Claudio Desktop Documentation (Mac).

Version v2.0.0

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.

This application is intended to be used for:
- High security locations where connection to the internet is restricted or prohibited
- Locations with limited or no internet connectivity

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

Steps to download and install Claudio Desktop on Mac

Claudio Desktop can be downloaded by users with an activated account on Claudio Web. The newest version of Claudio Desktop can be downloaded from your Claudio Web Dashboard. If you do not have a Claudio Web account, you can sign up by following the instructions available in the link below:

https://support.loomanalytics.com/how-do-i-register-a-claudio-account

If you already have a Claudio account. Please follow the instructions below to download and install Claudio Desktop.
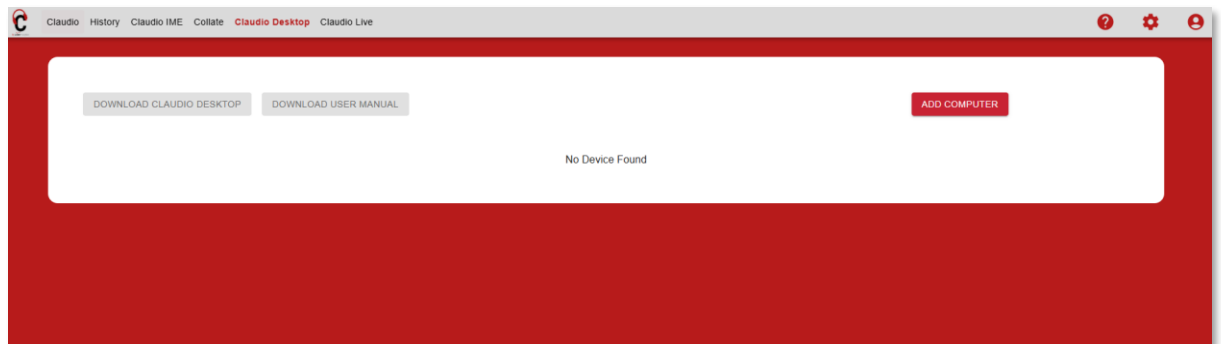
Before you begin the download and installation process, please ensure that your computer has at least **8 GB** of available disk space and **8 GB** of RAM installed.
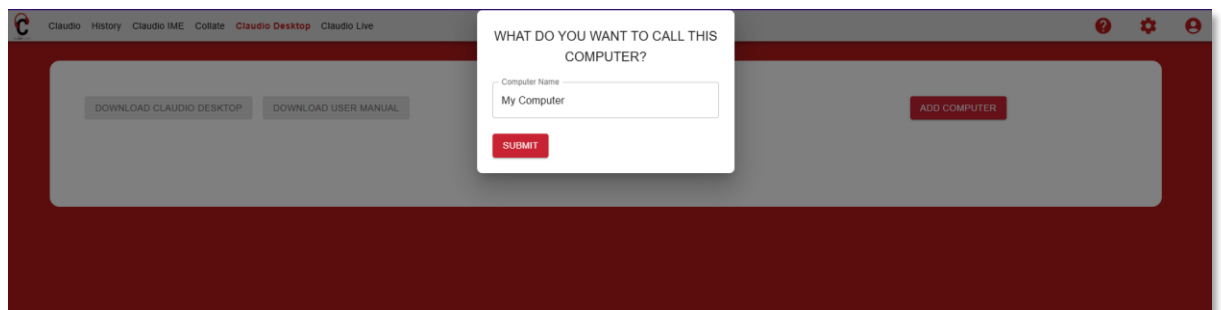
Downloading Claudio Desktop

1. Log in to your Claudio account.
2. In the menu bar, click on the Claudio Desktop option.
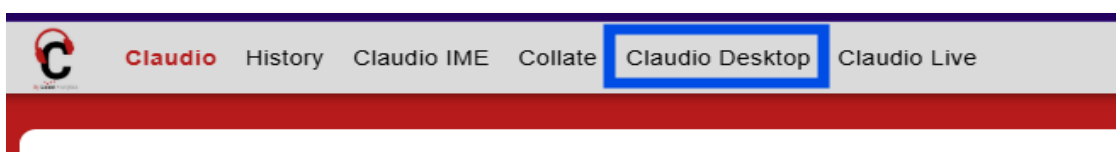
3. You'll be directed to the Claudio Desktop setup page.

4. Click the **Add Computer** button to register a new device. A pop-up will appear asking you to **enter a name** for your computer—this will help identify it if you add multiple devices later.

5. Click **Submit** to confirm. Once the device is added, the **Download Claudio Desktop** button will become active.
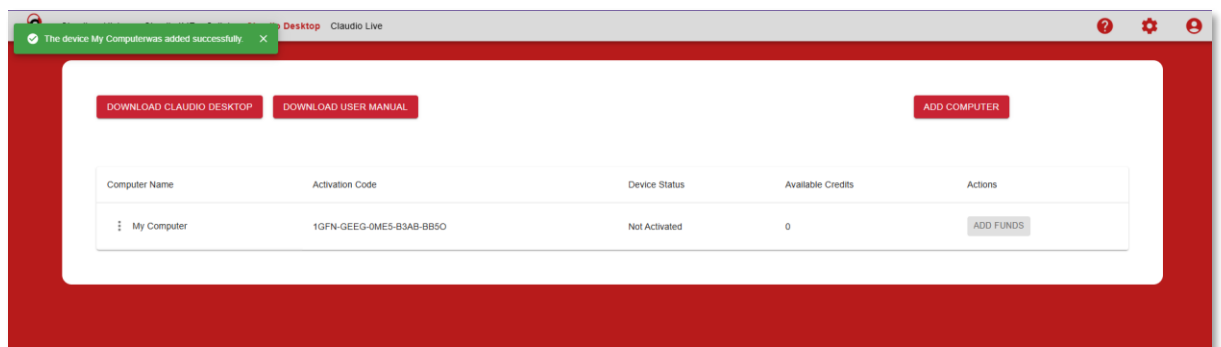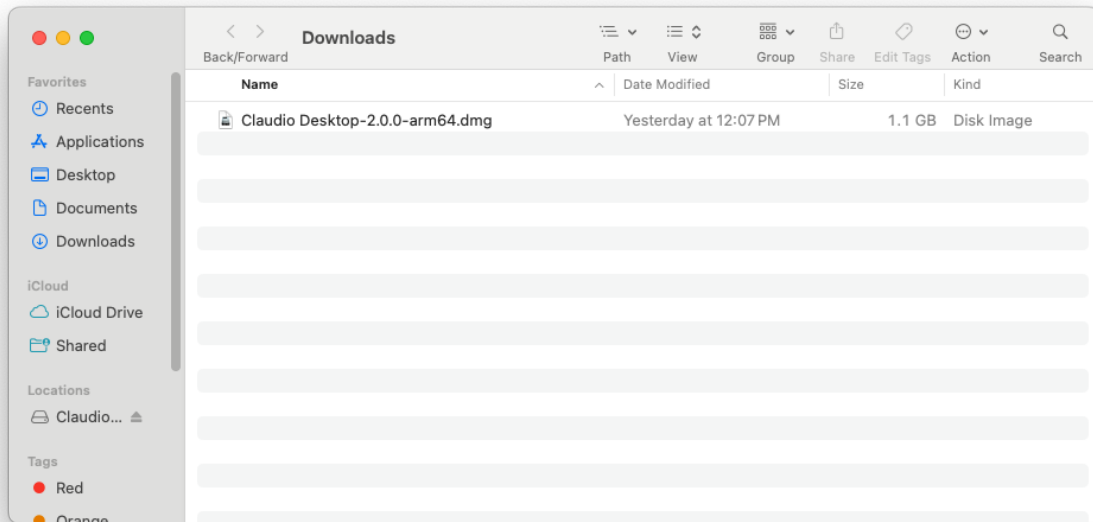

6. Click the **Download Claudio Desktop** button to download the latest version of the application.
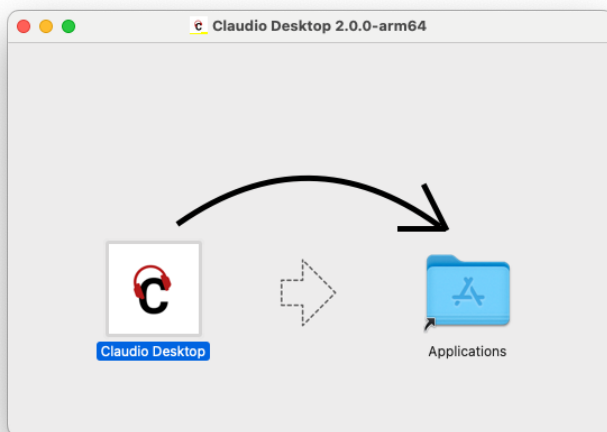
Installing Claudio Desktop

Before you begin, ensure that your computer meets the following minimum requirements:
- At least **8 GB** of available disk space
- **8 GB** of RAM installed

1. Once the download is complete, locate the installation file on your Mac.

2. **Double-click** the installer to begin the installation process.

