



Nuance[®] Dragon[®] Medical One

Dragon Medical One Installation Guide



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Copyright and Contact

Dragon Medical One Installation Guide

by Alexandria Carstens of Speakeasy Solutions Inc.

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Dragon Medical One Installation Checklist

- ☐ Update Windows OS (see page 7)
- ☐ Restart computer (see page 7)
- ☐ Temporarily disable antivirus (see page 7)
- ☐ Add DMO web addresses to Trusted Sites (see page 8)
- ☐ Install DMO using StandAlone (see page 10)
- ☐ Add DMO Web Extension (see page 24)
- ☐ Antivirus Excludes (see page 27)
- ☐ Re-enable antivirus

A. Introduction

Dragon Medical One User Profile Information

Install Dragon Medical One (DMO) on as many PC computers as required.

Each user of DMO may have their subscription implemented on the same computer without compromising one another's DMO user profile (only use your subscription account of DMO; never any one else's).

As the DMO user profile is in the cloud, learning and refinements are updated in the cloud and available to you no matter which computer you use.

If you wish to password protect your DMO account, please [see page 32](#).

Weblinks in this PDF

There are weblinks throughout this guide. As such, please view and use this guide on the computer where DMO is to be installed.

The weblinks look like this: [Speakeasy Solutions](#). As required, please click these links to load external resources or download discussed files.

Video

In addition to this PDF guide, Speakeasy Solutions provides a chaptered 10 minute [DMO Installation Video](#).



TeamViewer

Speakeasy Solutions utilizes TeamViewer (a remote desktop viewing application) and a telephone call when providing services.

If TeamViewer is not present, [download the small Speakeasy Solutions TeamViewer app](#) to your computer (either the Downloads folder or Desktop) ahead of time. TeamViewer is not active until you click on the downloaded **TeamViewerQS.exe** file to open the application.

Prior to services, please restart your computer and open the TeamViewer application.

Service Appointments

Speakeasy Solutions offers installation, training, and support appointments. To arrange, please contact us by telephone (604-264-9109 or 1-888-964-9109) or book your appointment on-line as follows:

- **Webpage:** [Speakeasy Solutions Appointment Scheduling](#)
- **Category:** Choose "Dragon Medical"
- **Service:** Choose "Installation" or "Training" or "Technical Support"
- **Time:** Choose your time zone, followed by a date and available time
- **Provide Information:** Enter your name, email, phone, plus other relevant information
- **Click:** "Done"

Thank you!

B. PC Requirements

PC Hardware & Specifications

Speakeasy Solutions recommends the following minimum specifications for Dragon Medical One:

- ▶ **OS:** 64-bit Microsoft Windows Professional Operating Systems (version 10 or 11), with latest patches applied.
- ▶ **.NET:** Microsoft .NET Framework 4.7.2 (or higher) is required.
 - To be system ready for future upgrades of DMO, .NET Framework 6 is required. As such, if you need to install .NET 4.7.2, consider installing 6.
- ▶ **Microsoft Edge WebView2 Runtime:** See below for verification.
 - On your computer, open Windows Apps & features. You can search using "apps & features".
 - In Apps & features, search using "WebView2". If WebView2 is installed, it is presented at the bottom.
 - If it is not present, install WebView2 Evergreen Standalone component via **Microsoft**.
- ▶ **Processor Speed:** 2.8Ghz.
- ▶ **RAM:** 8GB.
- ▶ **Internet Connection:** 80kBps and higher.
 - DMO only uses about 10 KB/s upstream per user(translated to about .08 Mbps) and 2-8 KB/s down (.064 Mbps).
- ▶ **Microphones:** Android or iOS smartphone, or a quality microphone such as the Philips SpeechMike handheld or Sennheiser headset.
- ▶ **Web Browser:** Google Chrome and Microsoft Edge version 104 or later.

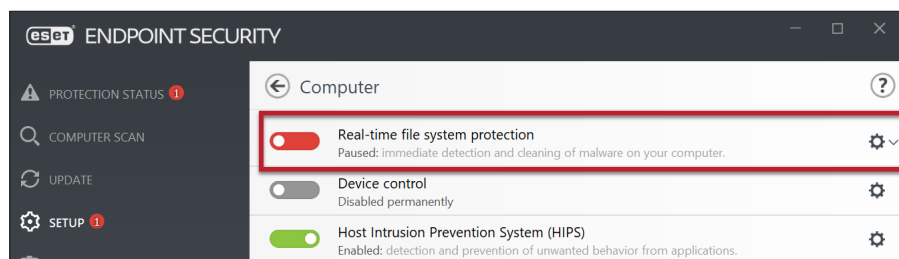
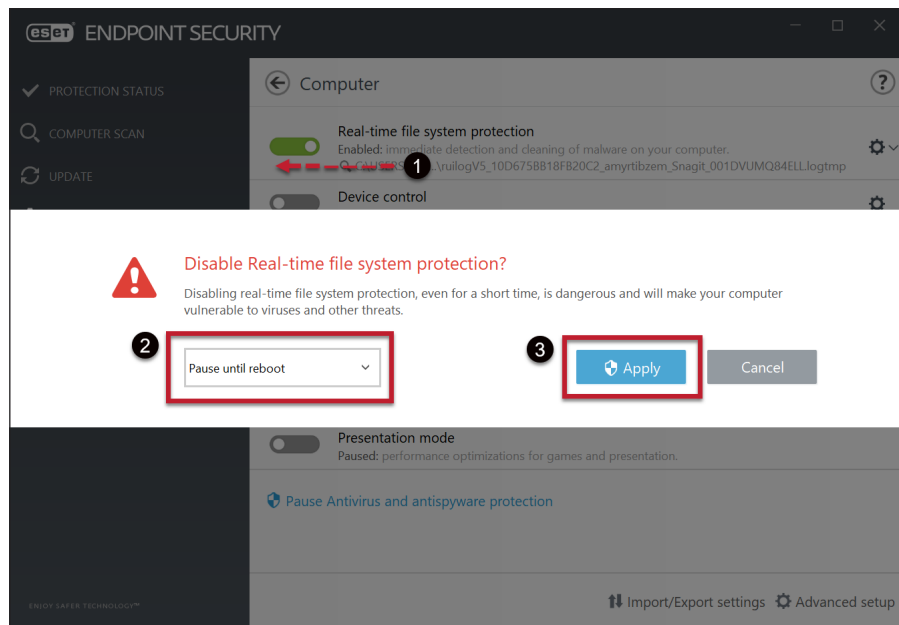
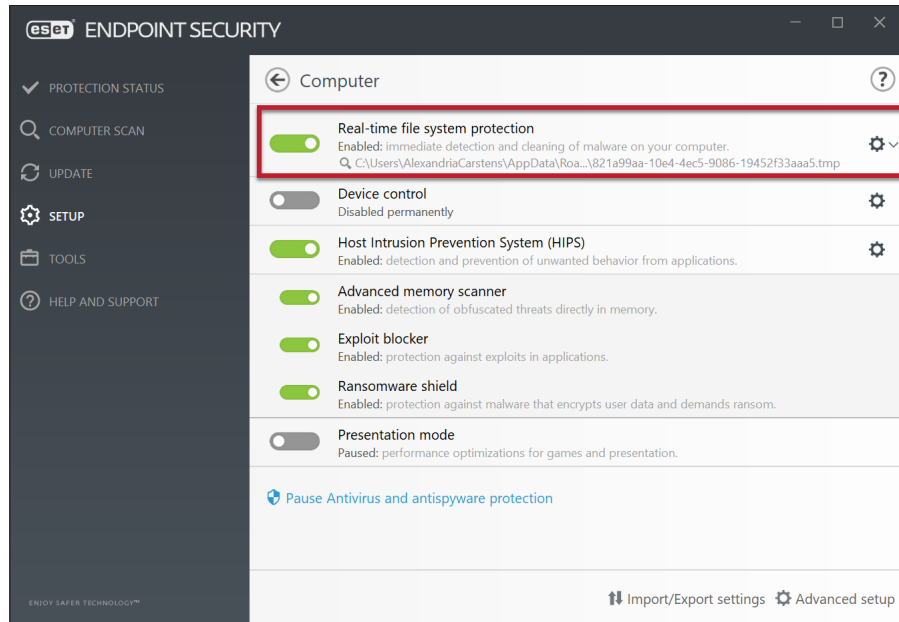
Internet Access Requirements

Dragon Medical One is a cloud-based speech recognition solution. An organization will frequently have firewall rules and / or content filters which limit internet access. In order to install and properly operate DMO, you must be able to access the following Internet domains and ports.

URL/IP Address	Port(s)	Resource
dragonmedicalone.nuance.com IP: 208.94.121.126	80	Software distribution and installation, training videos.
*.nuancehdp.com IP: 208.94.121.222	443	Secure channel for speech recognition service.

C. Before You Install

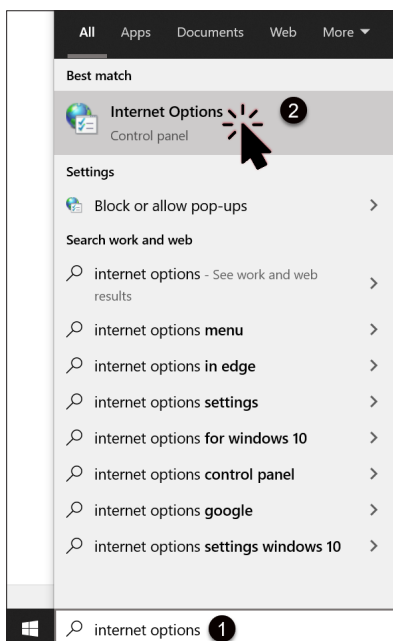
1. Check and apply **Windows Operating System updates**.
2. Restart your computer.
3. Temporarily disable your antivirus if the application permits this (see your antivirus' documentation).



