



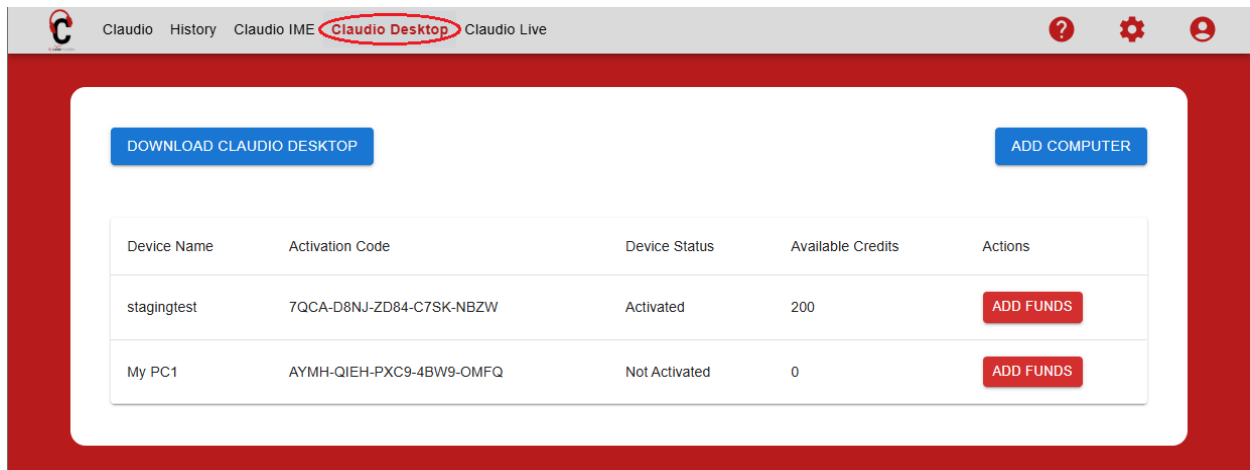
Claudio Desktop Documentation.

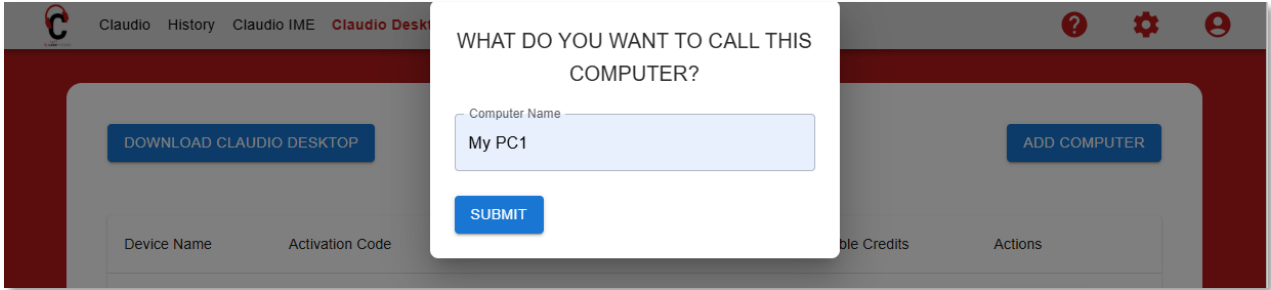
Claudio Desktop is a standalone desktop application from Loom Analytics, designed to serve the same purpose as the web-based version of **Claudio**. Unlike the web version, Claudio Desktop does not require an internet connection for transcription or downloading completed transcripts.

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

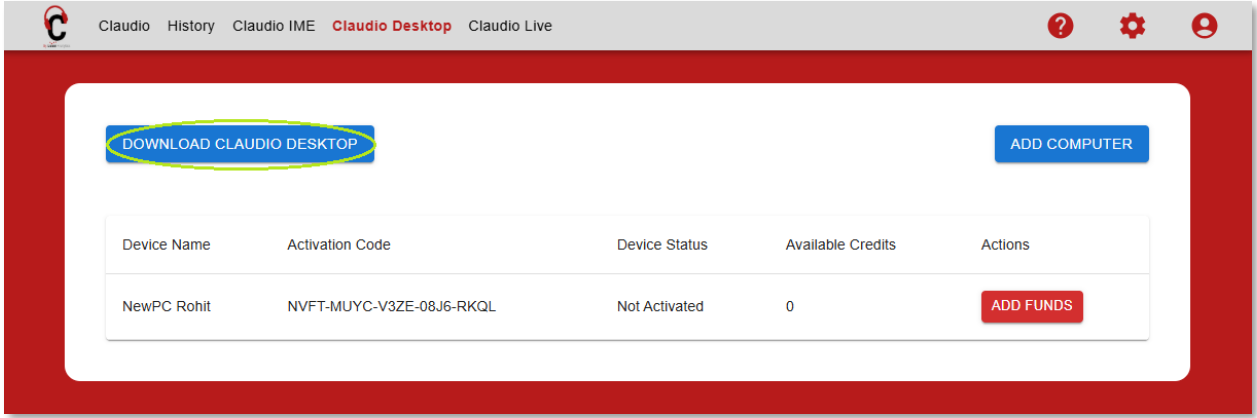
Installation Instructions:

1. To use Claudio Desktop, first create an account on the Claudio Web App. You can sign up by following the instructions [here](#).
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).

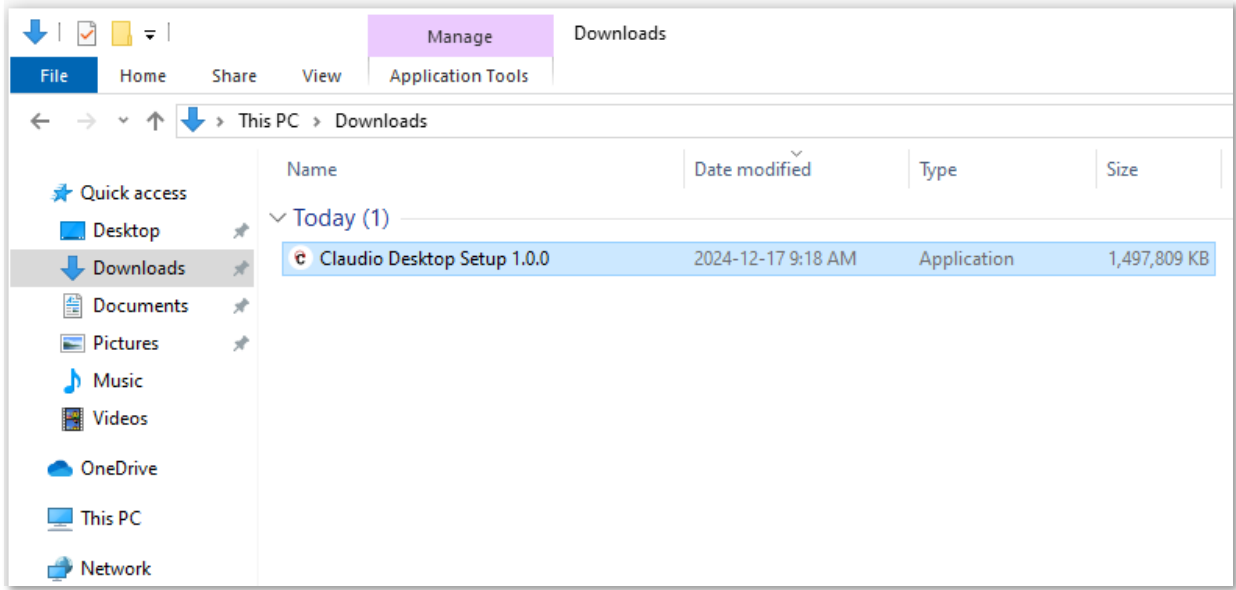




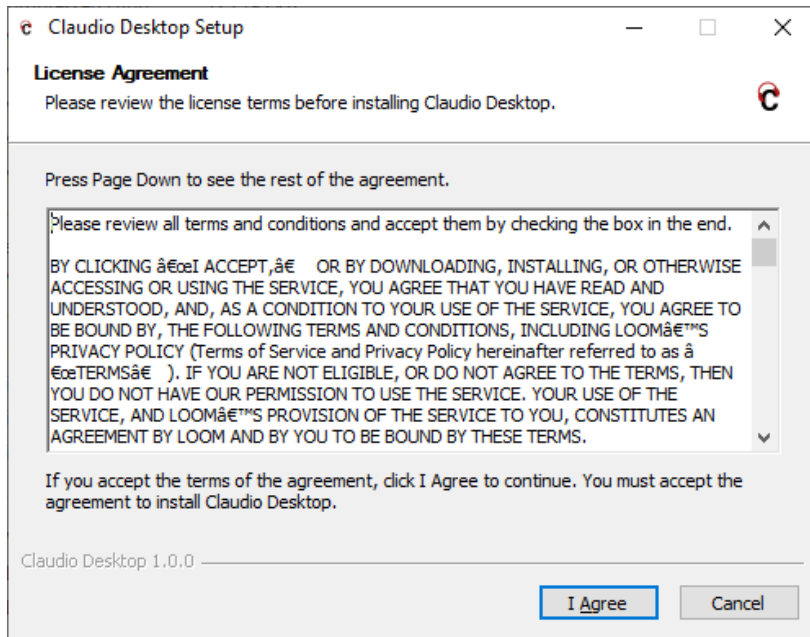
3. Download the desktop application by clicking ‘Download Claudio Desktop’ button.