3. Drag the Claudio Desktop icon to the top of the Applications folder. Allow a few seconds to pass, and Claudio Desktop will be installed.

4. Following successful installation, you can access Claudio Desktop by either searching it in the Spotlight or navigating to the Applications directory.
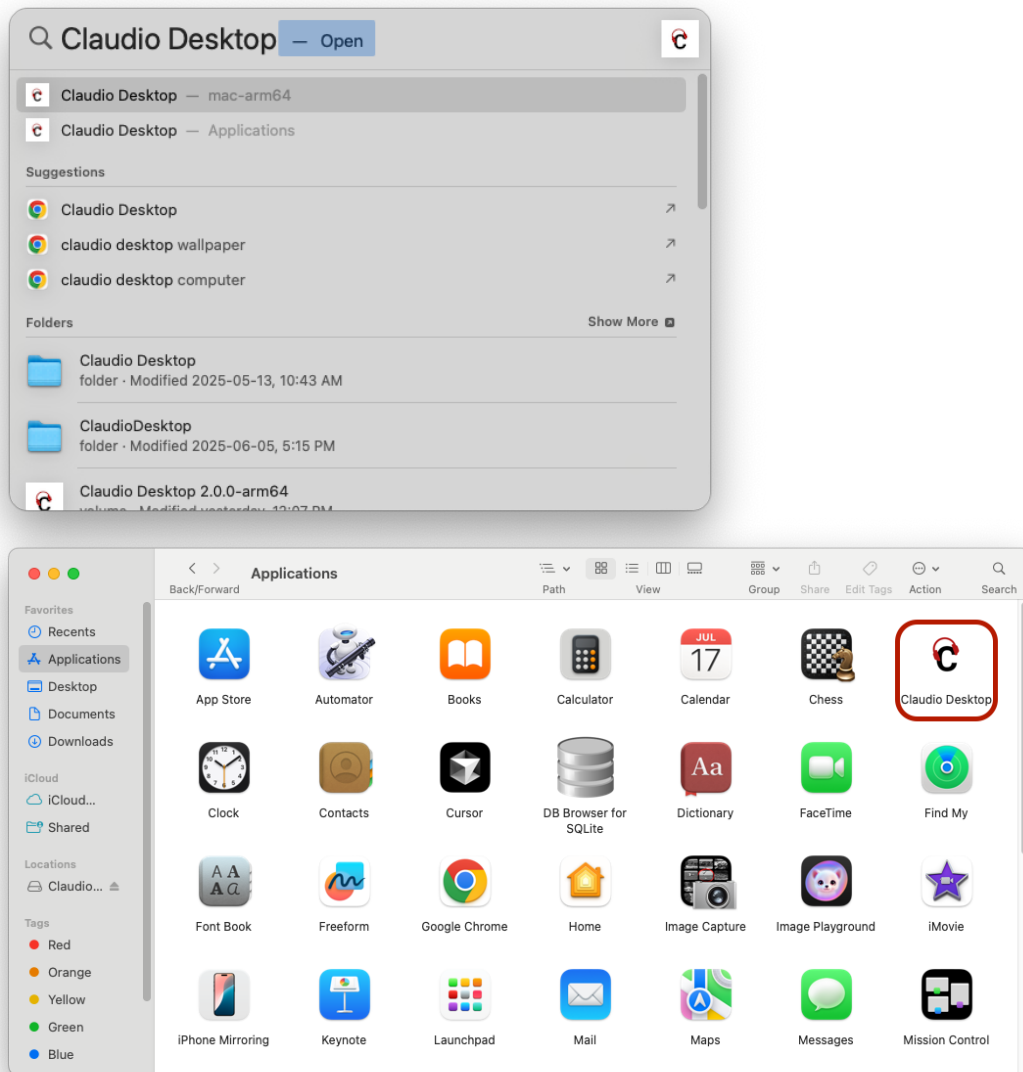
5. Open Claudio Desktop by double clicking on it and connect your Mac to the internet for the very first login.

Logging into Claudio Desktop

You'll need to be connected to the internet the first time you log in to Claudio Desktop.

If you do not have a Claudio Web account, you can sign up by following the instructions available in the link below:
https://support.loomanalytics.com/how-do-i-register-a-claudio-account

Note: The login username/email and password are the <u>same as your online Claudio web account</u>.

1. After you open Claudio Desktop, you'll have to enter the following information:

   - Region: The region you have your Claudio account in - Australia, Canada, the UK, or the USA

   - Email: This is the same as the email you use to log into Claudio Web
   - Password: This is the same as the password you use to log in to Claudio Web

2. After logging in, you will be prompted to enter your Activation Code, which can be found in the Claudio Web account.
3. Go to the Claudio Desktop tab on the Online account and copy the Activation Code
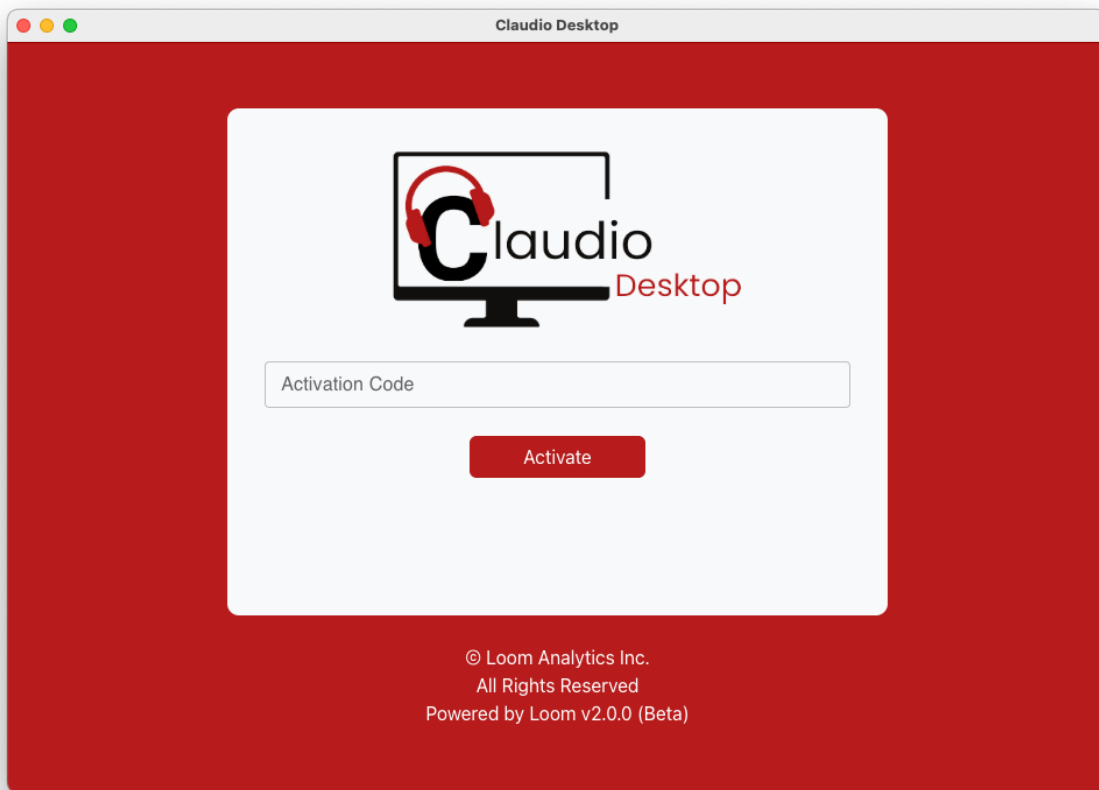
4. Paste the code into the Claudio Desktop login screen and click on the **Activate** button

