

Nuance<sup>®</sup>  
**Dragon  
Medical  
One**



Desktop  
Application

Installation and Administration Guide

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# Getting started

Welcome to the *Dragon Medical One Desktop Application Installation and Administration Guide*.

## Setting up a working system

The following steps are required to set up a working Dragon Medical One system:

1. Make sure you fulfill all software and hardware requirements. For more information, see: [Software and hardware requirements](#) and [Deploying in a virtual environment](#).
2. Dragon Medical One requires access to Dragon Medical Server (<https://sas-de.nuancehdp.com>) via port 443; make sure your firewall does not block this port.
3. Dragon Medical One requires access to the Nuance Management Server (<https://nms-de.nuancehdp.com>) via port 443; make sure your firewall does not block this port.
4. If your system is set up to use the PowerMic Mobile feature, Dragon Medical One requires access to the PowerMic Mobile Server (<https://pmm-de.nuancehdp.com>) via port 443; make sure your firewall does not block this port.
5. Deploy Dragon Medical One. The following options are available:
  - Deploy Dragon Medical One [using the Windows Installer](#) (MSI package).
  - Deploy Dragon Medical One via [XCOPY deployment](#) (manually copy the package to the destination path).
6. [Configure the organization token](#) in the SoD.exe.config file.

## Customizing the system to your needs

Dragon Medical One offers a wide range of options to customize the system to your users' needs. The following customization options are available:

- [Providing different configurations for a single stand-alone deployment](#)
- [Disabling the crash dump notification to end users](#)
- [Configuring the user authentication](#)

- [Customizing the splash screen](#)
- [Starting Dragon Medical One from the command line](#)
- [Configuring logging](#)
- [Configuring the speech recognition topic](#)
- [Configuring microphones](#)
- [Disabling registration of the Microsoft Word add-in](#)
- [Disabling PowerMic Mobile support](#)
- [Defining auto-texts and configuring auto-text filters](#)
- [Configuring step-by-step commands](#)

# Software and hardware requirements

Dragon Medical One supports the following hardware and software.

Be aware that not all configurations have been tested. For more information, contact Nuance Healthcare technical support or your Nuance account executive.

## Operating systems

- 32-bit: Microsoft Windows 8.1 and Windows 10. Make sure that the latest service pack is always applied.
- 64-bit: Microsoft Windows 8.1, Windows 10, Windows 11, Windows Server 2012 R2, Windows Server 2016 and Windows Server 2019. Make sure that the latest service pack is always applied.

Microsoft .NET Framework 4.7.2 (or higher) is required.

In Microsoft Windows 8.1, 10 and 11, you can only use Dragon Medical One in the desktop environment, the Microsoft design language-based user interface (Start screen) is not supported.

## Processor speed

- Minimum: 1.7 Ghz
- Recommended: 2.8 Ghz

## RAM

- Minimum: 512 MB
- Recommended: 2 GB

## Microphones

Any microphone that can record audio data in 16 kHz, 16 bit mono format.

Nuance has tested and recommends the following microphones:

- Nuance PowerMic II and III
- Nuance PowerMic 4
- Philips SpeechMike Air
- Philips SpeechMike Premium
- Philips SpeechMike III
- Grundig Digta SonicMic II
- Grundig Digta SonicMic 3
- Grundig Digta CordEx
- Grundig Digta 7

To work with Dragon Medical One in hands-free mode, using a foot pedal in combination with a microphone, you must make changes to the Registry on your workstation. If you are working in a virtual environment, you must modify the registry settings on the virtual server for every Windows user that will be used to run Dragon Medical One. For more information, contact Nuance Technical Support.

## Web browsers

For access to Nuance Management Center (NMC):

- Microsoft Edge, Google Chrome, Apple Safari

For the personalization and help window:

- Microsoft Edge WebView2. Install the Microsoft Edge WebView2 Evergreen Standalone component; for more information, see [WebView2 - Microsoft Edge Developer](#).

## Text editors

The following text editors are supported:

- TX Text Control .NET for Windows Forms 10.0 - X15
- Microsoft Word 2007, 2010, 2013 and 2016
- Microsoft Rich Text controls (including .NET Forms)



- Ter32, Ter13-Ter17 and Ter21-Ter23
- TEdit (for 32-bit applications), TMemo (for 32-bit applications) and TRichEdit (for 32-bit and 64-bit applications)
- Dragon Medical One Dictation Box
- WPF standard text controls

Restrictions: Speech focus anchoring is not supported.

- TX Text Control .NET for WPF X15, X17 and X18 supported via Microsoft UI Automation

Restrictions: Text formatting can only be applied via standard keyboard shortcuts (for example, **Ctrl + B**) and depends on the capabilities of the integrating application; speech focus anchoring is not supported for TX Text Control .NET for WPF X15.

## Virtualized environments

For information on supported virtualized environments, see: [Deploying Dragon Medical One Desktop Application in a virtualized environment](#).

## End-of-life: Third-party environments

Support for third-party environments is only valid as long as they are supported by the corresponding vendor and might be subject to other restrictions. Contact Nuance Technical Support for details. For more information, see the documentation delivered with the third-party product and supporting Nuance documentation.

When standard support by the vendor has stopped, Nuance will continue support if an issue is specific to the Nuance solution, within the limitations of the vendor's standard end-of-life and Nuance's policy. This means that issues that are a combination of the vendor's component and the Nuance solution cannot be supported.

# Deploying Dragon Medical One

The following options are available to deploy Dragon Medical One:

- Deploy Dragon Medical One [using the Windows Installer](#) (MSI package).
- Deploy Dragon Medical One via [XCOPY deployment](#) (manually copy the package to the destination path).

For information on how to deploy Dragon Medical One in a virtual desktop/application environment, see: [Deploying in a virtual environment](#).

## Deployment recommendations

- We recommend deploying Dragon Medical One to a local folder. During runtime, Dragon Medical One frequently accesses files that are part of the deployment; loading those files from a network share would have a severe impact on performance.
- Make sure the application configuration file has the same version as the application; do not use an old configuration file when you update to a newer version of Dragon Medical One. The version number can be found in the first line in the application configuration file.

To keep your customized settings after an upgrade, save the existing application configuration file before you upgrade and then manually transfer the respective settings, or create an XML file containing your customized settings and start Dragon Medical One from the [command line](#), specifying the path to this XML file via the `config` parameter. For more information, see: [Providing different configurations for a single stand-alone deployment](#).

## The Windows Installer

The MSI package provided is command line-only; no installation wizard is available.

To customize the installation, set all mandatory parameters and any optional parameters you want, or use the [CONFIGTEMPLATE parameter](#) to deploy a configuration file containing all

relevant settings (this is the recommended option). Values for parameters must be in double quotes.

Application binaries are by default installed to the following location: **C:\Program Files (x86)\Nuance\Dragon Medical One**

Dragon Medical One is not automatically added to the Microsoft Windows Start menu; to add it manually, use the SoD.exe file.

To support uninstallation, an entry is automatically created in the **Control Panel, Programs and Features** window.

## Mandatory parameters

- SERVERURL

The full URL of the Nuance-hosted Dragon Medical Server: "https://sas-de.nuancehdp.com/basic"

- ORGANIZATIONTOKEN

The organization token assigned to the organization you are deploying to.

- SUPPORTEDLANGUAGES

Currently German (IETF language tag: de-DE) and English (IETF language tag: en-GB) are supported. For more information, see: [Supported languages](#).

- SUPPORTEDTOPICS

A list of speech recognition topics that the end user can select from on the startup screen. Separate values with the pipe character: |

For more information, see: [Configuring the speech recognition topic](#).

## Optional parameters

- CONFIGTEMPLATE

The full path to the configuration file containing all relevant settings. If this parameter is specified, all other command line parameters provided by Dragon Medical One are ignored (you can still use OEMSPASHSCREEN and INSTALLDIR).

For more information, see [Configuring Dragon Medical One](#).

- INSTALLDIR

The deployment location. If this parameter is not set, the [default location](#) is used.

- OEMSPLASHSCREEN

The custom splash screen overlay. The specified file is copied to the deployment location. Required size: 320x130 pixels; required format: PNG.

- AUTHENTICATION

The user authentication type; for more information, see: [User authentication](#).

- LOGFILEPATH

The location of the log file. To prevent environment variables from being expanded when the setup is executed, the percent sign must be escaped by the ^ character and no quotes must be used; for example, ^%APPDATA^%.  
For more information, see: [Logging](#).

- LOGLEVEL

The log level; for more information, see: [Logging](#).

- ALLOWEDMICS

A list of microphones the end user is allowed to use. Separate values with the pipe character: |

For more information, see: [Configuring Dragon Medical One](#).

- POWERMICMOBILE

Enables/disables the PowerMic Mobile feature. Possible values: Yes, No. If this parameter is not set, the feature is enabled by default.

- WPF SUPPORT

Enables/disables support for standard WPF text controls. Possible values: Yes, No. If this parameter is not set, the feature is disabled by default.

For more information, see: [Enabling and disabling WPF support from the command line](#).

## Examples

```
msiexec /i Standalone.msi SERVERURL="https://sas-de.nuancehdp.com/basic"  
ORGANIZATIONTOKEN="your_organization_token" SUPPORTEDLANGUAGES="de-DE"  
SUPPORTEDTOPICS="GeneralMedicine|Cardiology|ClinicalAdministration"
```

```
msiexec /i Standalone.msi CONFIGTEMPLATE="C:\<path>\SoD.exe.config"  
OEMSPLASHSCREEN=".\SoD.OEM.png"
```

## XCOPY deployment

To deploy Dragon Medical One using XCOPY, do the following:

1. Download the installation package.
2. Depending on your Group Policy security settings, Microsoft Windows marks downloaded files as unsafe. Unblock the downloaded ZIP file, if necessary, to allow .NET to execute properly when the application is started: Right-click the ZIP file and select **Properties**; on the **General** tab, click **Unblock** and **Apply**.
3. Extract all files.
4. Customize the SoD.exe.config file template to configure the Dragon Medical One application. For more information, see: [Configuring Dragon Medical One](#).
5. Make the **Standalone** folder available to your end users.

