DARREN BRITTEN: Okay, good afternoon, all. We'll get started. Hello or kia ora if you're joining us from New Zealand to our New Zealand counterparts. A few people are still drifting in, but we'll get started with. Thank you everybody for joining us today for this ADCET webinar on the TalkType product demo about making learning more accessible with assistive technology. My name's Darren Britten, and I'm the National Assistive Technology Project Officer with the National Disability Coordination Officer program. And as part of the Australian Disability Clearing House on Education and Training that is ADCET for short. This webinar is being live captioned. To activate the captions, click the CC button in the toolbar that's located either at the top or at the bottom of your screen. And we also have captions available via the browser. Jane will pop a link to that into chat now. First off, I'd like to acknowledge I'm joining you today from the lands of the Wurundjeri people of the Kulin nation here in Melbourne and Victoria, Australia. And I pay my respects to their elders past, present and emerging. And I extend that respect to all Aboriginal and Torres Strait Islander peoples here today and acknowledge their ongoing connection to country, land and sea. Before we begin, just a few housekeeping details. This webinar is being live captioned by Jason from Bradley Reporting and will be recorded and made available on the ADCET website in the coming days. If you have any technological difficulties during this webinar please email admin@adcet.edu.au. That is admin@adcet.edu.au. Throughout this presentation today please feel free to use the chat box with us and to chat to each other, but please remember to choose all panellists and attendees so that we can read what you have to say. If you have a question that you'd like to ask of any of the presenters today, please put that into the Q&A box function, and we'll answer those at the end of the webinar today. And in today's webinar we have Jack Douglas and Stefano from CareScribe, which is based in the United Kingdom and they've joined us at an unreasonably early hour. So thank you very much for that. To give us a demo of the TalkType software and how this can make learning more accessible. So I'll throw over to you Stefano.

