

Nuance[®]
**Dragon
Medical
One**



Desktop
Application

User Guide

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Welcome to Dragon Medical One Desktop Application

Dragon Medical One enables you to create text via speech recognition in any application that you can type in. In many applications the text is written directly into your application, in some others the text is written into the Dragon Medical One [Dictation Box](#) and then you transfer it to the target application.

You can control Dragon Medical One using the user interface, your keyboard, your voice or the buttons on your microphone. The descriptions in this online help are based on the default settings Dragon Medical One is delivered with. To change how you control it, use the [Options](#) dialog box.

Working quickly

Use [auto-texts](#) to insert standard blocks of text; this saves you having to repeatedly record the same thing. To display a list of available auto-texts, say **what can I say** and scroll to the **Auto-texts** section.

Use your voice instead of your keyboard or mouse to perform tasks. Many of the actions in Dragon Medical One can be initiated via [voice command](#). To display a list of available voice commands, say **what can I say**.

What do you want to do?

[Create text in your application](#)

[Anchor the speech focus to your application](#)

[Create text in the Dictation Box](#)

[Work with auto-texts](#)

[Work with voice commands](#)

[Work with Dragon Medical Advisor](#)

[Use the wake word feature](#)

[Work with Dragon Medical Virtual Assistant](#)

[Change your settings](#)

[Upgrade, uninstall or repair Dragon Medical One](#)

[Troubleshooting](#)

Creating and working with text

Creating text in your application

1. Open Dragon Medical One.
2. Place the cursor in your application where you want the text to be written.
3. Click  or press the plus sign on your number key pad and start speaking.

If you have placed the cursor in a text field that Dragon Medical One fully supports, the text is written there, and the full range of functionality related to dictating text and [editing](#) it via voice is available (Full Text Control).

If you have placed the cursor in a text field that is unknown to Dragon Medical One, the following options are available:

- The [Dictation Box](#) opens and the text is written there; the full range of functionality related to dictating text and [editing](#) it via voice is available. When you are finished, click  or say **transfer text**; the text is moved to where you originally placed the cursor and deleted from the Dictation Box.
- You dictate in your text field, using Basic Text Control; that means that only basic speech recognition functionality is supported, without the ability to navigate, [edit](#) or format the text using your voice. The ring around the microphone icon  indicates that you are using Basic Text Control. To be able to use full speech recognition functionality, say **open Dictation Box**.

By default, the Dictation Box is used. If you prefer to dictate directly in your text field, open the **Text Input** pane of the [Options](#) dialog box and select **Use Basic Text Control** in the **What happens when the cursor is placed in an unknown text field?** section. When you use Basic Text Control, make sure you have placed the cursor in a text field before you start recording, and stop recording before you move the focus away from the text field; otherwise, you will lose text.

Note: If your administrator has configured system-wide settings regarding the use of Basic Text Control, your settings might not apply in all text fields. For more information, contact your administrator.

Tips

- Keep an eye on the volume meter, when it lights up in green you know that the system is picking up your voice, and the progress indicator circles round when speech recognition is taking place.
- For more information on dictating, say **launch help**, open the **Speech Recognition Help** tab and scroll to the "What do you want to say?" section.

Note: When your workstation is locked, recording is stopped and pressing any microphone button will be ignored.

Tips on working with the Dictation Box

- To recall text from your application to the Dictation Box, click  or say **recall text**. The text is moved back to the Dictation Box where it will replace any text written in the meantime. The recalled text will not be deleted from your application.
- To work in the Dictation Box without seeing the text being written there, say **hide Dictation Box**; to display it again, say **show Dictation Box**. Alternatively, you can show or hide the Dictation Box via **hotkey** or microphone button or by clicking  and selecting **Show/Hide Dictation Box**.
- To clear all text from the Dictation Box, click .
- To re-size the Dictation Box, drag the corners.
- To format text, use the formatting options.
- You can configure the behavior of the Dictation Box in the **Text Input** pane of the **Options** dialog box.
- You can also edit text in the Dictation Box that has been **written in an application that is not fully supported**.

Anchoring the speech focus

When you anchor the speech focus to your target application, you can open and navigate through other applications without removing the speech focus from the target application; this means that the recognition results will be written into the anchored application, even if you click in another application while dictating. You can anchor the speech focus only to applications that Dragon Medical One fully supports.

To anchor the speech focus, do the following:

1. Open Dragon Medical One and your target application.
2. Place the cursor where you want the text to be written and press CTRL + ALT + A or say **anchor dictation** to anchor the speech focus to your target application. The  icon changes to .
3. Open any other application you need for analysis or reference (for example, your PACS).
4. Click  and start speaking; the icon changes to  and the text is written in your target application.