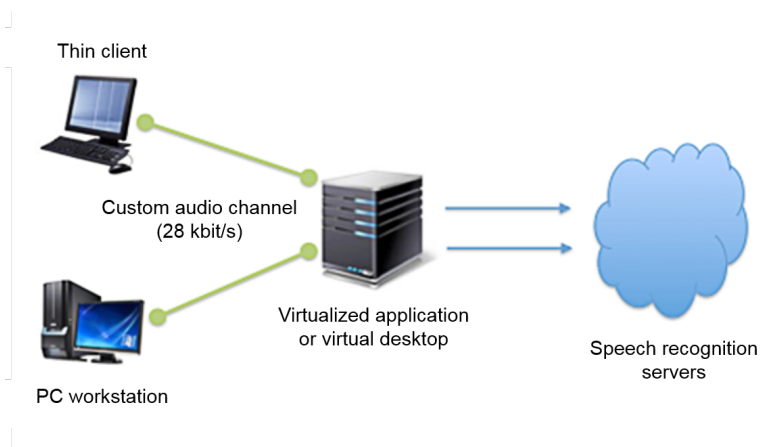
**Note:** Dragon Medical One is not automatically added to the Microsoft Windows Start menu; to add it manually, use the SoD.exe file.

## Upgrading using XCOPY

When an upgrade package is available, be sure to make it available to your end users.

# Deploying Dragon Medical One in a virtualized environment

Dragon Medical One can be deployed as a virtualized application or on a virtual desktop. The speech recognition is performed in secure Nuance data centers; Dragon Medical One has a small resource footprint on the application/desktop virtualization server.



## Supported virtualized environments

Dragon Medical One can be deployed in Citrix XenApp/XenDesktop, Microsoft Remote Desktop Services (RDS) and VMware Horizon View/RDSH virtualized environments. For more information on supported virtualized environments, see the release notes delivered with your version of Dragon Medical One.

## Edit control visibility

To write recognized text directly in the target application (instead of the Dictation Box), Dragon Medical One must be able to directly access the application's edit controls. To enable this, Dragon Medical One must be co-installed and published with the target application.

This means the following:

- If you are using a virtual desktop solution, where all target applications are installed and run locally in the virtual desktop, Dragon Medical One must be installed in the virtual desktop image.
- If you are virtualizing applications that are accessed by a viewer or remote desktop application on a local workstation, make sure that Dragon Medical One and the virtualized applications will be launched in the same remote session.

## Nuance virtual extensions

High quality audio is required for accurate speech recognition. Regardless of the virtualization technology and architecture, you must be able to deliver audio from the client workstation/terminal to the Dragon Medical One application in the virtual environment.

The Nuance virtual extensions package provides custom audio channels to reduce the audio bandwidth requirements between the client end point and the virtualized application. The custom audio channels require 28 kbit/s for each user while they are dictating (native audio channels often require up to 1.4 Mbit/s).

**Citrix, RDS and VMware environments:** Dragon Medical One already integrates the server/virtual desktop component of the Citrix, RDS and VMware audio channels. Install the Nuance Citrix Client Audio Extension, Nuance RDS Client Audio Extension or Nuance VMware Client Audio Extension on the client PC.

**Note:** If the Nuance Citrix Server & Virtual Desktop Audio Extension, Nuance RDS Server & Virtual Desktop Audio Extension or Nuance VMware Server & Virtual Desktop Audio Extension is installed, we recommend you uninstall it unless it is still used by another product.

For more information, see the Docs & Guidelines folder of the Nuance virtual extensions package.

## Thin clients

To use the custom audio channel in a thin client environment, the client component of the corresponding Nuance virtual extension must be installed on the thin client. For more information on supported thin clients, see the release notes delivered with your version of Dragon Medical One.

## Backward compatibility

The server/virtual desktop components of the Nuance virtual extensions are integrated in Dragon Medical One. The Nuance virtual extensions are designed to be backward compatible from Dragon Medical One to the client end point. This means that you can run newer versions of Dragon Medical One in your virtual environment and they will work with older versions of the corresponding client end point extension with the following restrictions:

- New versions of Dragon Medical One are backward compatible with the corresponding end point virtual extensions for up to one year.
- It is recommended to upgrade the client end point extension to the latest version.

## Microphone controls

The Nuance virtual extensions package provides custom PowerMic control channels to redirect PowerMic button presses to the virtualized Dragon Medical One instance.

**Citrix, RDS and VMware environments:** Dragon Medical One already integrates the server/virtual desktop component of the PowerMic button channel. Install Nuance PowerMic Citrix Client Extension, Nuance PowerMic RDS Client Extension or Nuance PowerMic VMware Client Extension on the client PC.

**Note:** If the Nuance PowerMic Citrix Server & Virtual Desktop Extension is installed, we recommend you uninstall it unless it is still used by another product.

Redistributable packages for Philips and Grundig devices are also available.

For more information, see the Docs & Guidelines folder of the Nuance virtual extensions package.

## Server runtime requirements

### Bandwidth

Audio transmission between the end point and the virtualized application/virtual desktop: If the Nuance custom audio channel is used, expect 28 kbit/s per active user; if the native virtual



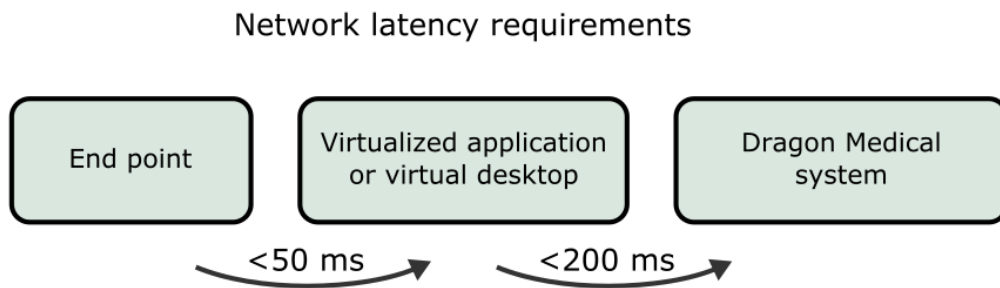
audio channel is used, expect up to 1.4 Mbit/s per active user.

Audio transmission between the virtualized application/virtual desktop and the Dragon Medical system: Expect 80 kbit/s per active user.

## Latency

Network latency between the client PC and the virtualized application/virtual desktop must not exceed 50 ms.

Network latency between the virtualized application/virtual desktop and the Dragon Medical system must not exceed 200 ms.



## Memory

The Dragon application's memory usage, when in use, will fluctuate (increase and decrease based on user behavior and Microsoft Windows memory management behavior). For sizing and planning purposes we estimate memory utilization of 220 MB (full working set), of which approximately 70 MB (shared working set) are shared between all instances of the SoD.exe process on the same machine – the real physical memory impact therefore is approximately 150 MB per instance.

When Dragon Medical One is in standby mode, the memory usage increases by approximately 32 MB on the client end point in virtualized environments (if the Nuance custom audio channel is used) and by approximately 15 MB in local environments, compared to when the microphone is turned off.

## CPU

Due to the many factors that can have an impact on CPU usage (processor speed, number of cores assigned to a given virtual instance, etc.), exact guidelines cannot be given. In general, the CPU requirements for the virtualized `sod.exe` executable are very low. As Dragon Medical One leverages Nuance's cloud-based speech recognition services, the local client performs very light-weight duties such as streaming speech and inserting recognition results.

With modern multi-core CPU architecture and provided that a given virtual session has been assigned at least one core, Dragon Medical One consumes between 1% and 3% of the available CPU per user session while the user is dictating.

When Dragon Medical One is in standby mode, the CPU usage increases by approximately 5% in local environments compared to when the microphone is turned off; it does not increase in virtualized environments (if the Nuance custom audio channel is used).

## Deployment options

The following options are available to deploy Dragon Medical One in a virtual desktop/application environment:

- Deploy Dragon Medical One using the [Windows Installer](#) (MSI package).
- Deploy Dragon Medical One via [XCOPY deployment](#) (manually copy the package to the destination path).

## Logging

In a virtual desktop/application environment, we recommend configuring a user-specific folder as the log file location; for example, `%APPDATA%`.

If you deploy Dragon Medical One using the Windows Installer, you can specify the location of the log file via the `LOGFILEPATH` parameter. For more information, see: [Windows Installer](#).

If you deploy Dragon Medical One via XCOPY deployment, you can specify the location of the log file in the `log4net` section of the `SoD.exe.config` file (use the following syntax to specify environment variables: `${APPDATA}`):

```
<appender name="TheSoDAppender" type="log4net.Appender.RollingFileAppender">  
  <param name="File" value="{APPDATA}\SoD.log"/>
```

For more information, see: [Logging](#).

# Coherence mode

Dragon Medical One Desktop Application is designed to work in a virtualized environment, which significantly lowers administration overhead for installation and maintenance. Additionally, virtual deployments increase the availability of the application as users can access Dragon Medical One from any secure end point (office, clinic or home).

Dragon Medical One can also be installed locally on a Windows desktop using either an XCOPY installer or a traditional MSI. This is necessary when users need to record into locally installed applications such as Microsoft Word, Microsoft Outlook or an EMR application that is deployed as a "fat" client.

Occasionally, users want to work both locally and virtually. They use a published version of Dragon Medical One to record into a published EMR and a local version of Dragon Medical One to dictate into local applications.

**Note:** Coherence mode is only supported in Citrix virtualization environments.

## Scenario

The user wants to record into the primary virtual EMR application and into applications that are published locally.

## Prerequisites

- The primary EMR application is hosted as a virtual application or published as a virtual application.
- Dragon Medical One is published in the same way as the primary EMR application (as a virtual application or as part of the virtual desktop image).
- The end point used to access the virtual applications is a desktop machine running a supported Microsoft Windows operating system (for information on supported operating systems, see: [Software and hardware requirements](#)).

## Procedure

1. Install Dragon Medical One on the server.
2. Install the technology-specific custom audio and microphone channels on the server.
3. Install the corresponding technology-specific custom audio and microphone channels on all client end points.
4. Install Dragon Medical One on the local workstation, using either the XCOPY or MSI installation package.

## Remarks

- We do not recommend using the ClickOnce package; it could result in the local installation being newer than the virtual instance. Using the XCOPY or MSI installation method enables you to keep both versions of the application synchronized.
- Local installations do not use the custom audio or microphone drivers, therefore there is no conflict.

## Results


Due to our single, cloud-based profile, users have an identical speech experience, regardless of whether they are using the local application or the published instance. All the auto-texts, commands, custom words and application configuration parameters will be consistent across both instances.

**Note:** For performance reasons, each instance of Dragon Medical One maintains a cache of auto-texts, custom words and commands. If a user adds a word, auto-text or command in one instance, it will be available in the second instance when that cache is refreshed (by closing and running that instance).

