, and organizational flexibility.

Central administration
Increase your organization's productivity by remotely managing users, licenses, and system settings. The central administration function facilitates the configuration of work-list columns, filters, and job information.

Automated workflow
All work routing, definition of work groups, and linkage between author and transcriptionist are centrally defined within the system using an intuitive interface. Set up a schedule to determine which dictation files should be sent when and to whom. The files will then be reliably transferred based on the predefined settings.

Workstation independent
SpeechExec software solutions from Philips let you decide for yourself how you want to work. Workstation-independent password settings allow users to log on to any computer within the company network and access their settings and familiar working environment.

Designed for professionals

Seamless integration
The seamless integration of Philips dictation recording guarantees superb audio quality, high recognition accuracy, and easy hardware administration.

Modular structure
SpeechExec Enterprise features modules and functionalities that extend beyond simple recording and transcription. SpeechExec Enterprise offers optional modules to adapt the software to every professional dictation and transcription need.

Location independent
SpeechExec Enterprise enables you to transcend all geographical boundaries, securely connecting headquarters with their subsidiaries, branches with home offices, and mobile users with their typists. Record dictation files at home, in the office, on a plane, or anywhere you need to record and send voice files.

Data security and backup
File encryption, password protected login, and secure file transfer via SSL allow only authorized individuals to access your documents. The optional automatic backup function protects your data against accidental loss.

Ready for the future

Speech recognition integration
SpeechExec Enterprise connects seamlessly with Dragon NaturallySpeaking Professional speech recognition software to control the entire document creation workflow within one single application. The complete speech recognition process is managed within SpeechExec.

Fast document creation
Predefined templates allow you to record directly and speed up the document creation process, while roaming profiles make it possible to have workstation-independent speech recognition.

Geared for Citrix and Windows Terminal Server
Support for Citrix and Windows Terminal Server environments allow on-demand application delivery. SpeechExec can be virtualized, centralized, and managed in the data center and instantly delivered as a service to users anywhere. SpeechExec Enterprise is sucessfully certified as "Citrix ready".

Active Directory services
SpeechExec supports Microsoft Active Directory services for central and easy administration of user and work groups.

Basic modules and optional companion modules

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SpeechExec Enterprise 4.1 foundation

Enterprise Dictate for authors

This powerful dictation module processes voice files from digital portables (Digital Pocket Memo) as well as from desktop dictation devices (SpeechMikes). Recording functions, priority indexing, work routing, and work-type classifications can be customized to the author's needs. Attaching documents to dictation files keeps data organized.

Enterprise Transcribe for transcriptionists

Flexible computer-based transcription software features high-efficiency access and management of digital voice files. Visual workflow management, including sort/ filter options and job information during transcription (such as author, length, priority, etc.), assure more productive transcription and faster document turnaround. With the ergonomic Philips foot pedal all transcription and playback functions can be controlled with your foot without taking your fingers off of the keyboard.

Enterprise Manager

The central administration module for the system defines user settings, job information settings, and licenses, and supports Microsoft's Active Directory services.

Enterprise license server

The license server manages licensing for the dictation and transcription modules, the Workflow Manager, the Statistics Module, and the Web Director.

Drivers for terminal server environments

Drivers for Windows Terminal Servers and Citrix environments ensure smooth operation, even in overloaded networks.

Silent setup information

Allows the distribution of SpeechExec Enterprise software through a silent installation.

Interface engine

The interface of SpeechExec Enterprise exchanges the meta data of a dictation and the dictation status with relevant applications in the network. It also enables third-party applications to create new dictations or blank dictation templates with meta data, to use them later on a PC or a Digital Pocket Memo. The interface is also available for the transcription component, thus delivering a closed-loop dictation workflow.

Documentation

Comprehensive documentation on installation, configuration, and usage for all modules.

Workflow Manager

Set up and automate a workflow for moving, copying, and deleting dictation files based on predefined rules and schedules and send automatic e-mail notifications.

Remote Device Manager

The Philips Remote Device Management Tool allows IT administrators to centrally configure all Philips Digital Pocket Memos and SpeechMikes. Administrators can manage and configure all recorders and programmable accessories, saving time and resources.

