

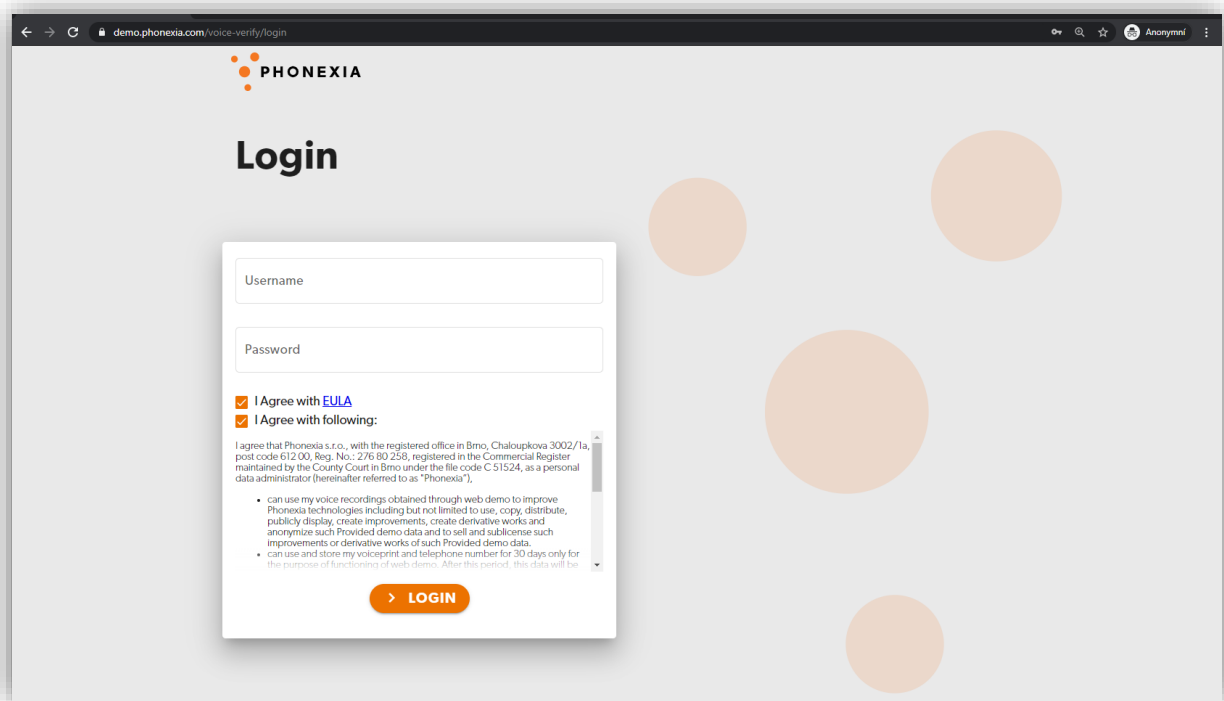
PHONEXIA VOICE VERIFY – USER INSTRUCTIONS

How to use the Voice Verify DEMO?

1. Login into the DEMO

You can find our demo at:

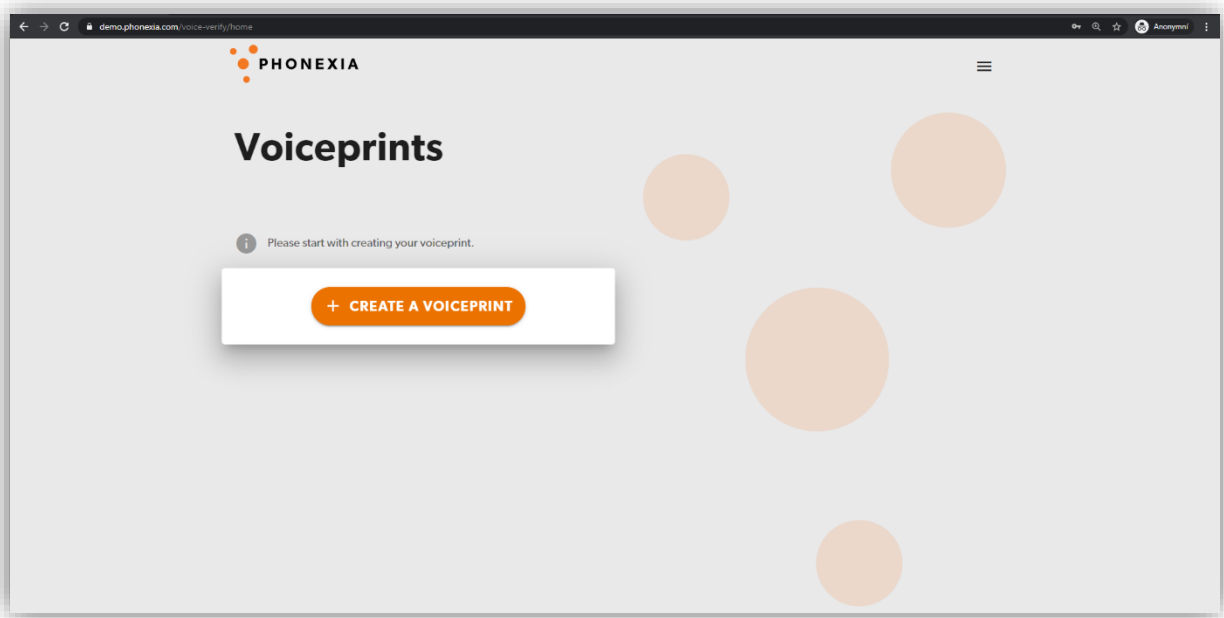
<https://demo.phonexia.com/voice-verify/>



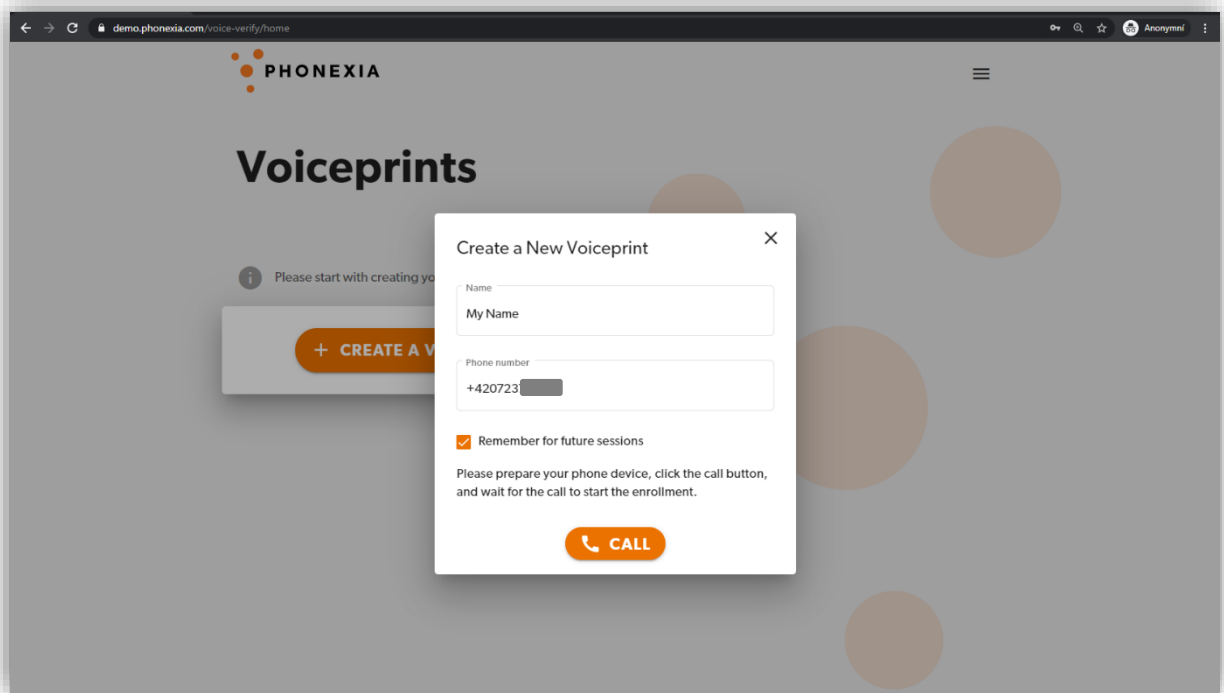
The screenshot shows a web browser window with the URL demo.phonexia.com/voice-verify/login. The page features the Phonexia logo at the top left. Below the logo, the word "Login" is displayed in a large, bold font. The login form consists of two input fields: "Username" and "Password". Below these fields, there are two checkboxes, both of which are checked. The first checkbox is labeled "I Agree with EULA" and the second is labeled "I Agree with following:". Below the checkboxes, there is a small text block containing the following text: "I agree that Phonexia s.r.o., with the registered office in Brno, Chaloupkova 3002/1a, post code 612 00, Reg. No.: 276 80 258, registered in the Commercial Register maintained by the County Court in Brno under the file code C:51524, as a personal data administrator (hereinafter referred to as "Phonexia")," followed by a bulleted list of terms: "• can use my voice recordings obtained through web demo to improve Phonexia technologies including but not limited to use, copy, distribute, publicly display, create improvements, create derivative works and anonymize such Provided demo data and to sell and sublicense such improvements or derivative works of such Provided demo data." and "• can use and store my voiceprint and telephone number for 30 days only for the purpose of functioning of web demos. After this period, this data will be". At the bottom of the form, there is an orange button with a right-pointing arrow and the text "LOGIN".

