# Dragon Medical One Home Use Troubleshooting tips

#### All NSISWS183 Verify that the PowerMic is installed correctly. b A Batteries Click the Windows start button and type **Devmgmt.msc** to open your ⊳ di Computer device manager. Under Sound, video and game controllers you Disk drives should have "PowerMicII-NS" as seen pictured to the right. If it is Display adapters not listed, unplug and reinsert the PowerMic into the USB port, if it DVD/CD-ROM drives says, "Audio Input Device" reboot. Human Interface Devices IDE ATA/ATAPI controllers Keyboards Verify the PowerMic is set to default recording Mice and other pointing devices device Monitors Network adapters Click Start type **mmsys.cpl.** Make sure the green check mark is Ports (COM & LPT) on the PowerMic like below. If not right click the PowerMic Processors and select "Set as Default Device", and reboot. Security Devices Sound Sound Sound, video and game controllers PowerMicII-NS Recording Sounds Communications Playback Select a recording device below to modify its settings: Microphone

## <u>When installing the two Nuance client files on Windows 8.1 and up you may get</u> <u>the below message, click the "More info" button and click "Run anyway"</u>

PowerMicII-NS Default Device



#### Verify that both client extension components are working correctly

Uninstall and reinstall both the client installation pieces. (*Nuance Citrix Client Audio Extension* and *Nuance PowerMic Citrix Client Extension*) Click Windows Start button and type **Appwiz.cpl** to open Programs and Features. Right click on each and click uninstall. Once uninstalled revisit <a href="http://access.khnetwork.org/dragonMedicalOne/">http://access.khnetwork.org/dragonMedicalOne/</a> and reinstall both components.

Nuance Citrix Client Audio Extension	Nuance Communications, Inc.	4/27/2017	4.83 MB	27.0.64.3
Nuance PowerMic Citrix Client Extension	Nuance Communications, Inc.	4/27/2017	3.32 MB	4.6.7.1

### **Disable UAC (User Account Control) settings**

Click Start type **UAC** to open the settings control page. Move the slider down until it says *Never notify*, click OK and reboot.