



Message Banking vs Voice Banking

Access to Communication & Technology Unit



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Contents

Introduction	3
Augmentative and Alternative Communication (AAC)	3
What is AAC?	3
Who can benefit from AAC?	4
What are my options?	4
How do I know which option is the most suitable?	5
Voice Banking	6
What is Voice Banking?	6
Is Voice Banking for me?	6
What is the process?	7
Recordings are done, now what?	9
What is ACTU’s involvement?	9
What is Message Banking?	11
Message Banking	11
Is Message Banking for me?	11
How do I choose my messages?	12
What is the process?	14
Recordings are done, now what?	15
What is ACTU’s involvement?	15
SUMMARY OF PROCEDURES	17
I know how I would like to proceed, now what?	17
I have completed banking. Who will support me to use the device?	21
RESOURCES	22
Voice Banking Software	23
Message Banking Diary	26
Section A - Themed Questions	26
Section B - Legacy Messages	38
Section C - Word List and Phrases	39
Zoom H1n Handy Recorder Instructions	43
Tips for Recording	47

Message vs Voice Banking – Where do I start?

Introduction

This information pack was created by the Access to Communication & Technology Unit (ACTU) in collaboration with the Speech Language Department - Primary Health Care.

This information pack is designed to provide guidance and support to anyone who is interested in engaging in the message and/or voice banking process. The pack provides information on what message and voice banking are, the differences between the two types of banking, how Speech Language Pathologists (SLPs) can support their clients, and the ACTU therapists' process and involvement. The pack also provides resources and useful handouts that can be used to help guide the decision making of individuals who are considering voice or message banking.

Augmentative and Alternative Communication (AAC)

What is AAC?

AAC stands for Augmentative and Alternative Communication and is a term that is used to represent all other ways an individual may communicate besides talking verbally. For example – sign language, writing, facial expressions, pointing and communication devices, among other things.

Augmentative Communication is when strategies or systems are used to help add to an individual's verbal speech and help those around them understand better. Alternative Communication is when a system is used to completely replace an individual's verbal speech.

In this pack, information provided about AAC will be specifically in reference to voice and message banking candidates.

Who can benefit from AAC?

TIMING IS CRUCIAL when it comes to banking your voice – whether message banking or voice banking! The earlier in your diagnosis banking is done, the better!

Everyone of all ages and conditions can benefit from AAC.

AAC may be considered:

If an individual has been diagnosed with a condition that will cause their voice to deteriorate it is important to start considering setting up an AAC system, to ensure they will be able to communicate effectively when they lose their voice. It is never too early to consider AAC.

These individuals are the best candidates for voice and/or message banking:

- If an individual has already started to experience communication difficulties and are unclear/hard to understand;
- If an individual has completely lost their ability to verbally communicate;
- If an individual will be undergoing a total laryngectomy operation.

What are my options?

There are many different devices and software available that can help augment or replace verbal speech. Options include:

- Synthesised speech – Synthesised or computerised speech refers to a **text-to-speech voice that is readily available** with vocabularies in communication devices. If an individual has completely lost their ability to verbally communicate, using synthesised speech is their only option.
- Voice banking – an individual can create a personalised synthesised voice (one that is based on their own voice) that can be used in communication devices instead of the built-in synthesised voice. For a more in-depth explanation refer to **page 6**.
- Message banking – an individual can create recordings of words and phrases using their own voice. The recordings can then be incorporated into a communication

device and personalised to the individual's needs. For a more in-depth explanation refer to **page 11**.

- A combination of any of the above!

You can choose to do one of the options above or you can choose to combine voice and message banking! The decision is up to you, depending on what you wish to do with your communication device.

How do I know which option is the most suitable?

If you are considering using AAC to communicate, the first step is to discuss your options with your Speech and Language Pathologist (SLP) who will be able to guide you to make the correct choice. The SLP will take cognitive status, level of literacy, medical history and knowledge of technological equipment into account.

