

Loom Analytics

Loom Analytics Desktop - Hermit

User Manual

Version 1.0.0

What's staying the same and what's new?

- **Fully Offline Functionality:** Just like Claudio Desktop, Loom Analytics Desktop - Hermit works completely offline, so you can continue working without an internet connection.
- **Additional File Format Support:** Hermit includes support for DCR and TRM files, giving you more flexibility in your transcription workflow.
- **A Familiar Experience:** Continue using the Desktop application you know, now under the Loom Analytics brand, with additional features to support your work.

Important

Please use your remaining Claudio Desktop balance before switching. Any unused balance on Claudio Desktop will not be transferred to Loom Analytics Desktop - Hermit, so we recommend exhausting your remaining balance before making the transition.

Choose the subscription that works best for you:

- **Monthly:** \$50.00/month, prepaid.
- **Annual:** \$500.00/year, prepaid; save \$100.00 compared to paying monthly for 12 months!

About Loom Analytics Desktop - Hermit

Loom Analytics Desktop - Hermit is a standalone desktop application from Loom Analytics, designed to serve the same purpose as the web-based Loom Analytics platform. Unlike the web version, Loom Analytics Desktop - Hermit 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 **Loom Analytics Desktop - Hermit** application.

Steps to Download & Install Loom Analytics Desktop - Hermit

Loom Analytics Desktop - Hermit can be downloaded by users with an activated Loom Analytics Web account. The newest version can be downloaded from your Loom Analytics Web dashboard. If you do not have a Loom Analytics Web account, you can sign up by following the instructions here:

Before you begin

Please ensure that your computer has at least **8 GB** of available disk space and **16 GB** of RAM installed.

Downloading Loom Analytics Desktop - Hermit

1. Log in to your Loom Analytics Web account.
2. In the menu bar, navigate to the **Desktop** tab. You'll be directed to the Loom Analytics Desktop - Hermit setup page.

The screenshot displays the 'Loom Analytics Desktop' setup page. At the top, there's a navigation bar with tabs: Dashboard, Upload Audio/Video, Start RealTime Recording, Recordings & Transcripts (My Jobs), and Desktop (selected). Below the navigation bar, the page title is 'Loom Analytics Desktop' with a subtitle 'Install the offline desktop app and manage the computers on your account.'.

Under the 'DOWNLOADS' section, there are two buttons: 'Download for Windows' and 'Download User Manual'. To the right is a '+ Add Computer' button.

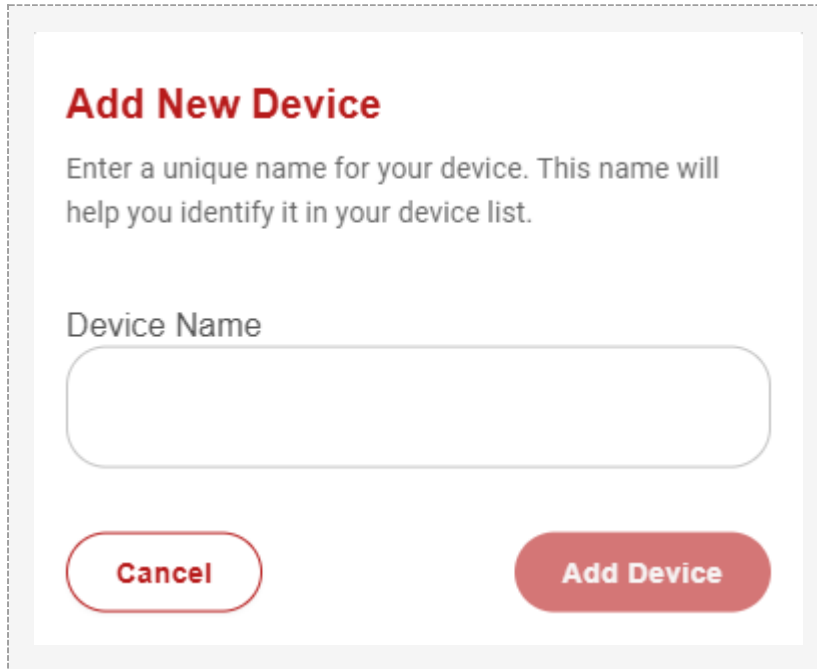
The 'DESKTOP SIGN-IN LINK' section provides a link to paste on the desktop login screen: `https://app.loomcloudio.com/claudioa/users/devices`.

A yellow warning banner states: 'Loom Analytics Desktop does not support DCR files'.

Below the banner is a table listing registered computers:

COMPUTER NAME	ACTIVATION CODE	DEVICE STATUS	CREDITS ON DEVICE	CREDITS TO BE SYNCED	ACTIONS
Val's PC	ZV1K-6VCY-LRUB-1H10-8L4H	Activated	0	0	+ Add Funds
Val's New PC	B6RE-ZVEN-BFZ1-LVFS-CSKX	Activated	0	0	+ Add Funds

- 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.



