

# Nuance Management Center administrator guide

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Nuance® Command Center.

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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 verifying your existing security settings.

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# About this guide

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## Guide overview

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The *Nuance Management Center Administrator Guide* provides information on configuring and managing the Nuance Management Center (NMC) console. The guide also provides a checklist to help you with your initial NMC console setup.

### **Audience**

This guide is intended for System Administrators who are responsible for managing products that use the Nuance Management Center (NMC) console.

# Chapter 1: Introduction

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# About Nuance Management Center

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**Applies to:** Dragon desktop products only

Nuance Management Center allows Dragon administrators to manage all Dragon clients from a single central console. The console, called the Nuance Management Center (NMC) console, allows you to do the following:

- Configure options for clients at the site and group level
- Centrally manage your Dragon product licensing
- Share data, like words and auto-text commands, with Dragon clients and across other Nuance products
- Audit user session events
- Monitor client usage and trends through reporting

You can choose to install, configure, and maintain your own on-premise Nuance Management Center (NMC) server, or you can use the Nuance-hosted server in the cloud.

Using Nuance Management Center with your Dragon installation is an optional feature that you enable in the Dragon client.

For information on installing and configuring Nuance Management Center, see the *Nuance Management Center Server Installation and Configuration Guide*.



## Physical architecture

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**Applies to:** Dragon desktop products only

Nuance Management Center is a standard Microsoft ASP .NET MVC web application that is hosted by Internet Information Services (IIS). The Nuance Management Center components include the following:

- **NMC server**—Stores application data, such as organizations, sites, groups, and users. It also stores transient data, such as log files.
- **NMC console**—Allows NMC administrators to create and manage objects, like groups and users, assign licenses, run reports, and more. The NMC console does not have permanent data storage. However, it does use a file share for temporary data storage to support file uploads and downloads.
- **Database instance**—Stores license information, partial speech profiles, application usage information, and audit data.
- **Dragon clients**—Users log in to their client computers where Nuance Management Center is installed and connect to your NMC server to access shared words and commands.

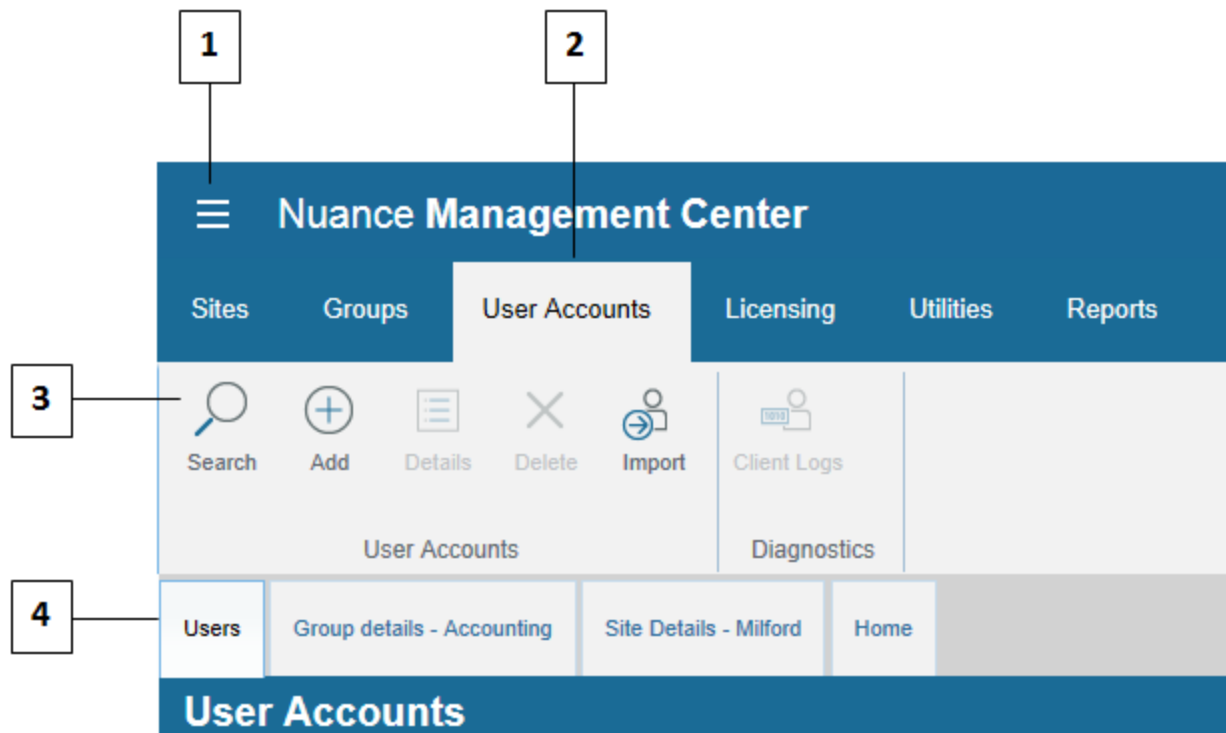
Initially, you install the NMC server, NMC console, and the database instance on the same server. However, you can optionally move your database instance to a separate database server after the installation. Your NMC server can be one of the following:

- A single physical machine (smaller installations)
- Multiple physical machines load-balanced by a network traffic switch (larger installations)

# About the user interface

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## User interface components



**1—NMC menu icon.** Click to open the menu.

**2—Ribbons.** Top-level menu options.

**3—Groups.** Command groups within each ribbon.

**4—Tabs.** These open when you click a command in a command group, and remain open until you click **Cancel** or **Close** on each tab. You can also right-click a tab to close that tab, all tabs, or all tabs but the current selection. The **Home** tab always remains open.

## The left navigation panel

The left of the NMC console screen shows a navigation panel that represents the current organization.

**1—Organization.** Click > to view the sites in the organization.

**2—Site.** Click > to view the groups in a site.

**3—Group.** Click a group to view the users in the group. User information (First name, Last name, Login ID, etc.) appears to the left of the navigation panel.

## User interface navigation

There are different ways to navigate to pages in the NMC console. You can use any of the following navigation methods:

- **The Home tab**—Click the Home tab, and then click a link to a page from the appropriate group. The Home tab always remains open.
- **Ribbons**—Click a ribbon to expand it and select an option from a command group.
- **Right-click**—Right-click an object in a list to open a sub-menu. For example, right-click your organization on the Manage Organization page to view organization details, add a site, or add a group.
- **Navigation panel**—Select or expand an object to view object details or objects within the current object. For example, click > beside your organization on the Manage Organization page to view organization details, add a site, or add a group.

You can use whichever method is easiest for you. However, the procedures in this guide provide navigation instructions using the right-click method.

# Chapter 2: Getting started

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# Before you begin

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**Applies to:** Dragon desktop products only

## About your installation

### On-premise

You can optionally host your own Nuance Management Center (NMC) server on premise. You install the NMC server and Nuance Management Center (NMC) console, and then create all objects in the NMC console yourself.

### Nuance-hosted

If you don't host your own NMC server on-premise, you use the Nuance-hosted NMC server in the cloud. A Nuance administrator performs your initial setup and creates the following objects for you:

- Your organization
- A default site
- The NMC Administration group
- An NMC Administrator user account and password

Nuance then sends you an email with your NMC console URL. You can rename the initial objects as appropriate for your business. You then create all remaining objects, like sites and groups, yourself.

You should also change the password for your NMC Administrator user account. For more information, see [“Changing your NMC console password” on page 7](#).

**Note:** If you plan to implement Active Directory single sign-on authentication, do not change the password for your NMC Administrator user account until after you have configured single sign-on. For more information, see the "Preparing for your Active Directory single sign-on configuration" chapter in the *Nuance Management Center Server Installation and Configuration Guide*.

## NMC console setup considerations

**Applies to:** Dragon desktop products only

Consider the following before you begin creating objects and changing settings in your NMC console.

Setup item	Description	Additional information
Authentication type	<p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Active Directory single sign-on</b>—You can enable single sign-on to allow users to log in to the Dragon client using their Windows credentials. When you create users in the NMC console, the logins you assign must match their Windows logins exactly.</li> <li>• <b>Native NMC</b>—Users log in to the Dragon client using a login and password that you create when</li> </ul>	<i>Nuance Management Center Server Installation and Configuration Guide</i>

Setup item	Description	Additional information
	<p>you create user accounts in the NMC console.</p> <ul style="list-style-type: none"> <li>• <b>Central Authentication</b>—For cloud customers, provides an alternative method for implementing single sign-on in your organization. Using Central Authentication, you can use your existing Identity Provider (IdP) to authenticate against Nuance applications.</li> </ul>	
Naming conventions	<p>You'll need to determine naming conventions for the following objects and then create them in your NMC console:</p> <ul style="list-style-type: none"> <li>• Sites</li> <li>• Groups</li> <li>• User accounts</li> </ul>	<p><a href="#">“Working with sites” on page 39</a></p> <p><a href="#">“Working with groups” on page 46</a></p> <p><a href="#">“Working with user accounts” on page 55</a></p>
Saved credentials	<p>You'll need to determine whether you'll allow Dragon to remember user account passwords before you install Dragon clients. Generally, you should not allow Dragon to remember passwords when your organization has multiple users who share the same computer using the same Windows login. You should enable the <b>Do not allow saved credentials</b> setting to prevent this.</p> <p><b>Caution:</b> You must enable this setting before users log in to the Dragon client for the first time.</p>	<p><a href="#">“Miscellaneous section” on page 186</a></p>
Keywords	<p>Determine whether your auto-text commands should include the default leading and trailing keywords that Nuance Management Center automatically adds to auto-texts created in the NMC console.</p> <p>If you don't remove them, users must say the leading or trailing keyword in addition to the spoken phrase for their auto-text command to invoke it.</p>	<p><a href="#">“About keywords” on page 112</a></p> <p><a href="#">“Working with keywords” on page 112</a></p>

## Initial NMC console setup checklist

**Applies to:** Dragon desktop products only

If you are a new customer setting up Nuance Management Center for the first time, use the following checklist to set up your NMC console.

If you are hosting your own NMC server on-premise, this list assumes you have already installed and configured your NMC server. For installation instructions, see the *Nuance Management Center Server Installation and Configuration Guide*.

<input type="checkbox"/>	Task	Reference
<input type="checkbox"/>	<p>Create sites.</p> <p><b>Caution:</b> When you create sites, you must click the <b>Save</b> button on the Dragon Professional tab, even if you do not change any settings. If you do not click <b>Save</b> on this tab when you create sites, your user profiles may not work properly. For more information, see <a href="#">“Changing product-specific site settings” on page 41</a>.</p>	<a href="#">“Working with sites” on page 39</a>
<input type="checkbox"/>	<p>Create groups.</p>	<a href="#">“Working with groups” on page 46</a>
<input type="checkbox"/>	<p>Create user accounts. You'll need the following information for each user before creating user accounts:</p> <ul style="list-style-type: none"> <li>• First and last name</li> <li>• Email address</li> <li>• User ID</li> <li>• Initial password (user can change it later)</li> <li>• Groups to which the user should belong</li> </ul> <p>You should also determine which users require administrator privileges.</p>	<a href="#">“Working with user accounts” on page 55</a>
<input type="checkbox"/>	<p>Allocate user account licenses.</p>	<a href="#">“Working with licenses” on page 82</a>
<input type="checkbox"/>	<p>If you are using the Dragon Professional edition, optionally select the <b>Do not allow saved credentials</b> Site setting. The setting is deselected by default.</p>	<a href="#">“Miscellaneous section” on page 186</a>
<input type="checkbox"/>	<p>Install Dragon clients on local workstations if they are not already installed.</p>	<i>Dragon Client Installation Guide</i>
<input type="checkbox"/>	<p>Configure clients for use with Nuance Management Center.</p>	<i>Dragon Client Installation Guide</i>
<input type="checkbox"/>	<p>Optionally configure single sign-on authentication.</p>	<i>Nuance Management Center Server Installation and Configuration Guide</i>
<input type="checkbox"/>	<p>If you are hosting your own NMC server on-premise, create the Forgot Password email template and then upload it to the NMC console to allow NMC console users to reset their password.</p>	<a href="#">“Creating the Forgot Password email template” on page 318</a>
<input type="checkbox"/>	<p>Ensure you provide an email address for each user. Without it, users cannot reset their password. Consider enabling the <b>Email address required for organization users</b> setting on the <a href="#">“Organization Details page” on page 160</a> to ensure</p>	<a href="#">“Working with user accounts” on page 55</a>

<input type="checkbox"/>	<b>Task</b>	<b>Reference</b>
	email addresses are required for all new and existing user accounts.	
<input type="checkbox"/>	Consider adding custom words to improve Dragon's recognition. Nuance Management Center distributes these custom words to all Dragon clients.	<a href="#">"Working with Words" on page 122</a>
<input type="checkbox"/>	Optionally configure default settings for PowerMic and hot key settings at the site or group level to allow clients to inherit them.	<a href="#">"Managing sites" on page 40</a> <a href="#">"Managing groups" on page 48</a>
<input type="checkbox"/>	Optionally configure default auto-formatting settings at the group level to allow clients to inherit them.	<a href="#">"Managing groups" on page 48</a>
<input type="checkbox"/>	Optionally configure system settings.	<a href="#">"System Settings page" on page 303</a>
<input type="checkbox"/>	Optionally remove the default leading and trailing keywords for your language. These affect all auto-texts and templates in your organization.	<a href="#">"About keywords" on page 112</a> <a href="#">"Working with keywords" on page 112</a>
<input type="checkbox"/>	Optionally enable messaging. Messaging allows users to receive system messages from your NMC server, and also allows your NMC administrators to send messages to other NMC console users.	<a href="#">"Configuring messaging" on page 93</a>



## Logging in and logging out

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If you are using the Nuance-hosted NMC console in the cloud, Nuance provides you with an initial NMC Administrator login and password. You should change the password after your initial login.

If your NMC administrator enabled the **Users must change their password after first login** setting and you are new to Nuance Management Center, you are prompted to change your password the first time you log in to the NMC console.

**Note:** If you plan to implement Active Directory single sign-on, do not change the initial administrator password until after you've configured single sign-on. For more information on implementing single sign-on, see the *Nuance Management Center Server Installation and Configuration Guide*.

### Logging in

1. Open your browser.
2. Specify the NMC console URL, and then press **Enter**.

The NMC console login page appears.

3. Provide your username and password.
4. Click **Login**.

The NMC console appears.

### Logging out

Click the NMC menu icon () and then select **Log out**.


Click the **Sign Out** link in the top right corner of your screen.

## Changing your NMC console password

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You can change your NMC console password at any time. This topic describes changing your own NMC console password. To change user account passwords, see [“Changing user account passwords” on page 59](#).

**Note:** If you plan to implement Active Directory single sign-on, do not change the initial administrator password until after you've configured single sign-on. For more information on configuring single sign-on, see the *Nuance Management Center Server Installation and Configuration Guide*.

1. Click the NMC menu button () , and then select **Change password**.  
The Change Password dialog box appears.
2. Specify your old password and new password.  
Passwords can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).
3. Re-enter your new password.
4. Click **OK**.

You can change your Nuance Management Center password at any time. This topic describes changing your own NMC console password. To change user account passwords, see [“Changing user account passwords” on page 59](#).

1. Click **Change Password**.  
The Change Password dialog box opens.
2. Specify the following:  
**Old password**—Current password.  
**New password**—New password.  
**Confirm password**—Re-type your new password.
3. Click **OK**.

## Resetting your password

---

You can reset your NMC console password when you've forgotten it. You reset your password by clicking the **Forgot Password** link on the Nuance Management Center login screen. Nuance Management Center then sends you an email with a link to reset your password. The link is valid for one hour.

If you are an on-premise customer, your NMC administrator must have set up an email server and the template for the Forgot Password email message that Nuance Management Center sends. In addition, your NMC administrator must have specified a valid email address for each user in their user account. For more information, see [“Creating the Forgot Password email template” on page 318](#).

Your new password cannot contain leading or trailing spaces. However, your password can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).

**Note:** If your NMC administrator enabled the **Users must change their password after first login** setting and you are new to Nuance Management Center, you are prompted to change your password the first time you log in to the NMC console.

1. Navigate to your Nuance Management Center login screen.
2. Click the **Forgot Password** link.
3. Specify your user name in the **User name** field.
4. Click **Reset**.

Nuance Management Center emails you a link to reset your password.

**Note:** You cannot reset your password using the **Forgot Password** link if you are locked out. For more information, see the **Password lockout duration - n minutes** setting on the [“Organization Details page” on page 160](#).

## Resetting another user's password

---

If you are an NMC administrator, you can send a Reset Password email to a user account with a link to allow the user to reset their password.

1. View a user account.

The User Accounts page appears.

For more information, see [“Viewing user accounts” on page 54](#).

2. Right-click a user account, and then select **Send reset password link**.

A dialog box appears.


3. Click **OK**.

## Configuring system settings

---

You should review the NMC console system settings before working in Nuance Management Center. You must have the **Modify System Settings** grant to view this page.

To configure system settings:

Click the NMC menu button () and then select **System Settings**.

The System Settings dialog box appears.

For system setting descriptions, see [“System Settings page” on page 303](#).

## Requiring administrators to verify their email address

---

The NMC console forces administrators to verify their primary email address the next time they log in. If the user has an administrator license, when they log in to the NMC console, they are redirected to the Email Verification page to enter their email address.

When the administrator receives the verification email, they click the link to verify their email address. The administrator can then successfully log in to the NMC console.


If an administrator provides an email address that is different from an address already in the NMC server, the NMC server updates the value in the **Primary email address** field. If you edit this field, the administrator must re-verify their email address at next login.

### Setting the expiration time for the email verification link

**Applies to:** On-premise customers only

You can set the expiration time and date for the email verification link the NMC server sends to administrators.

The default value of the setting is one hour and valid values range from 1 to 72 hours.

1. Click the NMC menu button () and then select **System Settings**. The System Settings dialog box appears.
2. Expand the **Nuance Management Center** section.
3. Set **Verification Link Expires After\_hours**.

For more information, see [“System Settings page” on page 303](#)


4. Click **Save**.

### Modifying the email verification email template

**Applies to:** On-premise customers only

By default, the email verification email uses a default template.

You can change the template.

1. Click the NMC menu button () and then select **System Settings**. The System Settings dialog box appears
2. Click Browse next to the **Verification Email Template** field.
3. Select a template file and click **Open**.
4. Click **Save**.

## Importing files

---



When you import a file, the file can only contain one dot (.) extension in the file name (for example, **import\_file.xml**). If your import file name contains more than one dot extension (for example, **import\_file.2022.xml**) the file type is considered invalid, and the file import fails. To import the example file **import\_file.2022.xml** successfully, you could rename the file and replace the extra dot (**import\_file.2022.xml**) with an underscore (**import\_file\_2022.xml**).

This file name constraint applies to all import file types and all file import functionality throughout Nuance Management Center and Nuance Command Center.

## Exporting and refreshing grids

---

You can refresh and export data from any page where a grid appears. Refreshing data allows you to include any new data in the grid output without rerunning the query or report. Exporting allows you to

save the data to a .csv file. The Refresh icon () and Save icon () appear in the bottom right corner of the screen when query results or report results are returned. For example, you can refresh and export the following grid data:

- Reports
- Audit events
- User accounts page

To export or refresh data, click either icon.



## Correcting invalid field entries

---

When you save information on a page, Nuance Management Center highlights fields where there are invalid field entries that require correction. Generally, those fields are highlighted in yellow. You must correct invalid entries before you can save the page.

## Navigating the interface with a screen reader

You can navigate the Nuance Management Center interface using a screen reader, such as JAWS. Use the following keyboard shortcuts to navigate the interface with a screen reader.

### Navigating in grid view

The interface is in grid view when you've performed a search and results are returned.

Use the following keyboard shortcuts to navigate in grid view:

Action	Shortcut
Open the context menu (or "right-click" menu)	Shift+F10
Move between records in the grid	Ctrl+Shift+Up arrow Ctrl+Shift+Down arrow
Select a context menu option	Enter
<ul style="list-style-type: none"> <li>• Move between context menu options</li> <li>• Move between interface elements, such as ribbons, tabs, and buttons</li> </ul>	Tab

### Example

To view group details on the Groups page:

1. Press **Tab** to move to the appropriate group.
2. Press **Ctrl+F10**.  
The context menu opens.
3. Press **Tab** to move to the Group Details option.
4. Press **Enter**.

### Navigating in tree view

The interface is in tree view when there is a hierarchical list of nodes in the left panel. For example, tree view is available on the Manage Organization page and includes nodes for organizations, sites, and groups.

Use the following keyboard shortcuts to navigate in tree view:

Action	Shortcut
Move to the next node in the tree	Tab
Set focus and move to the list icon associated with the node The options on the node are:	Up arrow

Action	Shortcut
<ul style="list-style-type: none"> <li>• <b>Expand</b>—Expands the list.</li> <li>• <b>Collapse</b>—Collapses the list.</li> </ul>	
Select list items for a node	Enter
Move back to the previous node	Shift+Tab

### Example

To expand the Site node on the Manage Organization page:

1. Press **Tab** until the Site node has focus.
2. Press **Up arrow**.  
Focus moves to the list icon associated with node.
3. Press **Enter** to select **Expand**.  
The Site node expands, and groups are displayed.

# Chapter 3: Organizations

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## About Organizations

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An organization represents your company in its entirety. It is the highest level in your business structure. Under your organization, you create:

- Sites
- Groups
- User accounts

Most Dragon customers have only one organization.

## About patient health information encryption

---

**Applies to:** All medical products

You can optionally encrypt your dictation files to protect patient health information. During dictation, Dragon saves all audio and transcribed text automatically in Dragon Recorded Audio (.DRA) files. If you make any corrections to the dictated text, Dragon stores the corrections in .enw files. Dragon can encrypt both these files when you enable the **Encrypt patient information** option.

Due to the restrictions mandated by privacy regulations (such as the Health Insurance Portability and Accountability Act (HIPAA) in the United States and EC 95/46 Directive in Europe), only Dragon can open these encrypted files. Non-medical editions of Dragon and Dragon toolkits like the Dragon SDK Client Edition cannot open these files. DragonPad also cannot open these files.

For more information on the **Encrypt patient information** option, see [“To change product information:” on page 22](#). This setting appears on the Dragon Medical Network Edition tab.

**Note:** Dragon does not encrypt .DRA files that a user explicitly saves. For example, if a user saves recorded dictation when saving a document (for example, in Microsoft Word), Dragon does not encrypt this file.

# Viewing Organizations

---

## Viewing an organization

In the **Sites** ribbon, click **Organization Overview**.

The Manage Organization page opens. Your organization is at the top, with all sites underneath it.

## Viewing organization details

From the Manage Organizations page, right-click an organization, and then select **Organization details**.

The Organization Details page appears.

# Working with organizations

---

## Adding organizations

When you add an organization, Nuance Management Center also creates a site (Default), group (NMC Administration), and user (NMC Administrator).

1. In the Organizations ribbon, click **Add**.  
The Create Organization dialog box appears.
2. Specify an NPI number or address information to search for an organization.
3. Click **Search**.  
Search results appear.
4. Do one of the following:
  - If the organization appears in the search results, select it, and then click **This is the organization I'm looking for**.
  - If the organization is not listed, click **I don't see the organization. Let's create one**.
5. If you're creating a new organization, add information as necessary on the General, Address, and Products tabs.  
For field descriptions, see ["Organization Details page" on page 160](#).  
**Note:** You must include **Street 1**, **City**, **State**, and **Zip** information when you create a new organization.
6. Click **Save**.  
A message indicating that NMS is creating a default site, group and NMC administrator user account with credentials appears.
7. Select the delivery method for your administrator user credentials, and then click **OK**.



# Managing organizations

---

## Changing organization information

### To change general organization information:

1. View an organization.  
The Manage Organization page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
2. View organization details.  
The Organization Details page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
3. Edit the information as necessary.  
For field descriptions, see [“Organization Details—General tab” on page 160](#).
4. Click **Save**.

### To change the address:

1. View an organization.  
The Manage Organization page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
2. View organization details.  
The Organization Details page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
3. Click the Address tab.
4. Edit the information as necessary.  
For field descriptions, see [“Organization Details—Address tab” on page 160](#).  
**Note:** Street 1, City, State, and Zip fields are required.
5. Click **Save**.

### To change product information:

1. View an organization.  
The Manage Organization page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
2. View organization details.  
The Organization Details page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
3. Click the Products tab.  
The General tab is selected by default.
4. Do one of the following:

- Edit the General information as necessary.
- Click the appropriate tab for your product, and then edit as necessary.

For field descriptions, see [“Organization Details—Products tab” on page 160](#)

## Managing password settings

You should determine a password policy for your organization by selecting from password requirements. Establishing a password policy ensures that users create strong, secure passwords.

### To change password settings:

1. View an organization.  
The Manage Organization page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
2. View organization details.  
The Organization Details page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
3. Click the Products tab.  
The General tab is selected by default.
4. Expand the **Password Settings** drop-down list.
5. Select the appropriate password settings.  
For field descriptions, see [“Organization Details—Products tab” on page 160](#).
6. Click **Save**.

## Managing user deprovisioning

For information on enabling user deprovisioning, or for information on confirming users marked for deprovisioning, see the *User Provisioning and Deprovisioning Configuration Guide*.

## Managing Auto-provisioning

### To enable auto-provisioning:

**Applies to:** Capture Services, MUSE, CAPD, CAC, Dragon Medical Virtual Assistant, PowerMic Mobile, PowerMic Virtual Adapter, Dragon Medical Server/Dragon Medical One, Dragon Medical Mobile Recorder, Nuance Clinician, Dragon Medical Recorder only

When enabled, the auto-provisioning feature allows Nuance Management Center to create a user account automatically if one does not already exist when a user logs in to their client application. Nuance Management Center also assigns a license to the user automatically if one is available. If no licenses are available, Nuance Management Center still creates the user account. Optionally, you can also allow Nuance Management Center to assign automatically provisioned user accounts to a specific group.

1. View an organization.  
The Manage Organization page appears.  
For more information, see [Viewing Organizations](#).
2. View organization details.

The Organization Details page appears.

For more information, see [Viewing Organizations](#).

3. Click the Provisioning tab.
4. Click the Dragon Medical Server tab or the Dragon Professional tab.
5. Select the **Enable auto-provisioning for this product** check box.
6. Optionally select a group from the **Add users to group** drop-down list to which newly provisioned user accounts should be assigned.
7. Click **Save**.

### To enable user provisioning:

For complete instructions on enabling user provisioning, see the *User Provisioning and Deprovisioning Configuration Guide*.

## Managing organization tokens

The Local Authenticator and other products that use Nuance Management Center require an organization token for authentication. You must add a token before using the products.

### To add a token:

1. View an organization.  
The Manage Organization page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
2. View organization details.  
The Organization Details page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
3. Click the Organization Tokens tab.
4. Click **Add**.  
The Organization Token Info dialog box opens, and Nuance Management Center generates an organization token automatically.
5. Optionally add a **Comment** to identify the token.
6. Click **Save**.  
The Organization Token Info dialog box closes.

### To modify a token:

1. View an organization.  
The Manage Organization page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
2. View organization details.  
The Organization Details page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
3. Click the Organization Tokens tab.
4. Select a token to modify.

5. Click **Modify**.  
The Organization Token Info dialog box opens
6. Edit as necessary.
7. Click **Save**.  
The Organization Token Info dialog box closes.

### To delete a token:

1. View an organization.  
The Manage Organization page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
2. View organization details.  
The Organization Details page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
3. Click the Organization Tokens tab.
4. Select the token you want to delete.
5. Click **Delete**.  
A confirmation dialog box appears.
6. Click **Yes**.

## Managing federated relationships for Central Authentication

**Applies to:** All products using Central Authentication

A federated relationship is one that is maintained between enterprises. To implement Central Authentication, you create a federated relationship between your organization and Nuance.

The Central Authentication tab is visible only on Nuance cloud-hosted systems. This grant is only given to Nuance administrators. Customers will only have read only access. Customers cannot create or configure federated relationships. For write-access to the tab, you must have the **Manage Central Authentication** grant. For read-only access to the tab, you must either have the **View Organization** grant, or be an administrator with any super user grant.

Customers can update/renew an existing federated relationship with a custom SAML request signing certificate if they have the **Manage Request Signing Certificate** grant.

For specific instructions on enabling Central Authentication in your environment, and for a more detailed feature overview, see the *Nuance Management Center Server Installation and Configuration Guide*.

### To enable machine-to-machine authentication:

If selected, enables server-to-server communication. This type of communication establishes a trusted connection between your company’s server and the Nuance Central Authentication portal by authenticating your server rather than a user.

1. View an organization.  
The Manage Organization page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
2. View organization details.

The Organization Details page appears.

For more information, see [“Viewing Organizations” on page 20](#).

3. Click the Central Authentication tab.
4. Select the **Allow machine-to-machine authentication** option.
5. Click **Save**.

### To add a new federated relationship:

Use this procedure if you are creating a new federated relationship between your organization and Nuance.

1. View an organization.

The Manage Organization page appears.

For more information, see [“Viewing Organizations” on page 20](#).

2. View organization details.

The Organization Details page appears.

For more information, see [“Viewing Organizations” on page 20](#).

3. Click the Central Authentication tab.
4. Click the **Add New** button.

The Add Federated Relationship dialog box appears.

5. Specify field information.

For field descriptions, see [“Central Authentication tab” on page 180](#).

6. Click **Configure**.

7. If you selected the **I will enter the metadata manually** option, additional fields appear. Specify the appropriate information.

For field descriptions, see [“Central Authentication tab” on page 180](#).

8. Click **Configure**.

Nuance Management Center configures the federated relationship.

9. Do one of the following, depending on the method you used to provide your federation metadata:

- **Metadata URL**—For federation relationships using WS-Federation. Copy the **WS-Fed Passive Protocol URL** and **Relying Party Trust ID** shown and provide them to your identity provider administrator to complete the configuration. For further configuration information, click the link shown.
- **Metadata File (WS-Federation)**—Copy the **WS-Fed Passive Protocol URL** and **Relying Party Trust ID** shown and provide them to your identity provider administrator to complete the configuration. For further configuration information, click the link shown.
- **Metadata File (SAML)**—Copy the **Assertion Consumer Service (ACS) URL** and the **Audience URI** and provide them to your identity provider administrator to complete the configuration. If your federation server supports configuration via SAML metadata, you can share the **SAML Metadata URL**. For further information, click the link shown.

- **LDAP Connector**—Download and install the LDAP connector using the link shown. For installation information, click the additional link shown, or follow the instructions provided in the *Nuance Management Center Server Installation and Configuration Guide*. Install the connector inside your network on a server that can access your identity provider.

### To add an existing federated relationship:

Use this procedure to associate an existing federated relationship with an organization. An organization can be part of more than one federated relationship.

1. View an organization.  
The Manage Organization page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
2. View organization details.  
The Organization Details page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
3. Click the Central Authentication tab.
4. Select a federated relationship in the list.
5. Click the **Add Existing** button.  
The Add Existing Federated Relationship dialog box appears.
6. Select an existing federated relationship, and then click **Save**.

### To modify federated relationship details:

Use this procedure to modify the federated relationship description, email domains, or Windows Integrated Authentication option. You cannot modify any other relationship details.

1. View an organization.  
The Manage Organization page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
2. View organization details.  
The Organization Details page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
3. Click the Central Authentication tab.
4. Select a federated relationship.
5. Click the **Modify** button.  
The Federated Relationship Details dialog box appears.
6. Modify the fields shown.  
For field descriptions, see [“Add Federated Relationship dialog box” on page 180](#).
7. Click **Save**.

### To remove an association:

Use this procedure to remove the association between a federated relationship and an organization without deleting the federated relationship from Central Authentication.

1. View an organization.

The Manage Organization page appears.

For more information, see [“Viewing Organizations” on page 20](#).

2. View organization details.

The Organization Details page appears.

For more information, see [“Viewing Organizations” on page 20](#).

3. Click the Central Authentication tab.

4. Select a federated relationship.

5. Click **Remove Association**.

A prompt appears, confirming your selection.

6. Click **Yes**.

### To add or remove a product:

Use this procedure to add or remove a product from a federated relationship. Only Nuance products for which you have a license appear in the list.

If you remove a product from a federated relationship, Central Authentication will no longer be available for the product you remove.

1. View an organization.

The Manage Organization page appears.

For more information, see [“Viewing Organizations” on page 20](#).

2. View organization details.

The Organization Details page appears.

For more information, see [“Viewing Organizations” on page 20](#).



3. Click the Central Authentication tab.

4. Select a federated relationship.

5. Click **Add/Remove Product**.

By default, all products that support Central Authentication are automatically granted permission to use the federation and appear in the **Products that can use the federation** list.

6. Do one of the following:

- Select a product in the **Products that can use the federation** list, and then click the left arrow ().
- Select a product in the **Available Products** list, and then click the right arrow (.

7. Click **Save**.

### To delete a federated relationship:

Use this procedure to delete a federated relationship. The federated relationship is deleted from Central Authentication and the association with the organization is removed.

**Caution:** Do not use this functionality to remove an association between an organization and a federated relationship. There is no "undo" for this action. To remove the association between a federated relationship and an organization, use the [“To remove an association:” on page 27](#) procedure above.

1. View an organization.  
The Manage Organization page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
2. View organization details.  
The Organization Details page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
3. Click the Central Authentication tab.
4. Select a federated relationship in the list.
5. Click **Delete**.
6. Type the word **DELETE** in the dialog box that appears, and then click **OK**.

### To test a federated relationship:

Use this procedure to ensure the federated relationship between your organization and Nuance is configured correctly. The test option opens a new browser session, redirecting you to your identity provider and prompts you to enter your credentials. You can then access a web application that is independent of Nuance Management Center where you can test the federated relationship.

1. View an organization.  
The Manage Organization page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
2. View organization details.  
The Organization Details page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
3. Click the Central Authentication tab.
4. Select a federated relationship.
5. Click **Test**.  
One of the following occurs:
  - If your federated relationship was configured correctly, a Success page appears. There are three tabs you can select:
    - **User Profile**—User profile that the application will receive.
    - **Access Token Claims**—Claims from the access token are displayed in JSON format.
    - **ID Token Claims**—Claims from the ID token are displayed in JSON format.
  - If your federated relationship was configured incorrectly, a Failure page appears, with detailed error information and suggested troubleshooting procedures.

### To view logs for a federated relationship:



Use this procedure to view event logs for events that occur within federated relationships, such as a failed login. This allows you to troubleshoot issues and monitor activity within your federated relationships.

1. View an organization.

The Manage Organization page appears.

For more information, see [“Viewing Organizations” on page 20](#).

2. View organization details.

The Organization Details page appears.

For more information, see [“Viewing Organizations” on page 20](#).

3. Click the Central Authentication tab.

4. Select a federated relationship.

5. Click the **Logs** button.

The Federated Relationship-Logs page appears.

6. Specify search criteria.

Only the products for which you have the Product Manage [*product name*] privilege appear in the **Filter by product** list.

For field descriptions, see [“Federated Relationship-Logs page” on page 183](#).

7. Click **Search**.

### To add a custom SAML request signing certificate:

Central Authentication uses a default certificate when processing SAML authentication requests for your federated relationship with Nuance. You can optionally use your own private key and self-signed certificate with a public key to sign SAML requests. When you add a custom certificate, you cannot access your Nuance product using the federated relationship until you have shared the signing certificate public key with your identity provider and the identity provider's administrator has loaded it into their system.

To add a custom self-signed certificate, you must ensure the user managing the custom certificate has the appropriate grants. For more information on those grants, see the "Configuring Central Authentication" section in the *Nuance Management Center Server Installation and Configuration Guide*.

1. View an organization.

The Manage Organization page appears.

For more information, see [“Viewing Organizations” on page 20](#).

2. View organization details.

The Organization Details page appears.

For more information, see [“Viewing Organizations” on page 20](#).

3. Click the Central Authentication tab.

4. Select a federated relationship, and then click **Modify**.

The Federated Relationship Details dialog box appears.

5. Deselect the **Use default signing certificate** check box.

Additional options appear.

6. Click **Configure Custom Certificate**.

The Configure Custom Certificate dialog box appears, indicating that access to your Nuance product will be disabled until the signing certificate public key is configured in your identity provider's system.

7. Click the **Create certificate with expiration date** field to select an expiration date for the certificate.

The default value is a date two years from the current date.

8. Click **Save**.

A confirmation message appears.

9. Type **CONFIRM** in the field provided, and then click **OK**.

### To renew a custom SAML request signing certificate:

Use these instructions to renew your previously configured custom SAML request signing certificate that is about to expire.

To renew a custom certificate, you must ensure the user managing the custom certificate has the appropriate grants. For more information on those grants, see the "Configuring Central Authentication" section in the *Nuance Management Center Server Installation and Configuration Guide*.

1. View an organization.

The Manage Organization page appears.

For more information, see ["Viewing Organizations" on page 20](#).

2. View organization details.

The Organization Details page appears.

For more information, see ["Viewing Organizations" on page 20](#).

3. Click the Central Authentication tab.

4. Select a federated relationship, and then click **Modify**.

The Federated Relationship Details dialog box appears.

5. Click **Manage Custom Certificate**.

A confirmation dialog box appears.

6. Select the **Renew certificate with expiration date** radio button.

7. Click the date field and select a new certificate expiration date.

8. Click **OK**.

A confirmation dialog box appears.

9. Type **CONFIRM** in the field provided, and then click **OK**.

### To delete a custom SAML request signing certificate:

Use these instructions to delete a previously configured custom SAML request signing certificate. When you delete your custom certificate, Nuance Management Center uses the default certificate automatically.

To delete a custom certificate, you must ensure the user managing the custom certificate has the appropriate grants. For more information on those grants, see the "Configuring Central Authentication" section in the *Nuance Management Center Server Installation and Configuration Guide*.

1. View an organization.  
The Manage Organization page appears.  
For more information, see ["Viewing Organizations" on page 20](#).
2. View organization details.  
The Organization Details page appears.  
For more information, see ["Viewing Organizations" on page 20](#).
3. Click the Central Authentication tab.
4. Select a federated relationship, and then click **Modify**.  
The Federated Relationship Details dialog box appears.
5. Click **Manage Custom Certificate**.  
A confirmation dialog box appears.
6. Select the **Delete certificate and revert to default** radio button, and then click **OK**.
7. Type **CONFIRM** in the field provided and then click **OK**.


## Disabling native Nuance Management Center authentication

**Applies to:** All products using Central Authentication

If your organization has implemented Central Authentication, you can disable native logins to prevent users from logging in to your product's client using the login and password you provided when you created their user accounts. This forces users to log in using only Central Authentication.

You must have the **Manage Organizations** privilege and **View Organization** grant to see this tab. You must also have the **Modify Organizations** grant to modify settings in this tab. In addition, you must have specified a primary email address for all user accounts before disabling native NMS authentication. To verify all users have a primary email address, run a search for all users in your organization. The **Primary email address** column appears in the search results. For more information, see ["Viewing user accounts" on page 54](#).

### To disable native authentication:

1. View an organization.  
The Manage Organization page appears.  
For more information, see ["Viewing Organizations" on page 20](#).
2. View organization details.  
The Organization Details page appears.  
For more information, see ["Viewing Organizations" on page 20](#).
3. Click the Disable Native Credentials tab.
4. Select the product for which you want to disable native logins in the Available Products list, and then click the right arrow ().

The product moves from the Available Products list to the Selected Products list.

5. Click **Save**.

### To re-enable native authentication:

1. View an organization.

The Manage Organization page appears.


For more information, see [“Viewing Organizations” on page 20](#).

2. View organization details.

The Organization Details page appears.

For more information, see [“Viewing Organizations” on page 20](#).

3. Click the Disable Native Credentials tab.

4. Select the product for which you want to disable native logins, and then click the left arrow (  ).

The product moves from the Selected Products list to the Available Products list.

5. Click **Save**.

## Managing Active Directory domains

**Applies to:** Dragon desktop products only

You add a domain when you are performing the initial configuration for single sign-on authentication.

For information on configuring single sign-on, see the *Nuance Management Center Server Installation and Configuration Guide*.

### To add a domain:

1. View an organization.

The Manage Organization page appears.

For more information, see [“Viewing Organizations” on page 20](#).

2. View organization details.

The Organization Details page appears.

For more information, see [“Viewing Organizations” on page 20](#).

3. Click the Domains tab.

4. Click **Add**.

The Domain dialog box appears.

5. Add a name and active directory connection string.

For field descriptions, see [“Organization Details—Domains tab” on page 184](#).

6. Click **Save**.

The Domain dialog box closes.

### To modify a domain:

1. View an organization.  
The Manage Organization page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
2. View organization details.  
The Organization Details page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
3. Click the Domains tab.
4. Select the domain you want to modify.
5. Click **Modify**.  
The Domain dialog box appears.
6. Edit as necessary.  
For field descriptions, see [“Organization Details—Domains tab” on page 184](#).
7. Click **Save**.  
The Domain dialog box closes.

### To delete a domain:

1. View an organization.  
The Manage Organization page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
2. View organization details.  
The Organization Details page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
3. Click the Domains tab.
4. Select the domain you want to delete.
5. Click **Delete**.  
A confirmation dialog box appears.
6. Type DELETE in the text box, and then click **OK**.

### To generate NTLM credentials for a domain:

1. View an organization.  
The Manage Organization page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
2. View organization details.  
The Organization Details page appears.  
For more information, see [“Viewing Organizations” on page 20](#).
3. Click the Domains tab.
4. Select a domain.
5. Click **Generate NTLM credentials for selected domain....**

The Generate NTLM credentials dialog box opens.

6. Select a radio button to generate NTLM credentials for one of the following:
  - All Users
  - Users in specific sites
  - Users in specific groups
7. If you selected **Users in specific sites** or **Users in specific groups**, select sites or groups for which to enable NTLM credentials.
8. Click **Create NTLM Credentials**.

A progress bar appears.

When the process is complete, a list of users and results appears.

9. Click **Close**.

# Chapter 4: Sites

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## About sites

---

A site is a physical location, such as an office or data center, within your organization. Sites help you define the structure of your organization. Depending on your needs, you may require several sites, or just one.

At the site level, you can configure data storage, Roaming user profiles (Dragon desktop products only), and other client settings. When you apply settings at the site level, the settings are applied to all groups that are in the site, and to all users that are in those groups.



## Viewing sites

---

If you are using the Nuance-hosted NMC server in the cloud, Nuance creates your initial site (Default) for you. You can rename this site, and create additional sites yourself.

### Viewing a site

1. View an organization.

The Manage Organization page appears. Your organization is at the top, with all sites underneath it.

For more information, see [“Viewing Organizations” on page 20](#).

2. Do one of the following:
  - Click a site to view all users in it.
  - Enter a specific site name in the Search bar at the top of the list, and then click **Search**.

### Viewing site details

Right-click a site, and then select **Details**.

## Working with sites

---

### Adding sites

1. View an organization.

The Manage Organization page appears. Your organization is at the top, with all sites underneath it.

For more information, see [“Viewing Organizations” on page 20](#).

2. Right-click your organization, and then select **Add Site**.

The Site page appears.

3. Add information as necessary.

For field descriptions, see [“Site page” on page 185](#).

4. Click **Save**.

### Modifying sites

1. View an organization.

The Manage Organization page appears. Your organization is at the top, with all sites underneath it.

For more information, see [“Viewing Organizations” on page 20](#).

2. Do one of the following:

- Click a site to view all users in it.
- Enter a specific site name in the Search bar at the top of the list, and then click **Search**.

3. Right-click a site, and then select **Details**.

4. Modify the site information.

For more information, see [Managing sites](#).

### Deleting sites

To delete a site, you must first delete or move all groups in the site. You can delete sites only when they are empty.

1. View an organization.

The Manage Organization page appears. Your organization is at the top, with all sites underneath it.

For more information, see [“Viewing Organizations” on page 20](#).

2. Right-click a site, and then select **Delete**.

The Delete Site dialog box opens.

3. Click **Yes**.

# Managing sites

---

## Changing site information

### To change general site information:

1. View an organization.

The Manage Organization page appears. Your organization is at the top, with all sites underneath it.

For more information, see [“Viewing Organizations” on page 20](#).

2. Right-click a site under your organization, and then select **Details**.

The Site page appears. The General tab is selected by default.

3. Edit the information as necessary.

For field descriptions, see [“Site—General tab” on page 185](#).

4. Click **Save**.

### To change patient care settings:

If you're using Dragon Medical Advisor, Healthcare settings and EHR locations allow you to create distinct care settings. These distinct settings allow physicians to have a separate profile for each setting. Dragon Medical Advisor can then offer different advice, depending on the location of the user, while helping you to understand which care settings benefit most from Dragon Medical Advisor advice.

1. View an organization.

The Manage Organization page appears. Your organization is at the top, with all sites underneath it.

For more information, see [“Viewing Organizations” on page 20](#).

2. Right-click a site under your organization, and then select **Details**.

The Site page appears. The General tab is selected by default.

3. Edit the Healthcare setting and EHR location identifier(s) fields as necessary.

For field descriptions, see [“Site—General tab” on page 185](#).

4. Click **Save**.

### To change the address:

1. View an organization.

The Manage Organization page appears. Your organization is at the top, with all sites underneath it.

For more information, see [“Viewing Organizations” on page 20](#).

2. Right-click a site under your organization, and then select **Details**.

The Site page appears. The General tab is selected by default.

3. Click the Address tab.

4. Edit the information as necessary.

For field descriptions, see [“Site—Address tab” on page 185](#).

5. Click **Save**.

## Changing product-specific site settings

1. View an organization.

The Manage Organization page appears. Your organization is at the top, with all sites underneath it.

For more information, see [“Viewing Organizations” on page 20](#).

2. Right-click a site under your organization, and then select **Details**.

The Site page appears. The General tab is selected by default.

3. Click a product name tab.

4. Edit the information as necessary.

For field descriptions, see [Site tabs](#).

5. Click **Save**.

## Managing work types

**Applies to:** Nuance Clinician only

Work types are document types that you create at the site level. You then create and assign dictation templates to work types. For example, you might create a work type called "Visit". You could then create templates called "Initial Visit" and "Follow-up" and assign those to the Visit work type

.A physician uses a mobile health application to request a work type for dictation. When the application connects with the NMC server, the NMC server sends the application a list of templates that are associated with the work type. The physician then chooses a template to use for dictation.

## Adding work types

1. View an organization.

The Manage Organization page appears. Your organization is at the top, with all sites underneath it.

For more information, see [“Viewing Organizations” on page 20](#).

2. Right-click a site under your organization, and then select **Details**.

The Site page appears. The General tab is selected by default.

3. Click the Work Type tab.

4. Click **Add**.

The New Work Type dialog box appears.

5. Add information as necessary.

For field descriptions, see [Site tabs](#).

6. Click **Save**.

## Modifying work types

1. View an organization.

The Manage Organization page appears. Your organization is at the top, with all sites underneath it.

For more information, see [“Viewing Organizations” on page 20](#).

2. Right-click a site under your organization, and then select **Details**.

The Site page appears. The General tab is selected by default.

3. Click the Work Type tab.
4. Click **Modify**.
5. Edit the information as necessary.  
For field descriptions, see [Site tabs](#).
6. Click **Save**.

### Deleting work types

1. View an organization.

The Manage Organization page appears. Your organization is at the top, with all sites underneath it.

For more information, see [“Viewing Organizations” on page 20](#).

2. Right-click a site under your organization, and then select **Details**.

The Site page appears. The General tab is selected by default.

3. Click the Work Type tab.
4. Select a work type in the list.
5. Click **Delete**.

# Chapter 5: Groups

---

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## About groups

---

A group is a set of similar users within a site. For example, a group could consist of users in one department, or users with similar roles. All users in a group share the same privileges, grants, and default Dragon client settings.

For example, a clinic might choose to create these groups:

- Two groups with the role of **Dragon Medical Author**—Medical practitioners with different specialties who need different vocabularies and distinct formatting options. For example, a group of cardiologists might need one format and a group of dermatologists might need a different format. Users in this group require access to the Dragon client to dictate.
- Two groups with the role of **NMC Administrator**—The first a small group who can change all options in the NMC console, and the second a larger group of administrators who can change only group settings. Users in this group only need access to the NMC console to manage products and objects.

Your organization might choose to have more than one Administrator group. For example:

- **Superusers**—Can execute all actions in the NMC console.
- **License administrators**—Can create, grant, and revoke licenses.
- **Group administrators**—Can determine the settings providers in each group require.
- **Help desk**—Have only view access to the NMC console information.

If you are using a Dragon desktop product, you can configure administrative settings, auto-formatting settings, and other client settings at the group level. When you apply settings at the group level, the settings are applied to all users in that group.

## Viewing groups

---

If you are using the Nuance-hosted NMC server in the cloud, Nuance creates your initial group (NMC Administrators) for you. You can rename this group, and create additional groups yourself.

### Viewing all groups

Use these procedures to view an alphabetical list of all groups.

1. In the Groups ribbon, click **Search**.  
The Groups page appears.
2. Do one of the following:
  - Specify search criteria, and then click **Search** to find a specific group.
  - Leave search criteria blank and then click **Search** to see all groups.

### Viewing groups by site

Use these procedures to view all groups in each site.

1. View an organization.  
The Manage Organization page appears. Your organization is at the top, with all sites underneath it.  
For more information, see [“Viewing Organizations” on page 20](#).
2. In the site list, click the triangle (▸) next to a site to view its groups.

### Viewing group details

Right-click a group, and then select **Details**.



## Working with groups

---

### Adding groups

Do one of the following:

1. In the Groups ribbon, click **Add**.  
The Add Group dialog box opens.
2. Select a role for the users in the group.
3. If this is an NMC Administrator group, select a group in the **Base new group on what existing group?** drop-down list.
4. Click **OK**.  
The Group Details page appears.
5. Specify a group name.
6. Select the site in which to create the group.
7. Add remaining information as necessary.  
For field descriptions, see [“Group Details page” on page 202](#).
8. Click **Save**.

Or

1. View an organization.  
The Manage Organization page appears. Your organization is at the top, with all sites underneath it.  
For more information, see [“Viewing Organizations” on page 20](#).
2. Right-click a site, and then select **Add Group**.  
The Add Group dialog box opens.
3. Select a role for the users in the group.
4. If this is an NMC Administrator group, select a group in the **Base new group on what existing group?** drop-down list.
5. Click **OK**.  
The Group Details page appears.
6. Specify a group name.
7. Select the site in which to create the group.
8. Add remaining information as necessary.  
For field descriptions, see [“Group Details page” on page 202](#).
9. Click **Save**.

### Copying groups

1. View a group.  
For more information, see [“Viewing groups” on page 45](#).
2. Right-click a group, and then select **Copy**.

The Group Details page appears.

3. Specify a name for the new group.
4. Select the site to which you want to copy this group from the Sites drop-down list.
5. Add remaining information as necessary.

For field descriptions, see [“Group Details page” on page 202](#).

6. Click **Save**.

## Deleting groups

To delete a group, you must first move or delete all user accounts from the group. You can delete groups only when they are empty.

1. View a group.

For more information, see [“Viewing groups” on page 45](#).

2. Right-click a group, and then select **Delete**.

The Delete Group dialog box opens.

3. Click **Yes**.

## Managing groups

---

Select from the following procedures to manage your groups.

### Changing group details

1. View a group.  
For more information, see [“Viewing groups” on page 45](#).
2. Right-click a group, and then select **Details**.  
The Group Details page appears. The Details tab is selected by default.
3. Edit the information as necessary.  
For field descriptions, see [“Group Details—Details tab” on page 202](#).
4. Click **Save**.

### Adding user accounts to a group

1. View a group.  
For more information, see [“Viewing groups” on page 45](#).
2. Right-click a group, and then select **Details**.  
The Group Details page appears. The Details tab is selected by default.
3. Click the Members tab.
4. Click the **Add/Remove** button.  
The Group Members page appears.
5. Select the check box next to the user accounts that you want to include in the group.
6. Click **Save**.

### Removing user accounts from a group

1. View a group.  
For more information, see [“Viewing groups” on page 45](#).
2. Right-click a group, and then select **Details**.  
The Group Details page appears. The Details tab is selected by default.
3. Click the Members tab.
4. Click the **Add/Remove** button.  
The Group Members page appears.
5. De-select the check box next to the user accounts that you want to remove from the group.
6. Click **Save**.

### Configuring group security

Privileges determine the ribbons, menus, and options that users can access in the NMC console. You assign or unassign privileges to show or hide those options.

Grants determine the objects that users can access in the Nuance Management Center database, such as sites, groups, and users. Generally, you assign different grants to providers than you would to administrators.

For more detailed information on specific privileges, see [“Privileges reference” on page 321](#).



### To configure group privileges:

1. View a group.  
For more information, see [“Viewing groups” on page 45](#).
2. Right-click a group, and then select **Details**.  
The Group Details page appears. The Details tab is selected by default.
3. In the **Privileges** field, select the check box next to each privilege to add or remove.  
Click **Select All** to select all check boxes, or **Clear All** to clear them.
4. Click **Save**.

