



DRAGON
MEDICAL PRACTICE EDITION

Dragon Medical Practice
Edition
and Citrix
Administrator Guide

2.2



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Chapter 1: What's new in Dragon Medical Practice Edition

This chapter presents information about the new Citrix features that are part of Dragon Medical Practice Edition.

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Getting Started with Dragon and Citrix

You can deploy and use Dragon on a computer or Citrix XenApp server, and allow Dragon users to work with applications published from the Citrix XenApp server.

There are different ways you can deploy and use Dragon with Citrix clients and servers. The deployment solution you choose determines the features and functionality that are available to Dragon users.

Audience for this document

The guide contains three main sections that focus on the three ways to deploy and use Dragon with Citrix client and server applications. Each section contains information that is of interest to desktop administrators, Citrix XenApp server administrators, or a combination of these audiences.

Dragon on a client computer on page 6 - This section is of interest to desktop administrators if the organization decides to deploy Dragon on client computers.

Dragon published on a Citrix XenApp server on page 10 - This section is of interest to desktop administrators and Citrix XenApp server administrators if the organization decides to deploy Dragon on Citrix XenApp servers. This section contains information on components and tasks that involve client computers and the Citrix XenApp server. A software update needs to be installed on each client computer and this requires the services of a desktop administrator.

Chapter 2: Using Dragon on a client computer

This chapter discusses using Dragon on a client computer, including benefits, drawbacks, system requirements, and installation instructions.

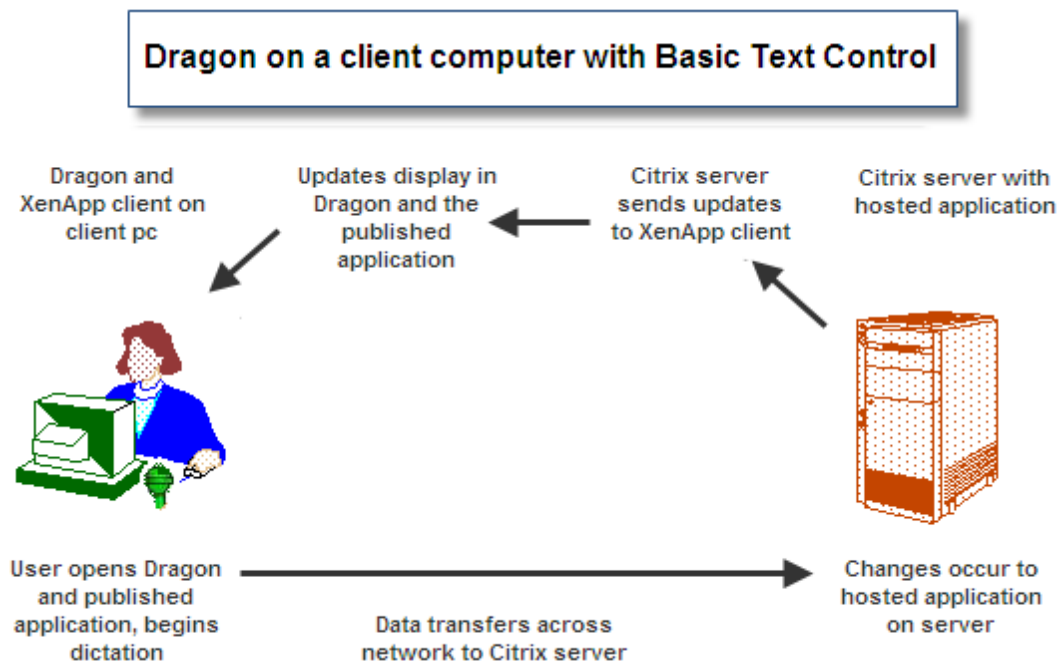
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Dragon on a client computer

You can install Dragon on a client computer and have the client computer handle all processing activities.

Deploying Dragon on a client computer only supports Basic Text Control if used with an unsupported edit control or if used with applications published from a Citrix XenApp server. Compatibility module support will not be available. There may also be unexpected results related to formatting of dictated text, such as improper capitalization, and overall accuracy when dictating directly into an EHR published through Citrix. This may require the Dragon user to use the Dictation Box to dictate and correct text when he or she works with an application published from Citrix.

Installing Dragon on a client computer does not use server resources, unlike other deployment solutions for Dragon.



Dragon features that this deployment solution supports

- Converting speech into text and sending the text to an application.

Benefits of this deployment solution

- You can deploy Dragon at the user or department level without the assistance of a server administrator.
- Dragon uses the CPU and memory resources on client computers without using the CPU and memory resources of Citrix XenApp servers.
- Dictation does not increase the level of network traffic.
- Users do not need to stream high-resolution audio over the network. This reduces the amount of network resources that Dragon uses.
- Users can use Dragon to dictate directly into applications that are installed on the client computer. For example, productivity applications like those in the Microsoft® Office suite.

