

ViewpointTM Transcription Configuration Change

Application Version: 7.8.1

August 19, 2026

© 2025 Conduent, Inc. All rights reserved. Conduent and Conduent Agile Star are trademarks of Conduent, Inc. and/or its subsidiaries in the United States and/or other countries.

Other company trademarks are also acknowledged.

Document Version: 1.0 (October 2025).

1. Overview

Access to the Azure transcription services has changed in version 7.8.1. Previously you were required to specify only the region of the Azure Transcription Endpoint – starting in 7.8.1 the region setting has been removed and you must specify the full Azure Transcription Endpoint URL.

If you have not already configured Viewpoint to use Azure Transcription services you may ignore this guide. If in the future you decide to use Azure Transcription services, locate the latest version of the **Viewpoint Document Cloud Services Guide**.

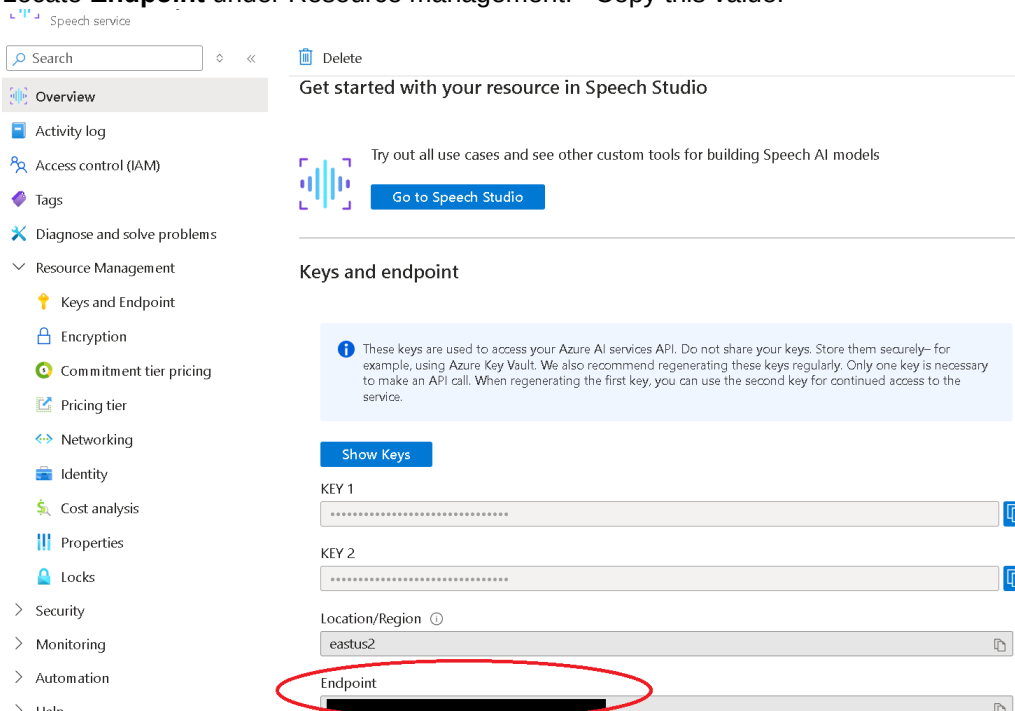
2. Process

This process assumes you already have Viewpoint configured to use Azure Transcription services. You will need the following:

- Access to your Azure account (to acquire the Endpoint URL)
- Ability to log into a Viewpoint Worker as the user which typically runs the Viewpoint Worker. Ability to restart the Viewpoint Worker.
- Access to the Viewpoint Installer
- Credentials to log into Viewpoint Processing with administrator-level privilege
- Access to Viewpoint Classic Review (to test the completed work)

