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Kiwa Digital Ltd.

# VoiceQ Cloud | User Guide

This guide provides information to help you get started and understand VoiceQ Cloud.

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# INTRODUCTION

## About VoiceQ Cloud

VoiceQ Cloud is an evolving web based version of the desktop VoiceQ product. It has the following main features:

1. Synchronisation - Allows users to achieve lip sync dubbing, using timeline to make adjustments.
2. Reporting - Allows a user to see the status of a project or a group of projects. Project access can be controlled via teams and projects can be collected into groups for easier management (e.g. TV series).
3. Script Translation - Reproduction of the desktop VoiceQ product features for the web.
4. Recording - Users can record online and share recorded files with other users on permitted projects.
5. Project sharing - Users can create teams and share projects with other users using VoiceQ Cloud to share projects to other users across the globe.
6. Security - High security around project sharing and video proxies. Security is set up to be easy for users while keeping peace of mind for users when using the application. (See Security section for more details)

The Desktop VoiceQ product can sync project data with VoiceQ Cloud over a stable internet connection.

The Reporting features are accessible in all modern web browsers on all devices. The Script Translation features have a minimum baseline of Chrome on desktop or tablet devices.

## Operating System and Browser support

- MacOS 10.9 or above
- Windows 10 or above
- iOS 10 or above
- Android 9 or above
- Linux
- Chrome OS

### Recommend browsers:

- Google Chrome
- Opera
- Opera GX

### Other supported browsers:

- Safari
- Microsoft Edge

## **GENERAL**

### **Using VoiceQ Cloud**

We have designed VoiceQ Cloud for two user categories: Manager and Collaborator

VoiceQ Manager is a paid subscription that allows users to upload and download projects and set all management permissions.

VoiceQ Collaborator is a subscription that allows users to receive management permission rights to projects they upload or be designated as a manager by another paid subscription user.

### **Recommended users**

VoiceQ Cloud can be used in a wide range of roles including; Adaptor, Administrator, Audio Engineer, Client, Director, Quality Control, Translator and Writer.

### **Recommended licenses**

Every facility that has VoiceQ Pro/Writer should subscribe to VoiceQ Manager licenses, for creating and sharing projects with other team members on VoiceQ Cloud. We recommend all team members involved in pre-record workflow subscribe to the VoiceQ Collaborator licenses unless they need more permissions.

### **Integration with MacOS applications**

VoiceQ Cloud can sync data with Voice Writer and VoiceQ Pro as required. VoiceQ Cloud support has been added to VoiceQ Pro, Writer and Actor. Once a user has signed into VoiceQ Cloud via 'VoiceQ>Account>Login' on VoiceQ Pro/writer the user may take advantage of project sharing via the VoiceQ Cloud service.

### **User login timeout**

Users are automatically signed out of the application after ten minutes of inactivity. This is set-up to stop users from accidentally leaving their computers open and allowing users not permitted to view data, video or files they should not be allowed to see. This also fits into best practice when using secure online applications.

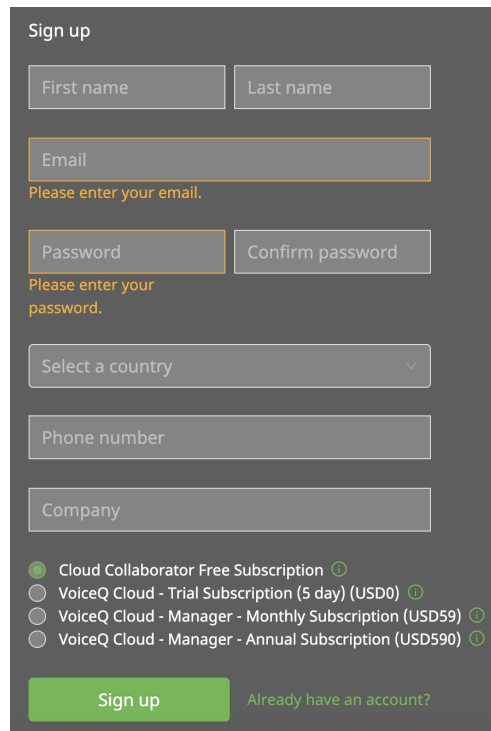
## Language support

There is support for browser based translation. There is no native language support in the application. If you have a request for a language to add please [contact us](#).

## ACCOUNT

### Signing up

Head to our website & click the 'Sign-up' button. Fill-out the sign-up form and enter all your details. Enter your Name, Email, Country, Phone number (optional), Company and selected Plan option. More information can be viewed here: <https://youtu.be/39XHC6bISmw>

A screenshot of a 'Sign up' form on a dark grey background. The form contains several input fields: 'First name' and 'Last name' (two separate boxes), 'Email' (with a red error message 'Please enter your email.' below it), 'Password' and 'Confirm password' (two separate boxes, with a red error message 'Please enter your password.' below the password box), 'Select a country' (a dropdown menu), 'Phone number', and 'Company'. At the bottom, there are four radio button options for different subscription plans, with the first option 'Cloud Collaborator Free Subscription' selected. Below the radio buttons is a green 'Sign up' button and a link 'Already have an account?'.

You will then receive an activation email from 'no-reply@voiceq.com'.

Please check spam if there is no email received. Once you receive the email select activate to complete the signup process.

### Logging in

Open the VoiceQ Cloud application on your browser [app.voicecloud.com](http://app.voicecloud.com). You will be prompted to log in on the main page with your account. If you don't remember your login, you can choose the option to 'Forgot your password?' button and enter your login email to receive a password reset email.

## Plan options

There are three plan options: Cloud Collaborator subscription; Cloud Manager on a Trial subscription plan; and Cloud Manager on monthly subscription basis.

### **VoiceQ Cloud Manager - Trial Subscription:**

- Create new projects
- Synchronize and upload projects from macOS Applications

### **Cloud Collaborator - Paid Monthly/Annual Subscription:**

- Receive projects
- Limited access to script editor and other functions
- Team collaboration
- Download shared projects and sync to cloud via macOS Applications

### **VoiceQ Cloud Manager - Paid Monthly/Annual Subscription:**

- Create new projects
- Synchronize and upload projects from macOS Applications
- Online media storage
- Full access to script editor
- Unlimited collaboration

### **Users can change plan options by following the step below:**

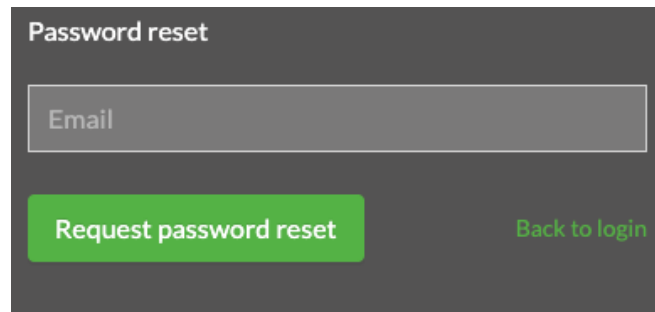
1. Hover over the user-name component on the top right
2. Click "My Profile" option
3. Click "Plan" on the left side

For any further inquiries about our bundle packs or plan options, please contact our sales team [sales@voiceq.com](mailto:sales@voiceq.com).

## Recover a forgotten password

Head to the login page and select the link option 'Forgot your password?'.

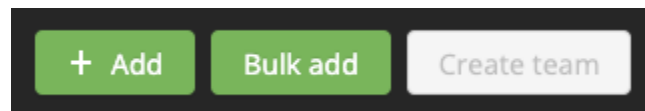
Enter the email you wish to recover in the visible text box and wait for a response in your email client.

A dark gray rectangular form titled "Password reset" in white text. It contains a light gray text input field with the placeholder text "Email". Below the input field, there is a green button with white text that says "Request password reset". To the right of this button, there is a green link with white text that says "Back to login".

You will receive a link and be able to follow it to choose a new password to log in.

## Inviting new users

To invite users to join as either a user or collaborator. Simply enter their details in the 'Contacts' section by following the steps below:



- Select the '+ Add' button on the Contacts view
- The user must then enter in the user's details they wish to add. Once the information is entered the user may select either the 'Save & close' or 'Add another...' button

All new users will receive an invitation mail, where they can sign-up for an account. Users can then see the Invitee has registered via the contacts tab under the 'Status' column.

## Inviting users to work on a project

Users can invite users to collaborate on the projects by following the steps below:

- You must first add a contact's details via the contacts section. Open the team section and either select a team or create a new team.
- If creating a new team, enter the team name and select '+ Add member'. Then select your contact that you have added and select a role for them to be as part of the team. Select a project and press 'Save'.
- The user(s) you invite will get a message via email and will see that they can now work on assigned projects.



## Cancel my subscription

You can cancel at any time by heading to the user profile and selecting the plan:

- Hover over the user-name on the top right
- Click "My Profile" option
- Click "Plan" on the left side
- Select cancel subscription

When you cancel you may continue to use VoiceQ Cloud as per usual until your billing period ends.

We will retain your projects and information for a period after cancellation in case you wish to return. The data will be archived and locked to any new users, but may still be able to be downloaded to VoiceQ Writer and Pro.

## Project usage and additional line charges

The collaborators and managers are responsible for all charges incurred by the user. Any lines added will be billed only if you go over your monthly cap (as viewed in your account settings).

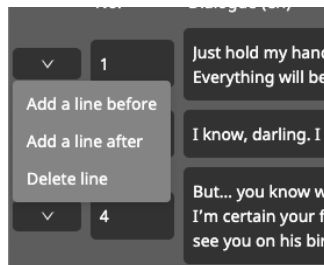
## SCRIPT COLLABORATOR

The collaborator allows users to work together in a shared environment. All changes made online are final and users can sync the edited projects to and from native VoiceQ applications (VoiceQ Pro/Writer/Actor).

### Accessing the Script Collaborator

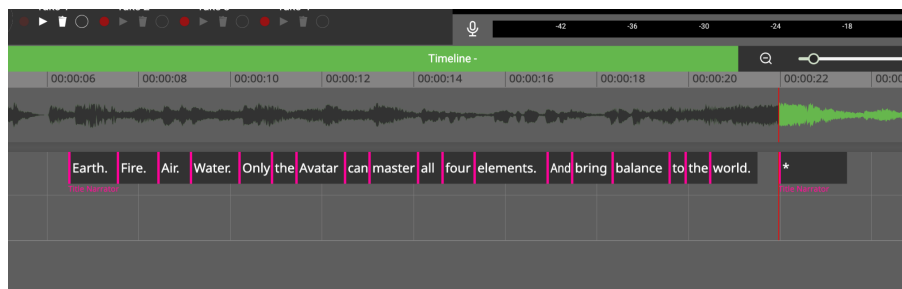
Select the project you wish to view/edit and select the button 'Script' in the top right-hand corner of the project page.

### Add a script line



You may add a line either before or after the selected line using the options 'Add a line before' and 'Add a line after' in the dropdown menu to the left of a script line. Please note: Adding a line will add it at the same timecode as the one previously added and users will need to adjust timings manually.

### Add a script line at position

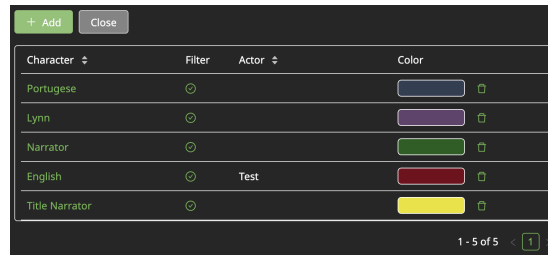


You may add a line at the selected position using the shortcut 'control+L'. This will add a line of the previously selected characters type to both the script and timeline view.

## Filter a character

You can add a character using the character manager.

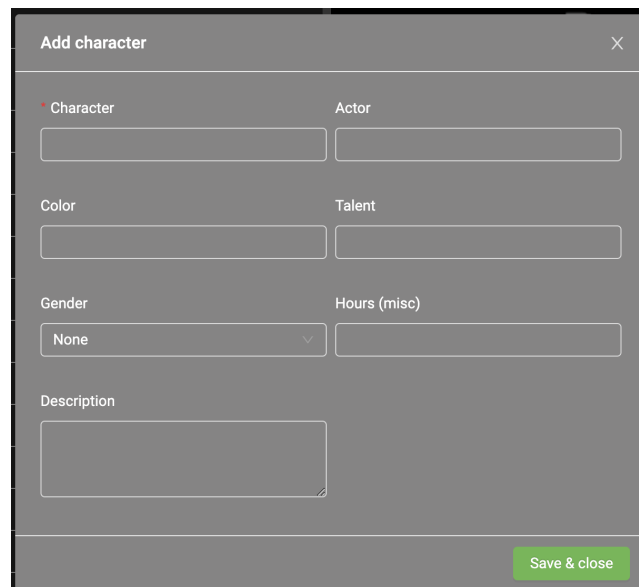
1. Select the character dropdown menu and select 'Manage Characters'
2. Check or uncheck the 'filter' field
3. Select 'Close' button to save the changes to the character filter



## Add a character

You can add a character using the character manager.

1. Select the character dropdown menu and select 'Manage Characters'
2. Select '+ Add' button
3. Enter metadata for the character in the pop-over menu (*see options below*)
4. Select 'Save & close' button to save the character information

A screenshot of a 'Add character' pop-over form. The title bar says 'Add character' with a close 'X' button. The form has several input fields: 'Character' and 'Actor' (text boxes), 'Color' (color swatch), 'Talent' (text box), 'Gender' (dropdown menu with 'None' selected), 'Hours (misc)' (text box), and 'Description' (text area). At the bottom right is a green 'Save & close' button.

Metadata included is as follows:

- Character - Name of character
- Actor - Name of the assigned Actor

- Color - You may choose a color in the color selection menu online or use the native VoiceQ applications to set the color of the character
- Talent - This is reserved for users to add additional V/O talent names
- Gender - Defined as Male, Female and Other
- Hours (misc) - Number of hours the Actor/Talent worked. Also used as a general miscellaneous information box.
- Description - This is used to describe a character

## Editing a script line

An assigned user may edit their language by selecting it in the drop-down menu of the translation column. If it is a single language project the translation column will not be visible, you may select the text you wish to edit and change in the dialogue column.

Once selected the editor can select the line they wish to edit, text changes are final.

## Editing script timing

Users can edit Start and End times in the script view by selecting a row in either the 'Start time' or 'End time' columns. Each line's timing is global and keeps lines in sync across languages.

Duration is automatically set once changes have been made.

## Setting done lines

Users can set lines as done using the Yes/No slider menu located in the Recorded column. These changes will be visible in the native applications as well as for other users online. Done lines are set per language, if a project includes more than one language the done line option will count only for the translation column.

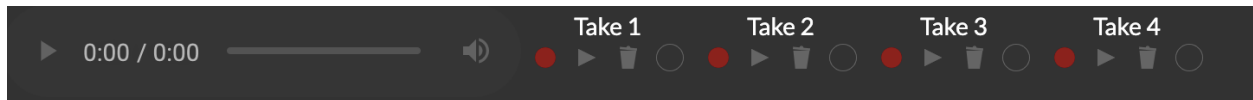
## Unavailable options

There will be options shown in a disabled state in the script editor. These options are in development and will be released periodically over the next few months to users as the collaborator is updated. We recommend using the native application to edit the projects in detail.

## Recording a line

Specific users can record lines in VoiceQ Cloud when they are assigned as any of the following:

- Admin/Manager
- Adaptor
- Actor



These users can use the lower menu to initiate recording following the steps below:

1. User selects the language they are to record in the dropdown menu located in the 'Translated (xx)' column. If the column is not visible then the user can view and record the script text in the 'Dialogue (xx)' column.
2. Once the line is selected the recording options will appear at the bottom of the script view.
3. Select the 'Recording' icon shown in as a red circle.
4. The video will initialize playback with a 3 second countdown prior to the line.
5. However the recording will record all audio from when the user selects the recording icon.
6. Once the recording is completed the audio will be available for playback using either the take playback icon shown as a 'play' button and/or using the playback preview on the left hand side of the menu.
7. The user has the option to 'Delete' the recording if a mistake is made.
  - a. The user can select the trash can icon
  - b. The user will then be prompted to confirm deletion of the recording
8. Users can also select preferred takes to let directors or other QC assigned users to check on the recordings and know the preferred take of each user.

To see how to export recordings please see 'Exporting recorded files' in the Projects section.

## SYNCHRONIZATION

### Login to Cloud

Users who have signed-up to VoiceQ Cloud and completed the account set-up process can login to VoiceQ Cloud in the native application. Follow the steps to correctly login to your account:

1. Select 'VoiceQ Pro>Account>Login...'
2. Enter your account details into the text fields
  - a. Username
  - b. Password
  - c. If you forget your password you can select the option 'Forgot password?' to open your default browser and reset your password.
3. Select the 'Login' button to complete the login process.

### Uploading a project

A project can be uploaded by a manager account to be shared on VoiceQ Cloud. All script, metadata and character data shown in your project will be uploaded. Media files will need to be uploaded directly if you wish to view the proxy media in the script collaborator.

On VoiceQ MacOS Applications you can upload your project by doing the following:

1. Select 'File>Cloud>Upload project...'
2. Enter the project name metadata into the text field
3. Select 'Proceed' to continue the upload process.
4. The project will upload and you will see a progress bar and confirmation of project 'push'
5. You may confirm it is uploaded by logging into your account
6. You will also see the 'Upload project...' menu item change to read 'Sync project...'

### Syncing a project

On VoiceQ MacOS Applications you can sync your project by doing the following:

1. Select 'File>Cloud>Sync project...'
2. You will see a progress bar and confirmation of project 'push'
3. You will be prompted to save your project. We **STRONGLY** recommend you save your project everytime you update so as not to lose any information.
4. The project will sync and you can confirm it is uploaded by logging into your account and viewing it in the Overview screen.

## Downloading a project

On VoiceQ MacOS Applications you can view your projects by doing the following:

1. Select 'File>Cloud>Import project...'
2. Select your project from the selection window to load from the server.
3. If you cannot see your project select the Reload button or check the project is online in VoiceQ Cloud.

You may sort the order using the column headers as a guide.

## Version control

It is recommended that all projects synced to the cloud be saved upon sync. Modification dates can be found online in the project metadata or in the Project import window. You may also find the data for the last user who modified the project as well.

## Options in Native applications

Links to the browser based application can be found under 'VoiceQ>Account>'

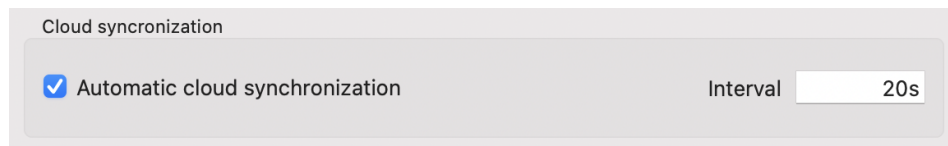
- Login - The user can login to the Cloud via the application login window
- Logout - When the user is logged into their account, the user can log-out to the Cloud via this option.
- View Account - The default browser will open and the user will be linked to their account details.
- Projects - The default browser will open and the user will be linked to their 'Project' page.
- Teams - The default browser will open and the user will be linked to their 'Teams' page.
- Visit VoiceQ Cloud - The default browser will open and the user will be linked to the VoiceQ Cloud overview page.

## Automatic synchronization

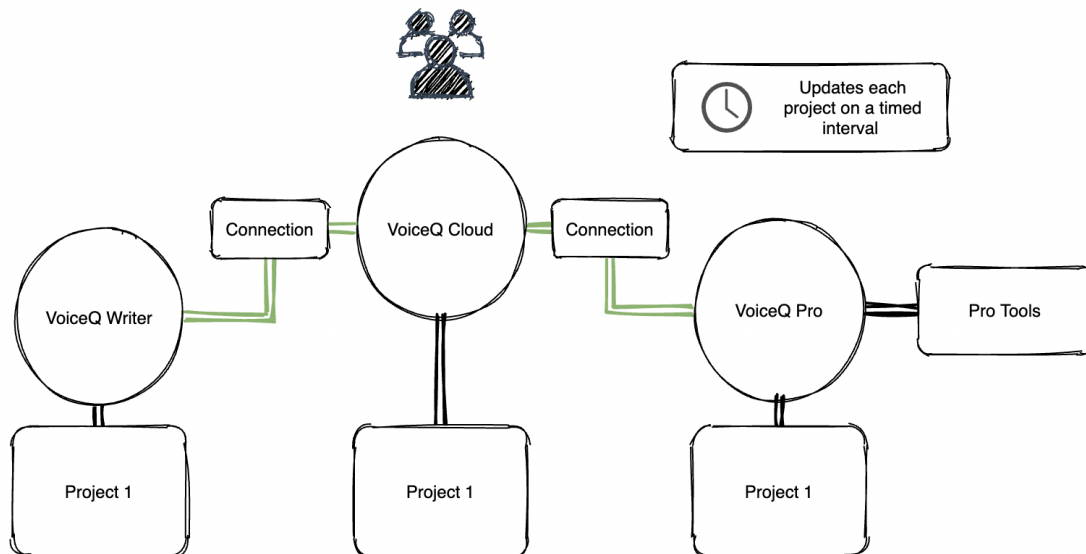
Projects can be set to automatically sync to VoiceQ Cloud servers if a project has been imported from the cloud servers. Follow the steps as follows:

1. Select 'VoiceQ Pro>Account>Login...'
2. Enter your account details into the text fields
3. Select the 'Login' button to complete the login process.
4. Select 'File>Cloud>Import project...'
5. Select your project from the selection window to load from the server.
6. Save your project
7. Select 'File>Cloud>Automatic cloud sync...'

The sync process will then be active for the current project. We recommend saving throughout sessions while using this functionality. Alternatively under 'Preferences>Global>Misc.' you can edit the time allocation interval from 20s or above.