STEFANO BALDON: Oh, thank you so much. Nice to meet everyone. My name is Stefano. A little bit about me. I am the Product Relationship Manager for CareScribe and my job is basically to show you the wonders of TalkType. So I've got a very small presentation. It'll be maybe five minutes and then I'm going to do a demo with you. So it won't be death by presentation, which is always a win. And I'll answer some questions at the end. So welcome to TalkType. So what is TalkType? TalkType is a Mac based dictation software which allows students to dictate anywhere on their Mac with high accuracy, speed and allows students to control their computer with the power of their voice. If you're familiar with other dictation softwares like Dragon, you know it is a great tool for students. But unfortunately Dragon no longer works on Mac, which leads students a bit stuck with dictation. So they either have to use the Mac inbuilt dictation software or something else which some we know that the Mac inbuilt dictation does have a lot of problems surrounding it. So what we did is we created TalkType and which is our answer to providing students with a high quality dictation software on the Mac. This is what the software now looks like. There are a couple new features in this new upgrade. We have dictate notes which is this button here. Now this is our voice driven built-in word processor. And we put this in due to customer feedback. We found that people wanted to dictate only in one software and not flip between the two. And then we have auto dictate which is next to it. That is very much where you can dictate anywhere onto your Mac. And I will show you both of them in the demo. TalkType is compatible with other processes such as Microsoft Word, Office, Pages. Basically if you could type in it, TalkType is compatible with them. And this goes the same way as web browsers. So Internet Explorer, Google Chrome, Firefox, same with your Gmail and your Outlook. You can also navigate your computer by voice. I will demo a few examples and show later how to connect to the command list and how to do a search for that as well. Excuse me, sorry. And finally, I will want to touch on how students and how people can customise the software to their needs by adding customised words and customised shortcuts. And that's very much it for the presentation. Very quick. Just wanted to go through a couple of things with you quite nicely. So let's jump into the exciting stuff shall we? So computer issues. So this is TalkType. Let's make this a little bit bigger shall we. Move the Zoom bar out of the way. So you can resize TalkType, just drag it and drop it in the middle. And this is what it looks like. As I previously said, there are two main features. We have dictate notes and auto dictate. I'll go through both of them for you. So I'll start with dictate notes. Dictate notes is our voice driven, built in word processor. And to start it or to activate it, there are two main ways. You have this big button in the middle or in the bottom left hand corner you have this microphone button. Either one will start it. So if I click it. Hello, my name is Stefano, comma. Today I'm going to talk to you about some dictation software, full stop. New paragraph. To be fair, you don't actually have to talk that slowly. I just like doing it because it's quite fun. What our software engineers have done really well is concentrate on speed and accuracy for this. And what we do generally say is for the best speed and accuracy is to be in a quiet room, to wear a headset, but as you can see, I'm not really wearing a headset. I'm using my laptop mic. I didn't want to ruin my hair for this event. So I thought I would get a test out properly. And I'm not really sat directly with my microphone, I'm sat about a foot apart and it's still picking up everything I'm saying quite nicely. I speak quite a fast paced as well. And as you can see, it's still picking everything up. And I don't have to think about what I'm dictating. I can just dictate and just speak to you guys like normal, I guess. What our engineers have also worked on quite heavily is a background filter. And this is very much the case of this reduces all background sound so that the student or the client can dictate with ease. So for example, if there are anything like me when I was at university or in college, I was generally never in a quiet place. I was in a coffee shop, in lectures, in a hall or doing something like that. So there was always background noise. So when dictating I found it quite hard. This feature which is automatically built in will reduce that noise so that I can still do all those things and still dictate and not have to worry about something getting picked up in the background. If I was to demo it, I guess if I started clapping in front of my guests as you could see, it's still picking up everything I'm saying and I get a round applause at this time in the morning, which is always a win. You can do your standard editing skills with this. So if you wanted to punctuate you would say full stop, comma, question mark. Same way as if you were looking at if you wanted to drop down the line, you would say new line or new paragraph. That's quite nice. You can also edit your text with this. So if I wanted something bold or italics I would say the software's name and then the command. So TalkType bold on then everything would be in bold. TalkType, bold off. TalkType italics on, everything would be in italics. TalkType italics off. TalkType underline on, everything then would be underlined. TalkType underline off. And this is the same logic if you were wanting to delete or scratch something. So if I wanted to delete the last thing I've dictated, I would just say TalkType, scratch that. And then it deletes that. If I was looking at deleting a singular word I would look at my paragraph and just say TalkType delete looking. And then it deletes the word that then you can carry on dictating. If you wanted to select or change a word I would say TalkType select change. As you can see it highlights it and then I just carry on changing it to the word that I want it to change. I'm just going to pause my mic just there. Once you've finished dictating the dictate notes, there are two main ways of exporting this. You can do the standard highlight and copy