Nuance Management Server administrator guide

For:

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Dragon® Professional
Group

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Contents

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We strongly urge current owners of Nuance products that include optional system password features to verify that these features are enabled! You can call our support line if you need assistance in setting up passwords correctly or in verifying your existing security settings.

Chapter 1: Introducing the Nuance Management Server

Dragon Group Overview

Dragon Group with Nuance Management Server in the Cloud introduces a client-server architecture to Dragon Group. You install the Dragon Client on each user's machine, and then administer the Dragon Group from a centralized server that Nuance hosts. The Nuance Management Server in the Cloud allows you to administer all of your Dragon clients at once.

Network setup is straightforward and efficient when you use the *NMS Server* to apply consistent settings to many workstations running *Dragon Client* throughout the facility, changing multiple settings on the *NMS Server* with the click of a mouse on its *Nuance Management Console*.

You can take cross-network action on *Dragon* clients from a central *NMS Server*:

- Create multiple sites where *Dragon Clients* are installed and assign the same backup location, roaming user profile storage location, and amount of archive storage/playback space to all users on one site in a single stroke.
- Grant, revoke, and manage all dictating users and administrators (**NMS Administrator**) licenses, including viewing the number/type of licenses used/still available.
- Create groups of users and then assign entire groups to one or more sites, all at one time.
- Search through groups of users for those associated with a particular site.
- View/access *Dragon* logs on every *Dragon Client* workstation.
- Audit session events across the entire network (who logged on when and other related events) for a particular slice of time or particular user.
- Display a complete list of all downloaded updates and approve or not approve installation of them—all from a single window.
- Create user accounts for users, then use simple software tools provided to quickly upgrade old user profiles, then associate upgraded profiles with new user accounts
- Choose to upload speech data to Nuance's Research department for particular users or all users in your organization.

These features help you to readily manage a network of *Dragon Clients*.

Dragon Group components

Dragon Group is made up of software modules that include clients, servers, databases, user profile directories, and web services that integrate with one another. The modules are in these groups:

- *Nuance Management Server* components
- *Dragon Clients*
- roaming user profiles directory (on any server of the network or on its own machine)

Nuance Management Server components

The *Nuance Management Server (NMS Server)* components are:

- **Nuance Management Server (NMS)** — Main Web service that drives Dragon Group and helps it interact with external clients and servers by carrying out several vital tasks involving allowing user access, determining settings on servers and clients, and storing information about user preferences and transcription formatting.
  The *NMS Server* also stores user identification and related administrative information centrally, keeping user profiles available at any site the user travels ("roams") to within the organization and its affiliate facilities, whether the machines are located in different offices of the same site or at other sites in distant cities. If you have Dragon Group with NMS in the Cloud, your NMS server is hosted by Nuance.
- **Nuance Management Console** — An interface to the *Nuance Management Server* for managing set up of all *Dragon Clients* on the network.
- **Dragon Client** — Receives and interprets user or healthcare user dictation, producing text corresponding to each user's speech. The *Dragon Client* sends the text into a target application and also preserves text and audio in the speech profiles.

Roaming user profile directory

- **Roaming user profile Directory** — Central storage area for roaming user profiles for dictating . A single central storage location applies to a particular site in Dragon Group. A roaming user profile contains the accumulated speech information for a particular user from all the Dragon Client workstations where that person has dictated, enveloping the language the user speaks, the accent (if applicable) used, vocabulary or vocabularies, and microphone and/or dictation recording device. These user profiles are called *roaming user profiles* in other editions of *Dragon Group*, because their existence at a central location allows speakers to "roam" from location to location and work with the same profile. (These profiles are unrelated to Microsoft Windows user profiles.)

Nuance hosted servers

Nuance hosts servers and services at its headquarters that your Dragon Group network interacts with:

- **NuanceLink** — Hosted by Nuance on the Internet. Automatically downloads various updates to the *NMS Server* over the Internet.

Behind the scenes web services on the *NMS Server* help it interact with all of these clients and servers as well as carry out its own processes to manage the entire Dragon Group network.

Who works on the network

Two types of people work on the network:

- **System Administrators** — Manage the entire system through the *Nuance Management Console*.

- **Users or end users** — Dictate using the *Dragon Client*.

Stand Alone Mode

You can also run Dragon Group in stand alone mode.

Stand alone mode functions like previous versions of Dragon Group, where Dragon is not connected to the Nuance Management Server, and you install and administer Dragon on the same machine.

If you run Dragon in stand alone mode rather than connected to the NMS, you will see the following differences:

• Sharing of words, commands, and command sets is not available through the NMS. The Administrator can use a command-line tool to share these objects between multiple Dragon Group installations. For more information, see *Appendix: Managing Custom Words and Commands in Stand Alone Mode* on page 1.

• The Administrative Settings - Roaming tab is available.

• The Administrative Settings - Miscellaneous tab is available.

• The Connection Center is not available.

• The Enable NMS option on the NMS Settings tab is disabled.

Enabling Administration with the Nuance Management Server

When you install the Dragon Client, it is in stand alone mode. To switch to using the NMS as your administrative server, take the following steps on the Dragon Client:

1. Navigate to **Tools** > **Administrative Settings:**
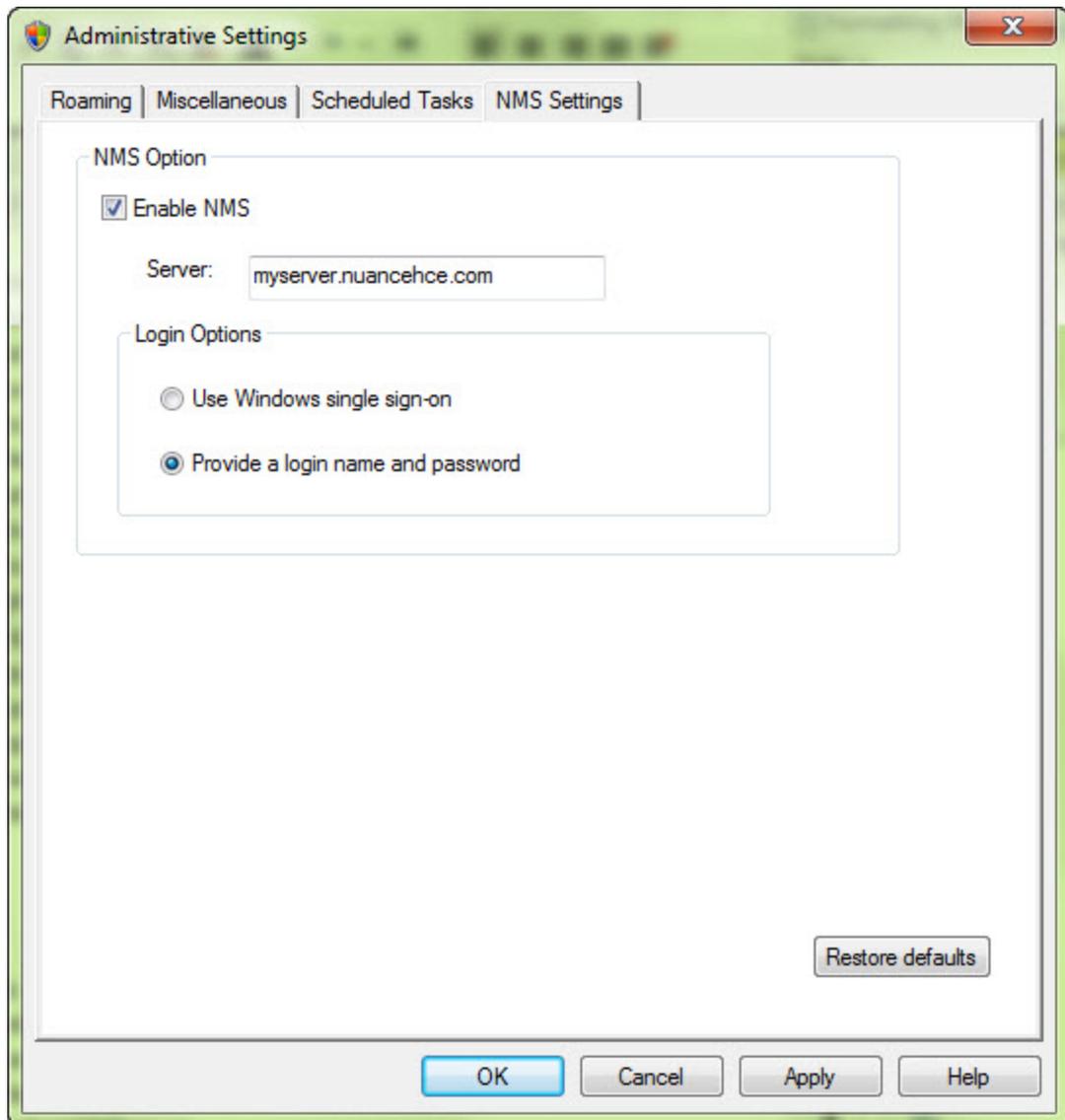
2. Click the **NMS Settings** tab.
3. In the **NMS Options** section, click the **Enable NMS** checkbox.
4. In the **Server** field, enter the address of the NMS server.
5. In the **Login Options** section, select one of the radio buttons. Your administrator will tell you which selection is appropriate for your site.
6. Click **OK** to save your changes.

User Groups Worksheet

Before you begin to enter specifics into the *Nuance Management Console*, you need to gather required information delineated below. Having these lists available in advance saves time and provides a framework you can use to develop the configuration that works best for your facility.

- Names of all people who will administer the system.
- Names of all users that will dictate using the Dragon Group client.
- Groupings of users based on the client settings and options they will use.
- Names of all locations within your organization where the system is deployed; a site in Dragon Group is one or more locations all storing roaming user profiles in the same directory folder.
- Names/IP addresses of all the computers that will run the Dragon Group client.
- Names of computers and full UNC paths to all locations where you expect to store the roaming user profiles for users.
- Names of computers and full paths to backup locations.

Recommendations

Nuance recommends that you plan the naming of the components of your organization and the structure of your groups before you begin to configure *Dragon Group* .

- Site names should reflect the set of roaming or non-roaming user profiles for users associated with the site. For example, if you divide your user profiles by location, you could use that location in the name of the site, as it is more helpful than using **Site 1**, **Site 2**, and so on.
- Group names should reflect the user accounts that are members of each group. However, if you have more than one group of a specific type, you should distinguish the groups by adding the group location to the group name; for example, **Writers-Longwood**, **Writers-Northwest**.

For your convenience we have included a User Groups Worksheet at the end of this section to help you analyze the needs of the groups in your organization. See *User Groups Worksheet* on page 4

Configuring your organization

As part of the initial configuration, Nuance provides the following default components:

- Organization
- Site
- **NMC Administration** Group
- **NMC Administrator** User Account

You will rename these components to meet the needs of your organization.

Prerequisites:

- **Encrypted license key:** Nuance adds this key to the Nuance Management Server.

- **Default login credentials:** Use the following information to log in to the *Nuance Management Console*:

  User Login: The unique user ID for your organization. Nuance sends the ID to your contact person.

  Password: The unique password for your organization. Nuance sends the password to your contact person.

To configure your organization

1. Log in to the *Nuance Management Console* using the credentials sent to you by Nuance.

   See *Accessing NMS Server: Logging in through the Nuance Management Console* on page 9.

2. Rename the default site.

   See *Viewing, modifying, and deleting sites* on page 31.

3. Rename the default administrator group.

   See *Viewing, modifying, and deleting groups* on page 47

Steps to configuring other objects in your organization

When you have finished the steps above, you are ready to create and configure user accounts, groups, and, if necessary, sites required by your facility. The list below summarizes the configuration process and the references give you access to more detailed information on each step.

1. Create and configure sites (see *Configuring a site in your facility* on page 28).
2. Create groups for individuals who will either administer the *NMS Server* or use *Dragon Group* for dictation (see *Understanding groups* on page 35).
3. Create user accounts that assign each user or server administrator in the *Dragon Group* system a user name and password (see *Creating user accounts* on page 50).
4. Install *Dragon Group* clients on local and remote workstations of your organization. For details, refer to the Configuration and Client Installation Guide.

Notes:

- In most organizations, user accounts should only be added to more than one group if the same user will both dictate with *Dragon Group* and administer the *NMS Server*.

- If a user account belongs to two groups, the settings for the group listed first under *Group Memberships* supersede the settings for the other groups the user or administrator belongs to. Likewise, if a group belongs to more than one site, the settings for the site listed first for that group supersede the settings for other sites. For more information on relationships between settings for sites, groups, and user accounts, see *Understanding groups* on page 35.

Type of setting or option	Action controlled by setting or option	Group using same setting or option:		
		Group 1	Group 2	Group 3
Vocabulary	Default vocabulary			
Administrative settings	Create BM-IV profiles by default			
Types of commands	Mouse motion and speed			
	Enable HTML support			
	Enable commands in HTML (web page) windows			
	Enable automatically select first field			
	Dictate "Click" to select hyperlinks			
	Recognition mode switching			
	Web search			
	Desktop search			
	Email/calendar			
	Cut shortcuts			
	Delete shortcuts			
	Copy shortcuts			
	Left variable delimiter			
	Right variable delimiter			
	Enable Natural language commands – Word			
	Enable Natural language commands – Excel			
	Enable Natural language commands – PowerPoint			
	Enable Natural language commands – Word Perfect			
	Enable Facebook post commands			
	Enable Twitter post commands			
Auto-Formatting	Abbreviate common English units			

Type of setting or option	Action controlled by setting or option	Group using same setting or option:		
		Group 1	Group 2	Group 3
	of measure			
	Abbreviate titles			
	Allow pauses in formatted phrases			
	Automatically add commas and periods			
	Caps Lock key overrides capitalization commands			
	Expand common English contractions			
	Format ISO currency codes			
	Format other numbers			
	Format phone numbers			
	Format prices			
	Format street addresses			
	Format times			
	Format web and e-mail addresses			
	Insert two spaces after period			
	"million" instead of ".000.000"			
	Format US Social Security Numbers			
	Format UK and Canadian postcodes			
	Date format			
	Numbers, if greater than or equal to			

Prerequisites for the Nuance Management Console

The Nuance Management Console (NMC) is a web-browser based application that is part of the overall Nuance Management Server (NMS) system. The NMC supports many functions for Nuance applications.

On the computer that will access the Nuance Management Console, make sure the following items are installed:

- Microsoft .NET framework. See *System Requirements for Dragon Clients* on page 1 for supported versions.

- Full trust privileges.

- Intranet or Trusted Web Site.

- Internet Explorer See *System Requirements for Dragon Clients* on page 1 for supported versions.

Adding the Nuance Management Console URL as a trusted site

1. In Internet explorer, Select **Tools** -> **Internet options** -> **Security Tab** -> **Click on Trusted sites icon** -> **Sites**.

2. Enter the Nuance Management Console URL.

3. Click **Add**.

4. Uncheck the checkbox **Require Server verification (https:) for all sites in this zone**.

5. If you see the following security warning, click **Run**.
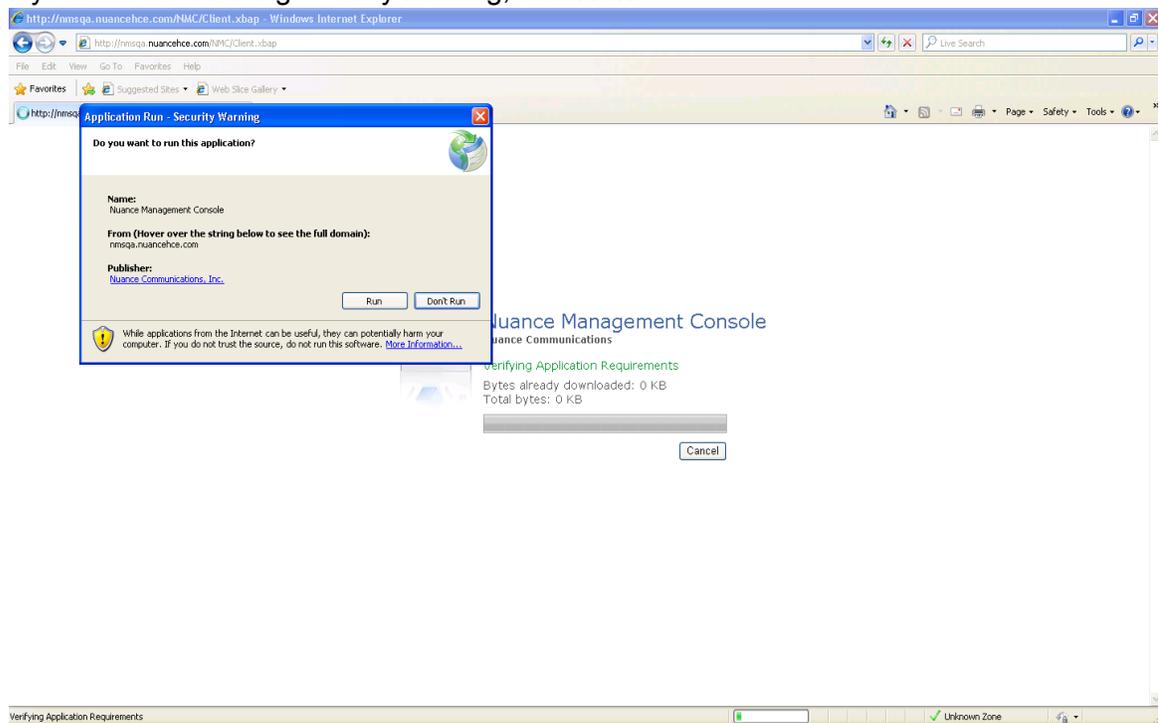
6. When the file downloads are complete, you will see the login screen. Enter your **User Login** and **Password** and click **Log in**.

Accessing NMS Server: Logging in through the Nuance Management Console

1. Open a browser window in Internet Explorer. See *System Requirements for* on page 1 for the supported version.

2. In the URL field of the browser, enter the URL of the Nuance Management Console. You should have received this URL in your welcome letter from Nuance.

3. When the Nuance Management Console log on box appears, enter the user name and password you received from Nuance.

4. Click **Log in**. (You should change the password before you exit the *Nuance Management Console*.

5. The **Home** page appears.

   This page displays links to the various features of the server:

6. From here, you can view:

   - **User Accounts**—Each person who needs to use the *NMS Server* (**NMC Administrators**) or to use a *Dragon Group Client* (users that dictate) requires a user account with a user name and password to gain access. People who are **NMC Administrator** users interface with the *Nuance Management Console* only to manage the system and people that are users access only *Dragon Group Clients* to dictate. As an **NMC Administrator**, you can add a user account, search for a particular user account, and/or change a user's user account information and/or settings, and delete a user account.

   - **Groups**—You can assign users to logical groups that identify either the specialty, locale, or another unifying characteristic of the group members, but you usually group members together who are using the same *Dragon Group* settings and options, including formatting options for the results of dictation. Users in a group should also store their user profiles in the same location. Once users are in groups, you can change the user settings for all members of the group at once. Once you assign the same settings to all group members, you can later modify those settings for a single user in the group. You also use groups to assign levels of Nuance Management Console administrator access.

   - **Licensing**—You can view the number of **NMC Administrator** and **Dragon Professional** licenses that your organization has purchased from Nuance, how many are assigned, and how many are still available. In addition, you can grant and revoke those licenses.

   - **Utilities**—Administrators can view and send messages to users, as required. Messages provide notifications about when words or command sets are updated in the NMC.

8. Before you proceed, if you are not planning to configure the *NMS Server* in Active Directory, you should change the password of the initial login account Nuance provides. To change the password, refer to *Change the NMC Administrator password* on page 10 and then return here.

9. To access and add to your organization information, proceed to *Accessing and adding to your organization data* on page 11.

Note:

A user who is affiliated with multiple organizations will find that each organization has a distinct organization ID. In addition, each organization can assign that user a different user name and password.

Change the NMC Administrator password

Any time after you first log on to the *Nuance Management Console*, you can configure global settings for the entire Dragon Group network. Those global settings include:

- Initial log/password
- Number of SQL trace lines to display (limit the number to avoid them scrolling off the screen)
- FTP path on the data collection server

To change these settings, you take these steps:

Caution:

If you are planning work in the Active Directory Services interface, do not change the password of the account Nuance supplies for initial login until after you have configured Active Directory.
For more information, see *Setting up the Nuance Management Server to run Active Directory Services* on page 13.

1. In the upper left of the screen, click on the circle icon with the NMC logo .
   - **Change password**, with a person symbol
   - **Upload NMC Log File**, with a wrench symbol above it
   - **Log out**, with a back arrow above it

2. Select **Change password** and the **Change Password** dialog box opens. After you have logged in for the first time, this dialog box is where you change the password of the **NMC Administrator** account that Nuance provides for initial login. In the **User name** text box, you can change the name of the user ID that Nuance sent you. Enter your old password, then the new password. Then confirm the new password in the**Confirm password** text box and click **OK**).

Accessing and adding to your organization data

Once you have accessed the *Nuance Management Console*, you are in the **Home** tab. From here you can view your organization information and enter details about your organization by taking several steps.

Notes:

- Enhancements help you find and manage items and data in an organization. For details, see Finding and managing organization data.
- Many organization level options are now located on the **Organizations Details** screen on the **Products** tab. For details, see Configure product settings for an organization.
- Typical enterprises have only one Nuance organization GUID, a single string of numbers and letters that Nuance assigns to you as a customer. That identifier is for your entire organization.

1. Under **Sites**, click **Organization Overview**. The Nuance Management Console displays the **Manage Organization** screen which contains:

   - In the **Organization** text box the **Default** organization name.
   - A list of the organization's **Sites**. Initially, you see the **Default** site. You later change this site's name to match one of your sites and create additional sites as well.
   - To view a group, expand a site.
   - To view the users that belong to a group, select the group. Users are displayed on the right side of the screen.

More About Nuance Supplied Groups and Licenses

   - The **NMC Administration** group includes two initial user accounts, one the account you used to log in for the first time.
   - **NMC Administrator** licenses, the type of licenses required to set up the network in the *NMS Server* through the *Nuance Management Console*.
   - To view or modify the organization's information, click the **Details** icon in the **Sites** > **Organizations** ribbon.
   - Organization Details—General tab

The following fields are configured by Nuance Order Management. You can configure the fields. However, that action should not be necessary.

   - **Organization name**: This is the customer ID that Nuance created when it created your organization. You cannot edit this field.
   - **Contact name**: Enter the name of the person Nuance should contact to interface with your organization.
   - **Email**: Enter the email address of the person in your organization that Nuance should send email to.
   - **Organization ID**: You see the organization identifier that Nuance assigned to you. You can always find this identifier here.
   - **Date Created**: The date the organization was created.
   - **Disable authentication for all users**: Use this option to disable an Organization without deleting it. Users in that organization cannot login to the Dragon Client if the option is enabled.

Organization Details—Address tab

   - **Street 1, 2, and 3**: Enter the address of your organization's headquarters. Individual sites of the organization show the address of its other particular facilities.
   - **City, State, Zip, Country**: Fill in the **City**, the **State** (to the right of the **City** field), the **Zip** code (below the **City** field), and the **Country** of your organization's headquarters. Individual sites of the organization show the address of its other facilities.

Organization Details—Products tab

   - Use the settings on this page to set organization level options for your products.

     For Dragon Group, the **Organization Details** > **Products** tab contains a section called **Dragon NaturallySpeaking**. This section contains the following setting:

Upload user data to Nuance for research purposes: Click/select this check box to upload data from your dictation and user profiles to Nuance so that the company can improve future versions of the product and further enhance speech recognition technology. The data transferred is encrypted.

Statistics Interval (min): Use this option to control the frequency that the Dragon client pushes usage statistics to the NMS server. By default, the frequency is set to 10 minutes.

Max Text Graphics Size (kb): Use this option to set the maximum size for a Text and Graphics/auto-text command to synchronize with the NMS server. The default size is 4 MB. If the command exceeds the maximum size, the NMS server does not synchronize the command. Instead, the NMS server marks the command as 'deleted'.

For more information, see Configure product settings for an organization.

Organization Details—Organization Tokens tab

- Use the settings on this page to create a token for an organization. For more details, see Creating Organization Tokens.

Organization Details—Domains tab

- Use the settings on this page to add an Active Directory connection string. For more details, see Set the Active Directory Connection String.

Setting up the Nuance Management Server to run Active Directory Services

You can use Active Directory Services to manage your Dragon Group network. Ideally, you should decide to use Active Directory Services before you install the Dragon Group network because enabling Active Directory Services requires that you perform specific steps during the installation process. However, you can enable Active Directory Services before or after you have installed the Dragon Group network.

Enabling Active Directory Services

1. Creating NMC Administrator Account in NMS Server for Active Directory Administrator:

   - Install the Nuance Certificates on any workstation where you want to log in through the *Nuance Management Console*. (Refer to the *Nuance Management Console Help*.)
   - Log in to *NMS Server* using the admin login Nuance provides.
   - Prepare to create user accounts by changing the name of the organization/site Nuance provides to match your organization and site.
   - Create an **NMC Administrator** user account for the Active Directory administrator. See Create a user account.
   - If you would like, create all other user accounts now; or you can create user accounts later.
   - **Create Single Sign-On User Accounts:** If you want to set up to log in only once, you can set up Active Directory Single Sign-On user accounts (they are optional); see *Creating Active Directory Single Sign-On user accounts* on page 14. You need to

create these accounts before you can associate a user account with an already exist-ing upgraded roaming user profile.

2. Set the [Active Directory connection string](#).

3. Continue to configure the NMS Server as Active Directory Administrator

- Follow instructions in the Nuance Management Console Help.

Creating Active Directory Single Sign-On user accounts

Dragon Group supports Active Directory Single Sign-On, which allows users to log in using their Windows credentials.

The following sections describe how to configure Active Directory Single Sign-On accounts.

Note: For the most current information on how to configure Single Sign-On accounts, see the https://isupport.nuance.com website.

Implementing Active Directory Single Sign-On

When you implement Active Directory Single Sign-On, you set up to automatically log in when they have logged in to Windows. In this type of setup, avoid having to enter their login and password multiple times.

Steps

■ You must configure the *NMS Server* to use Windows Active Directory Services. For more information see *Setting up the Nuance Management Server to run Active Directory Services* on page 13.

2. You must set up Windows Domain user names and user account login names that are identical. For more information, see [To configure Active Directory Single Sign-On](#).

If the login credentials for an existing user account do not match the user's Windows login, you must delete the user account and create a new one. Make sure the login credentials for the new account match the user's Windows login credentials.

To configure Active Directory Single Sign-On

1. During the process of creating user accounts in the *NMS Server*, be sure to assign a login name that matches the user name of the provider's Windows Domain login name.

   In the **Login** field, enter the user name of the provider's Windows Domain login name. The logins for Dragon Group and Windows must be identical.

   For example, if a provider's Windows Domain login name is one of the following:

   - "Domain\John_Doe"

   - "John_Doe@domain.example.com"

You enter "John_Doe" in the **Login** field.

For Dragon Group, for each Dragon client, perform the steps in Enabling Dragon client computers for Active Directory Single Sign-On.

Enabling Dragon client computers for Active Directory Single Sign-On

To enable the Active Directory Single Sign-on feature for Dragon users, perform the following actions on each Dragon client computer.

Enable Active Directory Login in the Dragon Client

Take the following steps on each Dragon Client installation:

1. In the Dragon Bar, go to **Tools** > **Administrative Settings**. The Administrative Settings dialog appears.

2. Click the **NMS Settings** tab:
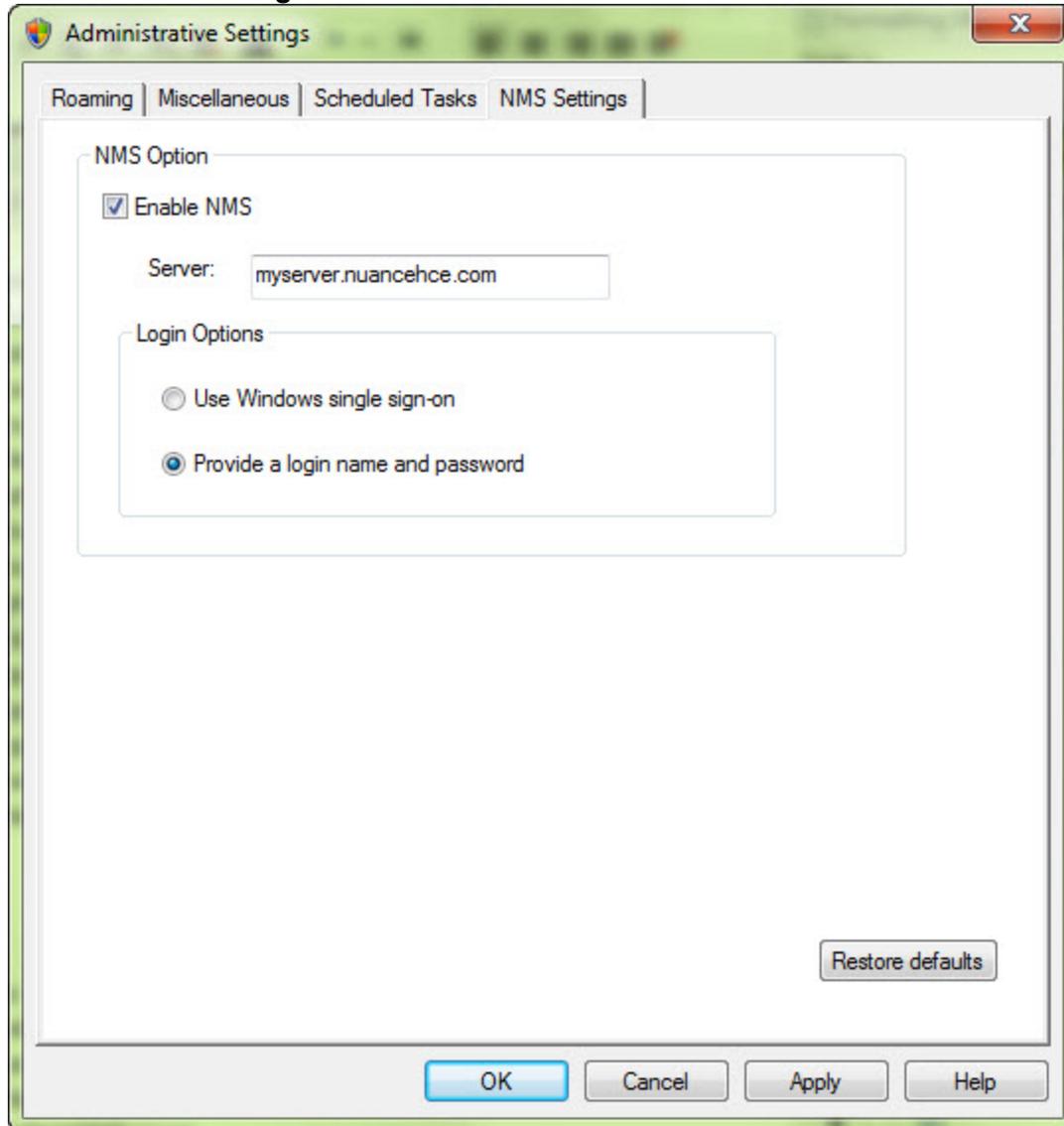
3. Select the **Enable NMS** checkbox if it is not already selected.
4. In the **Server** field, enter the address of the Local Authenticator.
5. In the **Login options** section of the tab, select the **Use Windows single sign on** radio button.
6. Click **OK**.

You can help Nuance improve the future quality of speech recognition by sending speech data from your network to Nuance on a regular basis. No personal information is ever sent to Nuance and participation in data collection is completely voluntary. The data transferred is encrypted.

Turning on data collection for your site

To turn on data collection for your entire site:

1. On the menu bar, click **Organizations** > **Search**.
2. Enter search criteria and click **Search**.

3. To see your organization's information and add details to it, click the **Organization** > **Details** icon in the ribbon.

4. Select the **Products** tab.

5. Expand the **Dragon NaturallySpeaking** section.

6. Select the **Upload user data to Nuance for research purposes** option.

7. Click **Save** to save the change.

Privacy of your data and Nuance data collection

When you implement Data Collection it is for sending recognition data to Nuance to improve the accuracy of this and future products. Nuance works with collected data because our software can learn from experience about the language you, and your fellow professionals, use. We track the vocabulary, syntax, and pronunciation used by professionals in practice, and our experience makes our products more accurate and easier to use for you and others.

Nuance will never pass your recognition data on to anyone else or use it for any other purpose other than as set out in this notice.

Nuance will only collect recognition data (on behalf of your organization), and will collate and combine it with recognition data collected from other health professionals using Data Collection. We will not store the recognition data under your name, the company name, or an individual's name, although the database will contain a search function enabling such terms to be searchable within the database.

Nuance will use the recognition data in accordance with your organization's instructions. We use it to conduct research in order to enhance and improve the accuracy of this and future products.

The only people with access to this data will be our employees, permitted agents, sub-contractors, etc. on a need to know basis, all of whom are bound by obligations of confidentiality to keep the data strictly confidential.

Nuance will transfer the personal data to its Data Collection sites that may be located outside of the EEA. However, Nuance shall ensure that any such transfer is compliant with the EU Data Protection Directive.

Our corporate policies and practices, and our contractual commitments to your organization, require us to take appropriate technical and organizational measures against unauthorized or unlawful processing of any personal data that you have provided to us and against accidental loss or destruction of, or damage to, that personal data.

Chapter 2: Overview of NMS in the cloud

This chapter discusses NMS in the cloud.