Statistics Module

The Statistic Module displays comprehensive statistics on dictation, transcription, job status, and workload. The module offers graphical output for better and clearer analysis. Results can be easily exported to Microsoft Excel, Microsoft Word, Adobe Acrobat, Crystal Reports, or displayed as RTF documents for further processing.

SpeechExec Mobile

Recording, editing, and submitting dictation files via an iPhone or BlackBerry offers users the utmost flexibility and substantially reduces document turnaround times. Dictation files can be transmitted to the company's dictation server via e-mail, FTP/S or HTTP/S. After transcription, the document can be e-mailed back to the smartphone.

Web Director

The Web Director is an online Web interface for the two-way Internet exchange of dictation files and associated documents. Users can upload dictation files and documents or make them accessible to others from any computer with Internet access.

DPM Connect

Smart footprint application for downloading dictation files from a Digital Pocket Memo (DPM) to client PCs.

Advancements in version 4.1

With SpeechExec Enterprise 4.1 Philips has pulled out all the stops in terms of IT administration: developed in close collaboration with IT specialists from large legal firms and medical organizations, Version 4.1 reduces the strain on human resources when implementing and managing enterprise-wide, high-volume dictation workflows. An enhanced statistics module together with advanced workflow features add to the unique experience in enterprise-wide digital dictation.

User-driven; administration-friendly

SpeechExec Enterprise 4.1 enables more people to use digital dictation more often. Easier and more convenient administration is at the heart of the enhancements found in the new version. Improvements are firmly geared towards the daily workflows and requirements of administrators and build on previous advancements such speech recognition capabilities or support for Citrix networks; which all makes for a much improved digital dictation experience.

Advanced Active Directory support

Synchronize organizational changes to the Active Directory with the user and group management functions in SpeechExec Enterprise. Use the lead system to add, move and remove users and groups; managing two different systems is a thing of the past.

Enhanced management of groups and users

Create and manage groups or users in Enterprise Manager more easily: copy users or groups from templates or lock group-wide settings with a single click.

Concurrent and multi-tier administration

Define individual access rights for administrators and department supervisors so they can manage specific groups – even simultaneously from different PCs. Distribute the workload more evenly and flexibly.

Relationship Manager

The relationship between authors and transcriptionists is defined with a single mouse click; relationship set-ups can be exported to a CSV file for future reference.

Statistics module

Design your reports based on your individual information needs. Simply load your own template and run the query. Time values, such as dictation length, dictation and transcription are displayed in a well-structured, easy-to-read format; now including the download date and time of dictations from a digital Pocket Memo.

License server

To make sure you always have sufficient active licenses and avoid interrupting the work of your end-users, e-mail notification can be set up: should the number of active licenses falls below a predefined limit, an automatic notification is sent to the administrator.

Workflow Manager

In the Workflow Manager a number of small improvements have been implemented. When defining tasks, multiple query criteria can now be linked with both the AND and the OR parameter. In the task overview view, multiple tasks can be enabled or disabled simultaneously. Improved cache management adds to the speed of the entire application.

Seamless communication

SpeechExec Enterprise 4.1 works seamlessly with third-party applications, allowing for outstanding performance even in inhomogenous IT infrastructures and with legacy systems. The integration of speech recognition has been optimized even further.