### To add group grants:

1. View a group.  
For more information, see [“Viewing groups” on page 45](#).
2. Right-click a group, and then select **Details**.  
The Group Details page appears. The Details tab is selected by default.
3. Click the Grants tab.
4. Click the **Add** button.  
The Add Group Grants dialog box opens.
5. Select the Object Type, Grant, and Object to which you're applying the grant.  
For field descriptions, see [“Group Details—Grants tab” on page 203](#).
6. Click **Add**.

### To revoke grants:

1. View a group.  
For more information, see [“Viewing groups” on page 45](#).
2. Right-click a group, and then select **Details**.  
The Group Details page appears. The Details tab is selected by default.
3. Click the Grants tab.
4. Locate the grant that you want to revoke, and hover over it.  
An  appears in the last column.
5. Click the  to revoke the grant.

## Changing group product settings

**Applies to:** Dragon desktop products only

Use the following procedures to change settings on product-specific tabs.

### To change product-specific settings:

1. View a group.  
For more information, see [“Viewing groups” on page 45](#).

2. Right-click a group, and then select **Details**.

The Group Details page appears. The Details tab is selected by default.

3. Click the product tab for your product.

For example, Dragon Professional or Network Edition US.

4. Edit the information as necessary.

For field descriptions, see the appropriate section on the [“Group Details page” on page 202](#).

5. Click **Save**.

### To change PowerMic settings:

1. View a group.

For more information, see [“Viewing groups” on page 45](#).

2. Right-click a group, and then select **Details**.

The Group Details page appears. The Details tab is selected by default.

3. Click the product tab for your product.

For example, Dragon Professional or Network Edition US.

4. Expand the PowerMic section.

5. Modify the drop-down selections as necessary.

For field descriptions, see [“PowerMic section” on page 226](#).

6. Click **Save**.

### To change Hot Key settings:

You cannot set hot key values by simply pressing the appropriate key on the numeric keypad as you can in the Dragon client. You must type all required characters in the keystroke manually.

For example, in the Dragon client, to specify a value of {NumKey+}, you can simply press the plus sign (+) on the numeric keypad. In Nuance Management Center, you must manually type the characters.

1. View a group.

For more information, see [“Viewing groups” on page 45](#).

2. Right-click a group, and then select **Details**.

The Group Details page appears. The Details tab is selected by default.

3. Click the Dragon Professional tab, or the appropriate tab for your product.

4. Expand the Hot Keys section.

5. Edit the hot keys by typing or deleting characters as necessary.

For field descriptions, see [“Hot Keys section” on page 227](#).

6. Click **Save**.

## Configuring Profile Optimizer Scheduler settings—Groups

**Applies to:** Dragon Medical Network Edition

You can configure profile optimization tasks for groups or for individual user accounts. For information on configuring profile optimization for user accounts, see [“Configuring Profile Optimizer Scheduler settings—User accounts” on page 66](#).

## To schedule the Profile Optimizer:

Do the following to schedule profile optimization to occur on regular intervals for groups.

1. View a group.  
For more information, see [“Viewing groups” on page 45](#).
2. Right-click a group, and then select **Group Details**.  
The Group Details page appears. The Details tab is selected by default.
3. Click the Network Edition US tab.
4. At the bottom of the tab, click the **Profile Optimizer Scheduler Settings** button.  
The Profile Optimizer Scheduler Settings dialog box appears.
5. Select intervals for both LMO and ACO from the drop-down lists.  
For field descriptions, see [“Profile Optimizer Scheduler Settings” on page 218](#).  
For recommended intervals, see [“About scheduling the Profile Optimizer” on page 97](#).
6. Click **Save**.

## To run the Profile Optimizer immediately:

Do the following to execute ACO or LMO immediately for specific user accounts.

1. View a group.  
For more information, see [“Viewing groups” on page 45](#).
2. Right-click a group, and then select **Group Details**.  
The Group Details page appears. The Details tab is selected by default.
3. Click the Network Edition US tab.
4. At the bottom of the tab, click the **Profile Optimizer Scheduler Settings** button.  
The Profile Optimizer Scheduler Settings dialog box appears.
5. Do one of the following:
  - To execute LMO, click **Execute Now** next to the **LMO** interval field.
  - To execute ACO, click **Execute Now** next to the **ACO** field.A confirmation message appears.
6. Click **OK**.
7. Click **Cancel** to exit the dialog box.

# Chapter 6: User accounts

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## About user accounts

---

You create one user account for each NMC administrator and Dragon user. You create user accounts to allow NMC administrators to log in to the NMC console, and to allow users to log in to the Nuance product on their client computers. If you are using single sign-on authentication, you create user accounts that match each user's Windows login.

After you create user accounts, you then assign them to groups. You must also assign one or more licenses to each user account to allow them to access different Nuance products.



# Viewing user accounts

---

## Viewing all user accounts

1. In the User Accounts ribbon, click **Search**.  
The User Accounts page appears.
2. Do one of the following:
  - Specify search criteria, and then click **Search** to view specific user accounts.
  - Leave search criteria blank and then click **Search** to see all user accounts.

## Viewing all user accounts in a group

1. View a group.  
For more information, see [“Viewing groups” on page 45](#).
2. View group details.  
For more information, see [“Viewing groups” on page 45](#).
3. Click the Members tab.  
All user accounts in the group are displayed.

## Viewing all user accounts in a site

1. View your organization.  
The Manage Organization page appears. Your organization is at the top, with all sites underneath it.  
For more information, see [“Viewing Organizations” on page 20](#).
2. Click a site.  
All user accounts in all groups for that site appear.

## Working with user accounts

---

### Adding new user accounts

If you plan to implement Active Directory single sign-on authentication, each user's login must match his or her Windows login exactly.

For information on implementing single sign-on, see the *Nuance Management Center Server Installation and Configuration Guide*.

Do one of the following:

1. In the User Accounts ribbon, click **Add**.

The User Account Details page appears.

2. Specify the user's first name, last name, and login.

You cannot include leading or trailing spaces in the user's login or password. You also cannot include colons (:) or backslashes (\) in the user's login. However, you can include umlauts and other extended characters, such as tildes (~) and circumflexes (^), in both the login and password.

3. Add remaining information as necessary.

For field descriptions, see [“User Account Details page” on page 230](#).

4. Click **Save**.

Or

1. View a group by site.

The Manage Organization page appears.

For more information, see [“Viewing groups” on page 45](#).

2. Right-click the group, and then select **Add User Account**.

The User Account Details page appears.

3. Specify the user's first name, last name, and login.

You cannot include leading or trailing spaces in the user's login or password. You also cannot include colons (:) or backslashes (\) in the user's login. However, you can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^), in both the login and password.

4. Add remaining information as necessary.

For field descriptions, see [“User Account Details page” on page 230](#).

5. Click **Save**.

### Creating user accounts automatically (auto-provisioning)

See [Enabling auto-provisioning](#).

### Deleting user accounts

When you delete user accounts, any licenses granted to those users then become available for other users.

Do one of the following:

1. View all user accounts.  
The User Accounts page appears.  
For more information, see [“Viewing user accounts” on page 54](#).
2. Right-click a user, and then select **Delete User Account**.  
A confirmation dialog box appears.
3. Click **Yes**.

Or

1. View user accounts by site.  
The Manage Organization page appears.  
For more information, see [“Viewing user accounts” on page 54](#).
2. Right-click a user account in a group, and then select **Delete**.  
A confirmation dialog box appears.
3. Click **Yes**.

### Importing new or modifying existing users

You can also create new user accounts by importing them from a comma-delimited file or from an XML file or CSV file. Or, to modify multiple existing users at once, you can create an XML or CSV import file with the updated information. When you import the file, you select the specific user account attributes to update with the new information. This allows you to update user accounts in bulk.

For more information, see [“Creating comma-delimited files for user account import” on page 308](#) and [“Creating XML files for user account import” on page 310](#).

For information on file name constraints for import files, see [“Importing files” on page 12](#).

**Note:** If the **Email address required for organization users** setting is enabled on the [“Organization Details page” on page 160](#), you must include a valid email address for each user account in the import file.

*To import new users:*

1. In the User Accounts ribbon, click **Import**.  
The Import Users dialog box opens.
2. Click **Browse**.  
The Choose File to Upload dialog box appears.
3. Locate your XML or CSV import file.
4. Select the file, and then click **Open**.
5. Click **Next**.  
A list of users to import appears.
6. Click **Next**.  
The Fields to overwrite page appears.
7. Click **Next**.  
The Select Licenses page appears.

8. Select one or more license types to assign to the user accounts.
9. Click **Next**.
10. Click **Next** again to begin the import process.
11. Click **Next** when the import process is finished.
12. If any errors occur, review the results for each user. An error may occur if:
  - The user's login already exists.
  - The assigned domain for the users NTLM credentials did not already exist within your organization.

To add a domain to your organization, see [“Managing Active Directory domains” on page 33](#).
  - A leading or trailing space exists in a user's login, password, or credentials (token, NTLM, or HIM).
  - A colon (:) or backslash (\) exists in a user's login.
  - The <GroupMembership> element is missing.

For more information, see [“Creating XML files for user account import” on page 310](#) or [“Creating comma-delimited files for user account import” on page 308](#)

You'll need to edit your import file outside of Nuance Management Center to correct the errors, and then re-import it.

13. Do one of the following on the Import Results page:
  - Click **Save as CSV** to export the error log to a .csv file.
  - Click **Finish** to close the dialog box.

*To re-import and modify existing users:*

1. In the User Accounts ribbon, click **Import**.

The Import Users dialog box opens.
2. Click **Browse**.

The Choose File to Upload dialog box appears.
3. Locate your XML or CSV import file.
4. Select the file, and then click **Open**.
5. Click **Next**.

A list of users to import appears.
6. Click **Next**.

The Fields to overwrite page appears.
7. Select one of the following:
  - **Overwrite existing group membership**—Select to replace users' existing group memberships in Nuance Management Center with the group membership specified in your import file.
  - **Retain existing group membership**—Select to retain users' existing group memberships in Nuance Management Center.
8. Select the appropriate fields to overwrite.

For each field you select, the import process replaces existing user account information in Nuance Management Center with the information specified in your import file.

9. Click **Next**.

The Select Licenses page appears.

10. Select one or more license types to assign to the user accounts.

11. Click **Next**.

12. Click **Next** again to begin the import process.

13. Click **Next** when the import process is finished.

14. If any errors occur, review the results for each user. An error may occur if:

- The user's login already exists.
- The assigned domain for the users NTLM credentials did not already exist within your organization.

To add a domain to your organization, see [“Managing Active Directory domains” on page 33](#).

- A leading or trailing space exists in a user's login, password, or credentials (token, NTLM, or HIM).
- A colon (:) or backslash (\) exists in a user's login.
- The <GroupMembership> element is missing.

For more information, see [“Creating XML files for user account import” on page 310](#) or [“Creating comma-delimited files for user account import” on page 308](#).

You'll need to edit your import file outside of Nuance Management Center to correct the errors, and then re-import it.

15. Do one of the following on the Import Results page:

- Click **Save as CSV** to export the error log to a .csv file.
- Click **Finish** to close the dialog box.

# Managing user accounts

---

## Changing user account details

1. View a user account.

The User Accounts page appears.

For more information, see [“Viewing user accounts” on page 54](#).

2. Right-click a user account, and then select **User Account Details**.

The User Account Details page appears. The Details tab is selected by default.

3. Edit the information as necessary.

For field descriptions, see [“User Account Details—Details tab” on page 230](#).

**Note:** User logins, passwords, and credentials (token, NTLM, and HIM) cannot contain leading or trailing spaces. If you edit an existing user whose login, password, or credentials contains leading or trailing spaces, you cannot save the user account until you remove the spaces.

Logins, passwords, and credentials can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).

If you change your email address, Nuance Management Center sends an email message to your old address requiring you to confirm the change. You cannot use your new email address to reset your password or view messages in Nuance Management Center until you confirm the change.

4. Click **Save**.

## Changing user account passwords

You can change user account passwords from the NMC console. Users can also change their own passwords when they're logged in to Dragon. If you enabled the **Email address required for organization users** setting on the [“Organization Details page” on page 160](#), a valid email address is required for each user.

1. View a user account.

The User Accounts page appears.

For more information, see [“Viewing user accounts” on page 54](#).

2. Right-click a user account, and then select **User Account Details**.

The User Account Details page appears. The Details tab is selected by default.

3. Click **Change Password**.

The Change Password dialog box opens.

4. Specify the new password in the New password and Confirm password fields.

User passwords cannot contain leading or trailing spaces. If you edit an existing user whose passwords contains leading or trailing spaces, you cannot save the user account until you remove the spaces.

Logins, passwords, and credentials can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).

5. Click **OK**.

## Changing user account address information

1. View a user account.

The User Accounts page appears.

For more information, see [“Viewing user accounts” on page 54](#).

2. Right-click a user account, and then select **User Account Details**.

The User Account Details page appears. The Details tab is selected by default.

3. Click the Address tab.

4. Edit the information as necessary.

For field information, see [“User Account Details—Address tab” on page 232](#).

5. Click **Save**.

## Viewing client logs

You can view client logs in the Utilities ribbon and in the User Accounts ribbon.

To view logs from the User Accounts ribbon:

1. View a user account.

The User Accounts page appears.

For more information, see [“Viewing user accounts” on page 54](#).

2. Specify search criteria.

3. Click **Search**.

The Client Logs page appears, listing all client activity matching your search criteria.

4. Right-click a log, and then select **View**.

The file appears in read-only format.

## Downloading client logs

1. View a user account.

The User Accounts page appears.

For more information, see [“Viewing user accounts” on page 54](#).

2. Specify search criteria.

3. Click **Search**.

The Client Logs page appears, listing all client activity matching your search criteria.

4. Right-click a log, and then select **Download**.

A message prompting you to open or save the document appears.

5. Click **Save**.

The log is saved in the Downloads folder on your local drive.

## Sending a Reset Password link

Users can reset their Dragon client password at any time in the Dragon client. You can also send users an email message containing a link to reset their password. You might send a Reset Password link if, for example, your organization had a security incident. To send a Reset Password link:

- The user to whom you are sending the link must have an email address set in their user account.

For more information, see [Changing user account details](#).

- If you are an on-premise customer, you must have set up the Forgot Password email template.

For more information, see [“Creating the Forgot Password email template” on page 318](#).

To send a Reset Password link:

1. View a user account.

The User Accounts page appears.

For more information, see [“Viewing user accounts” on page 54](#).

2. Right-click a user, and then select **Send reset password link**.

A message appears, indicating a link was sent.

## Backing up user profiles

**Applies to:** Dragon Medical Network Edition only

This option is only available for user profiles created with the Dragon Medical Network Edition product. You cannot back up user profiles in the NMC console for any other Dragon edition.

You determine the location for the user profile backups on the Speech Node Collection page. For more information, see [“To view speech node collection details:” on page 99](#).

1. View a user account.

The User Accounts page appears.

For more information, see [“Viewing user accounts” on page 54](#).

2. Right-click a user, and then select **Back Up User Profiles**.

A message appears, indicating the backup task was scheduled in the Profile Optimizer.

## Restoring user profiles

**Applies to:** Dragon Medical Network Edition only

You might restore user profiles if, for example, a user profile became corrupted. Restoring the user profile overwrites the current profile with a backup copy.

1. View a user account.

The User Accounts page appears.

For more information, see [“Viewing user accounts” on page 54](#).

2. Right-click a user, and then select **Restore User Profiles**.

A message appears, indicating the restore task was scheduled.

## Resetting a user profile

**Applies to:** Dragon Medical Server/Dragon Medical One only




Do the following to reset the user profile for a user account the next time a session is created for the user. You may need to reset a user profile if it has become corrupted or unusable. Once reset, the NMC server deselects this check box.


1. View a user account.  
The User Accounts page appears.  
For more information, see [“Viewing user accounts” on page 54](#).
2. Click the User Profile tab.
3. Expand the Dragon Medical Server section.
4. Select the **Reset speech recognition user profile** check box.
5. Click **Save**.

## Changing user account group membership

### To assign user accounts to groups:

1. View a user account.  
The User Accounts page appears.  
For more information, see [“Viewing user accounts” on page 54](#).
2. Right-click a user account, and then select **User Account Details**.  
The User Account Details page appears. The Details tab is selected by default.
3. Click the Group Memberships tab.
4. Select a site from the **Site filter** drop-down list.
5. Select a group in the Available Groups table, and then click the right arrow ().  
The group moves to the Selected Groups table.
6. Click **Save**.

### To unassign user accounts from groups:

1. View a user account.  
The User Accounts page appears.  
For more information, see [“Viewing user accounts” on page 54](#).
2. Right-click a user account, and then select **User Account Details**.  
The User Account Details page appears. The Details tab is selected by default.
3. Click the Group Memberships tab.
4. Select a site from the **Site filter** drop-down list.
5. Select a group in the Selected Groups table, and then click the left arrow ().  
The group moves to the Available Groups table.
6. Click **Save**.

## Configuring user account messaging options

1. View a user account.

The User Accounts page appears.

For more information, see [“Viewing user accounts” on page 54](#).

2. Right-click a user account, and then select **User Account Details**.

The User Account Details page appears. The Details tab is selected by default.

3. Click the Messaging tab.

4. Edit the information as necessary.

For field descriptions, see [“User Account Details—Messaging tab” on page 232](#).

5. Click **Save**.

## Configuring user account credentials

### Adding user account credentials

1. View a user account.

The User Accounts page appears.

For more information, see [“Viewing user accounts” on page 54](#).

2. Right-click a user account, and then select **User Account Details**.

The User Account Details page appears. The Details tab is selected by default.

3. Click the Credentials tab.

4. Click one of the following tabs:

- NTLM
- Token
- HIM System

5. Click **Add**.

6. Specify the information in the dialog box.

For field information, see [“User Account Details—Credentials tab” on page 233](#).

7. Click **Save**.

### Modifying user account credentials

1. View a user account.

The User Accounts page appears.

For more information, see [“Viewing user accounts” on page 54](#).

2. Right-click a user account, and then select **User Account Details**.

The User Account Details page appears. The Details tab is selected by default.

3. Click the Credentials tab.

4. Click one of the following tabs:

- NTLM
- Token
- HIM System

5. Click **Modify**.
6. Edit the information as necessary.  
For field information, see [“User Account Details—Credentials tab” on page 233](#).
7. Click **Save**.

## Deleting user account credentials

1. View a user account.  
The User Accounts page appears.  
For more information, see [“Viewing user accounts” on page 54](#).
2. Right-click a user account, and then select **User Account Details**.  
The User Account Details page appears. The Details tab is selected by default.
3. Click the Credentials tab.
4. Click one of the following tabs:
  - NTLM
  - Token
  - HIM System
5. Select a credential, and then click **Delete**.  
A confirmation message appears.
6. Click **Yes**.

## Viewing IDP unique identifiers

### *About the IDP unique identifier*

A unique identifier is assigned to each user account when users log in to a cloud-hosted client application configured for a federated login through Central Authentication. The unique identifier is sent as a claim by your external Identity Provider (IDP) and stored upon successful authentication. The identifier ensures that users in your Active Directory who have multiple email addresses are correctly matched to the appropriate user accounts in Nuance Management Center.

The unique identifier is a read-only value that is visible in the NMC console and you cannot modify or delete it. You also cannot add new identifiers. When unique identifiers change, Nuance Management Center replaces the old value with the new value automatically.

Unique identifiers are currently assigned only for cloud-hosted client applications where a federated login is configured through Central Authentication and a claim for the user’s unique identifier is passed. Identifiers are not assigned when native NMS authentication is in use.

### *Implementing the IDP unique identifier*

To allow Nuance Management Center to assign unique identifiers to user accounts, you must have done the following:

- A federated relationship must exist for your organization.  
For information on configuring a federated relationship, see the Central Authentication chapter in the *Nuance Management Center Server Installation and Configuration Guide*.
- Your IDP administrator must add a new claim for the unique identifier in Auth0.

### *Viewing the IDP unique identifier*

There are no grants or privileges required to view this tab.

To view a user's IDP unique identifier:

1. View a user account.  
The User Accounts page appears.  
For more information, see [“Viewing user accounts” on page 54](#).
2. Right-click a user account, and then select **User Account Details**.  
The User Account Details page appears. The Details tab is selected by default.
3. Click the Credentials tab.
4. Click the IDP ID tab.

## Configuring client settings

### Configuring Dragon Ambient eXperience client settings for user accounts

**Applies to:** Dragon Ambient eXperience only

You must have the **Product Manage Dragon Ambient eXperience** privilege to view and access this tab.

1. View a user account.  
The User Accounts page appears.  
For more information, see [“Viewing user accounts” on page 54](#).
2. Right-click a user account, and then select **User Account Details**.  
The User Account Details page appears. The Details tab is selected by default.
3. Click the Dragon Ambient eXperience tab.
4. Select or deselect the **EHR-integration is enabled for this user** setting.  
If selected, indicates the user account is EHR-integrated and DAX can use this information to provide appropriate features.  
This setting is deselected for all existing users by default.
5. Click **Save**.

### Configuring Dragon Medical Network Edition client settings for user accounts

**Applies to:** Dragon Professional and Dragon Medical Network Edition only

1. View a user account.  
The User Accounts page appears.  
For more information, see [“Viewing user accounts” on page 54](#).
2. Right-click a user account, and then select **User Account Details**.  
The User Account Details page appears. The Details tab is selected by default.
3. Click the Dragon Professional tab or Network Edition tab.
4. Expand the appropriate heading drop-down list.
5. Edit the information as necessary.

For field descriptions, see [“User Account Details—Dragon Professional tab” on page 239](#).

6. Click **Save**.

## Configuring Profile Optimizer Scheduler settings—User accounts

You can schedule profile optimization tasks for groups or for individual user accounts. For information on configuring profile optimization for groups, see [“Configuring Profile Optimizer Scheduler settings—Groups” on page 50](#).

### To schedule the Profile Optimizer:

**Applies to:** Dragon Medical Network Edition only

Do the following to schedule profile optimization to occur on regular intervals for specific user accounts.

1. View a user account.  
The User Accounts page appears.  
For more information, see [“Viewing user accounts” on page 54](#).
2. Right-click a user account, and then select **User Account Details**.  
The User Account Details page appears. The Details tab is selected by default.
3. Click the Network Edition US tab.
4. At the bottom of the tab, click the **Configure** button next to the **Profile Optimizer Scheduler Settings** field.  
The Profile Optimizer Scheduler Settings dialog box appears.
5. Select intervals for both ACO and LMO from the drop-down lists.  
For field descriptions, see [“Profile Optimizer Scheduler Settings” on page 238](#).  
For recommended intervals, see [“About scheduling the Profile Optimizer” on page 97](#).
6. Click **Save**.

### To run the Profile Optimizer immediately:

**Applies to:** Dragon Medical Network Edition only

Do the following to execute ACO or LMO immediately for specific user accounts.

1. View a user account.  
The User Accounts page appears.  
For more information, see [“Viewing user accounts” on page 54](#).
2. Right-click a user account, and then select **User Account Details**.  
The User Account Details page appears. The Details tab is selected by default.
3. Click the Network Edition US tab.
4. At the bottom of the tab, click the **Configure** button next to the **Profile Optimizer Scheduler Settings** field.  
The Profile Optimizer Scheduler Settings dialog box appears.
5. Do one of the following:

- To execute LMO, click **Execute Now** next to the **LMO** interval field.
- To execute ACO, click **Execute Now** next to the **ACO** field.

A confirmation message appears.

6. Click **OK**.
7. Click **Cancel** to exit the dialog box.

# Chapter 7: Roaming users

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## About the Roaming feature

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**Applies to:** Dragon Professional, Dragon Medical Network Edition only

The Roaming feature is an optional feature that allows users to dictate on different Dragon client computers where Dragon is installed without having to create separate user profiles for each computer. Users can dictate on different computers in their office, or even computers in different geographical locations, like at work and at home. With the Roaming feature enabled, each user has a single Roaming user profile stored in a central network location. Users use this profile on each computer where they dictate. Dragon saves acoustic data to the network location when users save changes to their Roaming user profile.

The Roaming feature:

- Allows users to use Dragon even when the network directory that stores Roaming user profiles is unavailable. Dragon simply opens the Local Roaming user profile.  
A local cache stores user profile information offline when the network is not available.
- Minimizes network traffic. If a Local Roaming user profile already exists on a specific computer, Dragon downloads only updated contents when the user opens the profile. Dragon also uploads only updated contents when the dictation session ends.
- Provides username and password protection on Roaming user profiles if HTTP Roaming is configured.
- Allows use of Citrix Smooth Roaming feature to allow users to move between computers and complete work started in a different location. (Dragon Medical Network Edition only)

For more information on Roaming user profiles, see [“About Roaming user profiles” on page 70](#).

For Roaming feature setup and configuration information, see [“Roaming feature setup checklist” on page 73](#).



## About Roaming user profiles

**Applies to:** Dragon Professional, Dragon Medical Network Edition only

For more information on the Roaming feature and setting it up in the NMC console, see [“About the Roaming feature” on page 69](#) and [“Roaming feature setup checklist” on page 73](#).

<b>Overview</b>	
About	<p>You use Roaming user profiles when the Roaming feature is enabled. Roaming user profiles are stored on a central network storage location.</p> <p>A Roaming user profile consists of the following:</p> <ul style="list-style-type: none"> <li>• <b>Master Roaming user profile</b>—A user profile stored on a network storage location accessible to all client computers on which users dictate.</li> <li>• <b>Local Roaming user profile</b>—A local copy of the Master Roaming user profile on the client computer. When a user opens a Master Roaming user profile from a central network computer, Dragon transfers a copy of it to the user's local client computer. Dragon stores the user's changes made during dictation in the Local Roaming user profile, and then later synchronizes them with the Master Roaming user profile. For more information, see <a href="#">“About Roaming user profile synchronization” on page 72</a>.</li> </ul> <p>You dictate with Roaming user profiles as you would with non-Roaming user profiles.</p>
Optional?	Yes.
Number to create	One or more.
Maximum allowed	Unlimited.
Disk space requirements	<p>Each Master Roaming user profile requires 25 MB hard disk space on the client, plus the following:</p> <ul style="list-style-type: none"> <li>• 8 MB for each vocabulary</li> <li>• 18 MB for each dictation source</li> <li>• 1000 MB for acoustic data</li> </ul>
Dictation sources/Audio devices	<p>You can use one or more audio devices with each Roaming user profile. Choose from the following:</p> <ul style="list-style-type: none"> <li>• Headsets</li> <li>• Hand-held microphones</li> <li>• Digital recorders</li> </ul>
Backups	Dragon does not back up Roaming user profiles. Your system administrator must back up Master Roaming user profiles from their network storage location.
Accuracy tuning	You can schedule acoustic optimization for Roaming user profiles using the Acoustic and Language Model Optimizer Scheduler.

<b>Overview</b>	
	<p>For more information, see the "Scheduling Accuracy Tuning for Roaming users" topic in the Dragon client Help.</p>
Storage	<ul style="list-style-type: none"> <li>• <b>Master Roaming user profiles</b>—There is no default storage location for Master Roaming user profiles. You determine an appropriate network storage location for your Master Roaming user profiles.</li> <li>• <b>Local Roaming user profiles</b>—The default storage location on client computers for Local Roaming user profiles is:  <code>\AppData\Local\Nuance\NS15\RoamingUsers\&lt;display name&gt;\&lt;username&gt;</code>                      where &lt;display name&gt; is the network storage location for Master Roaming user profiles, and &lt;username&gt; is the Local Roaming user profile name.</li> </ul>

## About Roaming user profile synchronization

**Applies to:** Dragon Professional, Dragon Medical Network Edition only

<b>Overview</b>	
About	<p>Dragon synchronizes Local Roaming user profiles with their Master Roaming user profiles automatically. Dragon saves changes to the Local Roaming user profile and then synchronizes the changes to the Master Roaming user profile when a user does any of the following:</p> <ul style="list-style-type: none"> <li>• Saves a user profile</li> <li>• Switches user profiles</li> <li>• Closes a user profile</li> <li>• Exits Dragon</li> </ul> <p>When the user dictates on a computer currently connected to the network, the synchronization occurs immediately after one of the above actions is taken. When the user's computer is disconnected, Dragon saves changes in the Local Roaming user profile. Dragon later synchronizes the changes with the Master Roaming user profile when the user's computer reconnects to the network and the user reopens his or her profile.</p>
What Dragon does during synchronization	<p>During synchronization, Dragon does the following:</p> <ul style="list-style-type: none"> <li>• Copies words added during dictation from the Local Roaming user profile to the Master Roaming user profile vocabulary.</li> <li>• Removes words from the Master Roaming user profile that were deleted from the Local Roaming user profile.</li> <li>• Copies acoustic data from DRA or NWV files from the Local Roaming user profile to the Master Roaming user profile, where the data becomes available to the Acoustic Optimizer.</li> <li>• Copies any acoustic optimization performed on Master Roaming user profiles to the Local Roaming user profiles.</li> <li>• Copies custom commands created using the MyCommands editor to the Master Roaming user profile.</li> </ul>

# Roaming feature setup checklist

**Applies to:** Dragon Professional, Dragon Medical Network Edition only

Use the following checklist to set up the Roaming feature. You must have Windows Administrator privileges to perform some setup tasks.

## Prerequisites

Prerequisite	Description
A network storage location for Master Roaming user profiles	<p>Can be one or more of the following:</p> <ul style="list-style-type: none"> <li>• File server</li> <li>• Web server with or without SSL</li> <li>• Any shared location accessible to other computers on the network</li> </ul> <p>The location must:</p> <ul style="list-style-type: none"> <li>• Be accessible to all computers where users dictate with Roaming user profiles.</li> <li>• Have adequate storage space for Roaming user profiles.</li> </ul> <p>For more information, see <a href="#">Disk space requirements</a>.</p> <p>Dragon supports connections to the network storage location using mapped drives, UNC paths, and HTTP with or without SSL.</p>
A supported Web server, if using a Web server for network storage	<p>One of the following:</p> <ul style="list-style-type: none"> <li>• Microsoft IIS 6.0.</li> </ul> <div style="border: 1px solid black; border-radius: 10px; padding: 10px; margin: 10px 0;"> <p><b>Note:</b> Digest authentication through a proxy server is not supported.</p> </div> <p>Requires Web-based Distributed Authoring and Versioning (WebDAV) to access and secure the user profiles on the Web server. Available free from <a href="http://www.webdav.org">www.webdav.org</a>.</p> <div style="border: 1px solid black; border-radius: 10px; padding: 10px; margin: 10px 0;"> <p><b>Note:</b> If you are already running IIS 6.0 and have not yet installed the WebDAV component, use Add/Remove Programs in the Windows Control Panel and run the Windows Component wizard. For more information, see the IIS documentation.</p> </div> <ul style="list-style-type: none"> <li>• Apache HTTP Server 2.0.54 or higher                             <ul style="list-style-type: none"> <li>• WebDAV must be turned on.</li> </ul> <p style="margin-left: 40px;">The WebDAV Apache module is available free</p> </li> </ul>

Prerequisite	Description
	<p>from <a href="http://www.webdav.org/mod_dav">www.webdav.org/mod_dav</a>.</p> <ul style="list-style-type: none"> <li>• <b>Internet Roaming User</b>—Redirects must be turned on when using Digest authentication.</li> </ul>

## Permissions required

The following tables describe the permissions required to implement the Roaming feature.

### Server access

Folder	Location	Required permissions
Master Roaming user profiles folder	Network share where Master Roaming user profiles folder is located.	Full read/write/modify permissions

### Client access

Folder	Location	Required permissions
Master Roaming user profiles folder	Network share where Master Roaming user profiles folder is located.	Full read/write/modify permissions
Local Roaming user profiles folder	Client workstation where providers dictate	Full read/write/modify permissions
<drive letter>: \Users\All Users\Application Data\Nuance folder and all sub-folders	NMC server, Database server, and Profile Optimizer server	Full read/write/modify permissions
<drive letter>: \Program Data\Application Data\Nuance folder and all sub-folders	NMC server, Database server, and Profile Optimizer server	Full read/write/modify permissions
<drive letter>: \Program Files\Nuance folder and all sub-folders	NMC server, Database server, and Profile Optimizer server	Read permission
<drive letter>: \Program Data\Nuance folder and all sub-folders	Client workstation where providers dictate	Full read/write/modify permissions
<drive letter>: \<Windows User ID>\AppData\ folder and all sub-folders	Client workstation where providers dictate	Full read/write/modify permissions
<drive letter>: \Documents and Settings\All Users\Application Data\Nuance folder and all sub-folders	Client workstation where providers dictate	Full read/write/modify permissions

Folder	Location	Required permissions
HKEY_LOCAL_MACHINE\SOFTWARE\Nuance	Registry of client workstation where providers dictate	Rights to update the registry to read/write to these keys.
HKEY_CURRENT_USER\SOFTWARE\Nuance	Registry of client workstation where providers dictate	Rights to update the registry to read/write to these keys.

## Before you begin

Have the following information available if you're storing Master Roaming user profiles on a Web server:

- URL address of your HTTP server.
- Authentication, firewall, and proxy server information.

## Setup checklist

Step	Procedure	Reference
Step 1	<p>Enable the Roaming feature and set the location of Master Roaming user profiles.</p> <p><b>Note:</b> For Dragon Medical Network Edition, the Roaming feature is enabled by default. You only need to set the Master Roaming user profile location.</p>	<p><a href="#">“Enabling the Roaming feature” on page 76</a></p> <p><a href="#">“Setting the Master Roaming user profile location” on page 77</a></p>
Step 2	Set the location of the Local Roaming user profiles.	<a href="#">Setting the location of Local Roaming user profiles</a> in the Dragon Help
Step 3	Create Roaming user profiles	<a href="#">Creating Roaming user profiles</a> in the Dragon Help

When the setup is complete, users can dictate with Roaming user profiles just as they would with non-Roaming user profiles.

For more information on working with Roaming user profiles, see the Dragon client Help.

# Enabling the Roaming feature

---

**Applies to:** Dragon Professional only

The following procedure only describes enabling the Roaming option. For Roaming feature requirements and a complete setup checklist, see [“Roaming feature setup checklist” on page 73](#).

1. View an organization.

The Manage Organization page appears. Your organization is at the top, with all sites underneath it.

For more information, see [“Viewing Organizations” on page 20](#).

2. Right-click a site under your organization, and then select **Details**.

The Site page appears. The General tab is selected by default.

3. Click the Dragon Professional tab.
4. Expand the **Roaming User Profile** section.
5. Select the **Enable Roaming User Profiles** option.
6. Click **Save**.

## Setting the Master Roaming user profile location

---

**Applies to:** Dragon Professional, Dragon Medical Network Edition only

You must indicate the network location of the Master Roaming user profiles. This is the location that you set up for the Roaming feature [Prerequisites](#). If necessary, you can have multiple storage locations.

### Dragon Professional

1. View an organization.  
The Manage Organization page appears. Your organization appears at the top, with all sites listed underneath it.  
For more information, see [“Viewing Organizations” on page 20](#).
2. Right-click the site for which you're setting up Roaming, and then select **Details**.  
The Site page appears.
3. Click the Dragon Professional tab.
4. Expand the Roaming User Profile section.
5. Click the **Configure** button next to the **Roaming User Network Directories** field.  
The Roaming User Network Directories dialog box appears.
6. Do the following on the General tab:
  - Optionally specify a display name for the location in the **Name** field.
  - Specify the Master Roaming network location in the **Dragon Speech Profile Location** field.
7. Click **OK**.

If your Master Roaming user profiles are stored on a Web server, additionally do the following:

1. Click one of the following tabs:
  - **HTTP Settings** if the Web server uses HTTP connections.
  - **SSL Settings** if the Web server uses HTTP with SSL connections.
2. Specify the settings.  
For field information, see [HTTP Settings dialog box](#) and [SSL Settings dialog box](#) in the Dragon Help.
3. Click **OK**.

### Dragon Medical Network Edition

1. View an organization.  
The Manage Organization page appears. Your organization appears at the top, with all sites listed underneath it.  
For more information, see [“Viewing Organizations” on page 20](#).
2. Right-click the site for which you're setting up Roaming, and then select **Details**.  
The Site page appears.



3. Click the Dragon Medical Network Edition tab.
4. Expand the Master user profile section.
5. Click the **Configure** button next to the **Master user profile directories** field.  
The Master User Profile Directory Settings dialog box appears.
6. Do the following on the General tab:
  - Optionally specify a display name for the location in the **Name** field.
  - Specify the Master Roaming network location in the **DMNE Version 2.0 (or higher) Speech Profile location**.
  - Select the appropriate speech node collection from the **Speech Node Collection** drop-down list.
  - Specify the UNC path in the **DMNE v2.0 or higher (UNC)** field.

If your Master Roaming user profiles are stored on a Web server, additionally do the following:

1. Click one of the following tabs:
  - **HTTP Settings** if the Web server uses HTTP connections.
  - **SSL Settings** if the Web server uses HTTP with SSL connections.

2. Specify the settings.

For field information, see [HTTP Settings dialog box](#) and [SSL Settings dialog box](#) in the Dragon Help.

3. Click **OK**.

# Chapter 8: Licenses

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## About licenses

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Your organization purchases licenses for each Nuance product that you use. For example, if you're using Dragon Professional Group, you purchase one license for each user who dictates with Dragon, and one license for each administrator who requires access to the NMC console. You import the license key in the NMC console, and then assign licenses to your user accounts. Each user account must have one license for each Nuance product that they use.

Each license instance can be one of two types:

- **Account**—License that you can grant to users.
- **Enterprise**—License that you grant to an organization. Any user in the organization can use the application. When a user logs in to the client application with an enterprise license, an account license is created automatically for tracking purposes.

You can only grant licenses to users in the same organization as the license.

Thirty days before a license is due to expire, Nuance Management Center notifies you through a message in the NMC console. For information on viewing these messages, see [“Messages” on page 93](#).

If you are using the Dragon Medical Network Edition, each user with a Physician Author or Non-Physician Author license must log in to the Dragon client every 90 days to connect to the NMC server and refresh the license. These users can dictate for 90 days without a server connection. After 90 days, these users cannot dictate with Dragon until they log in.

To purchase additional licenses, or to renew expiring licenses, contact your Nuance account representative.

# Viewing licenses

---

## Viewing licenses

1. In the **Licensing** ribbon, click **View Licenses**.

The License Summary page appears.

2. Do one of the following:

- Select License type All and then click **Search** to view all license types.
- Select a specific license type from the drop-down list and then click **Search**.

The License Summary page appears.

## Viewing licensed user accounts

1. View a license.
2. Right-click a license, and then select **List Licensed User Accounts**.

The Licensed User Accounts page appears.

## Working with licenses

---

### Importing license keys

When you purchase licenses, Nuance sends you an email with a license key. You must import this key to make your licenses available for allocation in the NMC console.

When you import a license into an organization, Nuance Management Center grants certain privileges to all groups that have the NMC Administrator role. For more information, see [“Privileges reference” on page 321](#).

1. In the Licensing ribbon, click **Import License Key**.

The Import License Key dialog box appears.

2. Copy and paste the encrypted license key from your email into the License Key field.

3. **Click Show Information.**

The server decrypts and validates your license key.

4. Click **Import**.

Nuance Management Center imports your license key.

### Allocating licenses

When you create new user accounts, you grant a license to the user. Similarly, when a user leaves your organization, you should revoke the user's license to make it available for re-allocation.

#### To grant licenses:


1. In the Licensing ribbon, click **View Licenses**.

The License Summary page appears.

2. Right-click a license type in the list, and then select **Grant Licenses**.

The Grant License page appears.

3. Optionally search for a specific user by specifying a last name, group name, or site name, and then clicking **Search**.

4. Select a user in the Available Users list, and then click the right arrow button ().

The user moves to the Selected Users list.

5. Click **OK**.

#### To revoke licenses:


1. In the Licensing ribbon, click **View Licenses**.

The License Summary page appears.

2. Right-click a license type in the list, and then select **Revoke Licenses**.

The Revoke License page appears.

3. Optionally specify a user's last name, a group name, or a site name, and then click **Search**.

4. Select a user from the Available Users list, and then click the right arrow button ().

The user moves to the Selected Users list.

5. Click **OK**.

# Chapter 9: Utilities

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# Server logs

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## About server logs

The NMC server generates a Windows communication foundation service log file for each individual user account. You can view the server logs in the NMC console if you have the NMS Server Logs global grant or if you are a superuser.

Log files are located on the NMC server in:

C:\ProgramData\NMS\Logs\NMS Server\

## Viewing server logs

1. In the Utilities ribbon, click **Server Logs**.  
The Server Logs page appears.
2. Specify search criteria.
3. Click **Search**.  
The Server Logs page appears, listing all device activity matching your search criteria.
4. Right-click a server log, and then select **View**.  
The file appears in read-only format.

## Working with server logs

### Downloading server logs

1. View a server log.  
For more information, see [“Viewing server logs” on page 86](#).
2. Right-click a log, and then select **Download**.  
A download message appears at the bottom of your screen.
3. Click **Open**.  
The file downloads into a zipped file.
4. Double-click the .txt file to open it.

# Auditing

---

## About auditing

Auditing tracks specific system events that occur in the NMC console, capturing information about those events to allow you to better monitor the actions that occur on your NMC console. The NMC console allows administrators to audit specific events, such as user or administrator logins, over a specific period of time.

## Viewing audit events

1. In the Utilities ribbon, click **Audit Events**.  
The Events page appears.
2. Optionally specify an organization.
3. Optionally specify the login of a specific user for which to view events.  
User logins can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^)
4. Click the **Start Date/Time** field or **End Date/Time** field to select a date and time range for which you want to view audit events.  
A calendar appears.
5. Select a date, using the Forward arrow (▶) and Back arrow (◀) to change months as necessary.
6. Select a time, using the Up arrow (▲) and Down arrow (▼) as necessary.  
The time is shown in 24-hour format.
7. Optionally click **Select Events** to select one or more events to view.
8. Click **Search**.  
The Events page appears, listing all events matching your search criteria.

# Alerts

---

## About alerts

Alerts provide information about your NMC server and NMC console. Alerts can be any of the following types:

- **Informational**—Work flow information about the event. No loss of data or functionality and no impact to a customer. For example, number of times users access the NMC Help.
- **Warning**—No loss of data or functionality, but may impact a customer. For example, a delay in performance.
- **Critical**—Loss of data or functionality may have occurred.
- **Error**—A system-level error occurred.

You must have the NMS Server Logs global grant or be a superuser to view alerts.

## Viewing alerts

1. In the Utilities ribbon, click **Alerts**.

The Alerts page appears.

2. Specify search criteria.
3. Click **Search**.

The Alerts page appears, listing all alerts matching your search criteria.

## Working with alerts

### Downloading alerts

1. View alerts.

For more information, see [“Viewing alerts” on page 88](#).

2. Right-click one or more alerts, and then select **Download**.

A download message appears at the bottom of your screen.

3. Click **Open**.

The file downloads into a zipped file.

4. Double-click the .txt file to open it.

# Client logs

---

## Viewing client logs

1. In the Utilities ribbon, click **Client Logs**.  
The Client Logs page appears.
2. Specify search criteria.
3. Click **Search**.  
The Client Logs page appears, listing all client activity matching your search criteria.
4. Right-click a log, and then select **View**.  
The file appears in read-only format.

## Working with client logs

### Downloading client logs

1. View a client log.  
For more information, see [“Viewing client logs” on page 89](#).
2. Right-click a log, and then select **Download**.  
A download message appears at the bottom of your screen.
3. Click **Open**.  
The file downloads into a zipped file.
4. Double-click the .txt file to open it.

# Uptime

---

## About uptime

The Uptime utility allows you to view the uptime for each Nuance Management Center node, or amount of time during which each node is operational. You must have the NMS Server Logs global grant or be a superuser to see the Uptime utility.

## Viewing uptime

In the Utilities ribbon, click **Uptime**. The NMS Nodes Uptime page appears.

# Loadable Files

---

## About loadable files

The Loadable Files utility allows you ensure Nuance Management Center software deployed successfully to each NMS node. You must have the NMS Server Logs grant or be a superuser to see the Loadable Files utility.

## Viewing loadable files

In the Utilities ribbon, click **Loadable Files**. The Loadable Files page appears.

# Schedule

---

## About the Schedule utility

The Schedule utility allows you to view all scheduled tasks by node. You must have the NMS Server Logs grant or be a superuser to see the Schedule utility.

## Viewing scheduled tasks by node

1. In the Utilities ribbon, click **Schedule**.

The Schedule page appears.

2. Specify search criteria.

3. Click **Search**.

The Schedule page appears, listing all scheduled task activity matching your search criteria.

# Messages

---

## About messages

Messages are automated notifications that Nuance Management Center sends to NMC console administrators. For example:

- Errors that occur
- Background tasks that completed
- Medication updates that are available (Dragon Medical Network Edition only)

Medication updates contain packages that require your approval.

For more information, see [“About updates” on page 100](#).

- Licenses that are due to expire

Nuance Management Center users can also send messages to other NMC users, groups of users, or an organization's contact person.

When you log into the NMC console, a message appears in the top right corner of the screen, indicating the number of unread messages available for your user.

## About message purging

Nuance Management Center purges messages after 30 days by default. Nuance Management Center does not purge unread messages.

You can change the default message retention period by modifying the **Purge NMS alerts after *n* days** option in your system settings. For more information, see [“System Settings page” on page 303](#).

## Configuring messaging

Messaging allows your NMC administrators to receive system messages from your NMC server. It also allows your NMC administrators to send messages to other NMC console users.

### Configuring the SMTP server

If you are using the Nuance-hosted NMC server in the cloud, you use Nuance's SMTP server. The SMTP server information has been pre-populated for you.

If you are hosting your own NMC server on-premise, you must have your own SMTP server.

1. From the NMC menu () , select **System Settings**.

The System Settings dialog box appears.

2. Expand the SMTP section.
3. Select the **Enable SMTP Mail** check box.
4. Add remaining information as necessary.

For field descriptions, see [“System Settings page” on page 303](#).

5. Test the SMTP server connection. Specify email addresses in the To and From fields, and then click **Test**.
6. Click **Save**.

### Enabling messaging for NMC administrators



Generally, you enable messaging for NMC administrators. When enabled, the NMC server sends system messages to the user accounts for whom messaging is enabled.

1. View a user account.

For more information, see [“Viewing user accounts” on page 54](#).

2. Right-click a user account, and then select **User Account Details**.

The User Account Details page appears. The Details tab is selected by default.

3. Click the Messaging tab.

4. Select one or both of the following:

- Inform me via email when I receive NMS messages
- Inform me via SMS when I receive NMS messages

If you selected the Inform me via SMS when I receive NMS messages check box, provide your mobile phone number and select your phone carrier.

5. Select your message delivery type.

For field descriptions, see [“User Account Details—Messaging tab” on page 232](#).

6. Click **Save**.

## Viewing messages

Do one of the following:

If there are messages for your user, the number available is displayed in the top right corner of your screen. Click the **Messages** link to view your messages.

Or

In the Utilities ribbon, click **Messages**. The Messages page appears.

## Working with messages

### Sending a message

1. In the Utilities ribbon, click **Send Message**.



The Send Message page appears.

2. Click the **To** button.

The Select recipient dialog box appears.

3. Select an Addressee type from the drop-down list.

4. Do one of the following:

- Specify search criteria to find a specific license/group, user account, or organization, and then click the **Search** button ()
- Simply click the **Search** button () to show all licenses/groups, user accounts, or organizations.

A list of licenses/groups, user accounts, or organizations appears.

5. Select a license/group, user account, or organization, and then click the **To** button.

The license/group, user account, or organization appears in the To field.

6. Click **OK**.

The Select recipient dialog box closes.

7. On the Send Message page, specify a message in the **Message** field.
8. Click **Send**.

### Marking a message complete

1. View a message.
2. Select the check box next to a message.
  - Click **Select All** to select all your messages.
  - Click **Clear All** to deselect all your messages.
3. Click **Mark complete**.

A confirmation dialog appears.
4. Click **Yes**.

Selected messages are marked as complete, and are only displayed if you select the **All Messages** radio button.

# Profile Optimizer

---

## About the Profile Optimizer

**Applies to:** Dragon Medical Network Edition only

The Profile Optimizer is a service that manages the aspect of speech recognition that involves learning each healthcare provider's individual pronunciation and speaking patterns. The Profile Optimizer first checks user profiles for consistency, and then backs them up if they are, or restores them if they are corrupted. The Profile Optimizer then performs the following:

- **Language Model Optimization (LMO)**—Optimizes the model used to recognize the way the provider speaks. The model incorporates characteristics such as the accent, dialect, tone of voice, and other aspects of how the speech sounds. Also checks for corrupted user profiles. When a speaker is new to Dragon, you should run the optimization more frequently.
- **Acoustic Optimization (ACO)**—Optimizes the language model used to help recognize the patterns of the provider's speech. The model incorporates how the provider dictates particular words and sequences of words.

These processes run in the background on the user profiles in speech nodes without affecting the speed of Dragon's recognition. When they complete, the NMC server integrates the optimization results into each provider's Master user profile.

Dictation accuracy depends on how well-tuned the Master user profile is for a specific healthcare provider. Running both ACO and LMO processes regularly reduces the relative word error rate for the provider by 10 to 30%, and can produce even greater improvements in recognition accuracy for providers who speak with an accent. For more information, see [“About scheduling the Profile Optimizer” on page 97](#).

You can run the Profile Optimizer as needed at any time, or schedule it to run at regular intervals. You can select a Profile Optimizer schedule for groups or for individual user accounts. For more information, see [“Configuring Profile Optimizer Scheduler settings—Groups” on page 50](#) or [“Configuring Profile Optimizer Scheduler settings—User accounts” on page 66](#).

### About speech nodes

**Applies to:** Dragon Medical Network Edition only

Speech nodes run optimization tasks for the user profiles in the Master user profile directory for the site. This allows you to partition speech nodes based on a specific set of user profiles. You can assign one or more speech nodes to a speech node collection and associate the collection with a site.

### About speech node collections

**Applies to:** Dragon Medical Network Edition only

Speech node collections contains one or more speech nodes. Speech node collections optimize network performance by allowing you to physically co-locate speech nodes with the user profile locations for a site.

You can assign multiple sites to a collection of speech nodes if each site uses the same user profile location. This allows for user profiles in sites that are in different geographical locations to be served by speech nodes that are all in the same location.

Organizations with remote sites can assign speech nodes at the remote site to the Master user profile location for the remote site. Assigning the speech nodes to optimize the user profiles at the remote site can improve network performance and result in the following:

- User profiles open and close faster
- Faster Master and local user profile synchronization
- Faster user profile optimization

When you create a speech node collection and associate it with a site, the user profiles in the Master user profile directory for the site are associated with the node collection. All tasks for user profiles at the site are handled by the speech nodes in the speech node collection that is associated with the site.

## About scheduling the Profile Optimizer

**Applies to:** Dragon Medical Network Edition only

You can run profile optimization as needed at any time, or you can schedule profile optimization tasks to run at regular intervals. You can schedule profile optimization for groups or for individual user accounts. You can also schedule the ACO process to run at different intervals than the LMO process.

### About scheduling ACO

The ACO process is time-intensive. It requires one hour of processing time for each hour of dictation. For providers who are new to Dragon, you should schedule this process to run weekly. When new providers have dictated five hours of audio, you can then change the schedule to run once a month. The minimum frequency recommended for ACO is once every 6 months.

Consider the following when determining a schedule for ACO:

- Does the provider have an accent?
- Does Dragon frequently have trouble interpreting the provider's speech?
- How much dictation does a group or provider generate?

You may need to run ACO more frequently based on the above.

**Note:** Providers must have at least 15 minutes of acoustic data for ACO to run.

### About scheduling LMO

The LMO process runs quickly and is not time-intensive. For providers who are new to Dragon, you should schedule this process to run weekly. When new providers have dictated five hours of audio, you can then change the schedule to run once a month. You should run LMO daily for users who have had a corrupted user profile, and for users whose speech Dragon has difficulty recognizing.

Consider the following when determining a schedule for LMO:

- How much dictation does a group or provider generate?
- How often do you want the Profile Optimizer to check for corrupted user profiles?

The LMO process checks for user profile corruption.

- How often do users add new words to vocabularies?

You may need to run LMO more frequently based on the above.

## Viewing the Profile Optimizer Dashboard

**Applies to:** Dragon Medical Network Edition only

In the Utilities ribbon, click **Dashboard**.

The Profile Optimizer Systems page appears.

## Working with the Profile Optimizer

**Applies to:** Dragon Medical Network Edition only

### Scheduling tasks

You can schedule profile optimization for groups or for user accounts. You can also execute profile optimization immediately. For more information, see [“Configuring Profile Optimizer Scheduler settings—Groups” on page 50](#) and [“Configuring Profile Optimizer Scheduler settings—User accounts” on page 66](#).

#### To view scheduled tasks:

For information on scheduling Profile Optimizer tasks for groups, see [“Configuring Profile Optimizer Scheduler settings—Groups” on page 50](#). For information on scheduling tasks for user accounts, see [“Configuring Profile Optimizer Scheduler settings—User accounts” on page 66](#).