Overview of NMS

The Nuance Management Server (NMS) stores data objects on the cloud server in the Nuance data center. These objects include the following profile customizations:

- User account
- Text and Graphics/auto-texts
- Custom words
- Custom Command Sets

Storing objects in NMS in the cloud allows organizations that have more than one Nuance product to share data across multiple Nuance applications. For example, if an administrator at an organization creates an auto-text in the Nuance Management Console, that organization's users can see and use that object with Dragon Group and any application that uses Speech Anywhere Services.

What will be different when you migrate to NMS?

This section describes what you can expect when upgrading to the NMS configuration.

- NMS is hosted in the Nuance Data Center.
- The cloud NMS stores all the Dragon user settings.
- Management - Your administrators access the cloud Nuance Management Console to configure and manage users. This provides the administrators with one place where they can view and manage all product licenses for NMS supported products.
- Shared content (profile sharing) with other Nuance products. Text and Graphics/auto-texts and custom words can be shared between Dragon Group and SpeechAnywhere Services powered third party applications.
- Single and centralized cloud management of products.

- Management of cloud Text and Graphics/auto-texts using the cloud Nuance Management Console.

- User profiles are enhanced with customizations; auto-texts and custom words that are defined at the Site or Group level.

- Importing, exporting, and deletion of user profiles is not available in the cloud NMS. These features are in the Dragon client for Dragon Group .

- An administrator can back up and restore a user account from the **User Accounts** screen.

- In some cases, you may need to install and configure an NMS "Local Authenticator" when Active Directory support is required

- Speech node collections are defined at the organization level.

- NMS download packages are distributed to individual organizations instead of to everyone on the system.

- You can add comments to organization tokens

- The **Organization Tokens** tab and **Credentials** tab are visible to all administrators.

Managing user logins

User logins must be unique. If a user's login is being used by a user in another organization in the cloud NMS, this is a user login conflict that needs to be resolved before the user can be migrated to the cloud NMS. For example, if you are upgrading "Bob" to NMS in the cloud, and user login "Bob" already exists in the cloud NMS, this is a naming conflict. For more details, see Move data from an existing user to the cloud NMS server.

Organizations using Active Directory

If you are using Active Directory to authenticate users, there should be no conflicts when moving to the cloud. The NMS uses a "domain" along with the login which maps to a unique organization.

1. Install and configure the NMS Local Authenticator.

2. Minor configuration of the NMS Local Authenticator is required which basically consists of setting a domain name and the address where non-trusted Active Directory functionality is required. For details, see [Install the Local Authenticator](#).

Organizations using NMS native credentials

If you are using NMS native logins to authenticate users, when you move to the cloud, the NMS native logins may conflict with existing user accounts. For example, if your organization has a user login called "bob" and a user login called "bob" is already in use in the cloud system, you must change the user login before you can move that user account to NMS in the cloud. The Local Authenticator is not required.

The Cloud Migration tool considers a user account on an on-premise NMS and a user account on the cloud NMS to be the same if their user logins are the same and both accounts belong to the same organization.

Authentication

After you upgrade a user account or a Dragon client to Nuance Management Server (NMS) in the cloud, users must log into the system using the Dragon client in connected mode. This action authenticates the user with the NMS and allows them to later use Dragon in disconnected mode.

The user cannot use Dragon in disconnected mode until they first login to Dragon in connected mode.

The following only applies to organizations that are using Active Directory SSO for authentication. NMS native credential users do not require the Local Authenticator.

Since the NMS is no longer on-premise, you must install and configure the "NMS Local Authenticator" to query your Active Directory store and validate user credentials. You install the "NMS Local Authenticator" at your site and configure your Dragon Clients to point to the Local Authenticator. The Local Authenticator tests the user credentials and sends authentication requests to the cloud NMS to retrieve data.

Profile importing, exporting, and deleting

Since the NMS in the cloud does not have access to the profile store, this functionality is no longer available in the Nuance Management Console. Instead, it is available and performed through the Dragon Client.

If an administrative task requires the importing, exporting, or deletion of user profile(s), someone must perform these actions on the Dragon workstations. For details, see the Dragon Help.

Overview of Installing and Configuring NMS in the Cloud

This section provides an overview of how to install and configure Dragon Group with the Nuance Management Server (NMS) in the cloud. For a detailed list of steps and prerequisites, see *Dragon in the Cloud Installation Checklist* in the Configuration and Client Installation Guide.

Overview of Installing and Configuring NMS in the Cloud

You will complete the following steps to install and configure Dragon Group with the Nuance Management Server (NMS) in the cloud:

1. Before You Begin
2. Set Up Your roaming user profile Host Machine
3. Install the Local Authenticator (Optional)
4. Install and Configure Dragon clients

Before You Begin

Before you begin, Nuance will send you a welcome email containing the information that you need to install and configure NMS in the cloud, including:

- The URL for NMS in the cloud.
- Your Organization ID.
- Your administrator user name and password.
- An alphanumeric token that you will need to install the Local Authenticator.

Keep this information on hand; you will need it as you install and configure Dragon Group with NMS in the cloud.

Install the Local Authenticator

If you want to use Active Directory Single Sign On for your authentication, and are using NMS in the cloud, you must install the NMS Local Authenticator.

You install the Local Authenticator on a local server that is accessible to both the cloud NMS and your Dragon Clients. Once a client authenticates with the Local Authenticator, the cloud NMS server is used for all other client requests; using the session the client was granted during authentication.

If you want to use Dragon's native authentication, you do not need to install the Local Authenticator.

For instructions on how to install the Local Authenticator, see the "Installing the Local Authenticator" chapter in the Configuration and Client Installation Guide.

Set Up Your roaming user profile Host Machine

Set up the machine that will host your roaming user profiles. For more information, see *Setting up the roaming user profiles machine* and *Preparing to Install Dragon Group* in the Configuration and Client Installation Guide.

Install and Configure Dragon Group Clients

To install the latest Dragon clients and configure them to use either NMS in the cloud or the Local Authenticator, see 'Initial Installation of the Dragon Client' in the Configuration and Client Installation Guide.

Logging existing and new users into NMS in the cloud

When a user logs into the Dragon client, Dragon queries NMS to get the user login information for the user. Dragon uses the login to find the user profile folder for the user.

In all versions of NMS, user logins must be unique.

NMS introduces changes that make it easier to move users to NMS in the cloud. When you move a user to NMS in the cloud, and the user login already exists in the cloud, that user login will have to be changed as a part of the migration process. To avoid having to rename the user profile folder, NMS provides Dragon with the user profile folder name (instead of the user login). Dragon uses this information to find the profile folder for the user and log them into the system.

For a new user, the NMS generates a folder name using the format login_GUID and returns this to Dragon. Dragon uses this value to create the profile folder for the new user. NMS only appends the GUID to the profile folder name, not to the user profile.

For example, for a new user profile "bob", the NMS generates the folder name: "bob_ 35B5CB9B-922B-47FB-AA20-AE2E515D9802".

"bob' is the name of the profile and is stored in the folder "bob_ 35B5CB9B-922B-47FB-AA20-AE2E515D9802".

When the user logs into Dragon, NMS authenticates the user's credentials and returns a unique name for Dragon to use to create the user's profile location.

After you upgrade a user account or a Dragon client to Nuance Management Server (NMS) in the cloud, users must log into the system using the Dragon client in connected mode. This action authenticates the user with the NMS and allows them to later use Dragon in disconnected mode.

The user cannot use Dragon in disconnected mode until they first login to Dragon in connected mode.

The following only applies to organizations that are using Active Directory SSO for authentication. NMS native credential users do not require the Local Authenticator.

Since the NMS is no longer on-premise, you must install and configure the "NMS Local Authenticator" to query your Active Directory store and validate user credentials. You install the "NMS Local Authenticator" at your site and configure your Dragon Clients to point to the Local Authenticator. The Local Authenticator tests the user credentials and sends authentication requests to the cloud NMS to retrieve data.

Chapter 3: Configuring sites

You can create and configure sites for your organization. Each site represents a location on a server where you store user profiles. Typically, each site corresponds to a physical location in your organization, such as a hospital, clinic, or data center. Often you need only one site for your entire organization. Sites help you define the structure of your *Dragon Group Network*. The options that you choose for a site affect all of the user profiles stored in that location.

Searching for an organization

The **Search Organizations** screen allows you to search for an organization by name, Organization ID, and/or license type.

To view and use the **Search Organizations** screen, you must have the rights to view more than one organization in the Nuance Management Console.

1. In the Nuance Management Console, click **Organizations**.
2. In the **Organizations** area, click **Search**.
3. On the **Search Organizations** screen, one or more of the following fields:
   - **Name**: The name of the organization.
   - **Organization Id**: An identifier that Nuance assigns to you as a customer.
   - **Status**: One of All, Enabled, or Disabled.
   - **License type**: A license type that the organization uses.
4. Click **Search**. The **Search Organizations** screen displays the search results with the following information:
   - **Name**: The name of the organization.
   - **Organization Id**: An identifier that Nuance assigns to you as a customer.
   - **Status**: One of All, Enabled, or Disabled.
   - **Users**: The number of users in the organization.
5. To view and modify sites, groups, and settings for an organization, select the organization and click **Manage** (the bottom right of the screen). Clicking **Manage** makes the selected organization the 'current' organization in the Nuance Management Console. All organization fields in the Nuance Management Console will use the selected organization as the default value.

6. To view details about an organization, select the organization and click **Details**. This action displays the **Organization Details** screen.

Finding and managing organization data

NMS introduces changes to the **Manage Organization** screen to help you manage an organization's data.

When you first open the **Manage Organization** screen, the **Organization** field displays the name of the currently managed organization. You can change the value in this field. Changing the value will change the data that the **Manage Organization** screen displays.

The left side of the **Manage Organization** screen displays a tree-like representation of the current organization:

- The first element in the tree is the current organization.
- The second element in the tree is the sites element. To view the sites in the current organization, expand the sites level.
- The third element in the tree is the groups element. To view the groups in the current organization, expand the groups level.

To view information about users that are part of a site in the organization, or part of a group in the organization, in the tree, select the site or group. The Nuance Management Console displays the following information about the users at that level:

- **First Name**: The first name of the user.
- **Last Name**: The last name of the user.
- **Login Id**: The login name of the user.
- **Licenses**: The licenses that the user has.

Searching for sites, groups, and users in an organization

The tree structure on the left side of the **Manage Organization** screen contains an element called 'Click here to search'. This item is at the same level as the organization element in the tree. Use the 'Click here to search' item to search for sites, groups, and users in an organization.

1. Click the 'Click here to search' item. A search field appears to the right of this item.
2. In the search field, enter search criteria. Search for sites and groups by their name. Search for users by their login name. Search criteria must be at least 3 characters in length.
 i. To search for a site, enter the name of the site.
 ii. To search for a group, enter the name of the group.
 iii. To search for a user, enter the login name of the user.
3. After you enter the search criteria, click **Search**.
4. The **Manage Organization** screen displays the search results under the 'Click here to search' item as follows, where x is the number of matched items for that object:

 - Sites (x)
 - Groups (x)

- Users (x)

5. To view sites, groups, or users that matched the search criteria, under the 'Click here to search' item, expand the Sites, Groups, or Users level.

Note: You can only view the top level search result objects. For example, if a site is found and displayed in the search results, you cannot click on the site to view it's groups.

Using right-click actions to find and manage organization data

In the **Manage Organization** screen, you can use right-click actions to find and manage objects in the organization tree.

Organization level

- To view details about an organization, right-click the organization and select **Details**.
- To set an organization as the default organization, right-click the organization and select **Set as default**.
- To add a site to an organization, right-click the organization and select **Add Site**.
- To add a group to an organization, right-click the organization and select **Add Group**.

Site level

- To view details about a site, right-click the site and select **Details**.
- To add a site to an organization, right-click a site and select **Add**.
- To delete a site, right-click the site and select **Delete**.
- To add a group to an organization, right-click a site and select **Add Group**.

Group level

- To view details about a group, right-click the group and select **Details**.
- To copy a group, right-click a group and select **Copy**.
- To add a group to an organization, right-click a group and select **Add**
- To delete a group, right-click a group and select **Delete**.
- To add a user account to a group, right-click the group and select **Add User Account**.

User level

- To view details about a user, right-click the user and select **Details**.
- To add a user, right-click and select **Add**.
- To delete a user, right-click the user and select **Delete**.
- To create back up copies of one or more user profiles, right-click a user and select **Backup user profiles**.
- To restore one or more use profiles, right-click a user and select **Restore user profiles**.
- To request Dragon logs for a user, right-click the user and select **Request Dragon logs**.
- To view client logs for a user, right-click the user and select **Client Logs**.

Configure product settings for an organization

An administrator sets many product settings at the organization level. On the **Organizations Details** screen, the **Products** tab contains expandable areas that contain settings for different products that use the Nuance Management Server and the Nuance Management Console.

The settings for a product are only visible if the administrator has the "Manage" right for the particular product.

1. In the **Sites** area, click **Organization Overview**.

2. In the **Sites** area, click **Details**.

3. On the **Organizations Details** screen, click **Products**.

4. Set one or more of the following settings.

General

Institution code: The code for the transcription system used by the organization.

Nuance organization GUID: A single string of numbers and letters that Nuance assigns to you as a customer. The identifier is for your entire

organization.

Nuance Management Server

You must have the 'Manage NMS' right to view and modify these settings.

NMC Inactivity timeout in __ minutes: The number of minutes the NMS waits before logging out an inactive administrator.

Configuring a site in your facility

A site represents a location on a server where you store user profiles. It typically corresponds to a physical location in your organization, such as an office or data center. An organization can contain multiple sites. The options that you choose for a site affect all user profiles stored in that location. .

To add a site to an organization

1. In the **Sites** area, click **Add**. The Nuance Management Console displays the **Site** screen.

2. Use the **General** tab to configure or view the following:

   - **Organization**: View the name of the account associated with the site.

   - **NPI**: The National Provider Identifier - a unique number that identifies your organization.

   - **ID**: Enter the unique identification number that you want to associate with the site. This field is required. When you create a site (Click **Add** in the **Sites** area), the Nuance Management Console automatically creates a unique site ID and places it in the **ID** field. The ID is equal to the highest site ID that exists in the organization plus one. You can edit the automatically generated site ID.

- **Name**: Enter the name of the site. This field is required.
- **System Site Id**: The system id for the site.

3. Use the **Address** tab to configure the following:
   - **Street 1**: The first street address for the site.
   - **Street 2**: A second street address for the site.
   - **Street 3**: A third street address for the site.
   - **City**: The City associated with the site.
   - **State**: The state associated with the site.
   - **Zip**: The zip code associated with the site.
   - **Country**: The country associated with the site.

5. Click **Save** to save the settings for this site. When you save the settings, the **Groups** list becomes visible on the **General** tab. It is empty until you add groups as members of the site. See Creating groups.

Setting miscellaneous site settings

1. At the top of the Nuance Management Console, in the **Sites** section, click **Organization Overview**.
2. On the **Manage Organization** screen, in the navigation tree on the left-side of the screen, select a site.
3. In the **Sites** > **Sites** section, click **Details**.
4. Click the **Dragon Professional** tab.
5. Expand the **Miscellaneous** section:

   - **Insert Text & Graphics command using __ :** The default value is Type keys (SHIFT + INSERT). The correct setting depends on the system that the user is dictating into. In most cases the default setting is sufficient.

     This option enables the user to insert Text & Graphics command contents into the dictated document using one of the following:

   - Type keys (Shift + Insert)
   - Hook Paste
   - Simulate Keystrokes
   - Type keys (CTRL+V)
   - Type keys (Ctrl+V) SDK
   - Use Windows Paste Command

   - **Disable automatic switching of dictation source to an available default:** This is deselected by default.

     If you select this option, the user will not automatically be switched to an available default dictation source if the currently configured source is unavailable.

   - **Allow disconnected mode**: For Dragon users that work off the network. Permits users to log on to a Dragon client when the workstation is not connected to the network, such as when the user is working off-site on a laptop, the network is down, or for some reason the roaming user profiles directory (where the Roaming User

Profiles are stored) is unavailable.

If you choose to allow users to dictate in **Disconnected** mode, do not enable the **Remove local cache data after usage** option in the **Data** settings for the site. If you enable both settings, when the user logs out after dictating in **Disconnected** mode, the results of the user's dictation end up being deleted from the local cache and all the work lost.

- **Suppress warning for using multicore speech profiles on single core machines**: Select to suppress the warning that displays if a user profile with a BestMatch-IV or BestMatch-IV model loads on a single-core computer. This option is disabled by default.

Setting site Data storage settings

On the **Dragon Professional** tab, under **Data**, you can configure local and server data storage settings.

| General | Address | Dragon Professional |

▼ Data

┌─Local──────────────────────────────────────
│ ☑ Store correction in archive
│
│ [180   ] (minutes) archive size
│
│ [100   ] MB disk space reserved for playback
│
│ Save recorded dictation with document [Never   ▼]
│
│ Automatically back up user profile every [5   ] saves
│
│ ☐ Don't back up user profile

Store correction in archive

Enabled by default: When you elect this option, *Dragon Group* stores a list of corrections that the optimization uses in a local archive. If you do not select this option before you run the optimization, you may see a message that there is not enough data for the optimization to process. Be sure to select this option whenever you use *Dragon Group* for an extended period of time.

__ (minutes) archive size

Set the **archive size** to control how many minutes of information is stored. The default setting is 180 minutes.

__ MB disk space reserved for playback

Adjusts the amount of disk cache space set aside for any overflow of dictation from a user's computer's memory (RAM). Increase the amount of disk space if you want to save more

dictation data. If you do not want to keep any dictation (to conserve disk space) set the amount to 0 MB. The default is 100 MB.

Save recorded dictation with document __

Use this option to configure Dragon to save dictation files (as Dragon Recorded Audio or .DRA files) when you save a document that includes dictated content. Later, when you re-open the document, Dragon can play back your recorded speech.

This feature works when your dictated content is captured while working in Microsoft Word, Corel WordPerfect, OpenOffice.org Writer, and the DragonPad, as well as most dialog box fields that allow you to endter and edit text.

By default, this option is set to 'Always'. When set to 'Always', Dragon saves all dictation with your documents. When set to ' Ask me', Dragon asks you if you want to save your dictation when you save your document.

When this option is set to 'Always' or 'Ask me' - Dragon saves the .DRA file in the same folder as the document you are dictating, and gives it the same file name, except it will have the .DRA extension.

Note: When using this feature with a new Microsoft Word document, the .DRA file is available for playback immediately, but you won't see it in the folder until after you exit Word.

Please be aware that .DRA files use up to 2.66 MB of disk space per minute of saved dictation. Therefore, we recommend you delete tehm after you have corrected the dictation.

Automatically back up user profile every __ saves

Use this option to configure how often Dragon backs up your User Profile. By default, Dragon performs a back up every fifth time you save your profile.

Don't back up user profile

Enable this option if you don't want Dragon to ever automatically back up your User Profile. By default, this option is not checked, meaning automatic back-up is turned on.

Create usability log

Instructs the software to create a log of all the menu commands, toolbar buttons, and voice commands that the users use during a *Dragon Group* session. This log can help technical support personnel solve software problems and should only be enabled if they instruct you to enable it. The Dragon client creates the usability log in:
```
C:\Documents and Settings\<username>\Application
Data\Nuance\NaturallySpeaking14\DgnUsability.log
```

Viewing, modifying, and deleting sites

Once you have created and configured a site, you can return to it at any time and perform the tasks below: To refresh the data on the **Organizations** screen, press **Refresh** at the bottom right of the screen.

Note: You must have appropriate **NMC Administrator** security rights to perform these tasks.

Finding and viewing a site

1. Select **Organizations** > **Search**.
2. Search for an organization.
3. Select an organization and click **Manage**.
4. In the left-side panel, select a site.
5. In the **Site** area, click **Details**.
6. The **Site** tab opens and displays all of the settings for the site on the **General** and **Address** tabs.

Deleting a site

In the Nuance Management Console:

1. Remove any groups that are associated with the Site you will delete. See Viewing, modifying, and deleting groups for details.
2. Remove the users that are associated with the groups you deleted. See Viewing, modifying, and deleting user accounts for details.
3. On the menu bar, **Organizations** > **Search**.
4. Search for and select an organization, and click **Manage**.
5. In the left-side panel, select a site.
6. On the ribbon, select **Delete**.
7. On the **Confirm Site Deletion** dialog box, click **Yes**.

Modifying a site

1. Find the site that you want to modify, using the procedure in **Finding and viewing a site** above.

2. You can make changes depending on your security rights, detailed in *Setting Privileges for administrator groups* on page 42.

   Text boxes containing data that you cannot modify are gray to show they are inactive.

3. On the **General** tab, modify the **ID** and the **Name**.

   To add groups to or remove groups from a site , see Creating groups.

4. Use the **Address** tab to configure the following:
   - **Street 1**: The first street address for the site.
   - **Street 2**: A second street address for the site.
   - **Street 3**: A third street address for the site.
   - **City**: The City associated with the site.
   - **State**: The state associated with the site.
   - **Zip**: The zip code associated with the site.
   - **Country**: The country associated with the site.
6. Click **Save** to save the settings for this site. When you save the settings, the **Groups** list becomes visible on the **General** tab. It is empty until you add groups as members of the site. See Creating groups.

Creating Organization Tokens

Complete the following steps to create an organization token:

1. In the Nuance Management Console, go to **Organizations** > **Search**.
2. Search for and select an organization.
3. In the **Organizations** area, click the **Details** icon. The **Organization Details** screen appears.
4. In the **Organization Tokens** tab, click **Add** to generate a new organization token. The **Token** field is pre-filled. Optionally, enter a value in the **Comment** field. Click **Save**.

5. The new token appears in the **Token** table. Copy or make a note of this value; you will need it to configure EHR Single Sign-On.
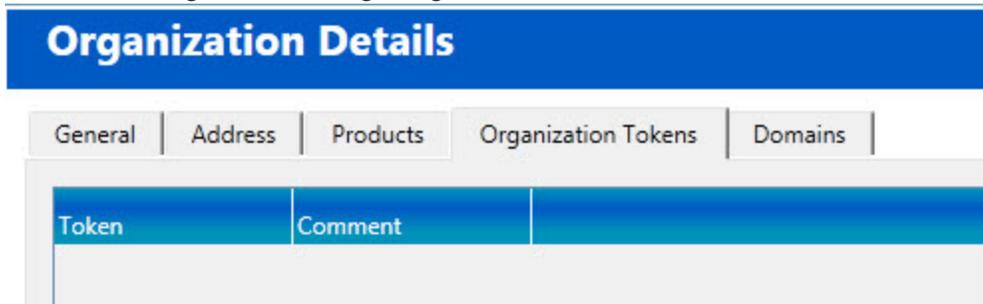
See *Creating Active Directory Single Sign-On user accounts* on page 14 for information on using the tokens to configure EHR Single Sign-On.

Chapter 4: Configuring groups and user accounts

In the *Nuance Management Console* you can create groups of user accounts and associate them with the sites that you have created within your organization. This chapter describes how to set up and work with groups and user accounts, and explains how they work together.

Understanding groups

In the *Nuance Management Console* you can create groups of or administrator and associate them with the sites within your organization. Setting up groups makes it easier for you to manage the settings for large numbers of similar users. For instance, if you have a large group of Dragon Client users , you can change a setting for one member of the group and quickly apply that change to all members of the group, rather than changing that settings for each userone at a time.

You use the **Groups** ribbon to:

- Create (add) and delete a group.
- Search for a group.
- Add a user account to a group.
- Access **Group Details** to configure, edit, copy, and delete a group.

When you first log in to the *Nuance Management Console*, it already contains groups that Nuance provides:

- **NMC Administration**

When you log in to the *NMS Server* for the first time, you used the default **Admin** user account, a member of the **NMC Administration** group.

Generating Types of Groups

All groups that you can create fall into two broad categories:

- **Dragon Professional Author** groups—Users who plan to dictate. Members of this type of group have access to the *Dragon Client* to dictate but do not need access to the *Nuance Management Console* to make changes to the settings configured there.

■ **NMC Administration** groups—Network/system administrators who plan to configure the *NMS Server* and *Dragon Clients* for your sites. Members of this type of group have access to the *Nuance Management Console* to configure particular settings based on the Security Rights you assign them, but do not need access to the *Dragon Client* because they are not dictating. (For more on administrator Security Rights, see *Setting Privileges for administrator groups* on page 42

Depending on the needs of your organization you might want to create more groups, for example, a clinic might choose to create these groups:

■ Two groups with the role of **NMC Administrator**, the first a small group who can change all options in the *Nuance Management Console* and the second a larger group of administrators who can change only group settings.

Your organization can have more than one type of administrator group. For instance, administrator level user groups that Nuance recommends you create:

■ **Super users**—Who can take all types of actions in the *NMS Server*.

■ **License administrators**—Who create and grant/revoke licenses.

■ **Group administrators**—Who help decide on settings in their particular group need.

■ **Help desk**—Who might have only view access to the information in *NMS Server* to help them answer questions that arise.

Determining site or group settings for members of more than one site or group

Users can be members of multiple groups. Groups belong to one specific site. who are in more than one group can, logically, be subject to settings from several groups.

This situation raises the question of which site's or group's settings take precedence over those of the other sites or groups for the individual .

When group settings supersede those of other groups

- If a provider's user account is a member of more than one group, the group that appears first in the **User Account Details > Group Memberships > Selected Groups** list for that user account controls the settings that take effect for that provider. (See the illustration below.)

- You can reorganize the order of the groups in the list to put the correct group at the top.
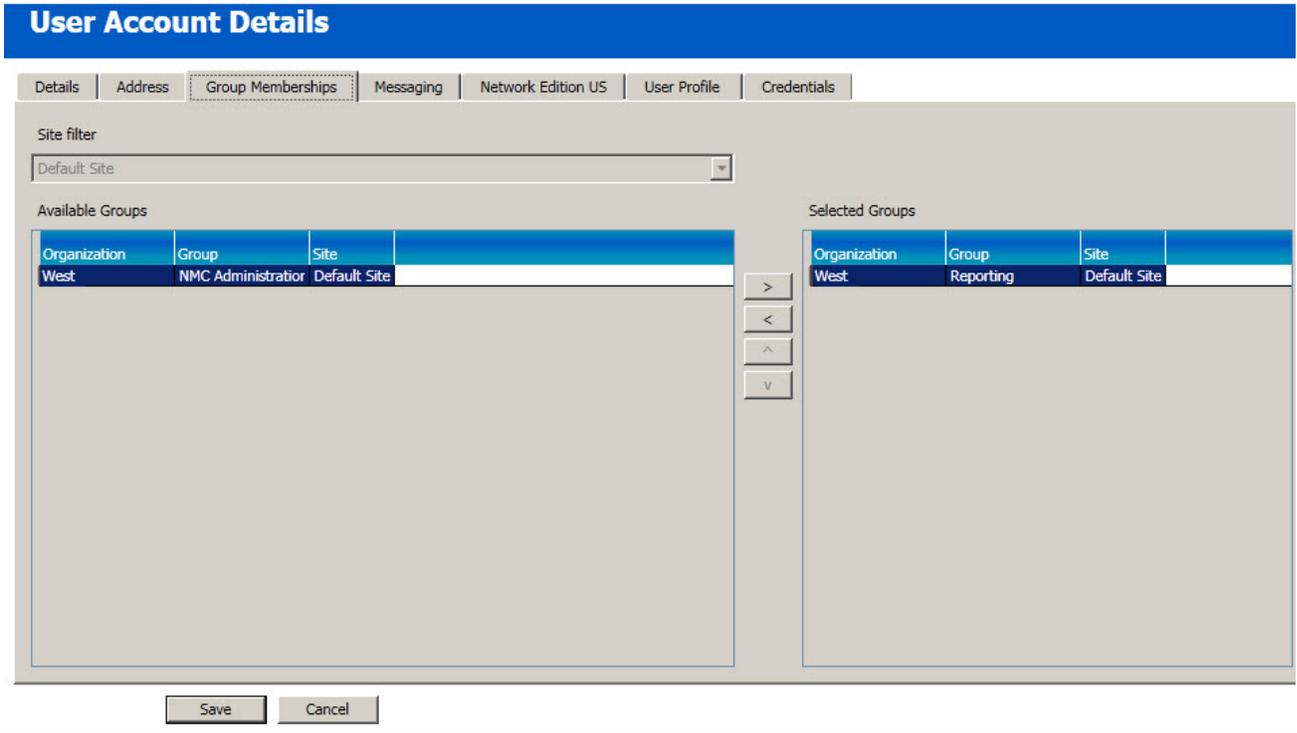
Creating Groups

When you create a group, you configure the identifying information for the group and specify the group type.

Steps for creating a group

To create a group, you configure settings on the following tabs:

Details tab

1. On the menu bar, click **Groups** and then click the **Add** icon on the **Groups** ribbon. The **Add group** dialog opens. The **Base new group on what existing group?** field lists all available groups for the current site.
2. In the **Base new group on what existing group?** field, select a group.
3. Press **OK**.
4. On the **Group Details** page, in the **Details** tab, in the **Group name** field, enter the name you want to assign to the group. The name is required. You must choose a unique name and Nuance recommends that you choose one that is immediately recognizable.

5. In the **Sites** field, associate the group with a site.

6. In the **Role** field, chose a role for the members of the group.

7. In the **Privileges** section, select the privileges for the group.

Grants tab

You can only configure grants for a group if you are using the **NMC Administrator** role. The **Grants** tab is where you view and control what an group members can create, view, edit, or delete. The **Grants** tab is also where you view and control the users, groups, and sites that group members can perform actions on.

The following are some examples of grants:

- **Create Site**: Allow an administrator to create a site in an organization.
- **View Site**: Allow an administrator to view the sites in an organization.
- **Modify Site**: Allow an administrator to modify the sites in an organization.
- **Delete Site**: Allow an administrator to delete the sites in an organization.

To add a grant to a group:

1. In the **Group Details** screen, click the **Grants** tab.

2. Click **Add**.

3. On the **Add Group Grant** screen, in the **Object Type** area, select the object that the grant applies to:

   - **Organization**
   - **Site**
   - **Group**
   - **Global**

4. In the **Grants** area, select one or more grants. To select multiple grants, hold down the Ctrl key and select more than one grant. The grants you can select depend on the object you select in the **Object Type** area.

5. In the **Object** area, select one or more organizations, sites, or groups. Again, the type of object you can select depends on the object you select in the **Object Type** area. For example, if you select "Group" in the **Object Type** area, the **Object** area displays all the groups that you can apply grants to.

6. Click **Add**.

To delete a grant

1. In the **Group Details** screen, click the **Grants** tab.

2. In the **Grants** area, select a grant.

3. In the **Delete** column, click the red x.

Dragon Professional tab

1. Configure the **Administrative settings**:

   - **Disable the use of Advanced scripting commands**:
     Prevents group members from accessing *Dragon Group* 's Advanced scripting tools.

- **Create BM-IV profiles by default (recommended for virtualized environment)**:
  Selecting the Create BM-IV profiles by default (recommended for virtualized environment) option makes all users in a site use BestMatch IV acoustic models when they create a profile.

2. Configure the voice **Commands** that you want to be available to the members of this group. For more information, see *Setting Dragon Group voice command options for user groups* on page 92

3. Configure the **Auto Formatting** settings for the group to select the way that certain words spoken by any member of the group should be formatted. See *Setting Auto-Formatting Dragon Group options* on page 75

Saving a group

After you have finished entering all the information necessary to define the group:

1. Click **Save** to save your settings and complete the configuration of the group.
2. You can later return to the group at any time to modify any settings, change sites the group belongs to, or add and remove user accounts from the group.

Steps for viewing or modifying a group

Details tab

1. In the Nuance Management Console, search for a group.
2. On the **Groups** screen, double-click a group or select a group and click **Details**.
3. On the **Group Details** screen, click the **Details** tab.
4. View or modify the following fields:

   Group name - The name for the group. The name is required and must be a unique name.

   Organization - The name of the organization. Nuance creates this name when it creates your organization.

   Sites - The site that the group is associated with.

   Role - The role for the members of the group.

   Privileges - The privileges that are assigned to an administrator group. For details, see Setting Privileges for groups.

Members tab

On the **Members** tab under **Group Details**, you can:

- Select individual user accounts to make those users members of the group. You can assign users to more than one group.

To add or remove users from a group

If a user is a member of only one group, you cannot delete the user from that group, because a user must belong to at least one group.

1. On the **Group Details** screen, click the **Members** tab.

2. A list of current group members (users) is displayed. The list of available users is constrained to users created manually or users that logged into Dragon and were assigned to the group

3. In the list of **Group members**, click on and highlight a user account, then click the **Add/Remove** button below the list.

4. In the **Group membership** window:
    1. To add someone to a group, in the **Member** column, check the check-box beside their name.
    2. To remove someone from a group, in the **Member** column, un-check the check-box beside their name.

5. Click **Save**.

Security tab

On the **Security** tab under **Group Details**, you can view the permissions that control the actions (create, view, edit, delete) that members of a group can perform on specific objects (sites, groups, and users).

To add a permission to a group

1. On the **Group Details** screen, click the **Security** tab.
2. Click **Add**.
3. In the **Add Group Permission** dialog-box, under **Grants**, select one or more grants. To select multiple grants, press down the **Ctrl** key and select more than one grant.
4. In the **Groups** area, apply the grant(s) to one or more groups.
5. Click **Add**.

Grants tab

You can only configure grants for a group if you are using the **NMC Administrator** role. The **Grants** tab is where you view and control what an group members can create, view, edit, or delete. The **Grants** tab is also where you view and control the users, groups, and sites that group members can perform actions on.