The interface of SpeechExec Enterprise 4.1 exchanges the meta data of a dictation and the dictation status with relevant applications in the network. The interface is now also available for the transcription component, thus delivering a closed-loop dictation workflow.
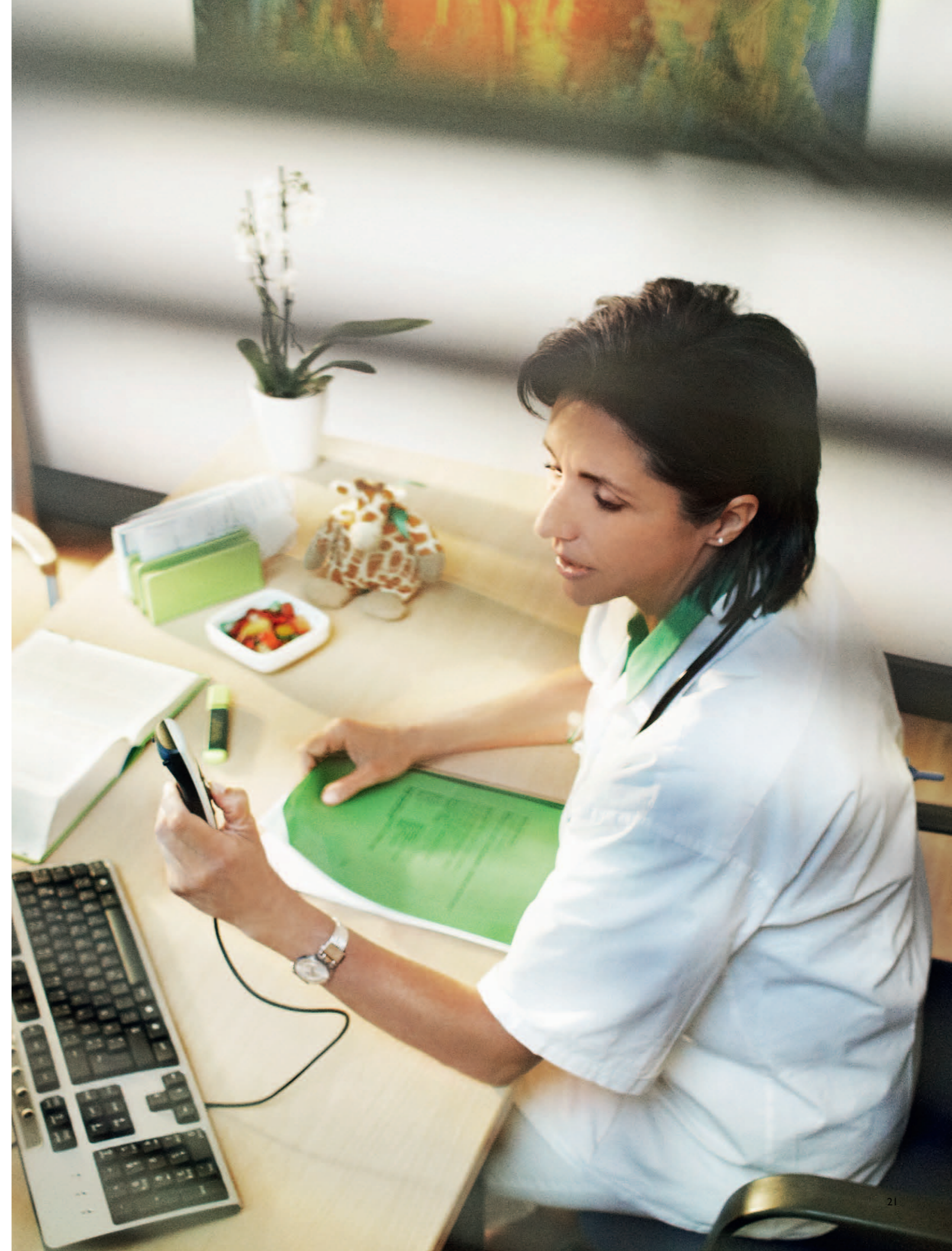
This key advancement makes the entire reporting process smoother and ensures that critical information is available more quickly; completed dictation jobs and documents can be transferred straight to the parent system, such as a hospital information system.

The power of speech
SpeechExec Enterprise 4.1 is compatible with Dragon NaturallySpeaking 11.5.

It allows for advanced speech recognition features, including automatic offline speech recognition or scheduled adaptation. Users can route dictations on their mobile recorder to speech recognition either manually or automatically.

In the correction window an option for asynchronous audio playback has been added. By default, every word of is highlighted while playing back the original recording. This makes it easier to find and correct errors. However, this has the disadvantage that no corrections can be made while the recording is played back. With the new option for asynchronous playback, transcriptionists can edit the text during playback and accelerate the correction process.

From small improvements do mighty results grow

The developers of SpeechExec Enterprise 4.1 have focused on multiple improvements which all add up to help users work more efficiently and improve the overall digital dictation experience.

Enhancements for mobile recorders

User of a mobile recorders of the Philips Pocket Memo series can now configure their device even easier. Keywords can be copied via the Windows clipboard into the configuration window or imported from text files, resulting in the easier configuration, harmonized workflow and fewer errors.

Users can also select the target folder for each dictation at download time and can opt to route a dictation to speech recognition.