D. Add DMO Web Addresses As Trusted Sites

Open Internet Options

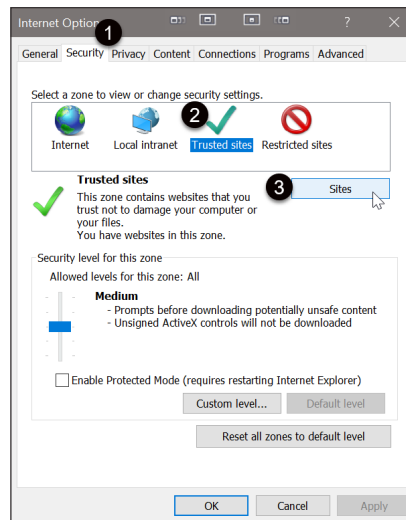
If you cannot find Internet Options on your computer, press the **[Windows] + [s]** keys on your keyboard to initiate a search. ❶ Type *Internet Options* into the search text area. Internet Options appears at the top of your search. ❷ Click to open these settings. [More information from Microsoft.](#)



Adjust Internet Options' Trusted Sites

Click the **1** *Security* tab.

Click **2** *Trusted sites* and then **3** *Sites*.



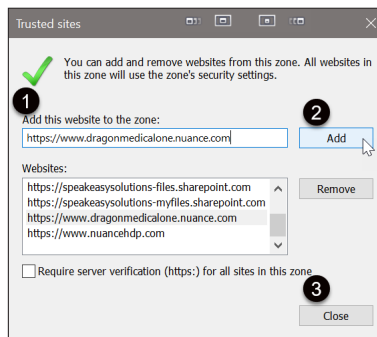
Add the following two websites by **copying and pasting** (one website at a time).

1. Highlight text below and press **[Ctrl] + [c]** on the keyboard.
2. **1** Paste the copied text into the text region (press **[Ctrl] + [v]** on the keyboard).
3. **2** Click *Add*.

<https://www.dragonmedialone.nuance.com>

<https://www.nuancehdp.com>

3 Click *Close*.



E. Install Dragon Medical One Using StandAlone

With StandAlone You Can...

Password Protect Your Logon

StandAlone installations allow you to password protect your DMO account. If you have installed DMO using Speakeasy Solutions' configuration files, the password is in place using the SeS-DMO-Password.zip. [see page 32](#).

Run DMO from a USB Memory Stick

You may also use DMO from a USB memory stick (thumb drive). This is convenient if you are using a computer where DMO has not been installed.

With DMO closed, copy the Standalone folder (after replacing the configuration file ([see page 13](#))) onto your memory stick. Insert the memory stick into any Windows OS computer, running the SoD.exe from within the Standalone folder.

If at all possible, and the requisite sites to the computer's Internet options ([see page 9](#)). Moreover, if you are using a web-based EMR, add the DMO web extension to the computer you are using as well ([see page 24](#)).

Use a microphone plugged into the same computer or use your smartphone as a microphone with the smartphone's PowerMic Mobile app. See [PowerMic Mobile Installation Instructions](#).

Use English and French Languages

If you need to dictate in the French language as well as English, modify the configuration file (SoD.exe.config) within the StandAlone folder. [see page 31](#).

Change the Default User Interface Colour Scheme

If you have installed DMO using Speakeasy Solutions' configuration files, the default is set to System which reflects the colour scheme designated by computer system. If desired, change the colour scheme to dark, light, or DMO blue. [see page 32](#).

**You must complete every step in the following 6 pages.
In summary:**

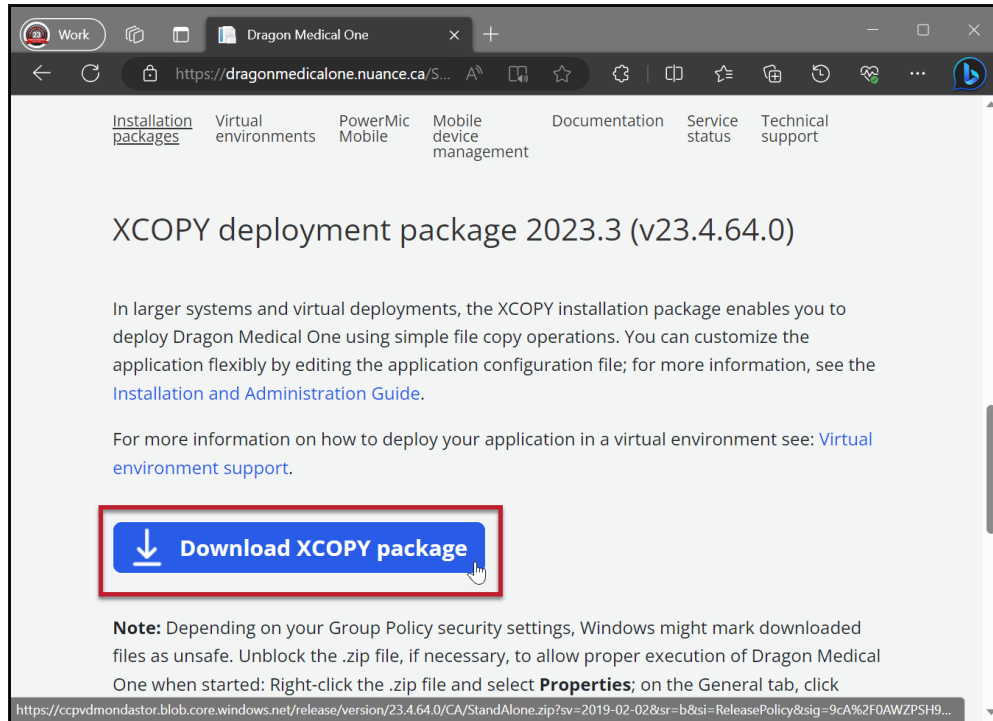
- ☐ Download the StandAlone.zip ([see page 11](#))
- ☐ Unblock the StandAlone.zip within its properties ([see page 12](#))
- ☐ Unzip the StandAlone.zip ([see page 13](#))
- ☐ Download 1 of 2 available .ZIP configuration files ([see page 13](#))
- ☐ Unzip and move the .ZIP contents (2 files) into the previously unzipped Standalone folder ([see page 14](#))
- ☐ Create an icon to run DMO ([see page 15](#))

Download the Application

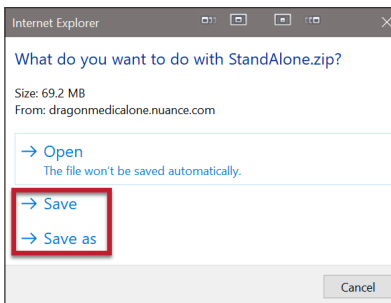
The DMO application is in .ZIP format. Click to view the following page: <https://dragonmedicalone.nuance.ca/StandAlone/dragonmedicalone>

Do **NOT** click on the *MSI deployment package* as this is for large scale deployment.

Scroll down until you see *Download XCOPY package*. Click this link to initiate the download of the .ZIP file.



Once initiating the download, do not Open the .ZIP file but rather save it.



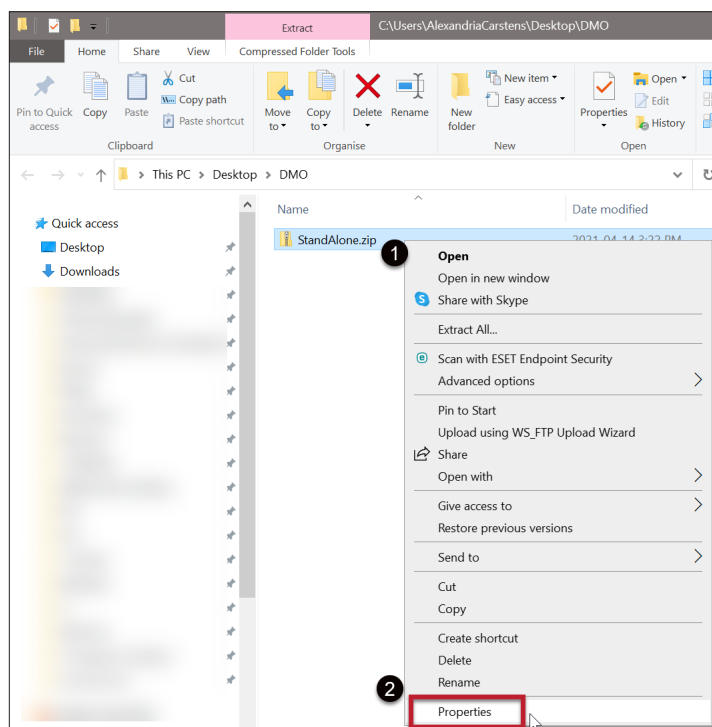
Once saved, open the folder where the .ZIP file was saved.



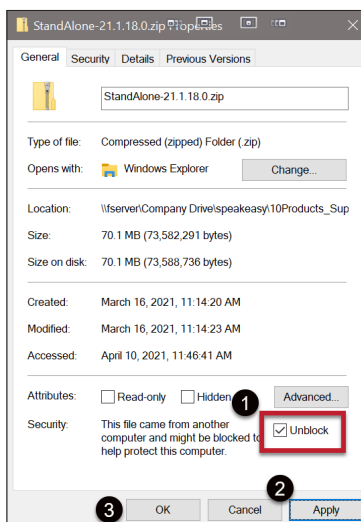
Unblock the Zipped Folder From Its Properties

From Windows Explorer, ❶ right click the StandAlone.zip folder.

❷ Click *Properties*.

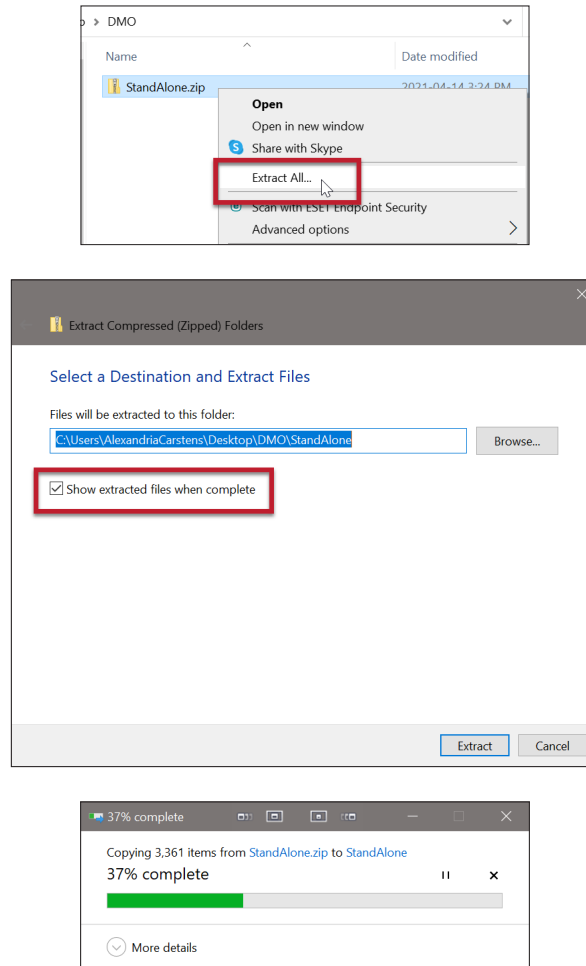


Check ❶ *Unblock*. Click ❷ *Apply*. Click ❸ *OK*. If *Unblock* is not present, close the location folder and try again.