Option	Voice Quality	Language
Synthesised Speech	No verbal speech abilities required	Available in English only
Voice Banking	Individual needs to have verbal speech and be intelligible	Available in English only
Message banking	Individual needs to have verbal speech and be intelligible	Available in both English and Maltese

Voice Banking

What is Voice Banking?

Voice banking is the process where an individual records a large number of words and/or phrases of verbal speech which are processed in a computer software to create a **personalised synthesised voice**. This means that after recording, the individual will have a 'robotic' voice that sounds like them. This voice can be downloaded into a communication device and will allow the individual to use the device with their own voice. The voice will work with the keyboard and vocabulary of preference.

Is Voice Banking for me?

The individual is a voice banking candidate:

- If the individual's primary language is **English** or they have a good command in English.
- If the individual has good voice quality. Voice banking requires good speech clarity. The individual requires a consistently strong and clear voice.
- If the individual's voice has started to deteriorate but is still quite clear, then they could still benefit from voice banking. Recordings would have to be done at the time of day when the voice is at its strongest and clearest.

The individual is **not** a voice banking candidate:

- If the individual's voice is slurred, quiet and hard to understand/unclear. Voice banking would not be suitable as the computer software would not be able to recognise their voice patterns.

If an individual is not a voice banking client but wishes a voice-banked voice, their options include:

- a family member or relative that sounds similar could bank their voice for the individual instead.

- Voice Repair- this is a process where a software takes recordings of the individual's speech and blends it with an already electronically available voice to create a personalised voice that is clearly understood.

Besides voice clarity, the individual must also have access to the following:

- A headset which will be loaned out by ACTU or the Speech Language Department, to the respective SLP
- A computer/laptop
- An internet connection
- Email account
- The ability to comprehend and follow onscreen commands
- Literacy skills (to read words/phrases)
- Time commitment

What is the process?

Voice banking is done using an online service. There are many various online services and software available for voice banking – some of which are free to record but require payment to use, while others require payment to record and use. A table with different software and their pricing can be found on **page 23**.

A client referred to the community SLP services is initially assessed by the community SLP of the locality, who after considering specific criteria, determines whether the client would benefit from voice or message banking. In the case that it is concluded that the client does benefit, the Voice Specialised Division (SD) is then consulted.

- Should the individual be mobile and able to attend one of the Voice Clinics, the banking process is done by one of the SLPs within the Voice SD. The community SLP will then be required to give input on the client's communication priorities.
- Should the individual be bed-bound, the banking process is carried out by the community SLP and the Voice SD is consulted if there is any difficulty with the process.

In both cases above, the SLP who is taking care of the banking process may reach out to ACTU for additional support and information

Furthermore, in the case of those eligible clients who reside in a rehab hospital, elderly home or at Mater Dei Hospital and are therefore being followed by SLPs from other entities, the banking process is carried out by those SLPs, with the Voice SD being available for consultation, as required.

Once a software is chosen, the individual is required to set up an account with the respective service. An email and password are needed, and it is crucial that these are stored in a place that is easily accessible for future use.

After creating an account, recording may begin! The number of words/phrases that need to be recorded depends on which software is used. The voice banking process typically takes anywhere between 1-10 hours depending on the software and the individual's ability. The individual is able to record over a number of days or weeks to ensure the best results, especially if communication difficulties have already started.

Tips for recording:

- Ensure recordings are done in a quiet environment, as noise will interfere with the quality of the recordings.
- Always record in the same place.
- Always use the same recording equipment.
- Ensure the microphone used is able to pick up good quality sound.

Once the recordings are complete, the software will create a personalised voice.

Recordings are done, now what?

Once the recordings are complete, the voice is ready to be used! The following two options are available:

- The computerised voice is stored by the individual on their account until they need to use it.
- If the individual wants to use the voice immediately and has a communication device, the Voice Division SLP or individual's SLP can make a professional request for an Information Day appointment with ACTU to be shown how to upload the voice onto a communication device. The client will be discharged from ACTU once the voice upload is completed.

