

Dragon Naturally Speaking & Dragon® Medical Practice Edition Constantly Disabled in Microsoft Outlook & Microsoft Word

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Some users of Dragon NaturallySpeaking version 12 and Dragon® Medical Practice Edition 2 and earlier may find that **Dragon ceases to function in Microsoft Outlook or Microsoft Word**.

Even new users of Dragon NaturallySpeaking version 13 have reported this same issue.

Dragon NaturallySpeaking 13 users may see the following warning dialogue in relation to this issue:

More often than not, this intermittent situation is alleviated by one of several options. However, there are some instances where the typical resolutions do not resolve the issue, and Dragon is consistently prevented from functioning as it should in Microsoft Office.



Resolutions for Intermittent Failure of Dragon in Microsoft Office

Systematically attempt the following resolutions to reenale Dragon in the Microsoft Office applications (Word, Outlook, and Excel). If Dragon's non-functionality persists then proceed to the final resolution involving modifying the Load Behaviour within the registry.

Always make sure that Dragon is closed when performing the following resolution options.

Remember to restart your computer between each of the above resolutions.

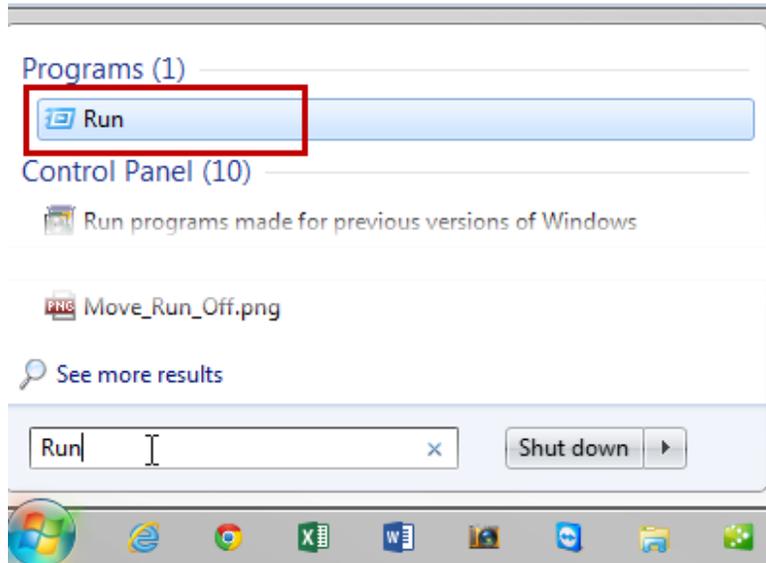
If the above does not alleviate the issue, please see below for the next step.

Set the Load Behaviour for the Dragon Add-In

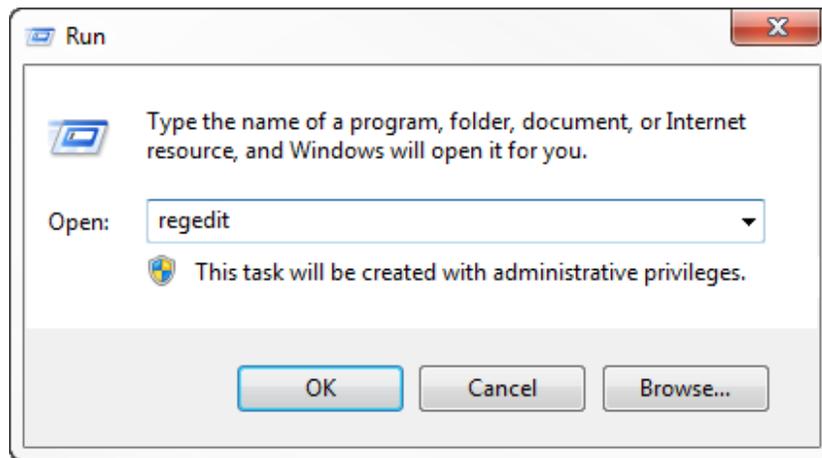
The following example below is in relation to Microsoft Word, and you would follow the same pathway for Microsoft Excel and Microsoft Outlook.

Restart the computer, and do not load any applications.

Access the registry by searching for and clicking on the "**Run**" application.

