

Welcome to Dragon Medical One Desktop Application

Dragon Medical One enables you to create text via speech recognition in any application that you can type in. In many applications the text is written directly into your application, in some others the text is written into the Dragon Medical One [Dictation Box](#) and then you transfer it to the target application.

You can control Dragon Medical One using the user interface, your keyboard, your voice or the buttons on your microphone. The descriptions in this online help are based on the default settings Dragon Medical One is delivered with. To change how you control it, use the [Options](#) dialog box.

Working quickly

Use [auto-texts](#) to insert standard blocks of text; this saves you having to repeatedly record the same thing. To display a list of available auto-texts, say **what can I say** and scroll to the **Auto-texts** section.

Use your voice instead of your keyboard or mouse to perform tasks. Many of the actions in Dragon Medical One can be initiated via [voice command](#). To display a list of available voice commands, say **what can I say**.

What do you want to do?

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Creating and working with text

Creating text in your application

1. Open Dragon Medical One.
2. Make sure that your application has the focus and place the cursor where you want the text to be written.

3. Click  or press the plus sign on your number key pad and start speaking.

The text is written directly in your application. If you are working with an application that Dragon Medical One cannot directly write the text in, the **Dictation Box** is opened automatically and the text is written there. **Edit** the text, if

necessary, and when you are finished, click  or say **transfer text**. The text is transferred to your application

(where you placed the cursor) and deleted from the Dictation Box. To undo the transfer, click  or say **recall text**. The text is moved back to the Dictation Box where it will replace any text written in the meantime. The recalled text will not be deleted from your application.

Tips

- Keep an eye on the volume meter, when it lights up in green you know that the system is picking up your voice, and the progress indicator circles round when speech recognition is taking place.
- For more information on dictating, say **launch help**, open the **Speech Recognition Help** tab and scroll to the "What do you want to say?" section.

Anchoring the speech focus

When an application has the speech focus, recorded speech is written in that application. You can anchor the speech focus to

applications that Dragon Medical One can directly write the text in. The  icon changes to  when the speech focus is anchored to an application. When recording is on, the icon changes to . Once the speech focus is anchored to your target application, you can open and navigate through other applications without removing the speech focus from the target application.

You can change which application has the speech focus anchored to it at any time. Anchoring the speech focus to another application automatically releases the speech focus from the application it was previously anchored to.

When you are working with an application that Dragon Medical One can directly write the text in, do the following:

1. Open Dragon Medical One and your target application.
2. Place the cursor in your target application where you want the text to be written and press CTRL + ALT + A to anchor the speech focus to your target application.
3. Open any other application you need for analysis/reference (for example, your PACS).

4. Click  and start speaking.

The text is written directly in your application.

Tip

- Set the [speech focus](#) to be anchored automatically via the [General](#) pane of the **Options** dialog box.

Editing text

You can use your keyboard and mouse to edit the recognized text:

- You can manually type new text to correct misrecognized text.
- You can place the cursor in the middle of text and then record to insert new text.
- You can select text and then record to overwrite existing text with new text.

If you are working with an application that Dragon Medical One can directly write the text in, you can edit and correct directly in that application.

If you are working with an application that Dragon Medical One cannot directly write the text in, we recommend that you edit and correct the text in the Dictation Box and only transfer the text once it is final. This ensures that your corrections are included in [adaptation](#).

Tip

- You can also edit text via [voice command](#).

Editing text written in another application

When you are working with an application that Dragon Medical One can directly write the text in, you can edit directly in that application. When you are working with an application that Dragon Medical One cannot directly write the text in, you can add the text you want to edit to the Dictation Box and edit it there.

To add text that you have typed in another application, do the following:

1. In the [Options](#) dialog box open the **Dictation Box** pane, select the **Add the selected text from the target application to the Dictation Box** check box and click **Apply All**.
2. Open your target application and select the text you want to edit.
3. Open Dragon Medical One and expand the Dictation Box.

The text you selected is available.

