



Train Your Dragon Webinar Series: Troubleshooting tips



General Reminders



Thank you for attending our webinar!



You are on mute and will remain muted throughout the presentation.



If you'd like to ask a question, please submit it in the Q&A box (NOT the chat box) and we will answer during/after the presentation.



This webinar is being recorded. You may view this webinar on-demand and all other 15-minute webinars by the Friday evening following: aka.ms/TrainYourDragon.

On-going training resources

- **Our Resource Hub has moved! To find materials from the hub (quick reference guides, tutorial videos, on-demand webinars, etc.):**
 - **In Dragon Medical One:** dictate “open training” or go to the What Can You Say Menu, the hamburger menu and click training
 - For those without access to Dragon Medical One, you can request access to the resource hub in Nuance University: aka.ms/DMOadmin
- **Infohub:** aka.ms/DMOhub
 - Information to access the resource hub materials for users, trainers and administrators
 - Sign up for our quarterly newsletter
 - One-stop shop for all future educational and training opportunities: quarterly webinars, Epic and Cerner webinars (coming up in April and May!), Essentials training, and more!
- **Webinars:**
 - Quarterly webinars: aka.ms/DMOwebinars
 - Optimizing Dragon Medical One in Epic Hyperdrive or Cerner: aka.ms/DMOhub
- **Essentials training:**
 - Chat with a Dragon Expert: aka.ms/DragonExpert
 - Provider Power Hour: aka.ms/DMOPowerHour
 - Trainer Talk: aka.ms/TrainerTalk
 - NMC Lab: aka.ms/NMCLab

Today's speaker



Matt Guthrie
Senior Adoption Specialist
Microsoft



Dragon Medical One: Troubleshooting

Matt Guthrie
Dragon Medical One: Sr. Adoption Specialist

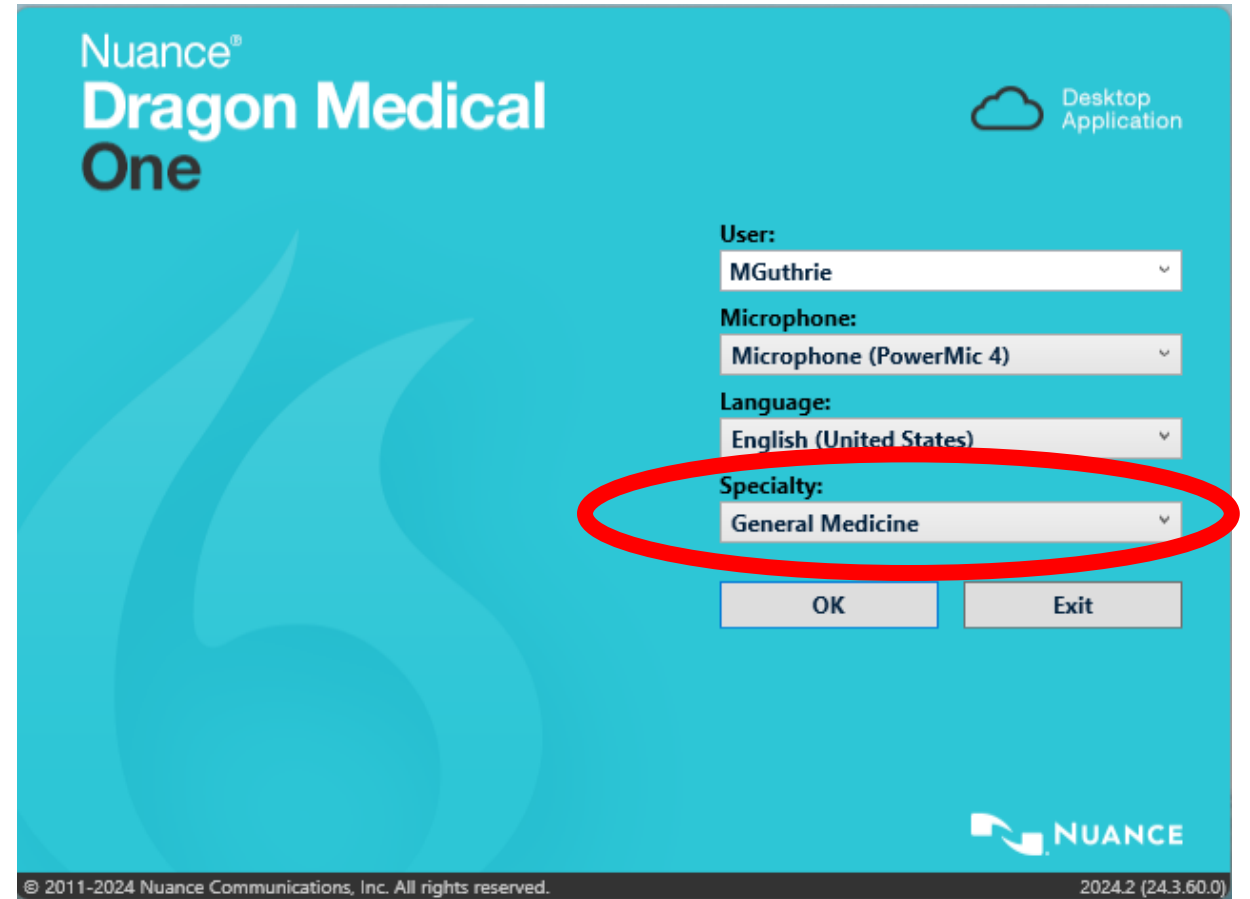
Question: where can you find the current version number of DMO