When a user only has one instance of Dragon Medical One running at a particular moment, a local instance or a virtual instance, but not both at the same time, there are no usability concerns.

## Running both instances

If a user is running both the local and published instances concurrently and wants to dictate into local and published applications, consider the following good practice:

- To visually differentiate the local and virtual instances of Dragon Medical One, we recommend [setting a different color theme](#) for each instance.
- To switch the audio and device button focus between instances, users must click the  icon on the corresponding DragonBar. Once an instance has the audio focus, users can continue to use their hardware microphone to control the application as normal.

**Note:** When using Nuance PowerMic II or PowerMic III as an input device, users can automatically switch the audio and device button focus from a local instance to a published one by placing the cursor in the corresponding local or published application.

## PowerMic Mobile

When using PowerMic Mobile as an input device, users need to switch audio focus by pairing the mobile app with their preferred instance of Dragon Medical One.

We recommend enabling the following PowerMic Mobile features:

- **Targets:** The user can browse a list of available targets and switch the pairing from one instance to another without exiting the mobile app or logging out of Dragon Medical One.
- **Favorites:** The user can save a personal list of pairing targets that they use regularly.

**Note:** These features are disabled by default in PowerMic Mobile; contact Nuance support if you would like these features enabled.

# Using Dragon Medical One with Mac

Dragon Medical One is a native Windows application; it cannot be installed and used directly on a macOS-based computer. Dragon Medical One can be configured for use with macOS.

## Accessing Dragon Medical One as a published virtual application

Dragon Medical One can be published as a server-based virtual application using virtualization technology such as Citrix XenApp. A macOS-based computer can be used as an end point to access the published virtual instance of Dragon Medical One. A virtualization client such as Citrix Receiver must be installed on the macOS-based computer to view and interact with Dragon Medical One and other published applications.

### Audio input devices

- Supported: PowerMic Mobile. For more information, see the documentation delivered with the product.
- Not supported: Nuance PowerMic II, Nuance PowerMic III and third-party microphones and headsets.

## Running Windows on macOS

A user can run a full instance of a Windows operating system on a macOS-based computer via virtual machine solutions such as [Parallels Desktops for Mac](#) or [VMware Fusion](#). These solutions allow using Windows and macOS applications side-by-side.

Dragon Medical One must be installed on a Windows virtual machine. This configuration is identical to Dragon Medical One installed on a native Windows machine and provides full functionality with the following conditions:

- Dictation at the cursor is not supported in native macOS applications. To fully support this functionality, Dragon Medical One requires a deep integration with target applications; this level of integration is not possible with native macOS applications. Dictating into the Dictation Box and then transferring text in target macOS applications might be possible; however, this configuration is not officially supported by Nuance.
- Hardware microphone "pass-through" must be supported by the virtualization solution. This allows the hardware device to be recognized by the Windows operating system and made available to Dragon Medical One.
- Nuance will officially test and support PowerMic II and PowerMic III hardware microphones. For issues specific to third-party microphones, contact the device vendor.
- PowerMic Mobile is fully supported. For more information, see the documentation delivered with the product.

## Running Windows in native mode on Mac hardware

A user can run a Windows operating system on a macOS-based computer via [Boot Camp](#). Boot Camp eliminates the virtual machine layer introduced by virtual machine solutions such as Parallels.

If a user is running Windows in native mode on a macOS-based computer, there are no additional requirements or restrictions in using PowerMic Mobile with this configuration.



# Web browser support

Dragon Medical One supports dictation at the cursor in standard text controls (these include text input, text area and standard content-editable controls) hosted in Google Chrome.

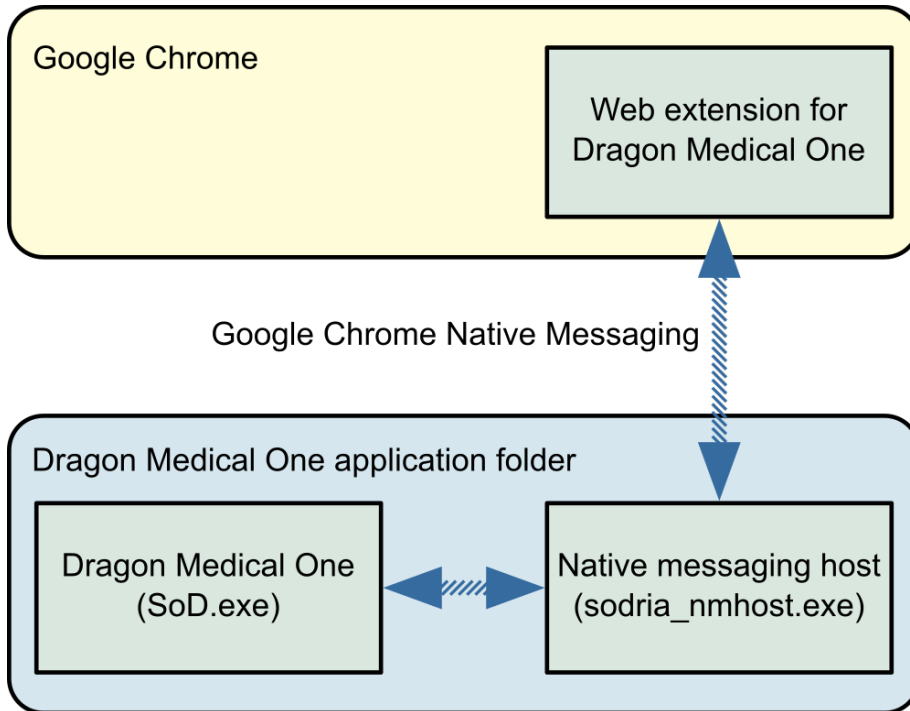
To support text controls and dictation at the cursor in applications based on Google Chrome, you must install the corresponding web extension for Dragon Medical One.

## Architecture

Dragon Medical One and the web extension for Dragon Medical One use a dedicated process (`sodria_nmhost.exe`) for communication between Dragon Medical One and the browser. This process is delivered with Dragon Medical One and is started by the browser. Google Chrome and Dragon Medical One rely on one of the following registry keys to connect the two applications:

- HKEY\_CURRENT\_USER\Software\Google\Chrome\NativeMessagingHosts\com.nuance.sodria (written by Dragon Medical One to register the gateway)
- HKEY\_LOCAL\_MACHINE\Software\Google\Chrome\NativeMessagingHosts\com.nuance.sodria (written by the Dragon Medical One MSI installer to register the gateway)

Dragon Medical One automatically creates and updates the registry key to connect the two processes while starting; this is usually only needed once per deployment and operating system user.



## Installing the web extension for Google Chrome

The web extension for Dragon Medical One must be installed for each machine and operating system user using Google Chrome. Once the extension is installed, the browser must be restarted (or tabs reloaded).

### Installing the web extension via Google Chrome web store

To install manually, do the following:

1. Browse for the web store link to the extension: [Dragon \(DMO, DMD, DPA, DLA\) Web Extension](#)
2. Click **Add to Chrome**.
3. In Google Chrome, open the **Settings** menu and click **Extensions**.
4. Search for "Dragon (DMO, DMD, DPA, DLA) Web Extension" and make sure that the extension is enabled.

5. Click **Details**, go to the **Site access** setting and select the **On all sites** option.
6. Restart the Google Chrome browser.

## Installing the web extension via Google Chrome policies

To install automatically, do the following:

1. Open the LOCAL\_MACHINE registry hive.
2. Add the following to the registry:  
Key: HKEY\_LOCAL\_MACHINE\SOFTWARE\Policies\Google\Chrome\ExtensionInstallForcelist\1  
Value:  
feolagkacappiaieohahjkeaikhjjcfa;https://clients2.google.com/service/update2/crx
3. Restart the Google Chrome browser.

For more information on automatic installation, see [Google Chrome policy documentation](#).

## Enabling dictation at the cursor in local HTML pages

To enable dictation at the cursor in HTML pages stored in the local file system, do the following:

1. In Google Chrome, open the **Settings** menu and click **Extensions**.
2. Search for "Dragon (DMO, DMD, DPA, DLA) Web Extension", click **Details** and enable the **Allow access to file URLs** setting.

# Configuring Dragon Medical One

Make sure the application configuration file has the same version as the application; do not use an old configuration file when you update to a newer version of Dragon Medical One. The version number can be found in the first line in the application configuration file.

To keep your customized settings after an upgrade, save the existing application configuration file before you upgrade and then manually transfer the respective settings, or create an XML file containing your customized settings and start Dragon Medical One from the [command line](#), specifying the path to this XML file via the `config` parameter. For more information, see: [Providing different configurations for a single stand-alone deployment](#).

## Configuring the organization token

To set the organization token for Dragon Medical One, do the following:

1. Open the `SoD.exe.config` file.
2. In the **SoD.Settings, OrganizationToken** setting, specify the organization token.

## Providing different configurations for a single stand-alone deployment

To provide a single stand-alone package of Dragon Medical One to different user groups using different configuration settings, do the following:

1. Deploy Dragon Medical One [using the Windows Installer](#) (MSI package) or via [XCOPY deployment](#).
2. Create a new XML file containing only the configuration settings that are different from the settings in the `SoD.exe.config` file.
3. Start Dragon Medical One from the [command line](#) and use the `config` parameter to specify the path to this XML file. The settings in this file will override the settings specified in the `SoD.exe.config` file.

## Remarks

- For a list of **setting** elements you can specify, see the **SoD.Settings** section in the SoD.exe.config file. The elements must be stated exactly as they are in the SoD.exe.config file.

The **setting** elements that you add to the **SoD.DefaultOptions** section will override the default settings.

For example (mandatory XML elements and structure in bold):

```
<?xml version="1.0" encoding="utf-8" ?>
<applicationSettings>
  <SoD.Settings>
    <setting name="Authentication" serializeAs="String">
      <value>native</value>
    </setting>
  </SoD.Settings>
  <SoD.DefaultOptions>
    <setting name="Microphone.Record" serializeAs="String"
      isLocked="True">
      <value>Toggle</value>
    </setting>
  </SoD.DefaultOptions>
</applicationSettings>
```

- Dragon Medical One will access the XML file during startup; hosting the file on a network share can impact startup performance.

## Configuring the default options

Dragon Medical One enables you to configure the default settings that the user logs on with. By default, the user can change all settings in the **Options** dialog box; you can lock specific settings to prevent the user from changing them.

You can configure default options via the Nuance Management Center (NMC) or via the configuration file. Options configured via the configuration file overwrite options configured via NMC.