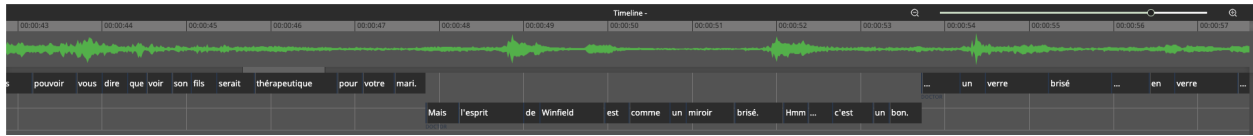
*Options for automatic sync interval*



*Example workflow of automatic sync*

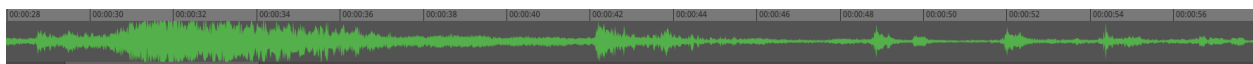


## TIMELINE



The timeline allows the user to navigate the script. The user can Zoom in and out of the timelines using the zoom slider or the zoom “+” and “-” buttons. Users can also select a line in the timeline, the selected line/word will be highlighted on the media window and will also be selected on the script.

## Waveform



It is recommended that all projects synced to the cloud be saved upon sync. Modification dates can be found online in the project metadata or in the Project import window. You may also find the data for the last user who modified the project as well.

## Adjusting line/word timings using timeline visually

The user can adjust timing of each word and line, similar to how a user can on VoiceQ MacOS applications.

### Adjusting start-time of a line

1. The user can select and hold on the first word of the line
2. The user can then drag the line in the timeline

### Adjusting single word timings

1. The user navigates to the start point of a word till the cursor changes to the drag icon
2. The user can then select and hold on the word
3. The user can then drag the word in or out to adjust the time.

### Adjusting multiple word timings

1. The user selects and holds a word
2. The user then holds the Shift key on the keyboard
3. The user can then drag in or out the word

### Adjusting multiple word timings

1. The user selects and holds a word
2. The user then holds the Shift key on the keyboard
3. The user can then drag in or out the word

### **Adjusting multiple word timings left side of the line**

1. The user selects and holds a word
2. The user then holds the Shift key + Control key on the keyboard
3. The user can then drag in or out the word

### **Adjusting multiple word timings right side of the line**

1. The user selects and holds a word
2. The user then holds the Shift key + Option key on the keyboard
3. The user can then drag in or out the word

## PROJECTS

### Active projects

Shows all active projects in the Active view. Users can access this view by default or in the top right hand corner of the screen by selecting Active.

### Archived projects

Shows all the projects assigned as [ARCHIVED]. Users can access this view in the top right hand corner of the screen by selecting 'Archived'.

### Search options

Users can search for projects using the text box. Enter the name of a project (case is not sensitive) and press the 'Search' button.

### Creating a new project

Users can create new projects on the cloud by selecting the 'Projects' tab then selecting 'New Project'.

Users can then enter the following details:

- Name - Project name for selection
- XLS(X)/CSCV/OSD file - Import script in 'xls,xlsx,csv,ods' file format
  - Users must import files with formatting 'Scene/Character/Script/Start time/End time/ Comments'
- Languages - Users can add languages in this menu. User may add additional languages if required
- Reference language - User must add a reference language, this can be the original language
- Frame rate - User must add a frame rate for timing correction
- Include first row - This check box will allow the user to omit or keep the first row (often reference row) when importing the script
- Merge consecutive lines - Users can merge consecutive lines that a character may have

Please note: Only users with an active 'Manager' plan or are associated with a plan holder with an active plan can create a project.

## Project view options

+ New Project List view

**HOWARD LOVECRAFT**  
**THE FROZEN KINGDOM**

VoiceQ Cloud Demo  
Role: Owner, Admin/Manager

Translated 84%

Recorded 10%

Languages: 9  
Lines not yet translated: 27 / 171  
Lines not yet recorded: 153 / 171  
Last updated: Bilal Siddique, Dec 14, 2020, 12:19:07 PM

+ New Project Card view Sort by: Name

Name	Role	Translated	Recorded	Languages	Lines not yet translated	Lines not yet recorded	Last updated by	Last updated date
VoiceQ Cloud Demo	Owner, Admin/Manager	84%	10%	9	27 / 171	153 / 171	Bilal Siddique	Dec 14, 2020, 12:19:07 PM <a href="#">Script View</a> <a href="#">Favourite</a>

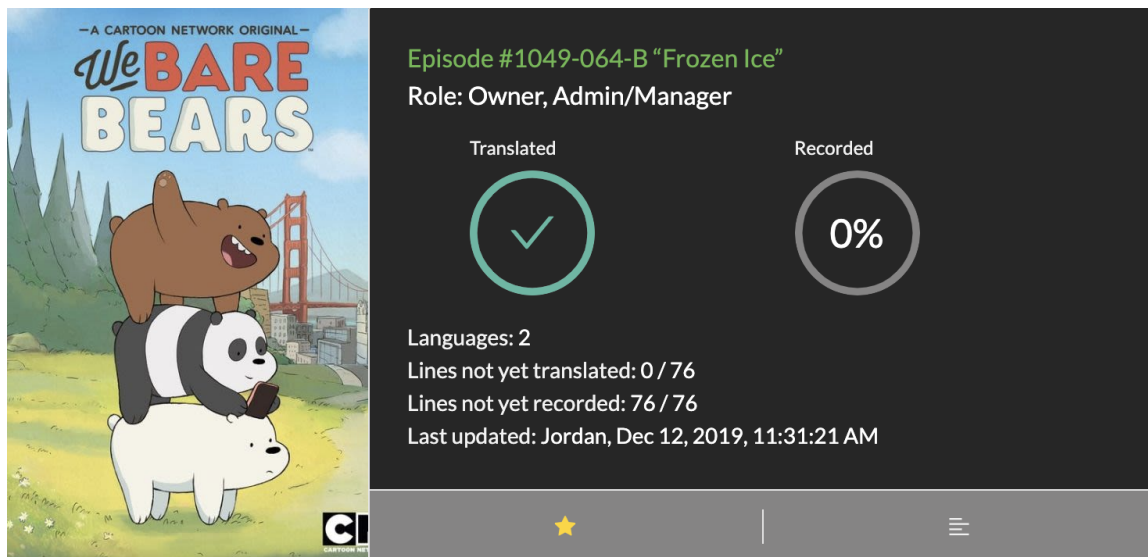
Users can select one of two options for displaying all projects, “List view” and “Grid view” in the project window.

## Project panel

Users can view the projects in a simple panel view with the following information:

- Project name
- Role
- Translated
- Recorded
- Languages
- Lines not yet translated
- Lines not yet recorded
- Last updated
- Project image
- Favourite button
- Script collaborator button

Example project:



## Favourite project

Users can select the 'star' icon to set a project as a favourite. Favourite projects will be visible on the Overview screen in the 'Favourite' section.

## Script collaborator

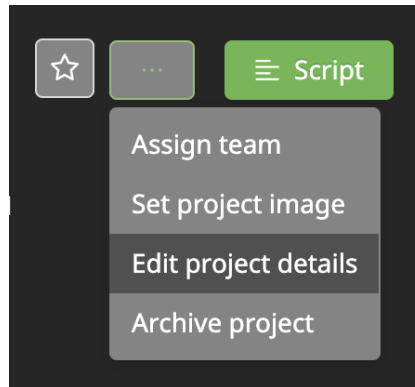
Users can access the script collaborator view for a project by selecting the lines icon on a project

## Sorting options

Users can sort projects using the dropdown in the upper right side of the screen. Sorting options include:

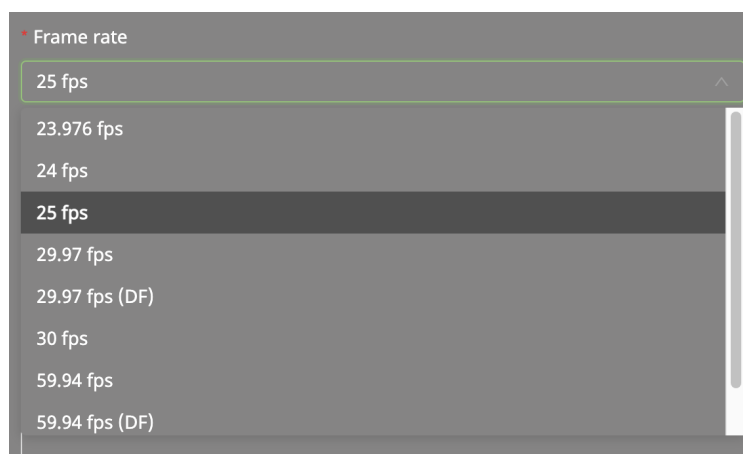
- Name
- Recently updated
- Favourite
- Creation date
- Translation completion %
- Recording completion %
- Translation lines remaining
- Recording lines remaining

## Edit project details



Users can edit the project settings here. The user can change the following:

- Name: This is the name of the project - it will be set for the project going forward. Note: IF the project is renamed but a change comes in from a VoiceQ Application it may overwrite the name to the original that the project was set to.
- Frame rate: This is the setting for the timing to match the media. If the frame rate is changed the timing will be reflected. Note: If a frame rate is set it will automatically offset all line timing by the set frame-rate.



- Project start time: Option to off-set project (i.e. Move all the project lines relative to the new start time) note: If the start time is changed the user will be prompted to Adjust Scene and Line start time
- Adjust Scene and Line start time: This option only appears when the start time is adjusted in any way.

\* Project start time

00:00:45:0

Project start time must be of the format hh:MM:SS:ss


\* Adjust Scene and Line start time

Yes No

*Adjust Scene and Line start time is required, when Project start time has been modified from its original.*

- **Activate Media:** This is the active media in use. Users can elect to use an uploaded media file or a URL hosting a valid file.
- **Media URL:** This is the URL the user may enter that hosts a valid file.
- **Upload Media:** When a valid media file is uploaded it will be shown here to the user. If a file is not uploaded it can be

Media URL



Upload media

- **Remove Media:** Use this option to remove the uploaded media file from the project.

Activate Media

Use Media URL Use Uploaded Media

Media URL

Upload Media

The.Legend.of.Korra.S03E12.Enter.the.Void.720p.WEBRip.x264.AAC.mp4

Remove Media

## PROJECT

### Metadata

- Languages - This is the number of languages in the project
- Created - User and date that project has been created i.e. User, Mar 18, 2020, 9:35:57 PM
- Contributors - Your role and also what team the project is assigned to. If a team is not assigned it will ask you if you wish to add it to a team if you are the owner. i.e User (User role)
- Script lines - These are the number of script lines active in the project
- Last updated - This is the date and time that a project has been changed or updated i.e. User, Jul 14, 2020, 12:41:08 PM
- Role - This is the role the user who has the project open is set to.

### Favourite project

Users can select the 'star' icon to set a project as a favourite. Favourite projects will be visible on the Overview screen.

### Assign team

Selecting 'Assign a team' from the menu will allow the users to either select a team from the dropdown menu or by selecting 'Create a team' it will link you to the team creation page with the project attracted for you to assign roles and users.

### Archiving a project

Selecting 'Archive project' will move the project to the 'ARCHIVED' view in the projects menu. The tag [ARCHIVE] will also appear next to the name to signal to the user that the project has been stored in the archive section.

### Restore a project

If a project has been tagged as [ARCHIVED] the project can be restored by selecting the 'Restore' button. The project can only be restored by either the owner of the project or a user assigned in the team as an Admin/Manager.



## Edit project

Users can edit projects and make changes to the following options:

- Name - This is the name of the project. Users can edit the name of the project using the text field
- Frame rate - Users can set the framerate of the project to the following parameters using the dropdown:
  - 23.976 fps
  - 24 fps
  - 25 fps
  - 29.97 fps
  - 29.97 fps (DF) - Drop frame
  - 30 fps
  - 59.94 fps
  - 59.94 fps (DF) - Drop frame
- Activated media - Users can select which type of media they want to use.
  - Use Media URL
  - Use Uploaded Media
- Project start time - Users have the option to change/off-set project start time (i.e. move all the project lines relative to the new start time)
  - Users must decide whether to off-set time or leave lines in their current positions.
  - If a user sets a start time beyond the start time of the scene the user must off-set timings.
- Media URL - In this textbox you may enter the URL of a hosted media file online
- Upload Media - This will show the name of the proxy file uploaded via the media upload selection in the script collaborator view

## Rename a project

Users can rename the project in the 'Edit project details' menu. Select the text box and enter the name you wish to use, then select the 'Save' button to confirm. The project can only be renamed by either the owner of the project or a user assigned in the team as an Admin/Manager.

## Set project image

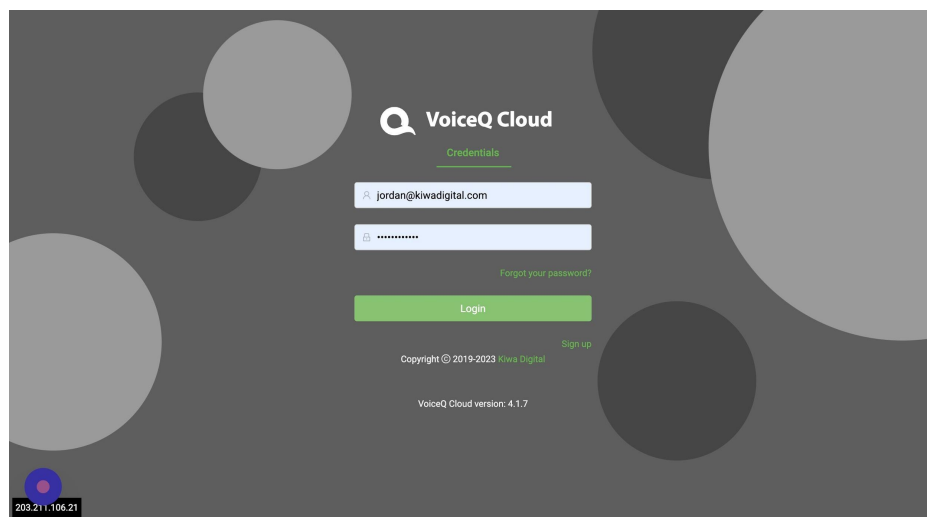
Users can upload an image file to use as a placeholder image for the project. Users can select 'Set project image' from the options menu or drag and drop an image on the poster image in the project view. Files we recommend should be .jpeg or .png files in portrait (poster) sizing for the best view.

## Characters

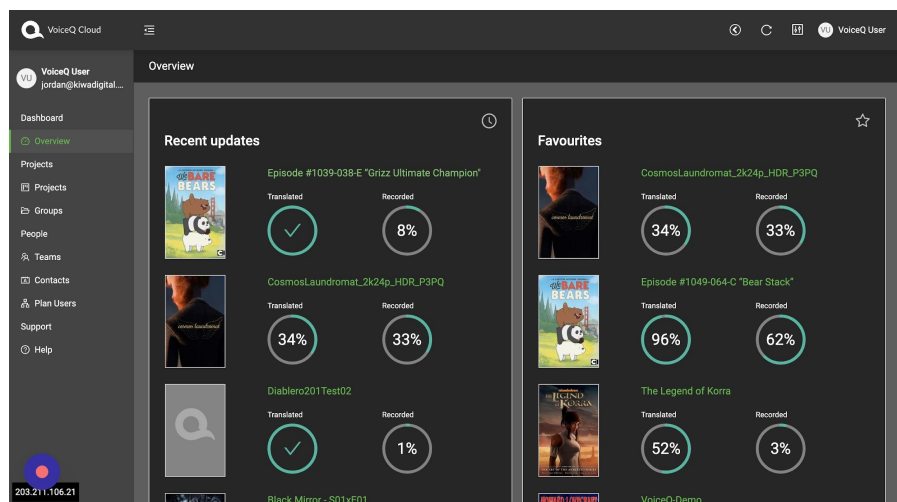
This section is broken down into columns and shows data for each defined 'Character' in a project. By default the view will show lines across all languages, the user can use the dropdown menu to select a specific language to view the lines in that set language (more information on these columns can be found in the 'Reporting' section of this document).

## Setting Actors using actor selection

4. Navigate to <https://app.voiceqcloud.com/app/#/passport/login>
5. Click "Login"



6. Click "Episode #1039-038-E "Grizz Ultimate Champion"



7. Click "Refresh"

VoiceQ Cloud

VoiceQ User  
jordan@kiwadigital...

Dashboard

Overview

Projects

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203.211.106.21

Characters

All languages

Refresh Send Data Export

Name	Assign Actor	List ID	Lines	Lines (50*)	Completion Date	Hours/Takes (misc)	Rate Type	Rate	Pay	Words
BRAD	Select an actor		3	15			Fixed Rate	0	0	141
CHAD	Select an actor		4	16			Fixed Rate	0	0	158
CHAD (VO)	Select an actor		1	5			Fixed Rate	0	0	37
CHAD/BRAD	Select an actor		1	1			Fixed Rate	0	0	5
GBIZZLY	Keanu REEVES		10	35	09/27/2023	3	Lines(50*)	0.67	23.45	306

8. Click "Search contacts"

VoiceQ Cloud

VoiceQ User  
jordan@kiwadigital...

Dashboard

Overview

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Help

203.211.106.21

Characters

All languages

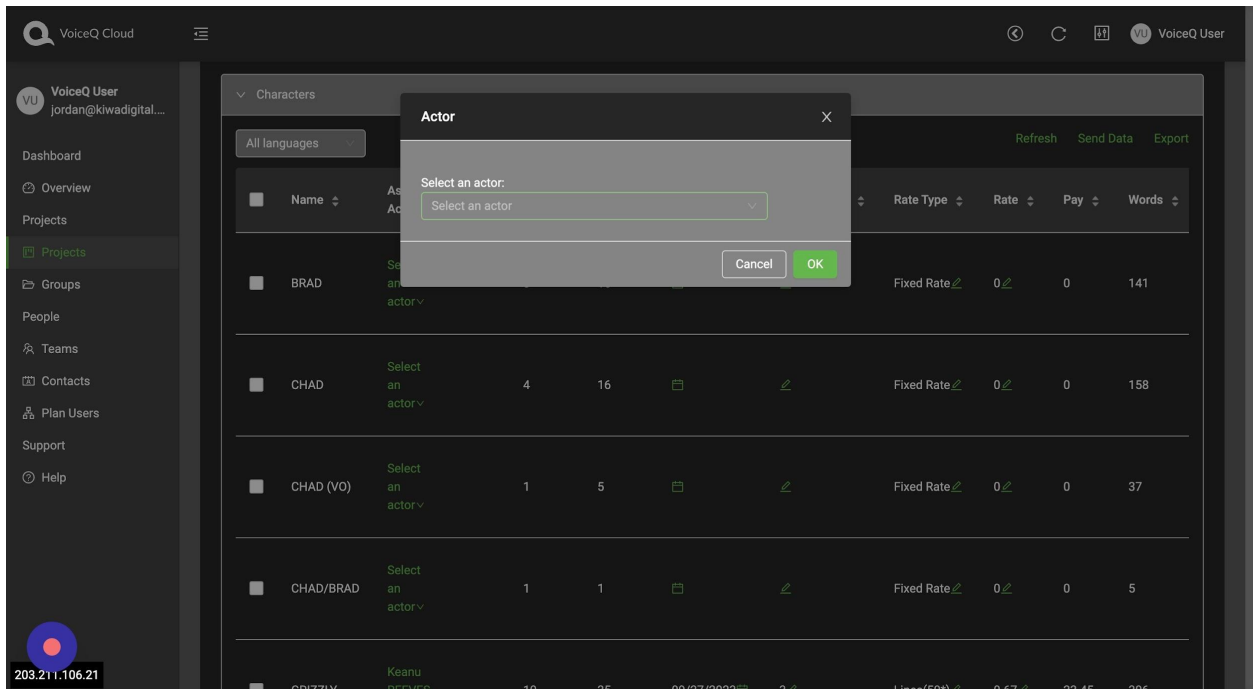
Refresh Send Data Export

Name	Assign Actor	List ID	Lines	Lines (50*)	Completion Date	Hours/Takes (misc)	Rate Type	Rate	Pay	Words
BRAD	Select an actor		3	15			Fixed Rate	0	0	141
CHAD	Select an actor		4	16			Fixed Rate	0	0	158
CHAD (VO)	Select an actor		1	5			Fixed Rate	0	0	37
CHAD/BRAD	Select an actor		1	1			Fixed Rate	0	0	5
GBIZZLY	Keanu REEVES		10	35	09/27/2023	3	Lines(50*)	0.67	23.45	306

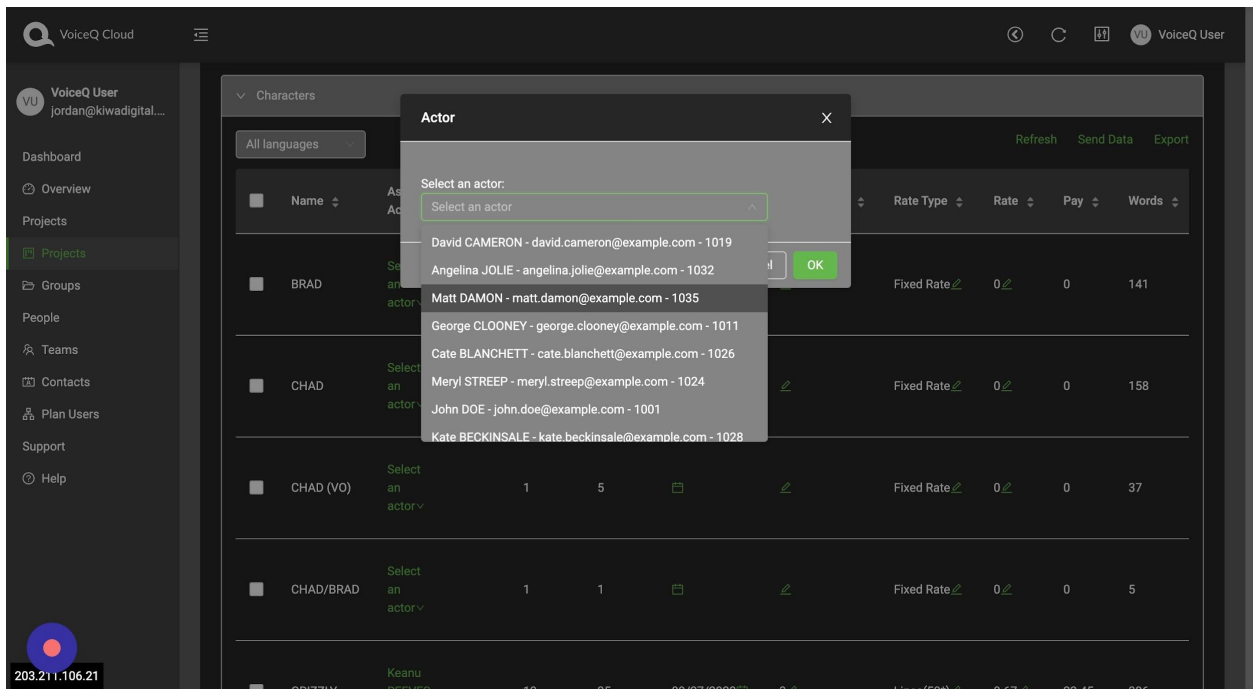
Search contacts

Enter manually

9. Click "Select an actor"



10. Click "Matt DAMON - matt.damon@example.com - 1035"



11. Click "OK".

VoiceQ Cloud interface showing the 'Characters' table. The table lists characters with columns for Name, Assign Actor, List ID, Lines, Lines (50\*), Completion Date, Hours/Takes (misc), Rate Type, Rate, Pay, and Words. The 'Lines (50\*)' column is highlighted with a green cursor.

