
The vlingo™ User Guide

Version 2.0

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Contents

Getting started	1
In this guide:	1
What's new?	2
Installation and configuration	2
How to use vlingo	3
Installing the vlingo™ software	4
Installation procedure	4
Updating your software	4
Configuring the vlingo™ software	5
Running the vlingo Setup wizard	5
After setup is complete	6
Checking permissions	7
Connections	7
Interactions	7
User data	8
Using the vlingo™ software	9
Progress messages	9
Using vlingo text boxes	9
Correcting or changing text	10
Speaking punctuation	11
Automatic capitalization	11
Text to Speech	11
Performing tasks using vlingo	13
Searching the Web	13
Sending Email	15
Sending a Text Message	17
Using Voice Dial	18
Opening Other Applications	20

Updating Facebook Status	20
Updating Twitter Status	22
Creating a Note to Yourself	22
Telling a Friend about vlingo	23
Sending Feedback to vlingo	23
Opening Help	24
Setting vlingo options	25
Option descriptions	25
Changing the side key setting	29
Changing which side key to use	29
Troubleshooting	30
I do not hear a tone when I press the side key	30
Nothing happens when I press the side key	30
I see a message about signal strength	30
Vlingo does not understand me	31

Vlingo™ User Guide

Getting started

Welcome to vlingo™, an easy-to-use product that allows you to speak instead of typing to get the most out of your BlackBerry device.

Using vlingo, you can talk directly to your phone to browse the Web, send emails or text messages, make phone calls, write a note to yourself, and open other applications. As you speak to it, vlingo learns your voice. The more you use vlingo, the more the speech recognition accuracy improves.

In this guide:

This guide contains the following topics:

- [What's new?](#)
- [Installing the vlingo™ software](#)
- [Configuring the vlingo™ software](#)
- [Checking permissions](#)
- [Using the vlingo™ software](#)
- [Performing tasks using vlingo](#)
- [Setting vlingo options](#)
- [Changing the side key setting](#)
- [Troubleshooting](#)

What's new?

The following features are new in this release:

- Status update for Facebook and Twitter (see [Updating Facebook Status](#) and [Updating Twitter Status](#)).
- Full BlackBerry keyboard support including SureType.
- Expanded list of other programs you can open with vlingo (see [Opening Other Applications](#)).
- Ability to read back entire spoken messages (see [Setting vlingo options](#), **Message Playback** option).
- Support for UK English dialect and accents; and a new option allowing you to switch between US English and UK English (see [Setting vlingo options](#), **Language** option).
- An easy way to send a message to a contact to tell them about vlingo (see [Telling a Friend about vlingo](#)).

The following features were added since vlingo version 1.0:

- **Reply With vlingo**, **Reply All With vlingo**, and **Forward With vlingo** added to the BlackBerry native SMS and Email menus.
- Auto-capitalization for messages (capitalization is automatically turned on for the **Subject** and **Message** fields) and for Facebook and Twitter status updates.
- Better network connection handling.

Installation and configuration

To get started, follow the instructions on www.vlingo.com about how to download, install, and configure the software using the vlingo Setup wizard.

See [Installing the vlingo™ software](#) for installation information. See [Configuring the vlingo™ software](#) for details about configuring the software.

How to use vlingo

After installing and configuring the software, you're ready to start using vlingo.

To use vlingo:

1. Hold the side key and wait for the tone indicating that vlingo is listening and ready for you to speak.

You can speak from any screen on your BlackBerry. You do not have to open the vlingo application in order to speak.

2. Continue to hold the side key and tell vlingo what you want to do.

For example, you can say "Search concert tickets" to search the Web, or "Send email to Jen, Subject Hi, Message See you soon." to send an email to a contact. You can do lots of other things too like send a text message or open another application. For more information, see [Using the vlingo™ software](#).

When you use vlingo to perform a task, the following events occur:

1. Vlingo listens to your speech and then displays its interpretation of what you said in a speech-enabled text box.

You can correct the displayed text if it does not match what you said, or you can accept the text.

2. Once you accept the text, the BlackBerry application completes the task that you requested (For example, start a Web search, call a contact, or send an email).

If you use vlingo to open an application, vlingo does not display text in the text box; it tries to open the application you requested. You can then use the application in the usual way.

Installing the vlingo™ software

To install and set up vlingo, download the software from the vlingo Web site and run the vlingo Setup wizard.

- You can download the software directly to your BlackBerry® device
- You can download the software to your computer and then sideload it to your BlackBerry device. After downloading the software, use a USB cable to connect your device to the computer. This action allows you to sideload the software onto your device.