The following are some examples of grants:

- **Create Site**: Allow an administrator to create a site in an organization.
- **View Site**: Allow an administrator to view the sites in an organization.
- **Modify Site**: Allow an administrator to modify the sites in an organization.
- **Delete Site**: Allow an administrator to delete the sites in an organization.

To add a grant to a group:

1. In the **Group Details** screen, click the **Grants** tab.
2. Click **Add**.
3. On the **Add Group Grant** screen, in the **Object Type** area, select the object that the grant applies to:

   - **Organization**
   - **Site**
   - **Group**
   - **Global**

4. In the **Grants** area, select one or more grants. To select multiple grants, hold down the Ctrl key and select more than one grant. The grants you can select depend on the object you select in the **Object Type** area.
5. In the **Object** area, select one or more organizations, sites, or groups. Again, the type of object you can select depends on the object you select in the **Object Type** area. For example, if you select "Group" in the **Object Type** area, the **Object** area displays all

the groups that you can apply grants to.

6. Click **Add**.

1. In the **Group Details** screen, click the **Grants** tab.
2. In the **Grants** area, select a grant.
3. In the **Delete** column, click the red x.

Dragon Professional tab

1. View and configure the **Administrative settings**:

   - **Disable the use of Advanced scripting commands**:
     Prevents group members from accessing *Dragon Group* 's Advanced scripting tools.

   - **Create BM-IV profiles by default (recommended for virtualized environment)**:
     Selecting the Create BM-IV profiles by default (recommended for virtualized environment) option makes all users in a site use BestMatch IV acoustic models when they create a profile.

2. View and configure the voice **Commands** that you want to be available to the members of this group. For more information, see *Setting Dragon Group voice command options for user groups* on page 92

3. View and configure the **Auto Formatting** settings for the group to select the way that certain words spoken by any member of the group should be formatted. This includes general and other settings that you want rendered consistently in documents generated by the group. See *Setting Auto-Formatting Dragon Group options* on page 75

Setting Privileges for administrator groups

Privileges control the rights for a specific product. Privileges determine the UI elements and features that an administrator can view and use in the Nuance Management Console.

Setting privileges for a group

1. 1. In the Nuance Management Console, search for a group.
2. 2. On the **Groups** screen, double-click the group or select the group, and in the **Groups** section, select **Details**.
3. 3. On the **Group Details** screen, in the **Privileges** area, select the privileges for the group.

The following are some of the privileges that an administrator can have:

Privilege	Description
Manage Organizations	View, edit, or delete organizations.
Manage Sites	View, edit, or delete sites.
Manage Groups	View, edit, or delete groups.
Manage Licenses	View, grant, and revoke licenses, and receive notifications when licenses are about to expire.
Send Message	Send messages to a user, administrator, site, or group.
View Trends	View client device usage information, speech recognition metrics, and license usage.
Product Manage NMS	Configure settings for the Nuance Management Server.
Product Manage <Product>	Configure settings for a product. For example, DM Network Edition or Dragon Group.

When you create a group and select the role of **NMC Administrator** for members of the group to give those members access to the *Nuance Management Console*, the **Security Rights** list becomes available.

You now give security rights to the members of the group to further delineate exactly what the group members can do when they access the console.

The group's rights can restrict members to only viewing information created by others, or can extend right to add and delete some types of information but not fir other types, and—at the other end of the spectrum—can cover taking virtually any action in the console.

Group rights determine what an administrator can see and do in the Nuance Management Console. When you log into the NMS, the NMS sends the Nuance Management Console a set of flags that are based on your group rights. These flags determine the actions you can perform and the Nuance Management Console UI elements you can see and interact with. This applies to working with Accounts, groups, and sites. You can now assign Access rules to the members of the group to further delineate exactly what organizations, sites and groups they can access through the console. By default, a group has access to all sites and groups in their organization.

As you plan your network configuration, you need to plan out the group security rights assignments. Before you proceed, decide which security rights to assign to each group, using the security rights options for members of the **NMC Administrator** groups. A subset of those options are shown in the table that follows.

Security Rights	Group members can:
Organization - View organizations	View only the organization where the administrator's own user account was created.
Organization - Able to edit an existing organization	Edit an existing organization.
Organization - Able to delete organizations	Delete an organization.
Organization - Create system	Create a system.
Organization - Modify system	Modify a system.
Organization - Delete system	Delete a system.
Organization - Create domain	Create a domain.
Organization - Modify domain	Modify a domain.
Organization - Delete domain	Delete a domain.
Site - View sites	View the sites that have groups the administrator belongs to as a member.
Site - Able to create new sites	Create new sites for all organizations that the administrator can access.
Site - Able to modify existing sites	Modify sites for any organization that the administrator can access.
Site - Able to delete sites	Delete sites for any organization that the administrator can access.
Group - View groups	View all groups that the administrator has been assigned to as a member.
Group - Able to create new groups	Create new groups in the *NMS Server* organization that the administrator has access to.
Group - Able to edit existing groups	Edit groups that already exist in the *NMS Server* organization that the administrator has access to.
Group - Able to delete groups	Delete groups from the *NMS Server* organization that the administrator has access to.

Security Rights	Group members can:
User Account - View user accounts	View accounts for all users who are in the same groups as the administrator.
User Account - Able to create a new user account	Create a new user account.
User Account - Able to edit an existing user account	Edit an existing user account.
User Account - Able to enroll user accounts in groups	Create group members by placing user accounts in groups.
User Account - Able to delete user accounts	Delete an existing user account.
Licensing - Able to view licenses	View existing licenses.
Licensing - Able to grant licenses	Grant licenses to users.
Licensing - Able to revoke licenses	Revoke licenses from users.
Licensing - Notified when licenses are expiring	Receive notifications when licenses are about to expire.
Dragon - Able to view Profile Optimizer status	(Only for the Dragon Group product) - View *Profile Optimizer Speech Node* status using the **Profile Optimizer Status** utility.
Dragon - Able to view Profile Optimizer task failure.	(Only for the Dragon Group product) - View information about task failures in the **Profile Optimizer Tasks** screen.
Dragon - Able to view Profile Optimizer tasks	(Only for the Dragon Group product) - Access the **Profile Optimizer Tasks** utility.
Dragon - Able to execute ACO/LMO for a user	(Only for the Dragon Group product) - Use the **User Profile Association** utility.
Miscellaneous - Able to view downloaded packages	(Only for the Dragon Group product) - View update packages downloaded from the *NuanceLink* using the **Messages** utility.

Security Rights	Group members can:
Miscellaneous - Able to approve downloaded packages	(Only for the Dragon Group product) - *NMS Server* automatically downloads periodic medication and command updates for *Dragon Medical Client* and sends a message that the package has been downloaded but requires approval to install. Once users with this right approve this package in the **Approval** utility, the *NMS Server* initiates the process of adding the medication or command update to the appropriate language models. The integration and distribution of changes is actually handled by the *Profile Optimizer* and its *Speech Nodes*.

Viewing, modifying, and deleting groups

Once you have created and configured a group you can return to it at any time and perform the tasks below.

Note: You must have the appropriate *NMC Administrator* security rights to perform these tasks.

Finding and viewing a group

1. On the menu bar, click **Groups** and then click the **Search** icon. The **Groups** screen opens, allowing you to search by **Group name**, **Organization**, or **Role**.

2. Enter a group name in the **Group name** field, and/or select an organization or role to search on, then click **Search**.

3. The search results appear on the **Groups** screen.

4. Click on the name of the group that you want to view.

   The **Group Details** window opens and displays all of the settings for the group on various tabs.

Deleting a group

1. On the menu bar, click **Groups** and then click the **Search** icon.

   The **Groups** screen opens. To refresh the data on the **Groups** screen, press **Refresh** at the bottom right of the screen.

2. Use the procedure in **Finding and viewing a Group** to find the group you want to delete.

3. Select the group that you want to delete from the list and then click **Delete** on the

Groups ribbon.

A message asks you to confirm that you want to delete the group.

4. Click **Yes**.

The group is removed from the system. User accounts associated with the group are not deleted. However, you should make sure to reassign the user accounts to other groups.

Modifying a group

1. Use the procedure in **Finding and viewing a Group** to find the group you want to modify.

2. The changes you can make to a group depend on your security rights.

Fields that you cannot modify are shaded gray and are inactive.

3. On the **Members** tab, you can:

- Add or remove group members (user accounts)

7. When your modifications are complete, click **Save** to apply them to the group.

Setting Dragon Group voice command options for user groups

Under **Group Details** > **Dragon Professional** > **Commands**, you set voice command options that control how *Dragon Group* interprets voice commands.

Once you configure commands for a group, the command settings apply to all users in the group.

- **Enable mouse motion commands:** By default, this feature is enabled. Allows the user to use mouse motion commands such as "Move Mouse left," "Faster," and "Slower." Use the **Mouse movement** slider to control how quickly the mouse pointer moves across the screen.

- **Enable HTML support:** By default, the group level setting applies.

  Enabling this setting makes available a set of commands designed to help users surf the web by voice in web browsers. You may need to disable this setting for certain applications. For more information, see the client Help.

- **Enable commands in HTML windows:** By default the group level setting applies.

  Enabling this option makes available a set of voice commands designed for users to use for creating or editing messages in HTML format in certain Microsoft Outlook dialog boxes. These dialog boxes appear with the Internet Explorer symbol (a small document icon with the letter "e" in it) in the left corner of the window header. You may need to disable this setting for certain applications. For more information, see the *Client* Help.

- **Enable automatically select first field:**
  Select this option to disable the "automatically select the first field" feature for a group of users.

▪ **Require click to select hyperlinks in HTML windows:** By default, this feature is enabled and the group level setting applies.

  ▪ Requires that the user speak the word "Click" to select a hyperlink, such as "Click nuance.com" instead of just "nuance.com."

▪ **Enable recognition mode switching commands:** Enabling recognition mode switching allows users in the group to dictate and say the mode switching commands interchangeably. Turning off recognition mode switching disables the ability to switch between modes. For example:

● **Dictation Mode**: In Dictation Mode, *Dragon Group* interprets everything you say as dictation and nothing is interpreted as a command. Say "Start Dictation Mode" or "Switch to Dictation Mode."

● **Command Mode**: In Command Mode, *Dragon Group* interprets everything you say as a command and nothing is interpreted as dictated text. Say "Start Command Mode" or "Switch to Command Mode."

● **Spell Mode**: In Spell Mode, *Dragon Group* allows you to say any combination of letters, digits, or symbols as you might need to do dictating license plate or parts numbers. Say "Start Spell Mode" or "Switch to Spell Mode."

● **Numbers Mode**: In Numbers Mode, *Dragon Group* interprets your dictation as numbers. Say "Start Numbers Mode" or "Switch to Numbers Mode."

● **Normal Mode**: The most flexible mode in *Dragon Group* is Normal Mode. In Normal Mode, *Dragon Group* distinguishes dictation from commands by analyzing what you say between pauses. Say "Start Normal Mode" or "Switch to Normal Mode."

For more information on modes, see the *Client* Help.

▪ **Enable web search commands:** Select this option to make available Web search commands that let users in the group search the Internet using commands that are patterned on their natural speech. See Voice Shortcuts for Web Search in the *Client* Help for more information.

▪ **Enable desktop search commands:** Select this option to make available Desktop search commands that let users in the group search their Windows desktops using commands that are patterned on their natural speech. See Voice Shortcuts for Desktop Search in the *Client* Help for more information.

▪ **Enable Email and Calendar commands:** Select this option to make available Voice Shortcuts for Email and Calendar that let users in the group control Outlook's email and calendar functions using commands that are patterned on their normal speech. See the *Client* Help for more information.

▪ **Enable cut shortcut commands, Enable delete shortcut commands, Enable copy shortcut commands:** Select these options to enable the Cut, Copy and Delete Quick Voice Formatting Commands. Delete and Copy are enabled by default.

▪ **Variable delimiters:** By default the group level setting applies.
The variable delimiters are used by Text and Graphics/auto-text commands that incorporate Voice (variable) Fields. Voice Fields are variable fields where the user can later type or dictate a specific value.

By default, Text and Graphics/auto-text Voice commands use the square bracket [ ] characters to indicate the presence of a variable field. To change the variable delimiting characters, specify a character for the left and right delimiters.

The delimiting "characters" can each be up to 5 characters long. The left and right delimiters cannot be exactly the same as each other or, when you try to apply them, the *Dragon Group* displays a message that they are not valid.

> **Caution:** Nuance recommends you set the delimiting characters once and never change them, because if, for instance, you use square brackets in several Text and Graphics/auto-text commands, then change the delimiting characters to */ and /*, the Text and Graphics/auto-text commands that are using the square brackets then fail because the *Client* looks for variables only between */ and /*, not between [and].

For more information about using variables with Text and Graphics/auto-text commands, see the *Client* Help.

- **Enable natural language commands:** This series of four options enables the users in the group to use Natural Language commands with the applications Microsoft Word, WordPerfect, Microsoft Excel, and Microsoft PowerPoint. This feature uses an additional 8 MB of memory and requires that you restart your computer before it takes effect. Natural Language Commands are available by default only in Microsoft Word.

  Enable Facebook post commands: Enable this option to use commands that work with Facebook.

  Enable Twitter post commands: Enable this option to use commands that work with Twitter.

Creating user accounts

To create a user account in the *Nuance Management Console*, you configure the basic settings in the **User Account Details** window.

Creating a user account

1. On the menu bar, click **User Accounts** and then click the **Add** icon on the **User Accounts** ribbon.

   The **User Account Details** window opens.

2. Configure the options and settings on tabs in the **User Account Details** window:

   - **Details** and **Address**.
   - **Messaging**. See [Send a message to a user](#) for details.

3. Click **Save** to save the user account settings.

   You are prompted to grant the new user a license.
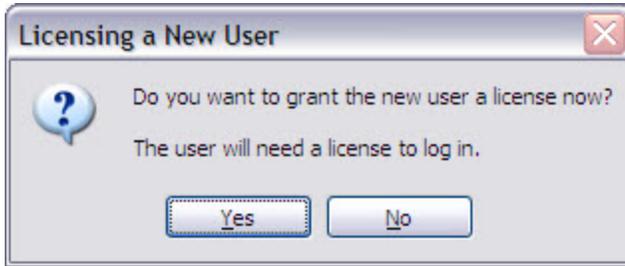
4. Click **Yes** to assign a license to the user account. Click **No** to create the user without a license and remain on the **New User** tab.

5. If you click **Yes**, a message prompts you to select the type of license that you want to assign to the user account.

6. Select the license type for the user account and click **OK**. (The number in parentheses indicates how many licenses of that type are still available.)

Configuring user accounts

Before users at your facility can begin using *Dragon Client*, you must create a user account for each professional in the *NMS Server*, through the *Nuance Management Console*. When one of these end users opens the *Dragon Client*, the server checks to make sure that the userhas an account and a license associated with the account. After verifying the account and license, the server checks the *roaming user profiles Server* to find a user profile for that user(for more information, see *Creating a user profile* on page 98

A user profile stores acoustic information about the voice of the individual provider. *Dragon Client* uses this vocal data to help it recognize what the useris saying.

If the user does not have a user profile, *Dragon Client* opens the **New Profile Wizard**, where the user enters basic data, selects a medical vocabulary, and presses a button to have the client create a user profile. If a user profile exists, the *Dragon Client* accesses that profile and the user can begin dictating. If the provider's user profile is not associated with a valid account or the account does not have a license assigned to it, the user cannot use that profile to dictate.

The *NMS Server* lets you select the default language and accent that apply to creating a user profile, though the user can change these settings in the wizard.

You can add or delete user accounts on the **User Accounts** ribbon. You can use this ribbon to modify existing user accounts and to edit their settings at any time. If you have the required security settings, you can also view the *Dragon Client* logs through the **DM360 Network Edition Client Logs** icon on the ribbon.

In Dragon Group, you can use a text file to import multiple users into an existing group. You can also set the user account type and apply a license to each of the users you import. For details, see *Import multiple users into the NMS server* on page 57.

Note: If you delete a user account, you can reassign the license associated with it to another user account. See *Managing licenses* on page 83.

When you create user accounts, keep in mind:

- If a user account is a member of more than one group, you should be sure that the group whose settings you want to take precedence appears first in the **Group Memberships > Selected Groups** list for the user account.

- In most organizations, users should only be members of multiple groups because they use both the *Dragon Client* and the *Nuance Management Console*. In this instance, the person would be both a healthcare user and an administrator.

- Although it is less common, some users might belong to multiple groups.

Configuring user account details and address settings

On the **User Account Details > Details** and **Address** tabs, you store contact, identification, and login credentials for a user account.

1. The **Details** tab displays the **Organization** associated with the user account that you are creating.

2. Enter the information for the user associated with the user account. The **First Name**, **Last Name**, and **Login** are required. The **Login** must be unique.
   The first name, last name, and login must be the same as the first name, last name, and login for the user in the back end system. If the login ID already exists, "Login unavailable" appears in red under the Login field.

3. In the **Middle name** field, enter the middle name of the user.

4. In the **Prefix** field, enter a prefix to be placed before the user name.

5. Enter the **Password**. You should always follow Microsoft's strong password guidelines or have similar organizational guidelines for ensuring passwords are not easy to guess. For more details about setting options for passwords, see Setting user password settings.

6. Enter the **Location** (usually the primary work site) and the **Department** of the user.

7. Click the **Address** tab and enter the home address information of the user associated with the account. This information is optional and is for your own convenience only, as the *NMS Server* does not use it.

9. Continue to create the user account on the **Group Memberships** tab. See *Assigning user accounts to groups* on page 56.

10. To send email or a text message to the user when they receive an NMS message, set the options in the **Messaging** tab. See *Enable sending messages to an administrator* on page 53

Administrators can send messages to other administrators

An administrator can send messages to contacts in an organization. Organizations and their administrators can receive notifications about events including system upgrades, outages, notices, news, etc.

The administrator sets up an email address for an organization. The administrator also sets up an email address for the following Nuance Management Console Users:

- All users with an NMC Administration license that are in the NMC Administrator group (assuming NMC Administration licenses have been imported for that organization).
- All NMC Administrator groups (assuming NMC Administration licenses have been imported for that organization).

Afterwards, the administrator can send NMS messages to NMS users (by licenses, group, or user accounts) and can send emails to organization(s).

Messages can be sent to one or more sites or Nuance Management Console users in one step, even if they are from different organizations.

Messages may be sent for a variety of reasons, including:

- a user has an NMS message
- there are medication and command updates that require approvals
- a new patch is available for deployment
- a new NMS patch is available for deployment
- the number of available licenses is low
- scheduled "trend" reports are available
- troubleshooting information is required by support personnel.
- system maintenance or outages are planned.
- other news or events

Enable sending messages to an administrator

You can configure the Nuance Management Server (NMS) to send email messages and SMS messages to administrators when they receive a message from the NMS. You can enable email messaging, SMS messaging, or both when you create a user or after you create a user.

Enable sending email to an administrator when they receive an NMS message

To send an email to an administrator when they receive an NMS message, perform the following steps:

1. On the **User Account Details** screen, click the **Messaging** tab.
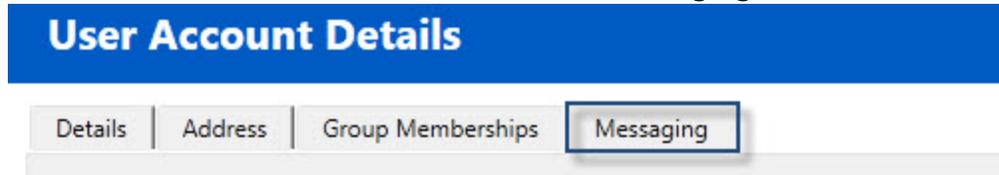
2. In the **Email** section, select **Inform me via email when I receive NMS messages**. If you select this option, you must enter an email address in the **Email** field to be able to save the administrator.

3. In the **Email** field, enter an email address for the administrator.
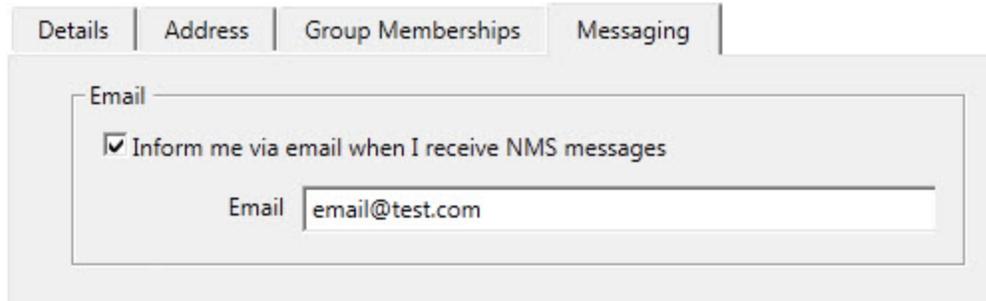
4. To save the changes and close the administrator, click **Save**. To save the changes and edit another administrator, click **Save & New**.

Enable sending an SMS message to an administrator's phone when they receive an NMS message

To send an SMS message to an administrator's mobile phone when they receive an NMS message, perform the following steps:

1. On the **User Account Details** screen, click the **Messaging** tab.
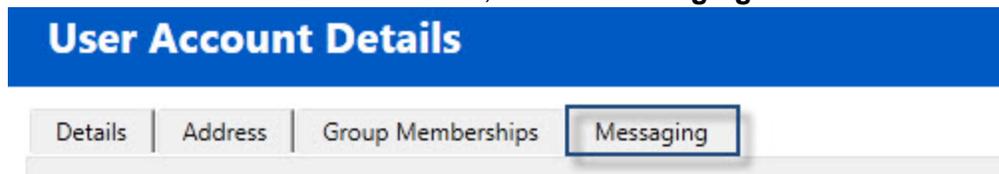
2. In the **Mobile Phone** section, select **Inform me via SMS when I receive NMS messages**. If you select this option, you must enter values in the **Mobile Phone** field

and the **Mobile Phone Provider** field to be able to save the administrator.

3. In the **Mobile Phone** field, enter the mobile phone number for the administrator.
4. In the **Mobile Phone Provider** drop-down field, select the administrator's mobile provider.

The following is the current list of supported mobile :

- Alltel
- AT&T
- Boost Mobile
- Sprint Nextel
- Sprint PCS
- T-Mobile
- US Cellular
- Verizon
- Virgin Mobile USA

5. In the **Message Delivery Type**, choose the message delivery type:
i. To include the body of the message in the email or SMS message, select **Include the message body in the delivery (default)**.

ii. To have the email or SMS message only inform the recipient that they have an NMS message, select **Simply inform me that I have a message; I will retrieve it myself**.

6. To save the changes and close the administrator, click **Save**. To save the changes and edit another administrator, click **Save & New**.

Assigning user accounts to groups

Use the **User Account Details > Group Memberships** tab to make a user account a member of one or more groups by indicating group memberships for the user account.

Use the **Site filter** drop down to choose the appropriate site for the user.

The **Available Groups** list displays all available groups for the selected site.

Notes:

- You must assign each user account to at least one group. If you do not assign a user account to a group, the *NMS Server* does not let you save the user account.

- If a user account is a member of more than one group, the group whose settings take precedence over settings of other groups appears first in the **User Account Details > Group Memberships > Selected Groups** list for that user account.

- You can use the **Available groups** filter drop-down list to refine the list of groups that display in the **User Account Details** page.

- User accounts can only be added to groups by someone who is an **NMC Administrator** with the appropriate security rights. If you want users in your organization to be able to assign themselves to groups, you must create a group with the appropriate rights and add those users to the group.

Assigning a user account to a group

1. On the **User Account Details** screen, click **Group Memberships**.
2. In the **Available Groups** area, select a group name.
3. Click the right arrow button to move your selection to the **Selected Groups** area.
4. Repeat steps 1 and 2 until the user account is assigned to all of the groups that you require.
5. Click **Save** to save your selections.

Removing a user account from a group

There are two ways to remove a user account from a group:

- In the **User Account Details > Group Memberships** tab, select the group that you want to remove the user account from and click the left arrow button. The group is removed from the **Selected Groups** area.

- In the **Group Details > Members** tab click the **Add/Remove** button under the **Group members** list. Use the **Group Membership - User Accounts** window to select the name of the user account from the **Selected User Accounts** list and move it to the **Available User Accounts** list using the left arrow button.

Configuring Users for Active Directory Authentication

Complete the following steps for each user you want to configure for Active Directory authentication.

Note: You can also import users and their domains and usernames in bulk. For details, see Import multiple users into the NMS server in the Nuance Management Console Help.

1. Under **User Accounts**, click **Search**. Search for and double-click a user.

2. In the **Credentials** tab, click the **NTLM** tab, and click **Add** to add a new domain mapping. The **New Credential** dialog appears:

3. The **User Name** and **Organization Name** are already filled out. Use the **Domain** drop down to choose the user's domain, and enter their Active Directory Single Sign On login for that domain in the **Login** field.

4. Click **OK** to save your changes.

Import multiple users into the NMS server

In Dragon Group , you can use the *Import Users* wizard to import multiple users at one time into the system. You can also assign user account types and licenses to the users and assign the users to specific Groups.

To perform a mass import of users, you must perform the following two main tasks:

1. Create a comma-delimited text file or an XML file that contains information about the users, including user names and passwords.

2. Use the file to import users into the Nuance Management Server.

Creating a file with information about users to import

To import multiple users into the Nuance Management Server (NMS) , you must create either a comma-delimited text file or an XML file that contains user information. The Import Users wizard supports both file types. However, each file must conform to specific formatting standards.

Creating a comma-delimited text file for importing users

The comma-delimited text file can contain the following fields for each user:

- First name (50 characters maximum)
- Last name (50 characters maximum)
- Login id (30 characters maximum)
- Password (30 characters maximum)

The fields must be separated by commas. The First name, Last name, and Login id fields must contain characters. The Password field can be blank.

Example: A comma-delimited text file with user information

The following is an example of a valid text file containing user information.

Notice there is no password in the second example. When importing a comma-delimited file, if the password is blank, you must still place a comma after the login id field and leave the password field blank. The NMS expects four fields in the text file.

```
Jack, Degnan, jdegnan, pwd124

Tim, Roberts, troberts,

Frank, Fiddler, ffiddler, fflr2
```

Creating an XML file for importing users

The XML file must begin with the XML version declaration processing instruction, <?xml version="1.0"... ?>.

The XML file can contain the following fields for each user. The fields can contain commas.

- First name (required: 1 character minimum, 50 characters maximum)
- Last name (required: 1 character minimum, 50 characters maximum)
- Middle name (50 characters maximum)
- Prefix (10 characters maximum)
- Login id (required: 3 characters minimum, 30 characters maximum)
- Password (required: 30 characters maximum)
- Location (50 characters maximum)
- Department (50 characters maximum)
- Email address (50 characters maximum)
- Street 1 (60 characters maximum)
- Street 2 (60 characters maximum)
- Street 3 (60 characters maximum)
- City (40 characters maximum)
- State (5 characters maximum)
- ZipCode (20 characters maximum)
- NTLMCredential (160 characters maximum) Syntax:
  `<NTLMCredential><DomainName>\<UserName></NTLMCredential>`

Note: The NTLM Credential element allows you to import a user's domain and user name pair for multi-domain Active Directory. For this import to work, you must create an Active Directory connection string entry for each unique DomainName that you specify in the NTLMCredential element before you run the import. For example if you support two domains, Domain1 and Domain2, you must create an Active Directory connection string entry for each of these domains before you can do a bulk import of users on either domain.

Example: An XML file with user information

The following is an example of a valid XML file containing user information:

```xml
<?xml version="1.0" encoding="utf-8"?>
<Users xmlns="http://nuance.com/NAS/UserImport">
        <User
                FirstName="Jack"
                MiddleName="Phillip"
                LastName="Degnan"
                LoginId="jdegnan"
                Password="pwd124">
                <NTLMCredential>Domain1\Jack.Dragon</NTLMCredential>
        </User>
        <User
                FirstName="Tim"
                LastName="Roberts"
                LoginId="troberts"
                Password=""
                State="GA">
                <NTLMCredential>Domain2\Tim.Roberts</NTLMCredential>
        </User>
        <User
                FirstName="Frank"
                LastName="Fiddler"
                LoginId="ffiddler"
                Password="fflr2"
                Street1="205 2nd St"
                City="Newton"
                State="NC"
                ZipCode="23682"
                Department="Radiology">
                <NTLMCredential>Domain1\Frank.Fiddler</NTLMCredential>
        </User>
</Users>
```

If the user import field is not required, you can omit the attribute. The attributes can be placed in any order in the XML file. The Users and User elements are in the following default XML name space:

```
http://nuance.com/NAS/UserImport
```

Importing users into the Nuance Management Server

After you create a comma-delimited text file or an XML file that contains user information, you must use the file and the Nuance Management Console to import users into the system.

At any time in the following steps, you can press **Cancel** to exit a step and stop the import process. You can also click the left arrow button to return to the previous screen in the *Import Users* wizard.

1. In the Nuance Management Console, select the **User Accounts** tab.
2. Select **Import**. The *Import Users* wizard appears.
3. In the **Select a File To Import** screen, enter the path and name of the file that contains the user information. If for any reason you decide to not import the users, press **Cancel**.
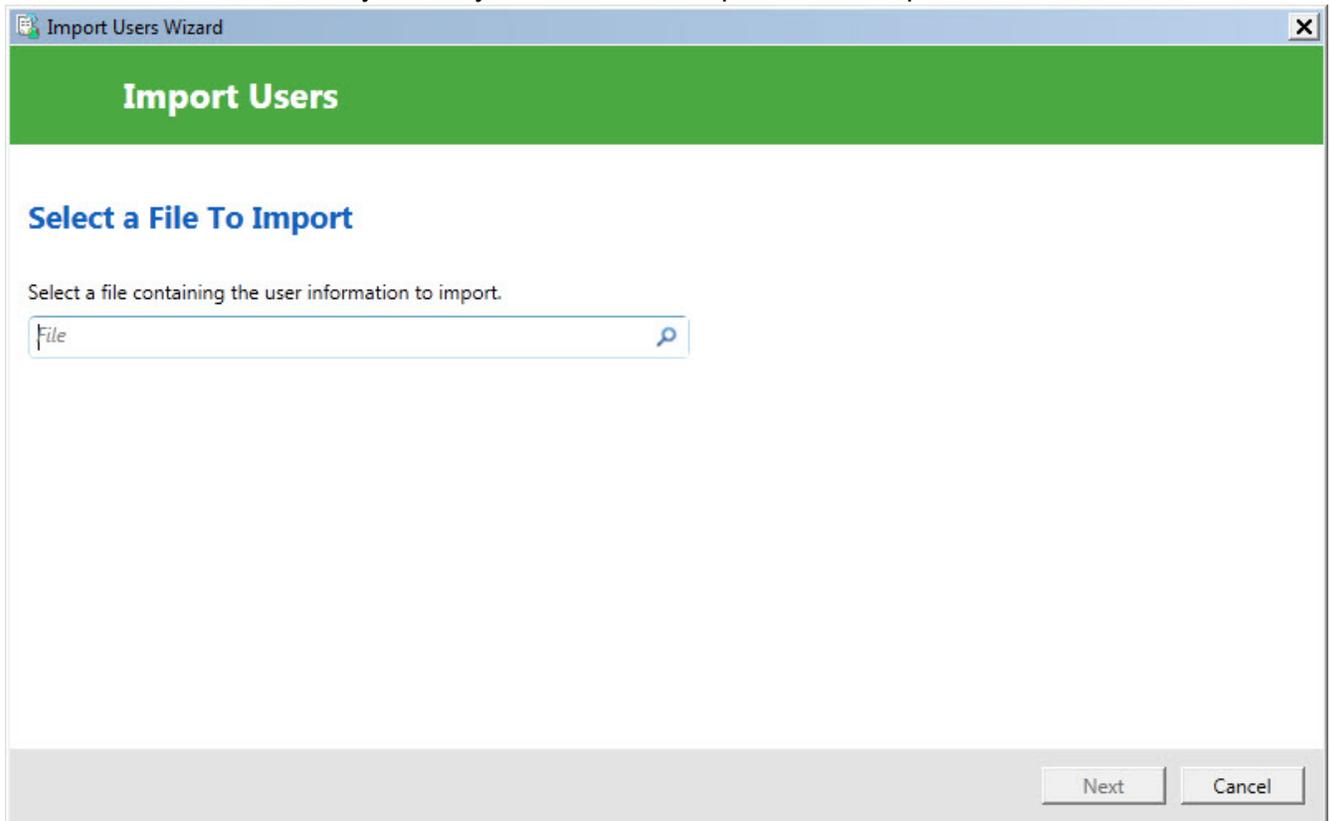
4. If the path and name of the text file are valid, the **Next** button is enabled. Press **Next**. If the *Import Users* wizard has trouble parsing the data from the text file or simply cannot find any users in the text file, the wizard displays a message that tells you no users were found. Press **OK** to close the message. You may now re-enter the name of the text file or make changes to the existing text file and retry this step.
5. The **Users to Import** screen displays information about the users from the text file.
6. Review the list of users to import. Press **Next** to continue. If you wish to cancel the import of users, press **Cancel**. To return to the previous page, click the left arrow button.

   If the *Import Users* wizard encounters errors when importing the user data, the Nuance Management Console displays a message. Press **Close** on the dialog to leave this step.

