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www.speakeasysolutions.com

Download, Install, & Uninstall Dragon

Assistance from Speakeasy Solutions

If you require assistance beyond the scope of this document, consider contracting Speakeasy Solutions for any assistance with respect to:

- Installation,
- Setup/Configuration, and/or
- How to use Dragon.

Installation / Setup / Configuration

Speakeasy Solutions is an authorized Value Added Reseller (VAR) & solution provider for Nuance's Dragon Professional® and Dragon® Medical Practice Edition products. As a result, we are privy to exclusive and timely information regarding the use and installation of the software. We also have access to the upper tier levels of technical support for Dragon, which becomes exceedingly important with respect to unique technical challenges.

The installation of a speech recognition solution by Speakeasy Solutions on your equipment is effectively accomplished with the most current and extensive knowledge base, minimizing any potential issues that may arise.

Cost: \$150 per hour, billed in 15 minute increments (on-site appointments require a 1-hour minimum charge)

Training / How to Use Dragon / Customization / Integration

Speakeasy Solutions are certified Nuance Dragon® Professional and Dragon® Medical Practice Edition trainers.

Whether you wish:

- Detailed instruction with respect to using Dragon entirely hands-free,
- Complete training to form a solid foundation,
- A single Q&A (question & answer) or an Efficiency & Integration session, or
- Various other scenarios that have left you wondering "how do I..." with the world's most powerful speech recognition software,

Speakeasy Solutions is at your service.

Cost: \$175 per hour, billed in 15 minute increments (on-site appointments require a 2-hour minimum charge)

Harness the power of speech



Speakeasy Solutions Inc.
P.O. Box 21720, 1424 Commercial Drive, Vancouver, BC V5L 5G3

Downloading the Software

Main Application

Your email contains a link to a web directory from which you download the software. Additionally, a username and password are necessary to access this web directory.

IMPORTANT – Digital Download

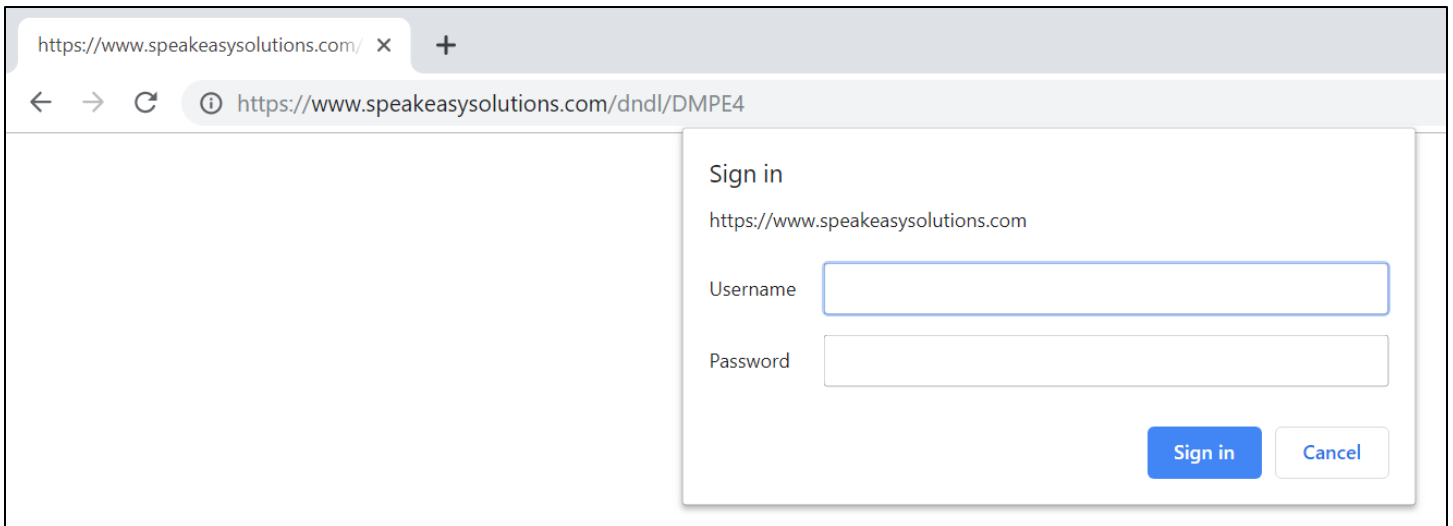
Your download link is below:

- Dragon Medical Practice Edition 4
- <https://www.speakeasysolutions.com/dnd/DMPE4/> -- DO NOT RUN DIRECTLY FROM THIS LINK. Download to your computer or server (right click and Save As if you do not receive an option by your browser to download).
 - user name: DMPE4
 - password: XXXX

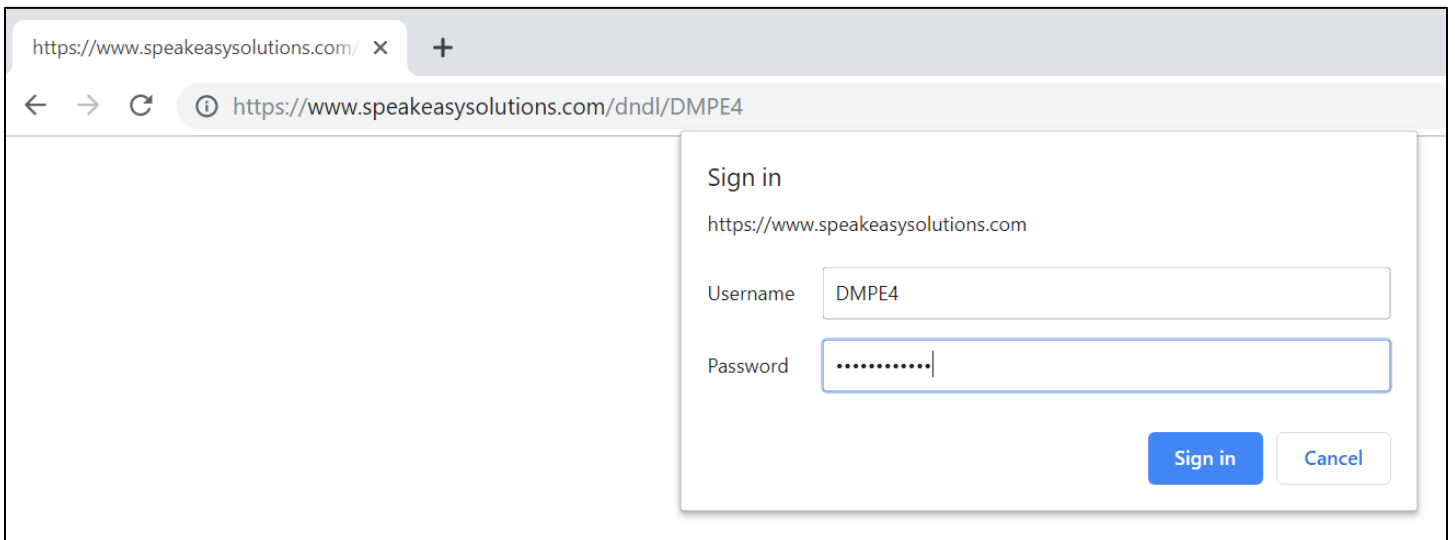
Your installation code is:

- XXXX

Click the link provided. Your default browser loads with the corresponding web address and a prompt for a username and password.



Enter the username and password provided in the email.