Installation procedure

1. Direct your BlackBerry browser or your computer to the vlingo Web site, www.vlingo.com to find instructions about downloading or sideloading the software to your device or to your computer.
2. Click **Download** to start downloading the software.
Do not select the **Set application permissions** check box. The vlingo Setup wizard sets the appropriate permissions during configuration (see [Checking permissions](#) for additional details).
3. If vlingo needs additional permissions, the vlingo Setup wizard asks you to allow it to change the BlackBerry permissions. Click **OK**.
4. Verify that the appropriate permissions are set to **Allow** (see [Checking permissions](#)).
5. Press the **Menu** key and press **Save**.
6. When the download is done, do one of the following:
 - Click **Run** to start the vlingo Setup wizard.
 - Click **OK** and exit the browser if you want to run the vlingo Setup wizard later.

See [Configuring the vlingo™ software](#) for step-by-step details about using the vlingo Setup wizard.

Updating your software

Periodically, software updates are available containing new features or fixes to known issues. When updates are available, you will see a notice and a link at the top of the vlingo screens. Click the link and follow the displayed instructions.

Configuring the vlingo™ software

Before using vlingo, you must configure the side key and test your configuration (the side key is also known as the Convenience key). The vlingo Setup wizard walks you through the necessary steps to configure this option.

Running the vlingo Setup wizard

1. If the vlingo Setup wizard is not already running, click the vlingo icon on the BlackBerry Applications screen. The vlingo icon looks like this:



2. If prompted to accept the vlingo Terms and Conditions, use the trackball to select and click **Yes, I accept**.
3. If the vlingo Setup wizard asks you to set the permissions, do the following:
 - a. Click **OK**.
 - b. When the **Permissions** screen is displayed, verify that all permissions are set to **Allow**.
 - c. Press the **Menu** key and click **Save**.
4. When the vlingo Setup wizard **Welcome** screen appears, click **Next**.
5. The vlingo Setup wizard displays instructions about setting the side key in the **BlackBerry® Options**. To set the side key:
 - a. Click **Open Options** in the vlingo Setup Wizard to open the **BlackBerry Options**.
 - b. Click **Screen/Keyboard**.
 - c. Scroll down to the **Convenience Key** option (if your device has one side key, this option is called **Convenience Key Opens**; if your device has two side keys, you can select the **Left** or **Right Convenience Key Opens** option).
 - d. Click the **Convenience Key** option for your side key.
 - e. Scroll to the top of the displayed list and click the **Nothing** option.
 - f. Use the **Menu** key to save your selection.
 - g. Use the **Escape** key to exit the **Option** menu (do not press the red **End** key. If you do, you will need to restart the vlingo Setup wizard. The vlingo Setup wizard saves your settings before it exits).

6. When prompted to do so, press the side key you configured in the previous step.

The vlingo Setup wizard tells you whether the side key you pressed works correctly. If vlingo indicates that the key did not work, press **Back** and set the side key again.

7. Click **Next** to continue with the vlingo Setup wizard.

8. When prompted to do so, try using vlingo:

- a. Hold the side key you configured; you will hear a tone.
- b. Continue to hold the side key down and speak. When you're done, release the key.

Vlingo records what you said and interprets it before displaying the result as text in a text box.

You see a series of messages as vlingo records what you said, processes your speech, and displays the result.

9. If this test doesn't work, click **Try Again** and say the test phrase again. If you continue to have problems, contact vlingo Technical Support.
10. If vlingo heard you say the test phrase correctly, continue to click **Next** to view information about using the software.
11. At the end, the vlingo Setup wizard scans your address book so that you can use Voice Dialing, email, and SMS after completing configuration. This step can take several minutes, depending on the size of your address book.

When the scan is complete, click **Done** to exit the vlingo Setup wizard.

After setup is complete

After setup is complete, you can start using vlingo. You can speak from any screen on your BlackBerry. You do not have to open the vlingo application in order to speak. However, you can click the vlingo icon to do any of the following:

- Read information about speaking to vlingo.
- Send an email or SMS to tell a friend about vlingo.
- Send feedback to the vlingo Corporation.
- Access the Help system.
- Change your vlingo options (see [Setting vlingo options](#)).

Checking permissions

During configuration, the vlingo™ Setup wizard sets the permissions it needs to work properly. To view or edit the permissions, do the following:

1. Click the BlackBerry® **Options** icon on the BlackBerry Applications screen.
2. Select **Advanced Options > Applications**.
3. Scroll down to the vlingo application and press the Menu key.
4. Select **Edit permissions**.
5. Make sure that all permissions are set to **Allow**.

