FLORIDA PROBE

VoiceWorks User Manual

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Getting Started

What's In the Case

You will find the following items in your VoiceWorks Case: (1) VoiceWorks Wireless Headset (2) VoiceWorks USB Key (3) FP32 Software Key (4) USB Charging Cable (5) Black USB Wall Plug

Matched Pairs: the VoiceWorks Colored Stickers

Remove your conveniently folded VoiceWorks Wireless Headset from its case. Notice the round, colored sticker on the right headphone. This sticker may be orange, red, hot pink, purple, yellow, pink, green, or blue and it will match the color of the sticker on your accompanying VoiceWorks USB Key.

The colors of these two stickers must be the same because they are a specially matched pair from the factory. If your office is using multiple headsets, then the headsets should all have different

colored stickers/matched pairs so that you do not accidentally try to use your headset with a co-worker's VoiceWorks USB Key.

Charge the VoiceWorks Headset

Next, plug the USB Charging Cable for your Voiceworks Headset into the small opening located on the bottom of the right headphone (with the colored sticker). Plug the other end into the provided Black USB Wall Plug and then plug into a wall outlet. Alternatively, you can plug the other end into the provided optional White USB Hub and then connect the hub to your computer; however, the headset will not charge if you turn your computer off.

When not in use, we recommend charging your VoiceWorks Headset. On a full charge (which takes about 2 hours to accomplish), the headset will work non-stop for about 6 hours. 5 minutes before your headset is about to lose power, you will hear a “beep-beep” sound from the headset. This sound will repeat every 30 seconds until the battery is completely drained.

Note: In some earlier models, the headset will automatically turn off after 5 minutes of not using it. Just press the power button again for 2 seconds to turn it back on.

Get to Know Your VoiceWorks Wireless Headset

It’s Wireless, So You’re Free to Move

Your new VoiceWorks Headset is wireless, meaning it allows convenient, wire-free use around your operatory by connecting to the VoiceWorks USB Key that you plug into your computer or USB hub. The wireless connection is good for about 20 ft. in all directions from the VoiceWorks USB Key (when the key is plugged into your computer or USB hub & it has established a successful connection with the headset).

How to Wear the VoiceWorks Headset

It is recommended that the right headphone with the sticker and controls is placed so that your ear is partially exposed in order for you to hear your patient or other office staff.

Note: The boom mic can be rotated at its base so that if you are left-handed, you can flip the microphone around in order for the right headphone (with the sticker and controls) to be worn over your left ear instead. Rotate the mic clockwise from the base, do NOT pull on the mic itself to rotate (Fig. 1).

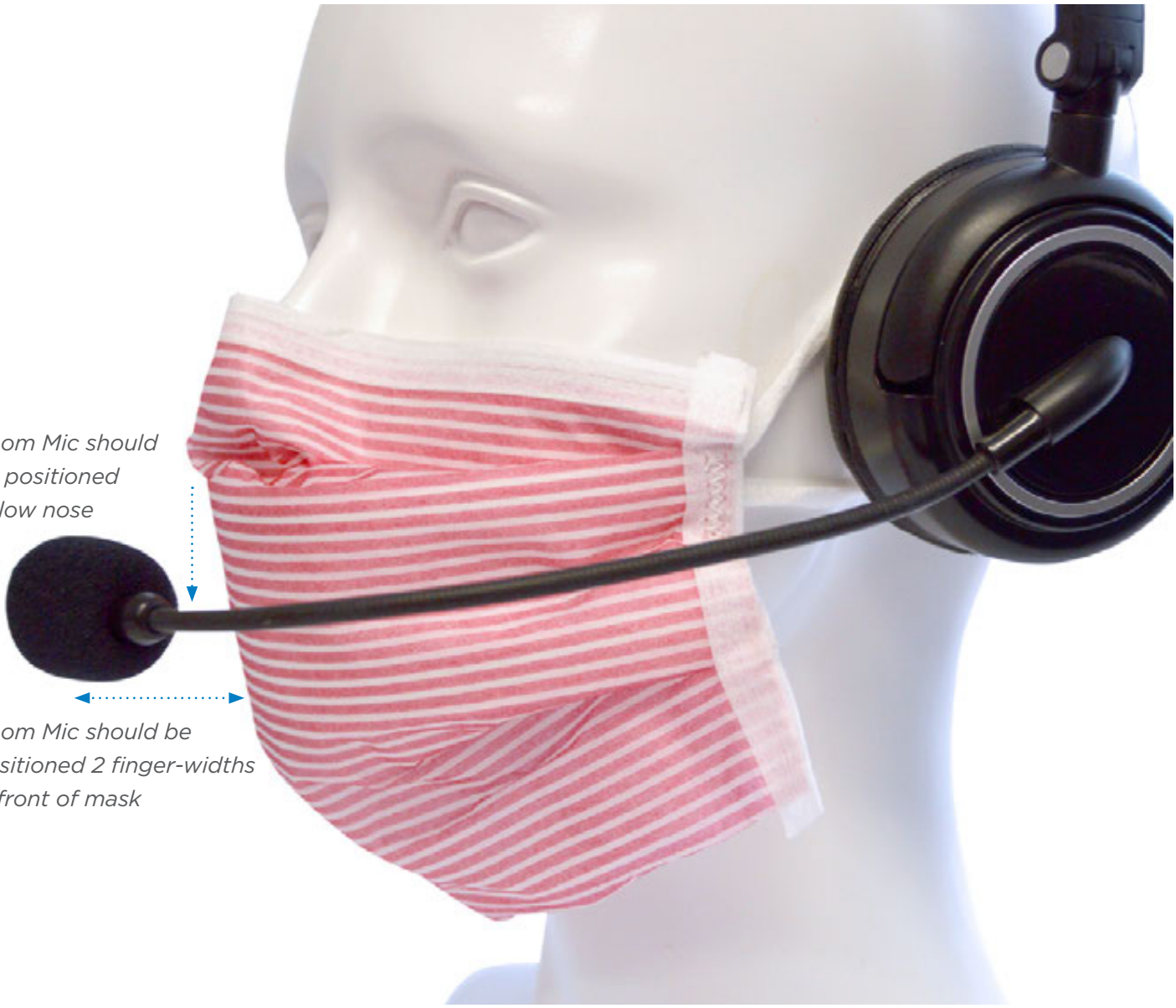
Fig. 1 *Rotate the mic clockwise from the base, do NOT pull on the mic itself to rotate.*

Once you have rotated it 180 degrees, *gently* bend the mic into place (Fig. 2).

Fig. 2 *Be Careful not to aggressively bend the mic - use care.*

Proper Placement of the VoiceWorks Headset Boom Mic

The VoiceWorks Boom Mic has been designed to work with paper face masks that most clinicians wear during their patient exams. It is most effective when used with such a mask. The VoiceWorks Boom Mic is located on the left headphone and should be placed about 2 inches away from your face mask, below your nose. Hold two finger-widths in front of your mask and position the boom mic after those fingers.



The white dot located directly below the foam head should always be facing you and you should be able to see it out of the corner of your eye. The other side of the boom mic is designed as a sort of wind shield that blocks out ambient noise, which is another reason to make sure that the white dot is facing toward you and not away from you. Please make sure the boom mic is properly placed for optimum performance by VoiceWorks.

Note: If you feel like the headset is too big for your head, we recommend an alternate way of wearing it. Please see the "Troubleshooting" section at the end of the user manual for this information.

How to Speak into the VoiceWorks Boom Mic

The VoiceWorks Boom Mic is designed to be able to receive your voice input in a normal tone of voice (not your "Radio Announcer" voice). Do not yell or speak more loudly than your normal speaking voice, or it will not work properly.

Please don't yell and don't eat or chew gum while using VoiceWorks, even if it's just a practice session.

In addition to speaking in your normal tone of voice, please: No Eating or Chewing Gum, even if you are only practicing, as VoiceWorks will mistakenly adapt to how your voice sounds when your mouth is full or you are chewing.

How to Successfully Communicate with the VoiceWorks System

The VoiceWorks FP32 software is designed to recognize 1-3 word phrases as one word. For example, the phrase, "Change Mode Pocket Depth" should be spoken as one continuous phrase, "ChangeModePocketDepth" in order for VoiceWorks to correctly understand the command. Please refer to the VoiceWorks Commands List in the back of this manual for a complete list of commands. These commands are being updated all the time, and you can always find a link to the most up-to-date list in the VoiceWorks Dialog Box within the software (see example on page 13).

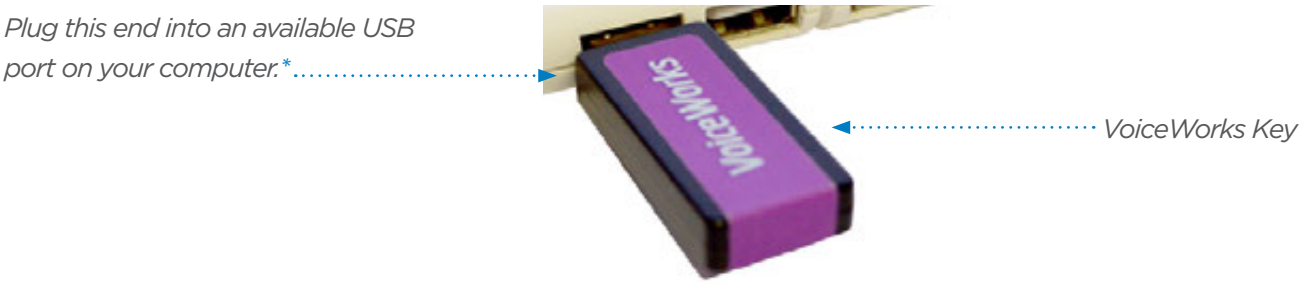
Start Using the VoiceWorks System

Perform Several Practice Exams Using Paper Charts

It is recommended that you practice using the VoiceWorks system by first entering the exam data from at least 10 Paper Periodontal Charts (we have provided 5 for you as a start in this manual, with the first 2 having also been converted to Florida Probe Periodontal Charts, so you can check your work) before actually performing an exam using a real patient. This will allow you to become comfortable with speaking exam data into the headset without having the stress of a patient in the chair. After you are comfortable with entering paper charts, it is recommended that you practice with several live test patients (office staff, etc.) before you perform an actual patient exam with the VoiceWorks system. The additional 3 paper perio charts are located in the Apendix on page 43.

Establish a Connection Between the VoiceWorks Headset & VoiceWorks Key

Plug the VoiceWorks Key into an available USB port on the *same* computer that the FP32 Software is installed on.



Next, unplug your VoiceWorks Headset from the USB Charging Cable. Press and hold the power button on the headset for 2 full seconds. A blue light in the center of the VoiceWorks sticker on the right headphone will appear. If the blue light turns solid, then it has made a connection to the VoiceWorks Key, which is the goal. If the blue light is blinking, it has lost connection to the VoiceWorks Key or the key is not plugged into a working USB port.

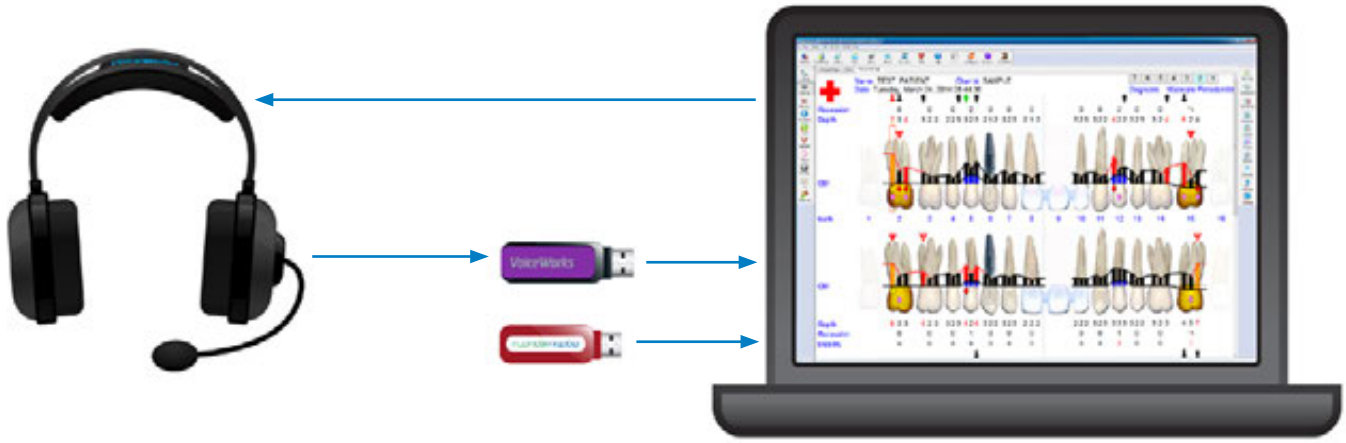
You should see a blue, steady light in the center of the VoiceWorks Headset right headphone sticker once you turn the power on. If it is blinking, it has lost connection to the VoiceWorks key or the key is not plugged into a working USB port.

You can also look for a red, steady light on the back of the VoiceWorks USB Key after you plug it into the computer or USB hub. If the red light is blinking, you haven't yet turned the power on to your wireless headset OR it has not established a connection with the headset for some reason. Please refer to the VoiceWorks Wireless Headset Reference in the back of this manual for more information, including information about the other controls on the right headphone.

Plug in the FP32 Software Key

Next, plug the FP32 Software Key into an available USB port on the same computer that the FP32 Software is installed on .

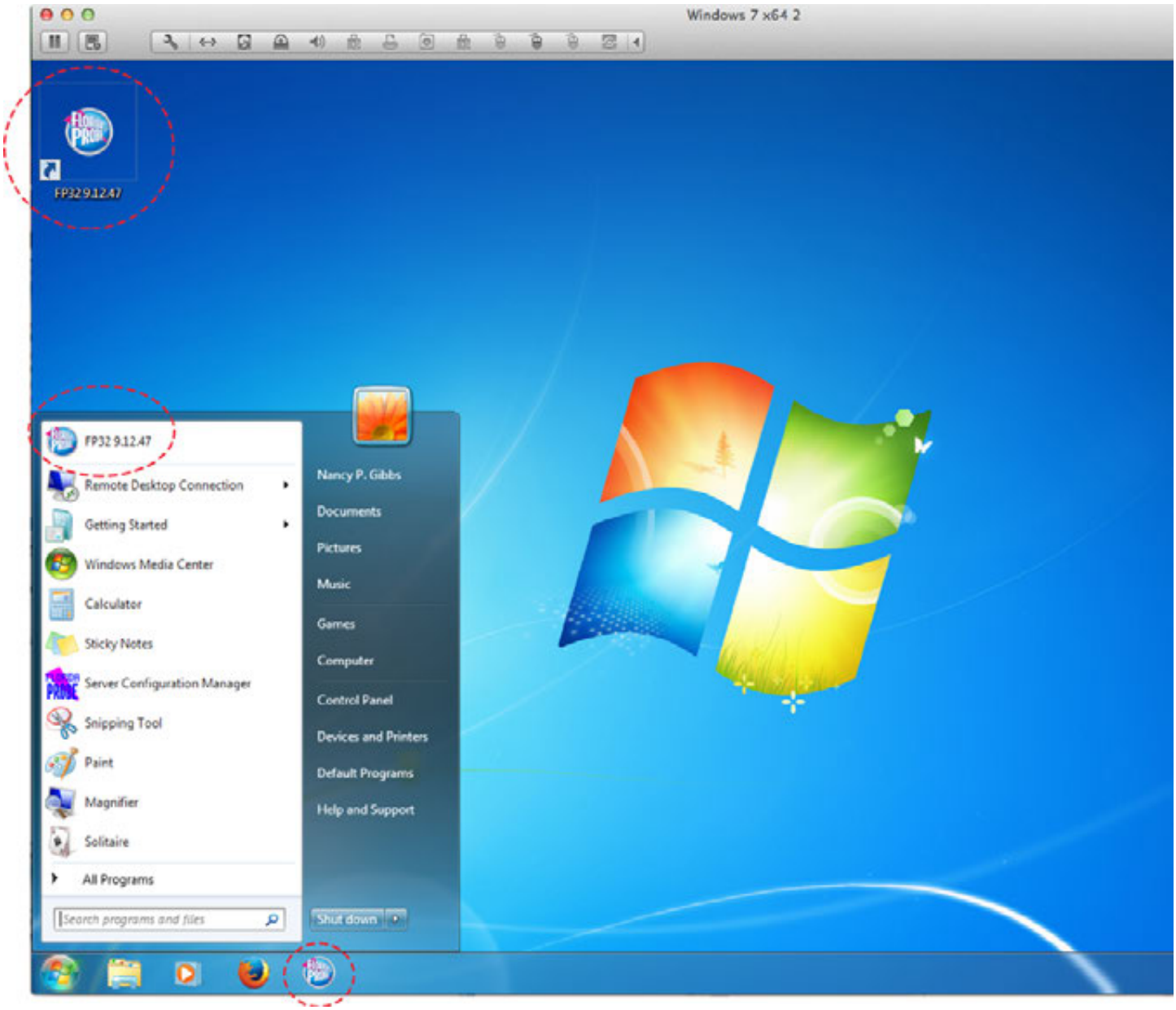
This will "unlock" the FP32 Software to full functionality, including the ability to perform a new periodontal exam.



Establishing a connection between the VoiceWorks Headset & VoiceWorks Key allows the software on the computer to communicate with the headset.

Launch the FP32 Software

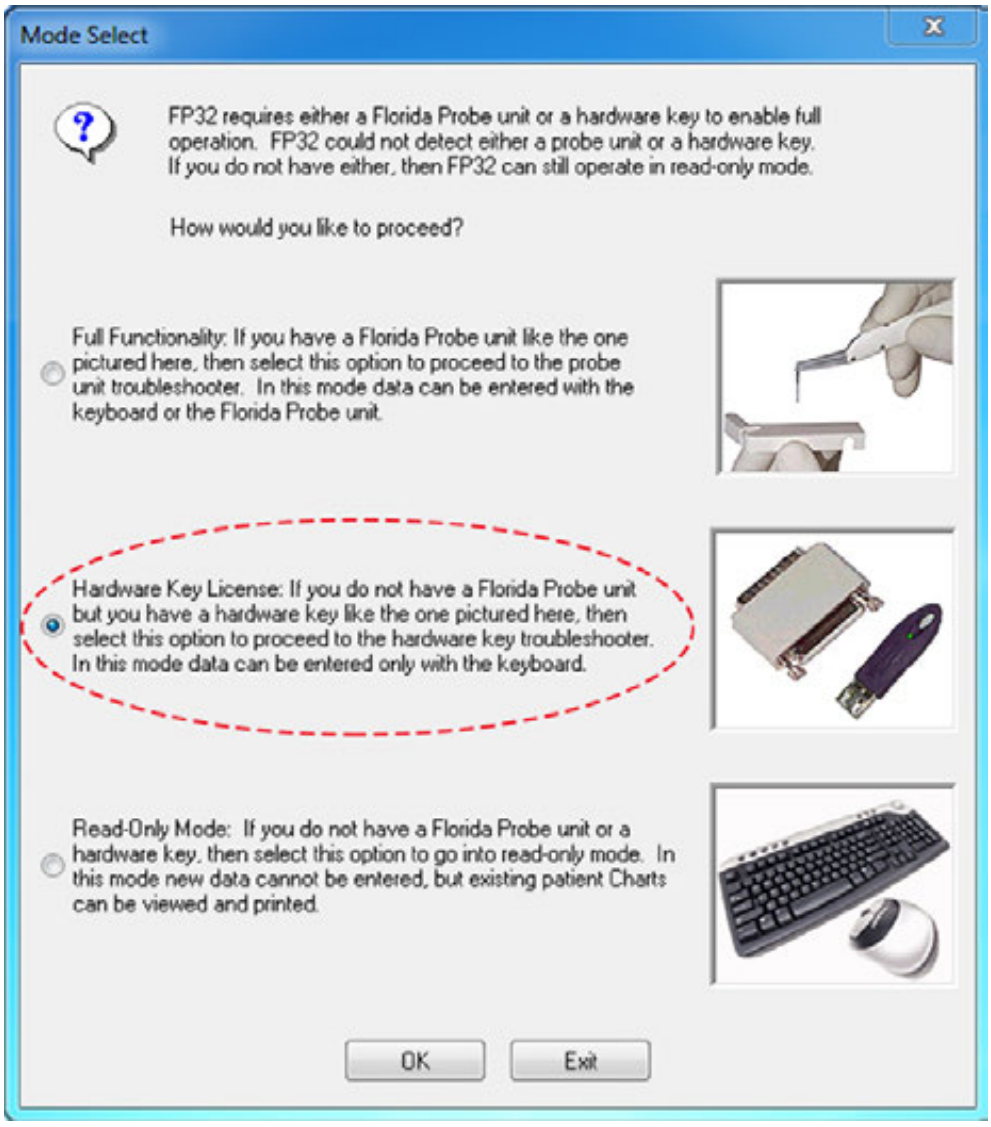
Launch the FP32 Software from the Windows Start Menu or by double-clicking the FP32 Desktop Icon.



If you are launching from your Practice Management Software, please refer to this section, Integration with Practice Management Software on page 32, then continue to the next page.

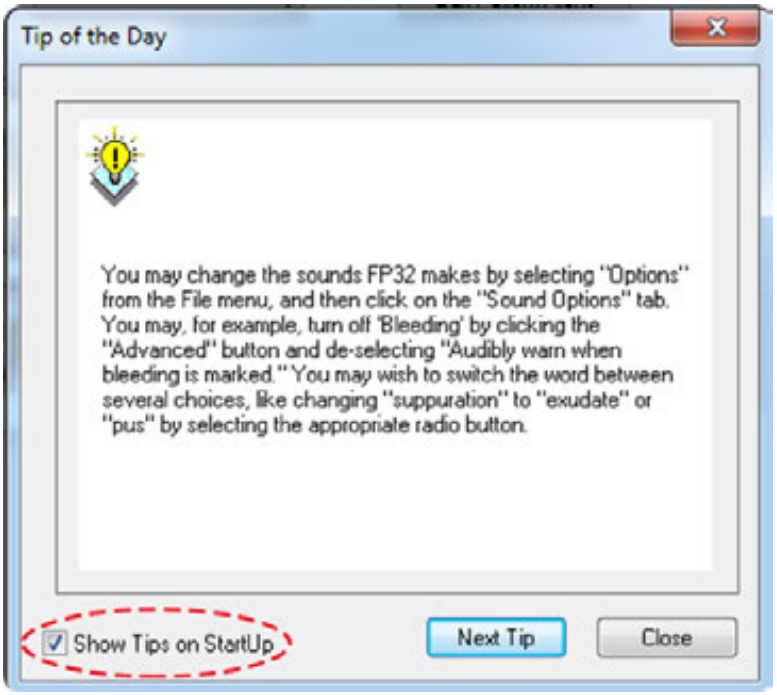
Note: If you have not already plugged the FP32 Software Key into one of the available USB ports on your computer or into the provided optional White USB Hub (and then plugged this USB hub into your computer - see page 8), or if the USB connection is not working, you will see the "Mode Select" dialog box when you launch the software: Plug in the FP32 Software Key and select the Hardware Key License option. Click "OK."

Mode Select Dialog



When the program opens, you should hear the greeting, "Welcome to the Florida Probe," – if you don't hear this greeting, check to make sure your speakers or sound are working properly, as sound is an integral part of any VoiceWorks exam experience.

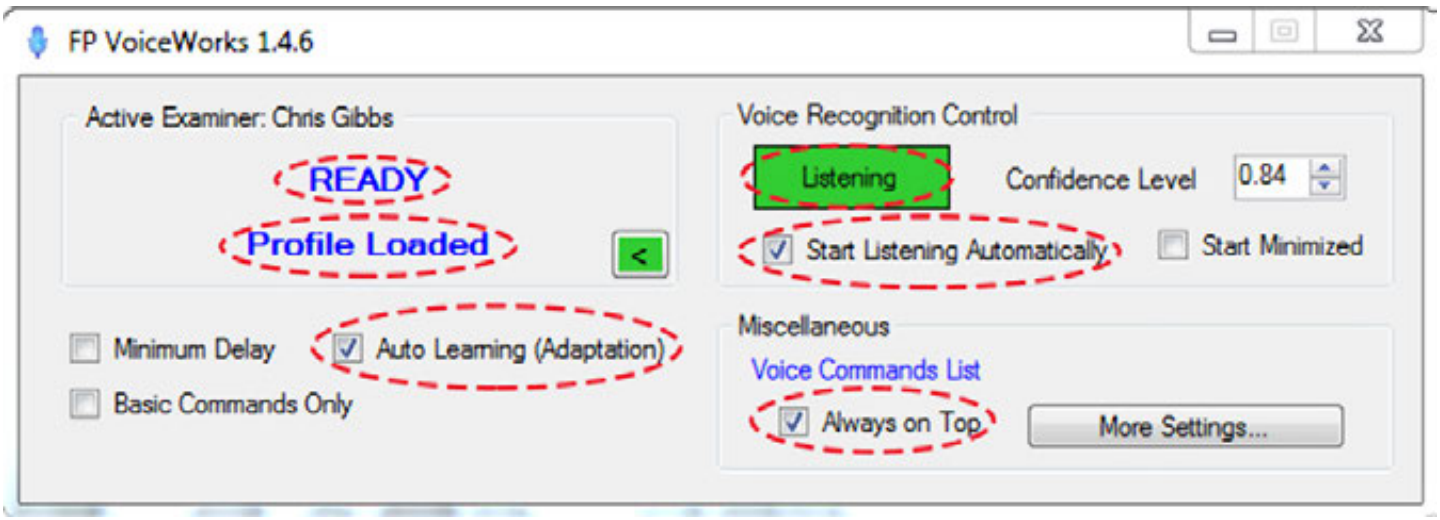
Hint: If you still see this Mode Select dialog message when you try to launch the software, try removing the FP32 Software Key from the USB port that it is plugged into and move it to another available USB port. Click "OK."



Next, you may be presented with the "Tip of the Day," dialog box, which provides helpful information about the FP32 Software and Hardware, as well as periodontal exam tips. You can disable this dialog by unchecking the check box marked, "Show Tips on Startup", in the lower left hand corner of the dialog box.

You should also see the VoiceWorks dialog box appear in the upper-right corner of the screen. You should hear, "Loading [your name] 's Profile", "Profile Loaded" and "Headset Ready." These words will also appear in the Voiceworks Dialog Box (see image below). Voice Recognition Control may be in "Not Listening" Mode (red) if the option, "Start Listening Automatically" in the dialog box has not been checked. If this is the case, check the box so that the next time you launch the software, it will start listening automatically. You can say, "StartListening" to change this right away.

VoiceWorks Dialog Box



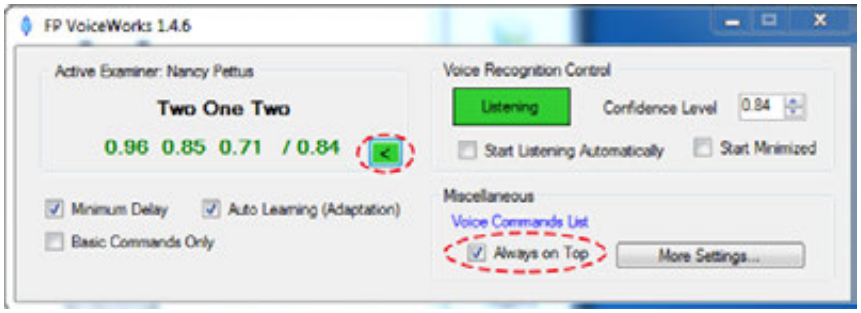
Some other options that should be enabled (make sure box is checked) are: "Auto Learning (Adaptation)" (if you come into the office with a hoarse voice then this feature will adjust to those changes in your voice and then it will adjust back once your voice is back to normal) and "Always on Top" (so that you will always be able to see the VoiceWorks dialog). Note: In the figure above, the Voice Recognition Control small rectangle is green, for "Listening," which means the software is ready to receive your voice input.