Unzip the Dragon Medical One StandAlone File

Unzip the DMO file (StandAlone.zip) to your desktop, Documents folder, or another location. Right click **StandAlone.zip** and choose *Extract All...* from the drop down.



For unzipping/extracting instructions, visit this [Microsoft website support page](#).

Deploying the Speakeasy Solutions Modified SoD.exe.config File

For your convenience, Speakeasy Solutions provides you with 2 different modified configuration files (required to run DMO) based on your needs. The contents of these folders replace the unzipped files within DMO's Standalone directory you unpacked in the previous step.

Download

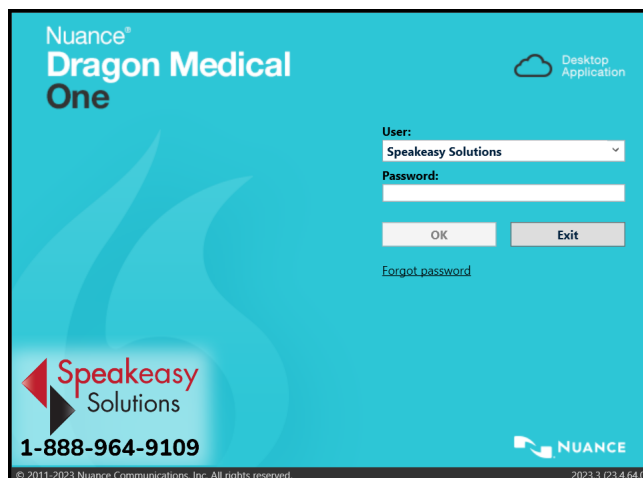
Download **one** of the following two as appropriate by clicking on the link (either Not Password Protected or Password Protected):

Not Password Protected – the most common. Dragon Medical One opens to the default login screen.



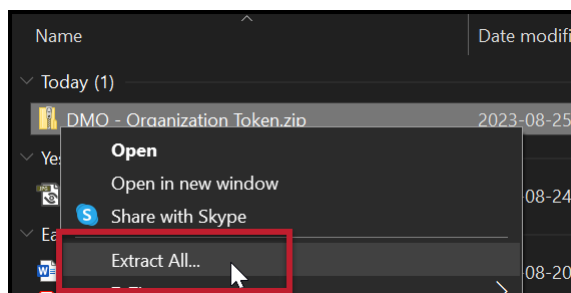
or

Password Protected – running DMO requires you to enter a password on the login screen. This is useful for shared computers, preventing the development of recognition inaccuracies that occurs when others use your DMO subscription account/user profile.

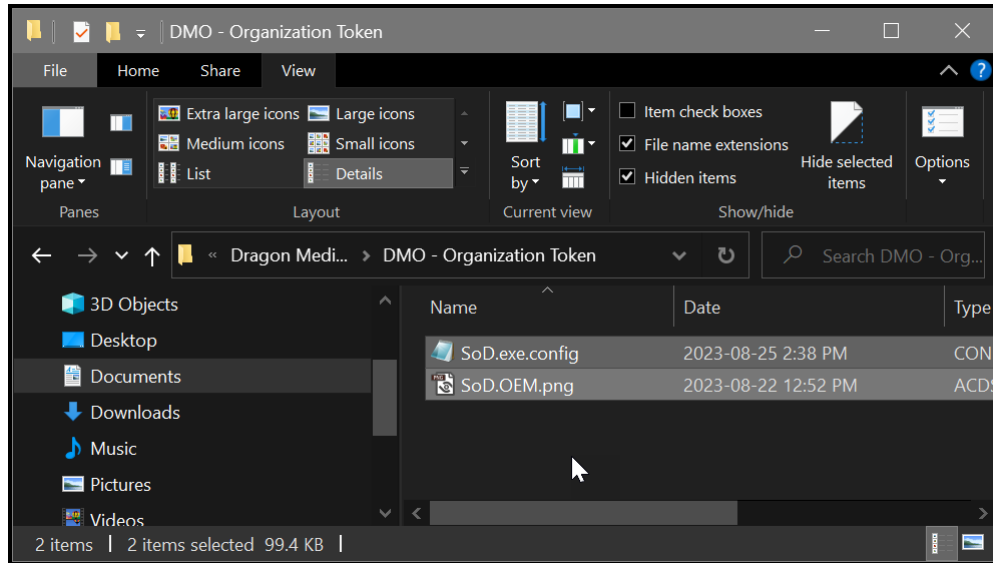


Unzip & Copy/Move

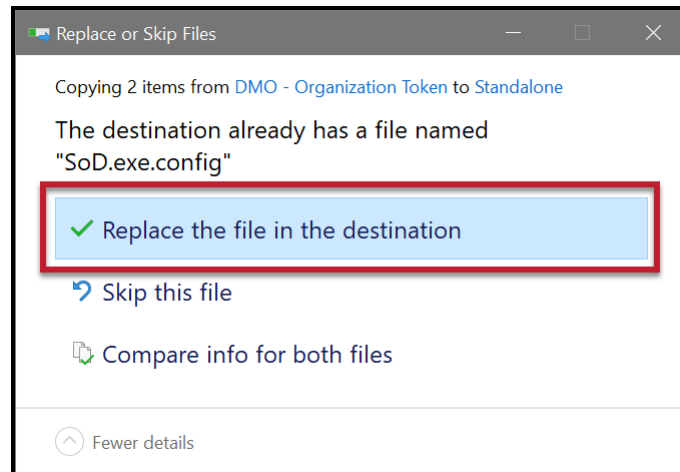
Unzip the downloaded file from above and open the resulting folder.



Copy or move the contents of the folder into the Dragon Medical One Standalone directory.

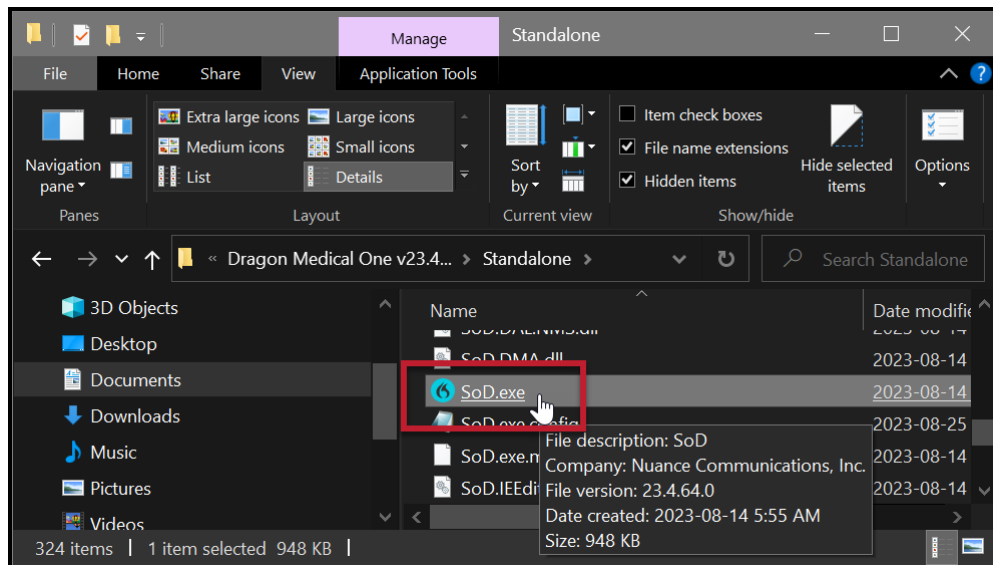


When prompted, click *Replace the file and the destination*.



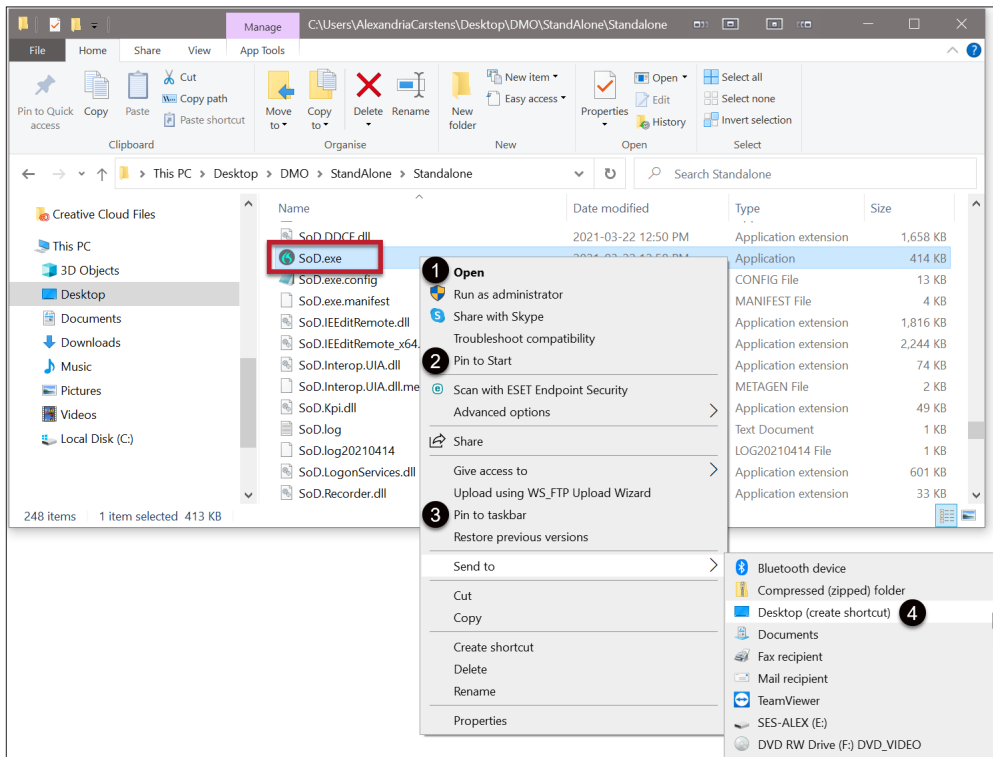
Create an Icon to Run Dragon Medical One

The StandAlone DMO application file is within the unzipped Standalone folder. The application file (.exe file) is **SoD.exe**. SoD is an abbreviation of Speech on Demand, for those who are curious.