If you are using a BlackBerry® Enterprise Server (BES), you may need to tell your IT manager which permissions to allow on the BES for vlingo.

The following sections list the permissions that your IT manager may need to set on the BES.

Connections

Vlingo needs these permissions to access the BlackBerry network.

Make sure that all of the following are set to **Allow**:

- Phone — Required for querying device phone number and placing calls.
- Company Network (if present) — Required to open network connections.
- Carrier Internet — Required to open network connections.
- WiFi (if present) — Required to open network connections.

Interactions

Vlingo needs these permissions to communicate with processes on your device and to set the audio volume.

Make sure that all of the following are set to **Allow**:

- Interprocess Communication — Required for all interprocess communication and data persistence.
- Device Settings Modification— Required for setting the audio volume.
- Media Access (version 4.3 of the BlackBerry operating system only) — Required for playing and recording audio.

User data

Vlingo needs these permissions to be able to send email and text messages, to use the voice dialing feature and for playing audio.

Make sure that all of the following are set to **Allow**

- Email/Messaging — Required for sending email and SMS text messages.
- Files — Required for playing audio tones that vlingo uses.
- PIM— Required for accessing the address book. Vlingo needs to access the address book for voice dialing.

Using the vlingo™ software

To use vlingo, you can speak from any screen. However, if you want your side keys to be available to other applications rather than only to vlingo, you must set the vlingo option **Voice Key Active** to **Only On vlingo Home** (see [Setting vlingo options Voice Key Active](#) option). When you set up side key this way, you have to start from the BlackBerry® Applications screen and click on the vlingo icon to speak.

The BlackBerry® Applications screen looks similar to this:



When you press the side key, vlingo begins listening to what you say. Release the side key when you are finished speaking.

After vlingo interprets what you said, it displays the appropriate screen or starts the requested application.

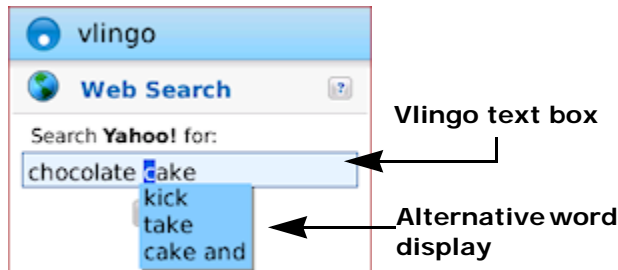
Progress messages

While processing your speech, vlingo displays the following messages:
Listening... **Connecting...** **Thinking...**

Using vlingo text boxes

When vlingo displays a text box, you can speak or type text into it. After it interprets your speech, vlingo displays text in the text box. The vlingo text boxes support predictive typing (SureType).

A vlingo text box with alternative words displayed for making corrections looks similar to this:



Correcting or changing text

To correct or change text in a vlingo text box, try any of the following:

- Use the trackball to move the cursor to the word you want to change. Vlingo often displays one or more similar-sounding words that you can select if you do not want to use the word displayed in the text box. Use the trackball to scroll down and click the word you want to use or highlight the word and speak it.
- If a vlingo text box is not selected, speak to replace the displayed text.
- If a vlingo text box is selected, press the **Escape** key to clear all of the text in the text box. Press the **Delete** key to clear one character at a time. After clearing the text, speak or type new text.



- To add text to the existing text, move the trackball to the text box, hold the side key and speak. Vlingo adds the word at the current cursor position.

Speaking punctuation

If you need punctuation, you can type or speak it. For example, you can say “comma” or “colon.” If you want to use an exclamation point or question mark, say “exclamation point” or “question mark.”

Automatic capitalization

Vlingo automatically capitalizes the following types of words in the **Subject** or **Message** box in email and text messages, and for Facebook and Twitter updates:

- Proper nouns.
- The first word in a sentence after you speak the ending punctuation for the previous sentence. For example, if you say “period” at the end of the sentence, vlingo capitalizes the first letter of the next word you speak.

Vlingo does not capitalize the following words:

- Contact names that you speak in text messages and email.
- Words you speak when using the Voice Dial, Note2Self, and Web Search applications.

Text to Speech

Vlingo speaks your requests back to you to confirm that it understood what you said. For example, the software says what it heard when you ask it to search the Web.

You can turn this feature off or adjust the volume of this feature by changing the **Text to Speech** option in the vlingo **Options**. You can also use the **Text to Speech Voice** option to specify whether vlingo should use a male or female voice (see [Setting vlingo options](#)).