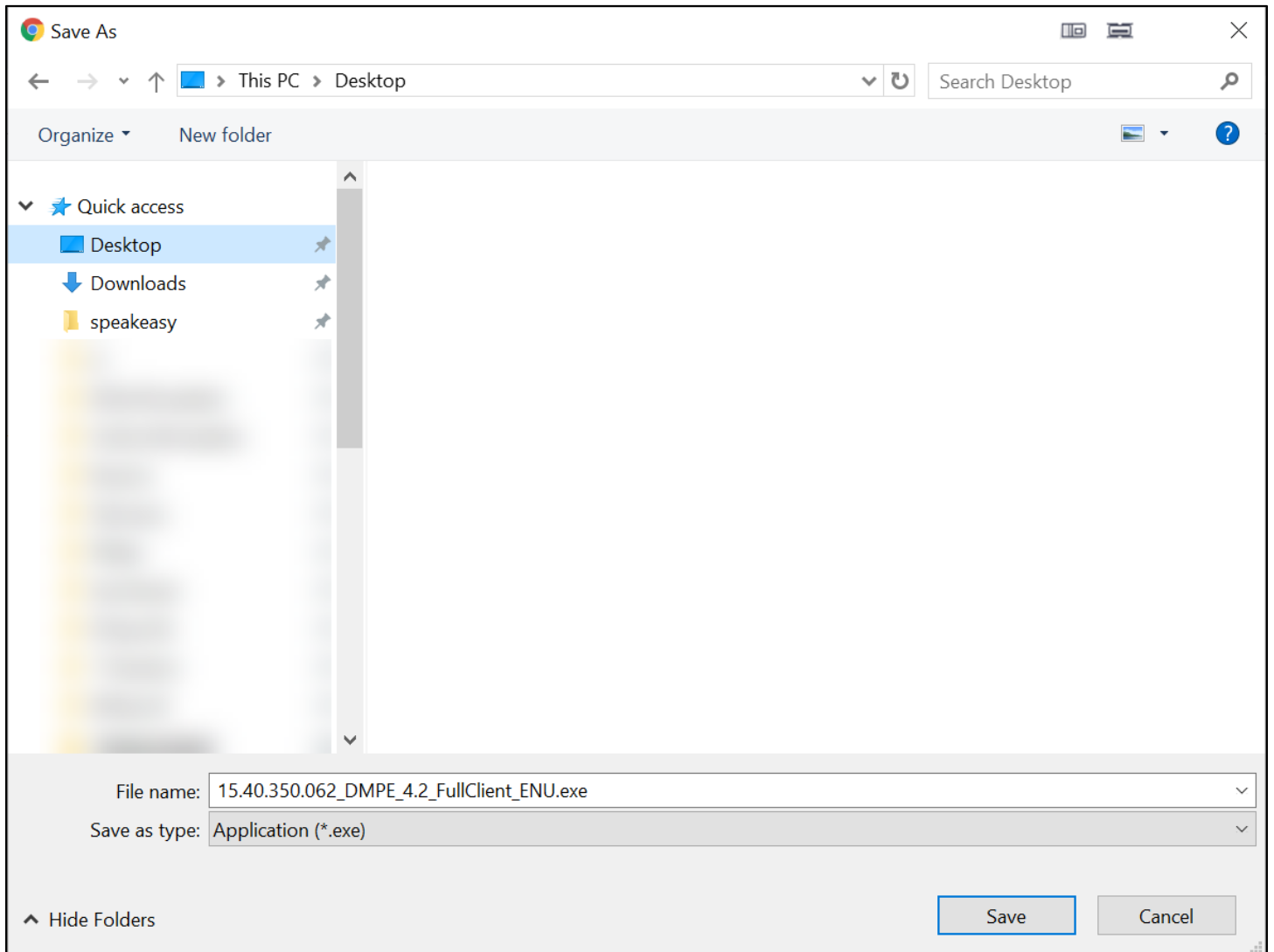
An index of the directory is displayed.



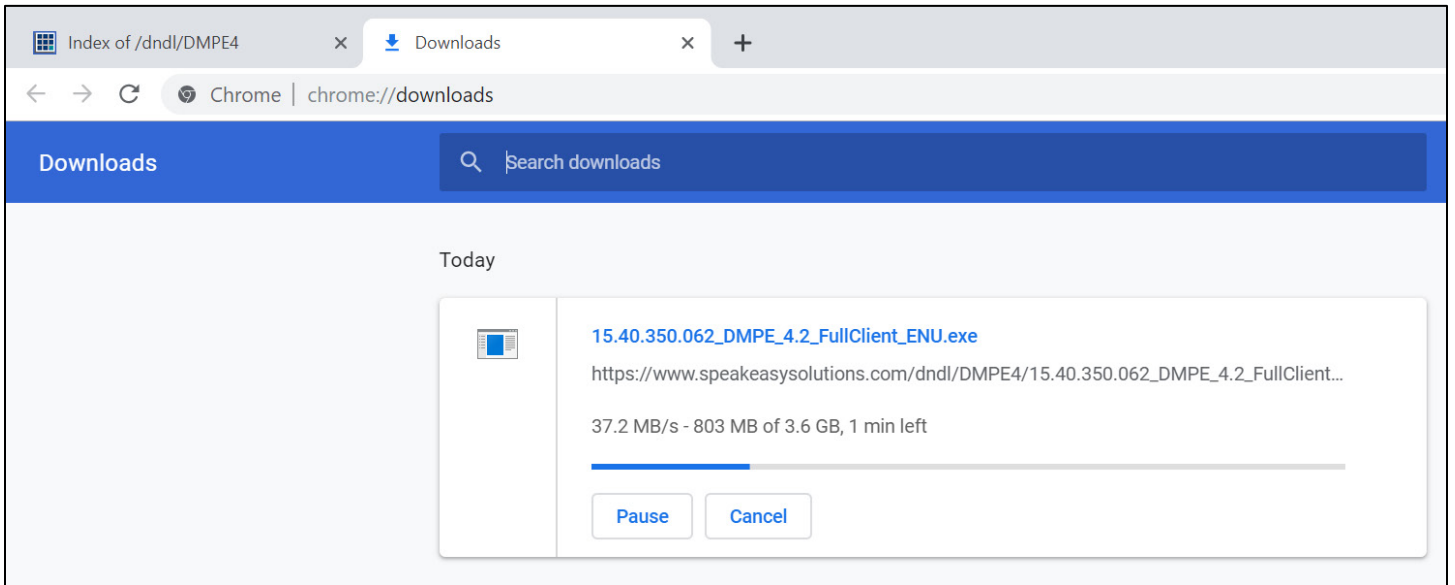
Right click over the file (not the “Parent Directory” link). Click Save from the displayed context menu.