1. In the Utilities ribbon, click **Tasks**.  
The Profile Optimizer Tasks page appears.
2. Optionally specify a user login for which to view tasks.
3. Optionally specify an organization.
4. Click the **Start Date/time** field and the **End Date/time** field to select a date and time range for the scheduled tasks that you want to view.  
A calendar appears.
5. Select a date, using the Forward arrow (▶) and Back arrow (◀) to change months as necessary.
6. Select a time, using the Up arrow (▲) and Down arrow (▼) as necessary.  
The time is shown in 24-hour format.
7. Optionally select a Task Type and Task Status for which to view tasks.
8. Click **Search**.

#### To view all speech nodes:

1. View the Profile Optimizer Dashboard.  
The Profile Optimizer Systems page appears.
2. In the left panel, click **All Speech Nodes**.

#### To view available speech nodes:

1. View the Profile Optimizer Dashboard.  
The Profile Optimizer Systems page appears.
2. In the left panel, click **Available Speech Nodes**.

#### To request logs:

1. View the Profile Optimizer Dashboard.  
The Profile Optimizer Systems page appears.

2. In the left panel, expand a node collection.
3. Right-click a speech node, and then select **Request logs**.

The Request PO Speech Node Logs dialog box appears.

4. Specify the date and time range for the log.
5. Click **OK**.


A message appears, indicating that Nuance Management Center is generating the log.

6. Click **OK**.

### To add speech node collections:

1. In the Utilities ribbon, click **Add**.

The Speech Node Collection page appears.

2. Specify a name for the collection.
3. In the DMNE v2.0 or higher (UNC) field, specify the speech profile location in UNC format.
4. Specify the Web DAV login and password.
5. In the Available Speech Nodes list, list a speech node to add to the collection, and then click the right arrow (  ).

The node moves to the Assigned Speech Nodes list.

6. Click **Save**.

### To delete speech node collections:

1. View the Profile Optimizer Dashboard.

The Profile Optimizer Systems page appears.

2. In the left panel, right-click a speech node collection, and then select **Delete node collection**.

The Delete Node Collection dialog box appears.

3. Type **DELETE** in the field, and then click **OK**.

### To view speech node collection details:

In the Speech Profile Locations section, you indicate where the speech nodes should obtain the user profiles for optimization events, such as user profile backups.

1. View the Profile Optimizer Dashboard.

The Profile Optimizer Systems page appears.

2. In the left panel, right-click a speech node collection, and then select **Node collection details**.

The Speech Node Collection page appears.

# Updates

---

## About updates

**Applies to:** Dragon Medical Network Edition only

Updates are notifications from NuanceLink that updated medication names are available for download. Most updates have .zip packages attached with the changes that the NMC server distributes to your Master user profiles. You must first approve the updates before the NMC server distributes them.

When the NMC server receives an approved update, it first checks Master user profiles to ensure they are not corrupted. If they are not corrupted, the NMC server creates jobs that the speech nodes run to integrate the new medication names into the Master user profile vocabularies for each healthcare provider. The next time healthcare providers log in, the NMC server downloads the latest Master user profile to the client computer automatically.

If there are corrupted user profiles, the NMC server does not apply the medication updates to the Master user profiles and instead logs an error for the task.

## Managing updates

**Applies to:** Dragon Medical Network Edition

### Approving updates

1. In the Utilities ribbon, click **Approvals**.  
The Approvals page appears.
2. On the right side of the page, select the **Unapproved Packages** radio button.
3. Click the **Approve** button next to the update that you want to approve.

### Checking for updates

1. In the Utilities ribbon, click **Approvals**.  
The Approvals page appears.
2. In the bottom-right corner of the page, click the **Check for Updates** link.  
Nuance Management Center checks for updates.

# Resubmit Dictation

---

## About the Resubmit Dictation utility

You can resubmit a dictation job to a back-end system. This is useful if a back-end system refuses a dictation job or erroneously deletes the job. You can resubmit a dictation job provided the NMC server has not deleted the job.

You must be a superuser to see the **Resubmit Dictation** button.

**Note:** Erroneously resubmitting dictation jobs can lead to job collisions or duplicate dictations jobs on the back-end system.

## Resubmitting dictation

1. In the Utilities ribbon, click **Resubmit Dictation**.

The Resend Dictation page appears.

2. Specify search criteria.

3. Click **Search**.

The Resend Dictation page appears, listing all previously sent dictation matching your search criteria.

4. Select the check box next to the dictation that you want to resend, and then click **Resubmit selected dictations**.

The dictation is resubmitted.



# Chapter 10: Reports

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## About reports

Reports can help you monitor, analyze, and better manage your licenses, clients, and Dragon usage. The following table describes the reports available.

Type	Report	Description
Usage	License Use	<p>License usage statistics by user login. Helps you to assess and better allocate your available licenses. For example, if a specific user does not use a Nuance product frequently, you could decide to re-allocate the license to another user.</p> <p>You can also use the report to plan for future license needs.</p> <p>This report shows:</p> <ul style="list-style-type: none"> <li>• Last login date and time, number of days since last login, and total login count by user and license type</li> </ul> <p>For more detailed information on report columns, see <a href="#">“Report pages” on page 241</a>.</p>
	Client Version	<p>Product version and build installed on all clients by user login. Helps you determine whether updates are required, and helps you to plan for your push installs.</p> <p>This report shows:</p> <ul style="list-style-type: none"> <li>• Client version, build, device name, and operating system by user login</li> </ul> <p>For more detailed information on report columns, see <a href="#">“Report</a></p>

Type	Report	Description
	Device Use	<p>Session usage data by client computer. Helps you determine how frequently a Nuance product is in use.</p> <p>This report shows:</p> <ul style="list-style-type: none"> <li>• Last transaction, number of days since last transaction, and total transaction count by device</li> </ul> <p>For more detailed information on report columns, see <a href="#">“Report pages” on page 241</a>.</p>
Dragon Speech Usage	Cloud Usage <b>Applies to:</b> Dragon Medical Server/Dragon Medical One only	<p>Cloud-hosted session usage by site. Helps you determine cloud-hosted usage and auto-text usage by site.</p> <p>This report shows:</p> <ul style="list-style-type: none"> <li>• Number of sessions, session length, total number of auto-texts, and total auto-text characters by site</li> </ul> <p>For more detailed information on report columns, see <a href="#">“Report pages” on page 241</a>.</p>
	Network Edition Usage <b>Applies to:</b> Dragon Medical Network Edition only	<p>Dragon Medical Network Edition usage by organization. Helps you determine command usage and dictation frequency and length.</p> <p>This report shows:</p> <ul style="list-style-type: none"> <li>• Total number of words and characters used</li> </ul>

Type	Report	Description
		<p>in dictation and dictation session length, number of commands used by command type</p> <p>For more detailed information on report columns, see <a href="#">“Report pages” on page 241</a>.</p>
Dragon Medical Advisor	Dragon Medical Advisor—Usage	<p>Advisor Service usage report. Helps you determine how useful the Advisor Service has been in your organization.</p> <p>This report shows:</p> <ul style="list-style-type: none"> <li>• Total advice shown to users, how often users incorporated the advice into their documents, and the content packs used.</li> </ul>
	Dragon Medical Advisor—Content Usage	<p>Content pack usage. Helps you determine how useful content packs have been in your organization.</p> <p>This report shows:</p> <ul style="list-style-type: none"> <li>• Advice shown to users from a specific content pack and how often users incorporated the advice into their documents.</li> </ul>
	Dragon Medical Advisor—Silent Mode	<p>When silent mode is enabled, shows the advice that was generated for users in the background.</p> <p>This report shows:</p> <ul style="list-style-type: none"> <li>• Advice generated in background processing of users' documents</li> </ul>

Type	Report	Description
		<p>when silent mode was enabled, content packs that would have been used.</p> <p>For more information on silent mode, see <a href="#">Silent mode</a>.</p>
	Dragon Medical Advisor—CDI	<p>Clinical Documentation Improvement report.</p> <p>This report shows:</p> <ul style="list-style-type: none"><li>• Advice shown to users grouped by patient and visit, how often users incorporated the advice into their documents.</li></ul>

## Viewing reports

Type	Report	To view the report:
Usage	License Use	<ol style="list-style-type: none"> <li>In the Reports ribbon, click <b>License Use</b>. The License Use page appears.</li> <li>Specify search criteria. For field descriptions, see <a href="#">License Use report</a>.</li> <li>Click <b>Search</b>. For column descriptions, see <a href="#">License Use report</a>.</li> </ol>
	Client Version	<ol style="list-style-type: none"> <li>In the Reports ribbon, click <b>Client Version</b>. The Client Version page appears.</li> <li>Specify search criteria. For field descriptions, see <a href="#">Client Version report</a>. <div data-bbox="695 814 1292 978" style="border: 1px solid #ccc; background-color: #f9f9f9; padding: 10px; margin: 10px 0;"> <p><b>Note:</b> To run the report, you must select one of the following search criteria: an organization, a user login, or the <b>Show only most recent entry</b> check box.</p> </div> </li> <li>Click <b>Search</b>. For column descriptions, see <a href="#">Client Version report</a>.</li> </ol>
	Device Use	<ol style="list-style-type: none"> <li>In the Reports ribbon, click <b>Device Use</b>. The Device Use page appears.</li> <li>Specify search criteria. For field descriptions, see <a href="#">Device Use report</a>.</li> <li>Click <b>Search</b>. For column descriptions, see <a href="#">Device Use report</a>.</li> </ol>
Dragon Speech Usage	Cloud Usage	<ol style="list-style-type: none"> <li>In the Reports ribbon, click <b>Cloud Usage</b>. The Cloud Usage page appears.</li> <li>Specify search criteria. For field descriptions, see <a href="#">Cloud Usage report</a>.</li> <li>Click <b>Search</b>. For column descriptions, see <a href="#">Cloud Usage report</a>.</li> </ol>
	Network Edition Usage	<ol style="list-style-type: none"> <li>In the Reports ribbon, click <b>Network Edition Usage</b>. The Network Edition Usage page appears.</li> <li>Specify search criteria. For field descriptions, see <a href="#">Network Edition Usage report</a>.</li> </ol>

Type	Report	To view the report:
		<ol style="list-style-type: none"> <li>3. Click <b>Search</b>. For column descriptions, see <a href="#">Network Edition Usage report</a>.</li> </ol>
Dragon Medical Advisor	Usage	<ol style="list-style-type: none"> <li>1. In the Reports ribbon, click <b>Usage</b>. The Usage page appears.</li> <li>2. Specify search criteria.</li> <li>3. Click <b>Search</b>.</li> </ol>
	Content Usage	<ol style="list-style-type: none"> <li>1. In the Reports ribbon, click <b>Content Usage</b>. The Content Usage page appears.</li> <li>2. Specify search criteria.</li> <li>3. Click <b>Search</b>.</li> </ol>
	Silent Mode	<ol style="list-style-type: none"> <li>1. In the Reports ribbon, click <b>Silent Mode</b>. The Silent Mode page appears.</li> <li>2. Specify search criteria.</li> <li>3. Click <b>Search</b>.</li> </ol>
	CDI	<ol style="list-style-type: none"> <li>1. In the Reports ribbon, click <b>CDI</b>. The CDI page appears.</li> <li>2. Specify search criteria.</li> <li>3. Click <b>Search</b>.</li> </ol>

## Working with reports


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This topic describes working with the reports on the Reports ribbon.

For information on report columns or search criteria, see [“Report pages” on page 241](#).


### Exporting reports

You can export data from any report to a .csv file.

1. In the Reports ribbon, click a report.  
The report page appears.
2. Specify search criteria, and then click **Search**.  
Report results appear.
3. Click the **Save** icon (  ) in the lower right corner.  
A prompt appears at the bottom of the screen.
4. Click **Save**.  
The report is saved in your Downloads folder by default.

### Refreshing report data

Refreshing report data reruns the report.

1. In the Reports ribbon, click a report.  
The report page appears.
2. Specify search criteria, and then click **Search**.  
Report results appear.
3. Click the **Refresh** icon (  ) in the lower right corner.  
The report reloads.



# Chapter 11: Speech Recognition

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# Keywords

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## About keywords

Keywords are default leading and trailing words that Nuance Management Center automatically adds to all auto-texts created in the NMC console. With default keywords, users can only invoke auto-text commands by saying the leading or trailing keyword in addition to the command's spoken phrase. For each language Nuance Management Center supports, there is a default leading keyword, a trailing keyword, or both.

For example, suppose there is a leading keyword of "insert" for United States English (en-US). Suppose also that a user creates an auto-text command with a spoken phrase "CompanyAddress". To execute this command in a Nuance product, the user must say "Insert CompanyAddress".

Keywords affect all auto-texts created in your entire organization. To allow users to invoke auto-text commands by simply saying the command, you can remove the default keywords.

## Working with keywords

Keywords affect all auto-texts created in the NMC console in your entire organization.

### Adding and removing default keywords

1. In the Speech Recognition ribbon, click **Keywords**.  
The Keywords dialog box opens.
2. Locate your language in the list.
3. Do one of the following:
  - Delete the keyword in the **Leading Keyword** field, the **Trailing Keyword** field, or both.
  - Type a keyword in the **Leading Keyword** field, the **Trailing Keyword** field, or both.
4. Click **OK**.  
The Update Keywords dialog box opens.
5. Type CHANGE KEYWORD in the field provided, and then click **OK**.  
Nuance Management Center updates your keywords.
6. Log out of the NMC console, and then log back in for your changes to take effect.

# Auto-texts

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## About auto-texts

**Disclaimer:** The auto-text command feature is not designed for the use of PHI, PII, or credentials. Using an auto-text command for such purposes is strictly prohibited.

Auto-text commands allow users to quickly insert pre-defined content in their dictation, such as addresses. Auto-texts can contain text, graphics (varies by client), and variables. You can create or import auto-texts at the site, group, or individual user account level. When you create auto-text commands at the site or group level, those commands are available to all users in those sites and groups. Nuance clients download new auto-text commands when users next log in.

Users can also create their own auto-text commands in the Nuance client. If users create their own commands, they are stored on the NMC server, but they are available only to the users who created them.

**Note:** Auto-text features vary by client. Check client documentation for supported auto-text features.

## Viewing auto-texts

### Viewing an auto-text

1. In the Speech Recognition ribbon, click **Manage**.  
The Manage Auto-texts page appears.
2. Optionally select or deselect one of the following:
  - **Display all levels**—If selected, displays all auto-texts that are available to the object that you selected. For example, if you select a user account, this page displays the auto-texts available to the user account itself, plus the auto-texts available to all sites and groups to which the user account is assigned.
  - **Show disabled auto-texts**—If selected, displays all auto-texts deleted by users. Applies to Dragon Medical Network Edition only.
3. Do one of the following:
  - Specify search criteria in the field above the Auto-texts node to find a specific auto-text, and then click **Search**.
  - Select a site, group, or user in the list to view all auto-texts available to the object.

The available auto-texts appear.

### Viewing auto-text details

Right-click an auto-text, and then select **Auto-text details**.

## Working with auto-texts

### Adding new auto-texts

You can add auto-texts by doing one of the following:

- Creating them manually in the NMC console
- Exporting auto-texts from a Dragon client and importing them into the NMC console.

### To create a new auto-text:

1. In the Speech Recognition ribbon, click **Manage**.  
The Manage Auto-texts page appears with the Auto-texts node expanded.
2. Under the Auto-texts node, select a site, group, or user account.
3. Right-click the object, and then select **Add Auto-text**.  
The Auto-text page appears.
4. Specify a name, description, and language.  
For field descriptions, see [“Auto-text page” on page 249](#).
5. Specify the auto-text in the text box, and then format as it should appear in your document.
6. Click **Save**.

### Importing auto-texts

1. Create an XML file to import by exporting existing auto-texts from your Dragon client or from the Nuance Management Center console.  
For more information, see [Exporting and importing commands](#) in the Dragon Help or [“Exporting auto-texts” on page 115](#) below.  
When exporting auto-texts, select **MyCommands XML Files** as the file type.  
For information on file name constraints for import files, see [“Importing files” on page 12](#).
2. Log in to your NMC console.
3. In the Speech Recognition ribbon, click **Manage**.  
The Manage Auto-texts page appears with the Auto-texts node expanded.
4. Ensure the Auto-texts node is selected.
5. In the Speech Recognition ribbon, click **Import**.  
The Import Auto-texts dialog box appears.
6. Select one of the following:
  - **Dragon format (XML)**—Select to import an auto-text file exported from the Dragon client.
  - **Nuance Management Server format (XML)**—Select to import an auto-text file exported from the NMC console.
7. Click **Browse**.  
The Open dialog box appears.
8. Select your auto-text file, and then click **Open**.
9. In the Import Auto-texts dialog, click **Next**.  
A list of the auto-text commands in your import file appears.
10. Do one of the following:
  - Select the check box next to the auto-texts to import.  
Or
  - Click **Select All** to import all auto-texts in the list.
11. Click **Next**.

The Level screen appears.

12. Select one of the following:

- **Use auto-text level information from the XML import file**—Imports the auto-texts at the site, group, or user level indicated in your import file.
- **Select an auto-text level below; this setting overrides the setting in the XML import file**—Allows you to select the level (site, group, or user) at which the auto-text is imported.

13. Click **Next**.

The Leading and Trailing Keywords screen appears.

14. Optionally select the **There are keywords in the export file that need to be removed** check box.

If selected, the import process removes the leading and trailing keywords that you specify from the imported auto-text commands.

This option is applicable only if the auto-text commands you exported contain leading or trailing keywords that do not match the keywords currently configured for your organization. This option applies to both Dragon format and Nuance Management Server format import files.

**Note:** If you have leading or trailing keywords configured for your organization, the import adds those keywords to the imported auto-text commands automatically.

15. If you selected the previous check box, specify the following:

- **Exclude these leading keywords**—Leading keywords to be removed from your auto-text commands.
- **Exclude these trailing keywords**—Trailing keywords to be removed from your auto-text commands.

Separate multiple keywords with commas. **For example:** Insert, Enter

16. Click **Next**.

The import process begins.

**Note:** If the destination contains an auto-text with the same name or spoken phrase as an auto-text in the import file, Nuance Management Center does not import that auto-text.

17. Click **Next** to see the import process results.

18. Click **Finish**.

## Exporting auto-texts

1. View an auto-text.

For more information, see [“Viewing auto-texts” on page 113](#).

2. Select an auto-text.

Optionally press the Shift or Ctrl key to select more than one.

3. Right-click the auto-texts, and then select **Export Auto-texts**.

The Export Auto-texts dialog box appears.

4. Click **Export**.

Nuance Management Center creates an export file.

5. Click **Save/Open**.

A message appears at the bottom of your screen.

6. Click **Open** to view your export file, or click **Save** to save the file to your local drive.

### Modifying auto-texts

1. View an auto-text.

For more information, see [“Viewing auto-texts” on page 113](#).

2. Right-click an auto-text, and then select **Auto-text details**.

The Auto-text details page appears.

3. Edit the information as necessary.

For field descriptions, see [“Auto-text page” on page 249](#).

4. Click **Save**.

### Deleting an auto-text

1. View an auto-text.

For more information, see [“Viewing auto-texts” on page 113](#).

2. Right-click an auto-text, and then select **Delete Auto-text**.

A confirmation dialog box appears.

3. Click **Yes**.

### Copying an auto-text to another site, group, or user

To make an auto-text available in more than one site, group, or individual user, copy the auto-text and paste it in another location.

You can also cut and paste an auto-text to move it from one site, group, or user account to another.

1. View an auto-text.

For more information, see [“Viewing auto-texts” on page 113](#).

2. Right-click an auto-text, and then select **Copy** or **Cut**.

3. In the tree, select the site, group, or user where you want to paste the auto-text.

4. Right-click the site, group, or user, and then select **Paste**.

A confirmation dialog box appears.

5. Click **Yes**.

**Note:** If the destination contains an auto-text with the same name or spoken phrase as the auto-text you're pasting, Nuance Management Center does not paste the auto-text.

### Consolidating auto-texts

If identical auto-texts exist at more than one level of your organization, you can consolidate them to the highest level. For example, if an auto-text with the same properties and content exists at both the site and group level, the two copies can be consolidated to a single auto-text at the site level. The consolidated auto-text is then available to all groups and users in the site.

1. View an auto-text.

For more information, see [“Viewing auto-texts” on page 113](#).

2. Select the auto-text.

Optionally press the Shift or Ctrl key to select more than one auto-text.

3. In the Speech Recognition ribbon, click **Consolidate**.

A confirmation dialog box appears.

4. Click **Yes**.

A message appears, indicating that the consolidation is scheduled.

5. Click **OK**.

## Enabling auto-texts

You can view a list of auto-texts that users have deleted in the Nuance Management Center (NMC) console. Deleted auto-texts have status Disabled. If necessary, Nuance Management Center Administrators can re-enable them.

1. In the Speech Recognition ribbon, click **Manage**.

The Manage Auto-texts page appears.

2. Select the user who deleted the auto-text.

3. Select the **Show disabled auto-texts** check box at the top of the right panel.

A list of deleted auto-texts appears.

4. Right-click the auto-text to re-enable, and then select **Enable auto-text**.

**Note:** Disabled auto-texts appear with a red X in the Status column. If a red X does not appear, the **Enable auto-text** option is unavailable.

Nuance Management Center restores the auto-text the next time the user logs in to the Dragon client.



# Commands

---

## About commands

**Disclaimer:** The commands features are not designed for the use of PHI, PII, or credentials. Using the commands features for such purposes is strictly prohibited

You can create auto-text commands in the NMC console at the site or group level, making them available to all users in those sites or groups. You can also create them at the user level, making them available to specific users. In addition to auto-text commands, other commands include the following types:

- **Step-by-step**—Controls applications and performs multi-step tasks, like opening an application and pressing keyboard keys.
- **Advanced scripting**—Performs virtually any function on the computer with voice commands. Scripting commands require familiarity with programming languages, such as Microsoft® VBA.

**Note:** Advanced Scripting commands are applicable to Dragon Professional and Dragon Medical Network Edition products only.

You cannot create step-by-step or advanced scripting commands in the NMC console. You cannot share these command types with all users. Instead, users create step-by-step and advanced scripting commands locally in the Dragon client. Dragon then uploads them to the NMC server. When users log in to different client computers, Dragon downloads the commands, making them available on each computer where users log in to Dragon. The commands are available only to the users who created them.

Users can also create macro recorder commands on their Dragon client computers, but they are available only on the computer where the user created them. They are not available across all computers where the user logs in to Dragon.

## Viewing commands

### Viewing a command

1. In the Speech Recognition ribbon, click **Manage**.  
The Manage Auto-texts page appears.
2. Expand the **Commands** node in the tree.
3. Optionally select or deselect one of the following next to the Organization field:
  - **Display all levels**—If selected, shows all commands that are available to all sites, groups, and users. If deselected, only shows the commands available to the object (such as groups) that you select.
  - **Show disabled commands**—If selected, shows all commands deleted by users. If deselected, does not show commands deleted.
4. Do one of the following:
  - Specify search criteria in the field above the Auto-texts node to find a specific command, and then click **Search**.
  - Select a site, group, or user in the list to view all commands available to the object.

The available commands appear.

## Viewing command details

Right-click a command, and then select **Command details**.

## Working with commands

### Moving a command to another site, group, or user account

To move a command to another site, group, or individual user, cut and paste the command to another location.

1. View a command.  
For more information, see [“Viewing commands” on page 118](#).
2. Right-click a command, and then select **Cut**.
3. In the tree, select the site, group, or user where you want to paste the command.
4. Right-click the site, group, or user, and then select **Paste**.  
A confirmation dialog box appears.
5. Click **Yes**.

**Note:** If the destination contains a command with the same name or spoken phrase as the command you're pasting, Nuance Management Center does not paste the command.

### Copying a command to another site, group, or user account

To make a command available in more than one site, group, or individual user, copy the command and paste it in another location.

1. View a command.  
For more information, see [“Viewing commands” on page 118](#).
2. Right-click a command, and then select **Copy**.
3. In the tree, select the site, group, or user where you want to paste the command.
4. Right-click the site, group, or user, and then select **Paste**.  
A confirmation dialog box appears.
5. Click **Yes**.

**Note:** If the destination contains a command with the same name or spoken phrase as the command you're pasting, Nuance Management Center does not paste the command.

### Deleting commands

1. View a command.  
For more information, see [“Viewing commands” on page 118](#).
2. Right-click a command, and then select **Delete Command**.  
A confirmation dialog box appears.
3. Click **Yes**.

### Exporting commands

**Applies to:** Dragon Medical One clients only

You can export step-by-step commands of type Dragon Medical Server from sites, groups, or users. The **Export Commands** option is available only for commands created on Dragon Medical One clients.

The Export option is available only to users with the Product Manage Dragon Medical Server privilege.

1. View a command.  
For more information, see [“Viewing commands” on page 118](#).
2. Right-click a step-by-step command of type Dragon Medical Server, and then select **Export Commands**.  
The Export Commands dialog box appears.
3. Click **Export**.  
Nuance Management Center exports your command.
4. Click **Save/Open** to download the exported command (.DAT file) to your local drive, or to view the command details.
5. Click **Close**.

## Importing commands

**Applies to:** Dragon Medical One clients only

You can only import step-by-step commands of type Dragon Medical Server that were created on Dragon Medical One clients. You cannot import any other command type.

The Import option is available only to users with the Product Manage Dragon Medical Server privilege.

To import commands, you import the .DAT file that was created when the commands were exported.

For information on file name constraints for import files, see [“Importing files” on page 12](#).

1. In the Speech Recognition ribbon, click **Manage**.  
The Manage Auto-texts page appears.
2. Expand the Commands node in the tree.  
The Manage Commands page appears.
3. In the Speech Recognition ribbon, click **Import**.  
The Import Commands dialog box appears.
4. Click **Browse**.
5. Navigate to the .DAT file to import.
6. Select the import file, and then click **Open**.
7. Click **Next**.  
The Commands to Import page appears.
8. Select the check box next to the command to import, and then click **Next**.
9. Select the organization where you want to import the command, and then click **Next**.
10. Select the site, group, or user where you want to import the command, and then click **Next**.  
The Ready to Import page appears.
11. Click **Next**.

12. Click **Next** to see the import results.
13. Click **Finish**.

# Words

---

## About Words

Custom words are words that you add to Dragon's vocabulary to improve Dragon's recognition of uncommon words and phrases. You can create words at the site, group, or user account level. When you create words at the site or group level, those words are available to all users in those sites and groups. When you create words at the user level, they are available only to the users for whom you created them. Dragon clients download new words when users next log in.

Users can also create their own words in the Dragon client. Custom words remain available only to the user who created them on the local computer where they were created. However, if you enable the **Upload custom words** site setting in the NMC console, custom words are uploaded to the NMC server. This makes the words available on all computers where that user logs in to Dragon. Custom words are available only to the user who created them.

## Viewing Words

### Viewing a word

1. In the Speech Recognition ribbon, click **Manage**.  
The Manage Auto-texts page appears.
2. Optionally select one of the following:
  - **Display all levels**—If selected, displays all auto-texts that are available to the object that you selected. For example, if you select a user account, this page displays the auto-texts available to the user account itself, plus the auto-texts available to all sites and groups to which the user account is assigned.
  - **Show disabled auto-texts**—If selected, displays all auto-texts deleted by users.
3. Expand the **Words** node in the tree.
4. Do one of the following:
  - Specify search criteria to find a specific auto-text, and then click **Search**.
  - Select a site, group, or user in the list to view all words available to the object.

The available words appear.

### Viewing word details

Right-click a word, and then select **Word details**.

## Working with Words

### Adding new words

You can add words by doing one of the following:

- Creating them manually in the NMC console
- Exporting words from a Dragon client and importing them into the NMC console.

### To create a new word in the NMC console:

1. In the Speech Recognition ribbon, click **Manage**.  
The Manage Auto-texts page appears.
2. Expand the **Words** node in the tree.
3. Select a site, group, or user account.  
The **Manage Words** page appears.
4. Right-click the object, and then select **Add Word**.  
The Word page appears.
5. Specify the **Written Form** of the word. This is the way the word appears in dictation.
6. Optionally specify a different **Spoken Form and Language**.  
For field descriptions, see [“Word page” on page 251](#).
7. Click **Save**.

## Importing words

1. Create a .txt file to import by exporting words and phrases from your Dragon client.  
For more information, see [Exporting and importing a list of custom words and phrases](#) in the Dragon Help.  
For information on file name constraints for import files, see [“Importing files” on page 12](#).
2. Log in to your NMC console.
3. In the Speech Recognition ribbon, click **Manage**.  
The Manage Auto-texts page appears with the Auto-texts node expanded.
4. Expand the **Words** node in the tree. Ensure the node is selected.  
The Manage Words page appears.
5. In the Speech Recognition ribbon, click **Import**.  
The Import Words dialog box appears.
6. Click **Browse**.  
The Choose File to Upload dialog box appears.
7. Select your import file, and then click **Open**.  
The Import Words dialog box appears.
8. Select the words to import, and then click **Next**.  
The Level page appears.
9. Select **Site, Group, or User**.
10. From the drop-down list, select the site, group, or user where you want to import the words.
11. Click **Next**.  
The Language page appears.
12. Select a language from the drop-down list, and then click **Next**.  
The Ready to Import page appears.
13. Click **Next**.  
The import process begins.

14. Click **Finish**.

**Note:** If the destination contains a word with the same name or spoken phrase as a word in the import file, Nuance Management Center does not import that word.

### Exporting words

1. View a word.

For more information, see [“Viewing Words” on page 122](#).

2. Select a word.

Optionally press the Shift or Ctrl key to select more than one word.

3. Right-click the words, and then select **Export Words**.

The Export Words dialog box appears.

4. Click **Export**.

Nuance Management Center creates an export file.

5. Click **Save/Open**.

A message appears at the bottom of your screen.

6. Click **Open** to view your export file, or click **Save** to save the file to your local drive.

### Modifying words

1. View a word.

For more information, see [“Viewing Words” on page 122](#).

2. Right-click a word, and then select **Word details**.

The Word page appears.

3. Edit the information as necessary.

For field descriptions, see [“Word page” on page 251](#).

4. Click **Save**.

### Deleting words

1. View a word.

For more information, see [“Viewing Words” on page 122](#).

2. Right-click a word, and then select **Delete Word**.

A confirmation dialog box appears.

3. Click **Yes**.

### Copying a word to another site, group, or user account

To make a word available in more than one site, group, or individual user, copy the word and paste it in another location.

1. View a word.

For more information, see [“Viewing Words” on page 122](#).

2. Right-click a word, and then select **Copy**.

3. In the tree, select the site, group, or user where you want to paste the word.

4. Right-click the site, group, or user, and then select **Paste**.

A confirmation dialog box appears.

5. Click **Yes**.

**Note:** If the destination contains a word with the same name or spoken phrase as the word you're pasting, Nuance Management Center does not paste the word.

## Consolidating words

If identical words exist at more than one level of your organization, you can consolidate them to the highest level. For example, if a word with the same properties and content exists at both the site and group level, the two copies can be consolidated to a single word at the site level. The consolidated word is then available to all groups and users in the site.

1. View a word.

For more information, see [“Viewing Words” on page 122](#).

2. Select the word.

Optionally press the Shift or Ctrl key to select more than one word.

3. In the Speech Recognition ribbon, click **Consolidate**.

A confirmation dialog box appears.

4. Click **Yes**.

A message appears, indicating that the consolidation is scheduled.

5. Click **OK**.

## Enabling words

You can view a list of words that users have deleted in the Nuance Management Center (NMC) console. Deleted words have status Disabled. If necessary, Nuance Management Center Administrators can re-enable them.

1. In the Speech Recognition ribbon, click **Manage**.

The Manage Auto-texts page appears.

2. Expand the **Words** node in the tree. Ensure the node is selected.

The Manage Words page appears.

3. Select the user who deleted the word.

4. Select the **Show disabled words** check box at the top of the right panel.

A list of deleted words appears.

5. Right-click the word to re-enable, and then select **Enable Word**.

**Note:** Disabled words appear with a red **X** in the Status column. If no red **X** appears, the **Enable Word** option is unavailable.

Nuance Management Center restores the word the next time the user logs in to the Dragon client.



# Command sets

---

## About Command Sets

A command set is a group of custom commands that you share with all Dragon client computers. To create a command set, a Dragon user exports custom commands from their Dragon client. An NMC administrator then imports the .DAT file in the NMC console. When Dragon client users next log in, Dragon retrieves the command set from the NMC server.

A command set may include:

- Auto-Texts/Text and Graphic commands
- Step-by-Step commands
- Advanced Scripting commands

**Note:** Advanced Scripting commands are applicable to Dragon Professional and Dragon Medical Network Edition products only.

Command sets are available for each Dragon user on all computers where they log in to Dragon. Users can view their command sets in the Command Browser.

## Viewing Command Sets

1. In the **Speech Recognition** ribbon, click **Manage**.  
The Speech Recognition tab opens.
2. Optionally select or deselect the following option:
  - **Display all levels**—If selected, displays all command sets that are available to the object that you selected. For example, if you select a user account, this page displays the command sets available to the user account itself, plus the command sets available to all sites and groups to which the user account is assigned.
3. Expand the **Command Sets** node in the tree.
4. Do one of the following:
  - Specify search criteria to find a specific command set, and then click **Search**.
  - Select a site or group in the list to view all command sets available to the object.

The command sets appear.

**Note:** You cannot view or edit individual commands in a command set. For more information, see [“Working with Command Sets” on page 126](#).

## Working with Command Sets

### Creating a command set

Users create command sets in the Dragon client.

1. Create custom commands in the MyCommands Editor in the Dragon client.  
For more information, see [Working with custom commands](#) in the Dragon client help.
2. Export custom commands to a .dat or .xml file from the Command Browser in the Dragon client.

For more information, see [Exporting and importing commands](#) in the Dragon client help.

3. Import the .dat file in the NMC console.

**Note:** Command Sets saved in the .dat file format may be protected to prevent users from viewing or editing their underlying code. For more information on creating protected commands, see [Using the MyCommands Protection Utility](#) in the Dragon Help.

Command Sets in .xml file format cannot be protected.

## Importing command sets

For information on file name constraints for import files, see [“Importing files” on page 12](#).

1. In the **Speech Recognition** ribbon, click **Manage**.  
The Speech Recognition tab opens.
2. Expand the **Command Sets** node in the tree.
3. Select a site or group where you want to import the Command Set.  
The Manage Command Sets page appears.
4. Right-click the site or group, and then select **Import Command Set**.  
The Import Command Set dialog box appears.
5. Click **Browse**.  
The Choose File to Upload dialog box opens.
6. Locate and select the Command Set .xml or .dat file you created in the Dragon client, and then click **Open**.
7. In the **Import Command Sets** dialog box, optionally add a Description.
8. Click **Import**.  
A message appears, indicating that the Command Set import process occurs in the background.
9. Click **OK**.  
A message appears when the import is complete.

## Updating command sets

You can add new commands to an existing command set by adding new commands in the Dragon client, exporting the commands to a .dat or .xml file, and then re-importing the file in the Nuance Management Center (NMC) console.

1. Update your custom commands in the MyCommands Editor in the Dragon client.  
For more information, see [Working with custom commands](#) in the Dragon client help.
2. Export the custom commands to a .dat or .xml file from the Command Browser in the Dragon client.  
For more information, see [Working with custom commands](#) in the Dragon client help.
3. View the corresponding command set in the NMC console.  
For more information, see [“Viewing Command Sets” on page 126](#).
4. Right-click the command set, and then select **Update Command Set**.

The **Update Command Set**—<*CommandSet.dat*> dialog box appears.

5. Click **Browse**.

The Choose File to Upload dialog box appears.

6. Locate and select the updated .xml or .dat file you created in the Dragon client, then click **Open**.

7. In the **Import Command Set** dialog box, click **Update**.

A message appears, indicating that the command set is updated in the background.

8. Click **OK**.

A message appears when the import is complete.

### **Deleting command sets**

1. View a command set.

For more information, see [“Viewing Command Sets” on page 126](#).

2. Right-click the command set, and then select **Delete Command Set**.

A confirmation dialog box appears.

3. Click **Yes** to delete the selected command set.

# Lists

---

## About lists

When you create a custom command in your Dragon client, you can insert a list in the MyCommand Name field. The embedded list appears in the MyCommandName field between angle brackets (< >). For example, <1to10>. When you export this command from your client and then import it in the NMC console, Nuance Management Center tags this command as a list.

## Viewing lists

### Viewing a list

1. In the Speech Recognition ribbon, click **Manage**.  
The Manage Auto-texts page appears.
2. Expand the **Lists** node in the tree.
3. Optionally select or deselect one of the following next to the Organization field:
  - **Display all levels**—If selected, shows all lists that are available to all sites, groups, and users. If deselected, only shows the lists available to the object (such as groups) that you select.
  - **Show disabled commands**—If selected, shows all lists deleted by users. If deselected, does not show lists deleted.
4. Do one of the following:
  - Specify search criteria in the field above the Auto-texts node to find a specific list, and then click **Search**.
  - Select a site, group, or user in the list to view all lists available to the object.

The available lists appear.

### Viewing list details

Right-click a list, and then select **List details**.

# Templates

---

## About Templates

**Applies to:** Nuance Clinician only

Templates contain a pre-defined structure for specific documents that a physician dictates. You associate one or more work types with a template. For example, you might create a work type called "Visit". You could then create templates called "Initial Visit" and "Follow-up" and assign those to the Visit work type.

A physician uses a mobile health application to request a work type for dictation. When the application connects with the NMC server, the NMC server sends the application a list of templates that are associated with the work type. The physician then chooses a template to use for dictation.

## Viewing templates

**Applies to:** Nuance Clinician only

1. In the Speech Recognition ribbon, click **Manage**.  
The Manage Auto-texts page appears.
2. Expand the **Templates** node in the tree.
3. Optionally select or deselect one of the following next to the Organization field:
  - **Display all levels**—If selected, shows all templates that are available to all sites, groups, and users. If deselected, only shows the templates available to the object (such as groups) that you select.
  - **Show disabled commands**—If selected, shows all templates deleted by users. If deselected, does not show templates deleted.
4. Do one of the following:
  - Specify search criteria in the field above the Auto-texts node to find a specific template, and then click **Search**.
  - Select a site, group, or user in the list to view all templates available to the object.

The available templates appear.

## Working with templates

**Applies to:** Nuance Clinician only

### Adding templates

1. In the Speech Recognition ribbon, click **Manage**.  
The Manage Auto-texts page appears with the Auto-texts node expanded.
2. Expand the **Templates** node.
3. Under the Templates node, select a site, group, or user account.
4. Right-click the object, and then select **Add Template**.

The Templates page appears.

5. Add information as necessary.

For field descriptions, see [“Field descriptions” on page 159](#).

6. Add content to the template.

For more information, see [“Managing templates” on page 132](#).

7. Associate the template with a work type.

For more information, see [“Managing templates” on page 132](#).

8. Click **Save**.

### **Deleting templates**

1. View a template.

For more information, see [“Viewing templates” on page 130](#).

2. Right-click a template, and then select **Delete Template**.

A confirmation dialog box appears.

3. Click **Yes**.

# Managing templates


---

**Applies to:** Nuance Clinician only


## Adding content to a template

You add content to a template in the rich text field. You can add sections and fields to the rich text field.

### Adding a section to a template

1. View a template.  
For more information, see [“Viewing templates” on page 130](#).
2. Click the **Insert section** icon ().  
The Insert section dialog box appears.
3. Specify a name for the section.
4. Click **OK**.
5. Enter content in the rich text field.  
**Example:** Section 1: History of illness
6. Click **Save**.

### Adding a field to a template

1. View a template.  
For more information, see [“Viewing templates” on page 130](#).
2. Click the **Insert field** icon ().  
The Insert field dialog box appears.
3. Add information as necessary.
4. Click **OK**.

### Associating a template with a work type

1. View a template.  
For more information, see [“Viewing templates” on page 130](#).
2. Click the WT Mapping tab.
3. Add information as necessary.  
For field information, see [“Templates page” on page 252](#).
4. Click **Save**.

# Advice filters

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## About advice filters

**Applies to:** Dragon Medical One with Dragon Medical Advisor only

Dragon Medical Advisor displays suggestions for making clinical documentation more complete and accurate. This reduces follow-up questions and the need to update signed reports. Advice filters are areas where Dragon Medical Advisor can prompt providers for additional specificity in dictated documentation. Each filter has an advice (such as Diabetes Mellitus) and a specifier (such as Type). You should enable only the highest-priority conditions and specifiers to make the volume of advice shown to providers more manageable. You can enable more conditions and specifiers at a later time, based on user feedback and observed usage patterns in your organization.

## Managing advice filters

**Applies to:** Dragon Medical One with Dragon Medical Advisor only

You can manage advice filters at the organization, site, group, or user level. For each advice and specifier, there are two check boxes you can select:

- **Display**—If selected, displays advice to the provider during dictation for this advice and specifier. Providers can optionally add more specificity to their documentation, or dismiss the advice. If deselected, does not display advice for this area.
- **Mandatory**—If selected, indicates the advice must be shown to providers at the level you determine. Also selects the **Display** check box automatically if it is not already selected. When selected for an advice filter at a higher level, the **Display** and **Mandatory** check boxes become read-only for that filter at lower levels and cannot be changed. For example, if you selected the **Mandatory** check box for the Diabetes Mellitus/Type advice filter at the organization level, the **Display** and **Mandatory** check boxes become read-only at the site, group, and user levels. Dragon Medical Advisor then prompts providers who dictate the diagnosis of Diabetes Mellitus when the Type specifier (Type I or Type II) is missing. If deselected, it is not mandatory that the advice be shown to providers.

1. In the Speech Recognition ribbon, click **Manage Advice Filters**.

The Manage Advice Filters page appears.

2. Select an organization, site, group, or user.
3. Locate the appropriate advice.
4. For each advice, optionally select the **Display** check box and the **Mandatory** check box.

If you select the **Mandatory** check box, Nuance Management Center also selects the **Display** check box automatically.

To select the **Display** check box for all advice, click the **Select All** button below the grid.

To clear it for all advice, click the **Clear All** button, then click **OK** when prompted.

5. Click **Save**.



**Example 1: Enabling specificity advice for asthma at the organization level**

1. In the Speech Recognition ribbon, click **Manage Advice Filters**.
2. In the left panel, select your organization. In the right panel, open the Specificity tab.  
The right panel lists all diagnoses and specifiers included in the organization's content pack licenses.
3. Scroll down to **Asthma** in the Advice column.  
In the base content pack, asthma is listed with two specifiers: **Severity** and **Smoking status**.
4. Select the **Display** check box for both specifiers.
5. Click **Save**.

Specificity advice is now enabled for asthma (severity) and asthma (smoking status) for all sites, groups and users in the organization, and the corresponding Display check boxes are activated at those levels.

To enable clinical evidence advice for asthma, follow the same procedure, but on the Manage Advice Filters screen, open the Clinical Evidence tab.

**Example 2: Disabling specificity advice for asthma at the group level**

Prerequisite: Asthma (severity) and asthma (smoking status) have been enabled at the organization level, following example 1.

1. Open the Speech Recognition ribbon and click Manage Advice Filters.
2. In the left panel (tree view) expand your organization and site and select a group. In the right panel, open the Specificity tab.  
The right panel lists all diagnoses and specifiers included in the content pack licenses assigned to any users in that group.
3. Scroll down to **Asthma** in the Advice column.  
Because asthma advice was enabled at the organization level for example 1, the **Display** check box is also activated for **Severity** and **Smoking status** at the group level.
4. Deselect the **Display** check box for both specifiers.
5. Click **Save**.

Specificity advice is now disabled for asthma (severity) and asthma (smoking status) for this group and for all users in this group. At the user level, the cleared state of the Display check box for the two asthma specifiers is now inherited from this group and not from the organization level. The asthma advice is still enabled for users that are not assigned to this group.

To disable clinical evidence advice for asthma, follow the same procedure, but on the Manage Advice Filters screen, open the Clinical Evidence tab.

**Notes**

- Selecting the **Mandatory** check box for a diagnosis/specifier at the organization, site or group level means the corresponding Display check box cannot be cleared at lower levels (site, group or user).
- By default, all check boxes are cleared for new organizations.

# Hierarchical Content Categories (HCC)

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## About Hierarchical Condition Category (HCC) filters

**Applies to:** Dragon Medical One with Dragon Medical Advisor only

Hierarchical Condition Categories (HCCs) reflect the specific diagnoses associated with patient conditions that you are required to document each calendar year for patients enrolled in Medicare Advantage (MA) or Medicare Shared Savings Plan (MSSP). In the NMC console, you can filter the HCC opportunities presented to physicians within your organization to ensure physicians see only the HCC opportunities that are relevant to their practice and patient population. You can filter opportunities by HCC family for an entire organization, facilities within an organization, facility-defined physician groups, or individual physicians to prevent display of unnecessary information to physicians.

You must have the QRA license to view the Quality and Risk Adjustment/Manage HCC Filters functionality. You must also have the Product Manage QRA privilege.

## Managing Hierarchical Condition Category (HCC) filters

**Applies to:** Dragon Medical One with Dragon Medical Advisor only

You can manage HCC filters at the organization, facility, group, or provider level. For each HCC group, there are two check boxes you can select:

- **Display**—If selected, information for the filter you select is shown to providers at the level at which you select the filter. For example, if you select the **Display** check box for the Thyroid Disorders filter at the facility level, information for thyroid disorders is shown to all providers in all groups in that facility. If deselected, no information for the filter is shown.
- **Mandatory**—If selected, the **Display** and **Mandatory** check boxes become read-only for the specific HCC group at lower levels and cannot be changed. For example, if you select the **Mandatory** check box for the Opportunistic Infections HCC group at the organization level, the check boxes become read-only at the facility, group, and provider levels. If deselected, the check boxes can be changed at any level.

1. In the Speech Recognition ribbon, click **Manage HCC Filters**.
2. Select an organization, facility, group, or physician from the left panel.
3. Locate the appropriate HCC group.
4. For each opportunity, optionally select the **Display** check box, the **Mandatory** check box, or both.

If you select the **Mandatory** check box, Nuance Management Center also selects the **Display** check box automatically.

To select the **Display** check box for all advice, click the **Select All** button below the grid.

To clear it for all advice, click the **Clear All** button, then click **OK** when prompted.

5. Click **Save**.

# Chapter 12: HIM Reports

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## Getting started with HIM reports

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This topic describes standard functionality available for each HIM report.

**Note:** HIM reporting functionality is available to Nuance cloud-hosted customers only.

### Searching

Many report parameters, such as business entities, can consist of very long lists. Rather than scroll through an entire list, you can start typing the name into the list box. As you type, each letter you enter further narrows the list. When the option you are searching for appears highlighted in the list box, press **Enter** to select it.

For drop-down lists with multi-select options, an extra search box appears at the bottom of the list. If you only know part of an option's name, or one of the words in the name, you can type that letter or word into the search box at the bottom of the drop-down list. Then press **Enter** or click the **Find** button. The item whose letter or word matches the search box's letter or word, is highlighted in the list. Press the spacebar key to select it.

For example, suppose you want to search for an account/institution name in the Account/Institution drop-down, such as "University of eScription Medical Center". You can type any phrase of the string such as "eScription" in the search box.

**Note:** Some drop-down lists display items in a tree-like structure, such as Site and MT Group. When you do a search on this structure, it searches through each parent and child tree items and highlights the desired item in proper hierarchical order.

### Saving a report

You can save your customized report and then manually run it at any time. All search criteria are saved with the options you specify.

1. Open the report to save.
2. On the report page, click **Subscribe/Save**.  
A dialog box opens.
3. Specify the following:
  - **Name**—Unique name for the report.
  - **Rolling Date Range**—One of the following:
    - **Current Month** (default)—Returns information from the first of the current month through yesterday's date.
    - **Last Calendar Month**—Returns information from the previous month.
    - **Last Calendar Week**—Returns information from the previous full calendar week. Weeks start on Sunday and end on Saturday.
    - **Last 2 Calendar Weeks**—Returns information from the previous two complete weeks.
    - **Semi-monthly**—Returns reports twice a month. First report contains information from day 1-14. Second reports contains information from day 15-31.
    - **Last 30 Days**—Returns information from the last 30 days.

- **Last 14 Days**—Returns information from the last 14 days.
- **Last 7 Days**—Returns information from the last 7 days.
- **Yesterday**—Returns information from yesterday.
- **Custom**—Allows you to enter a specific number of days for the report to be run.

4. Click **Submit**.

To run the report, select it from the Saved Reports drop-down list.

## Subscribing to a report

When you subscribe to a report, the saved report runs automatically on the dates and times you specify. Nuance Management Center then emails you the report results. Nuance recommends that you subscribe to reports that you need to review on a regular basis.

1. Open the report to which you want to subscribe.
2. On the report page, click **Subscribe/Save**.

A dialog box opens.

3. Specify the following:

- **Name**—Unique name for the report.
- **Rolling Date Range**—One of the following:
  - **Current Month** (default)—Returns information from the first of the current month through yesterday's date.
  - **Last Calendar Month**—Returns information from the previous month.
  - **Last Calendar Week**—Returns information from the previous full calendar week. Weeks start on Sunday and end on Saturday.
  - **Last 2 Calendar Weeks**—Returns information from the previous two complete weeks.
  - **Semi-monthly**—Returns reports twice a month. First report contains information from day 1-14. Second reports contains information from day 15-31.
  - **Last 30 Days**—Returns information from the last 30 days.
  - **Last 14 Days**—Returns information from the last 14 days.
  - **Last 7 Days**—Returns information from the last 7 days.
  - **Yesterday**—Returns information from yesterday.
  - **Custom**—Allows you to enter a specific number of days for the report to be run.

4. Select **Subscribe to this report**.

5. Specify the following:

- **Delivery Method**—Select **Email** or **File Share**.
- **Delivery Format**—Select the appropriate format for the report.
- **Email**—If you selected the Email delivery method, specify the email addresses of the users to receive the report. Separate multiple addresses with a semi-colon (;).

- **Choose an interval**—The options are:
  - **Daily** (default)—Runs every day at the time specified below.
  - **Weekly**—Runs on selected days of the week.
  - **Monthly**—Runs on the specified days of the selected months. The default days are the 1st and the 15th.
- **Begin this schedule on**—Select the date on which you want to begin receiving this report.
- **Report delivery time (EST)**—Specify the time of day you want to receive the report. Use the format **hh:mm**.
- **Stop this schedule on**—Select if you only want to receive the report for a limited time. Then, select a date.

6. Click **Submit**.

## Saving a report offline

The **Offline Report** option allows you to save and store the report locally.

1. Open the report that you want to save locally.
2. On the report page, click **Offline Report**.
3. Specify a location on your local drive for the report.
4. Click **Save**.

The report is saved as a .zip file.

## QA report

---

The QA report provides the following:

- Shows the review score for each graded document, and each version graded.
- Allows you to organize reports by criteria such as Business Entity, MT Group, and Team Leader.
- Distinguishes between grades applied to MTs and grades applied to reviewers.
- Distinguishes between grades applied in pre-release MT Review (MT Review done in Pending List Management mode) and grades applied in retrospective MT Review.
- For each reviewer, shows how many jobs were scored, line counts, how many errors were scored against each MT.
- Aggregates results into averages for each MT, reviewer, speaker, or other criteria.

To view the report:

1. In the HIM Reports ribbon, click **QA Report**.

The QA Report page appears.

2. Specify search criteria.

For field descriptions, see [“QA report” on page 253](#).

3. Click **View Report**.

For column descriptions, see [“QA report” on page 253](#).

### Links and drill-down options

When the report first appears, the report parameters are visible. You can collapse these parameters by clicking on the blue QA Report bar above the parameters. Click the bar again to re-display the parameters. The parameters are displayed here to allow you to run the same type of report using different data.

In the report, the columns (dimensions) you selected appear first, starting on the left side of the report. The remaining columns in the report are fixed columns. They appear in every QA Report.

For the following dimensions, you can click the plus sign (+) next to the dimension to drill down, or expand, the information:

- Employee Name
- Business Entity
- Speaker
- Worktype
- Reviewer Name

Certain columns also allow you to click a hyperlink for more detailed information about the job (dictation). For example, in the Total Dictations column, click the hyperlinked number in that column. This opens a detailed report with additional information for each dictation. Click the back arrow in the toolbar to go back to the original report.

## PLM Line Count report

---

The PLM Line Count report displays the lines credited for work done by reviewers in Pending List Management (PLM) mode in EditScript MT V10+.

**Note:** To configure how transcriptionists working in Pending List Management mode get credited for their work, administrators in EMon can choose from several options, such as ‘the difference in number of lines between downloaded and uploaded version’ and ‘the highest line count of all versions’. In EMon, go to **Tools menu > Pending Queue Reimbursement Credit**.

To view the report:

1. In the HIM Reports ribbon, click **PLM Line Count**.

The PLM Line Count page appears.

2. Specify search criteria.

For field descriptions, see [“PLM Line Count report” on page 257](#).

3. Click **View Report**.

For column descriptions, see [“PLM Line Count report” on page 257](#).

When the report first appears, the report parameters are visible. You can collapse these parameters by clicking on the blue QA Report bar above the parameters. Click the bar again to re-display the parameters. The parameters are displayed here to allow you to run the same type of report using different data.



## Dictation Backlog report

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The Dictation Backlog report displays a real-time summary of dictations that are not completed for a given institution or business entity. The dictations are grouped by business entity and worktype, with the capability to expand each for additional information. A pie graph displays the number of jobs within TAT, ½ TAT, and out of TAT (Turnaround Time).

