

## FAQ

### Answers to some common questions about LS Server and Lecture Scribes client

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#### Lecture Scribes

#### **How does a Lecture Scribes client see an event that has already started that is not showing up in their Event list**

In the top right of the screen, there is a circle with an arrow button, that represents Refresh. Press that button and the Event list will update and the event should be visible, probably at the top of the list.

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#### **In the Lecture Scribes client, can I change the font and font size while i am viewing an event**

Absolutely. When viewing the event transcription, press the computer screen icon

(Display options) button. Select your new font and/or font size. Press the back button and your event transcription is now updated.

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### **In the Lecture Scribes client, can I toggle between 2 or more organization quickly**

Yes. Each time you select a different organization, that organization is saved for you. To jump between different organizations, click on My Saved Organizations. Click on the desired organization, and you will get a message that your organization has been changed.

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### **I'm at a new venue or church, how can I select that organization to I can see the transcribed events**

Click the Gear icon in the top right corner (Settings). If you had previously added that organization, go to My saved organizations and select it. For a new organization, press Select a new organization.

There three options here - you can press Find an organization near me, which will use your current geographic location to find organizations that are close by.

You can also search for the organization by name - Press Search organizations by name, enter the name (or part of the name) and press Search. Select the organization from the list

If the organization has turned off the ability for them to be visible in a geographic or name search, enter in their organization code and press Save. You will receive a confirmation that your organization has changed.

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### **How can I switch between English and Spanish transcriptions**

First, your organization has to have the translate to Spanish option turned on. Assuming that's the case, when viewing the events for your organization, select the event. Regardless if the event is already complete or currently in process, you will see a globe in the top right corner of the screen and press it. Your transcription will then switch to the other language. If the event is still in process, you will see new live transcribed text added to the bottom of the display.

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LS Server

### **How do I start recording a new lecture or service?**

Start the LS Server app. Click on Record a new Lecture Scribes event. Press the Start button and you're good to go.

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### **Can I speed up the pace words are sent to the Lecture Scribes clients?**

Right now the answer is no. We have tuned LS Server to be able to handle rapid speaking and conversation. Think of a podcast where a few people are conversing - there are hardly any breaks between sentences or between person 1 speaking followed by person 2. We are looking into giving LS Server the ability to customize the word and sentence collection rate, so that smaller sentence fragments could be sent to the LS clients.

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### **Can I name my LS event after it is completed?**

Yes, in LS Server click on Manage prior lecture scribes events. Select the event you want to add a name to. Click on the text box labeled Event Name, type the name in and press the return key. Your event now has a name added to it.

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### **Can I change the date and time of a previously recorded event**

The date and time are set to your local clock and cannot be changed.

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### **In LS Server can I add an organization that has searching turned off**

Assuming the use case for this request is that you have been asked to transcribe/translate an event from a new organization. If that organization has searching turned off (Edit my Organization, Include in Search), to add them to your LS Server software go to Select/Create a different Organization. From there, Select a different organization. For the search string at the top, type in their organization code. Press return and their organization is displayed. Click on that organization in the list, and you will receive the message that the organization has been selected.

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### **In LS Server can I toggle between 2 or more organization quickly**

Yes. Each time you select a different organization, that organization is saved for

you. To jump between different organizations, click on My Saved Organizations. Click on the desired organization, and you will get a message that your organization has been changed.

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### **Can I transcribe an event that is already complete**

So you want to go back in time? Well, you might be able to. If your event was broadcast on a service like Facebook or YouTube, you can replay that event and capture the audio from it just by using the Record a new lecture scribes event. Make sure the audio is either loud enough for the iOS device to pick it up, or pull the audio off a mixing board if available.

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### **My Lecture Scribes recording stalled, what happened?**

Your iOS device could not keep up with the transcribing, parsing, and back-end server processing. Try using a faster iOS device, like a A16, A17 or M-series.

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