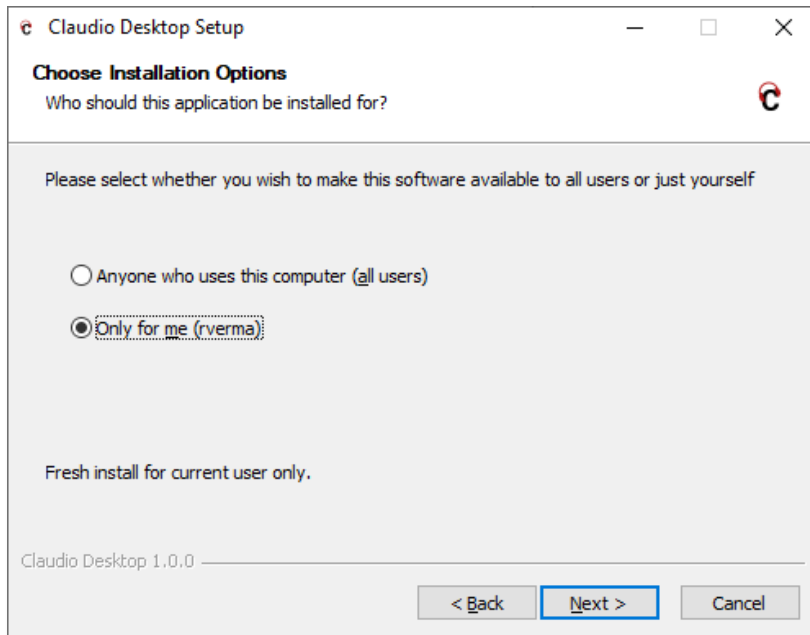
4. After downloading the Desktop app in your specified downloads folder on your computer, double click on the downloaded file.



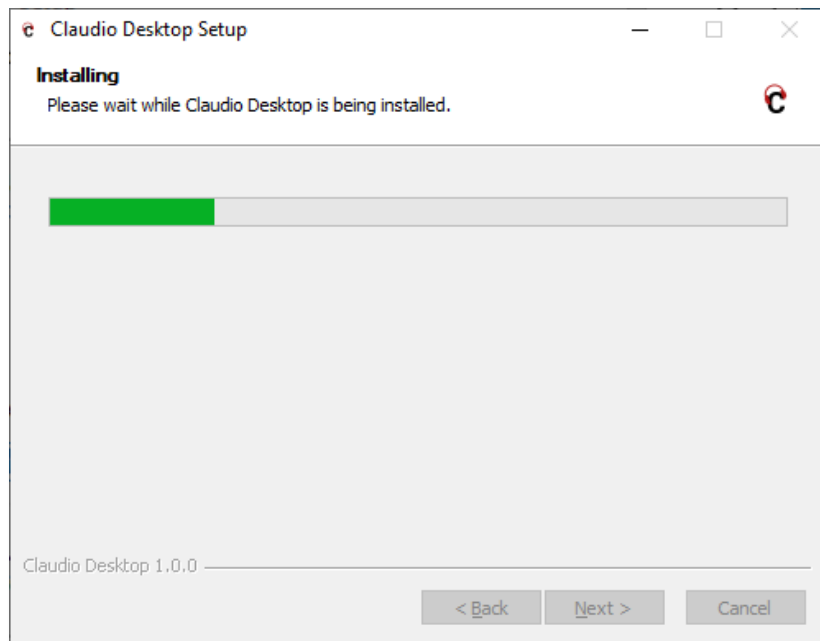
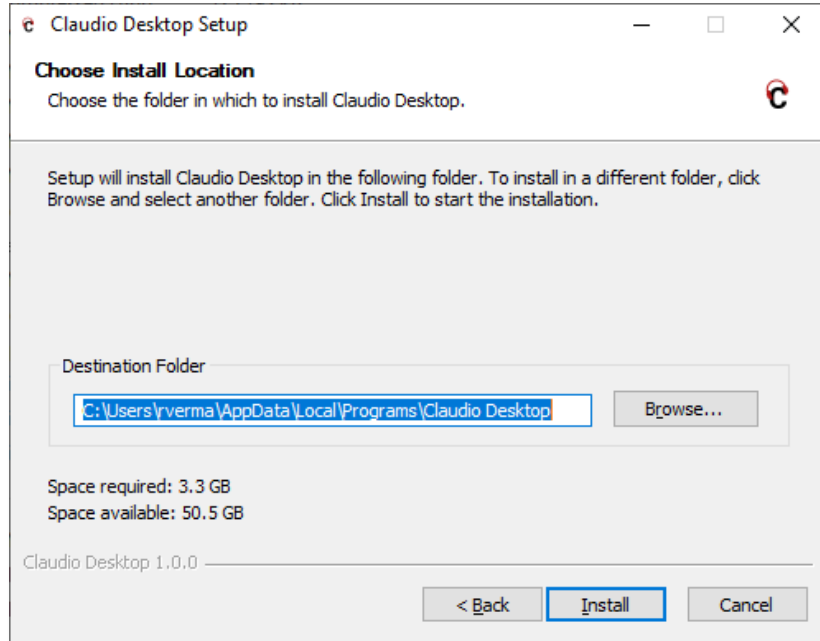
5. A window will open with the License Agreement. Go through the agreement and click on the button 'I Agree'.



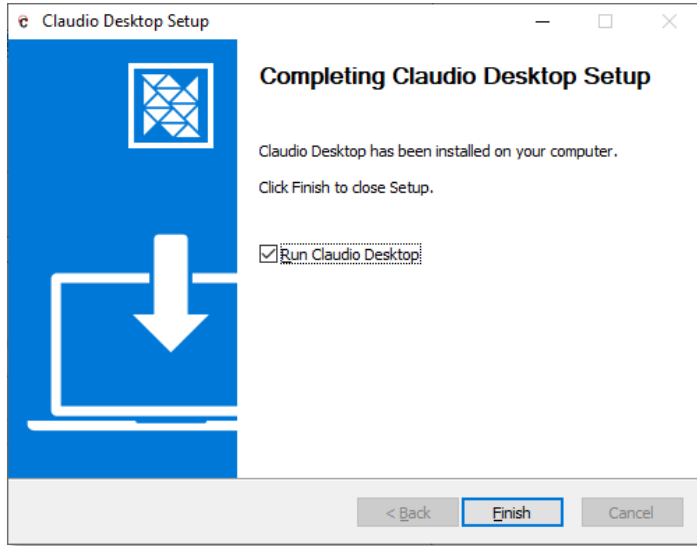
6. Select 'Anyone who uses this computer' if there are multiple user accounts on the computer or just select 'Only for me' and click Next.