Note: Once logged in, you can disconnect from the internet and continue using the app. You can also log in and out without an internet connection after the initial login process.
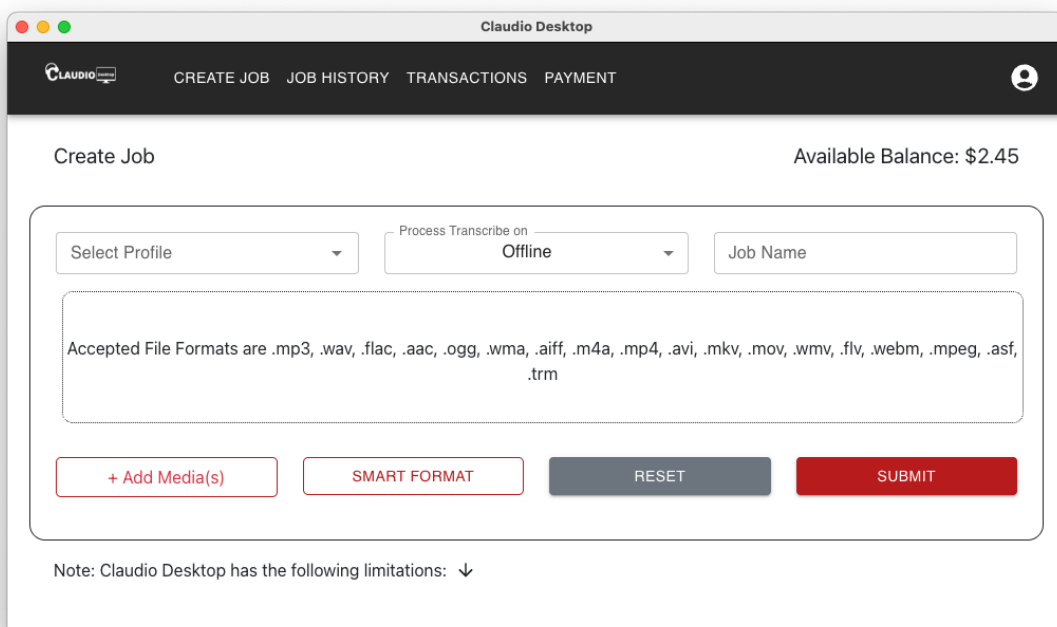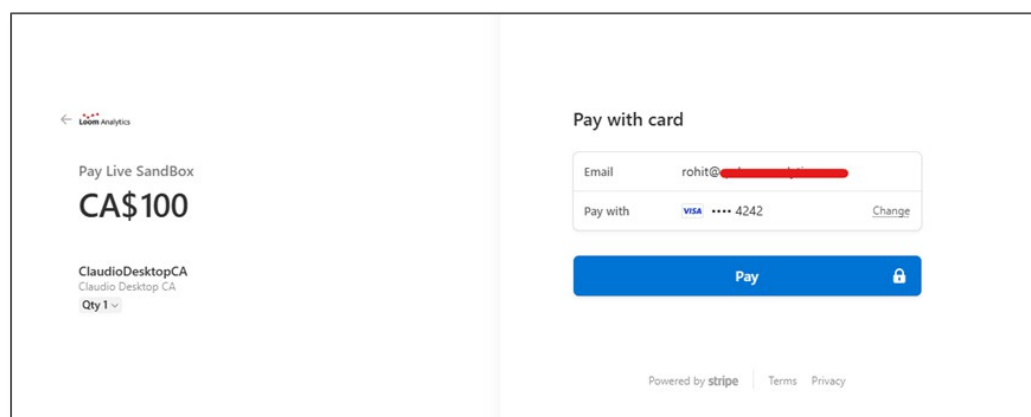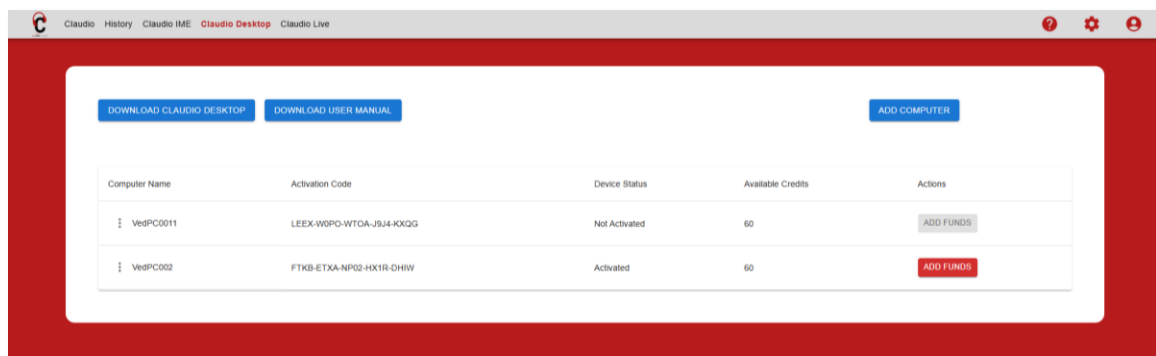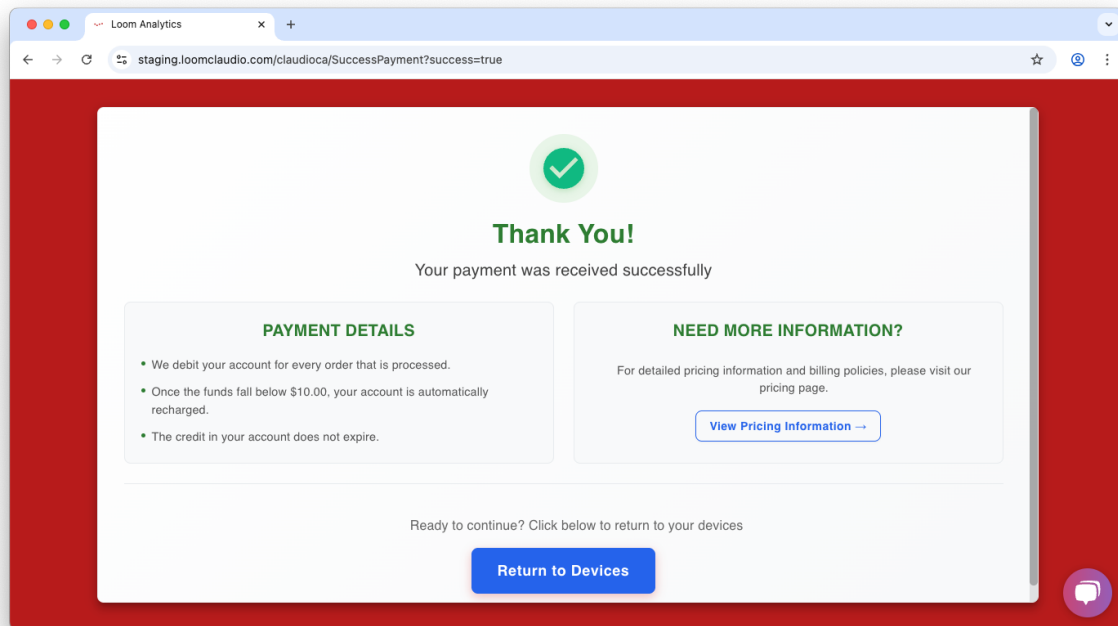
Adding Funds to Claudio Desktop:

To use Claudio Desktop, you need to ensure your account has sufficient funds. Claudio Desktop offers both offline (no internet required) and online payment options:

1. **Add Funds via Claudio Web Account**

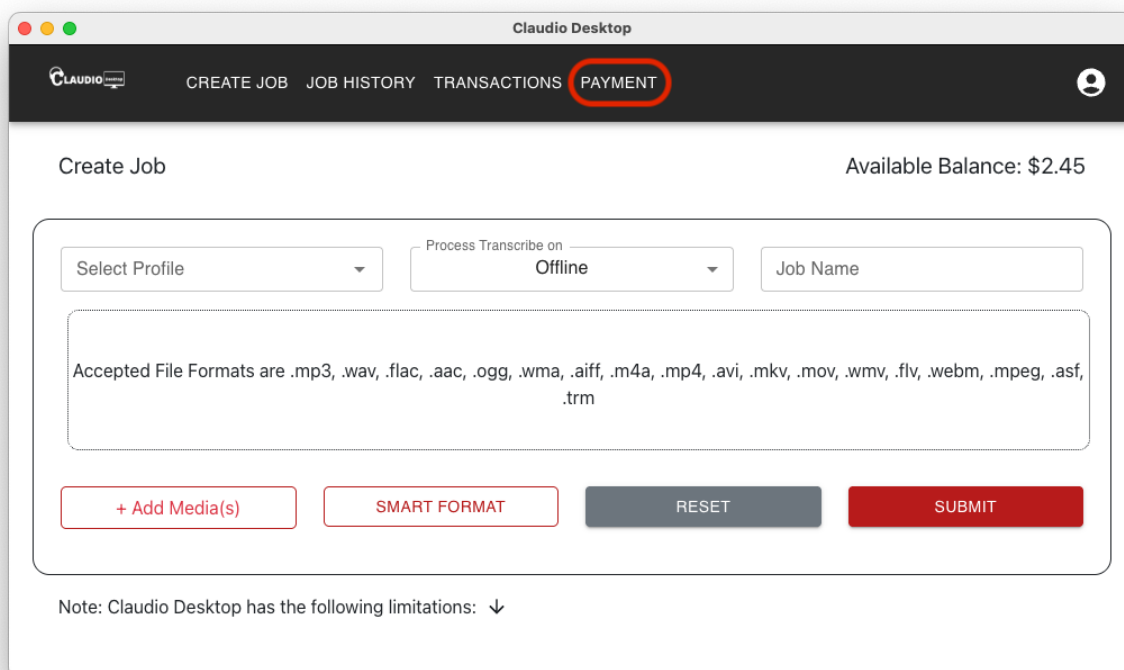1.1.Follow these steps to add funds through Claudio Web:

   a. **Open a browser**: Navigate to the Claudio Web website.
   b. **Log In**: Enter your Claudio Web account credentials.
   c. **Go to the Claudio Desktop Tab**: Locate the Desktop section in your account dashboard.
   d. **Click Add Funds**: Select the "Add Funds" option next to your activated computer.
   e. **Complete Payment**: Follow the prompts to complete the transaction. After payment, you will receive a Payment Code via email.

1.2. Follow these steps to add funds to the Online account through the Desktop Application

    a.   Go to the Payments page from the menu bar to add funds to your Claudio Desktop application.

b. Click on the Pay Online button in the Payments window.

c. Login to your Claudio Web account and rest of the steps are the same as that of paying through the browser.

2. **Add funds to the Claudio Desktop Application**

Click on the Payment tab on the menu bar

2.1. Refresh from Online (*Recommended*)
You can sync your payment information directly from Claudio Web:

Use the **"Refresh from Online"** Button:

Click the **"Refresh from Online"** button in the Claudio Desktop app. This will add funds from your online account to the Claudio Desktop Application. An active internet connection is **required** to sync payment information successfully.

2.2 Add Funds in the Desktop App

Once you've obtained your Payment Code in your email, follow these steps to update your credits in the Claudio Desktop app:

> a. **Enter the Payment Code**: Open Claudio Desktop, navigate to **Settings** (top-right corner), and select **Payment**. Paste the Payment Code in the required field.
> b. **Submit**: Click the **Submit** button to update your credits.

Note: The available balance in your Claudio Desktop account will always be visible in the top right corner of the app.

Transactions
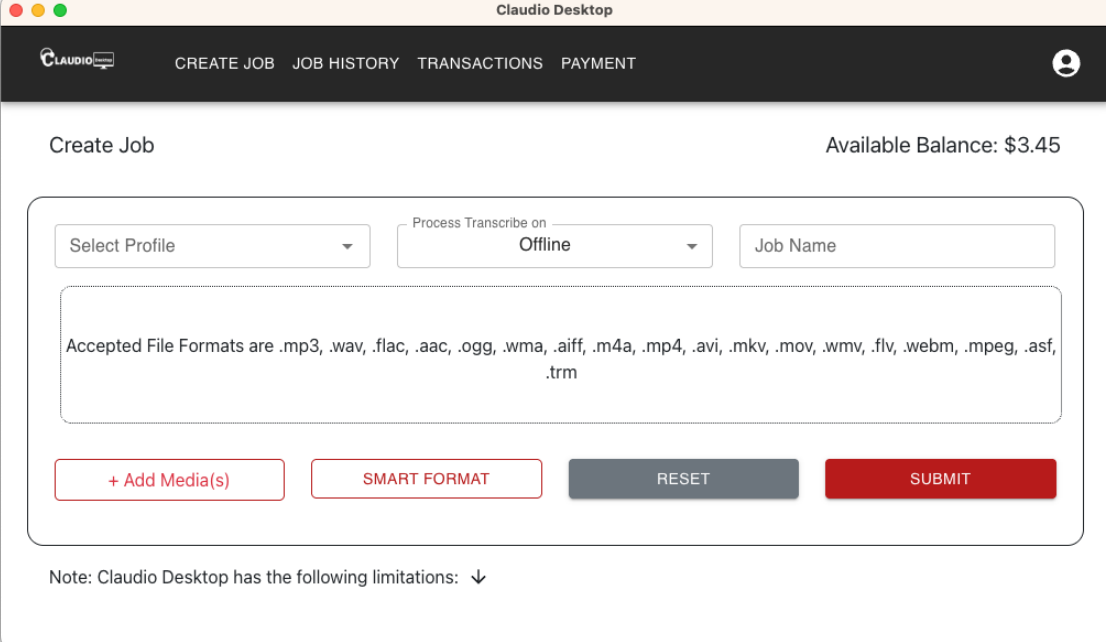
Easily track all your usage and transaction history by clicking on Transactions in the top navigation bar or by selecting Payment under your profile settings.
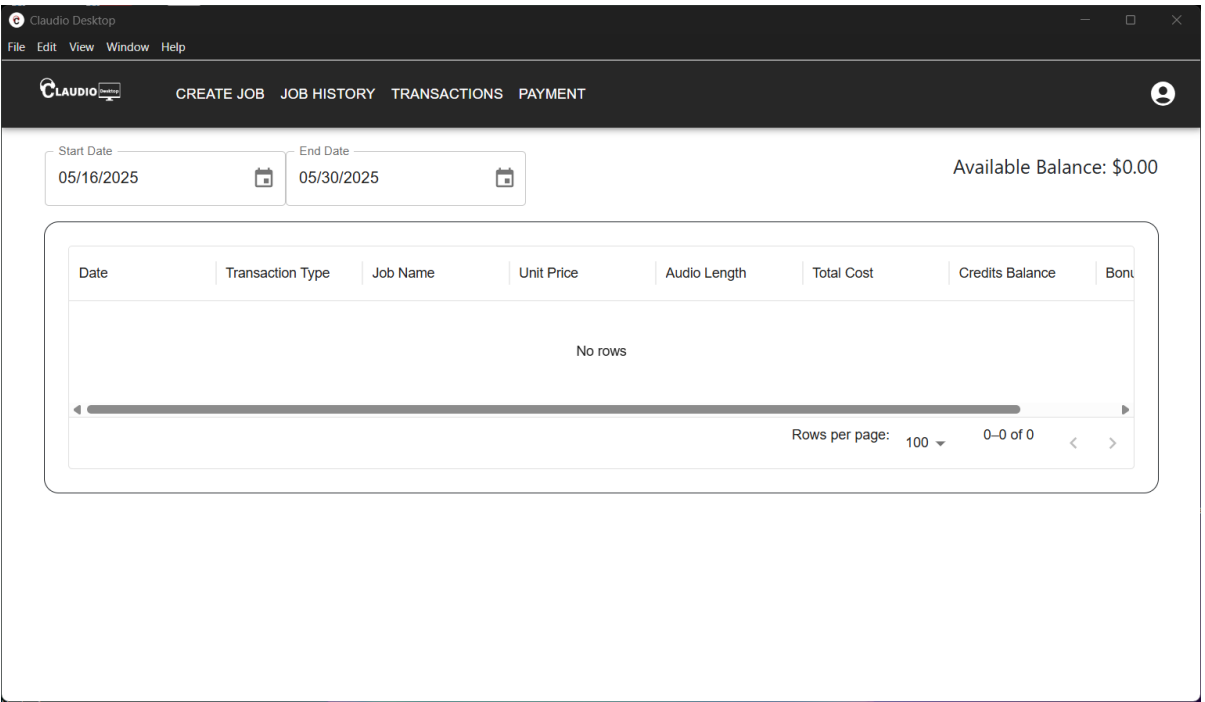
Submitting Jobs (works offline as well):
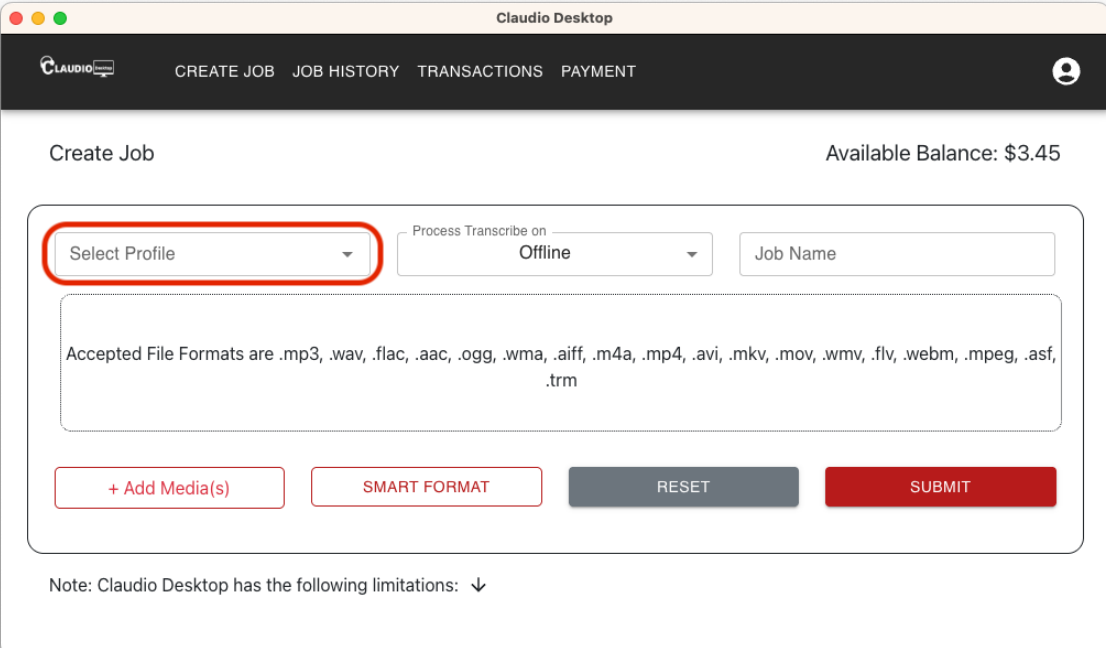
To submit a transcription job:

1. Open Claudio Desktop, click Create Job (the first tab)

2. Select a Profile from the dropdown.

3. Update the Smart Formatting options for your job, then click OK.

Note: The following Smart Format settings are currently **not** supported on Claudio Desktop
- Grammar-Ready Formatting
- Speaker Labelling
- Audio Events Support
- Closed Captions
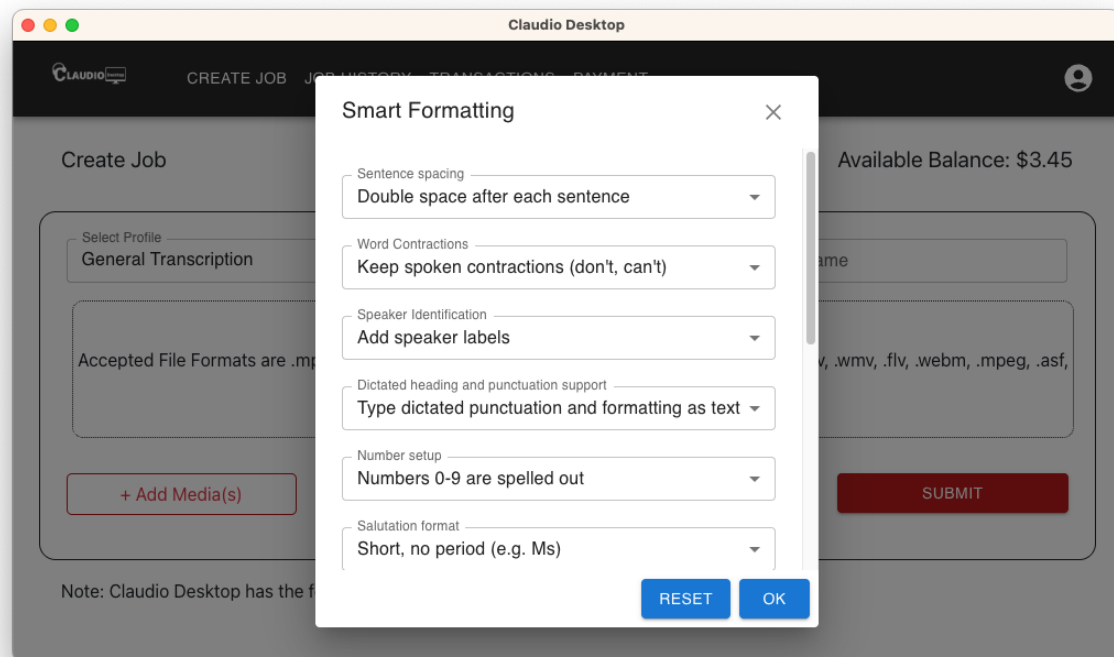
2. Transcript Settings:
   a. Enter a name for your job.
   b. Transcript Setup: If your profile template has fields that it auto fills for setup, the Transcript Setup button will be active. You can click on it and fill out all the relevant fields required for your document production.

Note: The Ontario ACT profiles support Transcript Setup for all the fields on the cover page.
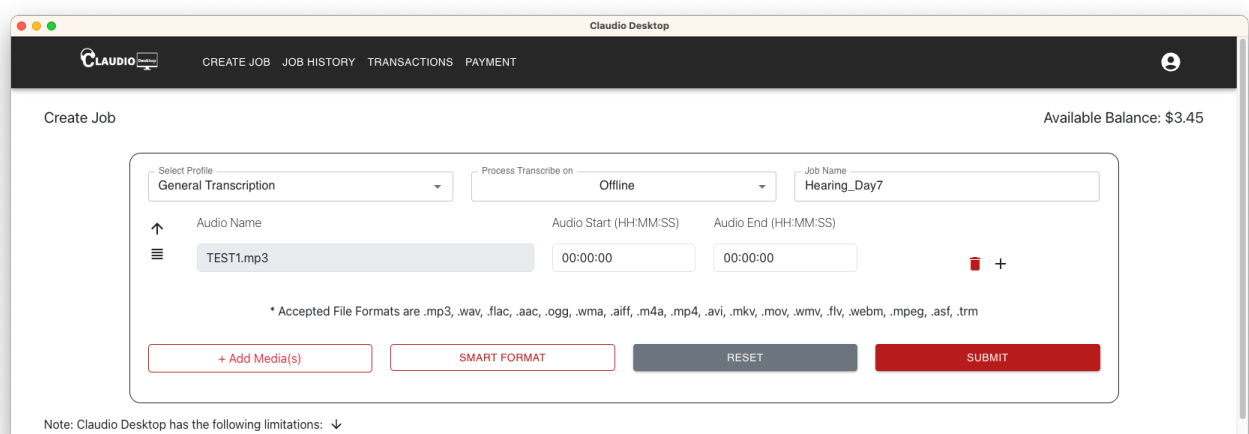
3. Add Media:

You can upload media files in the following formats:
.mp3, .wav, .flac, .aac, .ogg, .wma, .aiff, .m4a, .mp4, .avi, .mkv, .mov, .wmv, .flv, .webm, .mpeg, .asf

Note: DCR, DSS, DS2, and VOXLOG files are not supported. Please export these files to one of the above-listed formats to submit a job into Claudio Desktop.

Claudio Desktop allows you to:

1. **Add Multiple Files**: Upload and transcribe multiple files in one job.
2. **Trim Media**: Specify audio start and end points to transcribe only the portions of a file you need.
   For example, set the start and end times in HH:MM:SS format (e.g., Start: 00:08:00, End: 00:10:00 to transcribe the last 2 minutes of a 10-minute file).
3. **Change File Order**: Rearrange the transcription order by dragging files to your preferred sequence.
4. **Remove Files**: Remove unwanted files from the job before submission by clicking the "Remove" button.
5. **Reset Submission Form:** Reset the submission form and start again with a new form.

Once all files are added and adjusted as needed, click **Submit** to begin the transcription process.