and paste it to a word processor of your choosing. Or in the bottom right hand corner there's a copy button. If you click copy, you copy it to your clipboard and you move over to your word processor and then you open it up and that's how, and then you paste it in that way and then you can save it. And now it's dictate notes. That is very much what I call my brain dumb moment. It's when I've got stuff to get down very quickly I use dictate notes quite a lot because it just lets me get everything out quite nicely. It puts it all in the word processor and I'm really happy with that. Auto dictate is the button next to it. So if I click on it does, let's make this a little bit smaller so we can see. So let me move over to a document. So now I use Google Docs but that purely on the fact that I'm a little bit too cheap to pay for Microsoft Office. But you can use Microsoft Office, you can use Pages, you can use Excel. You can use anything that you can type in, TalkType is compatible with it. So once you've clicked onto auto dictate it does tell me that I'm now dictating into Google Chrome. There are two main ways of starting, the same way as dictate notes. Big button in the middle, button in the bottom left hand corner. So if I click on that and I start talking, as you can see, it does come up into our word processor first. If you want to move it across what you can do is you punctuate or you pause. So if I finish off my sentence, full stop and then it goes across that way. Or if I paused. Oh it's that way. Now I like to have it next to my Word document when I'm dictating purely on the fact of, I like to see what I'm dictating in real time, but you can have this in the background quite happily and it works just fine. This is just preferences now, full stop. You can also control your computer with this. So if any student or anyone wanted to open up another Word document you would say TalkType open pages and it opens up pages for me quite nicely. As you can see, it says that I'm already automatically dictating into pages. I don't need to click into the word process of my choosing so I can carry on talking and my sentence full stop. And it goes across. If I wanted to go back, I would say, TalkType open Google Chrome and then we're back to Google Chrome. And I can just carry on with the rest of my essay or my dictation on that word processor full stop. This is the same logic as if you wanted to open up an Internet Explorer or Safari. So I would say TalkType open Safari and it has opened up Safari and then I'd just carry on. I'm going to be pause my mic here. And that's auto dictate. It very much lets you dictate anywhere onto your Mac quite happily. There are a few key features that I really want to show you. If you guys are anything like me or if your students are anything like me, when it concerns commands I found it quite difficult to understand the commands. And I know with other dictation softwares you either need to write them down or you need to memorise them or have one of those editable PDFs. What we've done is we've created a command centre. So in the top right hand corner, there's this button up here. If you click on it, this opens up the command centre. Now you don't need to have this open to state the command. This is just so that you can find a command that you're looking for. If you click on discover commands, we have all of our commands here at the drop for hundreds of different commands. So everything from global Mac commands, mind view commands, all the way down to like auto note taker and Microsoft Excel commands. Now, if they're anything like me and didn't want to search to hundreds of commands to find the right one they wanted, we do have a search bar which is here just at the top, you click on it. And then let's say if they wanted to look for how to delete something, they'd put in the word delete and then the command would come up for them. Same way as if they're in mind view and wanted to understand how to branch something or wanted to know the command to branch something, you put it in the word branch and then all the commands come up quite nicely for them. Now we put this in purely on the fact of we found that when you are dictating, you don't want to have to think about command. You just want to be able to, the whole point of a dictation software is to be able to dictate and not worry about anything else. And if you're thinking about command, you tend to forget what you're dictating and we've tried to make it more streamlined for the user. You can also create shortcuts and create custom words as well. So if I click off this. In the top left hand corner there's the TalkType button up here. If you click on it and go down to preferences it opens up our settings tab. And if you click on text processing, this is where you can change your text on TalkType. So everything from your font size to your font. If they're anything like me when I was a kid and maybe a little bit now at times you can have a profanity filter on if you want but what you'd be looking for is a customised words. So if you click on edits and you click on add new customised words, you just type in the word here. So if you put in a word, I used the word bubble and then you click on okay. As long as it's said in the sentence, you don't have to train it, it does recognise it quite nicely. And below is customised shortcuts. So if you click on edits, again, go down to add new shortcuts. And a phrase that I found quite useful recently is if I said the word insert signature it would replace it with my signature. Kind regards, Stefano or the best Stefano or anything like that. This is also good for people in medical or life sciences you could put in acronyms. And then the actual word, it just speeds up the process so that they can carry on doing things with that. And that's generally TalkType. What we've done is we have put a lot of effort in speed and accuracy with this and we've tried to make a dictation software that gives the user a great experience. And I think it's an absolutely amazing product. One, I'm being paid to say that but that's because I actually love this product itself. It's something that has helped me out over the last couple of months. And if you do have any questions, please ask me. I'll be more than happy to answer as many as I possibly can.