Answer: On the bottom right corner of the login/ splash screen



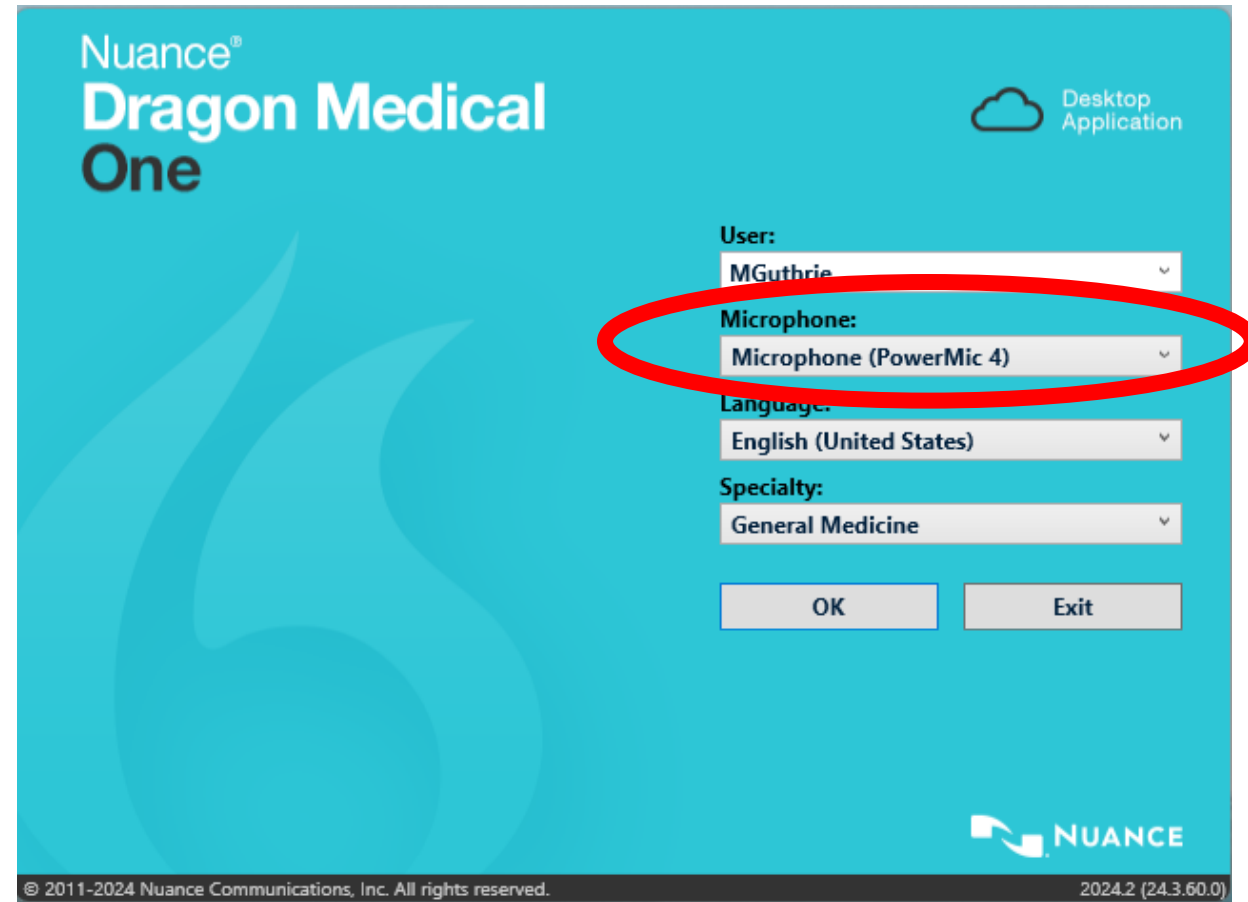
Question: How do we change the specialty field and what impacts can it have on dictation?