Important Note: If the individual does not have a communication device and/or vocabulary and requires an assessment from ACTU, the SLP must refer the client for an Information Day consultation appointment with the ACTU team.

What is ACTU's involvement?

ACTU therapist/s will **only be involved on request** of the referring SLP. ACTU can aid with the following:

- Consultation appointment to explore the software available and help the client and SLP choose the most suitable one.
- Explain how to use the software.
- Explain how to upload the completed voice on the communication device / ACTU therapist will upload the voice at ACTU.
- Provide a solution if access issues are present.
- Loaning of equipment if needed.

Note: The Voice Division SLP within the Speech-Language Department will provide support with recording of the voice. Once the recording process is complete, should the client require a communication device, implementation of the synthesised voice using the communication

device (once obtained) will be targeted by the community SLP. Should the SLP have any difficulties, they can consult with the Augmentative and Alternative Specialised Division within the Speech-Language Department.

Message Banking

What is Message Banking?

Message banking is the process where an individual records unique and personalised pre-planned words, phrases and messages which can then be uploaded into a communication device. These recordings can be used as a means of communicating once the individual's voice quality deteriorates significantly and verbal communication is no longer a viable option. Message banking allows an individual to capture their own individual style of communication, including speaking voice, accent, personality, common phrases used, etc.

Is Message Banking for me?

If an individual was diagnosed with a medical condition that may or will cause speech deterioration, then message banking is for them.

An individual is a candidate for message banking:

- **If their primary language is Maltese** as this is the only option currently available in Malta for the Maltese language. However, message banking is also for **English** speakers too, therefore anyone can benefit from it.
- If the individual wishes to make use of recorded speech rather than synthesised speech.
- If the individual wishes to make use of recorded speech together with synthesised speech.
- If the individual wishes to create personalised phrases and legacy (biographical) messages.
- If the individual wishes to make use of a communication device using their own voice that can reflect their personality and individual style of communication.
- If the individual's voice clarity has deteriorated significantly and voice banking/repair are not viable options.

An individual is not a candidate for message banking:

- If the individual's voice clarity has deteriorated significantly to the extent they are unable to make recordings.
- If the individual's voice has deteriorated and they do not wish to be remembered with this voice.
- If the individual has not accepted their diagnosis.

Besides voice clarity, the individual must also have access to the following:

- Recorders – provided by ACTU (please speak to your SLP to organise a loan)
- Established words, phrases, messages that they wish to record
- Good cognitive levels
- The ability to comprehend and follow commands
- Literacy skills (to read words/phrases)
- Time commitment
- An internet connection
- Email account for storage purposes

How do I choose my messages?

The SLP responsible can help guide the individual on choosing the conversational phrases, words and messages they may wish to record. For a message banking/communication diary, refer to **page 26**.

It is important that the phrases chosen are **meaningful** to the individual. Phrases may include but are not limited to:

- Greetings
- Feelings
- Names of loved ones

- Expressions of appreciation and love
- Phrases to get needs met
- Phrases to use in an emergency
- Conversational phrases to keep a conversation going
- Jokes
- Stories
- Expressions or phrases a person may use regularly

When creating a list of phrases, it is important to consider the individual's personality and communication style. It may be beneficial to ask family members and/or friends to help the individual create such a list as they could give insight on what phrases an individual may always use or that remind them of the individual. For example – if the individual is always telling jokes, recording a few jokes or sarcastic comments would be ideal. This allows the individual to retain a sense of **individuality** when using their communication device.