New document templates for digital dictation

Automatically attach templates to digital dictations – including Microsoft Word, Excel and Power Point templates. If such documents are attached to encrypted dictations, they will also be encrypted in the corresponding folder as long as they remain within the SpeechExec environment.

Improved dictation file handling

A new start-up method combined with improved cache management speeds up application start-up for high-volume work lists and ensures speedy

refreshment of the work list view. It also requires less storage capacity on the user's PC.

Better support for third-party devices

Subfolder structures from third-party devices can be downloaded and "Priority" DSS files are displayed in the SpeechExec Enterprise work list with the appropriate color. SpeechExec Enterprise can be used in mixed environments with third-party applications without XML file conflicts.

Thin client support: Citrix Ready

Like previous versions, SpeechExec Enterprise 4.1 is certified "Citrix Ready". Because Philips is a Citrix partner, you can rest assured that your SpeechExec solution is a match for the evolving terminal server environment, now and in future.

IT requirements

SpeechExec Enterprise follows a simple philosophy. It supports every dictation scenario. This concept is the key to letting you work the way you want. It provides individual solutions for diverse requirements that are typical in an enterprise-wide workflow. Centrally installed, deployed, and managed, the result is simple and efficient administration.

Upgrade from previous versions

1
Back up your system

For security reasons, the system setting files (system default setting.xml, dictation property.xml, and supported audio formats.xml) should be backed up first. Statistics Module users should also back up the SpeechExec Enterprise database.

2
Upgrade the license server

For version 1.1, 2.0, and 2.5 upgrades, the SpeechExec Enterprise License Server must be updated in order to use the new module license. This is also recommended for version 3.0/4.0 upgrades but not necessary.

3
Upgrade Enterprise Manager and workstation applications

This step should be completed in one operation. Avoid having mixed environments with versions 1.1, 2.0, 2.5, 3.0, and 4.0.

3.1
Upgrade SpeechExec Enterprise Manager

- Upgrade Enterprise Manager on the Enterprise server.
- The upgrade can be performed via the old installation. It is not necessary to uninstall earlier versions.
- Use the new configuration options for system and user administration, if appropriate.

3.2
Upgrade workstations

- Upgrade workstations with the new Enterprise Dictate or Enterprise Transcribe.
- The upgrade can be performed via the old installation. It is not necessary to uninstall earlier versions.
- Use silent setup options where appropriate.

4
Upgrade Workflow Manager

- Exit the Workflow Manager before the upgrade.
- The upgrade can be performed via the old installation. It is not necessary to uninstall earlier versions.
- Use silent setup options where appropriate.

Setup recommendations

SpeechExec uses a file-sharing architecture. All data processing takes place on the user's workstation. The server stores files (dictation files and metadata) but doesn't process any data.

SpeechExec clients perform three tasks:
• presentation logic (graphical user interface)
• business logic (workflow/data processing)
• data access logic (storage of data – reading/writing of files)

We recommend using the following instructions when setting up SpeechExec for large user environments:
1. Use individual folders for each author. The folder variables will support the creation of individual folders. Avoid using shared dictation folders.
2. If shared dictation folders must be used, follow the recommendations in the table below:

Average author productivity (dictation files/day)	Average turnaround time (days)	Recommended number of authors per shared folder (< 300 files/folder)
5	0.5	120
5	1.0	60
10	0.5	60
10	1.0	30
20	0.5	30
20	1.0	15
50	0.5	12
50	1.0	6

If the number of authors (considering their productivity and the average turnaround time) exceeds these limits, the installation should to be split into various shared folders.
3. Keep the maximum number of dictation files per folder below 300.
4. Use the SpeechExec Workflow Manager's "Maintain cache" function.