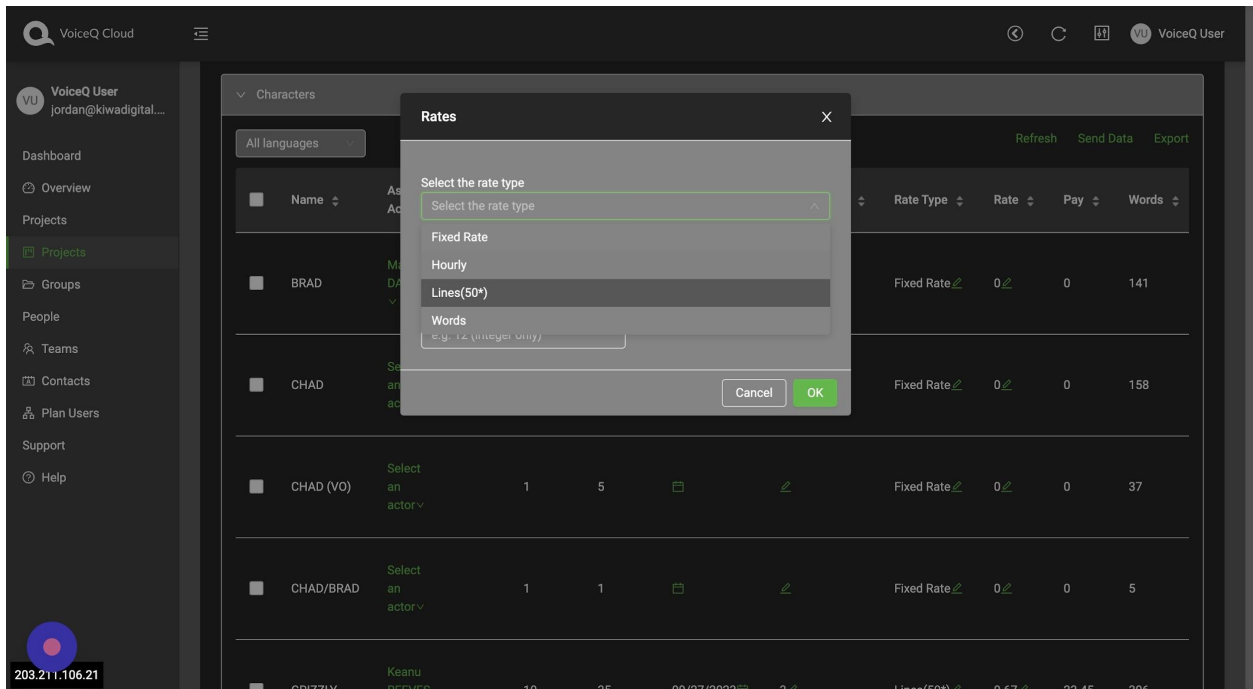
Name	Assign Actor	List ID	Lines	Lines (50*)	Completion Date	Hours/Takes (misc)	Rate Type	Rate	Pay	Words
BRAD	Matt DAMON	1035	3	15			Fixed Rate	0	0	141
CHAD	Select an actor		4	16			Fixed Rate	0	0	158
CHAD (VO)	Select an actor		1	5			Fixed Rate	0	0	37
CHAD/BRAD	Select an actor		1	1			Fixed Rate	0	0	5
GRIZZLY	Keanu BEEVES		10	35	09/27/2023	3	Lines(50*)	0.67	23.45	306

12. Click "Select the rate type"

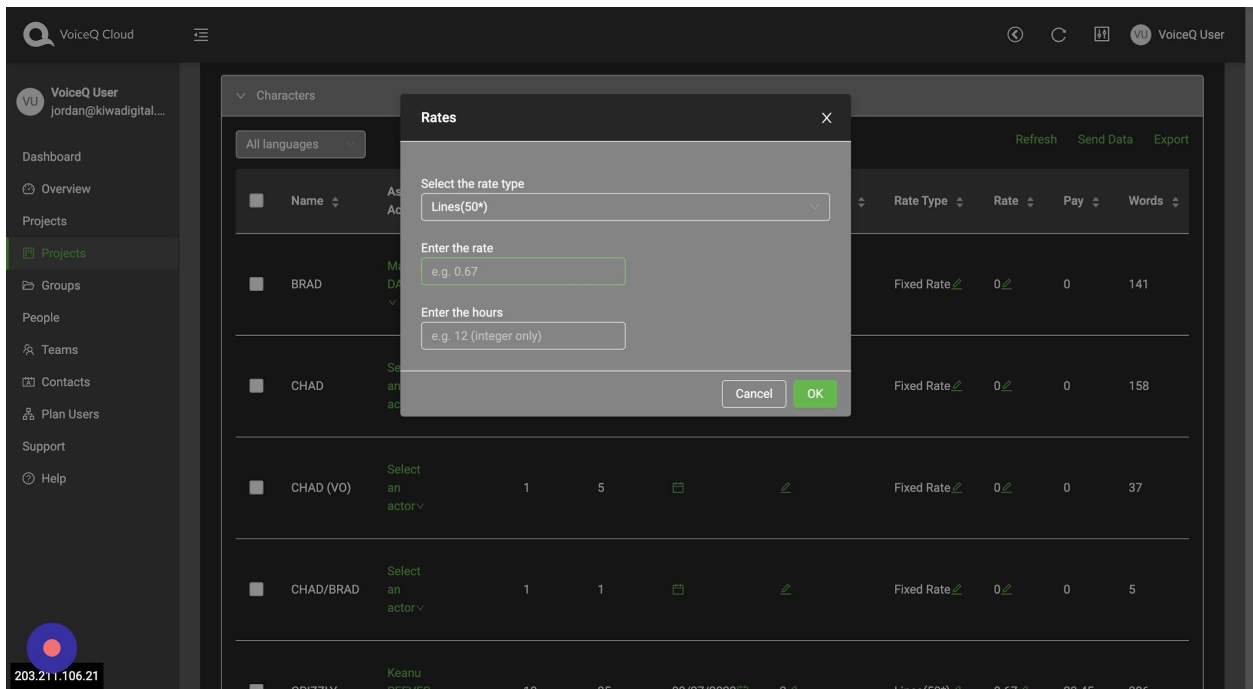
VoiceQ Cloud interface showing the 'Rates' dialog box. The dialog box has fields for 'Select the rate type', 'Enter the rate', and 'Enter the hours'. The 'Select the rate type' field is highlighted with a green cursor.

Name	Assign Actor	List ID	Lines	Lines (50*)	Completion Date	Hours/Takes (misc)	Rate Type	Rate	Pay	Words
BRAD	Matt DAMON	1035	3	15			Fixed Rate	0	0	141
CHAD	Select an actor		4	16			Fixed Rate	0	0	158
CHAD (VO)	Select an actor		1	5			Fixed Rate	0	0	37
CHAD/BRAD	Select an actor		1	1			Fixed Rate	0	0	5
GRIZZLY	Keanu BEEVES		10	35	09/27/2023	3	Lines(50*)	0.67	23.45	306

13. Click "Lines(50\*)"

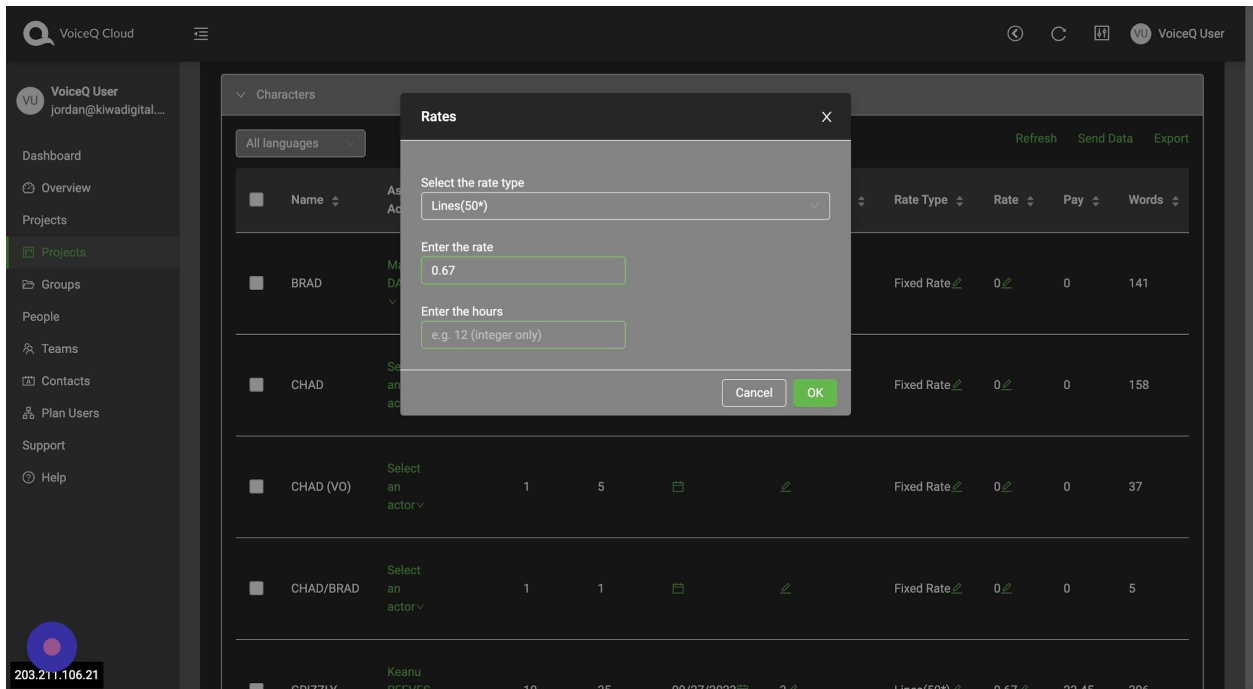


14. Click the "e.g. 0.67" field.



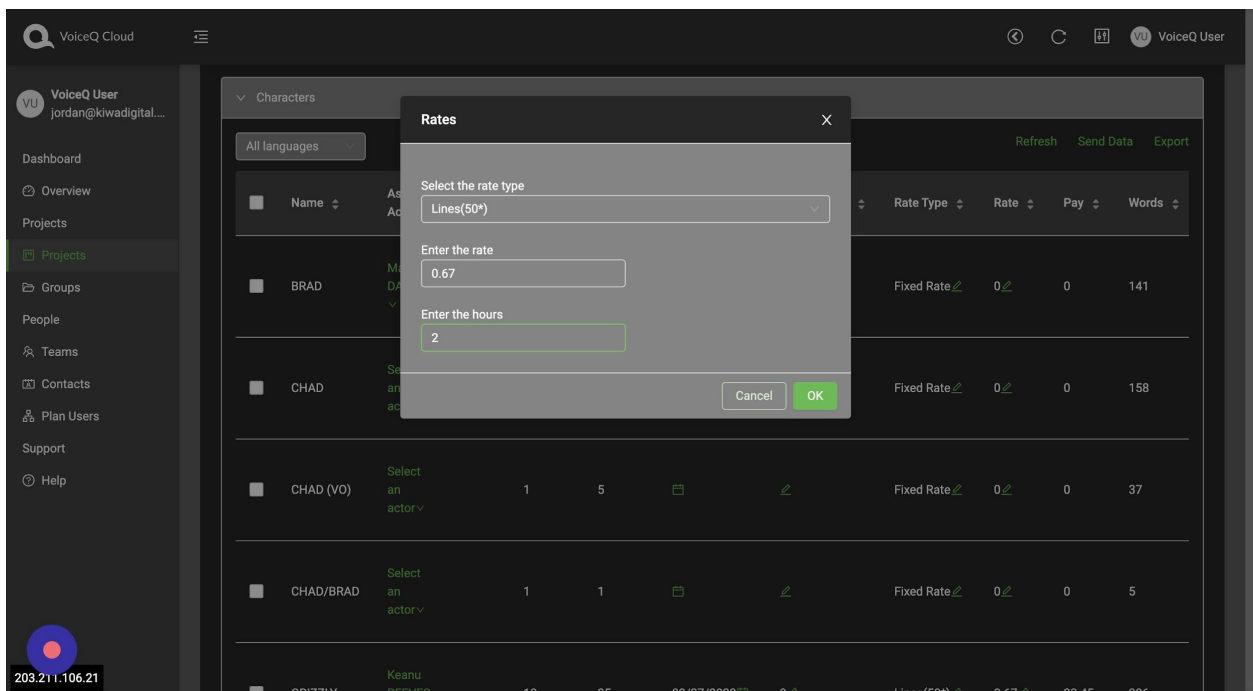
15. Type "0.67"

16. Click the "e.g. 12 (integer only)" field.



17. Type the hours worked for this example we will enter "2"

18. Click "OK"



19. Click this icon to edit the completion date

203.211.106.21

Name	Assign Actor	List ID	Lines	Lines (50*)	Completion Date	Hours/Takes (misc)	Rate Type	Rate	Pay	Words
BRAD	Matt DAMON	1035	3	15	09/27/2023	2	Lines(50*)	0.67	10.05	141
CHAD	Select an actor		4	16			Fixed Rate	0	0	158
CHAD (VO)	Select an actor		1	5			Fixed Rate	0	0	37
CHAD/BRAD	Select an actor		1	1			Fixed Rate	0	0	5
GRIZZLY	Keanu REEVES		10	35	09/27/2023	3	Lines(50*)	0.67	23.45	306

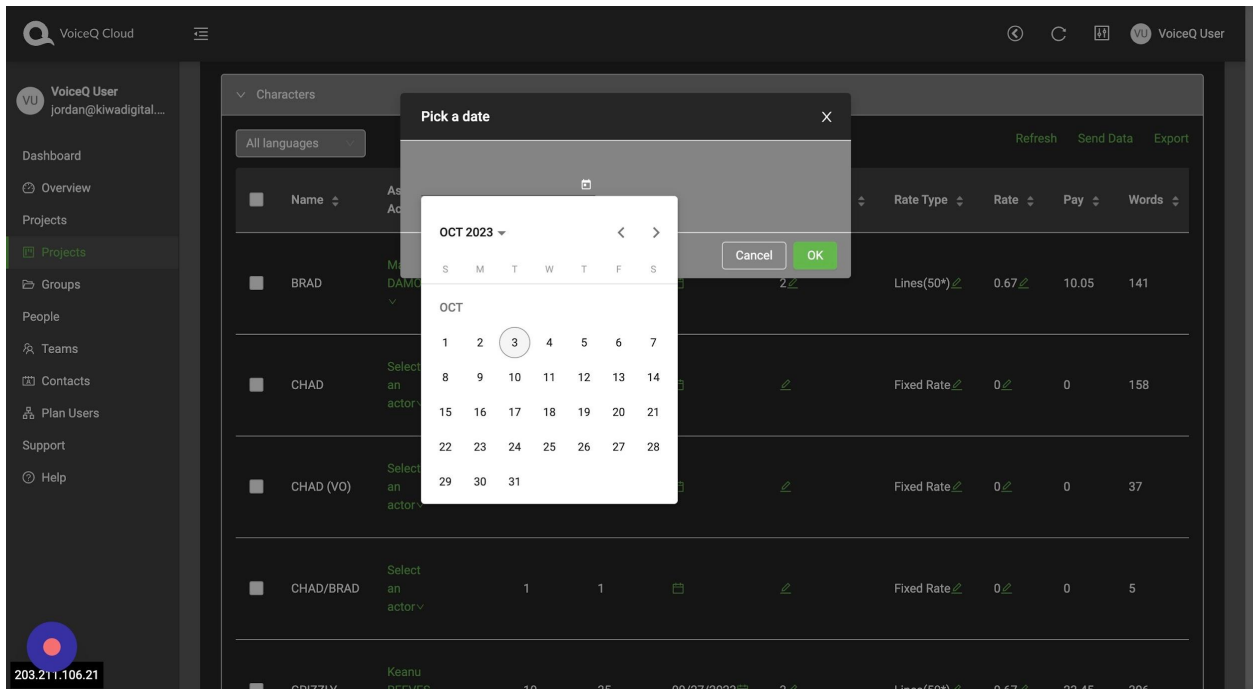
20. Click the date icon.

203.211.106.21

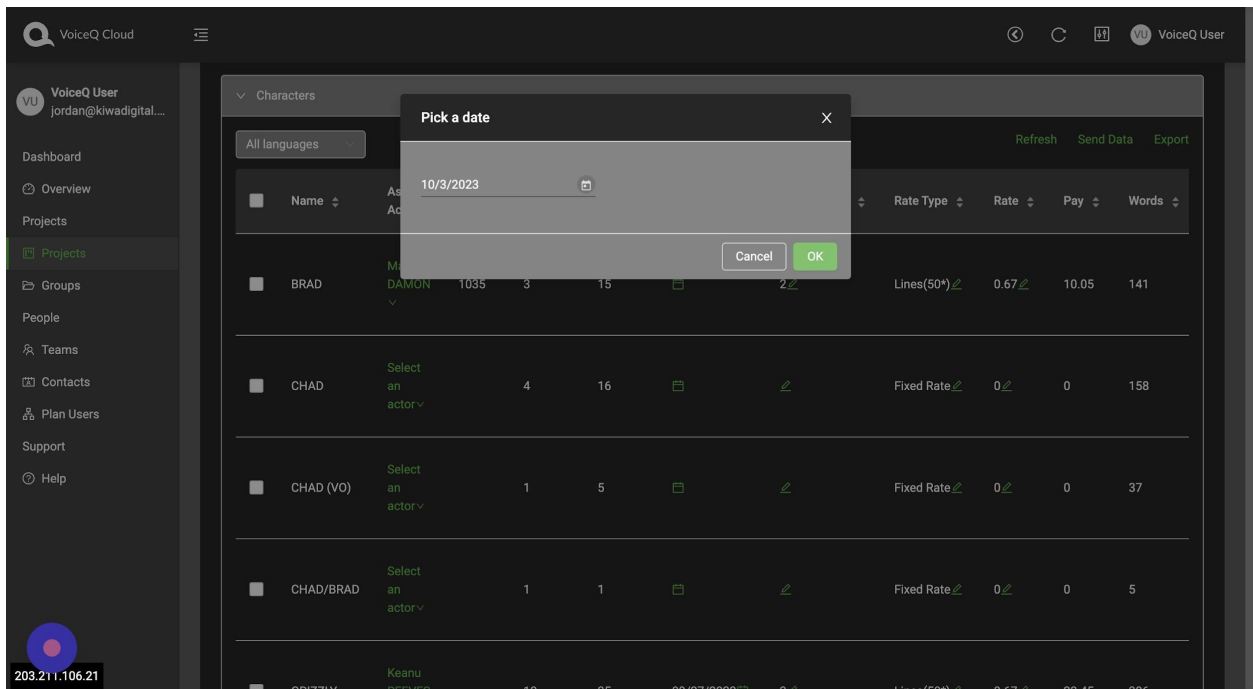
Name	Assign Actor	List ID	Lines	Lines (50*)	Completion Date	Hours/Takes (misc)	Rate Type	Rate	Pay	Words
BRAD	Matt DAMON	1035	3	15	09/27/2023	2	Lines(50*)	0.67	10.05	141
CHAD	Select an actor		4	16			Fixed Rate	0	0	158
CHAD (VO)	Select an actor		1	5			Fixed Rate	0	0	37
CHAD/BRAD	Select an actor		1	1			Fixed Rate	0	0	5
GRIZZLY	Keanu REEVES		10	35	09/27/2023	3	Lines(50*)	0.67	23.45	306

21. Click the date you wish to use, for this example it is "3".





22. Click "OK"



23. Click "Export" to export an excel file.

24. Save the file and review the file on your device.

	Hours/Takes (misc)	Rate Type	Rate	Pay	Words	Words Recorded	Lines Recorded	Translated	Letters	Character UUID
13	2	Lines(50*)	0.67	10.05	141	0/141 (0%)	0/12 (0%)	12/12 (100%)	0/736 (0%)	11e9f70a-07e2-3ca0-40c4-38f9d3c82a32
		Fixed Rate	0	0	158	0/158 (0%)	0/16 (0%)	16/16 (100%)	0/786 (0%)	11e9f70a-07e2-3d80-40c4-38f9d3c82a32
		Fixed Rate	0	0	37	0/37 (0%)	0/4 (0%)	4/4 (100%)	0/217 (0%)	11e9f70a-07e2-3fe0-40c4-38f9d3c82a32
		Fixed Rate	0	0	5	0/5 (0%)	0/4 (0%)	4/4 (100%)	0/27 (0%)	11e9f70a-07e2-3f30-40c4-38f9d3c82a32
13	3	Lines(50*)	0.67	23.45	306	72/306	8/40 (20%)	40/40 (100%)	425/1742	11e9f70a-07e2-3590-

## Character export

Users can export an excel sheet via the ‘Export’ text button located to the top right of the table view. The sheet will export based on the selected language the user chooses via the dropdown menu.