7. On the **Select an Organization** screen, select the organization to associate with the users.
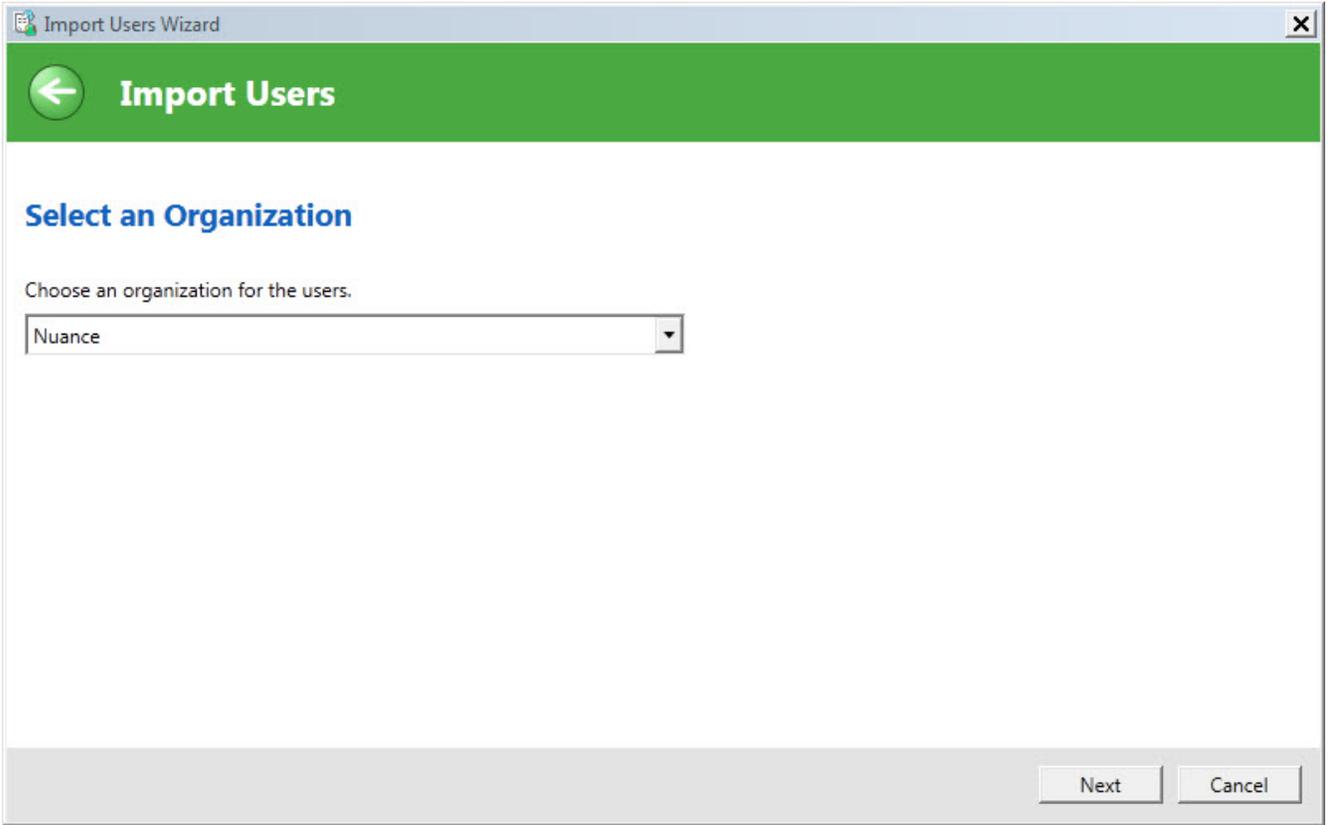
8. Press **Next**.
9. The **Select Group Membership** screen displays a list of groups that you can associate with the users. The left side of the **Available Groups** page displays all available groups for the current organization and the site in the **Select Site** field.

10. In **Available Groups**, select one or more groups. Use the arrows to move the selected groups to the **Selected Groups** list. You must select at least one group.
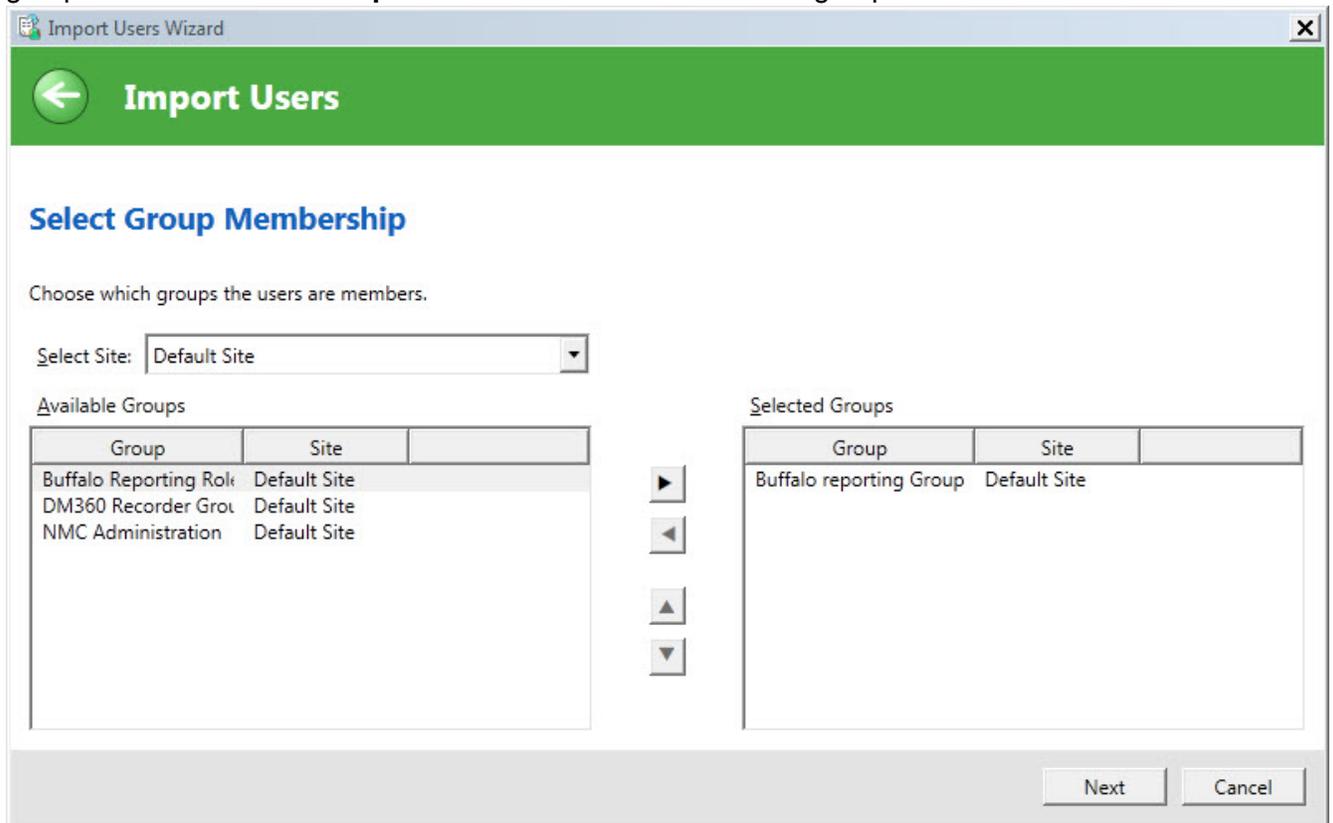
11. Press **Next**.

12. If you have the administrative rights to grant licenses to users, the *Import Users* wizard displays the **Select Licenses** screen. The screen lists all the licenses that you can grant to the users. The list displays the license type and the number of available licenses for each license type.
    You cannot apply a license type to the users if the number of available licenses is less than the number of users In this case, the license type is disabled and you cannot select it in the screen.

13. Optional: Select the licenses to apply to the users. Press **Next**.

14. In the **Ready to Import** screen, press **Next** to start importing the users.
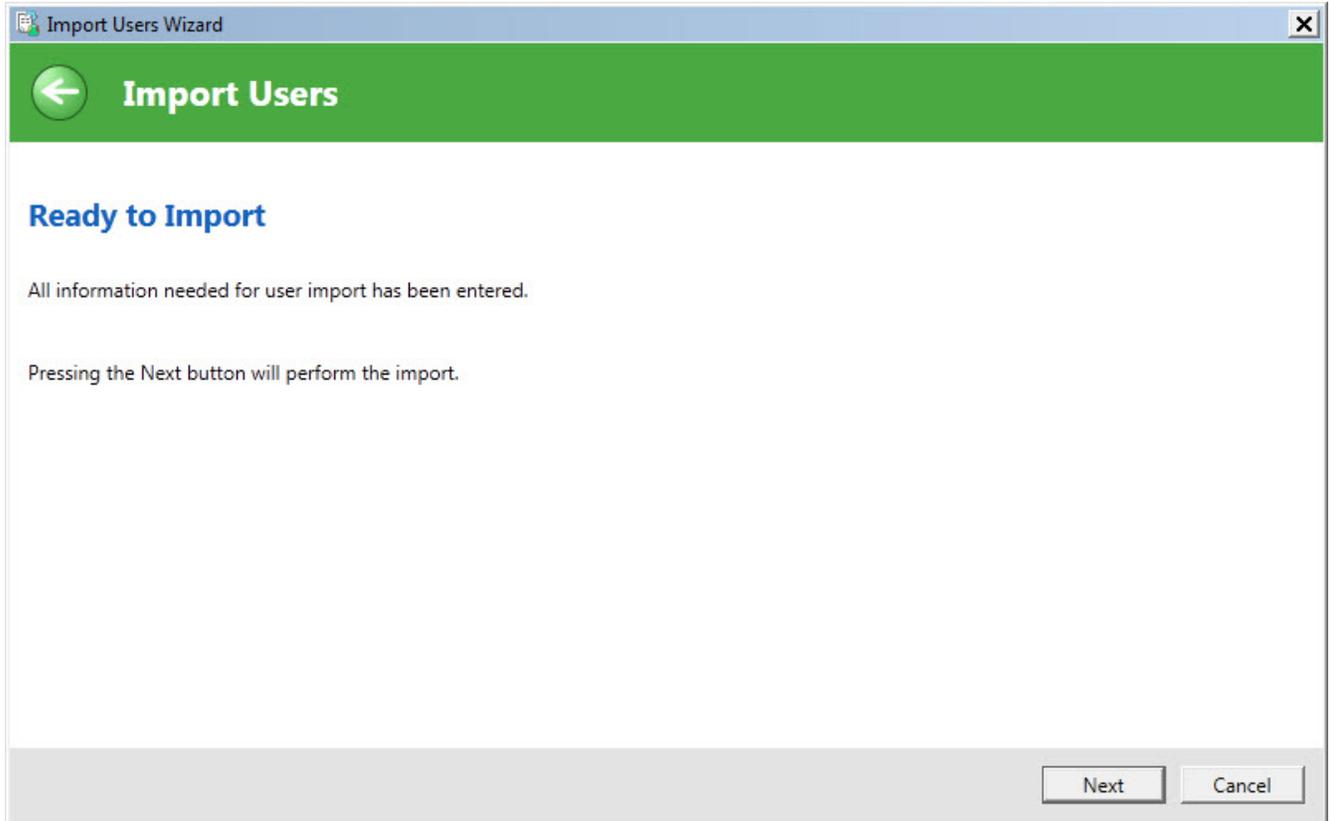
15. The *Import Users* wizard displays the **Performing Import** screen and starts to import the users. A progress indicator displays the status of the import process. When the wizard fin-

ishes importing all the users, press **Next**.
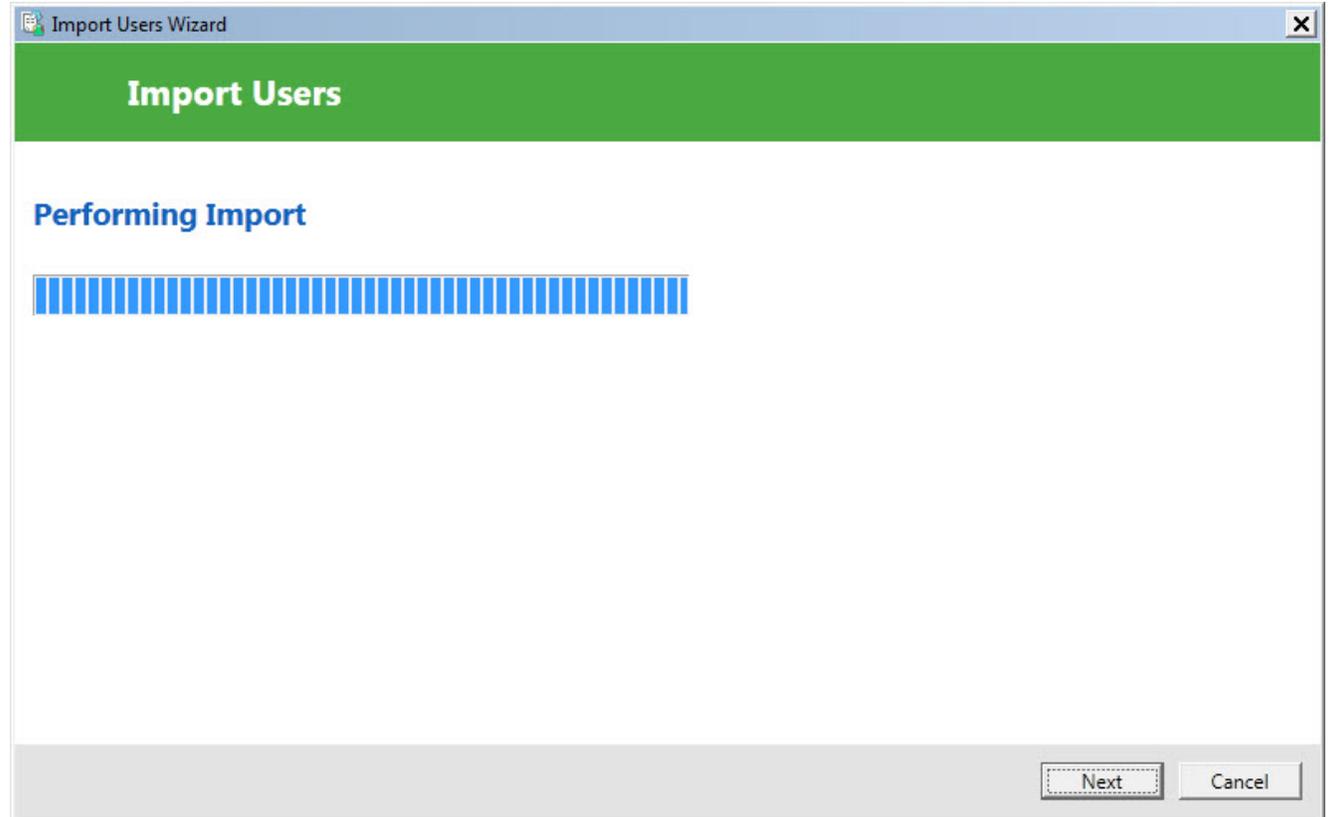
16. The **Import Results** screen displays a list of all the users that the *Import Users* wizard imported into the system. If the wizard could not import a user, the **Import Results** screen displays information about why the user was not imported.

17. Press **Finish**.

XML schema for the user XML import file

The following schema defines the file format for any XML file that contains user information for importing users into the system.

```
<?xmlversion="1.0"encoding="utf-8"?> <xs:schema

    id="UserImportSchema"

    targetNamespace="http://nuance.com/NAS/UserImport"

    elementFormDefault="qualified"

    xmlns="http://nuance.com/NAS/UserImport"

    xmlns:mstns="http://nuance.com/NAS/UserImport"
```

```
      xmlns:xs="http://www.w3.org/2001/XMLSchema" >


      <!-- Users element -->

      <xs:elementname="Users"type="Users">

         <xs:annotation>

            <xs:documentation>A collection of users to
import</xs:documentation>

         </xs:annotation>

      </xs:element>


      <!-- Users type definition -->

      <xs:complexTypename="Users">

         <xs:annotation>

            <xs:documentation>This types defines the user col-
lection</xs:documentation>

         </xs:annotation>

         <xs:sequence>

            <xs:elementname="User"type="User"minOccurs="1"maxOc-
curs="unbounded">

                <xs:annotation>

                    <xs:documentation>One of more users to
import</xs:documentation>
```

```
                    </xs:annotation>

            </xs:element>

        </xs:sequence>

    </xs:complexType>


    <!-- User type definition -->

    <xs:complexTypename="User">

        <xs:annotation>

            <xs:documentation>This type defines the basic user
information that can be imported</xs:documentation>

        </xs:annotation>


<xs:attributename="LastName"type="NameString"use="required"/>


<xs:attributename="FirstName"type="NameString"use="required"/>

        <xs:attributename="MiddleName"type="NameString" />

        <xs:attributename="Prefix"type="PrefixString"/>


<xs:attributename="LoginId"type="LoginIdString"use="required"/>


<xs:attributename="Password"type="PasswordString"use="required"/>

        <xs:attributename="Location"type="GeneralInfoString" />

        <xs:attributename="Department"type="GeneralInfoString"/>
```

```
<xs:attributename="EmailAddress"type="GeneralInfoString"/>

        <xs:attributename="Street1"type="StreetAddressString"/>

        <xs:attributename="Street2"type="StreetAddressString"/>

        <xs:attributename="Street3"type="StreetAddressString"/>

        <xs:attributename="City"type="CityString"/>

        <xs:attributename="State"type="StateString"/>

        <xs:attributename="ZipCode"type="ZipString"/>

    </xs:complexType>


    <!-- Name String -->

    <xs:simpleTypename="NameString">

        <xs:annotation>

            <xs:documentation>A general string from names (50
characters maximum)</xs:documentation>

        </xs:annotation>

        <xs:restrictionbase="xs:string">

            <xs:minLengthvalue="1"/>

            <xs:maxLengthvalue="50"/>

        </xs:restriction>

    </xs:simpleType>
```

```
        <!-- Login Id String -->

        <xs:simpleTypename="LoginIdString">

            <xs:annotation>

                <xs:documentation>A string that contains the user's
    login id (30 characters maximum)</xs:documentation>

            </xs:annotation>

            <xs:restrictionbase="xs:string">

                <xs:minLengthvalue="3"/>

                <xs:maxLengthvalue="30"/>

            </xs:restriction>

        </xs:simpleType>


        <!--  Password String -->

        <xs:simpleTypename="PasswordString">

            <xs:annotation>

        <    xs:documentation>A string for the user's login pass-
    word (30 characters maximum)</xs:documentation>

            </xs:annotation>

            <xs:restrictionbase="xs:string">

                <xs:maxLengthvalue="30"/>
```

```
      </xs:restriction>

    </xs:simpleType>


    <!-- Prefix String -->

    <xs:simpleTypename="PrefixString">

      <xs:annotation>

        <xs:documentation>A user name prefix (10 characters
maximum)</xs:documentation>

      </xs:annotation>

      <xs:restrictionbase="xs:string">

        <xs:maxLengthvalue="10"/>

      </xs:restriction>

    </xs:simpleType>


    <!-- General Info String -->

    <xs:simpleTypename="GeneralInfoString">

      <xs:annotation>

        <xs:documentation>A general information string (50
characters maximum)</xs:documentation>

      </xs:annotation>

      <xs:restrictionbase="xs:string">
```

```
                    <xs:maxLengthvalue="50" />

        </xs:restriction>

    </xs:simpleType>



    <!-- Street Address String -->

    <xs:simpleTypename="StreetAddressString">

        <xs:annotation>

            <xs:documentation>A street address string (60 char-
acters maximum)</xs:documentation>

        </xs:annotation>

        <xs:restrictionbase="xs:string">

            <xs:maxLengthvalue="60"/>

        </xs:restriction>

    </xs:simpleType>



    <!-- City String -->

    <xs:simpleTypename="CityString">

        <xs:annotation>

            <xs:documentation>A city string (40 characters max-
imum)</xs:documentation>

        </xs:annotation>
```

```
        <xs:restrictionbase="xs:string">

            <xs:maxLengthvalue="40"/>

        </xs:restriction>

    </xs:simpleType>


    <!-- State String -->

    <xs:simpleTypename="StateString">

        <xs:annotation>

            <xs:documentation>A state string (5 characters max-
imum)</xs:documentation>

        </xs:annotation>

        <xs:restrictionbase="xs:string">

            <xs:maxLengthvalue="5"/>

        </xs:restriction>

    </xs:simpleType>


    <!-- Zip String -->

    <xs:simpleTypename="ZipString">

        <xs:annotation>
```

```
            <xs:documentation>A zip code string (20 characters max-
imum)</xs:documentation>

        </xs:annotation>

        <xs:restrictionbase="xs:string">

            <xs:maxLengthvalue="20"/>

        </xs:restriction>

    </xs:simpleType>

    <!— -NTLM Credential String -->

    <xs:simpleType name="NTLMCredentialString">

        <xs:annotation>

            <xs:documentation>A NTLM Credential string (160
characters max)</xs:documentation>

        </xs:annotation>

        <xs:restriction base="xs:string">

            <xs:maxLength value="160"/>

        </xs:restriction>

    </xs:simpleType>

</xs:schema>
```

Setting user account Dragon Group client options

On the **User Account Details** > **Dragon Professional** > **User Account Options** tab, you can configure settings for the individual user that override settings that you already selected for the group.

Setting User Account options

By default, settings are configured at the group level and the **Group** option to the right of a setting is selected. To override the group settings, select the **Personal** option next to a setting.

- **Enable HTML support:** By default, the group level setting applies.

  Enabling this setting makes available a set of commands designed to help users surf the web by voice in web browsers. You may need to disable this setting for certain applications. For more information, see the client Help.

- **Enable commands in HTML windows:** By default the group level setting applies.

  Enabling this option makes available a set of voice commands designed for users to use for creating or editing messages in HTML format in certain Microsoft Outlook dialog boxes. These dialog boxes appear with the Internet Explorer symbol (a small document icon with the letter "e" in it) in the left corner of the window header. You may need to disable this setting for certain applications. For more information, see the *Client* Help.

- **Require click to select hyperlinks in HTML windows:** By default the group level setting applies.

  If you select this option, it requires that the user speak the word "Click" to select a hyperlink, such as "Click nuance.com" instead of just "nuance.com." You may need to disable this setting for certain applications.

- **Enable automatically select first field:**
  Select this option to disable the "automatically select the first field" feature for a user or a group of users.

- **Variable delimiters:** By default the group level setting applies. Usually you do not change delimiters for an indivudal user because they are most effective when they apply across an entire group's documents.

  - Variable delimiters in templates (Text & Graphics commands that incorporate voice (variable) fields), are characters that surround each voice field location in the template/command where the user can later type or dictate a specific value.

  - By default, a pair of square brackets [ ] indicates the presence of a voice field. To use different characters to indicate a voice field, enter the characters you prefer to use for left and right delimiters.

  - Delimiting "characters" can each be up to 5 characters long. The left and right delimiters cannot be exactly the same as each other or, when you try to apply them, *Dragon Group* displays a message that they are not valid.

- **Saving the user also saves local acoustics:** By default the site level setting applies.

  Select this option to save the user's acoustic information locally on the client. By saving the acoustic information, any corrections the user makes are available even after a close and re-open of the user profile. In addition, selecting this option synchronizes all corrections in the Local cache user profile with the roaming user profiles if you also turned on the **Always copy acoustic information to network** option at the site level (active by default).

Log out users who do not respond after __ seconds: By default enabled, set to a value of 60 seconds, and applied to all users associated with the site that this user account is associated with.

The option instructs the *Client* to log out this user after the client has been idle and the user has been prompted to respond, but the number of seconds you indicate here elapses without a response.

The **Log out users who do not respond after __ seconds:** field accepts a numeric value (seconds) up to three characters in length.

- ■ The number of seconds that the client remains idle before *prompting* a user is based on the number of seconds set in the **Miscellaneous** settings for the site in **Prompt users to log off after __ minutes:**. You cannot change that setting for individual users.
The number of seconds the client can be idle before prompting a user to log off always applies to all users across the entire site.

■ **Remove local cache data after usage:** By default the site level setting applies. Deletes the contents of the local cache when the user logs out.
Note: If you want to enable this option, you must disable the **Allow disconnected mode** option in the **Site > Roaming user profile** settings to allow it to work. Conversely, if you want to enable the **Allow disconnected mode** option, you must disable this option to allow it to work. The effects of one setting cancel out the effects of the other.

■ **Save user profiles upon automatic logout:**

■ **Enable recognition mode switching commands:** Enabling recognition mode switching allows users in the group to dictate and say the mode switching commands interchangeably. Turning off recognition mode switching disables the ability to switch between modes. For example:

■
- • **Dictation Mode**: In Dictation Mode, *Dragon Group* interprets everything you say as dictation and nothing is interpreted as a command. Say "Start Dictation Mode" or "Switch to Dictation Mode."
- • **Command Mode**: In Command Mode, *Dragon Group* interprets everything you say as a command and nothing is interpreted as dictated text. Say "Start Command Mode" or "Switch to Command Mode."
- • **Spell Mode**: In Spell Mode, *Dragon Group* allows you to say any combination of letters, digits, or symbols as you might need to do dictating license plate or parts numbers. Say "Start Spell Mode" or "Switch to Spell Mode."
- • **Numbers Mode**: In Numbers Mode, *Dragon Group* interprets your dictation as numbers. Say "Start Numbers Mode" or "Switch to Numbers Mode."
- • **Normal Mode**: The most flexible mode in *Dragon Group* is Normal Mode. In Normal Mode, *Dragon Group* distinguishes dictation from commands by analyzing what you say between pauses. Say "Start Normal Mode" or "Switch to Normal Mode."

For more information on modes, see the *Client* Help.

- **Enable web search commands**: Select this option to make available Web search commands that let users in the group search the Internet using commands that are patterned on their natural speech. See Voice Shortcuts for Web Search in the *Client* Help for more information.

- **Enable desktop search commands**: Select this option to make available Desktop search commands that let users in the group search their Windows desktops using commands that are patterned on their natural speech. See Voice Shortcuts for Desktop Search in the *Client* Help for more information.

- **Enable Email and Calendar commands**: Select this option to make available Voice Shortcuts for Email and Calendar that let users in the group control Outlook's email and calendar functions using commands that are patterned on their normal speech. See the *Client* Help for more information.

- **Enable cut shortcut commands, Enable delete shortcut commands, Enable copy shortcut commands:** Select these options to enable the Cut, Copy and Delete Quick Voice Formatting Commands. Delete and Copy are enabled by default.

- **Enable natural language commands:** This series of four options enables the users in the group to use Natural Language commands with the applications Microsoft Word, WordPerfect, Microsoft Excel, and Microsoft PowerPoint. This feature uses an additional 8 MB of memory and requires that you restart your computer before it takes effect. Natural Language Commands are available by default only in Microsoft Word.

- **Enable Facebook post commands**: Enables users to use commands that work with Facebook.

- **Enable Twitter post commands**: Enables users to use commands that work with Twitter.

Setting Auto-Formatting Dragon Group options

You use the **Auto-Formatting** options to set up text formatting that *Dragon Group Clients* automatically apply to all user dictation, producing consistently formatted reports across the entire organization. Changing these options for a group affects all members of that group exclusively. Customizing the options for a single user's user account affects only that user's dictation.

The **Auto-Formatting** options activate different forms of automatic formatting. The automatic formats let users dictate in a natural way and also dictate different types of word formats, such as abbreviations, contractions, and e-mail addresses.

These formats do not have the last say on punctuation of numbers and currency; instead, numeric punctuation is ultimately controlled by settings on the **Regional Options** tab of the Windows Control Panel **Regional and Language Options** dialog box. (Although the numeric formats are usually standard for the country shown in that dialog box, you can click the **Customize...** button to find tabs for **Numbers** and **Currency** to customize the formats.)

NMS Server administrators set General formatting options on the **Group Details** > **Dragon Professional** tab. However, users can choose to override **Auto-Formatting** settings that apply to the documents that result from their dictation.

For more information on how the **Auto-Formatting** option settings are stored and whose setting of them takes precedence, refer to *Setting general auto-formatting options in the client or the Nuance Management Server* on page 108.

Setting Auto-Formatting options

On the **Group Details** > **Dragon Professional** tab, expand the **Auto-Formatting** section.

- **Abbreviate common English units of measure:** Enabled by default. Automatically inserts abbreviations for units of measure. For example, "mm" for "millimeter".

- **Abbreviate titles:** Enabled by default. Inserts abbreviated versions of any title in the default lexicon. For example, "Mr." instead of "Mister."

- **Allow pauses in formatted phrases:** Enabled by default. Lets number and phrase formatting work together if you pause while speaking a number.

- **Automatically add commas and periods:** Disabled by default. Automatically adds commas and periods based on pause length and sentence structure.

- **Caps Lock key overrides capitalization commands:** Disabled by default. When this option is enabled and the keyboard Caps Lock key is active, several *Dragon Group* capitalization commands are not active: "Cap <word>", "Caps On", "Caps Off" "All-Caps <word>", "All-Caps On", "All-Caps Off", "No-Caps <word>", "No-Caps On", and "No-Caps Off".

- **Expand common English contractions:** Disabled by default. Enables *Dragon Group* to recognize contractions while transcribing dictation. If you clear this box, *Dragon Group* transcribes spoken contractions in a more formal manner. For example, if you say "Don't go near the water," *Dragon Group* transcribes "Do not go near the water."

  In some situations, the formal expression of a contraction might be ambiguous. For example, the phrase "It's always" could either mean "It is always" or "It has always" depending on the tense of the verb that follows. In this situation, *Dragon Group* always expands the contraction, regardless of how this option is set.

- **Format ISO currency codes:** Disabled by default. Inserts currency codes rather than currency symbols. For example, "USD10.00" instead of "10 dollars," or "EUR50,00" instead of "50 euros."

- **Format other numbers:** Enabled by default. Inserts properly formatted decimals, negative numbers, and fractions. For example, "-1" instead of "negative 1."

- **Format phone numbers:** Enabled by default. Turns on automatic formatting of US telephone numbers when you speak a sequence of seven or ten numbers. For example, if you say "7815551234", Dragon Group will transcribe "781-555-1234."

- **Format prices:** Enabled by default. Inserts prices and currencies in the proper format with the appropriate currency symbol. For example, "$10.00" instead of "10 dollars," or " 50,00" instead of "50 euros."

- **Format street addresses:** Enabled by default. Inserts a properly formatted

street address. For example:

"One seventy West one hundred south number fifty Salt_Lake_City Utah eight four seven zero zero"

becomes:

"170 W. 100 S., #50, Salt Lake City, UT 84700"

- **Format times:** Enabled by default. Turns on automatic standard time formatting. For example, if you say "Six Thirty PM," *Dragon Group* transcribes "6:30 PM." Dictating standard time runs on a 12 hour clock, letting you make the distinction between AM and PM.

  Military time: With this option enabled, you can also dictate times in military format. For example, if you say "sixteen hundred hours," *Dragon Group* transcribes "1600 hrs." If you say "oh three oh five hours" or "zero three zero five hours," *Dragon Group* transcribes "0305 hrs."

  Dictated Military time uses a 24 hour clock and abbreviates "hours" to "hrs."

- **Format web and e-mail addresses:** Enabled by default. Applies correct formatting to Web and e-mail addresses. For example, "john_doe@acmecorp.com" instead of "john_doe at acme corp dot com."

- **Insert two spaces after period:** Disabled by default. Adds two spaces after the end of a sentence instead of a single space. Having two spaces at the end of a sentence used to be standard with mono space fonts produced by typewriters, but is less common with proportional fonts used in word processing programs. If you do not select this option, *Dragon Group* adds a single space after the period.

- **"million" instead of ".000.000":** Enabled by default. Inserts numbers as a combination of Arabic numerals and text. For example, "5 million" instead of "5,000,000."

North American region settings

- **Format US Social Security Numbers**: Disabled by default. Inserts hyphens in the appropriate location of a number that contains 9 digits when someone dictates it with pauses where the hyphens belong.

- **Format UK and Canadian postcodes**: Disabled by default. Properly formats UK and Canadian postcodes. For example, "N1 8HQ" instead of "n18hq," or "L3X 1A4" instead of "l3x1a4." .

  - **Date format:** Controls how *Dragon Group* formats dates when the day, month, and year have all been dictated. Select the format you want from the list.

    If you use the default **Dates As Spoken** value, you need to dictate dates in an unambiguous way, using the name of the month not the digit for the month. For example, with **Dates As Spoken** selected, *Dragon Group* correctly formats "January eleven two thousand nine" and "the seventh of February two thousand four" as dates but formats "eleven one two thousand nine" as a number.

    If you prefer to dictate dates using digits for the month, try selecting the value that best matches how you dictate the date. For example, if you normally say "eleven one two thousand nine", you should set the date format to **D/M/YYYY** to have *Dragon Group* correctly transcribe the date.

If you omit the year, for example, you say "July twelve", Dragon Group transcribes "July 12" ("The twelfth of July" becomes "12 July") regardless of the type of date formatting you select.

Valid values are:

- **Dates As Spoken**
- **Month D,YYYY**
- **Month DD,YYYY**
- **Mon D,YYYY**
- **Mon DD,YYYY**
- **M/D/YYYY**
- **M/D/YY**
- **MM/DD/YYYY**
- **MM/DD/YY**
- **MM-DD-YY**
- **D Month, YYYY**
- **D/M/YYYY**
- **D/M/YY**
- **DD/MM/YYYY**
- **DD/MM/YY**
- **DD-Mon-YY**
- **YYYY-MM-DD**

- **Numbers, if greater than or equal to __:** Enabled by default. Inserts numbers as numerals if they are equal to or greater than the value shown in the drop-down list. If the number is less than the chosen value, the number is spelled out. For example, if you select "10," *Dragon Group* transcribes "five" when you dictate "five" and "11" when you dictate "eleven".

  Valid values are: **Do Not Format**, **0**, **2**, **10**, **100**. The default value is 10.