The report also allows users to drill through to a real-time report for problem business entities—those with a high backlog count.

Summary view data is based on the backlog data available. Data is real-time for single institution selection; if you select multiple institutions, the data will not be real time. There is a delay of 30 minutes.

Using the Dictation Backlog report, you can do the following:

- Filter the data for either the Transcription or Pended queue.
- If viewing pended data, users can filter data for Customer or MTSO pended ownership.
- Filter data according to the following metrics: Job Count or Length (minutes).
- View the backlog for different statuses, such as Ready for Editing, Checked Out for Editing, Ready for Transcription.
- Click hyperlinks to drill down on business entity, institution, and worktype.
- Use drill down options to view institution level details and business entity level details.
- View total percentage of jobs that have more than half of the Target Turnaround Time remaining.
- View total percentage of jobs that have less than or equal to half of the Target Turnaround Time remaining.
- View total percentage of jobs that are past due and exceeded the Target TAT.

**Note:** Institutions have access to view only their own data; MTSOs have access to view data for their employees only.

To view the report:

1. In the HIM Reports ribbon, click **Dictation Backlog**.

The Dictation Backlog Report page appears.

2. Specify search criteria.

For field descriptions, see [“Dictation Backlog report” on page 259](#).

3. Click **View Report**.

For column descriptions, see [“Dictation Backlog report” on page 259](#).

When the report first appears, the report parameters are visible. You can collapse these parameters by clicking on the blue QA Report bar above the parameters. Click the bar again to re-display the parameters. The parameters are displayed here to allow you to run the same type of report using different data.

**Note:** Sorting is available on the Institution, Business Entity and Worktype columns.

A pie chart at the top of the report shows:

- **Green**—Total percent of jobs that have more than half of the Target Turnaround Time remaining.
- **Yellow**—Total percent of jobs that have less than or equal to half of the Target Turnaround Time remaining.
- **Red**—Total percent of jobs that are past due and have exceeded the Target TAT.

Data is based on the metric selected for the report.

Optionally click the links and drill down options in the report to view additional information.

- Click the plus sign (+) next to the Business Entity for which you want to view information. The Worktype column then shows the names of all the worktypes, with a row for each worktype's summary statistics.

## Dictation Backlog Details report

The Dictation Backlog Details report shows real-time details of the jobs that are in the backlog for a given Institution/Business Entity, Job Status, and Worktype. This report is available from within the Dictation Backlog Report. For this report, institutions have access to view only their own data, and MTSOs have access to view data for their employees only.

1. In the HIM Reports ribbon, click **Dictation Backlog**.  
The Dictation Backlog Report page appears.
2. Specify search criteria.  
For field descriptions, see [“Dictation Backlog report” on page 259](#).
3. Click **View Report**.  
For column descriptions, see [“Dictation Backlog report” on page 259](#).
4. Click a hyperlink in the Worktype column.  
For column descriptions, see [“Dictation Backlog Details report” on page 262](#).

# TAT report

---

Turnaround time (TAT) measures the time from when a dictation was created in the system to when the dictation was uploaded. The TAT report displays a summary of TAT performance for institutions and MTSOs. Reports showing worktype-level data allow users to expand and view worktypes with high out-of-TAT numbers.

TAT report features:

- Users can filter data according to one of four metrics: Customer Lines, Dictation Minutes, Document Count or MTSO Lines.
- Based on the selected metric, users can view the 'In TAT' percentage. For instance, if the metric selected for the report is 'Dictation Minutes', you can view the percentage of dictation minutes in TAT compared to the total number of completed dictation minutes.
- View the number of documents that were completed 'In TAT', as well as the number that were 'Out of TAT'.
- View the number of edited documents that were 'Out of TAT' and the number of typed documents that were 'Out of TAT'.
- View the average TAT (in hours) for completed documents.
- View the target TAT for documents.
- Filter data daily or monthly.
- Click a link on the Worktype column to open a worktype chart for the entire period showing volume and average TAT.

When the report first appears, the report parameters are visible. You can collapse these parameters by clicking on the blue QA Report bar above the parameters. Click the bar again to re-display the parameters. The parameters are displayed here to allow you to run the same type of report using different data.

**Note:** Institutions have access to view only their own data; MTSOs have access to view data for their employees only.

To view the report:

1. In the HIM Reports ribbon, click **TAT**.  
The TAT Report page appears.
2. Specify search criteria.  
For field descriptions, see ["TAT report" on page 263](#).
3. Click **View Report**.  
For column descriptions, see ["TAT report" on page 263](#).

## Links and drill-down options

- Click **View Chart** to open an 'In TAT%' Trend Chart for the institution. This chart displays a line graph showing the number of reports that were completed within their target TAT, and also displays a bar graph showing the 'Speech Completed Volume' and 'Non-Speech Completed Volume' for each period.

To go back to the main report, click the back arrow in the toolbar.

- In the Interval column, click the (+) next to the month or day of the month for which you want to view information. The Business Entity column then shows the names of all the Business Entities, with a row for each site's summary statistics.
- Click the (+) next to the Business Entity for which you want to view information. The Worktype column then shows the names of all the worktypes, with a row for each worktype's summary statistics.
- Click one of the blue hyperlinks in the Worktype column to open a 'Turnaround Time Trend' chart showing information specific to the worktype selected.
- Click a hyperlink in the Complete column (for business entity level or worktype) to display the Turnaround Time Details Report for the Period (Month), business entity, and MTSO(s) selected.
- Click a hyperlink in the Out TAT column for a detailed report showing late jobs. A hyperlink is available when the main report is generated with 'Account' selected for when the Document Count is less than or equal to 1000. Note that this hyperlink is available only when the document count is less than or equal to 1000.

This report includes four additional columns to track MT TAT separate from QC (extended) TAT:

- **Lost TAT By**—Difference between the Target TAT and TAT Delivered.
- **Last Touched By**—MT / QC - IF TAT Delivered < (Transcription TAT + 0.1)
- **Level of TAT Loss**—TAT Loss because of MT or QC - IF Transcription TAT > (0.75 \* Target TAT)
- **QC Time Remaining**—How much QC time remaining - Target TAT minus Transcription TAT

## Turnaround Time Details report

An additional report is available for MTSO administrators. This Turnaround Time Details report displays document-level details showing the TAT achieved and the Target TAT for each document. The report is run for a given business entity and/or worktype for a given period and MTSO(s) selected. This report is available from within the TAT Report by clicking a hyperlink in the **Complete** column.

**Note:** Sorting is available in all columns. There are no hyperlinks or drill down options in this report.

To view the report:

1. In the HIM Reports ribbon, click **TAT**.  
The TAT Report page appears.
2. Specify search criteria.  
For field descriptions, see ["TAT report" on page 263](#).
3. Click **View Report**.  
For column descriptions, see ["TAT report" on page 263](#).
4. Click a hyperlink in the Complete column.  
For column descriptions, see

# STAT report

---

The STAT report identifies the list of dictations that were uploaded by clinicians that had a STAT priority. When dictating, clinicians can set the priority of a job to a stat priority, meaning that it has a quicker turnaround time than a typical dictation. The STAT priority value is set in EMon via the **Tools menu > Institution Settings > Advanced Settings > Search/Transcriptionist/ HL7** tab.

To view the report:

1. In the HIM Reports ribbon, click **STAT**.

The STAT Report page appears.

2. Specify search criteria.

For field descriptions, see [“STAT report” on page 267](#).

3. Click **View Report**.

For column descriptions, see [“STAT report” on page 267](#).

When the report first appears, the report parameters are visible. You can collapse these parameters by clicking on the blue QA Report bar above the parameters. Click the bar again to re-display the parameters. The parameters are displayed here to allow you to run the same type of report using different data.

## Lines and drill-down options

- Click the (+) next to the Business Entity for which you want to view information. The Speaker column shows the names of all the speakers, with a row for each speaker's summary statistics. Click the (+) next to a speaker to show the worktype-level information for that speaker.

If the second column is Worktype, click the (+) next to a worktype to show the speaker-level information for that worktype.

- Click one of the blue hyperlinks in the Document Count column to open a report showing details of the STAT dictations.

To go back to the main report, click the back arrow in the toolbar.

## STAT Details report

The STAT Details report shows details of the STAT dictations.

To view the report:

1. In the HIM Reports ribbon, click **STAT**.

The STAT Report page appears.

2. Specify search criteria.

For field descriptions, see [“STAT report” on page 267](#).

3. Click **View Report**.

For column descriptions, see [“STAT report” on page 267](#).

4. Click a hyperlink in the Document Count field.

For column descriptions, see [“STAT Details report” on page 269](#).

## Transcription Summary report

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The Transcription Summary report provides the following:

- Gauges productivity between specific providers and MTs, as well as between specific worktypes and MTs (for example, to help track down the root problem if an MT is having trouble editing or transcribing for a particular doctor).
- Displays MTs' productivity when editing speech-recognized documents.
- Determines productivity differences between speech and typed volume.
- Shows actual hours worked (editing or typing).
- Displays time spent editing speech jobs.
- Assists managers in performance coaching and mentoring.

To view the report:

1. In the HIM Reports ribbon, click **Transcription Summary**.

The Transcription Summary Report page appears.

2. Specify search criteria.

For field descriptions, see [“Transcription Summary report” on page 269](#).

3. Click **View Report**.

For column descriptions, see [“Transcription Summary report” on page 269](#).

When the report first appears, the report parameters are visible. You can collapse these parameters by clicking on the blue QA Report bar above the parameters. Click the bar again to re-display the parameters. The parameters are displayed here to allow you to run the same type of report using different data.

### Links and drill-down options

- Click the (+) next to the group column (such as MT, Period, Provider, Site, MT Group, or Worktype) for which you want to view information. The sub group column then shows all of the items associated with the value in the group column, along with a row for each item's summary statistics.
- If you chose 'MT' as one of your groups, you can click the blue hyperlink in the MT column to see a graphical display of the selected MT's work.
- Click one of the blue hyperlinks in the Volume (Total) column to open the Transcription Detail report.

To go back to the main report, click the back arrow in the toolbar.

### Transcription Detail report

Sorting is available for all columns. There are no hyperlinks or drill-down options in this report.

To view the report:

1. In the HIM Reports ribbon, click **Transcription Summary**.

The Transcription Summary Report page appears.

2. Specify search criteria.

For field descriptions, see [“Transcription Summary report” on page 269](#).

3. Click **View Report**.

For column descriptions, see [“Transcription Summary report” on page 269](#).

4. Click a hyperlink in the Volume (Total) column.

For column descriptions, see

## Dictation Summary report

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Use the Dictation Summary report to view information on the dictations created at your site (business entity) for a selected time period, including the number of dictations, the length (in minutes) of each dictation, and the number of speech-recognized vs. non-speech recognized minutes.

You can also tailor the report to view:

- Number of dictations created for the site according to provider, worktype, or priority.
- Number of dictations created for a given time period, using intervals of quarterly, monthly, weekly, daily, or hourly.

To view the report:

1. In the HIM Reports ribbon, click **Dictation Summary**.

The Dictation Summary Report page appears.

2. Specify search criteria.

For field descriptions, see [“Dictation Summary Report” on page 273](#).

3. Click **View Report**.

For column descriptions, see [“Dictation Summary Report” on page 273](#).

When the report first appears, the report parameters are visible. You can collapse these parameters by clicking on the blue QA Report bar above the parameters. Click the bar again to re-display the parameters. The parameters are displayed here to allow you to run the same type of report using different data.

### Links and drill-down options

- Click the (+) next to the group column (such as Period, Provider, Worktype, Priority, Site, MT Group, or MT) for which you want to view information. The sub group column then shows all of the items associated with the value in the group column, along with a row for each item’s summary statistics. If you chose ‘N/A’ in the Sub Group drop-down menu, the Summary report will not display the sub group column details in report level.
- Click a blue hyperlink in the Jobs column to open the Dictation Details report.  
To go back to the main report, click the back arrow in the toolbar.

To view the report:

1. In the HIM Reports ribbon, click **Dictation Summary**.

The Dictation Summary Report page appears.

2. Specify search criteria.

For field descriptions, see [“Dictation Summary Report” on page 273](#).

3. Click **View Report**.

For column descriptions, see [“Dictation Summary Report” on page 273](#).

4. Click a link in the Jobs column.

For column descriptions, see [“Dictation Details report” on page 276](#).



## Blanks report

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The Blanks report displays a summary of information on blanks added to and cleared from documents during the document creation process.

To view the report:

1. In the HIM Reports ribbon, click **Blanks**.  
The Blanks Report page appears.
2. Specify search criteria.  
For field descriptions, see [“Blanks report” on page 276](#).
3. Click **View Report**.  
For column descriptions, see [“Blanks report” on page 276](#).

### Blanks Details report

To view the report:

1. In the HIM Reports ribbon, click **Blanks**.  
The Blanks Report page appears.
2. Specify search criteria.  
For field descriptions, see [“Blanks report” on page 276](#).
3. Click **View Report**.  
For column descriptions, see [“Blanks report” on page 276](#).
4. Click a hyperlink in the Total Documents with Blanks column.  
For column descriptions, see [“Blanks Details report” on page 280](#).

## Feature Analysis report

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The Feature Analysis report measures six EditScript-MT productivity-enhancing features. This helps you determine whether Medical Transcriptionists (MTs) are using the time-saving functions of ESMT, and how productive they are with their time. The information is cumulative, including data from the last three analyses. The features and MT behaviors measured are:

- **Control Navigation**—If an MT uses the Control-Arrow combination more often than once every five lines, the Usage column indicates **Y**.
- **Correction Macros**—If an MT uses the measured EditScript-MT correction macros (ALT-, ALT-Shift-, and ALT-L) more often than once every 20 lines, the Usage column indicates **Y**.
- **Limited Arrow Navigation**—If an MT uses the arrow key alone (not in combination with the Control key) ten times per line or less often, the Usage column indicates **Y**. If the MT uses the arrow key alone on a regular basis, never or only rarely combining it with the Control key, the Usage column indicates **N**.
- **Mouse-free Navigation**—If an MT uses the left mouse button less often than once every 20 lines, the Usage column indicates **Y**. Editing done in the header is not included in this measurement.
- **Multiple Cursors**—If an MT uses the ALT-K (move typing cursor to audio cursor) more often than once every four lines, the Usage column indicates **Y**.
- **Plays Audio Faster**—If an MT speeds up audio recordings consistently to the point that the audio is 15% faster than it would be without using speed control, the Usage column indicates **Y**. While the calculation behind this evaluation is somewhat complicated, this roughly corresponds to using an audio speed less than 87.

You must have the HIM Reporting Feature Usage Analysis Report privilege to generate, view, subscribe and download the Feature Analysis report.

To view the report:

1. In the HIM Reports ribbon, click **Feature Analysis**.  
The Feature Analysis Report page appears.
2. Specify search criteria.  
For field descriptions, see [“Feature Analysis report” on page 280](#).
3. Click **View Report**.  
For column descriptions, see [“Feature Analysis report” on page 280](#).

## Pending Analysis report

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The Pending Analysis report provides statistics on the amount, type and reason for the pending messages that occur in your organization. This report also provides insight on the clinicians, transcriptionists, worktypes, business entities, and transcription groups that create the most pending messages. In addition, this report indicates which users are un-pending reports, which helps you understand which users are your most productive EditScript-QA and EMon pending list users.

By default, this report can only return up to 12 months of data. In addition, this online report does not support the Pivot Table feature.

You must have the HIM Reporting Pending Analysis Report privilege to generate, view, subscribe and download the Pending Analysis report.

To view the report:

1. In the HIM Reports ribbon, click **Pending Analysis**.

The Pending Analysis Report page appears.

2. Specify search criteria.

For field descriptions, see [“Pending Analysis report” on page 283](#).

3. Click **View Report**.

For column descriptions, see [“Pending Analysis report” on page 283](#).

# Chapter 13: Dragon Medical One

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## About Dragon Medical One settings

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**Note:** The **Speech Recognition Product Name** system setting determines the product name that appears in the NMC console for these settings. The documentation uses the default value, Dragon Medical One, to refer to the settings and related pages.

The Dragon Medical One settings are the same settings included in the `SoD.exe.config` file.

Configuring the settings in the NMC console allows you to:

- Specify default settings for all users from a central location using a graphical user interface. This eliminates the need to manage single instances through the configuration file.
- Selectively prevent users from changing the default options and overwrite any custom selections they've made by using the **Lock** option.
- Ensure all users have the same settings defined for all instances of Dragon Medical One in your organization.

You can configure settings at the organization, site, or group levels. You cannot configure settings for individual users.

You can also configure these settings in the `SoD.exe.config` file. There are more configurable settings in this file than what appears in the NMC console.

## Viewing Dragon Medical One settings

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**Note:** The **Speech Recognition Product Name** system setting determines the product name that appears in the NMC console for these settings. The documentation uses the default value, Dragon Medical One, to refer to the settings and related pages.

In the **Dragon Medical One** ribbon, click **Manage**. The Manage DMO User Options page appears.

# Managing Dragon Medical One settings

**Note:** The **Speech Recognition Product Name** system setting determines the product name that appears in the NMC console for these settings. The documentation uses the default value, Dragon Medical One, to refer to the settings and related pages.

When you configure Dragon Medical One settings, Nuance Management Center enforces the following order of precedence:

- When the NMC Administrator configures settings for new users or existing users who have not yet configured any settings themselves, the administrator's selections take precedence.
- When the NMC Administrator configures settings for existing users who have already configured some or all settings themselves, the users' selections take precedence. The users' selections are not overwritten by the administrator's selections, and are unlocked by default.
- When the NMC Administrator configures settings for new or existing users and selects the **Lock** option, the Administrator's selections take precedence and cannot be changed by users, regardless of whether the users already configured settings themselves.

**Note:** Settings in users' local SoD.exe.config files have precedence over the NMC console settings.

## Configuring General, Dictation Box, Microphone, and Dragon Medical Advisor settings

1. View Dragon Medical One settings.

For more information, see [“Viewing Dragon Medical One settings” on page 155](#).

2. Select an organization, site, or group in the left panel.
3. Select the General, Dictation Box, Microphone, or Dragon Medical Advisor tab.
4. Configure a setting.

For setting descriptions, see [“Manage DMO User Options page” on page 285](#).

The value in the Source column changes depending on the level at which you are configuring the option. For example, if you select the **Transfer text when recording is stopped** setting at the site level, the value in the Source column changes to **Site**.

5. Click **Save**.

## Configuring Hotkeys

When defining hotkeys, you must:

- Use only supported keys, values, and combinations.
- Use keys or combinations only once. Duplicates are not allowed.
- Specify a key in the input field for hotkeys that are blank by default for the check boxes to become editable.

Some values are supported only in combination with the Ctrl, Alt, or Shift keys. If you attempt to define values or combinations that are not supported, or use a key or sequence that you've already used, a red box appears around the field.

**Note:** You cannot perform Copy and Paste operations or Cut and Paste operations when defining hotkeys.

For information on supported and unsupported keys and combinations and on default values, see [“Manage DMO User Options—Hotkeys tab” on page 289](#).

To configure hotkeys:

1. View Dragon Medical One settings.  
For more information, see [“Viewing Dragon Medical One settings” on page 155](#).
2. Select an organization, site, or group in the left panel.
3. Select the Hotkeys tab.
4. For each action shown, select or specify a supported combination of the following:
  - A supported key or value
  - Ctrl
  - Alt
  - Shift

For example, to specify the **Ctrl-Alt-Y** combination:

- Specify Y
- Select Ctrl
- Select Alt
- Deselect Shift

The value in the Source column changes depending on the level at which you are configuring the option.

A red box appears around the field if you attempt to use a duplicate or an unsupported key or combination.

For information on supported and unsupported keys and combinations and on default values, see [“Manage DMO User Options—Hotkeys tab” on page 289](#).

5. Click **Save**.

## Locking options

If selected, the Lock option does the following:

- Overwrites values for settings that users already configured themselves.  
In this case, the values that the NMC Administrator selected take precedence.
- Prevents users from changing a locked setting on their client computers.

The lock takes effect at the level at which you select it and lower. For example, if you select the Lock option for the **Anchor the speech focus when recording is started** setting at the organization level, the option becomes read-only at the site and group levels and cannot be changed.

1. View Dragon Medical One settings.  
For more information, see [“Viewing Dragon Medical One settings” on page 155](#).
2. Select an organization, site, or group in the left panel.



3. Select the appropriate tab (General, Dictation Box, Hotkeys, Microphone Buttons, Dragon Medical Advisor).
4. Select the **Lock** check box next to the appropriate option that you want to lock.  
The value in the Source column changes depending on the level at which you are locking the option.
5. Click **Save**.

# Chapter 14: Field descriptions

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## Organization Details page

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The following sections describe the fields on the Organization Details page tabs.

To access this page, see [“Viewing Organizations” on page 20](#).

### Organization Details—General tab

The following table describes the fields on the General tab.

Field	Description
Organization name	Name of your organization. If you are using the Nuance-hosted cloud NMC server, Nuance creates this name for you.
Contact name	Name of the person in your organization who is the main contact for all Nuance communication.
Email	Email address for the contact name.
Organization ID	Number automatically generated and assigned by Nuance.
Date created	Date your organization was created.
Disable authentication for all users	If selected, disables your organization without deleting it. Users in your organization cannot log in to the Nuance client. If deselected, users can log in to the Nuance client.

### Organization Details—Address tab

The following table describes the fields on the Address tab.

Field	Description
Street 1, Street 2, Street 3	Street address for your organization's headquarters. Street 1 is <b>REQUIRED</b> . Street 2 and Street 3 are optional.
City	City in which your organization's headquarters is located. <b>REQUIRED</b> when the organization is created.
State	State in which your organization's headquarters is located. <b>REQUIRED</b> when the organization is created.
Zip	Postal code for your organization's headquarters. <b>REQUIRED</b> when the organization is created.
Country	Country in which your organization's headquarters is located.

### Organization Details—Products tab

The following table describes the fields on the Products tab.

For information on managing your password settings, see [“To change password settings:” on page 23](#).

Field	Description
<b>Products—General tab</b>	

Field	Description
The following settings apply to users logging in to the NMC console.	
Institution code	<p><b>Applies to:</b> eScription HIM systems, Dragon Ambient eXperience</p> <p>Optional unique identifier for your organization.</p>
Nuance organization GUID	<p><b>Applies to:</b> All products</p> <p>Unique identifier assigned to your organization by Nuance.</p> <p>This field is read-only.</p>
NMC inactivity timeout in $n$ minutes	<p>Number of minutes after which the NMC console logs out inactive Nuance Management Center administrators automatically. The NMC server applies the value the next time a user logs into the NMC console. When the NMC console logs out inactive users, it discards all unsaved data.</p>
Disable inactive users after $n$ days	<p>Number of days after which users become disabled due to inactivity. Disabled users can no longer authenticate to Nuance Management Center.</p> <p><b>Default value:</b> 0 days (never disabled)</p>
Email address required for organization users	<p>If selected, requires that an administrator enter a valid primary email address for each user when:</p> <ul style="list-style-type: none"> <li>• Creating a new user.</li> <li>• Importing users via an XML file: During the import process, invalid email addresses appear and can be addressed on the Users to Import page.</li> <li>• Importing users via a text file.</li> <li>• Modifying an existing user.</li> </ul> <p><b>Default value:</b> Deselected</p>
<b>Password settings</b>	
Nuance Management Center records any changes made to these settings. To view audit records for the changes, run the Audit report ( <b>Utilities&gt;Audit Events</b> ) and select event <b>94</b> .	
Password history - remember last $n$ passwords	<p>The number of unique new passwords that must be associated with a user account before a user can reuse an older password.</p> <p><b>Possible values:</b> 0-24</p>
Minimum password length - $n$ characters	<p>Least number of characters that a user account password can contain.</p> <p><b>Possible values:</b> 1-14, or 0 to indicate no minimum required</p>
Minimum number of characters different from previous password	<p>Number of characters in a new password that must be different from users' previous passwords. This setting prevents users from re-using previous passwords.</p>

Field	Description
	This number must be less than or equal to the value you specified for the <b>Minimum password length</b> option.
Maximum password age - password will expire in <i>n</i> days	Number of days after which user account passwords expire and must be changed. <b>Possible values:</b> 1-999, or 0 to indicate passwords don't expire
Minimum password age - password can be changed in <i>n</i> days	Number of days after which users can change their passwords. Must be less than the <b>Maximum password age</b> value, unless that value is 0. <b>Possible values:</b> 1-998, or 0 to indicate passwords can change any time
Reset password link expires in <i>n</i> hours	Number of hours after which the link sent to users to reset their password is no longer valid. Users must then click <b>Forgot Password</b> again on the Nuance Management Center login page to receive another email and link. Applies only to users logging in to the NMC console. <b>Default value:</b> 2 hours <b>Possible values:</b> 1-8, or 0 to indicate the link doesn't expire
User will be locked out after <i>n</i> number of failed login attempts	Number of failed login attempts after which users are locked out of Dragon. Users must then contact an NMC Administrator to reset their password, or attempt to log in again after the lockout duration has passed.
Password lockout duration - <i>n</i> minutes	Number of minutes for which users are locked out of Nuance Management Center when the maximum number of failed login attempts is reached. After the lockout duration is reached, the user can attempt to log in again. <b>Possible values:</b> 0-1440 minutes (24 hours), where 0 indicates the password lockout doesn't expire. Users cannot re-attempt login when the password lockout doesn't expire, requiring them to contact the NMC administrator to reset their password. <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p><b>Note:</b> Users cannot reset their password using the <b>Forgot Password</b> link while they are locked out.</p> </div> <b>Default value:</b> 30 minutes
Users must change their password after first login	If selected, Nuance Management Center prompts new users to change their password the first time they log in to the NMC console. This setting does not affect existing users. If deselected, users are not required to change their password the first time they log in to the NMC console.

Field	Description
Password must meet complexity requirements	<p><b>Default value:</b> Selected (for new organizations only)</p> <p>If selected, when users change their passwords in the NMC console and in the Dragon client, their new passwords must meet the following complexity requirements:</p> <ul style="list-style-type: none"> <li>• Cannot contain the username</li> <li>• Cannot contain more than two consecutive characters in the username.</li> <li>• Is at least 6 characters in length, if the minimum password length is not set.</li> <li>• Contains characters from at least three of the following categories:               <ul style="list-style-type: none"> <li>• Uppercase characters (A-Z)</li> <li>• Lowercase characters (a-z)</li> <li>• Numbers (0-9)</li> <li>• Non-alphabetic characters (for example, !, \$, #, %)</li> </ul> </li> </ul> <p><b>Note:</b> In Dragon version 15, the complexity requirements for Dragon client passwords are different. For more information, see the "Changing your password" topic in the Dragon Help.</p> <p>If deselected, there are no complexity requirements for user account passwords.</p> <p><b>Default value:</b> Selected (for new organizations only)</p>
<b>Products—PS360 Mobile tab</b>	
NMS on-premise server URL (PS360 only)	URL of your on-premise NMC server.
<b>Products—Dragon Ambient eXperience tab</b>	
You must have the following privileges to view these settings: <ul style="list-style-type: none"> <li>• <b>Product Manage Dragon Ambient eXperience Settings</b></li> <li>• <b>View Dragon Ambient eXperience Settings</b></li> </ul>	
Workflow	Type of workflow this organization uses. The options are: <ul style="list-style-type: none"> <li>• DAX-2</li> <li>• DAX-3</li> </ul> <p><b>Default value:</b> DAX-3</p>
Enable DAX Express Mode	Available only if Workflow is set to DAX-3. If selected, DAX Express Mode is enabled. If deselected, DAX Express Mode is disabled.

Field	Description
	<b>Default value:</b> Deselected
Patient Schedule Source	<p>Source type for patient schedules.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• None</li> <li>• HL7</li> <li>• EHR API</li> <li>• File upload</li> </ul> <p><b>Default value:</b> None</p>
Consent Type	<p>Consent type to be used in the DAX mobile app.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Date Range Consent</li> <li>• Lifetime Consent</li> <li>• No Electronic Consent</li> </ul> <p><b>Default value:</b> No Electronic Consent</p>
Use an Ambient Device	<p>If <b>Yes</b>, allows the DAX mobile app to pair with an ambient device.</p> <p>If <b>No</b>, the DAX mobile app does not pair with an ambient device.</p> <p><b>Default value:</b> No</p>
Use Biometrics on DAX Mobile	<p>If <b>Yes</b>, allows biometrics to be used to refresh a session instead of a PIN.</p> <p>If <b>No</b>, a PIN must be used to refresh a session.</p> <p><b>Default value:</b> No</p>
EMR ID	EMR ID or NPI that DAX will use to communicate with the EMR.
<b>Products—Dragon Medical Virtual Assistant tab</b>	
Virtual Assistant Enabled	<p>If selected, allows access to Virtual Assistant applications and establishes a connection.</p> <p>If deselected, does not allow access to Virtual Assistant.</p> <p>You must have either the <b>DMVA Product Manage</b> privilege or the <b>DMS Product Manage</b> privilege to edit this setting.</p> <p><b>Default value:</b> Deselected</p>
Configurations/Instructions	In the left pane, you can view and modify the Clinical Content Search configuration settings by editing the YAML. These settings support multiple vendors and skills.

Field	Description
	<p>In the right pane, you can view instructions for editing the settings. This pane is read-only. You specify the file that contains the instructions in the <b>DMVA Instructions Template</b> system setting. For more information, see <a href="#">“System Settings page” on page 303</a>.</p> <p>Nuance Management Center validates the YAML when you edit the settings and then click <b>Save</b>.</p> <p>To view these text boxes, you must have a Speech license.</p>
<b>Products—Dragon Medical Network Edition tab</b>	
Encrypt patient information	<p>When healthcare providers dictate, the Dragon client saves interim Dragon Recorded Audio (.DRA) files automatically to allow the NMC server to process dictated audio and transcribed text. If a provider corrects any of the dictated text, the Dragon client stores interim files related to these corrections automatically in .enwv files.</p> <p>If selected, Dragon encrypts these interim .DRA and .enwv files before storing them in user profile directories to help ensure patient privacy. Due to the restrictions mandated by privacy regulations (such as the Health Insurance Portability and Accountability Act (HIPAA) in the United States and EC 95/46 Directive in Europe), only Dragon can open these encrypted .DRA and .enwv files, and only for its internal use.</p> <p><b>Note:</b> DragonPad can never open these encrypted files.</p> <p>If deselected, Dragon does not encrypt these files. You might choose not to encrypt these files if you already have safeguards in place to protect your data. For example, if your client workstations are running an application that encrypts all data written to the local hard drive.</p> <p><b>Default value:</b> Selected</p>
Statistics interval (min)	<p>Determines the frequency with which the Dragon Medical Network Edition client pushes usage statistics to the NMC server.</p> <p><b>Default value:</b> 10 minutes</p>
Max Text Graphics Size KB)	<p>Maximum size for a Text-and-Graphics/Auto-text command. If the command exceeds the maximum size, the NMC server does not synchronize the command. Instead, the NMC server marks the command as Deleted.</p> <p><b>Default value:</b> 4 MB</p>
Deployed Version	<p>Dragon client version that your organization is using. The NMC server downloads items that are specific to the version of the Dragon client that you specify in this field.</p>



Field	Description
Enable US settings	<p>If selected, enables US-specific settings in the NMC console.</p> <p>If deselected, disables US-specific settings in the NMC console.</p> <p><b>Default value:</b> Selected</p>
Enable UK settings	<p>If selected, enables UK-specific settings in the NMC console.</p> <p>If deselected, disables UK-specific settings in the NMC console.</p> <p><b>Default value:</b> Deselected</p>

### Products—Dragon Medical Advisor tab

#### General section

Advisor token	Token that allows users to connect to the Advisor Service.
Advisor Service URL	URL of your Advisor Service.
Silent mode enabled	<p>If selected, enables silent mode. Silent mode sends unlicensed users' completed documents to the Advisor Service in the background. The advice each user would have received is available in the NMC console in the Silent Mode report. You must specify a start date in the <b>Silent mode start date</b> field below.</p> <p>If deselected, disables silent mode.</p> <p><b>Default value:</b> Deselected</p>
Silent mode start date	If silent mode is enabled, the date on which to begin sending users' documents to the Advisor Service in the background.
Silent mode stop date	If silent mode is enabled, date on which to stop sending users' documents to the Advisor Service in the background.
Auto-processing enabled	<p>If selected, enables auto-processing. Auto-processing allows Dragon Medical Advisor to analyze a user's text at regular intervals automatically. When the Advisor Service provides new advice, the Dragon Medical Advisor window is updated automatically with that advice.</p> <p>If deselected, disables auto-processing. The user must click the Dragon Medical Advisor icon in the application or say "Run Advisor" to analyze the text and refresh the advice.</p>
Auto-processing every <i>n</i> seconds	<p>Interval at which Dragon Medical Advisor analyzes a user's text automatically.</p> <p><b>Default value:</b> 4 seconds</p>
Advisor window inactivity timeout	<p>Interval (in seconds) after which the Dragon Medical Advisor window is considered inactive and becomes disabled.</p> <p><b>Possible values:</b> 1-86400</p>

Field	Description
	<b>Default value:</b> 30
Document inactivity timeout	Interval (in seconds) after which the current document is considered out-of-date.  Possible values: 1-86400  <b>Default value:</b> 25
EHR interface adapter	If you are configuring patient context via an EHR interface, specify the EHR interface adapter.
EDServiceDescriptor (Epic)	If you are configuring patient context via an EHR interface (Epic HyperSpace only), specify the EDSERVICEDESCRIPTOR.
Environment ID (Epic)	If you are configuring patient context via an EHR interface (Epic HyperSpace only), specify the EnvironmentID.
Patient context configuration	If you are configuring patient context via screen capture, upload a patient context configuration JSON file.  <b>For Epic</b> —If an EHR interface is available, the required settings can be encoded in the file.  <b>For Cerner, Allscripts, athenaHealth</b> —The file contains screen capture rules to find the patient and visit information in the application window.  For more information on the JSON file structure, <a href="#">click here</a> .  For a sample patient context configuration file for Cerner PowerChart, <a href="#">click here</a> .  For information on file name constraints for import files, see <a href="#">“Importing files” on page 12</a> .
<b>Advice Filters section</b>	
Use organization-level Advisor groups	Organization-level Advisor group functionality is available only for Nuance Command Center customers with embedded Nuance Management Center. It is not available for use in native Nuance Management Center. The ability to create Advisor groups and manage members will be available in a future version of Nuance Command Center.  If selected, enables organization-level Advisor groups on the Manage Advice Filters page. A list of Advisor groups (such as Cardiology or Pediatrics) appears in the left panel, and you can configure advice to display for the providers in those Advisor groups. These changes apply across your organization.  If deselected, disables organization-level Advisor groups on the Manage Advice Filters page. A list of sites, groups, and users appears in the left panel, and you can configure advice to display for those sites, groups, and users.

Field	Description
	<b>Default value:</b> Deselected
<b>Products—ED Guidance tab</b>	
You must have the Product Manage ED Guidance privilege to view and access this tab.	
Evaluation mode start date	Specify the start date for the evaluation time period that should be used by Analytics reports to calculate the Risk and Safety Baseline Score.
Evaluation mode end date	Specify the end date for the evaluation time period that should be used by Analytics reports to calculate the Risk and Safety Baseline Score.
<b>Dragon Medical Advisor Endpoint Configuration</b>	
Endpoint URL	Valid endpoint URL used by Dragon Medical Advisor to access Clinical Strategies content.  You must have the Modify Organization grant and the Product Manage DMA privilege to access this field. <b>Max length:</b> 255 characters
Authentication GUID	Valid GUID used by Dragon Medical Advisor to access Clinical Strategies content.  You must have the Modify Organization grant and the Product Manage DMA privilege to access this field. <b>Max length:</b> 255 characters
<b>Products—Dragon Professional tab</b>	
Upload usage data to Nuance for research purposes	If selected, allows Dragon to upload metrics, audio, and transcripts from your Dragon usage to allow Nuance to improve future Dragon versions and enhance speech recognition technology. The data uploaded is encrypted.  If deselected, no data is uploaded.
Statistics Interval (min)	Frequency with which the Dragon client pushes usage statistics to the NMC server. <b>Default value:</b> 10 minutes
Max Text Graphics Size (kb)	Maximum allowable size of text graphics in the NMC console. <b>Default value:</b> 4000 kb
<b>Products—Dragon Medical Recorders and Nuance Clinician tab</b>	
NMS On Premise server URL (Dragon Medical Recorders)	URL of your on-premise NMC server.
<b>Patient List section</b>	
Patient search maximum number of results <i>n</i> rows	Maximum number of patient visits that a search query returns.

Field	Description
	<b>Possible values:</b> 1-100
Manual refresh timeout <i>n</i> minutes	Number of minutes for which the <b>Manual Refresh</b> button is disabled in the client application. Use this setting to control how often a provider can refresh the patient list information, and to control the number of requests the server receives from the client application.
Periodic refresh interval <i>n</i> minutes	Number of minutes between automatic refreshes of patient list data
<b><i>In Patient Settings section</i></b>	
Show patients admitted in the last <i>n</i> days	Number of days prior to the current date for which admitted patients appear in the patient list.
Show pre admitted patients <i>n</i> days in the future	Number of days after the current date for which pre-admitted patients appear in the patient list.
Keep patients on the list <i>n</i> days after discharge	Retains patients in the patient list for this number of days after their discharge date.
<b><i>Out Patient settings section</i></b>	
Patient history <i>n</i> days	Number of days used for patient history queries. The NMC server searches for active patients and appointments within this range.
Patient visit search history <i>n</i> days	Number of days used for patient visit queries.
Time to mark delinquent <i>n</i> hours	Number of hours after which a patient visit without dictation is considered delinquent. Delinquent Patient Appointments appear on the Late tab of Nuance Clinician and Dragon Medical Recorder.
Time to remove from list <i>n</i> hours	Number of hours after which Nuance Clinician and Dragon Medical Recorder remove a patient visit from the patient list when a provider creates dictation for that visit.
<b>Products—Dragon Medical Server tab</b>	
NMS on-premise server URL	URL of your on-premise NMC server.
Use organization-specific setting	If selected, the <b>Display automatically to new users</b> setting below overrides the options selected in the Settings icon of the tutorial plugin.  If deselected, the plugin settings are used as the default.  <b>Default value:</b> Deselected
Display automatically to new users	If selected, the Welcome to Dragon tutorial video appears automatically to new Dragon client users. The video provides information on how to use speech recognition. Users can always access this video by saying "Open Tutorial".

Field	Description
	If deselected, the tutorial video does not appear to new Dragon users. <b>Default value:</b> Deselected
Language	Topic language.
<b>Products—Dragon Medical Live Chat tab</b>	
Configuration	Allows you to specify configuration settings in YAML format that control the Dragon Medical Live Chat buttons ( <b>Chat with Training</b> and <b>Chat with Support</b> ) that display for your organization.  Specify the following:  <pre>DMLiveChatConfigurationSetting:   enableChatWithSupport: [true or false]   enableChatWithTraining: [true or false]</pre>

### Organization Details—Deprovisioning tab

The following table describes the fields on the Deprovisioning tab.

For information on enabling and configuring user deprovisioning, see the *User Provisioning and Deprovisioning Configuration Guide*.

Field	Description
Enable user deprovisioning	If selected, enables deprovisioning. If deselected, disables deprovisioning.
Notification Email Address	Email address of the user to receive deprovisioning notifications. The user receives the notifications when the following occur: <ul style="list-style-type: none"> <li>• Success notification indicating the number of users flagged for deprovisioning.</li> <li>• Error message with the request transaction ID for troubleshooting.</li> </ul>
Require confirmation	If selected, Nuance Management Center provides a list of users marked for Delete and Disable when the user comparison occurs, allowing you to first review and confirm, change, or cancel the action before users are deprovisioned.  If deselected, Nuance Management Center deprovisions users automatically without requiring you to review and confirm the action.

### LDAP Configuration

Server Name	Your LDAP server address.
Port Number	LDAP server port number to which the user comparison app can connect.
SSL Enabled	If Yes, indicates the connection to your LDAP server is secured by

Field	Description
	SSL. If No, indicates the connection to your LDAP server is not secured by SSL.
Base DN	Root for searches in your LDAP tree, or point from which to start searching for users. Typically, this matches the root of your domain. <b>Example:</b> DC=acme,DC=com
Bind User Name	User account that authenticates to your LDAP server. This field is available only if your environment is on-premise.
Bind Password	Password for the Bind User Name. This field is available only if your environment is on-premise.
Group Distinguished Name	The distinguished name of the LDAP group the integration service would look in to find users for the comparison process. <b>Example:</b> CN=RadiologyGroup,CN=Users,DC=acmecom,DC=com
Disable users who cannot be found	If selected, users are disabled when the users exist in Nuance Management Center but do not exist in your user directory. If deselected, users are deleted when the users exist in Nuance Management Center but do not exist in your user directory. Nuance Management Center revokes the product licenses from both disabled and deleted users. <b>Default value:</b> Deselected

### Organization Details—Provisioning tab

The following table describes the fields on the Provisioning tab.

Product tab	Field	Description
Capture Services	Enable auto-provisioning for this product	If selected, when token authentication is in use and users log in to a client product, Nuance Management Center creates users automatically when they do not already exist and assigns them a product license if one is available. If no licenses are available, Nuance Management Center still creates the user account. If deselected, Nuance Management Center does not create user accounts automatically.
	Add users to group	When auto-provisioning is

Product tab	Field	Description
		<p>enabled, Nuance Management Center automatically assigns newly created users to this group.</p>
<b>MUSE</b>	<p>Enable auto-provisioning for this product</p>	<p>If selected, when token authentication is in use and users log in to a client product, Nuance Management Center creates users automatically when they do not already exist and assigns them a product license if one is available. If no licenses are available, Nuance Management Center still creates the user account.</p> <p>If deselected, Nuance Management Center does not create user accounts automatically.</p>
	<p>Add users to group</p>	<p>When auto-provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.</p>
<b>CAPD</b>	<p>Enable auto-provisioning for this product</p>	<p>If selected, when token authentication is in use and users log in to a client product, Nuance Management Center creates users automatically when they do not already exist and assigns them a product license if one is available. If no licenses are available, Nuance Management Center still creates the user account.</p> <p>If deselected, Nuance Management Center does not create user accounts automatically.</p>
	<p>Add users to group</p>	<p>When auto-provisioning is enabled, Nuance Management Center automatically assigns newly</p>

Product tab	Field	Description
		created users to this group.
	Restrict automatic license assignment to specific license types	<p>If selected, Nuance Management Center automatically assigns licenses to user accounts for specific license types if auto-provisioning is enabled and a license is available.</p> <p>If deselected, Nuance Management Center automatically assigns licenses to user accounts for all license types.</p>
<b>CAC</b>	Enable auto-provisioning for this product	<p>If selected, when token authentication is in use and users log in to a client product, Nuance Management Center creates users automatically when they do not already exist and assigns them a product license if one is available. If no licenses are available, Nuance Management Center still creates the user account.</p> <p>If deselected, Nuance Management Center does not create user accounts automatically.</p>
	Add users to group	When auto-provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.
<b>Dragon Ambient eXperience</b>	Enable user provisioning for this product	If selected, when LDAP authentication is in use and users in a specific LDAP group log in to Dragon Ambient eXperience, Nuance Management Center creates users automatically when they do not already exist, grants them a product license, and assigns them to



Product tab	Field	Description
		<p>the Nuance Management Center group that you specify. If no licenses are available, Nuance Management Center still creates the user accounts.</p> <p>For information on enabling and configuring user provisioning, see the <i>User Provisioning and Deprovisioning Configuration Guide</i>.</p>
	Add users to group	When user provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.
	Restrict automatic license assignment to specific license types	<p>If selected, Nuance Management Center automatically assigns licenses to user accounts for specific license types if user provisioning is enabled and a license is available.</p> <p>If deselected, Nuance Management Center automatically assigns licenses to user accounts for all license types.</p>
<b>Dragon Medical Virtual Assistant</b>	Enable auto-provisioning for this product	<p>If selected, when token authentication is in use and users log in to a client product, Nuance Management Center creates users automatically when they do not already exist and assigns them a product license if one is available. If no licenses are available, Nuance Management Center still creates the user account.</p> <p>If deselected, Nuance Management Center does not create user accounts automatically.</p>

Product tab	Field	Description
	Add users to group	When auto-provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.
<b>PowerMic Mobile</b>	Enable auto-provisioning for this product	<p>If selected, when token authentication is in use and users log in to a client product, Nuance Management Center creates users automatically when they do not already exist and assigns them a product license if one is available. If no licenses are available, Nuance Management Center still creates the user account.</p> <p>If deselected, Nuance Management Center does not create user accounts automatically.</p> <p><b>Default value:</b> Deselected</p>
	Add users to group	When auto-provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.
<b>PowerMic Virtual Adapter</b>	Enable auto-provisioning for this product	<p>If selected, when token authentication is in use and users log in to a client product, Nuance Management Center creates users automatically when they do not already exist and assigns them a product license if one is available. If no licenses are available, Nuance Management Center still creates the user account.</p> <p>If deselected, Nuance Management Center does not create user accounts automatically.</p>
	Add users to group	When auto-provisioning is

Product tab	Field	Description
		enabled, Nuance Management Center automatically assigns newly created users to this group.
<b>Dragon Medical Server</b>	None  Enable auto-provisioning for this product  Enable user provisioning for this product	Select one of the following: <ul style="list-style-type: none"> <li>• <b>None</b>—Nuance Management Center does not provision users automatically. You must create them manually or import them on the User Accounts ribbon.</li> <li>• <b>Enable auto-provisioning for this product</b>—If selected, when token authentication is in use and users log in to a client product, Nuance Management Center creates users automatically when they do not already exist and assigns them a product license if one is available. If no licenses are available, Nuance Management Center still creates the user account.</li> <li>• <b>Enable user provisioning for this product</b>—If selected, when LDAP authentication is in use and users in a specific LDAP group log in to Dragon Medical One on-premise, Nuance Management</li> </ul>

Product tab	Field	Description
		<p>Center creates users automatically when they do not already exist, grants them a product license, and assigns them to the Nuance Management Center group that you specify. If no licenses are available, Nuance Management Center still creates the user accounts.</p> <p>For information on enabling and configuring user provisioning, see the <i>User Provisioning and Deprovisioning Configuration Guide</i>.</p> <p><b>Default value:</b> Enable auto-provisioning for this product</p>
	Add users to group	When auto-provisioning or user provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.
	Restrict automatic license assignment to specific license types	<p>If selected, Nuance Management Center automatically assigns licenses to user accounts for specific license types if auto-provisioning or user provisioning is enabled and a license is available.</p> <p>If deselected, Nuance Management Center automatically assigns licenses to user accounts for all license types.</p>

Product tab	Field	Description
<b>Dragon Medical Mobile Recorder and Nuance Clinician</b>	Enable auto-provisioning for this product	<p>If selected, when token authentication is in use and users log in to a client product, Nuance Management Center creates users automatically when they do not already exist and assigns them a product license if one is available. If no licenses are available, Nuance Management Center still creates the user account.</p> <p>If deselected, Nuance Management Center does not create user accounts automatically.</p>
	Add users to group	When auto-provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.
<b>Dragon Medical Recorder</b>	Enable auto-provisioning for this product	<p>If selected, when token authentication is in use and users log in to a client product, Nuance Management Center creates users automatically when they do not already exist and assigns them a product license if one is available. If no licenses are available, Nuance Management Center still creates the user account.</p> <p>If deselected, Nuance Management Center does not create user accounts automatically.</p>
	Add users to group	When auto-provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.
<b>Dragon Professional</b>	Enable user provisioning for this product	<b>Enable user provisioning for this product—If</b>

Product tab	Field	Description
		<p>selected, when LDAP authentication is in use and users in a specific LDAP group log in to Dragon Professional on-premise, Nuance Management Center creates users automatically when they do not already exist, grants them a product license, and assigns them to the Nuance Management Center group that you specify. If no licenses are available, Nuance Management Center still creates the user accounts.</p> <p>For information on enabling and configuring user provisioning, see the <i>User Provisioning and Deprovisioning Configuration Guide</i>.</p>
	Add users to group	<p>When auto-provisioning or user provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.</p>
	Restrict automatic license assignment to specific license types	<p>If selected, Nuance Management Center automatically assigns licenses to user accounts for specific license types if auto-provisioning or user provisioning is enabled and a license is available.</p> <p>If deselected, Nuance Management Center automatically assigns licenses to user accounts for all license types.</p>

### Organization Details—Organization Tokens tab

The following table describes the columns on the Organization Tokens tab.

For information on managing your tokens, see [“Managing organization tokens” on page 24](#).

Field	Description
Organization	Session identifier token that Nuance Management Center generates

Field	Description
Token	<p>automatically. Organization tokens are required when you install the Local Authenticator for single sign-on authentication when you're using the Nuance-hostedNMC server in the cloud. Organization tokens are also used by other Nuance products for authentication purposes.</p> <p>For information on configuring Active Directory single sign-on authentication, see the <i>Nuance Management Center Server Installation and Configuration Guide</i>.</p>
Comment	Optional comment for the organization token.

## Organization Details—Central Authentication tab

**Applies to:** All products that support Central Authentication

For more information on creating and managing federated relationships for Central Authentication, see [“Managing federated relationships for Central Authentication” on page 25](#).

For more information on Central Authentication and configuring it in your environment, see the *Nuance Management Center Server Installation and Configuration Guide*.

### Central Authentication tab

The following table describes the option on the Central Authentication tab (**Organization Details page>Central Authentication tab**).

Field	Description
Allow machine-to-machine authentication	<p>If selected, enables machine-to-machine authentication. This type of communication establishes a trusted connection between your company's server and the Nuance Central Authentication portal by authenticating your server rather than a user.</p> <p>If deselected, machine-to-machine authentication is disabled.</p> <p><b>Default value:</b> Selected</p>

### Add Federated Relationship dialog box

The following table describes the fields in the Add Federated Relationship dialog box **Organization Details page>Central Authentication tab>Add New button**.

Field	Description
Name	<p>One of the following:</p> <ul style="list-style-type: none"> <li>Unique name of the federated relationship, if no institution code exists for the organization.</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>Pre-populated institution code for the organization for which you are creating the federated relationship.</li> </ul> <p>You cannot modify this value.</p> <p><b>Possible values:</b> 1-15 characters for federated relationship name</p>
Description	Optional description for the federated relationship.