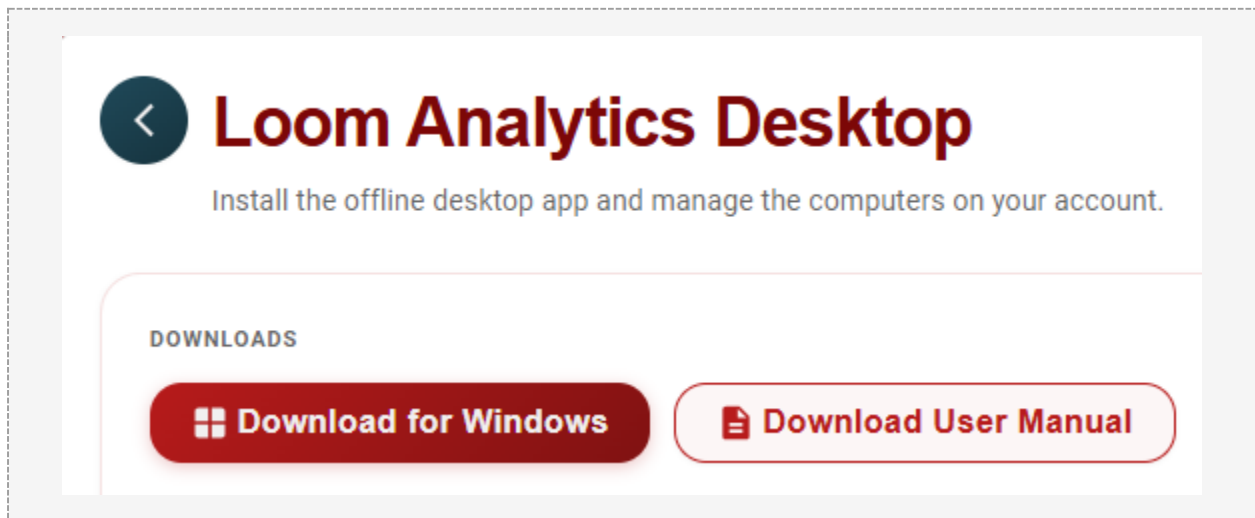
Add New Device

Enter a unique name for your device. This name will help you identify it in your device list.

Device Name

Cancel **Add Device**

- Click **Submit** to confirm. Once the device is added, the **Download Loom Analytics Desktop - Hermit** button will become active.
- Click the **Download Loom Analytics Desktop - Hermit** button to download the latest version of the application.



< Loom Analytics Desktop

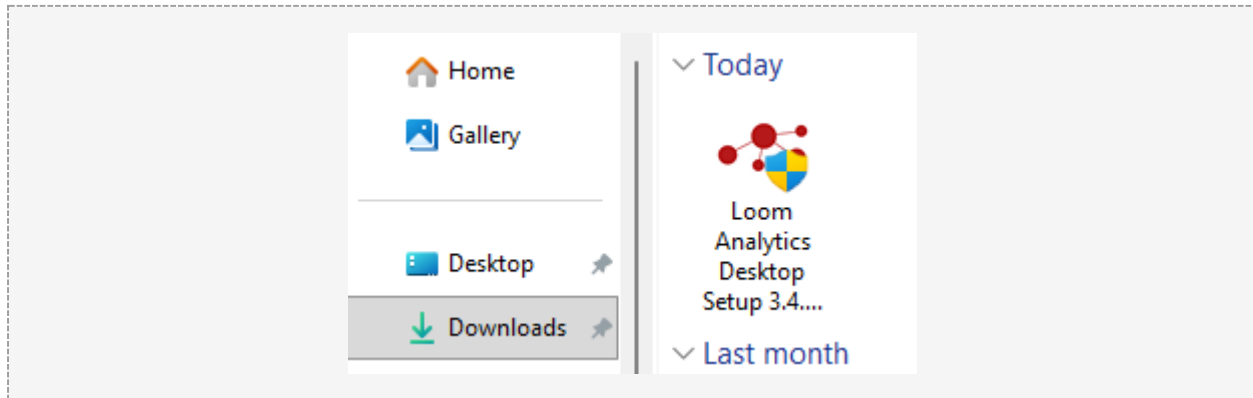
Install the offline desktop app and manage the computers on your account.