Viewing User Profile settings

In the **User Account Details > User Profile** tab, you view current settings for a User Profile. This information is 'read only' in the Nuance Management Console.

The settings that you can view in the **User Profile** tab are:

- **Language:** The language or dialect (such as US English or UK English) that the user uses for dictation. Your choices will depend on the Dragon Medical edition you are using.
- **Language Accent:** The type of accent that the user uses for dictation.
- **Vocabulary:** The Vocabulary list shows the different types of vocabularies available with *Dragon Medical* and shows the vocabulary selected for the user profile associated

with the user account. For a list of available Medical vocabularies, see *Selecting a medical vocabulary* on page 1.

- **Input Devices:** The type of device into which the user will be speaking.

The fields in the **User Account Details** > **User Profile** tab display language specific information for Dragon Group .

The following text is displayed above the **Language** field:

'When a profile is linked to this user account, this section will be populated with the profile settings the user selected in Dragon Professional'.

Language:

- If the user is using US settings, the field displays "Language: English (US)".
- If the user is using UK settings, the field displays "Language: English (UK)".
- If the user's language settings are not know, the field displays "Language: ".

Language Accent:

- If the user's language settings are not know, the field displays "Language Accent: ".

Vocabulary:

- If the user's language settings are not know, the field displays "Vocabulary: " and is disabled.

Input Devices:

- If the user's language settings are not know, the field displays "Input devices: " and is disabled.

Profile folder name:

- The name of the folder that contains the profile.

Automatically log out an administrator after a period of inactivity

You can set the NMS to automatically log out a user after a specific time of inactivity.

After you set the timeout value, the NMS applies the value the next time a user logs into the NMS.

When the NMS logs out a user, it discards all unsaved data.

1. In the Nuance Management Console, click **Organizations**.
2. In the click **Organizations** area, click **Search**.
3. Enter search criteria and click **Search**.
4. Select an organization.
5. In the **Organizations** area, select **Details**.
6. On the **Organization Details** screen, click **Products**.
7. Expand the **Nuance Management Server** section.

8. In the **NMC Inactivity timeout in __ minutes** field, enter a value.

9. Click **OK**.

Viewing, modifying, and deleting a user account

Once you have created and configured a user account you can return to it at any time and perform the tasks below:

Notes:

- You must have the appropriate *Nuance Management Console* Administrator security rights to perform these tasks.

Finding and viewing a user account

1. On the menu bar, click **User Accounts** and then click the Search icon on the **User Accounts** ribbon.

2. Enter your search criteria on the **User Accounts** tab.

   You can search for user accounts based on the information that you entered on the **User Account Details** tab. You do not have to fill out all of the fields; you can search on a single field or even a few letters in that field.

3. Click **Search**.

   The system displays a list of user accounts that meet your search criteria. If you click **Search** without entering any search criteria, the system displays a list of all of the user accounts in the system.

4. In the list, double-click on the name of the user whose account information you want to view, or select the user on the list and then click **Details** in the **User Accounts** ribbon.

   The **User Account Details** window opens and displays all of the settings for the selected user account on the **Details**, **Address**, **Group Memberships**, **Messaging**. For more details about these tabs, see *Creating user accounts* on page 50

Deleting a user account

1. On the menu bar, click **User Accounts** and then click the Search icon on the **User Accounts** ribbon.

2. In the **User Accounts** window, enter your search criteria.

3. You can search for user accounts based on the information that you entered on the **User Account Details** tab. You do not have to fill out all of the fields; you can search on a single field or even a few letters in that field.

4. Click **Search**.

5. Select the user Account that you want to delete from the list and then click Delete on the **User Accounts** ribbon.

6. A message displays and asks if you want to delete the user account. Click **Yes** to delete the account.

Modifying a user account

1. Use the procedure above to find the user account.

   The changes you can make to a user account depend on your security rights. Fields that you cannot modify are shaded in gray and are inactive.

2. On the **Details** and **Address** tabs (see *Configuring user account details and address settings* on page 52) you can:

   - Change contact information for the user

   - Change the user account password. For more details about setting options for passwords, see Setting user password settings.

3. On the **Group Memberships** tab you can:

   - Add or remove the user account from a group. See *Assigning user accounts to groups* on page 56

   - Set the default group for a user by moving it to the top of the **Selected Groups** list.

4. On the **Messaging** tab you can:

   - Set email and mobile messaging options. See *Enable sending messages to an administrator* on page 53

5. On the **Dragon Professional** tab you can:

   - Configure the **User Account Options**, see *Setting user account Dragon Group client options* on page 72

   - Modify the text **Auto Formatting** settings, see *Setting Auto-Formatting Dragon Group options* on page 75

6. On the **User Profile** tab you can:

   -
     - View the default language and accent for the user profile.
     - View the Vocabulary and Input devices for the user profile. See *Viewing User Profile settings* on page 78.
     - View the Dragon client settings that are only configurable in the Dragon client for the user profile.

7. When your modifications are complete, click **Save** to apply them to the user account.

Changing the user account password
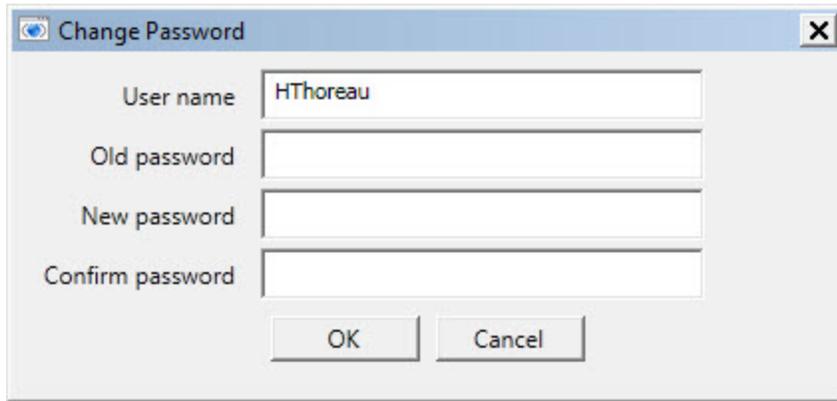
1. On the **User Account Details** screen, click the **Details** tab.
2. Click the **Change password** button.
3. In the **Change Password** dialog box, enter the new password and then confirm it by entering it a second time.
4. Click **OK** to save the password and return to the **User Account Details** tab

Applying Dragon Settings to organizations, sites, or groups

You can apply Dragon Group Settings at the following levels:

- For the organization
- For the site
- For the group
- For the user account

One feature that you must set on the *Dragon Client* is the Vocabulary.

If you set the feature for a group, and the group is the first on the **Group Details > Members > Group members** list, it applies to all user accounts in that group.

If you set feature for a user account, it applies only to that user account and the user account level setting overrides the group or site setting.

Configuring the Dragon settings

The following links provide more information on the how to configure the Dragon settings:

- *Turning on data collection for your site* on page 116
- *Setting Dragon Group voice command options for user groups* on page 92
- *Setting Auto-Formatting Dragon Group options* on page 75

Chapter 5: Managing licenses

You can quickly and easily assign licenses to individuals who are managing the system or dictating using the *Dragon Client*. This chapter describes how to grant and revoke licenses and how to obtain information on the licenses being used by your organization.

Use this chapter to configure settings in the NMC that are common for most products that use the Nuance Management Server.

The information in this chapter is for administrators that have the privileges to configure settings for Dragon Group .

Managing licenses

When you first install Dragon Group , you enter the organization number that Nuance provides, and after the installation is complete, you already have a user account named **admin** that you can use to log on.

You purchase three types of licenses:

- **Dragon Group Administrator**—License to access the *NMS Server* and configure the system. Nuance provides two free licenses of this type.
- **Author**—License for any type of user to dictate using the *Dragon Client*.

Dragon Group allows only **NMC Administrator** users with particular privileges to manage licenses for all other users.

Types of license upgrades available

If you are an existing customer and would like to purchase additional licenses or upgrade your existing licenses, you can contact your Nuance representative.

Obtaining and applying licenses

When you first purchase the product, you also usually purchase some initial licenses. To later purchase additional licenses, contact your Nuance representative.

Importing licenses included with Dragon Group

You can purchase as many licenses as you need up front when you purchase the product. Later, when you start the *NMS Server*, to download the licenses purchased for your account:

1. On the menu bar click **Licensing**, and then click the **Import License Key** icon. The **Import License Key** window opens.

2. Copy and paste the encrypted license key you received in e-mail into the **License Key** box.

3. Click **Show Information**.

4. Click **Import**. The *NMS Server* decrypts the license key and generates the licenses on your system where they become available for you to grant to the user accounts you create.

Purchasing and obtaining new licenses

When you purchase additional licenses through your Nuance representative, once the licenses have been issued, you see a message about the license or licenses in **Utilities**> **Messages**. You do not have to take any action to receive those licenses. You are not required to approve them to initiate download of those licenses; instead, the licenses appear in the **Licenses Summary** when you click **Licensing > View Licenses** tab, where you can grant those licenses to particular administrators or . To refresh the data on the **Licenses Summary** screen, press **Refresh** at the bottom right of the screen.

For more information on working with the licenses in the **Licenses Summary**, see:

- *Granting licenses* on page 86
- *Receiving expiration alerts and renewing licenses* on page 88
- *Revoking licenses* on page 89

Viewing licenses

After you have purchased licenses and prepared to grant those licenses, any individual with an **NMC Administrator** user account that you assigned the appropriate security rights can take steps to view the licenses that are in the *NMS Server*.

Viewing existing licenses

1. Click **Licensing** on the menu bar.
2. Click the **View Licenses** icon.
3. In the **Licenses Summary** screen, enter the search criteria.
4. Click **Search**. The **Licenses Summary** screen displays the search results.

   - **Organization Name**—Each license is associated with a particular organization for a particular product.

   - **Mode**—This field is always set to **Account** or **Enterprise**.

   - **OEM Name**— Ignore this field.

- **Product Name**—For an **NMC Administrator** license, the product name is the **Nuance Mgt Console (NMC)**; for a **Dragon Professional** license, the product type is **Dragon NaturallySpeaking**.

- **License Type**—**NMC Administrator** (for using the Nuance Management Console), or **Dragon Professional** (for dictating on client workstations).

- **Expires on**—The expiration date for the license.

- **Total Licenses**— Total number of licenses of the particular type that you have, whether or not you have granted them to anyone.

- **Used Licenses**—Total number of licenses of the particular type that you have granted to user accounts.

5. To refresh the data on the **Licenses Summary** screen, press **Refresh** at the bottom right of the screen.

6. From this table, you can now grant or revoke licenses.

   As you grant the licenses, the number of that type of licenses available automatically adjusts in the table. Likewise, when you receive the new licenses from Nuance, the *NMS Server* adjusts the number of licenses of that type in the **Licenses Summary** table.

Viewing license usage information

In the Nuance Management Console, you can create a report and view data about how your Dragon Group licenses are being used in your network by indicating how often and when users last logged in to either the Dragon Client (Author licenses) or the NMS (Administrator licenses).

You can view usage information for available license types. The following license types are specific to Dragon Group:

- NMC Administrator
- Author license

.You can use the license usage information in the report to manage and optimize the use of Dragon Group licenses in your organization. For example, if a user with a Dragon Group license does not use the license frequently, you can re-assign the Dragon Group license to another user.

You can also use the license usage information to plan the future license requirements for your organization.

To generate and view the usage report, you must have the proper administrative rights in the Nuance Management Server (NMS).

1. Open the Nuance Management Console.
2. In the **Trends** section, under **Usage**, select **License Use**.
   The Nuance Management Console displays the **License Usage** view.
3. Select the search criteria for the report:
- The **Organization** field is greyed out.
- In the **License type** field, select a license type.
- In the **Start Date/Time** field, select a start date and time.

- In the **End Date/Time** field, select an end date and time.
4. Click **Search**.

The Nuance Management Console generates a report using data from the Nuance Management Server.

The Nuance Management Console displays the report as a grid with the following information:

- **Login** - The login information of the user.
- **Last Name** - The last name of the user.
- **First Name** - The first name of the user.
- **Last Login** - The date and time that the user last logged into the system.
- **Days Since Last Login** - The number of days since the last date the user logged into the system.
- **Login Count** -The total number of times the user logged into the system between the Start Date/time to the End date/time.

Save search results to a .csv file

On screens that display search results, you can save the search result data for future use.

A status bar at the bottom right of the screen displays:

- The number of rows on the screen, for example: Items: 104 .
- An icon that refreshes the search results .
- The save icon.

i. Press the icon.
ii. In the dialog box, browse to a location to save the file.
iii. Press **Save**.

Granting licenses

You can grant licenses when you create a user account or after you create the account.

If you delete a user account for a professional who still has an active license, the license becomes available for you to grant to another user.

Granting a license immediately after creating a user account

1. When you first create a new user account, if you have already downloaded licenses, when you save the user account, the NMC display the **Licenses** dialog box .

2. In the **Licenses** dialog box , select one or more types of licenses to assign to the user account.

3. Once you select the license types, if purchased licenses of that type are available on the server, *NMS Server* automatically assigns them to the user account. Otherwise, it pops up a message, saying the license is not available. If the license is not available, that's not a problem, as you can grant the license later, after you either purchase or download more licenses or free up a license from another user account by revoking that account's license or deleting the user account.

Granting a license to an existing user account

To grant a license to an existing user account:

1. Click **Licensing** on the menu bar.

2. In the ribbon below the **Licensing** tab, click the **View Licenses** icon.

3. In the **Licenses Summary** screen, enter search criteria in the fields and click **Search**.

4. Click on the row with the type of license that you want to grant.

5. In the **License Allocation** section, click the **Grant** icon.
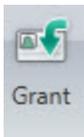
6. When the **Grant License** tab opens, the organization's name and the type of license appear in the top left of the screen. Below the organization name, you see a list of **Available Users** containing the names of people whose user accounts that do not have licenses. To the right of the **Available Users** section, you see an empty list of **Selected Users**. A small box labeled **Available Licenses** displays the number of licenses that are available for you to assign.

Select the person or persons to grant the license to in the **Available Users** list and those names become highlighted.

7. Click the **>** button between the two lists to move that user's name to the **Selected Users** list. The user name(s) move to the **Selected Users** list on the right and the number of available licenses then reduces to show that fewer licenses are available.

8. If you missed any names, repeat the last three steps for other users in the **Available Users** list who you'd like to grant the same type of license.

9. If you make a mistake or change your mind about granting one of these licenses while the tab is still open, you can click on the name in the **Selected Users** list and click the **<** button to return that name to the **Available Users** list.

10. When you are satisfied that licenses listed are those you want to grant, click **OK** to save the information and grant the licenses. The tab closes and you return to the **Licenses Summary** table.

11. Repeat this process for each type of license you want to grant.

Receiving expiration alerts and renewing licenses

Thirty days before a Dragon Group license is going to expire, you start receiving alerts about that fact. You should be sure to renew the license before it expires.

Viewing messages about expired licenses

If a license is close to expiring, you receive a reminder message. To view messages that might contain alerts about licenses that are expiring soon:

1. Click the **Utilities** tab on the ribbon.
2. Click **Messages**.
3. In the **Messages** window, search for messages that are related to licenses. Expiration messages look like the following messages:
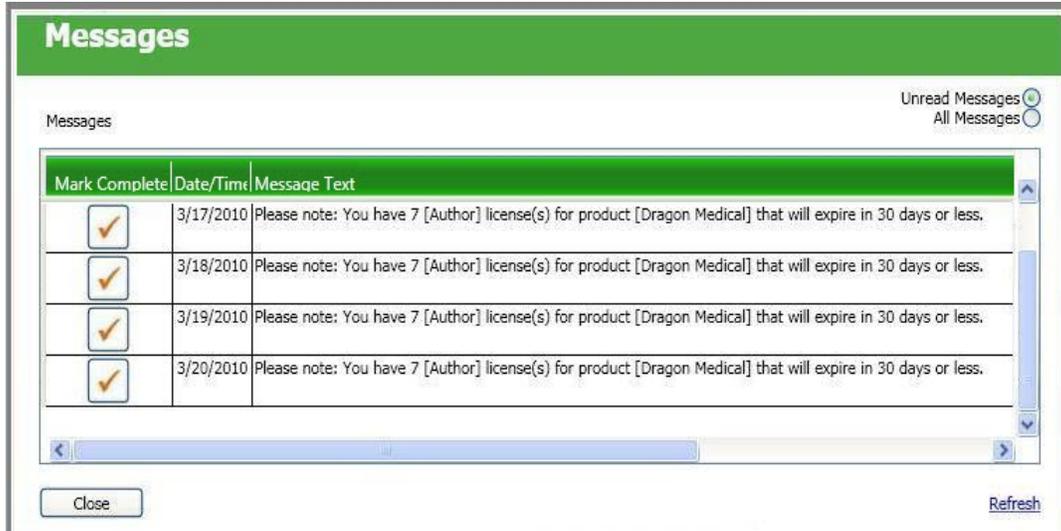
4. If the message says a license or set of licenses are about to expire, you should follow the renewal process below to renew the license.

Renewing the License

To renew an existing license:

1. Contact your Nuance representative. The representative should be able to verify your official organization number and take you through the process of purchasing renewal licenses and any additional licenses you would like.
2. Once the renewal is approved, the licenses download to the *Nuance Management Server*. You can then see the licenses in your *Nuance Management Console*.

Revoking licenses

To revoke a license that is associated with a user account:

1. Click **Licensing** on the menu bar and in the ribbon below the **Licensing** tab you see the **View Licenses** icon.
2. Click the **View Licenses** icon.
3. Enter search criteria and click **Search**.
4. Click on a license that you want to revoke.
5. To revoke the license from one or more uses, in the **Licensing** area, click the **Revoke** icon. The Nuance Management Console displays the **Revoke License** tab. In the tab, you see a list of **Licensed Users** to the left and an empty **Selected users** list to the right.

6. In the **Licensed Users** list, select one or more users to revoke a license from, then click the button between the two lists with a **>** symbol in it. The names move to the **Selected users** list.

7. Click **OK** to save the change. The tab closes and you return to the **Licenses Summary** table. The newly revoked licenses should be added to the number of licenses available in the table.

8. Repeat this process for each type of license you want to revoke.

Dictating with Author licenses while disconnected from network

A user requires a license to use the Dragon client for dictation.

The license is stored on the NMS Server.

A user with a license can use the Dragon client without a connection to the NMS server (Disconnected mode) until the user license expires.

To use the Dragon client after the user license expires:

1. The user must extend their Dragon Group license subscription.

2. The user must connect the Dragon computer to the network and connect with the NMS server that has the user's license.

3. The NMS server verifies that the user's new or updated license is valid.

Chapter 6: Configuring Dragon Group settings

This chapter describes the Dragon Group options you can set in the Nuance Management Console.

Applying Dragon Settings to organizations, sites, or groups

You can apply Dragon Group Settings at the following levels:

- For the organization
- For the site
- For the group
- For the user account

One feature that you must set on the *Dragon Client* is the Vocabulary.

If you set the feature for a group, and the group is the first on the **Group Details > Members > Group members** list, it applies to all user accounts in that group.

If you set feature for a user account, it applies only to that user account and the user account level setting overrides the group or site setting.

Configuring the Dragon settings

The following links provide more information on the how to configure the Dragon settings:

- *Turning on data collection for your site* on page 116
- *Setting Dragon Group voice command options for user groups* on page 92
- *Setting Auto-Formatting Dragon Group options* on page 75

Setting Dragon Group voice command options for user groups

Under **Group Details** > **Dragon Professional** > **Commands**, you set voice command options that control how *Dragon Group* interprets voice commands.

Once you configure commands for a group, the command settings apply to all users in the group.

- **Enable mouse motion commands:** By default, this feature is enabled. Allows the user to use mouse motion commands such as "Move Mouse left," "Faster," and "Slower." Use the **Mouse movement** slider to control how quickly the mouse pointer moves across the screen.

- **Enable HTML support:** By default, the group level setting applies.

  Enabling this setting makes available a set of commands designed to help users surf the web by voice in web browsers. You may need to disable this setting for certain applications. For more information, see the client Help.

- **Enable commands in HTML windows:** By default the group level setting applies.

  Enabling this option makes available a set of voice commands designed for users to use for creating or editing messages in HTML format in certain Microsoft Outlook dialog boxes. These dialog boxes appear with the Internet Explorer symbol (a small document icon with the letter "e" in it) in the left corner of the window header. You may need to disable this setting for certain applications. For more information, see the *Client* Help.

- **Enable automatically select first field:**
Select this option to disable the "automatically select the first field" feature for a group of users.

- **Require click to select hyperlinks in HTML windows:** By default, this feature is enabled and the group level setting applies.
  - Requires that the user speak the word "Click" to select a hyperlink, such as "Click nuance.com" instead of just "nuance.com."

- **Enable recognition mode switching commands:** Enabling recognition mode switching allows users in the group to dictate and say the mode switching commands interchangeably. Turning off recognition mode switching disables the ability to switch between modes. For example:

- **Dictation Mode**: In Dictation Mode, *Dragon Group* interprets everything you say as dictation and nothing is interpreted as a command. Say "Start Dictation Mode" or "Switch to Dictation Mode."

- **Command Mode**: In Command Mode, *Dragon Group* interprets everything you say as a command and nothing is interpreted as dictated text. Say "Start Command Mode" or "Switch to Command Mode."

- **Spell Mode**: In Spell Mode, *Dragon Group* allows you to say any combination of letters, digits, or symbols as you might need to do dictating license plate or parts numbers. Say "Start Spell Mode" or "Switch to Spell Mode."

- **Numbers Mode**: In Numbers Mode, *Dragon Group* interprets your dictation as numbers. Say "Start Numbers Mode" or "Switch to Numbers Mode."

- **Normal Mode**: The most flexible mode in *Dragon Group* is Normal Mode. In Normal Mode, *Dragon Group* distinguishes dictation from commands by analyzing what you say between pauses. Say "Start Normal Mode" or "Switch to Normal Mode."

  For more information on modes, see the *Client* Help.

- **Enable web search commands:** Select this option to make available Web search commands that let users in the group search the Internet using commands that are patterned on their natural speech. See Voice Shortcuts for Web Search in the *Client* Help for more information.

- **Enable desktop search commands:** Select this option to make available Desktop search commands that let users in the group search their Windows desktops using commands that are patterned on their natural speech. See Voice Shortcuts for Desktop Search in the *Client* Help for more information.

- **Enable Email and Calendar commands:** Select this option to make available Voice Shortcuts for Email and Calendar that let users in the group control Outlook's email and calendar functions using commands that are patterned on their normal speech. See the *Client* Help for more information.

- **Enable cut shortcut commands, Enable delete shortcut commands, Enable copy shortcut commands:** Select these options to enable the Cut, Copy and Delete Quick Voice Formatting Commands. Delete and Copy are enabled by default.

- **Variable delimiters:** By default the group level setting applies.
The variable delimiters are used by Text and Graphics/auto-text commands that incorporate Voice (variable) Fields. Voice Fields are variable fields where the user

can later type or dictate a specific value.

By default, Text and Graphics/auto-text Voice commands use the square bracket [ ] characters to indicate the presence of a variable field. To change the variable delimiting characters, specify a character for the left and right delimiters.

The delimiting "characters" can each be up to 5 characters long. The left and right delimiters cannot be exactly the same as each other or, when you try to apply them, the *Dragon Group* displays a message that they are not valid.

> **Caution:** Nuance recommends you set the delimiting characters once and never change them, because if, for instance, you use square brackets in several Text and Graphics/auto-text commands, then change the delimiting characters to */ and /*, the Text and Graphics/auto-text commands that are using the square brackets then fail because the *Client* looks for variables only between */ and /*, not between [and].

For more information about using variables with Text and Graphics/auto-text commands, see the *Client* Help.

- **Enable natural language commands:** This series of four options enables the users in the group to use Natural Language commands with the applications Microsoft Word, WordPerfect, Microsoft Excel, and Microsoft PowerPoint. This feature uses an additional 8 MB of memory and requires that you restart your computer before it takes effect. Natural Language Commands are available by default only in Microsoft Word.

  Enable Facebook post commands: Enable this option to use commands that work with Facebook.

  Enable Twitter post commands: Enable this option to use commands that work with Twitter.

Setting user account Dragon options

On the **User Account Details** > **Dragon Professional** > **User Account Options** tab, you can configure settings for the individual user that override settings that you already selected for the group.

Setting User Account options

By default, settings are configured at the group level and the **Group** option to the right of a setting is selected. To override the group settings, select the **Personal** option next to a setting.

- **Enable HTML support:** By default, the group level setting applies.

  Enabling this setting makes available a set of commands designed to help users surf the web by voice in web browsers. You may need to disable this setting for certain applications. For more information, see the client Help.

■ **Enable commands in HTML windows:** By default the group level setting applies.

Enabling this option makes available a set of voice commands designed for users to use for creating or editing messages in HTML format in certain Microsoft Outlook dialog boxes. These dialog boxes appear with the Internet Explorer symbol (a small document icon with the letter "e" in it) in the left corner of the window header. You may need to disable this setting for certain applications. For more information, see the *Client* Help.

■ **Require click to select hyperlinks in HTML windows:** By default the group level setting applies.

If you select this option, it requires that the user speak the word "Click" to select a hyperlink, such as "Click nuance.com" instead of just "nuance.com." You may need to disable this setting for certain applications.

■ **Enable automatically select first field:**
Select this option to disable the "automatically select the first field" feature for a user or a group of users.

■ **Variable delimiters:** By default the group level setting applies. Usually you do not change delimiters for an individual user because they are most effective when they apply across an entire group's documents.

- Variable delimiters in templates (Text & Graphics commands that incorporate voice (variable) fields), are characters that surround each voice field location in the template/command where the user can later type or dictate a specific value.

- By default, a pair of square brackets [ ] indicates the presence of a voice field. To use different characters to indicate a voice field, enter the characters you prefer to use for left and right delimiters.

- Delimiting "characters" can each be up to 5 characters long. The left and right delimiters cannot be exactly the same as each other or, when you try to apply them, *Dragon Group* displays a message that they are not valid.

■ **Saving the user also saves local acoustics:** By default the site level setting applies.

Select this option to save the user's acoustic information locally on the client. By saving the acoustic information, any corrections the user makes are available even after a close and re-open of the user profile. In addition, selecting this option synchronizes all corrections in the Local cache user profile with the roaming user profiles if you also turned on the **Always copy acoustic information to network** option at the site level (active by default).

Log out users who do not respond after __ seconds: By default enabled, set to a value of 60 seconds, and applied to all users associated with the site that this user account is associated with.

The option instructs the *Client* to log out this user after the client has been idle and the user has been prompted to respond, but the number of seconds you indicate here elapses without a response.

The **Log out users who do not respond after __ seconds:** field accepts a numeric value (seconds) up to three characters in length.

- **Remove local cache data after usage:** By default the site level setting applies. Deletes the contents of the local cache when the user logs out.
  Note: If you want to enable this option, you must disable the **Allow disconnected mode** option. Conversely, if you want to enable the **Allow disconnected mode** option, you must disable this option to allow it to work. The effects of one setting cancel out the effects of the other.

- **Save user profiles upon automatic logout:** Set this option to save the user profile when a user logs out of the system.

- **Enable recognition mode switching commands:** Enabling recognition mode switching allows users in the group to dictate and say the mode switching commands interchangeably. Turning off recognition mode switching disables the ability to switch between modes. For example:

  -
    - **Dictation Mode**: In Dictation Mode, *Dragon Group* interprets everything you say as dictation and nothing is interpreted as a command. Say "Start Dictation Mode" or "Switch to Dictation Mode."

    - **Command Mode**: In Command Mode, *Dragon Group* interprets everything you say as a command and nothing is interpreted as dictated text. Say "Start Command Mode" or "Switch to Command Mode."

    - **Spell Mode**: In Spell Mode, *Dragon Group* allows you to say any combination of letters, digits, or symbols as you might need to do dictating license plate or parts numbers. Say "Start Spell Mode" or "Switch to Spell Mode."

    - **Numbers Mode**: In Numbers Mode, *Dragon Group* interprets your dictation as numbers. Say "Start Numbers Mode" or "Switch to Numbers Mode."

    - **Normal Mode**: The most flexible mode in *Dragon Group* is Normal Mode. In Normal Mode, *Dragon Group* distinguishes dictation from commands by analyzing what you say between pauses. Say "Start Normal Mode" or "Switch to Normal Mode."

      For more information on modes, see the *Client* Help.

- **Enable web search commands**: Select this option to make available Web search commands that let users in the group search the Internet using commands that are patterned on their natural speech. See Voice Shortcuts for Web Search in the *Client* Help for more information.

- **Enable desktop search commands**: Select this option to make available Desktop search commands that let users in the group search their Windows desktops using commands that are patterned on their natural speech. See Voice Shortcuts for Desktop Search in the *Client* Help for more information.

- **Enable Email and Calendar commands**: Select this option to make available Voice Shortcuts for Email and Calendar that let users in the group control Outlook's email and calendar functions using commands that are patterned on their normal speech. See the *Client* Help for more information.

- **Enable cut shortcut commands, Enable delete shortcut commands, Enable copy shortcut commands:** Select these options to enable the Cut, Copy and Delete Quick Voice Formatting Commands. Delete and Copy are enabled by default.

- **Enable natural language commands:** This series of four options enables the users in the group to use Natural Language commands with the applications Microsoft Word, WordPerfect, Microsoft Excel, and Microsoft PowerPoint. This feature uses an additional 8 MB of memory and requires that you restart your computer before it takes effect. Natural Language Commands are available by default only in Microsoft Word.

- **Enable Facebook post commands**: Enables users to use commands that work with Facebook.

- **Enable Twitter post commands**: Enables users to use commands that work with Twitter.

Chapter 7: Managing user profiles

The sections in this chapter help you understand actions that you carry out to upgrade user profiles from earlier versions of *Dragon*.

Creating a user profile

On the *NMS Server* you create user accounts that later associate with user profiles, but you do not create any actual user profiles on the server. Only the *Dragon Client* creates user profiles. As long as you have created a user account for a user to log on to the Dragon Client, *Dragon* takes it from there.

Every time a user dictates for the first time, *Dragon* creates a user profile based on a combination of the provider's language, accent, audio input device, and vocabulary with the provider's voice and speech patterns.

Configuring the location of Roaming user profiles

When an end user logs into Dragon Group through the NMS server, the NMS sends the location of the user's profile to Dragon Group . This allows Dragon Group to find and access the user profile.

An administrator can configure these locations in the Nuance Management Console.

Setting the location of roaming user profiles

1. In the Nuance Management Console, in the **Sites** area, click **Organization Overview**.
2. Select a site.
3. In the **Sites** > **Sites** area, click **Details**.
4. Select the **Dragon Professional** tab.
5. Expand the **Roaming User Profile** section.
6. Select the **Enable Roaming User Profiles** option to enable the use of Roaming User Profiles with Dragon Group .
7. Beside the text **Roaming User Network Directories**, click the **Configure** button. The Nuance Management Console displays the **Roaming User Network Directories** window.
8. In the **General** tab, fill-in the following fields:

- **Name**—The name for the Roaming User Profiles location.

- **Dragon Speech Profile Location**—The location of the Roaming User Profiles. The location must be accessible to all server machines and workstations on the network and can be either a mapped drive, a UNC location, or a web server URL (**http://** or **https://** for a secure web server). If you cannot browse to the location, when you explicitly enter the path, be sure it is in the format shown below based on the way servers on your network access the Roaming User Profiles location:

    - **Mapped network drive**—Use this format: *<drive letter>***:***<folder name>*. For example, **Y:\Profiles**.
    - **UNC Path**—Use this format: *servername\sharename\path\filename*. For example, **\\MyServer\Profiles**
    - **HTTP**—Use this format: **http://**myserver.com/webDAV. For example, **http://Profiles/MasterUserProfilesDir**
    - **HTTPS**—The format is**: https://**myserver.com/WebDAV. For example, **https://Profiles/UserProfilesDir**

The HTTP Settings tab

If Roaming User Profiles Are Located on a Web Server

If you have set up a web server (http) to house your Roaming User Profiles, then under the **HTTP Settings** tab, you set up access to that web server. For details, see Setting site HTTP connection settings for Roaming User Profiles.

The SSL Settings tabs

If Roaming User Profiles Are Located on an SSL Web Server

If you have set up a secure socket layer (SSL) web server (https) to house your Roaming User Profiles, then under the **SSL Settings** tab, you set up access to that secure web server. For details, see Setting site SSL connection settings for Roaming User Profiles.

Note: You must install a third-party web server application called WebDAV to set up a compatible WebDAV HTTP or SSL server. WebDAV software is required in order to access and secure Roaming User Profiles on the Internet location. The WebDAV application is available free of charge at www.webdav.org.

NMS Administrative Settings: Setting site HTTP connection settings for Roaming User Profiles

Caution:

If you have never set up a web server before, do not attempt to do so; these instructions assume you have already installed the web server and have experience setting up a web server.

In the **Site** tab, under the **Dragon Professional** tab, you enter information about where you store Roaming User Profiles for a site. If you are storing the profiles on a web server, to set up the HTTP settings:

1. Select the **Enable Roaming User Profiles** option.

2. Beside the text **Roaming user profile directories**, click the **Configure** button. Dragon displays the **Roaming User Profile Directory Settings** window.

3. Click the **HTTP Settings** tab.

   Enter information about your connection in the text boxes under the sections in the dialog box:

   - *Authentication* on page 100
   - *Firewall and Proxy Servers* on page 100
   - *Miscellaneous* on page 101

Authentication

Prompt for user and password

Select if users will be prompted for a username/password when they connect to the HTTP server.

