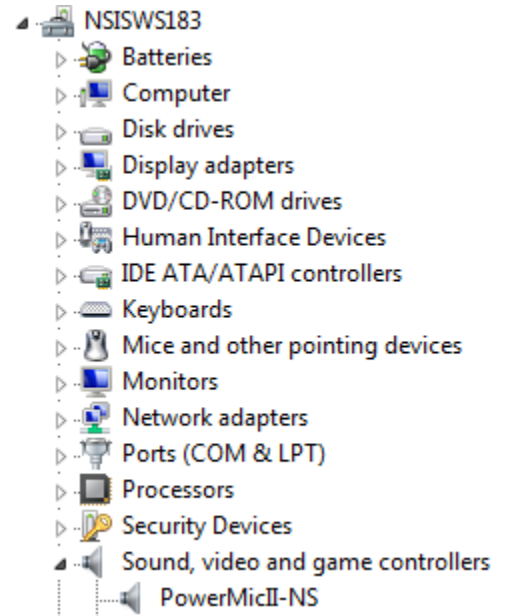


# Dragon Medical One Home Use Troubleshooting tips

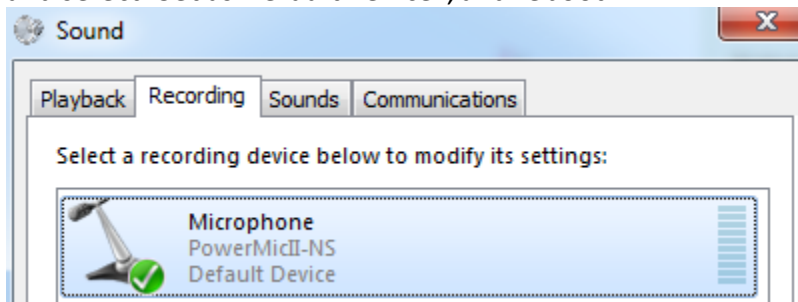
## **Verify that the PowerMic is installed correctly.**

Click the Windows start button and type **Devmgmt.msc** to open your device manager. Under *Sound, video and game controllers* you should have “PowerMicII-NS” as seen pictured to the right. If it is not listed, unplug and reinsert the PowerMic into the USB port, if it says, “Audio Input Device” reboot.

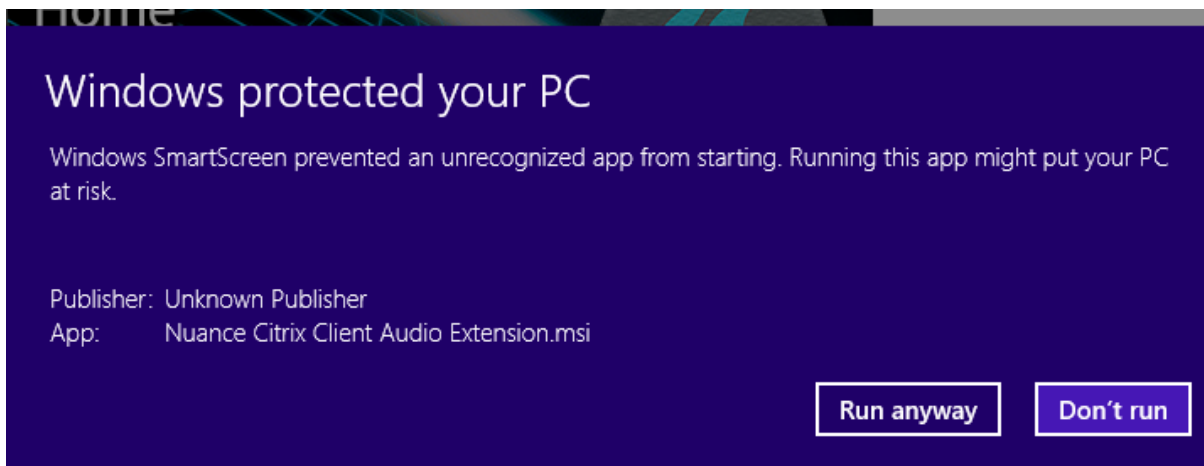


## **Verify the PowerMic is set to default recording device**

Click Start type **mmsys.cpl**. Make sure the green check mark is on the PowerMic like below. If not right click the PowerMic and select “Set as Default Device”, and reboot.





**When installing the two Nuance client files on Windows 8.1 and up you may get the below message, click the “More info” button and click “Run anyway”**



## **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 <http://access.khnetwork.org/dragonMedicalOne/> 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.