After filling in your *Username* and *Password*, click the "**LOGIN**" button.

2. Create a new voiceprint



To create a new client, press the "**CREATE VOICEPRINT**" button and a new window will pop up:



In this window please fill in your *Name* and *Phone number*.

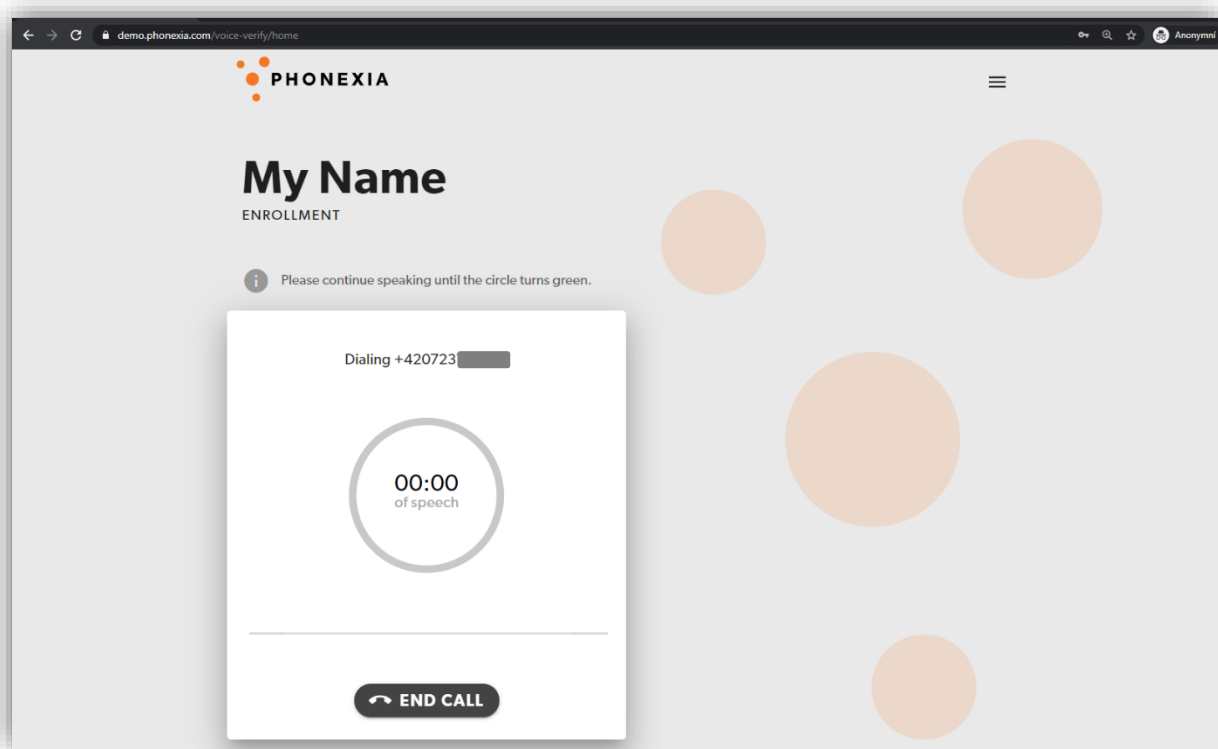
If **Remember for future sessions** remains unchecked, this client will only be available for one login session. After you log out, all information about this client will be erased. We recommend ticking this button to be able to use this client next time you log in again.