4. Place the cursor where you want new text to be added, click  or press the plus sign on your number key pad and start speaking.

5. [Edit](#) the text, if necessary, and when you are finished, click  or say [transfer text](#).

The text is transferred to your target application and deleted from the Dictation Box.

Displaying recognized text in the Dictation Box

When you are working with an application that Dragon Medical One cannot directly write the text in, you can decide if you want to see the text being written in the [Dictation Box](#).

To show the Dictation Box, say [show dictation box](#). To hide the Dictation Box, say [hide dictation box](#).

Tips

- To clear all text from the Dictation Box, click .
- To re-size the Dictation Box, drag the corners.
- To format text, use the formatting options.

Auto-texts

Auto-texts are standard blocks of text (also called 'normals' or 'canned text') that you can insert into your document with a short voice command. Using auto-texts reduces the time you need to record and improves the consistency of your documentation.

Example

- You often speak to your patients about the dangers of smoking. In the report, you will say **The patient was advised to quit smoking and counseled on effective smoking cessation strategies.**
- You define an auto-text called 'quit smoking' that contains this information.
- You say the voice command **insert quit smoking** to insert the information.

Working with auto-texts

To display a list of available auto-texts, say **what can I say** and scroll to the **Auto-texts** section.

When you are recording, the application uses a keyword to identify that there is an auto-text to process. The default keyword is **insert** (if this does not work, contact your administrator to find out the keyword for your system). You must say the keyword and the spoken form, for example, **insert quit smoking**.

You can navigate to the **fields** in auto-texts via voice commands such as **next field** and **go to previous field**.

To use the default values and remove the field delimiters of all **fields**, say **accept defaults**. To use the default value and remove the field delimiters of the field with the focus, say **field complete**. If a field contains several values, separated by |, the first value will be used.

Note: After saying **accept defaults**, pause to ensure that the command is performed before you continue.

Managing auto-texts

All auto-texts that you created are listed in the **Manage Auto-texts** dialog box. You can edit existing auto-texts and add new ones.

To add an auto-text, do the following:

1. Click  and select **Manage Auto-texts**; the corresponding dialog box is displayed.
2. Click **+** and fill in the required fields (repeat as necessary).
3. Click **Apply All**.

Spoken form

If how the auto-text name is written and how it is pronounced are very different, make sure that the **Spoken form** (how it is pronounced) reflects this. You can only use alphabetic characters in spoken forms. For acronyms that are spelled out use capital letters, separated by spaces.

For the spoken form, do not use:

Very short phrases (such as one syllable only)

Capital letters (except for acronyms, for example, C I A)

Abbreviations

Digits (use 'twelve' and not '12')

Punctuation marks (for example, ", !, ?, etc.)

Symbols (for example, +, -, &, \$, etc.)

Fields

Auto-texts can contain fields. Fields are gaps in the auto-text where you can enter specific text, for example, patient data. To add a field to an auto-text, enter [] in the relevant place of the auto-text's contents; you can enter any text between the field delimiters as default content, for example, **CBC results [within normal limits], vital signs [within normal limits]**. When you insert the auto-text, you can decide whether you want to replace the default values with specific text or [use the default values](#).

Tips

- To open the **Manage Auto-texts** dialog box, say **manage auto-texts**.
-  means that the auto-text is not properly filled in. The **Apply All** button is not active if any auto-text contains invalid data.
-  means that you can undo any changes that have not been saved. Click the icon to revert any changes.
- You can add/edit multiple auto-texts before clicking **Apply All**.
- Click **x** to delete an auto-text. You can undo this action until you have clicked **Apply All**.
- By default, **fields** are indicated by square brackets. You can change the characters used as field delimiters on the **General** pane of the **Options** dialog box; any previously defined fields using different delimiters will then no longer work. Do not use {, } or | as field delimiters.

