Troubleshooting the Philips SpeechMike & Dragon® Medical Practice Edition

By Alexandria   September 14, 2013

There are a variety of reasons why the Philips SpeechMike (Pro and Premium) handheld microphones cease functioning with Dragon® Medical Practice Edition. It may be tempting to deem that the SpeechMike is defective, however, more often than not, the issue is one of software or drivers.

Following is a troubleshooting and support guide to determine the actual cause (and resolution) of the Philips SpeechMike's malfunction.

Restart the Computer

For most computer problems, a simple restart of the computer alleviates symptoms. Do not log off and logon — either restart the computer, or shut down the computer and then start it up again.

## Confirm You Are Running the Latest Software for the SpeechMike

Open the Philips SpeechMike Device Control Centre Software. Click the **Application menu> About**, and note the software version.
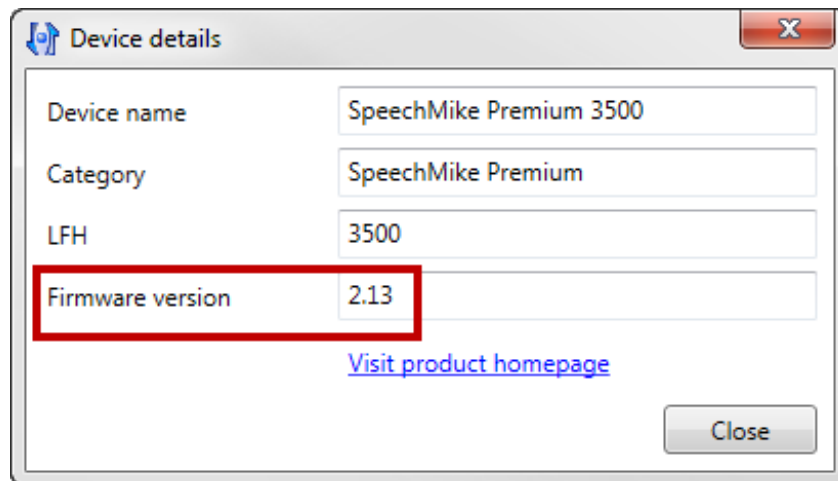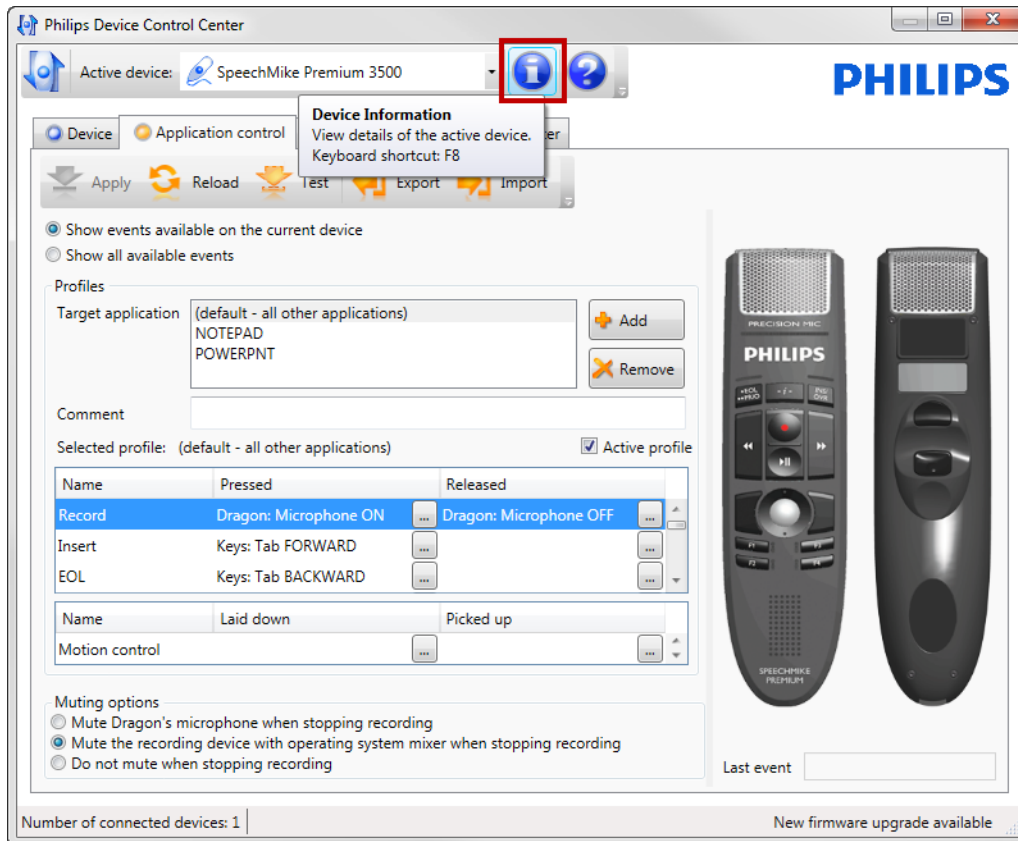
Review this blog post with regards to Upgrading the Philips SpeechMike Device Control Centre Software.

