



Claudio Desktop Documentation.

Claudio Desktop is a standalone desktop application from Loom Analytics, designed to serve the same purpose as the web-based version of **Claudio**. Unlike the web version, Claudio Desktop does not require an internet connection for transcription or downloading completed transcripts.

The following instructions will guide you through the basics of using the **Claudio Desktop** application.

Installation Instructions:

1. To use Claudio Desktop, first create an account on the Claudio Web App. You can sign up by following the instructions <u>here</u>.

2. After signing up, go to the Claudio Desktop tab on the web app and click 'Add Computer'. Enter a name for your computer (this will act as an identifier if you add multiple computers later).

audio History Cla	audio IME Claudio Desktop Claudio Live			0 🗘
DOWNLOAD CLAU	JDIO DESKTOP			ADD COMPUTER
Device Name	Activation Code	Device Status	Available Credits	Actions
stagingtest	7QCA-D8NJ-ZD84-C7SK-NBZW	Activated	200	ADD FUNDS
My PC1	AYMH-QIEH-PXC9-4BW9-OMFQ	Not Activated	0	ADD FUNDS



3. Download the desktop application by clicking 'Download Claudio Desktop' button.

C	Claudio History Cla	audio IME Claudio Desktop Claudio Live			0 🗘	9
	DOWNLOAD CLAU	JDIO DESKTOP			ADD COMPUTER	
	Device Name	Activation Code	Device Status	Available Credits	Actions	
	NewPC Rohit	NVFT-MUYC-V3ZE-08J6-RKQL	Not Activated	0	ADD FUNDS	

4. After downloading the Desktop app in your specified downloads folder on your computer, double click on the downloaded file.



5. A window will open with the License Agreement. Go through the agreement and click on the button 'I Agree'.

Claudio Desktop Setup -	×
License Agreement Please review the license terms before installing Claudio Desktop.	C
Press Page Down to see the rest of the agreement.	
Please review all terms and conditions and accept them by checking the box in the end. BY CLICKING â€∞I ACCEPT,†OR BY DOWNLOADING, INSTALLING, OR OTHERWISE ACCESSING OR USING THE SERVICE, YOU AGREE THAT YOU HAVE READ AND UNDERSTOOD, AND, AS A CONDITION TO YOUR USE OF THE SERVICE, YOU AGREE TO BE BOUND BY, THE FOLLOWING TERMS AND CONDITIONS, INCLUDING LOOM'S PRIVACY POLICY (Terms of Service and Privacy Policy hereinafter referred to as â €∞TERMSâ€). IF YOU ARE NOT ELIGIBLE, OR DO NOT AGREE TO THE TERMS, THEN YOU DO NOT HAVE OUR PERMISSION TO USE THE SERVICE, YOUR USE OF THE SERVICE, AND LOOM'S PROVISION OF THE SERVICE TO YOU, CONSTITUTES AN AGREEMENT BY LOOM AND BY YOU TO BE BOUND BY THESE TERMS.	~
If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install Claudio Desktop.	
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6. Select **'Anyone who uses this computer'** if there are multiple user accounts on the computer or just select **'Only for me'** and click Next.

Claudio Desktop Setup	_		\times
Choose Installation Options			6
who should this application be installed for?			U
Please select whether you wish to make this software available to all u	sers or ju	ist yourse	lf
O Anyone who uses this computer (<u>all</u> users)			
Only for me (rverma)			
Fresh install for current user only.			
Claudio Desktop 1.0.0			
< <u>B</u> ack <u>N</u> ex	kt >	Can	cel

7. Now, click 'Install' and Claudio Desktop will start to install on your computer.

C Claudio Desktop Setup	_		×
Choose Install Location			~
Choose the folder in which to install Claudio Desktop.			C
Setup will install Claudio Desktop in the following folder. To install in a di Browse and select another folder. Click Install to start the installation.	fferent f	older, clic	k
Destination Folder			
C:\Users\rverma\AppData\Local\Programs\Claudio Desktop	Brov	wse	
Space required: 3.3 GB			
Space available: 50.5 GB			
Claudio Desktop 1.0.0			
< <u>B</u> ack <u>I</u> nst	all	Can	cel

c Claudio Desktop Setup		_		\times
Installing Please wait while Claudio Desktop is being inst	alled.			C
Claudio Desktop 1,0,0	< <u>B</u> ack <u>N</u> e	ext >	Cano	el