Voice commands

You can control Dragon Medical One using your voice. A variety of actions can be executed via voice command (instead of mouse, keyboard or microphone button); this can significantly speed up report creation. To see the list of voice commands

available to you, say **what can I say** or click  and select **What You Can Say**. The voice commands are categorized, with a main command and some alternatives. We recommend learning the commands that you find most useful.

For example, you are correcting your dictation and need to replace the last paragraph: say **select last paragraph** and you can immediately record new information.

Visual feedback

In the **General** pane of the **Options** dialog box, you can decide if you want visual feedback of voice command recognition. Select one of the following:

- **DragonBar** - The voice command bubble is anchored to the Dragon Medical One user interface.
- **Mouse** - The voice command bubble is anchored to your mouse cursor.
- **Text** - The voice command bubble is anchored to your text cursor.
- **System Tray** - The voice command bubble is anchored to the System Tray.

Step-by-step commands

Step-by-step commands execute a series of actions via a single voice command. You can create, modify and delete step-by-step commands. Creating and modifying step-by-step commands is only recommended for experienced users.

Note: After saying a step-by-step command, pause to ensure that the command is performed before you continue.

To create a step-by-step command, do the following:

1. Click  and select **Manage Step-by-step Commands**; the corresponding dialog box is displayed.
2. Click **+** and fill in the **Name**, **Description** (optional) and **Spoken form** fields.
3. Click **New Step** and select the type of step you want; repeat as necessary.
4. Click **Apply All**.

Note: A red line around a field means that it is mandatory or you have not filled it in correctly.

Tips

- Alternatively, to open the **Manage Step-by-step Commands** dialog box, say **manage commands**.
- A step-by-step command can have as many steps as you want.
- Use the icons to move existing steps up and down ( ), insert steps into the middle of a sequence of steps () and delete steps ().
- You can add multiple step-by-step commands and then click **Apply All**.

- Select a command from the left pane to modify it.
- If a step-by-step command is consistently not executed properly, add **Wait** steps to it.
- For more information on spoken forms, see: [Spoken forms](#).
- Alternatively, you can press a hotkey or microphone button to execute a step-by-step command; for more information on assigning hotkeys/microphone buttons, see: [Setting your input preferences](#).

Step types

Open Application - open the specified application (if it is already open, the focus switches to this application). Specify the following properties:

Target - enter the full path and name to the application EXE file.

Arguments - enter the command line argument you want the application to open with; for example, a template.

Start in - browse for the folder in which the application or file should open (the working directory).

Run as - select the application window size (normal, minimized or maximized).

Wait - set a waiting time in milliseconds to pause between steps; for example, 500 ms for the application to open with the specified template. Range: 50-2500 ms.

Enter Text - enter a short text block that you want written at the cursor position in your application (for larger text blocks that you insert regularly, use [auto-texts](#)).

Press Keys - enter the sequence of keys that you want pressed. See below for the input format you must use. You can also enter text and combine keys with modifiers.

Press Hotkey - enter one keyboard combination: select modifiers (optional) and press a key to enter it into the field.

Microphone On - turn the microphone on.

Microphone Off - turn the microphone off.

The following keys can be entered in the **Press keys** field (curly brackets must be used):

Key	Input format	Key	Input format
Backspace	{BACKSPACE} or {BS}	F1 - F24	{F1} to {F24}
Break	{BREAK}	Return	{RETURN}
Caps lock	{CAPSLOCK}	Help	{HELP}
Scroll lock	{SCROLL}	Decimal	{DECIMAL}
Delete	{DEL} or {DELETE}	Separator	{SEPARATOR}
Down arrow	{DOWN}	Space	{SPACE}
End	{END}	Select	{SELECT}

Key	Input format
Enter	{ENTER}
Esc	{ESCAPE} or {ESC}
Home	{HOME}
Insert	{INS}
Left arrow	{LEFT}
Num lock	{NUMLOCK}
Page down	{PGDN}
Page up	{PGUP}
Right arrow	{RIGHT}
Tab	{TAB}
Up arrow	{UP}
Add	{ADD}
Subtract	{SUBTRACT}
Multiply	{MULTIPLY}
Divide	{DIVIDE}