Answer: Log out and select a new specialty to modify the default vocabulary



Question: You've launched Dragon but forgot to plug in your microphone. Can you simply plug the device in and immediately select it from the microphone source?

Answer: False. You will need to Exit Dragon, wait for any drivers to install and relaunch Dragon



Microphone Troubleshooting

Microphone Issues

Issue: Recognition accuracy is not as expected

Reasoning and Resolution:

Microphone positioning, microphone source, wrong profile, dictation etiquette

Position microphone 1 – 3 inches from your mouth when dictating

Verify the appropriate microphone source

Verify logged in with your own profile

Confirm your speaking clearly and enunciating



PowerMic
(tethered mic with customizable buttons)



PowerMic Mobile
(App available on IOS or Android)



Headset
(USB or Bluetooth)

Microphone Troubleshooting

Microphone Issues

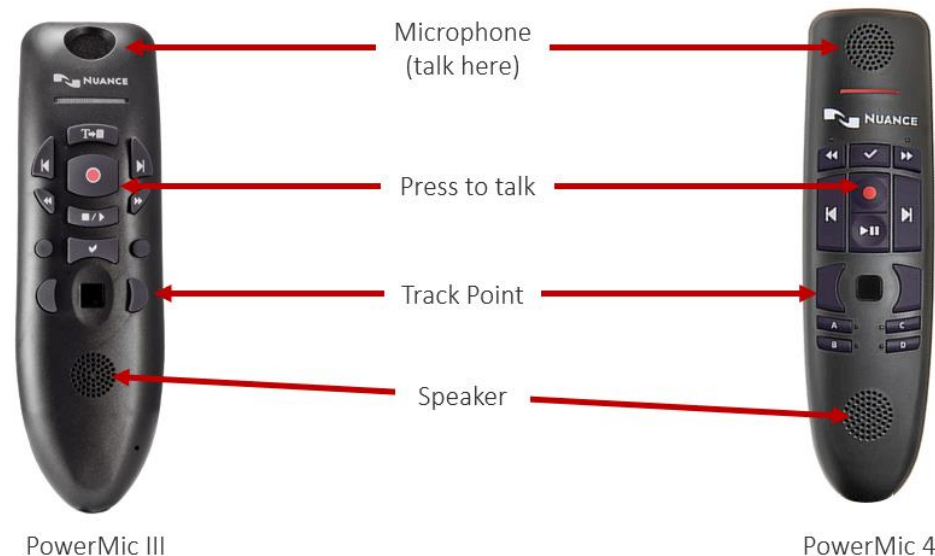
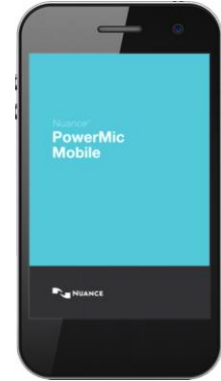
Issue: Words are being dropped at the beginning or end of dictation

Reasoning and Resolution:

Mind the gap!

There is a 1/2 second lag between the microphone button and active listening

Turn the microphone on (only when ready to speak), wait for the mic icon in the DragonBar to turn green before speaking.