## Configuring default options via NMC

Proceed as follows:

1. Log on to NMC with your administration credentials.
2. Open the **Dragon Medical One** ribbon and click **Manage**.
3. Select an organization, site or group in the left pane.
4. Select a tab and configure a setting.
5. Optional: Select the **Lock** check box to prevent the users from changing the configured setting.
6. Click **Save**.

For more information about configuring default options via NMC, see the *Nuance Management Center Help*.

## Configuring default options via the configuration file

Proceed as follows:

1. Open the SoD.exe.config file.
2. In the **SoD.DefaultOptions** section, configure the default settings:

Specify the **setting** elements that you want to customize. For a list of setting identifiers and their corresponding values, see the table below.

### Example 1: Locking a setting

In the **setting** element that you want to lock, add the `isLocked` attribute and set the value to `True`.

```
<setting name="Microphone.Record" serializeAs="String" isLocked="True">  
  <value>PressAndHold</value>  
</setting>
```

### Example 2: Configuring hotkeys

A hotkey value can be specified as a sequence of keys, either separated by spaces and/or plus signs or joined.

```
<setting name="Hotkeys.NextField" serializeAs="String">
```

```

        <value>CtrlALTW</value>
    </setting>
    <setting name="Hotkeys.PreviousField" serializeAs="String">
        <value>Ctrl + ALT + Q</value>
    </setting>

```

**Example 3: Defining a hotkey as the default value of a microphone button**

Specify the corresponding **setting** element and set the value to PressHotKey (key\_ sequence).

```

<setting name="Microphone.EnterSelect" serializeAs="String"
isLocked="True">
    <value>PressHotkey (CtrlShiftAltA)</value>
</setting>

```

The following table lists the setting identifiers, their descriptions, possible values and the default values the application is delivered with; the setting identifier has the following format: OptionCategory.IdentifierName:

Setting identifier	Setting description
General.AnchorSpeechFocusRecStarted	Decides if the speech focus should be anchored when recording is started.  Values: True, False (default)
General.VisualFeedbackVoiceCommandsRecognized	Decides if visual feedback should be provided when a voice command is recognized and specifies where the voice command bubble should be anchored.  Values: None, DragonBar (default), Mouse, Text, SystemTray
General.AudioFeedbackVoiceCommandsRecognized	Decides if audio feedback should be provided when a voice command is recognized.  Values: True, False (default)
General.EnableHandsFree	Decides if the wake word feature is enabled so the user can switch between

Setting identifier	Setting description
	<p>dictation and standby mode. For more information on the wake word feature, see the end user help.</p> <p>Values: True (default), False</p>
General.StartInStandbyMode	<p>Decides if the application starts in standby mode when the user logs on. For more information on the wake word feature, see the end user help.</p> <p>Values: True (default), False</p>
General.LeftFieldDelimiters	<p>Configures the left embedded field delimiter.</p> <p>Values: [ (default)</p>
General.RightFieldDelimiters	<p>Configures the right embedded field delimiter.</p> <p>Values: ] (default)</p>
General.OptimizeForRapidNavigation	<p>Decides if the text should be inserted at the current cursor position when the position of the cursor is changed manually during recording.</p> <p>Values: True, False (default)</p>
DictationBox.UnsupportedControlHandling	<p>Decides if the Dictation Box is opened or if Basic Text Control is used when the cursor is placed in an unsupported text control.</p> <p>Values: DictationBox (default), BasicTextControl</p>
DictationBox.TransferMethod	<p>Configures the text transfer method.</p> <p>Values: ShiftInsert (default), CtrlV, WindowsPaste, SimulateKeystrokes</p>



Setting identifier	Setting description
DictationBox.TransferRecStopped	<p>Decides if the text should be transferred from the Dictation Box when recording is stopped.</p> <p>Values: True, False (default)</p>
DictationBox.ClearAfterTransfer	<p>Decides if the transferred text should be cleared from the Dictation Box.</p> <p>Values: True (default), False</p>
DictationBox.KeepTextClipboardAfterTransfer	<p>Decides if the transferred text should be kept on the clipboard.</p> <p>Values: True, False (default)</p>
DictationBox.AddTextFromTargetApp	<p>Decides if the text selected in the target application should be added to the Dictation Box.</p> <p>Values: True, False (default)</p>
DictationBox.ShowWhenDragonMinimized	<p>Decides if the Dictation Box should be shown when the DragonBar is minimized.</p> <p>Values: True (default), False</p>
DictationBox.AudioAlertWhenOpens	<p>Decides if an audio alert should be played when the Dictation Box opens automatically.</p> <p>Values: True, False (default)</p>
DictationBox.TextAppearance	<p>Configures the text appearance.</p> <p>Values: Plain (default), Formatted</p>
DictationBox.FontType	<p>Configures the font type.</p> <p>Default value: Arial</p>
DictationBox.FontSize	<p>Configures the font size.</p>

Setting identifier	Setting description
	Default value: 10
Hotkeys.ShowHideDragonBar	Configures the hotkeys used to show/hide the DragonBar.  Default value: CtrlALTH
Hotkeys.StartStopRecording	Configures the hotkeys used to start/stop recording.  Default value: NUM-Add
Hotkeys.AnchorReleaseSpeechFocus	Configures the hotkeys used to anchor/release the speech focus.  Default value: CtrlALTA
Hotkeys.ShowHideDictationBox	Configures the hotkeys used to show/hide the Dictation Box.  Default value: CtrlALTD
Hotkeys.TransferText	Configures the hotkeys used to transfer the text from the Dictation Box.  Default value: CtrlALTT
Hotkeys.ClearDictationBox	Configures the hotkeys used to clear the Dictation Box.  Default value: none
Hotkeys.RecallText	Configures the hotkeys used to recall the text.  Default value: none
Hotkeys.PreviousField	Configures the hotkeys used to navigate to the previous field in an auto-text.  Default value: none
Hotkeys.NextField	Configures the hotkeys used to navigate to the next field in an auto-text.

Setting identifier	Setting description
	Default value: none
Hotkeys.FieldComplete	<p>Configures the hotkeys used to accept a field's default text.</p> <p>Default value: none</p>
Hotkeys.AcceptDefaults	<p>Configures the hotkeys used to accept the default text in all fields.</p> <p>Default value: none</p>
Microphone.Record	<p>Configures the Record button's behavior.</p> <p>Values: Toggle, PressAndHold (default)</p>
Microphone.Transcribe	<p>Configures the Transcribe button's behavior.</p> <p>Nuance PowerMic 4 only: Configures the Rear Function button.</p> <p>Values: none, ClearDictationBox, RecallText, TransferText (default), AnchorReleaseSpeechFocus, ShowHideDragonBar, ShowHideDictationBox, NextField, PreviousField, AcceptDefaults, FieldComplete, PressHotkey</p>
Microphone.EnterSelect	<p>Configures the Enter/Select button's behavior.</p> <p>Values: none, ClearDictationBox, RecallText, TransferText, AnchorReleaseSpeechFocus, ShowHideDragonBar, ShowHideDictationBox, NextField, PreviousField, AcceptDefaults (default), FieldComplete, PressHotkey</p>

Setting identifier	Setting description
Microphone.CustomRight	<p>Configures the Custom Right button's behavior.</p> <p>Nuance PowerMic 4 only: Configures the Function D button's behavior.</p> <p>Values: none, ClearDictationBox, RecallText, TransferText, AnchorReleaseSpeechFocus, ShowHideDragonBar, ShowHideDictationBox (default), NextField, PreviousField, AcceptDefaults, FieldComplete, PressHotkey</p>
Microphone.CustomLeft	<p>Configures the Custom Left button's behavior.</p> <p>Nuance PowerMic 4 only: Configures the Function B button's behavior.</p> <p>Values: none (default), ClearDictationBox, RecallText, TransferText, AnchorReleaseSpeechFocus, ShowHideDragonBar, ShowHideDictationBox, NextField, PreviousField, AcceptDefaults, FieldComplete, PressHotkey</p>
Microphone.FunctionA	<p>Configures the Function A button's behavior on Nuance PowerMic 4.</p> <p>Values: none (default), ClearDictationBox, RecallText, TransferText, AnchorReleaseSpeechFocus, ShowHideDragonBar, ShowHideDictationBox, NextField,</p>

Setting identifier	Setting description
	PreviousField, AcceptDefaults, FieldComplete, PressHotkey
Microphone.FunctionC	<p>Configures the Function C button's behavior on Nuance PowerMic 4.</p> <p>Values: none (default), ClearDictationBox, RecallText, TransferText, AnchorReleaseSpeechFocus, ShowHideDragonBar, ShowHideDictationBox, NextField, PreviousField, AcceptDefaults, FieldComplete, PressHotkey</p>
Microphone.TabBackward	<p>Configures the Tab Backward button's behavior.</p> <p>Values: none, ClearDictationBox, RecallText, TransferText, AnchorReleaseSpeechFocus, ShowHideDragonBar, ShowHideDictationBox, NextField, PreviousField (default), AcceptDefaults, FieldComplete, PressHotkey</p>
Microphone.TabForward	<p>Configures the Tab Forward button's behavior.</p> <p>Values: none, ClearDictationBox, RecallText, TransferText, AnchorReleaseSpeechFocus, ShowHideDragonBar, ShowHideDictationBox, NextField (default), PreviousField, AcceptDefaults, FieldComplete, PressHotkey</p>

Setting identifier	Setting description
Microphone.PlayStop	<p>Configures the Play/Stop button's behavior.</p> <p>Values: none (default), ClearDictationBox, RecallText, TransferText, AnchorReleaseSpeechFocus, ShowHideDragonBar, ShowHideDictationBox, NextField, PreviousField, AcceptDefaults, FieldComplete, PressHotkey</p>
Microphone.FastForward	<p>Configures the Fast Forward button's behavior.</p> <p>Values: none, ClearDictationBox, RecallText, TransferText, AnchorReleaseSpeechFocus, ShowHideDragonBar, ShowHideDictationBox, NextField (default), PreviousField, AcceptDefaults, FieldComplete, PressHotkey</p>
Microphone.FastRewind	<p>Configures the Fast Rewind button's behavior.</p> <p>Values: none, ClearDictationBox, RecallText, TransferText, AnchorReleaseSpeechFocus, ShowHideDragonBar, ShowHideDictationBox, NextField, PreviousField (default), AcceptDefaults, FieldComplete, PressHotkey</p>

## Enabling Basic Text Control

By default, if users place the cursor in a text control that is not fully supported by Dragon Medical One, the Dictation Box opens automatically and the text is written there.