Default user/Password

Set to the default username/password needed to connect to the HTTP server. Be sure to put the domain name followed by a backslash in front of the user login name; for example:

 Nuance\JWyman. This is not a local login.

Authentication type

Set the type of authentication used on the HTTP server you specified as the **Address** in the **Roaming user profile location** dialog box. Select the type that indicates how your server is configured:

- **Basic**—Choose if the server is configured for Basic authentication, where the username and password are passed over the network as clear text.

  - **Digest**—Choose if the server is configured for Digest authentication, where the passwords are never transmitted across the Internet in unencrypted form.

Note: For security reasons, be sure that anonymous logins are disabled on the HTTP or HTTPS server.

Firewall and Proxy Servers

Use proxy server

Select **Use proxy server** if Dragon workstations are connecting to the **http**server through a proxy server.

Type

Select the type of firewall used on the HTTP server from the drop-down list:

  - **HTTP** —Select for a proxy server that specializes in HTML (web page) transactions.

- **Tunnel**—Select if client workstations are connecting to the server with tunneling software.

- **Socks 4**—Select for a SOCKS4 protocol that relays TCP sessions at a firewall host to allow application users transparent access across the firewall. SOCKS4 does not support authentication, UDP proxy. SOCKS4 clients require full Domain Name Service (DNS).

- **Socks 5**—Select for a SOCKS 5 protocol that relays TCP sessions at a firewall host to allow *Nuance Management Console* users transparent access across the firewall. SOCKS 5 supports multiple authentication methods. SOCKS 5 clients use the SOCKS 5 server to perform the Domain Name Service (DNS) lookup.

Server

Enter the server name provided by your server administrator.

Port

Enter the port number accessed to connect to the proxy server or firewall.

User

Enter any username needed to log on to the proxy server or firewall.

Password

Enter any password needed to log on to the proxy server or firewall.

Firewall data

Enter any special authentication string provided by your server administrator.

Miscellaneous

Follow redirects

If you are storing the Roaming User Profiles on a server that redirects incoming connections to another location, you can define how the Dragon client handles these redirects by selecting one of the check boxes. Nuance recommends that you set redirects to either **Always** or **Same Scheme Only**, but always follow them.

- **Never**—Never follow redirects; ignores them.
- **Always**—Always follow redirects.
- **Same Scheme Only**—Permit only redirects using the same scheme as the client request.

Keep Connection Alive

Selecting this check box tells the client and server to keep the connection alive after the current session ends. If you have **Follow Redirects** set to **Always** or **Same Scheme Only**, you should not select this check box.

Lock timeout

Set to the number of seconds the server should wait before breaking the lock on any the Roaming User Profiles for the logged on user. Setting the lock to **0** uses the default setting from the server. Specifying another time overrides the server default.

A network lock prevents a user from using a Roaming User Profile that another user already has in use. While this process does not take a long time, network problems can cause a lock

to become *stuck* and not release when the login process is completed. When this happens, the next time the user tries to log on with that user account, the user sees a message informing him or her of the lock.

Connection timeout

Set to number of seconds before the *NMS Server* should close the *Dragon* client connection to the server either when the connection is idle or after the connection has been open for that duration.

Timeout of inactive

Check if the connection timeout in the previous text box applies when the logged in user has been inactive for the specified time period. Leave unchecked if the timeout applies after time elapses, regardless of activity of the logged in user. Leave the option unchecked only with great caution, as it could close the connection while the Dragon client is accessing the Roaming User Profile and corrupt the profile.

Recommended settings for web servers

For selections, Dragon Group requires you make while installing a particular type of web server, refer to the instructions for installing that web server in the Configuration and Client Installation Guide.

NMS Administrative Settings: Setting site SSL connection settings for Roaming User Profiles

Caution:

If you have never set up a secure web server before, do not attempt to do so; these instructions assume you have already installed the secure web server and have experience setting up a secure web server.

Be sure that you install an SSL certificate that is trusted for directory on every workstation. You push install the SSL certificate as Trusted Root Certificate Authorities.

In the **Site** tab, under the **Dragon Professional** tab, you enter information about where you store Roaming User Profiles. If you are storing the user profiles on a secure web server (HTTPS) to set up the SSL settings:

1. Select the **Enable Roaming User Profiles** option.
2. Beside the text **Roaming user profile directories**, click the **Configure** button. Dragon displays the **Roaming User Profile Directory Settings** window.

3. Click **SSL Settings**.
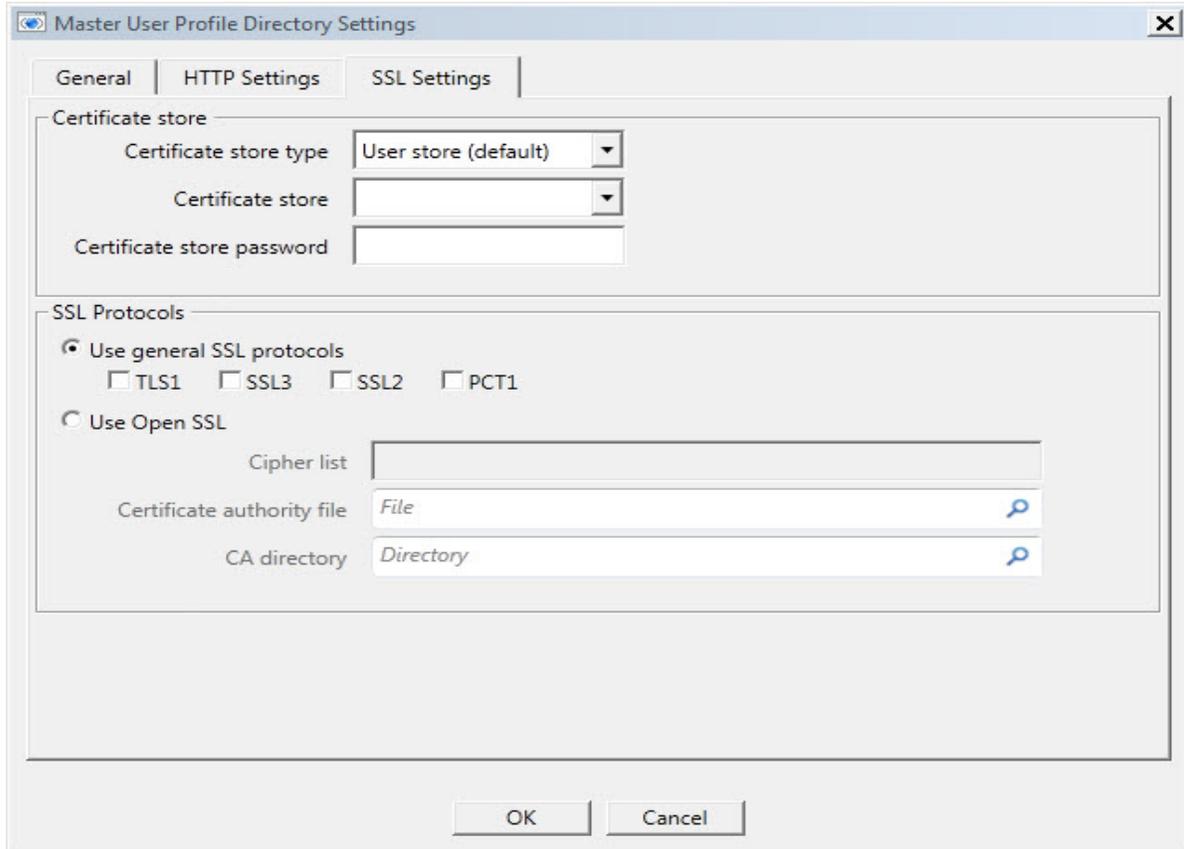
4. In the **SSL Settings** tab, you define and configure the connection to your secure web (HTTPS) server. Enter information about your connection in the text boxes under these sections in the dialog box:

    - *Certificate store* on page 103
    - *SSL Protocols* on page 105

Certificate store

In this section, you indicate the type of certificate that provides server identity, certificate, and public key information to clients that try to establish a connection:

Certificate store type

Select the certificate store type used for the client certificate on the local machine:

- **User store (default)**—Choose if the certificate store is a certificate store owned by the current user. For Java, choose if the certificate store is the name of a JKS (Java Key Store) file. If the user is OpenSSL, choose if the certificate store is a file that contains the PEM encoded certificate and private key.

- **Machine store**—Choose if the certificate store is a machine store (not available in Java or when user is OpenSSL).

- **PFX file**—Choose if the certificate store is the name of a Private Key Server or PFX (PKCS12) file containing certificates. If the user is OpenSSL, the file may contain only one certificate and private key.

- **PFX Blob**—Choose if the certificate store is a string (binary or base64 encoded) representing a certificate store in PFX (PKCS12) format.
- **PEM Key**—Choose if the certificate store is a string or file name that contains a Privacy Enhanced Mail (PEM) encoded certificate and private key. This store type is currently not supported in Java.

Certificate store

Enter the name of the certificate store for the client certificate on the local machine:

The storage location is called the *certificate store*. A certificate store will often have numerous certificates, possibly issued from a number of a different certification authorities:

- **MY**—A certificate store holding personal certificates with their associated private keys.
- **CA**—A certificate store holding Certifying Authority (CA) certificates.
- **ROOT**—A certificate store holding ROOT certificates.
- **SPC**—A certificate store holding Software Publisher Certificate (SPC) certificates.

Notes:

- If you select **PFX file** for the **Certificate Store Type**, for the **Certificate Store** select **Other** and enter the name of the file in the associated text box below it.
- If you select **PFX Blob** for the **Certificate Store Type**, for the **Certificate Store** select **Other** and enter the binary contents of a PFX file (for example, the PKCS12) in the associated text box below it.

Certificate store password

Enter the password for the **Certificate Store** on the local machine if one is required.

SSL Protocols

Use general SSL protocols

Use this section to enable/disable the supported security protocols on the HTTPS server.

- **TLS1**—Version 1 of the Transport Layer Security (TLS) protocol.
- **SSL3**—Version 3 of the Secure Sockets Layer (SSL) protocol.
- **SSL2**—Version 2 of the Secure Sockets Layer (SSL) protocol.
- **PCT1**—Version 1 of the Private Communications Transport (PCT) protocol.

Notes:

- Although a number of sites still support SSL2, Nuance recommends that you disable it because of potential security vulnerabilities.
- If you select **Using OpenSSL**, this functionality is provided by the **Cipher List**.

Use Open SSL

Select **Using OpenSSL** if the HTTPS server uses **OpenSSL** as a Certificate Authority. OpenSSL is a free non-commercial implementation of SSL.

When you select **Using OpenSSL**, you must provide:

- **Cipher List**—A string that controls the ciphers to be used by SSL. The cipher list consists of one or more cipher strings separated by colons.
- **Certificate Authority File**—Name of the file containing the list of certificate authorities (CAs) trusted by your application. The file set by this property should contain a list of CA certificates in PEM format.
- **CA Directory**—Path to a directory containing CA certificates. The path set by this property should point to a directory on the server machine containing CA certificates in PEM format.

Recommended settings for SSL web servers

For selections that Dragon Group requires you to make while installing a particular type of secure web server, refer to the instructions for installing that secure web server in the Configuration and Client Installation Guide.

NMS Administrative Settings: Setting Roaming User settings and Data settings

Merge contents of vocdelta.voc into network user profile when file is full

Description here.

Prompt before saving to network location

Description here.

Allow disconnected mode

For Dragon Group users that work off the network. Permits users to log on to a *Dragon* client when the workstation is not connected to the network, such as when the user is working off-site on a laptop, the network is down, or for some reason the roaming user profiles directory (where the Roaming User Profiles are stored) is unavailable.

If your users never dictate on a laptop, you might want to set this option temporarily before you convert local User Profiles to Roaming User Profiles on the network, and then clear it when you are finished.

If you choose to allow users to dictate in **Disconnected** mode, do not enable the **Remove local cache data after usage** option in the **Data** settings for the site. If you enable both settings, when the user logs out after dictating in **Disconnected** mode, the results of the user's dictation end up being deleted from the local cache and all the work lost.

Saving user profiles upon automatic logout

By default the Organization level setting applies.

Select this option to automatically save user profile updates to the master user profile when a user logs out of the system.

Saving the user also saves local acoustics

Select this box to have the client send both the acoustic model updates and the language model updates to the server.

If you do *not* select this option, the clients sends only the language model updates (changes to words and writing styles related changes) back to the server, not the acoustic model updates (changes based on the user's correction of recognized text).

Access network at user open/close only (Minimizes network traffic)

Integrates changes made in the local user cache profile into the Roaming User Profile only when a user logs out and not while the user is dictating. If you do not select this box, then local changes to user configurable options are immediately transferred to the Roaming User Profile.

Ask before breaking lock on network users

Recommended for UNC and mapped drives. Select to keep the option of maintaining or breaking a network lock when opening a Roaming User Profile. Normally, network locks prevent a user from opening a Roaming User Profile at the same time that another user is opening the profile. While this process does not take a long time, network problems can cause a lock to become "stuck" and not release when the opening process is completed. When this happens, the next time a user tries to open their profile, the Dragon client displays

a message stating that the profile is locked and offering the option of overriding the lock. If you do not want this message to appear and instead always want to break a network lock in this situation, you can clear this option to prevent the message from appearing. Because the presence of a lock can indicate a problem that needs to be addressed, Nuance recommends that you enable this option.

Notes:

- This option is valid for *Dragon* clients that connect to the Roaming User Profiles location using a mapped drive or UNC drive, but is not supported for users connecting over HTTP.
- Users should be careful when in breaking a locked Roaming User Profile, because if the user breaks a lock on one workstation when a user on another workstation is writing to the Roaming User Profile, breaking the lock may corrupt the profile.

Set audio levels on each machine

Select this box to run the **Check your audio settings** option from the **Accuracy Center** window before your first session with a Roaming User Profile. This includes the **Volume Check** and the microphone **Quality Check**. Check this option if your users are dictating on different machines or on a single machine, like a laptop, in many different locations. When a user changes machines or locations, the audio setup data can vary depending on differences in the microphone and sound card, as well as differences in ambient sound levels of each Roaming User Profile location. In situations where *Dragon Group* detects a significant difference between operating systems, sound cards, microphones, or other hardware, the program will prompt you to run **Check your audio settings** even if you do not have this option selected.

Copy Dragon log to network

Select this box to copy the **Dragon.log** file from the local workstation to the Roaming User Profile location whenever the program synchronizes the local and roaming user profiles. **Dragon.log** contains information that can help diagnose problems that your users might encounter dictating with Dragon clients.

Note: The **Dragon.log** file will not be copied once the maximum size in the **Disk space reserved for network archive** option is reached.

Always copy acoustic information to network

Select to copy the user's acoustic model to the Roaming User Profile location. The transfer of acoustic information based on this option's setting is not limited by setting the **Disk space reserved for network archive** option.

Suppress warning for using multicore speech profiles on single core machines

Select to suppress the warning that displays if a user profile with a BestMatch-IV or BestMatch-IV model loads on a single-core computer.

This option is disabled by default.

Chapter 8: Managing Dragon Clients

From the *NMS Server*, you can manage individual client computers. The process of managing clients can begin with installing the client using the *Nuance Management Console*, then setting several options for the client. You can take several actions to manage clients:

Setting general auto-formatting options in the client or the Nuance Management Server

Typically, *NMS Server* administrators set all formatting options in the **Groups Details** > **Dragon Professional** > **Auto-Formatting** tab or the **User Account Details** > **Dragon Professional** > **Auto-Formatting** tab.

However, users can use the Dragon Group client to override **Auto-Formatting** options.

If a user changes **Auto-Formatting** options in the Dragon Group client, the user's changes override the administrator's settings, unless an administrator subsequently makes changes to them. Basically, the Dragon Group client applies the **Auto-Formatting** option settings of the last person that changed those option settings—whether that person was a user or an administrator.

Status of General Formatting settings on recently reconnected laptops

By default, if a user does not change them, General Formatting options automatically take the values last set by the *NMS Server* administrator in the *Nuance Management Console*.

If the administrator changes them at any time, new General Formatting option settings take effect as soon as a user logs in to the Dragon Group client.

If a user has been dictating in Disconnected mode (off-site or otherwise off the network), the General Formatting option settings from the *NMS Server* take effect as soon as the user again plugs the Dragon Group client machine in to the network.

Starting the Dragon Client from a Command Line

On any workstation that has the Dragon Client installed, you can start the client from the command line:

1. Select **Start > Run...** and enter **cmd** in the **Run** dialog box that pops up.

2. Switch directories to the following path: (use Program files (x86) for x64 systems)

```
<drive>:\Program Files\Nuance\NaturallySpeaking12\Program
```

3. Enter the command line shown below, passing either the **-user** option or the **/user** option followed by the user name and password, in that order. The user name and password must be from a user account created on the *NMS Server*:

```
natspeak.exe /user <username> <password>
```

4. The password is optional if a provider does not have a password, but Nuance recommends that you assign all providers using *Dragon Medical* a password.

5. You can also use **natspeak** to install the client from the command line. To receive diagnostic messages about the *Dragon Client* installation process, you can use the diagnostic option shown below:

```
natspeak.exe /diagnose
```

When you use the **/diagnose** option, *Dragon Medical* sends any information about errors that occur during the installation into the **Dragon.log** file.

Closing the Dragon Client from a command line

Closing Dragon from a command line is the same as closing Dragon from the Dragonbar menu and closes all Dragon related processes.

This feature is useful for customers that use Dragon in a virtual environment as it allows administrators to close Dragon without using the Task Manager.

1. Select **Start > Run...** and enter **cmd** in the **Run** dialog box that pops up.

2. Switch directories to the following path: (use Program files (x86) for x64 systems)

```
<drive>:\Program Files\Nuance\NaturallySpeaking12\Program
```

3. To close Dragon without saving user profile changes, enter the command line shown below. This command works even if the **Automatically save user files on close** option is enabled in the Dragon client.

```
natspeak.exe /ShutDown
```

4. To close Dragon and save user profile changes, enter the command line shown below. This command works even if the **Automatically save user files on close** option is disabled in the Dragon client.

```
natspeak.exe /SaveandShutDown
```

Notes:

- If Dragon is running and a user profile is not open, running natspeak.exe /ShutDown or natspeak.exe /SaveandShutDown simply closes Dragon and all related processes.

- If Dragon is running and a user profile is open, running natspeak.exe /ShutDown closes Dragon and all related processes and **does not** save user profile changes.

- If Dragon is running and a user profile is open, running natspeak.exe /SaveandShutDown closes Dragon and all related processes and **saves** user profile changes.

Viewing user activity

As an *NMS Server* administrator, you need to be aware of the activities of users in your *Network*. The *Nuance Management Console* provides several ways to view this information:

- To view all the users (both **NMC Administrators** and **Dragon Professional Authors**) in your system or to find a particular user, see Viewing, modifying, and deleting user accounts.

- To view how often users log on to and log out of the system see *Auditing Events* on page 1

- To view *Dragon* log files see *Viewing Dragon log files* on page 156

Chapter 9: Managing messages

This chapter explains how you can receive, review, and respond to notifications about licenses and more.

Security of NuanceLink servers

NuanceLink messages include descriptive information for a wide range of updates.

Prior to NMS 4.1, NuanceLink messages included the following descriptive information:

- NMC Medication Updates—Vocabulary update files that contain names of new medications
- NMC Command Updates—Command update files that contain new custom medical commands
- Dragon Client Updates—Update files for the Dragon client.
- Dragon Medical 360| Network Edition—Update files for the Dragon Group.

In NMS 4.1, each message contains the following details:

- Text of Message: A new software update for package <update_Type> has been delivered to your Nuance Management Server. Where update_Type is one of:
  - NMC Medication Updates
  - Software Updates
  - Notifications
  - NMC Command Updates
- Description: A description of the update.
- Details: (NMC Medication Updates and Software Updates only) - The title and size of the update.
- File downloaded to: The file download location.

Viewing unread messages and pending approvals

When you log into the Nuance Management Console, the main page contains indicators that show the number of unread messages and pending approvals that you have. The indicators appear in the upper right corner of the main page, to the left of the Help icon.

Messages(0) Approval(0)

The value in the parenthesis indicates the number of unread messages or pending approvals for you to review.

- To view unread messages, click **Messages**.
- To view pending approvals, click **Approval**.

Receiving notifications from the NuanceLink

You view messages sent to the *NMS Server* in the **Messages** tab in the *Nuance Management Console*.

The list of messages resembles an email inbox. The message list updates on login and every hour or when you manually refresh the list by clicking the **Refresh** link to the lower right.

Opening/viewing the list of messages

To open the list of messages that the *NMS Server* has received:

1. On the menu bar, click **Utilities**.
2. In the **Utilities** ribbon, click the **Messages** icon in the ribbon. A **Messages** screen opens below the ribbon, displaying a list of existing messages. Initially this list of messages shows only unread messages. To mark a message as read, check the box to the right of the message and click the **Mark complete** button on the right-side of the screen. The *NMS Server* hides the message to as long as you have the **Unread Messages** radio button (top-right of the screen) selected.
3. If you want to again view a message or messages that you marked complete and no longer see in the list, click the **All Messages** option to the far right above the list.
4. You can also sort the messages in the list by clicking the column heading that contains the information to sort by. You click the column heading once to sort in ascending order and click it.
5. Other actions you can perform with messages:
- **Check All**—Click this button to select all messages in the **Messages** screen.
- **Uncheck All**—Click this button to de-select all messages in the **Messages** screen.
- **Mark complete**—Click this button to mark all selected messages as read.

Understanding types of messages NMS receives

These are the types of messages the *NMS Server* receives from NuanceLink:

- License expiration messages.
- License update messages.

Responding to license expiration messages

A process that checks to see if you have licenses that are about to expire runs every day at 12:01 AM. When a user license is about to expire, you should receive a message in the **Messages** tab 30 days in advance of the expiration date.

To open the **Messages** tab:

1. On the menu bar, click **Utilities**.

2. Under the **Utilities** tab, click the **Messages** icon in the ribbon. A **Messages** tab opens below the ribbon, displaying a list of existing messages.

3. The **Message Text** column displays a message about a new software update having been delivered to the NMS server.

4. If you would like to indicate that you have read the message, check the box to the right of the message and click the **Mark complete** button on the right-side of the screen. The *NMS Server* hides the message to as long as you have the **Unread Messages** radio button (top-right of the screen) selected.

5. Other actions you can perform with messages:

   - **Check All**—Click this button to select all messages in the **Messages** screen.
   - **Uncheck All**—Click this button to de-select all messages in the **Messages** screen.
   - **Mark complete**—Click this button to mark all selected messages as read.

6. If you would like to renew the licenses before they expire, see the instructions under *Receiving expiration alerts and renewing licenses* on page 88.

Purging messages

The *NMS Server* purges messages about updates and approvals of updates from the **Messages** and **Approval** lists after 30 days by default.

This process occurs automatically and you receive an event message telling you that the action is beginning, then another telling you that it has completed. You can monitor event messages in the **Audit Events** page. The *NMS Server* also purges these **Event** messages after 30 days by default.

Messages that have not been read by you or another administrator are never deleted.

If you would like to retain messages for fewer or more than 30 days, you can change the schedule for purging messages.

Changing the Schedule for Purging Messages

To change the number of days to retain messages in the **Messages** and **Approval** screens or messages in the **Audit Events** tab, take these steps:

1. On the menu bar, click **Sites**, then click the **Organizations Overview** icon.
2. In the **Organizations** ribbon, click **Details**.
3. On the **Organizations Details** screen, click **Products**.
4. Expand the **Nuance Management Server** section.
5. Set the **NMC Inactivity timeout in _ minutes** option.

6. Click **Save**.

Chapter 10: Managing uploads to Nuance

You can help Nuance improve the future quality of speech recognition by sending speech data from your network to Nuance on a regular basis. This chapter explains how to upload data to Nuance.

You can help Nuance improve the future quality of speech recognition by sending speech data from your network to Nuance on a regular basis. No personal information is ever sent to Nuance and participation in data collection is completely voluntary. The data transferred is encrypted.

Turning on data collection for your site

To turn on data collection for your entire site:

1. On the menu bar, click **Organizations** > **Search**.
2. Enter search criteria and click **Search**.
3. To see your organization's information and add details to it, click the **Organization** > **Details** icon in the ribbon.
4. Select the **Products** tab.
5. Expand the **Dragon NaturallySpeaking** section.
6. Select the **Upload user data to Nuance for research purposes** option.
7. Click **Save** to save the change.

Privacy of your data and Nuance data collection

When you implement Data Collection it is for sending recognition data to Nuance to improve the accuracy of this and future products. Nuance works with collected data because our software can learn from experience about the language you, and your fellow professionals, use. We track the vocabulary, syntax, and pronunciation used by professionals in practice, and our experience makes our products more accurate and easier to use for you and others.

Nuance will never pass your recognition data on to anyone else or use it for any other purpose other than as set out in this notice.

Nuance will only collect recognition data (on behalf of your organization), and will collate and combine it with recognition data collected from other health professionals using Data Collection. We will not store the recognition data under your name, the company name, or an individual's name, although the database will contain a search function enabling such terms to be searchable within the database.

Nuance will use the recognition data in accordance with your organization's instructions. We use it to conduct research in order to enhance and improve the accuracy of this and future products.

The only people with access to this data will be our employees, permitted agents, sub-contractors, etc. on a need to know basis, all of whom are bound by obligations of confidentiality to keep the data strictly confidential.

Nuance will transfer the personal data to its Data Collection sites that may be located outside of the EEA. However, Nuance shall ensure that any such transfer is compliant with the EU Data Protection Directive.

Our corporate policies and practices, and our contractual commitments to your organization, require us to take appropriate technical and organizational measures against unauthorized or unlawful processing of any personal data that you have provided to us and against accidental loss or destruction of, or damage to, that personal data.

Chapter 11: Working with Text and Graphics/auto-texts and custom words

This chapter describes how administrators and create and manage Text and Graphics/auto-texts and custom words in the Nuance Management Console.

Overview of managing Text and Graphics/auto-texts and custom words

The management behavior for Text and Graphics/ auto-texts and custom words are virtually identical.

Note: Text and Graphics and Text and Graphics DragonTemplates are supported. Text and Graphics with Lists are supported if they are in Command Sets.

- Centralized management for ALL users across all client applications. If you create a Text and graphics/auto-text or a custom word in the NMS, it is immediately available to all users regardless of the client application they use.

- Increased standardization of documentation. By centrally defining profile customizations, administrators can ensure that all users are documenting in a standardized manner.

- Increased control and granularity:

  - Common customizations (Text and graphics/auto-text, custom words, speech settings) can be defined at the Site level to enforce standardization.

  - Customizations can be added at the group level to support practice or location specific customizations.

  - Personal customizations can be created at the user level.

- Common Text and Graphics/auto-texts and custom words that are shared by multiple users should be exported from Dragon Group and imported into the NMS at the Site or Group level.

- Any new shared Text and Graphics/auto-texts and custom words should be created in the Nuance Management Console at the Site or Group level.

- An administrator can define and manage Text and Graphics/auto-texts and custom words at the Site, Group, or personal (user) level using the Nuance Management Console. This impacts the Text and Graphics/auto-texts and custom words that are available to other .

- A userdefines and manages "personal" Text and Graphics/ auto-texts and custom words using the client application (Dragon or a SpeechAnywhere Services powered third party application). This does not impact the Text and Graphics/ auto-texts and custom words that are available to other .

- An administrator can view all shared and personal Text and Graphics/auto-texts and custom words that are associated with a provider.

- Text and Graphics/auto-texts and custom words that are available to a userdepend on that provider's Site and Group membership. For example, a userthat belongs to Group-1 in Site-1 can "see" all Text and Graphics/auto-texts defined at the Site level for Site-1, all Text and Graphics/auto-texts at the Group level for Group-1 and any Text and Graphics/auto-texts defined at the personal level.

- When a userlogs into the client application (Dragon or a SpeechAnywhere Services powered third party application), the application queries the NMS for a list of all shared Text and Graphics/auto-texts and custom words that the usercan access (based on the Site and Group membership) and adds these customizations to the provider's local profile. The client application uploads personal Text and Graphics/auto-texts and custom words to the NMS. The usercan access and use all shared Text and Graphics/auto-texts and custom words based on their group memberships and permissions. The usercan use all of their personal Text and Graphics/auto-texts and custom words.

- Any commands that are marked as protected are not uploaded to the NMS from the Dragon client. If you wish to share protected commands with end-users in a site or group, you should place the commands in a Command Set.

- Text and Graphics/ auto-texts and custom words with the same name can be defined at the Site, Group, or Personal (user) levels. The only requirement is that the names of the Text and Graphics/auto-texts and custom words must be unique within the level it is defined in.

- If "duplicate" names exist in the list of Text and Graphics/auto-texts and custom words that a usercan use, the NMS will return the most specific objects. For example, the NMS returns personal Text and Graphics/auto-texts before group Text and Graphics/auto-texts.

Overview of Text and Graphics/auto-texts

This section provides general information about Text and Graphics/auto-texts.

The Text and Graphics/auto-texts feature enables you to define standard blocks of text (in Rich Text Format (RTF)) that your users can insert into their document with a short voice command. Text and Graphics/auto-texts often consists of one or more paragraphs, also called 'normals' or 'canned text'. Using Text and Graphics/auto-texts reduces the time the user needs to dictate and improves the consistency of documentation.

If the application that your users are using supports the Text and Graphics/auto-texts filtering feature, you can also specify that certain Text and Graphics/auto-texts should only be active for certain documents or forms.

Important: When defining Text and Graphics/auto-texts, it is strongly recommended that you give it a distinctive name that cannot be misinterpreted as speech to be recognized. This helps to ensure that the Text and Graphics/auto-texts is correctly inserted.

Text and Graphics/auto-texts enable a user to say a command that inserts text (in Rich Text Format (RTF)) into a form with multiple fields, a document in a text editor such as Microsoft Word, or a single line text field. The text can be plain text or formatted text. A sequence of keystrokes is a custom command rather than Text and Graphics/auto-texts. For this discussion, we refer to the inserted text or data as 'auto-text content'.

In the Nuance Management Console, an administrator creates Text and Graphics/auto-texts and associates each Text and Graphics/auto-texts with 'auto-text content'. Afterwards, a user can say the name of the Text and Graphics/auto-texts to insert the associated 'auto-text content' at the cursor position. For example, an administrator creates Text and Graphics/auto-texts called "normal chest" and associates it with the text "PA and lateral views of the chest revealed a normal-sized heart." When a user says "insert", the associated text is inserted at the cursor location.

When an administrator creates Text and Graphics/auto-texts, they should choose a name for the Text and Graphics/auto-texts that is easy to remember; and pronounce, and that reflects the 'auto-text content' that is associated with the Text and Graphics/auto-texts.

For more information about how to use Text and Graphics/auto-texts, see your product's s user documentation.

Administrators associate Text and Graphics/auto-texts with sites, groups and users. If Text and Graphics/auto-texts with the same name exist on more than one level (site, group, or user) in an organization, the lower level settings override the higher level settings. For example, Text and Graphics/auto-texts settings at the user level override Text and Graphics/auto-texts settings at the group level.

Dragon Text and Graphics/auto-texts

Dragon stores Text and Graphics/auto-texts locally and synchronizes them with the NMS.

Text and Graphics/auto-texts greater than 4 MB in size do not synchronize with the NMS.

Only global Text and Graphics/auto-texts are synchronized; Text and Graphics/auto-texts for Application or Window are not synchronized

Dragon considers Text and Graphics/auto-texts as Global if they were created in the Nuance Management Console or another client application.

Valid characters and size limitations for Text and Graphics/auto-texts names and spoken forms

Valid characters for Text and Graphics/auto-texts names

The following are valid characters you can enter in the fields for Text and Graphics/auto-texts:

Name:

- all alpha characters.
- all numbers
- apostrophes
- periods

- hyphens
- opening and closing angle braces
- blank characters
- spaces

Description: all characters and blanks

Spoken Phrase: all spaces, periods, apostrophes, hyphens, numbers and letters.

Display String: all characters and blanks

Content: all characters and blanks

Valid characters for Text and Graphics/auto-texts spoken forms

All characters and numbers, including blank characters, except for EMEA using the Speech Magic engine with SpeechAnywhere Services.

- spaces
- periods
- apostrophes
- hyphens
- numbers
- letters
- Underscores

Size limitations for Text and Graphics/auto-texts names

The following are the maximum lengths of fields for Text and Graphics/auto-texts and do not apply to other types of commands.

- **Name**: The maximum is 80 characters.
- **Description**: The maximum is 1024 characters.
- **Spoken Phrase**: The maximum is 148 characters plus an additional 50 characters for keywords.
- **Display String**: The maximum is 80 characters.
- **Content**: Configurable by an NMC super-user only, The maximum is 4 MB. The minimum maximum is 1 MB. If a client application sends the NMS an auto-text with a body that is greater than the configured maximum size, the NMS does not accept the auto-text and marks the auto-text as deleted .
- **Prefix/Postfix Keywords**: The maximum is 25 characters.

Synchronizing Auto-texts Between the NMS and the Dragon Client

When the administrator creates new Auto-texts or edits existing ones, end users must log out of the Dragon Clients on their local machines and log back in to their local machines two times. When the Dragon Client restarts after this second log in, it will receive the newest Auto-texts from the NMS.

Creating shared and personal Text and Graphics/auto-texts and custom words

Synchronizing Text and Graphics/auto-texts and custom words on the Dragon Client

When the administrator exits existing or creates new Text and Graphics/auto-texts or custom words, end users must shut down and restart the Dragon Clients on their local machines. When the Dragon Client restarts, it will receive the newestText and Graphics/auto-texts and custom words from the NMS.