Drawbacks of this deployment solution

- Dragon users can only use Basic Text Control functionality with a Citrix published application.
- Dictation into free-text fields of an application may not work as expected.
- Automatic capitalization and spelling of text may not work as expected.
- The ability of a user to control an EHR by saying the names of menus and buttons may not work as expected.

Available workarounds

You can use the following workarounds to mitigate some of the restrictions of this deployment solution.

- Dragon users can edit text manually using a keyboard and the computer mouse. This works best for short dictations that contain only a few words.
- Dragon users can use the Dictation Box for dictation and for editing text. Afterwards, the user can transfer the text from the Dictation Box into the EHR system.

Install and deploy Dragon on a client computer

You must perform the following tasks to install and enable Dragon on a client computer.

1. Make sure the system requirements for Dragon Medical Practice Edition are met. See *System requirements for Dragon* on page 22.
2. Install Dragon on a client computer. For more information, see the Dragon Medical Practice Edition Administrator Guide.

Chapter 3: Using Dragon on a Citrix XenApp server

This chapter discusses using Dragon published on a Citrix XenApp server, including benefits, drawbacks, system requirements, and installation instructions.

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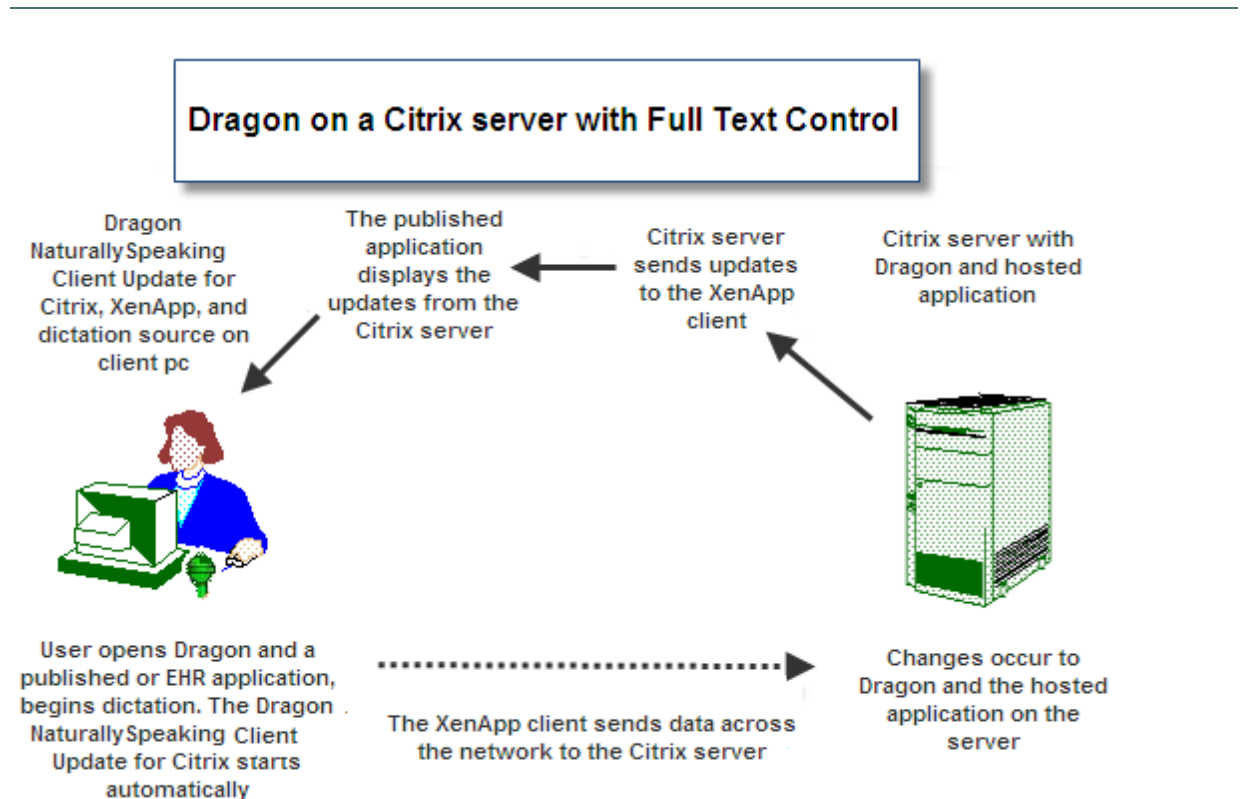
Dragon published on a Citrix XenApp server

You can install Dragon on a Citrix XenApp server computer and have Dragon rely on the Citrix XenApp server for all processing activities.