- **Determine the Azure Transcription Endpoint URL**

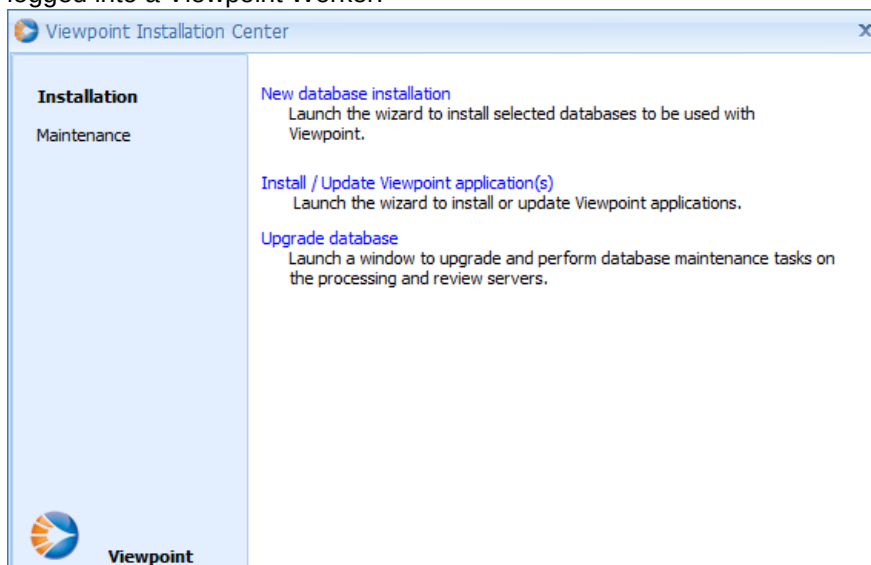
1. Log into your Microsoft Azure account using the Microsoft Azure web portal located at **portal.azure.com**
2. In the Microsoft Azure Portal locate and select Azure AI Services
3. Locate and select the service **“Speech service”**
4. Locate **Endpoint** under Resource management. Copy this value.



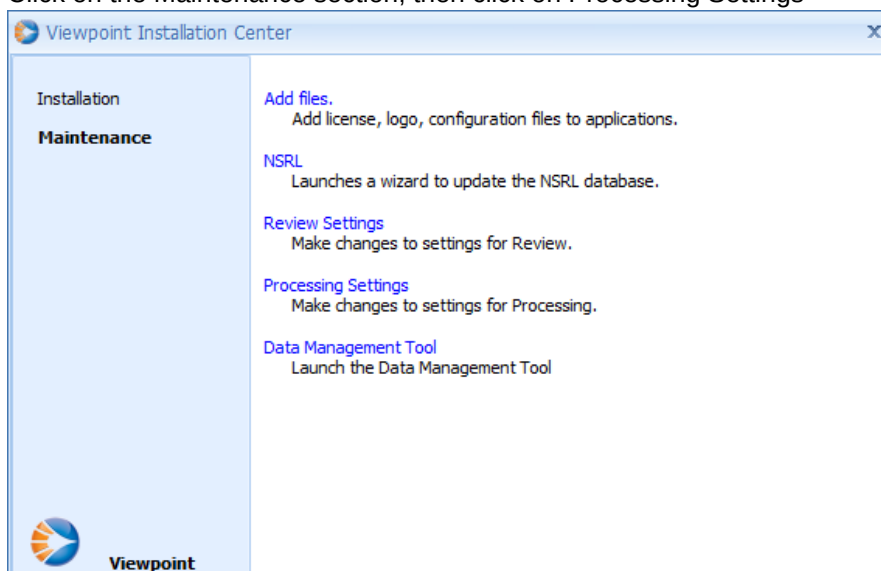
5. The URL will look similar to `https://eastus2.api.cognitive.microsoft.com/sts/v1.0/issuetoken`
6. To test for connectivity, log into a Viewpoint Worker using the same credentials that the Viewpoint Worker runs as. Open a web browser (Edge, etc.) and navigate to the Endpoint URL (enter the value into the address bar). If you receive a JSON package then you are able to establish a connection to the Azure web service.