What the Information in the VoiceWorks Dialog Box Means

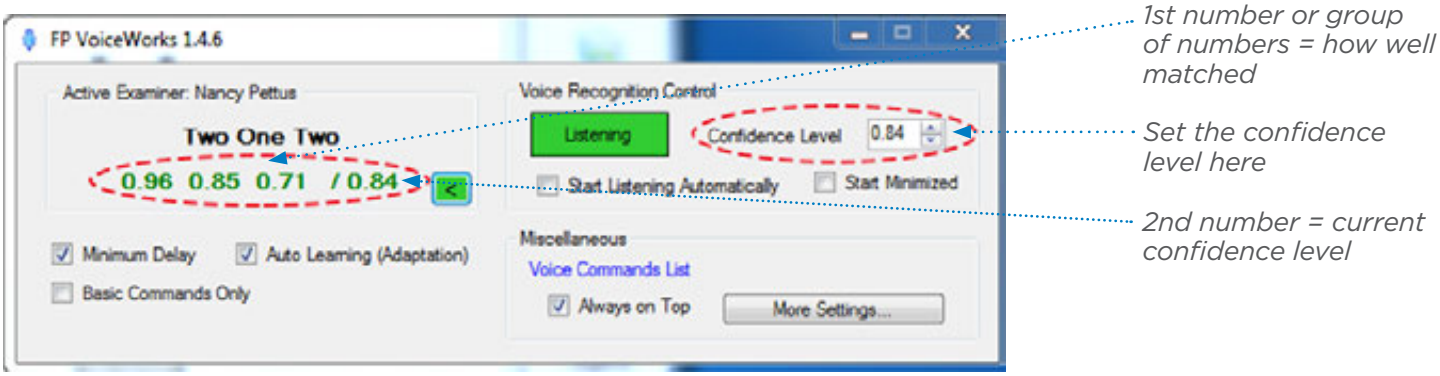
The VoiceWorks Dialog Box can be collapsed by clicking the green arrow in the box. Some users prefer to keep it collapsed once they have performed a few practice exams so that the rest of the information in the dialog does not distract them from seeing how well their commands are being recognized.

VoiceWorks dialog Minimized

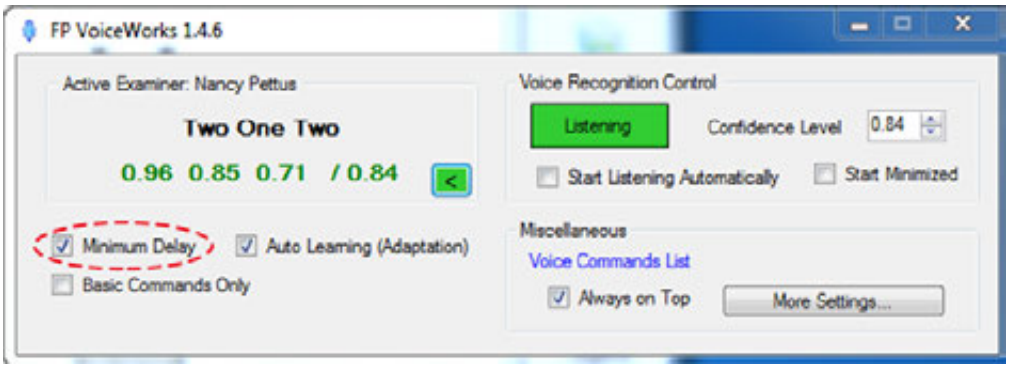
VoiceWorks dialog Maximized



This VoiceWorks dialog contains a wealth of information: the first number(s) before the slash under "Active Examiner" show how well the software made a match to what you said (if you are speaking the pocket depths for the 3 different sites of the facial or lingual side of a tooth, it will display a number for each site). The second number after the slash is the number that your "Confidence Level" is set at. The Confidence Level is the level (percent expressed as a decimal) at which you are confident that what you say will be recognized by VoiceWorks. Anything that you speak that VoiceWorks scores higher than what your confidence level is set at will be accepted. Anything that you say that VoiceWorks scores lower than what your confidence level is set at will be rejected (it will appear in red). VoiceWorks will score up to 3 commands in a row. It will accept a single ("bleeding"), double ("2, bleeding") or triple ("2, 1, 2") command.



We recommend that most offices set their confidence levels between .70-.85 (70-85%). Never set the confidence level over .90 (90%) unless your VoiceWorks trainer has recommended this.

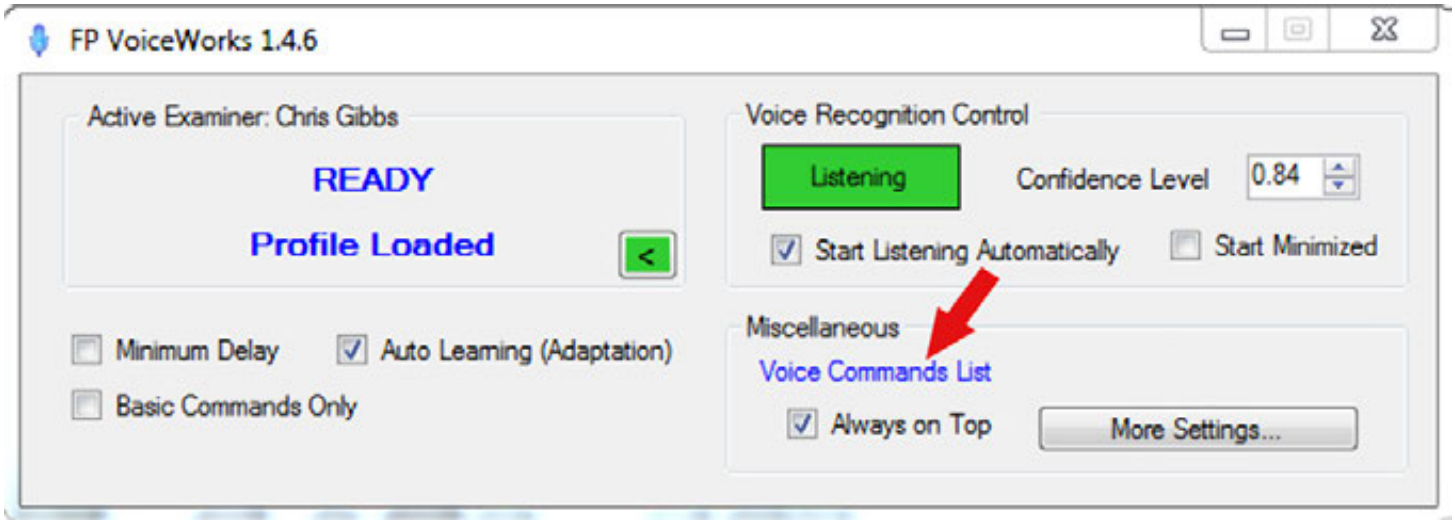


Hint: If you are experiencing a lot of background noise, try setting the confidence level higher (87%) for maximum efficiency.

When you check "Minimum Delay," it allows you to chart as fast as possible. It does this by playing the sounds faster and getting rid of certain "Warning" sounds, such as the "Danger" sound and siren. You can also use the voice command, "MinimumDelayOn" or "MiniumumDelayOFF."

There is a link to the Voice Commands List in the expanded version of the box (see Figure below). For a more organized list, check the **Voice Commands List** in the Appendix on page 45.

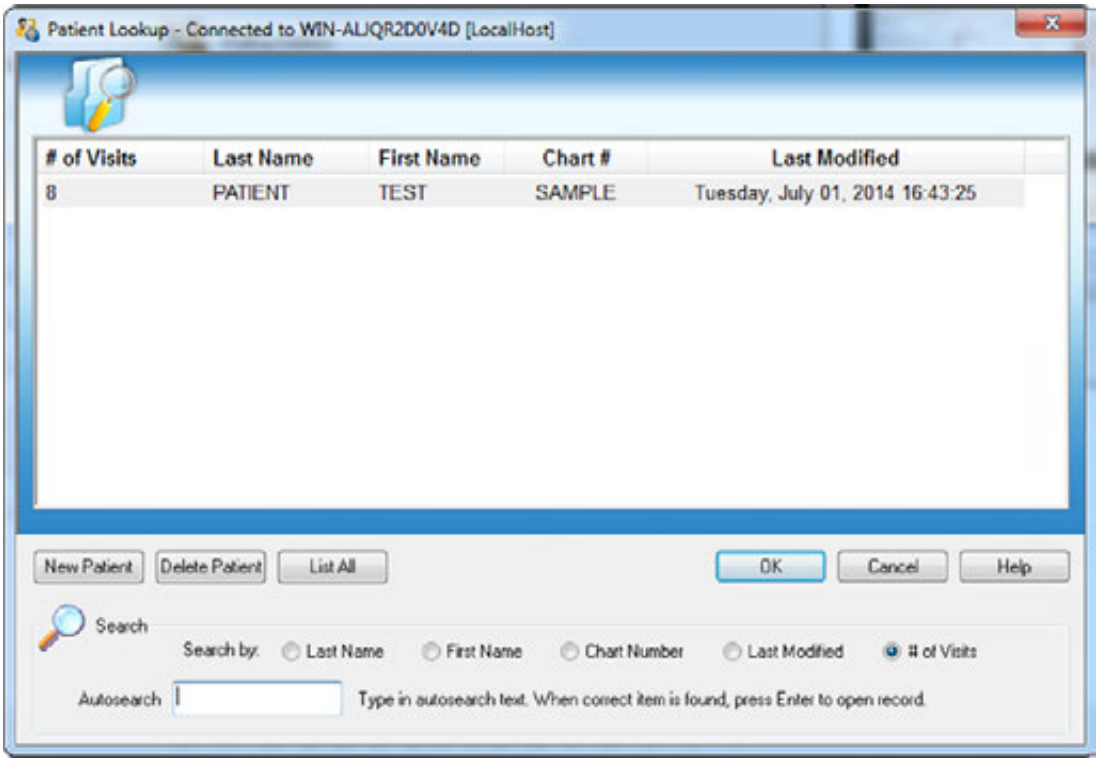
VoiceWorks Dialog Box



How to Use the Patient Lookup Dialog

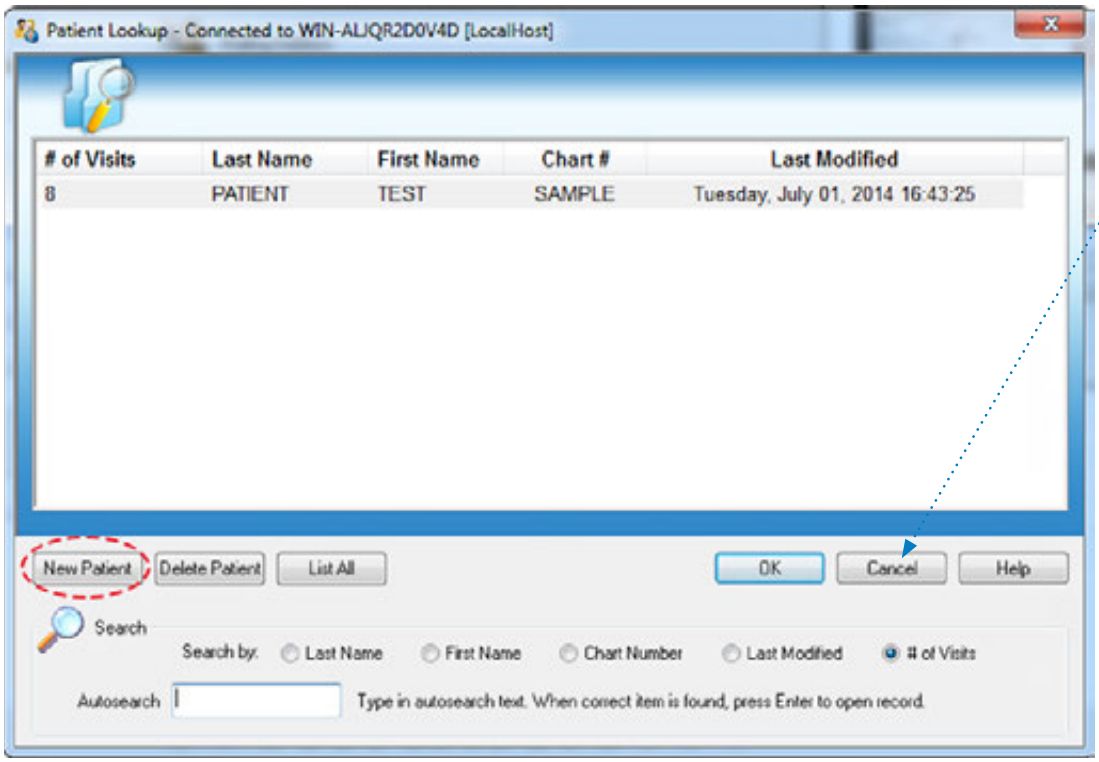
Patient Lookup Dialog Box

The next dialog box to appear will be the Patient Lookup Dialog. If this is the first time you are using the software, you will have at least one patient in the database – the TEST PATIENT that we have included.



Creating a New Patient

Click on the 'New Patient' button. You will be taken to a blank Personal Page Dialog (See the Personal Page section). Note: Only select New Patient if this will be the patient's first visit.



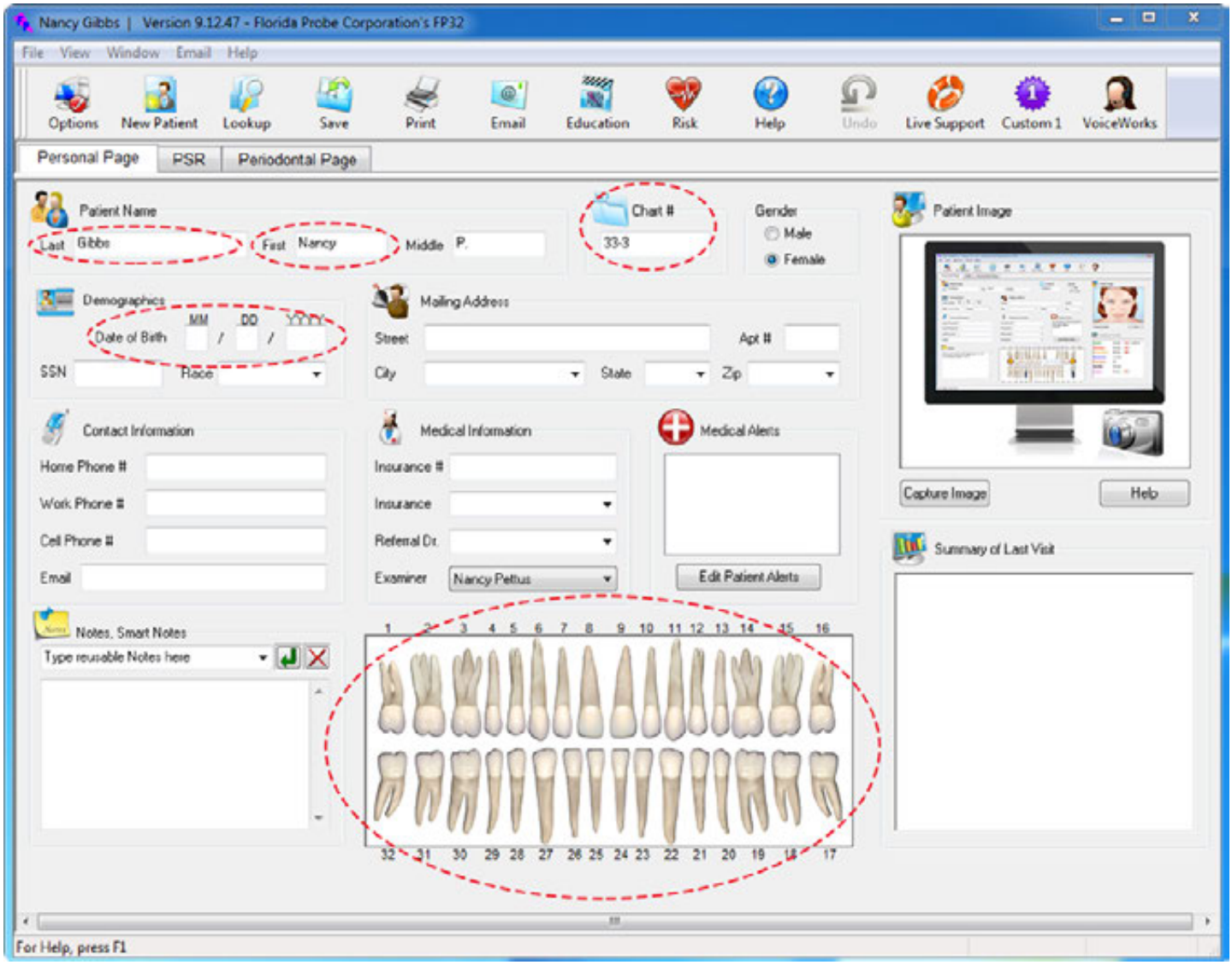
Click on 'Cancel' to dismiss the Patient Lookup dialog without opening a patient record.

Note: If another record is already open, it will remain open. Refer to pages 49-51 for more information about how to use the Patient Lookup Dialog.

The Personal Page

Once you click the New Patient button on the Patient Lookup dialog, you will be directed to the Personal Page. You should enter the patient's Last Name, First Name and Date of Birth to be able to easily differentiate them from other patient's with the same name. We also recommend entering their chart number. You may also enter any other information that you wish, but most clinicians choose to enter that other information in their PM software.

Note: If you have selected a current patient from the Patient Lookup dialog, you will be taken to their specific Personal Page. You may edit any of their information on the page.



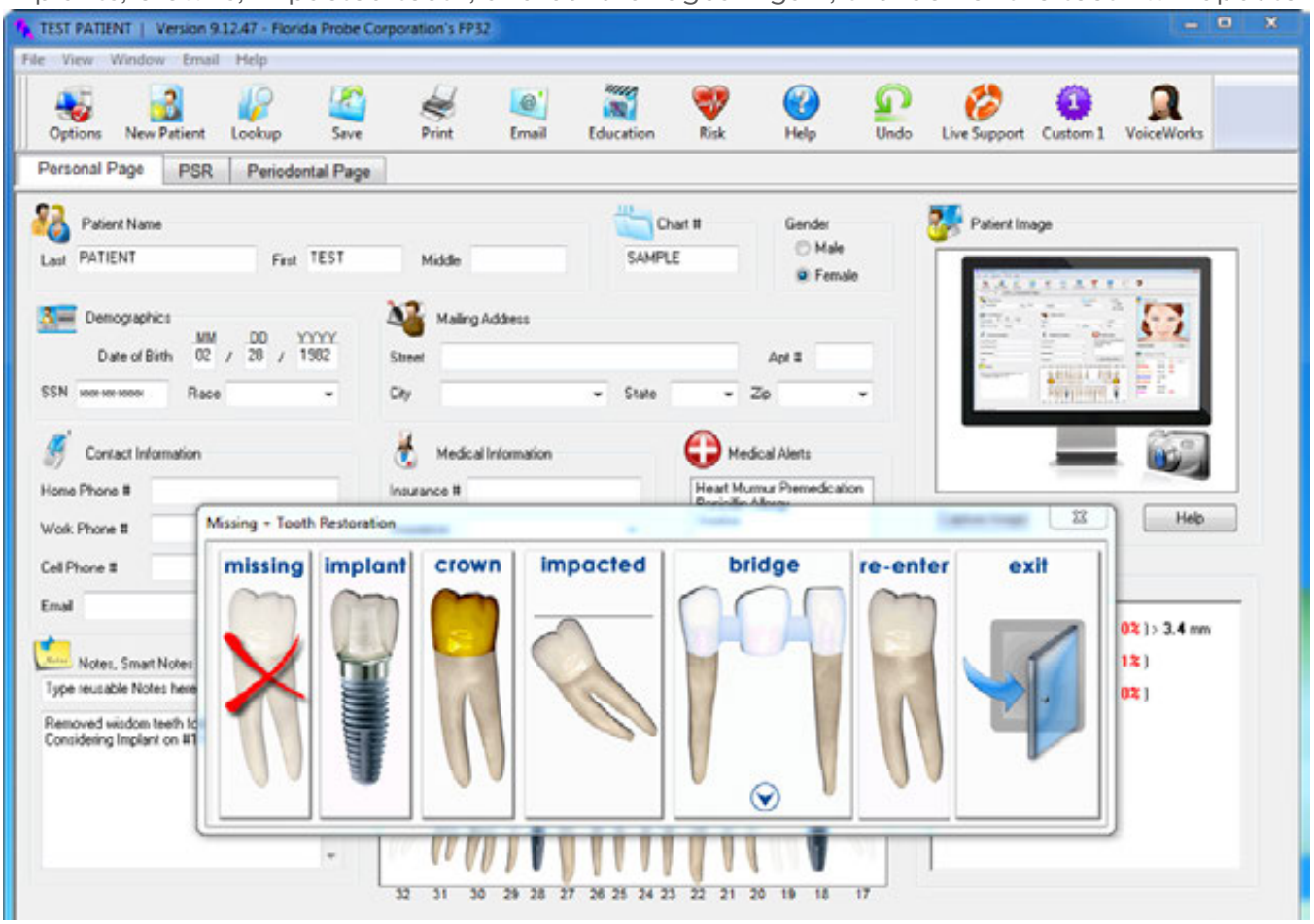
2 Ways to Enter Missing Teeth

There are two ways to enter missing teeth and other applicable dentition (crowns, bridges, implants, missing, and impacted). You should use the one that is fastest for the particular patient.

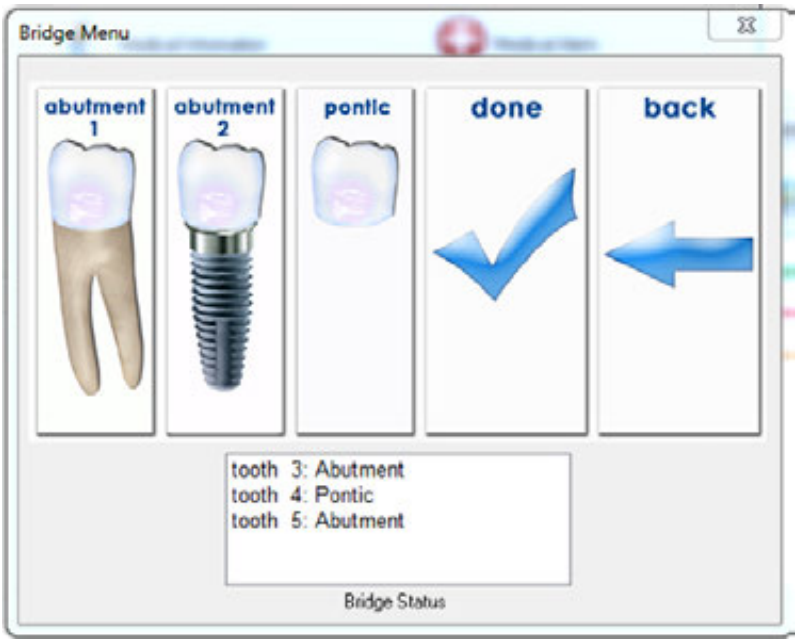
1. If the patient has simple dentition (for ex., missing their wisdom teeth and maybe they have a couple of crowns), it's fastest to enter missing teeth with your voice on the fly. For example, you're probing along, you get to a crown - say the word, "Crown" and keep probing.
2. If the dentition is more complex, for example, they have a bridge to build, you can also do that with your voice, but most find it faster to do it with your mouse on the personal page.

Enter Missing Teeth & Other Dentition from the Personal Page

Using the mouse, double-click on any tooth that you need to mark as missing or some other type of dentition. You will then be presented with the Missing + Tooth Restoration Dialog. Click on "missing" and the tooth will fade on the chart to indicate its missing status. You can also pick implants, crowns, impacted teeth, and build bridges. Again, the look of the teeth will update.



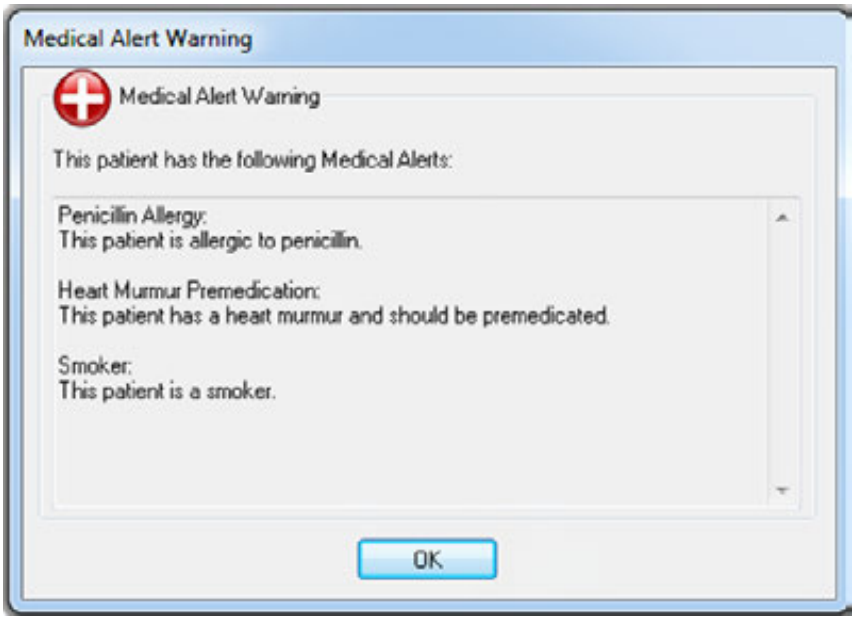
Feel free to experiment with inputting these restorations. If you make a mistake, you can easily correct it. You may change any tooth by double-clicking on it and choosing "re-enter" from the Missing + Tooth dialog.



How to Create a Bridge

Double-click on the desired tooth. Choose "bridge" from the Missing + Tooth Restoration dialog.Choose the appropriate Abutment type. Abutment 1 represents a natural tooth. Abutment 2 represents an implant. Click on pontic as many times as needed to build the bridge. Click on Abutment 1 or Abutment 2 to anchor the bridge. Click "done" to complete the bridge. Note: If you need to make a change or correct a mistake, choose the "back" button to return to the Missing + Tooth dialog. Double-click on any tooth and choose"re-enter" to start from scratch.

If the patient it is a current patient, then any Medical Alerts for the patient will appear as soon as the Personal Page appears. More info on how to enter/edit Medical Alerts on page 53.



Start Charting with VoiceWorks

Check the Headset and VoiceWorks Key

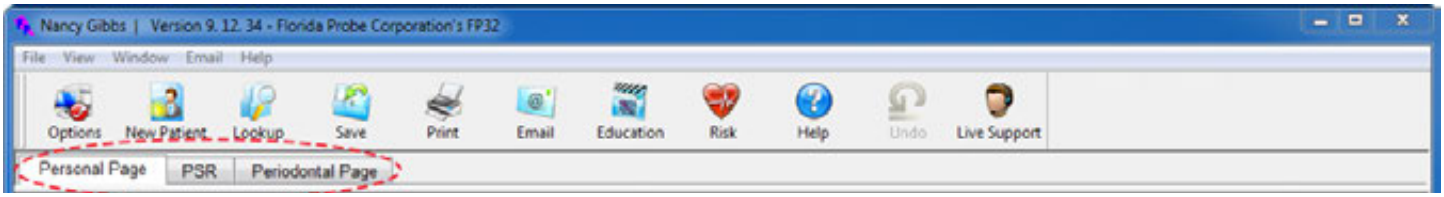
*Make sure your VoiceWorks wireless headset is turned on and has a connection with the VoiceWorks USB Key (make sure the steady, blue light is showing in the center of the VoiceWorks sticker on the right headphone and you can also check that the red light is showing steady on the back of VoiceWorks USB Key, if you wish).

Start VoiceWorks Listening Mode

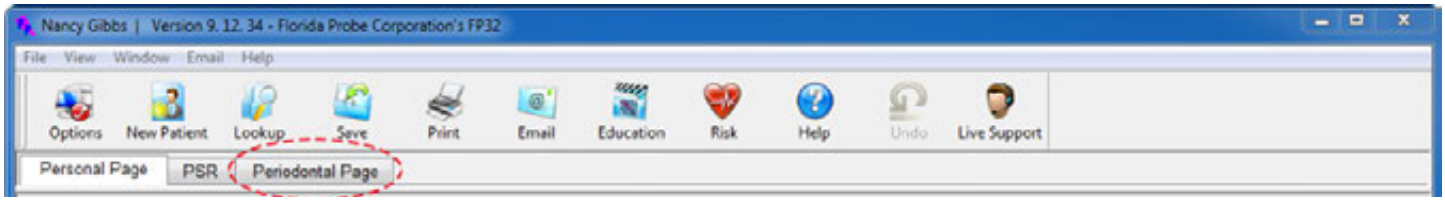
Now that you are ready to begin an exam, tell VoiceWorks to "StartListening." Remember that VoiceWorks is designed to correctly respond to 1-3 word phrases that are said as one word. You should immediately see the red areas in the VoiceWorks dialog box turn green and the message in the box will be, "Listening."

Begin Charting a Simple Periodontal Exam

Hint: The FP32 program is designed to be simple in its basic design with three pages, or think of them as three tabs in a patient folder: the Personal Page, the PSR Page and the Periodontal Page.