Tasks that use Text to Speech

Vlingo uses Text to Speech for many tasks including when you:

- Call a contact.
- Search the Web.
- Update Facebook status.
- Update Twitter status.
- Tell a friend about vlingo.
- Send feedback when the Feedback screen is displayed.
- Send an email or text message.
- Save a memo or task using Note2Self.

Vlingo also uses Text to Speech if it has a problem with sending an email or text message.

Performing tasks using vlingo

You can use the vlingo™ software for the following tasks:

- [Searching the Web](#)
- [Sending Email](#)
- [Sending a Text Message](#)
- [Using Voice Dial](#)
- [Opening Other Applications](#)
- [Updating Facebook Status](#)
- [Updating Twitter Status](#)
- [Creating a Note to Yourself](#)
- [Telling a Friend about vlingo](#)
- [Sending Feedback to vlingo](#)
- [Opening Help](#)

See [Using vlingo text boxes](#) for details about speaking or typing text in a vlingo text box.

You have a lot of flexibility when using vlingo. Over time, the software adapts to how you speak. The following sections contain examples of the types of commands that you can use.

Searching the Web

Say commands similar to the following to start a Web search:

- Search...
- Look for...
- Yahoo...
- Google...
- Or just say what you want to find. For example, say "chocolate chip cookie recipes."

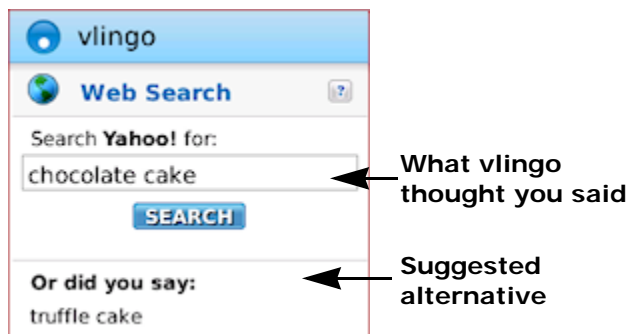
Performing a Web search is the default action if vlingo does not understand what you requested.

To search the Web

1. Press the side key and speak your search request.

For example, if you want to search for information about chocolate cake, hold the side key, wait for the tone, say, "Search chocolate cake," and release the side key.

Vlingo displays a text box where you can make sure that it understood what you said. It may also display a list of alternatives in the **Or did you say** area. The landing screen looks similar to the following:



2. If the displayed text matches what you said, click **Search**.

If not, before you click **Search**, do any of the following:

- Select one of the displayed alternatives. Scroll down using the trackball and click the alternative you want to use.
- Add text to the search text in the text box by selecting the text box with the trackball and typing. Or, select the text box, press the side key, and speak.
- Clear the text box by pressing the **Escape** key (to clear all text) or the **Delete** key (to clear one character at a time) and speak or type a new phrase.

When you click **Search**, vlingo gives control to the BlackBerry® default Web browser with the text you spoke or typed. Vlingo waits until you press the side key again before becoming active.

By default, the Web search engine is Yahoo! oneSearch™. You can change this setting to Google in the **vlingo Options**.

You can change the Web search engine for a specific search by using the name of the Web search engine when you ask vlingo to search for something. For example, if the default Web search engine is Yahoo!, you can say "Google chocolate cake" to use the Google search engine. If the default Web search engine is Google, you can say "Yahoo chocolate cake" to use Yahoo!.

Sending Email

To send an email, you first say one of the following:

- Send email... Send email to... or Email...

Next, you can add the following to build your email message:

- Subject... — This command provides a subject for the email.
- Message... — This command provides the content for the email.

Currently, you can use vlingo to send email to only one person at a time.

To send an email:

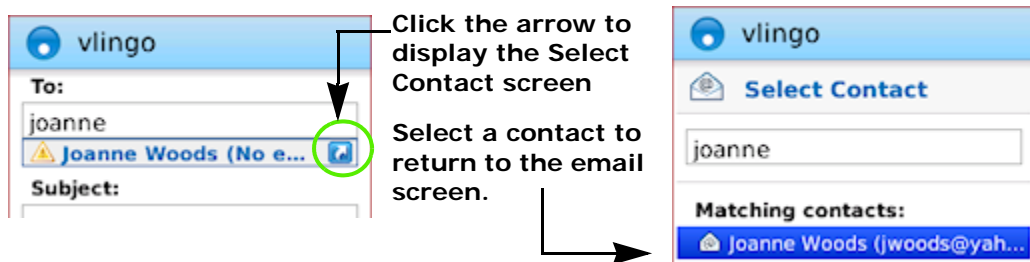
1. Press the side key, wait for the tone, and tell vlingo to send email to a contact in your address book. You can tell vlingo what to use in the Subject line and what to use as the email content.