## Exporting Recorded files

You can export three types of files from the Projects view listed below:

- Recording - The file included in this zip folder is used to import the recordings into VoiceQ Native applications
- Recording Media Files - The files included in this zip folder are all recordings from actors who have recorded lines in the script collaborator
- Recording JSON & Media Files - The files included in this zip folder are all recordings from actors who have recorded lines in the script collaborator and JSON file which is used to import the recordings into VoiceQ Native applications.

## REPORTING

### Understanding reporting

Reporting is a key feature for users to take advantage of when using VoiceQ Cloud. The reporting allows full transparency over lines both recorded and translated. The reporting structure is set-up to be easy to read and intuitive enough to get the correct datasets for both project managers and everyday users.

### Progress section

The progress section shows all data in the project displayed in a table view. All line numbers are tallied automatically by the reporting system and require no effort by the users.

#### Translated

The number of lines translated are defined as lines that are NOT set as '\*'. These can be set either in the script collaborator or in native applications. The data is shown visually using a ring displaying total progress throughout the project for ALL lines either defined as a character or not.

#### Recorded

The number of lines set as 'Done' or 'Recorded'. These can be set either in the script collaborator or in native applications. The data is shown visually using a ring displaying total progress throughout the project for ALL lines either defined as a character or not.

### Languages section

This section displays data broken down specifically per language. The languages are shown in a table view and sorted by their layout in each project. Below is a brief description on what data is shown/displayed to the user.

#### Translated

The number of lines translated are defined as lines that are NOT set as '\*'. These can be set either in the script collaborator or in native applications. The data is shown displaying total progress for the specified language for lines either defined as a character or not.

#### Recorded

The number of lines set as **'Done'** or **'Recorded'**. These can be set either in the script collaborator or in native applications. The data is shown displaying total progress for the specified language for lines either defined as a character or not.

## Assignment

The users assigned to that specific language are shown in this section. Each user can be added to a specific project and language via the teams section of VoiceQ Cloud.

## Characters section

This section is broken down into columns and shows data for each defined 'Character' in a project. By default the view will show lines across all languages, the user can use the dropdown menu to select a specific language to view the lines in that set language

Characters

English

Send Data

Export

Name	Assign Actor	Talent	Gender	Character Description	Completion Date	Hours (misc)	Lines	Lines (50+)	Rate Type	Rate	Pay	Words	Recorded	Translated	Letters	Character UUID
SARAH LOVECRAFT	Select an actor		N/A				10	14	Fixed Rate	0	0	0/122 (0%)	0/10 (0%)	10/10 (100%)	0/656 (0%)	11ee27f1-9e37-2780-3a19-01898299573
NARRATOR (V.O.)	Select an actor		N/A				1	3	Fixed Rate	0	0	0/22 (0%)	0/1 (0%)	1/1 (100%)	0/118 (0%)	11ee27f1-9e37-2b50-3a19-01898299573
HOWARD	Select an actor		N/A				4	3	Fixed Rate	0	0	0/24 (0%)	0/4 (0%)	4/4 (100%)	0/138 (0%)	11ee27f1-9e37-2ca0-3a19-01898299573
SCENE	Select an actor		N/A				1	1	Fixed Rate	0	0	0/2 (0%)	0/1 (0%)	1/1 (100%)	0/9 (0%)	11ee27f1-9e37-2dd0-3a19-01898299573
DOCTOR	Select an actor		N/A				11	19	Fixed Rate	0	0	0/167 (0%)	0/11 (0%)	11/11 (100%)	0/936 (0%)	11ee27f1-9e37-2ec0-3a19-01898299573

1 - 5 of 5

1

2

### Name

The name of the voice that is set by the user in the script collaborator or native applications

### Actor

The name of the voice talent that is set by the user in the script collaborator or in the native applications character metadata section

### Talent

The name of the voice talent that is set by the user in the script collaborator or in the native applications character metadata section

### Gender

The gender of the specified character. This can be set to **Male**, **Female**, **None**, or **Other**.

### Character Description

The description of the specified character.

### Completion Date

The date that the Actor/Talent completed recording their lines. This can be set to any date in MM/DD/YYYY format.

### Hours (misc)

The number of hours that the Actor/Talent worked. This is used for hourly calculations for Actor/Talent pay.

### Lines

The defined number of lines assigned to a specified character in the script. These can be set either in the script collaborator or in native applications. The line numbers are tallied automatically by the reporting system.

### Lines (50\*)

The defined number of lines '**per 50 characters**' assigned to a specified character in the script. These can be set either in the script collaborator or in native applications. The line numbers are tallied automatically by the reporting system.

### Rate Type

The rate type that the pay of the Actor/Talent is calculated. This can be a **Fixed Rate**, **Hourly Rate**, or by **Lines (50\*)**.

### Rate

The exact **rate** that the actor is being paid. This is used in the calculation of pay. For a **Fixed Rate**, the **rate** entered is the full rate, for **Hourly** and **Lines (50\*)** this is the unit rate.

### Pay

The final pay calculated based on the selection of **Rate Type**, **Rate**, **Hours**, and **Lines (50\*)**. If data is entered in the incorrect format (e.g. Hours(misc) as 123a), this will display as **NaN**.

### Words

The defined **number of words** calculated from all lines assigned to a specified character in the script. These can be set either in the script collaborator or in native applications. The line numbers are tallied automatically by the reporting system.

### Recorded

The number of lines set as '**Done**' or '**Recorded**'; each line is assigned to a specified character in the script and displayed as a number followed by a percentage. These can be set either in the

script collaborator or in native applications. The line numbers are tallied automatically by the reporting system.

## Translated

The number of lines translated are defined as lines that are **NOT set as “\*”**. Each line is assigned to a specified character in the script and displayed as a number followed by a percentage. These can be set either in the script collaborator or in native applications. The line numbers are tallied automatically by the reporting system.

## Letters

The defined **number of letters** calculated from all lines assigned to a specified character in the script. These can be set either in the script collaborator or in native applications. The line numbers are tallied automatically by the reporting system.

## Character UUID

The Universal Unique Identifier for the specific character. No two characters will have the same UUID.

## Character export

Users can export an excel sheet via the ‘Export’ text button located to the top right of the table view. The sheet will export based on the selected language the user chooses via the dropdown menu.

## Script report

Users can export a script report in a PDF format to view all the lines across multiple languages. The report includes:

- Title - Title of the project
- Line number - The number allocated to the line by the script system
- Character name - The name of the voice that is set by the user in the script collaborator or native applications
- Script lines - Script lines are shown based on data entered by the user in the script collaborator or native applications
- Start time - Start time is shown based on data entered by the user in the script collaborator or native applications
- End time - End time is shown based on data entered by the user in the script collaborator or native applications
- Duration time - Duration time is shown based on data entered by the user in the script collaborator or native applications.

## Individual character script report

Users can export an Individual character script report in a PDF format to view all the lines across multiple languages. The report includes:

- Title - Title of the project
- Line number - The number allocated to the line by the script system
- Character name - The name of the voice that is set by the user in the script collaborator or native applications
- Script lines - Script lines are shown based on data entered by the user in the script collaborator or native applications
- Start time - Start time is shown based on data entered by the user in the script collaborator or native applications
- End time - End time is shown based on data entered by the user in the script collaborator or native applications
- Duration time - Duration time is shown based on data entered by the user in the script collaborator or native applications

## Export script lines

Users can export an excel format of the script. The report includes:

- Scene
- Character
- Start Time
- End Time
- Cue
- Comments
- Script(s)
- On-Screen Note(s)

## GROUPS

Groups allow users to add multiple projects to be viewed in one space. This is great for seasonal contents or series of projects that share talent/actors over multiple reels. The reporting structure automatically calculates the lines for each matching character.

This option allows managers to see oversight over all projects associated with the group.

### Creating a group

Users can create groups by going to the Groups tab on VoiceQ cloud and following the steps below:

1. Select '+ Create' to bring up a pop-over window to add details for the group.
2. In the details window you can add Group name
3. You can then select projects by selecting them via checkbox
4. Then select the '>' icon to add them to the group
5. You may remove projects by selecting them via checkbox and using the '<' button
6. Once you are satisfied select the 'Save' button.

### Group reporting

There are the basic types of reporting included, however it differs by reading across multiple projects instead of one. You may select different

### Progress

This section shows progression in a simple overall tally format. Percentage is shown as well as a total number of remaining lines.

### Languages

Each language is broken down into translated and recorded lines and shown in a table view to the user. The user will see lines remaining in percentage and number as well as all users assigned to the language in a list view.

### Share a group

Group sharing is not currently available in VoiceQ Cloud.



## Characters

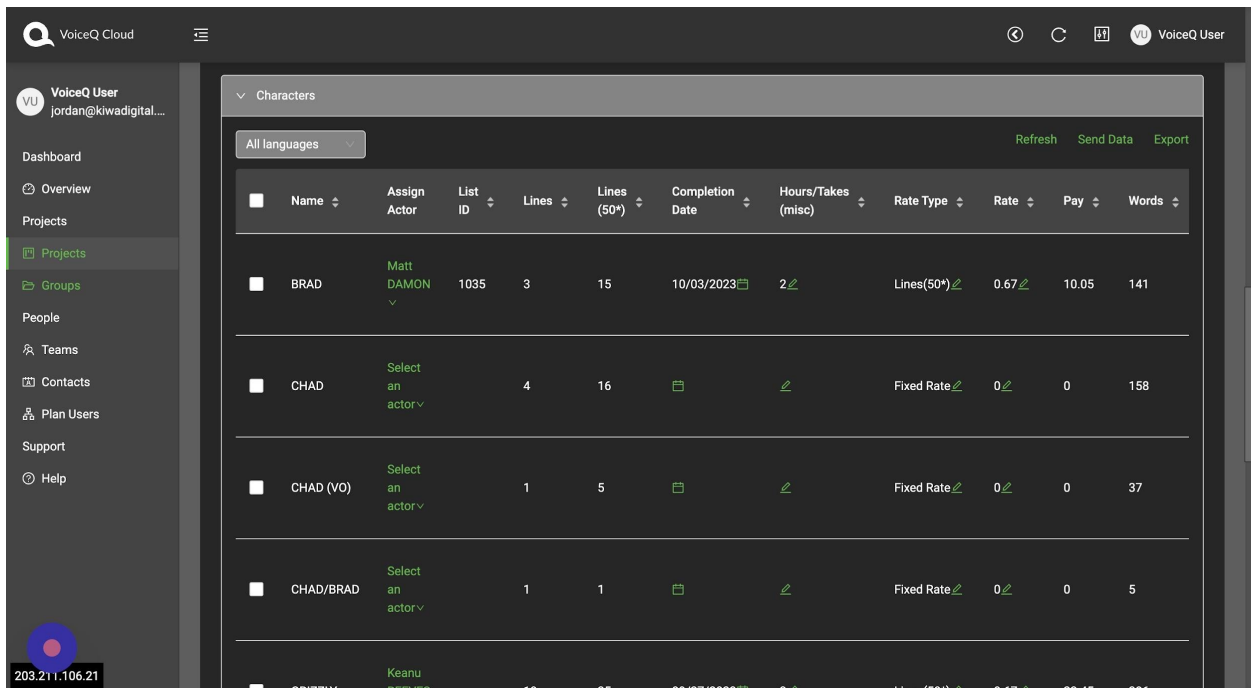
This section is broken down into columns and shows data for each defined 'Character' in a project. By default the view will show lines across all languages, the user can use the dropdown menu to select a specific language to view the lines in that set language (more information on these columns can be found in the 'Reporting' section of this document)

Below are the options found in each column:

- Name
- Actor
- Lines
- Lines (50\*)
- Words
- Recorded
- Translated
- Letters

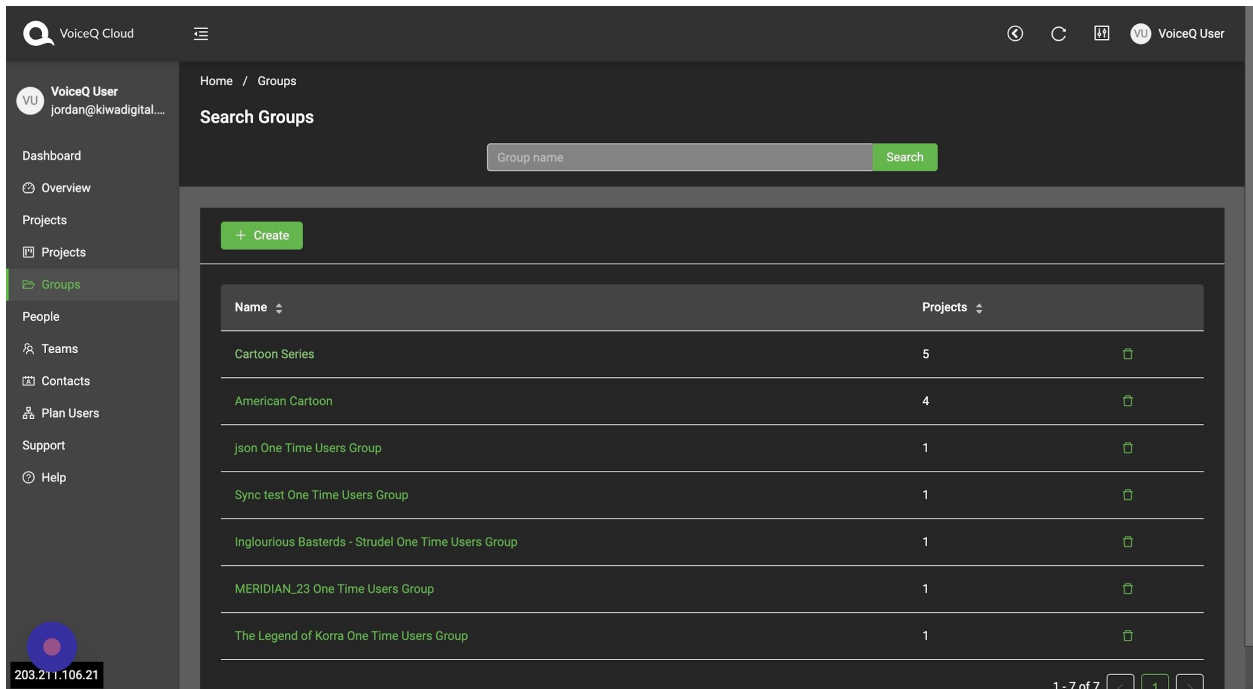
## Group editing

1. Click "Groups"

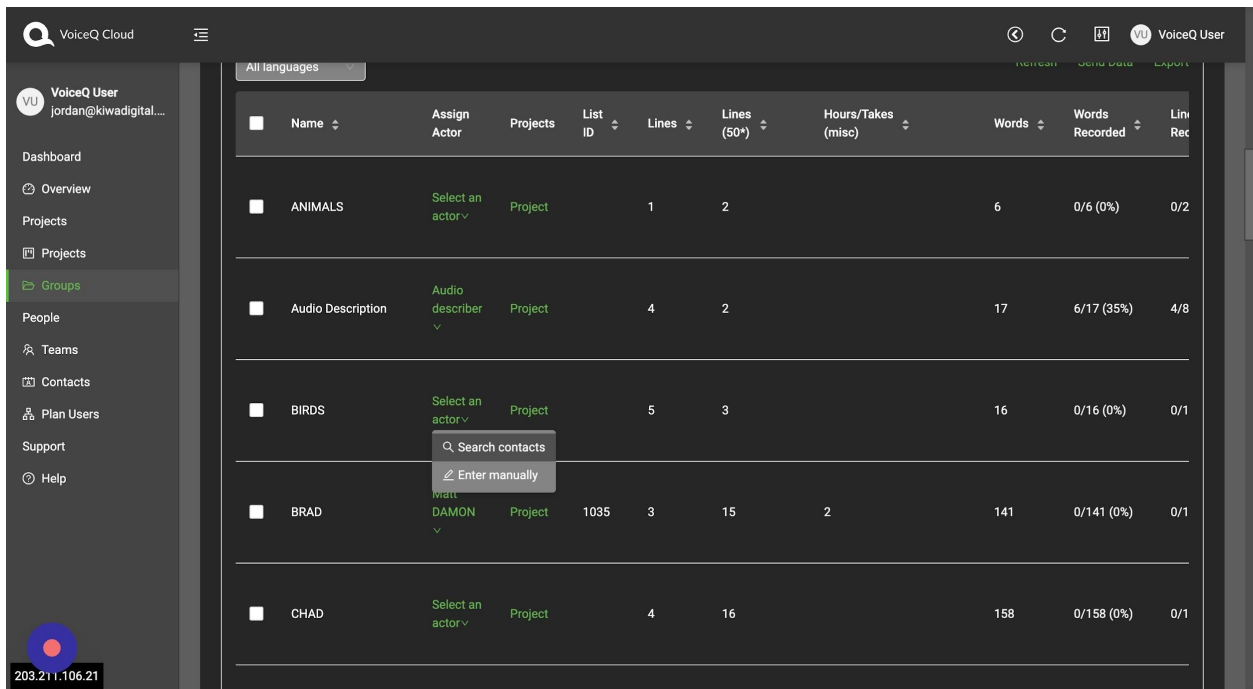


Name	Assign Actor	List ID	Lines	Lines (50*)	Completion Date	Hours/Takes (misc)	Rate Type	Rate	Pay	Words
BRAD	Matt DAMON	1035	3	15	10/03/2023	2	Lines(50*)	0.67	10.05	141
CHAD	Select an actor	4	16				Fixed Rate	0	0	158
CHAD (VO)	Select an actor	1	5				Fixed Rate	0	0	37
CHAD/BRAD	Select an actor	1	1				Fixed Rate	0	0	5
GB/ZZY	Keanu REEVES	10	35		09/27/2023	3	Lines(50*)	0.67	23.45	306

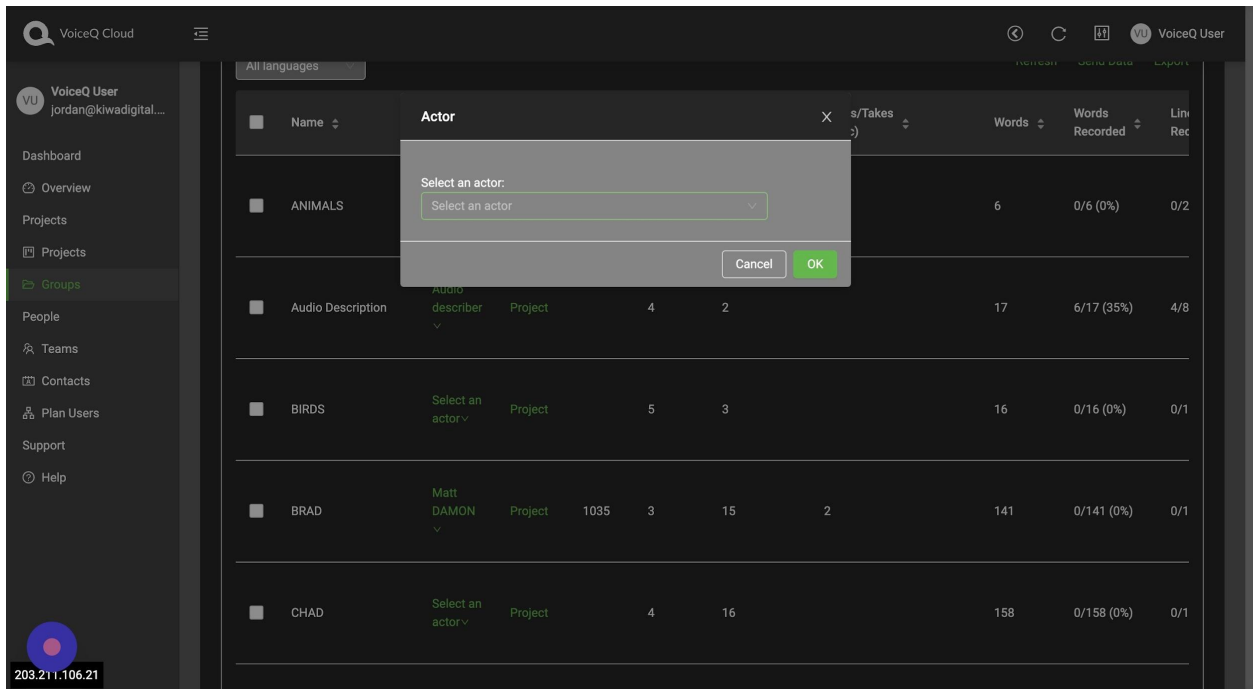
2. Click on the group you wish to view, for this example "Cartoon Series".