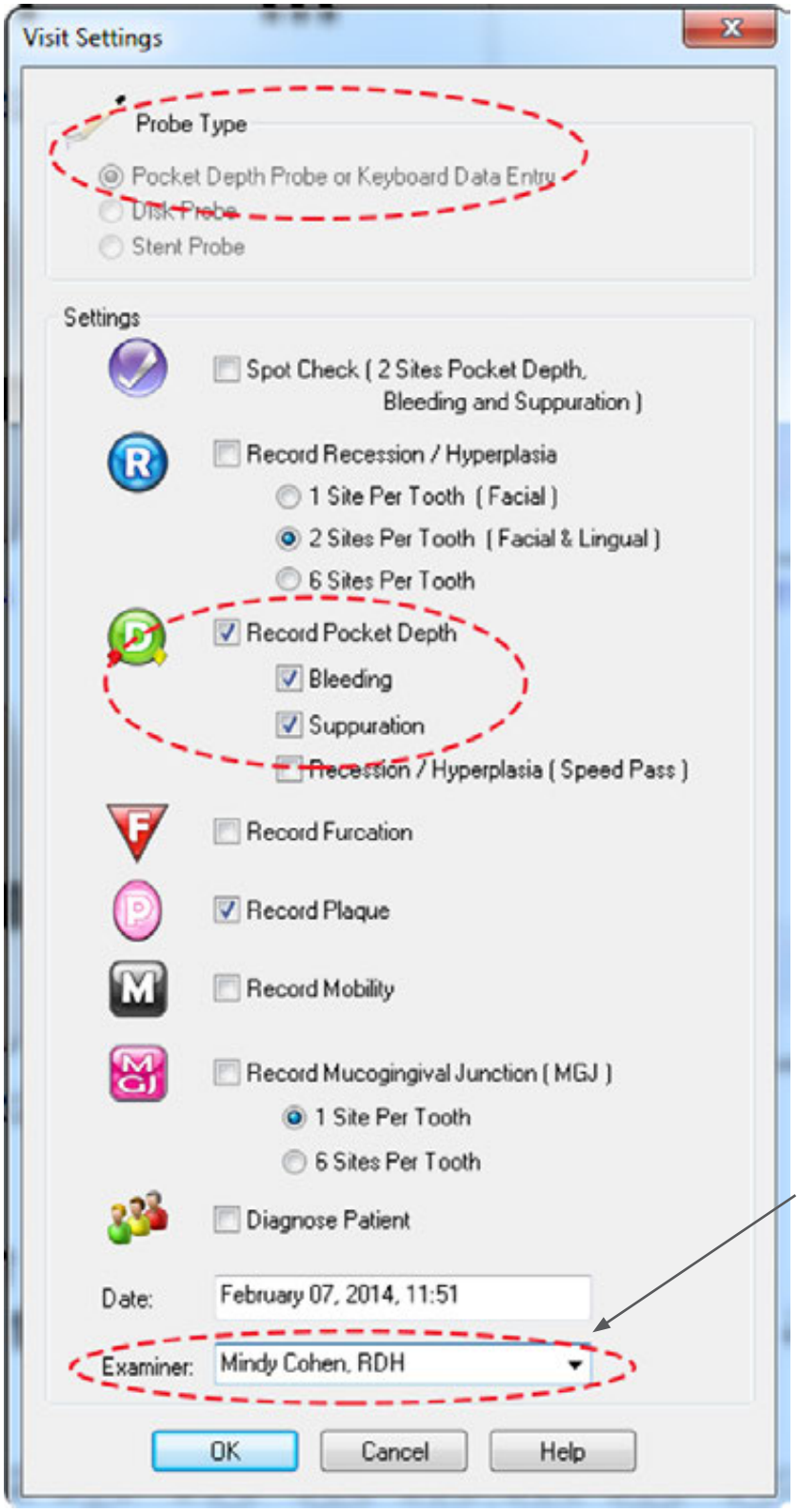


Click on the Periodontal Page tab OR say, "PeriodontalPage" to begin a new exam. As previously stated, it is recommended that you begin by inputting actual paper patient charts, if available. This will give you practice in inputting exam data into the software without having the stress of a patient in the chair.



Visit Settings Dialog Box

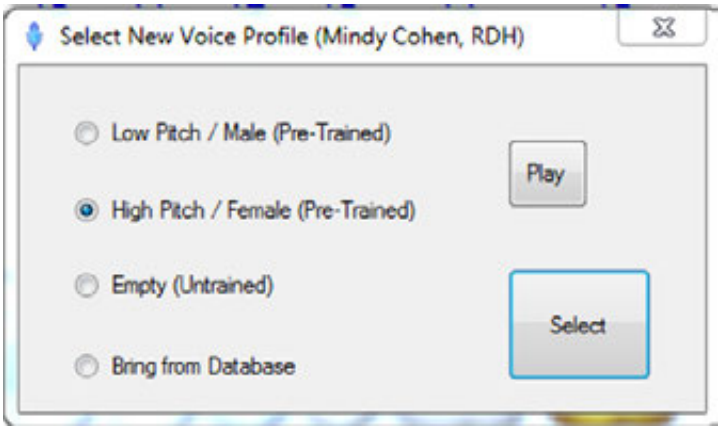
You will next be presented with the Visit Settings Dialog Box. The default Probe Type is Pocket Depth Probe or Keyboard Data Entry, but it will be greyed out unless you are using one of our probes with VoiceWorks (hybrid system). The default Settings are Record Pocket Depth, Bleeding and Suppuration. Make sure that your name is selected under Examiner Name. If you do not see your name, then type it in EXACTLY as you would like it to appear on every subsequent patient chart – most examiners include their title; for example, "Mindy Cohen, RDH"



Many general dentist offices only collect pocket depth and bleeding data and this may be easier to learn for the beginning user. As you gain experience, you may wish to enable recession and other data collection options. The more data you collect, the longer it will take to complete the exam.

Note: Even if you only checked to record certain types of data in the Visit Settings dialog box, if you change your mind while you are performing the exam, you will still be able to record data such as recession or furcation "on the fly" by using the voice command, "ChangeMode_____." For example, if you were charting pocket depth, and you noticed the patient had some recession at that site (but you hadn't checked to record recession in the Visit Settings dialog box), you could say, "Recession2" (or whatever the value was) and the software would chart it and then be ready to continue with recording pocket depth for the next site.

IMPORTANT: Type your name in the Examiner box if you can't find it already listed in the dropdown menu. You MUST always choose yourself as the examiner because the custom voice profile that will load for the exam is controlled by this selection!



Note: If you are using someone else's computer and VoiceWorks system and have never had your voice profile saved, if you type your name into the examiner box, you may hear the software say, "Saving _____'s Profile" and then it may show you this dialog box. Choose a pre-trained profile to start. The Low Pitch/Male (Pre-Trained) and HIgh Pitch/Female (Pre-Trained) are recommended starting points (unless your Trainer has specified that you pick another profile).

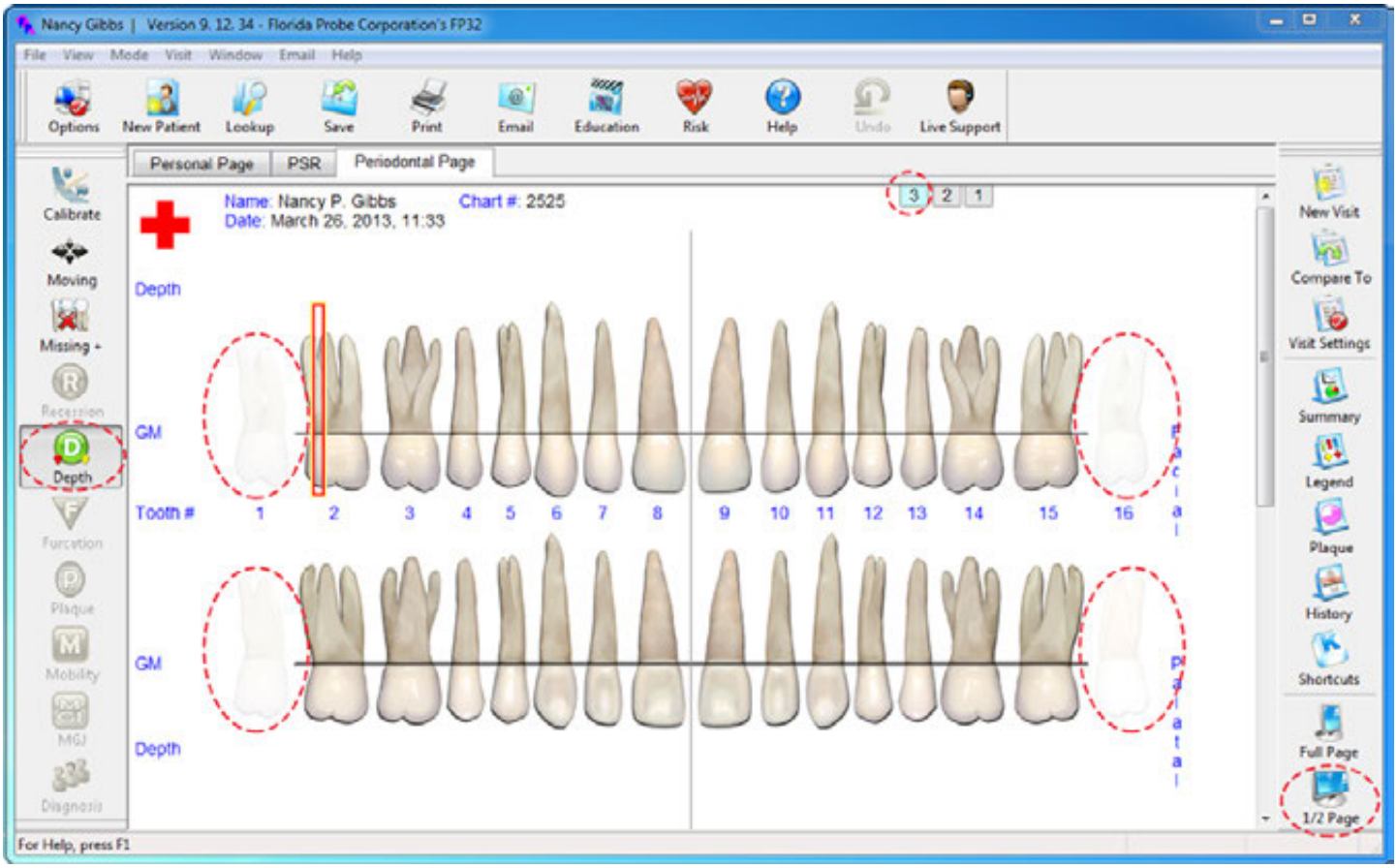
Enter Missing Teeth on the Fly

Hint: Remember, you can enter missing teeth on the fly after you have started the exam by (first make sure you are at desired tooth location - use "JumpTo[Tooth Number]" command, if necessary) saying, "Missing" or by switching to Missing Tooth Mode to enter missing teeth for the entire mouth (say, "ChangeModeMissing") and enter/update any missing teeth or other restorations, as needed. Note: If you have started the exam and have to enter new exam data for a tooth that was previously missing, you must change into Missing tooth mode ("ChangeModeMissingTeeth") in order to re-enter the tooth there.

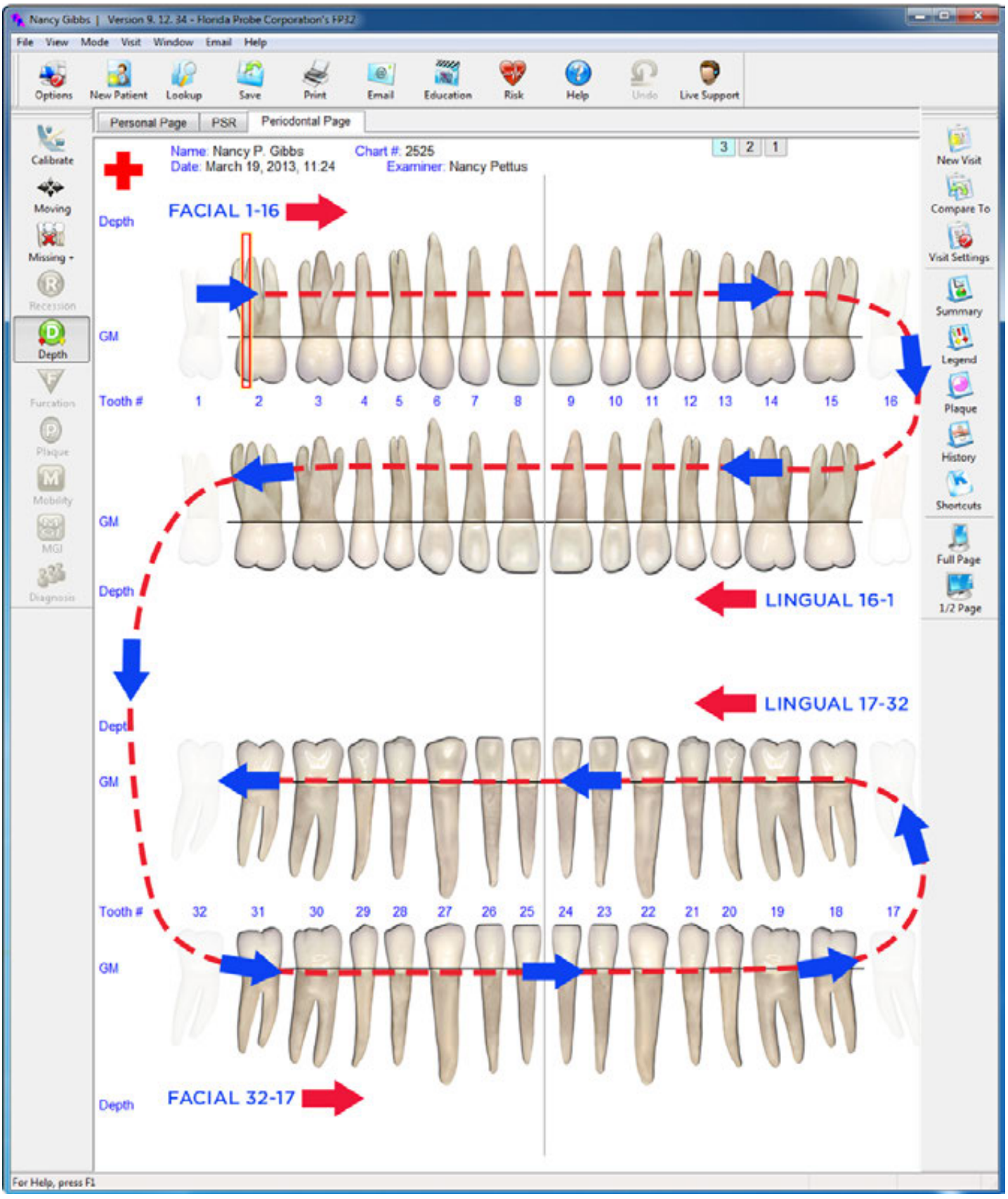
Pocket Depth Mode

Next, you should see the Periodontal Page and Pocket Depth Mode on the left-hand side of the toolbar should be highlighted.

Note: In the blank chart below, because of what was selected during Visit Settings, Only the Pocket Depth mode, Missing + Teeth, Moving Mode, and Calibrate are selectable – other options, such as Plaque, are greyed out because they weren't checked in the Visit Settings dialog. You can change this at any time by clicking on the Visit Settings button in the right-hand toolbar. The red dotted circles on the blank 1/2 Page View of the chart on the next page indicate that we are in Pocket Depth mode and this is exam 3. Notice that the patient's missing teeth are faded.

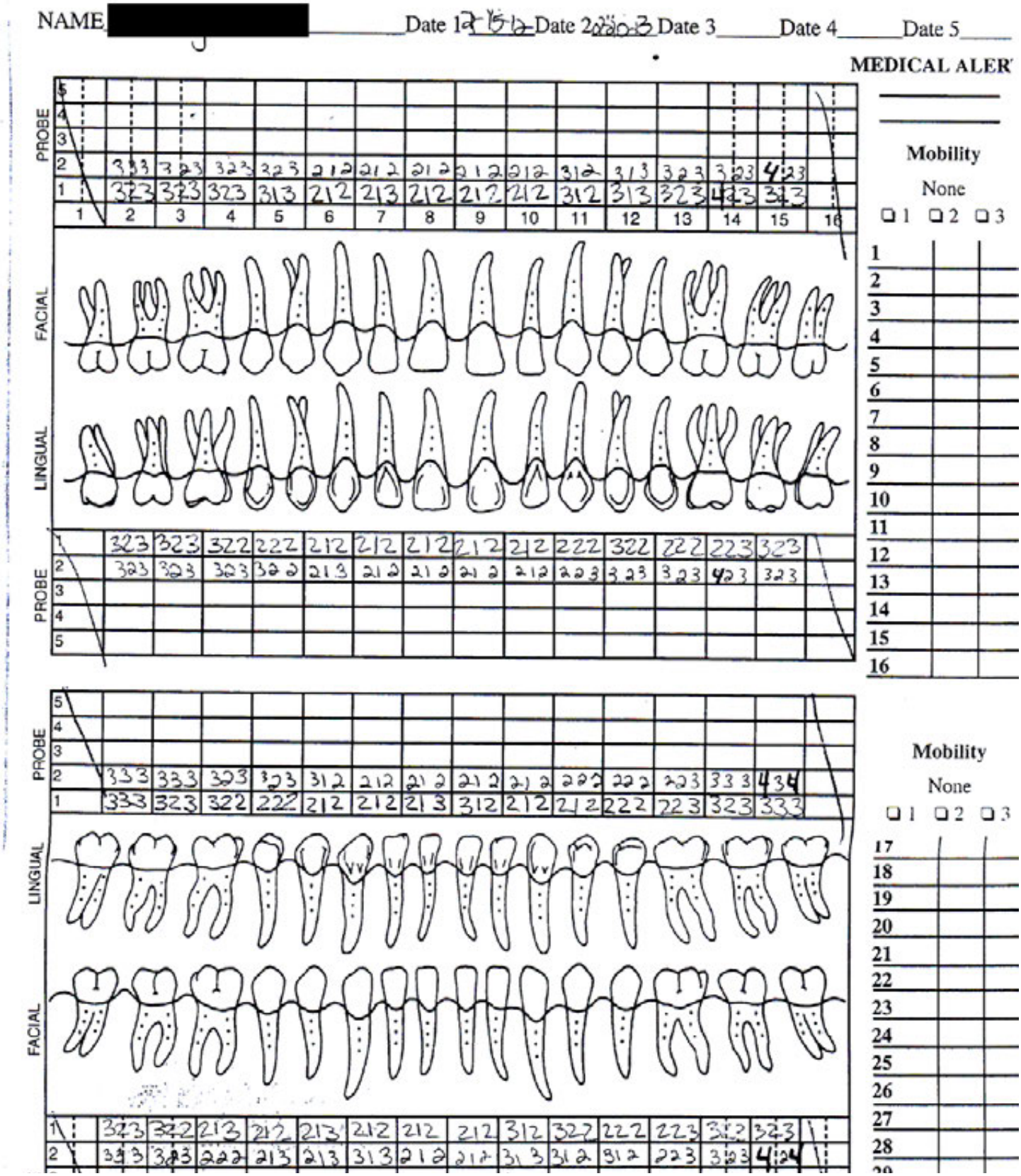


The FP32 Software always measures Pocket depth at 6 sites per tooth, 3 Facial and 3 Lingual. The exam follows a set pattern taught in many schools, Tooth 1-16 Facial, then Tooth 16-1 Lingual, Tooth 32-17 Facial and finishes with Tooth 17-32 Lingual. See the red dotted lines and blue arrows for the pattern the software follows below. Note: This set pattern cannot be changed.



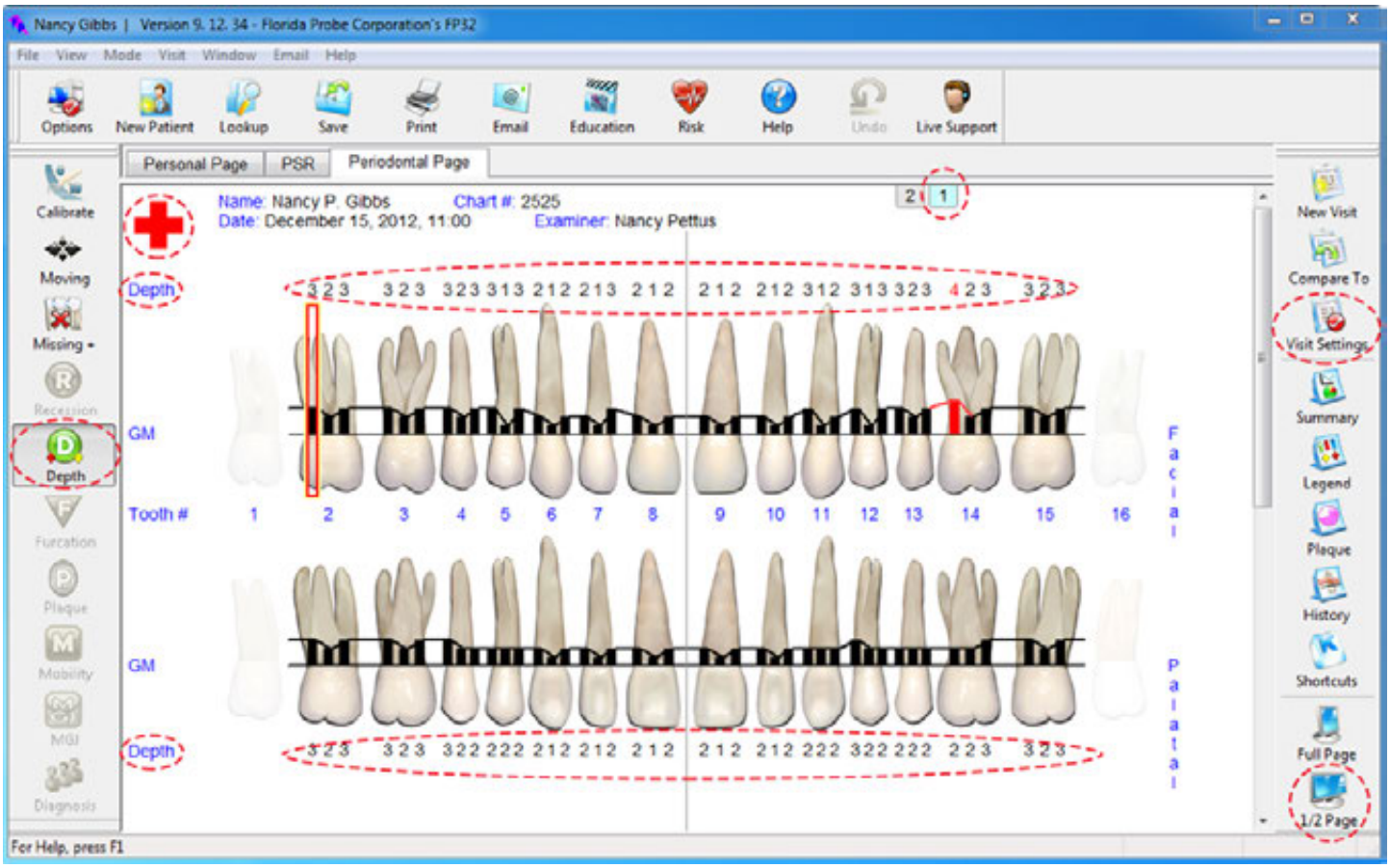
Enter Paper Chart Data Into the FP32 Periodontal Page

Information written in the paper chart below was used to create 2 Florida Probe visits for the patient. If you wish, you can use these paper charts to enter your first practice visits and then compare your data to the correctly entered Florida Probe charts on pages 17 and 18 to check to see if you are on the right track. ***Hint:*** It's OK to make mistakes – you can re-enter/correct exam data at any time.



Note: You will see that it is much easier for both the patient and clinician to visualize the data from the Florida Probe chart than the paper chart.

Take note of the red dotted circles in the 1/2 Page View of the chart below. The first thing to be aware of on the left-hand side of the chart is what Mode you are currently in – you can see that the Green Depth Mode button is highlighted. Notice that other modes, such as Recession, Furcation, Plaque, Mobility, MGJ and Diagnosis are greyed out because they were not selected during the Visit Settings – at any time this can be changed by looking at the right hand tool bar and selecting the Visit Settings button and editing the settings. The Calibrate, Moving and Missing + buttons are not greyed out because you selected these during the Visit Settings.



Notice the red dotted circle around the red cross in the upper left-hand corner of the chart – this indicates that Medical Alerts were previously entered for this patient. Also note that there is a red dotted circle around around the light blue Number 1 tab near the top of the chart, which indicates that you are currently viewing one of two of this patient's charts. There are also red dotted circles around the word, 'Depth' on the chart, as well as the groups of 3 numbers above and below the teeth. These are the pocket depth numbers that have been entered for this patient from the paper chart's 1st Probing on page 25.

Changing Modes on the Fly

VoiceWorks is unique in that even if you did not plan on entering Furcation or Recession when you checked certain options in the Visit Settings dialog box, you can still enter this data during an exam, "on the fly." For example, let's say you just spoke the following pocket depth modes: "1, 2, 1" and then you noticed recession of 2 on the last site – just say, "Recession2" and VoiceWorks will record it, no problem! Please refer to the VoiceWorks Command List in the Appendix for a list of

all the voice commands. The most recent list always appears in the software within the VoiceWorks Dialog Box. Note: Once you add modes while you are already in the midst of an exam (see the example of adding Recession above), you will notice that the mode button for whatever mode you added will no longer be greyed on on the left-hand side of the toolbar.

