Patient Software User Guide

Software Version v1.0.00

Revision 0.4

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Contents

1 Software Overview

Welcome

Welcome to the SpeechVive Device Programming software! SpeechVive's goal is to provide a quality technology that helps you communicate more effectively and stay connected to your family and friends. It is our privilege and honor to provide you with a solution that gives you your voice back.

This software is intended to be used in conjunction with the SpeechVive device bundle and can be used to calibrate devices for patients.

This guide and software are intended to be used by patients. Patients will need to be partnered with a SpeechVive provider utilizing the companion Clinician software package to be able to take advantage of this software.

Software Features

- Determine if a SpeechVive Device is right for you
- Conduct calibration sessions remotely via telehealth
- Communicate with clinicians using our in application video chat
- Secure, HIPAA compliant data & communication handling practices

2 Privacy & Patient Health Data

Your health data is important and SpeechVive understands that importance. As such, we have designed this software to be fully HIPAA Compliant and take all necessary precautions to ensure your data is safe.

Privacy Features

- All Patient Health Information is de-identified prior to transmission.
- All data transmitted is fully encrypted end-to-end. This includes video and audio data.
- Video and audio are never stored or recorded.
- No persistent storage of any patient or session data.
- Optionally store historical patient data on your clinician's local device.

3 Installation

Below you will find information about downloading and installing the appropriate software for your machine.

System Requirements

- Windows 10, 11 or MacOS 10.12+
- Minimum 650mb free disk space
- Internet connection
- 2 Available USB ports

Software Installation Procedure

Windows Devices

Any Windows device running in "S Mode" will not be able to utilize the Windows Installer. "S Mode" users will need to access the software through the [Microsoft store](#).

Administrator privileges may be required to install software on your device.

Windows Installer

1. Download the [Windows Installer from SpeechVive.com](#)
2. Run the downloaded application
3. Follow the installer instructions

Microsoft Store

1. Locate the [SpeechVive Patient software in the Microsoft Store](#)
2. Click the "Get in Store App" button
3. Follow Microsoft Store App installation instructions

Mac Devices

Administrator privileges may be required to install software on your device.

Mac Installer

1. Download the Mac Installer from SpeechVive.com
2. Run the downloaded application
3. Follow the installer instructions

Device Installation Procedure

A **SpeechVive Device** and **Samson Microphone** will be required to conduct a calibration session. Both of these devices have driver software that should be installed prior to conducting the first session.

You will need to have the devices installed on your machine.

Prepare the Hardware

Assemble Samson Microphone

1. Remove the Samson Microphone from the case.

2. Slide the switch on the side of the microphone to the "O" position.

3. Position the microphone as shown.

4. Connect the mini-USB cord to the right side of the microphone.

Assemble SpeechVive Device

1. Unpack the SpeechVive Device.
    a. Ensure the device is fully charged. See the device manual for charging instructions.

2. Connect the rubber ear piece.
    a. Recommend starting with the medium size and adjusting as necessary for a tight fit

An important note, for the SpeechVive Device to work properly, it is crucial that the earbud has good surface contact with the ear. A snug fit will ensure proper triggering and the most effective operation of the device.

3. Connect the small end of the Micro-USB cable into the SpeechVive Device
    a. The port is located beneath a small rubber flap.

Connect the Devices & Install Drivers

1. Close **SpeechVive Patient** software, if running.
2. Connect the **SpeechVive Device** to an available USB port on your computer using the provided cable.
3. The **SpeechVive Device** drivers will automatically be installed after connecting.

This process will occur in the background and depending on your system you may or may not be notified when the installation has completed. Please wait for approximately one minute to allow for this action to complete.

4. Connect the **Samson Microphone** to an available USB port on your computer using the provided cable.
   Two USB ports will be required as both the **SpeechVive Device** and **Samson Microphone** need to be connected simultaneously.

As before, the microphone drivers will automatically be installed after the device is connected. Please allow for another minute to pass while the driver installation completes.
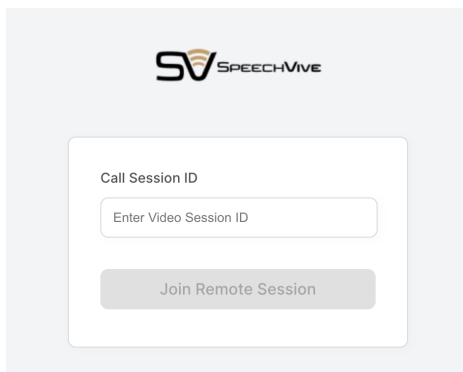
4 Getting Prepared for a Session

Once you have received your **SpeechVive Device Bundle** and installed the necessary patient software you should have everything you need to get connected.