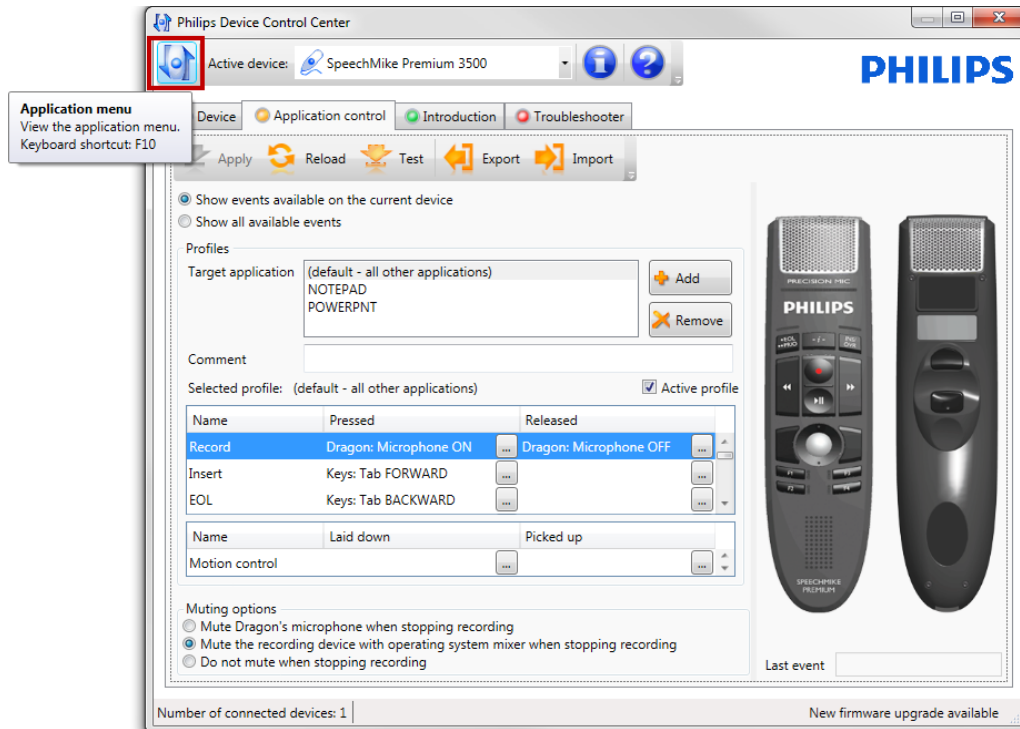# Confirm You Are Running the Latest Firmware for the SpeechMike