Software requirements

SpeechExec was tested on the following software:

Operating system	
Enterprise Dictate/Transcribe	Microsoft Windows XP (32 bit), Vista (32/64 bit), 7 (32/64 bit)
Enterprise Manager Enterprise License Server Workflow Manager Statistics Module Web Director	Windows 2003 Server SP2, Windows 2008 Server SP1, Windows 2008 Server R2
DPM Connect	**Client and administrator application:** Microsoft Windows XP (32 bit), Vista (32/64- bit), 7 (32/64 bit) **Licensing gateway and location of central configuration file share:** Windows 2008 Server R2

Network	
Recommended minimum transfer rate for LAN	100 MBit/s
Network protocol	TCP/IP

Hardware requirements

(for standard installations)

Software	Recommended
Enterprise Dictate/Transcribe Enterprise Manager (including license server, system administration, user administration, dictation property configuration) Workflow Manager Statistics Module backend Web Director	1 GHz processor, 1 GB RAM (Windows XP) / 2 GB RAM (Windows Vista/7), 100 MB hard disc space per module, 850 MB (32 bit) / 2 GB (64 bit) hard disc space for .NET 4.0, screen resolution 1,024 × 768
DPM Connect client application	1 GHz processor, 10 MB RAM, 1 MB hard disc space, screen resolution 1,024 × 768
DPM Connect administrator application	1 GHz processor, 20 MB RAM, 1 MB hard disc space, screen resolution 1,024 × 768
DPM Connect Licensing Gateway	1 GHz processor, 10 MB RAM, 1 MB hard disc space, 850 MB (32 bit) / 2 GB (64 bit) hard disc space for .NET 4.0, screen resolution 1,024 × 768

File servers

(for dictation file storage)

SpeechExec was tested on the following servers:

Windows	
Windows Server 2003 SP3	✓
Windows Server 2008	✓
Windows Server 2008 R2	✓
Linux	
Linux Samba-Server, Debian Distribution, Samba v. 3.0.0	Workaround required! For configuration file, contact Philips Speech Processing Support.
Client	Windows XP SP3, Windows Vista SP2, Windows 7
Novell	
Novell 5.1 SP8	✓
Client	Windows XP SP3, Windows Vista SP2, Windows 7 with Novell client 4.91 SP2
FTP-Server	
FileZilla	✓
Serv-U	✓
Gene6	✓

✸ Notes
- For all listed operating systems, we recommend that you apply the latest service-pack before installing any application.
- With Windows 2008, install the Desktop Experience feature to ensure trouble-free usage of SpeechExec.
- With Microsoft Windows 7, Windows Media Player must be installed.
- If the number of parallel connections to the server is higher than ten, an appropriate number of Windows CALs (Client Access Licenses) is required.

E-mail configurations

SpeechExec was tested on the following configurations:

Configuration	
Microsoft Outlook Express 7	✓
Microsoft Outlook 2003	✓
Microsoft Outlook 2007	✓
Microsoft Outlook 2010 (32-bit)	✓
Microsoft Exchange Server 2000/2003/2007/2010	✓
Lotus Notes 6.0.3	✓
Lotus Notes 6.5.5	✓
Lotus Notes 8.0	✓
Novell GroupWise	✓

VMware

The SpeechExec Enterprise's server components support VMware View Manager.

SpeechExec Enterprise's client applications (Enterprise Dictate and Enterprise Transcribe) are compatible to VMware View 4.6.

Microsoft App-V

SpeechExec Enterprise is compatible to Microsoft Application Virtualization (App-V) 4.6.

Citrix and Windows Terminal Server environments

Supported features of Philips dictation hardware

Device	Citrix XenApp client platforms with Windows XP/Vista/7	Citrix XenApp client platforms with Linux	Citrix XenDesktop client platforms with Windows XP/Vista/7	WTS client platforms with Windows XP/Vista/7
SpeechMike USB range	●	◉	●	●
SpeechMike Air range	●	◉	●	●
Foot control range (USB)	●	●	●	●
Digital Pocket Memo 3 range	●	◉	●	●
Philips low audio latency channel	●	○	●	●

● Full support   ◉ Device configuration not supported   ○ Audio compression only with DSS QP

Network requirements

Required network bandwidth/user	Audio	SpeechMike keys	Screen + Keyboard	Total
Recording/playback format	[KBit/s]	[KBit/s]	[KBit/s]	[KBit/s]
.dss	14	14	100	128
.dss Pro	28	14	100	142
PCM .wav 22kHz	352	14	100	466