1. If you still need to install the software, see [Software Installation Procedure](#).
2. Make sure your **SpeechVive Device** and **Samson Microphone** have been installed, see [Device Installation Procedure](#).
3. Review the [Hardware Positioning References](#) and setup your equipment accordingly. The microphone should be a distance of 12 inches from the patient.
4. Have your **Session ID code** ready and available. If you do not have a **Session ID code,** reach out to your provider to obtain one. They will provide you with a 5-digit code.
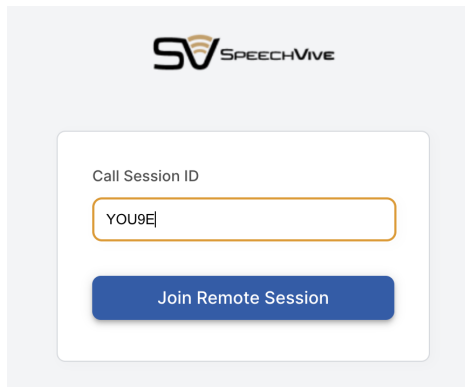
5 Connecting to a Session

1. Launch the **SpeechVive Patient** software, if it is not already running.
2. Enter the 5-digit **Session ID code,** provided to you by your clinician, into the available field.
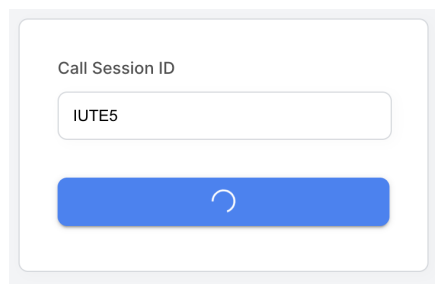
3. Once the code has been entered, press the **Join Remote Session** button.

4. You should now be connecting to the session and will be presented with a video-chat window when the connection has been made.
   a. If the clinician has not yet started the session you may see a spinning icon in the button. You will automatically be connected when the clinician starts the session.

   b. If the clinician has not started the session within 5-minutes of your connection attempt you will receive the following notification.

   ⚠ A video session couldn't be started: The session hasn't been started by the Clinician. Please try again in a few minutes or contact your Clinician. Please ensure to have your Speechvive Device and Microphone connected before joining

   You may immediately click the **Join Remote Session** button again to restart the connection attempt.
   c. If you continually fail to connect to the session, contact your clinician through your preferred method of communication (telephone, email, etc) to confirm the **Session ID code** and the scheduled time to meet.

6 Conducting a Calibration Session

During the calibration session you will be provided with some information about **SpeechVive** and the **SpeechVive Device.** The clinician assisting you will give you instructions throughout the calibration session.

There are a total of **5 steps** that will need to be completed. You will need to speak throughout the session. Try to think of some topics that you can speak about for extended periods of time - it may be necessary to be speaking for up to 60 seconds at a time.

If you are having trouble thinking of topics, the clinician may ask you to read from some sample texts. These texts can be found at the end of this document, see Phonemically Balanced Sample Passages.