You can change which application has the speech focus anchored to it any time. Anchoring the speech focus to another application automatically releases the speech focus from the application it was previously anchored to.

Tips

- **Set the speech focus** to be anchored automatically via the **General** pane of the **Options** dialog box.
- To release the speech focus from your target application, close it or say **release dictation**.
- If the speech focus is anchored to an application and you open the Dictation Box, the speech focus is released from the application. If the Dictation Box is open when you anchor the speech focus to an application, it is automatically closed.

Editing text

You can use your keyboard and mouse to edit the recognized text:

- Type new text to correct misrecognized text.
- Place the cursor somewhere in the text and then record to insert new text.
- Select text and then record to overwrite existing text with new text.

You can also edit text via [voice command](#) (for example, by saying **scratch that**).

Note: If the cursor is placed in an unknown text field and you use [Basic Text Control](#) to dictate, editing the text via voice is not supported. If you manually select recognized text or place the cursor somewhere in the text and record, capitalization and spacing might not be correct as Dragon Medical One cannot see the surrounding text.

If you are working in an application that Dragon Medical One fully supports, you can edit and correct directly in that application.

If you are working in the Dictation Box, we recommend that you edit and correct the text there and only transfer the text to your application once it is final. This ensures that your corrections are included in [adaptation](#).

Editing text written in an application that is not fully supported

When you are working with an application that Dragon Medical One does not fully support, you can add existing text you want to edit to the Dictation Box and edit it there.

Proceed as follows:

1. In the [Options](#) dialog box open the **Text Input** pane, select the **Add the selected text from the target application to the Dictation Box** check box and click **Apply All**.
2. Open your target application and select the text you want to edit.
3. Open Dragon Medical One and expand the Dictation Box.

The text you selected is available.

4. Place the cursor where you want new text to be added, click  or press the plus sign on your number key pad and start speaking.
5. **Edit** the text, if necessary, and when you are finished, click  or say **transfer text**.

The text is transferred to your target application and deleted from the Dictation Box.

Auto-texts

Auto-texts are standard blocks of text (also called 'normals' or 'canned text') that you can insert into your document with a short voice command. Using auto-texts reduces the time you need to record and improves the consistency of your documentation.

Example

- You often speak to your patients about the dangers of smoking. In the report, you 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.
- You say the voice command **quit smoking** to insert the information.

Working with auto-texts

To display a list of available auto-texts, say **what can I say** and scroll to the **Auto-texts** section.

Depending on your system configuration, when you are recording, the application uses a keyword to identify that there is an auto-text to process. To see which keyword your system expects you to use as part of the voice command, say **what can I say**. For example, if the keyword is **insert**, you must say the keyword and the spoken form **insert quit smoking**.

You can navigate to the **fields** in auto-texts via voice commands such as **next field** and **go to previous field**.

To use the default values and remove the field delimiters of all **fields**, say **accept defaults**. To use the default value and remove the field delimiters of the field with the focus, say **field complete**. If a field contains several values, separated by |, the first value will be used.

Note: After saying **accept defaults**, pause to ensure that the command is performed before you continue.

Managing auto-texts

All auto-texts that you created are listed in the **Manage Auto-texts** dialog box. You can edit existing auto-texts and add new ones.

To add an auto-text, do the following:

1. Say **manage auto-texts** or click  and select **Manage Auto-texts**; the corresponding dialog box is displayed.
2. Click + and fill in the required fields (repeat as necessary).
3. Click **Apply All**.

Important: For security reasons, auto-texts should not contain sensitive information, such as user names or passwords.

Spoken form

If how the auto-text name is written and how it is pronounced are very different, make sure that the **Spoken form** (how it is pronounced) reflects this.

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.

Fields

Auto-texts can contain fields. Fields are gaps in the auto-text where you 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 you insert the auto-text, you can decide whether you want to replace the default values with specific text or [use the default values](#).

Tips

-  means that the auto-text is not properly filled in. The **Apply All** button is not active if any auto-text contains invalid data.
-  means that you can undo any changes that have not been saved. Click the icon to revert any changes.
- Click  to copy an existing auto-text and use it as a template for a new one. The template will have the same description and content as the one you copied; the **Name** and **Spoken form** fields will be empty.
- Click **x** to delete an auto-text. You can undo this action until you have clicked **Apply All**.
- To undo changes, copy or delete an auto-text, right-click it and select **Revert Changes**, **Copy** or **Delete**.
- By default, [fields](#) are indicated by square brackets. You can change the characters used as field delimiters on the **General** pane of the **Options** dialog box; any previously defined fields using different delimiters will then no longer work. Do not use {, } or | as field delimiters.