For example, if you have a contact named "Mike" in your address book, you can say, "Send email to Mike, subject new dog, message come see my new puppy."

Vlingo displays the email message text boxes for: **To**, **Subject**, and **Message**.

2. In the **To** text box, vlingo displays a contact based on its interpretation of what you said. If you want to select a different contact, you can do any of the following:
 - Select the text box and type or speak a different name.
 - Use the trackball to select the displayed contact and click the arrow icon next to the contact. This action opens the **Select Contact** screen. After selecting a contact, vlingo returns you to the previous screen.

The following illustration shows how to display the **Select Contact** screen :



3. If you did not specify a subject or the message, move the trackball to the appropriate text box, press the side key and speak, or type the content you want for these text boxes.

If you speak without selecting a text box, vlingo uses what you say as content for the **Message** text box.

To reply to or forward an email message

You activate these commands via the Menu key rather than by speaking. Here's how to do it:

1. Open the email message.
2. Press the Menu key and select **Reply With vlingo**, **Reply All With vlingo**, or **Forward With vlingo**.
3. Do one of the following:
 - To reply to email: scroll to the **Message** box, press the side key, wait for the tone, and speak your message. You can also type your message in the **Message** box. By default, vlingo adds **Re:** to the beginning of the subject.
 - To forward email: scroll to the **To:** box, press the side key, wait for the tone, and speak a contact name. You can also type the contact name in the **To:** box. By default, vlingo adds **Fwd:** to the beginning of the subject.

4. If you want to:
 - Change the subject of a forwarded email, scroll to the **Subject** box, press the side key, wait for the tone, and speak a new subject. You can also type the new subject.
 - Add a message to a forwarded email, scroll to the **Message** box, press the side key, wait for the tone, and speak a message. You can also type the message.
5. Click **Send** to send the email.

Sending a Text Message

Say commands similar to the following to send a text message (you can combine both commands at one time):

- Send message to...— This command tells vlingo that you want to send an text message to a contact.
- Message... —This command provides the content for the text message.

You can only use vlingo to send a text message to one person at a time.

To send a text message:

1. Press the side key, wait for the tone, and tell vlingo to send a message to a contact in your address book. You can tell vlingo what to use as the message.

For example, if you have a contact named "Mike" in your address book, you can say, "Send message to Mike, Message come see my new puppy."

2. Vlingo displays a text box and a contact based on its interpretation of what you said. If you want to select a different contact, you can select the text box and type or speak a different name. Or, you can use the trackball to select the displayed contact and click the arrow icon next to the contact. This action opens the contact chooser screen.
3. If you did not specify the message content, move the trackball to the **Message** text box, press the side key and speak the message. You can also type the message.

If you speak without selecting a text box, vlingo uses what you say as content for the **Message** text box.

To reply to or forward a text message

You activate these commands via the Menu key rather than by speaking. Here's how to do it:

1. Open the text message.
2. Press the Menu key and select **Reply With vlingo** or **Forward with vlingo**.
3. do one of the following:
 - Scroll to the **To:** box, press the side key, wait for the tone, and speak a contact name. You can also type a contact name.
 - To add a message, scroll to the **Message** box, press the side key, wait for the tone, and speak the message. You can also type the message.
4. Click **Send** to send the text message.

Using Voice Dial

Say commands similar to the following to call a contact:

- Call... — Using this command with a contact name tells vlingo to look for a matching contact in your address book.
- Call...at home — Using this command with a contact name tells vlingo to look for the home telephone number for a matching contact in your address book.
- Call...cell or Call...mobile — Using these commands with a contact name tells vlingo to look for the cell or mobile phone number for a matching contact in your address book.
- Call voice mail — This command tells vlingo to call your voice mail number.

To call a contact:

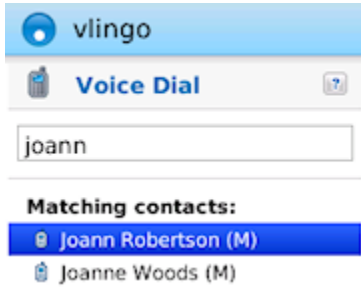
1. Press the side key, wait for the tone, and tell vlingo to call a contact in your address book.

For example, if you have a contact named "Mike" in your address book, you can say, "Call Mike at home." vlingo looks for a home telephone number for Mike in your address book.

If you have the **Auto-Dial** option enabled in the **vlingo Options**, vlingo tries to dial a contact that matches what you said automatically. See [Setting vlingo options](#) for a description of these options.