Administrators create and manage common shared Text and Graphics/auto-texts and custom words

An administrator uses the Nuance Management Console to create and manage common Text and Graphics/auto-texts and custom words at the Group or Site levels. These objects are available to all that are part of these sites and groups. The Administrator changes speech settings that impact speech recognition behavior and formatting. As an administrator adds, or edits Text and Graphics/auto-texts and custom words, the changes are captured by the NMS.

When a use rlogs into the client application (Dragon or a SpeechAnywhere Services powered third party application), the application queries the NMS for a list of all Text and Graphics/auto-texts and custom words that the usercan access. The NMS makes all of the common Text and Graphics/auto-texts and custom words available to the provider. The NMS applies settings that impact speech recognition and formatting to all recognized text for the provider.

Workflow - Administrator adds individual Text and Graphics/auto-texts and custom words

1. An administrator adds Text and Graphics/auto-texts and custom words at the Site / Group or User level using the Nuance Management Console.
2. A user logs into the client application (Dragon or a SpeechAnywhere Services powered third party application).
3. Custom Text and Graphics/auto-texts and custom words are available to the userfor dictation.

Workflow - Administrator deletes Text and Graphics/auto-texts and custom words

Since the same Text and Graphics/auto-texts and custom words can exist at the Site, Group or Personal level, deleting an instance of Text and Graphics/auto-texts and custom words does not remove it from all user vocabularies.

Or users create and manage personal Text and Graphics/auto-texts and custom words

In addition to "shared" customizations such as group level Text and Graphics/auto-texts and custom words, or users may further customize their speech experience by creating and managing "personal" Text and Graphics/auto-texts and custom words. The user still has full access to Site and Group level customizations, in addition to their personal customizations. A user can create personal auto-text and custom words using Dragon or a SpeechAnywhere Services powered third party application.

If an administrator makes changes to Text and Graphics/auto-texts and custom words, Dragon settings, those changes are available to the NMS whenever a user session is "refreshed". The NMS automatically refreshes a session after period of provider/user

inactivity or when a user logs out and back into the client application (Dragon or a SpeechAnywhere Services powered third party application).

When a Text and Graphics/auto-texts and custom words, the objects are stored locally and in the NMS. The next time the user logs into the client application (Dragon or a SpeechAnywhere Services powered third party application), the application queries the hosted NMS for a list of all Text and Graphics/auto-texts and custom words that the user can access and makes them available to the provider. The personal (user level) Text and Graphics/auto-texts and custom words are visible to administrators in the Nuance Management Console.

Workflow - user deletes Text and Graphics/auto-texts and custom words

Provider's can maintain their own vocabulary by deleting Text and Graphics/auto-texts and custom words that are not useful or required for their dictations.

A user can only delete Text and Graphics/auto-texts and custom words from their personal vocabulary. If Text and Graphics/auto-texts and custom words are defined at the site or group level, they must be deleted by an administrator.

Defining Text and Graphics/auto-texts

Procedure

For more information on creating Text and Graphics/auto-texts, see Creating an Text and Graphics/auto-texts.

Remarks about creating Text and Graphics/auto-texts

- To set the **Owner name** to the site that users are assigned to, in the left folder panel, select the site.
- The **Name** field contains part of the voice command that users must say to insert the Text and Graphics/auto-texts; make sure it is unambiguous and easy to pronounce.

For example, you enter "normal chest" in the **Name** field; when a user says "auto-text normal chest" or "insert normal chest" the text 'PA and lateral views of the chest revealed a normal-sized heart. The lungs are clear of any active infiltrations.' is inserted into their document (the Text and Graphics/auto-texts name is not inserted into the document).

Creating Text and Graphics/auto-texts

If you have the "Product – Manage DM360 Network Edition" right but do not have the "Product – Manage Speech Anywhere" right:

- The **Auto-text** screen displays only one row Dragon Group Text and Graphics/auto-texts can only have one spoken form.

If you have the "Product – Manage Speech Anywhere" right:

- The **Auto-text** screen displays the **Display String** column.
- The **Auto-text** screen displays a grid that can contain up to five rows of hold spoken forms for each Text and Graphics/auto-texts and their display strings. 360 Speech Anywhere Services Text and Graphics/auto-texts can have up to five different spoken forms.

To create Text and Graphics/auto-texts, perform the following steps:

1. In the Nuance Management Console, select **Speech Recognition**.

2. In the **Auto-texts** section, click **Manage**.

3. Find and select a site, group, or user.

4. In the **Auto-texts** section, click **Add**.

5. Set the fields on the **New Auto-text** screen.

   - **Name**: The name of the Text and Graphics/auto-texts. When the user says "insert" followed by the name of the Text and Graphics/auto-texts, the application inserts the Text and Graphics/auto-texts content at the current cursor position. In the **Auto-text** screen, the Text and Graphics/auto-texts content is the text in the field under the formatting bar.
     - Make sure you enter valid characters into this field.
   - **Description**: Information that describes the Text and Graphics/auto-texts.
   - **Language**: The language associated with the Text and Graphics/auto-texts. Enter an IETF language tag, for example, "en-US" for U.S English.

6. In the rich text field under the formatting buttons, enter the Text and Graphics/auto-texts content. In NMS 3.0 and higher, you can now add tables, audio files, .xls files, and movie files to Text and Graphics/auto-texts.

7. When you enter text in the **Name** field, the Nuance Management Console updates the **Spoken Phrase** field in the first grid row with the text The Nuance Management Console automatically places the system prefix and postfix (if available) in the **leading keyword** and **trailing keyword** columns for the spoken phrase. For Dragon Group only, the **Auto-text** screen only displays the single/primary spoken form for the auto-text/Text-and-Graphic.
   To add a spoken phrase for the Text and Graphics/auto-texts, you must have the Product – Manage NSA right. Perform the following steps:

   i. Click the plus sign on the left side of the grid. The Nuance Management Console adds a new row to the spoken phrase grid and automatically places the system prefix and postfix (if available) in the **Leading Keyword** and **Trailing Keyword** columns for the new spoken phrase.

   ii. In the **Spoken Phrase** column, enter a phrase that the end user says to trigger the Text and Graphics/auto-texts. 360 | SpeechAnywhere Services supports multiple spoken phrases per auto-text.
      - Make sure you enter valid characters into this field.

   iii. (Optional) In the **Display String** column, enter text to display. This field can be blank.

6. Click **Save**. You can also click **Save & New** to save your changes and create new Text and Graphics/auto-texts. The **Save** and **Save & New** buttons are not enabled until at least one spoken phrase is added to the Text and Graphics/auto-texts.

Example Text and Graphics/auto-texts: normal chest

1. On the Nuance Management Console, select **Speech Recognition**.

2. Under **Auto-texts**, click **Add**.

3. In the **New Auto-text** tab, set the following fields:

- **Name**: Enter 'normal chest 1234'.

- The Nuance Management Console auto-fills the **Spoken Phrase** field in the first row of the spoken phrase grid with 'normal chest'.

- **Description**: Enter 'An auto-text for normal chest x-rays'.
- **Language**: Enter 'en'.

8. In the rich text field under the formatting buttons, enter "PA and lateral views of the chest revealed a normal-sized heart. The lungs are clear of any active infiltrations".

9. Click **Save**. You can also click **Save & New** to save your changes and create new Text and Graphics/auto-texts. The **Save** and **Save & New** buttons are not enabled until at least one spoken phrase is added to the Text and Graphics/auto-texts.

Editing Text and Graphics/auto-texts

If you have the "Product – Manage DM360 Network Edition" right but do not have the "Product – Manage Speech Anywhere" right:

- The **Display String** column is not visible.
- The **Auto-text** screen displays only one row Dragon Group. Text and Graphics/auto-texts can only have one spoken form.
- If you have the "Product – Manage Speech Anywhere" right:
- The **Auto-text** screen displays the **Display String** column.
- The **Auto-text** screen displays a grid that can contain up to five rows of hold spoken forms for each Text and Graphics/auto-texts and their display strings. 360 Speech Anywhere Services Text and Graphics/auto-texts can have up to five different spoken forms.

Note: You cannot modify an auto-text that is linked to a Command Set. The **Delete**, **Cut**, **Copy**, and **Export** buttons are disabled in the Nuance Management Console.

To edit Text and Graphics/auto-texts, perform the following steps:

1. In the Nuance Management Console, select **Speech Recognition**.
2. In the **Auto-texts** section, click **Manage**.
3. Find and select a Text and Graphics/auto-text by performing the steps described here.
4. In the **Auto-texts** section, click **Details**.
5. In the **Auto-text** tab, modify one or more of the fields.

Using Text and Graphics/auto-texts

Scenario

- A doctor is working on a form with the cursor in the **Impression** field.
- The doctor says "auto-text normal chest", the text you defined is inserted.
- The doctor has saved time and the information is written consistently every time.

Procedure

For more information on how to insert Text and Graphics/auto-texts, see your product's end user documentation.

Adding and managing keywords for auto-texts

Overview of keywords for Text and Graphics/auto-texts

A keyword for Text and Graphics/auto-texts consists of a leading keyword and trailing keyword.

The leading keyword is placed before the auto-text/Text-and-Graphic and the trailing keyword is placed after the auto-text/Text-and-Graphic.

For Text and Graphics/auto-texts created using the Nuance Management Console or SpeechAnywhere Services, the Text and Graphics/auto-texts automatically adds the leading keyword to the spoken form phrase. To use the auto-text/Text-and-graphic, end-users must say the leading keyword followed by the name of the auto-text/Text-and-graphic.

Notes:

The leading keyword and trailing keyword are optional.

- Auto-texts created using the Dragon client (Dragon Group) do not get a leading keyword.

- If a leading keyword is configured (in the **Organization Details** – **Products** tab) for the language that is chosen when creating the Text and Graphics/auto-texts, the Text and Graphics/ auto-texts created using the Nuance Management Console or SpeechAnywhere Services, get a prefix.

- The NMS stores keywords as part of the Text and Graphics/auto-texts.

- Text and Graphics/auto-texts only includes a keyword if it has been configured to include one.

- Editing Text and Graphics/auto-texts created using the Nuance Management Console preserves the existing keywords.

- Dragon Group ignores keywords. The Dragon client has the ability to alter, edit and remove the keywords for Text and Graphics/auto-texts. When Dragon sends the auto-text to the NMS, the NMS inserts the auto-text as is and does not add a keyword.

- You can create keywords in the Nuance Management Console and they appear as leading and trailing keywords when viewing auto-text in Nuance Management Console. In Dragon, you also see these same keywords but they just appear as part of the auto-text in Dragon.

- Updating organization keywords updates all Text and Graphics/auto-texts in the NMS for the organization.

- The Text and Graphics/auto-texts automatically places keywords in the **leading keyword** and **trailing keyword** columns. The keyword values are not be editable in these columns.

Create keywords for an organization

Updating a keyword for a language, for an auto-text/Text-and-graphic, updates the keyword for all Text and Graphics/auto-texts in an organization for that language.

1. In the Nuance Management Console, select **Speech Recognition** > **Keywords**. The Nuance Management Console displays the **Keywords** grid:

2. On one of the language rows, enter a prefix in the **leading keyword** column. The maximum number of characters for a prefix is 25. The default value for US English is "insert".

3. Enter a postfix in the **trailing keyword** column. The maximum number of characters for a postfix is 25. The default value is "".

4. Click **Save**, click **OK**.

Change keywords for an organization

1. In the Nuance Management Console, select **Speech Recognition** > **Keywords**. The Nuance Management Console displays the **Keywords** grid:

Keywords

Language	Prefix	Postfix
català [ca]		
dansk [da]		
Nederlands [nl]		
English (Canada) [en-CA]		
English (United Kingdom) [en-GB]		
English (United States) [en-US]	insert	
suomi [fi]		
Vlaams [vls]		
français [fr]		
français (Canada) [fr-CA]		
Deutsch [de]		
Deutsch (Österreich) [de-AT]		
magyar [hu]		
italiano [it]		
norsk (bokmål) [nb]		
norsk (nynorsk) [nn]		
Português [pt]		

Save Cancel

2. On one of the language rows, edit the value in the **leading keyword** column. The maximum number of characters for a prefix is 25. The default value for US English is "insert".

3. Click **Save**.

4. In the **Update Keywords** dialog box, type 'CHANGE KEYWORD' and click **OK**.

5. Edit the value in the **trailing keyword** column. The maximum number of characters for a postfix is 25.

6. Click **Save**.

7. In the **Update Keywords** dialog box, type 'CHANGE KEYWORD' and click **OK**, click **OK**.

Delete Text and Graphics or auto-texts

You can delete Text and Graphics/auto-texts at the group, site, or user level.

To delete Text and Graphics/auto-texts

1. Search for the Text and Graphics/auto-texts by performing the steps described in Searching for auto texts.

2. Select one or more Text and Graphics/auto-texts.

3. In the **Auto-texts** section of the ribbon, click **Delete**.

4. In the dialog, click **Yes**.

Cutting, copying, and pasting Text and Graphics/auto-texts or words

In Dragon Group , version 14, Dragon Medical 360 | Direct 1.4, and 360 | SpeechAnywhere Services, Text and Graphics/auto-texts and words are stored in the Nuance Management Server and can be shared between healthcare products.

An administrator can use the Nuance Management Console to copy or cut and then paste Text and Graphics/auto-texts and words from one level (user, group, or site) to another level.

Notes:

You cannot cut and paste Text and Graphics/auto-texts and words into a new level if:

- Text and Graphics/auto-texts and words with the same name already exist there.

- The spoken phrase of the Text and Graphics/auto-text or word are the same as the spoken phrase of the Text and Graphics/auto-texts or word in the paste location.

  In the above two cases, the **Cut** button is grayed out/disabled and the source Text and Graphics/auto-texts and words are not deleted.

- If you select Text and Graphics/auto-texts or words, click **Cut**, and proceed to modify or delete the Text and Graphics/auto-text or words, none of these actions are taken into account by the cut operation. The cut Text and Graphics/auto-texts or words do not reflect any of these operations.

You cannot copy and paste Text and Graphics/auto-texts or words into a new level if:

- Text and Graphics/auto-texts or words with the same name already exist there.

- The spoken phrase of the Text and Graphics/auto-text or words are the same as the spoken phrase of the Text and Graphics/auto-texts or words in the paste location.

  In the above two cases, the **Copy** button is grayed out/disabled and the source Text and Graphics/auto-texts or words are not copied.

- If you select Text and Graphics/auto-texts or words , click **Copy**, and proceed to modify or delete the Text and Graphics/auto-texts or words, none of these actions are taken into account by the copy operation. The copied Text and Graphics/auto-texts or words do not reflect any of these operations.

Cutting or copying and pasting Text and Graphics/auto-texts or words

1. Use the Nuance Management Console to create one or more Text and Graphics/auto-texts or words. The Text and Graphics/auto-texts or words are saved to the NMS.

2. Use the **Manage Auto-texts** screen or **Manage Words** screen to view and select one or more Text and Graphics/auto-texts or words.

3. In the **Auto-texts** area or the **Words** area, click **Cut** or **Copy**. You can also right-click the Text and Graphics/auto-texts or words and select **Cut** or **Copy**. The Nuance Management Console stores the list of Text and Graphics/auto-texts and words selected for the cut operations.

4. Use the left navigation panel to select a new location for the Text and Graphics/auto-texts or words.

5. Click **Paste** or right-click the Text and Graphics/auto-texts or words and select **Paste**.

6. Click **Yes**.

7. In the dialog box, click **OK**.

8. The Nuance Management Console cuts or copies the selected Text and Graphics/auto-texts or words from the source level to the target level. If this is a cut operation, the Text and Graphics/auto-texts or words are removed from the source level. If this is a copy operation, the Text and Graphics/auto-texts or words are retained at the source level.

Searching for auto-texts, sites, groups, or users

When you first open the **Manage Auto-texts** screen, the **Organization** field displays the name of the currently managed organization. You can change the value in this field. Changing the value will change the data that the **Manage Auto-texts** screen displays.

NMS introduces changes to the **Manage Auto-texts** screen to help you manage and find the auto-texts in an organization.

1. In the Nuance Management Console, select **Speech Recognition**.

2. In the **Auto-texts** section, click **Manage**.

3. To view all the hierarchy levels that are associated with the auto-texts, click **Display all levels**.

4. To view auto-texts that have been disabled, click **Show disabled auto-texts**.

5. To view details about a specific auto-text, double-click the name of the auto-text in the **Auto-text Name** column.

The left side of the **Manage Auto-texts** screen displays a tree-like structure:

- The first element in the tree is the Auto-texts element. To view all the auto-texts in the organization, click the Auto-texts element.

- The second element in the tree is the sites element. To view the sites in the current organization, expand the sites level. To view all the auto-texts that are associated with a particular site, click a site.

- If groups exist in the organization, the third element in the tree is the groups element. To view the groups in the current organization, expand the groups level. To view all the auto-texts that are associated with a particular group, click a group.

- If users exist in the organization, the fourth element in the tree is the users element. To view the users in the current organization, expand the users level. To view all the auto-texts that are associated with a particular user, click the user.

To view information about auto-texts that are part of a site in the organization, part of a group in the organization, or associated with a particular user, in the tree, select the site, group, or user.

The right side of the **Manage Auto-texts** screen displays the following information about each auto-text:

- **Auto-text Name**: The name of the auto-text.
- **Spoken Phrase**: The spoken phrase for the auto-text. If there is more than one phrase for the auto-text, this column displays "{multiple}".
- **Language**: The language of the auto-text.
- **Owner Type**: The hierarchy level associated with the auto-text; one of site, group, or user.
- **Owner Name**: The name of the site, group, or user that is associated with the auto-text.
- **Description**: Information that describes the auto-text.
- **Application Target**: The name of the application associated with the auto-text. For example, "Microsoft Word".
- **Command Set**: The name of the Command Set that contains the auto-text.
- **Protected**: Whether the auto-text can or cannot be viewed in the Nuance Management Console.
- **Status**: The state of the auto-text.
- **Modified**: The last time the auto-text was modified.

Steps for searching for auto-texts, sites, groups, or users

The tree structure on the left side of the **Manage Auto-texts** screen contains an element called 'Click here to search'. This item is at the same level as the Auto-texts element in the tree. Use the 'Click here to search' item to search for auto-texts, sites, groups, and users in an organization.

1. In the Nuance Management Console, select **Speech Recognition**.
2. In the **Auto-texts** section, click **Manage**.
3. Click the 'Click here to search' item. A search field appears to the right of this item.
4. In the search field, enter search criteria. Search for auto-texts, sites, and groups by their name. Search for users by their logon name. Search criteria must be at least 3 characters in length.

   - To search for a site, enter the name of the site.
   - To search for a group, enter the name of the group.
   - To search for a user, enter the login name of the user.
   - To search for an auto-text, enter the name of the auto-text.

5. After you enter the search criteria, click **Search**.

6. The **Manage Auto-texts** screen displays the search results under the 'Click here to search' item as follows, where x is the number of matched items for that object:

   - Sites (x)
   - Groups (x)
   - Users (x)
   - Auto-texts (x)

7. To view sites, groups, users, or auto-texts that matched the search criteria, under the 'Click here to search' item, expand the Sites, Groups, Users, or Auto-texts level.

8. To view the auto-texts that are associated with one of these expanded objects (Sites, Groups, Users Commands), click on the object.

9. To view all the hierarchy levels that are associated with the auto-texts, click **Display all levels**.

10. To view auto-texts that have been disabled, click **Show disabled auto-texts**.

11. To view details about a specific auto-text in the search results, double-click the name of the auto-text in the **Auto-text Name** column.

Note: You can only view the top level search result objects. For example, if a site is found and displayed in the search results, you cannot click on the site to view it's groups.

Viewing Text and Graphics/auto-texts details

If you have the "Product – Manage DM360 Network Edition" right but do not have the "Product – Manage Speech Anywhere" right:

- The **Display String** column is not visible

- The **Auto-text** screen displays only one row Dragon Group Text and Graphics/auto-texts can only have one spoken form.

  - If you have the "Product – Manage Speech Anywhere" right:

  - -The **Auto-text** screen displays the **Display String** column

  - -The **Auto-text** screen displays a grid that can contain up to five rows of spoken forms for an Text and Graphics/auto-texts and their display strings. 360 Speech Anywhere Services Text and Graphics/auto-texts can have up to five different spoken forms.

To view details about Text and Graphics/auto-texts, you must first search for the Text and Graphics/auto-texts.

1. Search for Text and Graphics/auto-texts by performing the steps described in Searching for Auto texts.To view details about a specific Text and Graphics/auto-texts, perform one of the following actions:

   - In the search results, double click the name of the Text and Graphics/auto-texts in the **Auto-text Name** column.

   - In the search results, select the Text and Graphics/auto-texts. On the ribbon, in the **Auto-text** section, click **Details**.

The **Auto-text** tab displays the following information:

- **Name**: The name of the Text and Graphics/auto-texts.

- **Description**: Information that describes the Text and Graphics/auto-texts.

- **Language**: The language associated with the Text and Graphics/auto-texts. Enter an IETF language tag, for example, "en-US" for U.S English.

- **leading keyword**: A keyword that appears before an auto-text/Text-and-graphic. For details, see Adding and managing keywords for auto-texts.

- **trailing keyword**: A keyword that appears after an auto-text/Text-and-graphic. For details, see Adding and managing keywords for auto-texts.

- **Spoken Phrase**: The value from the **Name** field. 360 | SpeechAnywhere Services recognizes spoken phrases as the spoken forms of the auto-text. For Dragon Group , the **Auto-text** screen only displays the single/primary spoken form for the auto-text/Text-and-Graphic.

- **Display String**: The text to display.

Note: If you have the "Product – Manage DM360 Network Edition" right but do not have the "Product – Manage Speech Anywhere" right:

- The "Display String" column is not visible

- The Auto-text screen displays only one row Dragon Group Text and Graphics/auto-texts can only have one spoken form.

You can modify characteristics of the Text and Graphics/auto-texts in the lower part of the **Auto-text** screen. See Editing Text and Graphics/auto-texts for details.

Importing or exporting Text and Graphics/auto-text

In the Nuance Management Console, you can import and export Text and Graphics/auto-texts using an XML schema based file.

Import Text and Graphics/auto-texts

Note: You can only import an auto-text if it is part of a Command Set.

To import a list of Text and Graphics/ auto-texts from an XML file, perform the following steps:

1. In the Nuance Management Console, select the **Speech Recognition** tab.
2. In the **Auto-texts** section, select **Import**.
3. On the **File To Import** screen:

   - To import Text and Graphics/auto-texts information exported from the Dragon Client, select **Dragon format (XML)**.
   - To import Text and Graphics/auto-texts information exported from the Nuance Management Console, select **Nuance Management Server format (XML)**.

4. Click **Search** and select an XML file that contains the Text and Graphics/auto-texts information.
5. Click **Open**.
6. Click **Next**.
7. On the **Auto-Texts to Import** screen, select the auto-texts to import.
8. Click **Next**.
9. If you chose **Nuance Management Server format (XML)** in step 3, and the XML file contains the object level for each record in the file, on the **Level** screen:

   - To use the auto-text level information from the XML file, choose the first option.
   - To manually specify the auto-text level, select the second option and choose one of: Site, Group, or User.

10. If you chose **Nuance Management Server format (XML)** in step 3, and the XML file does not contains the object level for each record in the file, on the **Level** screen, choose one of: Site, Group, or User.
11. Click **Next**.
12. On the **Ready to Import** screen, click **Next**.
13. On the **Importing Auto-texts** screen, when the progress bar is full, click **Next**.
14. On the **Results** screen, verify the information.
15. Click **Finish**.

Export Text and Graphics/auto-texts

To export a list of Text and Graphics/auto-texts to an XML file, perform the following steps:

1. Search for Text and Graphics/auto-texts.
2. Select one or more Text and Graphics/auto-texts.
3. On the ribbon, in the **Auto-texts** section, select **Export**.
4. In the **Export Auto-text** dialog, to select a location to save the file, click **Search**.
5. Select a location and click **OK**.
6. Click **Export**. The Nuance Management Console saves the file with the following file-name:
   exportedAutoTexts_<YYYYMMDD>.xml
7. When the **Export Auto-text** dialog displays the message "Export successful", click **Close**.

Chapter 12: Working with Command Sets

This chapter describes how to work with and manage command sets.

Overview of Command Sets

If you are using Dragon Group in any mode other than Standalone Mode, Data Distribution tool is replaced by command sets. Command sets allow you to create, delete, distribute, and manage custom commands using the NMC.

A command set is a collection of voice commands and lists:

- Voice Commands
- Text and Graphics/auto-texts (from mycmds.dat), DragonTemplates
- Step by Step commands
- Macro Recorder commands
- Advanced Scripting commands
- DVCKeys
- DVCscript
- Lists
- All the above commands that include lists

The NMS stores these objects at the site and group levels.

Text and Graphics/auto-texts commands contained in command sets are not shared between the NMS and the Dragon client.

Objects that are part of a Command Set cannot be modified or deleted individually. However, you can delete a Command Set. This action deletes all the objects that are associated with the Command Set.

Auto-texts and Commands that are tagged as protected in a .DAT/.XML file cannot be exported or be viewed in the Nuance Management Console.

Command sets at the group level override command sets at the site level. For example, say we have Site 1 that contains Group X. Site 1 contains command set 'A'. Group X also contains

a command set called 'A'. When a user that is a member of Group X logs into Dragon Group, they receive and can use the group level command set 'A'.

The actions an administrator can perform with command sets are similar to the actions available for auto-texts and words.

Advantages of using Command Sets instead of creating Auto-text commands in the NMC

To distribute commands to users, you have two options:

- Place commands into a Command set and apply the set to a site or group
- Create individual commands and apply them to a site, group or user

The first time a user logs into Dragon Group through the Dragon client, the client interacts with the NMS to process and share commands or command sets with the user.

If individual commands were created by an administrator in the NMC, and there hundreds of these commands, the user login process may take longer than expected.

To share a set of commands, consider placing commands into Command Sets.

The NMS processes and shares Command sets faster than individual commands. This will speed up the user login time.

Getting the Latest Command Sets from the Nuance Management Server (NMS)

When the administrator adds new commands to an existing command set, or creates new command sets, end users must log out of the Dragon Clients on their local machines and log back in to their local machines two times. When the Dragon Client restarts after this second log in, it will receive the newest commands and command sets from the NMS.

Searching for Command Sets, sites, or groups in the Nuance Management Console

When you first open the **Manage Command Sets** screen, the **Organization** field displays the name of the currently managed organization. You can change the value in this field. Changing the value will change the data that the **Manage Command Sets** screen displays.

NMS introduces changes to the **Manage Command Sets** screen to help you manage and find the command sets in an organization.

1. In the Nuance Management Console, select **Speech Recognition**.
2. In the **Command Sets** section, click **Manage**.
3. To view all the hierarchy levels that are associated with command sets, click **Display all levels**.
4. To view details about a specific command set, double-click the name of the command set in the **Command Set Name** column.

The left side of the **Manage Command Sets** screen displays a tree-like structure:

- The first element in the tree is the Command Sets element. To view all the command sets in the organization, click the Command sets element.
- The second element in the tree is the sites element. To view the sites in the current organization, expand the sites level. To view all the command sets that are associated with a particular site, click a site.

- If groups exist in the organization, the third element in the tree is the groups element. To view the groups in the current organization, expand the groups level. To view all the command sets that are associated with a particular group, click a group.

To view information about command sets that are part of a site in the organization or part of a group in the organization, in the tree, select the site or group.

The right side of the **Manage Command Sets** screen displays the following information about each command set:

- **Command Set Name**: The name of the Command Set.
- **Language**: The language associated with the Command Set.
- **Owner Type**: The hierarchy level associated with the Command Set; one of site or group.
- **Owner Name**: The name of the site or group that is associated with the Command Set.
- **Description**: Information that describes the Command Set.
- **Modified**: The last time the Command Set was modified.

Steps for searching for command sets, sites, or groups

The tree structure on the left side of the **Manage Command Sets** screen contains an element called 'Click here to search'. This item is at the same level as the Command Sets element in the tree. Use the 'Click here to search' item to search for command sets, sites, or groups in an organization.

1. In the Nuance Management Console, select **Speech Recognition**.
2. In the **Command Sets** section, click **Manage**.
3. Click the 'Click here to search' item. A search field appears to the right of this item.
4. In the search field, enter search criteria. Search for command sets, sites, and groups by their name. Search criteria must be at least 3 characters in length.

   - To search for a site, enter the name of the site.
   - To search for a group, enter the name of the group.
   - To search for a command set, enter the name of the command set.

5. After you enter the search criteria, click **Search**.
6. The **Manage Command Sets** screen displays the search results under the 'Click here to search' item as follows, where x is the number of matched items for that object:

   - Sites (x)
   - Groups (x)
   - Command Sets (x)

7. To view sites, groups, or command sets that matched the search criteria, under the 'Click here to search' item, expand the Sites, Groups, or Command Sets level.
8. To view the command sets that are associated with one of these expanded objects (Sites, Groups, Command Sets), click on the object.
9. To view all the hierarchy levels that are associated with command sets, click **Display all levels**.
10. To view details about a specific command set in the search results, double-click the name of the command set in the **Command Set Name** column.

Note: You can only view the top level search result objects. For example, if a site is found and displayed in the search results, you cannot click on the site to view it's groups.

Viewing Command Set details in the Nuance Management Console

1. Perform the steps described in <u>Searching for Command Sets, sites, or groups</u>.

Considerations before creating or importing commands or command sets

Recommended naming conventions for a command set

When you create a command set, give the command set a descriptive name that indicates the organization, group, application, or department it is meant for:

OrgID_Department_App_Commands

Where:

--OrgID is the organization ID for the overall organization

--Department is the specific department the Command Set is meant for

--App is the application that the commands apply to.

For example: 123456_Radiology_EMR_Commands

Recommended naming conventions for a list

When you create a new list, give it a name that is specific to its deployment context.

During a Dragon Group dictation session, active command set commands, custom commands, and built-in commands are loaded into memory.

For commands with lists, if two lists have the same name but are from different command sets, then they could potentially conflict. To minimize list name conflicts, it is recommended that lists within each command set have their own prefix or extension.

The complexity of the prefix or extension depends on the context of the intended deployment and parent command set.

Recommended naming conventions for a command

Check for naming conflicts between commands and especially conflicts between lists used by commands, both in the name of the lists and the contents of the lists.

Try to make command names very unique and specific, especially if they are likely to conflict with other commands.

To avoid conflicts between Command Sets and with custom and built-in commands, it is important that the name (and spoken form) of the command be different from other commands that are at the same availability level (global, application-specific, window-specific).

Try to avoid generic command names, especially for global commands where the chance of unintended conflicts is higher.

Cross-Department Commands and Lists

You should add a short organizational ID for all lists within the intended organization, including 'global' commands and commands that are for applications and windows that are available for multiple (or all) departments\groups.

For example:

mgh_referral_source

In this case, 'mgh' is the organization id and 'referral_source' is the root name of the list.

Department-specific commands and lists

For command set lists that are unique to specific departments or groups within the organization, you should add an additional ID to minimize conflicts between the groups.

For example:

mgh_rad_position

In this case, 'rad' is the department and 'position' is the root name of the list.

Application-specific commands and lists

For lists that are intended for specific applications, you should add an ID for that application to minimize conflicts between applications.

For example:

mgh_rad_ehr_function

In this case 'ehr' (i.e. - 'electronic health record') could be the prefix for a specific EHR system used at the organization and 'function' is a list of specific functions to access in that EHR.

Update existing Command Sets instead of creating new ones

Before you create a new Command Set, consider adding the new commands to an existing Command Set.

This is especially recommended if:

- you need to add new commands for users
- the commands are logically related.
- the commands use the same lists.

This can help minimize the occurrence of list conflicts. The lists in different Command Sets should hopefully have different names and contents.

How conflicts between commands are identified and displayed

Conflict Checking in the Dragon client when loading Command Sets

The commands can conflict by having the same name and availability or by using a conflicting list name. The contents of a command (For example, steps or text) do not have to be the same to cause a conflict. Commands that are identical to Command Set commands (name,

availability, type, and contents) can be identified using the 'Purge Identical MyCommands' tool in the Dragon Client. For details, see the Dragon Help.

When comparing commands from different command sets or with MyCommands, the names of lists used by the command are ignored so that the keywords and 'signature' of the command are compared. This avoids conflicts in cases where the only difference is the values within the lists, which could have conflicting values and unintended results when loaded into the vocabulary. This comparison is performed because list-value-level conflicts can be expensive to determine, and this type of conflict detection is currently not supported.

Example 1:

CmdSet1: Do this <list1> then <list2>

CmdSet2: Do this <list3> then <list4>

CmdSet3: Do this then

CmdSet4: Do this

Dragon treats the commands as follows when comparing across Command Sets:

CmdSet1: Do this <> then <>

CmdSet2: Do this <> then <> // Conflicts with CmdSet1 command

CmdSet3: Do this then

CmdSet4: Do this

In this case, the command in CmdSet2 conflicts with the CmdSet1 command because the only difference is the name of the lists.

If the first two commands were defined in the SAME command set then this restriction would be loosened, as the chances for an unintended conflict are lower.

The goal is to avoid unexpected results when commands from different command sets (including MyCmds) end up resulting in the same spoken form in the vocabulary due to conflicting list values.

To avoid these problems the commands and lists from each command set need to be distinct, as much as possible.

Example 2:

An important exception to the above comparison rules is the case when the commands are list-only, and have no other keywords. For example:

CmdSet1: <list5> <list6>

CmdSet2: <list7> <list8>

CmdSet3: <list5> <list6>

These commands have no keywords other than the list values themselves. If the list names are eliminated the command signatures would look like this:

CmdSet1: <> <>

CmdSet2: <> <>

CmdSet3: <> <>

In this case, all of the two-list-only commands would look exactly the same and there is no other context to differentiate them, other than comparing the list values.