Field	Description
	<b>Possible values:</b> 1-100 characters
Email Domains	One or more email domains to associate with the federated relationship. For example, <b>abccompany.com</b> . Separate multiple domains with a comma (,).
Use The On-Premise LDAP connector	<p>If selected, you install the on-premise LDAP connector to act as a bridge between your Active Directory service and the Nuance Central Authentication portal, validating users against your Active Directory service. This is typically required because your Active Directory is accessible in your internal network and the Nuance Central Authentication portal is a cloud service.</p> <p>Select this option if you do not have federation infrastructure on the public internet, or if you do not want to use the infrastructure.</p> <p>For more information, see the Installing the Active Directory/LDAP connector section in the <i>Nuance Management Center Server Installation and Configuration Guide</i>.</p> <p>If deselected, the LDAP connector is not used. Instead, you must provide a metadata URL, a metadata file, or provide the metadata manually for your federated relationship.</p> <p><b>Default value:</b> Deselected</p>
Use Windows Integrated Authentication	<p>Available only if you selected <b>Use The On-Premise LDAP connector</b> above.</p> <p>If selected, Windows Integrated Authentication is used. This provides your organization with a true single sign-on implementation, where users can log in to Nuance applications directly from a URL without being prompted for their credentials if there is already an active Windows session.</p> <p>If deselected, Windows Integrated Authentication is not used. Users are prompted for their credentials each time they log in to Nuance applications.</p> <p><b>Default value:</b> Deselected</p>
I have a metadata URL  I have a metadata file  I will enter the metadata manually	<p>These options are available only if <b>Use The On-Premise LDAP connector</b> above is deselected.</p> <p>Federation metadata describes a Relying Party or Claims Provider and allows for easy creation of the corresponding trust. To create a federated relationship, you must provide the federation metadata to Nuance in one of the following ways:</p> <ul style="list-style-type: none"> <li>• <b>I have a metadata URL</b>—You provide metadata via HTTPS. This option allows you to expose your federation metadata via URL. This is the preferred method. This supports both WS-Federation and SAML.</li> <li>• <b>I have a metadata file</b>—You provide metadata via a file - an XML document that conforms to the WS-Federation 1.2 schema. This option allows you to expose your federation metadata via a file. This supports both WS-Federation and SAML.</li> <li>• <b>I will enter the metadata manually</b>—You enter the metadata manually. A second screen appears with additional fields.</li> </ul>

#### Metadata fields



Field	Description
These fields appear when you select the <b>I will enter the metadata manually</b> option.	
Sign In URL	Sign-in URL for the SAML protocol or the WS-Federation protocol. <b>REQUIRED</b> <b>Possible values:</b> 1-2000 characters
Sign Out URL	Sign-out URL for the SAML protocol or the WS-Federation protocol. <b>REQUIRED</b> <b>Possible values:</b> 1-2000 characters
X509 Signing Certificate	Digital certificate that uses the X.509 public key infrastructure (PKI) standard to verify the public key. This will be used to encrypt any claims sent to the relying party.  Do one of the following: <ul style="list-style-type: none"> <li>• Upload the certificate in PEM format by clicking the <b>Browse</b> button in the <b>Upload Signing Certificate</b> field below.</li> <li>• Upload the certificate in CER format by clicking the <b>Browse</b> button in the <b>Upload Signing Certificate</b> field below.</li> <li>• Copy and paste the raw bytes from the signing certificate into this field.</li> </ul> <b>Maximum length:</b> 16,384 bytes
Upload Signing Certificate	Click <b>Browse</b> to upload the X509 signing certificate in PEM or CER format.
Download the certificate	If you select the <b>SignRequest</b> option below, download Nuance's signing certificate and give it to your identity provider. The certificate validates the communication between your organization and the Nuance Central Authentication portal.
User Id Attribute	Optional user ID attribute. Typically, the default value is used. <b>Default value:</b> <code>http://schemas.xmlsoap.org/ws/2005/05/identity/claims/nameidentifier</code> <b>Possible values:</b> 1-2000 characters
Protocol Binding	Protocol binding. The options are: <ul style="list-style-type: none"> <li>• HTTP-Redirect</li> <li>• HTTP-POST</li> </ul> <b>Default value:</b> HTTP-Redirect
Debug Mode	If selected, enables debug mode. Debug mode is useful when troubleshooting federation configuration errors.  If deselected, disables debug mode. <b>Default value:</b> Deselected
SignRequest	If selected, indicates authentication requests between your organization and

Field	Description
	<p>the Nuance Central Authentication portal should be signed to increase security.</p> <p>If you select this option, download Nuance's signing certificate in the Download field above and give it to your identity provider.</p> <p>If deselected, indicates authentication requests do not need to be signed.</p> <p><b>Default value:</b> Deselected</p>
Sign Request Algorithm	<p>Available only if you selected the <b>SignRequest</b> option above.</p> <p>Indicates the algorithm used to sign tokens issued for your application.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• RSA-SHA256</li> <li>• RSA-SHA1</li> </ul>
Sign Request Digest Algorithm	<p>Available only if you selected the <b>SignRequest</b> option above.</p> <p>Used to create a hash of the certificate data.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• SHA256</li> <li>• SHA1</li> </ul>
Use default signing certificate	<p>If selected, Central Authentication uses the default certificate when processing SAML authentication requests for your federated relationship with Nuance.</p> <p>If deselected, Central Authentication uses a custom certificate to sign SAML requests. When you add a custom certificate, you cannot access your Nuance product using the federated relationship until you have shared the signing certificate public key with your identity provider and the identity provider's administrator has loaded it into their system.</p> <p>To add a custom certificate, you must ensure the user managing the custom certificate has the appropriate grants. For more information on those grants, see the "Configuring Central Authentication" section in the <i>Nuance Management Center Server Installation and Configuration Guide</i>.</p> <p>For more information on using a custom signing certificate, see <a href="#">"To add a custom SAML request signing certificate:" on page 30</a>.</p> <p><b>Default value:</b> Selected</p>
Certificate Expiration Date	<p>Available only if you deselected the <b>Use default signing certificate</b> option above.</p> <p>Indicates the date on which your custom SAML request signing certificate will expire. Specify a date or click the field to select a date from the calendar.</p> <p><b>Default value:</b> Two years from the current date</p>

### Federated Relationship-Logs page

The following table describes the fields on the Federated Relationship - Logs page (**Organization Details page>Central Authentication tab>Logs button**).

Field	Description
Name	Pre-populated organization name.
Description	Pre-populated organization description.
Start Date	First date in the date range for which you want to view log events. Set to the date 7 days prior to the current date by default.
Filter by user	User login for which you want to view log events.
End Date	Last date in the date range for which you want to view log events. Set to the current date by default.
Filter by product	Specific product for which to view log events.
Failure Events Only	If selected, the search returns failure events only. If deselected, the search returns all log events. <b>Default value:</b> Deselected

### Organization Details—Domains tab

**Applies to:** Dragon desktop products only

The following table describes the columns on the Domains tab.

For information on managing your domains, see [“Managing Active Directory domains” on page 33](#).

Field	Description
Name	Domain name. Used when you're configuring Active Directory single sign-on authentication.  For information on configuring Active Directory single sign-on authentication, see the <i>Nuance Management Center Server Installation and Configuration Guide</i>
Active Directory connection strings	Active Directory connection string. Ask your Active Directory domain administrator for the appropriate string.  When Active Directory is enabled, Nuance Management Center sends all authentication requests to this server.  <b>Example:</b> LDAP://nuance.com

## Site page

The following sections describe the fields on the Site page tabs.

To access this page, see [“Viewing sites” on page 38](#).

### Site—General tab

The following table describes the fields on the General tab.

Field	Description
Organization	Name of the organization associated with this site. This field is read-only.
NPI	National Provider Identifier. Applies to: Medical products only
ID	Unique site ID that Nuance Management Center generates automatically when you create the site. You can optionally edit this value. <b>REQUIRED</b>
Name	Site name. <b>REQUIRED</b>
System site ID	Unique system site ID.
Healthcare setting	Healthcare setting type, such as <b>Acute Inpatient Care</b> . For more information, see <a href="#">“To change patient care settings.” on page 40</a> . <b>Applies to:</b> Dragon Medical Advisor only
EHR location identifier(s)	Location identifier, such as <b>Inpatient, west wing, Memorial Hospital</b> . For more information, see <a href="#">“To change patient care settings.” on page 40</a> . <b>Applies to:</b> Dragon Medical Advisor only
Groups	Groups assigned to this site. This field is read-only.

### Site—Address tab

The following table describes the fields on the Address tab.

Field	Description
Street 1, Street 2, Street 3	Street address for this site.
City	City where this site is located.
State	State where this site is located.
Zip	Postal code for this site.
Country	Country in which this site is located.

### Site—Dragon Professional tab

**Applies to:** Dragon Professional only

The following table describes the fields on the Dragon Professional tab.

Field	Description
<b>Miscellaneous section</b>	
Insert Text & Graphics command using	<p>Method by which users can execute Text &amp; Graphics commands.</p> <p><b>Default value:</b> Type keys (Shift + Insert)</p>
Disable automatic switching of dictation source to an available default	<p>If selected, when a user's current dictation source is unavailable, Dragon does not switch the dictation source to an available default source automatically.</p> <p>If deselected, when a user's current dictation source is unavailable, Dragon automatically switches to an available default source.</p> <p><b>Default value:</b> Deselected</p>
Allow disconnected mode	<p>If selected, allows users to log in to the Dragon client when the computer is disconnected from the network, for example, when the network is down or when the user is working offsite.</p> <p>If deselected, disallows users from logging in to the Dragon client when the computer is disconnected from the network.</p> <p><b>Default value:</b> Selected</p>
Suppress warning for using multicore speech profiles on single core machines	<p>If selected, suppresses the warning message that appears when a BestMatch-IV or BestMatch-V user profile loads on a single-core computer.</p> <p>If deselected, the warning message appears.</p> <p><b>Default value:</b> Deselected</p>
Do not allow restricted users to add or modify commands	<p>If selected, prevents restricted Windows users from adding or modifying Dragon commands. Selecting this option allows only users logged in with administrator privileges to add or modify commands.</p> <p>Restricted users can, however, delete, import, and export commands using the Command Browser, for example using Manage mode.</p> <p>If deselected, allows restricted Windows users to add and modify Dragon commands.</p> <p><b>Default value:</b> Deselected</p>
Correction Only Mode	<p>If selected, enables Correction Only mode. This allows users to log into another user's profile to edit their dictated document using the Playback feature. Dictation is disabled when this option is enabled to prevent users from unintentionally modifying the other user's speech data. For more information on Playback, see the Dragon Help.</p> <p>If deselected, disables Correction Only mode.</p> <p><b>Default value:</b> Deselected</p>
Phonetic alphabet file	<p>If you are using Dragon Law Enforcement, allows you to upload an <code>ica.o.ini</code> file that contains a custom phonetic alphabet for license plate dictation.</p> <p>For more information, see <a href="#">"Managing sites" on page 40</a></p>

Field	Description
	For information on file name constraints for import files, see <a href="#">“Importing files” on page 12</a> .
Do not allow saved credentials	<p>If selected, Dragon does not allow users to save their password when logging in to the Dragon client. The <b>Remember my password</b> option in the Dragon Login dialog box is unavailable. Generally, you should select this option when your organization has multiple users who share the same computer using the same Windows login.</p> <p>If deselected, Dragon pre-populates the Login Name field with the user's login, and allows users to save their password by selecting the <b>Remember my password</b> option.</p> <p><b>Default value:</b> Deselected</p>
Upload custom words	<p>If selected, allows Dragon to upload users' custom words from the Dragon client to the NMC server. When words are available on the NMC server, Dragon can download each user's custom words to all computers where he or she logs in to Dragon.</p> <p>If deselected, does not allow Dragon to upload users' custom words. Users' custom words remain available only on the local computer where they created them.</p> <p><b>Default value:</b> Selected</p>
Immediately synchronize updated words and phrases when loading a user profile	<p>If selected, new and modified words and phrases available in Nuance Management Center are added to the user's local vocabulary immediately when the user profile opens.</p> <p>If deselected, new and modified words and phrases are updated only when Dragon is running and the user's computer is idle.</p> <p><b>Default value:</b> Selected</p>
Restore Defaults	Click to restore the default values for this tab.
<b>Roaming User Profile section</b>	
Enable Roaming User Profiles	<p>If selected, enables the Roaming feature and Roaming user profile options in Dragon Medical Network Edition, Dragon Professional Group, Dragon Legal Group, and Dragon Law Enforcement.</p> <p>If deselected, disables the Roaming feature.</p> <p>For more information on setting up and configuring the Roaming feature, see the <a href="#">“Roaming feature setup checklist” on page 73</a>.</p>
Roaming User Network Directories	<p>Sets the Master Roaming user profile network storage location. You must install WebDAV, a third-party Web server application, to set up a compatible WebDAV HTTP or SSL server. WebDAV software is required to access and secure Dragon user profiles on the Internet location. WebDAV is available free of charge at <a href="http://www.webdav.org">www.webdav.org</a>.</p> <p>Do one of the following:</p> <ul style="list-style-type: none"> <li>• Click <b>Add</b> to set the Master Roaming user profiles location. The</li> </ul>

Field	Description
	<p>location must be accessible to all computers on the network that you want available for dictation.</p> <ul style="list-style-type: none"> <li>• Click <b>Delete</b> to delete a location.</li> <li>• Click <b>Edit</b> to edit a location.</li> </ul>
Merge contents of vocdelta.voc into network user profile when file is full	<p>If selected, Dragon copies the contents of the local vocdelta.voc file to the Master Roaming user profile without running the Acoustic and Language Model Optimizer. In addition, Dragon monitors the size of the file. When the file reaches 90% of its maximum size (500 KB), Dragon copies the contents of the file to the local cache and to the Master Roaming user profile. Dragon then deletes the contents of the local vocdelta.voc file. This occurs when you open the local roaming user profile and can take some time.</p> <p>If deselected, Dragon does not merge the contents of the vocdelta.voc file.</p> <p><b>Default value:</b> Selected</p>
Prompt before saving to network location	<p>If selected, displays a dialog box that allows you to choose where to save your user profile. Dragon displays the dialog box when you attempt to close Dragon, close a user profile, or shut down the operating system. The dialog box displays an estimate of the time required to save the profile to the local cache or the master location.</p> <p>If deselected, Dragon does not prompt you before saving your user profile to a network location.</p> <p><b>Default value:</b> Deselected</p>
Saving the user also saves local acoustic information	<p>If selected, saves your acoustic information along with your local user profile. By saving the acoustic information, you ensure that any corrections you make are available after you close and re-open the user profile.</p> <p>If deselected, Dragon does not save acoustic information with your local user profile.</p> <p><b>Default value:</b> Selected</p>
Access network only when opening/closing the session (minimizes network traffic)	<p>If selected, synchronizes changes made to the local roaming user profile to the Master Roaming user profile only when a local roaming user profile opens or closes. These changes include the changes a user makes locally from the Options dialog box. If you experience excessive network slowdowns, selecting this option may solve the problem by limiting the number of times the Local and Master Roaming Profiles are synchronized.</p> <p>If deselected, Dragon transfers local changes immediately to the Master Roaming user profile.</p> <p>For more information, see <a href="#">“About Roaming user profile synchronization” on page 72</a>.</p> <p><b>Default value:</b> Deselected</p>
Ask before breaking lock on network users	<p>If selected, Dragon prompts you when you attempt to break a network lock on network user profiles. This option is valid for users connecting to the Master Roaming Profile location using a mapped drive or UNC drive, but is</p>

Field	Description
	<p>not supported for users connecting over HTTP. Because the presence of a lock can indicate a problem that needs to be addressed, Nuance recommends that you enable this option.</p> <p>If deselected, Dragon does not prompt you when you attempt to break network locks on user profiles.</p> <p><b>Caution:</b> If you break a network lock when another user is writing to the Master Roaming user profile, breaking the lock may corrupt the profile.</p> <p><b>Default value:</b> Selected</p>
Set audio levels on each machine	<p>If selected, runs the microphone check before your first session with a Roaming user profile. You should select this option if your users are dictating on different computers or on a single computer in many different locations. When a user changes computers or locations, the audio setup data can vary depending on differences in the microphone and sound card, and differences in ambient sound levels of each roaming user profile location.</p> <p>If deselected, Dragon does not run the microphone check before your first Roaming user profile session.</p> <p><b>Default value:</b> Deselected</p>
Copy Dragon log to network	<p>If selected, copies the Dragon.log file from the local workstation to the Master Roaming user profile location when Dragon synchronizes the local and Master Roaming user profiles. The Dragon.log file contains information that can help to diagnose problems that users may encounter using Dragon. Selecting this option can increase the time it takes to close a roaming user profile.</p> <div data-bbox="477 1199 1312 1325" style="background-color: #f0f0f0; padding: 10px; margin: 10px 0;"> <p><b>Note:</b> Dragon does not copy the Dragon.log file when the maximum size is reached in the Disk space reserved for network archive option.</p> </div> <p><b>Default value:</b> Deselected</p>
Conserve server archive size	<p>If selected, Dragon does not copy .dra files that contain the acoustic data from the latest dictation session to the Master Roaming user profile location when Dragon synchronizes the local and Master Roaming user profiles. If you experience excessive network latency, selecting this option may solve the problem by eliminating the copying of these files each time the master and local roaming user profiles synchronize.</p> <div data-bbox="477 1640 1312 1766" style="background-color: #f0f0f0; padding: 10px; margin: 10px 0;"> <p><b>Note:</b> Dragon does not copy .dra files when the maximum size is reached in the Disk space reserved for network archive option.</p> </div> <p>If deselected, allows the .DRA files to synchronize with the Master Roaming user profile, which makes them available to the Acoustic and Language Model Optimizer when it runs on the Master Roaming user profile locations.</p> <p><b>Default value:</b> Deselected</p>



Field	Description
MB disk space reserved for network archive	<p>Maximum size of the network directory containing the acoustic data available to the Acoustic Optimizer. To conserve space, you can reduce the default size and select the Conserve archive size on network option.</p> <p><b>Default value:</b> 1000 MB per dictation source</p>
<b>Data section</b>	
Store correction in archive	<p>If selected, stores corrections for use by Dragon's Acoustic and Language Model Optimizer.</p> <p>If deselected, Dragon displays a message that there is not enough data to continue when optimization runs.</p> <p><b>Default value:</b> Selected</p>
(minutes) archive size	<p>Changes the acoustic data archive size. The default archive size is 180 minutes.</p> <p>To improve accuracy, Dragon uses a 22 kHz audio sampling rate. Dragon uses this rate unless your sound card requires a lower rate of 11 kHz.</p> <p>When you reach a maximum archive size, Dragon asks if you want to increase the maximum by 30 minutes. If you click No, Dragon stops adding new corrections to the archive.</p> <p>Sample amounts of disk space needed for 30 min of acoustic data are 40 MB (11 kHz) and 80 MB (22kHz).</p>
MB disk space reserved for playback	<p>Sets the disk cache space set aside for any dictation overflow from your computer's RAM. If you do not want to retain dictation, set this to 0 MB, or set Save recorded dictation with document to Never. The maximum allowed is limited only by your computer's available disk space.</p> <div data-bbox="456 1224 1292 1310" style="background-color: #f0f0f0; padding: 5px; margin: 10px 0;"> <p><b>Note:</b> Setting this value too high could cause system instability.</p> </div> <p><b>Default value:</b> 100 MB</p>
Save recorded dictation with document	<p>Determines whether the corresponding Dragon-Recorded Audio (.DRA) file is saved when you dictate in a supported word processor and save the document.</p> <p>Saving the .DRA file allows you to benefit from correction and playback when you open the document later in the same word processor, provided the .DRA file and text file are in the same directory.</p> <p>This feature is supported in Word, WordPerfect, and DragonPad.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Never</li> <li>• Ask me</li> <li>• Always</li> </ul> <p>To use Correction Only mode or the Playback feature, this option must be</p>

Field	Description
	<p>set to Always.</p> <p><b>Default value:</b> Always</p>
Automatically back up user profile every <i>n</i> saves	<p>Determines how often Dragon automatically creates a user profile backup when you save your user profile.</p> <p>This option is unavailable if you select the Don't back up user profiles option.</p> <p>This option applies only to non-Roaming profiles. If you enabled the Roaming feature, Dragon doesn't back up Roaming profiles. Your Dragon administrator must back up Master Roaming user profiles from their network storage location.</p> <p><b>Default value:</b> 5</p>
Do not back up user profile	<p>If selected, does not back up user profiles.</p> <p>If deselected, backs up user profiles using the Automatically back up User Profile every "n" saves setting.</p> <p><b>Default value:</b> Deselected</p>
Create usability log	<p>Creates a log of all menu commands, toolbar buttons, and voice commands that you use during a Dragon session. This log can help Nuance Technical Support resolve software problems. You should enable this option only upon their request.</p> <p>The usability log is created in:</p> <p>C:\Users\<user_name&gt;\appdata\roaming\nuance\naturallyspeaking15 (dragon="" p="" professional)<=""> </user_name&gt;\appdata\roaming\nuance\naturallyspeaking15></p>
Restore Defaults	Click to restore the default values for all settings in this section.

## Site—Dragon Medical Network Edition tab

**Applies to:** Dragon Medical Network Edition only

The following table describes the fields on the Dragon Medical Network Edition tab.

Field	Description
<b>Miscellaneous section</b>	
Prompt users to log out after __ minutes:	<p>If selected, Dragon prompts the user to log out after a period of inactivity.</p> <p>If deselected, the user is not required to log out after inactivity.</p> <p><b>Possible values:</b> 1-1440 minutes</p> <p><b>Default value:</b> 30.</p>
Log out users who do not respond after __ seconds	<p>If selected, Dragon logs the user out automatically when the inactivity period is reached and the user does not respond to the prompt within this number of seconds you specify. You specify the inactivity period on the <a href="#">“Organization Details—Products tab”</a> on page 160.</p>

Field	Description
	<p>If deselected, there is no time interval required for the user's response to the logout prompt. The prompt remains on the screen until the user logs out.</p> <p><b>Possible values:</b> 1-999 seconds</p> <p><b>Default value:</b> 60.</p>
Insert Text & Graphics command using	<p>Method by which users can execute Text &amp; Graphics commands.</p> <p><b>Default value:</b> Type keys (Shift + Insert)</p>
LDAP authentication	<p>Determines whether LDAP authentication is enabled, and, if enabled, determines the type of authentication used.</p> <p><b>Default value:</b> Disabled</p>
Enable SSO authentication	<p>If selected, enables EHR single sign-on.</p> <p>If deselected, disables EHR single sign-on.</p> <p><b>Default value:</b> Deselected</p>
Disable automatic switching of dictation source to an available default	<p>If selected, when a user's current dictation source is unavailable, Dragon does not switch the dictation source to an available default source automatically.</p> <p>If deselected, when a user's current dictation source is unavailable, Dragon switches the dictation source to an available default source automatically.</p> <p><b>Default value:</b> Deselected</p>
Display vSync status tray icon	<p>If selected, a notification appears in the system tray when there is a connection issue between Dragon and vSync on a Citrix server.</p> <p>If deselected, no notification appears when there are connection issues.</p> <p><b>Default value:</b> Selected</p>
Hide Dragonbar when no user is loaded	<p>If selected, the DragonBar displays in Tray Icon mode when no user profile is loaded in the Dragon client.</p> <p>If deselected, the full DragonBar displays when no user profile is loaded.</p> <p><b>Default value:</b> Deselected</p>
vSync: Full Text Control	<p>If selected, Dragon supports Full Text Control functionality in applications running on a Citrix server.</p> <p>If deselected, Dragon does not support Full Text Control in Citrix applications.</p> <p>For more information, see the <i>Citrix Administrator guide</i>.</p> <p><b>Default value:</b> Deselected</p>

Field	Description
Upload custom words	<p>If selected, allows Dragon to upload users' custom words from the Dragon client to the NMC server. This allows Dragon to download each user's custom words to all computers where they log in to Dragon.</p> <p>If deselected, does not allow Dragon to upload users' custom words. Users' custom words remain available only on the local computer where they created them.</p> <p><b>Default value:</b> Selected</p>
<b>Master user profile section</b>	
<b>Applies to:</b> Dragon desktop products only	
Master user profile directories	<p>Click <b>Configure</b> to set the location of Master user profiles on the network. This tells the Dragon Medical Network Edition clients where to obtain the user profiles.</p>
Local cache directory	<p>The location of local cache user profiles on a Dragon computer. Applies to every Dragon client computer on the network.</p> <p><b>Recommendation:</b> Keep the default location, particularly if users dictate in Disconnected mode.</p>
Allow disconnected mode	<p>If selected, allows users to log in to Dragon when the client is not connected to the network. For example, when a provider is working off-site on a laptop.</p> <p><b>Caution:</b> If you choose to allow Disconnected mode, you should deselect the <b>Remove local cache data after usage</b> option. If you enable both settings, the provider's dictation is deleted from the local cache upon logging out.</p> <p>If deselected, does not allow users to work in Disconnected mode.</p> <p><b>Default value:</b> Selected</p>
Allow DMNE Client Offline mode option	<p>If selected, enables Offline mode. Dragon does not download users' profiles from the network, allowing them to work offline.</p> <p>If deselected, Dragon does not allow client Offline mode.</p> <p><b>Default value:</b> Selected</p>
Save user profiles at automatic logout	<p>If selected, Dragon saves changes to the Master user profile automatically when Dragon logs off an idle user.</p> <p>If deselected, Dragon does not save changes to the Master user profile.</p> <p><b>Default value:</b> Deselected</p>
Saving the user also saves local acoustics	<p>If selected, Dragon sends both the acoustic model updates and the language model updates to the NMC server server.</p> <p>If deselected, Dragon only sends the language model updates (changes to words and writing styles related changes) back to the NMC server server. In this instance, since the acoustic model changes</p>

Field	Description
	<p>from the client are not saved, only the updates from the ACO process are incorporated into the Master user profile.</p> <p><b>Default value:</b> Deselected</p>
<p>Access network at user open/close only (minimizes network traffic)</p>	<p>If selected, Dragon integrates changes in the local user cache profile into the Master user profile only when a user logs out, rather than when the healthcare provider is dictating.</p> <p>If deselected, Dragon immediately transfers local changes to the Master user profile.</p> <p><b>Default value:</b> Selected</p>
<p>Ask before breaking lock on network users</p>	<p>If selected, Dragon allows users the option to break the network lock on a Master user profile that was previously in use by another user. Network issues may prevent the network lock from being released.</p> <p>If deselected, Dragon breaks the network lock on a Master user profile automatically without prompting the user.</p> <p>Valid for Dragon clients that connect to Master user profiles location using a mapped drive or UNC drive. Not applicable to HTTP connections.</p> <p><b>Default value:</b> Selected</p>
<p>Set audio levels on each machine</p>	<p>If selected, Dragon runs the <b>Check your audio settings</b> option from the Accuracy Center window before a user's first session with a Master user profile. This includes the volume check and the microphone quality check. You should select this option if providers dictate on different computers or in different locations, as the audio setup data can vary based on differences in the microphone and sound card. There may also be differences in ambient sound levels at other locations.</p> <p>When Dragon detects a significant difference between operating systems, sound cards, microphones, or other hardware, Dragon prompts you to run <b>Check your audio settings</b> regardless of whether this option is enabled.</p> <p>If deselected, Dragon does not run the <b>Check your audio settings</b> option automatically.</p> <p><b>Default value:</b> Selected</p>
<p>Copy Dragon Medical Network Edition log to network</p>	<p>If selected, Dragon copies the Dragon .log file from the local workstation to the Master user profile location when Dragon synchronizes the local and Master user profiles. This file contains information that can help diagnose issues with your Dragon installation.</p> <p><b>Note:</b> Dragon does not copy the Dragon .log file when the file reaches the maximum size in the <b>Disk space reserved for network archive</b> option.</p>

Field	Description
	<p>If deselected, Dragon does not copy the log when it synchronizes the Master and local user profiles.</p> <p><b>Default value:</b> Selected</p>
Save profile with background process	<p>If selected, Dragon uploads dictation session data separately from main user profile data in the background while the user profile is open. Enabling this option improves the time it takes to save a user profile and log out of Dragon.</p> <p>If deselected, Dragon uploads dictation data and user profile data at the same time.</p> <p><b>Default value:</b> Selected</p>
Restore Defaults	Click to restore the default values for this tab.
<b>Data section</b>	
Store correction in archive	<p>If selected, Dragon stores a list of corrections that the Acoustic and Language Model Optimizer uses in a local archive.</p> <p>If deselected, Dragon does not store the list of corrections. Dragon may display a message stating there is not enough data for the Acoustic Model Optimizer to process.</p> <p><b>Default value:</b> Selected.</p>
__ (minutes) archive size	<p>Number minutes of information Dragon stores in the archive.</p> <p><b>Default value:</b> 180</p>
MB disk space reserved for playback	<p>Amount of disk space reserved for dictation data overflow from users' RAM. If you do not want to keep any dictation to conserve disk space, set this to 0 MB.</p> <p><b>Default value:</b> 100</p>
Create usability log	<p>If selected, Dragon creates a log file (DgnUsability.log) that contains all menu commands, toolbar buttons, and voice commands users use during a dictation session.</p> <p><b>Log file location:</b></p> <p><b>Dragon Professional, Dragon Law Enforcement:</b></p> <p>C:\Documents and Settings\<username>\Application Data\Nuance\NaturallySpeaking15</username></p> <p><b>Dragon Medical Network Edition:</b></p> <p>C:\Documents and Settings\<username>\Application Data\Nuance\NaturallySpeaking12</username></p> <p>If deselected, Dragon does not create a usability log.</p> <p><b>Default value:</b> Deselected</p>
Remove local cache data after usage	If selected, Dragon deletes the contents of the local cache when a user

Field	Description
	<p>logs out.</p> <p><b>Caution:</b> You should deselect this option if you choose to enable Disconnected mode in the <b>Master user profile</b> section. If you enable both settings, the provider's dictation is deleted from the local cache upon logging out.</p> <p>If deselected, Dragon does not delete the local cache contents.</p> <p><b>Default value:</b> Deselected</p>
Conserve server archive size	<p>If selected, Dragon does not copy Dragon Recorded Audio (.DRA) files to the Master user profile location during local cache user profile and Master user profile synchronization. You may select this option if your network speed decreases, as .DRA files can be large.</p> <p>If deselected, Dragon integrates the local .DRA files with the Master user profile when synchronizing with the local cache. This makes the .DRA files available for profile optimization, which increases dictation accuracy.</p> <p>When the maximum archive size is reached, Dragon no longer copies the .DRA files to the Master user profile location. You set the archive size in the <b>_ (minutes) archive size</b> field above.</p> <p><b>Default value:</b> Deselected</p>
Restore Defaults	Click to restore the default values for this tab.

### Site—Master User Profile Directory Settings dialog box

To open this dialog box, on the Site—Dragon Medical Network Edition tab, Master user profile section, click the **Configure** button next to the **Master user profile directories** field.

Field	Description
<b>General tab</b>	
Name	Master user profile location name that appears in the Dragon client.
DMNE Version 1.x Speech Profile Location	<p>Location of the version 10.5 Master user profiles on a workstation. For use with Dragon Medical Network Edition 1.0 (SP3 or earlier).</p> <p>The location can be a mapped drive, a UNC location, or a web server URL (<b>http://</b> or <b>https://</b> for a secure web server).</p> <p>Formats:</p> <ul style="list-style-type: none"> <li>• <b>Mapped network drive</b>—&lt;drive letter&gt;:\&lt;folder name&gt;. For example, <b>Y:\Profiles</b>.</li> <li>• <b>UNC Path</b>—\\servername\sharename\path\filename. For example, <b>\\MyServer\Profiles</b></li> <li>• <b>HTTP</b>—http://myserver.com/webDAV. For example, <b>http://Profiles/MasterUserProfilesDir</b></li> <li>• <b>HTTPS</b>—The format is: <b>https://myserver.com/WebDAV</b>.</li> </ul>

Field	Description
	For example, <b>https://Profiles/UserProfilesDir</b>
DMNE Version 2.0 (or higher) Speech Profile Location	<p>Location of the version 12 Master user profiles on a workstation. For use with Dragon Medical Network Edition 2.0 or higher.</p> <p>The location can be a mapped drive, a UNC location, or a web server URL (<b>http://</b> or <b>https://</b> for a secure web server).</p> <p>Formats:</p> <ul style="list-style-type: none"> <li>• <b>Mapped network drive</b>—Use this format: <i>&lt;drive letter&gt;:\&lt;folder name&gt;</i>. For example, <b>Y:\Profiles</b>.</li> <li>• <b>UNC Path</b>—Use this format: <i>\\servername\sharename\path\filename</i>. For example, <b>\\MyServer\Profiles</b></li> <li>• <b>HTTP</b>—Use this format: <b>http://myserver.com/webDAV</b>. For example, <b>http://Profiles/MasterUserProfilesDir</b></li> <li>• <b>HTTPS</b>—The format is: <b>https://myserver.com/WebDAV</b>. For example, <b>https://Profiles/UserProfilesDir</b></li> </ul>
Speech Node Collection	Speech node collection for the Master user profile location.
DMNE v1.x (UNC)	UNC path for the Speech Node Collection for a DMNE version 10.5 user profile.
DMNE v2.0 or higher (UNC)	UNC path for the Speech Node Collection for a DMNE version 12 user profile.
<b>HTTP Settings tab</b>	
Default User Password	<p>Default username and password for the HTTP server. Not a local login.</p> <p><b>Format:</b> Domain name\login name.</p> <p><b>Example:</b> Nuance\JWyman</p>
Prompt for user and password	<p>If selected, Dragon prompts users for a username and password when they connect to the HTTP server.</p> <p>If deselected, Dragon does not prompt users to log in when they connect to the HTTP server.</p> <p><b>Default value:</b> Deselected</p>
Authentication Type	<p>Type of authentication used on the HTTP server.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Basic</b>—Server is configured for Basic authentication, where the username and password are passed over the network as clear text.</li> <li>• <b>Digest</b>—Server is configured for Digest authentication, where</li> </ul>



Field	Description
	<p>the passwords are never transmitted across the Internet in unencrypted form.</p> <p><b>Note:</b> For security reasons, be sure that anonymous logins are disabled on the HTTP or HTTPS server.</p>
Use Proxy Server	Select if Dragon computers connect to an HTTP server through a proxy server.
Type	<p>Type of firewall the HTTP server uses.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>HTTP</b> —For a proxy server specializing in HTML (web page) transactions.</li> <li>• <b>Tunnel</b>—For client computers using tunneling software to connect to the server.</li> <li>• <b>Socks 4</b>—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).</li> <li>• <b>Socks 5</b>—For a SOCKS 5 protocol that relays TCP sessions at a firewall host to allow NMC server 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.</li> </ul>
Server	Server name provided by your server administrator.
Port	Port number for connecting to the proxy server or firewall.
User	Username for the proxy server or firewall.
Password	Password for the proxy server or firewall.
Firewall Data	Authentication string provided by your NMC server administrator.
Follow redirects	<p>Determines how Dragon handles redirects if you are storing the Master user profiles on a server that redirects incoming connections to another location.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Never</b>—Never follow redirects; ignores them.</li> <li>• <b>Always</b>—Always follow redirects.</li> <li>• <b>Same Scheme Only</b>—Only permit redirects that use the same scheme as the client request.</li> </ul> <p><b>Recommended value: Always or Same Scheme Only</b></p>
Lock timeout	<p>Number of seconds the server should wait before breaking the lock on any the Master user profiles for the current provider.</p> <p>Set to <b>0</b> to use the server default setting.</p>

Field	Description
	<p>Set to a non-zero number to override the server default setting.</p> <p><b>Note:</b> Setting to 256 or higher causes issues with Dragon clients from Service Pack 6 or earlier. Older Dragon clients only accept a value less than 255.</p>
Connection timeout	<p>Number of seconds before the server closes the connection to the Dragon client either when the connection is idle or after the connection has been open for that duration.</p> <p><b>Note:</b> Setting to 256 or higher will cause issues with Dragon clients from Service Pack 6 or earlier. Older Dragon clients only accept a value less than 255.</p>
Timeout of inactive	<p>If selected, Dragon logs out a user that has been idle for the time set in the <b>Connection timeout</b> option.</p> <p>If deselected, Dragon logs out a user after the <b>Connection timeout</b> is reached, regardless of whether the user has been idle.</p> <p><b>Default value:</b> Deselected</p>
<b>SSL Settings</b>	
Certificate store type	<p>Certificate store type for the client certificate on the local machine.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>User store (default)</b>—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 provider is OpenSSL, choose if the certificate store is a file that contains the PEM encoded certificate and private key.</li> <li>• <b>Machine store</b>—Choose if the certificate store is a machine store (not available in Java or when provider is OpenSSL).</li> <li>• <b>PFX file</b>—Choose if the certificate store is the name of a Private Key Server or PFX (PKCS12) file containing certificates. If the provider is OpenSSL, the file may contain only one certificate and private key. If you select <b>PFX file</b> for the <b>Certificate Store Type</b>, for the <b>Certificate Store</b> select <b>Other</b> and enter the name of the file in the associated text box below it.</li> <li>• <b>PFX Blob</b>—Choose if the certificate store is a string (binary or base64 encoded) representing a certificate store in PFX (PKCS12) format. If you select <b>PFX Blob</b> for the <b>Certificate Store Type</b>, for the <b>Certificate Store</b> select <b>Other</b> and enter the binary contents of a PFX file (for example, the PKCS12) in the associated text box below it.</li> <li>• <b>PEM Key</b>—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.</li> </ul>

Field	Description
Certificate store	<p>Name of the certificate store for the client certificate on the local machine.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>MY</b>—A certificate store holding personal certificates with associated private keys.</li> <li>• <b>CA</b>—A certificate store holding Certificate Authority (CA) certificates.</li> <li>• <b>ROOT</b>—A certificate store holding ROOT certificates.</li> <li>• <b>SPC</b>—A certificate store holding Software Publisher Certificate (SPC) certificates.</li> </ul>
Certificate store password	Password for the certificate store on the local machine.
Use general SSL protocols	<p>If selected, enables the supported security protocols on the HTTPS server.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>TLS1.2</b>—Version 1.2 of the Transport Layer Security (TLS) protocol.</li> <li>• <b>TLS1.1</b>—Version 1.1 of the Transport Layer Security (TLS) protocol.</li> <li>• <b>TLS1</b>—Version 1 of the Transport Layer Security (TLS) protocol.</li> <li>• <b>SSL3</b>—Version 3 of the Secure Sockets Layer (SSL) protocol.</li> <li>• <b>SSL2</b>—Version 2 of the Secure Sockets Layer (SSL) protocol.</li> <li>• <b>PCT1</b>—Version 1 of the Private Communications Transport (PCT) protocol.</li> </ul> <p><b>Default value:</b> none</p>
Use Open SSL	Choose if the HTTPS server uses OpenSSL as a Certificate Authority.
Cipher list	One or more cipher strings, separated by colons, that controls the ciphers used by SSL.
Certificate authority file	Name of the file that contains 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 that contains CA certificates. The path should point to a directory on the server machine that contains CA certificates in PEM format.

## Site—Work Types tab

**Applies to:** Nuance Clinician only

The following table describes the fields on the Work Types tab.

<b>Field</b>	<b>Description</b>
Work Type ID	Work type number.
Name	Work type name.
Short Description	Description of the work type.
System	Back-end system associated with this organization. If there is only one system, this field is unavailable.

## Group Details page

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The following sections describe the fields on the Group Details page tabs.

To access this page, see [“Viewing groups” on page 45](#).

### Group Details—Details tab

The following table describes the fields on the Details tab.

Field	Description
Group name	Name for this group.
Organization	Prepopulated with the name of your organization. This field is read-only.
Sites	Site to which the group belongs.
Role	<p>Role to which all users in this group are assigned.</p> <p>Typically, users in groups with the <b>NMC Administrator</b> role require access to the NMC console to manage products and objects. These users do not dictate. Users in all other groups require access to a client to dictate, but do not require access to the NMC console.</p>
Privileges	<p>Privileges that all users in this group are assigned.</p> <p>Select and deselect the appropriate privileges, or click one of the following:</p> <ul style="list-style-type: none"> <li>• <b>Select all</b> to select all privileges</li> <li>• <b>Clear all</b> to deselect all privileges</li> </ul> <p>For more detailed information on privileges, see <a href="#">“Privileges reference” on page 321</a>.</p>

### Group Details—Members tab

The following table describes the columns on the Members tab.

For information on managing your group members, see [“Managing groups” on page 48](#).

Field	Description
Last name	User's last name.
First name	User's first name.
Location	User's location.
Department	User's department.
Add/Remove	Click to add or remove user accounts from this group.

### Group Details—Security tab

The following table describes the columns on the Security tab.

For information on managing your group privileges, see [“Configuring group security” on page 48](#).

For more detailed information on privileges, see [“Privileges reference” on page 321](#).

Field	Description
Grant	Grant assigned to this group.
Principle	Principle assigned to this group.

### Group Details—Grants tab

The following table describes the columns on the Grants tab.

For information on managing your group grants, see [“Configuring group security” on page 48](#)

Field	Description
Grant	Grant assigned to this group.
Object	Organization to which this group is assigned.

### Group Details—Network Edition US tab

**Applies to:** Dragon Medical Network Edition only

Field	Description
Vocabulary	

#### Administrative Settings section

Disable the use of advanced scripting commands	<p>If selected, prevents users from creating or editing scripting custom commands. Users can still run the commands, however.</p> <p>If deselected, allows users to create and edit scripting commands.</p> <p><b>Default value:</b> Deselected</p>
Anchor dictation box to application	<p>If selected, the Dictation Box opens anchored to the application in which you're dictating.</p> <p>If deselected, the Dictation Box opens in its default location.</p> <p><b>Default value:</b> Deselected</p>
Optimize for virtual environments	<p>If selected, when you create user accounts for a site, those user accounts use Best Match IV acoustic models by default. Nuance recommends selecting this option for Citrix Virtual Desktop (formerly Citrix XenDesktop) users.</p> <p>If deselected, user accounts use the default acoustic model.</p> <p><b>Default value:</b> Deselected</p>
Use clipboard for Citrix basic dictation in version 2.5.x or lower client	<p>If selected, Dragon uses the Windows clipboard to insert text when you have Dragon Medical Network Edition version 2.5.x and prior installed and you're using Dragon in a Citrix environment.</p> <p><b>Default value:</b> Deselected</p>
For Citrix basic dictation in version 2.6	<p>Determines how Dragon inserts text for Citrix basic dictation. The options are:</p> <ul style="list-style-type: none"> <li>• Keystrokes Only</li> <li>• Clipboard Only</li> </ul>

Field	Description
or higher client, use	<ul style="list-style-type: none"> <li>• vSync with Keystrokes</li> <li>• vSync with Clipboard</li> </ul>
Enable smart phone server	<p>If selected, enables the smart phone server to allow you to dictate using an iPhone as a microphone.</p> <p>If deselected, disables the smart phone server.</p> <p><b>Default value:</b> Selected</p>
<b>Commands section</b>	
Enable mouse motion commands	<p>If selected, enables mouse motion commands, such as "Move Mouse Left".</p> <p>If deselected, mouse motion commands are disabled.</p> <p>Click the Speed button to select mouse movement speed. The default value is 2.</p> <p><b>Note:</b> If you do not require mouse movement by voice, Nuance recommends deselecting this option to improve Dragon's performance.</p> <p><b>Default value:</b> Deselected</p>
Mouse movement	<p>Click and drag to control how quickly the mouse pointer moves across the screen.</p>
Enable HTML support	<p>If selected, allows Dragon to work with Internet Explorer and Chrome. You must select this option to use web browser commands when the Dragon Web Extension is installed.</p> <p>If deselected and the Dragon Web Extension is installed, you cannot select web page elements by voice or dictate directly in web page fields.</p> <p><b>Default value:</b> Selected</p>
Enable commands in HTML windows	<p>If selected, enables commands for use with Internet Explorer and Chrome. You must select this option to use voice commands in some Microsoft Outlook dialog boxes when you create or edit messages in HTML format. These dialog boxes appear with the Internet Explorer symbol in the left corner of the window header.</p> <p>If deselected, disables some Internet Explorer and Chrome commands, and voice commands in some Microsoft Outlook dialog boxes.</p> <p><b>Default value:</b> Selected</p>
Require click to select hyperlinks in HTML windows	<p>If selected, Dragon requires that you say "Click" before saying the link text to click in HTML windows, such as web browsers. For example, "Click Contact Us". This option prevents Dragon from clicking links unintentionally during dictation.</p> <p>If deselected, you can just say the link text to click. For example, "Contact Us".</p> <p><b>Default value:</b> Selected</p>
Enable HTML	<p>If selected, enables Full Text Control in applications where the custom HTML API is implemented.</p>

Field	Description
custom API	<p>If deselected, disables Full Text Control in these applications.</p> <p><b>Default value:</b> Selected</p>
Enable RIA support	<p>If selected, enables Rich Internet Application support.</p> <p>If deselected, disables Rich Internet Application support.</p> <p><b>Default value:</b> Selected</p>
Enable recognition mode switching commands	<p>If selected, enables you to switch recognition modes by voice. For example, you can say "Start Dictation Mode" or "Dictation Mode On".</p> <p>If deselected, you must switch recognition modes using the DragonBar.</p> <p><b>Default value:</b> Selected</p>
Enable web search commands	<p>If selected, enables Web searching commands that are based on natural speech. For example, "Search the web for weather in Seattle".</p> <p>If deselected, disables web searching commands.</p> <p><b>Default value:</b> Selected</p>
Enable desktop search commands	<p>If selected, enables Desktop searching commands that are based on natural speech. For example, "Search Computer for time sheets".</p> <p>If deselected, disables Desktop searching commands.</p> <p><b>Default value:</b> Selected</p>
Enable Email and Calendar commands	<p>If selected, enables Microsoft Outlook commands that are based on natural speech. These commands allow you to create email, appointments, meetings, and tasks. For example, "Create appointment about dental appointment".</p> <p>If deselected, disables the natural-language Email and Calendar commands.</p> <p><b>Default value:</b> Selected</p>
Enable cut shortcut commands	<p>If selected, enables the Cut shortcut command. Use this option to cut text by simply saying "Cut &lt;xyz&gt;".</p> <p>If deselected, you must first select the text and then say "Cut That".</p> <p><b>Default value:</b> Deselected</p>
Enable delete shortcut commands	<p>If selected, enables the Delete shortcut command. Use this option to delete text by simply saying "Delete &lt;xyz&gt;".</p> <p>If deselected, you must first select the text and then say "Delete That".</p> <p><b>Default value:</b> Selected</p>
Enable copy shortcut commands	<p>If selected, enables the Copy shortcut command. Use this option to copy text by simply saying "Copy &lt;xyz&gt;".</p> <p>If deselected, you must first select the text and then say "Copy That".</p> <p><b>Default value:</b> Selected</p>
Enable automatically	<p>If selected, Dragon places the cursor in the first form field automatically when you dictate in an application with form fields.</p>



Field	Description
select first field	<p>If deselected, you must place your cursor in the first form field manually when you dictate in form fields.</p> <p><b>Default value:</b> Selected</p>
Left variable delimiter Right variable delimiter	<p>Determines the delimiters used to indicate variable fields in Auto-text/Text-and-Graphics commands. You can specify delimiters up to five characters long. You cannot specify the same value for each delimiter.</p> <p><b>Note:</b> If you change the default delimiters, Dragon uses the new delimiters for Auto-text/Text-and-Graphics commands, but ignores variables in square brackets when you use the Accept Defaults and Clear Variable Delimiters commands.</p> <p><b>Default values:</b> left bracket ([]) and right bracket (])</p>
Enable Natural Language commands	<p>If selected, enables Natural Language Commands. This feature requires an additional 8MB of memory.</p> <p>If deselected, disables Natural Language Commands. You'll need to use specific Dragon commands instead. For example, instead of "Save Changes", you must say "Click File", and then "Click Save".</p> <p><b>Default value:</b> Selected</p>
Enable Natural Language commands—Word Enable Natural Language commands—Excel Enable Natural Language commands—Powerpoint Enable Natural Language commands—Word Perfect	<p>If selected, enables natural language commands in these applications.</p> <p>If deselected, disables natural language commands.</p> <p><b>Default value:</b> Selected</p>
Restore	<p>Click to restore the default values for all settings in this section.</p>

Field	Description
Defaults	
<b>Auto-formatting section</b>	
<i>General</i>	
Abbreviate common English units of measure	<p>If selected, Dragon automatically inserts abbreviations for common English units of measure. For example, "mm" for "millimeter".</p> <p>If deselected, Dragon does not abbreviate units of measure.</p> <p><b>Default value:</b> Selected</p>
Abbreviate titles	<p>If selected, Dragon inserts abbreviated version of titles in Dragon's abbreviated titles list automatically. For example, "Mr." for "Mister".</p> <p>If deselected, Dragon does not abbreviate titles.</p> <p><b>Default value:</b> Selected</p>
Allow pauses in formatted phrases	<p>If selected, applies both number and phrase formatting if you pause while dictating a number.</p> <p><b>Default value:</b> Selected</p>
Auto-matically add commas and periods	<p>If selected, Dragon adds commas and periods automatically where appropriate without requiring you to say the punctuation. Using this option depends on pauses in speech where you would normally pause during conversational speech.</p> <p>If deselected, Dragon you must dictate periods and commas by saying "Period" and "Comma".</p> <p><b>Default value:</b> Deselected</p>
Caps Lock key overrides capitalization commands	<p>If selected, allows you to use the Caps Lock key instead of the following commands:</p> <ul style="list-style-type: none"> <li>• "Cap &lt;word&gt;", "No Caps &lt;word&gt;"</li> <li>• "Caps On", "No Caps On"</li> <li>• "Caps Off", "No Caps Off"</li> <li>• "All Caps &lt;word&gt;", "No Caps &lt;word&gt;"</li> <li>• "All Caps On", "All Caps Off"</li> </ul> <p>If selected, allows you to use the Caps Lock key instead of Dragon's capitalization commands.</p> <p>If deselected, you must use Dragon's capitalization commands.</p> <p><b>Default value:</b> Deselected</p>
Expand common English contractions	<p>If selected, Dragon expands spoken contractions. For example, if you say "Don't cross the street", Dragon writes "Do not cross the street".</p> <p>When contractions are ambiguous, Dragon always expands the contraction, regardless of this setting. For example, if you say "It's always", you might mean "It is always" or "It has always".</p>

Field	Description
	<p>If deselected, Dragon does not expand contractions automatically.</p> <p><b>Default value:</b> Deselected</p>
Format ISO currency codes	<p>If selected, Dragon displays currency amounts with the International Standards Organization currency symbol corresponding to the region and language set for your Windows operating system or, if different, for your user profile. For example, when your region is set to United States and you say "ten dollars", Dragon writes "USD10".</p> <p>If deselected, Dragon does not format currency amounts with ISO standards.</p> <p><b>Default value:</b> Deselected</p>
Format other numbers	<p>If selected, Dragon formats all other numbers automatically, such as negative numbers, fractions, and decimals. For example, "-1" for "negative one".</p> <p>If deselected, you must dictate the appropriate punctuation.</p> <p><b>Default value:</b> Selected</p>
Format phone numbers	<p>If selected and your user profile region setting is <b>United States</b> or <b>Canada</b>, Dragon formats North American telephone numbers automatically when you say a sequence of seven or ten numbers. For example, when you say "7815551212", Dragon writes "781-555-1212".</p> <p>Dragon cannot automatically format phone numbers with letters, such as "1800EXAMPLE". In addition, Dragon cannot format US phone numbers automatically when your user profile region setting is <b>UK</b>.</p> <p>If your user profile region setting is UK, Dragon formats UK telephone numbers automatically.</p> <p>If deselected, Dragon does not format phone numbers automatically.</p> <p><b>Default value:</b> Selected</p>
Format prices	<p>If selected, Dragon formats prices and currencies with the appropriate currency symbol. For example, when you say "ten dollars", Dragon writes "\$10". Supported currencies are USD (\$, US\$), CAD (C\$), EUR (€), JPY (¥), GBP (£), CHF (F).</p> <p>Dictating currency with Dragon is dependent on your currency settings in the Windows Control Panel. If you are using a different region and language in your user profile than in the Control Panel, Dragon uses the settings in your user profile.</p> <p>If deselected, Dragon does not format currency automatically.</p> <p><b>Default value:</b> Selected</p>
Format street addresses	<p>If selected, enables postal address formatting. For example, if you say "49 orchard lane boston massachusetts oh two four four six," Dragon enters "49 Orchard Lane, Boston, MA 02446."</p> <p>Some addresses can be hard for Dragon to interpret. For example, Dragon could interpret "Two Hundred Forty Fifth Street" as 245th Street, 200 45th Street, or 240 5th Street. In this case, Dragon uses context to determine what</p>

Field	Description
	<p>you meant. Sometimes, using the word "and" can help. For example, saying "Two Hundred And Forty Fifth Street" eliminates 200 45th Street as a possibility.</p> <p><b>If your user profile region setting is UK or Canada:</b> This option also enables formatting for UK postcodes and Canadian postal codes.</p> <p><b>If your user profile region setting is United States:</b> You can enable UK postcodes and Canadian postal codes from the UK and Canadian postcodes option in this dialog box.</p> <p>If deselected, Dragon does not format street addresses automatically.</p> <p><b>Default value:</b> Selected</p>
Format times	<p>If selected, Dragon formats times using standard or military time formats. For example, if you say "Six Thirty PM", Dragon writes "6:30 PM". If you say "sixteen hundred hours", Dragon writes "1600 hrs".</p> <p>If deselected, Dragon does not format times automatically.</p> <p><b>Default value:</b> Selected</p>
Format UK and Canadian postcodes	<p>If selected, Dragon formats UK postcodes and Canadian postal codes automatically. For example, if you say "W Two Four R J", Dragon writes "W2 4RJ".</p> <p>If deselected, Dragon does not format UK and Canadian postcodes automatically.</p> <p><b>Default value:</b> Deselected</p>
Format US Social Security Numbers	<p>If selected, Dragon formats US social security numbers automatically when you say a sequence of nine numbers. For example, when you say "123456789", Dragon writes "123-456-789".</p> <p>If deselected, you must dictate hyphens between the numbers by saying "Hyphen".</p> <p><b>Default value:</b> Deselected</p>
Format web and e-mail addresses	<p>If selected, enables Web address and email address formatting. This allows you to dictate the addresses as you would normally say them. For example, if you say "jane dot smith at my adventure travel dot com" Dragon types "Jane.Smith@myadventuretravel.com."</p> <p>If deselected, Dragon does not format web and email addresses automatically.</p> <p><b>Default value:</b> Selected</p>
Insert two spaces after period	<p>If selected, Dragon adds two spaces at the end of sentences automatically.</p> <p>If deselected, Dragon adds only one space.</p> <p><b>Default value:</b> Deselected</p>
"million" instead of ".000.000"	<p>If selected, Dragon writes the word "million" instead of 1,000,000 when you dictate round numbers in the millions.</p>