2. If vlingo finds more than one contact that is similar to what you said, it displays these contacts as alternative choices. Click the contact you want to use. Vlingo dials the selected contact.

The following illustration shows an example of the vlingo **Voice Dial** screen when it displays alternative choices for contacts.



Opening Other Applications

You can start other applications with vlingo™ just by saying **Open...** or **Launch...** or **Start...** or **Go to...** and the name of the program. This section lists the other applications you can use voice commands to start with vlingo.

Built in programs

Here are the built-in programs you can start with vlingo:

- Address Book
- Alarm
- BrickBreaker
- Calculator
- Calendar
- Camera
- Maps
- Media
- MemoPad
- Messages
- Messenger
- Options
- Tasks
- Web browser

Third party programs

To make these third party applications work with vlingo, you must install them on your device. Here are the third party programs you can start with vlingo:

- Facebook
- Google Maps
- Opera
- Viigo

Updating Facebook Status

Say commands similar to the following to update your Facebook status:

- Facebook status
- Set Facebook status
- Update Facebook
- Facebook update

To update your Facebook status

1. Press the side key, wait for the tone, and tell vlingo to update your Facebook status. For example, you can say, "Facebook status can't get enough of that butternut squash," or "Facebook status is speaking this message with vlingo."

Facebook automatically prefixes your name to the beginning of the status update; for example, "Peter is speaking this message with vlingo."

2. When you are done entering your status update message, click **Update** to send it to Facebook.

Activating Facebook Mobile Texts

To update your Facebook status via vlingo, you must first activate **Facebook Mobile Texts**. Activation is a one-time process. However, using Facebook on your BlackBerry does not activate Mobile Texts, unless you've sent an SMS to or received an SMS from Facebook.

The first time you use the Facebook command, the **Activate Facebook Mobile** screen appears asking if you have activated Facebook Mobile Texts.

To activate Facebook Mobile Texts:

1. When the **Activate Facebook Mobile** screen appears, click the **Facebook** button at the bottom of the screen to open the Facebook Mobile Texts registration screen.

If you are not logged in, Facebook displays a login screen and, after you log in, the Mobile texts registration screen appears. Log in and then return to vlingo.

You can also skip the login and complete the activation process later. However, if you skip the login and activation process, when you click **Send** to send your Facebook update, Facebook returns an error (via SMS) indicating that your phone is not registered.

2. Activate Mobile Texts.

3. When done, close the browser and return to vlingo.

Notes: You can also use your computer to activate Mobile Texts on the Facebook Web site.

Notes: For more information about activating Facebook Mobile Texts, see “How do I set up vlingo to work with Facebook?” in the FAQs on the vlingo Web site at www.vlingo.com/faq_v2_0.jsp.

Updating Twitter Status

Say commands similar to the following to update your Facebook status:

- Twitter
- Set Twitter status
- Update Twitter
- Twitter update

To update your Twitter status

1. Press the side key, wait for the tone, and tell vlingo to update your Twitter status.
For example, you can say, “Twitter I'm going out to dinner now.”
2. When you are done entering your status update message, click **Send** to send it to Twitter.

Twitter authentication

The first time you speak the Twitter command, an authentication page appears.

To authenticate:

- Enter your Username and Password and click **Save**.
Vlingo validates the credentials with Twitter. A **Verifying credentials** dialog box appears during the verification process. When Twitter responds, you see either a **Success** popup (“**Twitter credentials saved**”) or a “**Wrong username and password**” error message.

Creating a Note to Yourself

Say commands similar to the following to create a note to yourself:

- Note to self — This command creates a note that you can save in multiple ways.
- Memo — This command creates a new memo that you save in MemoPad.
- Task — This command creates a new note that you can save in Tasks.

To create a note to yourself

1. Press the side key, wait for the tone, and tell vlingo to create a note.
For example, you can say, "Note to self buy food for the dog."
2. Save the message. You can do either of the following:
 - Click **Save** to save the message in Tasks.
 - Click **Save Note As** and select an item on the displayed list. You can save the message as a new note in MemoPad, send it to yourself as an email message, or send it to yourself as a text message.

You can change the default action for Note2Self in the **vlingo Options** (see [Setting vlingo options](#)).

Telling a Friend about vlingo

Say commands similar to the following to send an Email or SMS to one of your contacts to tell them about vlingo:

- Tell a friend Joe Green
- Send vlingo to Joe Green

When you click on the selected contact name on the landing page, the **Choose Contact** screen is displayed. Before selecting the contact name, select whether you are sending an Email or SMS. This feature sends a default Email or SMS message including a link to vlingo. You can also modify the default message.