Fig. 1: 1st Probing *(data taken from paper chart on page 23).*

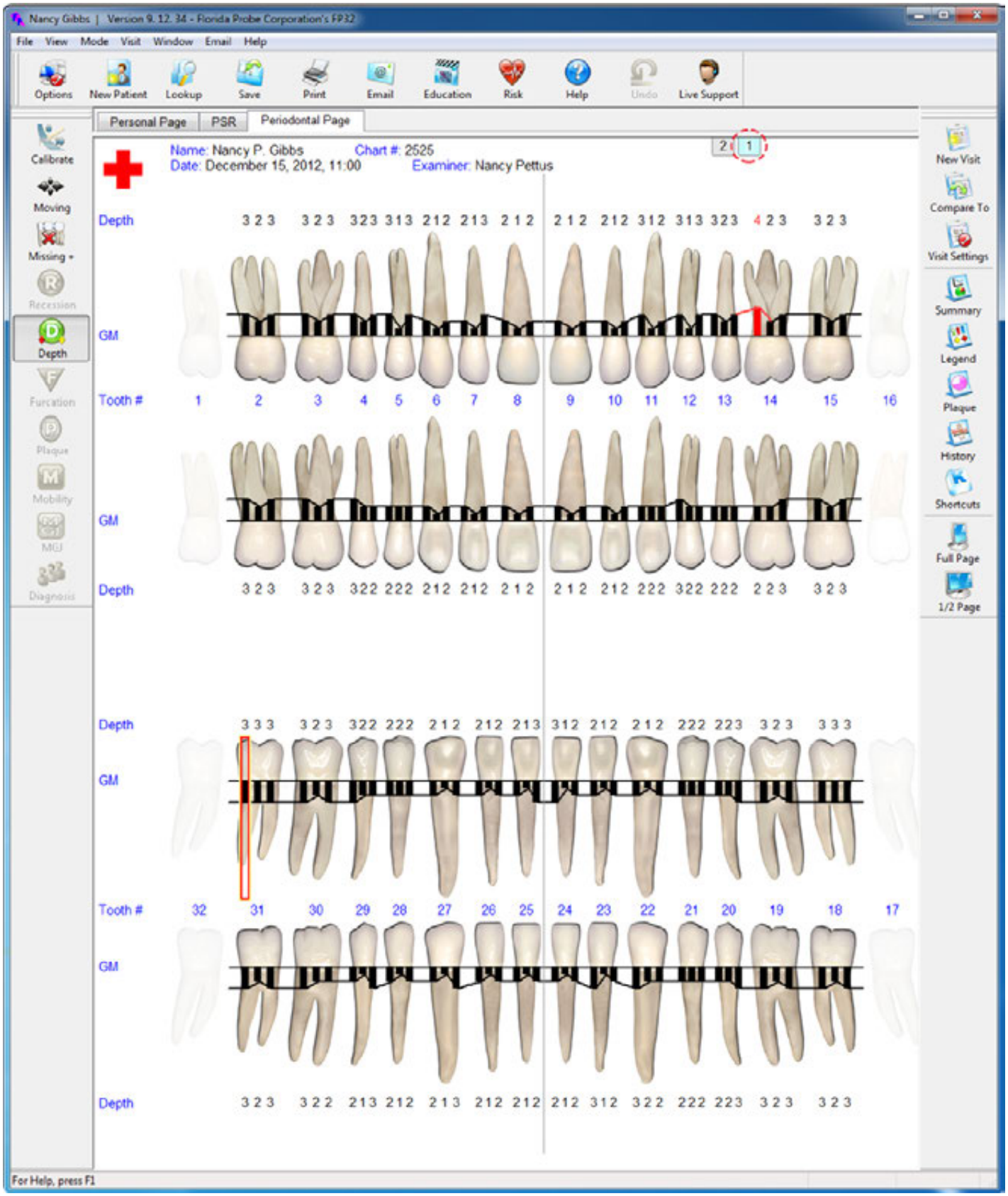
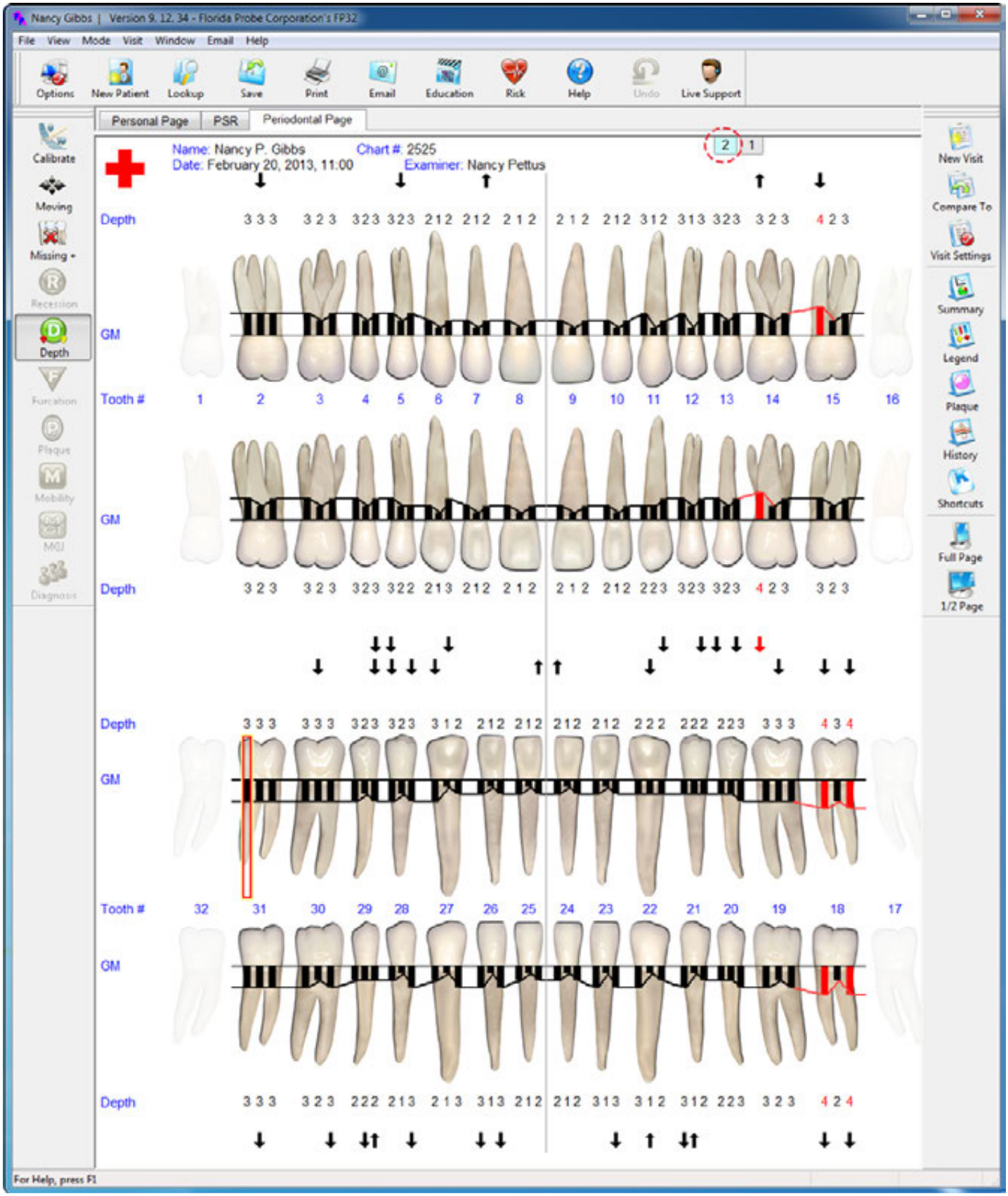
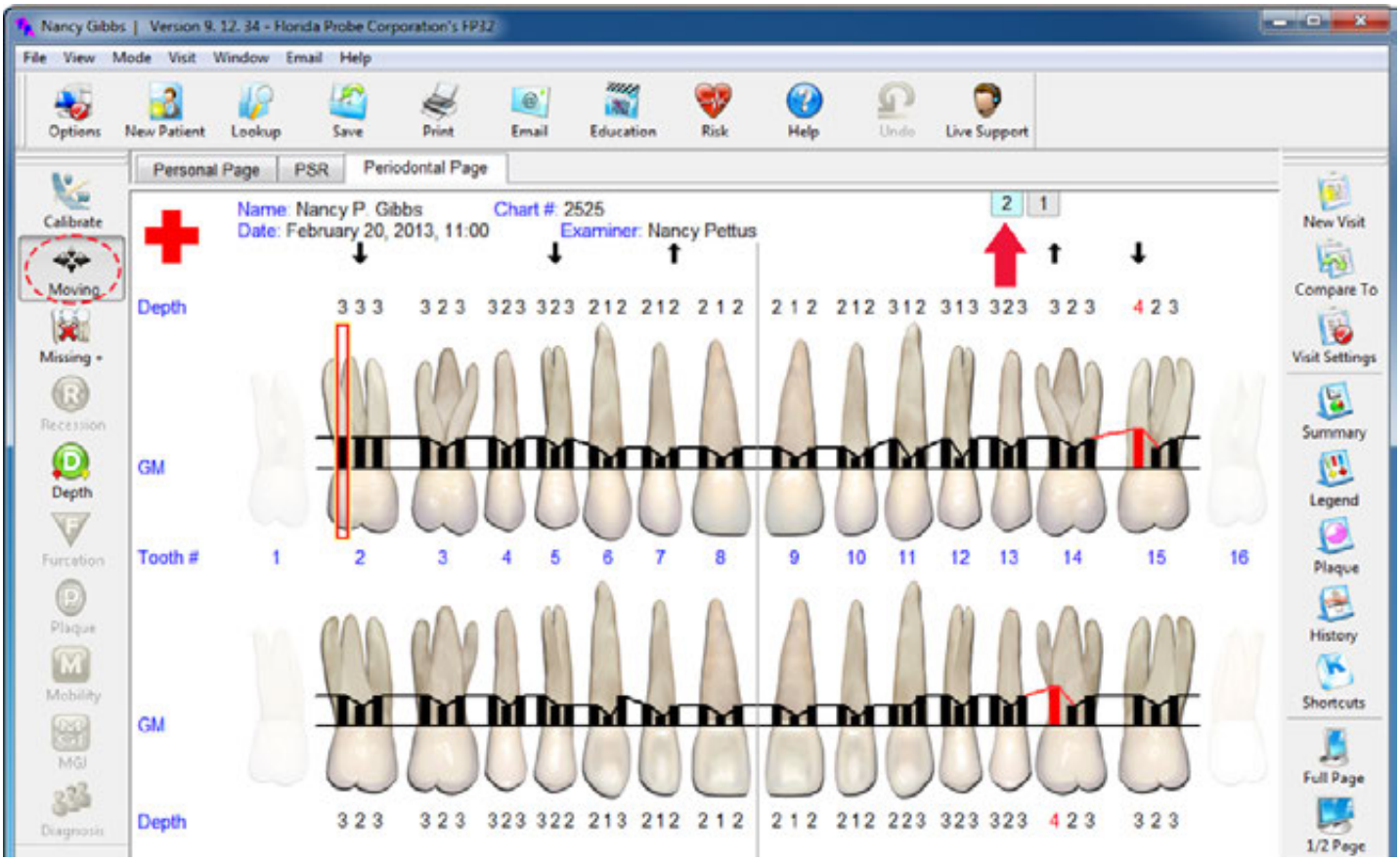


Fig. 2: 2nd Probing *(data taken from paper chart on page 23)*.



Save & Print

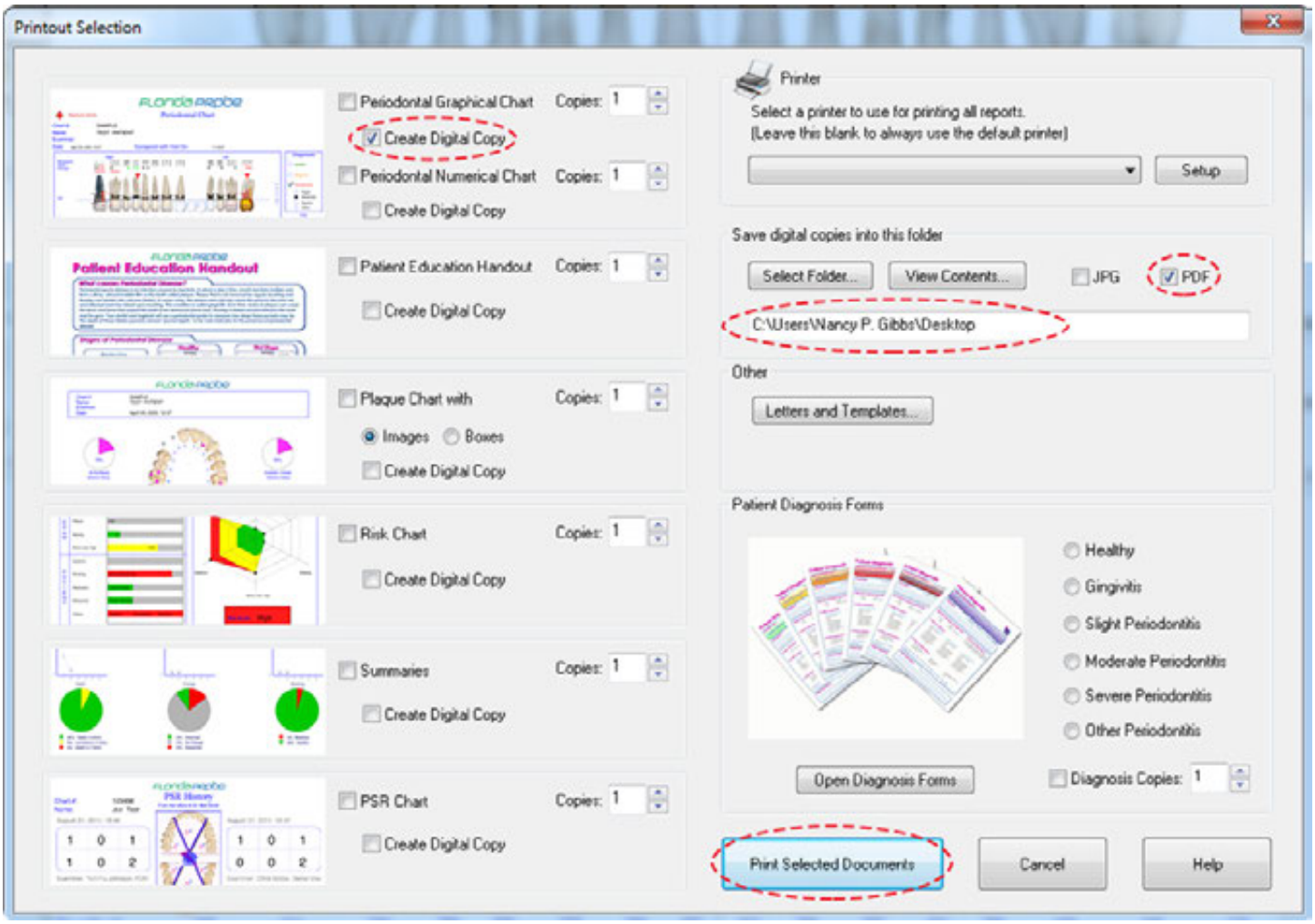
After you have said the very last probing number and you are ready to end the exam, say, "EndTheExam" it will automatically Save & Print the patient's chart and the software will then be in the Moving Mode for data protection and showing the patient their on-screen chart, if needed.



Hint: Remember, even after you've saved your data, you can always go back and edit the patient's chart to correct any mistakes you might have made or enter information that was previously overlooked.

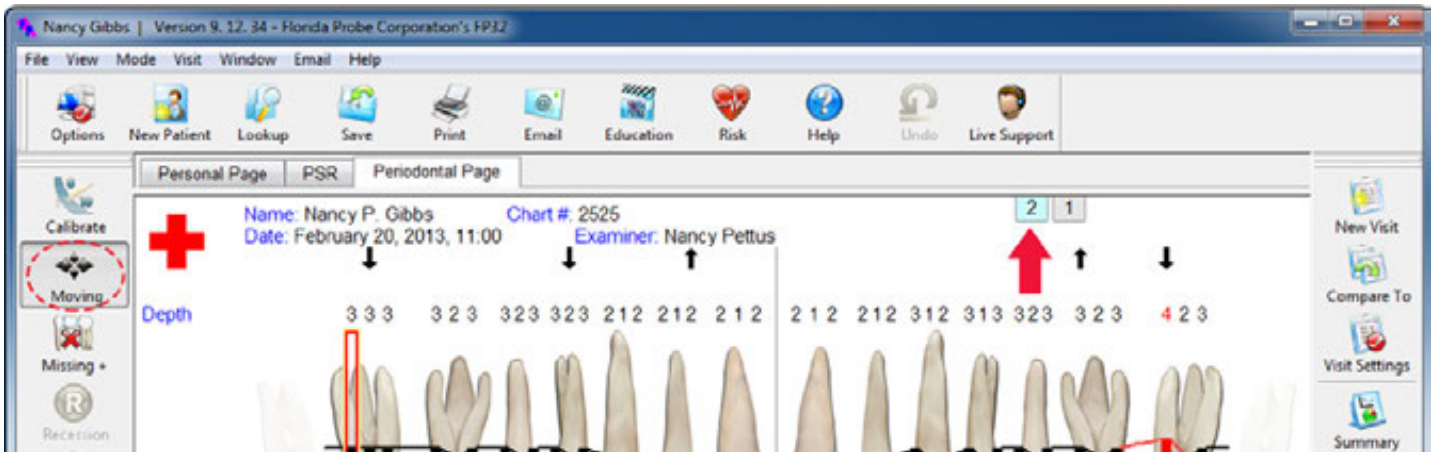
Printout Selection

In the example below, we chose to create a digital copy of the Periodontal Graphical Chart and to save a .pdf of this chart to our Desktop. See the Periodontal Page Printout section on page 29 for the results of our choices.



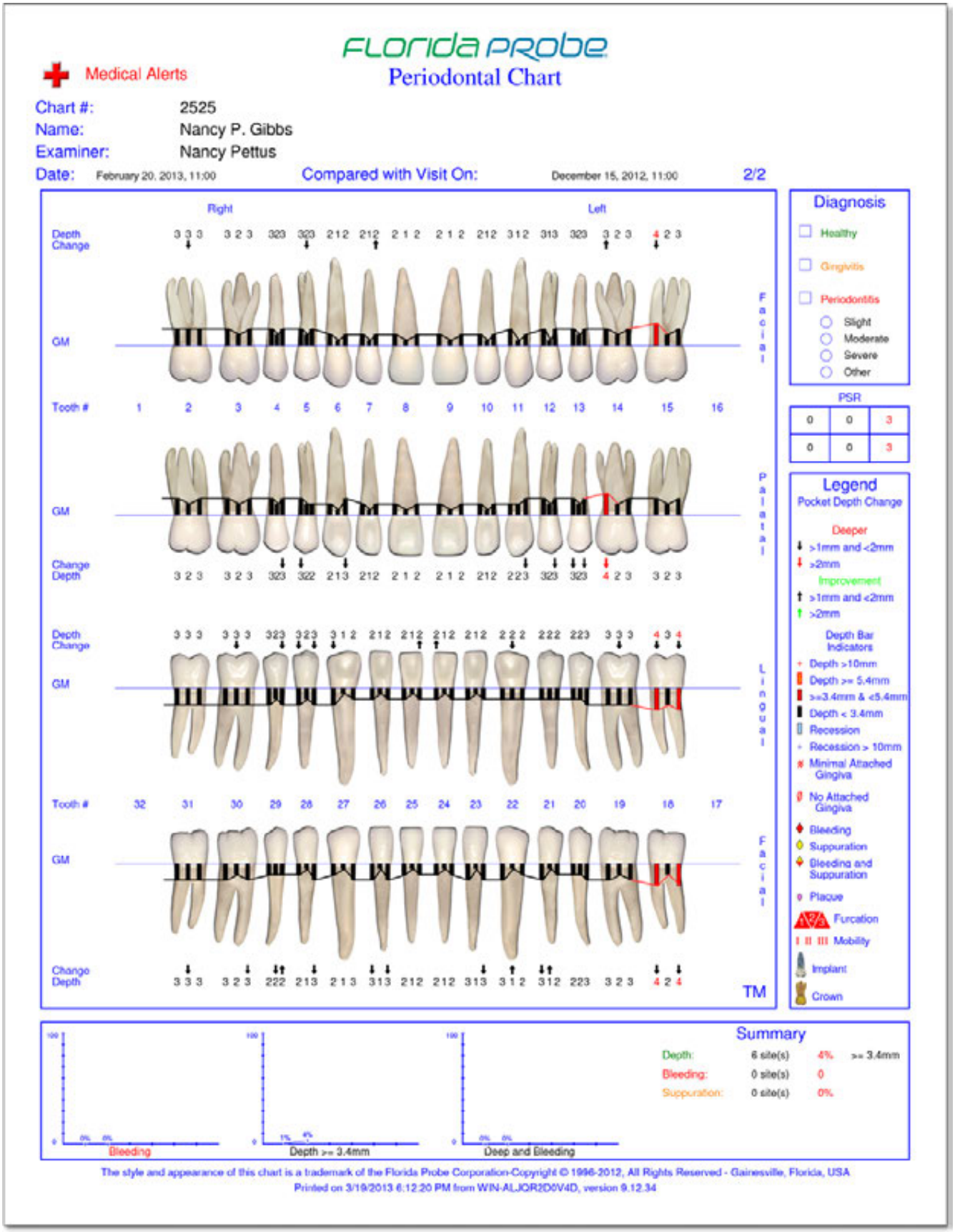
Moving Mode

Once you print your selected documents, the software will take you back to the patient's periodontal chart and automatically put you into Moving Mode. The purpose of being in Moving Mode is to be able to freely move throughout the chart without accidentally editing data. This is useful when you want to highlight specific areas of the chart for a patient or yourself or another clinician.



Periodontal Page Printout

Here is the actual printout of the patient's second visit that we saved to our Desktop. This printed hard copy of the chart can be given to the patient to take home and refer to specific areas for targeted flossing and brushing.



florida probe
Periodontal Chart

Medical Alerts

Chart #: 2525
Name: Nancy P. Gibbs
Examiner: Nancy Pettus
Date: February 20, 2013, 11:00 Compared with Visit On: December 15, 2012, 11:00 2/2

Right Left

Depth Change 3 3 3 3 2 3 3 2 3 3 2 3 2 1 2 2 1 2 2 1 2 2 1 2 3 1 2 3 1 3 3 2 3 4 2 3

GM

Facial

Tooth # 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16

GM

Palatal

Change Depth 3 2 3 3 2 3 3 2 3 3 2 2 2 1 3 2 1 2 2 1 2 2 1 2 2 2 3 3 2 3 3 2 3 4 2 3 3 2 3

Depth Change 3 3 3 3 3 3 3 2 3 3 2 3 3 1 2 2 1 2 2 1 2 2 1 2 2 2 2 2 2 2 2 3 3 3 4 3 4

GM

Lingual

Tooth # 32 31 30 29 28 27 26 25 24 23 22 21 20 19 18 17

GM

Facial

Change Depth 3 3 3 3 2 3 2 2 2 2 1 3 2 1 3 3 1 2 2 1 2 2 3 1 3 1 2 2 3 2 2 3 2 3 4 2 4

TM

Diagnosis
- Healthy
- Gingivitis
- Periodontitis
  - Slight
  - Moderate
  - Severe
  - Other

PSR

0	0	3
0	0	3

Legend
Pocket Depth Change
Deeper
- >1mm and <2mm
- >2mm

Improvement
- >1mm and <2mm
- >2mm

Depth Bar Indicators
- Depth >10mm
- Depth >= 5.4mm
- >=3.4mm & <5.4mm
- Depth < 3.4mm
- Recession
- Recession > 10mm
- Minimal Attached Gingiva
- No Attached Gingiva
- Bleeding
- Suppuration
- Bleeding and Suppuration
- Plaque
- Furcation
- I II III Mobility
- Implant
- Crown

Summary

Depth:	6 site(s)	4%	>= 3.4mm
Bleeding:	0 site(s)	0	
Suppuration:	0 site(s)	0%	

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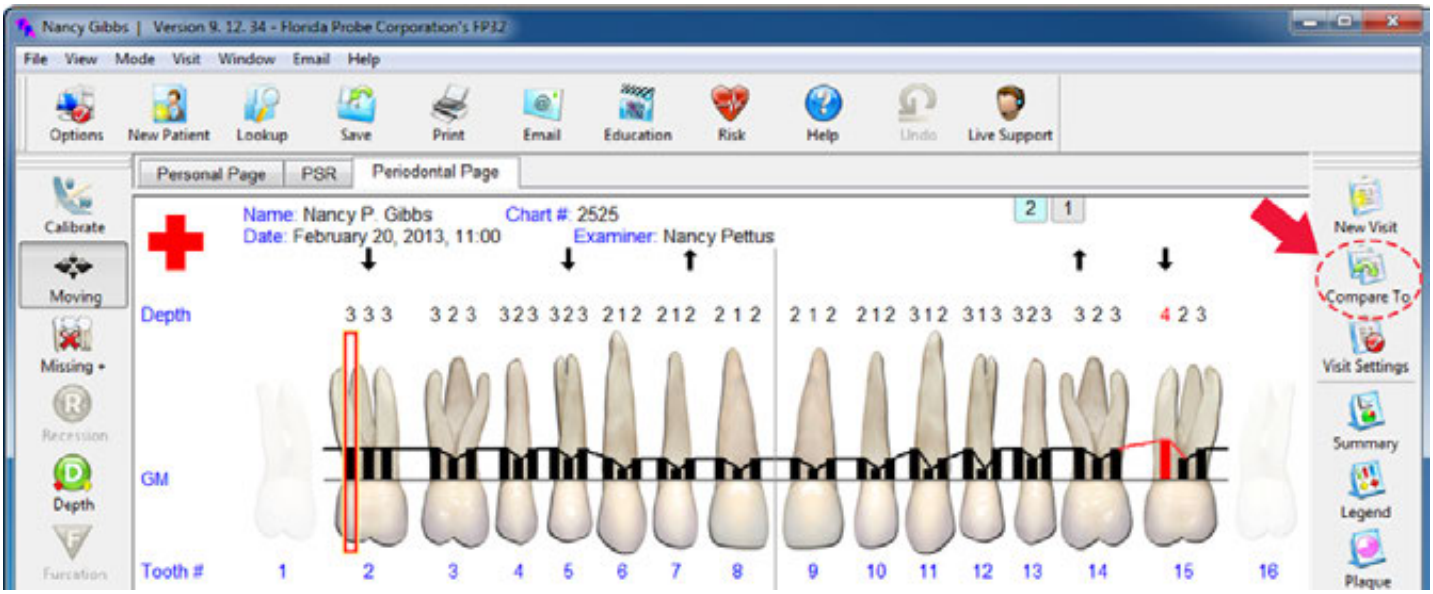
Printed on 3/19/2013 6:12:20 PM from WIN-ALJQR2D0V4D, version 9.12.34

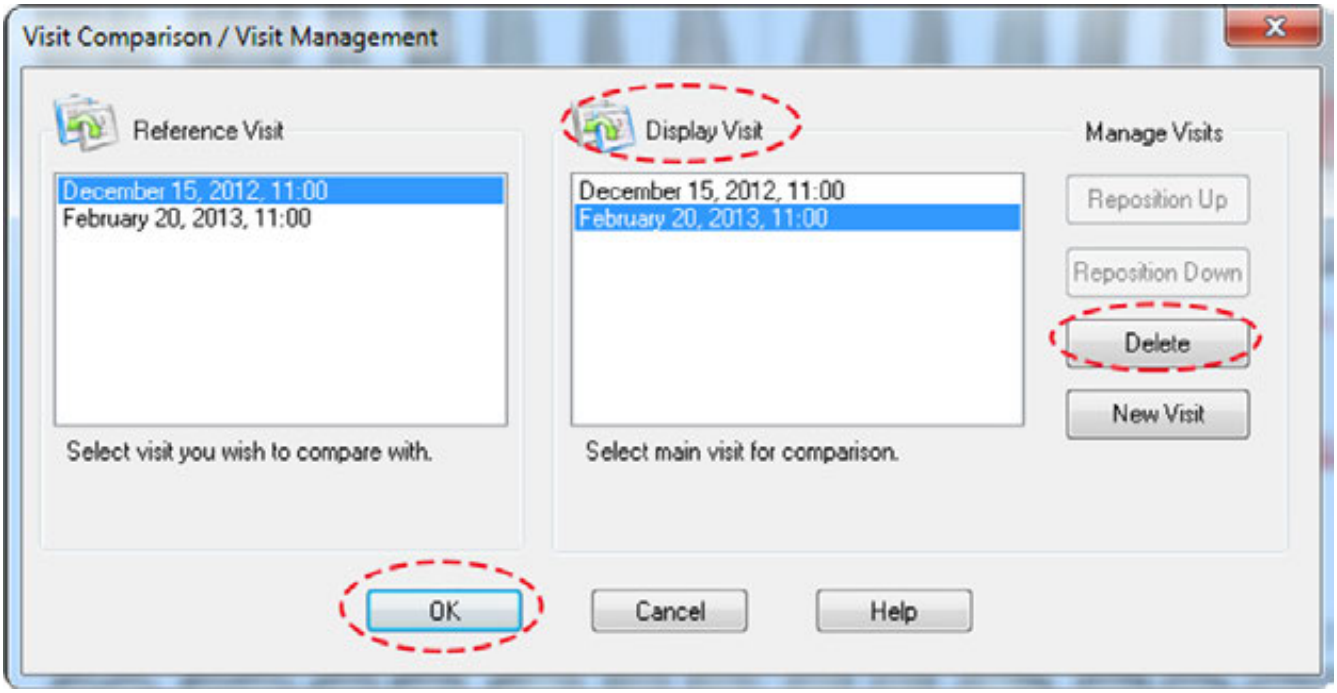
It can also be filed with the patient's record or insurance company.

Deleting a Visit

There might be a case where you do not want to delete a patient, but rather one of their visits. You can accomplish this by going to the Compare To Button on the Right Hand Side Toolbar.



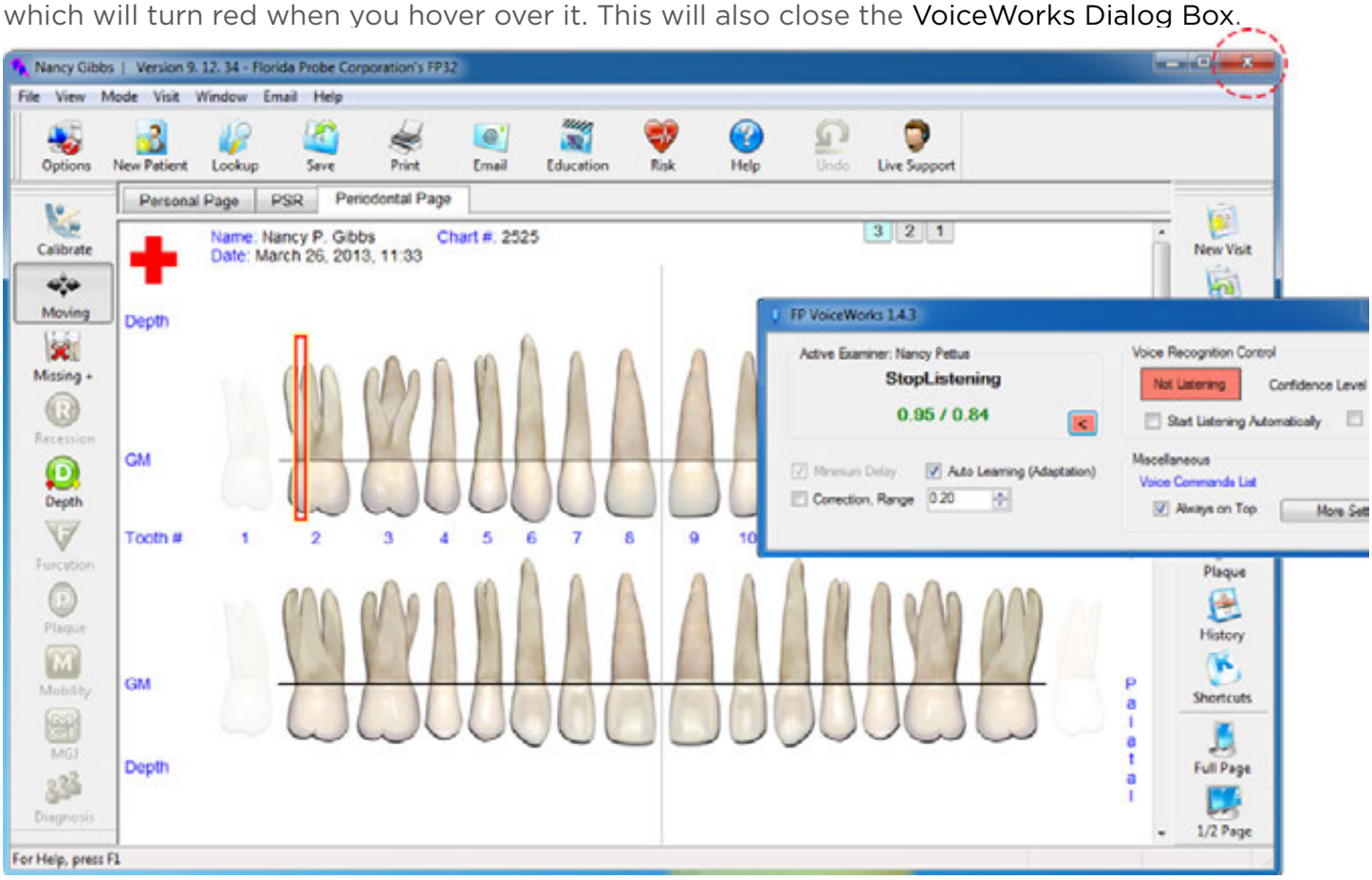
This will bring up the Visit Comparison/Visit Management Dialog. Look at the right-hand column labeled Display Visit. Highlight/Select the visit that you wish to delete. Click the Delete button – it will give you a warning asking if you are sure that you wish to delete this visit – choose Yes to follow through with the deletion. Click OK to dismiss the dialog and return to the Periodontal Page.