PowerMic III

PowerMic 4

Microphone Troubleshooting

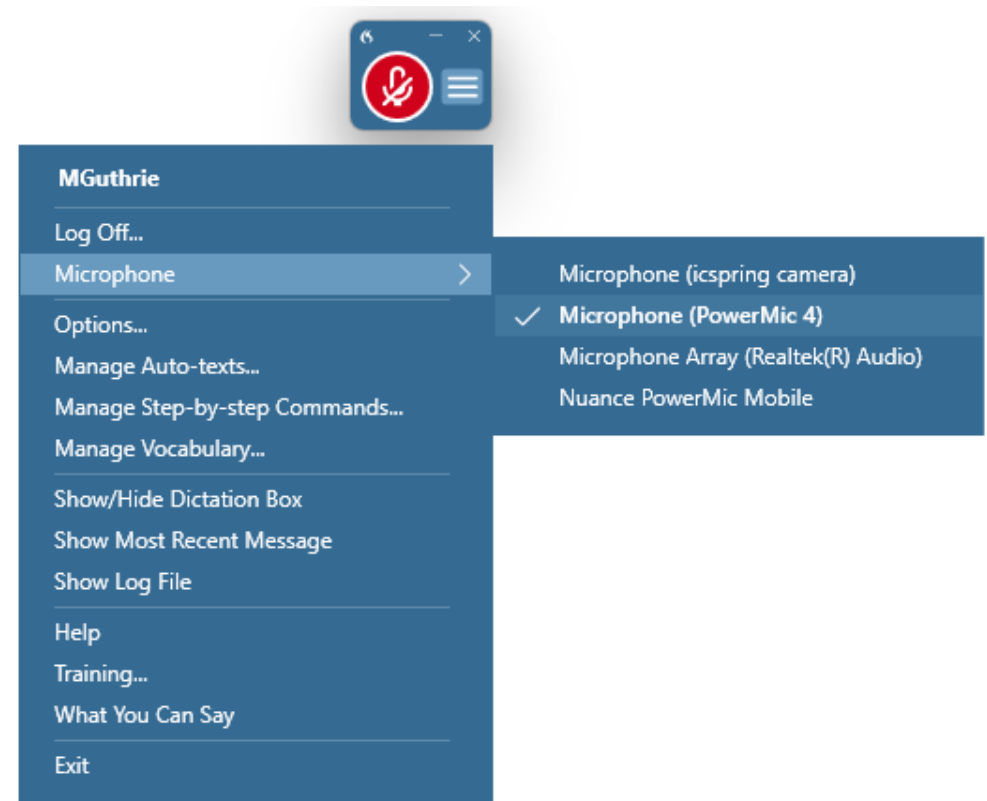
Microphone Issues

Issue: The microphone is not responding

Reasoning and Resolution:

Verify the correct microphone is indicated on your DragonBar.