Voice commands

You can perform a variety of actions in Dragon Medical One via voice command (instead of mouse, keyboard or microphone button); this can significantly speed up report creation. To see the list of voice commands available to you, say **what can I say** or click  and select **What**

You Can Say. The voice commands are categorized, with a main command and some alternatives. We recommend learning the commands that you find most useful.

For example, you are correcting your dictation and need to replace the last paragraph: say **select last paragraph** and you can immediately record new information.

Visual feedback

In the **General** pane of the **Options** dialog box, you can decide where the visual feedback should be displayed when a voice command is recognized. Select one of the following:

- **DragonBar** - The voice command bubble is anchored to the Dragon Medical One user interface.
- **Mouse** - The voice command bubble is anchored to your mouse cursor.
- **Text** - The voice command bubble is anchored to your text cursor.
- **System Tray** - The voice command bubble is anchored to the System Tray.

Step-by-step commands

Step-by-step commands execute a series of actions via a single voice command. You can create, modify, copy and delete step-by-step commands. Creating and modifying step-by-step commands is only recommended for experienced users.

You can press hotkeys or microphone buttons to execute the step-by-step commands that you have created (personal) or the ones that have been created by your administrator (shared); for more information on assigning hotkeys/microphone buttons, see: [Setting your input preferences](#).

Note: After saying a step-by-step command, pause to ensure that the command is performed before you continue.

Important: For security reasons, step-by-step commands should not contain sensitive information, such as user names or passwords.

To create a step-by-step command, do the following:

1. Say **manage commands** or click  and select **Manage Step-by-step Commands**; the corresponding dialog box is displayed.
2. Click **+** and fill in the **Name**, **Description** (optional) and **Spoken form** fields.
3. Click **New Step** and select the type of step you want; repeat as necessary.
4. Click **Apply All**.

Spoken form

If how the name of the step-by-step command is written and how it is pronounced are very different, make sure that the **Spoken form** (how it is pronounced) reflects this.

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.

Tips

- A red line around a field means that it is mandatory or you have not filled it in correctly.
- Use the icons to move existing steps up and down (↑ ↓), insert steps into the middle of a sequence of steps (↶) and delete steps (✕).
- Select a step-by-step command from the left pane to modify it.
- Click  to copy an existing step-by-step command and use it as a template for a new one. The template will have the same description and steps as the one you copied; the **Name** and **Spoken form** fields will be empty.
- To undo changes, copy or delete a step-by-step command, right-click it and select **Revert Changes, Copy** or **Delete**.
- If a step-by-step command is consistently not executed properly, add **Wait** or **Wait for Window** steps to it.
- Using the **Run Step-by-step Command** or **Execute Voice Command** step type you can embed one (or more) step-by-step commands or voice commands into another step-by-step command. When the overall step-by-step command is executed, all embedded commands are also executed.

Step types

Open Application - open the specified application (if it is already open, the focus switches to this application). Specify the following properties:

Target - enter the full path and name to the application EXE file.

Arguments - enter the command line argument you want the application to open with; for example, a template.

Start in - browse for the folder in which the application or file should open (the working directory).

Run as - select the application window size (normal, minimized or maximized).

Wait - set a waiting time in milliseconds to pause between steps; for example, 500 ms for the application to open with the specified template. Range: 50-2500 ms.

Wait for Window - pause until a window with the specified title has the focus or the set waiting time expires. Specify the following:

Window title - enter the name of the window you want the step-by-step command to wait for.

Waiting time (ms) - set a waiting time. Range: 50-10000 ms. If the set waiting time expires, the execution of the step-by-step command will be stopped.

Note: Applications hosted in Microsoft Internet Explorer and Google Chrome are not supported (for example, the step-by-step command will wait for Internet Explorer, but it will not wait for an application hosted in Internet Explorer).

Run Step-by-step Command - browse for the existing personal or shared step-by-step command that you want to embed; the embedded command will be executed as a step.

Execute Voice Command - browse for the voice command that you want to embed; the embedded voice command will be executed as a step.

Enter Text - enter a short text block that you want written at the cursor position in your application (for larger text blocks that you insert regularly, use [auto-texts](#)).

Press Keys - enter the sequence of keys that you want pressed. See below for the input format you must use. You can also enter text and combine keys with modifiers.

Press Hotkey - click  and press one or more modifier keys and a letter/number. For more information, see: [Using hotkeys](#).

Microphone On - turn the microphone on.

Microphone Off - turn the microphone off.