8.1. After installation, click 'Finish' and Claudio Desktop will open automatically.

c Claudio Desktop Setup	- 🗆 ×
	Completing Claudio Desktop Setup
	Claudio Desktop has been installed on your computer. Click Finish to close Setup.
	Rum Claudio Desktop
	< Back Einish Cancel

8.2. If it does not open automatically, go to Start menu and search for '**Claudio Desktop**' and select the one which says '*App*' and, Claudio Desktop will open.

	All Apps Documents Web	More 🔻	··· ×
	Best match		
	Claudio Desktop App		
	Apps		Claudio Desktop
	📅 Calculator	>	Арр
	Outlook (classic)	>	
	📕 Calendar	>	⊏' Open
	Search the web		C Run as administrator
	𝒫 cla − See more search results	>	D Open file location
	Classroom	>	- Pin to Start
	 ∠ claude	>	-🗁 Pin to taskbar
	Documents		🛍 Uninstall
	🖻 Claudio Desktop.docx	>	
	Claudio Desktop.pdf	>	
	ClaudioDeskton tyt - in ResetPC	>	
	Folders		
Page 5	Claudio test - in Documents	>	
	✓ claudio Desktop	Ħ	💻 🚱 💁 🙆 🗐 🗐 💭

Login Instructions:

Login to Claudio Desktop

1. Open the Claudio Desktop app and log in using the same credentials and region as your web account.

2. The first time you log in, you'll need an internet connection.

Claudio Desktop File Edit View Window Help		– 🗆 X
	Claudio	
	Canada	
	USA	
	UK	
	Canada	
	Australia	
	© Loom Analytics Inc. All Rights Reserved Powered by Loom vv1.0.0 (Beta)	

C Claudio Desktop File Edit View Window Help				-	×
	Region* 	Canada Canada	p ▼ ●		
	© A Powere) Loom Analytics Inc. All Rights Reserved ed by Loom vv1.0.0 (Beta)			

3. After logging in, you will be prompted to enter your Device Code, which can be found in the Claudio Web App.

4. Go to the Claudio Desktop tab on the web and copy the Activation Code.

udio History Cla	udio IME Claudio Desktop Claudio Live			0 \$
DOWNLOAD CLAU	DIO DESKTOP			ADD COMPUTER
Device Name	Activation Code	Device Status	Available Credits	Actions
stagingtest	7QCA-D8NJ-ZD84-C7SK-NBZW	Activated	200	ADD FUNDS
My PC1	АУМН	Not Activated	0	ADD FUNDS

Paste the code into the Claudio Desktop login screen.

© Claudio Desktop	_	×
Activation Code Activation Code XYZA-A899-AB22-LOOM-ABCD Activate		
© Loom Analytics Inc. All Rights Reserved Powered by Loom vv1.0.0 (Beta)		

4. Offline Usage:

- Once logged in, you can disconnect from the internet and continue using the app. You can log in and out without an internet connection after the initial login process.

		Free Minutes: 100.00 mi	ns Available Credits: \$00.00
Select Profile	Process Transcribe on Loca	al 🗸 Job Name	
Audio Name	Audio Start	Audio End	Action
Accepted File Formats are .mp:	Drag 'n' drop 8, .wav, .flac, .aac, .ogg, .wma, .aiff, .m4a, .	audio files here. alac, .mp4, .avi, .mkv, .mov, .wmv, .flv, .we	bm, .mpeg, .3gp, .vob, .asf, .pcm

Adding Funds to Your Account:

To use Claudio Desktop, you need to ensure your account has sufficient funds. Here's how to add funds:

- 1. Navigate to Claudio Web:
 - Go to the Claudio Desktop tab in the web app.
 - Click Add Funds next to your activated computer.