Deploying Dragon on a Citrix XenApp server provides Dragon users with Full Text Control support in their EHR system when the EHR is deployed on a Citrix XenApp server, so they do not have to use the Dictation Box.

If Dragon and the EHR are hosted on the same XenApp server:

- You can publish each application or the desktop and get full text control to dictate into the EHR.



Using the Citrix Load balancing server feature with Dragon

If you use the Citrix Load balancing server feature, make sure that you run Dragon and a published application from the same server. Attempting to use the Load balancing server feature to run Dragon from a server that is different from the server that hosts a published application may cause Dragon to not work as expected with the published application.

Check the configuration of the Load Manager or disable automatic load balancing in a multi-server farm.

Using Citrix Application Isolation Environments with Dragon

If you use the Citrix Application Isolation Environments server feature, make sure to launch Dragon and a published application from the same application isolation environment. Dragon may not communicate correctly with the published application if they are launched from separate environments.

Using Dragon on a Citrix XenApp server - Overview

The following is an outline of how a user can use Dragon once the steps for deploying Dragon on a Citrix XenApp server are completed.

Note:

To allow users to use Dragon with published applications, you must install Dragon on the same server cluster as the published applications. You must also install vddnspatch2.exe on the Dragon computer. See [Install the Dragon update for Citrix](#) for details.

-
- Set up a microphone on a client computer that is running the Citrix Receiver and on which the **Dragon update for Citrix** is installed.
 - On the client computer, launch Dragon and the published application you want to dictate into.
 - Use the microphone to dictate into the published application.
 - The audio from the microphone travels across the network to Dragon running on the Citrix XenApp server.
 - The published application on the Citrix XenApp server receives dictation text, corrections, and other changes from Dragon running on the Citrix XenApp server.
 - The changes from Dragon and the published application on the Citrix XenApp server synchronize with what the Dragon user sees on the client computer.

Benefits of this deployment solution

- Dragon users can dictate from client computers that do not have Dragon installed.
- Dragon users make use of the same Dragon functionality that is available when both Dragon and an EHR system run on the same client computer. This can reduce the need for special end-user training.
- Administrators can use the Citrix management console to control which Dragon users have access to Dragon.
- The amount of time and effort required to install Dragon on each client computer can be greatly reduced or even eliminated.

- Administrators only need to install a .dll file, the **Dragon update for Citrix**, and the Citrix client extension, onto each client computer.

Drawbacks of this deployment solution

- Increased CPU usage and processing requirements on the Citrix XenApp server
- The client computer must transfer high-resolution audio data to the Citrix server. Each Dragon user requires 1.3 Mbps of network bandwidth whenever the microphone is turned on. Users may not be able to use Dragon from a remote workstation that has a slow internet connection, or on a network with many Dragon users performing dictation simultaneously.
- Users cannot use Dragon to dictate directly into applications that run on a client computer. As a workaround, users can use the Dictation Box to perform dictation. Afterwards, users can copy and paste the dictation text into the application that is running on the client computer.

Install and deploy Dragon on a Citrix XenApp server

You must perform the following tasks to install and enable Dragon on a Citrix XenApp server.

1. Make sure the system requirements for Dragon are met. See *System requirements for Dragon* on page 22.
2. Install Dragon on the server. For more information, see the Dragon Medical Practice Edition Administrator Guide.
3. To enable support for the PowerMic, on the DVD, navigate to the **Citrix Extension > Citrix Server Extension** folder. Double-click the PowerMic Citrix Extension Server.msi file.
4. Make sure the Citrix XenApp client is installed on each client computer.
5. On each computer where the Citrix XenApp client is installed, insert the Dragon DVD, navigate to the Citrix Extension folder, and double-click vddnspatch2.exe. This action runs the vddnspatch2.exe file on the client computer.
6. To enable support for the PowerMic, on the Dragon DVD, navigate to **Citrix Extension > Citrix Client Extension** folder. Double-click the PowerMic Citrix Extension Client.msi.
7. Publish Dragon from Citrix. See *Publish Dragon from Citrix* on page 13.
8. Install the **Dragon update for Citrix** on each client computer. See *Install the Dragon update for Citrix* on page 17
9. [Enable sound quality on the client computer.](#)
10. Create policies to allow users to use Dragon on the Citrix XenApp server. See *Allow users to use Dragon on a Citrix XenApp server* on page 15.