The following keys can be entered in the **Press keys** field (curly brackets must be used):

Key	Input format	Key	Input format
Backspace	{BACKSPACE} or {BS}	F1 - F24	{F1} to {F24}
Break	{BREAK}	Return	{RETURN}
Caps lock	{CAPSLOCK}	Help	{HELP}
Scroll lock	{SCROLL}	Decimal	{DECIMAL}
Delete	{DEL} or {DELETE}	Separator	{SEPARATOR}
Down arrow	{DOWN}	Space	{SPACE}

Key	Input format	Key	Input format
End	{END}	Select	{SELECT}
Enter	{ENTER}	Print	{PRINT}
Esc	{ESCAPE} or {ESC}	Execute	{EXECUTE} or {EXEC}
Home	{HOME}	Snapshot	{SNAPSHOT}
Insert	{INS}	Cancel	{CANCEL}
Left arrow	{LEFT}	Windows	{WINDOWS} or {WIN}
Num lock	{NUMLOCK}	Applications	{APPLICATIONS} or {APPS}
Page down	{PGDN}	Clear	{CLEAR}
Page up	{PGUP}	NUMPAD0 - NUMPAD9	{NUMPAD0} or {NP0} to {NUMPAD9} or {NP9}
Right arrow	{RIGHT}		
Tab	{TAB}		
Up arrow	{UP}		
Add	{ADD}		
Subtract	{SUBTRACT}		
Multiply	{MULTIPLY}		
Divide	{DIVIDE}		

The following modifiers can be entered in the **Press keys** field (always used with other keys):

Modifier	Input format
Shift	+
Ctrl	^
Alt	%

Examples:

Sequence executed	Input format
Alt+Ctrl+s	%^s
Shift+Tab	+{Tab}

Example 1: Creating a confidential email

Name Confidential email

Description This command will open Microsoft Outlook, create a new email message, enter CONFIDENTIAL in the subject line and place the cursor in the body of the email.

Steps

Open Application

Target C:\Program Files\Microsoft Office\Office14\OUTLOOK.EXE

Wait

Waiting time (ms) 2000

Press Hotkey

Hotkey Ctrl + N

Press Keys

Keys {TAB} {TAB}

Enter Text

Text CONFIDENTIAL

Press Keys

Keys {TAB}

Example 2: Creating a to do list

Name Create a new to do list

Description This command will open Notepad to create a list of tasks. The cursor is placed in the first numbered item and the microphone is turned on.

Spoken form new to do list

Steps

Microphone Off

Open Application

Target C:\Windows\System32\notepad.exe

Run as Maximized

Wait

Waiting time (ms) 2000

Enter Text

Text TODO LIST
Press Keys
Keys {ENTER}
Enter Text
Text 1.
Microphone On

Example 3: Checking the weather

Name Check the weather

Description This command will open Internet Explorer with a website where you can find the current weather conditions.

Spoken form weather check

Steps

Microphone Off

Open Application

Target C:\Program Files (x86)\Internet Explorer\iexplore.exe

Arguments http://weather.yahoo.com/

Run as Maximized

Text selection voice commands

For example: **select this word** - **select this sentence** - **select this paragraph** - **select all**

To use text selection voice commands, the cursor must be placed within text. If your cursor is in an empty paragraph, these voice commands will not be executed.

Once text is selected (via voice command), you can:

- Apply text formatting.
- Correct the text by over-dictation.
- Say **add to vocabulary** to manage the Vocabulary.
- Say **make that an auto-text** to [manage auto-texts](#).

Select & say voice commands

Select & say voice commands can be used to select recorded or typed text and correct, replace, delete or format it via voice. These commands select the closest instance of the text to the left of the current cursor position. You can select single words, phrases, whole sentences or punctuation marks. For example:

1. Say **patient is a thirty year old male with a history of hypertension**

The recognized text: **Patient is a 30-year-old male with a history of hypertension**

2. Say **select thirty year old male**

The selected text: **Patient is a 30-year-old male with a history of hypertension**

For longer text passages, use **through** to select text from the first to the last word of your required selection. For example:

1. Say **patient is a thirty year old male with a history of hypertension**

The recognized text: **Patient is a 30-year-old male with a history of hypertension**

2. Say **select patient through history**

The selected text: **Patient is a 30-year-old male with a history of hypertension**

Note: The range of these commands is approximately one page up and down.