DOWNLOADS

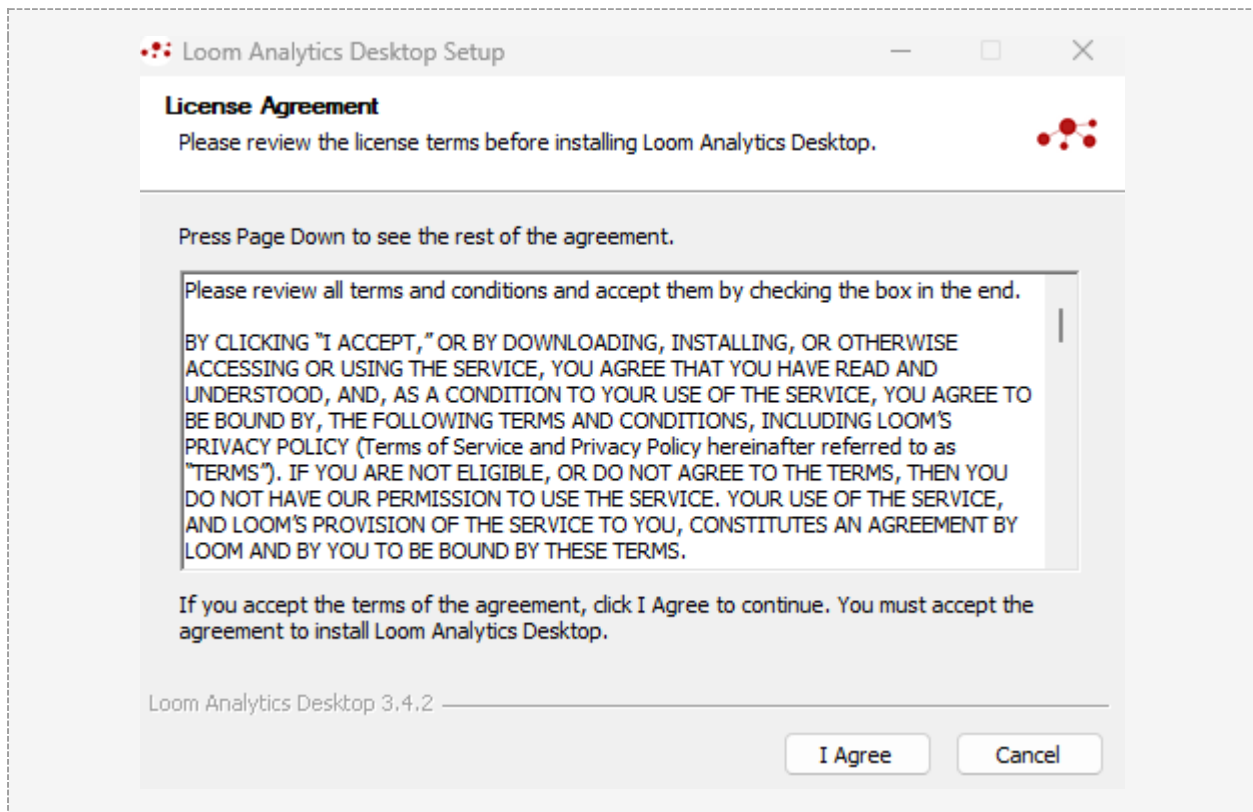
Download for Windows **Download User Manual**

