

# PowerMic Mobile

# 2023.1

User Guide

# Setting up PowerMic Mobile

Before you start, make sure of the following:

- You have downloaded PowerMic Mobile from the Apple App Store (iPhone and iPad) or Google Play (Android devices).
- Your system administrator has sent you a configuration link to set up your organization's profile in PowerMic Mobile. You must be able to access the configuration link from your mobile device.  
**Note:** If you are using PowerMic Mobile with several organizations, you will need to set up a separate profile for each organization.
- Your mobile device and your desktop computer must be connected to the internet or to a shared internal network so that they can communicate with each other.

## Configuring PowerMic Mobile

To set up PowerMic Mobile for use with your desktop speech recognition application, do the following:

1. On your mobile device, open the email or web page where your system administrator provided your configuration link.
2. Tap the configuration link. When your device asks you which app to use to open the link, select **PowerMic Mobile**.
3. When prompted, accept the end user license agreement and allow access to the microphone. PowerMic Mobile will be configured and ready to use.

## Copying and pasting the configuration link

If you have trouble opening the configuration link or if your device does not offer PowerMic Mobile as an option, you can also copy and paste the configuration link. Proceed as follows:

1. On your mobile device, open the email or web page where your system administrator provided your configuration link.
2. Copy your configuration link to the clipboard.

3. Start PowerMic Mobile and tap **Add profile**.
4. Paste the configuration link you copied in step 2, enter a name for the profile, and tap **Save**.

## Remarks

- You only need to enter the configuration link once for each of your organizations. If there is a configuration link already saved on your device, you will go straight to the login screen.
- You can add more profiles via the **Settings** screen. If you have set up multiple profiles, select one from the drop-down list when you log in.
- You can use external audio devices, including Bluetooth and wired headsets and earbuds. You can use the play/pause function on your wired device to turn the microphone on and off.

# Pairing with your desktop application

To pair PowerMic Mobile with your desktop speech recognition application, do the following:

1. On your desktop computer, start the target application, enter your user name and select **PowerMic Mobile** from the microphone list.
2. On your mobile device, start PowerMic Mobile, enter the same user name from step 1 and log in.

When you leave PowerMic Mobile, it will automatically disconnect from the paired target. When you launch PowerMic Mobile again, it will automatically pair with the most recently paired target.



To change the paired target, tap .

## Can't connect?

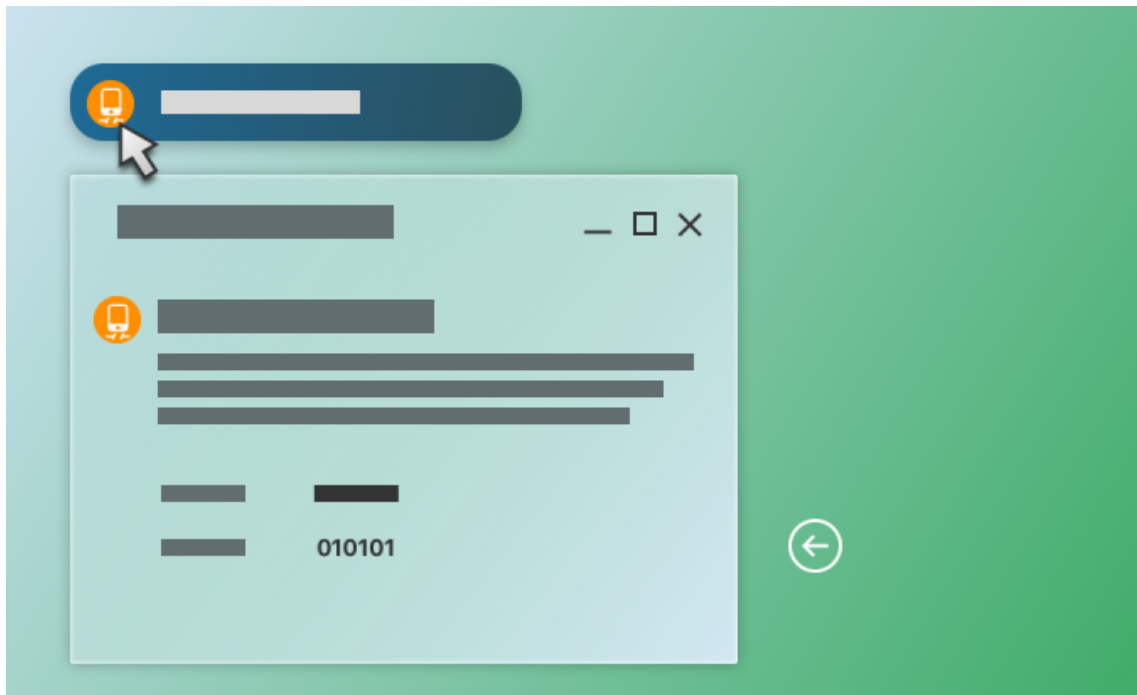
When you log in to PowerMic Mobile it will scan for a target application for two minutes. If automatic pairing is unsuccessful, tap **Scan** to retry or tap **Pair manually** to pair manually with a target.