Basic Text Control enables users to dictate at the cursor in unsupported text controls. Only basic speech recognition functionality will be supported, users will not be able to navigate, edit or format the text using their voice.

**Note:** Users can configure Dragon Medical One via the **Options** dialog box if they prefer to work in the Dictation Box or using Basic Text Control. These settings will be overwritten by the settings configured via the configuration file.

To enable dictation at the cursor using Basic Text Control, do the following:

1. Open the SoD.exe.config file.
2. In the **SoD.Settings, BasicTextControls** setting, specify all text controls (defined as **WindowClass** elements specific to a process) you want to enable Basic Text Control for.

If you do not specify **WindowClass** elements for a process, Basic Text Control is enabled for all window classes of that process.

If you specify a wildcard character (\*) for a process, Basic Text Control is enabled for all specified **WindowClass** elements, independent of the process.

Example:

```
<setting name="BasicTextControls" serializeAs="String">
<value>
  <BasicTextControls>
    <ProcessName name="Process_1">
      <WindowClass>Sample_class_1</WindowClass>
    </ProcessName>
    <ProcessName name="Process_2">
    </ProcessName>
    <ProcessName name="*">
      <WindowClass>Sample_class_2</WindowClass>
      <WindowClass>Sample_class_3</WindowClass>
    </ProcessName>
```

```
    </BasicTextControls>  
</value>  
</setting>
```

## Enabling Basic Text Control for Google Chrome

**Note:** The web extension for Dragon Medical One 2021.3 or higher must be [installed](#).

You can enable dictation at the cursor using Basic Text Control for applications hosted in the Google Chrome browser that are not fully supported by Dragon Medical One.

Proceed as follows:

1. Open the SoD.exe.config file.
2. In the **SoD.Settings, BasicTextControls** setting, add the chrome attribute in the **ProcessName** element and specify the URLs you want to enable Basic Text Control for in the **UrlTextToMatch** elements. The setting will be applied to any URL containing the value specified in the **UrlTextToMatch** element.

Example:

```
<setting name="BasicTextControls" serializeAs="String">  
  
<value>  
    <BasicTextControls>  
  
        <ProcessName name="chrome">  
            <UrlTextToMatch>medical</UrlTextToMatch>  
        </ProcessName>  
  
    </BasicTextControls>  
</value>  
</setting>
```

Basic Text Control will be enabled for any URL containing medical. For example, <https://your.medical.web.application.com>, <https://medical.services.com> or <https://medical.data.com>.



## Configuring the text transfer method for text controls that Basic Text Control is enabled for

By default, the text is inserted in the text controls via `SimulateKeystrokes`; other possible text transfer methods are `ShiftInsert`, `CtrlV` and `WindowsPaste`. Dragon Medical One enables you to configure the text transfer method for all text controls of a process or for specific text controls.

Proceed as follows:

1. Open the `SoD.exe.config` file.
2. In the **SoD.Settings, BasicTextControls** setting, configure the text transfer method:

To apply the setting to all window classes of the process, add the `textTransferMethod` attribute in the **ProcessName** element and set the value.

To apply the setting on a window class level, add the `textTransferMethod` attribute in the **WindowClass** element and set the value. The attribute that you set in the **WindowClass** element will override the **ProcessName** text transfer method.

Example:

```
<setting name="BasicTextControls" serializeAs="String">
  <value>
    <BasicTextControls>
      <ProcessName name="*" textTransferMethod="ShiftInsert">
        <WindowClass textTransferMethod="SimulateKeystrokes">Sample_class_
          2</WindowClass>
        <WindowClass>Sample_class_3</WindowClass>
      </ProcessName>
      <ProcessName name="Process_1">
        <WindowClass textTransferMethod="CtrlV">Sample_class_
          1</WindowClass>
      </ProcessName>
      <ProcessName name="chrome" textTransferMethod="ShiftInsert">>
        <UrlTextToMatch>your.web.application</UrlTextToMatch>
      </ProcessName>
    </BasicTextControls>
  </value>
```

```
</setting>
```

## Configuring timeout for end users

You can configure Dragon Medical One to automatically log a user off, if they have not worked with the application for the specified period of time. When a user is logged off automatically any unsaved changes are lost.

By default, this setting is empty and a user is never logged off automatically, no matter how long they do not use Dragon Medical One.

Proceed as follows:

1. Open the SoD.exe.config file.
2. In the **SoD.Settings, AutoLogOffTimeout** setting, set the time period in minutes. Range: 5-120 minutes.

Example:

```
<setting name="AutoLogOffTimeout" serializeAs="String">  
    <value>10</value>  
</setting>
```

If the user does not work with Dragon Medical One for more than 10 minutes, they are logged off.

## Disabling PowerMic Mobile support

The PowerMic Mobile feature enables users to use their mobile devices as a microphone. If your system is set up to use this feature, users can select PowerMic Mobile from the list of available microphones during logon. To hide PowerMic Mobile from the list, do the following:

1. Open the SoD.exe.config file.
2. In the **SoD.Settings, EnablePowerMicMobile** setting, set the value to `False`.

**Note:** This setting will only disable the installation-free PowerMic Mobile feature. If a user has installed the corresponding components of PowerMic Mobile on their mobile device and on the desktop, their device will still be available in the list.

## Configuring the speech recognition topic/specialty

To configure the speech recognition topic for Dragon Medical One, do the following:

1. Open the SoD.exe.config file.
2. In the **SoD.Settings, SupportedTopics** setting, specify the speech recognition topic.

If you want to present a list of available speech recognition topics to the end user, specify all supported speech recognition topics in the setting and separate them with the pipe (|) character (for example, GeneralMedicine|Surgery). The end user is then able to choose a topic when they start the application.

### Supported speech recognition topics

The following topics are available:

GeneralMedicine, ClinicalAdministration, Cardiology, Emergency, InternalMedicine, MentalHealth, Neurology, ObstetricsAndGynecology, Oncology, Orthopaedics, Pathology, Pediatrics, Surgery.

## Configuring microphones

To configure the microphones the end user is allowed to use in Dragon Medical One, do the following:

1. Open the SoD.exe.config file.
2. In the **SoD.Settings, AllowedMicrophones** setting, specify all microphones the end user is allowed to use and separate them with the pipe (|) character.

When the end user starts the application, the list of connected microphones is filtered based on this setting. If you do not configure this setting, the end user can choose from all connected microphones.

**Note:** Unless PowerMic Mobile support has been disabled, PowerMic Mobile devices are always available regardless of this setting.

## Disabling the crash dump notification to end users

When Dragon Medical One shuts down unexpectedly, crash dump information is saved. The next time the user starts the application, they are informed that log files containing information about the crash are available and can be sent to their system administrator for analysis.

We recommend that you ask your users to send crash dump files to you; send the files, along with an error report if possible, to Nuance Technical Support for further analysis.

If you do not want your users to receive this crash dump notification, do the following:

1. Open the SoD.exe.config file.
2. In the **SoD.Settings**, **EnableCrashNotification** setting, set the value to `False`.

## Disabling registration of the Microsoft Word add-in

When starting Dragon Medical One calls the regsvr32.exe executable to register the Microsoft Word add-in. To disable registration of the Microsoft Word add-in, do the following:

1. Open the SoD.exe.config file.
2. In the **SoD.Settings**, add the setting **RegisterWordAddIn** and specify as follows:

```
<setting name="RegisterWordAddIn" serializeAs="String">  
    <value>False</value>  
</setting>
```

**Note:** This configuration setting is optional.

## Registering the Microsoft Word add-in for individual users

If registration of the Microsoft Word add-in is disabled, you can enable it for an individual user. Log on to the corresponding user account and run the following command:

```
regsvr32.exe /s SoD.WordAddin.dll
```

If a user works with a 64-bit version of Microsoft Word, run the following command:

```
regsvr32.exe /s SoD.WordAddin_x64.dll
```

**Note:** If you update Dragon Medical One, you must run the corresponding command again.

## Customizing the splash screen

You can lay a custom image over the Dragon Medical One splash screen; the overlay image will be placed in the lower left corner of the splash screen.

### Requirements:

Size: 320x130 pixels

Format: PNG

File name: SoD.OEM.png

### Location:

ClickOnce: The deployment location (same location as the application package)

Stand-alone: The application directory (same location as the configuration file)

## Configuring the user interface color theme

By default this setting is empty and the Blue (default theme) is used. To configure the color theme for Dragon Medical One, do the following:

1. Open the SoD.exe.config file.
2. In the **SoD.Settings, DefaultTheme** setting, specify the theme identifier (Blue, Light, Dark):

```
<setting name="DefaultTheme" serializeAs="String">  
  <value><theme_identifier></value>  
</setting>
```

# Dragon Medical One command line

## Starting Dragon Medical One from the command line

You can configure the stand-alone Dragon Medical One package so that your users do not need to log on separately to the application. By starting Dragon Medical One with the mandatory parameters specified, the logon dialog box will not be shown and any logged on user will be automatically logged off.

**Note:** Make sure you specify the full path to the application; using the short 8.3 form of the path will cause problems.

### Example

Dr. Chris Smith speaks German, works in the field of general medicine and records using a SpeechMike III.

```
SoD.exe -user "chrissmith" -lang "de-DE" -topic "GeneralMedicine" -mic "SpeechMike III"
```

When Dr. Smith logs on to a PC, Dragon Medical One is available, in the notification area, with their preferred settings applied.

### Parameters

#### user

The speech recognition user profile name.

This parameter is mandatory; you must specify the user before any of the other parameters are applied.

If [trusted authentication](#) is enabled, Dragon Medical One will ignore this parameter.

#### lang

The speech recognition language.

This parameter is mandatory; you must specify the language as an IETF language tag. For more information, see: [Supported languages](#).

Currently German (IETF language tag: de-DE) and English (IETF language tag: en-GB) are supported.

#### topic

The speech recognition topic (medical specialty). For a list of available topic names, see: [Configuring the speech recognition topic](#).

If only one topic is specified in the configuration file and this parameter is not set, this topic will be selected automatically and Dragon Medical One will start without displaying the logon dialog box.

If more than one topic is specified in the configuration file and this parameter is not set, Dragon Medical One will start without displaying the logon dialog box and will use the topic the user last logged on with. If the user has not logged on successfully before, or if the topic the user last logged on with is no longer available, the logon dialog box is opened and the user must select a topic manually.

#### mic

The microphone identifier.