When done, click on the "**CALL**" button.

3. Enrollment

The first step of verification is enrollment. This means that your voiceprint is stored in the database. In the next calls you can be verified by comparing the voice from those calls with the voiceprint made during enrollment. Enrollment is done only once for each client.

After pressing the "**CALL**" button, a new screen will pop up and at the same time you will receive a phone call from our DEMO:



When the call is answered, there will be a short automatic voice message saying "This is the Phonexia voice authentication DEMO, please be ready to enroll your voice over the next 20 seconds. Please speak." encouraging you to start talking to our DEMO.

What to talk about?

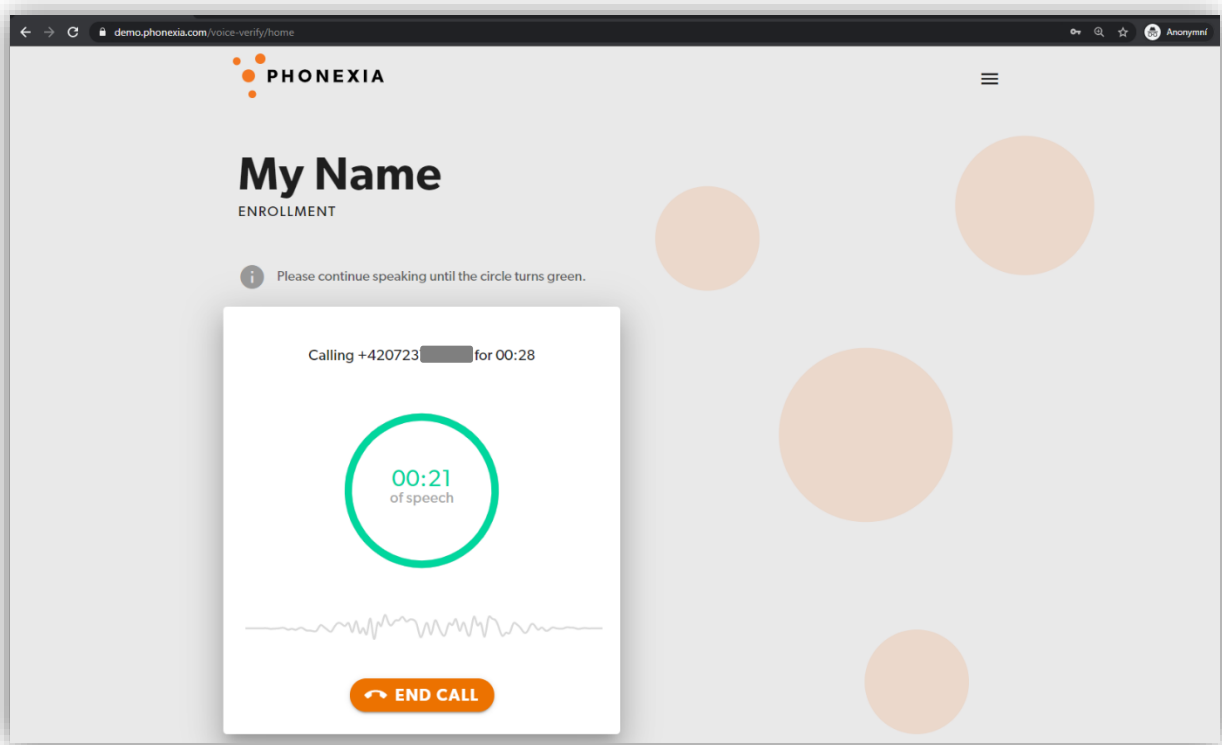
Basically anything, in any language you prefer. Our technology is **language-, accent-, text-, and channel-independent**.