Key	Input format
Print	{PRINT}
Execute	{EXECUTE} or {EXEC}
Snapshot	{SNAPSHOT}
Cancel	{CANCEL}
Windows	{WINDOWS} or {WIN}
Applications	{APPLICATIONS} or {APPS}
Clear	{CLEAR}
NUMPAD0 - NUMPAD9	{NUMPAD0} or {NP0} to {NUMPAD9} or {NP9}

The following modifiers can be entered in the **Press keys** field (always used with other keys):

Modifier	Input format
Shift	+
Ctrl	^
Alt	%

Examples:

Sequence executed	Input format
Alt+Ctrl+s	%^s
Shift+Tab	+{Tab}

Examples

Name Confidential email

Description This command will open Microsoft Outlook, create a new email message, enter CONFIDENTIAL in the subject line and place the cursor in the body of the email.

Steps

Open Application

Target C:\Program Files\Microsoft Office\Office14\OUTLOOK.EXE

Wait

Waiting time (ms) 2000

Press Hotkey

Hotkey Ctrl + N

Press Keys

Keys {TAB} {TAB}

Enter Text

Text CONFIDENTIAL

Press Keys

Keys {TAB}

Name Create a new to do list

Description This command will open Notepad to create a list of tasks. The cursor is placed in the first numbered item and the microphone is turned on.

Spoken form new to do list

Steps

Microphone Off

Open Application

Target C:\Windows\System32\notepad.exe

Run as Maximized

Wait

Waiting time (ms) 2000

Enter Text

Text TODO LIST

Press Keys

Keys {ENTER}

Enter Text

Text 1.

Microphone On

Name Check the weather

Description This command will open Internet Explorer with a website where you can find the current weather conditions.

Spoken form weather check

Steps

Microphone Off

Open Application

Target C:\Program Files (x86)\Internet Explorer\iexplore.exe

Arguments http://weather.yahoo.com/

Run as Maximized

Text selection voice commands

For example: **select this word** - **select this sentence** - **select this paragraph** - **select all**

To use text selection voice commands, the cursor must be placed within text. If your cursor is in an empty paragraph, these voice commands will not be executed.

Once text is selected (via voice command), you can:

- Apply text formatting.
- Correct the text by over-dictation.
- Say **add to vocabulary** to manage the Vocabulary.
- Say **make that an auto-text** to **manage auto-texts**.

Select & say voice commands

Select & say voice commands can be used to select recorded or typed text and correct, replace, delete or format it via voice. These commands select the closest instance of the text to the left of the current cursor position. You can select single words, phrases, whole sentences or punctuation marks. For example:

1. Say **patient is a thirty year old male with a history of hypertension**

The recognized text: **Patient is a 30-year-old male with a history of hypertension**

2. Say **select thirty year old male**

The selected text: **Patient is a 30-year-old male with a history of hypertension**

For longer text passages, use **through** to select text from the first to the last word of your required selection. For example:

1. Say **patient is a thirty year old male with a history of hypertension**

The recognized text: **Patient is a 30-year-old male with a history of hypertension**

2. Say **select patient through history**

The selected text: **Patient is a 30-year-old male with a history of hypertension**

Note: The range of these commands is approximately one page up and down.

Editing selected text

Once text is selected (via voice command), the correction menu is displayed and you can correct, replace, delete or format the selected text, replace misrecognized text with recognition alternatives, etc. For example:

- Say **choose** and the number of the correct recognition alternative. For example:

1. Say **patient is a thirty year old male with a history of hypertension**

The recognized text: **Patient is a 13-year-old male with a history of hypertension**

2. Say **select thirteen**, the recognition alternatives are listed.

3. Say **choose** and the number of the correct recognition alternative.

- Say the text you want or type in new text.
- Say **add that to vocabulary** or **do not recognize that word** to manage the Vocabulary.
- Say **make that an auto-text** to [manage auto-texts](#).
- Say **format that bold** to format the text.
- Say **scratch that** to delete the selected text.
- Say **deselect that** to deselect the text.