- **Change Processing Configuration**

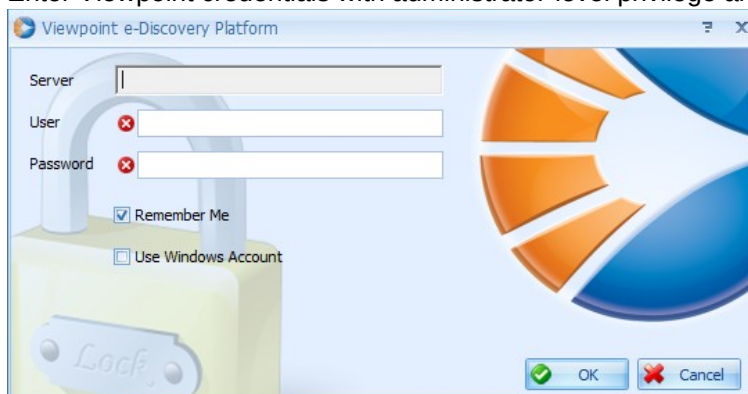
7. Launch the Viewpoint Installer. Note: you do not need to perform this action while logged into a Viewpoint Worker.



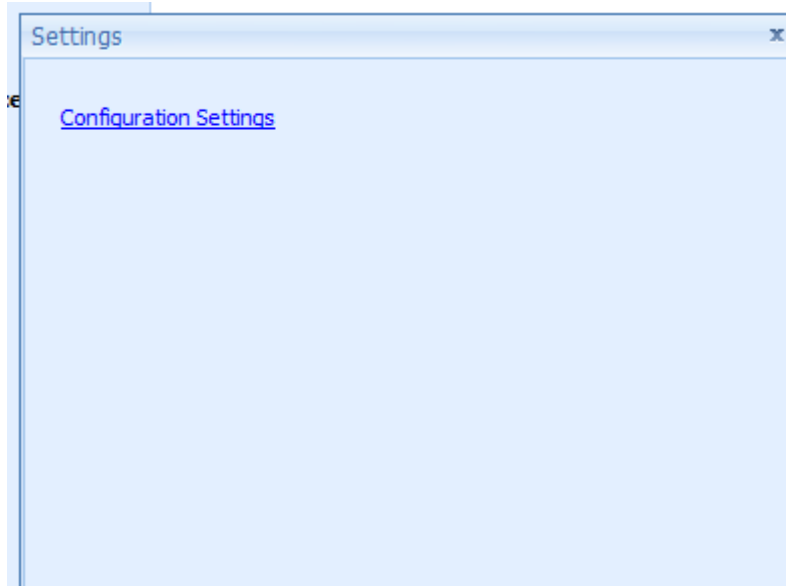
8. Click on the Maintenance section, then click on Processing Settings



9. Enter Viewpoint credentials with administrator-level privilege and click OK



10. Once logged in, a new screen will be shown. Click on Configuration Settings



11. Locate the **Translation and Transcription** section

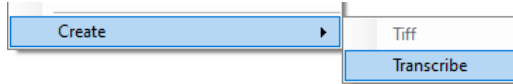
 A screenshot of the "Configuration Settings" window. The window contains several sections: "Worker UserName", "XLS Force Seek", "Reporting" (with "Default Idle Time" set to 16), "Server Configuration" (with fields for Database name next number, prefix 'Q', server, File server, Model DB Name, NSRL database name 'NSRL', NSRL server, and Review database server), and "Translation and Transcription". The "Translation and Transcription" section is expanded and contains fields for "Speech To Text Service Endpoint" (circled in red), "Speech To Text Service Key", "Translation Service Endpoint", "Translation Service Key", "Translation Service Region", and "Translation Service Supported Languages" (set to "English,French,Italian,Russian,Japan..."). At the bottom right, there are "OK" and "Cancel" buttons.

12. Enter the Endpoint URL value into the **Speech To Text Service Endpoint** box.
 13. Click **OK** to save your settings
 14. Restart all Viewpoint Workers

3. Testing

To verify your changes, perform transcription operations and verify that they complete successfully.

1. Open Viewpoint Classic Review
2. Select a matter which contains Documents which contain spoken word content in MP3 or WAV format. Recommended: select a test matter, not a matter with customer data.
3. Click the Review button to open Linear Review
4. Ensure that at least one Viewer is open. Select "Text" in the Viewer's toolbar
5. Select a Document which contains spoken word content in MP3 or WAV format.
6. Right-click the Document and select Create | Transcribe. After a few moments the Document should be transcribed and the transcription will appear in the Viewer.



7. If this process successfully completes then the transcription feature is properly configured.