Editing selected text

Once text is selected, the correction menu is displayed and you can correct, replace, delete or format the selected text, replace misrecognized text with recognition alternatives, etc. For example:

- Say **choose** and the number of the correct recognition alternative. For example:

1. Say **patient is a thirty year old male with a history of hypertension**

The recognized text: **Patient is a 13-year-old male with a history of hypertension**

2. Say **select thirteen**, the recognition alternatives are listed.

The selected text: **Patient is a 13-year-old male with a history of hypertension**

3. Say **choose** and the number of the correct recognition alternative.
 - Say the text you want or type in new text.
 - Say **add that to vocabulary** or **do not recognize that word** to manage the Vocabulary.
 - Say **make that an auto-text** to [manage auto-texts](#).
 - Say **format that bold/italic/etc.** to format the text.
 - Say **scratch that** to delete the selected text.
 - Say **deselect that** to deselect the text.

To display a list of available voice commands, say **what can I say**.

Note: The cursor automatically returns to its previous position when you correct text using the correction menu.

Navigating between multiple instances of selected text

Once text is selected, say **select again** or **select previous** to scroll backwards and **select next** to scroll forwards through the text to find other instances of the text. When navigating between multiple instances of the text, phonetically similar matches are also highlighted. For example:

1. Say **patient has been in treatment for two years and wants to explore a different approach**

The recognized text: **Patient has been in treatment for 2 years and wants to explore a different approach**

2. Say **select to**

The selected text: **Patient has been in treatment for 2 years and wants to explore a different approach**

3. Say **select again**

The next selected text: **Patient has been in treatment for 2 years and wants to explore a different approach**

Remarks

- The commands **select again**, **select previous** and **select next** are only available in correction mode (that means, when the correction menu is displayed).
- The range of these commands is approximately one page up and down.

Go back

Say **go back** to return the cursor to its position prior to the selection command. For example:

1. Say **patient is a twenty year old female**

The recognized text: **Patience is a 20-year-old female |**

2. Say **select patience**

The selected text: **Patience is a 20-year-old female**

3. Say **patient**

The replaced text: **Patient | is a 20-year-old female**

4. Say **go back**, the cursor returns to the position prior to the selection command: **Patient is a 20-year-old female |**

Remarks

- The cursor automatically returns to its previous position when you correct text using the correction menu.
- **|** is the cursor position.
- The command **go back** does not work after you change the cursor position manually or type in text.

Undo/redo

Say **undo** to undo your last operation and **redo** to reverse an undo-operation. The behavior of these commands is dependent on the text editor you are using:

Undo: is the same as pressing **Ctrl + Z** or the undo button in your text editor.

Redo: is the same as pressing **Ctrl + Y** or the redo button in your text editor.

Note: The commands **undo** and **redo** do not work if your text editor has no or different functions assigned to pressing **Ctrl + Z** and **Ctrl + Y**.

Resuming recording

To go to a specific text position and delete everything that was recorded after that point, say **resume with** and the word before the text to be deleted. Use this command during recording if irrelevant content is recorded (for example, a question from a colleague or background noise). You can also use this command to reformulate what you said or to correct misrecognized text. For example:

1. Say **patient has been in treatment for two years and wants to explore a different approach**

2. A colleague interrupts you.

3. Say **sure I'll be available at five**

The recognized text: **Patient has been in treatment for 2 years and wants to explore a different approach sure I'll be available at 5**

4. Say **resume with approach**

The corrected text: **Patient has been in treatment for 2 years and wants to explore a different approach |**

Remarks

- Only use **resume with** immediately after recording. It does not work after you use another voice command, change the cursor position manually or type in text.
- **Resume with** has a range of approximately 150 words.

Using the wake word feature

Note: This feature is enabled by default and is only available for US English.

Dragon Medical One enables you to switch between your dictation and standby mode using voice commands (instead of the mouse, keyboard or microphone buttons). In standby mode, your microphone is turned on, but speech recognition does not take place; the application listens only for the wake word to start recording.

Starting recording

To start recording from standby mode, say **wake up**.

When recording is on and you do not work with Dragon Medical One for a specific period, the application will enter standby mode.

In standby mode, you can still use the mouse, keyboard or microphone button to switch on dictation mode.

Stopping recording

To stop recording and put Dragon Medical One into standby mode, say **go to sleep**, **stop listening** or **stop recording**, or click . The icon changes color to indicate standby mode: .

Turning off the microphone completely

When the microphone is off, Dragon Medical One cannot respond to the **wake up** command. The microphone is completely off when you lock the screen.

To turn off your microphone from dictation mode, say **microphone off**.

To turn off the microphone from standby mode, switch to dictation mode (say **wake up** or click ) and then say **microphone off**.

To start recording again, click .

Remarks

- The  icon changes to  when the speech focus is anchored to an application.
- The wake word feature depends on your system configuration. For more information, contact your administrator.