Installing Loom Analytics Desktop - Hermit

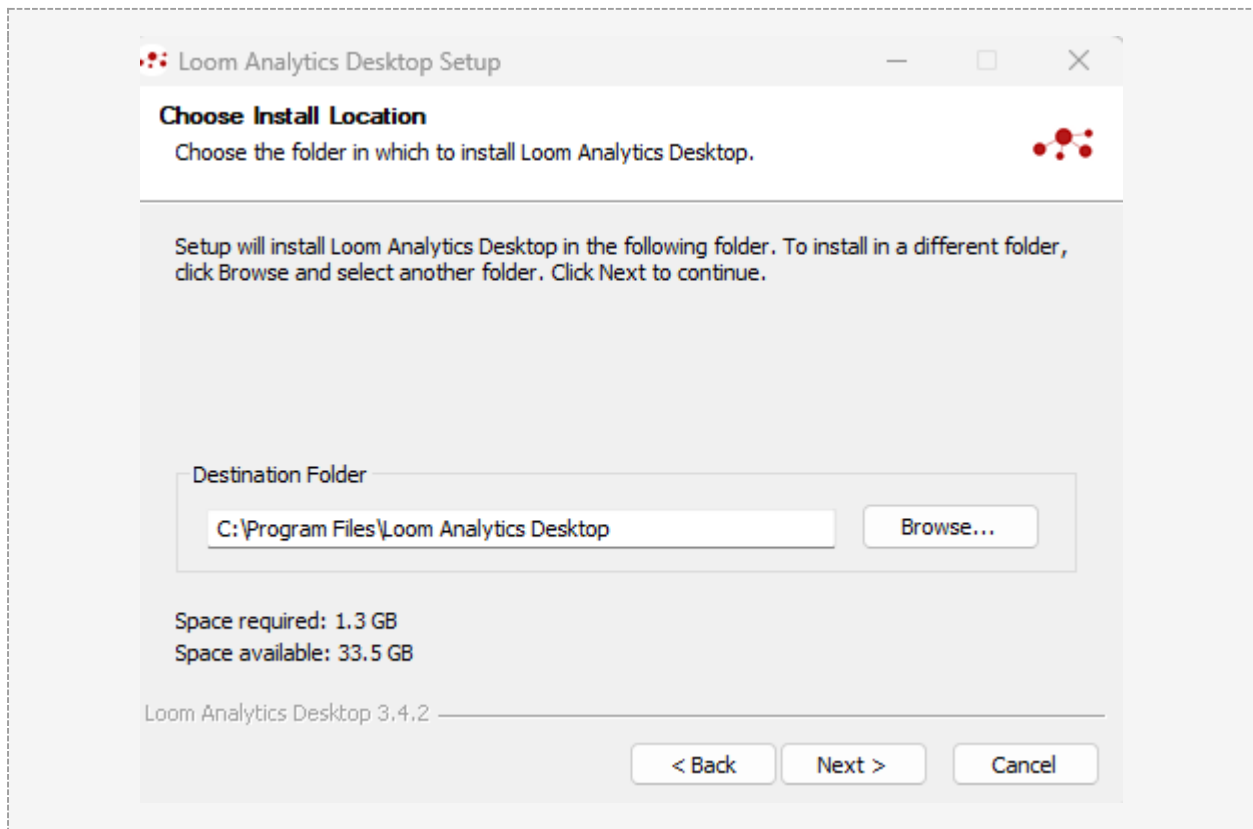
1. Once the download is complete, locate the installer file in your **Downloads** folder.



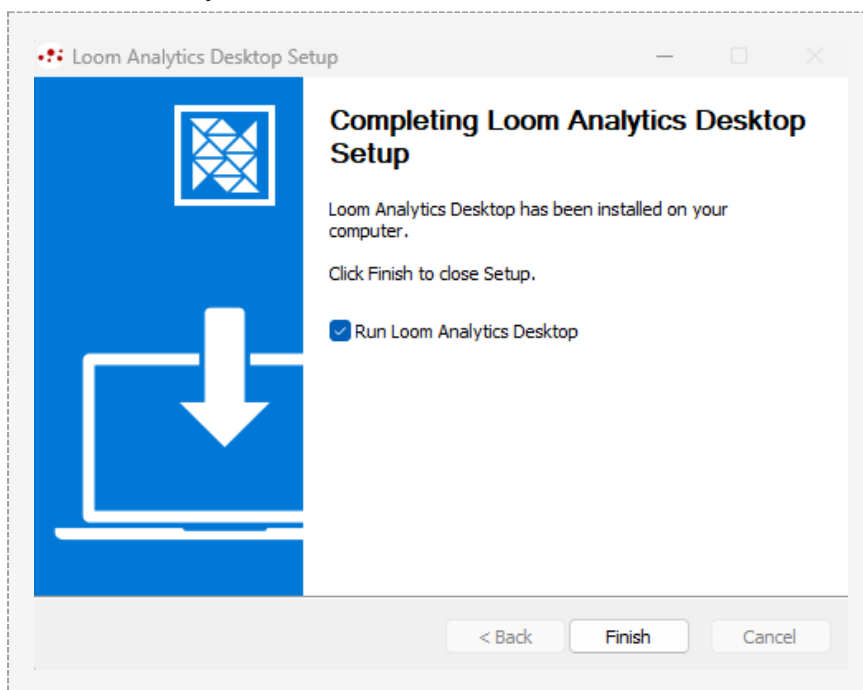
2. **Double-click** the installer (or right-click it and select **Open**) to begin the installation process.
3. The License Agreement window will appear. Read through the agreement and click **I Agree** to proceed.