This parameter is mandatory. If you do not know the exact microphone identifier, you can specify part of the name, for example, "SpeechMike". If only one connected microphone contains the specified string in its name, this microphone will be used. If no connected microphone or more than one connected microphone contains the specified string in its name, the logon dialog box is opened and the user must select a microphone.

If you have configured a list of [allowed microphones](#), the `mic` parameter is optional. Dragon Medical One will go through the allowed microphones, in the order that you listed them, and use the first specified microphone it finds that is connected. If you specify the `mic` parameter, this microphone must be included in the list of allowed microphones.

#### password

The user's password.

If [trusted authentication](#) is enabled, Dragon Medical One will ignore this parameter.

#### nologo

Disables the splash screen.

#### config

The path to the XML file containing custom configuration settings. For more information, see: [Configuring Dragon Medical One](#).

## Logging off and closing Dragon Medical One from the command line

You can configure the stand-alone Dragon Medical One package so that your users do not need to log off or close the application manually.

### Parameters

#### logoff

Logs off the currently logged on user. This parameter is exclusive and cannot be used together with other parameters.

If [trusted authentication](#) is enabled, this parameter is ignored by Dragon Medical One.

#### shutdown

Shuts down the currently running instance of Dragon Medical One. This parameter is exclusive and cannot be used together with other parameters.

## Enabling and disabling WPF support from the command line

Dragon Medical One provides built-in support for applications based on Windows Presentation Foundation (WPF) TextBox class text controls. You need to enable WPF only if your users cannot dictate at the cursor in these applications.

You can enable/disable WPF support, for a specific machine, in the stand-alone Dragon Medical One package. By enabling/disabling WPF support, you will register/deregister a Microsoft Text Services Framework plugin on the machine that you have deployed to. This operation requires administration rights on that machine. To perform the registration, Dragon Medical One will attempt to elevate rights; if the rights cannot be elevated you cannot proceed.

**Note:** regsvr32.exe will be invoked for this operation.



These parameters are mutually exclusive and will override any other parameters passed to the SoD.exe process during start-up. For example, passing the parameters during standard logon procedure is not supported and will cause Dragon Medical One to shut down after registration/deregistration.

## Parameters

### enableWPF

Registers the Text Services Framework (TSF) plugin. To perform the registration, the SoD.exe process will be started, and once this operation is performed, it will shut down. You only need to enable WPF support once per deployment or if you change the deployment location.

### disableWPF

Deregisters the Text Services Framework (TSF) plugin. To perform the deregistration, the SoD.exe process will be started, and once this operation is performed, it will shut down.

# Nuance Management Center - overview

The Nuance Management Center (NMC) is the central administration component for Dragon Medical One. NMC enables you to perform a variety of administration tasks, such as licensing and managing auto-texts, users, groups and organizations.

For information on how to define auto-texts and set auto-text filters in NMC, see: [Auto-texts](#).

## Prerequisites for running NMC


- Microsoft Edge, Google Chrome, Apple Safari

**Note:** NMC requires HTTPS access to <https://nms-de.nuancehdp.com/NMCHTML> (port 443); make sure your firewall does not block this port. This port must be accessible from the workstations used to access NMC.

## Launching NMC

1. To access NMC, browse to: <https://nms-de.nuancehdp.com/NMCHTML>.
2. To log on for the first time, use the credentials in your welcome kit.

**Note:** To change your password, click  and select **Change password**.

For more information on NMC, click  in the upper right of the NMC page to open the *Nuance Management Center Help*.

## Licensing

To monitor licenses, open the **Licensing** ribbon, click **View Licenses** and search for the license type. You can see a summary of license information.

If [auto-provisioning](#) is enabled, user accounts are automatically created and licenses are assigned. If auto-provisioning is disabled, this must be done manually. To assign a license to a user account, do the following:

1. Open the **Licensing** ribbon and click **View Licenses**.
2. Click **Search**; all licenses are displayed.
3. Select the license that you want to assign to the user.
4. In the **License Allocation** group, click **Grant**.
5. Select the user account from the list of **Available Users** and click **OK**.

To revoke a license, do the following:

1. Open the **Licensing** ribbon and click **View Licenses**.
2. Click **Search**; all licenses are displayed.
3. Select the license that you want to revoke.
4. In the **License Allocation** group, click **Revoke**.
5. Select the user account from the list of **Available Users** and click **OK**.

## Users

### Auto-provisioning

Auto-provisioning is enabled by default. This means that the first time a user connects to Dragon Medical One, a user account is automatically created and a license is assigned. If no more licenses are available, a user account is created but the user will not be able to use speech recognition.

User accounts that are generated automatically are assigned to the **Dragon Medical** group; their first name in the system is *<Generated>*. To add a user account to another group, open the **Group Memberships** tab in the **User Account Details** dialog box; use the arrow buttons to assign and organize the groups the user account is assigned to.

We recommend keeping auto-provisioning enabled; however, creating accounts manually enables you to enter more information on each user (for example, location and department) and control license allocation.

To disable auto-provisioning, do the following:

1. Open the **Sites** ribbon, click **Organization Overview** and then **Details**.
2. Open the **Provisioning** tab and select **Dragon Medical Server** in the left pane.
3. Select **None**.
4. Click **Save**.

To disable automatic license assignment, do the following:

1. Open the **Sites** ribbon, click **Organization Overview** and then **Details**.
2. Open the **Provisioning** tab and select **Dragon Medical Server** in the left pane.
3. Activate **Restrict automatic license assignment to specific license types**; to keep automatic license assignment enabled for specific license types, use the arrow buttons to move license types from **Automatic license assignment disabled** to **Automatic license assignment enabled**.
4. Optionally, activate **Enable automatic license assignment for newly imported license types**.

## Creating user accounts

To create a user account, do the following:

1. Open the **User Accounts** ribbon and click **Add**.
2. In the **User Account Details** dialog box, enter the **First name**, **Last name** and **Login**; the other fields are optional.  
If you use **native authentication**, enter the **Primary email address** to enable users to reset their password if they forget it; instructions on how to reset the password will be sent to this email address.


3. Open the **Group Memberships** tab and assign the user account to at least one group. If you are not currently working with groups, assign the user account to the **Dragon Medical** group.
4. Click **Save** and select the license that you want to assign to the user in the **Licenses** dialog box, or click **Save & New** (to create another user account).

## Viewing user account information

To view a list of users, do the following:

1. Open the **User Accounts** ribbon and click **Search**.
2. Select an **Organization** and enter search criteria. If you do not enter any search criteria, all users in the organization are displayed.

To view a report of client versions used in your Dragon Medical system, do the following:

1. Open the **Reports** ribbon and click **Client Version**.
2. Enter search criteria and click **Search**.
3. To export the results as a CSV file, click .

## Resetting user profiles

Resetting a user profile might be necessary when a user's role or environment changes significantly; for example, a doctor moves to an administrative role or a user moves from an environment with a lot of background noise to a quiet environment. The adaptation process can improve speech recognition quality faster after the user profile is reset.

To reset a user profile, do the following:

1. In the **User Account Details** dialog box, open the **User Profile** tab.
2. Expand the **Dragon Medical Server** pane and select **Reset speech recognition user profile**.
3. Click **Save**.

Be careful when resetting a user profile; this action has the following consequences:

- The user profile must be readapted to the user's voice; this will have a short-term impact on speech recognition quality.
- Words previously added to the vocabulary by the user are not available immediately after resetting the user profile. It can take up to a few minutes of dictation for words previously added to the vocabulary to be available again.
- The user cannot add or edit words until all words previously added to the vocabulary become available again.

**Note:** The user vocabulary is not reset when you reset a user profile. Any words added or disabled by the user remain added or disabled.

## Groups

When you first log on to NMC the following groups are available:

- **NMC Administration:** For users performing administration tasks in NMC.
- **Dragon Medical:** For users accessing speech recognition.

**Note:** The **Dragon Medical** group does not exist until the first end user connects via a Dragon Medical One client; the group is then automatically created.

## Working with groups

Groups are useful for the following:

- To assign the rights to create auto-texts to specific users.
- To make certain auto-texts available to specific users. To assign an auto-text to a group, make sure that the **Group** level is selected when you [create an auto-text](#).

To group users who have rights to create auto-texts, do the following:

1. Log on to NMC with your administration credentials.
2. Open the **Groups** ribbon and click **Add**.
3. Select the new group's organization.
4. In the **Role** field, select **NMC Administrator**.

5. Base the new group on the existing **NMC Administration** group and click **OK**.
6. Enter a **Group name** and make sure the correct **Site** is selected.
7. In the **Privileges** list, select **Product Manage Dragon Medical Server**.
8. Click **Save**.
9. Open the **Groups** ribbon and click **Search**.
10. Enter the name of the group you just created and select it in the list of search results.
11. Click **Add User Account to Group** in the **Membership** ribbon.
12. To add a user account to the group, enable the check box in the **Member** column in the corresponding row.
13. Click **Save**.

To group users of auto-texts, do the following:

1. Log on to NMC with your administration credentials.
2. Open the **Groups** ribbon and click **Add**.
3. Select the new group's organization.
4. In the **Role** field, select **Speech Recognition User** and click **OK**.
5. Enter a **Group name** and make sure the correct **Site** is selected.
6. Click **Save**.
7. Open the **Groups** ribbon and click **Search**.
8. Enter the name of the group you just created and select it in the list of search results.
9. Click **Add User Account to Group** in the **Membership** ribbon.
10. To add a user account to the group, enable the check box in the **Member** column in the corresponding row.
11. Click **Save**.

# Logging

Dragon Medical One creates log files that can help Nuance to analyze issues reported by end users or administrators. Log files are uploaded to Dragon Medical Server, and a limited amount of information is written to the local file system of the client PC. The information written to the local file system does not contain any sensitive data; the amount of data kept on the local PC can be configured and usually spans data for the last few days.

## Log file location

### Local PC

Local log file (does not contain sensitive data):

Dragon Medical One ClickOnce directory (C:\Users\

or

Dragon Medical One stand-alone directory

Crash dump:

%APPDATA%\Nuance\SoD\

### Virtual desktop/application environment

For information on logging in a virtual desktop/application environment, see: [Logging in a virtual environment](#).