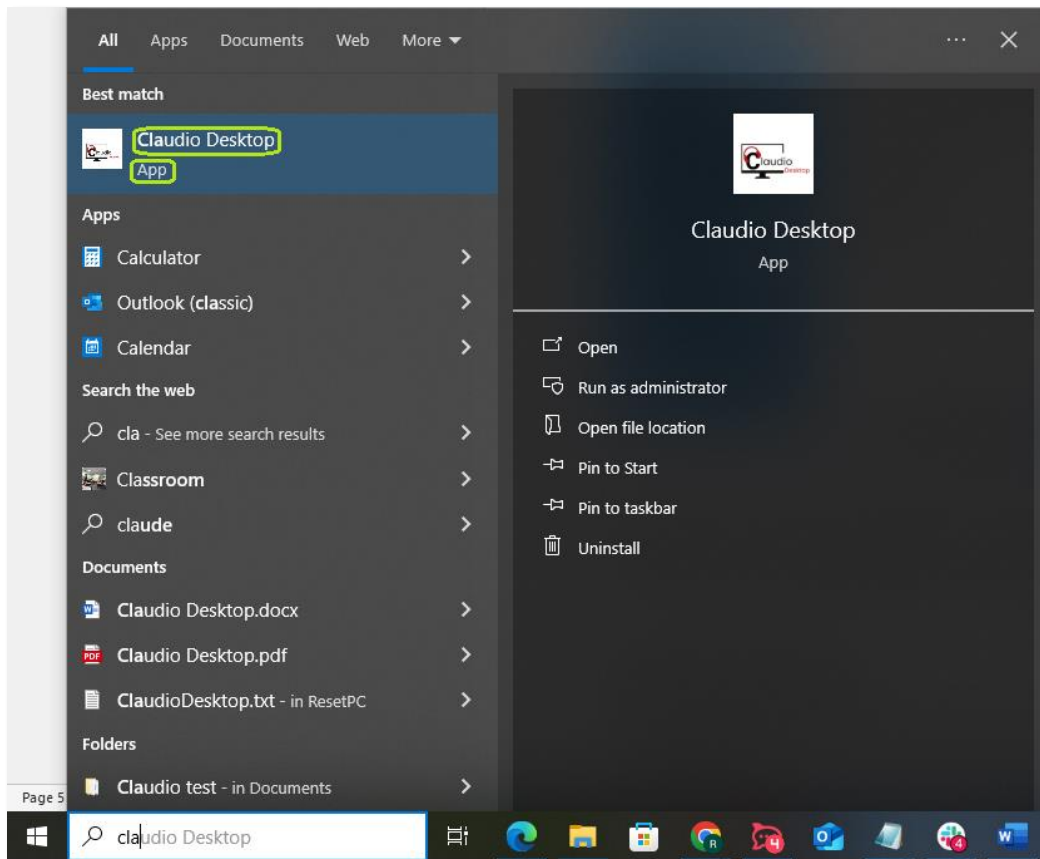
7. Now, click **'Install'** and Claudio Desktop will start to install on your computer.



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



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.



Login Instructions:

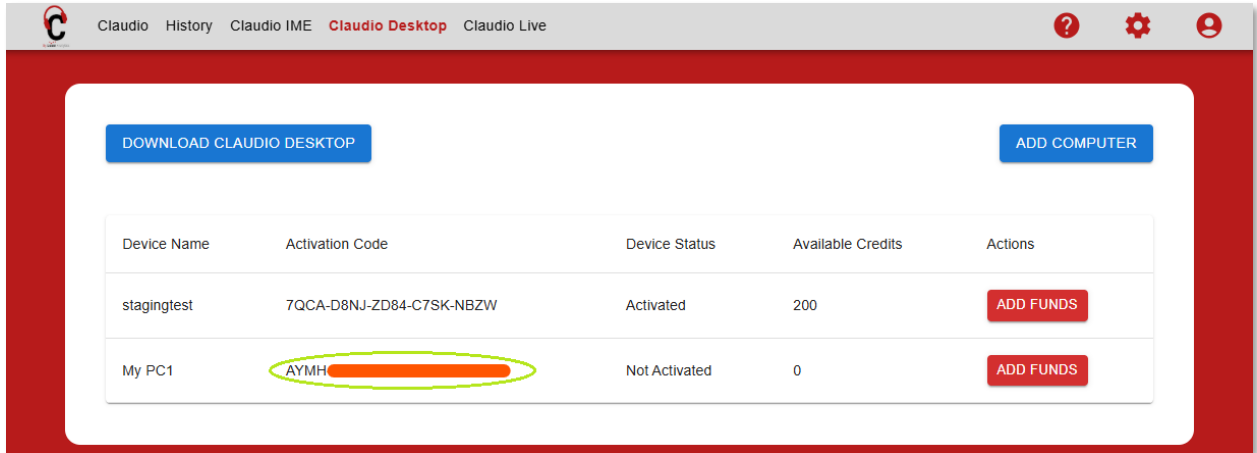
Login to Claudio Desktop

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.



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.

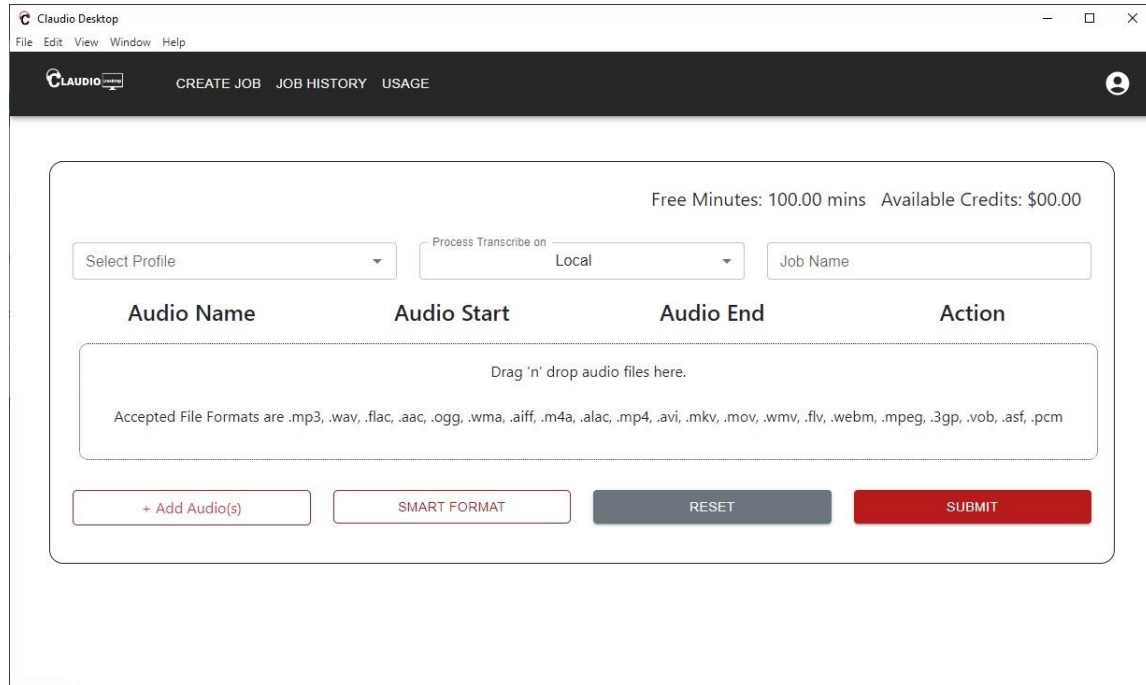


Paste the code into the Claudio Desktop login screen.



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.