JACK DOUGLAS: Hi everyone. My name's Jack, I'm the Sales Manager here at CareScribe. Thanks Stefano for demoing TalkType. It's not an easy job with dictation software. And yeah, every time I watch your demo it's genuinely enjoyable. So thank you. I'm basically here just to talk a bit more about the company and also sort of the operational side of things as well. So what we have at the moment is CareScribe is a company that builds assistive technology based in Bristol in the UK. The place behind Stefano that you can see at the moment is one of the bridges in Bristol. So yeah, we're very proud of where we're from. And it's really exciting to be on a webinar with Australian and New Zealanders, it's really cool to think that you're making time for us today. Just a bit of a background about CareScribe as a whole. So we are very much end users of the assistive technology that we build. So we have a couple of different types of software that we use. I work with a captioning tool that we use and Stefano looks after the TalkType side of things. Both products are progressive evolutions of the initial sort of technology that was built for our director. So our director is heavily dyslexic. He was at university studying to become a doctor. And the reason we went down the sort of speech to text route initially is because he was really struggling to sort of understand the nuances and the vocabulary that he was being presented with for his studies. So somehow, I don't know how, him and a couple of his student friends had some spare time studying medicine, again, I don't know how and they realised that they needed more help in being able to process that type of complex terminology. And that speech engine that derived from way back then is the speech engine that runs both TalkType and caption now. So in terms of accuracy and being able to understand different types of terminology, that's purely the reason why our software was built. And we very much look to be specialists in building assistive technology because the majority of staff that work with CareScribe have those specific needs, I'm dyslexic and dyspraxic. We try to build relationships with all of our customers and all of our ... be it one student or an institution or a company, we try and really try to understand the needs of those users and the needs of those companies. And we're forever developing products. The TalkType that Stefano just showed you is actually a version two. We had version one, that that is no longer but the reason we've built version two is off the back of feedback. We really try and build a community of users to try and use that feedback to make our products better and more sort of accessible and as easy to use as possible. Again, when I was back in university I was given Dragon and I think, I'm not sure, I don't think I got on too well with it in the end but I know things have developed a lot over the last sort of, I'm going to age myself now, but yeah, sort of 10, 13, 14 years. And yeah, I use TalkType now because like Stefano said, if I just need to brain dump something I find it really easy to just use TalkType to put all my thoughts into one place and then sort of edit and move things about. But just to sort of pick up on sort of the commercial side of things. So as I mentioned, we're a forever evolving company and the pricing structure is relatively new. So I have converted it into Australian dollars because I thought there's no point telling you in pounds because that's just going to annoy you probably. So the way that the licence works at the moment is it's based on a subscription model. So there's something called a pro licence which would provide you with 3000 minutes a month of dictation. And that is a very specific number of $87.92. And then the light version which is a thousand minutes of dictation for the month is 43.96. So that sort of for the individual user, we also have seats based licences. So if you're a university or a disability services and you have a handful of students or 10 or 50, depending on how many buy we can sort of add discount to that rate. But yeah, just in terms of the commercials and that kind of thing, I thought I'd just let you know what those are to begin with. The best way to purchase TalkType at the moment. At the end we'll sort end out our email addresses because as I mentioned, we're a forever evolving company and the platform is about to be pressed to deploy within the next sort of 24 hours. So if we were to say, right, go and buy TalkType at the moment, you actually can't. So what we're doing is if you reach out to us we can sort out your licences and stuff like that. But as it's a long weekend for Easter we're hoping that the deploy button which our developers are really happy about working over that period. By sort of Tuesday, Wednesday next week you would be able to just go to the website and buy it. So yeah, in terms of a little bit of background about the company and us I thought I'd just fill you in on that. Again, thank you Stefano for demoing the product. I demo our caption software and that's hard enough as it is. So being able to actually know that something is writing exactly what you're saying as you're speaking on a webinar in front of people is really impressive. So thank you for that. Darren, I think we're probably ready to take questions and yeah, thank you for having us.