Configuring this Dragon solution

- See *Using Dragon on a Citrix XenApp server with a published application* on page 18
- See *Managing Dragon update for Citrix logging* on page 17

Upgrading the Citrix Client Extension from Dragon Medical Practice Edition 2.x to Dragon Medical Practice Edition 2.2

1. On each machine where the Citrix XenApp client is installed, keep your current version of vddnspatch.exe or vddnspatch.msi installed. Install the new vddnspatch2.exe file on the XenApp client machine.
2. If you will be using a PowerMic, install the Citrix Client Extension. Navigate to the Citrix Client Extension directory in your installation files and double-click the PowerMic Citrix Extension Client.msi file.
3. Repeat steps 1 and 2 until vddnspatch2.exe and the Citrix Client Extension are installed on all of the XenApp client machines.
4. On the XenApp Server, upgrade Dragon Medical Practice Edition to version 2.2. If you will be using a PowerMic, install the Citrix Server Extension. Navigate to the Citrix Server Extension directory in your installation files and double-click the PowerMic Citrix Extension Server.msi file.
5. (Optional) Uninstall the old version of vddnspatch.exe or vddnspatch.msi from the XenApp client machines.

Publish Dragon from Citrix

You must publish Dragon to allow the Citrix Receiver to see and display Dragon.

Note: Before you perform the following procedure, make note of the location of the Dragon installation directory on the server.

Publish Dragon

The following procedure enables you to publish Dragon from the Access Management Console.

1. For XenApp 6.5: From the **Start** menu, go to **Administrative Tools > Citrix > Management Consoles > Citrix AppCenter**.

For XenApp 6: From the **Start** menu, go to **All Programs > Citrix > Management Consoles > Citrix Delivery services Console**.

For XenApp 5: From the **Start** menu, go to **All Programs > Citrix > Management Consoles > Access Management Console**.

2. In the left pane, under **XenApp**, under the Farm where you installed Dragon, select the **Applications** folder.
3. On the menu bar, select **Action > Publish application**.
4. Click **Next**.
5. Enter a display name and an application description for Dragon and click **Next**.

6. Select the **Application** option.
7. Select the **Accessed from a server** option.
8. In the **Server application type** field, select **Installed application** and then click **Next**.
9. In the **Command line** field, specify *natspeak.exe* as the executable file. By default, the Dragon application installs into the following directory: C:\Program Files\Nuance\NaturallySpeaking12\Program\natspeak.exe
10. Click **Next**.
11. Click **Add** and select the Citrix XenApp server that Dragon is installed on.
12. Click **Add**.
13. Click **OK** and then click **Next**.
14. Select the **Allow only configured users** option and click **Add**.
15. In the **Select Users or Groups** dialog, specify the users that can access Dragon by selecting them and clicking **Add**.
16. Click **OK**.
17. Click **Next**.
18. On the **Shortcut presentation** screen, specify the appearance and placement of the shortcut icon for Dragon and then click **Next**.
19. Click **Finish**.

Allow users to use Dragon on a Citrix XenApp server

Create audio policies for use with the Citrix XenApp web client

By default, when you start Dragon through the Citrix XenApp web client, audio is set to low quality. You want to set the audio quality to high.

Allow users to customize the audio quality for the web interface

1. Open the Citrix Access Management Console.
2. For XenApp 6 and 6.5: From the **Start** menu, go to **All Programs > Citrix > Management Consoles > Citrix Web interface management**.

For XenApp 5: From the **Start** menu, go to **Administrative Tools > Citrix > Management Consoles > Citrix AppCenter**.

3. For XenApp 6 and 6.5: In the left pane, go to **Citrix Web Interface > XenApp Web Sites > Site name** (the name of your Citrix farm).

For XenApp 5: In the left pane, go to **Citrix Resources > Configuration Tools > Web Interface > Site name** (the name of your Citrix farm).

4. For XenApp 6 and 6.5: In the **XenApp - Edit Settings** window, click **Session Settings**.

For XenApp 5: In the **Common Tasks** window, select **Manage session preferences**.

5. In the **Remote Connection** section, select **Connection Performance**.
6. For XenApp 5 and 6: Select **Allow users to customize audio quality**.

For XenApp 6.5: Select **Allow users to customize sound**.

7. Click **OK**.

Set the audio quality to high

1. From the **Start** menu, go to **Administrative Tools > Citrix > Management Consoles > Citrix AppCenter**.
2. In the left pane, under **XenApp**, under the Farm where Dragon is installed, select **Policies**.
3. In the lower part of the screen, click the **Settings** tab.
4. In the **Settings** area, beside **Audio quality**, click **Add**.
5. In the **Add Setting** screen, in the **Value** drop-down list, select **High – high definition audio**.
6. Under Group Policy, navigate to **Administrative Templates > Citrix Components > Citrix XenApp Plugin for Hosted Apps > User Experience > Client audio settings**.
7. Change group policy setting from **Not Configured** to **Enabled**, and click **Apply**.
8. Check **Enable audio**.