A few possible topics:

- your regular day
- hobbies
- work
- your city

We advise not to read a pre-prepared text.

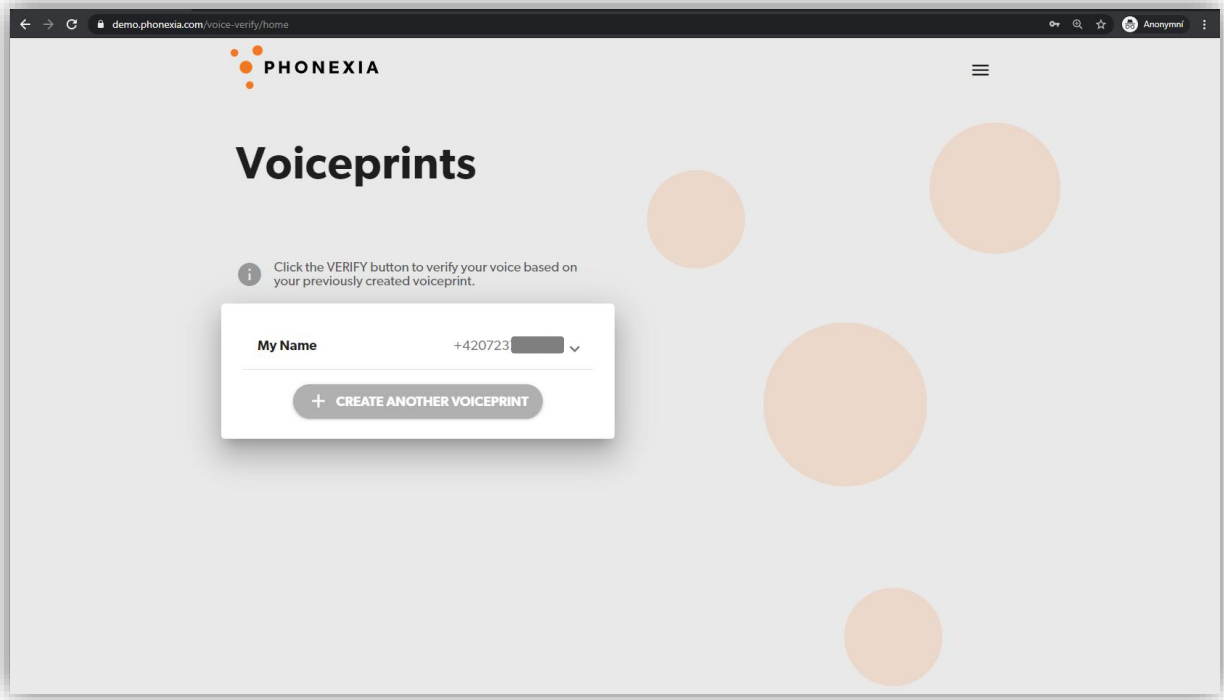
To be successfully enrolled into our DEMO, at least **20 seconds of net speech** are required. While speaking, you can see the length of net speech inside the coloured circle. At the same time, you can see the length of the whole call above the circle. After 20 seconds of net speech have been collected, the circle will turn green as below:



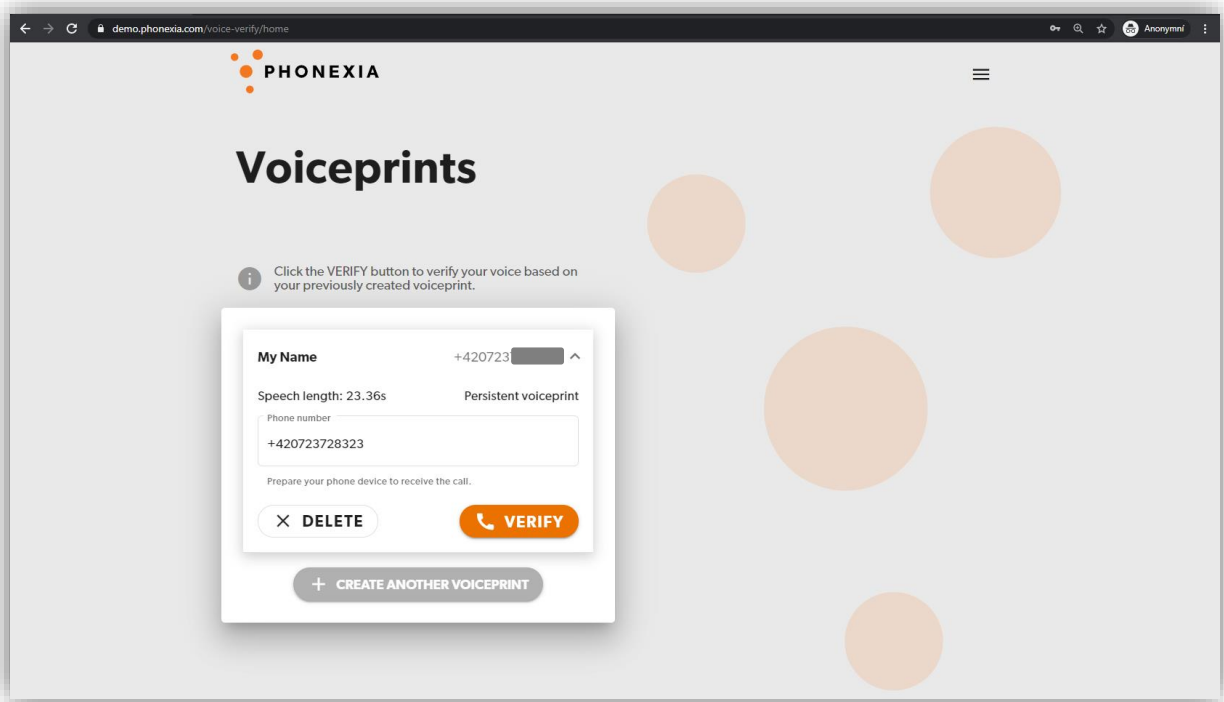
Now it is possible to end the call by clicking "**END CALL**". If you want to make your voiceprint more robust, you can continue speaking. The more net speech is contained in the voiceprint, the better verification results are expected.