To display a list of available voice commands, say **what can I say**.

Note: The cursor automatically returns to its previous position when you correct text using the correction menu.

Navigating between multiple instances of selected text

Once text is selected (via voice command), say **select again** or **select previous** to scroll backwards and **select next** to scroll forwards through the text to find other instances of the text. When navigating between multiple instances of the text, phonetically similar matches are also highlighted. For example:

1. Say **patient has been in treatment for two years and wants to explore a different approach**

The recognized text: **Patient has been in treatment for 2 years and wants to explore a different approach**

2. Say **select to**

The selected text: **Patient has been in treatment for 2 years and wants to** explore a different approach

3. Say **select again**

The next selected text: **Patient has been in treatment for 2** years and wants to explore a different approach

Remarks

- The commands **select again**, **select previous** and **select next** are only available in correction mode (the correction menu is displayed).
- The range of these commands is approximately one page up and down.

Go back

Say **go back** to return the cursor to its position prior to the selection command. For example:

1. Say **patient is a twenty year old female**

The recognized text: **Patience is a 20-year-old female**|

2. Say **select patience**

The selected text: **Patience** is a 20-year-old female

3. Say **patient**

The replaced text: **Patient**| is a 20-year-old female

4. Say **go back**, the cursor returns to the position prior to the selection command: **Patient is a 20-year-old female**|

Remarks

- The cursor automatically returns to its previous position when you correct text using the correction menu.
- The command **go back** does not work after you change the cursor position manually or type in text.

Undo/redo

Say **undo** to undo your last operation and **redo** to reverse an undo-operation. The behavior of these commands is dependent on the text editor you are using:

Undo: is the same as pressing **Ctrl + Z** or the undo button in your text editor.

Redo: is the same as pressing **Ctrl + Y** or the redo button in your text editor.

Note: The commands **undo** and **redo** do not work if your text editor has no or different functions assigned to pressing **Ctrl + Z** and **Ctrl + Y**.

Resuming recording

To go to a specific text position and delete everything that was recorded after that point, say **resume with** and the word before the text to be deleted. Use this command during recording if irrelevant content is recorded (for example, a question from the patient, a discussion with a colleague or background noise). You can also use this command to reformulate what you said or to correct misrecognized text. For example:

1. Say **patient has been in treatment for two years and wants to explore a different approach**

2. A colleague interrupts you.

3. Say **sure I'll be available at five**

The recognized text: **Patient has been in treatment for 2 years and wants to explore a different approach sure I'll be available at 5**

4. Say **resume with approach**

The corrected text: **Patient has been in treatment for 2 years and wants to explore a different approach**|

Remarks

- Only use **resume with** immediately after recording. It does not work after you use another voice command, change the cursor position manually or type in text.
- **Resume with** has a range of approximately 150 words.

Dragon Medical Advisor

Note: Dragon Medical Advisor is only available to licensed users. For more information, contact your administrator.

When you use Dragon Medical One, Dragon Medical Advisor automatically analyses your text and suggests additional detail. These recommendations help improve the completeness and ICD-10 coding compliance of your documentation.

Dragon Medical Advisor works for all ambulatory and inpatient EHRs.

To improve documentation using Dragon Medical Advisor, do the following:

1. **Create text** in your application or in the Dictation Box. Dragon Medical Advisor automatically analyzes the text. The number on the Dragon Medical Advisor icon shows you that advice is available ().
2. Say **run Advisor** or click  to open Dragon Medical Advisor.
3. Review the suggestions and **edit the text** as suggested by Dragon Medical Advisor.

If auto-processing is active, Dragon Medical Advisor regularly updates the advice displayed. If your administrator has disabled this feature, or if you want to see the latest advice before it is displayed automatically, say **run Advisor** again or click  in Dragon Medical Advisor to update the advice.

