

## Frequently Asked Questions (FAQ's)

### VOXit Mailer Hands Free Email For Pocket PC

#### General FAQ's

**1. What do I get when I purchase VOXit Mailer and what are the key features?**

*You will get a copy of VOXit Mailer along with user documentation, license and technical support.*

*The key features of the application are:*

- *hands free access to your email messages*
- *speech synthesis allowing your email messages to be read out in a clear and configurable voice*
- *voice commands to navigate your inbox and read, delete and reply to messages*
- *spoken help function enabling you to get the most out of the application quickly*
- *availability of both speech and stylus input at all times*

**2. Where can I obtain assistance if I have any technical questions about the application?**

*Visit <http://www.ddl.co.uk/custsupp/hfe/cshfe.htm> to see if the question is listed there.*

*E-mail support can be obtained by contacting us at [supportHFE@ddl.co.uk](mailto:supportHFE@ddl.co.uk)*

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**3. What languages and regional speaking styles are supported?**

*This version of the application was designed to respond to voice commands from the UK or the US; however, it should provide adequate recognition performance for international English speakers.*

**4. Will I be able to use VOXit Mailer in noisy environments?**

*VOXit Mailer makes use of a noise-robust, speaker independent, fast and highly accurate speech recognition engine. This powerful technology allows VOXit Mailer to recognize voice commands in a variety of environments including modern cars and trains, normal office environments and quiet outdoor conditions. For best results users are advised to avoid traffic and aircraft noise, background speech and windy conditions.*

**5. Will VOXit Mailer work on a different portable device?**

*The application is designed to work only with those Pocket PC models and variants that are identified in the product packaging and the readme file that is included with the software. It may work to a limited extent on other Pocket PC 2002 devices. If you choose to use the application on such a device you do so entirely at your own risk.*

**6. Can I listen to my e-mails in private by connecting a headset to the Pocket PC?**

*Yes, assuming that your Pocket PC is fitted with a headset socket. Connect your headset to the speaker socket and it will then be possible to listen to your e-mails in private.*

**7. Can I use a plug-in microphone ? / Can I use the mic on my headset ?**

*External microphones are currently not supported, however it is planned to incorporate this feature in future versions of VOXit Mailer .*

**8. The application uses Text To Speech (TTS) to read out e-mails, why doesn't it also include Speech To Text so the e-mails being sent contain text instead of using voice attachments?**

*Unfortunately, because of the processing and memory limitations associated with the portable devices, it is not possible to incorporate a Speech to Text capability that works to a sufficient standard at this time.*

**9. Will VOXit Mailer allow me to send and receive e mails on the move?**

*While on the move, VOXit Mailer allows you to navigate and read your existing emails, and compose voice replies, with full voice interaction. To receive new emails and/or deliver new replies, you need to synchronize your Pocket PC with a desktop/laptop personal information manager (e.g. Microsoft<sup>®</sup> Outlook<sup>®</sup> software) which has an internet connection.*

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*With this version of the application you can now access messages that have been downloaded via ActiveSync<sup>®</sup> or from a POP3 or IMAP4 service.*

**10. How does the application deal with meeting requests in the Inbox?**

*When a meeting request is received in the inbox, the text appears and is read out as normal, however there is currently no option to move it to the calendar application, or to accept / decline the meeting.*

**11. What are the current limitations?**

*A description of the known issues with, and late-breaking improvements to the software are described in the file 'readme.txt' that is included in the installation package.*

**12. Where can I find out more about Domain Dynamics Ltd?**

*Please see [www.ddl.co.uk](http://www.ddl.co.uk) for more information about Domain Dynamics Ltd, the latest news and new product releases.*

## **Technical FAQ's**

**13. How much memory do I need to run VOXit Mailer?**

*The application requires approximately 1.5MB of Storage space for the whole application and approximately 2.5MB of Program memory whilst it is running.*

*A warning message will appear if the Pocket PC runs low on memory. If this occurs, please free up some space by removing data or other applications from your Pocket PC , or alternatively, modify the program and storage memory settings – please consult your Pocket PC user manual for more information.*

**14. Can I run the application from the compact flash memory if a card is fitted?**

*Yes, the application can be installed into main or storage card memory of your Pocket PC.*