4. Submit the Job:
Once you have entered and verified all the information for the job, click Submit to submit your job and monitor the progress in the Job History tab.
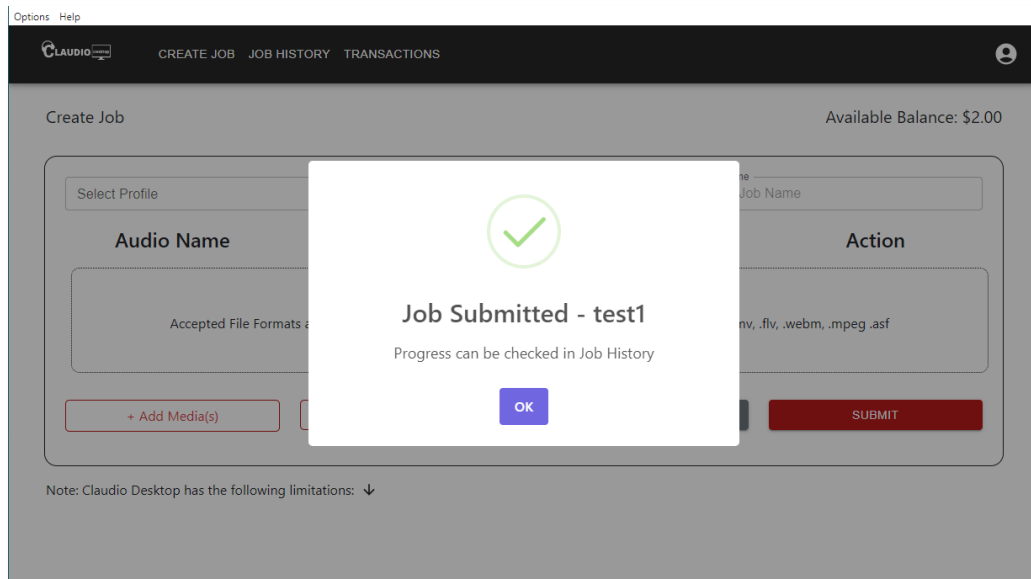
Once completed, you can access the transcript from the same location where the media file is stored or from the location which is selected by you in the settings.
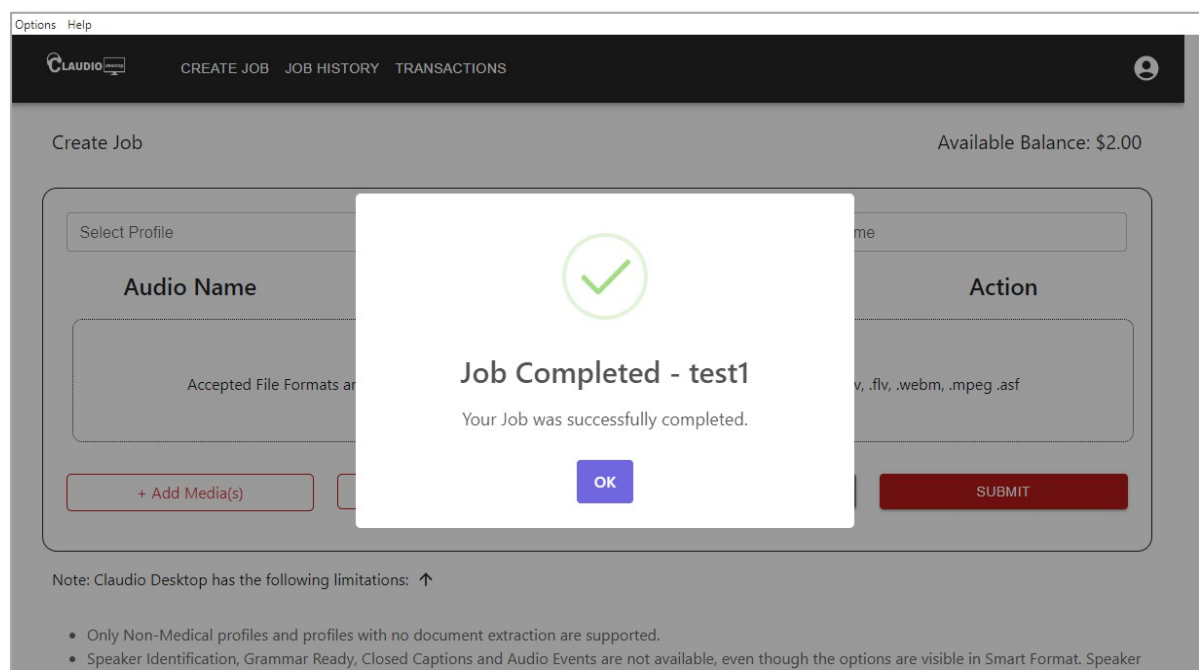
Exiting Claudio Desktop while running a job

When you attempt to exit the Claudio Desktop application while jobs are still in progress, you will see a pop-up notification:
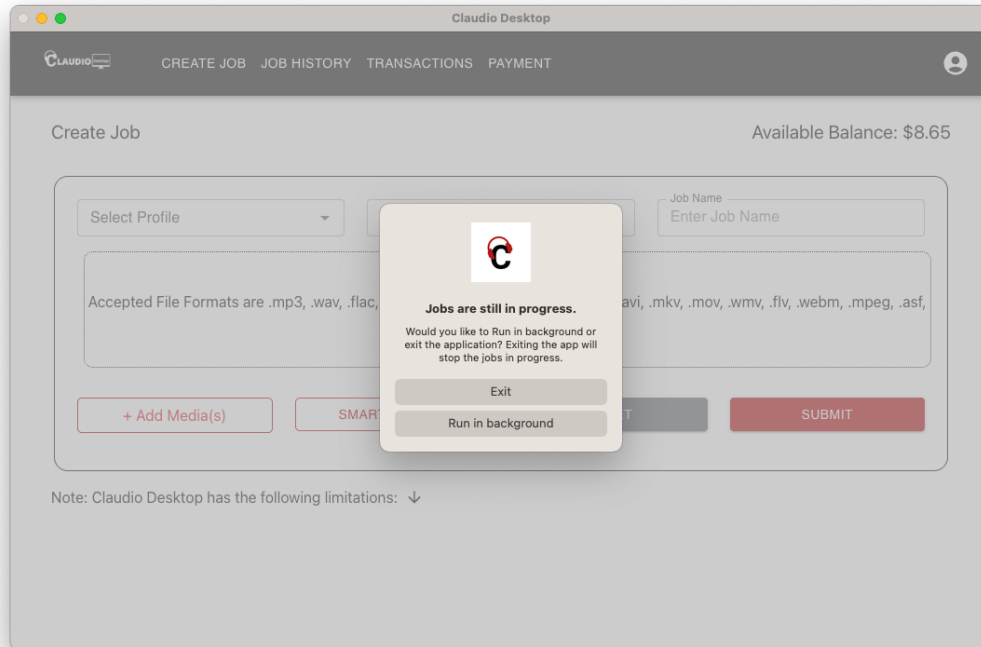
a. **Run in Background:** Choose this option to allow jobs to continue processing in the background. You can access the app later from the system tray (Windows notification area).

b. **Exit:** Selecting this option will cancel all ongoing jobs, and they cannot be recovered.

Once jobs are completed, you will receive a notification in the **Notification Centre.**
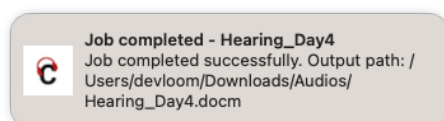
Re-open Claudio Desktop:
Once the job is completed and you receive the notification on your Mac:
• Right-click the **Claudio Desktop** icon in the Dock.
• Select **Quit** to close the application.
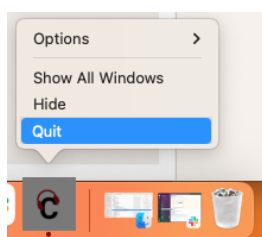
Relaunch **Claudio Desktop** from the Dock and go to the **Job History** section to access your completed job.

Unexpected App Closure or PC Shutdown:
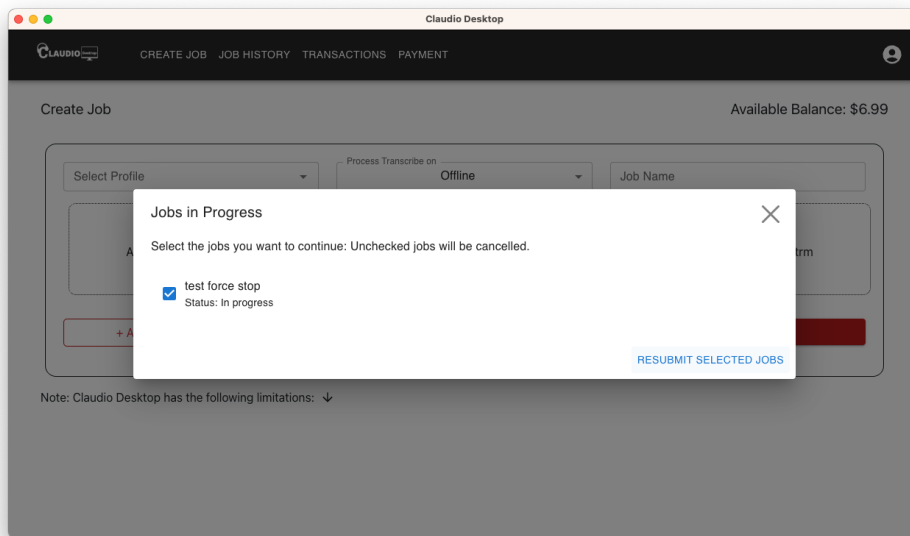
- Transcription jobs will fail if the app closes unexpectedly or the Mac shuts down during processing.
- Upon restarting the app, a pop-up notification will appear prompting you to resubmit and resume selected jobs.