Tips

- Say **next advice/previous advice** to navigate through Dragon Medical Advisor.
- Say **hide Advisor** to hide Dragon Medical Advisor; say **show Advisor** to show it again, containing the existing advice.
- Say **close Advisor** to close Dragon Medical Advisor completely; say **run Advisor** to open it again and display new advice.
- Alternatively, to open or close Dragon Medical Advisor you can use a hotkey combination or microphone button; for more information, see: [Setting your input preferences](#).
- If you navigate away from your text editor while Dragon Medical Advisor is running, it will become inactive. When you move the speech focus back to your text editor, Dragon Medical Advisor will become active again. You can [anchor the speech focus](#) to your text editor to avoid moving it accidentally.
- If you place the cursor in an application that Dragon Medical One cannot directly write the text in, Dragon Medical Advisor will analyze the text in the Dictation Box.

Positioning Dragon Medical Advisor

To dock Dragon Medical Advisor to the left or right of the screen, click  , then  or  . To undock Dragon Medical Advisor, click  .

To keep Dragon Medical Advisor on your primary monitor when it is docked, click  and select **Dock to primary monitor**.

Options and settings

Setting your input preferences



To change your settings, click  and select **Options**; the corresponding dialog box is displayed:

- **General:** Select options for the speech focus and voice commands.
- **Dictation Box:** Select options related to recognized text.
- **Hotkeys:** Select options for pressing keyboard combinations.
- **Microphone Buttons:** Assign actions to microphone buttons.

Click **Apply All** to apply your settings.

Click **Restore Defaults** to undo your settings; the original delivery settings are re-applied to all tabs of the dialog box.

Dictation Box

The Dictation Box is used to display text when you are working with an application that Dragon Medical One cannot directly write the text in. In this case it opens automatically when text is recognized.

Note: If you start by saying voice commands that do not result in text, the Dictation Box is not opened.

In the **Dictation Box** pane of the **Options** dialog box, you can make a variety of settings for transferring text to your target application and controlling what happens in the Dictation Box. You can transfer text while your microphone is turned on or off. If you transfer the text back to the Dictation Box, it is not deleted from the target application.

You can decide if you want the Dictation Box to be visible on-screen via [voice command](#), hotkey, microphone button or menu item.

Using hotkeys (keyboard combinations)

Pressing a combination of keys on your keyboard (instead of clicking the user interface) to initiate an action can speed up tasks.

In the **Hotkeys** pane of the **Options** dialog box, always assign a combination of keys using one or more of the function keys and a letter/number; alternatively some function and numeric keys can be assigned as stand-alone hotkeys.

In the **Microphone Buttons** pane of the **Options** dialog box, you can also map hotkeys to microphone buttons.

Anchoring the speech focus to your application

You can anchor the speech focus automatically; in the **Options** dialog box, open the **General** pane and select **Anchor the speech focus when recording is started**. Before you start recording, place your cursor in the target application; this application will have the speech focus anchored to it. If the Dictation Box is open and automatic anchoring is enabled, when you start recording, it will close. The speech focus is released from an application when recording is stopped or the application is closed.

If **Anchor the speech focus when recording is started** is not selected, you can manually anchor the speech focus via [voice command](#), hotkeys or microphone button. The speech focus is released from an application when it is closed or you say **release speech focus**.

If the speech focus is anchored to an application and you open the Dictation Box, the speech focus is released from the application. If the Dictation Box is open when you anchor the speech focus to an application, it is automatically closed.

It is not possible to anchor the speech focus to unsupported applications. If you try to anchor the speech focus to an unsupported application, the Dictation Box opens.

Customizing your speech recognition settings

Factors such as user profile and the type of microphone used influence speech recognition. The settings that you log on with define how the system processes what you say. The options available depend on how Dragon Medical One is configured. This means, for example, that you can only change to another language if the relevant language and lexicon are listed.