4. Select a destination folder for the installation, then click **Next** to continue.

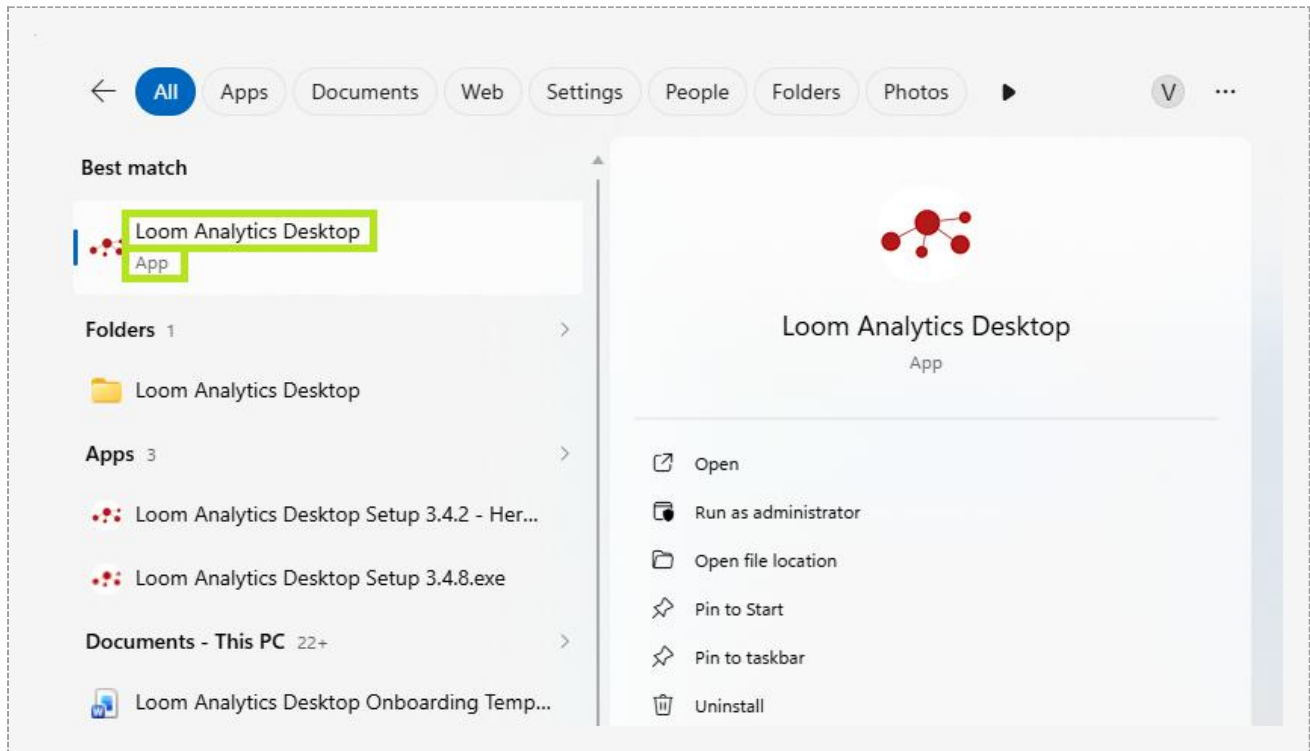


5. Click **Install** and Loom Analytics Desktop - Hermit will start to install on your computer.
6. Once the installation is complete, click **Finish**. Loom Analytics Desktop - Hermit will launch automatically.



To Open Loom Analytics Desktop - Hermit

If the application doesn't open automatically, go to the Start menu, search for **Loom Analytics Desktop - Hermit**, and select the option with **App** under the icon.



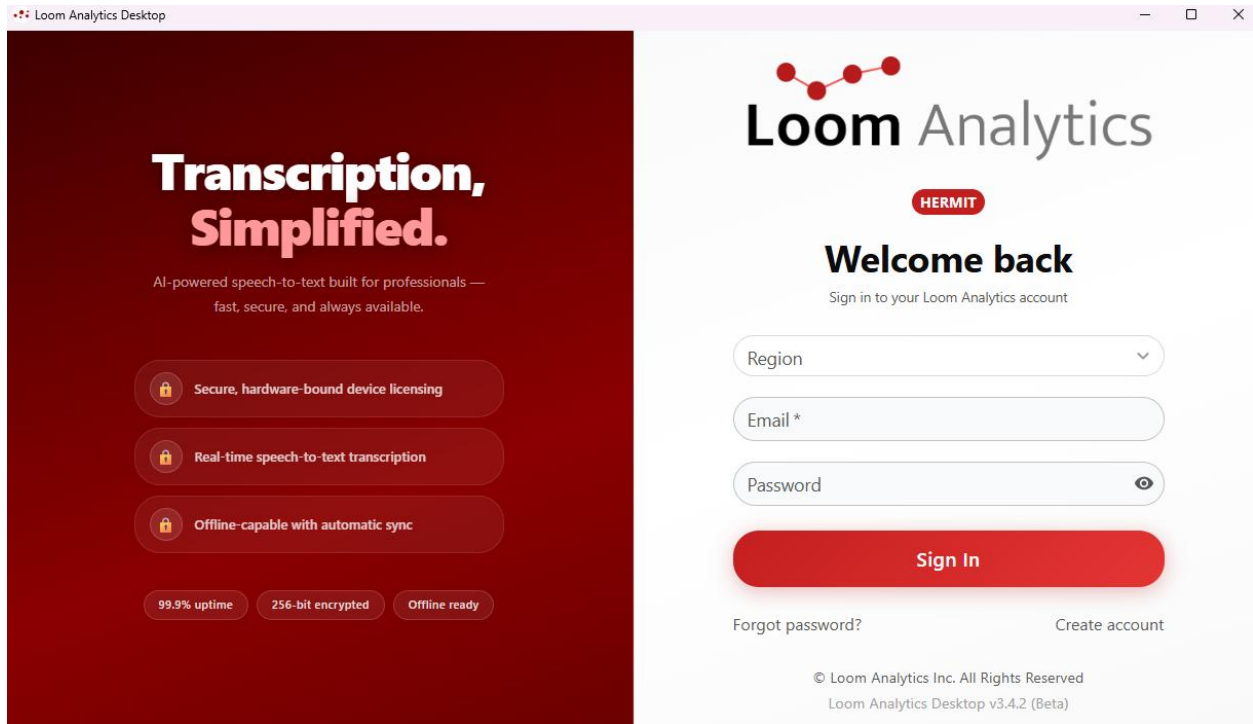
Logging Into Loom Analytics Desktop - Hermit