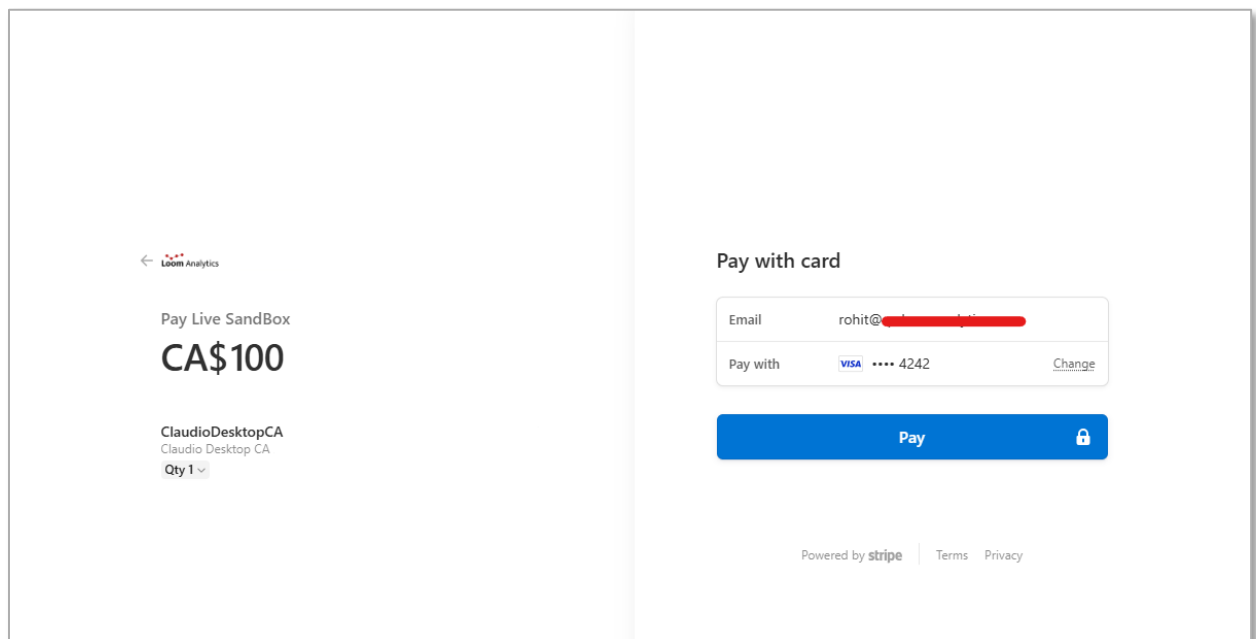
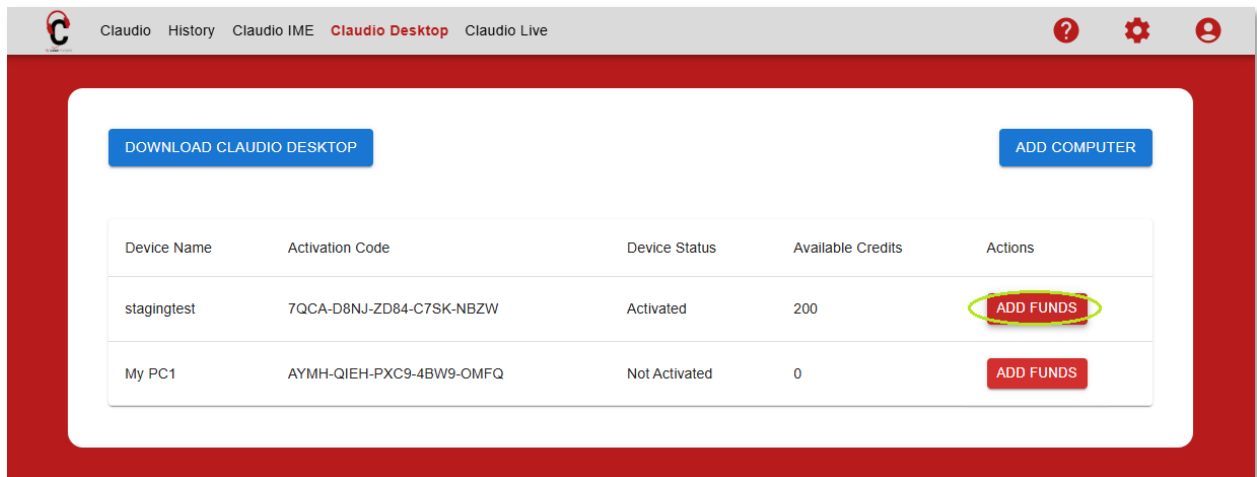


Adding Funds to Your Account:

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.

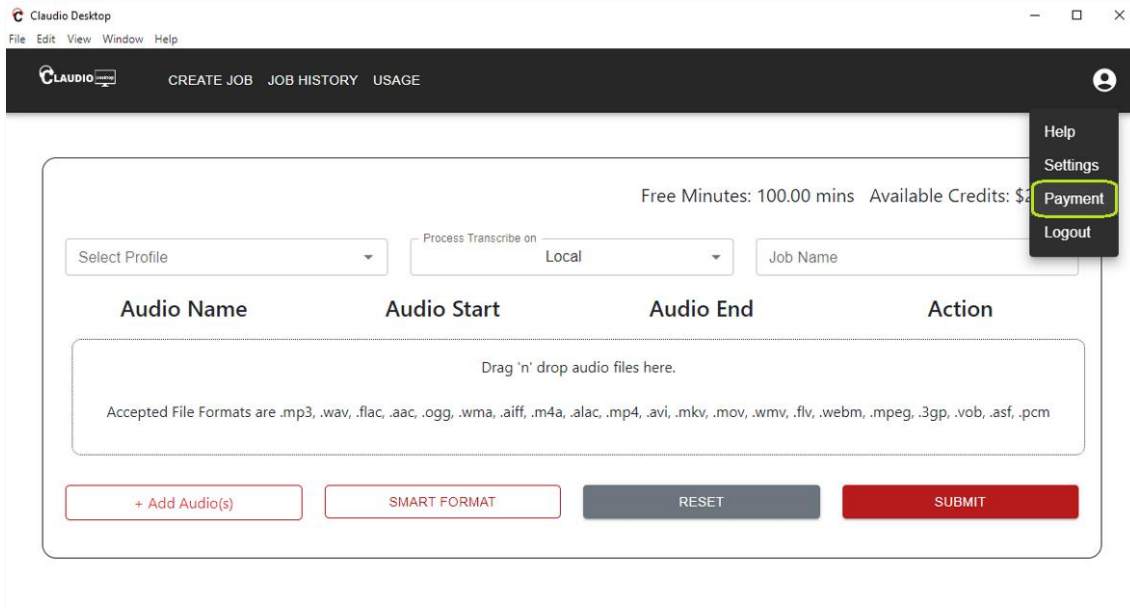


2. Complete Payment:

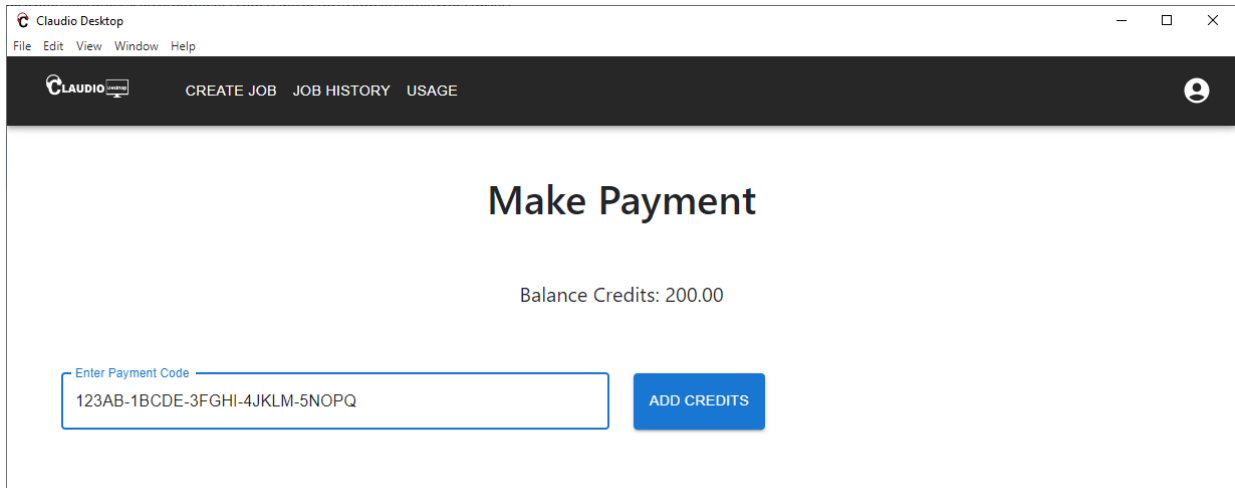
- After a successful payment, you'll receive a Payment Code via email.

3. Enter Payment Code in Desktop App:

- Open the Claudio Desktop app, go to Settings (top-right corner), and select Payment.



- Paste the Payment Code in the required field.