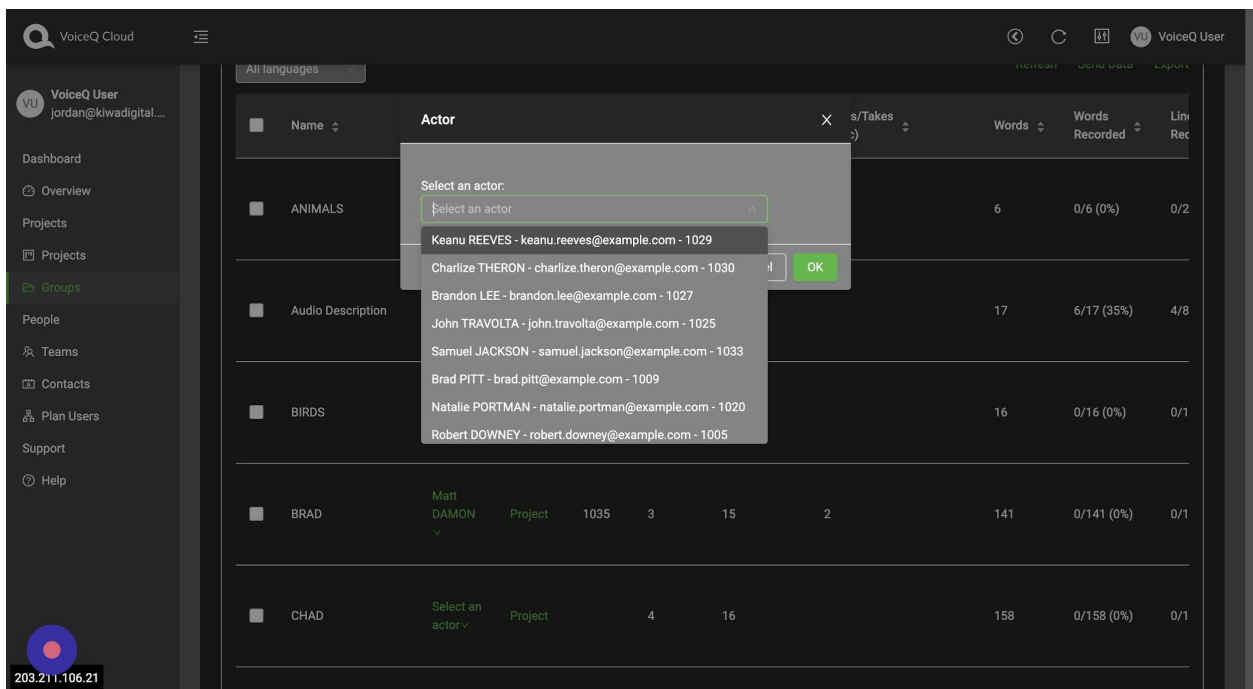
3. Click "Search contacts"



4. Click "Select an actor" to change the actor for the character across projects.



5. Click on an actor to set, for this example "Keanu REEVES - keanu.reeves@example.com - 1029"



6. Click "OK"

7. Click here.

8. Click "Episode #1049-064-B "Frozen Ice""

VoiceQ Cloud

VoiceQ User  
jordan@kiwadigital...

Dashboard  
Overview  
Projects  
Groups  
People  
Teams  
Contacts  
Plan Users  
Support  
Help

ENGLISHMAORI	Select an actor	Project	13	13			119
FEMALE CASHIER	Select an actor	Project	1	2			13
GRIZZLY	Jacob Jacoby	Project	49	82	0		771
GRIZZLY	Keanu REEVES				3	Lines(50*) 0.67	306
GRIZZLY (VO)	Select an actor	Project	6	41		Fixed Rate 0	378
GRIZZLY/PANDA	Select an actor	Project	4	4	0		17

Episode #1049-064-C "Bear Stack"  
Episode #1039-038-A "Charlie's Opus"  
Episode #1049-064-B "Frozen Ice"  
Episode #1039-038-B "Panda's Profile Pic"

203.211.106.21

9. Click this icon.

VoiceQ Cloud

VoiceQ User  
jordan@kiwadigital...

Dashboard  
Overview  
Projects  
Groups  
People  
Teams  
Contacts  
Plan Users  
Support  
Help

All languages

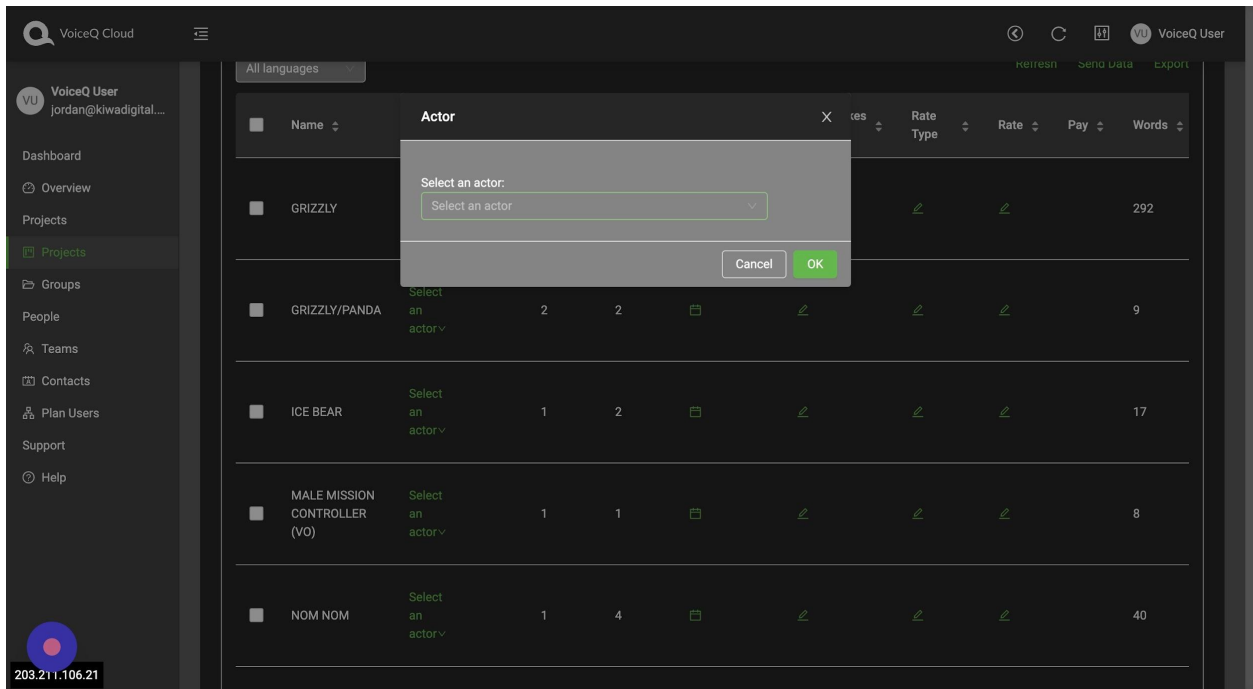
Refresh Send Data Export

Name	Assign Actor	List ID	Lines	Lines (50*)	Completion Date	Hours/Takes (misc)	Rate Type	Rate	Pay	Words
GRIZZLY	Jacob Jacoby		18	30						292
GRIZZLY/PANDA			2							9
ICE BEAR	Select an actor		1	2						17
MALE MISSION CONTROLLER (VO)	Select an actor		1	1						8
NOM NOM	Select an actor		1	4						40

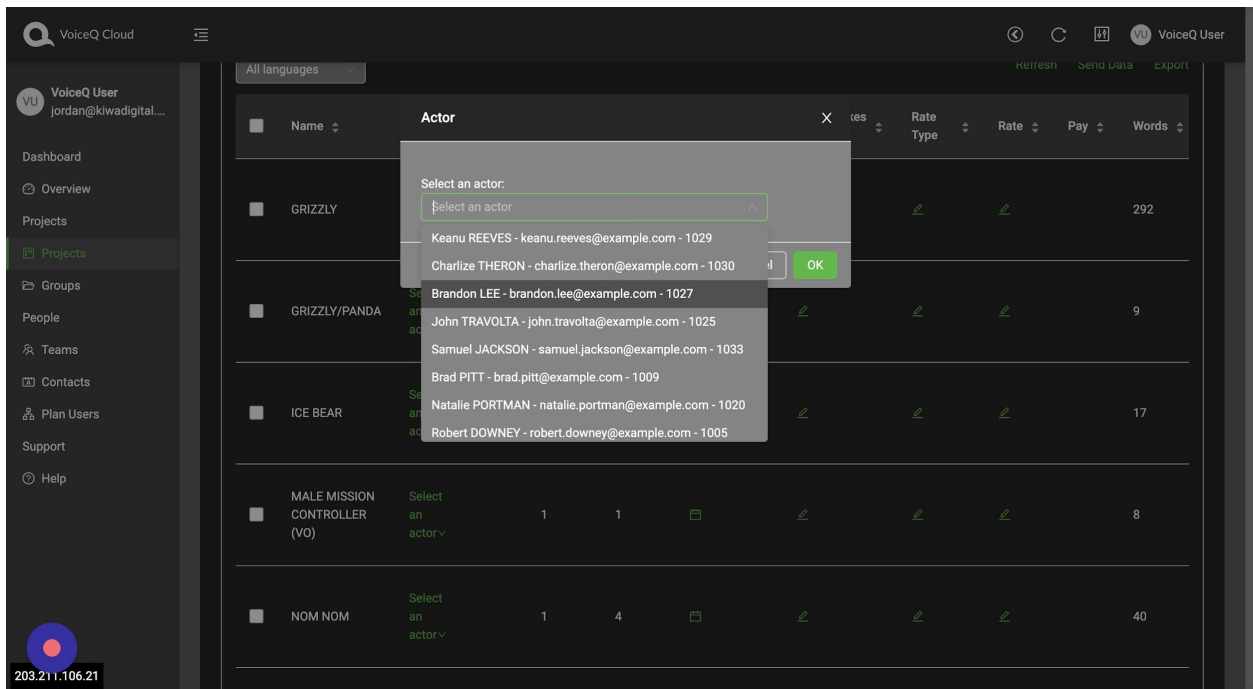
Search contacts  
Enter manually  
Delete assigned actor

203.211.106.21

10. Click "Select an actor"



11. Click "Brandon LEE - brandon.lee@example.com - 1027"



12. Click "OK"

The screenshot shows the VoiceQ Cloud interface. On the left is a sidebar with navigation options: Dashboard, Overview, Projects (highlighted), Groups, People, Teams, Contacts, Plan Users, Support, and Help. The main area displays a table of projects. A modal is open over the 'GRIZZLY' project, titled 'Actor', with a dropdown menu showing 'Brandon LEE' and 'OK' and 'Cancel' buttons.

Name	Actor	Lines	Words
GRIZZLY	Brandon LEE	292	
GRIZZLY/PANDA	Select an actor	2	9
ICE BEAR	Select an actor	1	17
MALE MISSION CONTROLLER (VO)	Select an actor	1	8
NOM NOM	Select an actor	1	40

13. Click this image field.

The screenshot shows the VoiceQ Cloud interface after the actor assignment. A notification at the top states: 'Actor Brandon LEE has been successfully assigned to GRIZZLY'. The table now includes an 'Assign Actor' column. The 'GRIZZLY' project is now assigned to 'Brandon LEE'.

Name	Assign Actor	List ID	Lines	Lines (50*)	Completion Date	Hours/Takes (misc)	Rate Type	Rate	Pay	Words
GRIZZLY	Brandon LEE	1027	18	30						292
GRIZZLY/PANDA	Select an actor		2	2						9
ICE BEAR	Select an actor		1	2						17
MALE MISSION CONTROLLER (VO)	Select an actor		1	1						8
NOM NOM	Select an actor		1	4						40

14. Click "Refresh"

VoiceQ Cloud

VoiceQ User  
jordan@kiwadigital...

Dashboard

Overview

Projects

Projects

Groups

People

Teams

Contacts

Plan Users

Support

Help

203.211.106.21

All languages

Refresh Send Data Export

	Name	Assign Actor	Projects	List ID	Lines	Lines (50*)	Hours/Takes (misc)	Words	Words Recorded	Lines Rec
	ANIMALS	Select an actor	Project		1	2		6	0/6 (0%)	0/2
	Audio Description	Audio describer	Project		4	2		17	6/17 (35%)	4/8
	BIRDS	Keanu REEVES	Project	1029	5	3		16	0/16 (0%)	0/1
	BRAD	Matt DAMON	Project	1035	3	15	2	141	0/141 (0%)	0/1
	CHAD	Select an actor	Project		4	16		158	0/158 (0%)	0/1

15. Click "Export"

VoiceQ Cloud

VoiceQ User  
jordan@kiwadigital...

Dashboard

Overview

Projects

Projects

Groups

People

Teams

Contacts

Plan Users

Support

Help

203.211.106.21

Translated : 0 / 37

Assigned to : -

Lines remaining : 37 / 37

Assigned to : -

Afrikaans

Translated : 0 / 37

Assigned to : -

Recorded : 0%

Lines remaining : 37 / 37

Assigned to : -

Characters

All languages

Refresh Send Data Export

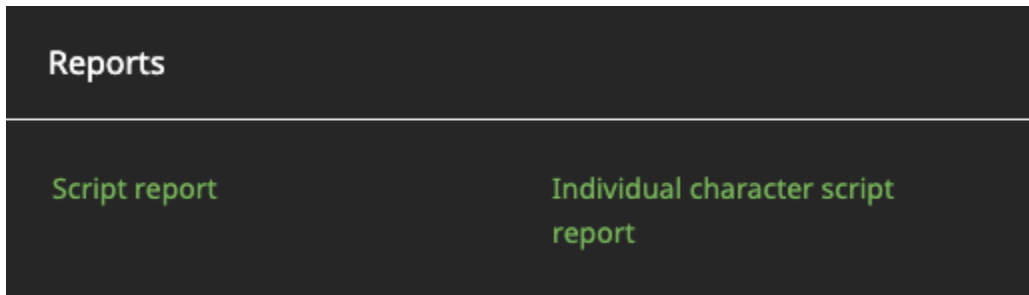
	Name	Assign Actor	Projects	List ID	Lines	Lines (50*)	Hours/Takes (misc)	Rate Type	Rate	Words
	ANIMALS	Select an actor	Project		1	2				6
	Audio Description	Audio describer	Project		4	2				17



## Character export

Users can export an excel sheet via the 'Export' text button located to the top right of the table view. The sheet will export based on the selected language the user chooses via the dropdown menu.

## Script report



Users can export a script report in a PDF format to view all the lines across multiple languages. The report includes:

- Title - Title of the project
- Line number - The number allocated to the line by the script system
- Character name - The name of the voice that is set by the user in the script collaborator or native applications
- Script lines - Script lines are shown based on data entered by the user in the script collaborator or native applications
- Start time - Start time is shown based on data entered by the user in the script collaborator or native applications
- End time - End time is shown based on data entered by the user in the script collaborator or native applications
- Duration time - Duration time is shown based on data entered by the user in the script collaborator or native applications

## Individual character script report

Users can export an Individual character script report in a PDF format to view all the lines across multiple languages. The report includes:

- Title - Title of the project
- Line number - The number allocated to the line by the script system
- Character name - The name of the voice that is set by the user in the script collaborator or native applications

- Script lines - Script lines are shown based on data entered by the user in the script collaborator or native applications
- Start time - Start time is shown based on data entered by the user in the script collaborator or native applications
- End time - End time is shown based on data entered by the user in the script collaborator or native applications
- Duration time - Duration time is shown based on data entered by the user in the script collaborator or native applications

## TEAMS

Teams are important for sharing your uploaded project with other users. Users assigned to projects in this team will be able to see other members in case they need to contact them. If you are creating a team you will automatically be assigned to an 'Admin/Manager' role. If you assign yourself as another user you may lose control of your team permissions.

However if you are the original creator of the project and you wish to remove the project you may do so in the specific projects options in the details section of the project.

### Create a team

Follow the steps below to create a team:

1. Select the 'Team' tab on the main VoiceQ Cloud menu
2. Select the '+ Create' button
3. Enter a team name in the text box assigned to 'Name' (this is a requirement)
4. Select members in the members section by selecting the '+ Add member' button
5. Users will see Contacts they have added in the contacts section in the 'Contacts' dropdown list
6. Select a 'Contact' in the dropdown list
7. In the Role column select the appropriate role you wish to set in the 'Role' dropdown menu
8. IF required select a language for the assigned user to use
9. Press 'Ok' to confirm the addition or 'Cancel' to undo the entries you have selected
10. Add more members if required
11. Select projects in the Projects section by selecting the '+ Add project' button
12. Select a project in the dropdown menu in the 'Name' column
13. You can add more projects if required by repeating the steps above
  - a. Note: If a project is assigned to another team it cannot be assigned to another team. This will keep projects secure and limits accidental sharing of projects to individuals who are not privy to information.
14. Press the 'Save' button to complete the process

You will receive an email to confirm the project has been shared (as the user who creates the team is set as the team leader)

## Email notifications

All notification emails come from 'no-reply@voiceq.com' users may need to whitelist the email address from spam if they use a filter for advertisements. When a user is added, a role is changed, a project is added or a user is removed from a team they will receive an email notification.

## Roles

VoiceQ Cloud includes multiple roles that can be assigned to specific users in teams. Each role restricts users based on what role a user is assigned. All the roles available to the user are listing below:

- Actor
- Adaptor
- Admin/Manager
- ADR supervisor
- Assistant director
- Audio Editor
- Audio Engineer
- Client
- Director
- Editor
- Executive Producer
- Narrator
- Online Translator
- Post-Production Supervisor
- Project manager
- Quality Control
- Screenwriter
- Sound Engineer
- Video Editor
- Voice Artist
- Writer/Translator

## Setting a role

You first need to create a team; once created follow the next steps:

1. Assign a contact
2. In the role column select the dropdown menu
3. In the drop down select one of the options (refer to the descriptions below for more details on permissions)
4. Once you have set a role you may be asked to set a specific language to set for the user, if not then skip to step 6
5. Assign a language by selecting the language dropdown in the language column. Note: The languages are specific to territory ('English' will cover all spoken English whereas 'English (US)' will focus on that specific set of English).
6. Once the role is set you can add another user or press the 'Save' button to complete the process.

## Permissions

Each role has a specific set of permissions. The table below outlines what each role can and cannot do while using VoiceQ Cloud.

<b>Adaptor, Screenwriter</b>	Adaptors are restricted to editing, recording and viewing ONLY the language they are assigned to in a project. They can record audio, save takes, delete takes and export audio files. They can also sync and download to VoiceQ Native applications.
<b>Admin/Manager, Project Manager</b>	Admin/Managers have full access and ownership of all projects in a team. Permissions include full reporting and exporting functions, as well as project upload and sync. This user can change roles and assign languages and projects when set in a team. They can also sync and download to VoiceQ Native applications.
<b>Actor, Narrator, Talent, Voice Artist</b>	Actors are restricted to recording and viewing ONLY the language they are assigned to in a project. They also are restricted in what reporting data that can be viewed. They can record audio, save takes, delete takes and export audio files.
<b>Audio Engineer, Editor, Sound Engineer, Audio Editor and Video Engineer</b>	Audio Engineers are restricted to editing and viewing ONLY the language they are assigned to in a project. They can sync and download projects to VoiceQ Native applications.
<b>Client</b>	Clients can view projects online and see progress on a project. They cannot however edit or make any changes to an active project. They can download to VoiceQ Native applications but cannot sync any changes to the project online.
<b>Director, ADR supervisor, Assistant Director, Executive Producer</b>	Directors are restricted to editing and viewing ONLY the language they are assigned to in a project. They can sync and download projects to VoiceQ Native applications.
<b>Online Translator,</b>	Online translators can only view and edit projects online in a browser. They can edit script text for ONLY the language they are assigned to in a project. They cannot sync and download to VoiceQ Native applications.
<b>Quality Control</b>	Quality Control users are restricted to editing, recording and viewing ONLY the language they are assigned to in a project. They can sync and download to VoiceQ Native applications.
<b>Writer/Translator</b>	Writer/Translators are restricted to editing, and viewing ONLY the language they are assigned to in a project. They can sync and download to VoiceQ Native applications.

## CONTACTS

A contact is someone who you want added to VoiceQ Cloud to work with/on projects in a collaborative environment. When a user is added they are invited to join VoiceQ Cloud and become part of your network.

### Adding a contact

Users can add new contacts by following the steps below:

1. Select the '+ Add' button in the Contacts tab
2. The user must then enter in the users details/metadata
  - a. First name \*
  - b. Middle name
  - c. Last name
  - d. Stage name
  - e. Job title
  - f. Gender
  - g. Email \*
  - h. Languages - Set by default in teams
  - i. Street address
  - j. City
  - k. State code
  - l. Postal code
  - m. Country
  - n. Phone
  - o. Company
  - p. Department
  - q. Resource Type
  - r. List ID
  - s. Vendor ID
  - t. Actor
  - u. Notes
3. Once the information is entered the user may select either the 'Save & close' button to complete the entry or select the 'Add another...' button to add more contacts.

The screenshot shows a mobile application interface for adding a contact. The form is titled "Add contact" and includes the following fields:

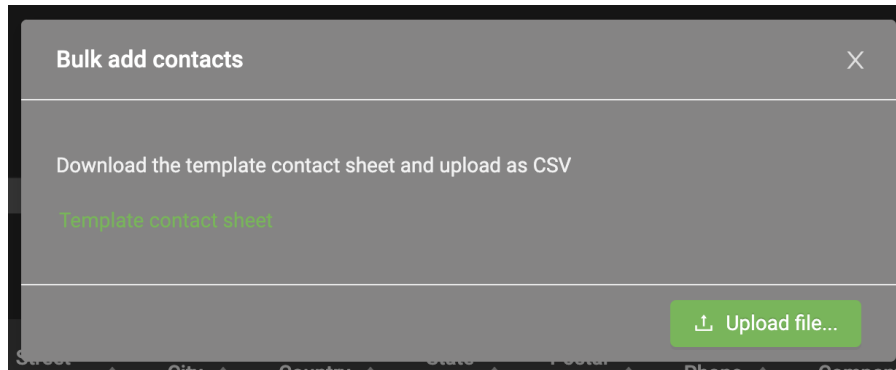
- First Name (required, marked with a red asterisk)
- Middle Name
- Last Name
- Stage Name
- Job Title
- Gender (dropdown menu)
- Email (required, marked with a red asterisk)
- Languages (dropdown menu)
- Street Address
- City
- State Code
- Postal Code
- Country (dropdown menu)
- Phone
- Company
- Department
- Resource Type
- List ID
- Vendor ID
- Actor/Talent (checkbox)
- Notes (text area)

At the bottom right of the form, there are two green buttons: "Add another..." and "Save & close".