## Setting the logging level

The log level is set in the `log4net` section of the `SoD.exe.config` file. The log level should be set for both logger names specified in the configuration section:

```
<logger name="Nuance.SoD.Generic">  
<logger name="Nuance.SoD.Text">
```



The default log level is ERROR which creates the least amount of data. You can change the logging level to one of the following (amount of data collected in descending order):

DEBUG  
INFO  
WARN  
ERROR

# User authentication

The following options are available for user authentication in Dragon Medical One:

- **No authentication:** The user enters a unique user name and must always use this name; a password is not required.
- **Native authentication:** The user must enter a user name and password provided by the administrator. The credentials are checked via the Nuance Management Server (NMS).
- **LDAP authentication:** The user must enter a user name and password, and the credentials are checked via an LDAP server.
- **Trusted authentication:** The user, logged on to Microsoft Windows with their Active Directory user name and password, is automatically logged on to Dragon Medical One. The credentials are checked via the Nuance Management Server (NMS).

## No authentication

This is the default configuration for authentication. Dragon Medical One prompts the user to enter a new user name when logging on for the first time; using a password is not possible. NMS automatically creates a user profile if a profile for the user name does not yet exist. The user is granted access to Dragon Medical One and a license is assigned. The user must enter the same user name every time they log on to Dragon Medical One.

## Procedure

In the SoD.exe.config file, **SoD.Settings, Authentication** setting, specify: `<value>none</value>`.

## Native authentication

You must create a user account in NMC before the user can log on to Dragon Medical One. The user enters the user name and password provided by the administrator, and the credentials are sent to NMS for authentication.

**Note:** To enable users to reset their password if they forget it, make sure you provide their primary email address when you create the user accounts in NMC; for more information, see: [Creating user accounts](#).

## Procedure

In the SoD.exe.config file, **SoD.Settings, Authentication** setting, specify:  
<value>native</value>.

## Configuring password settings in NMC

To define password expiration and complexity criteria for users of an organization, do the following:

1. Search for the organization, right-click it and select **Organization details**.
2. On the **Products** tab, open the **General** tab and expand **Password Settings**.
3. Define the criteria.
4. Select **Password must meet complexity requirements** and click **Save**.

## LDAP authentication

The user credentials are sent to NMS to authenticate against an LDAP server hosted in your organization. The authentication calls from Dragon Medical One to NMS go through an NMS local authenticator.

## Deploying the NMS local authenticator

To deploy the on-premise NMS local authenticator, do the following:

1. In NMC, search for the organization, right-click it and select **Organization details**.
2. Open the **Organization Tokens** tab and add a new token; this will be used to connect the local authenticator to your NMS organization.
3. Install the local authenticator using the organization token generated above.

4. In the SoD.exe.config file, check that the NMS organization token and the NMS URL are correct.

## Configuring Dragon Medical One

In the SoD.exe.config file, **SoD.Settings, Authentication** setting, specify `<value>ldaplocal</value>`.

## Configuring your NMS organization in NMC

To connect Dragon Medical One with your on-premise local authenticator, do the following:

1. Search for the organization, right-click it and select **Organization details**.
2. Open the **Products** tab and expand **Dragon Medical Server**.
3. In the **NMS on-premise server URL** field, enter the URL of the on-premise NMS local authenticator including the port that hosts the authentication interface on the local authenticator (default port number: 8731): `<http://nms.organization.com:8731>`, and click **Save**.
4. Open the **Domains** tab and click **Add**.
5. Enter the name and the LDAP Active Directory connection string, and click **Save**.

## Configuring user accounts in NMC

To configure a user account for LDAP authentication, do the following:

1. Search for the user account, right-click it and select **User Account Details**.
2. Open the **Credentials** tab.
3. On the **NTLM** tab, click **Add**; the **User name** and **Organization Name** are already filled out.
4. From the **Domain** list, select the domain added above.
5. In the **Login** field, enter the LDAP login ID.
6. Click **Save**.

If a user already exists in NMS with a different NMS login ID, the LDAP login ID and the NMS login ID need to be connected. Proceed as follows:

1. Search for the user account, right-click it and select **User Account Details**.
2. Open the **Credentials** tab.
3. On the **Token** tab, click **Add** and enter the LDAP login ID.

## Trusted authentication

The Active Directory credentials of the user currently logged on to Microsoft Windows are sent to NMS for authentication. The user can work with Dragon Medical One without entering a user name and password; the logon dialog box is not displayed.

The authentication calls from Dragon Medical One to NMS go through an NMS local authenticator. For information on how to deploy the NMS local authenticator and configure your NMS organization, see [LDAP authentication](#).

## Configuring Dragon Medical One

In the SoD.exe.config file, **SoD.Settings, Authentication** setting, specify:  
<value>trusted</value>.

## Configuring user accounts in NMC

To configure a user account for authentication in the Active Directory, do the following:

1. Search for the user account, right-click it and select **User Account Details**.
2. Open the **Credentials** tab.
3. On the **NTLM** tab, click **Add**; the **User name** and **Organization Name** are already filled out.
4. From the **Domain** list, select the user's domain.
5. In the **Login** field, enter the Active Directory login ID.
6. Click **Save**.

# Speech recognition settings: Auto-texts

The auto-text feature enables you to define standard blocks of text (also called 'normals' or 'canned text') that Dragon Medical One users can insert into their document with a short voice command. Using auto-texts reduces the time the user needs to dictate and improves the consistency of documentation. Available auto-texts are displayed to end users on the **What You Can Say** page. You define auto-texts in the Nuance Management Center (NMC). Users can create their own auto-texts in Dragon Medical One in the **Manage Auto-texts** dialog box.

## Defining an auto-text in NMC

### Scenario

- Your users often speak to their patients about the dangers of smoking. In the report, they will say **The patient was advised to quit smoking and counseled on effective smoking cessation strategies.**
- You define an auto-text called *Quit smoking* that contains this information.
- A doctor says the voice command **quit smoking** to insert the information.

### Procedure

1. Open the **Speech Recognition** tab on the ribbon.
2. Click **Manage**.
3. Select your **Organization**.
4. In the **Auto-texts** tree view, select the level you want to create the auto-text for (site, group or user).
5. In the **Auto-text** group on the ribbon, click **Add**.
6. Enter a **Name** (*Quit smoking*), a **Description** (optional) and select a **Language**.
7. Optional: change the **Spoken Phrase**.
8. In the contents section, enter:

*The patient was advised to quit smoking and counseled on effective smoking cessation strategies.*

9. Click **Save**.

## **Name**


The **Name** field contains the title of the auto-text (this is generally what users must say to insert the auto-text); make sure it is unambiguous and easy to pronounce. It is strongly recommended that you give the auto-text a distinctive name that cannot be misinterpreted as speech to be recognized. This helps to ensure that it is correctly inserted.

You cannot create two auto-texts with the same name, even if different spoken phrases are defined.

You cannot create two auto-texts with the same spoken phrase, even if different names are defined.

## **Spoken phrase**

By default, the **Spoken Phrase** is the same as the **Name**. If how the auto-text name is written and how it is pronounced are very different, change the **Spoken Phrase** (how it is pronounced).

If you want to give your users more than one way to insert an auto-text, click  and enter another **Spoken Phrase**.

When you enter a spoken phrase, follow these rules:

- Use alphabetic characters only. Do not use:
  - Digits (for example, use 'twelve' instead of '12') unless they are part of common words (for example, use '3D' instead of 'three D').
  - Punctuation marks (for example, ., ", ! or ?).
  - Symbols (for example, +, & or \$) except for hyphens used in compound words (for example, 'C-spine').
- Follow standard capitalization rules (for example, use capital letters for proper names).
- Avoid using capital letters (except for acronyms or if the standard capitalization rules require it, see above).
- For acronyms that are spelled out, use capital letters (for example, CIA); if they are not recognized, separate the capital letters by spaces (for example, C I A).

- For acronyms that are pronounced as words, use lowercase (for example, use 'pet CT' for 'PETCT' or 'pick' for 'PICC').
- Do not use very short names that are acoustically difficult to capture (such as one syllable only).
- Use full words instead of abbreviations (for example, use 'without' instead of 'wo').
- Check for typos.

## Fields

Auto-texts can contain fields. Fields are gaps in the auto-text where users can enter specific text, for example, patient data.

To add a field to an auto-text, enter [ ] in the relevant place of the auto-text's contents; you can enter any text between the field delimiters as default content, for example, **CBC results [within normal limits], vital signs [within normal limits]**. When users insert the auto-text, they can decide whether they want to replace the default values with specific text or use the default values.

By default, fields are indicated by square brackets. Users can change the characters used as field delimiters in Dragon Medical One on the **General** pane of the **Options** dialog box; any previously defined fields using different delimiters will then no longer work.

## Remarks

- To make the auto-text available for specific users, make sure to select the corresponding site or group in the tree view.
- Actions on the group level (for example, deleting an auto-text) override those on the site level. Actions on the user account level override group and site levels.
- A keyword is what the user says to tell the system that an auto-text is to be processed. You can [configure a keyword in NMC](#).
- Activate **Display all levels** to list the auto-texts for the level selected in the tree view and its higher levels.



## Defining a keyword in NMC

### Scenario

- You define the keyword: **insert**.
- When the user says **insert**, the system identifies that an auto-text is to be processed and displayed.

### Procedure

1. Open the **Speech Recognition** ribbon and click **Keywords**.
2. Select your **Organization** and enter *insert* as the **Leading Keyword** for English.
3. Click **OK** to save your settings.

### Remarks

- You can define a leading keyword (said before the spoken phrase) and/or a trailing keyword (said after the spoken phrase).
- If a keyword is added or deleted, it is applied to all auto-texts that are defined in your organization.
- The maximum number of characters for a keyword is 25.
- You can only use alphabetic characters to define a keyword; as for spoken phrases, special characters are not allowed.

## Configuring the auto-text filter

A system with many auto-texts can be complex for users; they might have difficulty remembering all the names and which ones are relevant for them.

Filtering is set up in the SoD.exe.config file and then set in NMC.

In the configuration file, enter the filter key/value pairs you need. For example:

```
<filterSettings>
  <filter>
    <add key="department" value="radiology" />
    <add key="modality" value="X-ray|CT|MRI" />
  </filter>
</filterSettings>
```

## Remarks

- You can configure as many key/value filter pairs as you want.
- Use the | character to separate multiple values for a key.

## Setting an auto-text filter in NMC

You can filter specific auto-texts to be active for specific forms.

## Scenario

- Dragon Medical One supports an auto-text filter with the key 'modality' and values 'X-ray', 'CT' and 'MRI' and it will set this filter for all radiology reports.
- You want to set the 'normal chest' auto-text to be active for x-rays only.