To change your settings for speech recognition, click  and select **Log Off**; the corresponding dialog box is displayed:

- Select a different **User** to change to another user profile. Make sure that you always select your own user profile.
- Select a different **Language** to change to another speech recognition language.
- Select a different **Specialty** to change to another specialty.

Click **OK** to apply your settings.

Additional information

Hiding the application

Dragon Medical One is always displayed on top of other open applications unless you actively hide it.

To hide the application, say **hide Dragon**, click  or press CTRL + ALT + H.

To show the application, say **show Dragon**, click  in the notification area or press CTRL + ALT + H again.

If you exit the application, it will not be available in the notification area.

Adaptation

Dragon Medical One adapts to how you use vocabulary and your dictation style. This means that the more you use the application the more accurate the recognition results are. The application uses your final text to learn; if you have corrected text, the system compares it to your recorded speech. Words which you record but which are not known to the application are added and will be recognized when you use them in the future.

If you transfer text to an application that Dragon Medical One cannot directly write in and then correct it, your corrections will not be used for adaptation; correct the text in the Dictation Box before transferring it.

Speech recognition online help

To help you work more efficiently, a variety of speech recognition features are available, for example, voice commands, auto-texts, scratch that, etc. The more you understand speech recognition and how to work with it, the faster you can create dictations. Automatic formatting (for example, dates, times, measurements, etc.) can also be very useful.

For more information on how to get the best results, say **launch help** and open the **Speech Recognition Help** tab.

SpeakAhead

In general, when you are speaking, you do not need to wait for the recognized text to be written. If you navigate between different sections of your document, you do not need to wait until the text appears in one section before moving onto the next.

When using **voice commands**, it is recommended to pause to ensure that the command is performed before continuing.

Speech recognition server connection

The speech recognition process takes place in the cloud via an Internet connection; everything that you say is protected and secure.

If there is a problem with your connection during recording, the microphone is turned off. To start again, click  or press the plus sign on your number key pad.

Text transfer method

In the **Dictation Box** pane in the **Options** dialog box, the **Text transfer method** section defines how Dragon Medical One interacts with the target application. Unless you have serious problems transferring text, do not change the default setting.

Troubleshooting

Here you find solutions to common issues.

- When I start recording, the [Dictation Box](#) is opened and the text is written there instead of in the application I am working in.

Contact your administrator. The application you are working in might not be one that Dragon Medical One can directly write the text in, it might run using different user credentials, or it might run with administrator privileges. Dragon Medical One and the application you are working in must run using the same user credentials for Dragon Medical One to be able to directly write the text in the application.

- When I speak, the volume meter shows little or no activity, and incorrect or no text is written.

You might have selected the wrong microphone during logon. To return to the logon screen, click  and select **Log Off**.

- When I try to start recording, Dragon Medical One reports an internal server error and I cannot record.

Contact your administrator.

- I changed my settings in the **Options** dialog box, but they are not saved.

Make sure you click **Apply All** after you have changed your settings. If your changes are still not saved, this might be a network problem or server problem. Contact your administrator.

- I say **insert <auto-text name>**, but the auto-text is not inserted; instead, the command is written.

Make sure you say a valid auto-text name. To display a list of available auto-texts, say **what can I say** and scroll to the **Auto-texts** section.

If how the auto-text name is written and how it is pronounced are very different, make sure that the **Spoken form** (how it is pronounced) reflects this. For more information, see: [Spoken forms](#).

Your system might use a different keyword to identify that there is an auto-text to process. Contact your administrator.

- When I try to log on to Dragon Medical One, an error message is displayed: **No supported audio device is available. To start Dragon, connect a device and click Refresh.**

Connect your microphone and click **Refresh**. If the error message is displayed again, contact your administrator.

- Dragon Medical One shuts down unexpectedly; no error message is displayed. The next time I start Dragon Medical One, a message is displayed: **A previous Dragon session shut down unexpectedly; you can send the corresponding log file to your system administrator for analysis.**

Click **Browse** to open the folder containing the log files and send the files to your administrator.