DOWNLOAD CLA				ADD COMPUTER
Device Name	Activation Code	Device Status	Available Credits	Actions
stagingtest	7QCA-D8NJ-ZD84-C7SK-NBZW	Activated	200	ADD FUNDS
My PC1	AYMH-QIEH-PXC9-4BW9-OMFQ	Not Activated	0	ADD FUNDS

← ₩₩₩₩₩ Pay Live SandBox CA\$100	Email rohit@ Pay with VISA VISA 4242
ClaudioDesktopCA Claudio Desktop CA Qty 1 ~	Pay 🔒 Powered by stripe Terms Privacy

2. Complete Payment:

- After a successful payment, you'll receive a Payment Code via email.
- 3. Enter Payment Code in Desktop App:
 - Open the Claudio Desktop app, go to Settings (top-right corner), and select Payment.

			н
Select Profile	Process Transcribe on Loci	Free Minutes: 100.00 mir al Job Name	ns Available Credits: \$2 Lo
Audio Name	Audio Start	Audio End	Action
Accepted File Formats are .mp3	Drag 'n' drop .wav, .flac, .aac, .ogg, .wma, .aiff, .m4a, .	audio files here. .alac, .mp4, .avi, .mkv, .mov, .wmv, .flv, .we	bm, .mpeg, .3gp, .vob, .asf, .pcm
+ Add Audio(s)	SMART FORMAT	RESET	SUBMIT

- Paste the Payment Code in the required field.

C Claudio Desktop File Edit View Window Help	- 🗆 X
CREATE JOB JOB HISTORY USAGE	9
Make Payment	
Balance Credits: 200.00	
- Enter Payment Code	

4. Check Updated Funds:

- After entering the payment code, go back to the Home page and click Create Job. You should see your updated funds.

Submitting Jobs (works offline as well):

To submit a transcription job:

- 1. Create Job:
- Open Claudio Desktop, click Create Job (the first tab).
- Choose your profile and select any Smart Formatting options, then click OK.

		Free Minutes: 100.00 n	nins Available Credits: \$200.00
Select Profile	← Process Transcribe on Loca	al 👻 Job Nan	ie
Audio Name	Audio Start	Audio End	Action
Accented File Formate are mn	Drag 'n' drop.	audio files here.	vehm mneg 2gn vah act nom
	, way, inde, idae, iogg, iwina, ian, inita, i	anae,	webin, impeg, isgp, ivob, iasi, ipen

هه. Claudio Desktop File Edit View Window Help			– 🗆 ×
	Smart Formatting	×	9
	 Sentence spacing Double space after each sentence 	•	
Select Profile Ontario ACT (Word Contractions — Keep spoken contractions (don't, can't)	•	JOB DATA
Audio Name	Speaker Identification Do not add speaker labels	•	Action
■ MP4.mp4	Dictated heading and punctuation support Type dictated punctuation and formatting as text Number setup	•	REMOVE
+ Add Audio(s)	Numbers 0-9 are spelled out	•	SUBMIT
	Short, with period (e.g. Ms.)	•	
	C Grammar Ready		•
	RESET	ок	

- 2. Job Settings:
- Transcription Type: This will always be 'Local'.
- Job Name: Enter a name for your job.
- Job Data: If your profile supports it, input any relevant information for your transcript.

u <mark>dio Desktop</mark> dit View Window Help			- 0
	HISTORY USAGE		
		Free Minutes: 99.00 mins A	vailable Credits: \$200.00
Select Profile Ontario ACT (Process Transcribe on Local 🔹	Job Name Hearing2_dec13	JOB DATA
Audio Name	Audio Start	Audio End	Action
MP4.mp4	00:00:00	00:00:00	REMOVE
+ Add Audio(s)	SMART FORMAT	RESET	SUBMIT

3. Add Media:

- You can upload media files in the following formats:

.mp3, .wav, .flac, .aac, .ogg, .wma, .aiff, .m4a, .alac, .mp4, .avi, .mkv, .mov, .wmv, .flv, .webm, .mpeg, .3gp, .vob, .asf, .pcm.

4. Submit the Job:

- After reviewing everything, submit your job and monitor the progress in the Job History tab.