Enabling Dragon Medical One to start in standby mode

You can enable Dragon Medical One to start in standby mode when you log on.

Proceed as follows:

1. Open Dragon Medical One.
2. In the [Options](#) dialog box, open the **General** pane.
3. In the **Wake word** section, activate **Start Dragon in standby mode** and click **Apply All**.
The next time you log on, Dragon Medical One starts in standby mode.

Disabling the wake word feature

You can disable the wake word feature so that the microphone always turns off completely when not in use; standby mode and the **wake up** command will not be available.

Proceed as follows:

1. Open Dragon Medical One.
2. In the [Options](#) dialog box, open the **General** pane.
3. In the **Wake word** section, deactivate **Enable wake word feature** and click **Apply All**.

Working with Dragon Medical Advisor

Note: This feature is only available to licensed users.

When you use Dragon Medical One to dictate into your application, Dragon Medical Advisor analyzes the text and provides recommendations for optimizing point-of-care clinical documentation. For more information on how to work with Dragon Medical Advisor, open the Dragon Medical Advisor help:

1. Say **run Advisor** or click  to open the Advisor window.
2. Click the menu icon  and select **Help**.

Working with Dragon Medical Virtual Assistant

Note: Dragon Medical Virtual Assistant (DMVA) integrations with an electronic health record (EHR) must be enabled by your EHR. For more information, contact your EHR technical support.

Dragon Medical One enables you to perform tasks in your EHR, such as searching the patient's chart or navigating to different sections, by interacting with the virtual assistant. DMVA's capabilities depend on your EHR version; for more information, see the documentation delivered with your EHR or contact your EHR technical support.

Say the EHR-specific wake word from standby mode or during your dictation to activate DMVA and then say what you want it to perform. For example, **hey Epic, search the patient's chart for blood pressure** or **OK Meditech, show me the patient's age**. The ring around the microphone icon  indicates that DMVA is activated.

If the virtual assistant needs additional information to process your request, such as medication dosage information, it will ask for it. The  icon changes to  when DMVA is talking to you (this functionality is called Text-To-Speech).

Note: Make sure to turn up your computer's volume so that you can hear when the virtual assistant is talking to you.

When the action is completed or timed out, Dragon Medical One will return to the mode it was in when you activated the virtual assistant.

Clinical Content Search

If your organization has enabled this feature, you can search the clinical decision support resource UpToDate for information such as medication dosage, drug interactions, clinical calculators or side effect symptoms.

For example, say **hey Dragon, search UpToDate for COVID-19 symptoms** or **OK Dragon, search UpToDate for the BODE Index calculator**.

For more information, see the [Fact Sheet on Clinical Content Search](#).

EHR-specific features

The available capabilities depend on your EHR version; for more information, see the documentation delivered with your EHR or contact your EHR technical support.

Cerner

To activate DMVA, say **hey Cerner**.

Here is a subset of some of the actions that can be performed:

- Search charts.
- Retrieve information.
- Navigate through the EHR.
- Create reminders.
- Order medication or lab tests.

Epic

To activate DMVA, say **hey Epic** or **OK Epic**.

To display the list of available capabilities, say **hey Epic, help me**.

Here is a subset of some of the actions that can be performed:

- Search charts.
- Retrieve information.
- Navigate through the EHR.

Meditech

To activate DMVA, say **OK Meditech**.

Here is a subset of some of the actions that can be performed:

- Search charts.
- Retrieve information.

- Navigate through the EHR.
- Scroll right or left.

Options and settings

Setting your input preferences

To change your settings, say **open settings** or click  and select **Options**; the corresponding dialog box is displayed:

- **General:** Select options for the speech focus and voice commands.
- **Text Input:** Select options related to recognized text, the [Dictation Box](#) and [Basic Text Control](#).
- **Hotkeys:** Select options for pressing [keyboard shortcuts](#).
- **Microphone Buttons:** Assign actions to microphone buttons.
- **Data Collection:** [Send troubleshooting data](#) automatically to Nuance.

Click **Apply All** to apply your settings.

Click **Restore Defaults** to undo your settings; the original delivery settings are re-applied to all tabs of the dialog box.

Dictation Box

When you are working in an application that Dragon Medical One does not fully support, the Dictation Box can be used to dictate text using Full Text Control. For more information on how to work with the Dictation Box, see: [Creating text in your application](#).

In the **Text Input** pane of the **Options** dialog box, you can make a variety of settings for transferring text to your target application and for the behavior of the Dictation Box.

In the **Dictation Box: Text appearance** section, you can configure the text formatting in the Dictation Box:

- Select **Plain text** and set the font size and style to apply the formatting only in the Dictation Box; the formatting is not kept during transfer to your application.