Sending Feedback to vlingo

You can send feedback about the software to the vlingo Corporation. For example, you can make a general comment, report a problem, ask a question, or make a suggestion.

You can send feedback by Email only. In other words, this feature works only if you have Email set up on your BlackBerry.

If you don't have Email on your device, you can use a computer to send a feedback Email to **vlingosupport@vlingo.com**. Please be as specific as possible in giving us your feedback.

To send feedback

Click the vlingo icon on the BlackBerry Applications screen and click **Send Feedback**. You will see a form that you can use to send a message to the vlingo Corporation.

Opening Help

An extensive help system is available in vlingo. To open the Help system, do any of the following:

- Click the Help icon on any vlingo screen.
- Click the vlingo icon on the BlackBerry Applications screen and click **Help** on the displayed list.

Setting vlingo options

To customize the vlingo™ options, click the vlingo icon on the BlackBerry® Applications screen and select **Options**.

To change an option:

1. Use the trackball to select the option you want to change.
2. Click the new option setting from the displayed list.
3. Use the Menu key and click **Save** to save the new settings.

Option descriptions

The vlingo **Options** menu contains the following vlingo options:

General

- **Voice Key** — Set the left or right side key as the key that starts vlingo. This option applies to BlackBerry devices that have two side keys. If your BlackBerry device has one key only, you do not see this option.
If you change this option, you must change the **Convenience Key** option in the **BlackBerry Options**. For more information, see [Changing the side key setting](#).
- **Voice Key Active** — Determines when vlingo is active. To use vlingo, you can speak from any screen. However, if you want your side keys to be available to other applications rather than only to vlingo, you must set the **Voice Key Active** option to **Only On vlingo Home**.
If set to **Only On vlingo Home**, you must click the vlingo icon to open the vlingo home screen first. Then, you can press the side key and speak. The side key will not do anything if the vlingo home screen is not displayed.
If set to **Anywhere**, you can press the side key and speak whenever the BlackBerry Applications screen is displayed.
- **Language** Sets the language model used for voice recognition and for **Text to Speech**. You can choose **English (US)** or **English (UK)**.
- **Content filtering** — Determines whether the content filter recognizes a potentially offensive word or phrase. When this option is set to **On**, vlingo filters potentially offensive words and phrases returned by the recognition server. You may find this useful when words are not correctly recognized. This option does not affect text that you type.

- **Location Awareness** — Determines whether or not to collect your location information. We use this information for research and development to improve your experience with vlingo.

If set to **Off**, no location information is collected.

If set to **On**, cell tower information is collected and sent to our servers whenever you speak to vlingo. For details, see the **Privacy Policy** on the vlingo Web site at www.vlingo.com.

- **Sort Contacts By** — Determines how vlingo sorts names in the address book when you use vlingo to call a contact. You can sort by first name or last name.

Audio

- **Alert Tones** — Sets the volume of the tone that signals you to start speaking (and the other vlingo tones). You can set it to **High**, **Medium**, **Low**, **Off**, or **Vibrate**.

For BlackBerry OS 4.5 devices *only*, all settings (**High**, **Medium**, and **Low**) are replaced by **Vibrate**; except, of course, if your Alert Tones are set to **Off**.

- **Text to Speech** — Vlingo says what it heard as your request to confirm that it recognized your words correctly. Use this option to control the volume. You can set it to **loud**, **normal**, **quiet**, or **off**.
- **Text to Speech Voice** — Choose whether you want vlingo to use a male or female voice when it says what it hears as your request.
- **Message Playback** — Sets how you want your messages and notes read back to you.

If set to **Header Only** reads back only the message header; for example, "Email Peter."

If set to **Full Message** reads back the entire message.

Applications

- **Web Search Engine** — Sets the default Web Search engine. Select **Yahoo!** or **Google** as the search engine. See [Searching the Web](#) for additional details.

- **Note2Self Action** — You can set the default action to save the message to Tasks or MemoPad, or to send an SMS or an Email to yourself. When you create a note to yourself, you can always select an option that is different from the default setting.
- **Twitter** — You can use this option to confirm and store your Twitter login credentials. If you click **Login Credentials**, the **Twitter Settings** screen appears. Enter your credentials and click **Save**. Twitter verifies and saves them (if they are correct) or prompts you to try again.
- **Auto-Dial** — When enabled, vlingo automatically dials a contact that matches what you said. If this option is disabled, you must click a displayed contact to start the call.
- **Auto-Dial Sensitivity** — Determines how vlingo uses its knowledge to select a contact to call. If you select **Low**, vlingo use auto-dial less often, however, the contact it calls is more likely to match what you said. If you have contacts that sound very similar, you might want to use this setting to increase the chances that vlingo automatically dials the correct number.