Right click the SoD.exe file and choose any of the following:

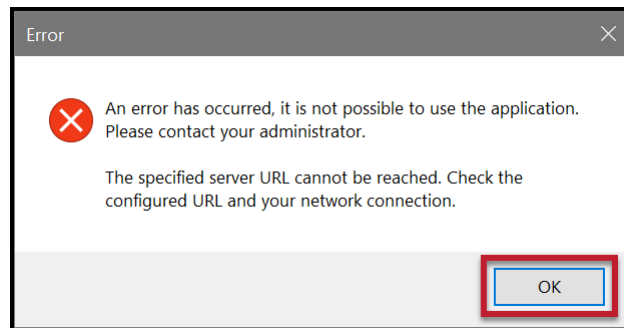
- **1 Open** — runs the DMO application file.
- **2 Pin to Start** — pins the application to the Start Menu.
- **3 Pin to taskbar** — pins the application to the taskbar.
- **4 Send to > Desktop (create shortcut)** — creates a shortcut to the application on your desktop. **Rename** the shortcut if you wish.



F. Start Dragon Medical One

Running/Opening Dragon Medical One

Upon running Dragon Medical One (double-clicking the icon), if you see the following Error message, click **OK**.



Run DMO again and it will open to the login screen.

If you ever see the following message, simply click **OK**.

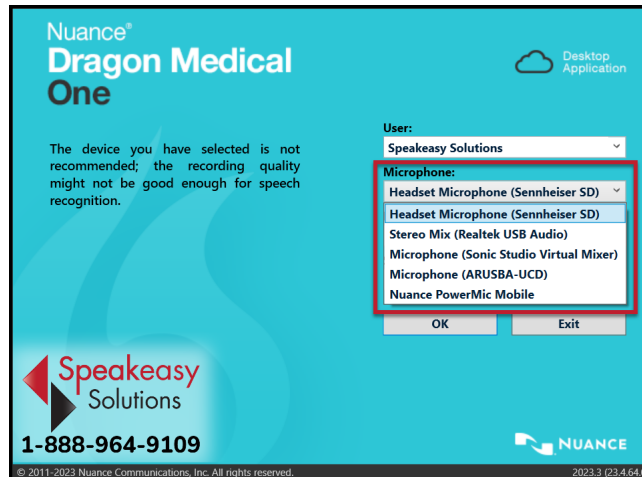


Log In

Log in with your *User* credentials (the email used to register your DMO account).



Choose your preferred *Microphone*.



The default *Language* option is *English (US)*. If you have added the French language as an option (see page 31), Canadian French is listed here as well.

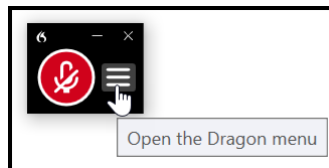


Select the *Specialty* that is most appropriate. The *Clinical Administration* vocabulary is non-medical and suitable for general dictation such as email, personal correspondence, and similar.

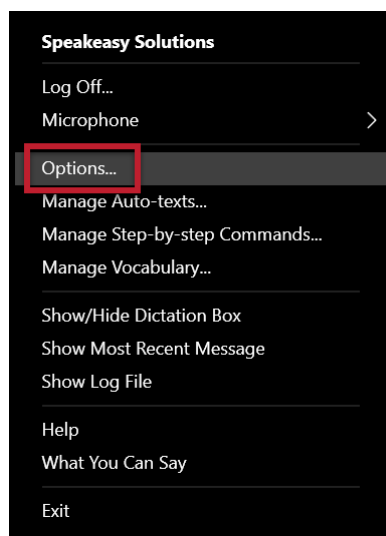


Suggested Settings

Click the *DragonBar Menu Icon* on the right side of the DragonBar.



Click *Options*.

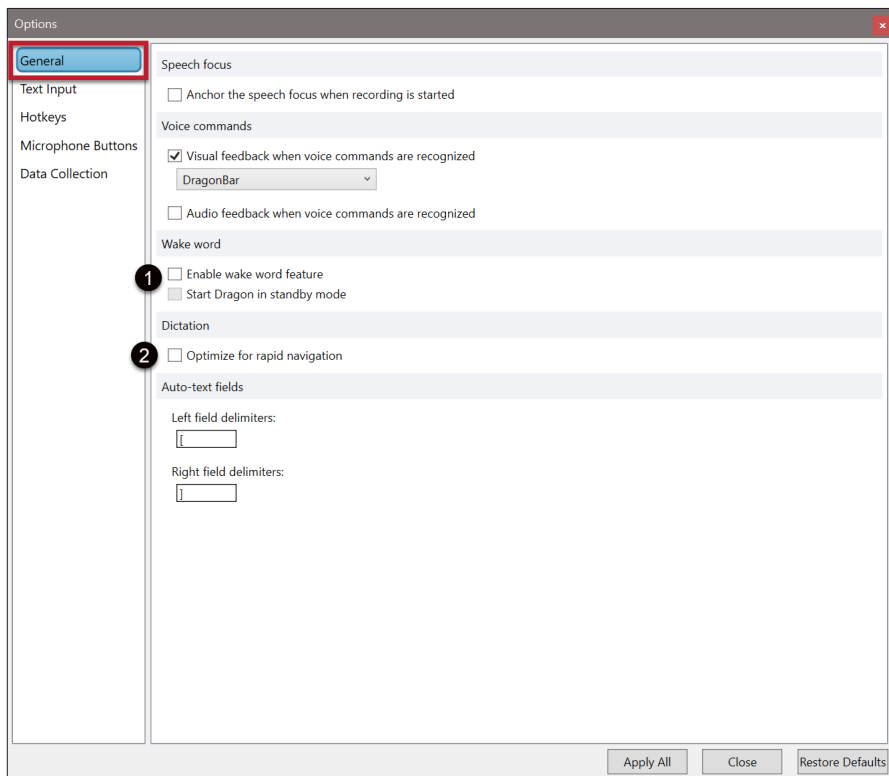


While these are all personal preferences, often based on workflow, consider the following as suggested settings.

General

❶ Some users find that *Enabling the wake word feature* elicits a slower response from DMO, particularly in noisy environments. Disable this feature if you find this so.

❷ If you find the cursor is relocating inside the Dictation Box, uncheck *Optimize for rapid navigation*.



Text Input

❶ On the *Text Input* tab, there are two methods for inserting text in a text region where the ability to select, correct, and affect text etc. is not available:

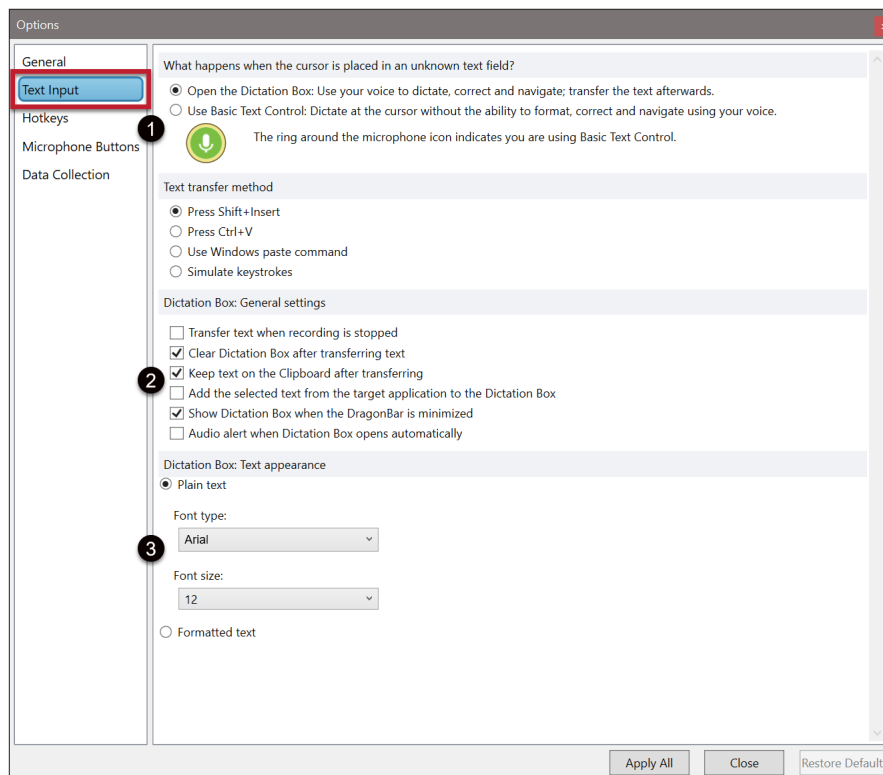
- the *Dictation Box* or
- *Using Basic Text Control*.

If your accuracy is not yet at an acceptable level for you, consider using the Dictation Box where you have complete control over the text and related voice commands.

If, on the other hand, you are satisfied with your achieved accuracy, use the Basic Text Control method, allowing you to dictate and have DMO's transcription appear at the cursor. If using Basic Text Control, call up the Dictation Box any time you need to using a voice command ("show Dictation Box"), keystroke, or button press on your microphone (if available).