The first calibration session will essentially determine if the **SpeechVive Device** is a good therapeutic option for you.
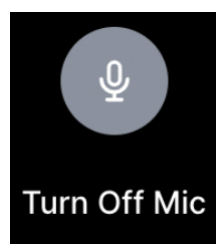
For existing patients or those who have just received their first device, the calibration will help get the device configured specifically to your needs.
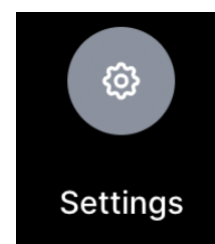
7 Video Chat Features & Functionality
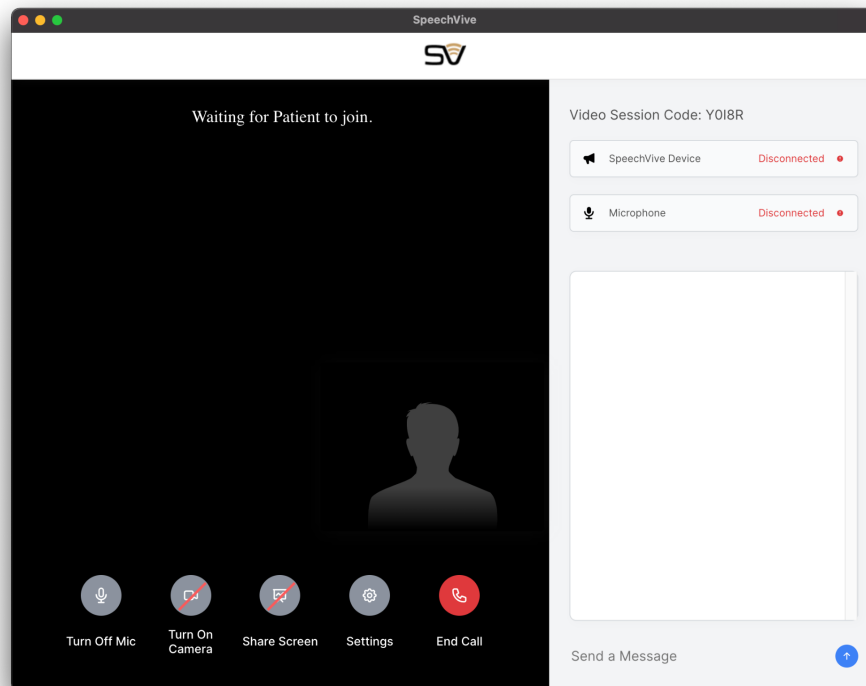
The video and chat window has everything you need to effectively communicate while you are participating in a calibration session.
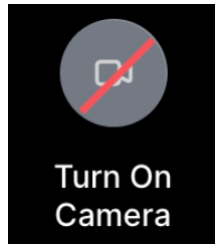
Controls

Allows you to toggle between having your microphone muted and available.

The settings button allows you to select your webcam and audio devices

Allows you to enable and disable the
selected webcam device.
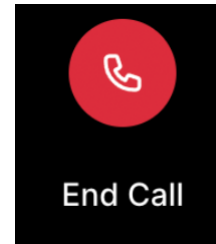
The end call button will end the call and
disconnect you from the clinician.
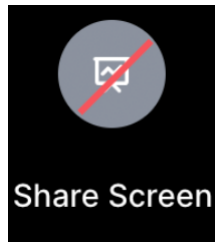
Allows you to share your screen with the
clinician, or the clinician may share their
screen with you.

Settings

When you click the Settings button you will be presented with the following dialog. The
Media Settings dialog allows you to select the hardware devices you would like to use for the
call.
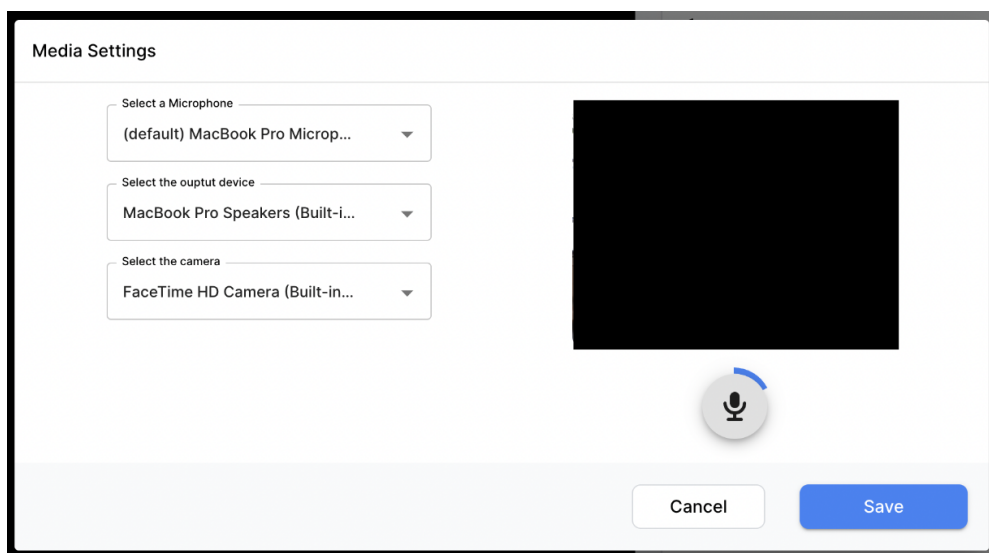
Once you have selected the appropriate devices you can click **Save** to confirm those
changes.