If you select **High**, vlingo uses auto-dial more often, however, the contact it chooses to dial automatically has a lower chance of matching what you said than the **Low** setting. If most of your contacts are unique, you might want to use this setting to ensure that vlingo uses auto-dial as often as possible.

The **Medium** option is the default setting.

Taglines

- **Email Tagline** — When enabled, this option adds “Composed by vlingo” to all the emails you send using vlingo.
- **SMS Tagline** — When enabled, this option adds “Composed by vlingo” to all the text messages you send using vlingo.
- **Facebook Tagline** — When enabled, this option adds “via vlingo” to all Facebook status updates you create from vlingo.

Network

- **Auto Configure** — Choose **Run Test** to run a test that finds the best way for you to connect to the vlingo servers. Once you have run the test and the network connection has been automatically configured, we recommend that you do not change this setting unless vlingo Technical Support asks you to do so.

- **Connection Type** — Allows you to specify a method for connecting to the vlingo servers. The options are:
 - **Direct TCP**. This option provides the fastest connection but does not work for all devices. If your device uses GSM, make sure the APN is set correctly.
 - **BIS** (BlackBerry Internet Service). Use this option if the Direct TCP option does not work. A BIS connection is slightly slower than the direct TCP connection.
 - **MDS** (BlackBerry Mobile Data System). Use this option if your device uses a corporate BES server. You can also try this connection type if the other types are slow or unavailable.

Auto-configuring finds the best solution, and we recommend you run the test to auto-configure (as described in the **Auto Configure** option above) and that you do not change this setting unless vlingo Technical Support asks you to do so.

Changing the side key setting

You must configure the BlackBerry's side convenience keys correctly so that vlingo will wait in the background listening for your commands. You set up the side key when you originally set up the software. You can also change the setting at a later time.

Not all BlackBerry® models have two keys. The 88xx series has only one side key. If you have one of these models, the instructions are similar, but you will not be able to choose between two side keys.

Changing which side key to use

1. To change which side key to use, go to the vlingo **Options** and change the setting for the **Voice Key** option (this step applies to BlackBerry devices that have two side keys).
2. Adjust the BlackBerry options. Do the following:
 - a. Open the **BlackBerry Options**.
 - b. Select **Screen/Keyboard**.
 - c. Scroll down to the **Convenience Key Opens** options.
 - d. Select the key you want to use and select **Nothing** from the displayed list. Scroll to the top of the displayed list to find this option.

Troubleshooting

The following list describes actions to take for common problems that you could encounter when using the vlingo™ software.

For a more detailed list of issues and frequently asked questions about how vlingo works, speech recognition accuracy, and network connection solutions, see the FAQs on the vlingo Web site at http://www.vlingo.com/faq_v2_0.jsp.

I do not hear a tone when I press the side key

Check that the tone is turned on in the vlingo™ **Options**. See **Alert Tones** in [Setting vlingo options](#) for additional information.

Nothing happens when I press the side key

Try the following:

- Check that the side key settings are correct.
 - Open the **vlingo Options** and check that the **Voice Key** setting is correct (this action applies to BlackBerry® devices that have two side keys).
 - Open the **BlackBerry® Options** and check that the **Convenience Key** option is set to **Nothing**.
- Check that the BlackBerry permissions are set correctly.
 - a. Open the **BlackBerry Options**, select **Advanced Options > Applications**.
 - b. Find vlingo in the list, highlight it and press the **Menu** key.
 - c. Select **Edit permissions** and make sure all permissions are set to **Allow**.

I see a message about signal strength

You may see a message that looks similar to the following:

"Connection is currently unavailable. Please check your signal strength and try again."

- To check that the **Data Services** option is turned on, do the following:
 - a. Open the **BlackBerry Options** and click **Mobile Network**.
 - b. Find the **Data Services** option at the top of the displayed list and check that it is set to **On**.
- Sometimes your data service connection shuts down when you travel through an area that does not have good phone reception. It is possible that your data connection does not restart when you return to an area of good reception.

The data server connection may also shut down if your battery is low. It does not always restart after you charge the battery.

Try making a phone call to re-establish your connection to the cell network.

Vlingo does not understand me

Try using vlingo more often. Vlingo learns over time; its accuracy improves as it gets used to your voice.

For more information, please see the FAQs about speech recognition accuracy at http://www.vlingo.com/faq_v2_0.jsp.