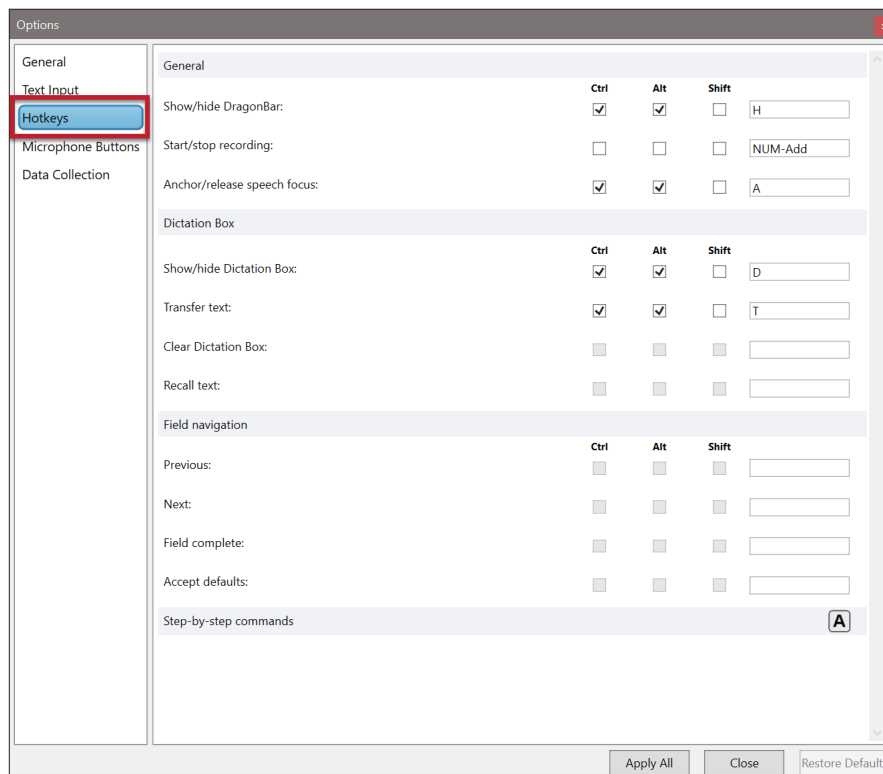
❷ Adjust the *General Settings for the Dictation Box* based on your workflow (discuss with Speakeasy Solutions if need be). It is always prudent to enable *Keep text on Clipboard after transferring* so that if text does not appear where you expect or at all, reposition the cursor and paste the saved to clipboard text (press **[Ctrl]** + **[v]** on the keyboard).

❸ Choose the font type and size that reads most easily when using the Dictation Box. This is a personal preference.



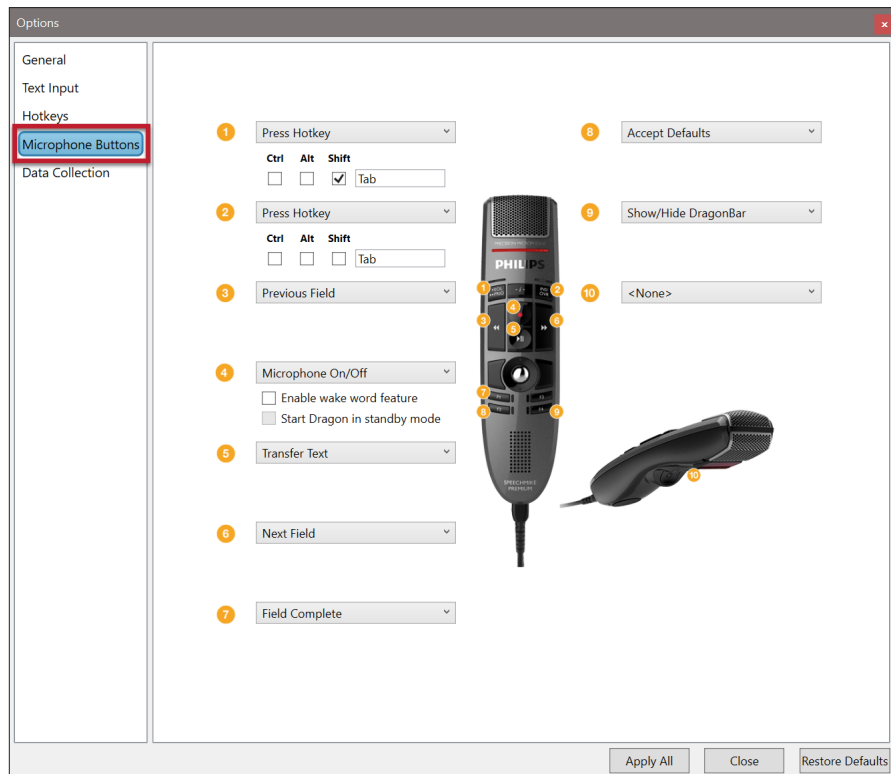
Hotkeys

The *Hotkeys* tab is useful for those who prefer keyboard shortcuts for functions.



Microphone Buttons

The *Microphone Buttons* tab is useful for those with a handheld microphone such as a Philips SpeechMike, or who is using the PowerMic Mobile app on their smartphone. Assign the buttons per your needs and workflow (discuss with Speakeasy Solutions if desired). Below is an example of a popular configuration for power users of DMO.



G. Dragon Medical One Web Extension

If using a web-based EMR, we highly recommend using Google Chrome, enabling you to dictate directly into the EMR without requiring the Dictation Box. Install the Dragon Medical One Web Extension.

The Google Chrome web extension, providing compatibility with DMO, is used within the Google Chrome web browser, and is also used within the Microsoft Edge and Opera web browsers.

Outlined below is the method for adding the Google Chrome web extension in the Google Chrome and Microsoft Edge web browsers. The screen captures below are from Google Chrome. Microsoft Edge is very similar, with slightly different terminology.

If you use Opera and/or Vivaldi, perform the same procedure.

Due to Mozilla Firefox's policies, Firefox does not permit the creation of a DMO Web Extension at this time. There are third-party "hacks" allowing the installation of Google Chrome web extensions within Mozilla Firefox, but Speakeasy Solutions does not recommend using these for security reasons.

Google Chrome & Microsoft Edge

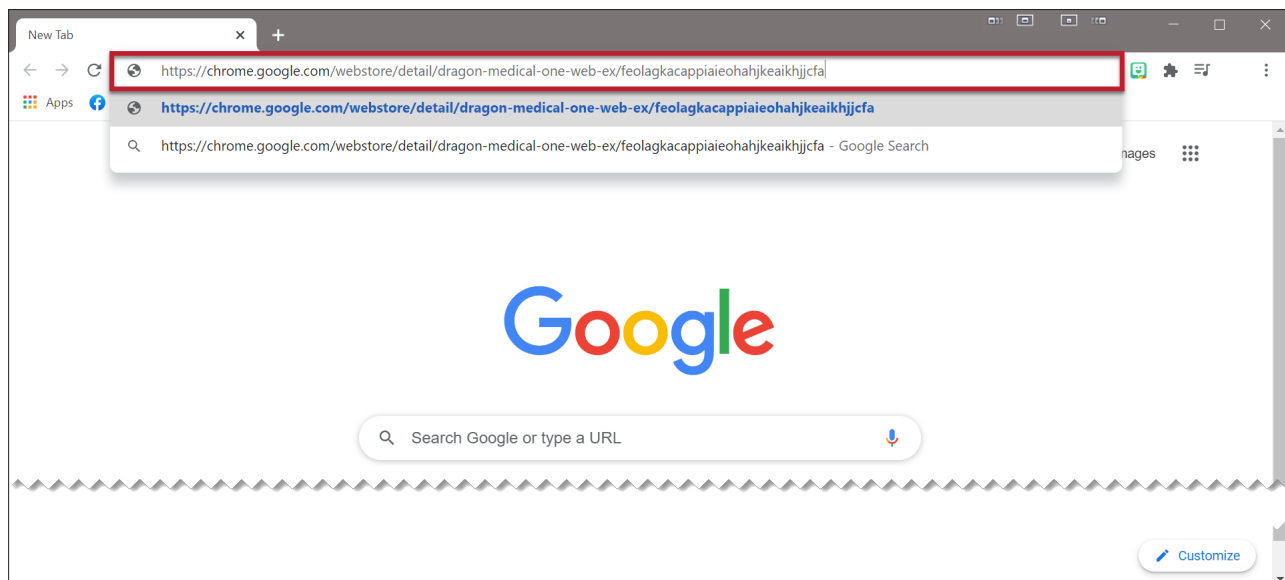
Copy the URL below (select text and press **[Ctrl] + [c]** on the keyboard):

<https://chrome.google.com/webstore/detail/dragon-medical-one-web-ex/feolagkacappiaieohahjkeikhjicfa>

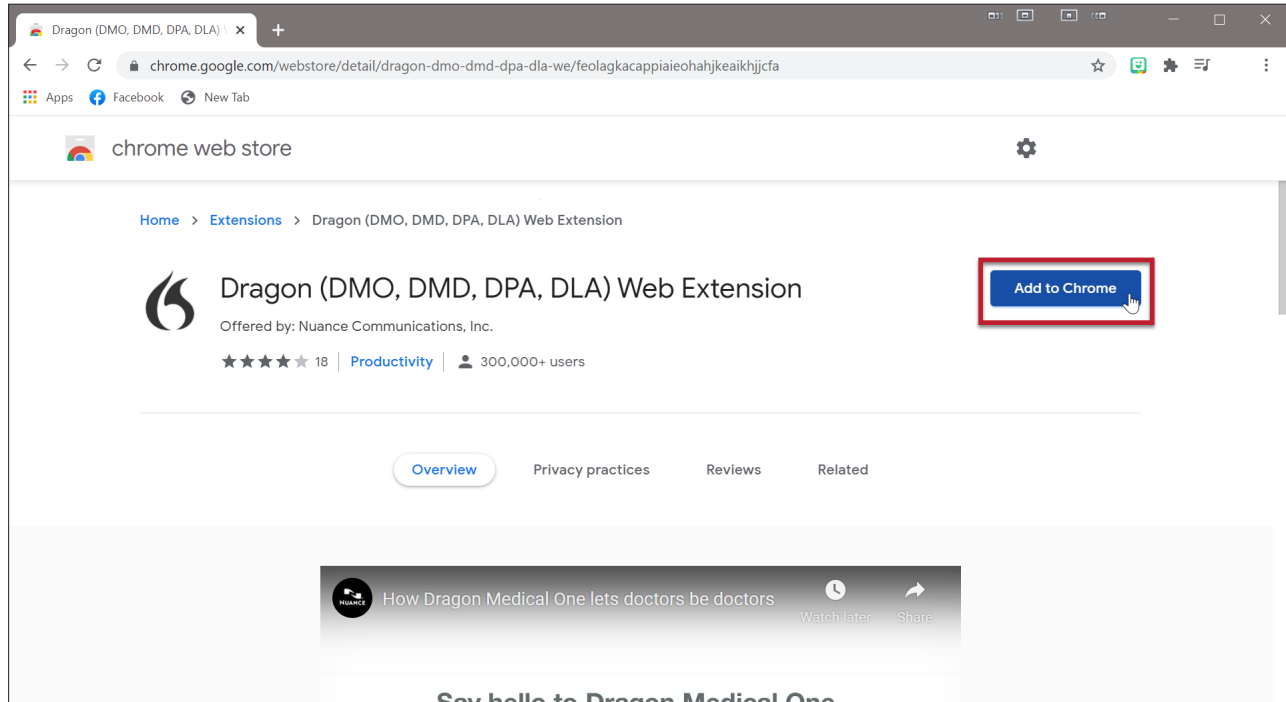
Position the mouse cursor into Google Chrome's address bar (press **[Alt] + [d]** on the keyboard).