## Bulk add contacts

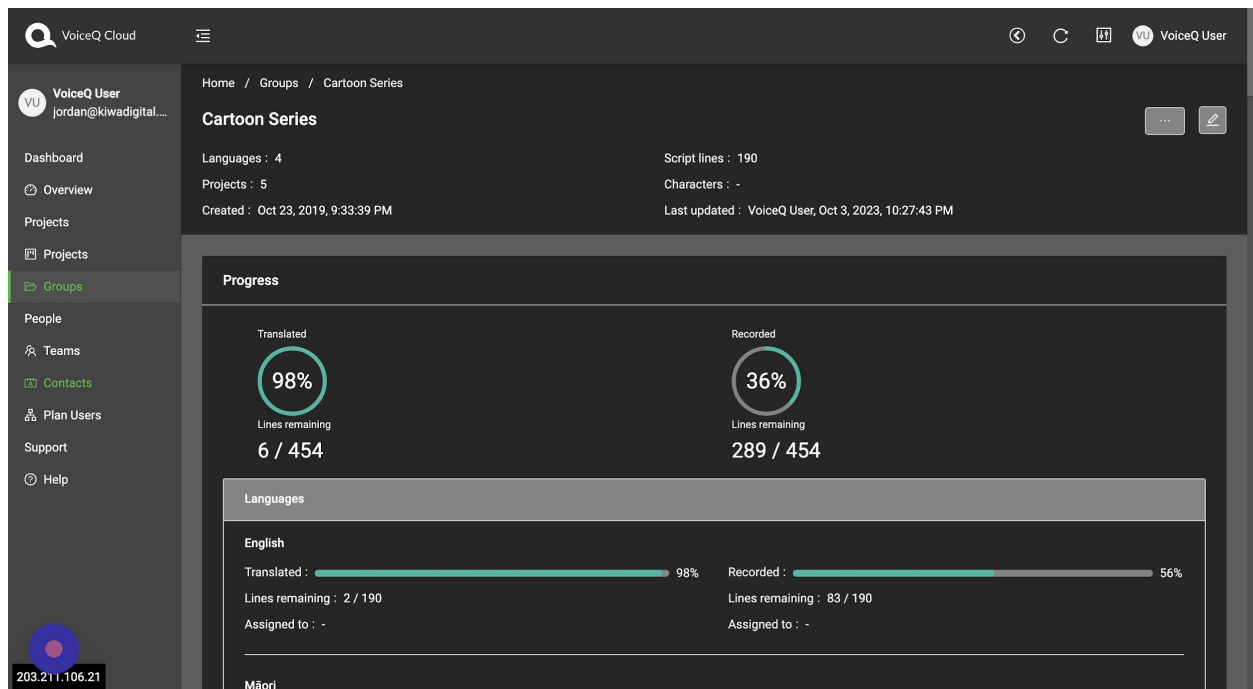
Users can select the 'Bulk add' button. Users are then given a template script to follow.

Select the 'Upload file...' button to import a CSV file with all contacts in each row. You may add additional information such as 'first name, last name, address, company.

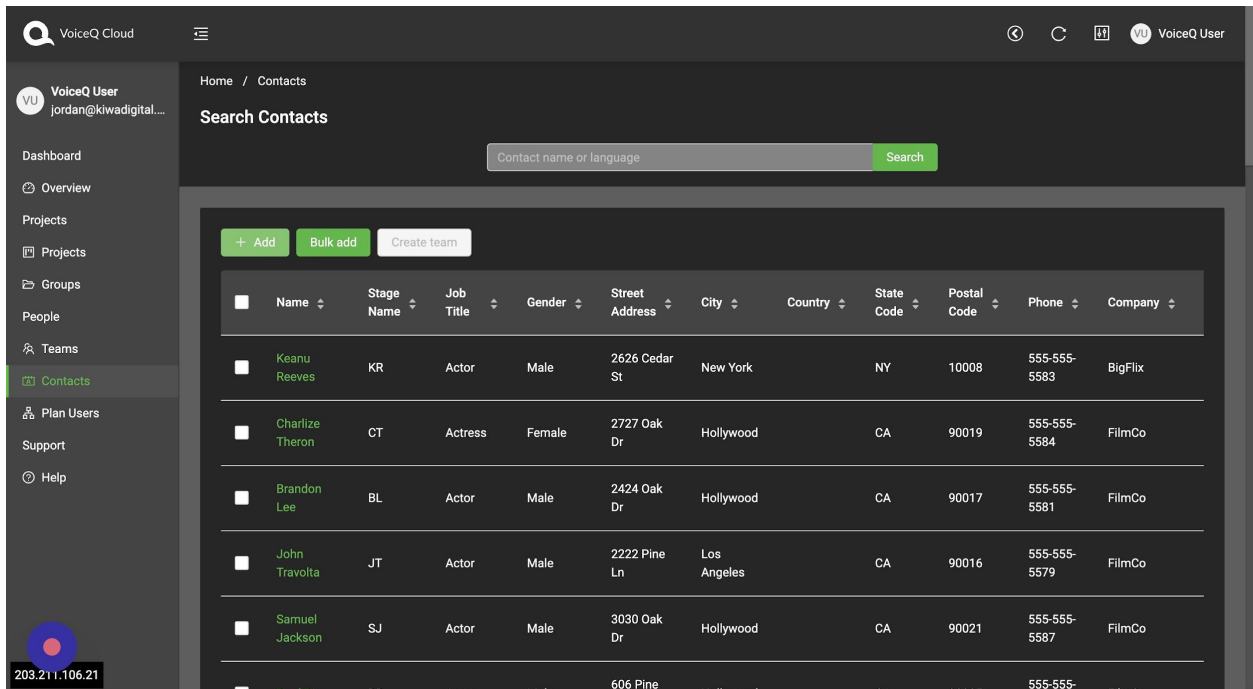


## Adding actors to contacts

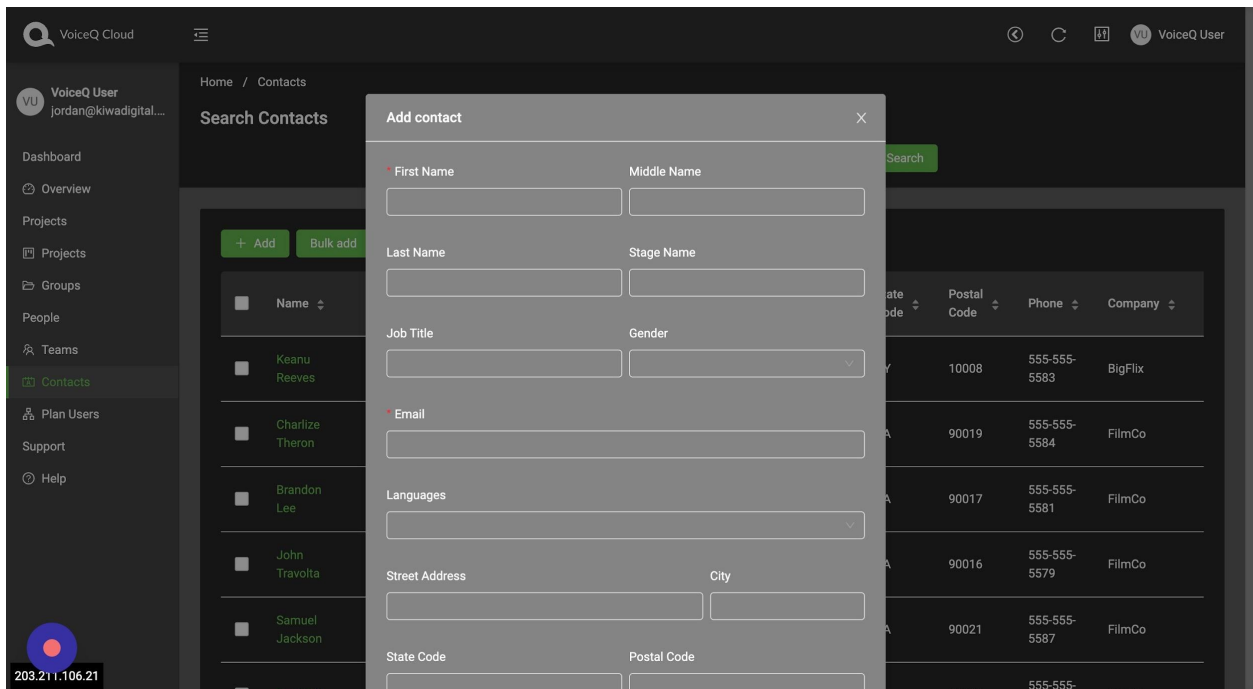
1. Click "Contacts"



2. Click "Add"

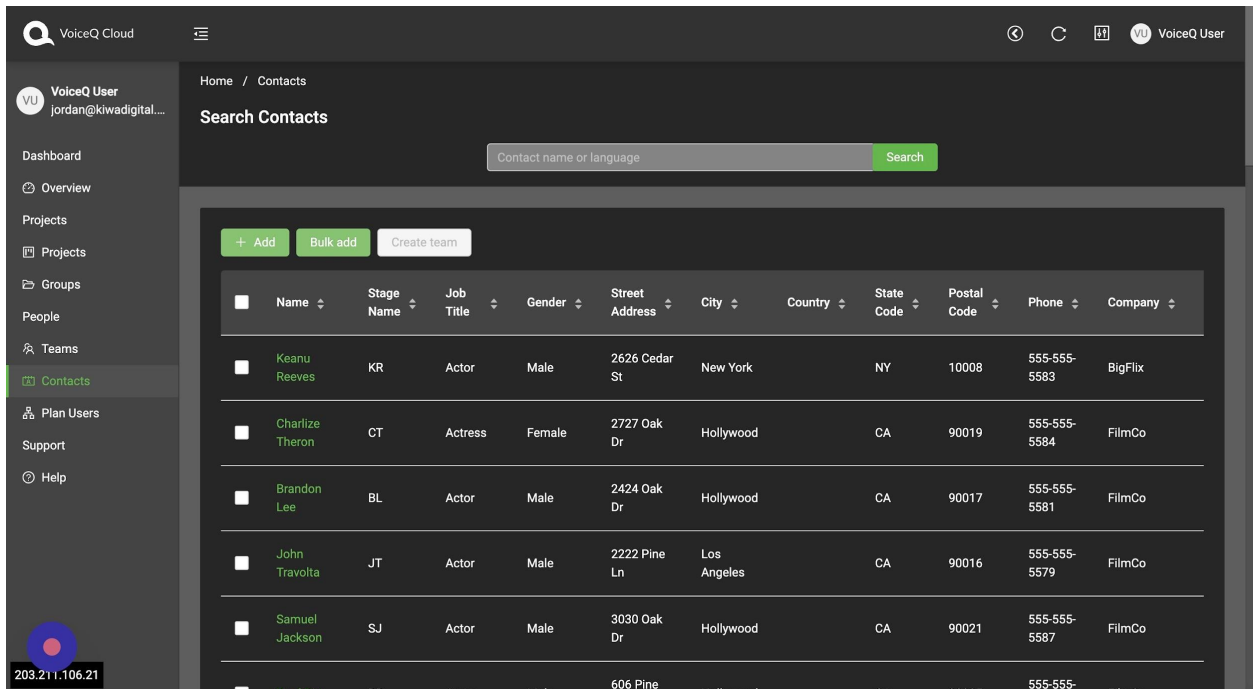


3. Click this icon.

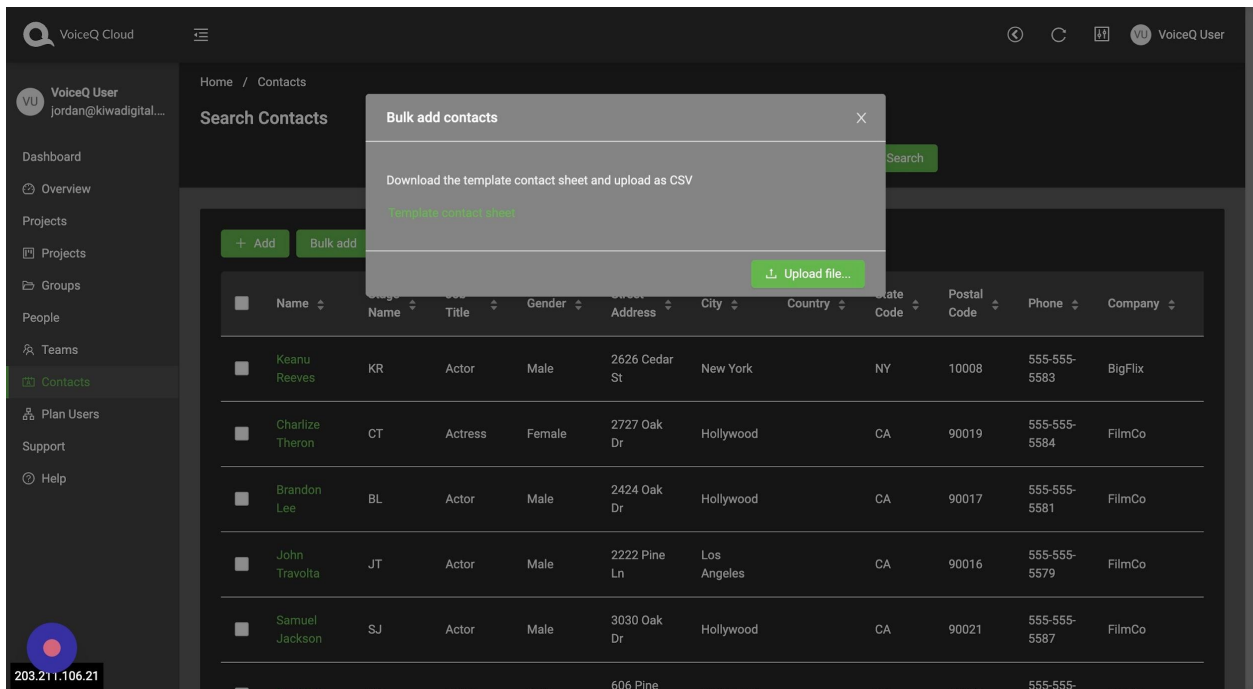


4. Click "Bulk add"

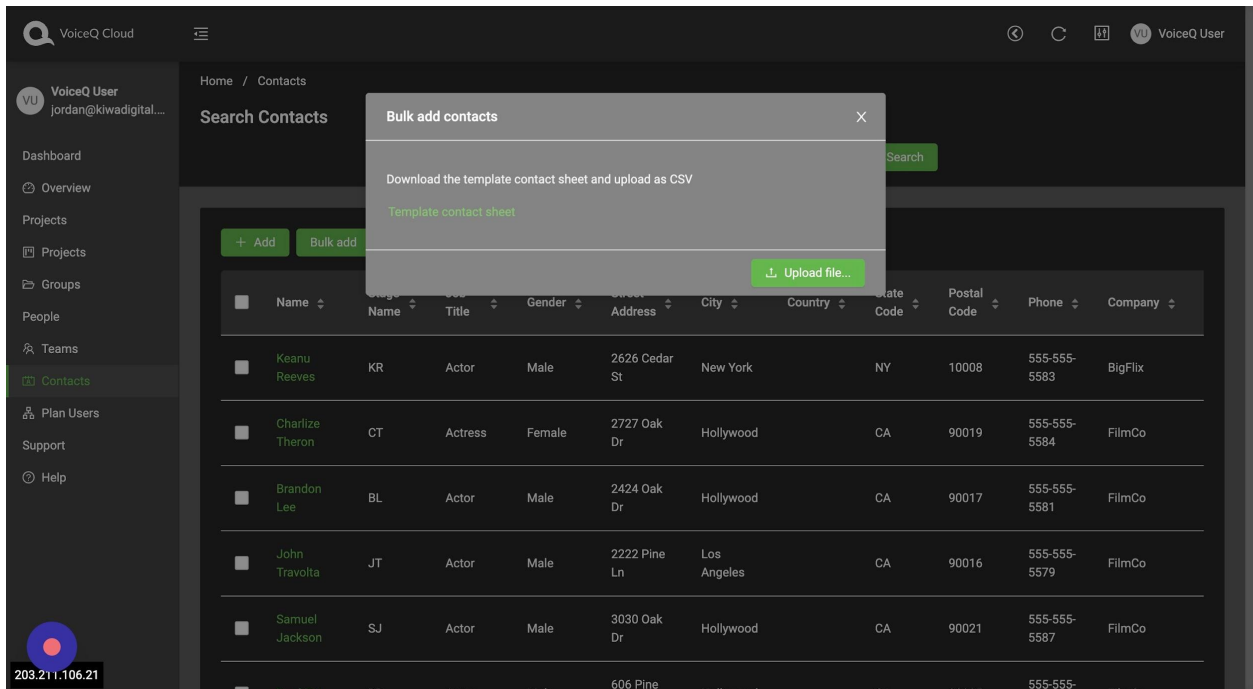




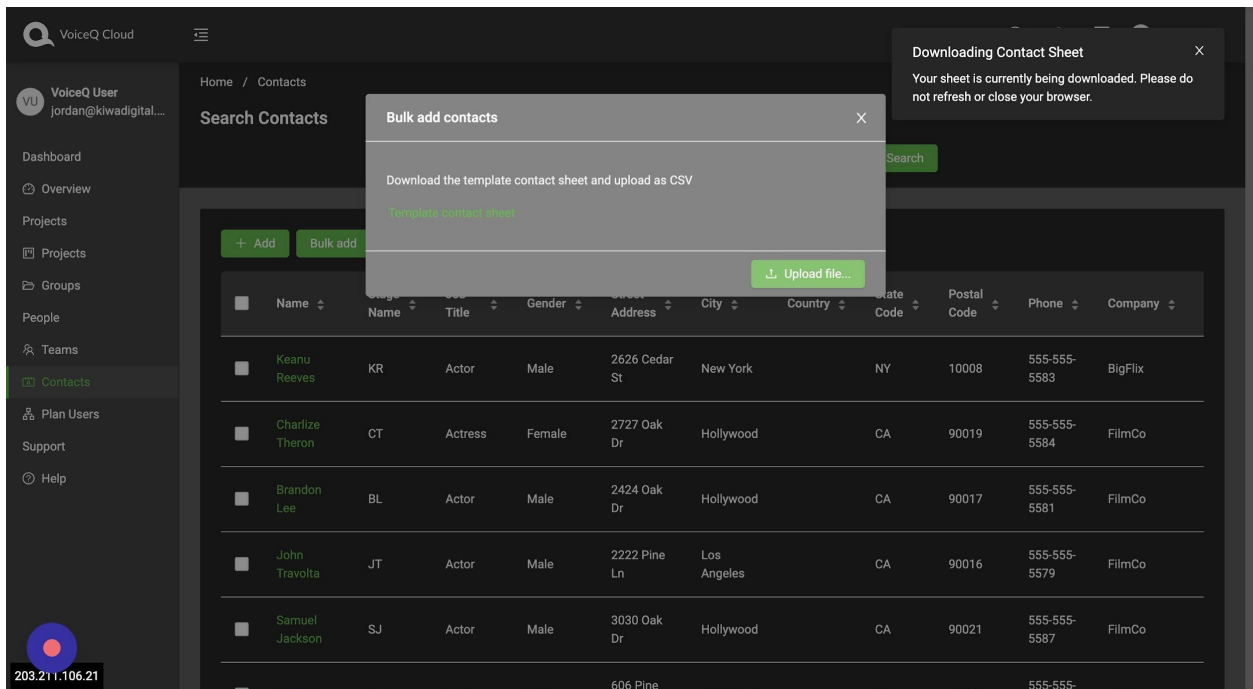
5. Click here.



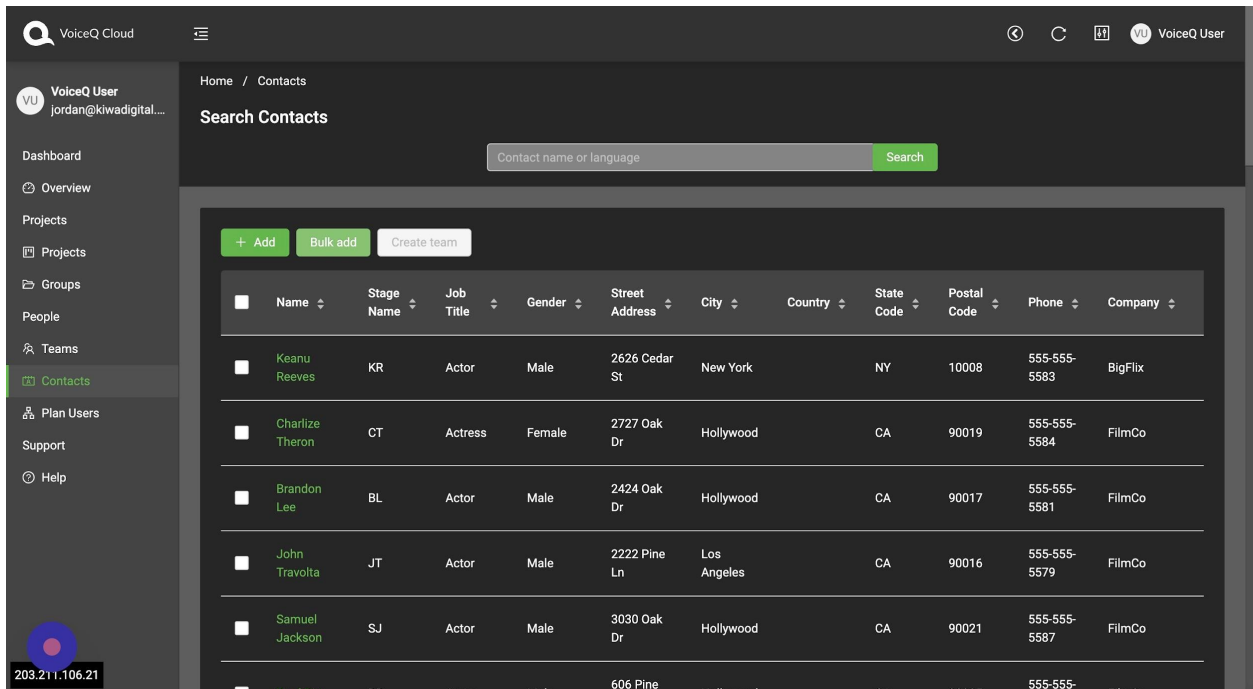
6. Click "Template contact sheet"



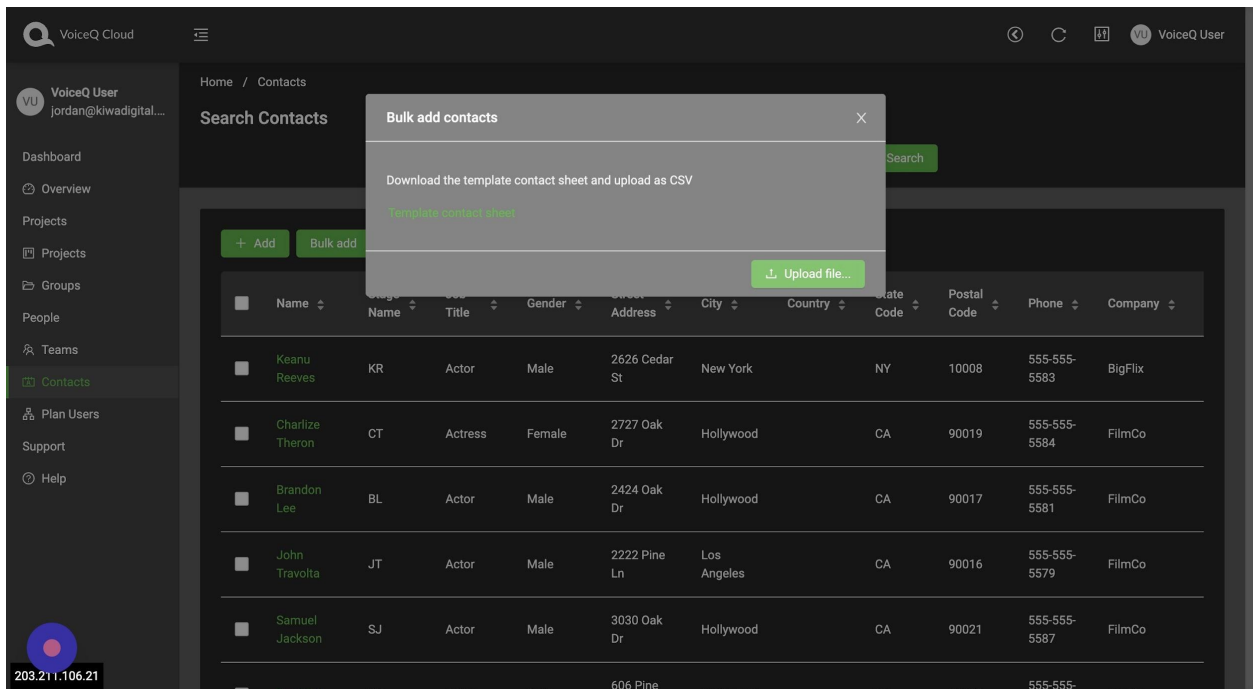
7. Click "Upload file..."