Tips on choosing messages:

- List phrases/words commonly used
- Keep a communication diary for a short period of time
- Ask family and friends
- Record favourite stories
- Answer themed questions

Some individuals may wish to record **legacy messages**. A legacy message is a recording of a story, personal experience, advice, interests that tell the listener about **who** the individual is. These messages are not intended to be used as conversational messages but serve more as special information or memory for a loved one and the individual. Some individuals may wish to record things such as:

- Favourite memories with loved ones

- A message to be played for a birth, birthday, graduation, wedding, funeral etc.
- Their life story
- Advice or life lessons they may have learnt over the years
- Important events or traditions
- Jokes, poems, narratives

Legacy messages usually take the form of voice recordings or as video message recordings.

What is the process?

Once an individual decides to proceed with message banking, the SLP responsible will contact ACTU to loan out recorders.

The responsible SLP will be loaned out a recorder and any necessary equipment for 6 weeks. They will be shown how to set up the recorder, the different settings and how to record/delete recordings. Instructions are also available in the resource section of this pack **(page 43)**.

Tips for recording:

- Ensure recordings are done in a quiet environment, as noise will interfere with the quality of the recordings.
- Always record in the same place.
- Always use the same recording equipment.
- Ensure the recorder is placed at the correct distance and the correct settings are enabled.
- Listen to the recordings and if unclear/unhappy with the recording, re-record the messages.
- Use the recorders at a time of day when voice clarity is at its best.

Recordings are done, now what?

Once the loan ends and recordings are complete, the SLP should contact the assigned ACTU therapist/s to inform them they have finished making recordings and to organise the next part of the process.

The recorders and recordings will be given back to the assigned ACTU therapist/s who will then proceed to:

1. Listen to the recordings
2. Delete any unusable recordings
3. Label and tag each recording
4. Organise, group and sort the recordings into categories
5. Return to individual to store in a safe place with easy access for future use **OR** upload the recordings into the individual's communication device
6. The client is discharged once the above is completed.

Storage: The recordings are to be stored **by** the individual. Recordings can be stored on iCloud, Google Drive, Dropbox, a USB stick or on <https://mymessagebanking.com/>. PHC and ACTU will **NOT** store any of the client recordings. Any misplacement or loss of the recordings and data will be the client's responsibility.

Important Note: If the individual does not have a communication device and/or vocabulary and requires an assessment from ACTU, the community SLP must refer the client for an Information Day consultation appointment with the ACTU team.

What is ACTU's involvement?

ACTU therapist/s will be involved in the following:

- Guide the SLP to this booklet and resources to allow the individual to make the best informed decision and choose phrases to record prior to the appointment.
- Provide the individual and SLP with a loan for the recorders.

- Provide solutions if there are difficulties to (physically) access the recorders.
- Label, organise and sort recordings.
- Explain how to upload the completed recordings on the communication device in the future when individual ready to use / ACTU therapist will upload the recordings at ACTU.

SUMMARY OF PROCEDURES

I know how I would like to proceed, now what?

Once you have established which option you would like to move forward with, you can start your banking process with the help of your SLP! If guidance or equipment is needed, the referring SLP will liaise with ACTU. The type of consultation with ACTU will depend on the reason for referral:

Option/Reason of referral	Type of consultation	Individuals involved	Outcome
Synthesised Speech	AAC assessment where different types of devices and vocabularies are explored with the individual to find the best communication device and vocabulary that meets their needs and wants.	ACTU therapist/s; Client; Client's SLP; Any caregivers / family members supporting the client	After assessment, an AAC recommendation report is written with the best concluded AAC system recommendation for the client by the ACTU therapist/s. The client is then discharged as the consultation is complete.
Voice Banking	Referring SLP: The different voice banking software options are presented to the client.	Client; Client's SLP; Any caregivers / family members supporting the client	The client has a chosen voice banking software they will use and an established storage system.