4. Check Updated Funds:

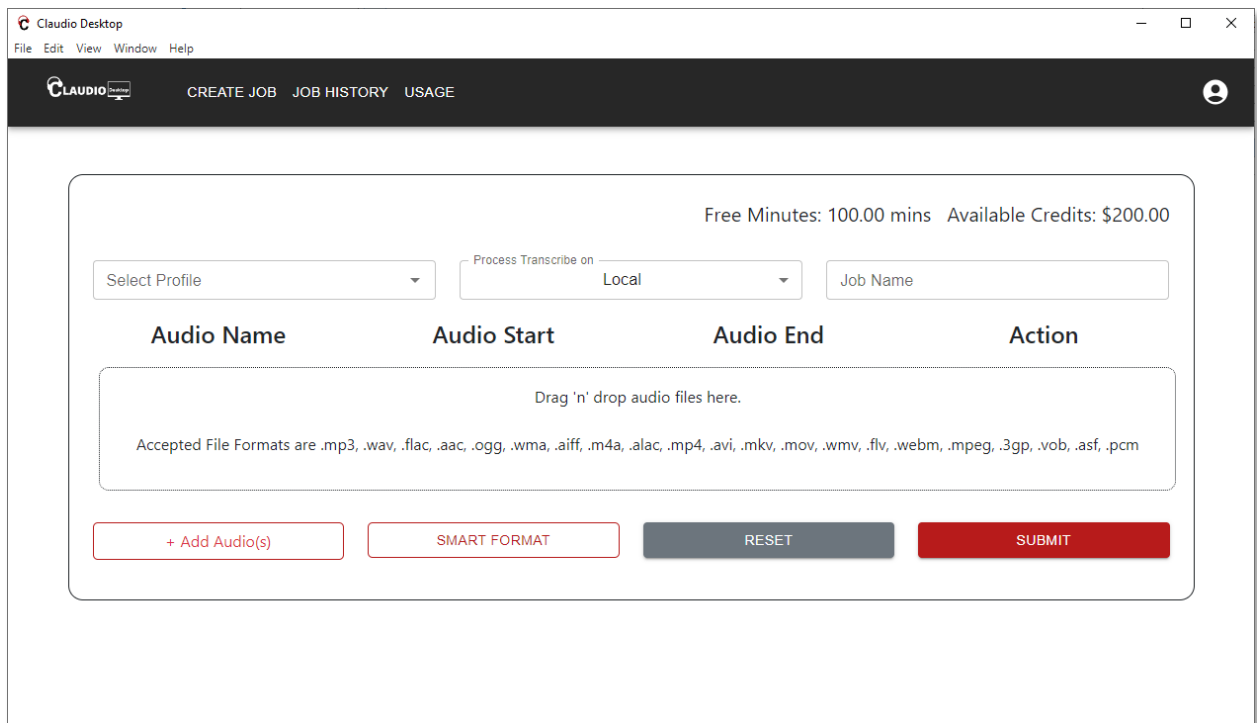
- After entering the payment code, go back to the Home page and click Create Job. You should see your updated funds.

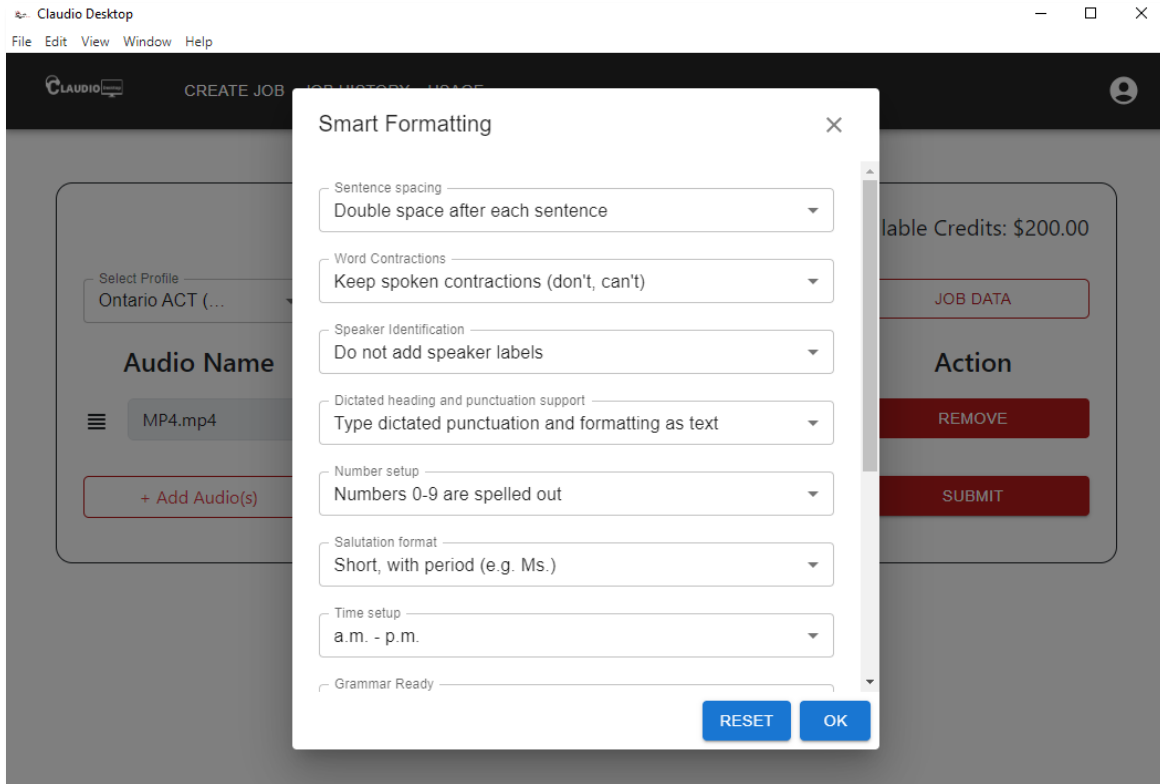
Submitting Jobs (works offline as well):

To submit a transcription job:

1. Create Job:

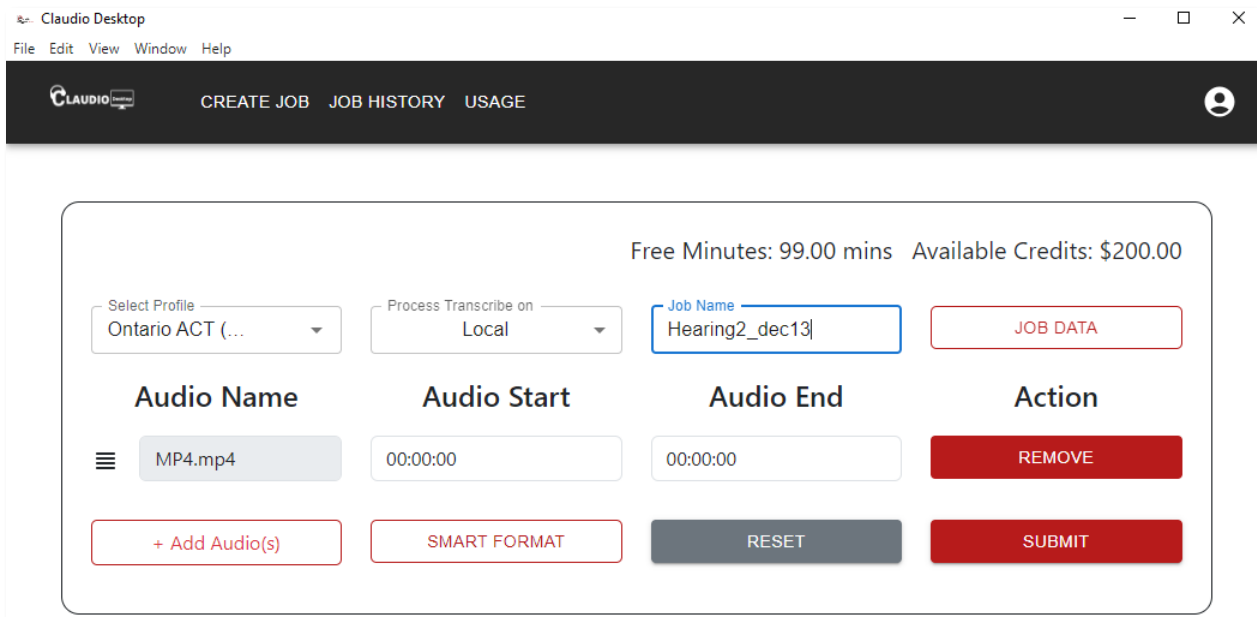
- Open Claudio Desktop, click Create Job (the first tab).
- Choose your profile and select any Smart Formatting options, then click OK.