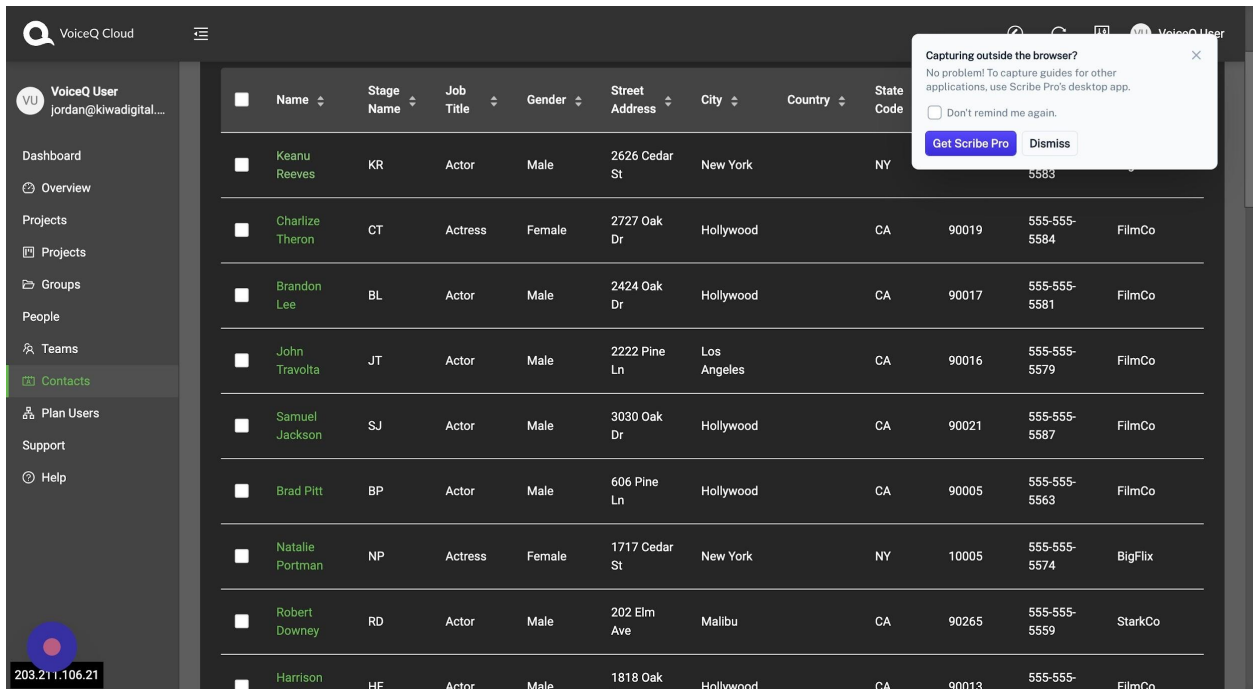
8. Click "Bulk add"



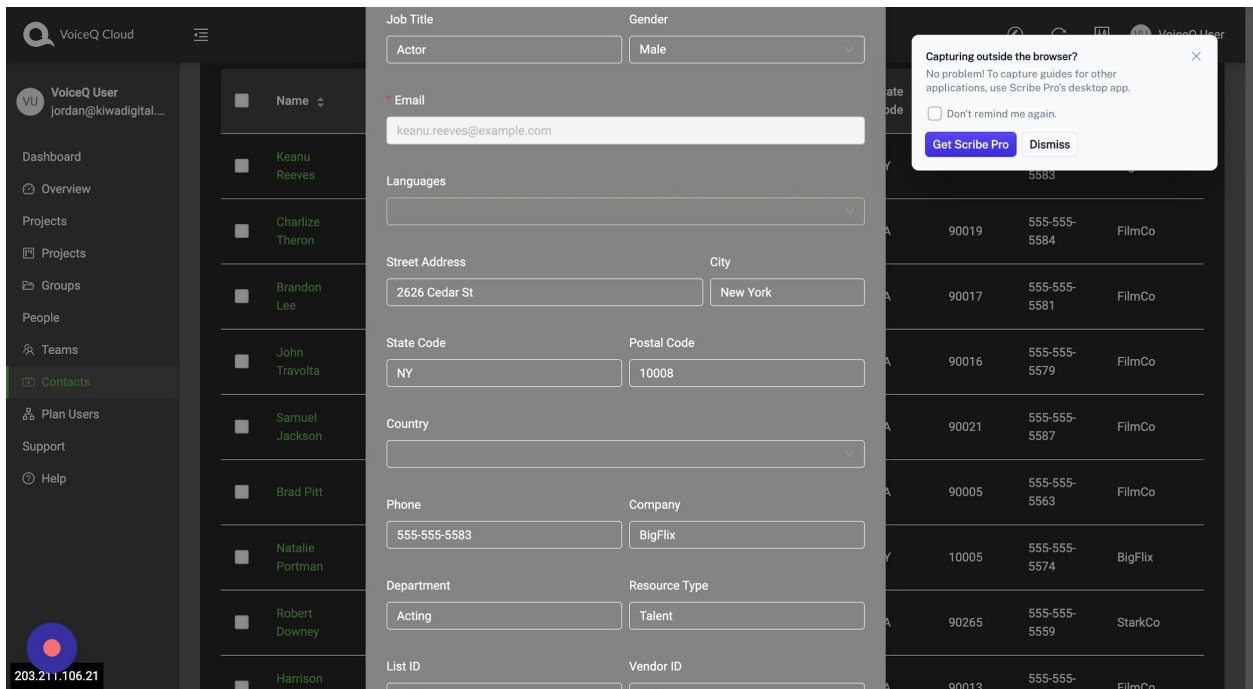
9. Click "Upload file..."



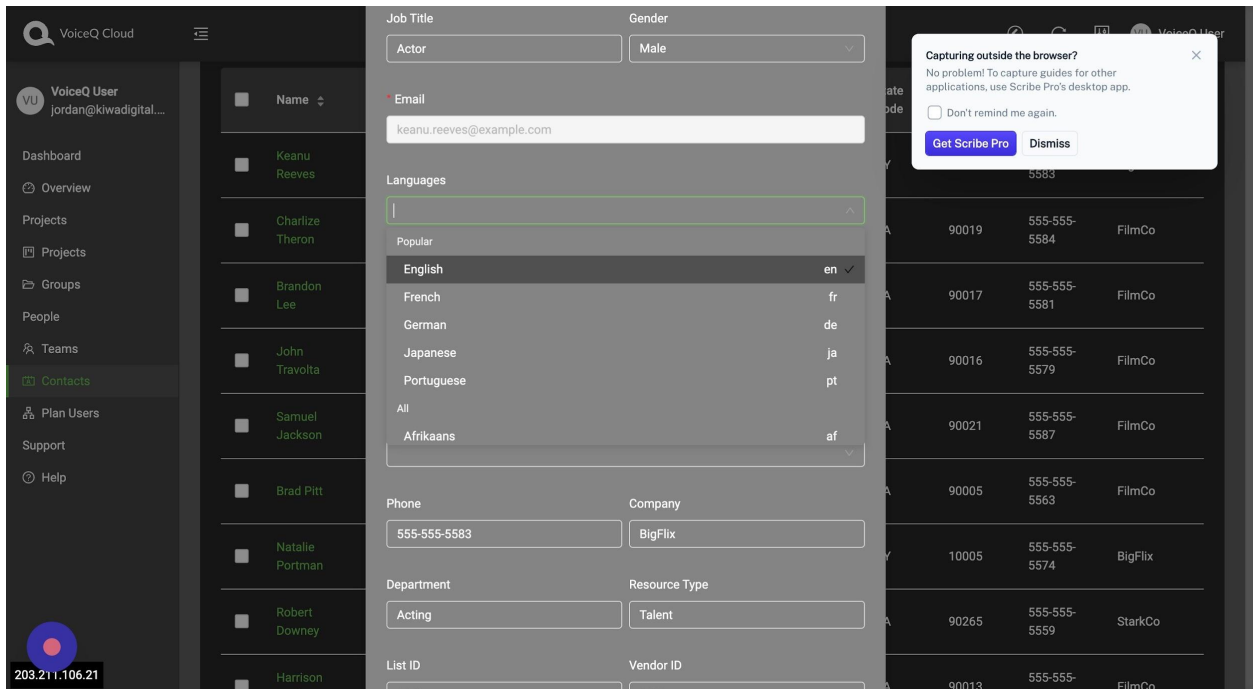
10. Click "Keanu Reeves"



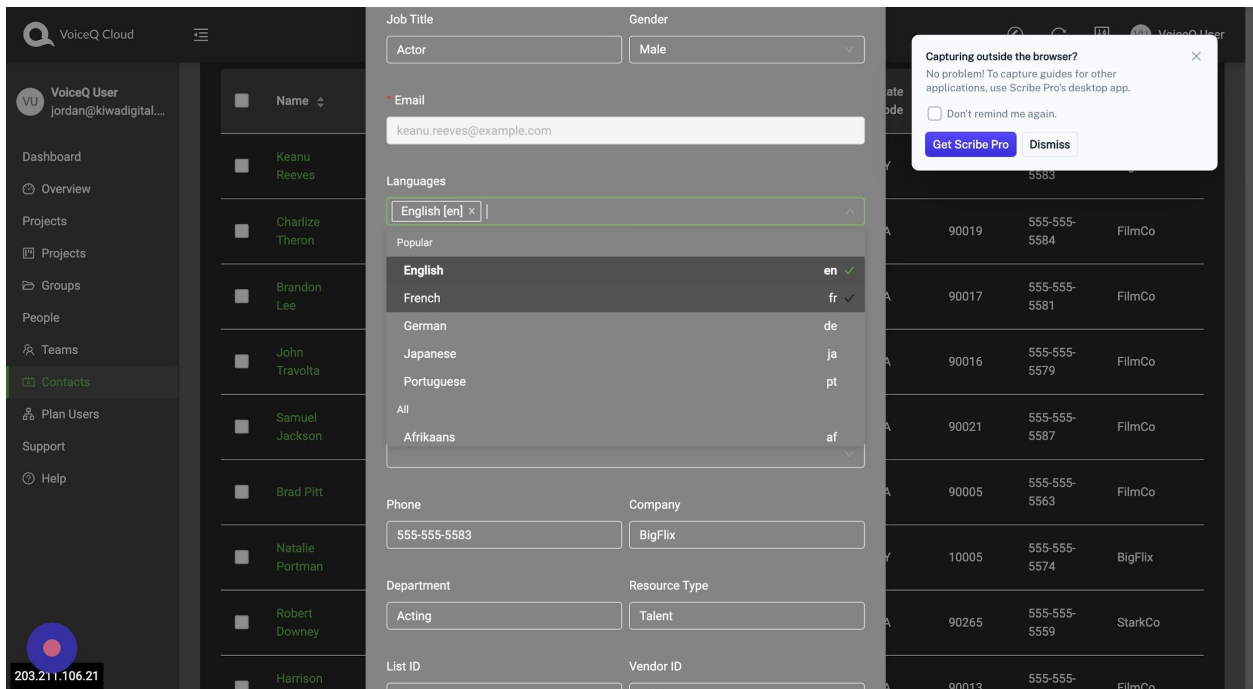
11. Click and select the languages.



12. Click the language for example "English 'en'".



13. Click on another language for this example "French "fr".



14. Click out to save.

**Job Title**  
Actor

**Gender**  
Male

**Email**  
keanu.reeves@example.com

**Languages**  
English [en] x French [fr] x

**Popular**  
English en ✓  
French fr ✓  
German de  
Japanese ja  
Portuguese pt  
All  
Afrikaans af

**Phone**  
555-555-5583

**Company**  
BigFlix

**Department**  
Acting

**Resource Type**  
Talent

**List ID**  
1000

**Vendor ID**  
1000

**Table Data:**

Code	Phone	Company
90019	555-555-5584	FilmCo
90017	555-555-5581	FilmCo
90016	555-555-5579	FilmCo
90021	555-555-5587	FilmCo
90005	555-555-5563	FilmCo
10005	555-555-5574	BigFlix
90265	555-555-5559	StarkCo
90013	555-555-5566	FilmCo

15. Click on the country.

**Languages**  
English [en] x French [fr] x

**Street Address**  
2626 Cedar St

**City**  
New York

**State Code**  
NY

**Postal Code**  
10008

**Country**  
[Dropdown menu]

**Phone**  
555-555-5583

**Company**  
BigFlix

**Department**  
Acting

**Resource Type**  
Talent

**List ID**  
1029

**Vendor ID**  
2029

**Actor:** ☒

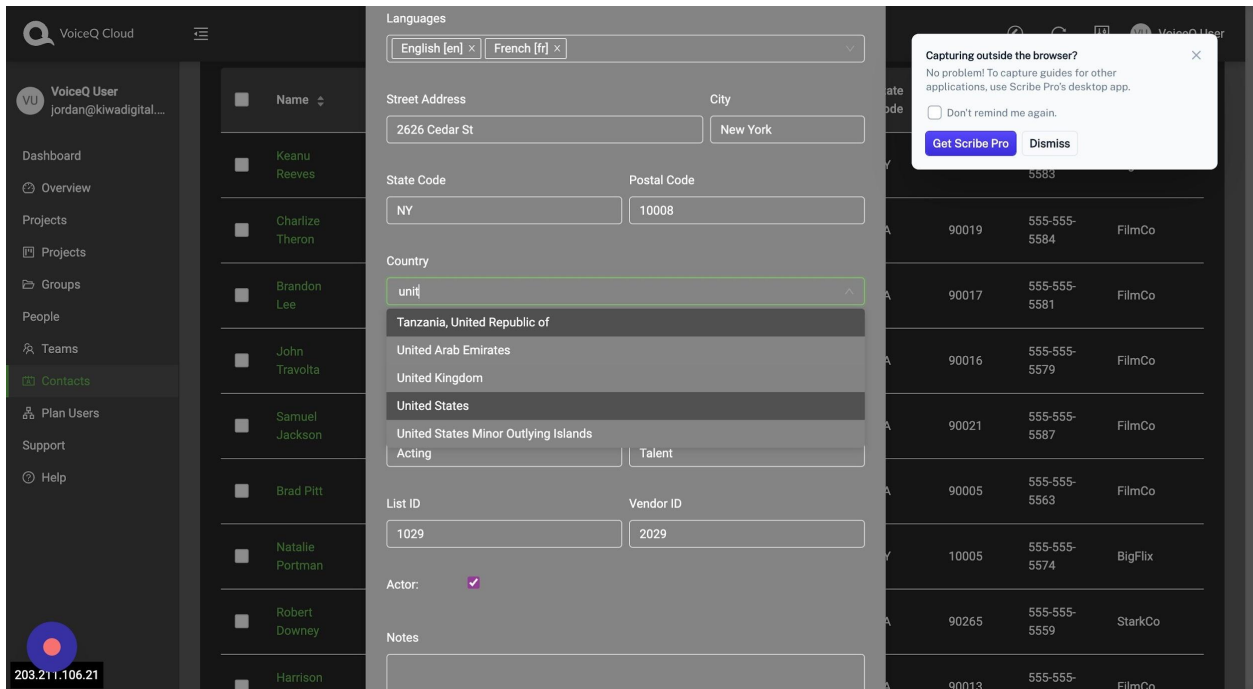
**Notes**  
[Text area]

**Table Data:**

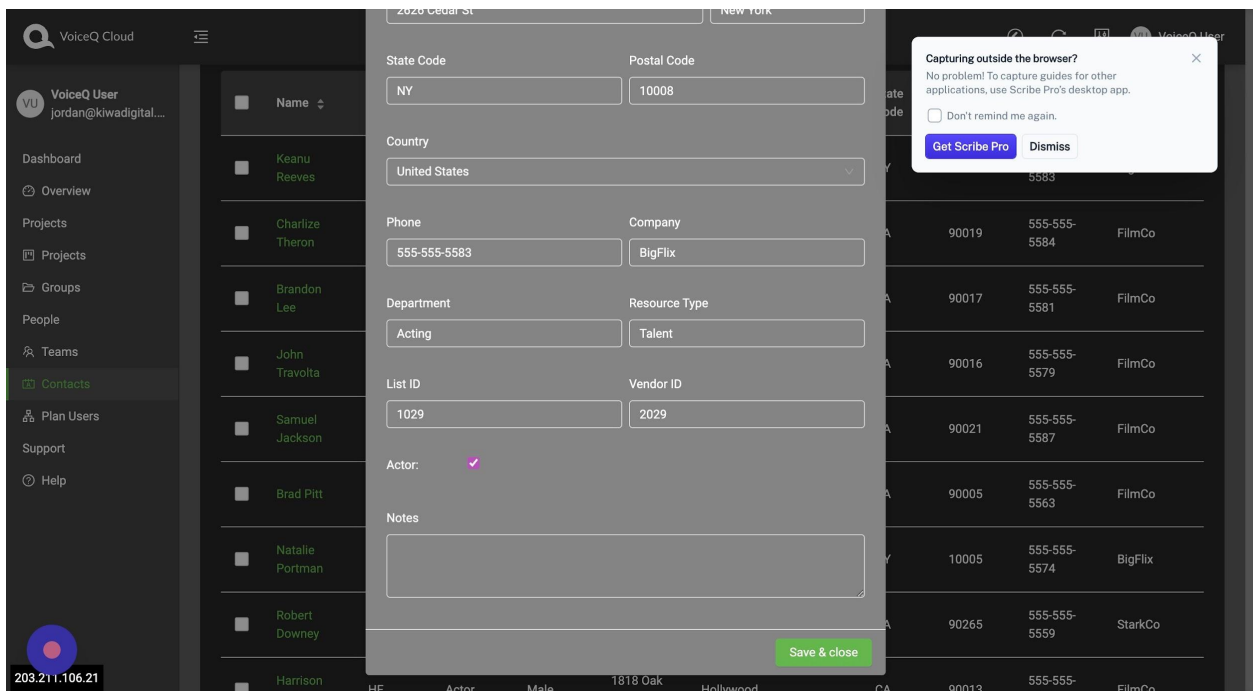
Code	Phone	Company
90019	555-555-5584	FilmCo
90017	555-555-5581	FilmCo
90016	555-555-5579	FilmCo
90021	555-555-5587	FilmCo
90005	555-555-5563	FilmCo
10005	555-555-5574	BigFlix
90265	555-555-5559	StarkCo
90013	555-555-5566	FilmCo

16. Type your selected country or choose from the list.

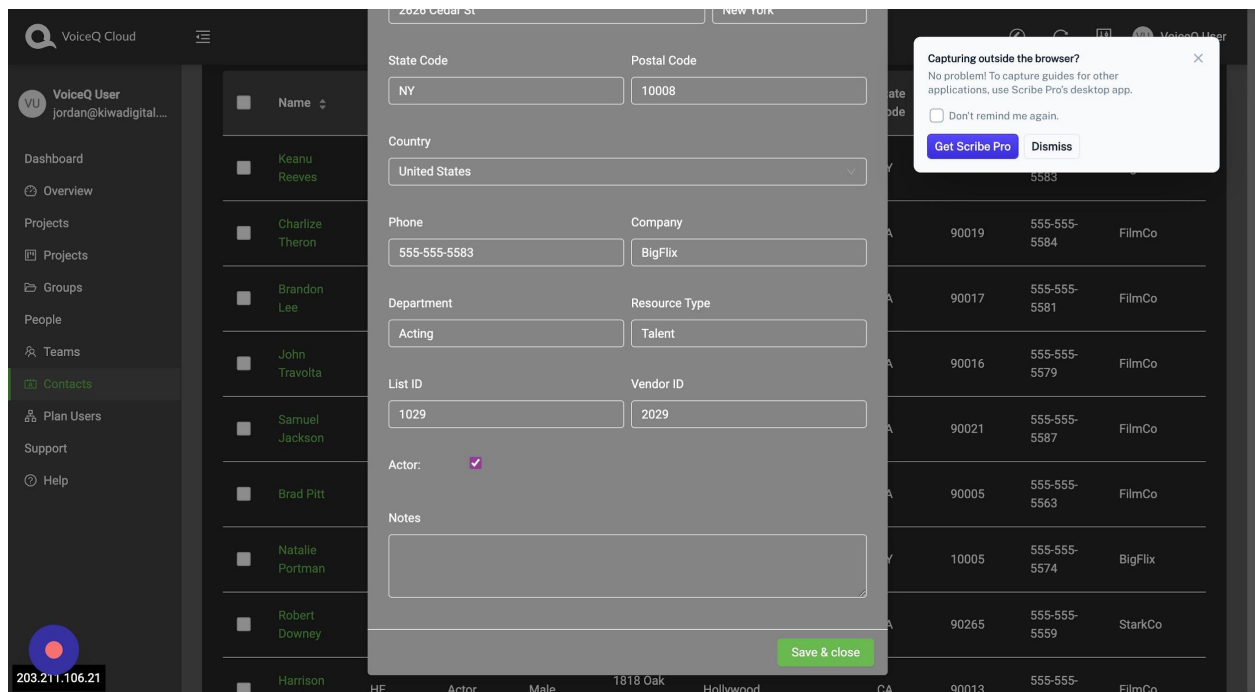
17. Click the correct language, for this example "United States".



