PowerScribe® 360 Reporting

Microphone Troubleshooting Guide

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Intro

This document will identify and provide solutions to issues that can occur to the microphone input device used with the PowerScribe 360 Reporting Client.

Microphone Disconnects

If you are experiencing microphone disconnects, you should create a case with Support to have your PowerScribe 360 Reporting system updated to PS360 V 3.5.3 (or higher) or PS360 V 4.0.1 Patch 3 (or higher).

These PS360 versions contain code updates and an update PowerMic SDK to address this issue.

Latency When Pressing the Dictate Button

If you are experiencing microphone latency when pressing the dictate button, you should create a case with Support to have your PowerScribe 360 Reporting system updated to Dragon V12.5 Build v12.54.150.133 or higher.

This version of Dragon is compatible with PS360 V3.5.3 Patch 3 or PS360 4.0.1 Patch 3 (and higher). Therefore, your site may require updating PowerScribe 360 Reporting depending on your current version.

PowerScribe 360 Reporting Not Receiving PowerMic Button Events (Button Pushes)

If you are using PowerScribe 360 Reporting and you are running a secondary application that uses the microphone, you may experience an issue where PowerScribe 360 Reporting does not receive the PowerMic button events (button pushes) when another application gains focus and the focus switching feature is enabled on the PowerMic driver.

If you experience this issue, you should create a case with Support to have your PowerScribe 360 Reporting system updated to PS360 V4.0.2 or higher.

Issue - Microphone Will Not Initiate

DLLs Fail to Register in Windows 7

In some instances, the necessary DLLs fail to register properly in Windows 7 causing the microphone not to initialize. The files that fail to register are HIDDEV.dll and/or USBMGR.dll.

The Client log on screen shows the microphone disconnected in bottom right corner.

To re-register the DLLS:

1. Download and extract regfix.zip.
2. Run regfix.bat.

Basic Configuration

The below configurations should be in place for all PowerScribe 360 Client workstations using the PowerMic.

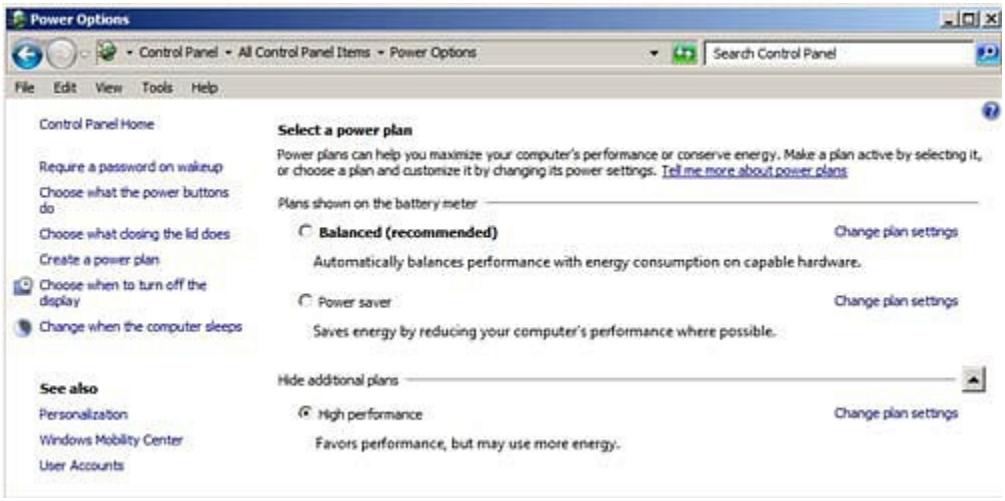
NOTE

It is highly recommended that the Microphone be plugged into a USB port in the back of the client workstation. These ports generally handle power management better than the USB ports on the front of the workstation.

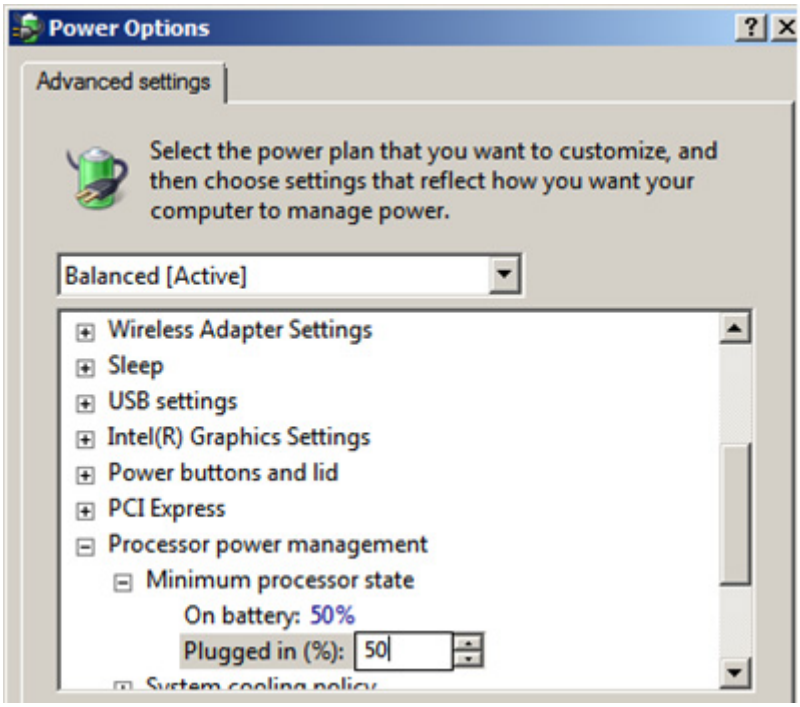
Disable Power Save Options

Power Save options can cause the USB / Microphone to go to sleep if the system thinks it is not being used. Some areas to adjust are:

1. Disable the power save features in BIOS like Intel Speed Step Technology (aka Runtime Power Management).
2. Switch Windows power plan to high performance (Control Panel / Power Options).

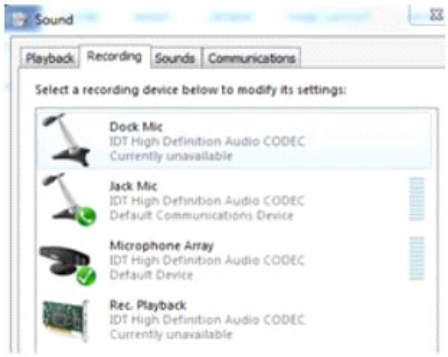


3. Change the minimum processor state of the current power plan to 50% (Control Panel / Power Options / Change plan settings / Change advanced power settings).



Audio Mixer Device

1. Verify that the Audio Mixer device is available and enabled.
   a. From the Control Panel, select the Sounds and Settings dialog.



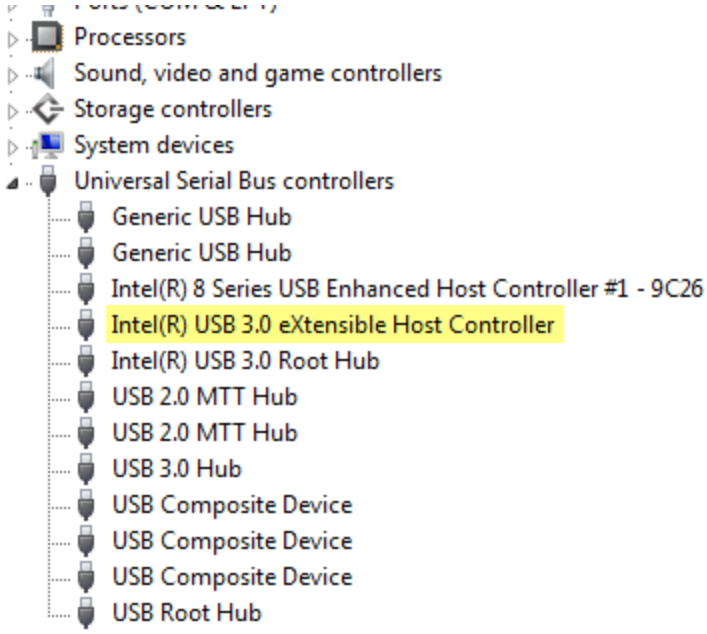
   b. Ensure the Audio Mixer Device (it displays as a PCI Card) which is usually labeled as Rec Playback, on the Recording device list as shown above.
   c. If you do not see the device, right-click and select Show Hidden Devices. If the device does not show, even if hidden devices are shown, it means the audio driver needs to be upgraded.

Update the USB 3.0 eXtensible Host Controller Driver

1. Open Device Manager.

   (Windows 10, 8) Control Panel > Hardware and Sound > Device Manager. (Windows 7) Control Panel > System and Security > System > Device Manager.

2. Expand Universal Serial Bus Controllers.



If you have the USB 3.0 eXtensible Host Controller, try updating the driver.

Nuance recommends the Intel USB 3.0 eXtensible Host Controller Driver be version 4.0.6.60 or higher.

It can be downloaded at :

https://downloadcenter.intel.com/download/22824/USB-3-0-Treiber-Intel-USB-3-0-eXtensible-Host-Controller-Treiber-f-r-Intel-8-9-100-und-C220-C610-Chips-tze?product=65855

NOTE

If the installation fails, do not retry this upgrade of the Intel USB 3.0 eXtensible Host Controller driver on this workstation. Installation failure can be caused by unsupported hardware architecture or because the workstation does not meet the minimum requirements for installing this driver software.

Manual Revision History

Note: In this table the most recent changes are first by date.

Date	Sec	Page	Change (Paragraph, Sentence, Figure, Table, etc.)	Initials
6/19/19	1	1	Updated Dragon V12.5 Build v12.54.150.133	BW
6/18/19	All	All	Reorganized Sections into one.	BW
5/28/19	All	All	Completely revised	BW
8/29/18	6	1	New chapter: Update the USB 3.0 eXtensible Host Controller Driver	BW
8/25/17	5	3	Updated steps for Remove All USB Devices, Hubs, and Reload Microphone USB Device section.	MS/SEP
8/24/17	3	1	Updated steps for No Audio Device Installed.	MS/SEP
6/01/16	All	All	Draft	SEP