We do not want to consider all commands with this pattern to be in-conflict, so a direct comparison with the list names is performed.

Example 3:

Commands with different list names are not considered to be in conflict as long as the remaining spoken form of the command does not match another command in a previously loaded command set or in MyCommands (have the same 'signature'). However, the resulting commands in the vocabulary could conflict at the list-value-level with unpredictable results.

So in the above case, the commands are treated as follows:

CmdSet1: <list5> <list6> // Loaded first. No Conflict.

CmdSet2: <list7> <list8> // Differs from CmdSet1, so no conflict.

CmdSet3: <list5> <list6> // Conflicts with command from CmdSet1

The command in CmdSet3 conflicts with the previously loaded command from CmdSet1, so there is a conflict and the command is treated as Not Active.

Conflict checking sequence for Command Sets

The following is the typical conflict checking sequence performed for Command Set commands:

1. As each Command Set is loaded (in alphabetical order), the commands and lists in the currently loading Command Set are compared against previously loaded commands and lists.
2. Commands with the same name and availability (Global, Application, Window) conflict as will commands that use a list with the same name as a list that is from a different, previously loaded, Command Set.
3. If a conflict is detected, the commands that are in-conflict are marked as 'not active' and are not loaded into the vocabulary. The first command loaded with the same name/availability is the 'active' one.
4. Once all of the Command Set commands are loaded into the 'Master Command Set', the entire collection of commands is then compared to any custom commands that are defined in MyCommands (MyCmds.dat). If there is a conflict, the command in MyCommands is treated as the active command.

Custom commands in MyCommands override any conflicting commands and lists from the command sets.

Conflict Detection during a Session

If changes are made to custom commands (MyCommands) during a user session, the commands in the 'Master Command Set' collection are reevaluated to determine if the active state of any of the commands should change.

If a new command conflicts with commands in the Command Sets, then those Command Set commands become inactive.

If a command is removed from MyCommands, it is possible for Command Set commands to become active without requiring the end-user to log in again. An exception to this is that deleting a command that uses a list that is conflicting with Command Sets does not immediately remove the list from the vocabulary, even if the deleted command is the last command to use the list. In this case the unused list is removed when MyCommands is reloaded the next time the end-user logs in.

Command Sets 'New Copy' and Avoiding Command and List Conflicts

One way to create a custom command is to use 'New Copy' on an existing Command Set command from within the Command Set view of the Command Browser (Dragon client). It is important to remember that the custom command that is created may now conflict with an existing command in the Command Sets and cause a previously active Command Set command to become not active.

Make sure to give the new command a name that does not conflict with existing Command Set commands. If you are copying a command that uses lists you need to rename the lists to something other than a name of an active Command Set list or the copied list will conflict with the Command Set list and cause commands to become inactive.

Viewing information about Command and Command Set conflicts

When loading command sets, commands that are found to be in-conflict are marked as not active and are not be loaded into the vocabulary. You can view information about the conflicts in two places:

- The Command Browser 'Active' column
- The Dragon log

The Command Browser 'Active' column

In the Command Browser , the **Command Sets' View/Mode** has columns that display the 'Command Set' for the command that was loaded and an **Active** column that displays the status of the command (active or not active). In addition to the 'Yes' or 'No' value, if you hover the mouse cursor over the **Active** column of a command that displays 'No', Dragon displays a tool tip that contains information about the conflict.

- Command Conflict information displays when there is another command with the same name and availability in a previously loaded Command Set or in MyCommands (MyCmds.dat).
- List Conflict information displays when the command uses a list that has the same name as a list in a previously loaded Command Set or in MyCommands (MyCmds.dat).

One or both conflict types can occur for a command.

Example 1: A command conflicts with one other command

Active: No

Command Conflict: LP Note Commands.dat

List Conflict: <pressure>: LP Note Commands.dat, <volume>: LP Note Commands.dat

The first line **Active**: No', means that there is a conflict and the command is not active in the current vocabulary.

The second line '**Command Conflict**: LP Note Commands.dat' means that a command with the same name and availability was already defined in a previously loaded command set 'LP Note Commands.dat'.

The third line '**List Conflict**: <pressure>: LP Note Commands.dat, <volume>: LP Note Commands.dat', means that the command uses a list called 'pressure' that was already defined in 'LP Note Commands.dat' and also a second list called 'volume' that was already defined in 'LP Note Commands.dat'.

Example 2: A command conflicts with more than one command

In the case of a conflict with more than one Command Set, multiple Command Set conflicts are displayed:

Active: No

Command Conflict: LP Note Commands.dat, MyCmds.dat

List Conflict: <pressure>: LP Note Commands.dat, <volume>: LP Note Commands.dat, <pressure>: MyCmds.dat, <volume>: MyCmds.dat

The first line '**Active**: No', means that there is a conflict and the command is not active in the current vocabulary.

The second line '**Command Conflict**: LP Note Commands.dat, MyCmds.dat', means that a command with the same name and availability was already defined in the previously loaded command set 'LP Note Commands.dat', as in the first case, and is also defined in 'MyCmds.dat' (MyCommands).

The third line '**List Conflict**: <pressure>: LP Note Commands.dat, <volume>: LP Note Commands.dat, <pressure>: MyCmds.dat, <volume>: MyCmds.dat', is similar to the first case in that there are two lists, 'pressure' and 'volume', that were already defined in 'LP Note Commands.dat', but additionally states that these lists were also defined in 'MyCmds.dat' (MyCommands).

The Dragon Log

The Dragon.log file contains information about conflicts encountered during Command Set loading during Dragon Group user login. The Dragon.log file is located in the current Windows User folder.

For example:

C:\ProgramData\Nuance\NaturallySpeaking14\logs\<user name>\Dragon.log'

Log Entries prefixed with '[Command Sets]' show command set file loading information and '<Command Conflict>' and '<List Conflict>' warnings for conflicts that occurred. This data can be used to troubleshoot conflicts between Command Sets and also with custom commands (MyCommands).

Adding Command Sets in the Nuance Management Console

When you import a Command Set, the commands contained within the Command Set (auto-text, step by step, advanced scripting) are linked to that Command Set.

When you import a Command Set at a particular level, the Nuance Management Server (NMS) stores the objects that are associated with the set at that same level. For example, if you import a Command Set at the Site level, the NMS stores the objects in that Command Set at the Site level.

When you import a Command Set, if a command name contains angle brackets (e.g. "insert normal <whatever>"), the NMS identifies the command as containing an associated list.

A Command Set import job will fail if:

- The set contains objects with names with unsupported characters.
- Imported objects have the same name as existing objects at the level you are importing into.

When a Command set is imported, the Nuance Management Console displays a message in the **Messages** section that indicates if the import was successful or if there was an error.

If importing a Command Set fails, an error message is added to the NMS log.

Updating a Command Set

You can use the Command Set import process to update a previously imported command set, for example, to update and add commands to a command set after it was deployed.

When you update a Command Set by importing a new Command Set, all the objects that are associated with the Command Set are updated.

Steps for adding Command Sets

When you import an XML command set, square brackets ([]) are accepted and converted to angle brackets (<>).

Note: Before you perform the following steps, it is recommended that you create or use a special user profile explicitly for creating command sets and testing commands. This is to avoid adversely affecting an end-user's profile. You must log into Dragon Group with this profile and import Command Sets into the profile. If the profile is an end-user's profile, be sure to remove commands created for the Command Set process and return the profile to its previous state.

1. In the Nuance Management Console, select **Speech Recognition**.
2. In the **Command Sets** section, click **Manage**.
3. Find and select a site or group by performing the steps in Searching for Command Sets, sites, or groups.
4. In the **Command Sets** section, click **Import**. If you selected a site, the Nuance Management Console adds the Command Set to that site. If you selected a group, the Nuance Management Console adds the Command Set to the Group.

5. In the **Speech Command Set** screen, the **Name** field is automatically filled with the name of the .dat/.xml file. For example, if the imported file is my_command_set.xml, then the **Name** field will contain my_command_set.xml. Set the following fields:

- **Description**: Information that describes the Command Set.
- **Path to .DAT/.XML file**: The .dat or xml file that contains the Command Set information.

6. Click **Import Dragon Command Set**.
7. In the **Import Command Set** dialog box, click **OK**.

Modifying Command Sets in the Nuance Management Console

1. In the Nuance Management Console, select **Speech Recognition**.
2. In the **Command Sets** section, click **Manage**.
3. Find and select a site or group by performing the steps in Searching for Command Sets, sites, or groups.
4. Select a Command Set.
5. In the **Command Sets** section, click **Update**.
6. In the **Update Command Set** dialog box, browse to the .dat or .xml file to replace the existing command set.
7. Click **Update**.
8. In the **Update Command Set** dialog box, click **OK**.

Deleting Command Sets in the Nuance Management Console

You can delete Command Sets at the site or group level.

To delete Command Sets

1. Search for the Command Set by performing the steps in Searching for Command Sets, sites, or groups.
2. Select one or more Command Sets.
3. In the **Command Sets** section of the ribbon, click **Delete**.
4. In the dialog, click **Yes**.

Chapter 13: Working with custom words

This chapter describes how to work with and manage custom words.

Overview of custom words

NMS provides support for custom words for multiple Nuance products, including Dragon Group). The client applications for these products obtain custom words from the NMS and add them to an end-user's vocabulary.

Words are associated with users and are added to all user vocabularies.

Like with auto-texts, custom words must be unique in each level (Site, Group, User) in the NMS. For example, word X can exist at the Site level and at the Group level, but only one instance of word X can exist at each level.

An administrator can delete words but not necessarily for large quantities.

The Dragon client and words

The Dragon client allows users to create and manage words. Users can create words by specifying the written and spoken forms of a word in the word browser or by importing words.

Users use the vocabulary editor to set word properties or train words. As well, the **Words** menu on the DragonBar provides many options for working with words.

For details, see the Dragon Help.

Using the Word sharing feature instead of the DDT when upgrading to Dragon Group

In Dragon Group you use the word sharing feature instead of the Data Distribution Tool (DDT) to share custom words across your organization.

If your organization has used the DDT to share custom words, before you upgrade to Dragon Group, you should import these DDT custom words into the NMS. This can prevent the NMS from unnecessarily sharing custom words to a user's vocabulary. Sharing a large number of custom words can delay the loading of a user's profile and thus slow down the log in process.

It is important that the end-user save the profile after word sharing occurs. This action prevents the word sharing process from repeating unnecessarily in the future and ensures log in delays only occur once per vocabulary for each word added or deleted.

Neglecting to save a profile after the word sharing process will result in the words sharing process having to occur again the next time the vocabulary is loaded.

Searching for custom words, sites, groups, or users

When you first open the **Manage Auto-texts** screen, the **Organization** field displays the name of the currently managed organization. You can change the value in this field. Changing the value will change the data that the **Manage Auto-texts** screen displays.

1. In the Nuance Management Console, select **Speech Recognition**. The interface for managing Auto-texts appears in the ribbon at the top of the screen.
2. In the ribbon at the top of the screen, click **Manage**.
3. A tree like structure appears on the left side of your screen. Click on a node in the tree to access the ribbon for that feature. For example, if you want to search for custom words, click the **Custom Words** node.
4. To view all the hierarchy levels that are associated with words, click **Display all levels**.
5. To view words that have been disabled, click **Show disabled words**.
6. To view words that have been deleted, click **Show deleted words**.
7. To view details about a specific word, double-click the written form of the word in the **Written form** column.

The left side of the **Manage Auto-texts** screen displays a tree-like structure. It contains the following elements:

- The **Auto-texts** element. To view all the Auto-texts in the organization, click the Auto-texts element.
- The **Commands** element. To view all the commands in the organization, click the Commands element.
- The **Words** element. To view all the custom words in the organization, click the Words element.
- The **Command Sets** element. Click on this element to view all of the command sets in the organization.
- The **Lists** element. Click on this element to view all of the lists in the organization.

Beneath these top-level elements, there are additional items in the tree:

- If groups exist in the organization, there is a **Groups** element in the tree. To view the groups in the current organization, expand the groups level.
- If users exist in the organization, the tree includes a **Users** element. To view the users in the current organization, expand the users level.

To view information about words that are part of a site in the organization, part of a group in the organization, or associated with a particular user, in the tree, select the site, group, or user.

The right side of the **Manage Words** screen displays the following information about each word:

- **Written Form**: The text description for the word.
- **Spoken Form**: The phrase that a user speaks to apply the word.
- **Language**: The language that is associated with the word.
- **Level**: One of site, group, or user.
- **Status**: The state of the word.
- **Modified**: The last time the word was modified.
- **Batch**: Indicates if the word was processed by a batch process or interactively.

Steps for searching for words, sites, groups, or users

The tree structure on the left side of the **Manage Words** screen contains an element called 'Click here to search'. This item is at the same level as the Words element in the tree. Use the 'Click here to search' item to search for words, sites, groups, and users in an organization.

1. In the Nuance Management Console, select **Speech Recognition**.
2. In the **Words** section, click **Manage**.
3. Click the 'Click here to search' item. A search field appears to the right of this item.
4. In the search field, enter search criteria. Search for words by their written form. Search for sites and groups by their name. Search for users by their login name. Search criteria must be at least 3 characters in length.

    - To search for a site, enter the name of the site.
    - To search for a group, enter the name of the group.
    - To search for a user, enter the login name of the user.
    - To search for a word, enter the written form of the word.

5. After you enter the search criteria, click **Search**.
6. The **Manage Words** screen displays the search results under the 'Click here to search' item as follows, where x is the number of matched items for that object:

    - Sites (x)
    - Groups (x)
    - Users (x)
    - Words (x)

7. To view sites, groups, users, or words that matched the search criteria, under the 'Click here to search' item, expand the Sites, Groups, Users, or Words level.
8. To view the words that are associated with one of these expanded objects (Sites, Groups, Users Commands), click on the object.
9. To view all the hierarchy levels that are associated with words, click **Display all levels**.
10. To view words that have been disabled, click **Show disabled words**.
11. To view words that have been deleted, click **Show deleted words**.
12. To view details about a specific word in the search results, double-click the written form of the word in the **Written form** column.

Note: You can only view the top level search result objects. For example, if a site is found and displayed in the search results, you cannot click on the site to view it's groups.

Re-synchronize words between a User Profile and the Nuance Management Server

When the administrator adds new custom words to share across the organization, end users must log out of the Dragon Clients on their local machines and log back in twice. When the Dragon Client restarts after this second log in, it will receive the newest shared words from the NMS.

Creating custom words

1. In the Nuance Management Console, select **Speech Recognition**.
2. In the ribbon at the top of the screen, click **Manage**.
3. Find and select a site, group, or user by performing the steps here.
4. In the **Words** section, click **Add**. If you selected a site, the Nuance Management Console adds the word to that site. If you selected a group, the Nuance Management Console adds the word to the Group.
5. In the **Word** screen, set the following fields:
   1. **Written Form**: The text version of the word.
   2. **Spoken Form**: The phrase that a user speaks to apply the word.
   3. **Language**: The language associated with the word. Enter an IETF language tag, for example, "en-US" for U.S English.
6. To save the new word, click **Save** or **Save & New**.

Note: Both the written form and the spoken form of a word:

- are case sensitive
- can only contain one consecutive space

Delete or enable custom words

1. In the Nuance Management Console, select **Speech Recognition**.
2. In the **Words** section, click **Manage**.
3. Find and select a site, group, or user by performing the steps in Searching for speech words..
4. In the search results area, select a word.
5. Perform one of the following actions:
   - To delete the word, in the **Word** section, click **Delete**.
   - To enable the word, in the **Word** section, right-click the word and select **Enable Word**.
6. In the dialog, click **Yes**.

Importing or exporting custom words

In the Nuance Management Console, you can import and export words using a TXT file with:

For individual words: each word on a separate line.

For phrases: multiple words on each line. For example, "Pittsburgh Press".

For spoken forms: the word followed by a backslash and the spoken form. For example, "John Doe/jdoe"

Import words

To import a list of words from a text file, perform the following steps:

1. In the Nuance Management Console, select the **Speech Recognition** tab.
2. In the **Words** section, select **Import**.
3. On the **File To Import** screen, click **Search**.
4. Select a text file to import.
5. Click **Open**.
6. Click **Next**.
7. On the **Words to Import** screen, select the word(s) to import.
8. Click **Next**.
9. On the **Level** screen, choose a level for the imported words: Site, Group, or User.
10. In the drop-down list beside the level you selected, choose a specific site, group, or user to associate with the imported words.
11. Click **Next**.
12. On the **Language** screen, in the **Language** drop-down list, select a language for the imported words.
13. Click **Next**.
14. On the **Ready to Import** screen, click **Next**. The Nuance Management Console imports the words. The words are tagged as batch words. The progress bar on the **Performing Import** screen displays the status of the import action.
15. When the screen displays 'Speech words import successfully completed'. click **Next** to view the import results.
16. After you view the import results, click **Finish**.

Export words

To export a list of words to a text file, perform the following steps:

1. Find and select one or more words by performing the steps in Searching for speech words.
2. On the ribbon, in the **Words** section, select **Export**.
3. In the **Export Words** dialog, select a location to save the file.
4. Click **Export**. The Nuance Management Console saves the file with the following file-name:
   exportedWords_<YYYYMMDD>.txt.
5. When the **Export Words** dialog displays "Export successful", click **Close**.

Chapter 14: Working with Lists

This chapter describes how to work with and manage Lists.

Overview of Lists

Lists are text noted by open/close angle bracket, ("< >") in the Dragon client. When a command set is imported from Dragon, any command that had an embedded list in the MyCommand Name field, is tagged in the List section under Speech Recognition in the Nuance Management Console. You can view the list contents in this section in the Nuance Management Console.

You must have the "Manage Speech Command Set" and "Manage Speech List" rights to perform actions with Lists in the Nuance Management Console.

The "Manage Speech Command Set" and "Manage Speech List" rights are given to all Nuance Management Server administrator groups that have a Dragon Group .

Searching for Lists, sites, or groups

You must have the "Manage Speech Command Set" and "Manage Speech List" rights to perform actions with Lists in the Nuance Management Console.

When you upgrade the Nuance Management Server to NMS 4.1 and higher, the "Manage Speech Command Set" and "Manage Speech List" rights are given to all Nuance Management Server administrator groups that have a Dragon Group.

When you first open the **Manage Lists** screen, the **Organization** field displays the name of the currently managed organization. You can change the value in this field. Changing the value will change the data that the **Manage Lists** screen displays.

The **Manage Lists** screen helps you manage and find the Lists in an organization.

1. In the Nuance Management Console, select **Speech Recognition**.
2. In the **Lists** section, click **Manage**.
3. To view all the hierarchy levels that are associated with Lists, click **Display all levels**.
4. To view details about a specific List, double-click the list in the **List Name** column.

The left side of the **Manage Lists** screen displays a tree-like structure:

- The first element in the tree is the Lists element. To view all the Lists in the organization, click the Lists element.

- The second element in the tree is the sites element. To view the sites in the current organization, expand the sites level. To view all the Lists that are associated with a particular site, click a site.

- If groups exist in the organization, the third element in the tree is the groups element. To view the groups in the current organization, expand the groups level. To view all the lists that are associated with a particular group, click a group.

To view information about lists that are part of a site in the organization or part of a group in the organization, in the tree, select the site or group.

The right side of the **Manage Lists** screen displays the following information about each list:

- **List Name**: The text description for the List.
- **Language**: The language that is associated with the List.
- **Owner Type**: One of site or group.
- **Owner Name**: The name of the site or group.
- **Command Set**: The name of the Command Set that contains the List.
- **Modified**: The last time the List was modified.
- **Contents**: The objects (auto-texts, commands, etc.) that are part of the List.

Steps for searching for Lists, sites or groups

The tree structure on the left side of the **Manage Lists** screen contains an element called 'Click here to search'. This item is at the same level as the Lists element in the tree. Use the 'Click here to search' item to search for Lists, sites or groups in an organization.

1. In the Nuance Management Console, select **Speech Recognition**.
2. In the **Lists** section, click **Manage**.
3. Click the 'Click here to search' item. A search field appears to the right of this item.
4. In the search field, enter search criteria. Search for Lists, sites, and groups by their name. Search criteria must be at least 3 characters in length.

   - To search for a site, enter the name of the site.
   - To search for a group, enter the name of the group.
   - To search for a List, enter the name of the List.

5. After you enter the search criteria, click **Search**.
6. The **Manage Lists** screen displays the search results under the 'Click here to search' item as follows, where x is the number of matched items for that object:

   - Sites (x)
   - Groups (x)
   - Lists (x)

7. To view sites, groups, or Lists that matched the search criteria, under the 'Click here to search' item, expand the Sites, Groups, or Lists level.
8. To view the Lists that are associated with one of these expanded objects (Sites, Groups), click on the object.
9. To view all the hierarchy levels that are associated with Lists, click **Display all levels**.

10. To view details about a specific List in the search results, double-click the name of the List in the **List Name** column.

Note: You can only view the top level search result objects. For example, if a site is found and displayed in the search results, you cannot click on the site to view it's groups.

Viewing list details

You must have the "Manage Speech Command Set" and "Manage Speech List" rights to perform actions with Lists in the Nuance Management Console.

When you upgrade the Nuance Management Server to NMS 4.1 and higher, the "Manage Speech Command Set" and "Manage Speech List" rights are given to all Nuance Management Server administrator groups that have a Dragon Group .

1. Perform the steps described in [Searching for Lists, sites, or groups](#).
2. To view details about a specific List, in the search results, double click the name of the List in the **List Name** column.
3. The Nuance Management Console displays the **Manage Lists** screen. The screen displays the following information about the Lists:

   - **List Name**: The text description for the List.
   - **Language**: The language that is associated with the List.
   - **Owner Type**: One of site or group.
   - **Owner Name**: The name of the site or group.
   - **Command Set**: The name of the Command Set that contains the List.
   - **Modified**: The last time the List was modified.
   - **Contents**: The objects (auto-texts, commands, etc.) that are part of the List.

Chapter 15: Troubleshooting issues

This chapter provides information on how to troubleshoot issues. Most of the steps described here use the Nuance Management Console, except for the Dragon Support Packager, which is accessible through the Dragon Client.

View log files for a variety of products and product components

View client logs for a variety of products

You use the **Client Logs** screen to view log files for a variety of products and items.

The screen allows you to search for log files using a user login, within a date range, and one or all products.

You must first upload the log before you can access it in the Nuance Management Console.

View a client log

Perform these steps to view a client log, including a Dragon client log.

1. Click **Utilities**.
2. In the **View** area, click **Client Logs**.
3. On the **Client Logs** screen, fill in the following fields:

    - To search by user login name, enter a value in the **User Login** field.
    - In the **From** and **To** fields, enter the date range for the search.
    - In the **Product** field, select one of the following options:
    - All
    - Nuance Management Console
    - Dragon Professional

4. Click **Search**.
5. In the search results, select a log.

6. To view the log, press **Ctrl+O** or right-click the log and select **View**.

7. To download the log:

    1. Double-click the log or right-click the log and select **Download**.

    2. In the **Download Client Log** dialog box, in the **Download to** field, select a location for the log file and press **OK**.

    3. Click **Start**.

    4. When you see 'Download Complete', close the dialog box.

View server logs for a variety of products

Prior to NMS 3.0, administrators needed to VPN into the Nuance data center to find server log files. They may also have had to check multiple node machines for log files.

In NMS 3.0 and higher, the NMS stores log files; allowing administrators to easily find and download them.

To save all current server logs in the NMS, click **Store current logs now**.

1. Log into the Nuance Management Console.

2. Click **Utilities**.

3. In the **View** area, click **Server Logs**.

4. In the **Product** field, select a product.

5. In the **Start date/time** field, select the start date and time for the query.

6. In the **End date/time** field, select the end date and time for the query.

7. Click **Search**.

Viewing Dragon logs

To troubleshoot issues, you can view logs Dragon clients in Dragon Group generate.

Dragon logs

Dragon creates a log when you run acoustic optimization.

These job log files have file names are based on the Job Id (which is now an integer), the profile name, the job type, and the type of log file (Dragon log file).

The names of Job log files use the following form:

```
jobId_profileName_JobTypeId.logFileType
```

If multiple log files exist for the same jobId, the names of the log files are named jobId(n)_... where 'n' increments sequentially from 1.

Example:

```
jobId(1)_User1_JobTypeId.logFileType
```

```
jobId(2)_User1_JobTypeId.logFileType
```

.

.

.

```
jobId(10)_User1_JobTypeId.logFileType
```

You can view the *Dragon* log files in the *Nuance Management Console* .

Save search results to a .csv file

On screens that display search results, you can save the search result data for future use.

A status bar at the bottom right of the screen displays:

- The number of rows on the screen, for example: Items: 104 .

- An icon that refreshes the search results .

- The save icon.

i. Press the icon.
ii. In the dialog box, browse to a location to save the file.
iii. Press **Save**.

Viewing Dragon logs

To view the *Dragon* log files, refer to *Viewing Dragon log files* on page 156.

If you call Technical Support, you might be asked to provide one or more of these logs to help Nuance engineers work on any issues with your network.

Nuance Management Console logs

The Nuance Management Console stores user session data in a Nuance Management Console log file. The log file includes data that could be useful for troubleshooting Nuance Management Console exceptions or issues.

If an administrator performs an action that causes a Nuance Management Console error or crash, the next time the Nuance Management Console starts, it sends the Nuance Management Console Log file to the NMC server. Technical support can then analyze the log file. An administrator can also manually upload the Nuance Management Console log file to the NMS.

A Nuance Management Console log file is kept until it becomes larger than 10 MB in size. At that time, the Nuance Management Console discards the log file and creates a new one. The Nuance Management Console also creates a new log file after it uploads the current one to the NMS.

Upload the Nuance Management Console log file to the NMS

1. In the Nuance Management Console, click the Nuance icon (top left of the screen).
2. Select **Upload NMC Log File**.

Viewing Dragon log files

To help you diagnose specific problems, the *Dragon Medical* client creates a file named **Dragon.log** for each end user. You can view this file in the *Nuance Management Console*. In this file *Dragon* records all of its actions during each dictation session that the user dictated. If you contact *Nuance* Technical Support, you may be asked to supply this file.

Note: To have the *Dragon Client* place the log files in a location where they are accessible for viewing on the *Nuance Management Console,* you must enable the option **Copy Dragon Professional log to network** located under (**Site > Dragon Professional > roaming user profile**). For details, see Setting site roaming user profile General settings .

To view Dragon log files

1. On the **User Accounts** screen, search for the user whose log files you want to view.

   See Viewing, modifying, and deleting user accounts.

2. Select the user in the list and click the **Client Logs** icon on the ribbon.

3. The **Client Logs** tab opens and displays a list of log files.

4. Double click on the log file you want to view.

   The log file opens and displays user activity information.

Viewing client device usage information

You can create a report and view session usage data per client computer. When a Dragon sessions starts on a client computer, the NMS captures the computers name and starts capturing session information. You use the Nuance Management Console to view information about the computer-specific session.

You can view session usage information per computer for the following license types:

- NMC Administrator
- Author

To generate and view the usage report, you must have the proper administrative rights in the Nuance Management Server (NMS).

1. Open the Nuance Management Console.
2. In the **Trends** section, under **Usage**, select **Device Use**.
   The Nuance Management Console displays the **Device Use** view.
3. Select the search criteria for the report:
   - The **Organization** field is greyed out.
   - In the **License type** field, select a license type.
   - In the **Start Date/Time** field, select a start date and time.
   - In the **End Date/Time** field, select an end date and time.
4. Click **Search**.

The Nuance Management Console generates a report using data from the Nuance Management Server.

The Nuance Management Console displays the report as a grid with the following information:

- **Device Name** - The name of the computer or device.
- **Last Login** - The date and time when a user last logged into the system from the computer or device.
- **Days Since Last Login** - The number of days since the last date a user logged into the system from the computer or device.
- **Total Login Count** -The total number of times a user logged into the system from the computer or device between the Start Date/time to the End date/time.

Viewing Speech Recognition Metrics for DM360 Network Edition

The Dragon client sends usage metrics to the Nuance Management Server (NMS).

In the Nuance Management Console, you can design and run queries about speech metrics for Dragon Group users.

You can export the Dragon usage metrics to a comma delimited files.

Creating a speech recognition metrics query

To perform the following steps, you must have the Manage DM360 Network Edition right.

1. Log into the Nuance Management Console.
2. In the **Trends** area, under **Speech Trends**, select **Dragon Speech Usage**.
3. On the **Dragon Speech Usage** screen, enter search criteria:

   - **Last name**: Search for speech recognition metrics that are associated with a user with a specific last name.
   - **First name**: Search for speech recognition metrics that are associated with a user with a specific first name.
   - **Group by (first)**: Specify the first sort level for the query results - one of:
       - Site
       - Group
       - User

- **Group by (second)**: Specify a second sort level for the query results - one of:
    - None
    - Site
    - Group
    - User
- **Start Date/Time**: Search for speech recognition metrics create on or after a specific date and time.
- **End Date/Time**: Search for speech recognition metrics create on or before a specific date and time.
- **Site**: The site associated with the speech metric.
- **Group**: The group associated with the speech metric.
- **Product**: The product associated with the speech metric. The items you can select depend on your product management privileges. For example:
    - **<All Products>**: (Only displayed if you have both the Manage DM360 Network Edition privilege and the Manage Dragon Professional privilege)
    - **DM360 Network Edition**: (Only displayed if you have the Manage DM360 Network Edition privilege)
    - **Dragon NaturallySpeaking**: (Only displayed if you have the Manage Dragon Professional privilege)
- To display search results in a grid:
    i. Select **Display results in a grid format by**.
    ii. Select one of the following options:
        - Hour
        - Day
        - Week
        - Month
- To display search results in a graph:
    i. Select **Display results in a graph format by**.
    ii. Select one of the following options:
        - Word
        - Minutes
        - Characters

4. Click **Search**. The **Dragon Speech Usage** screen displays the results of the query.

The columns that the search results display depend on the information you enter in the search criteria.

For example, the **Dragon Speech Usage** screen can display the following columns:

- **Site** - The site associated with the dictation.
- **Organization** - The organization associated with the dictation.
- **Day**- The day the dictation occurred.
- **Length (minutes)** - The total number of minutes of dictation for the user (to two decimal places).
- **Total Words** - The total number of words in the dictation.

- **Total Characters** - The total number of characters in the dictation.
- **Custom Commands** - The number of custom commands in the dictation. Custom commands are found in MyCmds or Command Sets, and include sample and template commands.
- **VDCT Commands** - The number of VDCT commands in the dictation. VDCT Commands include most text/dictation manipulation commands that select, format, and correct text.
  VDCT Commands include two subcategories of commands:
    - Static commands: Commands that are often followed by the keyword 'that'. For example, 'select that'
    - SelectXYZ commands: Commands that precede the word they manipulate. For example, 'bold Tuesday'.
- **NLP Commands** - The number of NLP commands in the dictation. NLP Commands are non-dictation commands that include:
    - Dragon commands
    - Windows commands
    - Third-party application (tracking) commands
    - UI and document navigation commands.
      NLP Commands also include text manipulation commands that are not VDCT Commands.
- **Intuitive Commands** - The number of intuitive commands in the dictation. Intuitive Commands are commands with user-provided context:
    - 'Search the Web' type commands
    - Desktop commands
    - Email commands
    - Social Media commands, such as those for Facebook and Twitter
- **VDCT Select Commands** - The number of VDCT Select commands in the dictation. VDCT Select commands are SelectXYZ commands: Commands that precede the word they manipulate. For example, 'bold Tuesday'.
- **User Count** - The total number of active users during the search criteria time period.

Contacting Technical Support

When you purchase Dragon Group , you can also purchase a *Dragon Premium Support* maintenance contract. This maintenance contract gives you access to the Technical Support center, which provides our customers with coverage 24-hours a day , seven days a week. We provide direct remote support, product operational assistance and corrective action. The Technical Support Center is the place for customers to call with technical questions — either in response to a problem, or simply when assistance is needed. This organization can offer assistance via a remote on-line connection to your systems, and is available toll-free at **800 833-7776**. Or save the call and access our Technical Support Center through **iSupport**, our premium support website at https://isupport.nuance.com.

When you call our support line or access iSupport via the Web, you will need to provide the unique customer ID number that Nuance supplied to you.

If you are calling in relation to an issue, you may want to gather some information first, so that Technical Support can assist you more efficiently. Print this page and collect the following information. If you can't find the information, Technical Support can help you locate it.

Technical Support Issue Logging Templates

If your issue is Nuance Management Console-**related you will need this information**	Add information here
Your *NMS Server* license information (located on Licenses > View Licenses > Licenses Summary tab)	
What you were doing when the problem happened (For example: Configuring group settings, checking Audit Events)	
The text of any error message	
Operating system	
Processor type and speed	
Amount of memory (RAM)	
Amount of free hard-disk space	
Operating system of the computer where the Nuance Management Console is running	
Internet browser being used to view the client.	

If your issue is related to Dragon Group you will also need this information:	Add information here

What you (or the Dragon user) were doing when the problem happened (checking your microphone, training the program, and so on)

The text of any error message

Operating system

Processor type and speed

Amount of memory (RAM)

Amount of free hard-disk space

Sound card name and model

Microphone name and model

Program log file (Dragon.log).
To find the Dragon.log, see *Viewing Dragon log files* on page 156.
Attach the log file if you send e-mail to technical support.

Additional support on the Web

- For developer support, go to http://support.nuance.com/