	<p>The client is guided to choose the best software according to their needs. The client and the SLP begin banking the client’s voice and are shown where to store the banked voice.</p> <p>ACTU: ACTU can be contacted for:</p> <ol style="list-style-type: none"> 1. Loaning of equipment needed for voice banking – a headphone set. Equipment will be loaned for 6 weeks. 2. If the client has a device and help to upload the voice into the device is needed. 3. If the client does not have a device, 	<p>ACTU therapist/s; Client’s SLP</p>	<p>The client is referred to ACTU only if there is a lack of equipment needed to record or if difficulties are encountered.</p> <p><i>If the client does not have a</i></p>
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	<p>the client will be given storage options. ACTU will store emails/passwords for the client if needed.</p>		<p><i>communication device and/or vocabulary and requires an assessment, the SLP must request another Information Day consultation appointment.</i></p>
<p>Message Banking</p>	<p>Referring SLP: The client is provided with handouts to help establish what messages they wish to record. Once messages are established, recording can begin.</p> <p>ACTU: The SLP will refer a client to ACTU Information Day service to:</p> <p>1. Loan equipment needed- recorders. Recorders are</p>	<p>Client; Client's SLP; Any caregivers / family members supporting the client</p> <p>ACTU therapist/s; Client's SLP; Client</p>	<p>The client has a store of banked messages to use when they wish to.</p> <p>The client is discharged from ACTU as the consultation goal is complete.</p>

	<p>loaned for 6 weeks.</p> <p>Instructions on how to use the recorders is provided.</p> <p>2. After 6 weeks, the recorders are returned to ACTU. The messages will be listened to, labeled and sorted by ACTU therapists and/or interns.</p> <p>3. If the client has a device – the labeled messages will be uploaded on the client’s device.</p> <p>4. If the client does not have a device, the labeled messages will be given to the client to store for when they want to use it.</p>		<p><i>If the client does not have a communication device and/or vocabulary and requires an assessment, the SLP must request another Information Day consultation appointment.</i></p>
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I have completed banking. Who will support me to use the device?

The individual's Speech and Language Pathologist will support implementation of the device.

The ACTU therapists' role is dependent on the reason for referral. This includes:

- Guiding the SLP and client in choosing the correct AAC option.
- Choosing the most suitable software to use for voice banking (if applicable).
- Providing the individual and SLP with recorders (if applicable).
- Labeling, sorting and categorising messages (if applicable).
- AAC device assessment (if applicable).
- Serving as a point of guidance and information during the process if needed.

ACTU does not provide technical support for devices that were not recommended by ACTU therapists. ACTU will only provide support during the banking process with the voice or message banking equipment or software. If there are issues with the communication system, the individual is to contact whoever carried out their original assessment. If an individual is unsatisfied with a communication system or software recommendation, the individual's SLP is to refer the client to ACTU for an AAC re-assessment which could result in a new recommendation.



RESOURCES






Voice Banking Software

The following list was adapted from the *Irish Message Banking Tool Kit* which can be found on the following link: <https://rmn.ie/wp-content/uploads/2022/09/8.-The-Voice-Banking-Voice-Repair-Process-Sept-2022.pdf>

The list of software is for guidance only and does not include all the software available on the market.

Note: *The prices below are based on the values advertised in June 2023 and may be subject to change at any given time. ACTU is not liable should the prices fluctuate. The software details provided in the booklet are solely for information purposes and the booklet is not intended nor does it provide ACTU with any financial or other type of profit or benefit.*

Software	Price (Approximate)	AAC software is compatible with
<p>Speak Unique</p> <ul style="list-style-type: none"> - Voice Build  <p>SpeakUnique</p> <p>https://www.speakunique.co.uk/voice-build/</p>	<p>€210</p>	<p>SpeakUnique app (iOS and Android, (iOS 11 or higher needed. See website for Android model compatibility)</p> <p>Grid for iPad Predictable (iOS app only) on Windows devices, compatible with Grid 3 and Communicator 5 software or any SAPI 5 software package</p>