4. Verification

To proceed to the verification itself, click the "**CONTINUE**" button and check if the user with your name was added to the list:

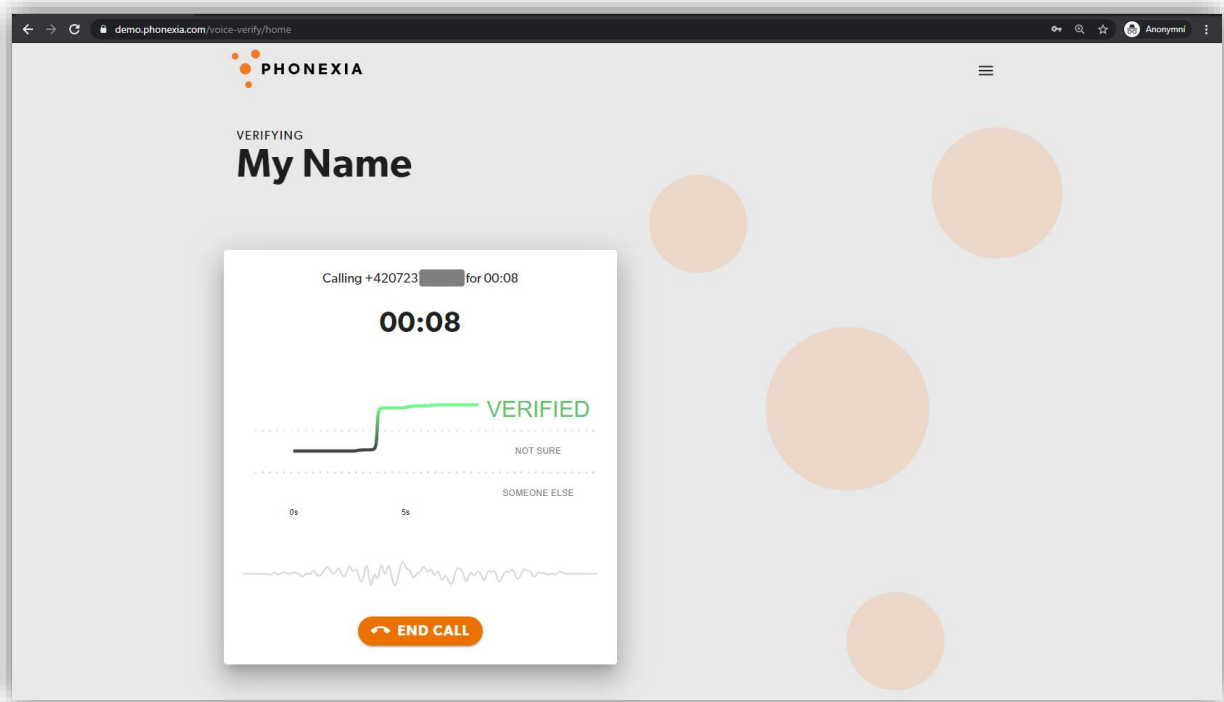


By clicking on the row with the new client, more information will be displayed:



By clicking the "**DELETE**" button, the selected client and his voiceprint will be erased from the database.