Chat

The application includes basic chat functionality. This can be helpful if you are facing any type of audio issues that could be caused by slow internet connections or hardware issues.

You and the clinician can freely send messages back and forth. This can include links and references that the clinician may require during the remote session.

Simply type a message into the field and press send!

Video Session Code: Y0I8R

| SpeechVive Device | Disconnected |
| Microphone | Disconnected |

Send a Message

Appendices

Troubleshooting

Symptom	Possible Cause	Solution
Not Loud Enough	Low Battery Blocked Earpiece/Silicone Tip Debris Buildup Device Programming Incorrectly Hearing Change Loud Environment	Place the SpeechVive on the Charging Station Clean/Replace the Silicone Tip If hearing change suspected, refer to an audiologist Move to a quieter environment for conversation
Inconsistent Performance	Low Battery Blocked Earpiece/Silicone Tip Defective Device	Place the SpeechVive on the Charging Station Clean/Replace Tip Re-do the calibration Contact SpeechVive
Device is Dead/Won't Charge	Low Battery Poor Contact Between Device and the Charger Defective Device	Place the SpeechVive on the Charging Station Check the Battery % status in the Settings Tab in the SpeechVive Clinician Software Ensure there is no debris inside the charger or the brass connections Contact SpeechVive

Symptom	Possible Cause	Solution
SpeechVive Indicator is RED	The SpeechVive Device is not recognized by the software	See USB troubleshooting addendum
The Microphone Indicator is RED	The Samson Microphone has not been detected by the software	See USB troubleshooting addendum
Clinician is unable to hear audio during a telehealth session	Incorrect input device selected Input device volume too low Incorrect output device selected Output device volume too low	Confirm/adjust input device in settings Adjust microphone input volume in computer settings Go to settings and confirm/adjust output device Adjust device output volume in computer settings
Clinician is unable to see video during a telehealth session	No video device available Incorrect video device selected	Ensure a video device is connected to clinician computer Confirm/adjust video device in settings
Unable to connect to telehealth session	No Call Session ID Invalid Call Session ID Expired Call Session ID No/poor internet connectivity	Make sure Call Session ID is in text field Confirm that Call Session ID has been entered correctly If ID is older than 30 days it has expired, contact your provider and request a new ID Investigate internet speed/connectivity issues

USB Troubleshooting Addendum

These are basic troubleshooting steps to use for both SpeechVive and Microphone problems.

Step 1 – Be Patient

If this is the first time the device has been plugged into this particular USB port, it may take several seconds to install the driver. If the computer has had any Windows updates installed, it's possible that the drivers may need to reinstall again when the device is attached.

If other software is running on the computer and placing a heavy load on the processor, the computer's response can be slower than usual.

Step 2 – Try Another Port

If the driver for the port in use has stopped working, sometimes plugging the device into another port will work. If you don't have an open port, swap the connection with the microphone's port.

Step 3 – Try Another Cable

Cables can and do go bad. Flexing, tugging, connecting and disconnecting cables can cause a failure. This is especially suspect if you are getting an intermittent connection. If you have another cable of any specification available, by all means try it, but if purchasing a replacement cable make sure it is certified to USB 2.0.

In addition to the cable, inspect the computer's USB port. If the cable seems to be loose compared to another port, the port connector may be damaged. Also inspect the SpeechVive device and cable to make sure there is no debris in any of the connectors which may prevent a proper connection.

Step 4 – Restart the Computer

A clean restart may clear up the issue.

If the problem doesn't resolve, contact SpeechVive.

Contact

Remember you're not alone!