Field	Description
	<p>If deselected, Dragon writes 1,000,000.</p> <p><b>Default value:</b> Selected</p>
Date format:	<p>If selected, Dragon formats dates automatically when you dictate the month, day, and year. Use the <b>Dates as Spoken</b> drop-down list to select your date format.</p> <p>Formatting dates with Dragon is dependent on your date settings in the Windows Control Panel. If you are using a different region and language in your user profile than in the Control Panel, Dragon uses the settings in your user profile.</p> <p>If deselected, Dragon does not format dates automatically.</p> <p><b>Default value:</b> Dates As Spoken</p>
Numbers, if greater than or equal to	<p>If selected, Dragon formats numbers:</p> <ul style="list-style-type: none"> <li>• <b>As numerals</b> when they are greater than or equal to the value in the drop-down list. For example, "5" when you say "five".</li> <li>• <b>As words</b> when they are less than or equal to the value. For example, "five" when you say "five".</li> </ul> <p>You must select a value from the drop-down list.</p> <p>If deselected, Dragon does not format numbers automatically.</p> <p><b>Default value:</b> 0</p>
Restore Defaults	Click to restore the default values for all settings in this section.
<b>Capitalization</b>	
Capitalize the word after a new line	<p>If selected, capitalizes the first word you dictate after saying "New Line" or pressing Enter.</p> <p>If deselected, you must use Dragon's capitalization commands to capitalize the first word on a new line.</p> <p><b>Default value:</b> Selected</p>
Department name capitalization	<p>Determines the type of capitalization applied to any words in your vocabulary where the <b>Special Capitalization</b> option is set to <b>Department name</b> in the Vocabulary Editor Word Properties dialog box in the Dragon client. The options are:</p> <ul style="list-style-type: none"> <li>• Standard</li> <li>• All Caps</li> </ul> <p><b>Default value:</b> Standard</p>
Drug name capitalization	<p>Determines the type of capitalization applied to any words in your vocabulary where the <b>Special Capitalization</b> option is set to <b>Drug name</b> in the Vocabulary Editor Word Properties dialog box in the Dragon client. The options are:</p>

Field	Description																																
	<ul style="list-style-type: none"> <li>• Standard</li> <li>• Initial Caps</li> <li>• All Caps</li> </ul> <p><b>Default value:</b> Standard</p>																																
Person name capitalization	<p>Determines the type of capitalization applied to any words in your vocabulary where the <b>Special Capitalization</b> option is set to <b>Person name</b> in the Vocabulary Editor Word Properties dialog box in the Dragon client. The options are:</p> <ul style="list-style-type: none"> <li>• Standard</li> <li>• All Caps</li> </ul>																																
Rules	<table border="1"> <thead> <tr> <th data-bbox="402 678 1166 741">Rule</th> <th data-bbox="1174 678 1354 741">Default value</th> </tr> </thead> <tbody> <tr> <td data-bbox="402 751 1166 783">Capitalize "RBC/hpf and WBC/hpf" as "RBC/HPF and WBC/HPF"</td> <td data-bbox="1174 751 1354 783">Deselected</td> </tr> <tr> <td data-bbox="402 793 1166 825">Capitalize "PO2 and PCO2" as "pO2 and pCO2"</td> <td data-bbox="1174 793 1354 825">Deselected</td> </tr> <tr> <td data-bbox="402 835 1166 898">Capitalize "allergy and allergies" as "ALLERGY and ALLERGIES"</td> <td data-bbox="1174 835 1354 898">Deselected</td> </tr> <tr> <td data-bbox="402 909 1166 972">Capitalize "against medical advice" as "AGAINST MEDICAL ADVICE"</td> <td data-bbox="1174 909 1354 972">Selected</td> </tr> <tr> <td data-bbox="402 982 1166 1045">Capitalize "do not intubate and do not resuscitate" as "DO NOT INTUBATE and DO NOT RESUSCITATE"</td> <td data-bbox="1174 982 1354 1045">Selected</td> </tr> <tr> <td data-bbox="402 1056 1166 1119">Capitalize "durable power of attorney" as "DURABLE POWER OF ATTORNEY"</td> <td data-bbox="1174 1056 1354 1119">Selected</td> </tr> <tr> <td data-bbox="402 1129 1166 1161">Capitalize "living will" as "LIVING WILL"</td> <td data-bbox="1174 1129 1354 1161">Deselected</td> </tr> <tr> <td data-bbox="402 1171 1166 1203">Capitalize "code blue" as "CODE BLUE"</td> <td data-bbox="1174 1171 1354 1203">Selected</td> </tr> <tr> <td data-bbox="402 1213 1166 1245">Capitalize "code status" as "CODE STATUS"</td> <td data-bbox="1174 1213 1354 1245">Selected</td> </tr> <tr> <td data-bbox="402 1255 1166 1287">Capitalize "code R" as "CODE R"</td> <td data-bbox="1174 1255 1354 1287">Selected</td> </tr> <tr> <td data-bbox="402 1297 1166 1329">Capitalize "code S" as "CODE S"</td> <td data-bbox="1174 1297 1354 1329">Selected</td> </tr> <tr> <td data-bbox="402 1339 1166 1371">Capitalize "code T" as "CODE T"</td> <td data-bbox="1174 1339 1354 1371">Selected</td> </tr> <tr> <td data-bbox="402 1381 1166 1413">Capitalize "trauma alert" as "TRAUMA ALERT"</td> <td data-bbox="1174 1381 1354 1413">Deselected</td> </tr> <tr> <td data-bbox="402 1423 1166 1455">Capitalize "fish" as "FISH"</td> <td data-bbox="1174 1423 1354 1455">Deselected</td> </tr> <tr> <td data-bbox="402 1465 1166 1497">Capitalize "left and right" as "LEFT and RIGHT"</td> <td data-bbox="1174 1465 1354 1497">Deselected</td> </tr> </tbody> </table>	Rule	Default value	Capitalize "RBC/hpf and WBC/hpf" as "RBC/HPF and WBC/HPF"	Deselected	Capitalize "PO2 and PCO2" as "pO2 and pCO2"	Deselected	Capitalize "allergy and allergies" as "ALLERGY and ALLERGIES"	Deselected	Capitalize "against medical advice" as "AGAINST MEDICAL ADVICE"	Selected	Capitalize "do not intubate and do not resuscitate" as "DO NOT INTUBATE and DO NOT RESUSCITATE"	Selected	Capitalize "durable power of attorney" as "DURABLE POWER OF ATTORNEY"	Selected	Capitalize "living will" as "LIVING WILL"	Deselected	Capitalize "code blue" as "CODE BLUE"	Selected	Capitalize "code status" as "CODE STATUS"	Selected	Capitalize "code R" as "CODE R"	Selected	Capitalize "code S" as "CODE S"	Selected	Capitalize "code T" as "CODE T"	Selected	Capitalize "trauma alert" as "TRAUMA ALERT"	Deselected	Capitalize "fish" as "FISH"	Deselected	Capitalize "left and right" as "LEFT and RIGHT"	Deselected
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Restore Defaults	Click to restore the default values for all settings in this section.																																
<b>Numbers, Units, and Dates</b>																																	
Treat ambiguous numeric strings as dates	<p>If selected, Dragon formats strings of numbers without a clear function as dates. If you select this option, you must also select a date format from the <b>Date format</b> drop-down list in the General section. By default, the Date format option is set to <b>Dates As Spoken</b>.</p>																																

Field	Description
	<p>If deselected, Dragon does not format ambiguous numeric strings.</p> <p><b>Default value:</b> Selected</p>
<p>Write single digit + "point" in hyphenated form when not followed by another digit</p>	<p>If selected, Dragon inserts a digit, a hyphen, and the word "point" when you dictate a digit and the word "point" not followed by another digit. For example, "5-point" when you say "5."</p> <p>If deselected, Dragon does not insert a hyphen or the word "point" when you dictate a digit.</p> <p><b>Default value:</b> Deselected</p>
<p>Format numbers as times when followed by phrases such as "in the morning"</p>	<p>If selected, Dragon inserts numbers as times of day when followed by phrases like "in the morning" or "at night." For example, when you say "ten o'clock at night," Dragon inserts "10:00 PM."</p> <p>If deselected, Dragon does not format numbers when followed by time-related phrases.</p> <p><b>Default value:</b> Deselected</p>
<p>Write the word "number" as "#" prior to numerals</p>	<p>If selected, Dragon inserts a hash symbol before numbers. For example, "#28" when you say "number 28".</p> <p>If deselected, Dragon does not insert a hash symbol.</p> <p><b>Default value:</b> Selected</p>
<p>Write one-digit ordinals from "third" to "ninth" in hybrid form ("3rd" to "9th")</p>	<p>If selected, Dragon inserts the numeric/text equivalents for ordinals from "third" to "ninth" when you dictate them. For example, "3rd" when you say "third".</p> <p>If deselected,</p> <p><b>Default value:</b> Deselected</p>
<p>Use Roman numerals for diabetes types</p>	<p>If selected, Dragon inserts Roman numerals instead of Arabic numerals for diabetes types. For example, "type II diabetes" when you say "type 2 diabetes".</p> <p>If deselected, Dragon inserts Arabic numerals when you dictate diabetes types.</p> <p><b>Default value:</b> Deselected</p>
<p>Write "degree" and "degrees" after a number as "" (and abbreviate "Fahrenheit" and "Celsius" to "F" and "C")</p>	<p>If selected, Dragon inserts the degree symbol (°) when you dictate temperature using the word "degree". Dragon also abbreviates the temperature type. For example, "98.6° F" when you say "98.6 degrees Fahrenheit".</p> <p>If deselected, Dragon inserts the words "degree", "Fahrenheit", and "Celsius".</p> <p><b>Default value:</b> Selected</p>

Field	Description
Write "%" as "percent"	<p>If selected, Dragon inserts the percent symbol (%) when you dictate the word "percent." For example, "20%" when you say "twenty percent".</p> <p>If deselected, Dragon inserts the word "percent".</p> <p><b>Default value:</b> Deselected</p>
Write out "positive" and "negative" before numbers and for blood types and Rh factors	<p>If selected, Dragon inserts the word "positive" or "negative" before numbers. Dragon also inserts these words for blood types and Rh factors. For example, "negative 6" when you say "-6" or "A positive" when you say "A+."</p> <p>If deselected, Dragon inserts the plus sign (+) and minus sign (-) with words, blood types, and Rh factors.</p> <p><b>Default value:</b> Deselected</p>
Insert a hyphen between a number and the word "French"	<p>If selected, Dragon inserts a hyphen when you say "5 French" to describe a type of equipment.</p> <p>If deselected, Dragon does not insert a hyphen.</p> <p><b>Default value:</b> Deselected</p>
Insert a space between "mm" and "Hg"	<p>If selected, Dragon inserts a space between the letters in the abbreviations mm and Hg for "millimeter of mercury."</p> <p>If deselected, Dragon does not insert a space.</p> <p><b>Default value:</b> Deselected</p>
Rewrite "cc" after a number as "mL"	<p>If selected, Dragon substitutes "mL" for "cc" when you dictate a number followed by "cc". For example, "10 mL" when you say "10 cc."</p> <p>If deselected, Dragon inserts "cc" when you dictate it.</p> <p><b>Default value:</b> Selected</p>
Format of expressions involving feet and inches:	<p>Determines the formatting applied to expressions including feet and inches. The options are:</p> <ul style="list-style-type: none"> <li>• Leave unchanged For example, "five feet eight inches".</li> <li>• Symbols with Spaces For example, 5' 8".</li> <li>• Symbols without Spaces For example, 5'8".</li> </ul> <p><b>Default value:</b> Leave unchanged</p>
Write "o'clock" as a word:	<p>Determines whether Dragon inserts the word "o'clock" when you dictate time rather than inserting the numeric format. For example, 5:00. The options are:</p> <ul style="list-style-type: none"> <li>• Never</li> </ul>



Field	Description
	<ul style="list-style-type: none"> <li>• Only before "position"</li> <li>• Always</li> </ul> <p><b>Default value:</b> Only before "position"</p>
Military time suffix	<p>Determines the suffix that Dragon inserts when you dictate military time. The options are:</p> <ul style="list-style-type: none"> <li>• Keep "hours"</li> <li>• Abbreviate as "hrs."</li> <li>• Remove "hours"</li> </ul> <p><b>Default value:</b> Abbreviate as "hrs."</p>

**Abbreviations**

Abbreviations	<p>The options in this section determine whether Dragon expands abbreviations that you dictate. For example, "Epstein-Barr virus" when you say "EBV".</p> <p>The following table describes options that are <b>selected</b> by default. All other options are deselected.</p> <p><b>Abbreviations</b></p> <table border="0" style="width: 100%;"> <tbody> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> <li>• Expand "alk phos" to "alkaline phosphatase"</li> <li>• Expand "bicarb" to "bicarbonate"</li> <li>• Expand "C. diff." to "C. difficile"</li> <li>• Expand "cath" to "catheter"</li> <li>• Expand "chemo" to "chemotherapy"</li> <li>• Expand "E. coli" to "Escherichia coli"</li> <li>• Expand "ex lap" to "exploratory laparoscopy"</li> <li>• Expand "fem-pop" to "femoropopliteal"</li> <li>• Expand "flex sig" to "flexible sigmoidoscopy"</li> </ul> </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> <li>• Expand "HPI" to "history of present illness"</li> <li>• Expand "IU" to "international units"</li> <li>• Expand "lap chole" to "laparoscopic cholecystectomy"</li> <li>• Expand "nitro" to "nitroglycerin"</li> <li>• Expand "ObGyn" to "OB/GYN"</li> <li>• Expand "rehab" to "rehabilitation"</li> <li>• Expand "sed rate" to "sedimentation rate"</li> <li>• Expand "subcu" to "subcutaneous"</li> <li>• Expand "T-max and T-current" to "MAXIMUM TEMPERATURE and CURRENT TEMPERATURE"</li> </ul> </td> </tr> </tbody> </table>	<ul style="list-style-type: none"> <li>• Expand "alk phos" to "alkaline phosphatase"</li> <li>• Expand "bicarb" to "bicarbonate"</li> <li>• Expand "C. diff." to "C. difficile"</li> <li>• Expand "cath" to "catheter"</li> <li>• Expand "chemo" to "chemotherapy"</li> <li>• Expand "E. coli" to "Escherichia coli"</li> <li>• Expand "ex lap" to "exploratory laparoscopy"</li> <li>• Expand "fem-pop" to "femoropopliteal"</li> <li>• Expand "flex sig" to "flexible sigmoidoscopy"</li> </ul>	<ul style="list-style-type: none"> <li>• Expand "HPI" to "history of present illness"</li> <li>• Expand "IU" to "international units"</li> <li>• Expand "lap chole" to "laparoscopic cholecystectomy"</li> <li>• Expand "nitro" to "nitroglycerin"</li> <li>• Expand "ObGyn" to "OB/GYN"</li> <li>• Expand "rehab" to "rehabilitation"</li> <li>• Expand "sed rate" to "sedimentation rate"</li> <li>• Expand "subcu" to "subcutaneous"</li> <li>• Expand "T-max and T-current" to "MAXIMUM TEMPERATURE and CURRENT TEMPERATURE"</li> </ul>
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**Miscellaneous**

Expand dosage	<p>If selected, Dragon inserts the full word when the user dictates a dosage abbreviation. For example, "once a day" when you say "qd".</p>
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Field	Description
abbreviations	<p>If deselected, Dragon inserts the dosage abbreviation.</p> <p><b>Default value:</b> Selected</p>
Remove period from dosage	<p>If selected, Dragon removes periods from dosage abbreviations. For example, "qd" when you say "q.d."</p> <p>Selecting the <b>Expand dosage abbreviations</b> option overrides this option.</p> <p>If deselected, Dragon inserts dosage abbreviations with periods.</p> <p><b>Default value:</b> Deselected</p>
Replace "&" with "and"	<p>If selected, Dragon replaces ampersands (&amp;) with the word "and". For example, "American College of Ob and Gyn" when you say "American College of Ob &amp; Gyn".</p> <p>If deselected, Dragon inserts ampersands instead of the word "and".</p> <p><b>Default value:</b></p>
Rewrite "dad", "kid", "mom", "sib", as "father", "child", "mother", "sibling"	<p>If selected, Dragon replaces the words "dad", "kid", "mom", and "sib" with the words "father", "child", "mother", and "sibling".</p> <p>If deselected, Dragon inserts the words "dad", "kid", and so on.</p> <p><b>Default value:</b> Deselected</p>
Rewrite "off of" as "off"	<p>If selected, Dragon inserts the word "off" when you say the phrase "off of".</p> <p>If deselected, inserts the phrase "off of".</p> <p><b>Default value:</b> Deselected</p>
Rewrite "I to E" as "I:E"	<p>If selected, Dragon inserts a colon when you dictate the word "to" between two letters. For example, "I:E" when you dictate "I to E".</p> <p>If deselected, Dragon inserts the phrase as dictated.</p> <p><b>Default value:</b> Deselected</p>
Spell "BI-RADS" as "BIRADS"	<p>If selected, Dragon removes the hyphen from the acronym "BI-RADS" when you say "BIRADS".</p> <p>If deselected, Dragon inserts the acronym with the hyphen.</p> <p><b>Default value:</b> Deselected</p>
Spell "calyx" and related words with an "i"	<p>If selected, Dragon spells the term "calyx" and other related words with an "i" ("calix").</p> <p>If deselected, Dragon spells the word and related terms with a "y".</p> <p><b>Default value:</b> Deselected</p>
Spell "disc" and related words with a "k"	<p>If selected, Dragon spells the word "disc" and other related words with a "k" ("disk").</p> <p>If deselected, Dragon spells the word with a "c".</p>

Field	Description
	<b>Default value:</b> Deselected
Spell "ortho-pedics" and related words with "ae"	<p>If selected, Dragon spells the term "orthopedics" with an "ae" ("orthopaedics").</p> <p>If deselected, Dragon spells the term with an "e".</p> <p><b>Default value:</b> Deselected</p>
Treat "bracket" as equivalent to "parenthesis"	<p>If selected, Dragon inserts parenthesis ( ) when you say "bracket".</p> <p>If deselected, inserts brackets [ ].</p> <p><b>Default value:</b> Deselected</p>
Treat paragraph breaks as equivalent to line breaks	<p>If selected, Dragon inserts a line break rather than a paragraph break when you say "New Paragraph".</p> <p>If deselected, Dragon inserts a paragraph break.</p> <p><b>Default value:</b> Deselected</p>
Write "AP" before the word "diameter" as "A-P"	<p>If selected, Dragon inserts a hyphen in the term "AP" when you say "AP diameter".</p> <p>If deselected, Dragon does not insert a hyphen in "AP".</p> <p><b>Default value:</b> Deselected</p>
Write accented characters with their non-accented forms	<p>If selected, Dragon inserts accented characters without accents. For example, "e" instead of "é".</p> <p>If deselected, Dragon inserts accented characters with accents.</p> <p><b>Default value:</b> Deselected</p>
Automatically insert second letter into vertebra range when not dictated	<p>If selected, Dragon inserts a second letter into a vertebra range automatically when you do not dictate it. For example, when you say "C one to two", Dragon inserts "C1-C2" rather than "C1-2".</p> <p>If deselected, Dragon inserts the vertebra range as dictated.</p> <p><b>Default value:</b> Deselected</p>
Insert commas or spaces into oncology "T N M" expressions	<p>Determines whether Dragon inserts separators in "T N M" expressions automatically. The options are:</p> <ul style="list-style-type: none"> <li>• No separator</li> <li>• Commas</li> <li>• Spaces</li> </ul> <p><b>Default value:</b> Spaces</p>
Place within	Determines whether Dragon inserts separators in vertebra ranges

Field	Description
the vertebra ranges	<p>automatically. For example, "C1-2". The options are:</p> <ul style="list-style-type: none"> <li>• Blank</li> <li>• Hyphen</li> <li>• Slash</li> </ul> <p><b>Default value:</b> Hyphen</p>
Write "dash" as	<p>Determines how Dragon formats a hyphen when you say "dash". The options are:</p> <ul style="list-style-type: none"> <li>• Single Hyphen For example, "BUN-creatinine ratio"</li> <li>• Single Hyphen Surrounded by Spaces For example, "BUN - creatinine ratio"</li> <li>• Double Hyphen For example, "BUN--creatinine ratio"</li> <li>• Double Hyphen Surrounded by Spaces For example, "BUN -- creatinine ratio"</li> </ul> <p><b>Default value:</b> Single Hyphen</p>
Restore Defaults	Click to restore the default values for all settings in this section.

### PowerMic section

**Applies to:** Dragon desktop products only

For information on this section, see [PowerMic section](#) above.

### Additional PowerMic actions

**Applies to:** Dragon desktop products only

Click the Additional... button to configure additional PowerMic options.

For more information, see the [Additional PowerMic options](#) section above.

### Diagnostics section

Upload Dragon.log file	<p>Determines when the Dragon.log file is sent to the NMC server. The options are:</p> <ul style="list-style-type: none"> <li>• Never</li> <li>• Only on Critical Errors</li> <li>• Always</li> </ul> <p><b>Default value:</b> Only on Critical Errors</p>
Enable Problem Step	<p>If selected, allows Nuance Technical Support to get important diagnostic information when trying to diagnose customer-reported issues.</p> <p>If deselected, the PSR remains disabled.</p>

Field	Description
Recorder (PSR)	<b>Default value:</b> Deselected
Max PSR screenshots	Maximum number of screenshots the PSR can take. <b>Possible values:</b> 0-1000 <b>Default value:</b> 50
Show PSR GUI	If selected, displays the PSR user interface. If deselected, does not display the PSR interface. <b>Default value:</b> Deselected

### Profile Optimizer Scheduler Settings

Dragon Medical Network Edition LMO interval	<p>Determines how frequently the Language Model Optimization (LMO) occurs. This process optimizes the model used to recognize the way the provider speaks. The model incorporates characteristics such as the accent, dialect, tone of voice, and other aspects of how the speech sounds. This setting controls how often the Profile Optimizer checks for corrupted user profiles.</p> <p>If a user profile often becomes corrupted, you should increase the frequency of this optimization to <b>Daily</b> as a preventive measure.</p> <p>For more information on determining LMO frequency, see <a href="#">“About scheduling the Profile Optimizer” on page 97</a>.</p> <p>You can select a regular schedule for LMO, or you can run the optimization immediately by clicking <b>Execute Now</b>.</p> <p><b>Default value:</b> Weekly</p>
Dragon Medical Network Edition ACO interval	<p>Determines how often the Acoustic Optimization (ACO) occurs. This process optimizes the language model used to help recognize the patterns of the provider's speech. The model incorporates how the provider dictates particular words and sequences of words. This process is time-intensive and requires one hour of processing time for each hour of dictation.</p> <p>For more information on determining ACO frequency, see <a href="#">“About scheduling the Profile Optimizer” on page 97</a>.</p> <p>You can select a regular schedule for ACO, or you can run the optimization immediately by clicking <b>Execute Now</b>.</p> <p><b>Default value:</b> Weekly</p>
Medication	Click <b>Execute Now</b> to receive medication updates.

### Group Details—Dragon Medical Advisor tab

**Applies to:** Dragon Medical One with Dragon Medical Advisor only

The following table describes the fields on the Dragon Medical Advisor tab.

Field	Description
EHR interface adapter	If you are configuring patient context via an EHR interface, specify the EHR interface adapter.

Field	Description
EDServiceDescriptor (Epic)	If you are configuring patient context via an EHR interface (Epic HyperSpace only), specify the EDSERVICEDESCRPTOR.
EnvironmentID (Epic)	If you are configuring patient context via an EHR interface (Epic HyperSpace only), specify the EnvironmentID.

## Group Details—Dragon Professional tab

**Applies to:** Dragon Professional only

The following table describes the fields on the Dragon Professional tab.

Field	Description
<b>Administrative Settings section</b>	
Disable the use of advanced scripting commands	<p>If selected, prevents users from creating or editing scripting custom commands. Users can still run the commands, however.</p> <p>If deselected, allows users to create and edit scripting commands.</p> <p><b>Default value:</b> Deselected</p>
Create BM-IV profiles by default	<p>If selected, all user profiles created use BestMatch IV acoustic models by default.</p> <p>If deselected, users can choose a different acoustic model when they create their user profiles.</p> <p><b>Default value:</b> Deselected</p>
<b>Commands section</b>	
Enable mouse motion commands	<p>If selected, enables mouse motion commands, such as "Move Mouse Left".</p> <p>If deselected, mouse motion commands are disabled.</p> <div style="border: 1px solid #ccc; background-color: #f9f9f9; padding: 10px; margin: 10px 0;"> <p><b>Note:</b> If you do not require mouse movement by voice, Nuance recommends deselecting this option to improve Dragon's performance.</p> </div> <p><b>Default value:</b> Selected</p>
Mouse movement	Click to select mouse movement speed. The default value is 2.
Enable HTML support	<p>If selected, allows Dragon to work with Internet Explorer and Chrome. You must select this option to use web browser commands when the Dragon Web Extension is installed.</p> <p>If deselected and the Dragon Web Extension is installed, you cannot select web page elements by voice or dictate directly in web page fields.</p> <p><b>Default value:</b> Selected</p>
Enable commands in HTML windows	<p>If selected, enables commands for use with Internet Explorer and Chrome. You must select this option to use voice commands in some Microsoft Outlook dialog boxes when you create or edit messages in HTML format.</p>

Field	Description
	<p>These dialog boxes appear with the Internet Explorer symbol in the left corner of the window header.</p> <p>If deselected, disables some Internet Explorer and Chrome commands, and voice commands in some Microsoft Outlook dialog boxes.</p> <p><b>Default value:</b> Selected</p>
Enable automatically select first field	<p>If selected, Dragon places the cursor in the first form field automatically when you dictate in an application with form fields.</p> <p>If deselected, you must place your cursor in the first form field manually when you dictate in form fields.</p> <p><b>Default value:</b> Selected</p>
Require "Click" to select hyperlinks in HTML windows	<p>If selected, Dragon requires that you say "Click" before saying the link text to click in HTML windows, such as web browsers. For example, "Click Contact Us". This option prevents Dragon from clicking links unintentionally during dictation.</p> <p>If deselected, you can just say the link text to click. For example, "Contact Us".</p> <p><b>Default value:</b> Selected</p>
Require "Click" to select menus	<p>If selected, Dragon requires that you say "Click" before saying the drop-down menu or right-click menu to click. For example, "Click View". This option prevents Dragon from clicking menus unintentionally during dictation.</p> <p>If deselected, you can just say the menu to click. For example, "View".</p> <p><b>Default value:</b> Selected</p>
Require "Click" to select buttons and other controls	<p>If selected, Dragon requires that you say "Click" before saying the button name or other control to click. For example, "Click OK". This option prevents Dragon from clicking menus unintentionally during dictation.</p> <p>If deselected, you can just say the button or control to click. For example, "OK".</p> <p><b>Default value:</b> Selected</p>
Enable recognition mode switching commands	<p>If selected, enables you to switch recognition modes by voice. For example, you can say "Start Dictation Mode" or "Dictation Mode On".</p> <p>If deselected, you must switch recognition modes using the DragonBar.</p> <p><b>Default value:</b> Selected</p>
Enable web search commands	<p>If selected, enables Web searching commands that are based on natural speech. For example, "Search the web for weather in Seattle".</p> <p>If deselected, disables web searching commands.</p> <p><b>Default value:</b> Selected</p>
Enable desktop search	<p>If selected, enables Desktop searching commands that are based on natural speech. For example, "Search Computer for time sheets".</p>

Field	Description
commands	<p>If deselected, disables Desktop searching commands.</p> <p><b>Default value:</b> Selected</p>
Enable email and calendar commands	<p>If selected, enables Microsoft Outlook commands that are based on natural speech. These commands allow you to create email, appointments, meetings, and tasks. For example, "Create appointment about dental appointment".</p> <p>If deselected, disables the natural-language Email and Calendar commands.</p> <p><b>Default value:</b> Selected</p>
Enable cut shortcut commands	<p>If selected, enables the Cut shortcut command. Use this option to cut text by simply saying "Cut &lt;xyz&gt;".</p> <p>If deselected, you must first select the text and then say "Cut That".</p> <p><b>Default value:</b> Deselected</p>
Enable delete shortcut commands	<p>If selected, enables the Delete shortcut command. Use this option to delete text by simply saying "Delete &lt;xyz&gt;".</p> <p>If deselected, you must first select the text and then say "Delete That".</p> <p><b>Default value:</b> Selected</p>
Enable copy shortcut commands	<p>If selected, enables the Copy shortcut command. Use this option to copy text by simply saying "Copy &lt;xyz&gt;".</p> <p>If deselected, you must first select the text and then say "Copy That".</p> <p><b>Default value:</b> Selected</p>
Left variable delimiter Right variable delimited	<p>Determines the delimiters used to indicate variable fields in Auto-Text commands. You can specify delimiters up to five characters long. You cannot specify the same value for each delimiter.</p> <div data-bbox="451 1325 1295 1486" style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p><b>Note:</b> If you change the default delimiters, Dragon uses the new delimiters for Auto-Text commands, but ignores variables in square brackets when you use the Accept Defaults and Clear Variable Delimiters commands.</p> </div> <p><b>Default values:</b> left bracket (()) and right bracket (())</p>
Enable Natural Language commands	<p>If selected, enables Natural Language Commands. This feature requires an additional 8MB of memory.</p> <p>If deselected, disables Natural Language Commands. You'll need to use specific Dragon commands instead. For example, instead of "Save Changes", you must say "Click File", and then "Click Save".</p> <p><b>Default value:</b> Selected</p>
Enable Natural Language commands—	<p>If selected, enables natural language commands in these applications.</p> <p>If deselected, disables natural language commands.</p>



Field	Description
Word Enable Natural Language commands—Excel Enable Natural Language commands—Powerpoint Enable Natural Language commands—Word Perfect	<b>Default value:</b> Selected
Restore Defaults	Click to restore the default values for all settings in this section.
<b>Auto-formatting section</b>	
Abbreviate common English (imperial) units of measure	If selected, automatically inserts abbreviations for imperial units of measure. For example, "mm" for "millimeter". If deselected, does not insert abbreviations for imperial units of measure. <b>Default value:</b> Selected
Abbreviate titles	If selected, Dragon inserts abbreviated version of titles in Dragon's abbreviated titles list automatically. For example, "Mr." for "Mister". If deselected, Dragon does not abbreviate titles automatically. <b>Default value:</b> Selected
Allow pauses in formatted phrases	If selected, enables automatic number and phrase formatting when you pause while saying them. If deselected, automatic number and phrase formatting may not take effect if you pause. <b>Default value:</b> Selected
Automatically add commas and periods (full stops)	If selected, Dragon adds commas and periods automatically where appropriate without requiring you to say the punctuation. Using this option depends on pauses in speech where you would normally pause during conversational speech. If deselected, Dragon you must dictate periods and commas by saying "Period" and "Comma". <b>Default value:</b> Deselected
Caps Lock key overrides capitalization commands	If selected, allows you to use the Caps Lock key instead of the following commands: <ul style="list-style-type: none"> <li>• "Cap &lt;word&gt;", "No Caps &lt;word&gt;"</li> </ul>

Field	Description
	<ul style="list-style-type: none"> <li>• "Caps On", "No Caps On"</li> <li>• "Caps Off", "No Caps Off"</li> <li>• "All Caps &lt;word&gt;", "No Caps &lt;word&gt;"</li> <li>• "All Caps On", "All Caps Off"</li> </ul> <p>If deselected, you must use Dragon's capitalization commands.</p> <p><b>Default value:</b> Deselected</p>
Expand common English contractions	<p>If selected, Dragon expands spoken contractions. For example, if you say "Don't cross the street", Dragon writes "Do not cross the street".</p> <p>When contractions are ambiguous, Dragon always expands the contraction, regardless of this setting. For example, if you say "It's always", you might mean "It is always" or "It has always".</p> <p>If deselected, Dragon does not expand contractions automatically.</p> <p><b>Default value:</b> Deselected</p>
Format ISO currency codes	<p>If selected, Dragon displays currency amounts with the International Standards Organization currency symbol corresponding to the region and language set for your Windows operating system or, if different, for your user profile. For example, when your region is set to United States and you say "ten dollars", Dragon writes "USD10".</p> <p>If deselected, Dragon does not format currency amounts with ISO standards automatically.</p> <p><b>Default value:</b> Deselected</p>
Format other numbers	<p>If selected, Dragon formats all other numbers automatically, such as negative numbers, fractions, and decimals. For example, "-1" for "negative one".</p> <p>If deselected, you must dictate the appropriate punctuation.</p> <p><b>Default value:</b> Selected</p>
Format phone numbers	<p>If selected and your user profile region setting is United States or Canada, Dragon formats North American telephone numbers automatically when you say a sequence of seven or ten numbers. For example, when you say "7815551212", Dragon writes "781-555-1212".</p> <p>Dragon cannot automatically format phone numbers with letters, such as "1800EXAMPLE". In addition, Dragon cannot format US phone numbers automatically when your user profile region setting is <b>UK</b>.</p> <p>If your user profile region setting is UK, Dragon formats UK telephone numbers automatically.</p> <p>If deselected, Dragon does not format phone numbers automatically.</p> <p><b>Default value:</b> Selected</p>
Format prices	<p>If selected, Dragon formats prices and currencies with the appropriate currency symbol. For example, when you say "ten dollars", Dragon writes</p>

Field	Description
	<p>"\$10". Supported currencies are USD (\$, US\$), CAD (C\$), EUR (€), JPY (¥), GBP (£), CHF (F).</p> <p>Dictating currency with Dragon is dependent on your currency settings in the Windows Control Panel. If you are using a different region and language in your user profile than in the Control Panel, Dragon uses the settings in your user profile.</p> <p>If deselected, Dragon does not format currency automatically.</p> <p><b>Default value:</b> Selected</p>
Format street addresses	<p>If selected, enables postal address formatting. For example, if you say "49 orchard lane boston massachusetts oh two four four six," Dragon enters "49 Orchard Lane, Boston, MA 02446."</p> <p>Some addresses can be hard for Dragon to interpret. For example, Dragon could interpret "Two Hundred Forty Fifth Street" as 245th Street, 200 45th Street, or 240 5th Street. In this case, Dragon uses context to determine what you meant. Sometimes, using the word "and" can help. For example, saying "Two Hundred And Forty Fifth Street" eliminates 200 45th Street as a possibility.</p> <p><b>If your user profile region setting is UK or Canada:</b> This option also enables formatting for UK postcodes and Canadian postal codes.</p> <p><b>If your user profile region setting is United States:</b> You can enable UK postcodes and Canadian postal codes from the UK and Canadian postcodes option in this dialog box.</p> <p>If deselected, Dragon does not format street addresses automatically.</p> <p><b>Default value:</b> Selected</p>
Format times	<p>If selected, Dragon formats times using standard or military time formats. For example, if you say "Six Thirty PM", Dragon writes "6:30 PM". If you say "sixteen hundred hours", Dragon writes "1600 hrs".</p> <p>If deselected, Dragon does not format times automatically.</p> <p><b>Default value:</b> Selected</p>
Format web and e-mail addresses	<p>If selected, enables Web address and email address formatting. This allows you to dictate the addresses as you would normally say them. For example, if you say "jane dot smith at my adventure travel dot com" Dragon types "Jane.Smith@myadventuretravel.com."</p> <p>If deselected, Dragon does not format web and email addresses automatically.</p> <p><b>Default value:</b> Selected</p>
Insert two spaces after period (full stop)	<p>If selected, Dragon adds two spaces at the end of sentences automatically.</p> <p>If deselected, Dragon adds only one space.</p> <p><b>Default value:</b> Deselected</p>

Field	Description
"million" instead of ".000.000"	<p>If selected, Dragon writes the word "million" instead of 1,000,000 when you dictate round numbers in the millions.</p> <p>If deselected, Dragon writes 1,000,000.</p> <p><b>Default value:</b> Selected</p>
Format US Social Security Numbers	<p>If selected, Dragon formats US social security numbers automatically when you say a sequence of nine numbers. For example, when you say "123456789", Dragon writes "123-456-789".</p> <p>If deselected, you must dictate hyphens between the numbers by saying "Hyphen".</p> <p><b>Default value:</b> Deselected</p>
Format UK and Canadian postcodes	<p>If selected, Dragon formats UK postcodes and Canadian postal codes automatically. For example, if you say "W Two Four R J", Dragon writes "W2 4RJ".</p> <p>If deselected, Dragon does not format UK and Canadian postcodes automatically.</p> <p><b>Default value:</b> Deselected</p>
Date format	<p>If selected, Dragon formats dates automatically when you dictate the month, day, and year. Use the Dates as Spoken drop-down list to select your date format.</p> <p>Formatting dates with Dragon is dependent on your date settings in the Windows Control Panel. If you are using a different region and language in your user profile than in the Control Panel, Dragon uses the settings in your user profile.</p> <p>If deselected, Dragon does not format dates automatically.</p> <p><b>Default value:</b> Selected</p>
Numbers, if greater than or equal to	<p>If selected, Dragon formats numbers:</p> <ul style="list-style-type: none"> <li>• As numerals when they are greater than or equal to the value in the drop-down list. For example, "5" when you say "five".</li> <li>• As words when they are less than or equal to the value. For example, "five" when you say "five".</li> </ul> <p>You must select a value from the drop-down list.</p> <p>If deselected, Dragon does not format numbers automatically.</p> <p>Default value: Selected, with value 10</p>
<b>Miscellaneous Group Settings section</b>	
Put the microphone to sleep after n minutes of silence	<p>Number of minutes after which Dragon stops the microphone from listening and puts it into Sleep mode. This setting is also referred to as the Sleep Timer. Specify a value between 5 and 120 minutes.</p> <p><b>Default value:</b> 5</p>

Field	Description
	<b>Note:</b> Nuance does not recommend a value greater than 10, as Dragon can misrecognize ambient noise as speech.
Have the microphone on but asleep when the user profile opens	<p>If selected, the microphone is in Sleep mode when Dragon starts. You can then turn on the microphone by saying "Wake Up" or "Listen to Me". This is helpful if you are using Dragon hands-free.</p> <p>If deselected, the microphone is turned off when Dragon starts.</p> <p><b>Default value:</b> Deselected</p>

### PowerMic section

**Applies to:** Dragon desktop products only

There are two tabs in this section:

- **Global**—Click to assign actions to PowerMic buttons when you're dictating in all applications other than the Dictation Box.
- **Dictation Box**—Click to assign actions to PowerMic buttons when you're dictating in the Dictation Box.

The following table describes the default actions assigned to each PowerMic button. You can select a different action from the list for each button. The actions that you select here determine the default settings for Dragon client users. If necessary, users can change their default settings. When users click the **Restore Defaults** button on the PowerMic page in the Dragon client, their settings are restored to the options you determine in this section.

To restore the default values for these settings in the NMC console, click **Restore Defaults**. You must click **Restore Defaults** on both the Global tab and the Dictation Box tab to restore all PowerMic default settings.

For more information, see ["Changing group product settings" on page 49](#).

<i>Global tab</i>		<i>Dictation Box tab</i>	
Transcribe	<b>Default action:</b> Show Dictation Box	Transcribe	<b>Default action:</b> Transfer text
Tab Backward	<b>Default action:</b> Tab backward	Tab Backward	<b>Default action:</b> Tab backward
Tab Forward	<b>Default action:</b> Tab forward	Tab Forward	<b>Default action:</b> Tab forward
Dictate	<b>Default action:</b> Press-to-talk	Dictate	<b>Default action:</b> Press-to-talk
Rewind	<b>Default action:</b> Previous field	Rewind	<b>Default action:</b> Previous field
Fast Forward	<b>Default action:</b> Next field	Fast Forward	<b>Default action:</b> Next field
Stop/Play	<b>Default action:</b> Accept defaults	Stop/Play	<b>Default action:</b> Accept defaults

**PowerMic section**

Custom Left	<b>Default action:</b> Force command recognition	Custom Left	<b>Default action:</b> Press Cancel button
Enter/Select	<b>Default action:</b> Dragon Professional—None  Dragon Law Enforcement—None  Dragon Medical Network Edition—Transfer text	Enter/Select	<b>Default action:</b> Dragon Professional—None  Dragon Law Enforcement—None  Dragon Medical Network Edition—Hidden Mode on/off
Custom Right	<b>Default action:</b> Force dictation recognition	Custom Right	<b>Default action:</b> Force dictation recognition

**Additional PowerMic Options**

**Applies to:** Dragon desktop products only

To configure additional PowerMic options, click the **Additional...** button. The following table describes the additional options available.

Option	Description
Mouse Action	If selected, enables the actions shown for each button listed. You cannot change the default actions; you can only enable or disable them.  If deselected, disables the actions shown for each button.  <b>Default value:</b> Enabled for each button
Enable Touchpad Swipe	If selected, you can use the PowerMic Track-Point button (PowerMic II) or the Touchpad button (PowerMic III) to move your cursor.  If deselected, you must use your mouse to move your cursor.  <b>Default value:</b> Enabled
Restore Defaults	Click to restore the default values for all settings in this dialog box.

**Hot Keys section**

**Applies to:** Dragon desktop products only

For information on specifying hot key values, see [“To change Hot Key settings:” on page 50](#).

Microphone on/off	Turns Dragon's microphone on and off.  <b>Default value:</b> Plus key (+) on the numeric keypad
Correction	Opens the Correction menu.  <b>Default value:</b> Minus key (-) on the numeric keypad  <b>Note:</b> You cannot open the Correction menu using a hot key when you are working in Web applications.

**Additional PowerMic Options**

Force command recognition	<p>Forces Dragon to recognize words as commands rather than dictation.</p> <p><b>Default value:</b> CTRL key</p>
Force dictation recognition	<p>Forces Dragon to recognize words as dictation rather than commands.</p> <p><b>Default value:</b> SHIFT key</p>
DragonBar	<p>When the DragonBar is minimized in Tray Icon mode, maximizes the DragonBar to its regular size.</p> <p>When the DragonBar is maximized, minimizes the DragonBar to your system tray.</p> <p><b>Default value:</b> Asterisk key (*) on the numeric keypad. (Dragon Professional)</p> <p><b>Default value:</b> Ctrl+NumKey* on the numeric keypad. (Dragon Medical Practice Edition)</p>
Microphone sleep/on	<p>Puts Dragon's microphone to sleep and wakes it up.</p> <p><b>Default value:</b> Forward slash key (/) on the numeric keypad.</p>
Press-to-talk	<p>Allows you to talk to Dragon while you hold down the key. Dragon stops listening when you release the key.</p> <p><b>Default value:</b> none</p>
DictationBox	<p>Opens the Dictation Box.</p> <p><b>Default value:</b> CTRL + SHIFT + D</p>
Playback	<p>Plays back dictation.</p> <p><b>Default value:</b> SHIFT key and the minus sign (-) on the numeric keypad</p>
Fast-forward	<p>Fast-forwards playback.</p> <p><b>Default value:</b> SHIFT key and the asterisk (*) on the numeric keypad</p>
Rewind	<p>Rewinds playback.</p> <p><b>Default value:</b> SHIFT key and the forward slash key (/) on the numeric keypad.</p>
Next Field	<p>Selects the next variable field in an [[[Undefined variable Primary.T&amp;G_AutoText]]].</p> <p><b>Default value:</b> CTRL + SHIFT + N</p>
Transfer Text	<p>Transfers text from the Unanchored Dictation Box to the application.</p> <p><b>Default value:</b> CTRL + SHIFT + T</p>

**Additional PowerMic Options**

Hidden Mode	Starts and stops Hidden Mode. <b>Default value:</b> CTRL + SHIFT + T
Edit	Click to edit the default hot key combination.
Restore Defaults	Click to restore default values for settings on this page.



## User Account Details page

The following sections describe the fields on the User Account Details page tabs.

To access this page, see [“Viewing user accounts” on page 54](#).

### User Account Details—Details tab

The following table describes the fields on the Details tab.

Field	Description
Organization	Organization to which the user belongs. This field is read-only.
NPI	National Provider Identifier. <b>Applies to:</b> Medical products only
First name, Last name, Middle name	User's first, middle, and last name.
Title	User's title.
Login	<p>User's unique login. The login cannot contain any of the following:</p> <ul style="list-style-type: none"> <li>• Leading or trailing spaces</li> <li>• Colons (:)</li> <li>• Backslashes (\)</li> <li>• Unicode zero-width space</li> </ul> <p>However, the login can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).</p> <p>If you are using active directory single sign-on authentication, this login must match the user's Windows login. For more information, see the <i>Nuance Management Center Server Installation and Configuration Guide</i>.</p>
Change Password	<p>Click to change the user's password.</p> <p>Passwords cannot contain leading or trailing spaces. However, passwords can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).</p> <p>You can leave this field empty if password complexity requirements are not set and the <b>Do not allow empty passwords</b> system setting is deselected. Passwords are not required when single sign-on with Central Authentication is enabled. In this instance, users authenticate their logins to client applications using a third-party identity provider.</p> <p>For more information on password requirements, see <a href="#">“Managing password settings” on page 23</a>.</p> <p>For more information on system settings, see <a href="#">“System Settings page” on page 303</a>.</p>
Unlock User	<p>Click to unlock this user's account.</p> <p>Lockout applies only to users who log in with native NMS credentials. It does</p>

Field	Description
	<p>not apply to users with single sign-on authentication.</p> <p>To prevent users with single sign-on authentication from logging in, you should select the <b>Disable authentication</b> setting.</p>
Primary email address	<p>User's primary email address. If you enabled the <b>Email address required for organization users</b> setting on the <a href="#">“Organization Details page”</a> on page 160, a valid email address is required for each user.</p> <p>If you change your email address, Nuance Management Center sends a notification email to your old address and a verification email message to your new email address requiring you to confirm the change. You cannot use your new email address to reset your password or view messages in Nuance Management Center until you confirm the change.</p> <p>The old address remains visible to NMC Administrators in Nuance Management Center until the user confirms the change.</p>
NHID primary email address	User's primary NHID email address.
NHID secondary email address	User's secondary NHID email address. This field is unavailable if the user has only a primary NHID email address.
User must change password for native NMS authentication on next login	<p>If selected, Nuance Management Center prompts this user to change his or her password for native NMS credentials when he or she next logs in. This setting applies only to users logging in with native NMS credentials; it does not apply to users logging in with other authentication types.</p> <p>If deselected, this user can continue using his or her password.</p> <p><b>Default value:</b> Selected (for new users only)</p>
Department	Department to which this user belongs.
Disable authentication	<p>If selected, prevents this user from logging in to the Dragon client. This is helpful when users leave your organization.</p> <p>If deselected, this user can continue logging in to the Dragon client.</p> <p><b>Default value:</b> Deselected</p>
Location	User's location.

### User Account Details—Specialty tab

The following table describes the fields on the Specialty tab.

Field	Description
Primary specialty	<p>Primary specialty for your practice.</p> <p>You can search for a primary specialty by using the wildcard feature. Begin typing the first three letters in the field to see matching specialties.</p> <p><b>Applies to:</b> Medical products only</p>

Field	Description
Secondary specialty	<p>Secondary specialty for your practice, if applicable.</p> <p>You can search for a secondary specialty by using the wildcard feature. Begin typing the first three letters in the field to see matching specialties.</p> <p><b>Applies to:</b> Medical products only</p>
User type	Select an option to indicate this user's type.

### User Account Details—Address tab

The following table describes the fields on the Address tab.

Field	Description
Address 1, Address 2, Address 3	User's address.
City	User's city of residence.
State	User's state of residence.
Zip	User's postal code.
Country	User's country of residence.

### User Account Details—Group Memberships tab

The following table describes the fields on the Group Memberships tab.

For information on managing group memberships, see [“Managing user accounts” on page 59](#).

Field	Description
Site filter	Site to which this user's group is assigned.

### User Account Details—Messaging tab

The following table describes the fields on the Messaging tab.

Field	Description
Inform me via email when I receive NMS messages	<p>If selected, when Nuance Management Center generates a message, you receive the message in an email in addition to receiving the messages in the NMC console.</p> <p>If deselected, you must view messages in the NMC console.</p> <p>For more information on Messages, see <a href="#">“Working with messages” on page 94</a>.</p> <p><b>Default value:</b> Deselected</p>
Inform me via SMS when I receive NMS messages	<p>If selected, when Nuance Management Center generates a message, you receive the message in a text on your mobile phone in addition to receiving the messages in the NMC console.</p> <p>If deselected, you must view messages in the NMC console.</p> <p>For more information on Messages, see <a href="#">“Working with messages” on page 94</a>.</p>

Field	Description
	<b>Default value:</b> Deselected
Mobile phone	Mobile phone number where you want to receive messages by text.
Mobile phone provider	Mobile phone carrier.
Message Delivery Type	<p>Determines whether the message body is included in messages you receive. The options are:</p> <ul style="list-style-type: none"> <li>• <b>Include the message body in the delivery (default)</b>—Includes the entire body of the message in the email or text.</li> <li>• <b>Simply inform me that I have a message; I will retrieve it myself</b>—The NMC console informs you that you have a message. You can view the message in the NMC console. For more information, see <a href="#">“Viewing messages” on page 94</a>.</li> </ul>

### User Account Details—Credentials tab

The following table describes the columns on the Credentials tab.

For information on managing your credentials, see [“Configuring user account credentials” on page 63](#).

Field	Description
<b>NTLM tab</b>	
Login	<p>If you are using active directory single sign-on authentication, specify the user's Windows login.</p> <p>The login cannot contain leading or trailing spaces. However, the login can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).</p> <p>For information on creating and configuring user accounts for single sign-on authentication, see the <i>Nuance Management Center Server Installation and Configuration Guide</i>.</p>
Domain name	<p>If you are using active directory single sign-on authentication, select the domain name from the drop-down list.</p> <p>For information on configuring single sign-on authentication, see the <i>Nuance Management Center Server Installation and Configuration Guide</i>.</p>
<b>Token tab</b>	
Login	<p>If you are using token authentication with Dragon Medical Server/Dragon Medical One, specify the user's client login ID.</p> <p>The login cannot contain leading or trailing spaces.</p>

Field	Description
	However, the login can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).
<b>HIM System tab</b>	
Login	If you are using HIM reports, specify the user's login.  The login cannot contain leading or trailing spaces. However, the login can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).
HIM System Name	If you are using HIM reports, select the HIM system name.
eScription Speaker Code	If you are using HIM reports, specify the eScription speaker code.

### User Account Details—Dragon Ambient eXperience tab

**Applies to:** Dragon Ambient eXperience only

You must have the following privileges to view these settings:

- **Product Manage Dragon Ambient eXperience Settings**
- **View Dragon Ambient eXperience Settings**

The following table describes the fields on the Dragon Ambient eXperience tab.

Field	Description
Workflow	Type of workflow this organization uses.  The options are: <ul style="list-style-type: none"> <li>• DAX-2</li> <li>• DAX-3</li> </ul> <b>Default value:</b> DAX-3
Enable DAX Express Mode	Available only if Workflow is set to DAX-3.  If selected, DAX Express Mode is enabled.  If deselected, DAX Express Mode is disabled.  <b>Default value:</b> Deselected
Patient Schedule Source	Source type for patient schedules.  The options are: <ul style="list-style-type: none"> <li>• None</li> <li>• HL7</li> <li>• EHR API</li> <li>• File upload</li> </ul> <b>Default value:</b> None

Field	Description
Consent Type	This setting is read-only at the user level.
Use an Ambient Device	<p>If <b>Yes</b>, allows the DAX mobile app to pair with an ambient device.</p> <p>If <b>No</b>, the DAX mobile app does not pair with an ambient device.</p> <p><b>Default value:</b> No</p>
Use Biometrics on DAX Mobile	<p>If <b>Yes</b>, allows biometrics to be used to refresh a session instead of a PIN.</p> <p>If <b>No</b>, a PIN must be used to refresh a session.</p> <p><b>Default value:</b> No</p>
EMR ID	EMR ID or NPI that DAX will use to communicate with the EMR.

### User Account Details—Network Edition US tab

**Applies to:** Dragon Medical Network Edition only

The following table describes the columns on the Network Edition US tab.