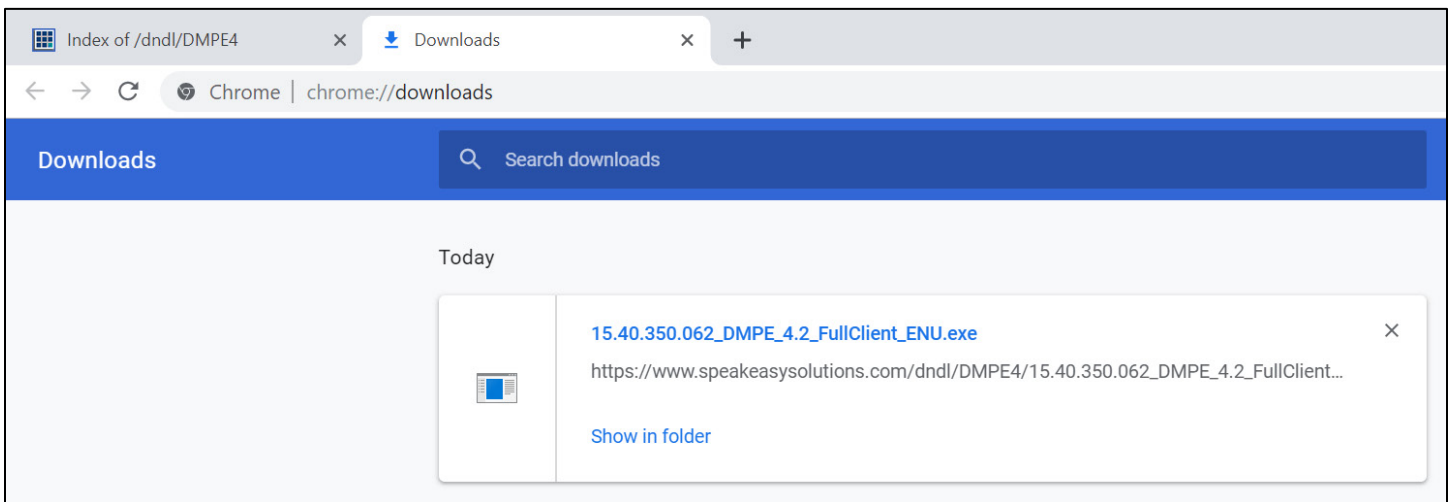
You are prompted for a save location or your web browser saves automatically according to your web browser's preferences.



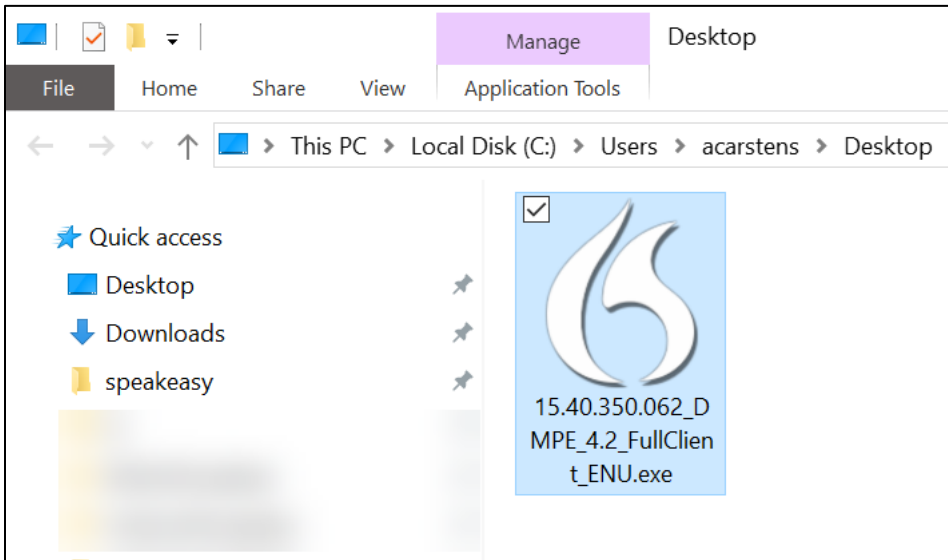
Press **Ctrl** + **J** (Ctrl + J) on your keyboard to view the progress of this download.