## Manual pairing

To pair PowerMic Mobile manually with the desktop application, do the following:

1. Tap  to open the **Target Applications** screen and tap **Manually pair with a target application**. The input screen for the pairing ID is displayed.
2. To look up the pairing ID in your target application, make sure PowerMic Mobile is selected as your microphone and click the PowerMic Mobile icon: 
3. The target application displays a 6-digit number; enter this into the PowerMic Mobile

pairing ID screen. You might have to wait a minute for pairing to complete.

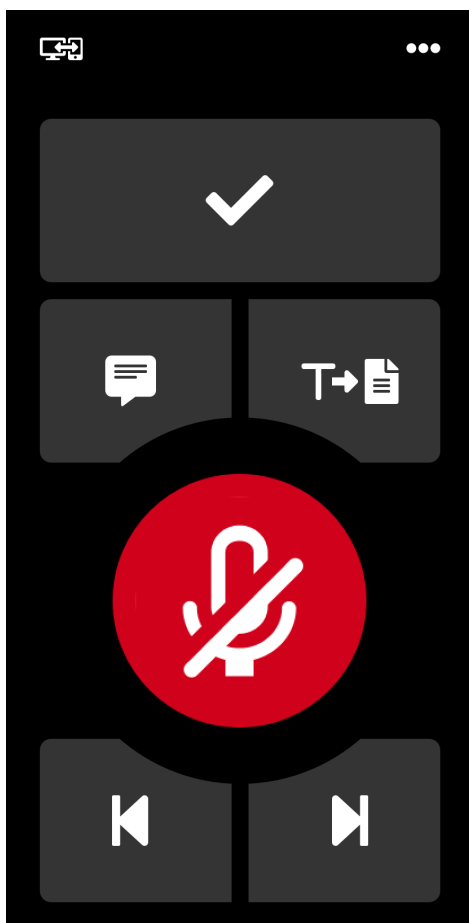




## Still not working?

If you are still having trouble connecting, contact your system administrator.



# Recording


When it is paired with a target, PowerMic Mobile displays the recording screen:



To start recording, tap the microphone button  and speak. The button indicates that recording is active: 

To stop recording, tap the microphone button again.






You can only start and stop recording via your mobile device. The PowerMic Mobile icon in your desktop application indicates if recording is on  or off  but does not start or stop recording.

To change the paired target application, tap . For more information, see [Manual pairing](#).

To open the **Settings** screen, administrator messages, the **Help** screen or log out of PowerMic Mobile, tap the menu button: ●●●

## Button controls

Other buttons on the recording screen correspond to buttons on the physical Nuance PowerMic device:

	PowerMic 4	PowerMic III
	Enter/select button	Enter/select button
	Function D button	Custom right button
	Rear function button	Transcribe button
	Tab backward button	Tab backward button
	Tab forward button	Tab forward button

The functionality of these buttons depends on your target application. Depending on your application, they might be configurable in your application settings or by your administrator. For more information, contact your administrator.