9. In the **Sound quality** drop-down list, select **High**.
10. Click **Apply**.
11. Click **OK**.
12. From a command prompt, run the `gpupdate /force` command, to ensure that the policy is correctly applied.

Create audio policies for use with the Citrix Program Neighborhood client

Create the AudioIn policy

1. For XenApp 6 and 6.5: From the **Start** menu, go to **All Programs > Citrix > Management Consoles > Citrix Web interface management**.

For XenApp 5: From the **Start** menu, go to **All Programs > Citrix > Administration Tools > XenApp Advanced configuration**.

2. In the left pane, under **XenApp**, under the Farm where Dragon is installed, select **Policies**.
3. For XenApp 6 and 6.5: Under **Policies**, click the **User** tab.

For XenApp 5: select **Policies > Actions > New > Policy**.

4. For XenApp 6 and 6.5: Click **New**.
5. For XenApp 6 and 6.5: In the **New Policy** dialog, type **AudioIn** as the policy name and type a description for the policy and then click **Next**.

For XenApp 5: In the **New Policy** dialog, type 'AudioIn' as the policy name and type a description for the policy and then click **OK**.

6. For XenApp 6 and 6.5: On the **Choose the settings that will be applied** screen, in the left pane select **ICA > Audio**. In the right pane, select **Audio quality** and set the value to **High - high definition audio**, click **Next**.

For XenApp 5: Double-click on the **AudioIn** policy and select **Client Devices > Audio > Sound quality > High**. Click **Apply**.

7. On the **Choose when to apply the settings using filters** screen, beside **User or Group**, click **Add**.
8. On the **New Filter** screen, click **Add**.
9. On the **New Filter element** screen, make sure **Mode** is set to 'Allow'.
10. Make sure **Enable this filter element** is checked.
11. Use the **Browse** button to select Dragon users that this policy applies to.
12. Click **OK**.
13. Click **Next**.
14. Click **Create**.

Install the Dragon update for Citrix

When you install Dragon on a Citrix XenApp server, to let users dictate from client computers, you must install the **Dragon update for Citrix** on each client computer that connects to the server that Dragon runs on.

You must install the update before you run Dragon on the Citrix XenApp server for the first time. You must have administrator rights to install the update.

You install the **Dragon update for Citrix** for use with the default application set in the XenApp plug-in client.

You can use `vddnspatch2.exe` to install the **Dragon update for Citrix**. You can also use the `vddnspatch2.msi`, from the Dragon installation disc, to install the update. There are no options for `vddnspatch2.msi`.

Managing Dragon update for Citrix logging

This topic only applies if you install Dragon on a Citrix XenApp server.

When you start a **XenApp** session, the **XenApp plug-in** starts and loads the `module.ini` file from the root folder of the Citrix client. This `module.ini` file contains a list of the parameters used to select and configure the communications stack modules including the **Dragon update for Citrix**.

1. To save space on the Citrix client, you can disable or redirect Citrix logging:
2. Open the `module.ini` file. By default, the `module.ini` file is located in the Citrix client directory:
-C:\Program Files\Citrix\ICA Client on Windows XP *
-C:\Program Files (x86)\Citrix\ICA Client on Windows 7 or 8
3. To disable logging: Go to the `[VDDNS]` section and change the line `LogLevel=2` to `LogLevel=0`
4. To redirect logging to another location or device: Go to the `[VDDNS]` section and change the path in the line.
5. Save and exit the `module.ini` file.

Enable sound quality on the client computer

After you install the **Dragon update for Citrix** on a client computer and before a user starts *Dragon* as a published application, you must enable sound on the client computer. You must enable sound on each client computer that users dictate from.

Perform the following steps on each client computer that users will use for dictation with *Dragon* that is installed on a Citrix XenApp server.

Enable sound quality for the Citrix XenApp 11.x or 12.x web client

1. Log into the XenApp web client.
2. Under **Preferences**, select **Session Settings**.
3. In the **Performance** section, in the **Sound** drop-down list, select **High - high definition audio**.
4. Click **Save**.

Enable sound quality for the Citrix program neighborhood for the Citrix Receiver 3.x, 4.0, and 4.1 client

Notes:

- If you publish *Dragon* on a Citrix XenApp server that has the audio quality set to low, if the sound on the client computer is set to high, the client computer may not receive an audio quality warning when you start *Dragon*.
 - There must be a sound system on the client computer. For example, if USB audio is disabled on the client computer, a user cannot create a user profile. Enable USB audio on the client computer and re-connect to the Citrix XenApp server.
-

Using Dragon on a Citrix XenApp server with a published application

To allow users to run a published installation of Dragon with another published application like Microsoft Word or an EHR application, you must publish both applications so that they run in a single Citrix client session.