Field	Description
<b>User Account Options section</b>	
Anchor dictation box to application	<p>If selected, the Dictation Box opens anchored to the application in which you're dictating.</p> <p>If deselected, the Dictation Box opens in its default location.</p> <p><b>Default value:</b> Deselected</p>
Enable HTML support	<p>If selected, allows Dragon to work with Internet Explorer and Chrome. You must select this option to use web browser commands when the Dragon Web Extension is installed.</p> <p>If deselected and the Dragon Web Extension is installed, you cannot select web page elements by voice or dictate directly in web page fields.</p> <p><b>Default value:</b> Selected</p>
Enable commands in HTML windows	<p>If selected, enables commands for use with Internet Explorer and Chrome. You must select this option to use voice commands in some Microsoft Outlook dialog boxes when you create or edit messages in HTML format. These dialog boxes appear with the Internet Explorer symbol in the left corner of the window header.</p> <p>If deselected, disables some Internet Explorer and Chrome commands, and voice commands in some</p>

Field	Description
	<p>Microsoft Outlook dialog boxes.</p> <p><b>Default value:</b> Selected</p>
<p>Require click to select hyperlinks in HTML windows</p>	<p>If selected, Dragon requires that you say "Click" before saying the link text to click in HTML windows, such as web browsers. For example, "Click Contact Us". This option prevents Dragon from clicking links unintentionally during dictation.</p> <p>If deselected, you can just say the link text to click. For example, "Contact Us".</p> <p><b>Default value:</b> Selected</p>
<p>Enable HTML custom API</p>	<p>If selected, enables Full Text Control in applications where the custom HTML API is implemented.</p> <p>If deselected, disables Full Text Control in these applications.</p> <p><b>Default value:</b> Selected</p>
<p>Enable RIA support</p>	<p>If selected, enables Rich Internet Application support.</p> <p>If deselected, disables Rich Internet Application support.</p> <p><b>Default value:</b> Selected</p>
<p>Use clipboard for Citrix basic dictation in version 2.5.x or lower client</p>	<p>If selected, Dragon uses the Windows clipboard to insert text when you have Dragon Medical Network Edition version 2.5.x and prior installed and you're using Dragon in a Citrix environment.</p> <p><b>Default value:</b> Deselected</p>
<p>For Citrix basic dictation in version 2.6 or higher client, use</p>	<p>Determines how Dragon inserts text for Citrix basic dictation. The options are:</p> <ul style="list-style-type: none"> <li>• Keystrokes Only</li> <li>• Clipboard Only</li> <li>• vSync with Keystrokes</li> <li>• vSync with Clipboard</li> </ul> <p><b>Default value:</b> None</p>
<p>Enable automatically select first field</p>	<p>If selected, Dragon places the cursor in the first form field automatically when you dictate in an application with form fields.</p> <p>If deselected, you must place your cursor in the first form field manually when you dictate in form fields.</p> <p><b>Default value:</b> Selected</p>
<p>Left variable delimiter</p>	<p>Determines the delimiters used to indicate variable</p>

Field	Description
Right variable delimiter	<p>fields in Auto-text/Text-and-Graphics commands. You can specify delimiters up to five characters long. You cannot specify the same value for each delimiter.</p> <p><b>Note:</b> If you change the default delimiters, Dragon uses the new delimiters for Auto-text/Text-and-Graphics commands, but ignores variables in square brackets when you use the Accept Defaults and Clear Variable Delimiters commands.</p> <p><b>Default values:</b> left bracket ([) and right bracket (])</p>
Saving the user also saves local acoustics	<p>If selected, Dragon sends both the acoustic model updates and the language model updates to the server.</p> <p>If deselected, Dragon only sends the language model updates to the server. These include changes to words and writing styles.</p> <p><b>Default value:</b> Selected</p>
Log out users who do not respond after __ seconds	<p>Dragon logs the user out automatically when the inactivity period is reached and the user does not respond to the prompt within this number of seconds you specify. You specify the inactivity period on the <a href="#">“Organization Details—Products tab” on page 160</a>.</p> <p><b>Possible values:</b> 1-999</p> <p><b>Default value:</b> 60</p>
Remove local cache data after usage	<p>If selected, Dragon deletes the contents of the local cache when the user logs out.</p> <p>If deselected, Dragon retains the contents of the local cache.</p> <p><b>Default value:</b> Selected</p>
Save user profiles at automatic logout	<p>If selected, Dragon saves changes to user profiles automatically when users log out.</p> <p>If deselected, users must save changes to their user profiles manually.</p> <p><b>Default value:</b> Selected</p>
<b>PowerMic Settings section (read only)</b>	
You configure PowerMic settings at the group level. You cannot edit PowerMic settings for user accounts.	
<b>Auto-Formatting section</b>	
Use Group Rules	If enabled, click to use the auto-formatting options specified for your group rather than selecting your



Field	Description
	<p>own options.</p> <p>If disabled, you can customize the auto-formatting options for your own user profile.</p>
Customize Rules	<p>If enabled, click to customize the auto-formatting options for your own user account.</p> <p>If disabled, the auto-formatting options your Dragon system administrator selected for your group are in effect.</p>

For information on the remaining fields in this section, see [“Auto-formatting section” on page 207](#).

### Diagnostics section

For field descriptions, see [“Diagnostics section” on page 217](#).

### Profile Optimizer Scheduler Settings

**Applies to:** Dragon Medical Network Edition

Dragon Medical Network Edition LMO interval	<p>Determines how frequently the Language Model Optimization (LMO) occurs. This process optimizes the model used to recognize the way the provider speaks. The model incorporates characteristics such as the accent, dialect, tone of voice, and other aspects of how the speech sounds. This setting controls how often the Profile Optimizer checks for corrupted user profiles.</p> <p>If a user profile often becomes corrupted, you should increase the frequency of this optimization to <b>Daily</b> as a preventive measure.</p> <p>For more information on determining LMO frequency, see <a href="#">“About scheduling the Profile Optimizer” on page 97</a>.</p> <p>You can select a regular schedule for LMO, or you can run the optimization immediately by clicking <b>Execute Now</b>.</p> <p><b>Default value:</b> Weekly</p>
Dragon Medical Network Edition ACO interval	<p>Determines how often the Acoustic Optimization (ACO) occurs. This process optimizes the language model used to help recognize the patterns of the provider's speech. The model incorporates how the provider dictates particular words and sequences of words. This process is time-intensive and requires one hour of processing time for each hour of dictation.</p> <p>For more information on determining ACO frequency,</p>

Field	Description
	<p>see <a href="#">“About scheduling the Profile Optimizer” on page 97</a>.</p> <p>You can select a regular schedule for ACO, or you can run the optimization immediately by clicking <b>Execute Now</b>.</p> <p><b>Default value:</b> Weekly</p>
Medication	Click <b>Execute Now</b> to receive medication updates.

### User Account Details—User Profile tab

The following table describes the columns on the User Profile tab.

Field	Description
<b>Dragon Medical Network Edition</b>	
Vocabulary	This setting is currently not applicable for Dragon Medical Network Edition.
<b>Dragon Professional section</b>	
Vocabulary	This setting is currently not applicable for Dragon Professional or Dragon Law Enforcement.
<b>Dragon Medical Server</b>	
Reset speech recognition user profile	<p>If selected, the NMC server resets the user profile for this user account the next time a session is created for this user. You may need to reset a user profile if it has become corrupted or unusable. Once reset, the NMC server deselects this check box.</p> <p>If deselected, the NMC server does not reset the user profile for this user.</p>
Last reset on	Date this user account was last reset.

### User Account Details—Dragon Professional tab

**Applies to:** Dragon Professional only

The following table describes the columns on the Dragon Professional tab.

Field	Description
<b>User Account Options section</b>	
<p>For field descriptions for this section, see <a href="#">Options dialog box—Commands page</a> in the Dragon Help.</p> <p>If you choose to customize these settings, the <b>Personal</b> radio button becomes selected automatically. To use the settings specified for your group, select the <b>Group</b> radio button.</p> <p>These options are set to <b>Group</b> by default.</p>	
<b>Auto-formatting section</b>	

Field	Description
Use Group Rules	<p>If enabled, click to use the auto-formatting options specified for your group rather than selecting your own options.</p> <p>If disabled, you can customize the auto-formatting options for your own user profile.</p>
Customize Rules	<p>If enabled, click to customize the auto-formatting options for your own user account.</p> <p>If disabled, the auto-formatting options your Dragon system administrator selected for your group are in effect.</p>

For descriptions for the remaining fields in this section, see [Auto-Formatting dialog box](#) in the Dragon Help.

### Miscellaneous User Settings section

If you choose to customize these settings, the **Personal** radio button becomes selected automatically. To use the setting specified for your group, select the **Group** radio button.

Put the microphone to sleep after n minutes of silence	<p>Number of minutes after which Dragon's microphone goes to sleep when Dragon doesn't hear anything.</p> <p><b>Default value:</b> none</p>
Have the microphone on but asleep when the user profile opens	<p>If selected, Dragon's microphone is asleep when users log in to the Dragon client and their user profile loads. They can then say "Wake Up" to wake up Dragon and begin dictating or saying other commands.</p> <p>If deselected, Dragon's microphone is off when users log in to the Dragon client and their user profile loads.</p> <p><b>Default value:</b> Selected (group value)</p>

### PowerMic Settings (read only)

You configure PowerMic settings at the group level. You cannot edit PowerMic settings for user accounts.

### Hot Keys Settings (read only)

You configure hot key settings at the group level. You cannot edit hot key settings for user accounts.

## Report pages

The following sections describe the search criteria and columns for the reports available on the **Reports** ribbon.

### License Use report

#### Search criteria

Criteria	Description
Organization	Organization or company name. Select only one.
Site	Site name. Select a specific site, or <b>All</b> .
Group	Group name. Select a specific group, or <b>All</b> .
Partner	Partner name, if applicable. Select a specific partner, or <b>All Partners</b> .
License Type	Type of license issued to your organization. Select only one.
Start date/time	Start date and time in the range for which to include report data. Edit the date and time manually, or click in the field to open the calendar and select a date and time.
End date/time	End date and time in the range for which to include report data. Edit the date and time manually, or click in the field to open the calendar and select a date and time.

#### Report columns

Column	Description
Login	User login.
Last Name	User's last name.
First Name	User's first name.
Partner Name	Partner name, if applicable.
License Type	License type, such as NMC Administrator.

Column	Description
Last Login	Date and time the user last logged in to the NMC console or client application.
Days Since Last Login	Number of days since the user's last login to the NMC console or client application.
Total Login Count	Total number of times the user logged in to the NMC console or client application between the date range specified.

## Client Version report

### Search criteria

Criteria	Description
Organization	Organization or company name. Select only one.
Product	Nuance product.
Login	User login. Logins can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).
Start date/time	Start date and time in the range for which to include report data. Edit the date and time manually, or click in the field to open the calendar and select a date and time.
End date/time	End date and time in the range for which to include report data. Edit the date and time manually, or click in the field to open the calendar and select a date and time.
Show only most recent entry	If selected, includes results for the last user login on the client. If deselected, includes results for all user logins on the client.  <b>Note:</b> To run the report, you must select one of the following search

Criteria	Description
	<p>criteria: an organization, a user login, or the <b>Show only most recent entry</b> check box.</p> <p><b>Default value:</b> Deselected</p>

### Report columns

Column	Description
Organization	Organization or company name.
NMS Login	User's NMS login.
Last Name	User's last name.
First Name	User's first name.
Date Of Transaction	Date the connection to Nuance Management Center occurred.
Product name	Nuance product name, such as Dragon Medical.
Client Device Name	Client device name, if applicable.
Client Version	Version of client application.
Client Build	Client build, if applicable.
Operating System Version	Operating system name and version.
Other	Other client information, such as type and version of the internet browser used to access Nuance Management Center.

### Device Use report

#### Search criteria

Criteria	Description
Organization	Organization or company name. Select only one.
Product	Nuance product. Select a specific product, or <b>All</b> .
Start date/time	Start date and time in the

<b>Criteria</b>	<b>Description</b>
	range for which to include report data. Edit the date and time manually, or click in the field to open the calendar and select a date and time.
End date/time	End date and time in the range for which to include report data. Edit the date and time manually, or click in the field to open the calendar and select a date and time.

### Report columns

<b>Column</b>	<b>Description</b>
Device Name	Device name.
Last Transaction	Date the last connection to Nuance Management Center occurred.
Days Since Last Transaction	Number of days since the device last connected to Nuance Management Center.
Total Transaction Count	Total number of times the device has connected to Nuance Management Center.

### Cloud Usage report

#### Search criteria

<b>Criteria</b>	<b>Description</b>
Organization	Organization or company name. Select only one.
Last Name	User's last name.
First Name	User's first name.
Group by (first)	Filter by which to sort report results. Data is sorted first by this filter, then by the second filter below. Select only one.
Group by (second)	Second filter by which to sort report results. Data is sorted first by the filter above, then by this filter. Select only one.
Start Date/Time	Start date and time in the range for which to include

<b>Criteria</b>	<b>Description</b>
	report data. Edit the date and time manually, or click in the field to open the calendar and select a date and time.
End Date/Time	End date and time in the range for which to include report data. Edit the date and time manually, or click in the field to open the calendar and select a date and time.
Partner	Partner name, if applicable.
Application Name	Nuance product for which to view usage.
Input Device	Device for which to view usage, if applicable.
Site	Site name. Select a specific site, or <b>All</b> .
Group	Group name. Select a specific group, or <b>All</b> .
Display results in a grid format by	Optionally select to view report results in a grid, then select a time period for which to view results.
Display results in a graph format by	Optionally select to view report results in a graph, then select a time period for which to view results.

**Report columns**

<b>Column</b>	<b>Description</b>
Organization	Organization or company name.
Partner	Partner name, if applicable.
Sessions	Total number of dictation sessions.
Length (minutes)	Sum of audio minutes.
Total Characters	Total number of characters dictated.
Total Auto-texts	Total number of auto-text commands executed.



<b>Column</b>	<b>Description</b>
Auto-text Characters	Total number of auto-text characters inserted with auto-text commands.
Visible Black Characters	Total number of characters dictated, excluding spaces, tabs, and new lines.

## Professional Usage report

### Network Edition Usage report

#### Search criteria

<b>Criteria</b>	<b>Description</b>
Organization	Organization or company name. Select only one.
Last Name	User's last name.
First Name	User's first name.
Group by (first)	Filter by which to sort report results. Data is sorted first by this filter, then by the second filter below. Select only one.
Group by (second)	Second filter by which to sort report results. Data is sorted first by the filter above, then by this filter. Select only one.
Start Date/Time	Start date and time in the range for which to include report data. Edit the date and time manually, or click in the field to open the calendar and select a date and time.
End Date/Time	End date and time in the range for which to include report data. Edit the date and time manually, or click in the field to open the calendar and select a date and time.
Product	Product for which to view usage. Dragon NaturallySpeaking is selected by default.
Site	Site name. Select a specific site, or <b>All</b> .
Group	Group name. Select a specific

Criteria	Description
	group, or <b>All</b> .
Display results in a grid format by	Optionally select to view report results in a grid, then select a time period for which to view results.
Display results in a graph format by	Optionally select to view report results in a graph, then select a time period for which to view results.

### Report columns

Column	Description
Organization	Organization or company name.
Day	Date and time of last usage.
Length (minutes)	Total number of minutes of dictation for this site.
Total Words	Total number of words dictated.
Total Characters	Total number of characters dictated.
Custom Commands	Total number of custom commands executed during dictation. Includes: <ul style="list-style-type: none"> <li>• Sample and template commands in command sets and in custom commands</li> </ul>
Dictation Commands	Total number of dictation commands executed during dictation. Includes most commands that select, format, and correct text: <ul style="list-style-type: none"> <li>• <b>Static commands</b>—Commands that include the word "that", such as "Select That".</li> <li>• <b>&lt;Action&gt;&lt;xyz&gt;</b></li> </ul>

Column	Description
	<p><b>commands</b>— Commands that precede the word they manipulate, such as "Bold &lt;xyz&gt;".</p>
Navigation/Action Commands	<p>Total number of navigation and action commands executed during dictation.</p> <p>Includes non-dictation commands:</p> <ul style="list-style-type: none"> <li>• Dragon commands</li> <li>• Windows commands</li> <li>• Third-party application (tracking) commands</li> <li>• User interface and document navigation commands</li> <li>• Text manipulation commands that are not dictation commands</li> </ul>
System and Web Commands	<p>Total number of system and web commands executed during dictation.</p> <p>Includes commands with user-provided context:</p> <ul style="list-style-type: none"> <li>• Web search commands</li> <li>• Desktop commands</li> <li>• Email commands</li> <li>• Facebook and Twitter commands</li> </ul>
Dictation Select/Format Commands (subset)	<p>Total number of select commands and formatting commands executed during dictation.</p> <p>Includes commands that precede the word they manipulate:</p> <ul style="list-style-type: none"> <li>• &lt;Action&gt;&lt;xyz&gt; commands, such as "Bold &lt;xyz&gt;"</li> </ul>

## Auto-text page

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The following table describes the fields on the Auto-text page.

To access this page, see [“Viewing auto-texts” on page 113](#).

### Auto-text—Details tab

The following table describes the fields on the Details tab.

Field	Description
Name	Unique auto-text name.
Description	Optional auto-text description.
Language	Language in which the content of the auto-text appears.
Spoken Phrase	Phrase users say to execute the auto-text.
Plain text	<p>If selected, indicates the auto-text content is unformatted.</p> <p>If deselected, indicates the auto-text content is formatted.</p> <p><b>Default value:</b> Deselected</p>

## Command page

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The following table describes the fields on the Command page.

To access this page, see [“Viewing commands” on page 118](#).

### Command—Details tab

The following table describes the fields on the Details tab.

<b>Field</b>	<b>Description</b>
Name	Unique command name.
Description	Optional command description.
Language	Language in which the content of the command appears.
Spoken Phrase	Phrase users say to execute the command.

## Word page

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The following table describes the fields on the Word page.

To access this page, see [“Viewing Words” on page 122](#)

<b>Field</b>	<b>Description</b>
Written Form	Word, phrase, or other content that Dragon writes when you dictate.
Spoken Form	Spoken form of the word or phrase if it is different from the written form. For example, Dragon can type "MB" when you dictate the word "megabyte". To do so, enter megabyte in this field and MB in the Written Form field.  If there is no spoken form, leave this field blank.
Language	Language in which the content of the word appears.

## Templates page

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The following table describes the fields on the Templates page.

To access this page, see [“Viewing templates” on page 130](#)

### Templates page—Details tab

Field	Description
Name	Template name.
Description	Optional template description.
Language	Language in which content for the template will be created.
Spoken Phrase	Phrase the physician uses to select the template.
Display String	Template name that displays in the NMC console.

### Templates page—WT Mapping tab

Field	Description
System	HIM system to associate with the template.
Work Type	Work type to which this template should be assigned.
Modality	Select one of the following: <ul style="list-style-type: none"> <li>• Use Speech Template Only</li> <li>• Choice</li> </ul>
Language Model	Language model for the template.

## HIM report pages

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### QA report

#### Search criteria

Criteria	Description
Saved Reports	Select a previously saved custom report, or select <b>Create New</b> to create a new report.
Subscribe/Save	<p>Click to save your customized report and then manually run it at any time from the Saved Reports drop-down list. All search criteria are saved with the options you specify.</p> <p>You can also subscribe to this report. When you subscribe, the saved report runs automatically on the dates and times you specify. Nuance Management Center then emails you the report results. Nuance recommends that you subscribe to reports that you need to review on a regular basis.</p> <p>For more information on saving or subscribing to this report, see <a href="#">“Subscribing to a report” on page 138</a> and <a href="#">“Saving a report” on page 137</a>.</p>
Start Date	First date in the date range for which to return data.
Hour/Min	Start time, in hours and minutes, for the Start Date.
End Date	Last date in the date range for which to return data.
Hour/Min	End time, in hours and minutes, for the End Date.
Institution	Institution name.



Criteria	Description
MT Group	<p>Medical Transcriptionist groups associated with the selected institution.</p> <p>You can select one or more MT Groups.</p>
Business Entity	<p>Business entities associated with the selected institution. Displayed if there are multiple business entities for your institution.</p>
Team Leader (optional)	<p>Team leaders belonging to the selected MT Groups (currently used only by Nuance internal MT Groups).</p> <p>The list contains all the team leaders available for the selected MT Group. Select one or more team leaders from the list.</p> <p>The report will show only transcriptionists who work for that team leader, and the data is filtered based on team leader, who can be identified by employee ID.</p>
Audit Type	<p>Type of review:</p> <ul style="list-style-type: none"> <li>• Prerelease—A review done in Pending List Management mode.</li> <li>• Retrospective</li> <li>• Both (All)</li> </ul>
Available Output Dimensions	<p>Dimensions (dynamic data) that you can include in the report. You can select a maximum of four dimensions. Select dimensions, and then click the left arrow to add them to the Selected Output Dimensions list.</p> <p>“Employee Name” and “Employee ID”,</p>

Criteria	Description
	<p>“Transcriptionist Name” and “Transcriptionist ID”, and “Review Name” and “Reviewer ID” count as one dimension.</p> <p>The MT Group selected for the report is used for filtering based on the selected output dimension.</p> <p>If you have selected Transcriptionist ID or Transcriptionist Name as an output dimension, the data is filtered based on Transcriptionist MT Group.</p> <p>If you have selected Reviewer ID or Reviewer Name as an output dimension, the data is filtered based on Reviewer MT Group.</p> <p>If both dimensions are selected, the priority is given to the first dimension selected in the output dimension, and data is filtered on that basis.</p> <p>If none of the above dimensions are selected, data is filtered based on Transcriptionist MT Group.</p>
Selected Output Dimensions	Dimensions you selected.
Offline Report	<p>Click to save the report locally.</p> <p>For more information, see <a href="#">“Saving a report offline” on page 139</a>.</p>
Reset	Click to clear selected values for all options.
Close	Click to close the report.

**Report columns**

**Note:** Customers can view prerelease MT Review scores for their own MT Group only. They can view retrospective MT Review scores for all.

<b>Column</b>	<b>Description</b>
Critical Error	Number of critical errors.
Major Error	Number of major errors.
Minor Error	Number of minor errors.
# of Errors	Total error count.
# of Edited Lines	Total edited lines.
# of Edited Dictations	Total edited dictations.
# of Typed Lines	Total typed lines.
# of Typed Dictations	Total typed dictations.
Total Lines	Total edited and typed lines.
Total Dictations	Total edited and typed dictations.
Total MT Review Score	<b>Calculation:</b> $((\text{lineCount} - \text{Sum}(\text{deduction})) / \text{lineCount}) \times 100$
MT Review Score Edited	Score for a speech-recognized dictation. <b>Calculation:</b> $((\text{lineCount} - \text{Sum}(\text{deduction})) / \text{lineCount}) \times 100$
MT Review Score Typed	Score for a typed dictation. <b>Calculation:</b> $((\text{lineCount} - \text{Sum}(\text{deduction})) / \text{lineCount}) \times 100$
Error Rate	<b>Calculation:</b> $((\# \text{ of Major errors}) + (\# \text{ of Critical errors} * 2)) / \text{Total Lines}$
Tier	<ul style="list-style-type: none"> <li>• If Score is more than or equal to 99%, Tier = I.</li> <li>• If Score is more than 98% and less than 99%, Tier = II.</li> <li>• If Score is less than or equal to 98%, Tier = III.</li> </ul>

Column	Description
Grade	<ul style="list-style-type: none"> <li>• If Error Rate is less than or equal to 0.25%, Grade = 'A'.</li> <li>• If Error Rate is more than 0.25% and less than 0.40%, Grade = 'B'.</li> <li>• If Error Rate is more than or equal to 0.40%, Grade = 'C'.</li> </ul>

## PLM Line Count report

### Search criteria

Criteria	Description
Saved Reports	<p>Select a previously saved custom report, or select <b>Create New</b> to create a new report.</p>
Subscribe/Save	<p>Click to save your customized report and then manually run it at any time from the Saved Reports drop-down list. All search criteria are saved with the options you specify.</p> <p>You can also subscribe to this report. When you subscribe, the saved report runs automatically on the dates and times you specify. Nuance Management Center then emails you the report results. Nuance recommends that you subscribe to reports that you need to review on a regular basis.</p> <p>For more information on saving or subscribing to this report, see <a href="#">“Subscribing to a report” on page 138</a> and <a href="#">“Saving a report” on page 137</a>.</p>
Start Date	<p>First date in the date range for which to return data.</p>

Criteria	Description
	<p>Date cannot be more than three months prior to the current date. In addition, the date range cannot span more than 31 days.</p> <p><b>Default value:</b> First date of previous month</p>
End Date	<p>Last date in the date range for which to return data.</p> <p>The date range cannot span more than 31 days.</p> <p><b>Default value:</b> Last date of the previous month</p>
Organization	Organization name.
MT Group	<p>Medical Transcriptionist groups associated with the selected institution.</p> <p>You can select one or more MT Groups.</p>
Business Entity	<p>Business entities associated with the selected institution. Displayed if there are multiple business entities for your institution.</p>
Report Type	<p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Summary</b>—Shows the PLM Line Count report with sum of lines credited with reviewers and institutions. If the document has more versions, latest version is used to calculate the sum of lines credited column.</li> <li>• <b>Details</b>—Shows PLM Line count report with reviewers, institutions, business entity, transcription,</li> </ul>

Criteria	Description
	dictation ID, version, and lines of credited columns.
Offline Report	Click to save the report locally. For more information, see <a href="#">“Saving a report offline” on page 139</a> .
Reset	Click to clear selected values for all options.
Close	Click to close the report.

### Report columns

Column	Description
Reviewer ID	Reviewer's login ID.
Reviewer Name	Name of the reviewer.
Reviewer Emp ID	Employee ID of reviewer.
Transcriptionist ID	Login ID of the transcriptionist.
Transcriptionist Emp ID	Employee ID of the transcriptionist.
Institution	Customer institution.
Business Entity	Business entities associated with the selected institution. Displayed if there are multiple business entities for your institution.
Dictation ID	Utterance ID/Job ID for the dictation.
Version Reviewed	Version of the document that has been reviewed.
Lines Credited	Number of lines credited to the reviewer for work done in Pending List Management mode.
Review Date Time	Date and time the document was reviewed (MM/DD/YYYY hh:mm).

### Dictation Backlog report

**Search criteria**

<b>Criteria</b>	<b>Description</b>
Saved Reports	Select a previously saved custom report, or select <b>Create New</b> to create a new report.
Subscribe/Save	<p>Click to save your customized report and then manually run it at any time from the Saved Reports drop-down list. All search criteria are saved with the options you specify.</p> <p>You can also subscribe to this report. When you subscribe, the saved report runs automatically on the dates and times you specify. Nuance Management Center then emails you the report results. Nuance recommends that you subscribe to reports that you need to review on a regular basis.</p> <p>For more information on saving or subscribing to this report, see <a href="#">“Subscribing to a report” on page 138</a> and <a href="#">“Saving a report” on page 137</a>.</p>
Institution	Customer institution.
MT Group	<p>Medical Transcriptionist groups associated with the selected institution.</p> <p>You can select one or more MT Groups.</p>
Business Entity	Business entities associated with the selected institution. Displayed if there are multiple business entities for your institution.
Type	<p>Type of data to be filtered. The options are:</p> <ul style="list-style-type: none"> <li>• Transcription queue</li> <li>• Pended</li> </ul>

<b>Criteria</b>	<b>Description</b>
Pended Ownership	Type of Pended Ownership. The options are: <ul style="list-style-type: none"> <li>• Customer</li> <li>• MTSO</li> </ul>
Volume Metrics	Metric to use in filtering report data. The options are: <ul style="list-style-type: none"> <li>• Job Count</li> <li>• Length</li> </ul>
Offline Report	Click to save the report locally. For more information, see <a href="#">“Saving a report offline” on page 139.</a>
Reset	Click to clear selected values for all options.
Close	Click to close the report.

**Report columns**

<b>Column</b>	<b>Description</b>
Institution	Customer institution.
Business Entity	Business entities associated with the selected institution. Displayed if there are multiple business entities for your institution.
Backlog Total (Job Count)	Total number of backlog jobs.
Backlog Total (Length Mins)	Total amount of backlog dictation minutes.
In Target TAT (> ½ Left)	Number (or minutes) of jobs that have more than half of the Target Turnaround Time remaining.
In Target TAT (< ½ Left)	Number of jobs (or minutes) that have less than or equal to half of the Target Turn Around Time remaining.
Out Target TAT	Jobs that are past due and exceeded the Target TAT.
Transcription Queue	Expand this column to view



Column	Description
	<p>specific TAT information for the following:</p> <ul style="list-style-type: none"> <li>• <b>Speech Queue</b>—Number of documents In Speech Queue (Ready for Recognition and Recognizing).</li> <li>• <b>Speech Draft</b>—Number of documents Ready for Editing, Checked out for Editing, and Editing.</li> <li>• <b>Type</b>—Number of documents Ready for Transcription, Checked out for Transcription, and Transcribing.</li> </ul>
Pended	<p>Expand the Pended column to view the following:</p> <ul style="list-style-type: none"> <li>• <b>MTSO Owned</b>—Number of documents pended to the MTSO.</li> <li>• <b>Customer Owned</b>—Number of documents pended to the Customer.</li> </ul>
Last Update	<p>This metric is available for a given institution and business entity. The metric shows the last time a job was updated (in US Eastern Standard Time) from a given institution or business entity. If no update is made to ANY jobs, the metric is not updated.</p>

## Dictation Backlog Details report

### Report columns

Column	Description
Status	<ul style="list-style-type: none"> <li>• <b>Speech Queue,</b></li> </ul>

Column	Description
	<p><b>Speech Draft, Standard, or Pended</b>—MTSO Owned</p> <ul style="list-style-type: none"> <li>• <b>Pended</b>—Customer Owned</li> </ul>
TAT Status Indicator	<ul style="list-style-type: none"> <li>• <b>Red</b>—Job is out of Target TAT.</li> <li>• <b>Green</b>—Job is still within TAT.</li> </ul>
TAT Remaining	Amount of time remaining (in hours) prior to the job being due from a TAT perspective.
Target TAT (Hrs)	Actual Target TAT for the job in hours.
Dictation (Utterance) ID	Utterance ID/ Job ID for the dictation.
Dictation Date	Dictation date for the job.
Dictation Minutes	Length of the job in minutes.
Provider	Provider associated with the dictation and ID.
MT	Submitting user.
Time Submitted	Document submission time.
Pending Note	Any applicable problem note for the document.

## TAT report

### Search criteria

Criteria	Description
Saved Reports	Select a previously saved custom report, or select <b>Create New</b> to create a new report.
Subscribe/Save	Click to save your customized report and then manually run it at any time from the Saved Reports drop-down list. All search criteria are saved with the options you specify.

Criteria	Description
	<p>You can also subscribe to this report. When you subscribe, the saved report runs automatically on the dates and times you specify. Nuance Management Center then emails you the report results. Nuance recommends that you subscribe to reports that you need to review on a regular basis.</p> <p>For more information on saving or subscribing to this report, see <a href="#">“Subscribing to a report” on page 138</a> and <a href="#">“Saving a report” on page 137</a>.</p>
Start Date	First date in the date range for which to return data.
End Date	Last date in the date range for which to return data.
Account Type	Type of account.
Account	Specific account.
MT Group	<p>Medical Transcriptionist groups associated with the selected institution.</p> <p>You can select one or more MT Groups.</p>
Site	Specific site.
Volume Metric	<p>The options are:</p> <ul style="list-style-type: none"> <li>• Dictation Minutes</li> <li>• Document Count</li> <li>• Customer Lines</li> <li>• MTSO Lines</li> </ul>
Report Type	Select Summary or Detailed.
Job Type	Type of jobs to return.
Group	Group to report on.
Sub Group	An additional column of

<b>Criteria</b>	<b>Description</b>
	group information.
Interval	Length of time, such as <b>Month</b> .
Offline Report	Click to save the report locally.  For more information, see <a href="#">“Saving a report offline” on page 139</a> .
Reset	Click to clear selected values for all options.
Close	Click to close the report.

**Report columns**

<b>Column</b>	<b>Description</b>
Month	Month and Year in the format Mon-YYYY.
Site	Site, location, distinct entity for an institution.
In TAT %	Percentage of Customer Lines, Dictation Minutes, Document Count, or MTSO Lines in TAT compared to the Total completed (depending on the metric type selected).
Complete	Depending on the metric type selected: Customer lines, Dictation Minutes, Document Count, or MTSO Lines completed in the period.
In TAT	Documents that were completed within the Target TAT.
Out TAT	Documents that exceeded the Target TAT.
Out TAT Speech	Edited documents that exceeded the Target TAT.
Out TAT Typed	Typed documents that exceeded the Target TAT.
Avg TAT	Average TAT (in hours) achieved for completed

Column	Description
	documents.
Target TAT	Target TAT for the documents.

## TAT Details report

### Report columns

Column	Description
TAT Status Indicator	<ul style="list-style-type: none"> <li>• <b>Red</b>—Job is out of Target TAT.</li> <li>• <b>Green</b>—Job is still within TAT.</li> </ul>
Document ID	Document ID.
Job ID	Voice job ID associated with the document.
Business Entity	Business entity for the institution (use for viewing account-level data).
Worktype	Worktype associated with the document. Displays only if TAT details are sought by business entity.
Dictation Minutes	Length of the job in minutes
Lines	Lines in the document.
Upload Date/Time	Date/Time when the job was created in the system.
Type	Select speech or non-speech.
Job Type	Select STAT or non-STAT.
Provider	Provider associated with the document.
Transcriptionist	Transcriptionist who initially created the document.
Transcription Date	Last modified date of the document.
Target TAT (Hrs)	Configured Target TAT for the job in hours.
TAT Delivered	TAT Total hours for the document.
Transcription TAT	First level of transcription end time

Column	Description
	(the time the MT spent on the document) minus the TAT start in hours.
<b>STAT report</b>	
<b>Search criteria</b>	
Criteria	Description
Saved Reports	Select a previously saved custom report, or select <b>Create New</b> to create a new report.
Subscribe/Save	<p>Click to save your customized report and then manually run it at any time from the Saved Reports drop-down list. All search criteria are saved with the options you specify.</p> <p>You can also subscribe to this report. When you subscribe, the saved report runs automatically on the dates and times you specify. Nuance Management Center then emails you the report results. Nuance recommends that you subscribe to reports that you need to review on a regular basis.</p> <p>For more information on saving or subscribing to this report, see <a href="#">“Subscribing to a report” on page 138</a> and <a href="#">“Saving a report” on page 137</a>.</p>
Start Date	<p>First date in the date range for which to return data.</p> <p>Date range cannot span more than 365 days.</p>
End Date	<p>Last date in the date range for which to return data.</p> <p>Date range cannot span more than 365 days.</p>

<b>Criteria</b>	<b>Description</b>
Account	Specific account.
Site	Specific site.
Worktype	Displays all the worktypes associated with the selected Institution. You may select one, multiple, or ALL Worktypes. The default value is ALL.
Volume Metrics	Choose to display the line count volume of the Customer or the MTSO.
Grouping Order	Select the order for the output columns. The first column is always Business Entity, and cannot be changed. You can select the order for the Speaker and Worktype columns.
Offline Report	Click to save the report locally.  For more information, see <a href="#">“Saving a report offline” on page 139</a> .
Reset	Click to clear selected values for all options.
Close	Click to close the report.

**Report columns**

<b>Column</b>	<b>Description</b>
Business Entity	Business entity for the institution.
Speaker	Speaker’s name (and ID).
Worktype	Worktype associated with the document.
Document Count	Total job count.
Total Volume	Total line count of the jobs.
Audio Duration	Total length of the jobs (in minutes).  <b>Calculation:</b> Length in Seconds / 60.00

## STAT Details report

### Report columns

Column	Description
Speaker	Speaker's name and ID.
Worktype	Worktype associated with the document.
Dictation ID	Utterance ID/Job ID for the dictation.
Target TAT (hrs)	Target TAT for the job, in hours.
Priority	Job priority.
Dictation Date	Dictation date for the job.
Dictation Minutes	Length of the job, in minutes.

## Transcription Summary report

### Search criteria

Criteria	Description
Saved Reports	Select a previously saved custom report, or select <b>Create New</b> to create a new report.
Subscribe/Save	<p>Click to save your customized report and then manually run it at any time from the Saved Reports drop-down list. All search criteria are saved with the options you specify.</p> <p>You can also subscribe to this report. When you subscribe, the saved report runs automatically on the dates and times you specify. Nuance Management Center then emails you the report results. Nuance recommends that you subscribe to reports that you need to review on a regular basis.</p> <p>For more information on saving or subscribing to this</p>



Criteria	Description
	report, see <a href="#">“Subscribing to a report” on page 138</a> and <a href="#">“Saving a report” on page 137</a> .
Start Date	First date in the date range for which to return data.
End Date	Last date in the date range for which to return data.
Account Type	Type of account.
Account	Specific account.
MT Group	Medical Transcriptionist groups associated with the selected institution.  You can select one or more MT Groups.
Site	Specific site.
Group	Group you want to report on. It is the first column displayed in the report. Site is only displayed as an option if multiple Sites are selected. This is the first column in the report.
Sub Group	Second column of information displayed in the report. Site is only displayed as an option if multiple Sites are selected. This is the second column in the report.
Interval	Length of time, such as <b>Month</b> .
Volume Metric	Choose to display the line count volume of the Customer or the MTSO.
Show Column	Select Document Count or Speech Available.
Show/Hide Additional Columns	Click to display additional search criteria.
Provider	Specific provider.
Worktype	Specific worktype.

<b>Criteria</b>	<b>Description</b>
MT	Specific medical transcriptionist.
Offline Report	Click to save the report locally.  For more information, see <a href="#">“Saving a report offline” on page 139.</a>
Reset	Click to clear selected values for all options.
Close	Click to close the report.

**Report columns**

<b>Column</b>	<b>Description</b>
Site	Specific site.
MT Group	Specific Medical Transcriptionist group.
Provider	Provider associated with the dictation.
Worktype	Worktype associated with the document.
MT	MT associated with the document revision.
Period	Period of time.
Document Count	Total number of documents completed for revision 1.
Speech DRAFT Available Volume	Number of available speech DRAFT payroll lines for document revisions completed.
Volume (Speech Edited)	Volume of speech edited lines (or minutes) for document revisions completed.
Volume (Typed)	Volume of typed lines (or minutes) for document revisions completed.
Volume (Total)	Total volume of lines (or minutes) for document revisions completed.

<b>Column</b>	<b>Description</b>
Active Time Speech Edited (hrs)	Active time (in hours) spent editing or correcting document revisions that were not speech-edited.
Active Time Typed (hrs)	Active time (in hours) spent typing or correcting document revisions that were speech-edited.
Active Time Total	Total time (in hours) spent typing, speech editing, or correcting document revisions.
Speech Editing Rate (per Hr)	Volume of speech-edited lines (or minutes) per hour.
Typing Rate (per Hr)	Volume of typed lines (or minutes) per hour.
Overall Rate (per Hr)	Total overall average volume of lines (or minutes) per hour.

## Transcription Detail report

### Report columns

<b>Column</b>	<b>Description</b>
Document ID	Document ID for the current revision of the document.
Job ID	Job ID for the dictation.
Rev ID	Revision ID of the document.
MT	Name and ID of the MT associated with this document (depends on Group and Sub Group selections).
Provider	Provider associated with the dictation (depends on Group and Sub Group selections).
Worktype	Worktype of the document (depends on Group and Sub Group selections).
Begin Time	Date and time when the revision started.
End Time	Date and time when the revision was completed.

<b>Column</b>	<b>Description</b>
Dictation Minutes	Dictation length (in minutes) for the job associated with the document.
Lines	Number of lines in the document revision.
Method	Indicates whether the document was typed or speech-edited.
Dictation Type	Indicates whether the dictation is speech-recognized.
Active Time (min)	Total active time spent by the user on the document revision.
Lines/Hour	Average number of lines transcribed per hour. Displayed if the metric is a line metric.
Min/Hour	Average number of minutes transcribed per hour. Displayed if the metric selected is <b>Dictation Minutes</b> .

## Dictation Summary Report

### Search criteria

<b>Criteria</b>	<b>Description</b>
Saved Reports	Select a previously saved custom report, or select <b>Create New</b> to create a new report.
Subscribe/Save	Click to save your customized report and then manually run it at any time from the Saved Reports drop-down list. All search criteria are saved with the options you specify.  You can also subscribe to this report. When you subscribe, the saved report runs automatically on the dates and times you specify. Nuance Management Center then emails you the report results. Nuance

Criteria	Description
	<p>recommends that you subscribe to reports that you need to review on a regular basis.</p> <p>For more information on saving or subscribing to this report, see <a href="#">“Subscribing to a report” on page 138</a> and <a href="#">“Saving a report” on page 137</a>.</p>
Start Date	First date in the date range for which to return data.
End Date	<p>Last date in the date range for which to return data.</p> <p><b>Note:</b> Date range cannot exceed 365 days.</p>
Account Type	Type of account.
Account	Specific account.
Site	Specific site.
Group	<p>Group you want to report on. It is the first column displayed in the report. Site is only displayed as an option if multiple Sites are selected. This will be the first column in the report.</p>
Sub Group	<p>The second column of information displayed in the report. Site is only displayed as an option if multiple Sites are selected. This will be the second column in the report.</p>
Interval	Length of time, such as <b>Month</b> .
Show/Hide Additional Filters	Click to display additional search criteria.
Provider	Specific provider.
Worktype	Specific worktype.
Job Status	Status of the dictation job.
Offline Report	Click to save the report

Criteria	Description
	locally. For more information, see <a href="#">“Saving a report offline” on page 139.</a>
Reset	Click to clear selected values for all options.
Close	Click to close the report.

**Report columns**

Column	Description
Period	Specific time interval.
Priority	Priority of the dictation. <b>Possible values:</b> 0-255
Provider	Provider associated with the dictation.
Worktype	Worktype associated with the dictation.
Site	Specific site.
MT Group	Specific MT group.
MT	MT associated with the document revision.
Jobs	Total number of jobs dictated.
Total Minutes	Total length of jobs dictated, in minutes.
Speech DRAFT Minutes	Total length in minutes of speech-recognized jobs.
Non-Speech Minutes	Total length in minutes of non- speech-recognized jobs.
Average Minutes	Average length in minutes of jobs (Total Sum of Dictation Minutes / Total Job Count).
STAT %	Number of STAT jobs dictated for the time period divided by the total number of jobs (STAT and non-STAT) dictated for the time period, multiplied by 100.

## Dictation Details report

### Report columns

Column	Description
Job ID	Job ID for the dictation.
Provider	Provider associated with the dictation.
Worktype	Worktype associated with the dictation.
Priority	Priority of the dictation.
Dictation Minutes	Length of the job, in minutes.
Date Dict Closed	Dictation date for the job.
Date Source Closed	Date/time the voice job was uploaded to the system.
Speech DRAFT	Indicates whether the draft is speech-recognized.
Transcription Name	Name of the MT who transcribed the job.
Transcribed Date	Date/time on which the dictation was transcribed.
Date Age Critical Due	Date/time the dictation is due to meet turnaround time.

## Blanks report

### Search criteria

Criteria	Description
Saved Reports	Select a previously saved custom report, or select <b>Create New</b> to create a new report.
Subscribe/Save	Click to save your customized report and then manually run it at any time from the Saved Reports drop-down list. All search criteria are saved with the options you specify.  You can also subscribe to this report. When you subscribe, the saved report runs automatically on the dates and times you specify. Nuance

Criteria	Description
	<p>Management Center then emails you the report results. Nuance recommends that you subscribe to reports that you need to review on a regular basis.</p> <p>For more information on saving or subscribing to this report, see <a href="#">“Subscribing to a report” on page 138</a> and <a href="#">“Saving a report” on page 137</a>.</p>
Start Date	First date in the date range for which to return data.
End Date	Last date in the date range for which to return data.
Institution	Specific institution.
MT Group	Medical Transcriptionist group associated with the selected institution.
Business Entity	Business entities associated with the selected institution. Displayed if there are multiple business entities for your institution.
Report Type	<p>The options are:</p> <ul style="list-style-type: none"> <li>• Summary</li> <li>• Details</li> </ul>
Group	<p>Group you want to report on. It is the first column displayed in the report. Site is only displayed as an option if multiple Sites are selected. This will be the first column in the report.</p>
Sub Group	<p>The second column of information displayed in the report. Site is only displayed as an option if multiple Sites are selected. This will be the second column in the report.</p>
Interval	Sub group, such as <b>Transcriptionist</b> .



<b>Criteria</b>	<b>Description</b>
Provider	Length of time, such as <b>Month</b> .
Worktype	Worktype associated with the document.
MT	Medical Transcriptionist.
Offline Report	Click to save the report locally. For more information, see <a href="#">“Saving a report offline” on page 139</a> .
Reset	Click to clear selected values for all options.
Close	Click to close the report.

**Report columns—Non-STAT and STAT**

<b>Column</b>	<b>Description</b>
<b>Standard (Non-STAT)</b>	
Total Documents	Total number of documents (Standard, Non-STAT documents).
Released	Number of Standard Non-STAT documents with blanks currently released to the client.
Pended to Client	Number of Standard Non-STAT documents with blanks currently pended to the client.
Pended to MTSO	Number of Standard Non-STAT documents with blanks currently pended to MTSO.
Total Blanks	Total number of blanks in Standard Non-STAT documents.
Total Documents with Blanks	Total number of Standard Non-STAT documents with blanks.
% Documents with Blanks	Percentage of Standard Non-STAT documents with blanks.
Avg Blanks per Document	Average number of blanks per Standard Non-STAT document.

<b>Column</b>	<b>Description</b>
<b>Priority (STAT)</b>	
Total Documents	Total number of STAT documents.
Released	Number of STAT documents with blanks currently released to the client.
Pended to Client	Number of STAT documents with blanks currently pended to the client.
Pended to MTSO	Number of STAT documents with blanks currently pended to MTSO.
Total Blanks	Total number of STAT blanks.
Total Documents with Blanks	Total number of STAT documents with blanks.
% Documents with Blanks	Percentage of STAT documents with blanks.
Avg Blanks per Document	Average number of blanks per STAT document.

**Report columns—Total Jobs**

<b>Column</b>	<b>Description</b>
Total Documents	Total number of documents.
Released	Number of documents with blanks currently released to the client.
Pended to Client	Number of documents with blanks currently pended to the client.
Pended to MTSO	Number of documents with blanks currently pended to MTSO.
Total Blanks	Total number of blanks.
Total Documents with Blanks	Total number of documents with blanks.
% Documents with Blanks	Percentage of total number of documents with blanks.
Avg Blanks per Document	Average number of blanks in total number of documents.

## Blanks Details report

### Report columns

Column	Description
Dictation ID	Voice job ID.
Priority (STAT/non-STAT)	Priority name.
Institution	Customer account. Appears only if there is more than one institution.
Business Entity	Business entities associated with the selected institution. Displayed if there are multiple business entities for your institution.
Provider	Specific speaker who did the dictation.
Worktype	Worktype associated with the document.
Job Length	Length of dictation, in minutes.
Document Rev	Document revision ID.
Revision Date	Date of document revision.
Lines	Number of billing lines.
Creator	MT or QA name and ID.
Blanks on Upload	Number of blanks in the document at the time of upload.
Status	QA status of most recent revision.
Dictated Date/Time	Date and time on which the dictation occurred.
Expected TAT	Target TAT.
Actual TAT	Actual TAT (total for all revisions).
Reviewer	Name of person who reviewed the document.

### Feature Analysis report

**Search criteria**

<b>Criteria</b>	<b>Description</b>
Saved Reports	Select a previously saved custom report, or select <b>Create New</b> to create a new report.
Subscribe/Save	<p>Click to save your customized report and then manually run it at any time from the Saved Reports drop-down list. All search criteria are saved with the options you specify.</p> <p>You can also subscribe to this report. When you subscribe, the saved report runs automatically on the dates and times you specify. Nuance Management Center then emails you the report results. Nuance recommends that you subscribe to reports that you need to review on a regular basis.</p> <p>For more information on saving or subscribing to this report, see <a href="#">“Subscribing to a report” on page 138</a> and <a href="#">“Saving a report” on page 137</a>.</p>
Start Date	First date in the date range for which to return data.
End Date	Last date in the date range for which to return data.
Institution	Specific institution.
MT Group	Medical Transcriptionist group associated with the selected institution.
Business Entity	Business entities associated with the selected institution. Displayed if there are multiple business entities for your institution.

<b>Criteria</b>	<b>Description</b>
Group	Group type, such as <b>Clinician</b> .
Sub Group	Sub group, such as <b>Transcriptionist</b> .
View Report	Click to view the report.
Offline Report	Click to save the report locally.  For more information, see <a href="#">“Saving a report offline” on page 139</a> .
Reset	Click to clear selected values for all options.
Close	Click to close the report.

**Report columns**

<b>Column</b>	<b>Description</b>
Group	Group you selected from the search criteria, such as <b>Date</b> .
Sub Group	Sub group you selected from the search criteria, such as <b>Transcriptionist</b> .
Feature	Transcription feature, such as <b>Control Navigation</b> .
Usage	Indicates <b>Y</b> or <b>N</b> . A <b>Y</b> indicates the transcriptionist is performing optimally.  <b>Note:</b> The most common reason for a <b>Y</b> to change to an <b>N</b> over one measurement period is that the MT was doing unfamiliar work or a new work type during that period of time. Also, if the MT does mostly straight transcription and not much editing during a time period, there may not be enough data available to generate a <b>Y</b> indication.  For information on the <b>Y</b> and <b>N</b> indications, see <a href="#">“Feature Analysis report” on page 151</a> .

Column	Description
Comment	Additional information generated based on the feature analyzed. For example, "Does not use macros."

## Pending Analysis report

### Search criteria

Criteria	Description
Saved Reports	Select a previously saved custom report, or select <b>Create New</b> to create a new report.
Subscribe/Save	<p>Click to save your customized report and then manually run it at any time from the Saved Reports drop-down list. All search criteria are saved with the options you specify.</p> <p>You can also subscribe to this report. When you subscribe, the saved report runs automatically on the dates and times you specify. Nuance Management Center then emails you the report results. Nuance recommends that you subscribe to reports that you need to review on a regular basis.</p> <p>For more information on saving or subscribing to this report, see <a href="#">“Subscribing to a report” on page 138</a> and <a href="#">“Saving a report” on page 137</a>.</p>
Start Date	First date in the date range for which to return data.
End Date	Last date in the date range for which to return data.
Institution	Specific institution.
MT Group	Medical Transcriptionist group associated with the

<b>Criteria</b>	<b>Description</b>
	selected institution.
Report Type	Report type, such as <b>Pended</b> .
Group	Group type, such as <b>Clinician</b> .
Sub Group	Sub group, such as <b>Transcriptionist</b> .
Interval	Length of time, such as <b>Month</b> .
View Report	Click to view the report.
Offline Report	Click to save the report locally.  For more information, see <a href="#">“Saving a report offline” on page 139</a> .
Reset	Click to clear selected values for all options.
Close	Click to close the report.

**Report columns**

<b>Column</b>	<b>Description</b>
Date Transcribed	Date range for which pending dictation statistics were returned.
Group	Group you selected in the search criteria, such as <b>Transcriptionist</b> .
Number of Pends	Total pending dictations.  Click this value to display details.
Average of Pend Duration	Average length of the dictation session.

## Manage DMO User Options page

**Note:** The **Speech Recognition Product Name** system setting determines the product name that appears in the NMC console for these settings. The documentation uses the default value, Dragon Medical One, to refer to the settings and related pages.

The following table describes the fields on the Manage DMO User Options page.

To access this page, see [“Viewing Dragon Medical One settings” on page 155](#).

### Manage DMO User Options—General tab

The following table describes the fields on the General tab.

Setting	Description
Anchor the speech focus when recording is started	<p>If selected, speech focus is anchored when users start dictating.</p> <p>If deselected, speech focus is not anchored when users start dictating.</p> <p><b>Default value:</b> Deselected</p>
Visual feedback when voice commands are recognized	<p>Determines the following:</p> <ul style="list-style-type: none"> <li>Whether Dragon should provide visual feedback when it recognizes a voice command</li> <li>Where the voice command bubble should be anchored when Dragon provides visual feedback</li> </ul> <p>The options are:</p> <ul style="list-style-type: none"> <li>None</li> <li>DragonBar</li> <li>Mouse</li> <li>Text</li> <li>System Tray</li> </ul> <p><b>Default value:</b> DragonBar</p>
Audio feedback when voice commands are recognized	<p>If selected, Dragon provides audio feedback when it recognizes a voice command.</p> <p>If deselected, Dragon does not provide audio feedback when it recognizes a voice command.</p> <p><b>Default value:</b> Deselected</p>
Optimize for rapid navigation	<p>If selected, Dragon places text at the user's current cursor position when he or she changes the cursor position while</p>



Setting	Description
	<p>dictating.</p> <p>If deselected, Dragon does not place text at the user's current cursor position during dictation.</p> <p><b>Default value:</b> Deselected</p>
Enable hands free	<p>If selected, users do not need to use a mouse or microphone to control Dragon Medical One.</p> <p>If deselected, users must use a mouse or microphone to control Dragon Medical One.</p> <div data-bbox="824 684 1276 842" style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;"> <p><b>Note:</b> This feature is currently not supported for users dictating with PowerMic Mobile devices.</p> </div> <p><b>Default value:</b> Selected</p>
Start in standby mode	<p>If selected, Dragon starts in Standby mode when users open the application. In Standby mode, users can start Dragon's voice recognition by saying "Wake up", rather than clicking the Microphone button on the DragonBar, pressing their microphone's record button, or using the Start Recording hotkey. Users can also stop voice recognition by saying one of the following:</p> <ul style="list-style-type: none"> <li>• "Go to Sleep"</li> <li>• "Stop Listening"</li> <li>• "Stop Recording"</li> </ul> <p>This setting is applicable only if the <b>Enable hands free</b> option is enabled.</p> <p>If deselected, users cannot start Dragon's voice recognition by using their voice.</p> <p><b>Default value:</b> Selected</p>
Left field delimiters Right field delimiters	<p>Determines the character used for the left and right embedded field delimiters used in Auto-text commands. You can use any character as a delimiter, however, you cannot use the same character sequence for both the left and right delimiters. You also cannot leave these fields blank.</p>

Setting	Description
	<p>If you choose to change the delimiters and users have already created Auto-text commands, the commands will stop working. Users must edit the commands to update the embedded fields with the new delimiters.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• Using the left curly bracket ( { ) and right curly bracket ( } ) as delimiters might conflict with dictation marker delimiters.</li> <li>• Using the pipe (   ) as a delimiter might conflict with the multiple value separator in the Auto-text field.</li> <li>• Delimiters cannot contain only spaces. At least one non-space character is required.</li> <li>• If a child delimiter value is the same as the parent value plus spaces, Nuance Management Center considers this equal to the inherited value and does not save the value.</li> </ul> <p>For example, if the delimiter value is set to '[' for the organization and '[' plus spaces for the site, the value is not saved. This does not occur if the value is locked at the child level (in this case, the site).</p> <p><b>Acceptable values:</b> Space (represented with a box character), any character, or combination of up to 5 characters</p> <p><b>Default values:</b> left bracket ( [ ), right bracket ( ] )</p>

The following table describes the buttons on the General tab.