Open the Philips SpeechMike Device Control Centre Software. Click the **Device Information**, and note the firmware version.
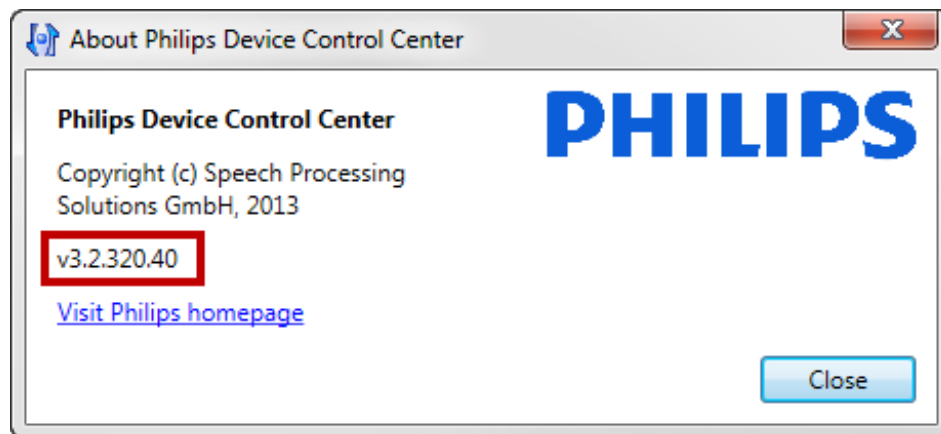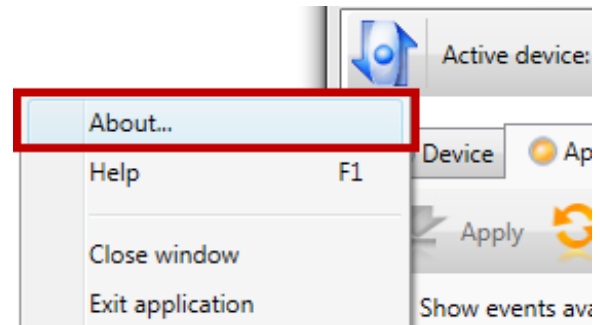
Review this blog post with regards to Updating the Philips SpeechMike Firmware.

USB Detection Problems

In some cases USB devices cease functioning in the Windows operating systems. The Windows registry entries where the USB connection details are stored become corrupted.

Resolution 1

Disconnect the SpeechMike from the USB port, restart your computer, and reconnect it to a different USB port.

Resolution 2

If Resolution 1 does not work, use the freeware tool USBDeview by Nirsoft.

With this tool you can uninstall and remove USB devices of Philips Speech Processing from supported Microsoft Windows operating systems.

The tool can be downloaded from following links:

- For 32bit Windows: http://www.nirsoft.net/utils/usbdeview.zip
- For 64bit Windows: http://www.nirsoft.net/utils/usbdeview-x64.zip

Neither Speakeasy Solutions Inc. nor Speech Processing Solutions take any responsibility for using this tool. Use at your own discretion.

USB 3.0 Port Driver Issues

In some cases, if the SpeechMike is plugged into a USB 3.0 port the communication of the PC with the SpeechMike is corrupted by the operating system USB drivers.

Resolution 1

Determine whether there are new USB Chipset drivers for the used operating system on the homepage of the USB chipset manufacturer or the motherboard manufacturer of your PC. You may need to contact your IT support for assistance.

Resolution 2

Use an external USB hub to which you connect the SpeechMike.

Resolution 3

Connect the SpeechMike to a USB 2.0 port.

Dragon® Medical Practice Edition Problems

Is the SpeechMike Itself Functioning?

Is the SpeechMike trackball is working? Unless you have disabled the trackball functionality within the SpeechMike Device Control Centre Software, moving the trackball should move your computer's mouse cursor.

If the SpeechMike trackball does not react, please check whether the SpeechMike USB cable is connected correctly. If this is the case, please reconnect your SpeechMike to the PC.

If the SpeechMike trackball does not react despite being connected, then you have a nonfunctioning unit. Please contact Speakeasy Solutions.

Are the Button Events Routed through the Speech Control Application?

Open the SpeechMike Device Control Centre Software, and click the **Application control** tab. On the SpeechMike itself, click on the **record** button.