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.

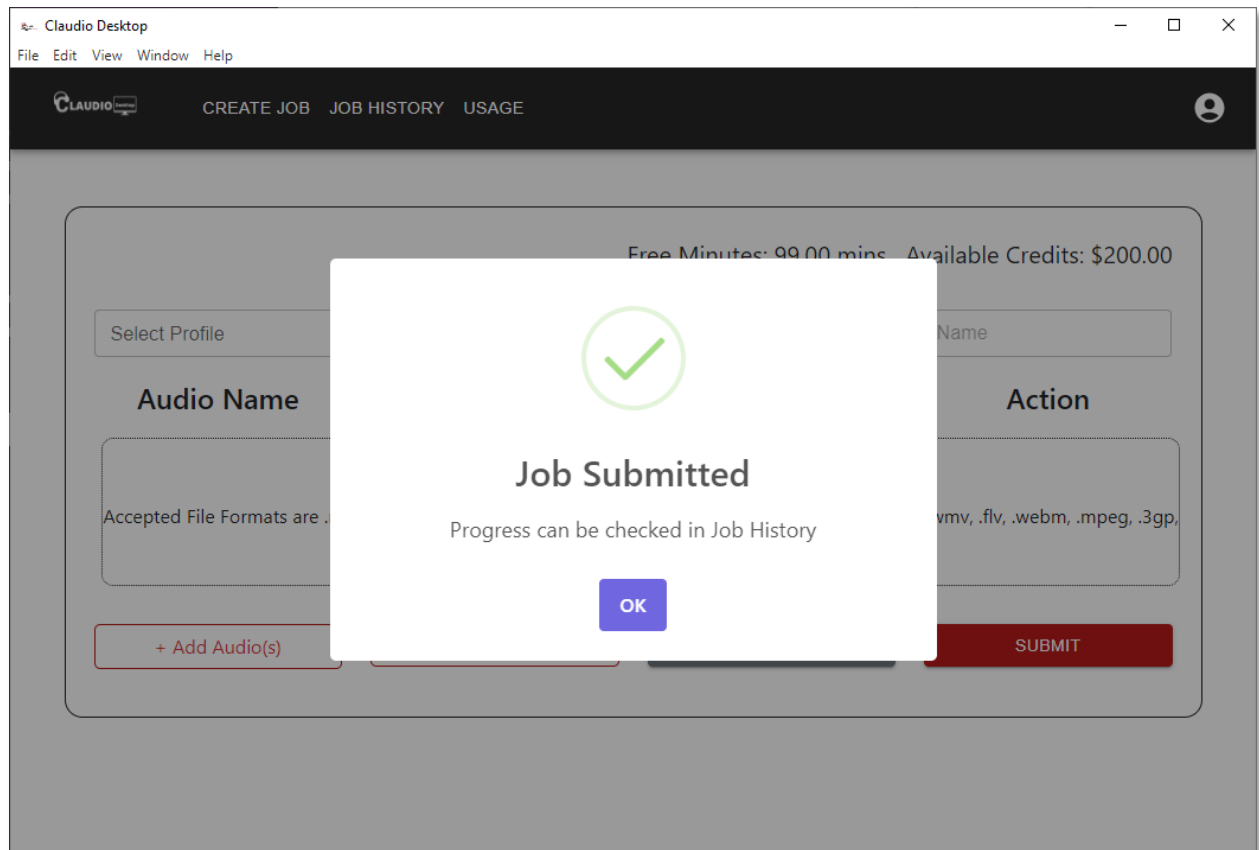


3. Add Media:

- 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.



- 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:

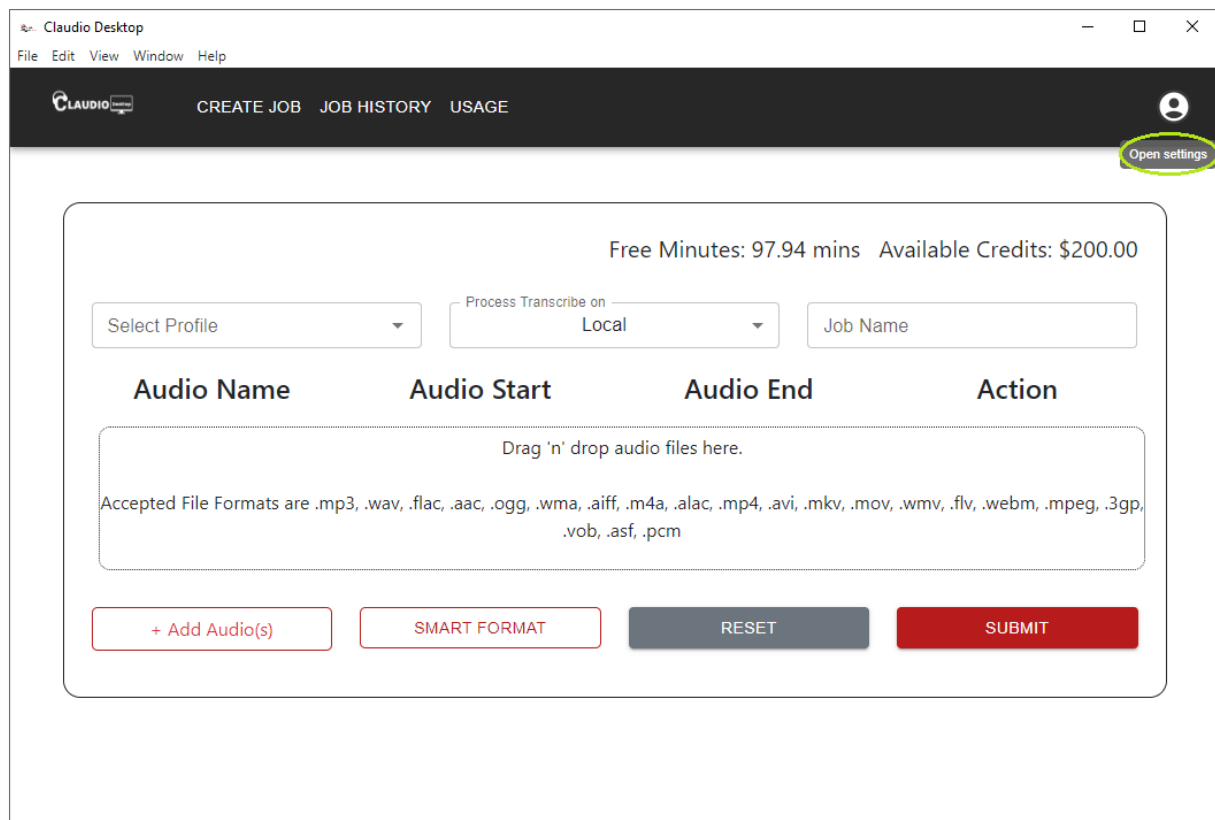
In the Settings tab of the Claudio Desktop app, you can:

- 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:

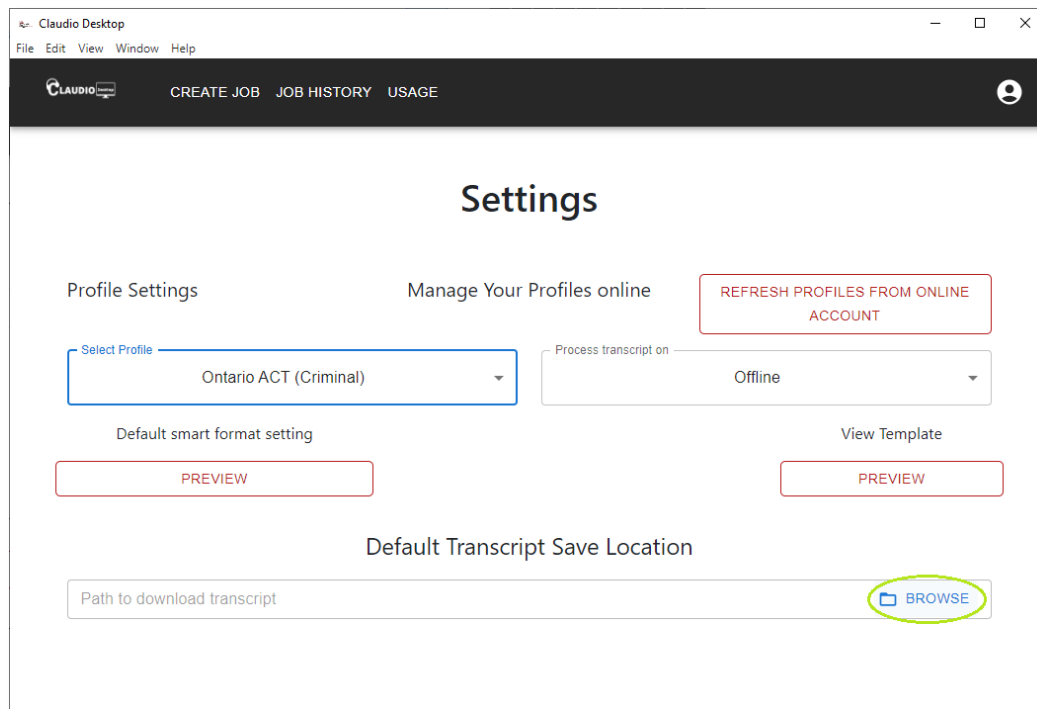
By default, completed transcripts are saved in the same folder as your uploaded media file. To change the save location:

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



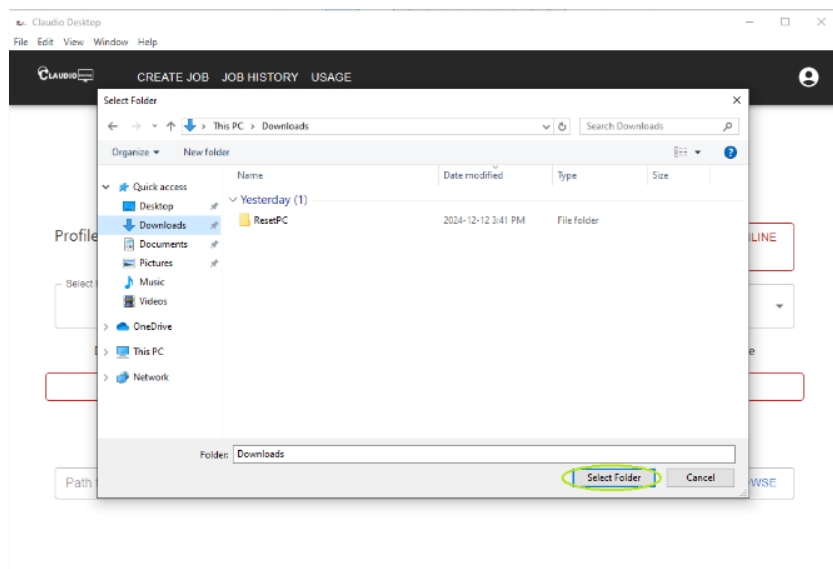
2. Select Profile:

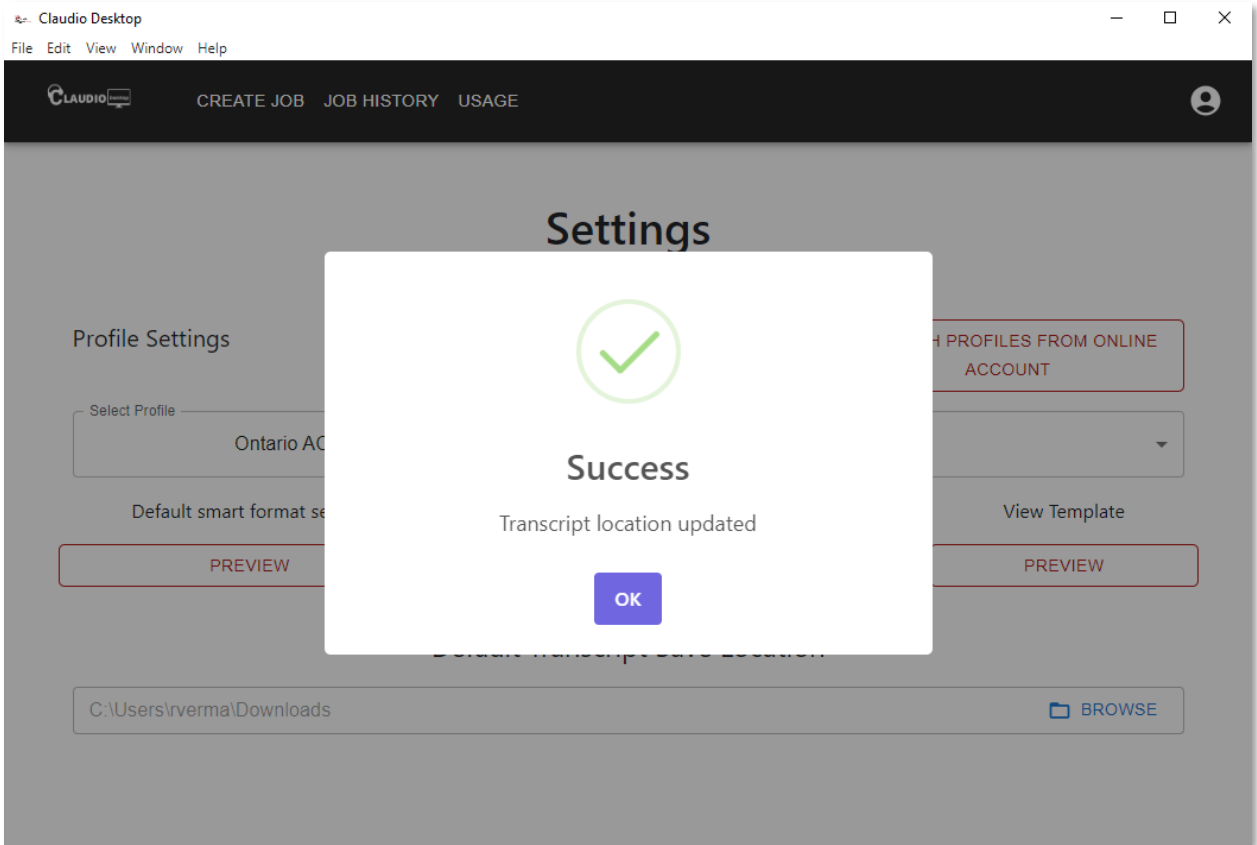
- Choose the profile for which you want to change the download location.



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.





Refresh Changes from Your Claudio Web Account:

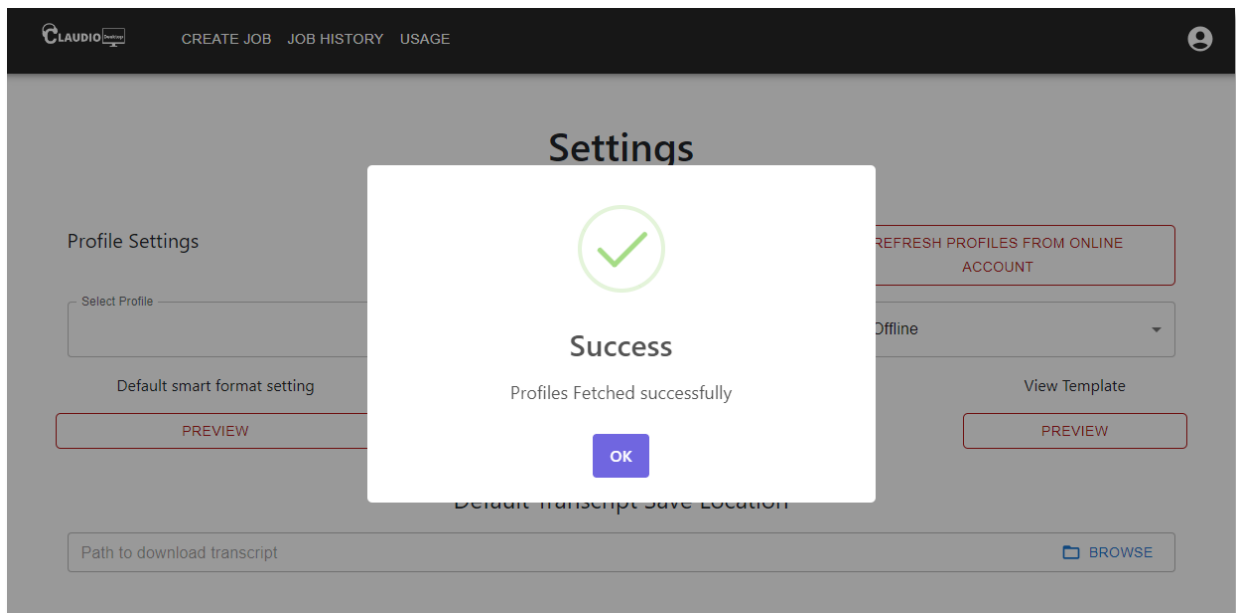
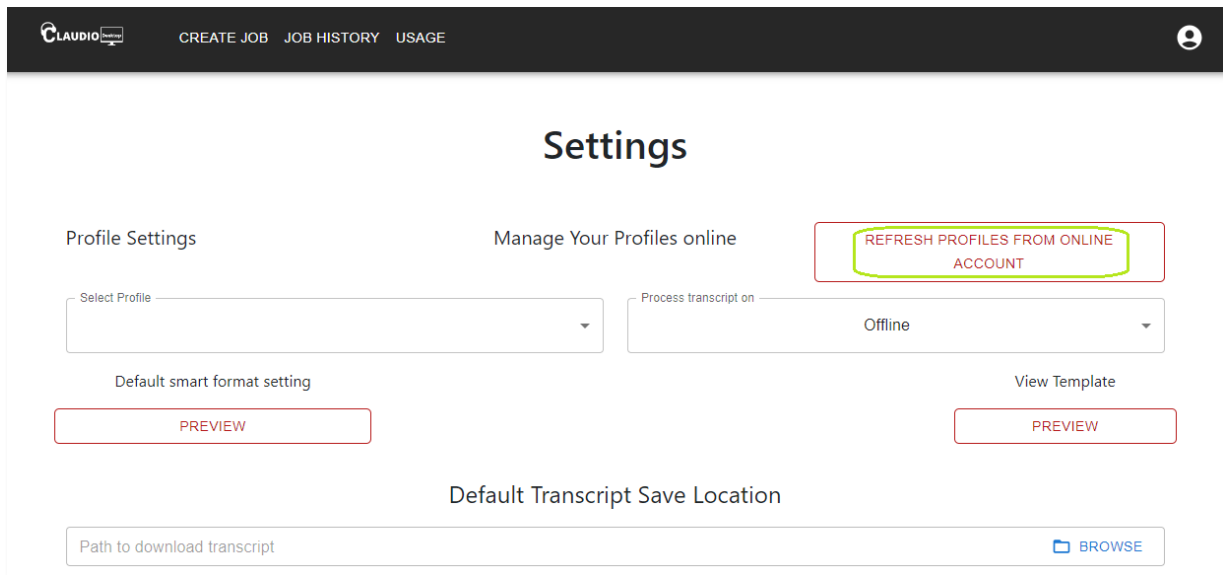
To update your profiles with changes from your Claudio Web account:

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.



Preview the Template:

To view the template for your selected profile:

1. Go to Settings:

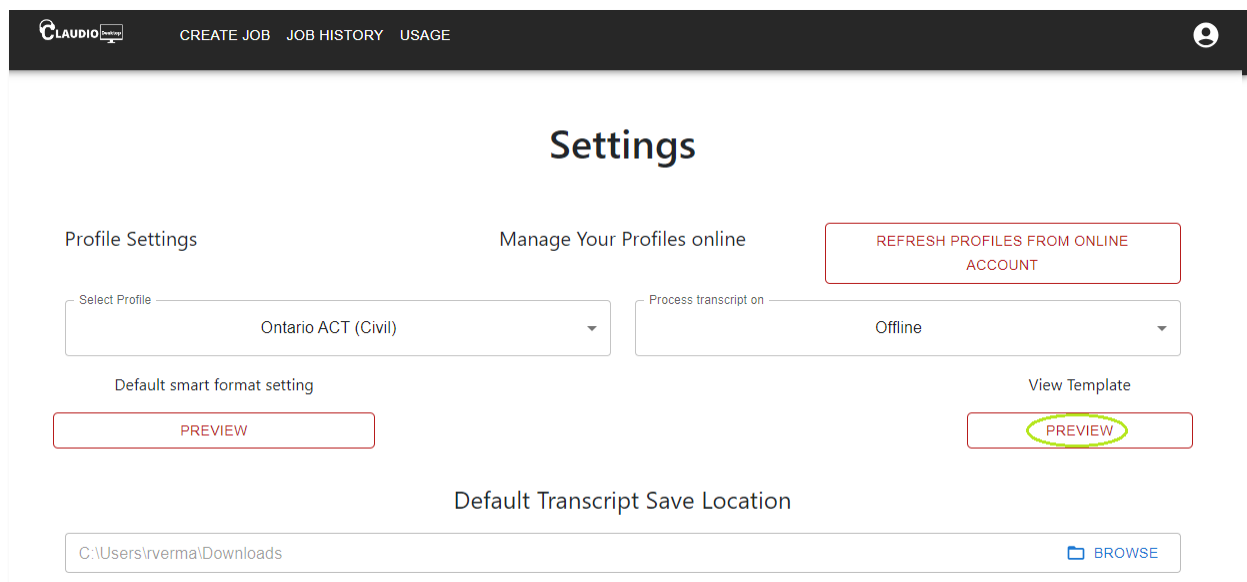
- Click the Settings icon in the top-right corner of the app.

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.



Preview of the Smart Format Settings:

To preview the smart format settings for your profile:

1. Go to Settings:

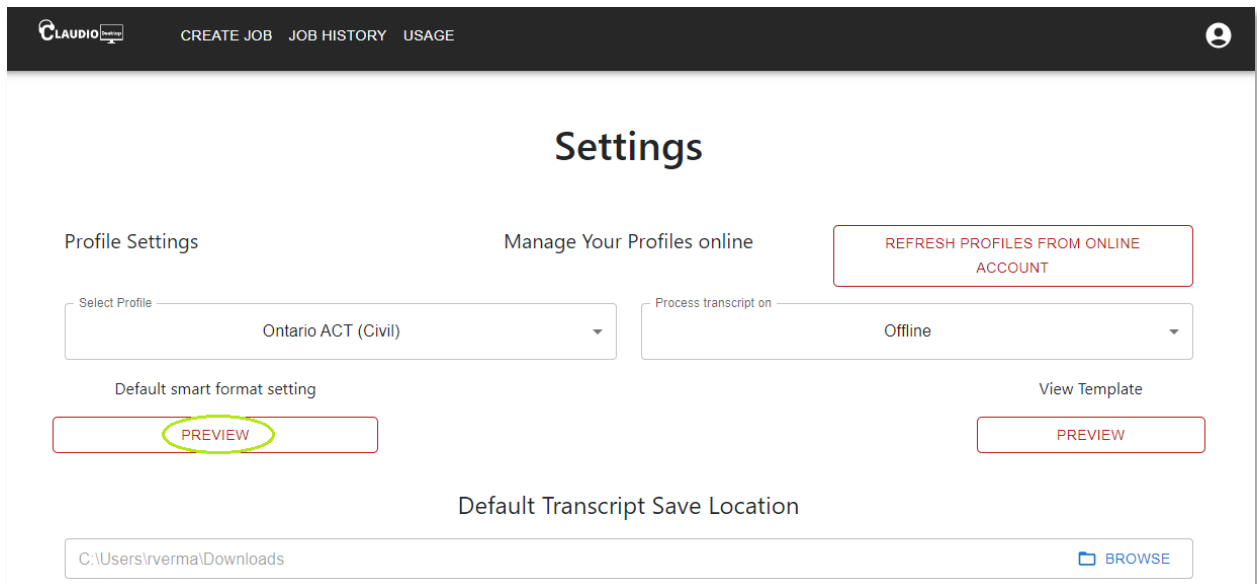
- Click the Settings icon in the top-right corner of the app.

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.



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 non-medical 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 [Claudio Desktop](#).

Need help? Check out the [Knowledge Base](#) for all support articles.