DARREN: Excellent. Thank you Stefano and thank you Jack for the info on that. There's no question so far. Please, if anybody's got some, throw those in to. There were some prior questions which were sent out or two people I think came in with some questions that I'd passed on. I don't actually have at hand at the moment.

STEFANO: I think I have that.

DARREN: Okay, apologies. But while that's happening can I just say, nice demo, may I say doing it in real time. Though in all the pitfalls of it not doing every word necessarily a hundred percent, but it was fairly accurate given background noise and the fact you didn't want to mess your hair up which I appreciate being early in the morning as well by wearing the headset. So it was probably a close to a worst case scenario for dictation software to sit there in front of a laptop several feet away and talk to a bad microphone and hoping-

STEFANO: I like to put it through its paces.

DARREN: that the software works. Yes, you put it through its paces and I thought it actually performed quite well given it was there in comparison to some of the other software that's there. Now I think there's probably some other Mac user out there that certainly the death now as it was of Dragon leaving the platform, there was a lot of people who had wed themselves to the software and things like that. Have you found that there's been a transition in the UK, particularly for some Mac users that might have been users of or that have reached the capacity of say the voiceover options inside Mac to TalkType?

STEFANO: Yeah, because I deal with this specific sector of the UK which is basically students and that side of it all. And the feedback that I've always got from them which has been absolutely lovely is that they love certain elements of TalkType, especially dictate notes because it just let them get it all out. There's been a few new updates I think with Windows users and Dragon and everything. And especially with Windows 11 and Dragon sometimes not being compatible with it. It does help out quite a lot when we're having a conversation and they've switched over to a Mac and they understand that we're here to help them with TalkType and everything like that. And especially when the Mac dictation, the issues surrounding Mac dictation like it can be a little bit laggy at times. And there isn't a, what's it called? It doesn't pause after a minute, it doesn't shut down like the Mac dictation software does. You only have a certain amount of time with Mac dictation to get your dictation out. TalkType is you can keep it in the background consistently, as long as you pause it on and off, you're quite happy. And then it just means it's a lot more streamlined than the Mac dictation as well which is quite nice.

DARREN: Yep. Now, in terms of Jack you'd mentioned the pro and the live version in terms of minutes. Is there minutes getting used if you were just using, I'm playing devil's advocate here by the way. Sorry if I'm putting on without due notice to use the voice command controls because I can see just the voice controllability and the flexibility that's there to set those up is actually a very, very useful tool in itself to setting up voice commands to control other bits of software. Is that coming off the minutes per se because it's recognising what people are saying?

JACK: Unfortunately yes. So basically any time that the speech engine is processing anything, that's kind of when the minutes are being taken, yeah.

DARREN: Yep. But the list of applications you had there was quite extensive. So how in depth do those commands go Stefano in terms of being able to control various bits of software on the Mac?

STEFANO: To be fair it's most editing side of all it's very good with their controls and everything like that. There are a few new things that are coming up with commands because we can always do better always. But same ways if you are looking at when you are using auto dictate and you are transferring from the word processor over. And using that it is I'm quite happy to say 94%. The commands are there because we can't get all the commands yet because we very much made sure that this update was speed and accuracy because that was at the forefront before looking at all the controls.

DARREN: Excellent. The background removal feature. Was that something that came into version two, was that there in version one? Your clapping exercise during that was actually I'm thinking this is not going to work and it did. There was a few errors, bits that it picked up but largely it got through that. So that's quite a nice feature.

STEFANO: Yeah, I think that came into the newest feature. I wasn't around feature one. I've seen it and I'm very much glad that I don't have to demo version one. But yeah, no, it was something that was brought up quite a lot just because you're not always in the quiet room and to have to go off to a quiet room to just to dictate it's a little bit isolating, it can be a little bit isolating. So it's quite nice to be able to still if you are with a friend or if you're doing something in like a group setting, you can still dictate and still have that conversation or have that noise around you. Or if you like me in a coffee shop, sit there, have a coffee, do your work, not have to worry about someone ordering a latte. I mean it's always a win.

DARREN: Comes up in the middle of your assignment, latte please or latte four. Sorry, there's no other questions here so I'll just keep rambling for a couple of minutes with the few questions that I've got. Can you start the dictation without the need to click on the button? Is there a keyboard shortcut to do that?