You'll need to be connected to the internet the first time you log in to Loom Analytics Desktop - Hermit.

Note

Your login email and password are the same as your Loom Analytics Web account. If you do not remember your password, you can click **Forgot Password** to update it. You will need an internet connection to do this.

1. After you open Loom Analytics Desktop - Hermit, enter the following information to log in:
 - **Region:** The region your Loom Analytics account is in: Australia, Canada, the UK, or USA
 - **Email:** The email you use to log in to Loom Analytics Web
 - **Password:** The password you use to log in to Loom Analytics Web



2. After logging in, you will be prompted to enter your **Activation Code**, which can be found in your Loom Analytics Web account.
3. Go to the **Desktop** tab in your Loom Analytics Web account and copy the Activation Code listed next to your computer.
4. Paste the code into the Loom Analytics Desktop - Hermit activation screen and click the **Activate** button.

COMPUTER NAME	ACTIVATION CODE	DEVICE STATUS
Val	DYFH-MFOV-8YPY-RD03-9MZ5 	Activated

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.

Submitting Jobs (Works Offline)

The screenshot shows the 'Loom Analytics Desktop' application window. At the top, there are tabs for 'HERMIT', 'Upload Audio', and 'Transcripts'. The 'HERMIT' tab is active. Below the tabs, there's a red header bar with the text 'Create Job' and 'Upload pre-recorded audio files for batch transcription processing.' On the right side of this bar, it says 'Balance: \$0.00'. Below the header, there's a 'JOB SETUP' section with three input fields: 'Select Profile' (a dropdown menu), 'Process Transcript on Loom Analytics Cloud' (a dropdown menu), and 'Job Name' (a text input field). Below this is a 'PROCESSING MODE' section, which is currently empty. At the bottom of the form, there are four buttons: '+ Add Media(s)', 'Smart Format', 'Reset', and 'Submit'. A note at the bottom of the window states: 'Note: Loom Analytics Desktop has the following limitations: ↓'.

To submit a transcription job:

1. Create a Job and Select a Profile

1. Open Loom Analytics Desktop - Hermit and click **Upload Audio** (the first tab).
2. Select a **Profile** from the dropdown.
3. Click **Smart Format** to update the Smart Formatting options for your job, then click **OK**.

Note: The following Smart Format settings are currently not supported on Loom Analytics Desktop - Hermit:

- Grammar-Ready Formatting
- Speaker Labelling
- Audio Events Support
- Closed Captions

2. Transcript Settings

- **Job Name:** Enter a name for your job.
- **Transcript Setup:** If your profile template has fields that it auto-fills for setup, the **Transcript Setup** button will be active. Click 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, .dcr, .trm

Note: DSS, DS2, and VOX files are not supported. Please export these files to one of the formats listed above to submit a job in Loom Analytics Desktop - Hermit.

Loom Analytics Desktop - Hermit 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. 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 into 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.

4. Submit the Job

Once you have entered and verified all the information for the job, click **Submit** to submit your job, and monitor its 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 you selected in Settings. You will also receive a notification in the **Windows Notification Centre** showing the output path of your completed transcript.



Job Submitted

"Test" - progress can be checked in Transcript History.

OK

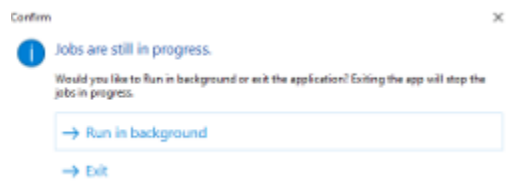
Exiting Loom Analytics Desktop - Hermit While Running a Job

When you attempt to exit Loom Analytics Desktop - Hermit while jobs are still in progress, you will see a pop-up notification with two options:

- **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).
- **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 **Windows Notification Centre** with the output path to access your completed transcripts.