18. Double-click this checkbox to set the user as an actor if not selected. This will assign the user to the actor selection dropdown shown in the project and group character selection.



19. Click "Save & close"



## Edit a contact

Users may edit the contact by clicking the contacts name. Once modifications are completed you may select 'Save & close'. To cancel simply press the 'x' button in the top right of the pop-over window.

## Invitation to join

All contacts added receive an invitation email to set up an account, by [no-reply@voiceq.com](mailto:no-reply@voiceq.com)



## MEDIA

### Supported media files

Below are the media file types supported that can be uploaded to the server to view in the media window.

Container	Video Codecs Supported with Container
Audio Video Interleave (AVI)	Uncompressed, Canopus HQ, DivX/Xvid, DV/DVCPRO
Adobe Flash	AVC (H.264), Flash 9 File, H.263
Matroska	AVC (H.264), PCM, MPEG-2, MPEG-4 part 2, VC-1
IMF	Apple ProRes, JPEG 2000 (J2K)
MPEG Transport Streams	AVC (H.264), HEVC (H.265), MPEG-2, VC-1
MPEG-1 System Streams	MPEG-1, MPEG-2
MPEG-4	Uncompressed, AVC Intra 50/100, DivX/Xvid, H.261, H.262, H.263, AVC (H.264), HEVC (H.265), JPEG 2000, MJPEG, MPEG-2, MPEG-4 part 2, VC-1
MXF	Uncompressed, Apple ProRes, AVC Intra 50/100, DNxHD, DV/DVCPRO, DV25, DV50, DVCPRO HD, AVC (H.264), JPEG 2000 (J2K), MPEG-2, Panasonic P2, SonyXDCam, SonyXDCam MPEG-4 Proxy
QuickTime	Uncompressed, Apple ProRes, AVC Intra 50/100, DivX/Xvid, DV/DVCPRO, H.261, H.262, H.263, AVC (H.264), JPEG 2000 (J2K), MJPEG, MPEG-2, MPEG-4 part 2
WebM	VP8, VP9
WMV/ASF	VC-1

### Video URL

Users can now use privately hosted video files from a DIRECT url. Files must be hosted on a html link which can be a direct link via an IP address. Here is a test URL for you to use in any project:

<https://www.radiantmediaplayer.com/media/bbb-360p.mp4> We currently do not have codec support for Youtube and Vimeo.

## Removing a media file

Users may remove or replace a video by selecting 'Remove media' from the media menu located in the lower right of the media window.

## Uploading a file

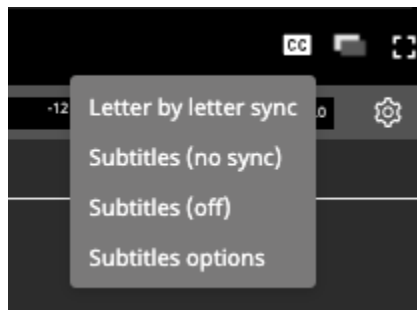
Typically a 20-30 minute video takes around 5-10 minutes to upload (depending on upload speed of your provider). Users can upload media and leave the project to upload once the initial upload is completed. Once the initial upload is made the video will encode on our server for viewing.

## Playback

The video player works like a typical media player with the following options available:

- Play/Pause button - Triggers playback
- Timeline section/Progress bar -
- Timecode - Timecode reads from '0' to the total duration of the media file.
- Volume - Mute/unmute selection
- Picture in Picture - Allows users to view the video in PIP mode
- Fullscreen - Shows the video in full screen mode

## Subtitle options



Included in VoiceQ Cloud are two versions of online subtitle options

1. Word by word sync: This shows the user a highlight based on the word timing set in VoiceQ native applications.
2. Letter by letter synchronization: This shows the sync of the words divided by the number of characters over a set time to calculate the position of the sync marker.

Visual changes can also be made to the subtitles upon preference. By Clicking on “Subtitles options”

A screenshot of a 'Subtitle options' dialog box. The dialog has a title bar with 'Subtitle options' and a close button (X). Inside, there are several settings: 'Project name' with a text input field containing 'VoiceQ Cloud Demo'; 'Font size' with a horizontal slider; 'Font color and Opacity' with a color picker; 'Stroke size' with a horizontal slider; 'Stroke color and Opacity' with a color picker; and 'Background color and Opacity' with a color picker. At the bottom, there are two buttons: 'Reset to Default' and 'Save'.

Here user can manipulate the following options:

- Font size
- Font color and Opacity
- Stroke size
- Stroke color and Opacity
- Background color and opacity

## PRIVACY POLICY

IMPORTANT: Once a user creates/registers an account with the VoiceQ Cloud service they are then bound by the privacy policy and terms and conditions of the VoiceQ Cloud service (all of which can be viewed and/or referenced via the Support section).

Kiwa Digital Limited ('KIWA') is a limited liability company registered in New Zealand that owns and provides services related to VoiceQ intellectual property .

KIWA values the protection of your personal information. KIWA's intellectual property including the applications VoiceQ Pro, VoiceQ Writer and VoiceQ Actor; and services VoiceQ Cloud, VoiceQ Cloud Manager and VoiceQ Cloud Collaborator are collectively referred to as 'our content'. This privacy policy applies to all of our content and has been created to inform you about how we collect, use, and protect your data.

KIWA ("us", "we", or "our") operates the VoiceQ website, VoiceQ Cloud services and VoiceQ Pro, Writer, and Actor (the "Service", "Brand").

This page informs you of our policies regarding the collection, use, and disclosure of personal data when you use our Service and the choices you have associated with that data.

We use your data to provide and improve the Service. By using the Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in our Terms and Conditions.

### Information Collection and Use

We collect several different types of information for various purposes to provide and improve our Service to you.

### Personal Data

We collect your personal data in the following ways:

1. When you register/sign-up for the VoiceQ Cloud Service - when you register/sign-up for VoiceQ Cloud, we collect your personal data so you can use the Service such as your name, email address, company name, etc.
2. Through your use of the VoiceQ Cloud service - when you use VoiceQ Cloud, we collect personal data about your usage such as your activity log, IP addresses, location and device used etc.

3. Personal data collected that enables us to provide you with additional features/functionality - from time to time, you may provide us with additional personal data or give us your permission to collect additional personal data e.g. to provide you with more features or functionality. As described further below, we will not collect files, media, or application data without your prior consent. You always have the option to change your mind and withdraw your consent at any time.

We use anonymous and aggregated information for purposes that include testing our IT infrastructure, research, data analysis, creating marketing and promotion models, improving VoiceQ Cloud, and developing new features and functionality for our users.

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you ("Personal Data").

Personally identifiable information may include, but is not limited to:

- Email address
- First name and last name
- Address, State, Province, ZIP/Postal code, City
- Cookies and Usage Data

## Usage Data

We may also collect information that your browser sends whenever you visit our Service or when you access the Service by or through a mobile device ("Usage Data").

This Usage Data may include information such as your computer's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When you access the Service by or through a mobile device, this Usage Data may include information such as the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers and other diagnostic data.

## Tracking & Cookies Data

We use cookies and similar tracking technologies to track the activity on our Service and hold certain information.

Cookies are files with a small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Tracking

technologies also used are beacons, tags, and scripts to collect and track information and to improve and analyze our Service.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

Examples of Cookies we use:

- Session Cookies. We use Session Cookies to operate our Service.
- Preference Cookies. We use Preference Cookies to remember your preferences and various settings.
- Security Cookies. We use Security Cookies for security purposes.

## Use of Data

VoiceQ uses the collected data for various purposes:

- To provide and maintain the Service
- To notify you about changes to our Service
- To allow you to participate in interactive features of our Service when you choose to do so
- To provide customer care and support
- To provide analysis or valuable information so that we can improve the Service
- To monitor the usage of the Service
- To detect, prevent and address technical issues

## Transfer of Data

Your information, including Personal Data, may be transferred to — and maintained on — computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.

If you are located outside New Zealand and choose to provide information to us, please note that we receive/transfer the data, including personal data and analytics to our New Zealand office and process it there. Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

VoiceQ will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

## Third Party Privacy Policies

Through VoiceQ Cloud Service, you may be able to link to technology, software and services owned and controlled by third parties ("Third Party Features"). You may be permitted or required to submit personal information to access Third Party Features. Such use of Third Party Features and submission of information through Third Party Features will be subject to such applicable third party's terms of use, terms of service and privacy policy. You agree to look solely to the applicable third party and not to VoiceQ Cloud service to enforce your rights in relation thereto. When you have clicked on a third party logo or URL displayed on the Site, or accessible through the VoiceQ Cloud service, which links you to any Third Party Features, our Terms of Use no longer applies and you must read the terms of use, terms of service and privacy policy of the third party to see how your personal information will be handled on their website.

## Disclosure of Data

VoiceQ may disclose your Personal Data in the good faith belief that such action is necessary to:

- To comply with a legal obligation
- To protect and defend the rights or property of VoiceQ Pro, Writer, Audition, Cloud services
- To prevent or investigate possible wrongdoing in connection with the Service
- To protect the personal safety of users of the Service or the public
- To protect against legal liability

## Security of Data

The security of your data is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

## Service Providers

We may employ third party companies and individuals to facilitate our Service ("Service Providers"), to provide the Service on our behalf, to perform Service-related services or to assist us in analyzing how our Service is used.

These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

## Analytics

We may use third-party Service Providers to monitor and analyze the use of our Service.

## Google Analytics

Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Service. This data is shared with other Google services. Google may use the collected data to contextualize and personalize the ads of its own advertising network.

For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: [Privacy Policy](#)

## Links to Other Sites

Our Service may contain links to other sites that are not operated by us. If you click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

## Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

## Contact

If you have any questions about this Privacy Policy, please contact us by email at [info@voiceq.com](mailto:info@voiceq.com)



## TERMS OF SERVICE

These terms and conditions outline the rules and regulations for services related to use of the VoiceQ Cloud Website (“Services”).

By accessing the Services we assume you accept these terms and conditions in full. Do not continue to use the Services if you do not accept all of the terms and conditions stated on this page.

The following terminology applies to these Terms and Conditions, Privacy Statement and Disclaimer Notice and any or all Agreements: “Client”, “You” and “Your” refers to you, the person accessing this website and accepting the terms and conditions. “The Company”, “Ourselves”, “We”, “Our” and “Us”, refers to Kiwa Digital Ltd, a limited liability company registered in New Zealand as NZBN [9429035632214](#). “Party”, “Parties”, refers to both the Client and ourselves, or either the Client or ourselves.

All terms refer to the offer, acceptance and consideration of payment necessary to undertake the process of our assistance to the Client in the most appropriate manner, whether by formal meetings of a fixed duration, or any other means, for the express purpose of meeting the Client’s needs in respect of provision of The Company’s stated services/products, in accordance with and subject to, prevailing law of New Zealand. Any use of the above terminology or other words in the singular, plural, capitalisation and/or he/she or they, are taken as interchangeable and therefore as referring to the same.

## Cookies

We employ the use of cookies. By using the Services you consent to the use of cookies in accordance with The Company’s Privacy Policy. As with most interactive websites, cookies are used to enable us to retrieve user details for each visit. Cookies are used in some areas of our site to enable the functionality of this area and ease of use for those people visiting.

## License

Unless otherwise stated, the Company owns the intellectual property rights for all material it has developed related to the Services. All intellectual property rights are reserved.

You may view and/or print pages from <http://app.voiceqcloud.com/> for your own personal use subject to restrictions set in these terms and conditions.

You must not:

1. Republish material The Company has developed from <http://app.voiceqcloud.com/>
2. Sell, rent or sub-license material The Company has developed from <http://app.voiceqcloud.com/>
3. Reproduce, duplicate or copy material The Company has developed from <http://app.voiceqcloud.com/>

## User Comments

1. This Agreement shall begin on the date hereof.
2. Certain parts of the website related to the Services offer the opportunity for users to post and exchange opinions, information, material and data (“Comments”) in areas of the website. The Company does not screen, edit, publish or review Comments prior to their appearance on the website and Comments do not reflect the views or opinions of the Company, its agents or affiliates. Comments reflect the view and opinion of the person who posts such a view or opinion. To the extent permitted by applicable laws The Company shall not be responsible or liable for the Comments or for any loss, cost, liability, damages or expenses caused and or suffered as a result of any use of and/or posting of and/or appearance of the Comments on this website.
3. The Company reserves the right to monitor all Comments and to remove any Comments which it considers in its absolute discretion to be inappropriate, offensive or otherwise in breach of these Terms and Conditions.
4. You warrant and represent that:
  - You are entitled to post the Comments on our website and have all necessary licenses and consents to do so;
  - The Comments do not infringe any intellectual property rights, including without limitation copyright, patent or trademark, or other proprietary rights of any third party;
  - The Comments do not contain any defamatory, libelous, offensive, indecent or otherwise unlawful material or material which is an invasion of privacy
  - The Comments will not be used to solicit or promote business or custom or present commercial activities or unlawful activity.

You hereby grant to The Company a non-exclusive royalty-free license to use, reproduce, edit and authorize others to use, reproduce and edit any of your Comments in any and all forms, formats or media.

## Hyperlinking to our Content

1. The following organizations may link to our Web site without prior written approval:

1. Government agencies;
2. Search engines;
3. News organizations;
4. Online directory distributors when they list us in the directory may link to our Web site in the same manner as they hyperlink to the Web sites of other listed businesses; and
5. System-wide Accredited Businesses except soliciting non-profit organizations, charity shopping malls, and charity fundraising groups which may not hyperlink to our Website.

2. These organizations may link to our home page, to publications, or to other information so long as the link: (a) is not in any way misleading; (b) does not falsely imply sponsorship, endorsement or approval of the linking party and its products or services; and (c) fits within the context of the linking party's site.

3. We may consider and approve in our sole discretion other link requests from the following types of organizations:

1. commonly-known consumer and/or business information sources such as Chambers of Commerce, American Automobile Association, AARP and Consumers Union;
2. dot.com community sites;
3. associations or other groups representing charities, including charity giving sites,
4. online directory distributors;
5. internet portals;
6. accounting, law and consulting firms whose primary clients are businesses; and
7. educational institutions and trade associations.

We will approve link requests from these organizations if we determine that: (a) the link would not reflect unfavorably on us or our accredited businesses (for example, trade associations or other organizations representing inherently suspect types of business, such as work-at-home opportunities, shall not be allowed to link); (b) the organization does not have an unsatisfactory record with us; (c) the benefit to us from the visibility associated with the hyperlink outweighs the absence of ; and (d) where the link is in the context of general resource information or is otherwise consistent with editorial content in a newsletter or similar product furthering the mission of the organization.

These organizations may link to our home page, to publications or to other information so long as the link: (a) is not in any way misleading; (b) does not falsely imply sponsorship, endorsement or approval of the linking party and its products or services; and (c) fits within the context of the linking party's site.

If you are among the organizations listed in paragraph 3 above and are interested in linking to our website, you must notify us by sending an email to [info@kiwadigital.com](mailto:info@kiwadigital.com). Please include your name, your organization name, contact information (such as a phone number and/or email address) as well as the URL of your site, a list of any URLs from which you intend to link to our Web site, and a list of the URL(s) on our site to which you would like to link.

Approved organizations may hyperlink to our Web site as follows:

1. By use of our corporate name; or
2. By use of the uniform resource locator (Web address) being linked to; or
3. By use of any other description of our Web site or material being linked to that makes sense within the context and format of content on the linking party's site.

No use of The Company's logos or other artwork will be allowed for linking absent a trademark license agreement.

## **iframes**

Without prior approval and express written permission, you may not create frames around our Web pages or use other techniques that alter in any way the visual presentation or appearance of our Web site.

## **Reservation of Rights**

We reserve the right at any time and in our sole discretion to request that you remove all links or any particular link to our Web site. You agree to immediately remove all links to our Web site upon such request. We also reserve the right to amend these terms and conditions and its linking policy at any time. By continuing to link to our Web site, you agree to be bound to and abide by these linking terms and conditions.

## **Removal of links from our website**

If you find any link in the Services or any linked web site objectionable for any reason, you may contact us about this. We will consider requests to remove links but will have no obligation to do so or to respond directly to you.

## Content Liability

We shall have no responsibility or liability for any content appearing on your Web site. You agree to indemnify and defend us against all claims arising out of or based upon your Website. No link(s) may appear on any page on your Web site or within any context containing content or materials that may be interpreted as libelous, obscene or criminal, or which infringes, otherwise violates, or advocates the infringement or other violation of, any third party rights.

## Disclaimer

To the maximum extent permitted by applicable law, we exclude all representations, warranties and conditions relating to the Services and the use of the Services (including, without limitation, any warranties implied by law in respect of satisfactory quality, fitness for purpose and/or the use of reasonable care and skill). Nothing in this disclaimer will:

1. limit or exclude our or your liability for death or personal injury resulting from negligence;
2. limit or exclude our or your liability for fraud or fraudulent misrepresentation;
3. limit any of our or your liabilities in any way that is not permitted under applicable law; or
4. exclude any of our or your liabilities that may not be excluded under applicable law.

The limitations and exclusions of liability set out in this Section and elsewhere in this disclaimer:

(a) are subject to the preceding paragraph; and (b) govern all liabilities arising under the disclaimer or in relation to the subject matter of this disclaimer, including liabilities arising in contract, tort (including negligence) and for breach of statutory duty.

To the extent that the Services are provided free of charge, we will not be liable for any loss or damage of any nature.

## Contact

If you have any questions or concerns about our Terms and Conditions, please contact us: [info@voiceq.com](mailto:info@voiceq.com). You are entitled to access any personal data we may have collected about you, and we will delete this data at your request.

## SECURITY

We take data protection security very seriously. The following outlines the process in place to ensure this.

### VoiceQ Cloud and the EU General Data Protection Regulation (GDPR)

VoiceQ Cloud privacy policies adhere to the latest European data protection law also known as GDPR. We ensure those rights are maintained and extend them to all VoiceQ users.

### How is my data safe?

Complete control over who can access your Projects:

- All Shared Projects are private by default.
- Accessing a private share requires a user to have a VoiceQ Cloud account and be invited to view your Shared Project.
- The Project(s) associated with a user can be viewed only by a selected team (set of users) that an Administrator, Manager and/or project owner may authorize.

Direct file access is protected behind the following security measures:

- The URL cannot be guessed and all filenames are obfuscated.
- Images uploaded are stored on a Cloudinary account, you may view how they store the image data via the following link: [Cloudinary image uploads](#).

### Is there a user timeout?

VoiceQ Cloud has a 10-minute timeout when a user becomes inactive. During this time, if no activity is monitored then the user will be logged out and returned to the login entry page. This is built-in to our servers and cannot be changed. This also fits into best practice when using secure online applications.

### Where is my data stored?

All VoiceQ Cloud data is stored in the US (AWS datacenter). [More on AWS security](#). AWS provides services that help you protect your data, accounts, and workloads from unauthorized access.

## Is my data secure?

- All of our servers are within our own virtual private cloud (VPC) with network access control lists (ACL's) that prevent unauthorized requests getting to our internal network.
- We have data encryption in TRANSIT (note: Encryption at REST is currently planned for a future release), meaning all our data in the database, underlying storage, backups, replicas and snapshots are encrypted.
- Your data is 256-bit HTTPS encrypted in transit (when people access it) and at rest (when it sits unaccessed), across the whole platform.
- Only a handful of people can access data and they only do so in order to improve the services we provide.
- We monitor and audit our usage logs.
- Your content is only available to whom you decide is on your team and whom you share it with. It will not be used for anything except the explicit purpose of your use.

## What Third-Party services do you use?

We use a number of third parties to store user data in order to enable and improve our services:

- [Google Analytics](#) to track page views to improve the usability of our marketing website and VoiceQ Cloud.
- All billing and invoices are handled by [Chargebee](#). We store subscription data, basic user information and plan terms on this site.
- All payments are processed by [Stripe](#). We don't currently store any payment information or customer data from these transactions.
- Our Customer Support team uses [Userveice](#) to provide email support for users.
- The Customer Support team also uses [Jotform](#) to record issues and collect information via survey forms.
- We temporarily store user documents on [Dropbox](#) or [OneDrive](#) if we are testing them in order to test bugs or respond to support requests.
- We send a monthly newsletter using [Mailchimp](#). This newsletter is only sent to customers who signed up specifically to receive the newsletter.
- VoiceQ Cloud scored an "A" rating for security on [Qualys SSL ratings systems](#).

## Compliance

The environment that hosts the VoiceQ Cloud services maintains multiple certifications for its data centers, including ISO 27001 compliance, PCI Certification, and SOC reports. For more information about their certification and compliance, please visit the [AWS Security website](#) and the [AWS Compliance website](#).

You can find out more about our policies in our [Terms and Conditions](#) and [Privacy Statement](#). If you have any questions about security at VoiceQ Cloud, please contact our [Customer Support team](#).