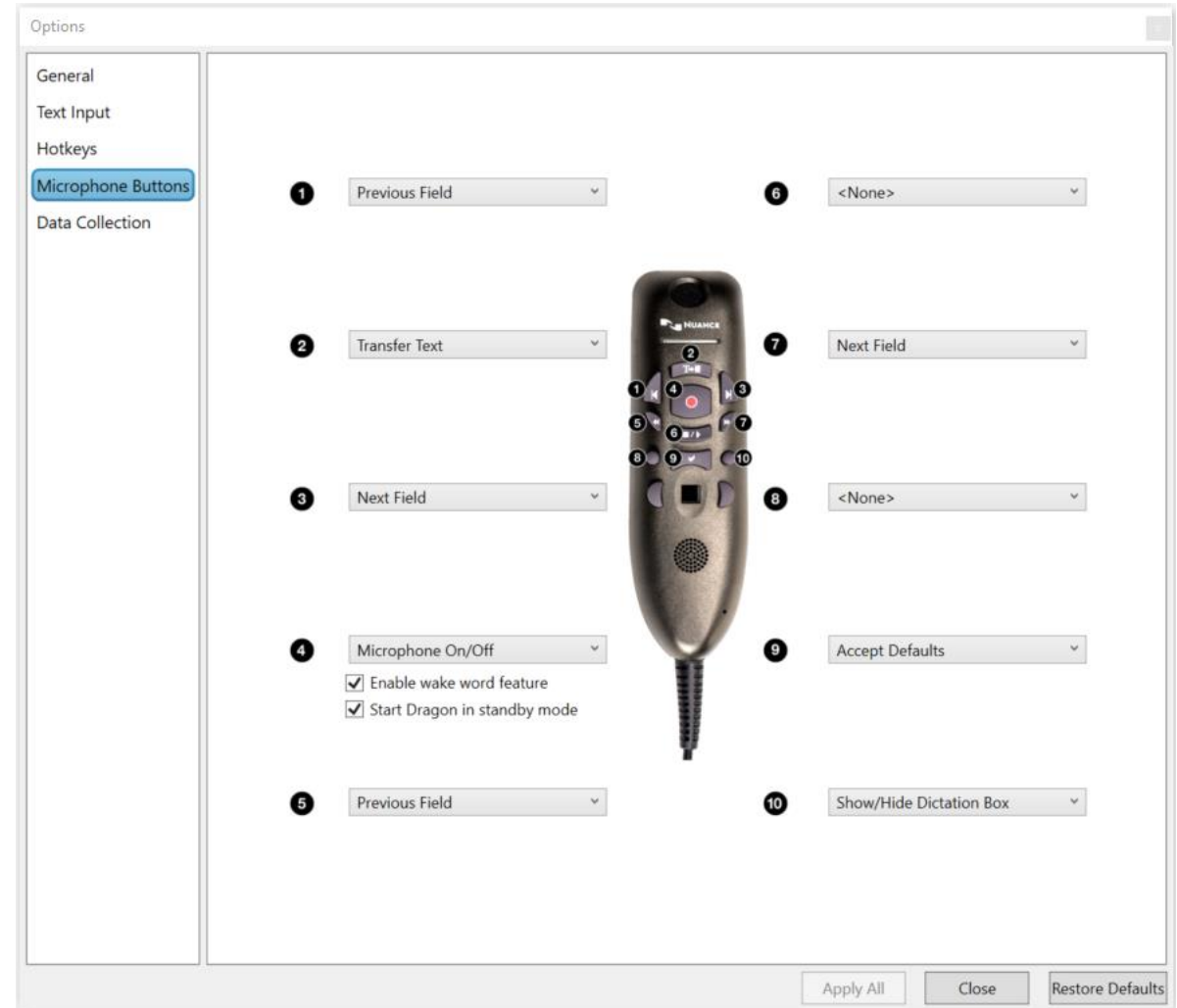
Confirm microphone is connected appropriately, and the appropriate drivers/ extensions are installed



Question: How does a user configure a microphone button on their PowerMic/ PowerMic Mobile

Answer:

DragonBar Menu > Options > Microphone Buttons. Click the dropdown for the button to be configured



Headset Microphone



Question: When using a headset, what is the default keyboard shortcut to toggle the mic on and off?

Answer:

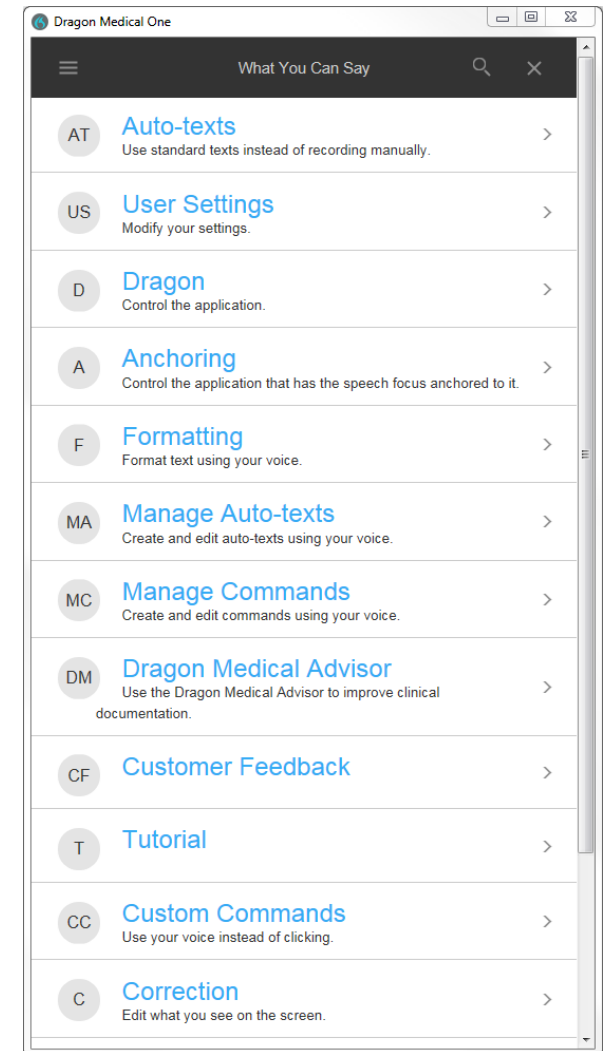
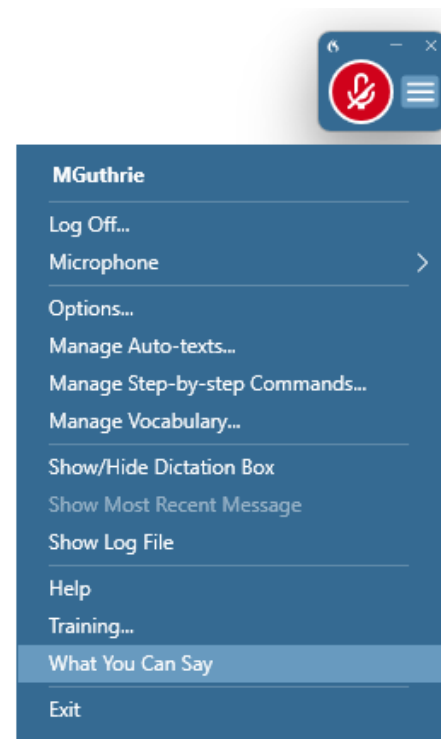
NUM-Add