STEFANO: Currently no. No, currently no. That's come up a couple of times. I've brought it through to my software engineers which they have flagged it and hopefully in the next upcoming updates that will come in time. But no.

DARREN: What was my other, oh the customised words. I thought that was quite interesting. So you're not training your voice for the words. You put the voice in or the word in and it will recognise your voice to that word. How accurate is that? I sound sceptical and I probably am sceptical of that. Because I think I'm just used to, and a lot of people would be used to the you train it to your voice versus here's the word I want you to recognise and then just recognise it from my voice.

STEFANO: Yeah. No, it's very good. There has been, I'll be honest. There has been a couple of one or two times that it hasn't recognised, but I've said it a couple of times in the sentence and it's worked. What we have done is you don't actually have to train the software because it recognises accents, it recognises the lexicon that you're speaking. And one of the other good things is that because it is built off the back of I guess our first software which is Medico which is the medical side of it all. It's got all that in built as well. So it's very good. I'm more than happy, if you have a Mac, you can have a licence to play around with. And you can see how good it really is.

DARREN: I suppose there's two other questions. One of those is, can people demo the software themselves? Is there a demo or a limited licence version available? Is that from the website or should they contact to get hold of a licence?

STEFANO: Contact me or Jack and we can get that sort for you. Yeah, Jack?

JACK: Yeah, yeah. That's absolutely fine. The proof is always in the pudding, isn't it?

STEFANO: Yeah. And I'm very much put it through its pace so let me know.

JACK: Yeah.

DARREN: And my other question which you might have just answered as well. So how hard does it work with an Australian voice, Australian accent? You said it's accent kind of neutral.

STEFANO: Yeah, because of what we've done with it and what we, Sandra Cloud and I've done something with it. Our engineers have worked incredibly hard on this, especially this update. So accents and everything like that, it works perfectly fine.

JACK: I'll add to that as well. The main developer is actually a New Zealander. So he's a guy called Paul who he built the first version of TalkType and he built the second version of TalkType. And yeah, if an accent has been practiced with TalkType it is definitely that of New Zealand. And he's definitely put it through the paces. So yeah, that is one that we can actually tick off and say, yep, definitely works with that.

DARREN: It was built from that. There's a question that's just come through around, contact details. And I'll just let everybody know, we'll be putting the contact details for both Stefano and for Jack up onto the website post this et cetera, so that you can get directly in touch with if you like. Is there anything else you'd like to add? Or we might wrap this one even just a little bit earlier if need be. Oh James just actually put both your email addresses into chat there. So if anybody wants to get in touch, please do so. We're going to give people a little bit of an early time for Easter which would be lovely. There's no other questions there, but thank you both very much for joining us today to talk about that. And I think we often don't touch on some of the Mac software that's out there and specifically some Mac software. So I think this is it's very nice to bring something new to the market in Australia that's there. So yeah, a couple of I think very powerful tool there. And I'd be looking forward to the updates that you're talking around Jack with the caption side of things and the launcher of your other products coming up. Thank you everybody for joining us today. Jane will put a link into chat for the survey that we conduct at the end of these. We do value everybody's feedback and if you can fill it in now or it will also be sent out in an email link afterwards as well. But thank you everybody for your time today. And again, thank you Stefano and Jack for getting up nice, bright and early. What time is it there? About five in the morning now or something like that or past?

STEFANO: 5:40.

DARREN: 5:40. Getting up bright and early to give us this product administration today. I think that's fantastic. Thank you very much. Thank you to Jason as well from Bradley Reporting for the live captioning today. Just to let you know, the webinar will be put up as it was recorded will be put up onto the headset website in the coming days. So keep an eye out for that. But thank you everybody. Have a lovely rest of your day and a lovely Easter to everybody.

JACK: Thanks everyone. Cheers.

STEFANO: Thank you so much.