<p>Speak Unique</p> <ul style="list-style-type: none"> - Voice Repair  <p>https://www.speakunique.co.uk/voice-repair/</p>	<p>€290</p>	<p>SpeakUnique app (iOS and Android, (iOS 11 or higher needed. See website for Android model compatibility)</p> <p>Grid for iPad Predictable (iOS app only) on Windows devices, compatible with Grid 3 and Communicator 5 software or any SAPI 5 software package</p>
<p>The Voice Keeper</p>  <p>https://www.thevoicekeeper.com/</p>	<p>€280</p>	<p>PRC Saltillo – TouchChat, LAMP, Dialogue AAC</p> <p>Tobii Dynavox</p> <p>Predicatable App</p> <p>Talk To Me technologies</p> <p>Forbes AAC</p> <p>CoughDrop</p> <p>Jabbla Devices</p> <p>Smartbox Grid 3 (Windows version only)</p>

<p>My Own Voice by Acapela Group my-own-voice https://mov.acapela-group.com/</p>	<p>€99 per year or €999 one-off subscription</p>	<p>SmartBox AT GridPad tablets & Grid 3 Software, Tobii Dynavox Proloquo4text / Proloquo2Go iPad apps PredictAble app (iOS & Android)</p>
<p>CereVoice Me by CereProc  https://www.cereproc.com/en/products/cerevoiceme</p>	<p>€600</p>	<p>SmartBox AT GridPad tablets & Grid 3 software</p>
<p>Model Talker by Nemours Speech Research Laboratory  www.modeltalker.org</p>	<p>€80</p>	<p>PredictAble app (iOS & Android)</p>

Message Banking Diary

Section A - Themed Questions

The following are only suggestions/prompts of what individuals may wish to record. The individual can record whatever they wish!

Introduction

1. My name is ...
2. Any details you may want about you – age, address, birthday, etc.
3. I have trouble speaking and use this device to communicate, please be patient ...
4. Can you repeat that?
5. I didn't understand ...

Greetings:

1. Common greeting phrases – eg. good morning, good evening, hello, bye
2. Have a good day, sweet dreams, good to talk to you
3. Happy birthday, graduation
4. Do you have any phrases you use to greet certain people?

5. How do you usually start a conversation? How do you end a conversation?

Feelings (positive and negative):

1. I feel ...
2. Emotions - happy, sad, proud ...
3. I love ... I like ...
4. I hate ... I really don't like ...
5. Swear words

Needs:

1. Move me
2. Get me out of bed / put me in bed / Wheelchair
3. Dress / undress
4. I need help
5. I'm hungry ... I'm thirsty ...
6. I need to go to the bathroom
7. Can you brush my hair? Cut my hair?
8. Scratch my back, put some cream, wax my eyebrows ...

Names of loved ones:

1. Family members' names
2. Friends
3. Nicknames
4. Any messages for them

Expressions of appreciation:

1. I love you
2. I'm proud of you
3. I miss you
4. Good job, that's great, well done ...

Emergency:

1. I need help
2. Call the doctor
3. I can't breathe
4. I feel sick, I'm in pain ...

Questions/Conversational phrases:

1. What ... What's your name? What are you doing? What time is it?
2. How ... How are you? How was your holiday? How was your weekend?
3. Why ... Why? Why did you say that? Why did they call?
4. Who ... Who is that? Who called? Who is coming?
5. When ... When are they coming? When are they leaving?
6. Other questions – Can you ...? Did you ...?

Leisure and hobbies:

1. Switch on the TV, TV shows ...
2. Change the channel
3. I like reading, can you give me the newspaper?

Wants and requests:

1. I want ... to eat, to drink, to sleep, to go
2. Come sit with me, come talk with me
3. I don't want
4. More, stop
5. Come here, leave me alone

Places:

1. I want to go to ...
2. Places you enjoy going ...

Body parts:

Mealtime:

1. Food and drinks
2. Yummy, that tastes great / Ew, I don't like that
3. Restaurants you like to go to
4. Cutlery, plates, glass
5. We need to buy ...