Question: Where can I find a list of Natural Language and shared commands?

Answer:

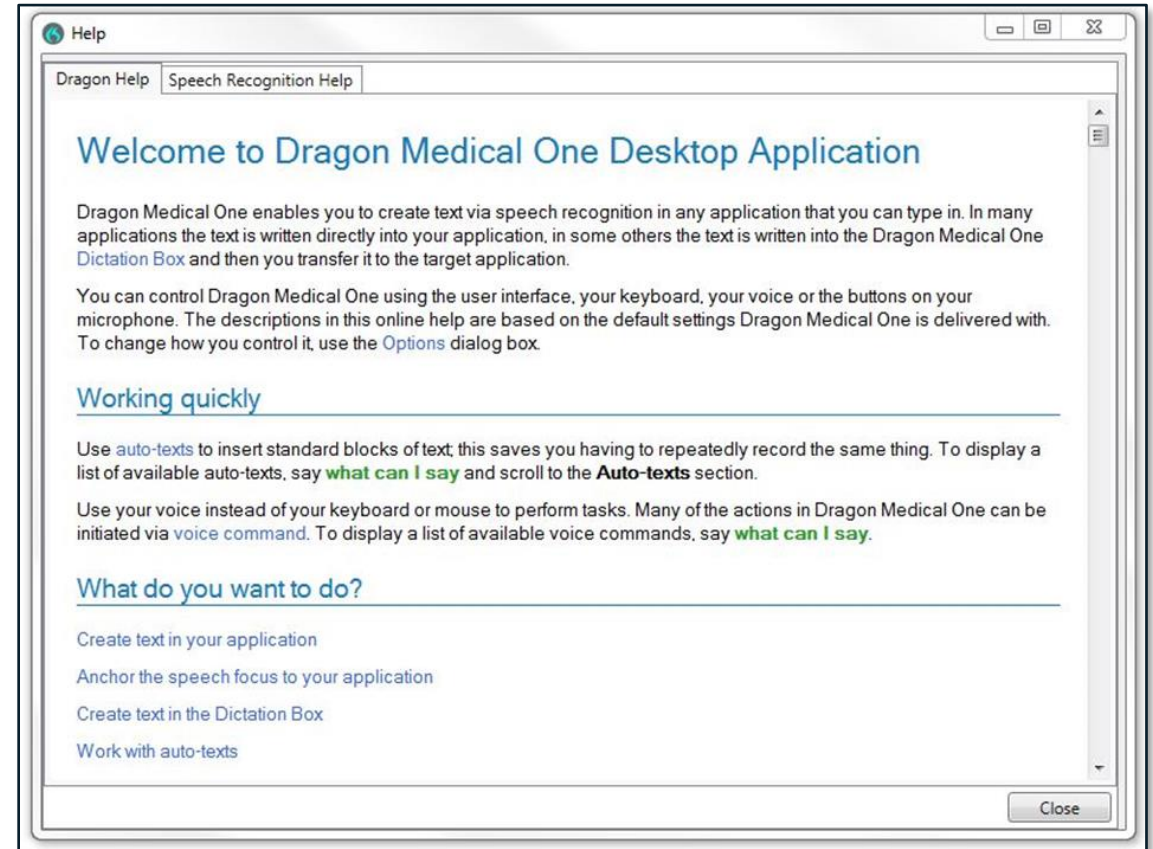
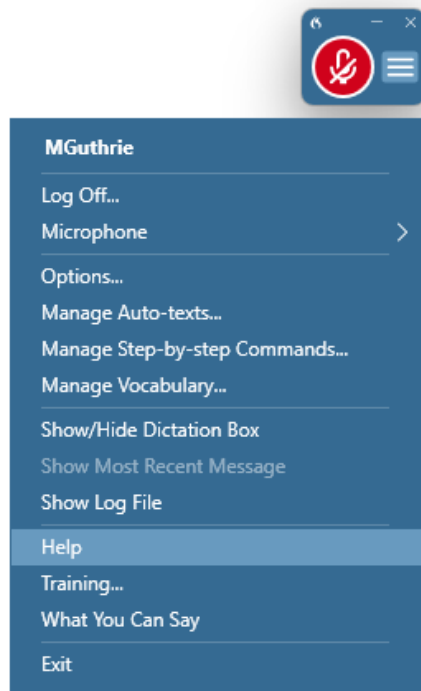
Use the “What can I say?” voice command or click the DragonBar Menu and select What You Can Say