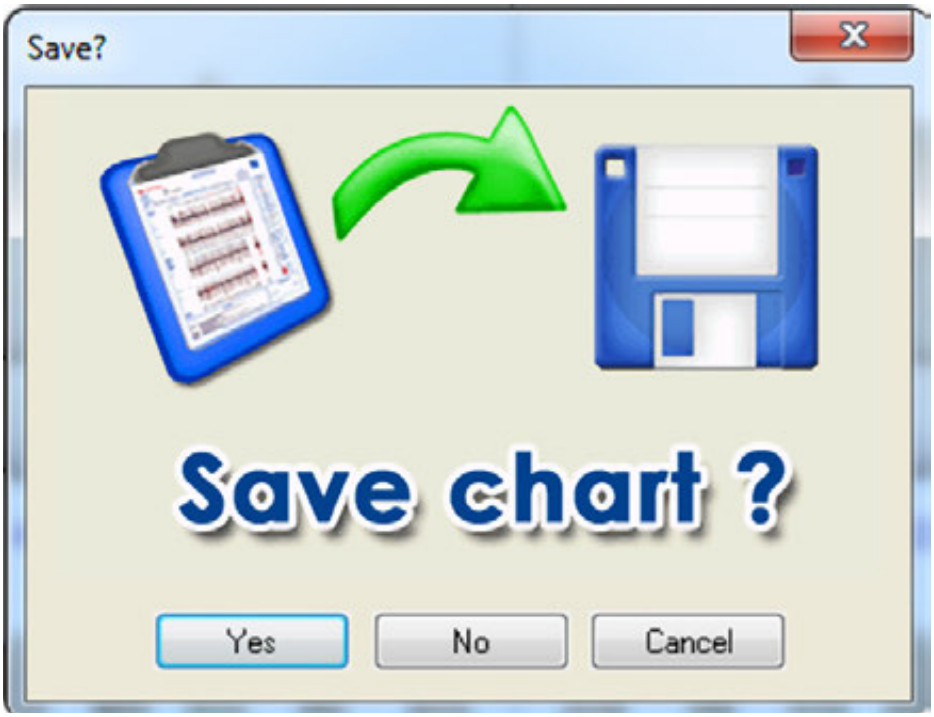
WARNING: Once a patient's record has been deleted, the data cannot be restored.

Closing the Program

When you are ready to exit the program, close the “x” on the upper right-hand side of the window, which will turn red when you hover over it. This will also close the VoiceWorks Dialog Box.



If you have unsaved chart changes, the program will ask you if you want to save these changes to the current chart (see below) – you must either choose, Yes, No, Cancel or click the “x” (same as Cancel and will take you back to whatever tab you were on in the Patient’s Record).



Once you have closed the program, turn the VoiceWorks headset off by holding the power button for 2 seconds. Plug the USB Charging Cable for your Voiceworks headset into the small opening located on the bottom of the right headphone. Plug the other end into the provided Black USB Wall Plug and then plug into a wall outlet. Alternatively, you can plug the other end into the provided optional White USB Hub and then connect the hub to your computer; however, the headset will not charge if you turn your computer off.

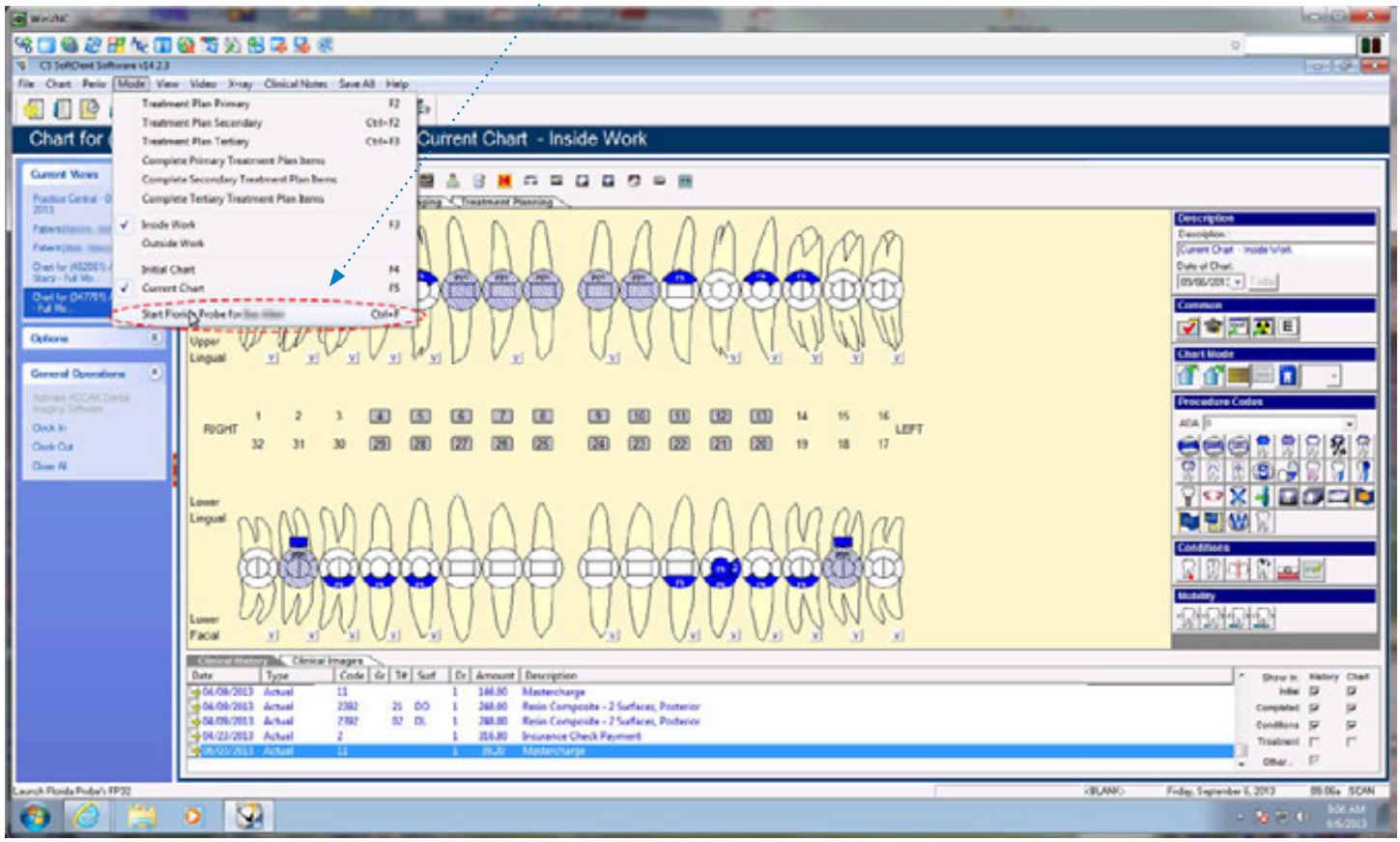
For More Info About Our Products: Please refer to our other online user manuals at: www.floridaprobe.com/downloads.htm

Integration with Practice Management Software

Launching VoiceWorks from your Practice Management Software

If you are using VoiceWorks with your Practice Management Software, you will start out in your practice management software first and select the patient you want to chart. You will then click on the Florida Probe link (see drop down menu choice, or click on button). See sample from SoftDent PM software below.

Link to Florida Probe within SoftDent PM Software



The very first time you click on the Florida Probe link from a patient that you haven't charted on within Florida Probe/VoiceWorks, the Florida Probe/VoiceWorks software will launch and you will see a message, like, "We couldn't find this patient in our database, do you want to create a New Patient?" Choose "Yes" and you the patient's name and chart number will auto-fill in Florida Probe's Personal Page. Click on the Periodontal Tab to begin charting. The next time you click on the Florida Probe link from that patient's Practice Management chart, you will be immediately taken to the patient's last Periodontal Chart within Florida Probe/VoiceWorks where you can view older charts, or create new perio charts with VoiceWorks.

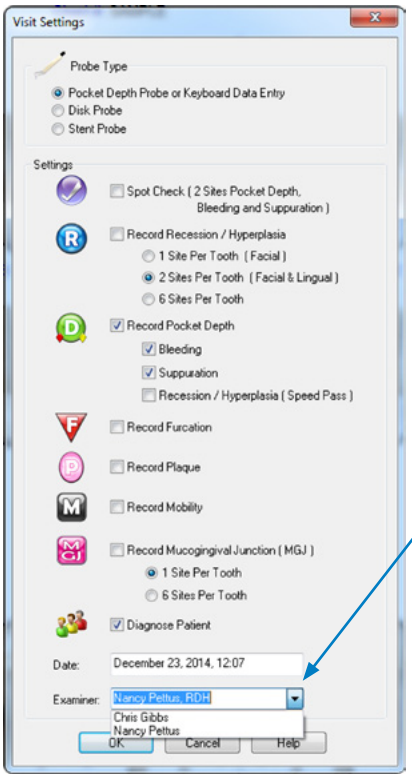
Florida Probe VoiceWorks™

QUICK TROUBLESHOOTING

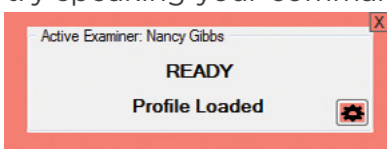
Problem

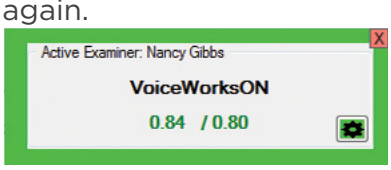
Solution

Headset Doesn't Seem to be Hearing You



1. **If the VoiceWorks Dialog box is red**, say, "VoiceWorksON" - You should hear and see "Profile Loaded" appear in the VoiceWorks Dialog box and it should turn green. Give it a second to fully load and try speaking your command again.



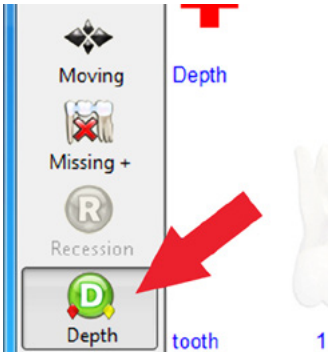


2.

Make sure you are working under the correct voice profile (check for your name in the VoiceWorks box). If not, click on **Visit Settings** in the right-hand toolbar and select your name from the **Examiner** drop-down menu or type it in if it is not listed.

3. **Redock the headset into the charging stand base** and wait at least 15 seconds. Battery Status Light should turn slow-blinking white or solid white. If it's red, headset power is very low and it needs to be charged. Headset Pairing Status Light should also turn white, **NOT** red. If it's still red after 15 seconds, remove and redock the headset. Please refer to the **Wireless Headset Reference** for specific information on how to accomplish this and verify correct docking technique. Once you confirm that the battery is not drained and the headset is paired to the charging stand base, you may remove the headset and use it.

VoiceWorks Dialog box is On (Green) but Nothing is Happening or it's Not Charting Bleeding, etc.



Make Sure You are in **Pocket Depth Mode**, NOT Missing Teeth Mode or Moving Mode. Check the left-hand side of the toolbar on the Periodontal Page. **The green "Depth" Mode button should be highlighted**. If it isn't, say "**ChangeModePocketDepth**" or click the "Depth" Mode button. If this does not help, log into Live Support.

SPEAKER OR PRINTER ISSUES

To ensure that you receive the best case acceptance from your patients, they must hear the important verbal feedback that VoiceWorks provides during the periodontal exam. You can accomplish this by making sure your computer is not streaming music that might interfere with your patient hearing VoiceWorks. Please do not alter the sound settings made by our remote installation technician when he installed your VoiceWorks software.* ** If you are attaching a new printer, television, monitor, or are making changes to your external speakers, please consult with your IT personnel. If they cannot assist you, please call us at **352-372-1142** and we will try to help.

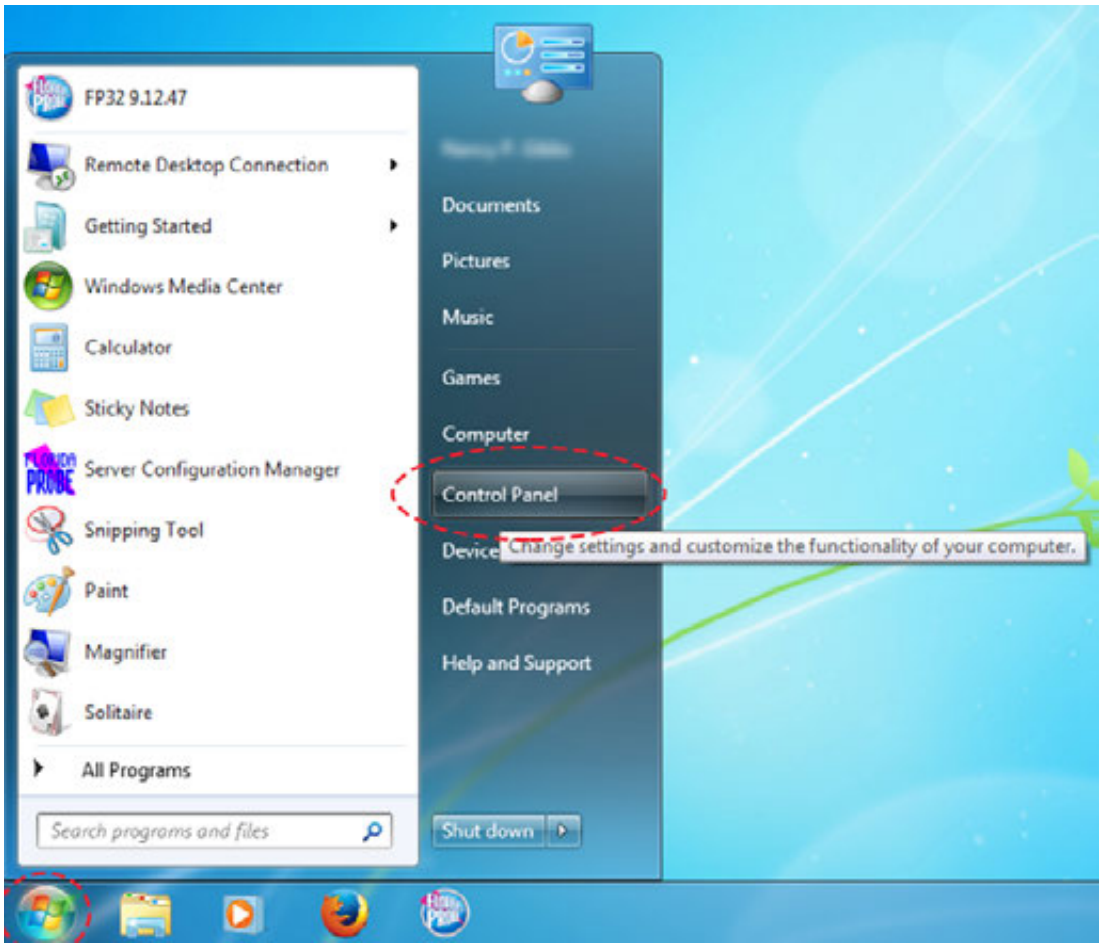
*It is possible to play all VoiceWorks sounds through your headset, without the patient hearing them. If you wish to do this, please call us and we will set this up for you. **You can turn warning and danger sounds off by saying, "WarningSoundsOff."

Troubleshooting

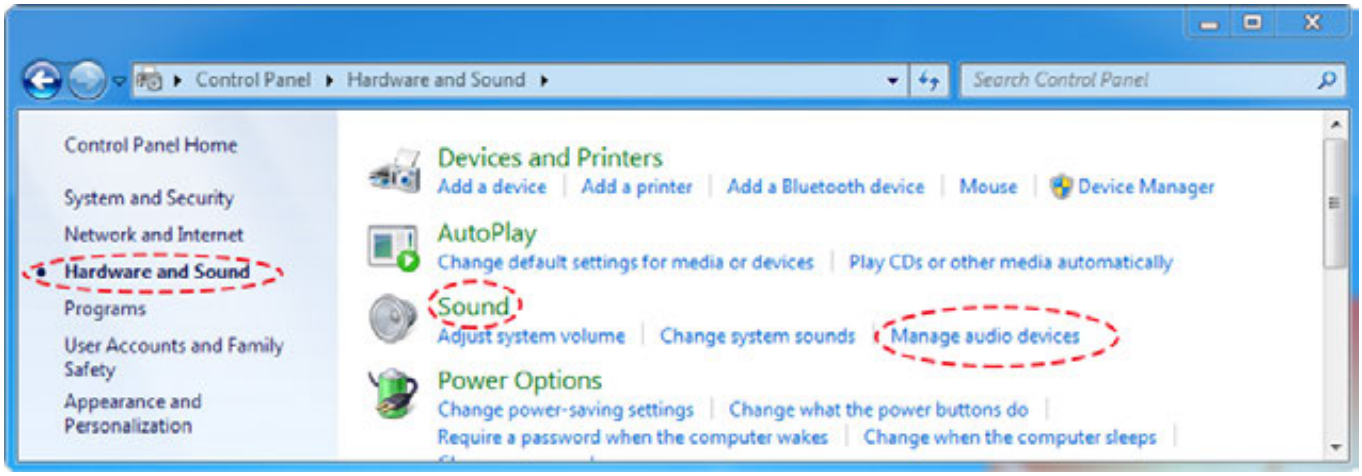
Sound

You may experience the phenomena of hearing both the Headset reminders (“Headset Ready”) and the Florida Probe sounds (“2,1,2”) in your headset. If this happens, your speakers are probably not set up as the default device. To remedy this situation:

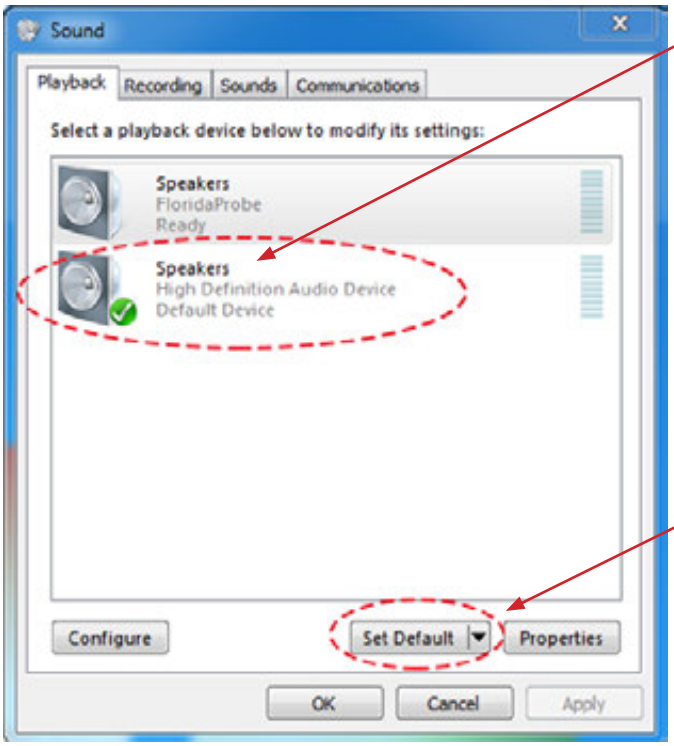
Right click on the “Start” Menu in Windows. Click the “Control Panel” tab.



Open Sound options in Windows. Click on “Hardware and Sound,” then “Sound” and then, “Manage Audio Devices.”

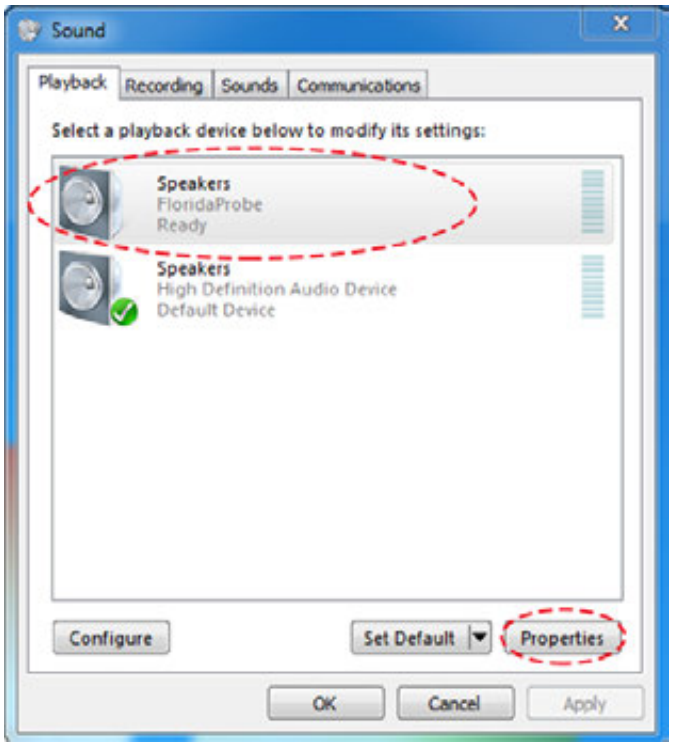


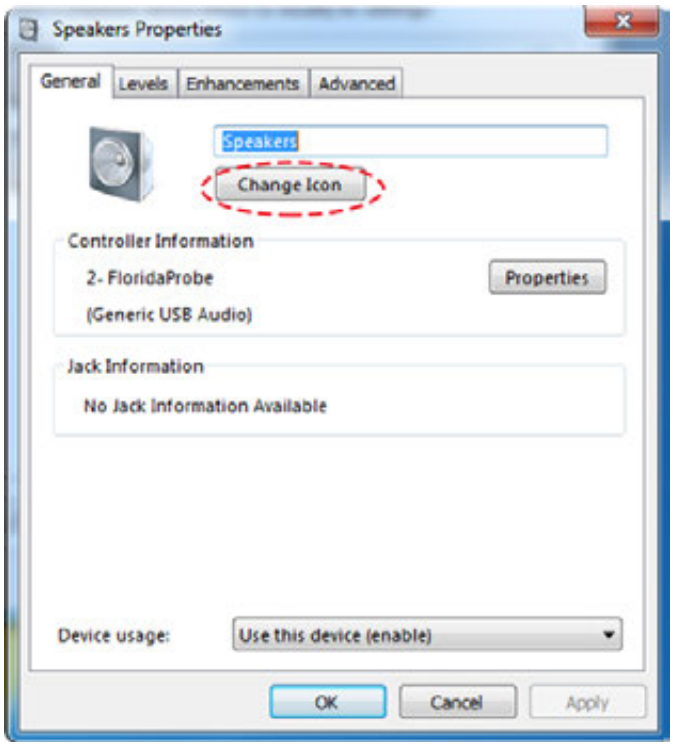
Note the two devices listed. The one that has “FloridaProbe” in the name should NOT be listed as the default device. Instead, make sure your computer’s speakers are selected as the default device.



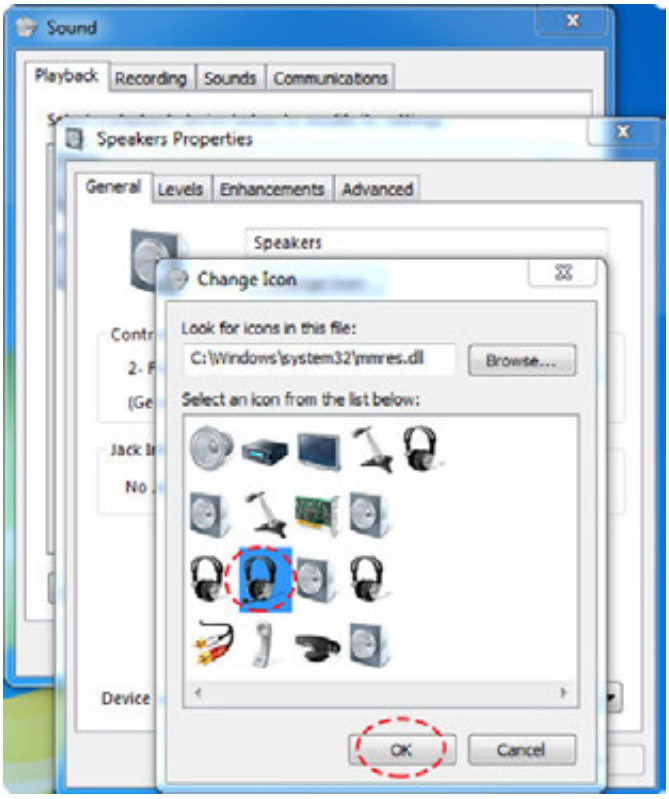
If your computer’s speakers are already selected as the default device, there will be a green checkmark next to the icon as well as the words, “DEFAULT DEVICE.” If you find that you need to change them to the default device, then click on the button, “Set Default.”
Note: the wireless headset won’t show up in the list of devices unless the VoiceWorks USB Key is plugged into the computer or usb hub connected to the computer.

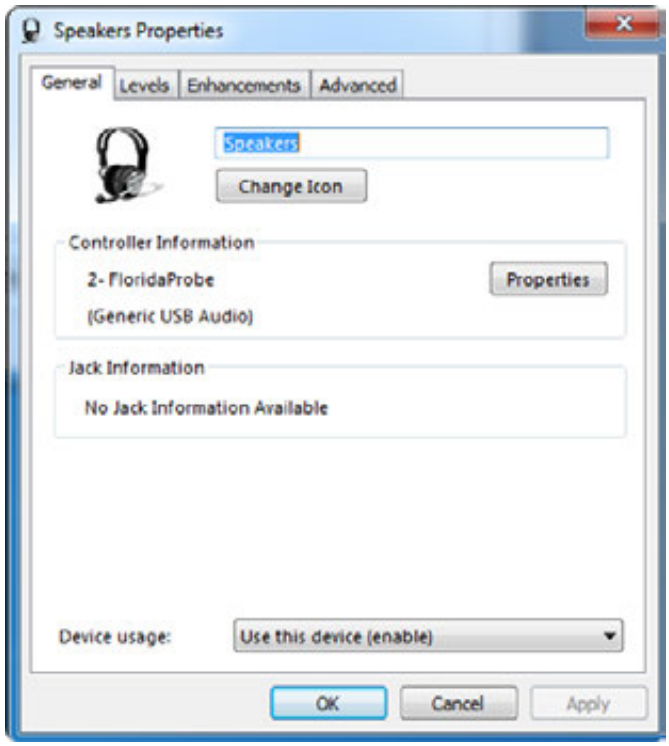
To further clarify between the devices, you should change the icon to resemble a headset with mic. To do this, first select the FloridaProbe Speakers from the list of playback devices, then click “Properties.” Click the “Change Icon” button.