Use the following guidelines to make sure all published applications work together.

Administrator guidelines for using Dragon on a Citrix XenApp server

Use one of the following approaches to provide users with access to applications:

- In Citrix, publish the desktop and let users start applications from the published desktop.
- In Citrix, use identical settings to publish all the applications that a user requires. If the settings are not identical, *Dragon* may not operate correctly with other applications that you publish. For example, if the settings you use to publish Microsoft Word are different from the settings you use to publish *Dragon*, the microphone hotkey will not work when Microsoft Word is the active application, and the *Dragon* user cannot dictate text into Microsoft Word.
- Start all applications in **Seamless** mode.

User guidelines for using Dragon on a Citrix XenApp server

The following guidelines apply if you publish separate applications and do not publish a Desktop.

- Users should not change **Application Set** settings when they run a published application.
- When you enable the Citrix feature, **Smooth Roaming**, with published applications that are on multiple computers, users should perform one of the following actions:
 - Close all published applications before moving to a new location.
 - Start published applications in the same order on all the computers that you use. For example, if you run a published Microsoft Word application or EHR application on a computer, to work in the same session when you move to a new computer, start Microsoft Word or the EHR application on the new computer before you start another published application like Dragon. This allows the published Dragon application to run in the same session as the published Microsoft Word or the EHR application.

Citrix will start published applications in separate sessions when:

- The applications are published with different settings (**Colors, Enable Legacy Audio, Encryption, Allow Only Configured Users**). Citrix places applications into separate Windows sessions if the color settings are different. Using different settings may cause problems with dictation.
 - You publish even one application as a Desktop.
 - The Citrix client does not start the application in **Seamless** mode.
 - A Citrix client launches one application, changes **Application Set** settings, and then launches another application.
 - A user starts different applications from different computers. If a user starts the same application from a different computer, it connects to the same Citrix client session and disconnects the previous session, as in the **Smooth Roaming** feature.
-

Citrix User Profile Manager

Many organizations employ Citrix User Profile Manager to manage the Windows profiles of users. The Citrix User Profile Manager is commonly used in both XenApp and XenDesktop environments.

When the Citrix User Profile Manager is used, Dragon is installed directly on the Citrix XenApp server, please follow these guidelines.

- Disable Active Write Back in Citrix User Profile Manager
- Disable Profile Streaming in Citrix User Profile Manager

OR

- Exclude C:\USERS\%USERNAME%\APPDATA\ROAMING\NUANCE from Citrix User Profile Manager

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System requirements for Dragon

Hardware Recommendations

See the Dragon Medical Practice Edition Administrator Guide for additional information on hardware and sizing.

Dragon Hardware Recommendations

CPU: 2.4 GHz Intel Dual Core or equivalent AMD processor. (IMPORTANT: SSE2 instruction set required) **Processor Cache:** 2 MB

DVD-ROM: drive required for installation

Sound Card: Creative® Labs Sound Blaster® 16 or equivalent sound card supporting 16-bit recording.

Free hard disk space: 5 GB required, 8 GB recommended

RAM:

- 2 GB RAM for Microsoft® Windows XP®*.
- 4 GB for Microsoft® Windows Vista® 32-bit and 64-bit, Microsoft® Windows® 7 32-bit and 64-bit, Microsoft® Windows® 8 and 8.1 32-bit and 64-bit, Windows Server 2008 64-bit, Windows Server 2012 64-bit, and Windows Server 2012 64-bit R2.

Microphone: Nuance-approved microphone (included in purchase)

For details on Bluetooth microphones, recorders, Tablet PCs, and other hardware, please go to <http://support.nuance.com/compatibility/>.

You can also use an iOS or Android device as a microphone using the [Dragon Remote Microphone app](#).

Bluetooth (Optional): For Bluetooth wireless microphone support, visit <http://support.nuance.com/compatibility/>

Web Connection: A web connection is required for activation during installation.

Software Requirements

Software Requirements for Dragon

The Dragon installer checks your system for minimum requirements. If the minimum requirements are not met, the installer will not install the client.