&⊷ Claudio Desktop File Edit View Window Help		– 🗆 X
	HISTORY USAGE	
	Free Minutes: 99.00 min	Available Credits: \$200.00
Select Profile		Name
Audio Name		Action
	Job Submitted	
Accepted File Formats are .	Progress can be checked in Job History	vmv, .flv, .webm, .mpeg, .3gp,
	ок	
+ Add Audio(s)		SUBMIT
)

- Once completed, you can access the transcript from the same location where the media file is stored or from the location which is selected by you in the settings.

Settings in Claudio Desktop:

In the Settings tab of the Claudio Desktop app, you can:

- Change the Download Location for your profile.
- Refresh changes from your Claudio Web account.
- Preview the Template associated with your profile.
- Preview the Smart Format Settings for your profile.

Change Download Location:

By default, completed transcripts are saved in the same folder as your uploaded media file. To change the save location:

- 1. Go to Settings:
- Click Settings in the top-right corner of the app.

Claudio Desktop e Edit View Window Help			- 0
CLAUDIO	OB HISTORY USAGE		e
			Open set
		Free Minutes: 97.94 mins	Available Credits: \$200.00
Select Profile	Process Transcrib	Local - Job Na	me
Audio Name	Audio Start	Audio End	Action
Accepted File Formats are .r	Drag 'n' c np3, .wav, .flac, .aac, .ogg, .wma	drop audio files here. 1aiff, .m4a, .alac, .mp4, .avi, .mkv, .moʻ	v, .wmv, .flv, .webm, .mpeg, .3gp,
	.V	ob, .asf, .pcm	
+ Add Audio(s)	SMART FORMAT	RESET	SUBMIT

2. Select Profile:

- Choose the profile for which you want to change the download location.

se. Claudio Desktop File Edit View Window Help		- 0	×
CLAUDIO CREATE JOB JOB HISTO	DRY USAGE		9
	Settings		
Profile Settings	Manage Your Profiles online	REFRESH PROFILES FROM ONLINE ACCOUNT	
Select Profile	al)	Offline 👻	
Default smart format setting		View Template	
PREVIEW		PREVIEW	
Path to download transcript	Default Transcript Save Locatio	on	

- 3. Set Default Save Location:
 - Scroll to the Default Transcript Save Location section.
- Click Browse to choose a new folder where completed transcripts will be saved.

	Select Folder					×
	← → × ↑ 🔸 >	This PC > Downloads		✓ ປັ Search Dow	nloads 🔎	
	Organize 👻 New fo	lder			H • 6	
	🗸 🍂 Quick access	Name	Date modified	Туре	Size	
Profile	Desktop	ResetPC	2024-12-12 3:41 PM	File folder		ILINE
	Pictures (4 4				
- Select	👌 Music					
	🚆 Videos					-
	> 🥌 OneDrive					
1	> 📃 This PC					e
	> 💣 Network					
	Fol	ider: Downloads				
Path				Select Fold	er Cancel	wse

LAUDIO CREATE JOB JOB HISTO	IRY USAGE	
	Settings	-
Profile Settings		1 PROFILES FROM ONLINE ACCOUNT
Select Profile Ontario AC	Success	•
Default smart format se	Transcript location updated	View Template
PREVIEW	ок	PREVIEW
C:\Users\rverma\Downloads		BROWSE

Refresh Changes from Your Claudio Web Account:

To update your profiles with changes from your Claudio Web account:

- 1. Go to Settings:
 - Click the Settings icon in the top-right corner of the app.
- 2. Refresh Profiles:
 - Click 'Refresh Profiles from Online Account'.
 - A message will appear saying Profiles Fetched Successfully.
 - Click OK and wait for a minute while the changes are reflected.