If the corresponding button of the SpeechMike graphic in the software is highlighted in yellow, then the button events are being routed through the Speech Control application.
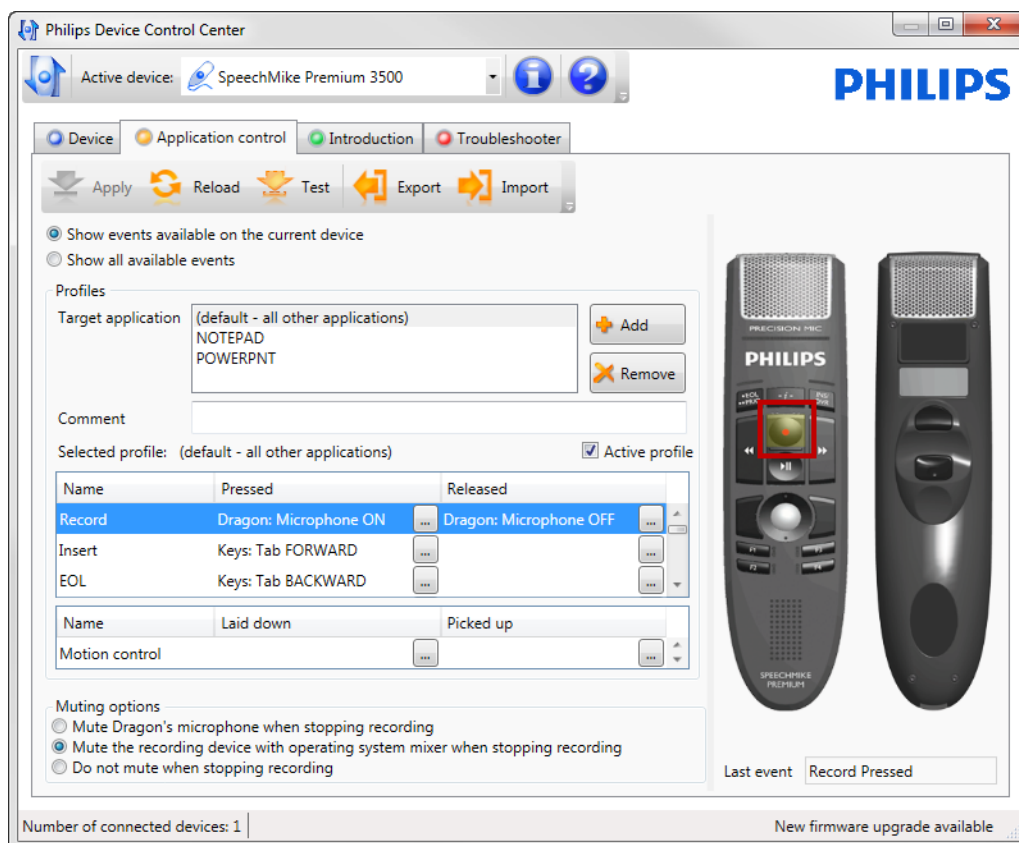
If the software does not respond, then you may have a nonfunctioning unit. Please contact Speakeasy Solutions.

Is Dragon's Microphone Nonreactive to the SpeechMike?

Click the DragonBar's microphone icon (with your mouse) to toggle the microphone.
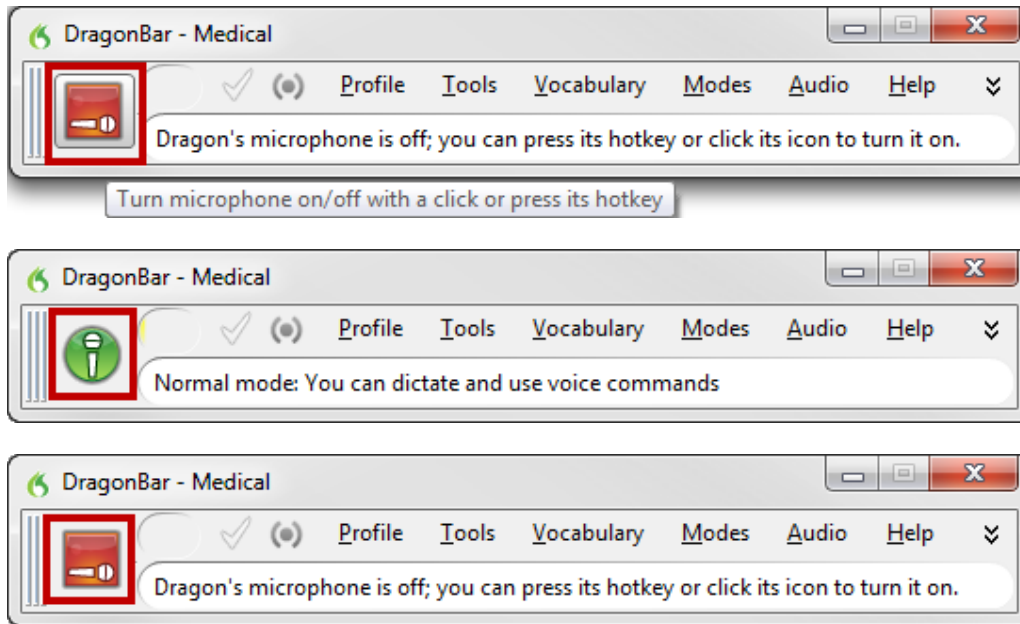

Then try turning the microphone on again from the SpeechMike.