Operating system:

- Microsoft® Windows® 8.1 32 bit and 64 bit
- Microsoft® Windows® 8 (including Professional and Enterprise), 32 bit and 64 bit

- Microsoft® Windows® 7, 32-bit and 64-bit
- Microsoft® Windows Vista® Service Pack 2, 32-bit and 64-bit
- Microsoft® Windows XP® Service Pack 3, 32-bit only*
- Microsoft® Windows Server 2008, Service Pack 1, Service Pack 2
- Microsoft® Windows Server 2008 R2, 32-bit and 64-bit
- Microsoft® Windows Server 2008 R2 64 bit Service Pack 2
- Microsoft® Windows Server 2012
- Microsoft® Windows Server 2012 R2

Supported non-EHR Applications

Once you have installed Dragon Medical, you can use it to control the following applications using your voice:

- WordPad
- NotePad
- Microsoft® Word 2007, 2010 (32 & 64 bit), 2013 (32 & 64 bit)
- Microsoft® Outlook® 2007, 2010, 2013
- Microsoft® Excel® 2007, 2010, 2013
- WordPerfect® x5, x6
- Apache OpenOffice Writer 3.4
- Open Office Writer v3.1, 3.2
- Internet Explorer 8, 9, 10, 11 (11 supported when Enhanced Protective Mode is disabled)
- Rich Internet Application IE8, IE9, IE10, IE11
- Mozilla® Firefox® 8+
- Rich Internet Application Firefox® 12+
- Rich Internet Application Google Chrome 16+
- Windows Live Mail v15 & v16
- Mozilla® Thunderbird™ x3 and up
- Lotus Notes 8.5

Support for Dragon with Citrix clients and servers

The following information lists the different versions of the Citrix XenApp client that you can use with Dragon Medical Practice Edition.

Citrix XenApp client version 11.x

Citrix XenApp support:

- XenApp5 on Windows 2008 32 bit
- XenApp5 on Windows 2008 64 bit
- XenApp6 on Windows 2008 64 bit R2
- XenApp6.5 on Windows 2008 64 bit R2

Citrix XenApp client version 12.x

Citrix XenApp support:

- XenApp5 on Windows 2008 32 bit
- XenApp5 on Windows 2008 64 bit
- XenApp6 on Windows 2008 64 bit R2
- XenApp6.5 on Windows 2008 64 bit R2

Citrix Receiver 3.x

Citrix XenApp support:

- XenApp5 on Windows 2008 32 bit
- XenApp5 on Windows 2008 64 bit
- XenApp6 on Windows 2008 64 bit R2
- XenApp6.5 on Windows 2008 64 bit R2

Citrix Receiver 4.0 and 4.1

Citrix XenApp support:

- XenApp5 on Windows 2008 32 bit
- XenApp5 on Windows 2008 64 bit
- XenApp6 on Windows 2008 64 bit R2
- XenApp6.5 on Windows 2008 64 bit R2

System requirements for Dragon and Citrix

System requirements for the Citrix XenApp server:

- **Server:** Citrix Metaframe Presentation Server 4.5 Enterprise Edition and Advanced Edition, Citrix XenApp Server 5.0 with Windows 2003 R2 32-bit or 64-bit, Citrix XenApp Server 5.0 with Windows 2008 R2 32-bit or 64-bit
- **Sound card:** Capable of recording, set to 16 bit 11 KHz for audio recording. A sound card is optional if you use a USB microphone or loudspeakers.
- **Speakers:** For playback of recorded speech and text-to-speech features

System requirements for the client computer

- **Citrix client 8.x, 9.x:** On Microsoft® Windows® 2000 Service Pack 4, Microsoft® Windows® 2000 Service Pack 4, Microsoft® Windows® XP Service Pack 2, Microsoft® Windows® XPe
- **Citrix XenApp plug-in version 10.2 or 11.2:** On Microsoft® Windows 2003 R2 32-bit or 64-bit, Microsoft® Windows 2008 32-bit or 64-bit, Microsoft® Windows 2008 R2 32-bit or 64-bit, Microsoft® Windows XP 32-bit, Microsoft® Windows Vista 32-bit or 64-bit, Microsoft® Windows 7 32-bit or 64-bit, Microsoft® Windows XPe

Use Dragon on a Citrix XenApp server with a WinTerm device

This topic does not apply to Dragon Medical Practice Edition.

If you want to dictate with Dragon on a Wyse thin computing device (WinTerm) that runs Microsoft Windows XP Embedded (XPe), you must install the **Dragon update for Citrix** on that device before you run *Dragon* for the first time.

For information on how to run the Citrix Client Update on a WinTerm device, see *Prepare a WinTerm device for use with Dragon on a Citrix XenApp server* on page 26.

When you create a user profile while using the WinTerm device, if you see a "Sound level is too low" error, you must manually increase the volume of the microphone. For information on how to manually increase the volume of a microphone for a user profile on a WinTerm device see *To increase the volume of the microphone when creating user profiles on a WinTerm device* on page 27.

Prepare a WinTerm device for use with Dragon on a Citrix XenApp server

This topic does not apply to Dragon Medical Practice Edition.

Nuance has tested this procedure with the Wyse S90 with native support for Citrix client 9.x.