Button	Description
Restore Defaults	Click to restore all settings on this tab to their default values, and then click <b>Yes</b> when prompted. This also unlocks any locked settings.

### Manage DMO User Options—Dictation Box tab

The following table describes the fields on the Dictation Box tab.

Setting	Description
Text transfer method	Determines the keystrokes used to

Setting	Description
	<p>transfer text from the Dictation Box to the user's document.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Press Shift+Insert</li> <li>• Press Ctrl+V</li> <li>• Use Windows paste command</li> <li>• Simulate keystrokes</li> </ul> <p><b>Default value:</b> Press Shift+Insert</p>
Transfer text when recording is stopped	<p>If selected, Dragon transfers text from the Dictation Box to a user's document automatically when he or she stops dictating.</p> <p>If deselected, Dragon does not transfer text automatically when a user stops dictating.</p> <p><b>Default value:</b> Deselected</p>
Clear Dictation Box after transferring text	<p>If selected, Dragon clears your dictation from the Dictation Box after you transfer the text to your document.</p> <p>If deselected, Dragon retains your dictation in the Dictation Box after you transfer the text.</p> <p><b>Default value:</b> Selected</p>
Keep text on the Clipboard after transferring	<p>If selected, text is retained in the Windows clipboard after you copy and paste text into your document.</p> <p>If deselected, text is not retained in the Windows clipboard after you copy and paste text.</p> <p><b>Default value:</b> Deselected</p>
Add the selected text from the target application to the Dictation Box	<p>If selected, Dragon transfers the text you select in the application you're using to the Dictation Box.</p> <p>If deselected, Dragon does not transfer text you select in the application you're using.</p> <p><b>Default value:</b> Deselected</p>
Show Dictation Box when the DragonBar is minimized	<p>If selected, displays the Dictation Box when the DragonBar is minimized.</p>

Setting	Description
	<p>If deselected, does not display the Dictation Box when the DragonBar is minimized.</p> <p><b>Default value:</b> Selected</p>
Audio alert when Dictation Box opens automatically	<p>If selected, an audio alert occurs when the Dictation Box opens automatically.</p> <p>If deselected, no audio alert occurs when the Dictation Box opens automatically.</p> <p><b>Default value:</b> Deselected</p>
Text appearance	<p>Determines the appearance of the text in the Dictation Box.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Plain text</li> <li>• Formatted text</li> </ul> <p><b>Default value:</b> Plain text</p>
Font type	<p>Determines the font type used in the Dictation Box when the <b>Text appearance</b> setting is set to <b>Plain text</b>. If the selected font type does not exist on the user's computer, the default font is used.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Arial</li> <li>• Times New Roman</li> <li>• Courier</li> <li>• Tahoma</li> </ul> <p><b>Default value:</b> Arial</p>
Font size	<p>Determines the font size used in the Dictation Box when the <b>Text appearance</b> setting is set to <b>Plain text</b>.</p> <p><b>Possible values:</b> 8-20</p> <p><b>Default value:</b> 10</p>

The following table describes the buttons on the Dictation Box tab.

Button	Description
Restore Defaults	<p>Click to restore all settings on this tab to their default values, and then click <b>Yes</b> when prompted. This also unlocks any locked settings.</p>

## Manage DMO User Options—Hotkeys tab

## Supported and unsupported keys and combinations

When defining hotkeys, you must:

- Use only supported values or combinations.
- Use keys or combinations only once. Duplicates are not allowed.

Some values are supported only in combination with the Ctrl, Alt, or Shift keys. If you attempt to define values or combinations that are not supported, or use a key or sequence that you've already used, a red box appears around the field.

**Note:** You cannot perform Copy and Paste operations or Cut and Paste operations when defining hotkeys.

The following table describes supported and unsupported values and combinations.

Supported values	Supported standard combinations/Windows functionality	Unsupported keys	Unsupported characters	Unsupported combinations
A-Z (must be used in combination with the Ctrl, Alt, or Shift keys)  <b>Note:</b> If you specify a lowercase letter, Nuance Management Center replaces it with its uppercase counterpart automatically.	Ctrl+C (Copy)	Esc	~, ', #, _, -, :, ,, ; ,, >, <,  , @, €, °, ^	Alt+F4
0-9 (must be used in combination with the Ctrl, Alt, or Shift keys)	Ctrl+X (Cut)	Print Screen/SysR- q	!, ", ^, §, ^, \$, %, &, {, (, [, ], , }, ?, ß	Alt+TAB
F1-F12  <b>Note:</b> Hotkey values override default	Ctrl+V (Paste)	Scroll	\, ' , `	Alt+Esc

Supported values	Supported standard combinations/Windows functionality	Unsupported keys	Unsupported characters	Unsupported combinations
Windows actions for function keys.				
Arrow keys (Up, Down, Left, Right) (must be used in combination with the Ctrl, Alt, or Shift keys)	Ctrl+Z (Undo)	Pause/break		Ctrl+Scroll
Add, Subtract, Multiply, Divide (+, -, *, /)	Ctrl+B (Bold)	Tabulation		Ctrl+Pause
NUM-(0-9)	Ctrl+U (Underline)	Caps Lock		Ctrl+Pause/Break
	Ctrl+I (Italic)	Windows		Ctrl+Esc
	Ctrl+A (Select All)	Space		Shift+Pause
		Alt Gr		Shift+Scroll
		Context menu		Shift+Esc
		Enter		Shift+Backspace
		Backspace		Ctrl+Alt+Delete
		Insert		Ctrl+Alt+Backspace
		Page Up		Ctrl+Shift+Esc
		Delete		Ctrl/Shift/Alt+Print Screen
		End		
		Page Down		
		Num Lock		

#### Available actions and default values

The following table describes the actions and default values for the hotkeys described on the Hotkeys tab.

Hotkey	Action	Default value
<b>General</b>		
Show/hide DragonBar	Show the DragonBar Hide the DragonBar	Ctrl-Alt-H
Start/stop recording	Start recording Stop recording	Num-Add
Anchor/release speech focus	Anchor speech focus Release speech focus	Ctrl-Alt-A
Run Dragon Medical Advisor <b>Note:</b> Displayed only if the <b>Speech Recognition Product Name</b> system setting is set to Dragon Medical One (DMO).	Open Dragon Medical Advisor window	Blank
Close Dragon Medical Advisor <b>Note:</b> Displayed only if the <b>Speech Recognition Product Name</b> system setting is set to Dragon Medical One (DMO).	Close Dragon Medical Advisor window	Blank
New Dictation <b>Note:</b> Displayed only if the <b>Speech Recognition Product Name</b> system setting is set to Dragon Medical Direct (DMD).	Start new dictation	Blank
Submit Dictation <b>Note:</b> Displayed only if the <b>Speech Recognition Product Name</b> system setting is set to Dragon Medical Direct (DMD).	Submit dictation	Blank
Cancel Dictation <b>Note:</b> Displayed only if the <b>Speech Recognition Product Name</b> system setting is set to Dragon Medical Direct (DMD).	Cancel dictation	Blank
Retrieve text <b>Note:</b> Displayed only if the <b>Speech Recognition Product Name</b> system setting is set to Dragon Medical Direct (DMD).	Retrieve text	Blank
<b>Dictation Box</b>		

Hotkey	Action	Default value
Show/hide Dictation Box	Show Dictation Box Hide Dictation Box	Ctrl-Alt-D
Transfer text	Transfer text	Ctrl-Alt-T
Clear Dictation Box	Clear Dictation Box	Blank
Recall text	Recall text	Blank

#### Field navigation

Previous Field	Navigate to previous field	Blank
Next Field	Navigate to next field	Blank
Field Complete	Complete the field	Blank
Accept Defaults	Accept default values	Blank

The following table describes the buttons on the Hotkeys tab.

Button	Description
Restore Defaults	Click to restore all settings on this tab to their default values, and then click <b>Yes</b> when prompted. This also unlocks any locked settings.

### Manage DMO User Options—Microphone Buttons

The following table describes the fields on the Microphone Buttons tab. Refer to the microphone image on the page for button locations.

**Note:** When you assign actions to microphone buttons, the assignment is applied to all microphone types. For example, if you assign the Transfer Text action to the **Transcribe** button for the Grundig microphone, this action is also assigned to the **Transcribe** button on the PMM, PowerMic, SpeechMike, and Power Mic 4.

Microphone type	Button	Possible actions	Default action
PMM	Transcribe	Options for all Dragon Medical products: <ul style="list-style-type: none"> <li>• None</li> <li>• Clear Dictation Box</li> <li>• Recall Text</li> <li>• Transfer Text</li> <li>• Anchor/release speech focus</li> <li>• Show/Hide DragonBar</li> </ul>	Transfer Text



Microphone type	Button	Possible actions	Default action
		<ul style="list-style-type: none"> <li>• Show/Hide Dictation Box</li> <li>• Next Field</li> <li>• Previous Field</li> <li>• Field Complete</li> <li>• Accept Defaults</li> <li>• Press Hotkey</li> </ul> <p>Options for Dragon Medical Direct (DMD) only:</p> <ul style="list-style-type: none"> <li>• New Dictation</li> <li>• Submit Dictation</li> <li>• Cancel</li> <li>• Retrieve Text</li> </ul> <p>Options for Dragon Medical One (DMO) only:</p> <ul style="list-style-type: none"> <li>• Run Dragon Medical Advisor</li> <li>• Close Dragon Medical Advisor</li> </ul> <div style="border: 1px solid gray; padding: 5px; background-color: #f0f0f0; margin-top: 10px;"> <p><b>Note:</b> Your <b>Speech Recognition Product Name</b> system setting determines your Dragon Medical product name.</p> </div>	
	Enter/Select	Same as Transcribe options.	Accept Defaults
	Custom Right	Same as Transcribe options.	Show/Hide Dictation Box
	Tab Backward	Same as Transcribe options.	Previous Field
	Tab Forward	Same as Transcribe options.	Next Field
	Record	<ul style="list-style-type: none"> <li>• Press-and-hold</li> </ul>	Press-and-hold

Microphone type	Button	Possible actions	Default action
		<ul style="list-style-type: none"> <li>• Microphone On/Off</li> </ul>	
	Stop/Play	Same as Transcribe options.	None
	Custom Left	Same as Transcribe options.	None
	Fast Forward	Same as Transcribe options.	Next Field
	Rewind	Same as Transcribe options.	Previous Field
<b>Grundig</b>	Transcribe	<p>Options for all Dragon Medical products:</p> <ul style="list-style-type: none"> <li>• None</li> <li>• Clear Dictation Box</li> <li>• Recall Text</li> <li>• Transfer Text</li> <li>• Anchor/release speech focus</li> <li>• Show/Hide DragonBar</li> <li>• Show/Hide Dictation Box</li> <li>• Next Field</li> <li>• Previous Field</li> <li>• Field Complete</li> <li>• Accept Defaults</li> <li>• Press Hotkey</li> </ul> <p>Options for Dragon Medical Direct (DMD) only:</p> <ul style="list-style-type: none"> <li>• New Dictation</li> <li>• Submit Dictation</li> <li>• Cancel</li> <li>• Retrieve Text</li> </ul> <p>Options for Dragon Medical One (DMO) only:</p> <ul style="list-style-type: none"> <li>• Run Dragon Medical Advisor</li> </ul>	Transfer Text

Microphone type	Button	Possible actions	Default action
		<ul style="list-style-type: none"> <li>Close Dragon Medical Advisor</li> </ul> <div style="border: 1px solid gray; padding: 5px; margin: 10px 0;"> <p><b>Note:</b> Your <b>Speech Recognition Product Name</b> system setting determines your Dragon Medical product name.</p> </div>	
	Enter/Select	Same as Transcribe options.	Accept Defaults
	Custom Right	Same as Transcribe options.	Show/Hide Dictation Box
	Record	<ul style="list-style-type: none"> <li>Press-and-hold</li> <li>Microphone On/Off</li> </ul>	Press-and-hold
	Rewind	Same as Transcribe options.	Previous Field
	Fast Forward	Same as Transcribe options.	Next Field
	Stop/Play	Same as Transcribe options.	None
	Tab Backward	Same as Transcribe options.	Previous Field
	Tab Forward	Same as Transcribe options.	Next Field
<b>PowerMic</b>	Tab Backwards	Same as Transcribe options.	Previous Field
	Transcribe	Options for all Dragon Medical products: <ul style="list-style-type: none"> <li>None</li> <li>Clear Dictation Box</li> <li>Recall Text</li> <li>Transfer Text</li> </ul>	Transfer Text

Microphone type	Button	Possible actions	Default action
		<ul style="list-style-type: none"> <li>• Anchor/release speech focus</li> <li>• Show/Hide DragonBar</li> <li>• Show/Hide Dictation Box</li> <li>• Next Field</li> <li>• Previous Field</li> <li>• Field Complete</li> <li>• Accept Defaults</li> <li>• Press Hotkey</li> </ul> <p>Options for Dragon Medical Direct (DMD) only:</p> <ul style="list-style-type: none"> <li>• New Dictation</li> <li>• Submit Dictation</li> <li>• Cancel</li> <li>• Retrieve Text</li> </ul> <p>Options for Dragon Medical One (DMO) only:</p> <ul style="list-style-type: none"> <li>• Run Dragon Medical Advisor</li> <li>• Close Dragon Medical Advisor</li> </ul> <div style="background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p><b>Note:</b> Your <b>Speech Recognition Product Name</b> system setting determines your Dragon Medical product name.</p> </div>	
	Tab Forward	Same as Transcribe options.	Next Field
	Record	<ul style="list-style-type: none"> <li>• Press-and-hold</li> <li>• Microphone On/Off</li> </ul>	Press-and-hold
	Rewind	Same as Transcribe	Previous Field

Microphone type	Button	Possible actions	Default action
		options.	
	Stop/Play	Same as Transcribe options.	None
	Fast Forward	Same as Transcribe options.	Next Field
	Custom Left	Same as Transcribe options.	None
	Enter/Select	Same as Transcribe options.	Accept Defaults
	Custom Right	Same as Transcribe options.	Show/Hide Dictation Box
<b>SpeechMike</b>	Transcribe	<p>Options for all Dragon Medical products:</p> <ul style="list-style-type: none"> <li>• None</li> <li>• Clear Dictation Box</li> <li>• Recall Text</li> <li>• Transfer Text</li> <li>• Anchor/release speech focus</li> <li>• Show/Hide DragonBar</li> <li>• Show/Hide Dictation Box</li> <li>• Next Field</li> <li>• Previous Field</li> <li>• Field Complete</li> <li>• Accept Defaults</li> <li>• Press Hotkey</li> </ul> <p>Options for Dragon Medical Direct (DMD) only:</p> <ul style="list-style-type: none"> <li>• New Dictation</li> <li>• Submit Dictation</li> <li>• Cancel</li> <li>• Retrieve Text</li> </ul> <p>Options for Dragon Medical One (DMO) only:</p>	Transfer Text

Microphone type	Button	Possible actions	Default action
		<ul style="list-style-type: none"> <li>• Run Dragon Medical Advisor</li> <li>• Close Dragon Medical Advisor</li> </ul> <p><b>Note:</b> Your <b>Speech Recognition Product Name</b> system setting determines your Dragon Medical product name.</p>	
	Custom Right	Same as Transcribe options.	Show/Hide Dictation Box
	Rewind	Same as Transcribe options.	Previous Field
	Record	<ul style="list-style-type: none"> <li>• Press-and-hold</li> <li>• Microphone On/Off</li> </ul>	Press-and-hold
	Stop/Play	Same as Transcribe options.	None
	Fast Forward	Same as Transcribe options.	Next Field
	Tab Backward	Same as Transcribe options.	Previous Field
	Tab Forward	Same as Transcribe options.	Next Field
	Custom Left	Same as Transcribe options.	None
	Enter/Select	Same as Transcribe options.	Accept Defaults
<b>Power Mic 4</b>	Tab Backward	Same as Transcribe options.	Previous Field
	Enter/Select	Same as Transcribe options.	Accept Defaults
	Tab Forward	Same as Transcribe	Next Field

Microphone type	Button	Possible actions	Default action
		options.	
	Rewind	Same as Transcribe options.	Previous Field
	Record	<ul style="list-style-type: none"> <li>• Press-and-hold</li> <li>• Microphone On/Off</li> </ul>	Press-and-hold
	Stop/Play	Same as Transcribe options.	None
	Fast Forward	Same as Transcribe options.	Next Field
	Function A	Same as Transcribe options.	None
	Custom Left/Function B	Same as Transcribe options.	None
	Function C	Same as Transcribe options.	None
	Custom Right/Function D	Same as Transcribe options.	Show/Hide Dictation Box
	Transcribe	<p>Options for all Dragon Medical products:</p> <ul style="list-style-type: none"> <li>• None</li> <li>• Clear Dictation Box</li> <li>• Recall Text</li> <li>• Transfer Text</li> <li>• Anchor/release speech focus</li> <li>• Show/Hide DragonBar</li> <li>• Show/Hide Dictation Box</li> <li>• Next Field</li> <li>• Previous Field</li> <li>• Field Complete</li> <li>• Accept Defaults</li> <li>• Press Hotkey</li> </ul> <p>Options for Dragon</p>	Transfer Text

Microphone type	Button	Possible actions	Default action
		<p>Medical Direct (DMD) only:</p> <ul style="list-style-type: none"> <li>• New Dictation</li> <li>• Submit Dictation</li> <li>• Cancel</li> <li>• Retrieve Text</li> </ul> <p>Options for Dragon Medical One (DMO) only:</p> <ul style="list-style-type: none"> <li>• Run Dragon Medical Advisor</li> <li>• Close Dragon Medical Advisor</li> </ul> <p><b>Note:</b> Your <b>Speech Recognition Product Name</b> system setting determines your Dragon Medical product name.</p>	

The following table describes the buttons on the Microphone Buttons tab.

Button	Description
Restore Defaults	Click to restore all settings on this tab to their default values, and then click <b>Yes</b> when prompted. This also unlocks any locked settings.

### Manage DMO User Options—Dragon Medical Advisor tab

The following table describes the fields on the Dragon Medical Advisor tab.

Field	Description
Display the Advisor window automatically	<p>Determines whether the Dragon Medical Advisor window opens automatically, and, if so, how often.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Never</li> <li>• Once per day</li> <li>• Once per session</li> </ul> <p>This window is opened automatically when</p>



	<p>a user logs in to Dragon Medical One if the user is in an organization, site, or group configured for Auto-Open and there is advice available. Settings at lower levels take priority over settings at higher levels.</p> <p><b>Default value:</b> Never</p>
Number of days the Advisor window opens automatically	<p>Determines the number of days for which the Dragon Medical Advisor window opens automatically. If the <b>Auto-display advisor window mode</b> option is set to Never, this field is not applicable.</p> <p><b>Default value:</b> 1</p>
Enable toast notification	<p>If selected, allows physicians to receive notifications when Dragon Medical Advisor is minimized and there is documentation advice that needs review.</p> <p>If deselected, physicians do not receive advice notifications when Dragon Medical Advisor is minimized.</p> <p><b>Default value:</b> Selected</p>
Number of seconds the toast notification is displayed	<p>Determines the time interval (0-30 seconds) after which Dragon Medical Advisor toast notifications time out and are no longer displayed. If set to 0, the notifications do not time out.</p> <p><b>Default value:</b> 10 seconds</p>

The following table describes the buttons on the Dragon Medical Advisor tab.

<b>Button</b>	<b>Description</b>
Restore Defaults	Click to restore all settings on this tab to their default values, and then click <b>Yes</b> when prompted. This also unlocks any locked settings.

## System Settings page

The following sections describe the fields on the System Settings page. You must have the **Modify System Settings** grant to view this page.

To access this page, from the NMC menu () select **System Settings**.

Field	Description
<b>General section</b>	
Disable scheduled NMS Database backups	<p>If selected, disables regular NMS database backups. You might select this if you chose to manage backups for your on-premise server yourself. For more information, see <b>Appendix A: Database backups</b> in the <i>Nuance Management Center Server Installation and Configuration Guide</i>.</p> <p>If deselected, enables automatic NMS database backups.</p>
LINQ to SQL trace output	<p>If selected, the NMC server uses LINQ to SQL technology to send database messages. The messages are traced so you can monitor them. Nuance Technical Support may need to look at these messages if you are having an issue with Nuance Management Center.</p> <p>If deselected, the NMC server does not use LINQ to SQL technology to send database messages.</p>
Log file storage	Location of the NMC server log files.
<b>Nuance Management Center section</b>	
Enable NPI Lookup	<p>If selected, enables the National Provider ID lookup function.</p> <p>If deselected, disables the NPI lookup function.</p>
NMC Portal Base Address	Root of the NMC console. For example, <code>https://&lt;server-name&gt;/nmchtml</code> . Nuance Management Center uses this address to create the link emailed to users who click the <b>Forgot Password</b> link.
Speech Recognition Product	<p>Determines the marketing brand name that appears in the NMC console for the Dragon Medical One (DMO) base product. The name you select becomes the label on a ribbon and a settings page. If you change the default option, you must log out and log in again to see the new branding. The options are:</p> <ul style="list-style-type: none"> <li>• Dragon Medical One (DMO)</li> <li>• Dragon Medical Direct (DMD)</li> <li>• Dragon Case and Care (DCC)</li> <li>• Dragon Professional Anywhere (DPA)</li> </ul> <p><b>Default value:</b> Dragon Medical One (DMO)</p>
Enable Email Verification for Administrators	<p>If selected, requires administrators to verify their primary email address at their next login. The <b>Primary email address</b> setting on the <a href="#">“User Account Details page” on page 230</a> is updated with the email address they provide. If you edit this field, the administrator must re-verify their email address at next login.</p>

Field	Description
	<p>For more information, see <a href="#">“Requiring administrators to verify their email address” on page 11</a>.</p> <p>If deselected, does not require administrators to verify their email address.</p>
Verification Link Expires After <i>n</i> hours	<p><b>Applies to:</b> On-premise customers only</p> <p>If you selected the <b>Enable Email Verification for Administrators</b> option above, indicates the length of time in hours for which the email verification link sent to administrators is valid.</p> <p><b>Default value:</b> 1 hour</p> <p><b>Possible values:</b> 1-72 hours</p>
Verification Email Template	<p><b>Applies to:</b> On-premise customers only</p> <p>If you selected the <b>Enable Email Verification for Administrators</b> option above, indicates the location and filename of the verification email template. Click <b>Browse</b> to locate and select the file.</p>
DMVA Instructions Template	<p>Click <b>Browse</b> to upload an HTML file containing the instructions for editing the Clinical Content Search configuration settings.</p>
<b>Nuance Management Server section</b>	
Enable service call latency messages	<p>If selected, enables service call latency messages.</p> <p>If deselected, disables service call latency messages.</p>
Dragon Professional hosted environment	<p>If selected, indicates this system is a Dragon Professional hosted environment.</p> <p>If deselected, indicates this system is not a Dragon Professional hosted environment.</p>
Latency threshold for messages <i>n</i> seconds	<p>Number of seconds for the latency threshold for messages.</p> <p><b>Default value:</b> 2 seconds</p>
Purge system data after <i>n</i> days	<p>Number of days after which system data is purged.</p> <p><b>Default value:</b> 90 days</p>
Purge usage transactions after <i>n</i> days	<p>Number of days after which usage data is purged.</p> <p><b>Default value:</b> 90 days</p>
Purge converted usage transactions after <i>n</i> days	<p>Number of days after which converted usage transactions are purged.</p> <p><b>Default value:</b> 0 days (never purged)</p>
Purge threshold - audit events <i>n</i> years <i>n</i> months	<p>Number of years and days after which audit data is purged.</p> <p><b>Default value:</b> 1 year and 1 day</p>

Field	Description
Purge log files after <i>n</i> days	<p>Number of days after which server log files are purged.</p> <p><b>Default value:</b> 45 days</p>
Purge NMS alerts after <i>n</i> days	<p>Number of days after which system messages are purged.</p> <p><b>Default value:</b> 90 days</p>
Password Reset - Email Template	<p><b>Applies to:</b> On-premise customers only</p> <p>Indicates the location and file name of the email template used for resetting user passwords.</p>
Configure NMS Service Credentials	<p>Optionally creates a domain, user, and user credentials in the Nuance Management Center database for the NMS service user. This allows other Nuance services (for example, Dragon Medical Server) that run under the same Windows account to make trusted service calls to the NMC server.</p>
Do not allow empty passwords	<p>If selected, prevents the creation of new users without passwords. Passwords are required for users who log in to client applications using their native Nuance Management Center login and password.</p> <p>If deselected, allows you to create new users without passwords if password complexity requirements are not set. Passwords are not required when single sign-on with Central Authentication is enabled. In this instance, users authenticate their logins to client applications using a third-party identity provider. Deselecting this option also prevents users from logging in to Nuance Management Center using their native Nuance Management Center credentials.</p> <p>For more information on password requirements, see <a href="#">“Managing password settings” on page 23</a>.</p>
Do not allow empty passwords for administrators	<p>If selected, NMC administrators with a blank password cannot access Nuance Management Center. If the password has expired, these administrators cannot change the password themselves and must have another administrator change it to something non-blank.</p> <p>If deselected, NMC administrators with a blank password can still access Nuance Management Center and reset the password themselves.</p> <p><b>Default value:</b> Selected</p>
Start of off-peak time	<p>Indicates peak traffic end time. This allows the Cloud Migration Tool and Move Org Tool to schedule activity after peak hours. Specify hour (0-23) and minute (0-59).</p> <p><b>Default value:</b> 9:00PM UTC</p>
<b>SMTP section</b>	
Enable SMTP mail	<p>If selected, enables SMTP mail that allows your NMC administrators to receive system messages from your NMC server. It also allows your NMC administrators to send messages to other NMC console users.</p> <p>If deselected, disables SMTP mail and messaging.</p>

<b>Field</b>	<b>Description</b>
Host	URL or address of the SMTP host server.
Message Retry (Days)	Number of days after which the NMC server attempts to re-send a message.
Port	Port number to use for SMTP messaging.
Default Sender Account	Default email address from which to send SMTP messages.
Use SSL	If selected, uses the SSL protocol to encrypt messages transmitted. If deselected, does not use SSL.
Use Default Credentials	If selected, uses the default credentials provided to transmit messages. If deselected, does not use the default credentials.
User name	User name for SMTP messaging.
Password	Password for the user name above.
Test connection to	URL or address of the SMTP host server.
Test connection from	URL or address of the NMC server.

# Appendix A: Creating user account import files

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## Creating comma-delimited files for user account import

To import users using a comma-delimited text file (.csv), include the following fields in a .csv document, each separated by a comma. The import file must be in one of the following file formats:

- UTF-8
- Unicode
- Unicode Big Endian

Nuance Management Center does not import the file if it is in any other format.

User logins and passwords cannot contain leading or trailing spaces. Nuance Management Center does not import any users whose logins or passwords contain leading or trailing spaces. Logins and passwords can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).

Field	Required?	Maximum character length	Notes
First name	Yes	50	none
Last name	Yes	50	none
Login ID	Yes	30	Cannot contain leading or trailing spaces. Can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).
Password	No	30	Cannot contain leading or trailing spaces. Can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).
Group Membership	Yes	None	Can contain one or more group memberships. Separate group names with semi-colons.  If this element is not present for all users in the import file, the users are considered invalid and the import fails.

**Note:** If you do not include a password, you must include a comma after the login ID. This tells the NMC console to expect a blank field.

### Example:

Ana,Moreno,amoreno,pwd124,Radiology;Administration

Kayla,Reilly,kreilly,kbr875,Radiology

Tim,Chan,tchan,tsc819,Scheduling



## Creating XML files for user account import

To import more data with your users, create an XML file. If you enabled the **Email address required for organization users** setting on the [“Organization Details page”](#) on page 160, a valid email address is required for each user.

You can include any of the following fields in the import file for each user. If the field is not required, you can omit it from your file.

Field	Required?	Syntax	Character length	Notes
First name	Yes	FirstName=" <i>First name</i> "	1-50	None
Last name	Yes	LastName=" <i>Last name</i> "	1-50	None
Middle name	No	MiddleName=" <i>Middle name</i> "	50 maximum	None
Prefix	No	Prefix=" <i>Prefix</i> "	10 maximum	None
Login ID	Yes	LoginId=" <i>Login</i> "	3-30	Logins cannot contain leading or trailing spaces, colons (:), or backslashes (\). Logins can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).  Nuance Management Center does not import the user if this login exists in any organization.

Field	Required?	Syntax	Character length	Notes
Password	Yes	Password=" <i>Password</i> "	30 maximum	Passwords cannot contain leading or trailing spaces. Passwords can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).
Location	No	Location=" <i>User Location</i> "	50 maximum	None
Department	No	Department=" <i>Department</i> "	50 maximum	None
Email address	Depends on <b>Email address required for organization users</b> setting on the <a href="#">"Organization Details page"</a> on page 160.	EmailAddress=" <i>user@example.com</i> "	50 maximum	Must be unique within the organization.
Street address 1	No	Street1=" <i>Street address</i> "	60 maximum	None
Street address 2	No	Street2=" <i>Street address continued</i> "	60 maximum	None
Street address 3	No	Street3=" <i>Street address continued</i> "	60 maximum	None
City	No	City=" <i>City</i> "	40	None

Field	Required?	Syntax	Character length	Notes
			maximum	
State	No	State=" <i>State</i> "	5 maximum	None
Zip code	No	ZipCode=" <i>12345</i> "	20 maximum	None
NPICode	No	NPICode=" <i>Code</i> "	A valid integer from 1 to 2147483647	If the NPI code already exists for a user in any organization, Nuance Management Center does not import the user.
Primary Specialty	No	PrimarySpecialty=" <i>Specialty</i> "	60 maximum	Must be a valid specialty type as seen in NMC console
Secondary Specialty	No	SecondarySpecialty=" <i>Specialty</i> "	60 maximum	Must be a valid specialty type as seen in NMC console
User Type	No	UserType=" <i>Type</i> "	None	You can only specify types that are valid values for the User Type field, such as <b>Nurse</b> .  Your NMC administrator's privileges determine the default user type. If your NMC administrator does not specify a user

Field	Required?	Syntax	Character length	Notes
				<p>type and has only the Product Manage Dragon Professional privilege, the default value for this field is <b>User</b>. Otherwise, the default value for this field is <b>Physician</b>.</p>
NTLM Credential	No	<NTLMCredential>Domain\User</NTLMCredential>	80 maximum	<p>NTLM credentials cannot contain leading or trailing spaces. However, they can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).</p> <p>If the NTLM credential exists for another user in the same organization, Nuance Management Center imports the user, but not the NTLM</p>

Field	Required?	Syntax	Character length	Notes
				credential.
Token Credential	No	<TokenCredential>Login1</TokenCredential>	80 maximum	<p>Token credentials cannot contain leading or trailing spaces. However, they can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).</p> <p>If the token credential exists for another user in the same organization, Nuance Management Center imports the user but not the token credential.</p>
Group Membership	Yes	<GroupMembership>Default Site\NMC Administration</GroupMembership>	None	<p>Can contain one or more group memberships. If a user belongs to more than one group, add additional &lt;GroupMembership&gt; elements on separate lines.</p> <p>If this element is</p>

Field	Required?	Syntax	Character length	Notes
				not present for all users in the import file, the users are considered invalid and the import fails.

### Sample XML import file

```
<?xml version="1.0" encoding="utf-8"?>
<Users xmlns="http://nuance.com/NAS/UserImport">
  <User
    FirstName="Laura"
    MiddleName="K"
    LastName="Herrera"
    LoginId="lherrera"
    Password="">
    <GroupMembership>Default Site\NMC Admin-
istration</GroupMembership>
    <GroupMembership>Default Site\Radiology</GroupMembership>
    <NTLMCredential>Domain\LHerrera</NTLMCredential>
  </User>
  <User
    FirstName="Arthur"
    LastName="Li"
    LoginId="ali"
    Password="li135"
    <GroupMembership>Default Site\NMC Admin-
istration</GroupMembership>
    State="CA"
    Department="Finance">
    <NTLMCredential>Domain\Arthur.Li</NTLMCredential>
  </User>
  <User
    FirstName="Sophia"
    LastName="Huber"
    LoginId="shuber"
    Location="west wing"
    Department="Radiology"
    Password="pwd1"
```

```
        <GroupMembership>Default Site\NMC Admin-
istration</GroupMembership>
        Street1="500 Oak Ave."
        City="Boston"
        State="MA"
        ZipCode="02108"
        NPICode="9856"
        PrimarySpecialty="General-Family-Med Peds"
        SecondarySpecialty="Pediatric"
        UserType="Nurse"
        <NTLMCredential>Domain\Sophia.Hubner</NTLMCredential>
        <TokenCredential>shuber</TokenCredential>
    </User>
</Users>
```

# Appendix B: Creating the Forgot Password email template

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## Creating the Forgot Password email template

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**Applies to:** On-premise customers only

If users forget their NMC console password, they can reset it on the NMC console login screen. Nuance Management Center sends users an email message with a link to reset their password. The link is valid for one hour.

To allow NMC console users to reset their password, you must:

- Ensure you have provided email addresses for all user accounts. Nuance Management Center sends the reset password link to this email address.

For more information, see [“Changing user account details” on page 59](#).

- Create the Forgot Password email template.

For more information, see [Creating the template](#) below.

- Upload the template to the NMC console.

For more information, see [Uploading the template](#) below.

### Creating the template

The Forgot Password email template is an HTML document with the appropriate content and link for the email message. You can create the HTML document in any HTML editor. Use the following as the default template:


```
<html>
<body>
<h1>Nuance Account Reset
</h1>
<p>To complete your account reset, please visit the <a id=""nmsresetpwdlink""
href="">>NMS Account Reset Page</a>
</p>
</body>
</html>
```

The NMC server replaces the href for nmsresetpwdlink with the correct URL to your Nuance Management Center Forgot Password page. For example:

```
<a id="nmsresetpwdlink" href='https://nms-qaa42.nu-
ancehce.com/nmhtml/PasswordResetPage?key=20c17b4a-eea3-4847-86b3-
7e2e8fee9f84' ></a>
```

You can customize the template information as appropriate for your organization.

### Uploading the template

1. Click the NMC menu icon () and then select **System Settings**.  
The System Settings dialog box appears.
2. Expand the **Nuance Management Server** section.
3. Click the **Browse** button next to the **Password Reset - Email** field.

The Choose File to Upload dialog box appears.

4. Navigate to the .html file that you created.
5. Select the file, and then click **Open**.

The Choose File to Upload dialog box closes.

6. Click **Save**.

# Appendix C: Privileges

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## Privileges reference

Privileges determine the ribbons, menus, and options that users can access in the NMC console. You assign or unassign privileges to show or hide those options. For more information on assigning privileges, see [“Configuring group security” on page 48](#).

### Core privileges

The following table describes the privileges that become enabled and disabled when you perform a new Nuance Management Center installation or create a new organization. These base privileges allow you to manage Nuance Management Center and import licenses. There are no product-specific privileges included, other than the Product Manage NMS privilege.

Privileges enabled	Privileges disabled
Manage Organizations	Manage Product Updates
Manage Sites	Manage Nuance Healthcare ID Applications
Manage Groups	Manage SAS Server Clusters
Manage Licenses	All HIM Reporting privileges
Send Message	All Product Manage privileges, except Manage NMS
View Audit Entries	All View Analytics privileges
View Reports	
Product Manage NMS	

### License import privileges

When you import a license into an organization, Nuance Management Center grants certain privileges to all groups that have the NMC Administrator role. The following table describes the privileges granted when you import license types associated with the products listed.

Product	Privileges enabled
Nuance Management Console	<ul style="list-style-type: none"> <li>Product Manage NMS</li> </ul>
Dragon Medical Network Edition (Dragon Medical)	<ul style="list-style-type: none"> <li>Manage Product Updates</li> <li>Product Manage Dragon Medical Network Edition</li> </ul>

<b>Product</b>	<b>Privileges enabled</b>
Dragon Medical Mobile Recorder	<ul style="list-style-type: none"> <li>• Product Manage Dragon Medical Mobile Recorder</li> </ul>
Dragon Medical Recorder	<ul style="list-style-type: none"> <li>• Product Manage Dragon Medical Recorder</li> </ul>
Dragon Medical	<p>Dragon Medical Speechkit (embedded)</p> <ul style="list-style-type: none"> <li>• Product Manage Dragon Medical Server</li> <li>• View Analytics</li> <li>• View Analytics Dragon Medical One</li> </ul> <p>Dragon Medical Live Chat</p> <ul style="list-style-type: none"> <li>• Product Manage Dragon Medical Server</li> </ul>
MUSE	<ul style="list-style-type: none"> <li>• Product Manage CLU</li> </ul>
CAC	<ul style="list-style-type: none"> <li>• Product Manage CLU</li> </ul>
CAPD	<ul style="list-style-type: none"> <li>• Product Manage CLU</li> </ul>
CLU Remote Services	<ul style="list-style-type: none"> <li>• Product Manage CLU</li> </ul>
Capture Services	<ul style="list-style-type: none"> <li>• Product Manage Capture Services</li> </ul>
Dragon Medical Workflow Edition	<ul style="list-style-type: none"> <li>• Product Manage Workflow Edition</li> </ul>
Powerscribe360	<ul style="list-style-type: none"> <li>• Product Manage PS360</li> </ul>
Dragon Professional, Dragon Legal, Dragon Law Enforcement	<ul style="list-style-type: none"> <li>• Product Manage Dragon Professional</li> </ul>
PowerMic Mobile	<ul style="list-style-type: none"> <li>• Product Manage PowerMic Mobile</li> </ul>
HIM Reporting	<ul style="list-style-type: none"> <li>• Product Manage HIM Reporting</li> </ul>
Dragon Medical Advisor	<ul style="list-style-type: none"> <li>• Product Manage Dragon Medical</li> </ul>

Product	Privileges enabled
	Advisor <ul style="list-style-type: none"> <li>• View Analytics</li> <li>• View Analytics Dragon Medical Advisor Usage and Adoption</li> </ul> <p><b>Note:</b> The Analytics privileges are enabled automatically for all existing NMC Administrator groups.</p>
Dragon Medical PowerPack	<ul style="list-style-type: none"> <li>• Product Manage Dragon Medical PowerPack</li> </ul>
Dragon Medical Practice Edition	<ul style="list-style-type: none"> <li>• Product Manage Dragon Medical Practice Edition</li> </ul>
Dragon Medical Virtual Assistant	<ul style="list-style-type: none"> <li>• Product Manage Dragon Medical Virtual Assistant</li> </ul>
Quality and Risk Adjustment	<ul style="list-style-type: none"> <li>• Product Manage Quality and Risk Adjustment</li> </ul>
mPower	<ul style="list-style-type: none"> <li>• Product Manage mPower</li> </ul>
Clinical Documentation Excellence (CDE)	<ul style="list-style-type: none"> <li>• Product Manage Clinical Documentation Excellence</li> </ul>
Dragon Ambient eXperience	<ul style="list-style-type: none"> <li>• Product Manage Dragon Ambient eXperience</li> </ul>
PowerConnect Communicator	<ul style="list-style-type: none"> <li>• Product Manage PS360</li> </ul>
Clinical Content Search	<ul style="list-style-type: none"> <li>• Product Manage Dragon Medical Virtual Assistant</li> </ul>
PowerCast	<ul style="list-style-type: none"> <li>• Product Manage PowerCast</li> </ul>

### Product Manage privileges

If the Product Manage privilege is enabled for the Administrator group, license types are only visible in the following locations:

- **Organizations>Search Organizations>License type drop-down list**
- **Licensing>View Licenses>License type drop-down list**
- **License Summary>License Type column**
- **Reports>Usage>License Use>License Type drop-down list**
- **Add User>Licenses popup (on save)>License Types listed (provided there is a license type to be assigned)**

In addition, products are visible in the following locations when the Product Manage privilege is enabled for the Administrator group:

- **Reports>Usage>Client Version**
- **Reports>Usage>Device Usage**
- **Utilities>View>Server Logs**
- **Utilities>View>Client Logs**
- **Utilities>View>Alerts** (enabled with NMS Server Log global grant)

The following table describes the NMC console elements that are shown or hidden when you enable Product Manage privileges.

<b>Product Manage privilege</b>	<b>Action</b>
Product Manage NMS	<p>Shows or hides the following:</p> <ul style="list-style-type: none"> <li>• <b>User account&gt;Search, Add, Details, Delete, Import</b></li> <li>• <b>User account&gt;Diagnostics&gt;Client Logs</b></li> <li>• <b>Utilities&gt;View&gt;Client Logs</b></li> <li>• <b>Utilities&gt;Messages</b></li> </ul> <p>This privilege shows or hides the NMC Administrator and the User role and the NMC Administration license type.</p>
Product Manage Dragon Medical Network Edition	<p>Shows or hides the following:</p> <ul style="list-style-type: none"> <li>• <b>Organization Details&gt;Products tab&gt;Dragon Medical Network Edition section</b></li> <li>• <b>Site Details&gt;Dragon Medical Network Edition tab</b></li> <li>• <b>Group Details&gt;Network Edition US tab</b></li> <li>• <b>User Account Details&gt;Network Edition US tab</b></li> <li>• <b>User Account Details&gt;User Profile tab&gt;Dragon Medical Network Edition section</b></li> <li>• <b>User Accounts&gt;User Profile Management tab&gt;Backup and Restore buttons</b></li> </ul>

Product Manage privilege	Action
	<ul style="list-style-type: none"> <li>• <b>Utilities&gt;Profile Optimizer section</b></li> <li>• <b>Reports&gt;Dragon Speech Usage section&gt;Network Edition Usage report</b></li> </ul> <p>Also shows (but does not hide) the following:</p> <ul style="list-style-type: none"> <li>• <b>Home page&gt;Speech Recognition section</b></li> <li>• <b>Ribbon&gt;Speech Recognition tab</b></li> <li>• <b>Utilities&gt;Launch section&gt;Tools button</b></li> </ul> <p><b>Note:</b> This privilege shows or hides the Dragon Medical Author role and all license types associated with the Dragon Medical Network Edition product.</p>
Product Manage Dragon Medical Mobile Recorder	<p>Shows or hides the following:</p> <ul style="list-style-type: none"> <li>• <b>Organization Details&gt;Products tab&gt;Dragon Medical Recorders and Nuance Clinician (Common)</b></li> <li>• <b>Organization Details&gt;Auto-provisioning&gt;Dragon Medical Recorder</b></li> <li>• Dragon Medical Recorders role</li> <li>• All license types associated with Dragon Medical Mobile Recorder</li> </ul> <p>Also shows (but does not hide) the following:</p> <ul style="list-style-type: none"> <li>• <b>Organizations ribbon&gt;HIM Systems section</b></li> <li>• <b>Organizations ribbon&gt;System Detail&gt;Enterprise Speech tab&gt;Provider Role Mappings table (EXV and EXT 8.0 SP1-8.3 only)</b></li> <li>• <b>Reports&gt;Dictation Information group</b></li> <li>• <b>User Account Details&gt;Credentials tab&gt;HIM System tab</b></li> <li>• <b>Utilities&gt;Tools section&gt;Resubmit Dictation</b> (requires NMS Server logs grant)</li> </ul>
Product Manage Nuance Velocity	<p>Shows or hides the following:</p> <ul style="list-style-type: none"> <li>• <b>Site Details &gt;Work Types section</b></li> <li>• <b>Speech Recognition&gt;Manage&gt;Templates section</b> in tree view</li> </ul>



Product Manage privilege	Action
Product Manage Dragon Medical Recorder	<ul style="list-style-type: none"> <li>• <b>Speech Recognition&gt;Keywords</b></li> </ul> <hr/> <p>Shows or hides the following:</p> <ul style="list-style-type: none"> <li>• <b>Organization Details&gt;Products tab&gt;Dragon Medical Recorders and Nuance Clinician</b> (Common)</li> <li>• <b>Organization Details&gt;Auto-provisioning&gt;Dragon Medical Recorder and Nuance Clinician</b></li> </ul> <p>Shows (does not hide by itself) the following:</p> <ul style="list-style-type: none"> <li>• <b>Organization Details&gt;Products tab&gt;Dragon Medical Recorders and Nuance Clinician (Common)</b> section</li> <li>• <b>Organization&gt;HIM Systems</b> section</li> <li>• <b>Reports&gt;Dictation Information</b> group (includes Dictation Status, Dictation and Dictation Client Organization buttons)</li> <li>• <b>User Account Details&gt;Credentials tab&gt;HIM System</b> tab</li> <li>• <b>Utilities&gt;Tools section&gt;Resubmit Dictation</b> (Requires NMS Server logs grant)</li> </ul>
Product Manage Dragon Medical Server	<p>Shows or hides the following:</p> <ul style="list-style-type: none"> <li>• <b>Organization Details&gt;Products tab&gt;Dragon Medical Server</b> section</li> <li>• <b>Organization Details&gt;Products&gt;Dragon Medical Virtual Assistant</b></li> <li>• <b>Organization Details&gt;Auto-provisioning tab&gt;Dragon Medical Server</b> section</li> <li>• <b>Organization Details&gt;Auto-provisioning tab&gt;Dragon Medical Virtual Assistant</b></li> <li>• <b>Reports&gt;Dragon Speech Usage section&gt;Cloud Usage</b> report</li> <li>• <b>Ribbon&gt;Dragon Medical One</b> tab</li> <li>• <b>Speech Recognition&gt;Commands section&gt;all buttons other than the Manage</b> button</li> </ul> <p>Also shows (but does not hide) the following:</p> <ul style="list-style-type: none"> <li>• <b>Home&gt;Speech Recognition</b> section</li> <li>• <b>Speech Recognition</b> ribbon</li> <li>• <b>Reports&gt;Dragon Speech Usage</b></li> </ul>

Product Manage privilege	Action
	<p><b>section</b></p> <ul style="list-style-type: none"> <li>• <b>Utilities&gt;Launch group&gt;Tools button</b></li> </ul> <p>This privilege shows or hides the Speech recognition user role and all license types associated with the Dragon Medical and the Search ICD 10 products.</p>
Product Manage CLU	<p>Shows or hides the following:</p> <ul style="list-style-type: none"> <li>• <b>Organization Details&gt;Auto-provisioning&gt;MUSE section</b></li> <li>• <b>Organization Details&gt;Auto-provisioning&gt;CAPD section</b></li> <li>• <b>Organization Details&gt;Auto-provisioning&gt;CAC section</b></li> </ul> <p>For DMA filters, Clinical Decision Support Content Pack is the content that will be delivered with the ED Guidance License.</p> <p>This privilege shows or hides all license types associated with the MUSE, CAC, CAPD, CLU Remote Services products.</p>
Product Manage Capture Services	<p>Shows or hides the following:</p> <ul style="list-style-type: none"> <li>• <b>Organization Details&gt;Auto-provisioning&gt;Capture Services section</b></li> </ul> <p>This privilege shows or hides all license types associated with the Capture Services product.</p>
Product Manage Workflow Edition	<p>Shows (but does not hide) the following:</p> <ul style="list-style-type: none"> <li>• <b>Organizations ribbon&gt;HIM Systems section</b></li> </ul> <p>This privilege shows or hides all license types associated with the Dragon Medical Workflow Edition product.</p>
Product Manage PS360	<p>Shows or hides the following:</p> <ul style="list-style-type: none"> <li>• <b>Organization Details&gt;Products tab&gt;PS360 Mobile</b></li> </ul> <p>This privilege shows or hides all license types associated with the PS360 and PowerConnect Communicator Product.</p>
Product Manage Dragon Professional	<p>Shows or hides the following:</p> <ul style="list-style-type: none"> <li>• <b>Organization Details&gt;Products tab&gt;Dragon Professional section</b></li> <li>• <b>Site Details&gt;Dragon Professional tab</b></li> </ul>

Product Manage privilege	Action
	<ul style="list-style-type: none"> <li>• <b>Group Details&gt;Dragon Professional tab</b></li> <li>• <b>User Account Details&gt;Dragon Professional tab</b></li> <li>• <b>User Account Details&gt;User Profile tab&gt;Dragon Professional section</b></li> <li>• <b>Reports&gt;Dragon Speech Usage section&gt;Professional Usage icon</b> (hidden if Product Manage Dragon Medical Network Edition privilege is enabled)</li> </ul> <p>Also shows (but does not hide) the following:</p> <ul style="list-style-type: none"> <li>• <b>Home page&gt;Speech Recognition section</b></li> <li>• <b>Speech Recognition ribbon</b></li> <li>• <b>Utilities&gt;Launch group&gt;Tools button</b></li> </ul> <p>The privilege shows or hides all license types associated with the Dragon Naturally Speaking product.</p>
Product Manage PowerMic Mobile	<p>Shows or hides the following:</p> <ul style="list-style-type: none"> <li>• <b>Organization Details&gt;Auto-provisioning&gt;PowerMic Mobile</b></li> <li>• <b>Organization Details&gt;Auto-provisioning&gt;PowerMic Virtual Adaptor</b></li> </ul>
Product Manage HIM Reporting	<p>Shows or hides the following:</p> <ul style="list-style-type: none"> <li>• <b>HIM Reports ribbon</b></li> <li>• <b>HIM Report Administration ribbon</b></li> <li>• <b>Reports&gt;Dragon Medical Advisor section</b></li> </ul> <p>This privilege shows or hides the Reporting role.</p>
Product Manage Dragon Medical Advisor	<p>Shows or hides the following:</p> <ul style="list-style-type: none"> <li>• <b>Organization Details&gt;Products tab&gt;Dragon Medical Advisor section</b></li> <li>• <b>Group Details&gt;Dragon Medical Advisor tab</b></li> <li>• <b>Speech Recognition&gt;Dragon Medical Advisor group&gt;Manage Advice Filters button</b></li> </ul> <p>This privilege shows or hides all license types associated with the Dragon Medical Advisor product.</p>
Product Manage Dragon Medical Virtual	<p>While Auto-provisioning is supported for this</p>

Product Manage privilege	Action
Assistant	<p>product, it is disabled by default when you import the Dragon Medical Virtual Assistant license.</p> <p>Shows or hides the following:</p> <ul style="list-style-type: none"> <li>• <b>Organization Details&gt;Products tab&gt;Dragon Medical Virtual Assistant</b></li> <li>• <b>Organization Details&gt;Auto-Provisioning&gt;Dragon Medical Virtual Assistant&gt;Auto-Provisioning</b> (disabled by default)</li> </ul>
Product Manage Quality and Risk Adjustment	<p>Shows or hides the following:</p> <ul style="list-style-type: none"> <li>• <b>Speech Recognition&gt;Dragon Medical Advisor group&gt;Manage Advice Filters button</b></li> <li>• <b>Speech Recognition&gt;Dragon Medical Advisor group&gt;Manage HCC Filters button</b></li> </ul> <p>This privilege shows or hides all license types and products associated with Quality and Risk Adjustment product.</p>
Product Manage Clinical Documentation Excellence	<p>This privilege shows or hides all license types and products associated with Clinical Documentation Excellence.</p>
Product Manage Dragon Ambient eXperience	<p>This privilege shows the following:</p> <ul style="list-style-type: none"> <li>• <b>User Account Details&gt;Dragon Ambient eXperience tab</b></li> </ul> <p>This privilege shows or hides all license types and products associated with Dragon Ambient eXperience.</p>
Product Manage Dragon Medical PowerPack	<p>This privilege shows or hides all license types and products associated with Dragon Medical PowerPack.</p>
Product Manage Dragon Medical Practice Edition	<p>This privilege shows or hides all license types and products associated with Dragon Medical Practice Edition.</p>
Product Manage mPower	<p>This privilege shows or hides all license types and products associated with mPower</p>
Product Manage PowerCast	<p>This privilege shows or hides all license types and products associated with PowerCast</p>

### User interface requirements with multiple Product Manage privileges

#### Description

*When none of the following are enabled:*

- Manage Dragon Medical Mobile Recorder
- Manage Dragon Medical Recorder

*The following are hidden:*

- **Organization Details>Products tab>Dragon Medical Recorders and Nuance Clinician (Common)** section
  - **Organization>System Details>Enterprise Speech tab - Provider Role Mappings** table (EXV & EXT 8.0 SP1 – 8.3 only)
  - **Reports>Dictation Information Group** (includes **Dictation Status**, **Dictation** and **Dictation Client Organization** buttons)
  - **Reports>Usage>Client Version**
  - **Utilities>Tools section>Resubmit Dictation 5.9** (Requires NMS Server logs grant)
- 

**When none of the following are enabled:**

- Manage Dragon Medical Mobile Recorder
- Manage Dragon Medical Recorder
- Dragon Medical Workflow Edition

**The following are hidden:**

- **Organization>System** section
  - **User Account Details>Credentials tab>System** tab
- 

**When none of the following are enabled:**

- Product Manage Dragon Medical Network Edition
- Manage Dragon Medical Server
- Manage Dragon Professional
- Manage Dragon Medical Connect (HIM)

**The following are hidden:**

- **Home page>Speech Recognition** section
  - **Ribbon>Speech Recognition** tab
  - **Reports>Dragon Speech Usage** section - not Dragon Medical Connect (HIM)
  - **Utilities>Launch>Tools** section
-