Once complete, view the location of the download by clicking “Show in folder” or similar verbiage.



Alternatively, use Windows Explorer to view the same folder.

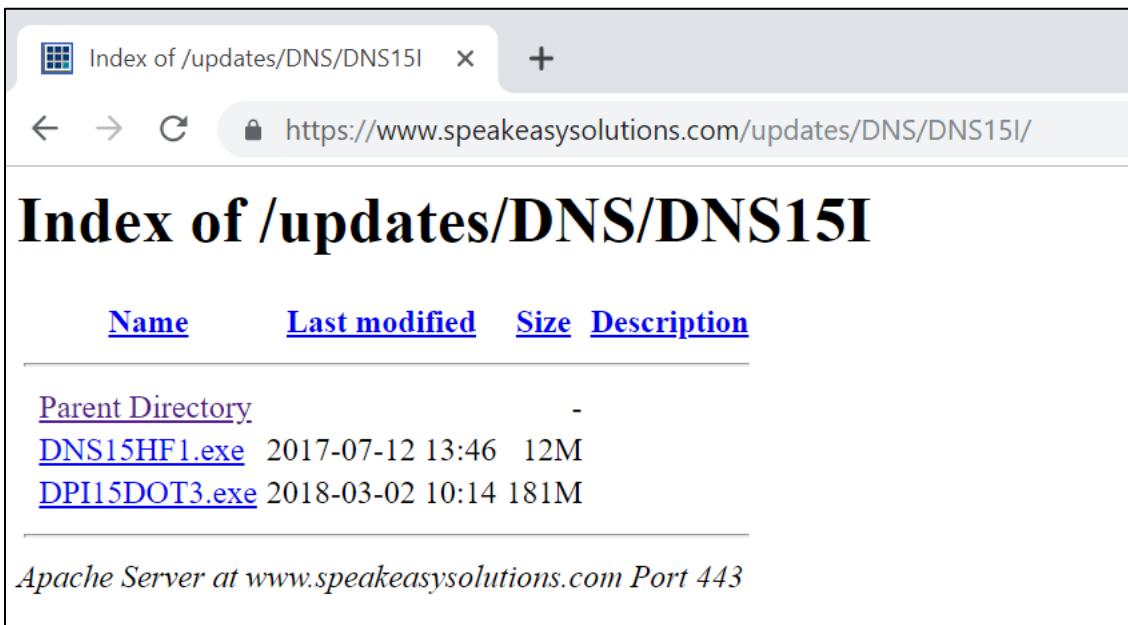


Updates, Patches, and Hot Fixes

If there are any updates, patches, or hot fixes available in addition to the main software, this is indicated in the email.

The email displays a web directory link. Click this link.

The email also cites the name of the file to download (right-click and save as per the instructions above).



Install the main program first, and then any updates, patches, or hot fixes afterwards.



Installing the Software

The installation code for your software purchase is provided on both your invoice and the email with your download link(s) for the software.

.exe vs .zip

Downloaded files are either in .exe or .zip format.

Click .exe files to run them.

.zip files require unpacking/unzipping before running the .exe files within. If you do not know how to unpack/unzip .zip files, contact your IT support or visit the following link from the Microsoft Windows Support site: <https://support.microsoft.com/en-ca/help/4028088/windows-zip-and-unzip-files>

Installation

Run the main program's .exe file (click the .exe file).

If there are any updates, patches, or hot fixes, run this file afterwards.

Follow the on-screen prompts that appear and respond according to your preferences.

Activation

Upon opening Dragon for the first time, you are prompted to activate the product. Do so at that time; an Internet connection is required. Upon activation, Nuance registers your computer with your Dragon license.

Nuance's end user license agreement for Dragon enables you to activate Dragon four times. It is absolutely imperative to uninstall the software (if possible) properly in order to free up an activation for installation on another computer or the same computer after a complete wipe.