Clothing:

1. I want to wear my red jumper
2. I am cold, I am hot
3. I need my glasses

Directions:

1. Up, down, left, right
2. Under, above, inside, behind

Filler words:

1. Like, so, um ...
2. Uwijja, mela, uwejja ...

Expressions you use all the time:

1. What is a phrase you say where people may reply 'I knew you would say that' or 'such a typical response'?
2. Any relationship-specific phrases you use with certain people.

It would be helpful to ask family and friends to help you come up with these phrases.

Jokes:

1. Are you a sarcastic person? Record some sarcastic comments!
2. Do you have any funny jokes?
3. Any inside jokes with loved ones?

Stories:

1. Are there any favorite stories you like to tell all the time?
2. Questions - What happened next? Tell me more! Did he really say that?

Section B – Legacy Messages

Some individuals may choose to record legacy messages. They are not meant to serve the purpose of directly communicating with someone. A legacy message can be done through recording speech or through answering the question ‘Who are you?’

Examples of what you may want to record:

1. Do you have any important events, experiences or stories that you wish to share and remember with your loved ones?
2. Do you want to give life advice?
3. Do you want to console your loved ones regarding your diagnosis and condition progression?
4. Do you want to record a special message for someone for graduating? Wedding? Baptism? Funeral?
5. Do you want to record love letters for your wife, husband, partner, children?

Other:

Zoom H1n Handy Recorder Instructions

The Zoom H1n Handy Recorder will be loaned out to you for 6 weeks. The recorder will come with:

1. SD card
2. Batteries
3. Sound cancelling / amplifying tools (if needed)
4. Mounting (if needed)



1. Switching the recorder on and off

Turn on:

- i. On the right side of the recorder, there is an on/off sliding button.
- ii. Slide the power switch to the left, hold for 1 second and then release.
- iii. The button will return to the middle and the screen will light up and the following will show up:



Turn off:

- i. Slide the power switch to the left, hold for 1 second and release.
- ii. The button will return to the middle and the screen will display the message 'Goodbye See You!' and switch off.

2. Start recording and stop recording

Start recording:

- i. To record a message, press the red button in the middle and release.
- ii. A red light will appear next to the record button and a black dot will appear on the screen.
- iii. The numbers next to the large black dot refer to the duration of the recording.
- iv. Once you press the button, you may begin to speak and record.



Stop recording:

- i. Press the red button in the middle of the recorder.
- ii. The red light will turn off and the black dot will disappear.
- iii. Recording has stopped.

IMPORTANT: Once you press Record, start speaking immediately and when you finish speaking, stop recording immediately to avoid any long pauses and muffled recordings.

3. Listen to a recording

Play recording:

- i. To listen to a recording press the play/pause button.
- ii. The screen will look like this when in play mode:



Pause recording:

- i. Press the play/pause button and release.
- ii. The recorder is now paused.
- iii. To resume the recordings, press the play/pause button again.



Play next/previous recording:

- i. Press the back arrows to listen to a previous recording.



- ii. Press the forward arrows to listen to the next recording.



Stop listening to recordings:

- i. Press the square button and release.



- ii. The recordings have now stopped playing and the recorder is showing the main screen again.

4. Volume

If you need to turn up or turn down the volume of the recorder:

- i. On the left side of the recorder there is + or – buttons.
- ii. Press + to turn up the volume.
- iii. Press – to turn down the volume.



For more detailed instructions and explanations, kindly find the manual on this link:

https://zoomcorp.com/media/documents/E_H1n_QuickGuide.pdf

Tips for Recording

- Ensure recordings are done in a quiet environment, as noise will interfere with the quality of the recordings.
- Always record in the same place.
- Always use the same recording equipment.
- Ensure the microphone/recorder used is placed at the correct distance.
- Ensure the correct settings are enabled and the microphone/recorder are able to pick up good quality sound.
- Listen to the recordings and if unclear or you are unhappy with the recording, re-record the messages.
- Use the recorders at a time of day when voice clarity is at its best.