1. Log into the Wyse thin computing device as an Administrator.
2. To install the **Dragon update for Citrix**, from the Administrator desktop or a command prompt, disable the Enhanced Write Filter (EWF) to unblock *write* operations on the flash memory.
3. In the Citrix Receiver, enable sound on the client for the application set for *Dragon*. For more information, see *Install the Dragon update for Citrix* on page 17
4. From the Wyse thin computing device, map a network drive to the location where you published the *Citrix* audio update as content. You can map the network drive using the Windows Explorer or a command prompt. You can map the network drive using the Windows Explorer or a command prompt. For example: `net use * \\server_name\c$ /user:domain_name\user_name * /persistent=no`
5. In the Citrix Receiver, double-click the **Dragon update for Citrix** icon to install the update.
6. Follow the instruction from the **Dragon update for Citrix** install wizard.
7. Log out of the Administrator account if required.

After you install the **Dragon update for Citrix**, you can start *Dragon*.

After installation, the **Dragon update for Citrix** uses approximately 118 KB of flash memory on the WinTerm device.

To increase the volume of the microphone when creating user profiles on a WinTerm device

1. On Windows XPe, select **Start > Control Panel > Sound and Audio Device**.
2. On Windows XP, select the **Audio** tab.
3. On Windows XP, double-click the **Volume** button under **Sound recording** to display the microphone slider. Move the slider all the way to the right to set the maximum boost. If you see a **Boost** checkbox, select the checkbox.

Glossary

Basic Text Control (definition)

Basic Text Control is a type of dictation that Dragon supports for certain applications.

If Dragon does not supply a compatibility module for an application, then a Dragon user can only use Basic Text Control functionality with the application. Certain features such as using voice to correct text and move the cursor may not work as expected. The Dragon user may need to use the DictationBox to make corrections and move the cursor.

Compatibility module support (definition)

Nuance creates compatibility modules for an application to allow Dragon users to dictate into an application and use Full Text Control functionality with the application.

Compatibility module support refers to the existence of a compatibility module for an application.

Dragon update for Citrix (definition)

The Dragon update for Citrix is an application that you install on each client computer that connects to a Citrix XenApp server that runs Dragon. You must install the update before you run Dragon for the first time on the Citrix XenApp server. You must have administrator rights to install the update.

Full Text Control (definition)

Selects text by voice and displays the Correction menu, where you can select from a list of alternative spellings and words, bring up the Spell dialog box, play the selection back, capitalize it, unselect it, or open the Correction Options. Alternatively, you can ignore the Correction menu and dictate something new to overwrite the selection with new text.

Full Text Control indicator (definition)

The colored check mark that appears next to the volume meter on the DragonBar. The indicator changes color to show the level of dictation support in your current application. The indicator is green when all of Dragon's selection and dictation capabilities are supported and gray when the

insertion point is in a non-standard window. A dotted-line square indicates you are dictating in Hidden Mode.

MSI (definition)

An MSI file is a Windows Installer file created by Microsoft Corporation. This kind of file has a .msi file extension. An MSI file typically contains installation control data and is used to install applications.

The NaturallySpeaking and Medical editions of Dragon include an MSI file. You can use the MSI file to install Dragon from a server to client computers across a network.

The Small Practice Edition of Dragon Medical does not support MSI installations.

Non-standard window (definition)

A window that does not support all of Dragon's selection and correction capabilities. When the cursor is positioned in a non-standard window, the DragonBar displays the message "Dictating in a non-standard window" and its Full Text Control indicator, the colored check mark next to the volume meter on the DragonBar, is gray. You can usually select, correct, and use various commands in non-standard windows, but if you have trouble, use the Dictation Box and transfer text from it into the application.

Published Application (definition)

An application that an administrator publishes from a Citrix XenApp server. The documentation sometimes refers to a published application as a Citrix published application.

Standard window (definition)

A window that supports all of Dragon's selection and correction capabilities. When the cursor is positioned in a standard window, the Full Text Control indicator, the colored check mark next to the volume meter on the DragonBar, is green. You can select, correct, and use various commands in standard windows.

A window that does not support all of Dragon's selection and correction capabilities is called a Non-standard window.

User Profile (definition)

A set of files created the first time you use Dragon, which is subsequently used to reflect your vocal characteristics and adapt to your usage. Each person who uses Dragon must have a User Profile, which the software stores in a set of files containing, among other things, acoustic and lexical data. These files contain information about how you sound, the words you use, and how often you use them. When you add a word to your Dragon Vocabulary, correct a mis-recognition, read a training text, or change a setting in the Options dialog, Dragon can save these refinements in your User Profile. If your edition of Dragon supports custom commands, these are also saved in the User Profile.