If you would like one of SpeechVive's SLPs to assist you with a calibration, we are happy to help.
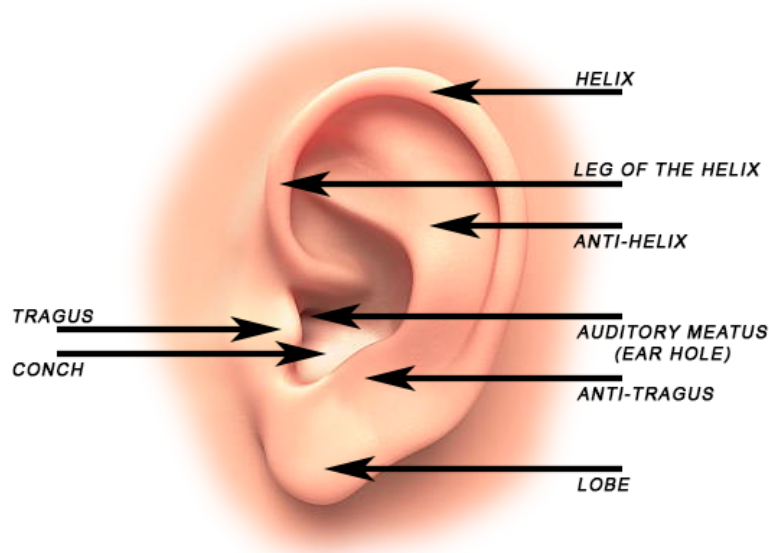
Sales & Technical Support

Email: info@speechvive.com

Call: 800-392-3309

Hardware Positioning References

Proper SpeechVive Device Placement

- Ensure the rubber earpiece is snugly in the auditory meatus. If it does not fit snugly, you may need to change earpiece sizes. The rubber earpiece should rest just behind the tragus to ensure the accelerometer in the earpiece will feel the F0 vibrations during speech.
- The SpeechVive cannot be switched from a right to a left ear device. **DO NOT TWIST** the earpiece - this is the spinal cord of the device. Twisting will damage the device.
- If you require a different device, contact SpeechVive.

Proper Samson Microphone Placement

- Ensure the microphone is a distance of 12 inches from your mouth.
- Moving from the initial set location or adjustment of microphone positioning during a calibration session will greatly affect the outcomes. **DO NOT ADJUST PLACEMENT WHILE CALIBRATING.**

Phonemically Balanced Sample Texts

The following sample texts are phonemically balanced passages and can be used during a calibration session.

The Grandfather Passage

"You wish to know all about my grandfather. Well, he is nearly 93 years old, yet he still thinks as swiftly as ever. He dresses himself in an old black frock coat, usually several buttons missing. A long beard clings to his chin, giving those who observe him a pronounced feeling of the utmost respect. When he speaks, his voice is just a bit cracked and quivers a bit. Twice each day he plays skillfully and with zest upon a small organ. Except in the winter when the snow or ice prevents, he slowly takes a short walk in the open air each day. We have often urged him to walk more and smoke less, but he always answers, "Banana oil!" Grandfather likes to be modern in his language."

The Rainbow Passage

"When the sunlight strikes raindrops in the air, they act as a prism and form a rainbow. The rainbow is a division of white light into many beautiful colors. These take the shape of a long round arch, with its path high above, and its two ends apparently beyond the horizon. There is, according to legend, a boiling pot of gold at one end. People look, but no one ever finds it. When a man looks for something beyond his reach, his friends say he is looking for the pot of gold at the end of the rainbow. Throughout the centuries people have explained the rainbow in various ways. Some have accepted it as a miracle without physical explanation. To the Hebrews it was a token that there would be no more universal floods. The Greeks used to imagine that it was a sign from the gods to foretell war or heavy rain."

"The Norsemen considered the rainbow as a bridge over which the gods passed from earth to their home in the sky. Others have tried to explain the phenomenon physically. Aristotle thought that the rainbow was caused by reflection of the sun's rays by the rain. Since then physicists have found that it is not reflection, but refraction by the raindrops which causes the rainbows. Many complicated ideas about the rainbow have been formed. The difference in the rainbow depends considerably upon the size of the drops, and the width of the colored band increases as the size of the drops increases. The actual primary rainbow observed is said to be the effect of super-imposition of a number of bows. If the red of the second bow falls upon the green of the first, the result is to give a bow with an abnormally

wide yellow band, since red and green light when mixed form yellow. This is a very common type of bow, one showing mainly red and yellow, with little or no green or blue."

From Fairbanks, G. (1960). Voice and articulation drillbook, 2nd edn. New York: Harper & Row.
pp124-139.