CLAUDIO	USAGE			9
	Settings			
Profile Settings	Manage Your Profiles online	REFRESH PR	OFILES FROM ONLINE	
Select Profile	Process transcript on	Offline	•	
Default smart format setting			View Template	
PREVIEW		(PREVIEW	
	Default Transcript Save Location			
Path to download transcript			D BROWSE	

	Settings	
Profile Settings	\checkmark	REFRESH PROFILES FROM ONLINE ACCOUNT
C Select Profile	Success	Offline
Default smart format setting	Profiles Fetched successfully	View Template
PREVIEW	ок	PREVIEW

Preview the Template:

To view the template for your selected profile:

- 1. Go to Settings:
 - Click the Settings icon in the top-right corner of the app.
- 2. Select Profile:
 - Choose your profile from the list.
- 3. Preview the Template:
 - Click the Preview button under the View Template option.
 - A new MS Word window will open, displaying the profile's template preview.

CLAUDIO			9
	Settings		
Profile Settings	Manage Your Profiles online	REFRESH PROFILES FROM ONLINE ACCOUNT	
Select Profile Ontario ACT (Civil)	Process transcript on	Offline	
Default smart format setting PREVIEW		View Template	
D	efault Transcript Save Location		
C:\Users\rverma\Downloads		🗅 BROWSE	

Preview of the Smart Format Settings:

To preview the smart format settings for your profile:

- 1. Go to Settings:
- Click the Settings icon in the top-right corner of the app.
- 2. Select Profile:
 - Choose your profile.
- 3. Preview Smart Format:
 - Click the Preview button under the Default Smart Format Setting option.

- A preview of your profile's smart format settings will open, showing the available formatting options.

CREATE JOB JOB HISTORY USAGE			9		
	Settings				
Profile Settings	Manage Your Profiles online	REFRESH PR	OFILES FROM ONLINE ACCOUNT		
Select Profile	Process transcript on	Offline	•		
Default smart format setting			View Template		
PREVIEW		(PREVIEW		
Default Transcript Save Location					
C:\Users\rverma\Downloads			D BROWSE		

When to Connect to the Internet:

You will need an internet connection in the following scenarios:

1. First-time Login or Signup:

An internet connection is required when logging into the app for the first time or signing up for a Claudio Web account.

2. Uninstalling the Desktop App: An active internet connection is required when uninstalling the Claudio Desktop app.

3. Refreshing Changes from Claudio Web Account: An internet connection is needed to refresh and sync changes from your Claudio Web account to the Desktop app.

Limitations of Claudio Desktop:

Slower Transcription Speed:

Claudio Desktop relies on the processing power of personal computers. This means transcription times can be slower compared to cloud-based Claudio Web. For instance, transcribing one hour of audio may take up to 40 minutes.

No DCR Conversion Support:

The desktop version does not support Digital Court Reporter (DCR) file conversion.

No Voxlog Support:

Voxlog files are not compatible with Claudio Desktop.

Grammar-Ready Formatting:

Grammar-ready formatting is not currently supported.

No Speaker Labeling:

Speaker labels are not available in the desktop version.

Limited File Format Support:

While Claudio Web supports DSS and DCT file formats, these are not yet available on Claudio Desktop.

Limited Profiles:

Claudio Desktop has a limited selection of profiles and currently only supports nonmedical audio files. Medical profiles are not available currently.

No Audio Events Support:

Audio event detection (e.g., identifying claps, music, coughs, or interruptions) is not supported.

No Closed Captions:

The desktop version does not currently generate closed captions for audio or video files.

No Audio Events Support:

Audio event detection (e.g., identifying claps, coughs, or interruptions) is not supported.

Limited Language Support:

Claudio Desktop supports transcription exclusively in English, with the following regional variations:

English (United States) English (Canada) English (United Kingdom) English (Australia)

Other languages are not supported currently.

Job Failures on PC Shutdown or Restart:

Transcription jobs will fail if the PC shuts down or restarts during processing, requiring the job to be restarted.

If the PC enters Sleep Mode, transcription jobs will be paused but will automatically resume processing once the PC wakes up.

These limitations ensure that Claudio Desktop operates entirely offline, providing maximum security for sensitive data while still delivering high-accuracy transcripts and customizable templates. For users who require advanced features like grammar-ready formatting, speaker labeling, or faster transcription times, Claudio Web and Claudio Live offer additional functionality while maintaining robust security measures.

Support:

Learn more, visit <u>Claudio Desktop</u>.

Need help? Check out the <u>Knowledge Base</u> for all support articles.