## Procedure

1. Search for the 'Normal chest' auto-text.
2. Open the **Meta Data** tab.
3. In the **Name** field enter *modality* and in the **Value** field enter *X-ray*.
4. Click **OK** and then **Save**.

## Remarks

- By default, auto-texts are always active. Be aware that:

If no auto-text filter has been set for a document or form, all auto-texts that have been defined in the system will be active.

All auto-texts that you do not define meta data entries for will always be active.

If an auto-text filter with a specific name has been set for a document or form but no corresponding meta data entry with this name has been applied to an auto-text, then this auto-text will always be active.

- An auto-text is deactivated (filtered out) for a specific document or form only if:

The application has defined an auto-text filter with a specific name and value for the document or form.

You have set a meta data entry for the auto-text with this name but with a different value.

# Speech recognition settings: Voice commands

Voice commands enable Dragon Medical One users to say a word or phrase that initiates an action and control the application without using the mouse or the keyboard. This reduces the time the user needs to complete their work.

The custom command feature in Dragon Medical One was extended to enable users to create more feature-rich commands and are now called step-by-step commands. Users define step-by-step commands in the **Manage Step-by-step Commands** dialog box and they are displayed on the **What You Can Say** page; for more information, see the end user help.

Existing user-level custom commands created in the Nuance Management Center will be automatically migrated to step-by-step commands.

# Speech recognition settings: Managing the vocabulary

Managing the vocabulary your users are using enables you to improve speech recognition by explicitly tailoring the system to your requirements. This might be necessary if words or phrases are repeatedly misrecognized.

In the Nuance Management Center (NMC), you can add words and phrases to the vocabulary or delete existing words and phrases from it.

## Adding a word in NMC

### Scenario

Your users frequently prescribe the drug *Xanax* and recognition has been problematic.

### Procedure

1. Open the **Speech Recognition** tab on the ribbon.
2. In the **Word** group, click **Manage**.
3. In the **Words** tree view, select the level you want to associate the word with (site, group or user).
4. In the **Word** group on the ribbon, click **Add**.
5. Enter a **Written form** (*Xanax*) and, if necessary, a **Spoken form** (*zanacks*).
6. Select the **Language** you want to associate the word with.
7. Click **Save**.

### Spoken form

The spoken form is optional. If how the word is written and how it is pronounced are very different, enter a spoken form (how it is pronounced) and define a **Written form** (how it is

inserted into the document).

Two words with the same written form but different spoken forms are treated as separate words.

Two words with different written forms but the same spoken form are treated as separate words.

When you enter a spoken form, follow these rules:

- Use alphabetic characters only. Do not use:
  - Digits (for example, use 'twelve' instead of '12') unless they are part of common words (for example, use '3D' instead of 'three D').
  - Punctuation marks (for example, ., ", ! or ?).
  - Symbols (for example, +, & or \$) except for hyphens used in compound words (for example, 'C-spine').
- Follow standard capitalization rules (for example, use capital letters for proper names).
- Avoid using capital letters (except for acronyms or if the standard capitalization rules require it, see above).
- For acronyms that are spelled out, use capital letters (for example, CIA); if they are not recognized, separate the capital letters by spaces (for example, C I A).
- For acronyms that are pronounced as words, use lowercase (for example, use 'pet CT' for 'PETCT' or 'pick' for 'PICC').
- Do not use very short names that are acoustically difficult to capture (such as one syllable only).
- Use full words instead of abbreviations (for example, use 'without' instead of 'wo').
- Check for typos.

## Remarks

- To make the word available for specific users, make sure to select the corresponding site or group in the tree view.
- Actions on the group level (for example deleting a word) override those on the site level. Actions on the user account level override group and site levels.

- Words can only occur once within a site, group or user account, but the same word can occur in different entities on the same level (for example, two groups) or on different levels (group and user of that group).
- Activate **Display all levels** to list the words that have been added for the level selected in the tree view and its higher levels.

## Searching for words in NMC

Search for a word in the **Manage Words** screen via its written form.

To view the list of words associated with a user, group or site, do the following:

1. Open the **Speech Recognition** ribbon.
2. Click **Manage**.
3. Expand the tree structure for **Words** for the corresponding level.
4. Select a site, group or user.

## Importing words

To add multiple words it can be convenient to import a text file. To import a list of words for a specific site, group or user account, do the following:

1. Create a text file containing the list of words to add, with each word on a new line.  
Optional: Type the spoken form after the written form on the same line, separated by two backslashes; for example: Xanax\\zanacks.
2. Open the **Speech Recognition** ribbon and, in the **Words** group, click **Import**.
3. Follow the **Import Words** wizard. You can select words to add from your text file and select the specific site, group or user account to associate them with.

# Documentation

Dragon Medical One is delivered with documentation for system administrators and end users.

## System administrators

The *Dragon Medical One Installation and Administration Guide* describes the installation and system configuration procedures. This guide also covers information on the Nuance Management Center.

## End users

Users access the end user help by saying **launch help** or by clicking **Help** on the DragonBar menu. The **Dragon Help** tab of the personalization and help window contains information on how to use the application features (for example, anchoring the speech focus); the **Speech Recognition Help** tab contains information on speech recognition features and how to use them.

The **What You Can Say** page contains a list of all available voice commands and auto-texts. Users can open it by saying **what can I say** or clicking **What You Can Say** on the DragonBar menu.



# Supported languages

The speech recognition language is the language the user records in and that Dragon Medical One recognizes.

Currently German (IETF language tag: de-DE) and English (IETF language tag: en-GB) are supported.

The user interface language is the language in which Dragon Medical One displays menus, help files, error messages and dialog boxes.

Currently German (IETF language tag: de-DE) and English (IETF language tag: en-GB) are supported.

# Troubleshooting

- A client cache error is displayed after installing the ClickOnce package, and the application won't run.

Delete the ClickOnce application cache in the user's **AppData** directory.

- After Dragon Medical One has been deployed via [XCOPY deployment](#), the application does not start and an exception is thrown:  
"System.Configuration.ConfigurationErrorsException: Insufficient permissions for setting the configuration section 'defaultProxy'. ---> System.Security.SecurityException: Request for the permission of type 'System.Net.WebPermission, System, Version=4.0.0.0, Culture=neutral, PublicKeyToken=b77a5c561934e089' failed."

Depending on your Group Policy security settings, Microsoft Windows marks downloaded files as unsafe. This prevents .NET from executing properly, which causes the exception.

Unblock the downloaded ZIP file before you extract it; for more information, see: [XCOPY deployment](#).

- Dragon Medical One crashes when the application is started.

Check the [configuration file](#) and the [log file](#) for configuration-related issues.

Make sure that your system conforms to the [software and hardware requirements](#).

Make sure you followed all steps required to [set up a working system](#).

- An error occurs when Dragon Medical One is started: **An error has occurred, it is not possible to use the application. Please contact your administrator. The specified server URL cannot be reached, check your network connection.**

Check the network connection to Dragon Medical Server.

- The automatic gain control (AGC) of the recording device or the device driver/sound card driver interferes with the automatic audio adjustment feature of Dragon Medical One.

Disable the interfering AGC.

- An error occurs when the user starts recording: **Speech recognition is temporarily not available in this application because there are no licenses available.**

If auto-provisioning of users is not enabled for your organization in NMC, make sure that the user exists in NMC and the user name is spelled correctly (user names are case sensitive), and that the user's token credentials (**User Account Details** dialog box, **Credentials** tab, **Token** tab) are the same as the user name or empty.

In NMC, check if your organization has run out of licenses. For more information, see [Licensing](#).

- Dragon Medical One inserts text in the wrong place in a Microsoft Word document.  
This might be caused by a version incompatibility. Make sure you use a Microsoft Word version officially supported by Dragon Medical One. For more information, see: [Software and hardware requirements](#).
- Incorrect text is transferred when the user dictates at the cursor using Basic Text Control.

In the Dragon Medical One configuration file, **SoD.Settings** element, add the following setting to keep the text on the user's clipboard after transfer:

```
<setting name="BasicTextKeepTextOnClipboardAfterTransfer"
serializeAs="String">
    <value>True</value>
</setting>
```

- The text cursor and/or elements of the document flicker when the user dictates in a Microsoft Word 2013 document.

Follow the instructions in the Microsoft Knowledge Base article:  
<https://support.microsoft.com/en-us/kb/2768648>.

- The user changed their settings in the **Options** dialog box, but the changes are not saved.

Make sure that Dragon Medical One can communicate with the Nuance Management Server; for information on the ports Dragon Medical One requires access to, see: [Setting up a working system](#).

- An error occurs when Dragon Medical One is started: **No supported audio device is available. To start Dragon, connect a device and click Refresh.**

Connect a [microphone the end user is allowed to use](#), and click **Refresh**.

In a virtual desktop/application environment, make sure the connected microphone is set as the default device in Microsoft Windows on the end point.

In a virtual desktop/application environment, make sure the [Nuance custom audio channel](#) has been deployed on the client end point and on the virtual server hosting the application.

- Dragon Medical One shuts down unexpectedly; no error message is displayed.

Collect the crash dump (location: %APPDATA%\Nuance\SoD\) and send it, along with an error report if possible, to Nuance Technical Support for analysis.

- The ClickOnce deployment of Dragon Medical One does not update automatically when pinned to and launched from the task bar.

Launch the ClickOnce Dragon Medical One application from the Windows **Start** menu.

Make sure you do not start the ClickOnce Dragon Medical One application by running SoD.exe.

- A message is displayed when the user opens the personalization and help window: **Software update required. Starting in January 2022, this application requires Microsoft WebView2. For more information, contact your administrator.**

Install the Microsoft Edge WebView2 Evergreen Standalone component; for more information, see [WebView2 - Microsoft Edge Developer](#).

- The user cannot dictate at the cursor in applications based on Windows Presentation Foundation (WPF) TextBox class text controls.

Make sure to enable WPF support from the command line. For more information, see: [Enabling and disabling WPF support from the command line](#).

- The user cannot switch the speech focus between applications running at the same time in a Citrix environment.

Launch the FarmTWIHelper - Seamless Configuration Helper Tool on the Citrix server where the issue occurs and make sure to deselect all the settings (do not change the **Disable Active Accessibility Hook (0x4)** setting). Restart the server before starting Dragon Medical One. For more information on how to use the helper tool, see <https://support.citrix.com/article/CTX115146>

- Dragon Medical One is no longer in standby mode when a user, working in a Citrix environment, locks and unlocks the screen.

Make sure that the latest version of the [Nuance custom audio channel](#) has been installed on the client end point.