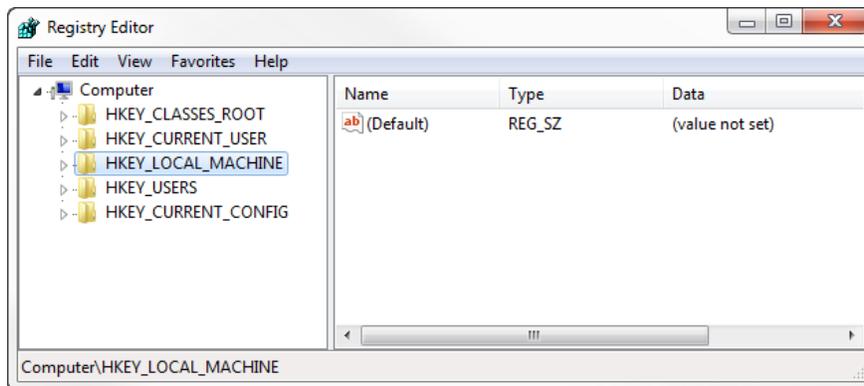


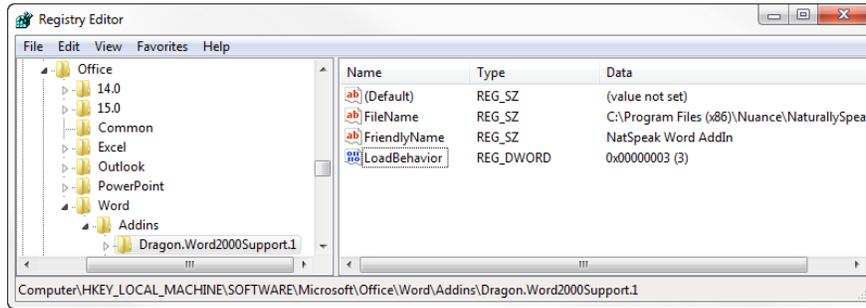
From the *Run* dialogue box, enter “**regedit**” in the text field and click *OK*.



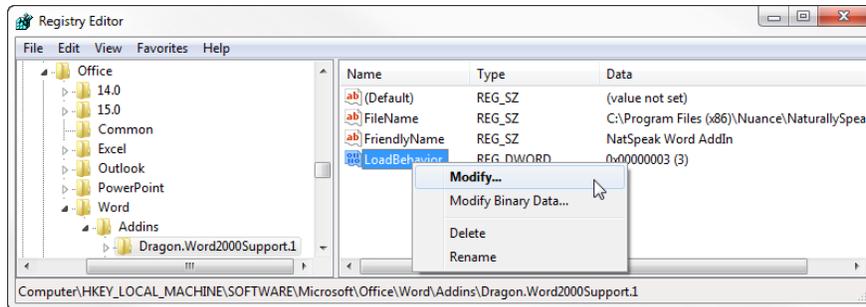
Browse to

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\Word\Addins\Dragon.Word2000Support.1





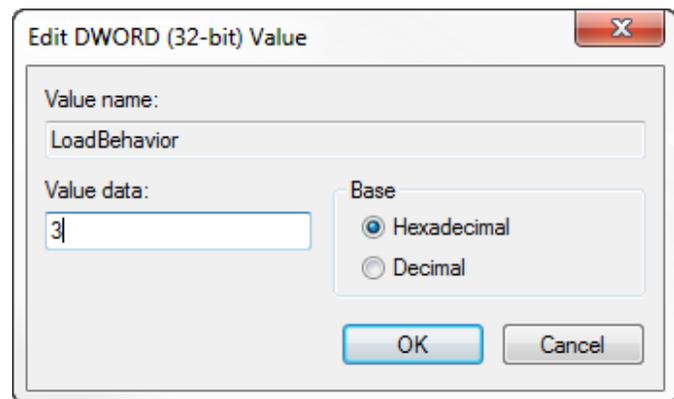
Right click *LoadBehavior* and choose **Modify**.



Enter a *Value data* of 3 with *Base* marked as *Hexadecimal*.

Click *OK*.

Browse to



HKEY_CURRENT_USER\Software\Microsoft\Office\XX.0\Word\Resiliency\DisabledItems

If you see the Dragon add-in present in this directory, right click the item and *Delete*.

Restart your computer.

Further Assistance Required

If the above resolutions do not correct the issue of Dragon functioning within Microsoft Word and Microsoft Outlook, and you are a client of Speakeasy Solutions, please [contact us for further steps](#).

Depending on your purchase, support may be complimentary, or charged at our current rates for such. We look forward to assisting you.