While running in the background, the app can be found in the Windows system tray, which you can open by clicking the arrow at the bottom-right corner of the taskbar. Double-click the Loom Analytics Desktop - Hermit icon to open the application again.



Unexpected App Closure or PC Shutdown

- Transcription jobs will fail if the app closes unexpectedly or the PC shuts down during processing.
- Upon restarting the app, a pop-up notification will appear prompting you to resubmit and resume selected jobs.
- If the resume option is cancelled, the job cannot be recovered.
- During the resume process, if no action is taken or required jobs are left unselected, those jobs will be automatically cancelled.

Settings in Loom Analytics Desktop - Hermit

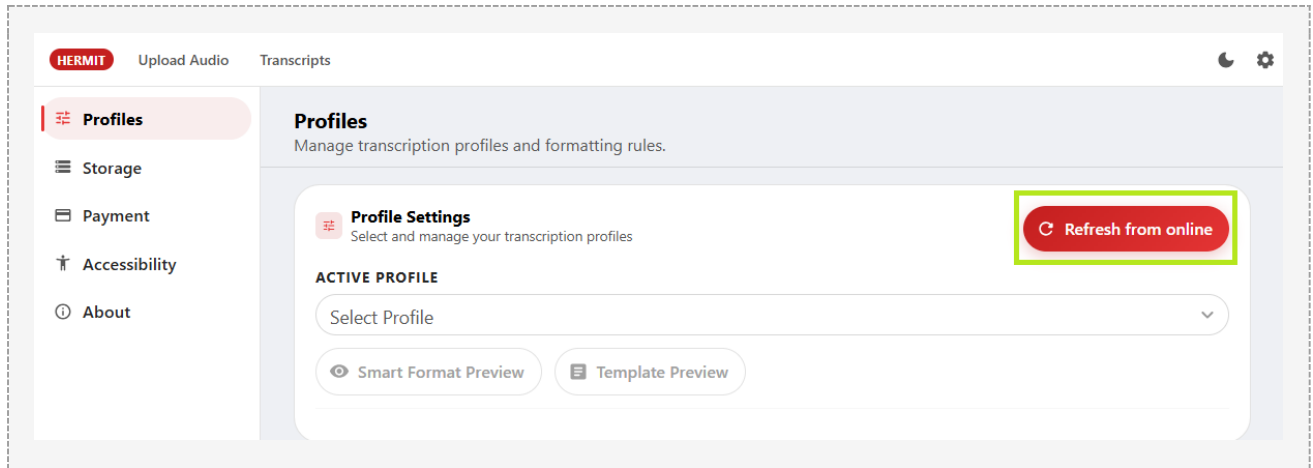
In the Settings tab of Loom Analytics Desktop - Hermit, you can:

- Sync profile changes made in your Loom Analytics Web account by clicking **Refresh from online** (if you have access to manage your own profiles).
- Preview the template and Smart Format settings associated with your profile.

1. Refresh Changes From Your Loom Analytics Web Account

To update your profiles with changes from your Loom Analytics Web account:

1. **Go to Settings:** Click the Settings icon in the top-right corner of the app.
2. **Refresh Profiles:** Click **Refresh from online**.



3. A message will appear saying **Profiles fetched successfully**. Click **OK** and wait for a minute while the changes are reflected.



Success

Profiles fetched successfully



4. The updated profiles will appear in Loom Analytics Desktop - Hermit and can be used to transcribe jobs.

2. Preview the Template

1. **Go to Settings:** Click the Settings icon in the top-right corner of the app.
2. **Select Profiles:** Choose your profile from the list.

3. **Preview the Template:** Click **Template Preview**. A new MS Word window will open, displaying the profile's template preview.

3. Preview the Smart Format Settings

1. **Go to Settings:** Click the Settings icon in the top-right corner of the app.
2. **Select Profiles:** Choose your profile.
3. **Preview Smart Format:** Click **Smart Format Preview**. A preview of your profile's Smart Format settings will open, showing the available formatting options.