## Receiving a call while recording


**iOS devices:** When the device receives an incoming call, the microphone is turned off and PowerMic Mobile is not usable until you either decline the call or accept it and complete it. This behavior is standard for iOS apps and is defined by the operating system. To work around this, enable **Do Not Disturb** via the iOS settings. This prevents all incoming calls and notifications.


**Android devices:** When the device receives an incoming call, a notification overlays the screen. PowerMic Mobile continues to record your speech until the call is accepted. You can also decline the call or silence the ringtone without interrupting your recording.



# Administrator messages

Your system administrator can send you messages that you receive in PowerMic Mobile (for example, IT updates).

When you have unread messages from your system administrator, the recording screen displays a message count over the menu button: 

To view your messages, tap  and select **Administrator Messages**. Unread messages are listed in **bold**.

Opening a message confirms to your system administrator that you received the message and read it.

To go back to the recording screen, tap the back button: 

# Sending feedback

To suggest new features and enhancements to the PowerMic Mobile product team, tap the menu button **☰** and select **Settings**, then tap **Send Feedback**.

An email is created with PowerMic Mobile log files automatically attached. Enter all information relevant for the Nuance team and tap **Send**.

**Note:** If you are experiencing a technical issue not addressed in this guide, please contact your system administrator.

# Troubleshooting

Here you find solutions to common issues.

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## **I can't sign in. The app tells me I need to set up a profile.**

Contact your system administrator, who will provide you with a configuration link via email or web page. Open the email or web page on your mobile device and copy the link to the clipboard. When you start PowerMic Mobile, select **Add profile**. Paste the configuration link and give the profile a name (for example, your organization name).

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## **I can't sign in. My user name is incorrect.**

Sign in to PowerMic Mobile with the same user name that you used for your speech recognition application. The user name is case sensitive.

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## **When I select PowerMic Mobile as the microphone for Dragon Medical One, it tells me I don't have a license.**

Proceed as follows:

1. Sign out of Dragon Medical One.
2. Sign in to PowerMic Mobile with the same user name that you used for Dragon Medical One. The user name is case sensitive.
3. Sign in to Dragon Medical One again and select PowerMic Mobile as the microphone.

If this does not resolve the issue, contact your administrator.

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## **I can't sign in. The app tells me an update is required.**

PowerMic Mobile receives regular security updates. Select **Update Now** to get the latest version from the App Store/Google Play. If your organization manages your mobile device or the PowerMic Mobile app, please contact your administrator.

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## **I can't sign in. I get an 'untrusted connection' error.**

PowerMic Mobile could not validate the server connection. Please contact your administrator.

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**When I sign in, a connection error is displayed.**

An error occurred while trying to refresh the target list. Refresh the list or sign in again. In general this is not a critical error and can be ignored.

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**I can pair my mobile device with the target, but it does not seem to hear me.**

In your target application, make sure **PowerMic Mobile** is selected as the microphone.


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**I can pair my mobile device with the target, but the sound is garbled or PowerMic Mobile is not behaving as expected.**

Stop recording in PowerMic Mobile, wait 30 seconds and start recording again. If the problem persists, sign out of PowerMic Mobile and sign in again.

Contact your administrator if you continue to experience this issue.

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**PowerMic Mobile displays the Recording screen even though my desktop application indicates that it is disconnected:** 

Start recording in PowerMic Mobile. Your application will display the recording icon: 

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**Receiving a call interrupts recording.**

**iOS devices:** When the device receives an incoming call, the microphone is turned off and PowerMic Mobile is not usable until you either decline the call or accept it and complete it. This behavior is standard for iOS apps and is defined by the operating system. To work around this, enable **Do Not Disturb** via the iOS settings. This prevents all incoming calls and notifications.

**Android devices:** When the device receives an incoming call, a notification overlays the screen. PowerMic Mobile continues to record your speech until the call is accepted. You can also decline the call or silence the ringtone without interrupting your recording.

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**When I navigate away from PowerMic Mobile and then open it again, I can no longer pair my Android device with the target.**

Make sure that background data is enabled; for example, **Restrict Background Data** must not be enabled in your device's settings.