Paste the above copied text into the address bar (press **[Ctrl] + [v]** on the keyboard).

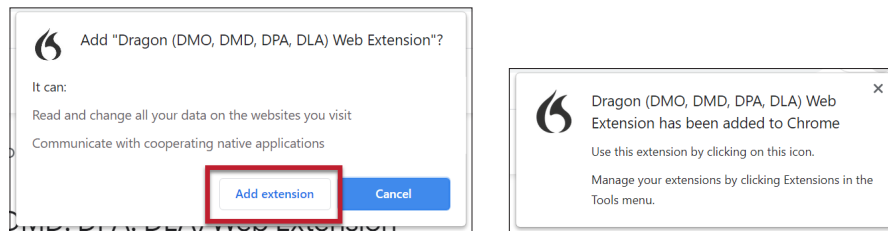
Press the **[Enter]** key. Google Chrome's DMO web extension page opens.



Click *Add to Chrome*.

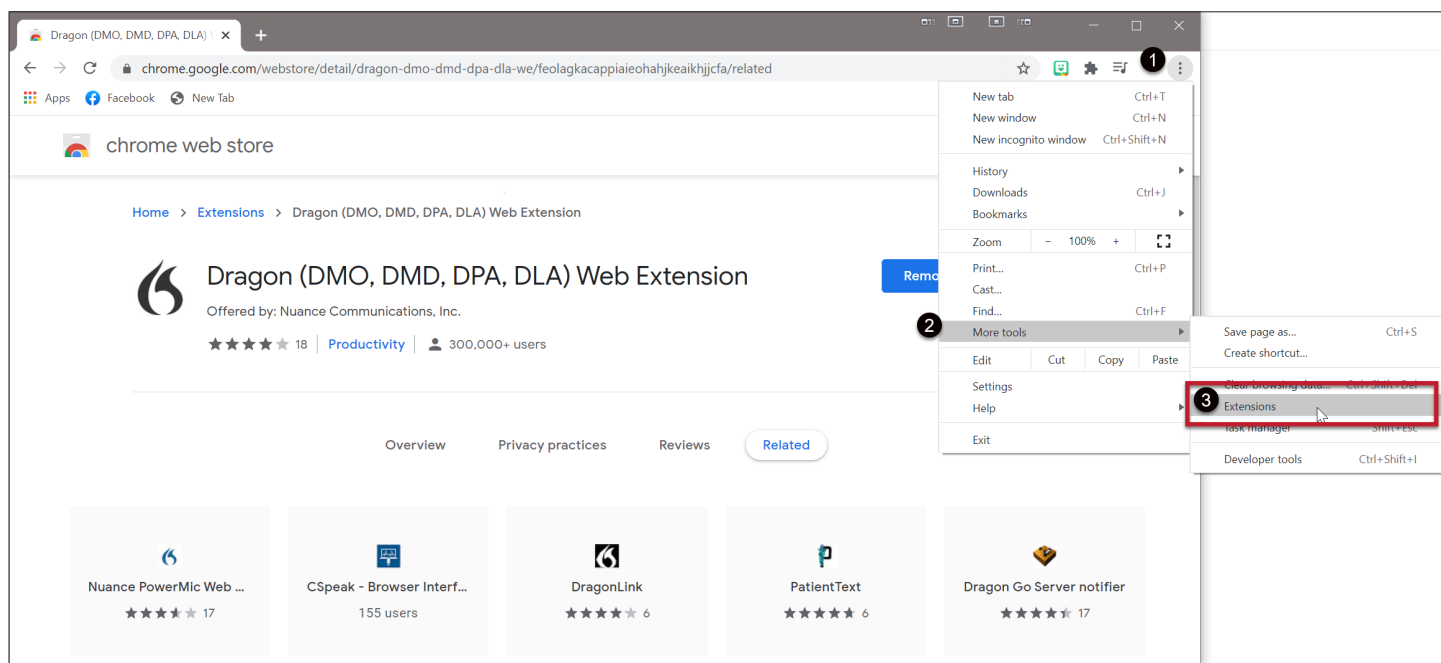


Click *Add extension*.

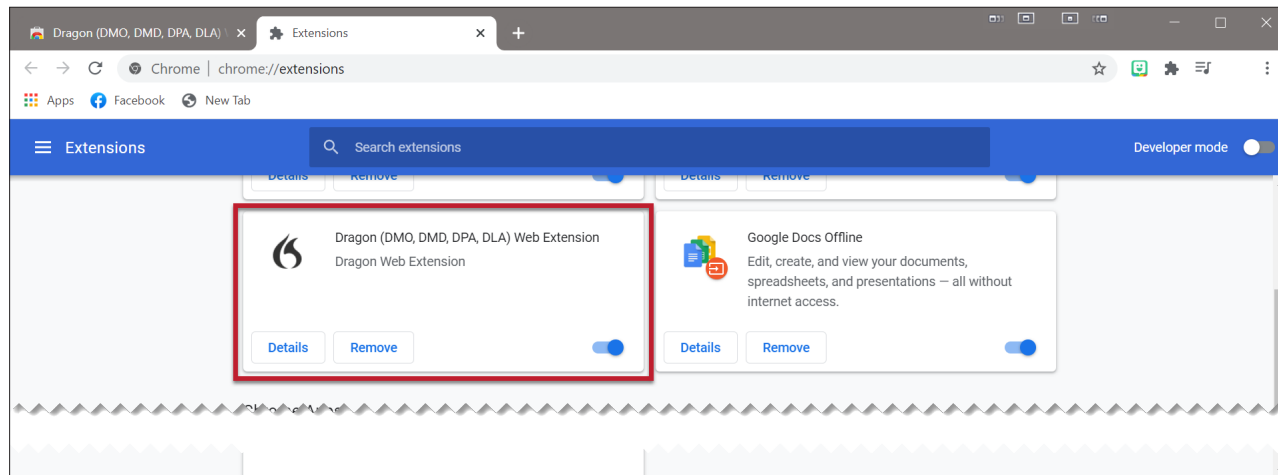


Restart Google Chrome.

The DMO Web extension is viewed under the top right menu of Google Chrome. ❶ Click the *menu*, ❷ choose *More Tools*, ❸ followed by *Extensions*.



Accessing the DMO extension is important for removing the extension when there is a failed update to the extension itself or other troubleshooting. If there is a problem with the extension, remove the extension, restart Google Chrome, and then add the extension once again.



H. Antivirus Excludes

Introduction

Excluding DMO related directories from active scanning by your antivirus ensures that DMO functions smoothly. While this is not mandatory, it could be helpful with respect to DMO's efficacy and speed.

Consult your specific antivirus' documentation regarding how to exclude specific directories from active scanning.

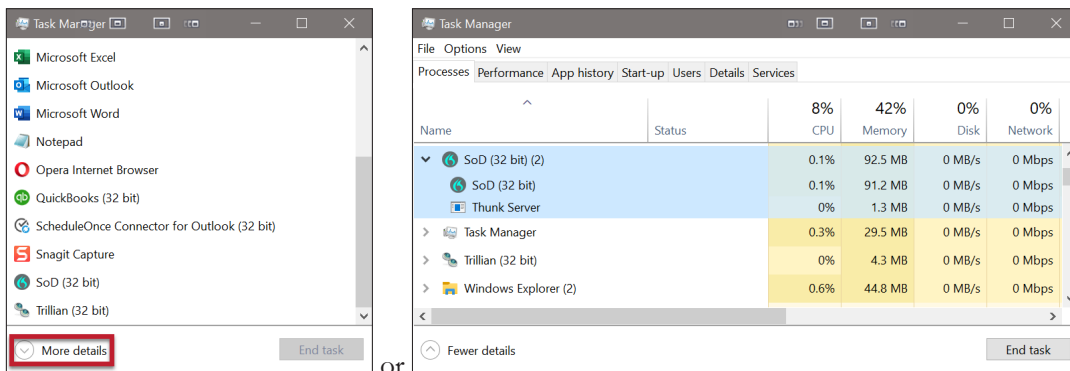
Exclude the following DMO file processes:

- SoD.exe
- sodria_nmhost.exe
- thunk_x64.exe
- SoD.ddcf.dll

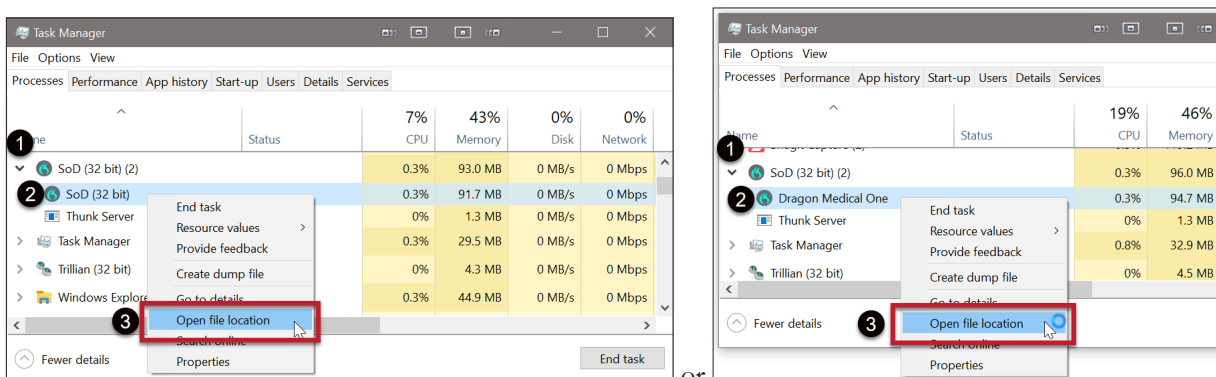
Exclusion Method

With DMO running, exclude the DMO related directories in the following fashion:

1. Press **[Ctrl] + [Shift] + [Esc]** on the keyboard to open the Task Manager.
2. The Task Manager appears as one of the following:

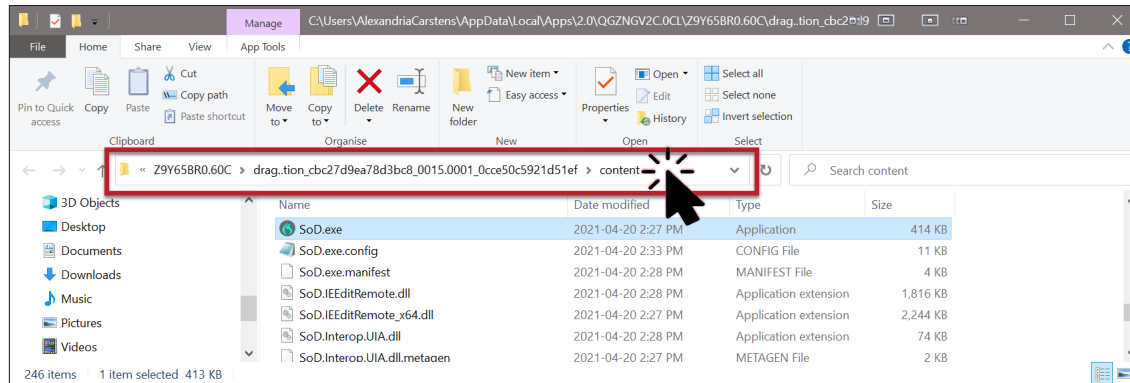


3. ❶ Expand the SoD process by clicking on the downward pointing chevron. ❷ Right click *SoD (32 bit)* (this is DMO) or *Dragon Medical One* and ❸ choose *Open file location*.

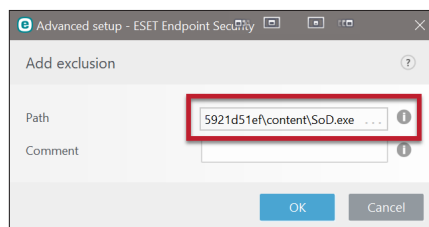


File Explorer's address bar displays the file pathway of the current folder. Copy the file pathway for pasting into your antivirus exception list.

Left click inside the File Explorer's address bar to the right of the folder named **content**. If the pathway is not automatically selected but the cursor is in the address bar, press **[Ctrl] + [a]** on the keyboard, followed by **[Ctrl] + [c]** to copy the pathway to the Windows clipboard.



- There should be an exclusions section within your antivirus application. Press **[Ctrl] + [v]** on the keyboard into the list of exclusions in your antivirus software.



Exclude the following DMO file processes within the **content** folder:

- SoD.exe
- sodria_nmhost.exe
- thunk_x64.exe
- SoD.ddcf.dll

I. Editing the SoD.exe.config File

Why Edit the Configuration File

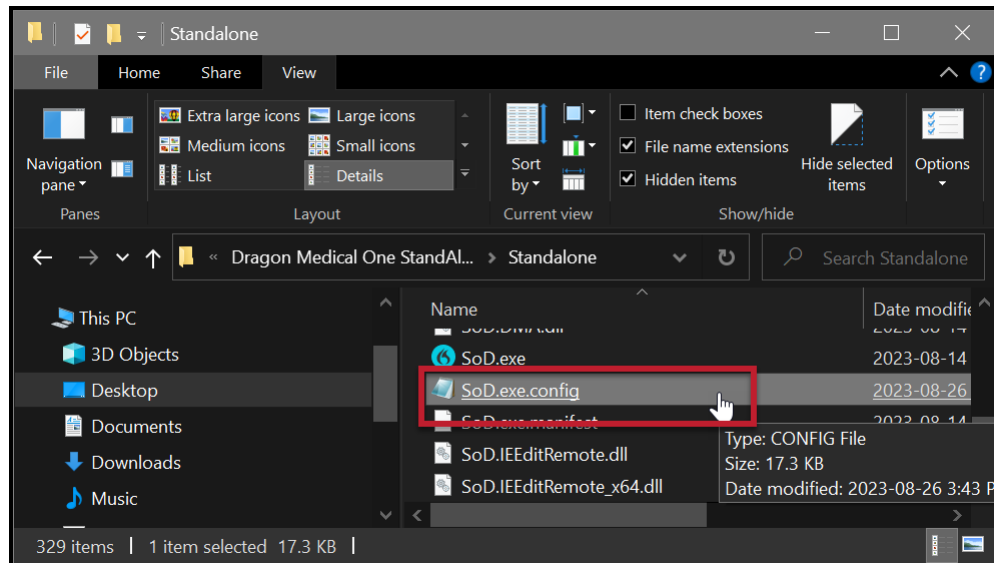
There are a few reasons for modifying DMO's configuration file, as outlined on the following pages.

Opening the Configuration File

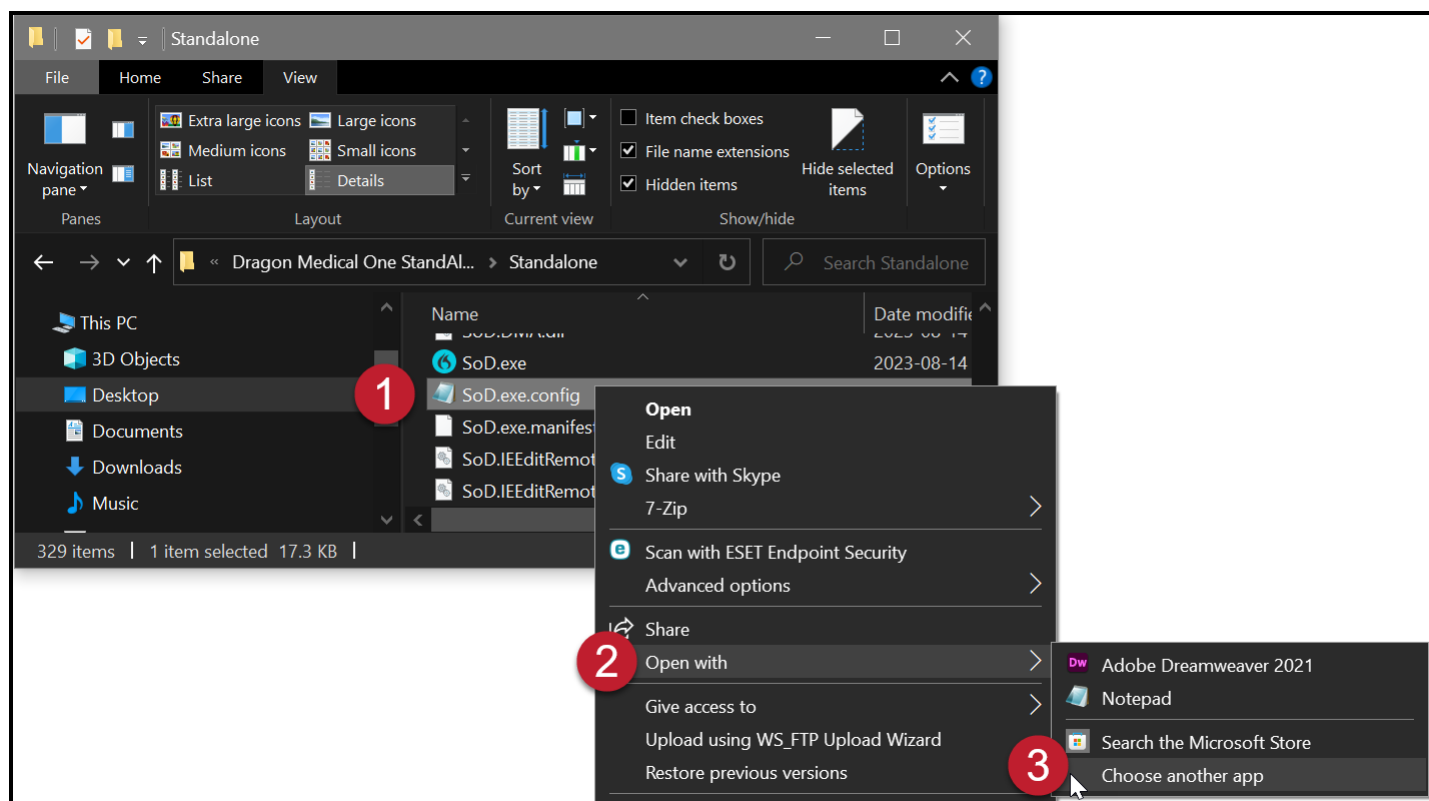
Always exit DMO before modifying the configuration file.

Consider copying the file elsewhere prior to any modification so that you may return to this configuration file if need be.