- Select **Formatted text** to format the text directly in the Dictation Box; the formatting is kept during transfer.

Text transfer method

In the **Text Input** pane in the **Options** dialog box, the **Text transfer method** section defines how Dragon Medical One interacts with the target application. Unless you have serious problems transferring text, do not change the default setting.

Using hotkeys (keyboard shortcuts)

Pressing keys on your keyboard can be a fast way to perform common actions, compared with clicking through the user interface. To configure a hotkey for an action, do the following:

1. In the **Options** dialog box, open the **Hotkeys** pane.
2. Find the action you want to configure and click .
3. Press the keys that you want to trigger that action; you can press the full sequence of keys at once or one key at a time. For example, to configure *Ctrl + L*, press and hold *Ctrl* and *L* and then release both keys, or press and release *Ctrl* and then press and release *L*.

You can also assign hotkeys to microphone buttons; in the **Microphone Buttons** pane of the **Options** dialog box, select **Press Hotkey** as the action for a button, click  and press a combination of keys.

Tips

- To delete the last key you entered, press it again. To delete the full sequence of keys and cancel the configuration of this hotkey, press *ESC*.
- You can configure a combination of keys (one or more modifier keys plus a letter, number or function key, for example, *Ctrl + Alt + Z*) or a single key (for example, function keys F1-F12 or numeric keys).
- If you enter an invalid hotkey, such as a single letter or *CTRL + /*, the input field will be marked red.

Microphone button mapping

The default actions assigned to microphone buttons depend on the microphone model you use. You can change the assigned actions in the **Microphone Buttons** pane of the **Options** dialog box.

This table shows the default mapping for the Philips SpeechMike, Nuance PowerMic III and Nuance PowerMic 4 microphones.

Default action	Button		
	Nuance PowerMic III	Philips SpeechMike	Nuance PowerMic 4
Press and hold	Record	Record	Record
Transfer text	Transcribe	End-of-letter	Rear Function
Accept defaults	Enter/Select	Command	Enter/Select
Show/hide Dictation Box	Custom Right	Insert/Overwrite	Function D
Previous field	Tab Backward	Function 1	Tab Backward
Next field	Tab Forward	Function 2	Tab Forward
Previous field	Rewind	Rewind	Rewind
Next field	Forward	Forward	Forward
No default	Stop/Play	Stop/Play	Stop/Play
No default	Custom Left	Function 4	Function B
No default	-	-	Function C
No default	-	-	Function A

Anchoring the speech focus to your application

You can anchor the speech focus automatically; in the **Options** dialog box, open the **General** pane and select **Anchor the speech focus when recording is started**. Before you start

recording, place your cursor in the target application; this application will have the speech focus anchored to it. If the Dictation Box is open and automatic anchoring is enabled, when you start recording, it will close. The speech focus is released from an application when recording is stopped or the application is closed.

If **Anchor the speech focus when recording is started** is not selected, you can manually anchor the speech focus via [voice command](#), [hotkeys](#) or microphone button.

For more information, see: [Anchoring the speech focus](#).

Customizing your speech recognition settings

Factors such as user profile and the type of microphone used influence speech recognition. The settings that you log on with define how the system processes what you say. The options available depend on how Dragon Medical One is configured. This means, for example, that you can only change to another language if the relevant language and lexicon are listed.

To change your settings for speech recognition, click  and select **Log Off**; the corresponding dialog box is displayed:

- Select a different **User** to change to another user profile. Make sure that you always select your own user profile.
- Select a different **Microphone** to change to another microphone.
- Select a different **Language** to change to another speech recognition language.
- Select a different **Specialty** to change to another specialty.

Click **OK** to apply your settings.

Note: To change to another microphone without logging off, click , select **Microphone** and select another microphone. Do not unplug the microphone that is currently in use.

Troubleshooting data collection

Note: The availability of this feature depends on your system configuration. For more information, contact your administrator.

Dragon Medical One can automatically collect and send troubleshooting data (minidump and log files) to Nuance for further analysis, if your administrator has enabled this feature. In the **Options** dialog box, open the **Data Collection** pane and select **Enable minidump and log file data upload to the Nuance server**.

Additional information

Hiding the application

Dragon Medical One is always displayed on top of other open applications unless you actively hide it.

To hide the application, say **close Dragon**, click  or press CTRL + ALT + H.

To show the application, say **open Dragon**, click  in the notification area or press CTRL + ALT + H again.

If you exit the application, it will not be available in the notification area.