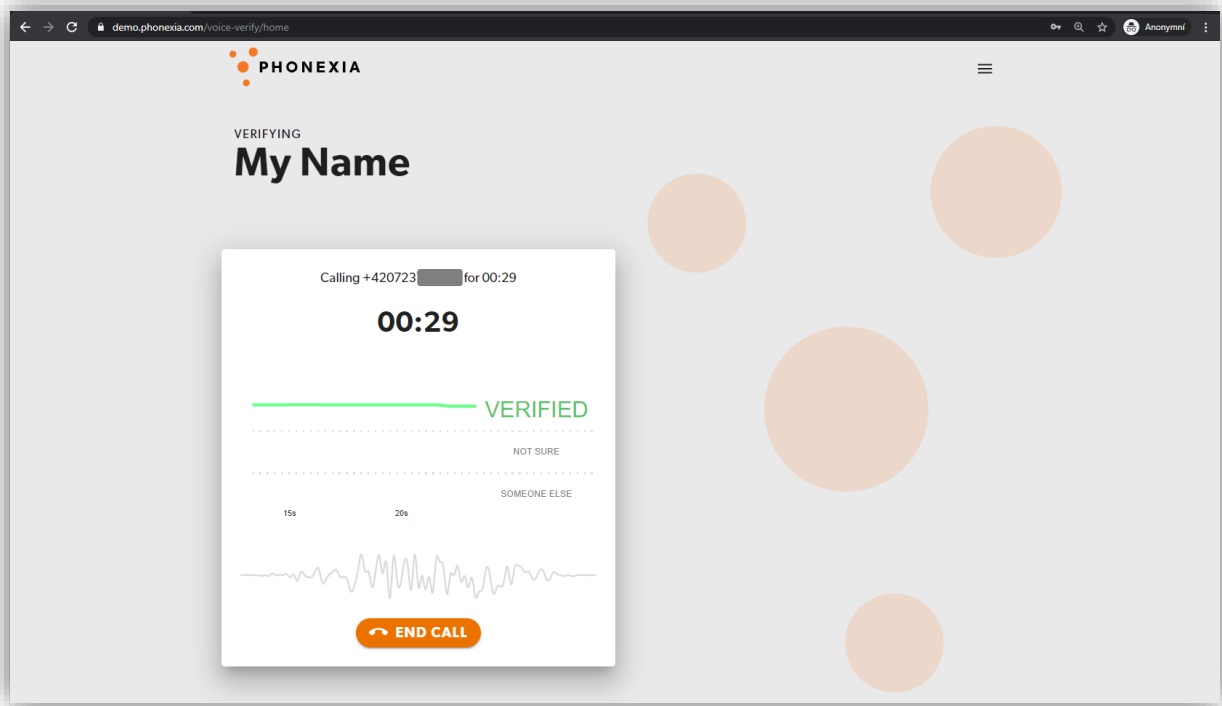
To proceed to verification of the client in the next call, press the "**CALL**" button. You will receive another phone call from our DEMO and again there will be a short automatic voice message, this time saying *"This is the Phonexia Voice Verify DEMO. Please speak freely to verify your voice."*



When you start speaking to our DEMO you will see a verification graph. The graph can show three different outcomes:

- **VERIFIED** - our technology has verified the user speaking right now as the user who made the enrollment
- **NOT SURE** - our technology is not sure about the verification result. This typically happens at the beginning of the call as our technology needs at least 3 to 5 seconds of net speech for verification
- **SOMEONE ELSE** - the verification was unsuccessful and the user speaking right now is **not** the user who made the enrollment

It is possible to check if our demo is detecting your speech. When it does, the line above the "**END CALL**" button turns into a wave:



After ending the call with "**END CALL**", an overview of the call will show up. By clicking "**CONTINUE**", you will return to the client management menu.

5. Additional explanation of how the DEMO works

The DEMO verifies the user from the „**last 5 seconds of net speech**". That means the following:

- the DEMO is able to detect speaker change during the call
- the DEMO is **not** more sure about the verification result if you speak longer

This is true **only for this DEMO**, not for Phonexia Voice Verify itself, as the DEMO is for demonstrational purposes. This setting can be changed in the complete solution.

6. Troubleshooting

In case of experiencing **difficulties in verification**, please check that, please note these points may lead to decreased verification accuracy:

- noisy environment
- bad quality of the audio
- shorter enrollment than 20 seconds

- Twilio internal problems (we are using Twilio as a SIP provider, and may experience troubles as well)

Having problems with **logging in** can occur while copying login information with additional “accidental whitespaces” in both Username and Password (leads to Error 401).

7. Supported browsers

Demo runs on Google Chrome, Mozilla Firefox and Apple Safari.

Microsoft Edge is not supported and causes issues during verification.

Any feedback on the DEMO is welcomed. For this purposes, please get back to us via support@phonexia.com.