Supported platforms

Operating systems	
Server	Windows Server 2003 (32/64 bit)
	Windows Server 2008 (32/64 bit)
	Windows Server 2008 R2 (64 bit)
Client	Microsoft Windows XP (32 bit), Vista (32/64 bit), 7 (32/64 bit)
	Linux thin clients (see list below)
	Linux fat clients
	Linux distributions based on kernel 2.6.32 or higher
	Windows XP Embedded thin client platforms
Terminal services	
Supported Citrix platforms	Citrix Presentation Server 4.5
	XenApp 5
	XenApp 6
	XenDesktop 5
Supported WTS platforms	RDP 6.x
	RDP 7.x

✸ Notes
Many variables exist which Philips cannot influence if you run SpeechExec Enterprise in a thin client environment. Therefore, Philips cannot guarantee the smooth operation of SpeechExec Enterprise with a thin client environment. Support, however, can be provided if information is provided to Philips at least three weeks in advance.

Supported Linux-based clients (January 2012)

Hardware vendor	Firmware vendor	Type / model	Operating system	Philips driver package / script
Fujitsu Siemens	UniCon	FUTRO C100 FUTRO C200 FUTRO C250 FUTRO S100 FUTRO S450 FUTRO S500 (*) FUTRO S550 (*) ESPRIMO C5720 ESPRIMO C5730 ESPRIMO C5910 ESPRIMO E5720 ESPRIMO E5730 ESPRIMO Mobile D9510	Elux RL V2.6 Container	PhilipsSpeechDrivers 4.1.2-1.UC_RL-1.0.zip
Fujitsu Siemens	UniCon	FUTRO A200 FUTRO C100 (Bord D1544) FUTRO C200 (Bord D1944) FUTRO C250 (Bord D1784) FUTRO S400 (*) ESPRIMO C5910 ESPRIMO E5700 FUTRO D100 (Scovery xS, Scenic F)	Elux NG V2.2 Container	PhilipsSpeechDrivers 4.1.2-1.UC_INTEL_P3-1.0.zip
Fujitsu Siemens	UniCon	FUTRO S2xx FUTRO S300 (*)	Elux NG V2.2 Container	PhilipsSpeechDrivers 4.1.2-1.UC_TRANSMETA-1.0.zip
Fujitsu Siemens	UniCon	Fat client	Elux NG V2.2 Container	PhilipsSpeechDrivers 4.1.2-1.UC_INTEL_P3-1.0.zip
HP	UniCon	T5545 T5735 sT5548 sT5738	Elux RL V2.6 Container	PhilipsSpeechDrivers 4.1.2-1.UC_RL-1.0.zip
IGEL	UniCon	UD3 UD5	Elux RL V2.6 Container	PhilipsSpeechDrivers 4.1.2-1.UC_RL-1.0.zip
IGEL	IGEL	IGEL one UD 2 UD 3 (*) UD 5 (*) UD 7 UD 9	Universal Desktop future version	Implemented in firmware since August 2010
IGEL	IGEL	Smart 2110 LX (*) Compact 3210 LX Winestra 4210 LX Premium 5210 LX Premium 5310 LX	IGEL has an upgrade possibility available: The product is called "Universal Desktop Converter" and can be purchased directly from IGEL.	Implemented in firmware since August 2010
Various	Open source	Fat client (PC/Laptop)	Ubuntu 9.04	PhilipsSpeechDrivers LinuxSetupUbuntu.sh

(*) Only devices marked with (*) are used in Philips internal tests! The compatibility with all other devices is assumed based on information from the firmware vendor.

Using speech recognition in Citrix environments

Dragon provides some limited Citrix support which does not always match with SpeechExec Enterprise requirements for Citrix.

To set up and use speech recognition in Citrix environments, please read the corresponding documentation on Dragon NaturallySpeaking.

Supported client/server combinations
Together with the Philips G4.5 Citrix extensions, SpeechExec is prepared to support Dragon 11 Professional and Legal (version 10 is not supported) editions, Citrix XenApp client 11.x and Citrix MetaFrame Presentation Server 4.5. Windows Server 2003 (32/64 bit) is required as operating system.

Recommendations
Use speech recognition on full workstations whenever possible. In case customers need to run SpeechExec Enterprise with speech recognition support in Citrix environments, we recommend to contact the local Philips Speech Processing support who will provide a technical analysis and project-based rollout support (in case of a positive technical evaluation) as we cannot guarantee the functionality.