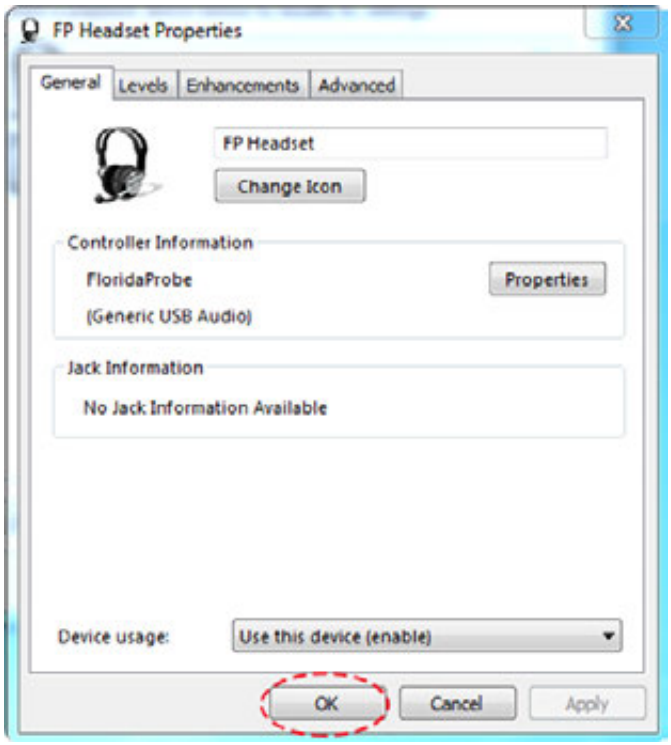


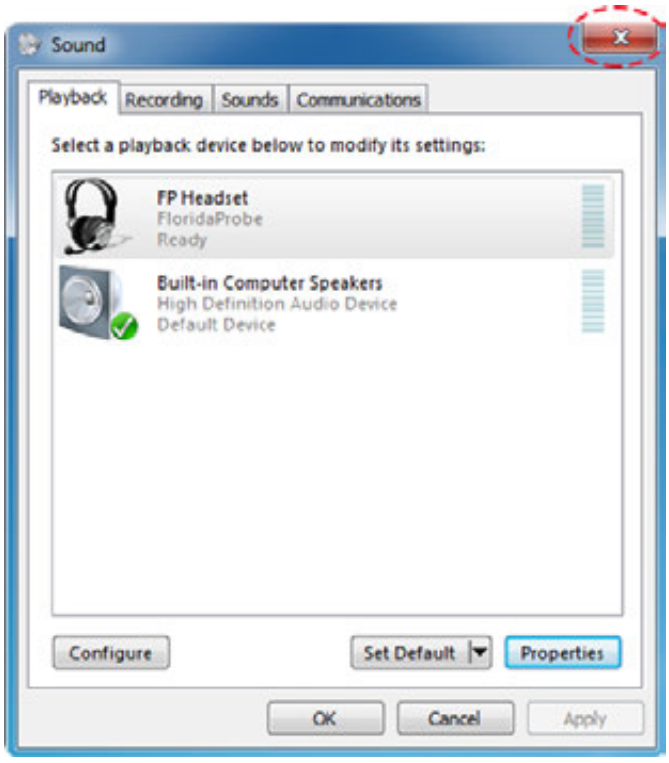
Choose the headset icon as indicated below, then press “OK.” You will then be taken back to the “Speakers Properties” tab. Next, change the name of the device to “FP Wireless Headset” or something similar so that you will know that it refers to your Florida Probe Wireless Headset.



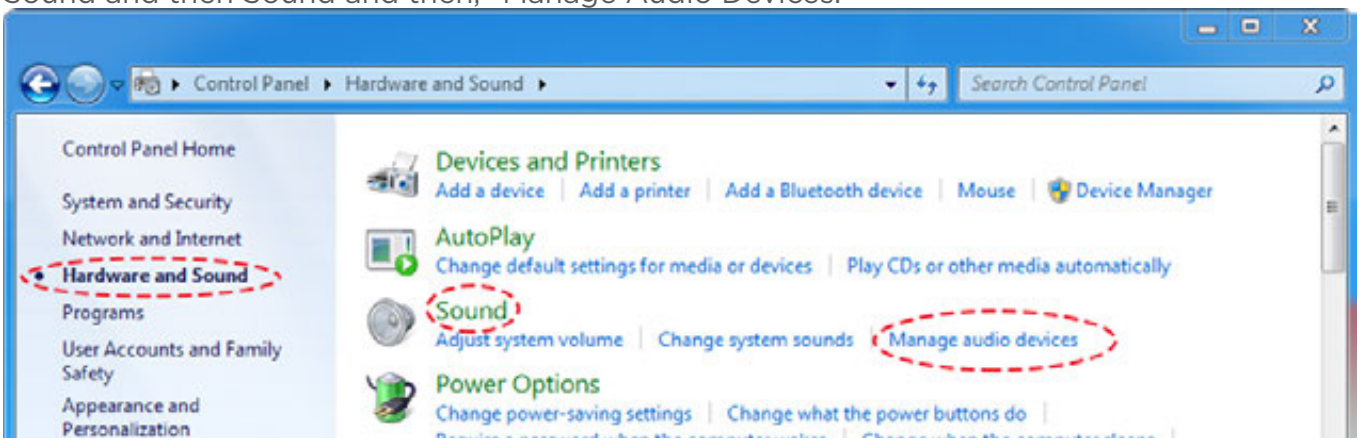


Press “OK.” Close the Sound tab.

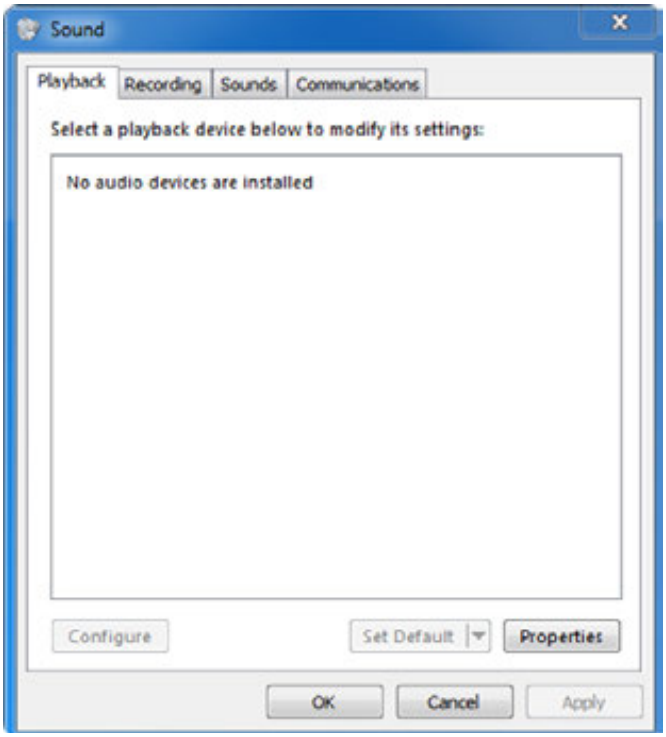


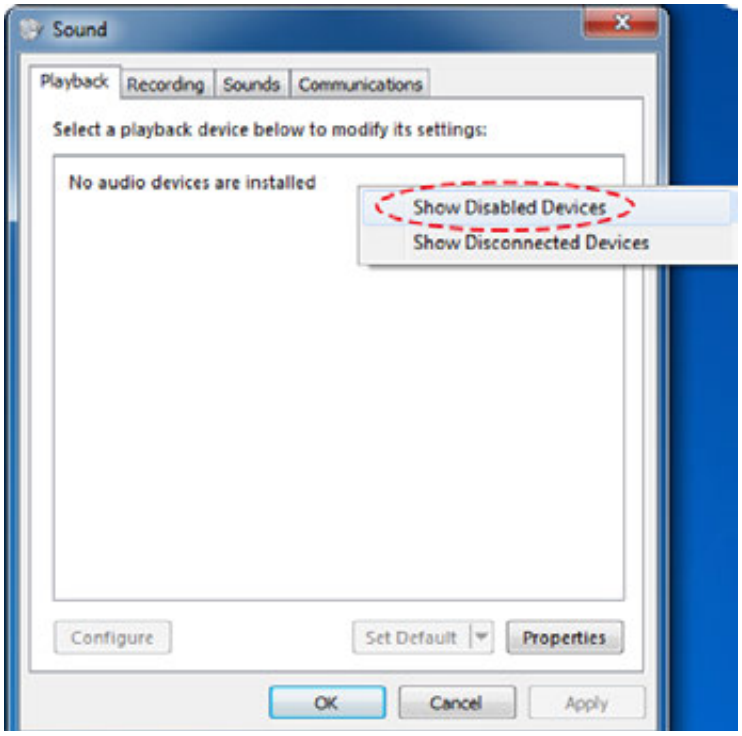


Your internal speakers may be “hidden.” Open Sound options in Windows. Click on Hardware and Sound and then Sound and then, “Manage Audio Devices.”

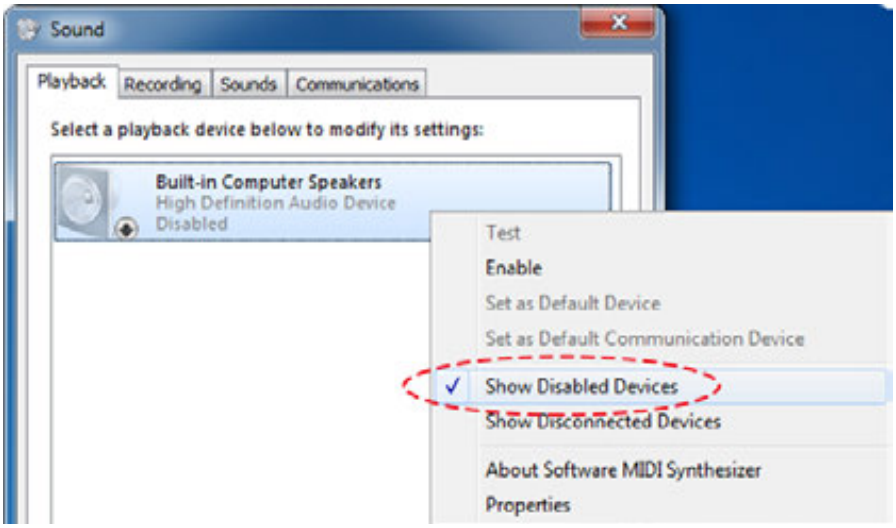


Under the “Playback” tab, you may be presented with the message that “No audio devices are installed.” Left-click in the window and select, “Show Disabled Devices.”

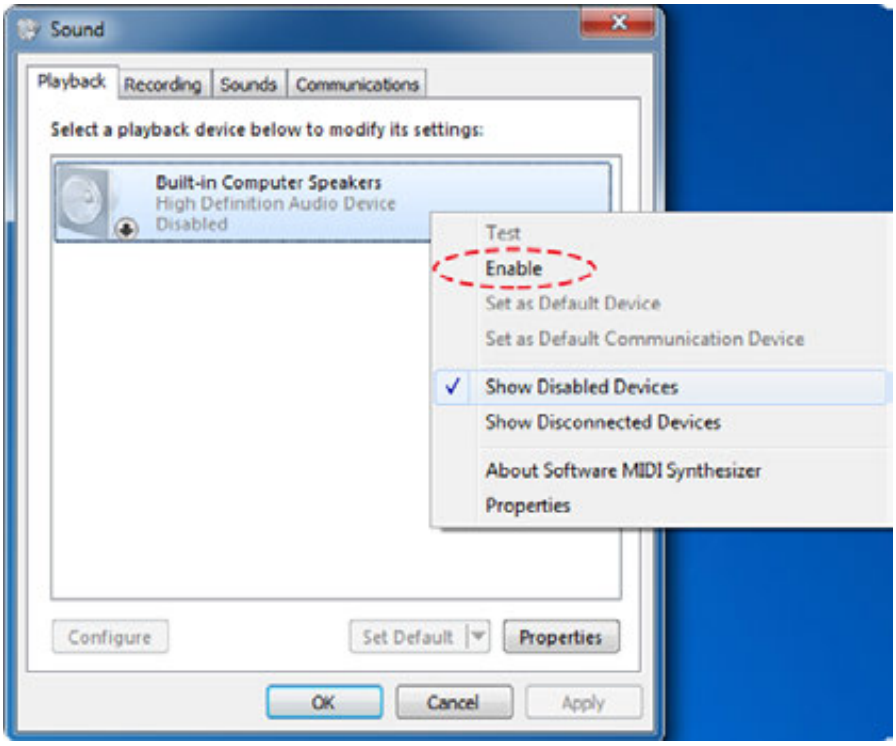




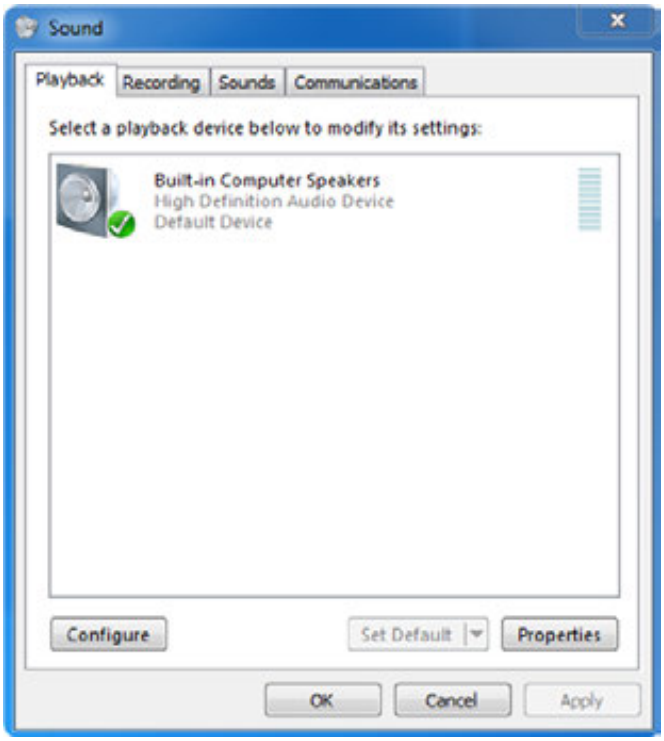
If you have computer speakers, you should see them appear (greyed out) and they will be indicated as “Disabled.”



Next, move your mouse to select, “Enable.”

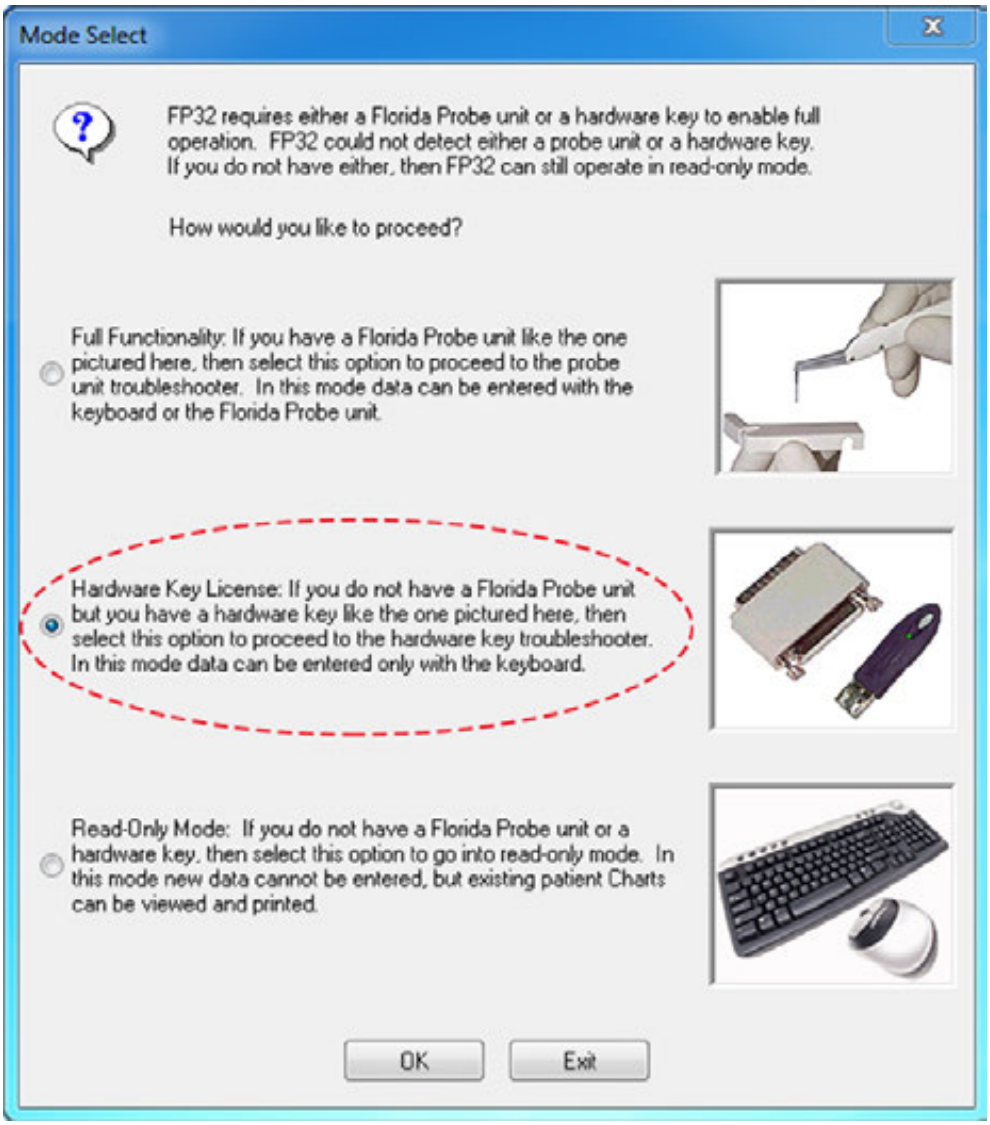


The Speakers should no longer be greyed out and should be listed as the “Default Device.”



FP32 Software Key not Recognized

You may launch the FP32 Software and receive this dialog image:



This means that the FP32 Software Key has not been recognized by the computer/software. Proceed as follows: Close the dialog. Check to see that the FP32 Software Key is plugged into a USB port that is connected to the computer that has the FP32 Software Installed on it. If it is, then unplug the key and plug it back in. Launch the software again. If you still get the dialog image, then unplug the key and plug it into a different USB port (you may have to move another device to another USB port to do this).

Headset Not Working

You may say voice commands into the wireless headset and have it not respond. If this happens: Look at the paired VoiceWorks USB Key that came with your headset (it has the same color VoiceWorks sticker as your headset). Is the red light on the back of the key blinking? If yes, then make sure you press the power button on your wireless headset for at least 2 seconds. You should see a blue light come on in the center of the VoiceWorks sticker on the headphone. Also, check to see that the FP32 Software Key is plugged into a USB port that is connected to the computer that has the FP32 Software Installed on it. If it is, then unplug the key and plug it back in. Launch the software again. If you still get the dialog If you still get the dialog image, then unplug the key and

plug it into a different USB port (you may have to move another device to another USB port to do this).

Headset Too Big

If you find the headset is too big, please try wearing it around your neck with the boom mic angled vertically toward your mouth. See fig. below for details.

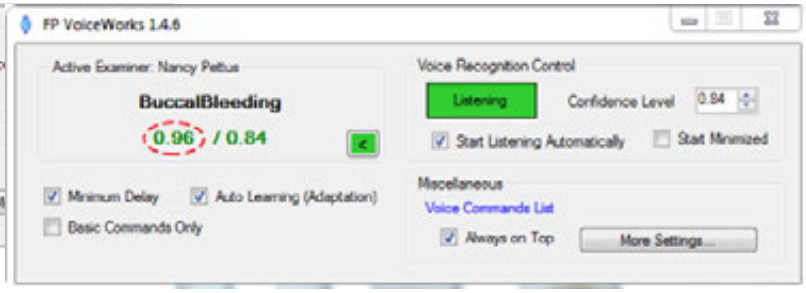
Certain Commands or Phrases are Scored Low by VoiceWorks or Not at All

You may say a command and the VoiceWorks dialog will indicate that it heard the command, but scored you very low, so it didn't execute the command. For example, you say "BuccalBleeding" and you can see that it heard the command because "BuccalBleeding" appears in the VoiceWorks

dialog, but it scores you below the current Confidence Level, so it doesn't input that exam data into the chart. The first thing you should do is check to make sure "Auto Learning (Adaptation)" is checked (turned on) in the VoiceWorks dialog box. Next, you should repeat the phrase or command several times and see if your Confidence Level score (1st number before the slash) rises. If it does, VoiceWorks has now learned the phrase over time.

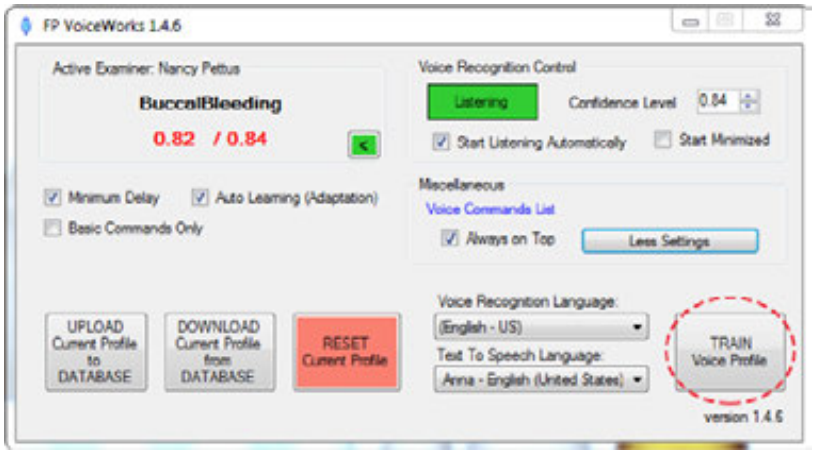
"BuccalBleeding" appears in the dialog, but score is .82, which is below the current Confidence Level

The increase in the Confidence Level score to .96 indicates that VoiceWorks has now learned the phrase over time



Some words have more than one command - for example, "BuccalBleeding" and "FacialBleeding." Let's say that one choice for this word is always scored low. *You can go into the training module and change the confidence level for just that phrase or word. WARNING: PLEASE CONTACT YOUR TRAINER BEFORE YOU CHANGE THESE SETTINGS!

First, click "More Settings" in the VoiceWorks Dialog Box.

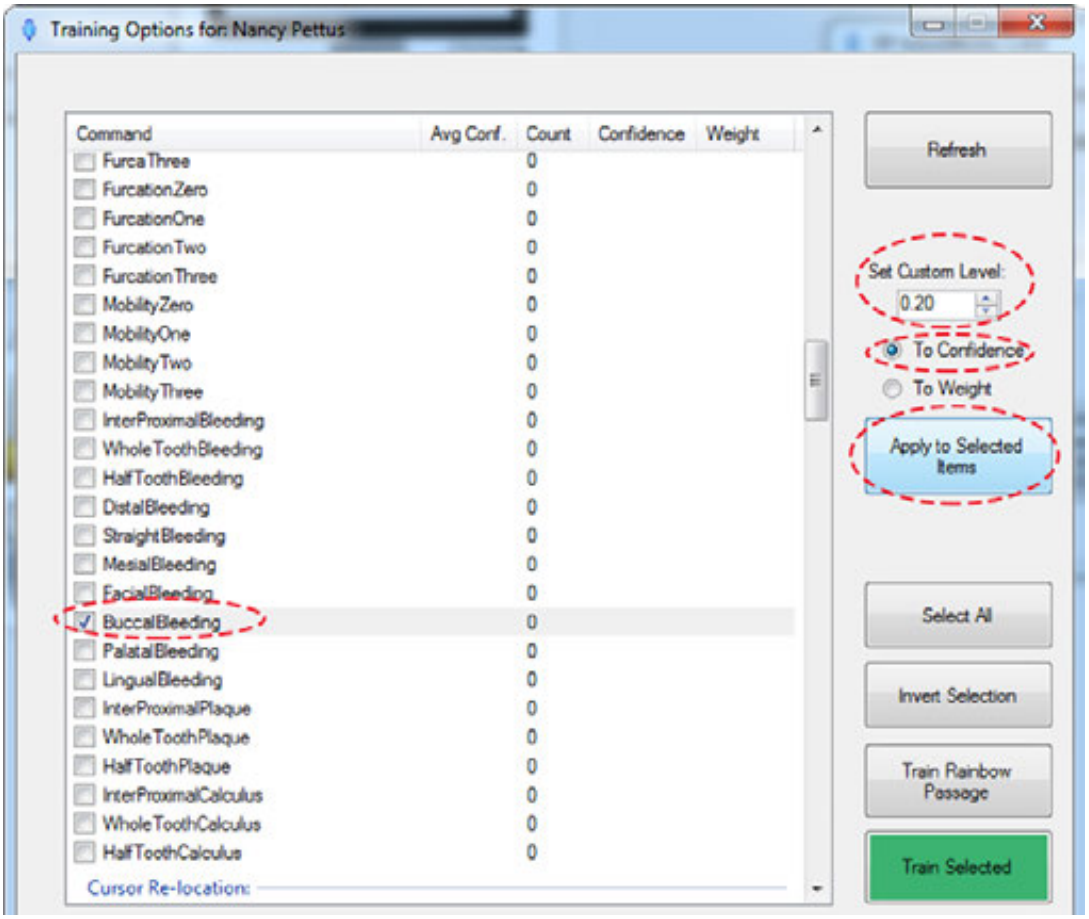


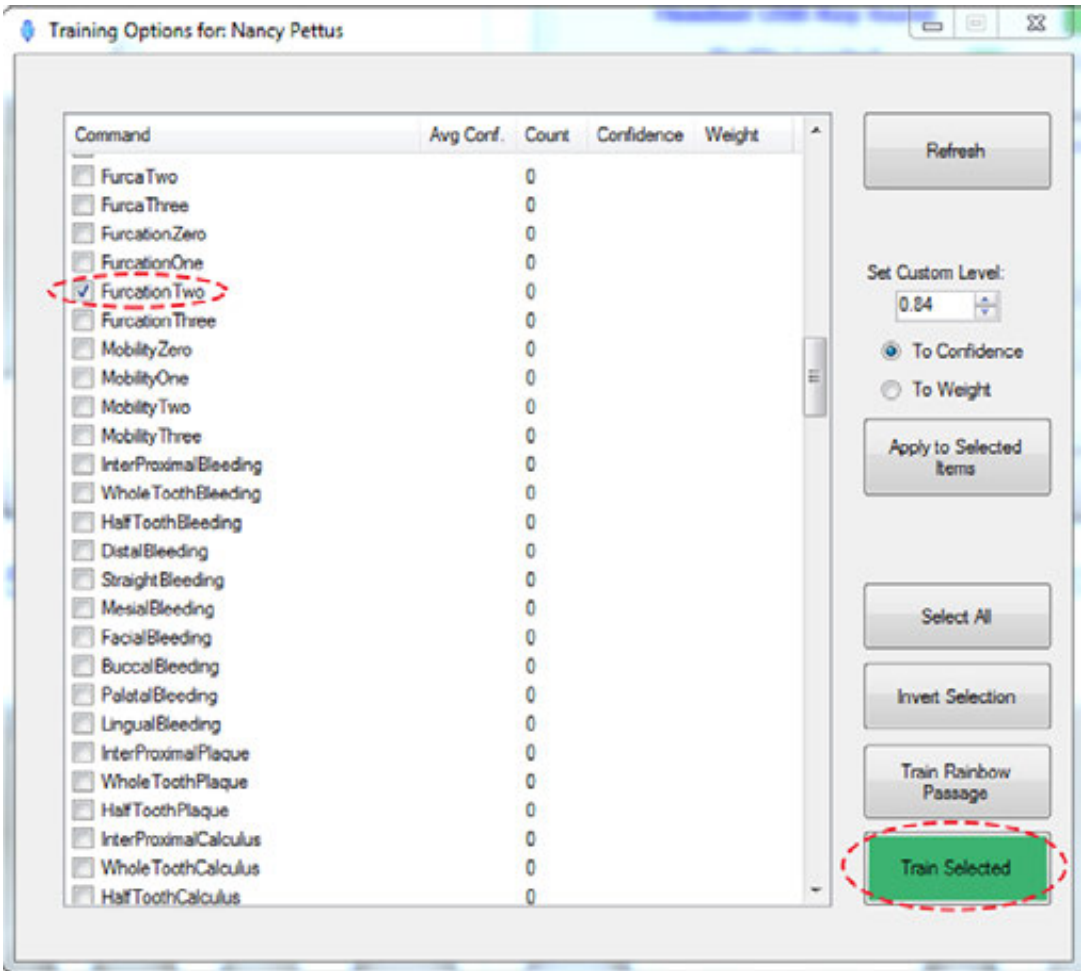
Next, click "Train Voice Profile" - you will be presented with the "Training Options" dialog.

Adjust the Confidence Level for a Word or Phrase

Locate the phrase/command that you wish to train. Lower the confidence level at least 20 points below what VoiceWorks is scoring that particular command at. For example, if it is scoring "Buccal Bleeding" at about a .40, find that phrase in the list and lower the confidence level ("Set Custom Level" button) for "BuccalBleeding" to at least .20. Make sure the radio button for "To Confidence" is selected and then press, "Apply to Selected items." Close the dialog.

Training Options dialog





*WARNING: PLEASE CONTACT YOUR TRAINER BEFORE YOU CHANGE THESE SETTINGS!