Uninstall Loom Analytics Desktop - Hermit

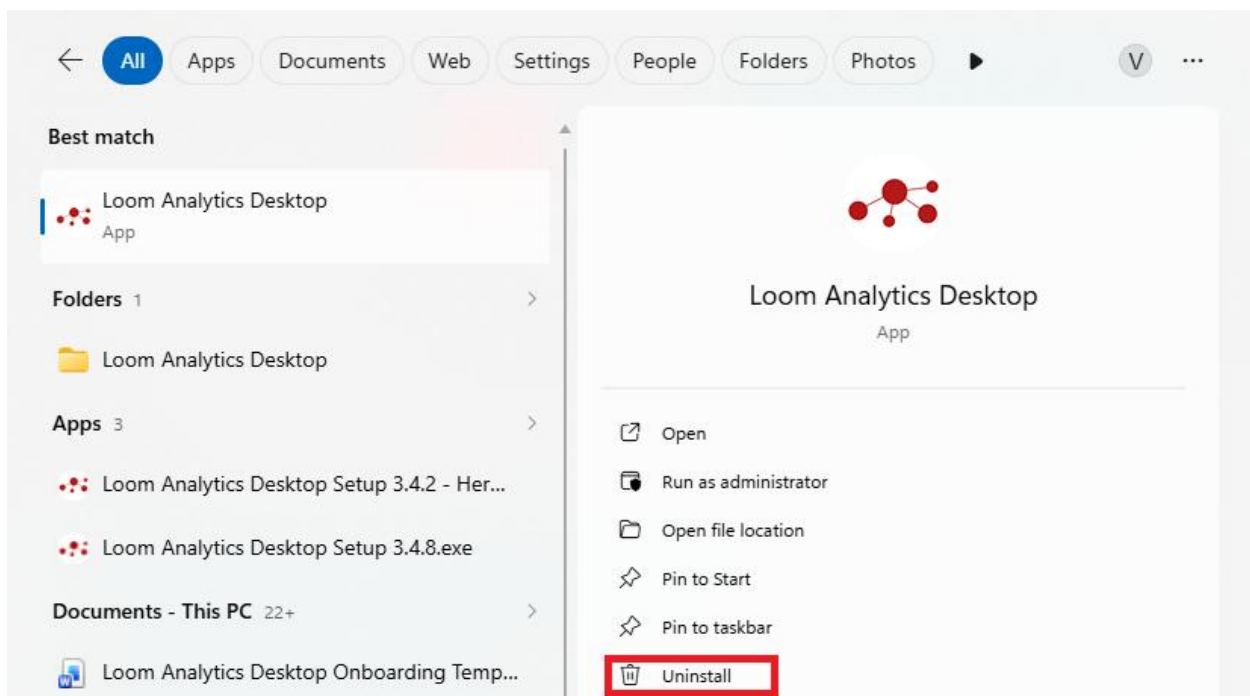
There are two simple ways to uninstall Loom Analytics Desktop - Hermit:

1. Using Control Panel

- Go to **Control Panel > Programs > Uninstall a Program**.
- Find **Loom Analytics Desktop - Hermit** in the list, select it, and click **Uninstall**.

2. Using the Search Bar

- Search for **Loom Analytics Desktop - Hermit** in your computer's search bar.
- Right-click the app and select **Uninstall**. This will open the Control Panel, where you can uninstall the application.





When to Connect to the Internet

You will need an internet connection in the following scenarios:

1. **First-Time Login or Sign-Up:** An internet connection is required when logging in to the app for the first time or signing up for a Loom Analytics Web account.
2. **Refreshing Profile Changes From Your Loom Analytics Web Account:** An internet connection is needed to refresh and sync changes from your Loom Analytics Web account to Loom Analytics Desktop - Hermit.

Limitations of Loom Analytics Desktop - Hermit

1. **Slower Transcription Speed:** Loom Analytics Desktop - Hermit relies on the processing power of your personal computer. This means transcription times can be slower compared to cloud-based Loom Analytics Web. For instance, transcribing one hour of audio may take up to 40 minutes.
2. **Limited File Format Support:** Loom Analytics Desktop - Hermit has more limited file format compatibility compared to Loom Analytics Web:
 - **No Voxlog Support:** Voxlog files are not compatible with the desktop application.
 - **No DSS and DCT Support:** While Loom Analytics Web supports DSS and DCT file formats, these are not available on the desktop application.
3. **Grammar-Ready Formatting:** Grammar-ready formatting is not currently supported.
4. **No Speaker Labelling:** Speaker labels are not available in the Desktop version.
5. **Limited Profiles:** A limited selection of profiles is available, and only non-medical profiles are currently supported. 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:** Transcription is supported exclusively in English, with the following regional variations:
 - English (United States)
 - English (Canada)
 - English (United Kingdom)
 - English (Australia)
 Other languages are not currently supported.

These limitations ensure that Loom Analytics Desktop - Hermit 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 labelling, or faster transcription times, Loom Analytics Web and Loom Analytics Live offer additional functionality while maintaining robust security measures.

Support

To learn more, visit [Loom Analytics Desktop - Hermit](#) on the Loom Analytics Knowledge Base.

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