Provide load balancing for Citrix servers
Due to server capacity limitations, Nuance suggests that only four to six users should simultaneously run speech recognition on one physical Citrix server. This number may even have to be reduced to two to four, if several users are running adaptation programs at the same time.

Dragon licenses required
A Dragon license is required for every author. Nuance strictly states that one license may not be used by several users.

Use Citrix extensions from Philips for SpeechExec Enterprise only
Using Dragon speech recognition within the SpeecExec Enterprise workflow requires the installment of Citrix extensions from Philips. To use speech recognition with other programs, other Dragon Citrix extensions need to be installed.

Licensing

Demo licenses

To order a demo license, please contact your dealer or local Philips Speech Processing Account Manager. We will provide you with a demo license key with which you can activate the licenses using the SpeechExec Enterprise License Manager.

Demo licenses are available for a period of 30 days and include the following licenses:
• 20 user licenses for simultaneous use (concurrent licenses) of Enterprise Dictate and Transcribe
• 1 Enterprise Manager license
• 1 Statistics Module license
• 1 Workflow Manager license
• 1 Web Director license

⚠ Important
• When you place your order, please provide us with the date of the planned installation. The demo license key can be activated in the SpeechExec Enterprise License Manager only on that date.
• The demo license has a term of 30 days from the date of installation. After this period has ended, either a full license must be purchased or the product must be uninstalled.

Full licenses

Full licenses are typically issued as part of a SpeechExec Enterprise project. For more information, please contact your dealer or local Philips Speech Processing Account Manager.

To issue a full license for your installation of SpeechExec Enterprise, a license request file is needed, which can be retrieved in the SpeechExec Enterprise License Manager as follows:

1 Open the SpeechExec Enterprise License Manager.

2 In the menu, click on *License > Export license request file*. A file with the extension .seereq is created.

3 After we have received the request file, we will send you a license file with which you can activate your purchased licenses in the SpeechExec Enterprise License Manager.

Test licenses

If the demo license period (30 days) is insufficient or if more than 20 user licenses are required for a test, test licenses may be issued. For more information, please contact your dealer or local Philips Speech Processing Account Manager.

Service and support

Documentation

Detailed technical help and information for administrators is available on the installation DVD in the "Documentation" sub folder.
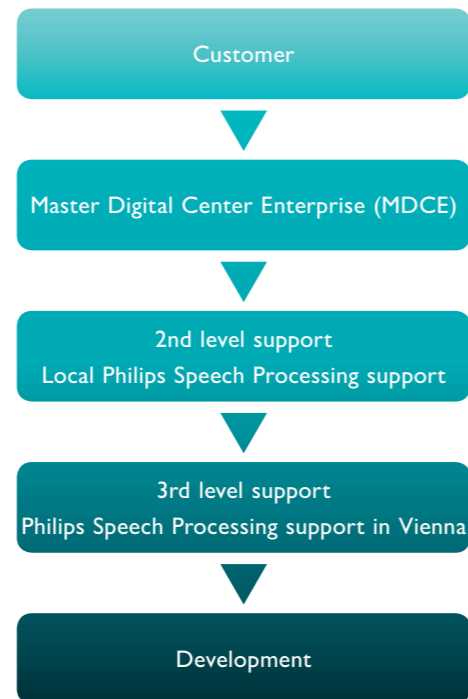
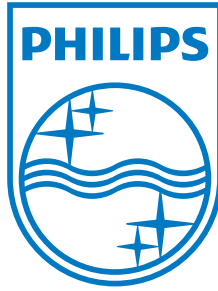The technical help contains information on the following topics:
• Supported operating systems
• Hardware requirements
• Standard installation
• Installation via command line and .msi package
• Known problems
• Remarks

Support for legacy versions

Our support policy for software products grants support of the current version (latest build only) and the last two predecessor versions (latest build only). This means that support for all SpeechExec Enterprise 1.x installations will be discontinued with the release of SpeechExec Enterprise 4.1. To ensure that your software iswithin the current support window, please use the upgrade option to get the latest version for all SpeechExec Enterprise 1.x installations.

Support structure

Customer

▼

Master Digital Center Enterprise (MDCE)

▼

| 2nd level support
Local Philips Speech Processing support |
|---|

▼

| 3rd level support
Philips Speech Processing support in Vienna |
|---|

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Development

PHILIPS