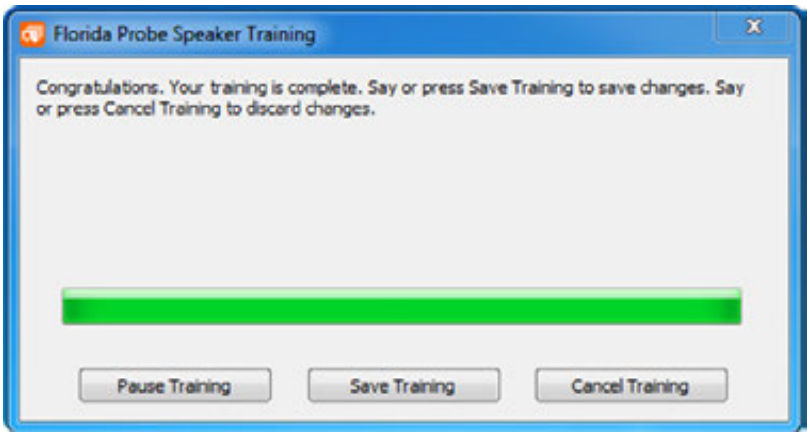
Reset the Confidence Level for Any Word

In order to reset the confidence level for any word, change the Custom Confidence Level for that word to "0.0," click "Apply to Selected Items" and the next time you launch VoiceWorks, it will reset to the standard confidence level.

Train Specific Words or Phrases

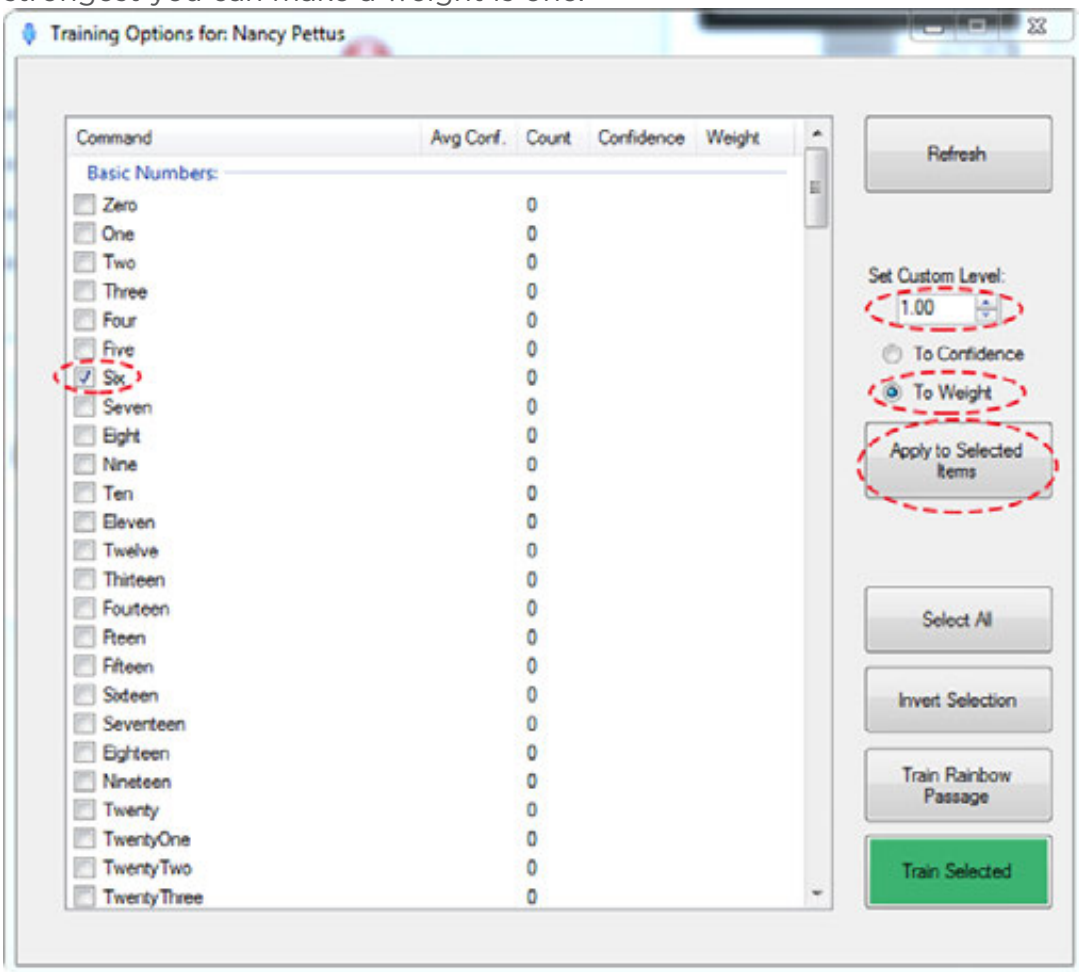
Sometimes, you may say a phrase such as "FurcationTwo" and VoiceWorks doesn't score it at all. In that case, you should train that specific word. Locate the offending word/phrase in the Training Options dialog, select the word, and click the train button. The training dialog will appear. Say the word that shows up the screen. If you have selected more than one word that you want to train, it will show all the words that you previously selected.

Train each word at least 2-3 times. When the training is done, you will see the message below. Say or press “Save Training” to save the changes. Say or press “Cancel Training” to discard the



Adjust the Weight of a Word or Phrase

Let’s suppose you say “4, 5, 6,” and it puts in “4, 5, 7” meaning that the 6 and 7 are being confused. In this example you have to train the 6 and 7 - see previous example of how to train words.and then you go back and check it to make sure it’s working. If it still doesn’t work, you may have to go back and adjust the weight of the words. The weight refers to how much VoiceWorks thinks you are going to use this word when compared to other words. You can take a word that you don’t want to use and give it zero weight so that it can’t be used. This will block its usage completely if you put a zero weight in. The normal weight is .5 - if you want to weight it more, make it .75 - the strongest you can make a weight is one.



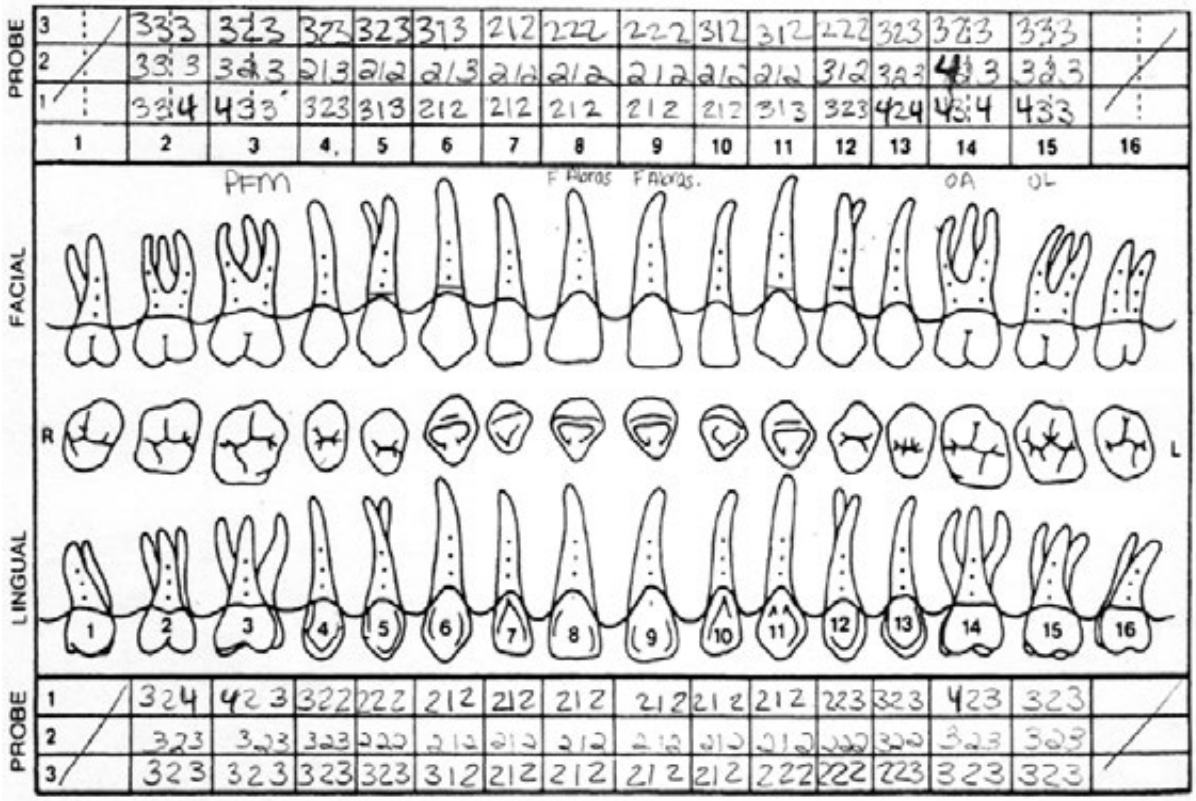
Reset the Weight of Any Word

In order to “reset” the weight of any word, go back to that word and give it a weight of “0.50.” Click “Apply to Selected Items.” The word or phrase now has a normal weight.

NAME [redacted] Date 1 9-30-09 Date 2 9-7-10 Date 3 1-3-11

DATA COLLECTION

MEDICAL ALERT



	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
3		333	323	323	323	313	212	222	222	312	312	222	323	323	333	
2		333	333	213	212	213	212	212	212	212	212	312	323	433	323	
1		334	433	323	313	212	212	212	212	212	313	323	424	434	433	
PROBE																
1		324	423	322	222	212	212	212	212	212	212	223	323	423	323	
2		323	323	323	323	212	212	212	212	212	212	222	323	323	323	
3		323	323	323	323	312	212	212	212	212	222	222	223	323	323	

Mobility

None ☐1 ☐2 ☐3

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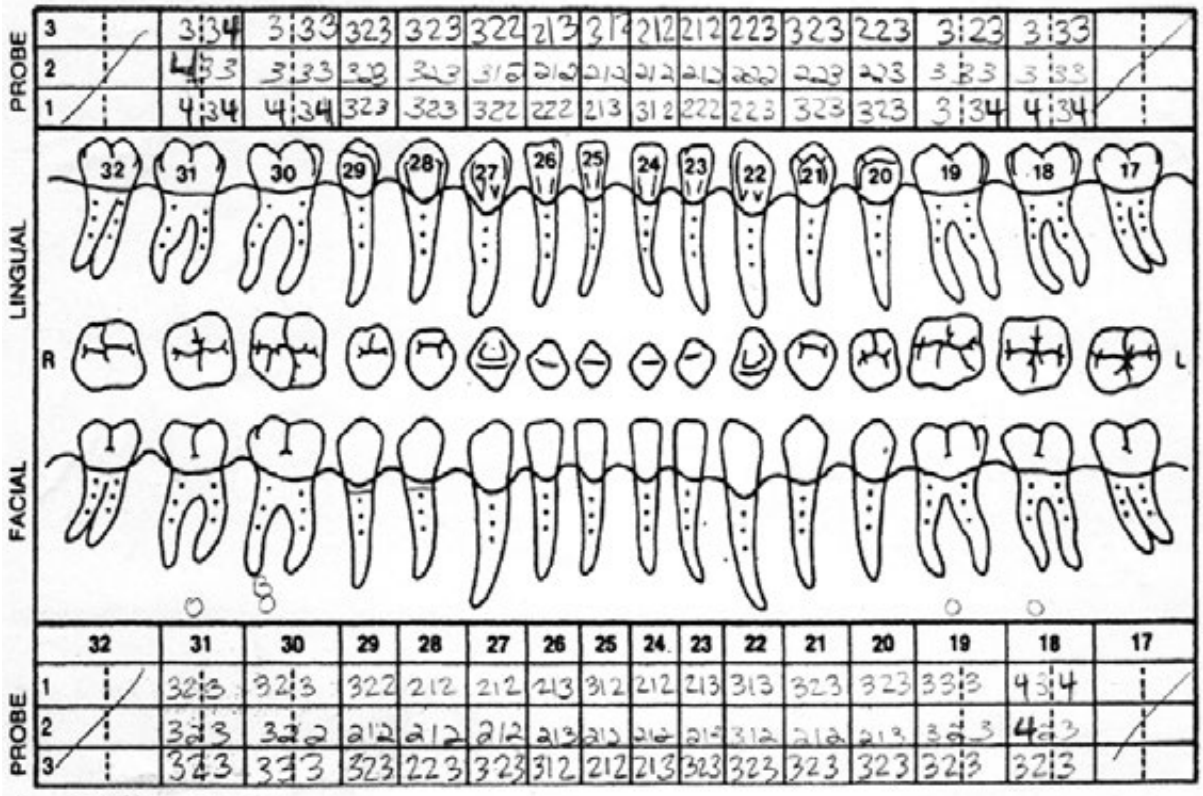

	32	31	30	29	28	27	26	25	24	23	22	21	20	19	18	17
3		334	333	323	323	322	213	312	212	212	223	323	223	323	333	
2		433	333	323	323	312	212	212	212	212	222	223	223	333	333	
1		434	434	323	323	322	222	213	312	222	223	323	323	334	434	
PROBE																
1		323	323	322	212	212	213	312	212	213	313	323	323	333	434	
2		323	322	212	212	212	213	312	212	213	312	212	213	323	423	
3		323	333	323	223	323	312	212	213	323	323	323	323	323	323	

Mobility

None ☐1 ☐2 ☐3

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Special Hygiene Notes: _____

Florida Probe

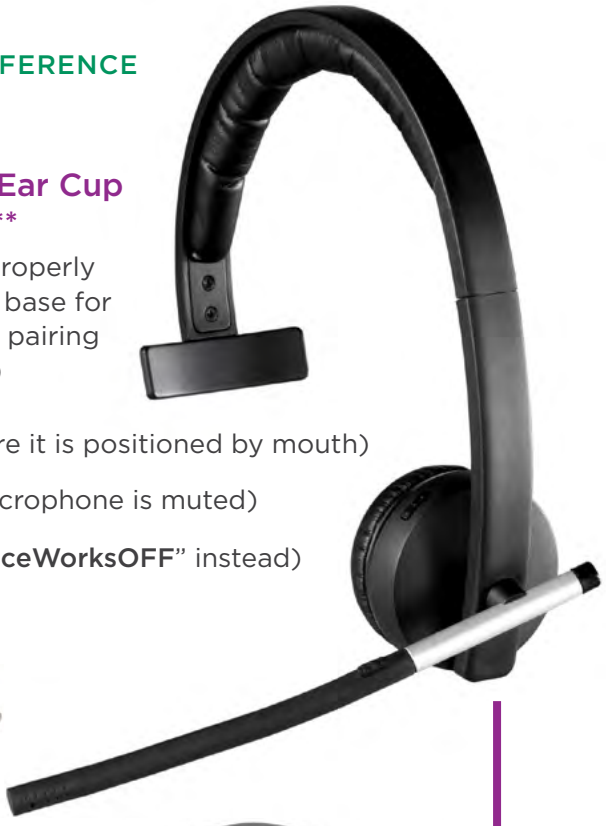
VoiceWorks™ WIRELESS HEADSET REFERENCE

****Space between the Ear Cup and Headband****
(make sure headset is properly placed in charging stand base for successful charging and pairing using this space)

Microphone (make sure it is positioned by mouth)

Mute LED (lit when microphone is muted)

Mute button (Say,"**VoiceWorksOFF**" instead)



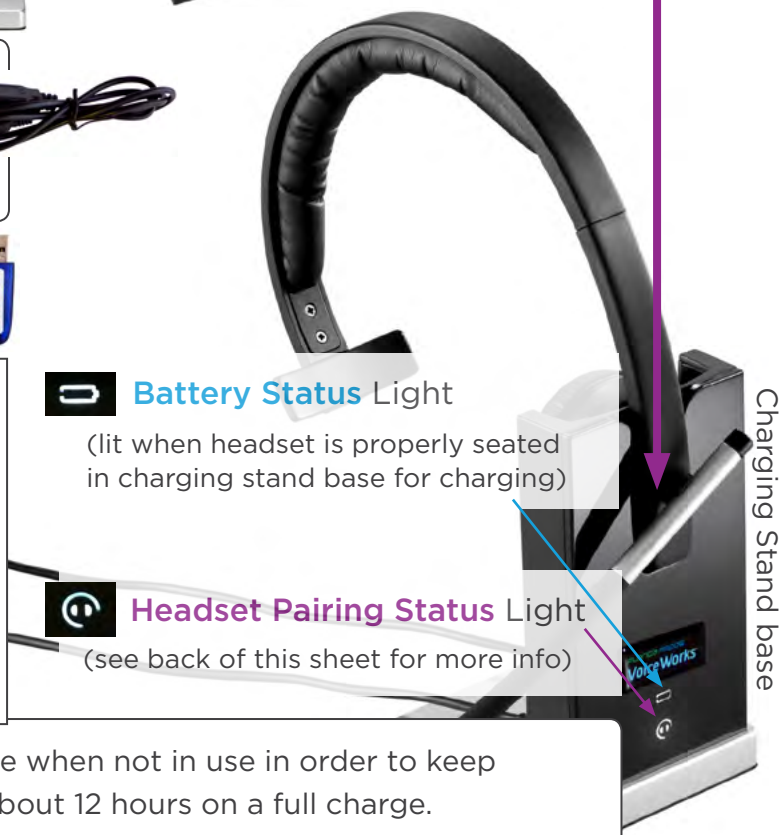
QuickStart

1. Connect the charging stand base to the power adapter and the power adapter to an electrical outlet.

2. Connect the charging stand base to the computer where the VoiceWorks software is installed using the supplied USB cable.

3. Insert the FP32 Software Key into a USB port on the same computer.

NOTE: Both the USB cable and the power adapter must be plugged into the charging stand base in order for the headset to work wirelessly when you remove it from the charging stand base to record a periodontal chart. Once the headset is removed from the charging stand base, the Battery Status Light will not be lit, but the Headset Pairing Status Light will function and will tell show you the pairing status of the headset: (1) paired, (2) trying to pair or (3) not paired.



Battery Status Light
(lit when headset is properly seated in charging stand base for charging)

Headset Pairing Status Light
(see back of this sheet for more info)

Charging Stand base

4. Dock the headset onto the charging stand base when not in use in order to keep headset charged. Headset power should last about 12 hours on a full charge.

****IMPORTANT**** For successful charging and pairing, the headset must be placed on the charging stand base using the ****Space between the Ear Cup and Headband.**** The Battery Status Light will be lit when headset is connected properly for charging; however, Battery Status Light does NOT indicate whether or not headset is paired with charging stand base. Headset will not work if it is not paired to charging stand base (see back of this sheet for more info on how to make sure headset is successfully paired with base).

VoiceWorks™

Battery Status Light

Battery Icon Not Lit:
Headset is NOT docked properly*

Solid white:
Headset battery is fully charged

Slow Blinking white:
Headset battery is currently charging

Solid red:
Headset **battery/charge is very low**

*__Redock the Headset__ until the battery status light comes on (it may either be slow blinking or solid white). **See pics at the bottom of this page for more info**.

Headset Pairing Status Light

Blinking white:
Headset is attempting to pair with charging stand base

Solid white:
Headset is sucessfully paired with charging stand base

Solid red:
Headset is **NOT** paired with charging stand base*

WHAT ELSE IS IN THE BOX

USB Cable

Power Adapter

FP32 Software Key

*If it has been 5 seconds since you docked the headset and the **Headset Pairing Status Light remains red**, remove and redock the headset. First, make sure the **Battery Status Light** comes on (it may either be slow blinking or solid), then watch for the **Headset Pairing Status Light** to change to solid white to indicate pairing with the charging stand base has been successful. **Call us toll-free if you need help at any point!**

Florida Probe

VoiceWorks™

Core Voice Commands

Note: A link to the complete list of VoiceWorks Commands can be found in the VoiceWorks dialog window within the software. ***This list is for version 9.12.53 and above**.

Turn On/Off

VoiceWorksOn VoiceWorksOff

Changes in Dentition

RemoveThirdMolars

RemoveLowerArch RemoveUpperArch

Missing / ReEnter
Crown / Implant / Bridge / Impacted

Numbers

You can enter numbers one at a time ("**One**"), two at a time ("**OneTwo**"), or at a **maximum of three at a time** ("**OneTwoThree**"). **Pause after three at a time** (ex., "**OneTwoThree [pause], Bleeding**." Numbers 0-19 are available.

Patterns

Bleeding,
DistalBleeding, **Mesial**Bleeding,
FacialBleeding, **Buccal**Bleeding
LingualBleeding, **Palatal**Bleeding

InterproximalBleeding

HalfToothBleeding

WholeToothBleeding

GeneralizedInterproximalBleeding

You can also replace the command, "Bleeding," with these patterns (for ex., "DistalExudate"): Exudate, Plaque, Recession, PseudoPocket, Furcation

HalfToothRecession2

InterproximalRecession2

WholeToothFurcation3

Correct Mistakes

Undo, Undo2, Undo3, etc.

Jump to a Specific Tooth

JumpTo14

JumpTo14Lingual

JumpTo14MesialLingual

View Summary or Other Info

ViewSummary

ViewToothHistory

ViewFullPage **or** ViewHalfPage

Escape **or** Cancel (to remove Dialogs)

Change Modes (left toolbar)

ChangeModeRecession

ChangeModePocketDepth

Faster Data Entry

Healthy = 2, 1, 2

Normal = 3, 2, 3

HealthyHealthy

NormalNormalNormal

Repeat4

Lost? or Move the Cursor

WhereAmI

Next / Back

MoveUp / MoveDown

Done & Ready to Save/Print

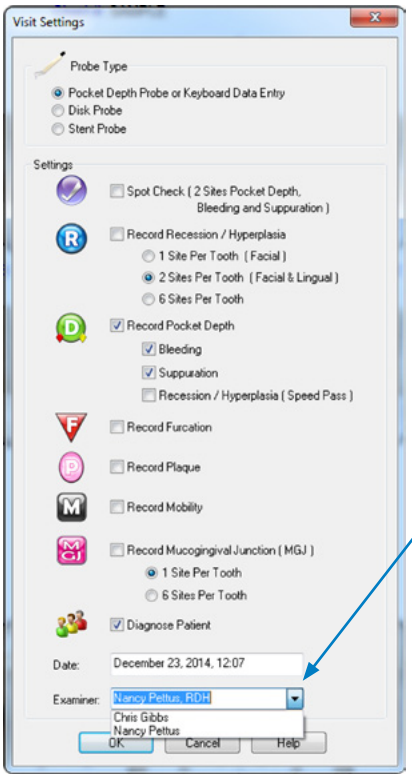
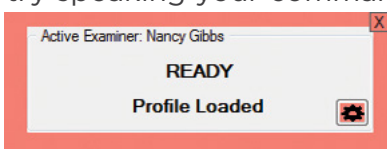
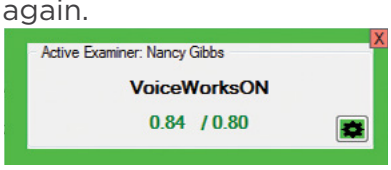
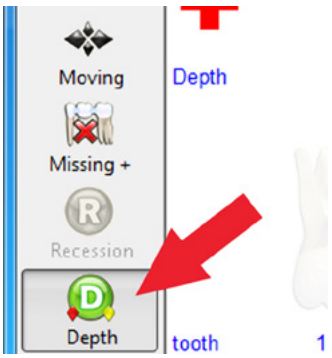
SaveChart

PrintChart

EndTheExam (does both)

Florida Probe VoiceWorks™

QUICK TROUBLESHOOTING

Problem	Solution
Headset Doesn't Seem to be Hearing You 	1. **If the VoiceWorks Dialog box is red**, say, "VoiceWorksON" - You should hear and see "Profile Loaded" appear in the VoiceWorks Dialog box and it should turn green. Give it a second to fully load and try speaking your command again.   2. **Make sure you are working under the correct voice profile** (check for your name in the VoiceWorks box). If not, click on **Visit Settings** in the right-hand toolbar and select your name from the **Examiner** drop-down menu or type it in if it is not listed. 3. **Redock the headset into the charging stand base** and wait at least 15 seconds. Battery Status Light should turn → slow-blinking white or solid white. If it's red, headset power is very low and it needs to be charged. Headset Pairing → Status Light should also turn white, **NOT** red. If it's still red after 15 seconds, remove and redock the headset. Please refer to the **Wireless Headset Reference** for specific information on how to accomplish this and verify correct docking technique. Once you confirm that the battery is not drained and the headset is paired to the charging stand base, you may remove the headset and use it.
VoiceWorks Dialog box is On (Green) but Nothing is Happening or it's Not Charting Bleeding, etc.	 Make Sure You are in **Pocket Depth Mode**, NOT Missing Teeth Mode or Moving Mode. Check the left-hand side of the toolbar on the Periodontal Page. **The green "Depth" Mode button should be highlighted**. If it isn't, say "**ChangeModePocketDepth**" or click the "Depth" Mode button. If this does not help, log into Live Support.

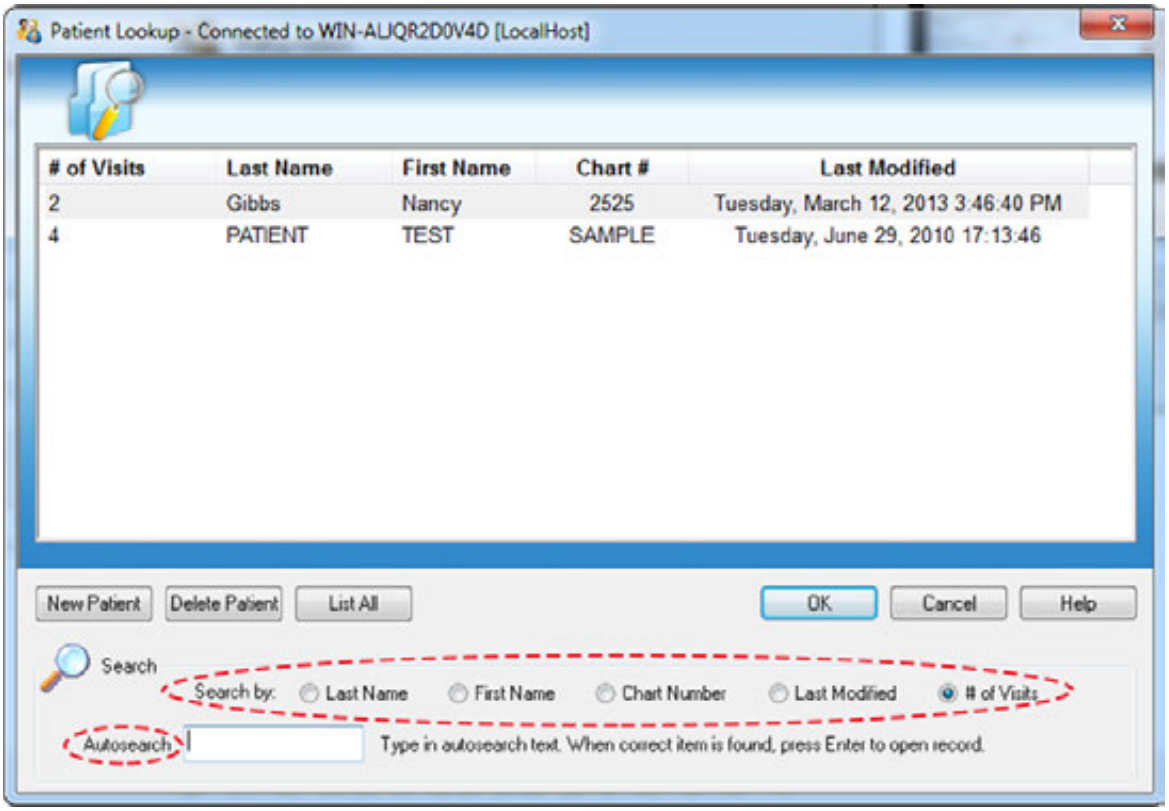
SPEAKER OR PRINTER ISSUES

To ensure that you receive the best case acceptance from your patients, they must hear the important verbal feedback that VoiceWorks provides during the periodontal exam. You can accomplish this by making sure your computer is not streaming music that might interfere with your patient hearing VoiceWorks. Please do not alter the sound settings made by our remote installation technician when he installed your VoiceWorks software.* ** If you are attaching a new printer, television, monitor, or are making changes to your external speakers, please consult with your IT personnel. If they cannot assist you, please call us at **352-372-1142** and we will try to help.

*It is possible to play all VoiceWorks sounds through your headset, without the patient hearing them. If you wish to do this, please call us and we will set this up for you. **You can turn warning and danger sounds off by saying, "WarningSoundsOff."