By doing this you can sometimes get Dragon out of an infinitive loop, where no further command by the SpeechMike is accepted.

Change the Microphone Mute Option

The SpeechMike Device Control Centre Software has 3 built in microphone mute options. These microphone mute options may help to either improve the responsiveness of Dragon or to the increase stability of the interface between the SpeechMike and Dragon.

Open the SpeechMike Device Control Centre Software, and click the Application control tab.
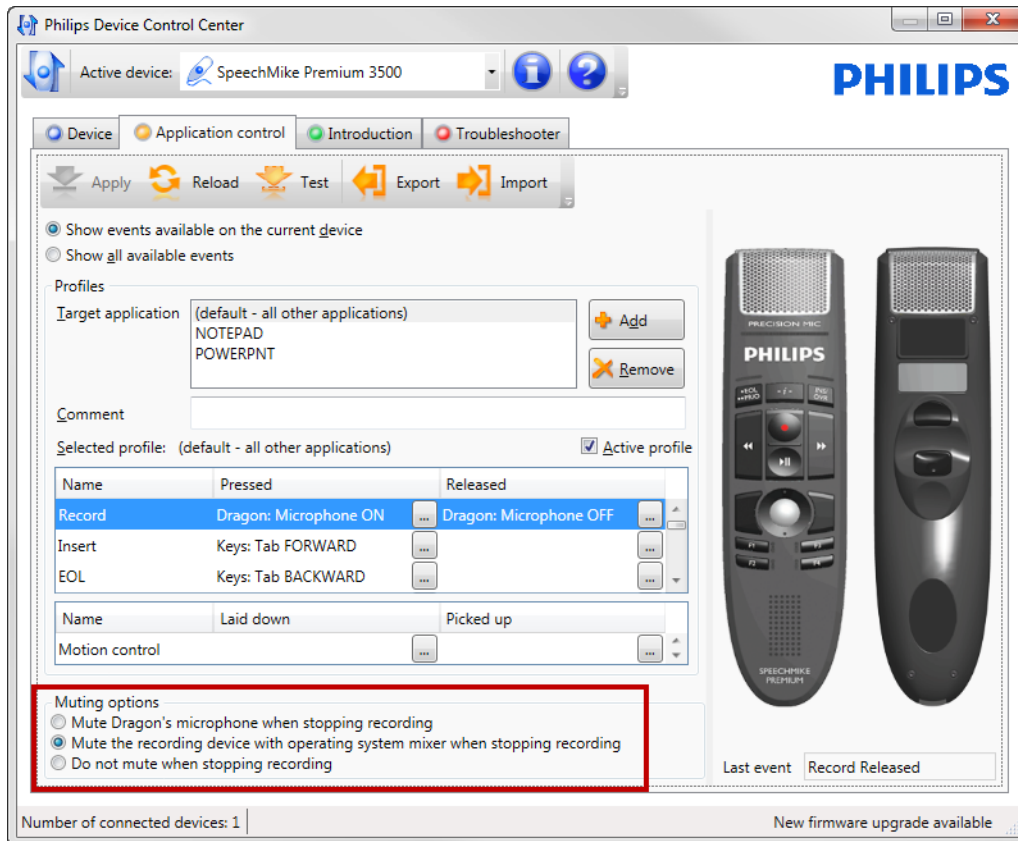
With the **topmost setting (Mute Dragon's microphone when stopping recording)**, Dragon immediately reacts to SpeechMike button events. The disadvantage is that sometimes the last utterance of a spoken phrase is swallowed by Dragon because of an unexpected interruption of the recognition process.

With the **middle option (Mute the recording device with operating system mixer when stopping recording)**, the Speech Control mutes the microphone input level with the Windows mixer, while Dragon is still recognizing the last utterance. This option may not react with the same agility as the topmost setting.

With the **lowermost setting (Do not mute when stopping recording)**, the Speech Control does not immediately send the SpeechMike button commands to Dragon. Dragon continues recognizing until the last utterance of sound is recognized and written to the text area. Only when Dragon has finished recognition, the Speech Control would send the button commands to Dragon. With this setting, Dragon might not react as instantly as with the other 2 microphone mute options.

When changing the muting options, don't forget to Apply (click **Apply**) the changes to the SpeechMike.

Check the Installed Direct X Version on the PC

Ensure that you have the latest operating system patches. Check for Windows updates on your PC. Apply updates if needed. The latest updates will include the latest Direct X drivers.