Question: How would one get quick access to features and functionality within the DMO application?

Answer:

Select the DragonBar menu and choose Help from the drop-down list or use the voice command "show help."



Issue: Commands don't seem to work properly or get typed out as text.

Resolution:

- Insufficient pause before or after the command is given
- The command name could also be misspoken

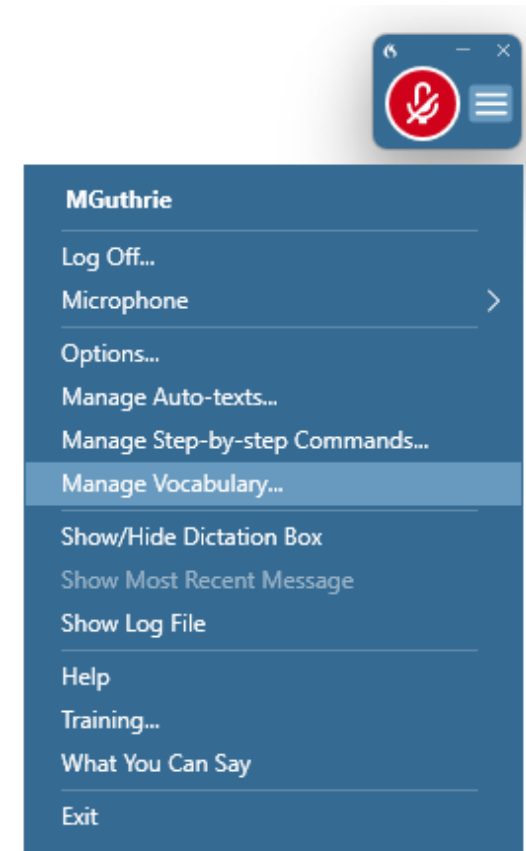
Remember to:

- Dictate the proper command name
- Pause briefly before a command
- Pause briefly after a command and wait for Dragon to perform the action
- Do not pause in the middle of the command

Issue: Dragon misrecognizes some last names, does not capitalize appropriately or leaves out hyphens

Resolution:

- DragonBar Menu > Manage Vocabulary
- "Add Word"
- "Manage Vocabulary" or "Edit Vocabulary"



PowerMic Mobile

Issue: Difficulty when attempting to configure PowerMic Mobile

Resolution: Try sending a text message with the configuration link or create a QR from the link that can be scanned

Issue: The configuration link fails with you phone connected to Wi-Fi

Resolution: Turn Wi-Fi off on the phone and try again using cellular data. Some wireless networks may have configurations blocking the connection



Thank you