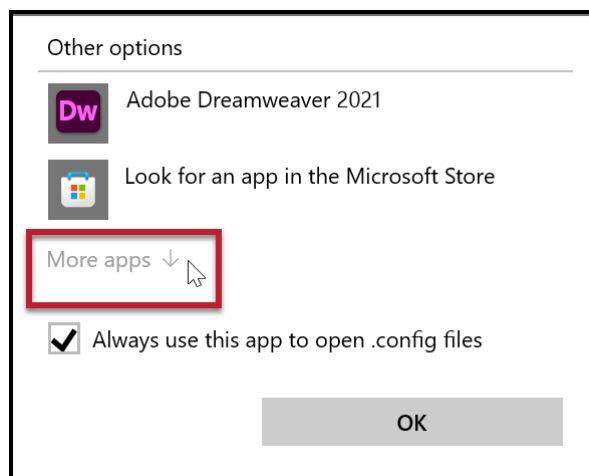
DMO's configuration file is within the unzipped Standalone folder. The file (.config file) is SoD.exe.config.



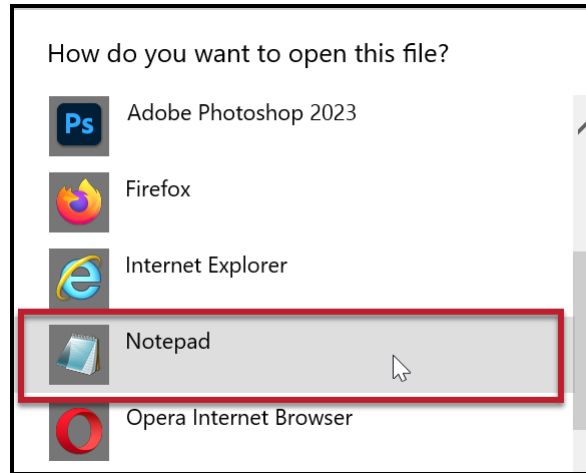
❶ Right click the **SoD.exe.config** file. ❷ Hover the mouse over *Open with*. If **Notepad** is not listed as an option, ❸ click *Choose another app*.



When choosing another app, click *More apps*. Optionally click *Always use this app to open .config files* so that you do not need to choose which application you used to edit this file in the future.



Scroll down until you see **Notepad**. Click *Notepad*, then *OK*.



Edit as you wish from the various options below.

Save and close the configuration file when finished, and THEN run DMO to test your modifications.

Add French Language

Perform a search for the phrase **SupportedLanguages**. Beneath this, add the French language (Canadian accent) variable to the value so that it reads as follows: `<value>en-US|fr-CA</value>`.

```
<!-- Languages in the IETF format. To present a list of available languages
      to the end user, specify all supported languages in the setting and separate them
      with the pipe (|) character (for example, de-DE|en-US|sv-SE|nl-BE). -->
<setting name="SupportedLanguages" serializeAs="String">
  <value>en-US|fr-CA</value>
</setting>
```

Custom commands and vocabulary items differ between the two languages. In other words, creating a command under the French language is only available while using DMO in the French language.

Switch between languages when DMO starts or when you log off the current DMO instance. Both English and French are available under the *Language* option.

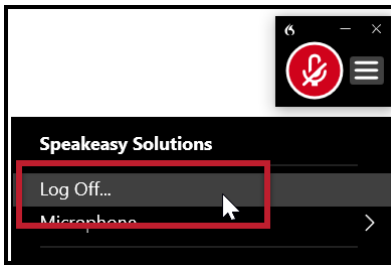
Add Canadian Spelling

Perform a search for the phrase **SupportedLanguages**. Beneath this, add the English language (Canadian spelling) variable to the value so that it reads as follows: `<value>en-US|en-CA</value>`. It is not recommended to delete **en-US** (American spelling); you may lose custom commands and words created while you were using the English (United States) language.

```
<!-- Languages in the IETF format. To present a list of available languages
      to the end user, specify all supported languages in the setting and separate them
      with the pipe (|) character (for example, de-DE|en-US|sv-SE|nl-BE). -->
<setting name="SupportedLanguages" serializeAs="String">
  <value>en-US|en-CA</value>
</setting>
```

Custom commands and vocabulary items differ between the two languages and their spelling. In other words, creating a command under the English (Canada) language is only available while using DMO in the French language.

Switch between languages when DMO starts or when you log off the current DMO instance.



Both Canadian English and United States English are available under the *Language* option. You can also add Canadian French.



Default UI Color Theme

Perform a search for the phrase **DefaultTheme**. Beneath this, add your preferred colour scheme between **<value>** and **</value>** from the values listed above (System or Dark or Light or Blue).

System reflects the colour scheme of your computer. The remainder are self-explanatory.

```
<!-- Default UI Color Theme Name
Valid values are System, Dark, Light, Blue, and unspecified (empty).
If no setting is specified here the UI will be rendered with the Blue theme. -->
<setting name="DefaultTheme" serializeAs="String">
  <value>System
</value>
```

Password Protect DMO User Accounts/Profiles

Perform a search for the phrase **= "Authentication"**. Beneath this, add **native** between **<value>** and **</value>**.

```
<!--
Authentication (none/native/ldap/ldaplocal/trusted)
none : No authentication (default)
native : NMS Native
ldap : LDAP/AD
ldaplocal : LDAP local authentication
trusted : Trusted
-->
<setting name="Authentication" serializeAs="String">
  <value>native</value>
</setting>
```

Enjoy Dragon Medical One

J. "Uninstall" StandAlone DMO

Updates

Updates are not automatic; Speakeasy Solutions notifies you when there are updates.

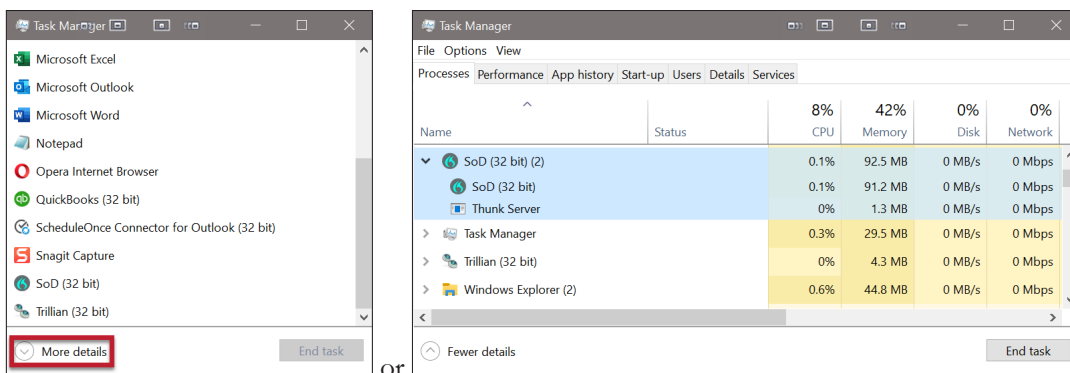
When you update, retain or delete the entire Standalone folder, as per your choice.

Removing StandAlone DMO

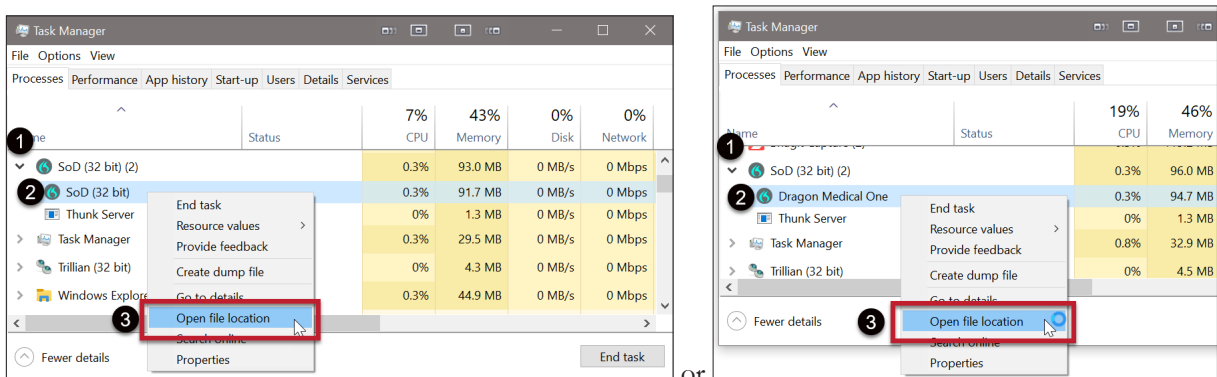
If you do not know the location of the Standalone folder:

Run DMO.

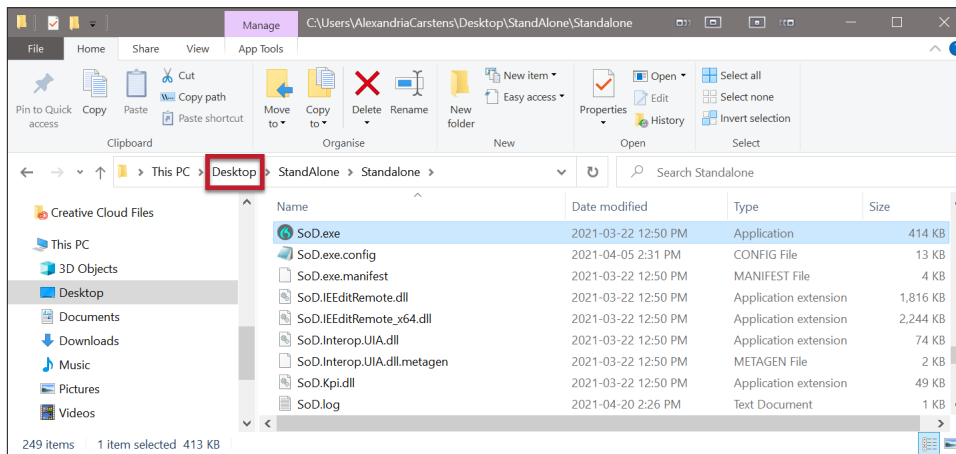
1. Press **[Ctrl] + [Shift] + [Esc]** on the keyboard to open the Task Manager.
2. The Task Manager appears as one of the following:



3. ❶ Expand the SoD process by clicking on the downward pointing chevron. ❷ Right click *SoD (32 bit)* (this is DMO) or *Dragon Medical One* and ❸ choose *Open file location*.



4. Close DMO.
5. The File Explorer's address bar displays the file pathway of the current folder. Click the folder previous to StandAlone.



6. Delete the StandAlone directory.

That's it!