Adaptation

Dragon Medical One adapts to how you dictate. This means that the more you use the application the more accurate the recognition results are. The application uses your final text to learn; if you have corrected text, the system compares it to your recorded speech and adapts accordingly.

If you transfer text from the Dictation Box to a text field that is unknown to Dragon Medical One and then correct it, Dragon Medical One will not be able to see the corrected text and adaptation will not take place; correct the text in the Dictation Box before you transfer it.

If you dictate in an unknown text field using [Basic Text Control](#), adaptation will not take place either.

Recommended microphones

To get the best recognition results, use a high-quality, hand-held microphone. This is a list of recommended 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

Speech recognition online help

To help you work more efficiently, a variety of speech recognition features are available, for example, voice commands, auto-texts, scratch that, etc. The more you understand speech recognition and how to work with it, the faster you can create dictations. Automatic formatting (for example, dates, times, measurements, etc.) can also be very useful.

For more information on how to get the best results, say **launch help** and open the **Speech Recognition Help** tab.

SpeakAhead

In general, when you are speaking, you do not need to wait for the recognized text to be written. If you navigate between different sections of your document, you do not need to wait until the text appears in one section before moving onto the next.

When using **voice commands**, it is recommended to pause to ensure that the command is performed before continuing.

Speech recognition server connection

The speech recognition process takes place in the cloud via an Internet connection; everything that you say is protected and secure.

If there is a problem with your connection during recording, the microphone is turned off. To start again, click  or press the plus sign on your number key pad.

Dragon Medical One Installer

Note: This chapter is only relevant if you have installed Dragon Medical One using the Dragon Medical One Installer link provided in your welcome kit; for more information, see the [Dragon Medical One Resource Center](#).

Upgrading Dragon Medical One

If a new Dragon Medical One version is available, you will be prompted to install it when you open the application.

Click **Upgrade** to install it.

Click **Remind Me Later** to defer the upgrade; you will be prompted to upgrade every time you open the application.

Click **Skip This Version** if you do not want to upgrade Dragon Medical One. You will be prompted to upgrade the next time a new Dragon Medical One version is available.

Repairing Dragon Medical One

If you provided an incorrect organization token while installing Dragon Medical One, double-click the Dragon Medical One Installer again, edit the organization token and click **Repair**.

Uninstalling Dragon Medical One

Go to **Apps & Features** in **Windows Settings**, select **Dragon Medical One** and click **Uninstall**.

Troubleshooting

Here you find solutions to common issues.

- When I start recording, the **Dictation Box** opens and the text is written there instead of in the application I am working in.

If the cursor is placed in a text field that is unknown to Dragon Medical One, the Dictation Box is opened by default. To change your settings to dictate at the cursor instead, without the ability to navigate, edit or format the text using your voice, open the **Text Input** pane of the **Options** dialog box and select **Use Basic Text Control** in the **What happens when the cursor is placed in an unknown text field?** section.

The application you are working in might run using different user credentials or with administrator privileges. Dragon Medical One and the application you are working in must run using the same user credentials for Dragon Medical One to be able to directly write the text in the application. Contact your administrator.

- When I speak, the volume meter shows little or no activity, and incorrect or no text is written.

You might have selected the wrong microphone during logon. To change to another microphone, click , select **Log Off** and select a microphone from the **Microphone** drop-down list. Alternatively, click , select **Microphone** and select a microphone.

- When I try to start recording, Dragon Medical One reports an internal server error and I cannot record.

Contact your administrator.

- I changed my settings in the **Options** dialog box, but they are not saved.

Make sure you click **Apply All** after you have changed your settings. If your changes are still not saved, this might be a network problem or server problem. Contact your administrator.

- I say the name of the auto-text, but the auto-text is not inserted; instead, the command is written.

Make sure you say a valid auto-text name. To display a list of available auto-texts, say **what can I say** and scroll to the **Auto-texts** section.

If how the auto-text name is written and how it is pronounced are very different, make sure that the **Spoken form** (how it is pronounced) reflects this. For more information, see: [Spoken forms](#).

Your system might use a keyword to identify that there is an auto-text to process. To see which keyword your system expects you to use as part of the voice command, say **what can I say**.

- When I try to log on to Dragon Medical One, an error message is displayed: **No supported audio device is available. To start Dragon, connect a device and click Refresh.**

Connect your microphone and click **Refresh**. If the error message is displayed again, contact your administrator.

- Dragon Medical One shuts down unexpectedly; no error message is displayed. The next time I start Dragon Medical One, a message is displayed: **A previous Dragon session shut down unexpectedly; you can send the corresponding log file to your system administrator for analysis.**

Click **Browse** to open the folder containing the log files and send the files to your administrator.