Uninstalling the Software

Before uninstalling the software, export a copy of your Dragon User Profile to a USB memory stick (flash drive) or a server directory before you do anything else. Also, export a copy of your custom words and commands separately. After installing Dragon on another computer or the same computer after a complete wipe, import your exported Dragon User Profile.

Use the appropriate Dragon uninstaller. Each version of Dragon utilizes a different uninstaller. Use the correct one. Speakeasy Solutions provides uninstaller files on our website here:

[https://www.speakeasysolutions.com/updates/DNS/Repair%20Utils%20\(All%20Versions\)/](https://www.speakeasysolutions.com/updates/DNS/Repair%20Utils%20(All%20Versions)/)

- DNSCleaner15.exe is for Dragon Medical Practice Edition 4
- DPI15Cleaner.exe is for Dragon Professional 15

Do not run the uninstaller file from the web location directly. Download the appropriate uninstaller file as per instructions for downloading the Dragon software above and then run the uninstaller file from your computer.



Additional Notations

PC Specifications & Dragon Support for Various Applications

A quality computer system is absolutely essential, and the foundation for the effective use of speech recognition.

Not every version of Microsoft Office, Windows Operating System, Internet Explorer and so on are supported by every version of Dragon.

Learn more about PC specifications for Dragon as well as information regarding which application versions are supported by specific Dragon versions on [our webpage here](#).

Antivirus

If antivirus is required, we recommend: [ESET's Smart Security](#).

Please note that AVAST is often found incompatible with Dragon. We do not recommend using free antivirus applications. We also do not recommend running more than one antivirus and security application concurrently. Moreover, Norton and McAfee can also negatively impact Dragon's performance.

Read more about antivirus software and its impact on a computer's performance in this [blog post](#).

Nonfunctioning Audio

There are many reasons why an audio device may not function within your user profile. Most commonly, Dragon has disassociated its current or recently used device. Reload the audio device you are using.

Click on the DragonBar's **Profile> Manage Dictation Sources...** (Dragon Professional) or **Settings> Microphone> Choose Microphone** (Dragon Medical). Choose your device from the list and click **Select**.

You may also benefit from a microphone check. Say "Check Audio" to initiate the microphone check.

Backing Up/Exporting Your User Profile

Just as you back up the important data on your computer, you need to back up your User Profile. Theft, file corruption, and accidents happen, rendering your User Profile useless. If that happens, having a back up of your User Profile saves you considerable time and effort.

Like any other piece of data on a computer, your User Profile is subject to corruption. If you find Dragon is making more errors than normal, and you have ruled out any technical and usage, your User Profile may have become corrupt.

You may wish to attempt restoration of your User Profile from Dragon's internal backup of your User Profile or from your own manual backup/export.

Your Dragon License

Dragon is licensed per user, and not per machine/computer. This is an extremely fair licensing arrangement and takes into account the reality that most individuals have a main work PC, a notebook, and a home computer. To clarify, each user requires their own license.



Dragon permits up to four concurrent installations — this includes an installation that may be required by a proofreader. To clarify, Dragon may be installed on up to four of your computers at the same time.

If you are retiring a computer or no longer require Dragon on a specific computer, ensure that you uninstall Dragon from that computer using the uninstaller noted above to effectively de-register that license's use so that it may be installed on another computer. Every time Dragon is installed or uninstalled Nuance records the computer(s) associated with your license.

Expectations and Reality

100% accuracy, or very close to 100% accuracy, is completely attainable. This is not a marketing ploy or false advertising.

If you are not achieving 100% accuracy, then Speakeasy Solutions can certainly assist you to that end. Improving accuracy is not relegated to one or two features within Dragon, but is achieved through a multitude of features and methodology.

Alexandria of Speakeasy Solutions has been using Dragon all day, every day, for the past 21 years. The main focus of her training is that of leveraging the aforementioned features and methodology to achieve the highest accuracy possible for each person. She wholeheartedly believes that the continued use of Dragon depends on high accuracy.

“You want what you want, and if Dragon does not transcribe what you want, you are less likely to continue using Dragon.”

Moreover, you should experience increased productivity by way of Dragon's built-in voice commands as well as your custom created commands. There are numerous built-in voice commands, many performing the same function – the efficacy of commands performing the same function differ from command to command.

Similarly, the effective creation of custom voice commands should streamline your day to day computer use, enabling you to accomplish more. Again, while this does sound lofty, such gains are more than attainable.

Further Information & Contacting Us

Book Support and
Training Appointments Online
Schedule at your convenience...

Or, as always, just call us: 604-264-9109 or 1-888-964-9109