How to Search for Patients

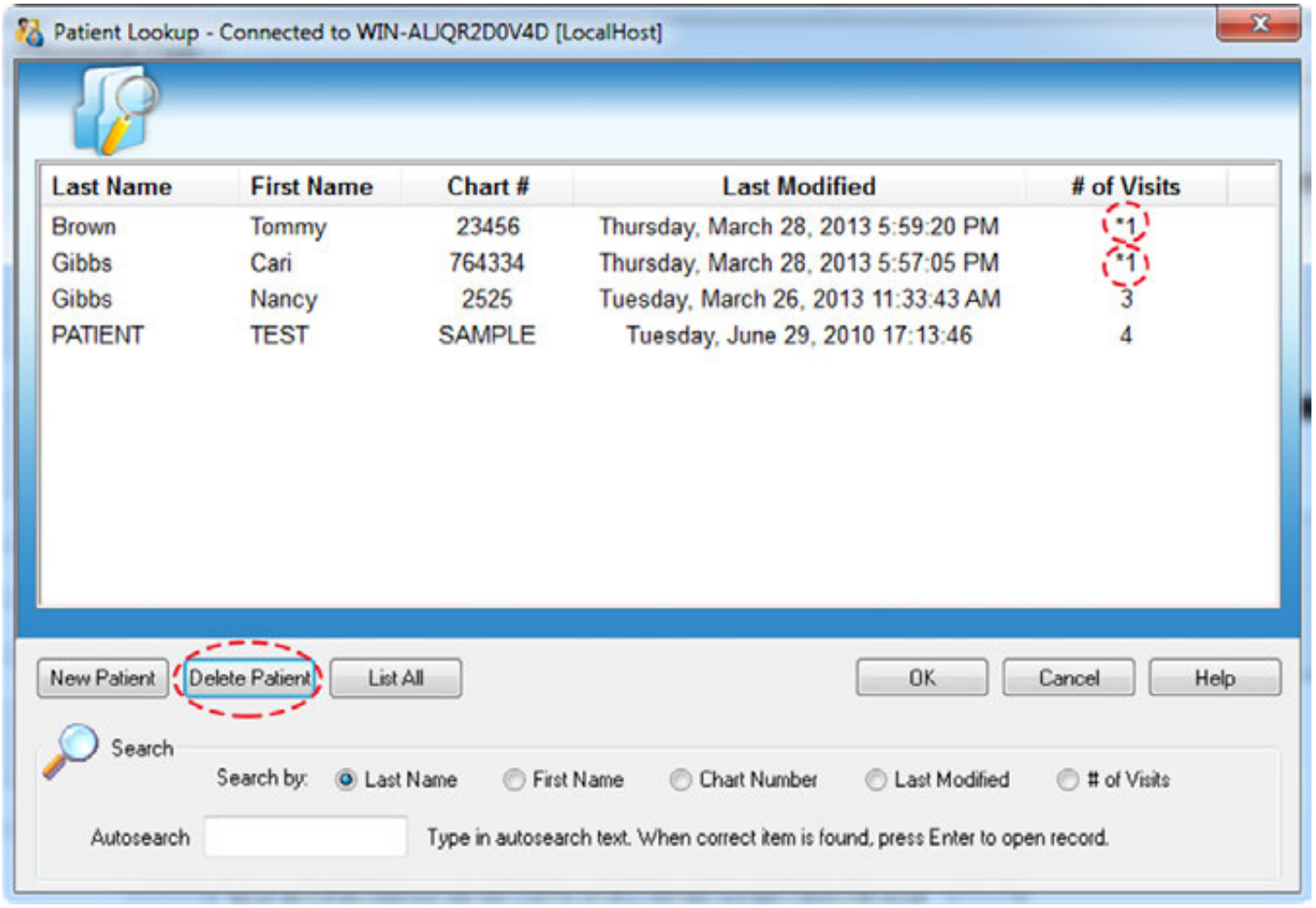
You can use the voice command, “PatientLookup” to launch the Patient Lookup Dialog. Once the dialog has been launched, you can also use the commands, “Back” to move to patients toward the top of the list and “Next” to highlight patients toward the bottom of the list. When you have the desired patient highlighted, say “Select” to launch that patient’s record. You will be taken to that patient’s Personal Page. By default, the Patient Lookup Dialog will search for all patients by Last Name when you type this information into the Autosearch box. Use the Search by feature to change the method of the patient search to First Name, Chart Number, Last Modified, or # of Visits – then type what you are searching for into the Autosearch box. When a possible match is found, it will be highlighted in the list. Click the ‘OK’ button to access the patient’s record and exam data.



IMPORTANT: If the patient is a current patient already in the database, you must select the patient’s name from the Patient Lookup Dialog before performing an additional visit, rather than selecting the New Patient button. If you inadvertently create a new patient when you intended to create a new “visit,” the exam data will be associated with a separate new patient and the visit comparison functions of the FP32 Software will not work. You will have to re-enter the exam data under the correct patient and delete the new patient you accidentally created.

What an Asterisk * in Front of Visit Number Means

If a patient has an asterisk before their # of Visits then that means that someone has started a chart for them by filling out at least the minimum information on the Personal Page, but that no periodontal chart has been created for them yet. Sometimes, the front office staff will pre-fill out information on the patient's Personal Page to assist the RDH or Dentist before the patient's first periodontal exam.



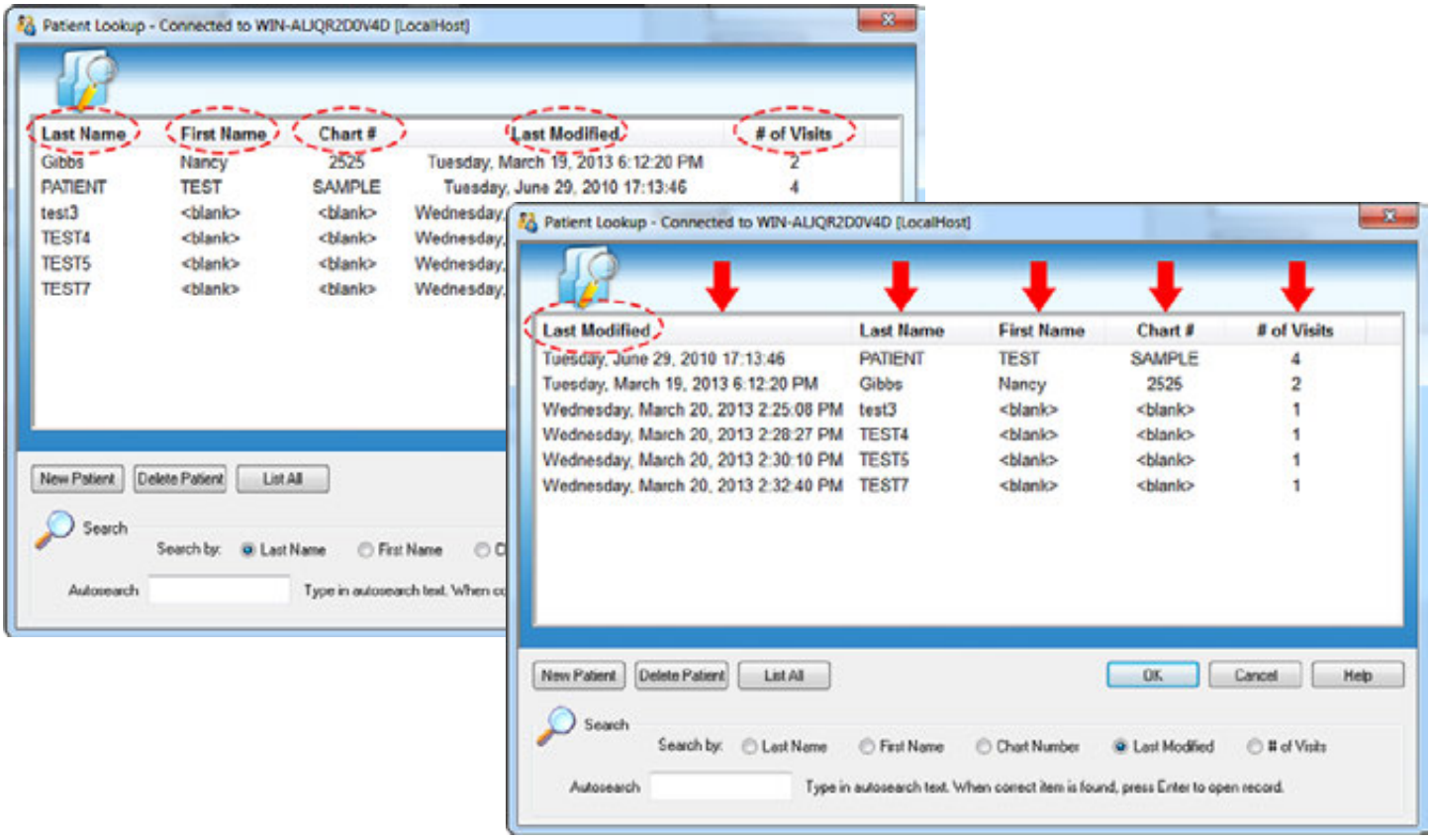
Deleting a Patient

Select the patient you wish to delete. Click on the Delete Patient button. You will receive a warning asking if you really want to delete the patient/info.

WARNING: Once a patient's record has been deleted, the data cannot be restored.

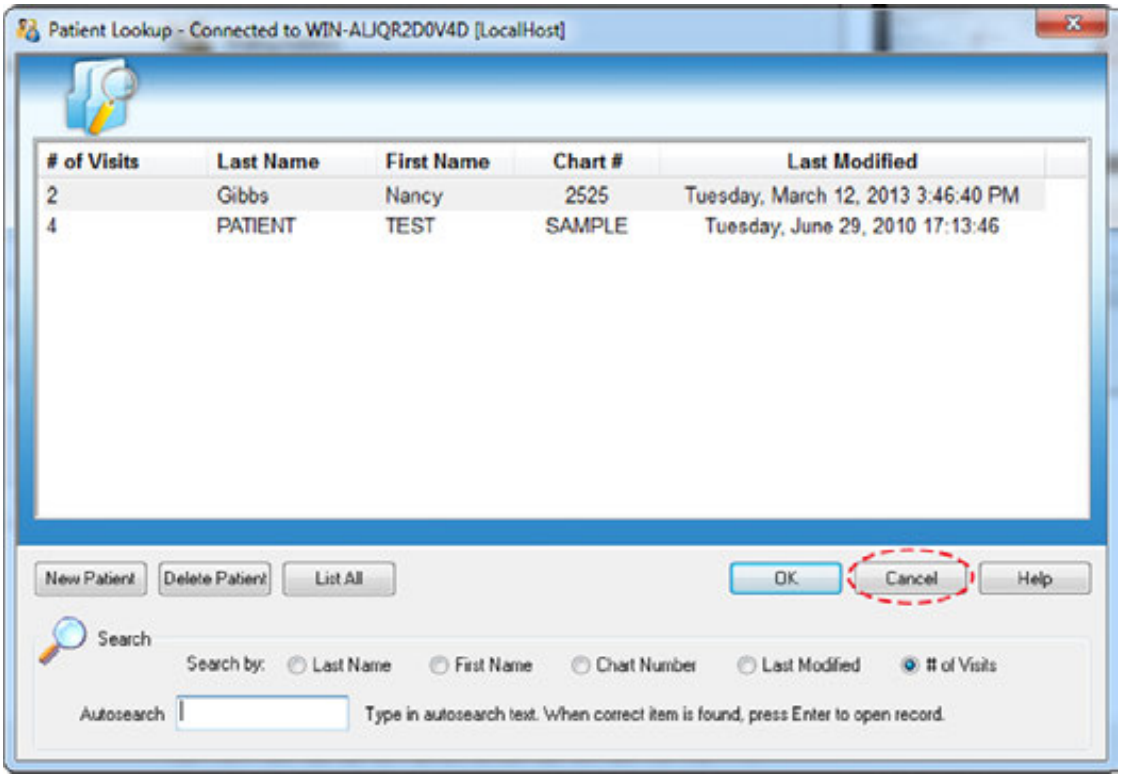
Change the Order of Search Results

You can also change the order that the search results are listed, simply by clicking on the criteria that you want listed first. In the examples below, the first Patient Lookup Dialog box lists patients by Last Name first and in the second dialog, patients are listed by their Last Modified date first.



Dismiss the Patient Lookup Dialog Box

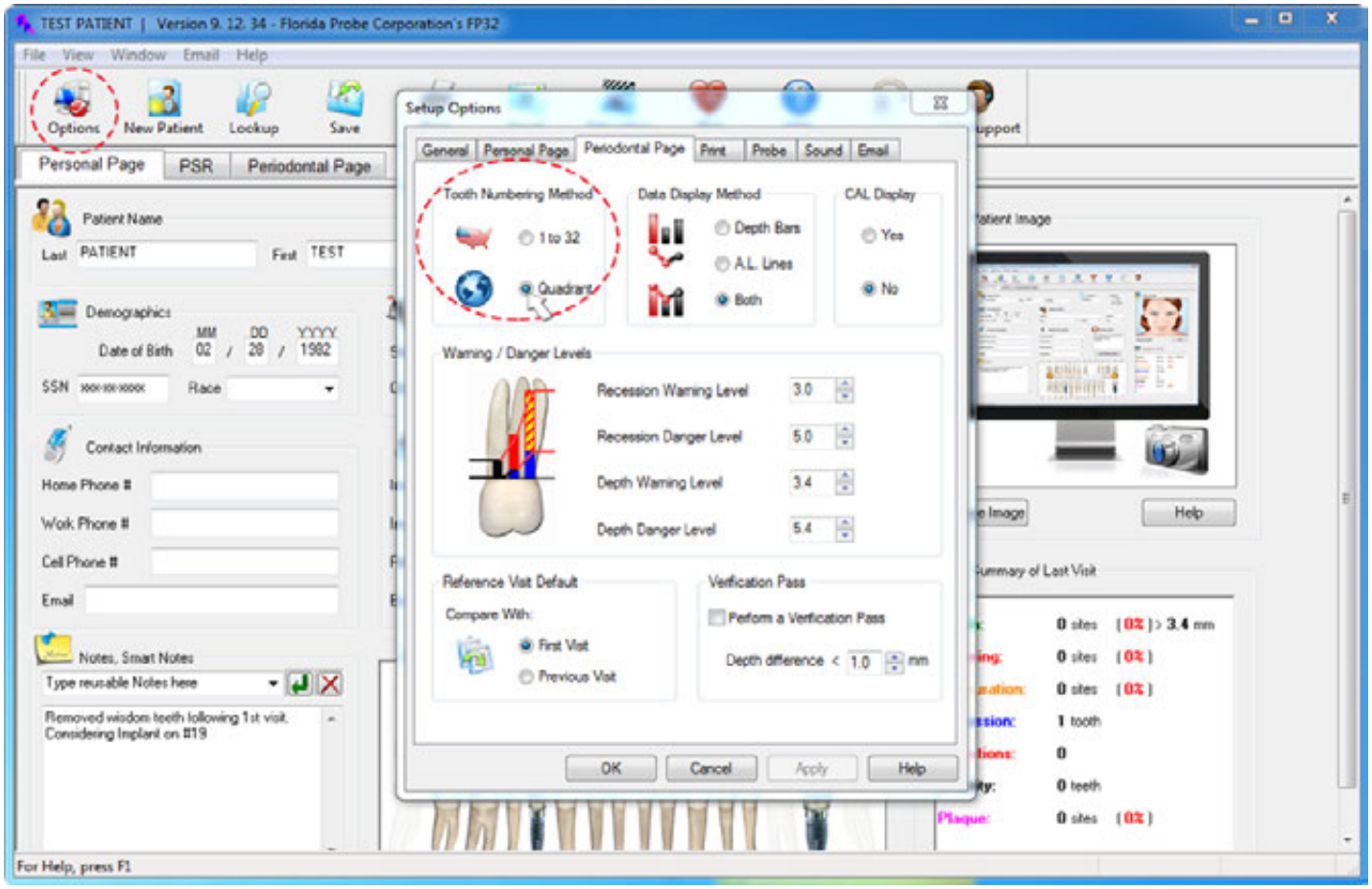
Click on 'Cancel' to dismiss the Patient Lookup dialog without opening a patient record.



Note: If another record is already open, it will remain open.

How to Change to Quadrant Tooth Numbering Method

For those users outside of the United States, you can easily change the Tooth Numbering Method by clicking on the Options menu in the Main Tool Bar and then clicking on the Periodontal Page mini-tab in the Setup Options dialog that pops up (see figure below). Then just change the default Tooth Numbering Method from the 1 to 32 used in the U.S. to the Quadrant Method.

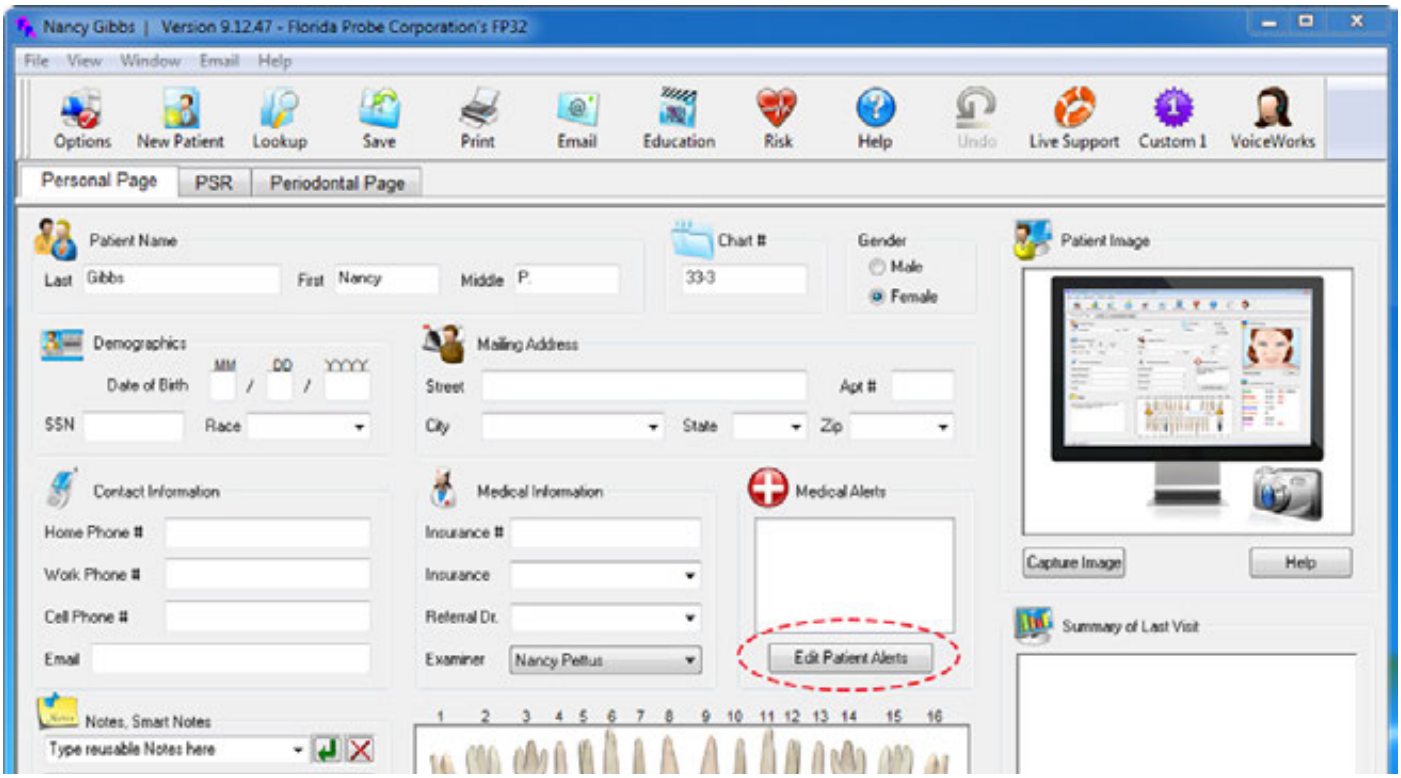


Hint: There are many other options that you can change from this menu, but those are covered in another manual. Feel free to experiment with these options as they can be changed back and forth.

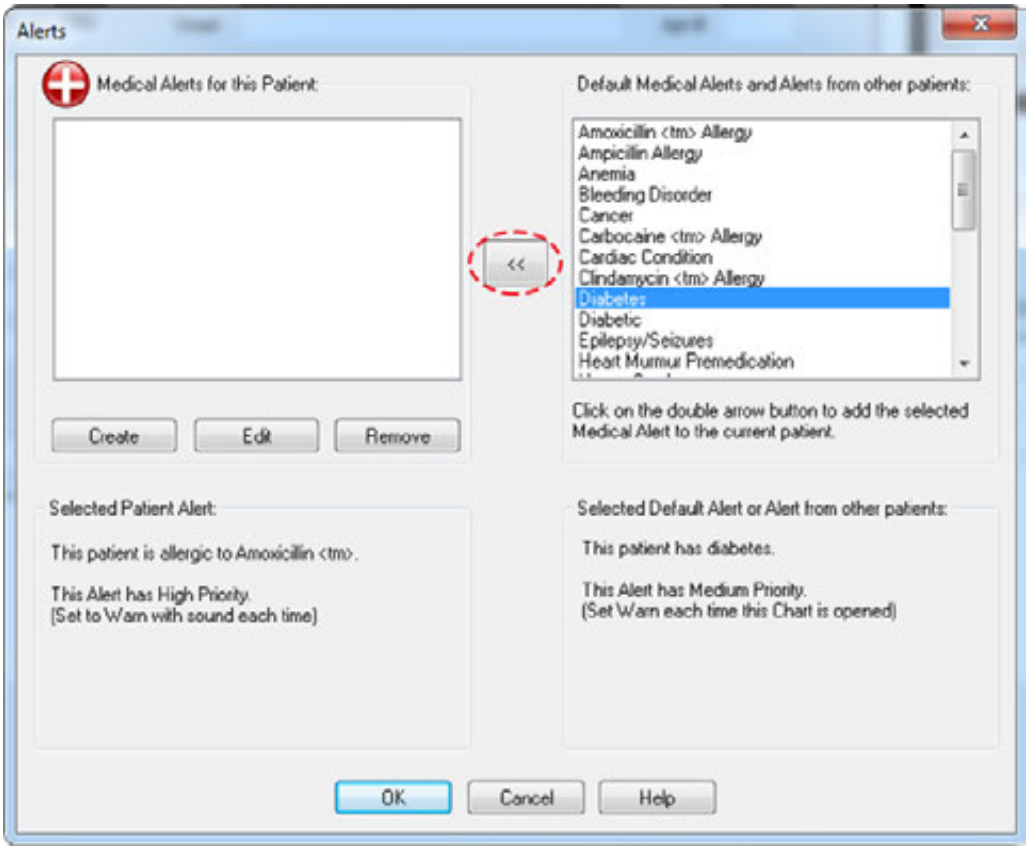
Sometimes the FP32 program must be closed and re-launched in order to implement these changes.

How to Enter & Edit Medical Alerts

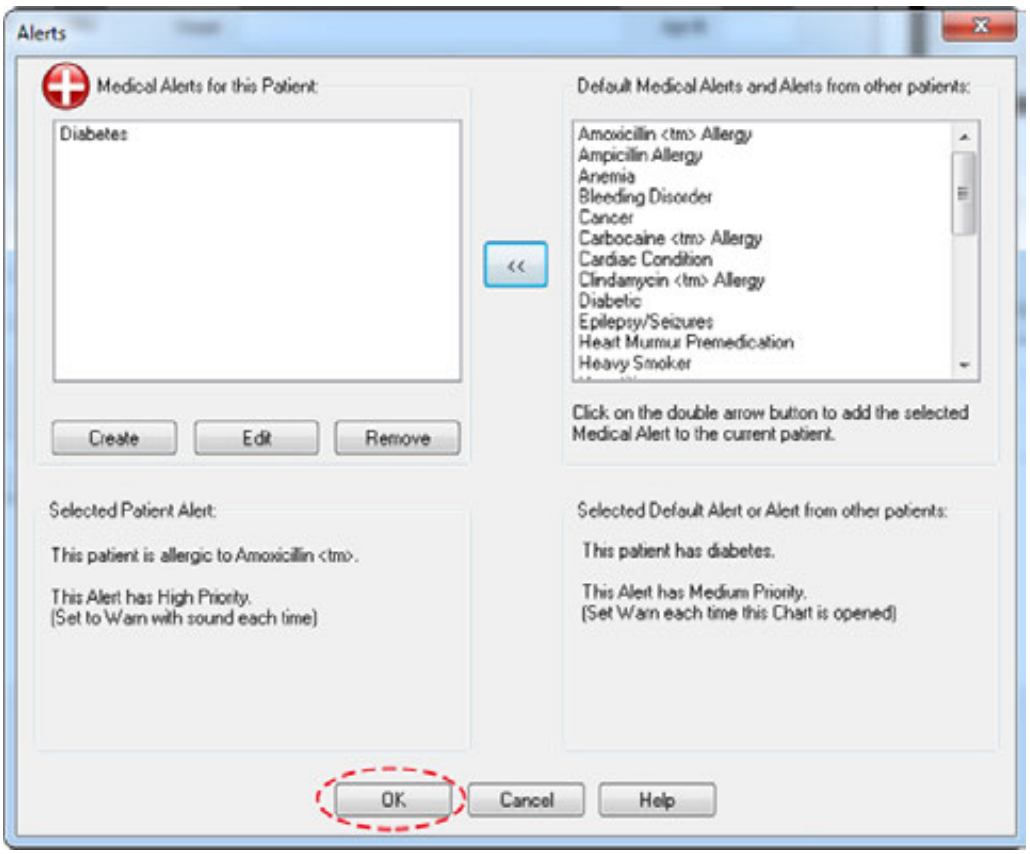
From the patient's Personal Page, locate the "Medical Alerts" section and click the "Edit Patient Alerts" button (see figure below).



You will be presented with the "Alerts" dialog. Highlight a diagnosis from the Default Medical Alerts column. For example, "Diabetes" - click on the arrow between the two columns. It will now appear in the "Medical Alerts for this Patient" column (see figure on next page).



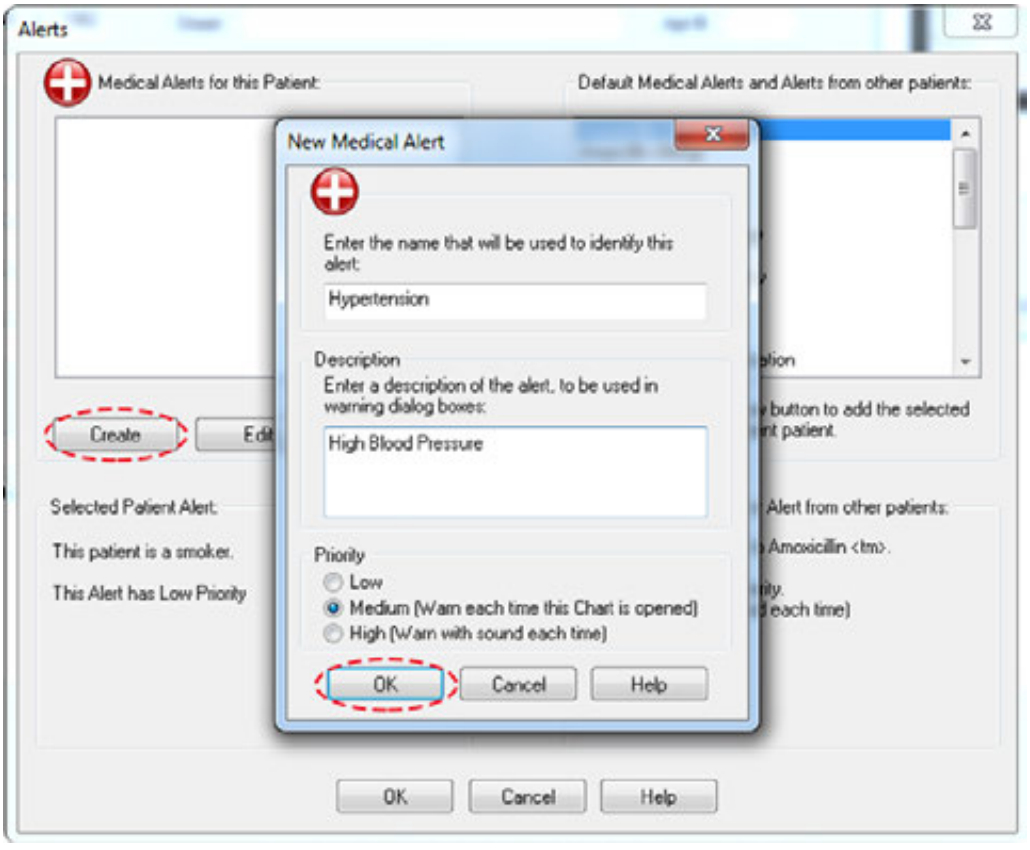
Alerts dialog



Add more Medical Alerts or click “OK” to finish.

Create or Edit a Medical Alert

You can create a new medical alert for the patient by clicking “Create.” The “New Medical Alert” dialog will pop up. Enter the name for the alert. Enter a description for the alert. Choose a Priority level of “Low,” “Medium,” or “High” for the alert. Click “Ok.” The new alert wil now appear in the “Medical Alerts for this Patient” column. Click “Ok” to save the information and dismiss the dialog.



If you want to edit an alert, choose “Edit” from the “Alerts” dialog (see figure above) and edit the information. Click “Ok” to save and then “Ok” again to dismiss the “Alerts” dialog.