- During the resume process, if no action is taken or required jobs are left unselected, those jobs will be automatically canceled.

Note: If the resume option is canceled, the job cannot be recovered.

Settings in Claudio Desktop:

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

- Change the download location for a specific profile's transcripts.
- If you have access to manage your own profiles, you can create and edit them in your Claudio Web account, and update the changes to your Desktop app by clicking on the 'Refresh from Online' button.
- Preview the Template and Smart Format settings associated with your profile.

1. Change Download Location:

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

1.1. Go to Settings:
   - Click Settings in the top-right corner of the app.
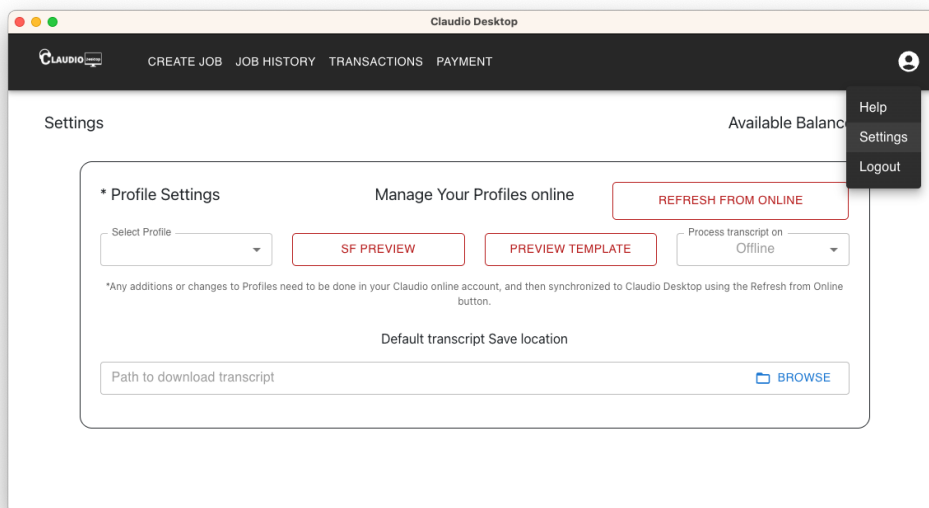
1. Select Profile:
   - Choose the profile for which you want to change the download location.
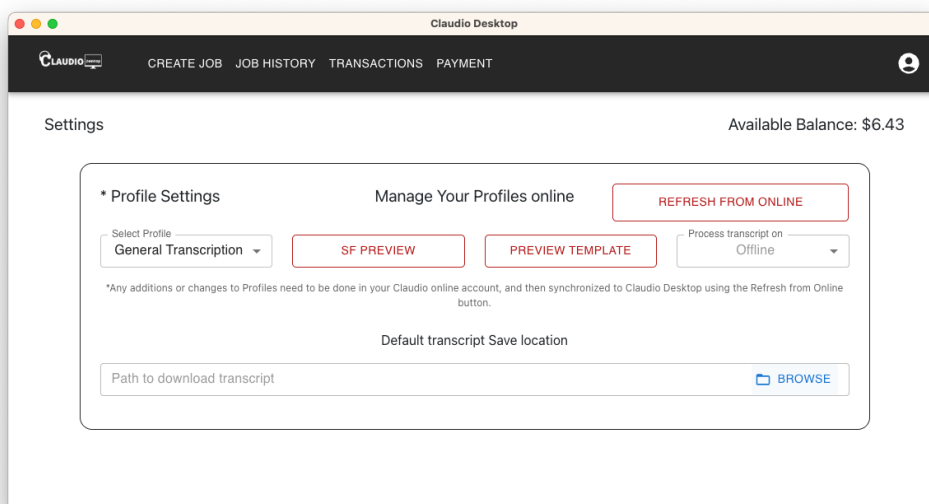
2. Set Default Save Location:
    - Scroll to the 'Default Transcript Save Location' section.
    - Click Browse to choose a new folder where completed transcripts will be saved.
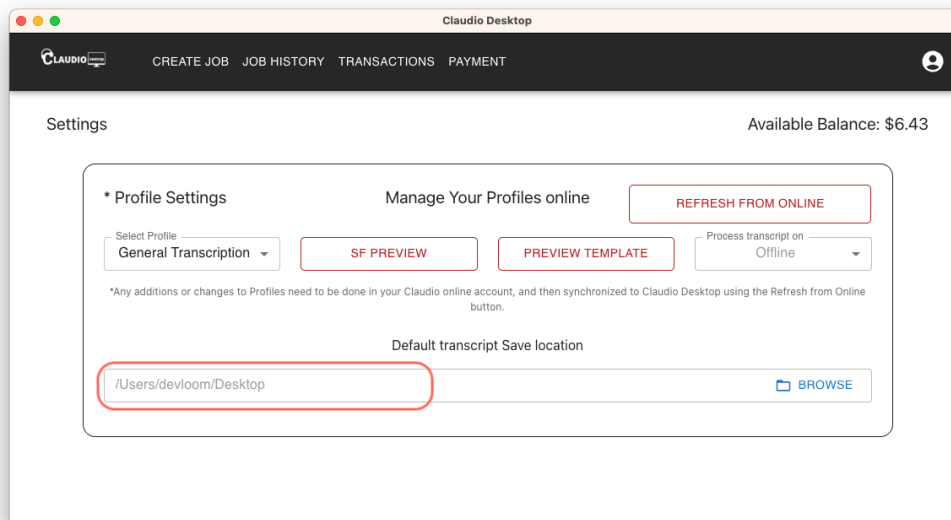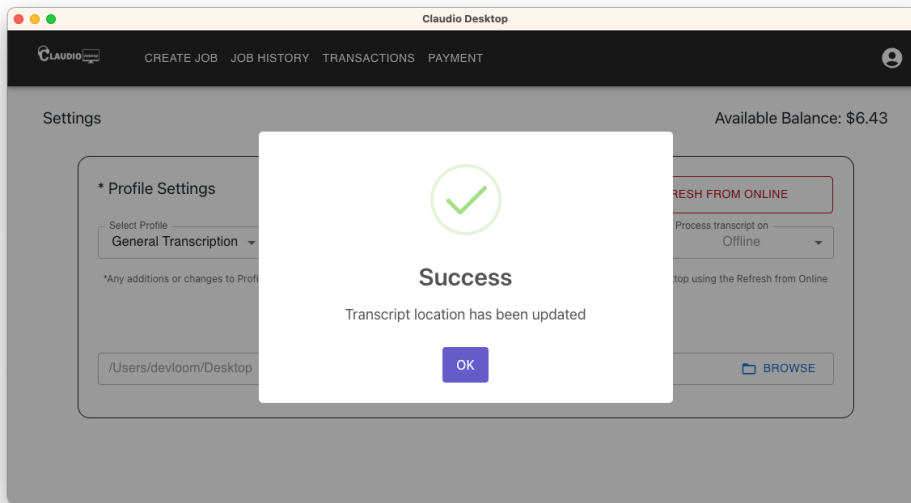
2. Refresh Changes from Your Claudio Web Account:

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.
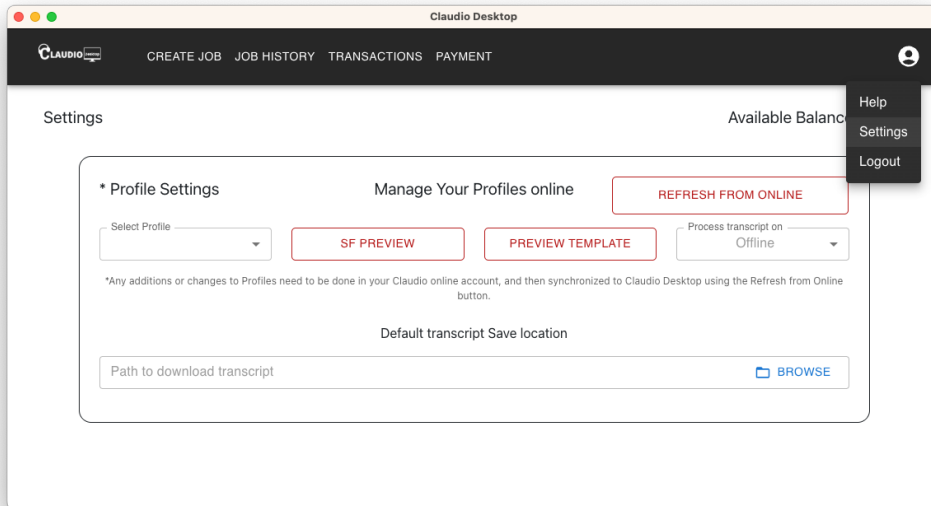
2. Refresh Profiles:
    - Click 'Refresh Profiles from Online Account'.
    - A message will appear saying Profiles Fetched Successfully.
    - Click OK and wait for a minute while the changes are reflected.
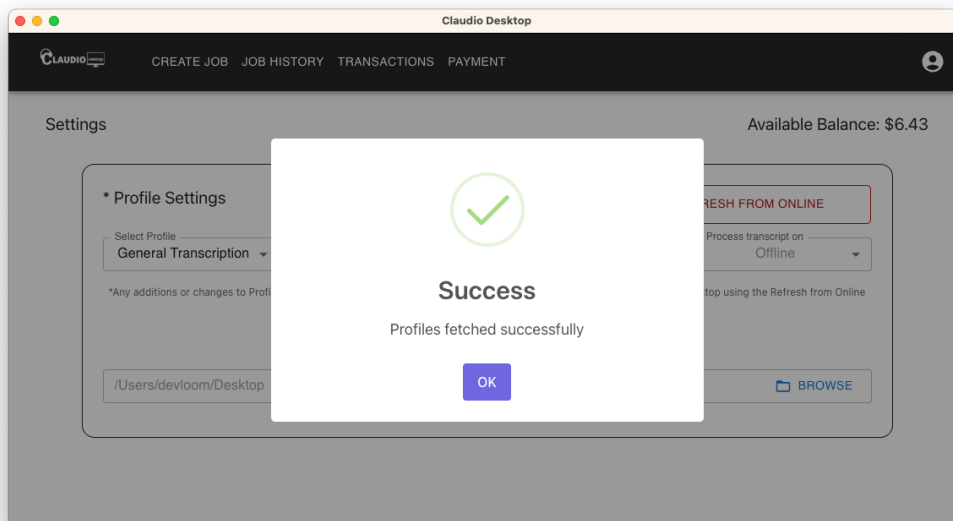
3. Preview the Template:

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.

4. 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.
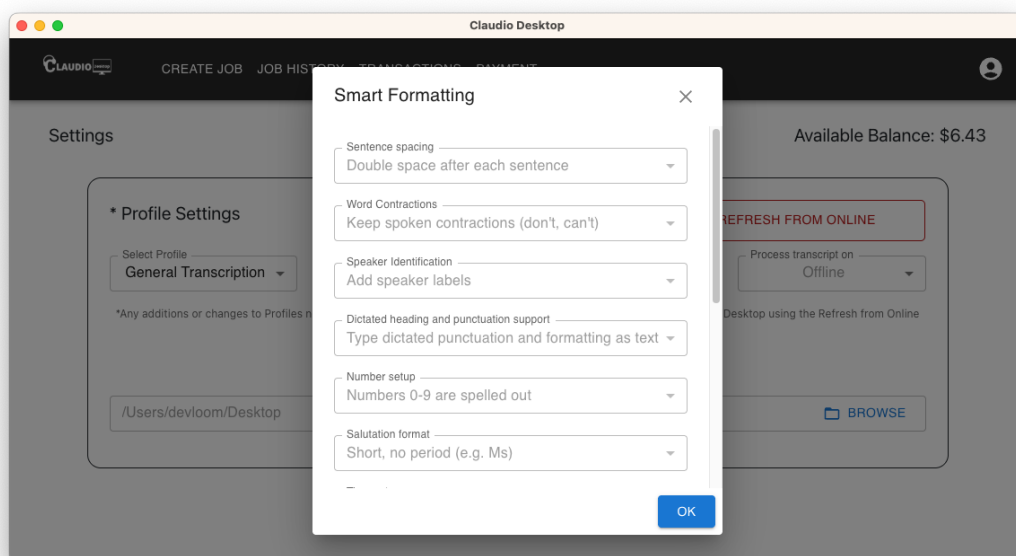
Uninstall Claudio Desktop on Mac

Connect your Mac to the internet (Wi-Fi or LAN).
Log out from Claudio Desktop:
-Click the User Settings icon (top right).
-Select Logout.
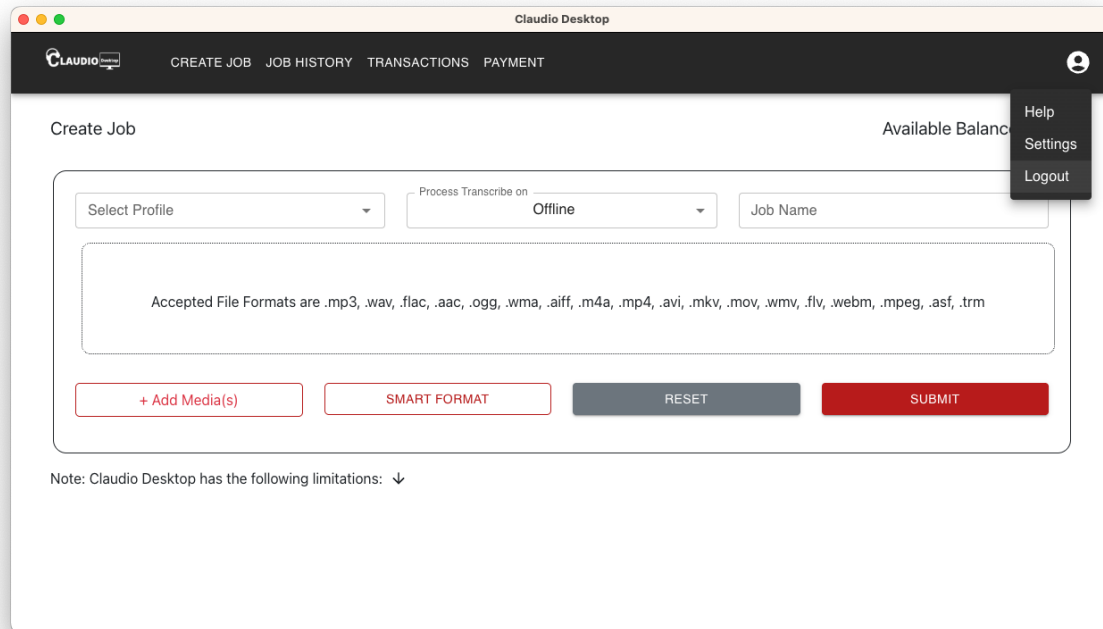
From the top left on your Mac's menu bar, click 'Claudio Desktop'.
-Select Sync before uninstall.

Log in again with the same credentials and region to complete the sync.
Claudio Desktop will automatically close after syncing.

Note: Syncing before uninstall ensures your unused credits are preserved for future use.

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, if you have an unused balance on your computer that you need to synchronize back to your Claudio Web account.

3. Refreshing Payment additions from Claudio Web Account:
An active internet connection is required to refresh and sync payment information or any updates from your Claudio Web account to the Desktop app, if you want to avoid entering the Payment code manually.

4. Refreshing Profile 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:

1. **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.

2. **Limited File Format Support**

Claudio Desktop has restricted file format compatibility compared to Claudio Web:

   a. No DCR Conversion Support: Digital Court Reporter (DCR) file conversion is not supported.
   b. No Voxlog Support: Voxlog files are incompatible with Claudio Desktop.
   c. No DSS and DCT Support: While Claudio Web supports DSS and DCT file formats, these are not available on Claudio Desktop.

3. **Grammar-Ready Formatting:**
Grammar-ready formatting is not currently supported.

4. **No Speaker Labeling:**
Speaker labels are not available in the desktop version.

5. **Limited Profiles:**

Claudio Desktop has a limited selection of profiles and currently only supports non-medical profiles. Medical profiles are not available currently. If you upload files with medical terminology, please expect a blank or poor-quality transcript.

6. **No Audio Events Support:**

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

7. **No Closed Captions:**

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

8. **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.

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.