Administrative getting started guide

For:

Nuance®

Dragon®
Anywhere
Group

NUANCE

Dragon Anywhere Group
Admin Getting Started Guide

Welcome to Dragon Anywhere Group (DAG)!
The sections below walk you through configuring your DAG organization and setting up your end users with the DAG iOS and Android apps. For complete administrative documentation, consult the *Nuance Management Center Administration Guide*.

1. Terms and Concepts

Let's define some initial terms used throughout this guide.

- NMC – Nuance Management Center. The Nuance-hosted server that contains accounts for your end users, their licenses to use Nuance products as well as reports for you to track usage.
- MDM – Mobile Device Manager. A configuration tool, such as the Apple Configurator or AirWatch, which allows you to centrally manage mobile apps and to deploy them to devices in your organization.
- Configuration URL – An encrypted URL that passes configuration information to a mobile app.

2. Nuance Fulfillment Email

You already have received, or will soon receive, a fulfillment email from Nuance. The email contains specifics about the Nuance products your organization has purchased. Most important to this guide, the email contains information you need to access NMC. These pieces of information are as follows:

- Address of the NMC server: https://numc.nuance.com
- Username and password to log in to NMC.
- A configuration URL each end user in your organization must use to point the Dragon. Anywhere mobile app to your corporation's organization in NMC.

3. Access the Nuance Management Center

1. Open a web browser on a desktop or mobile device and navigate to https://numc.nuance.com.
2. Enter the Username and Password contained in your fulfillment email.
3. Click Login.

4. Define Sites and Groups

You can organize your end user accounts into Sites and Groups. Sites can correspond to geographical locations within your organizations. Groups can correspond to functional capabilities within your organization. For example, if your organization is a law firm, you may want to define groups for Lawyers and Paralegals or for Litigation, Real Estate and Malpractice.

Defining sites and groups is an optional step but is very useful for distributing custom words and auto-text macros to user groups within your organization who have distinct needs and workflows.

Add a Site

1. Click the Sites tab in the upper-left corner of the NMC interface.
2. Click the name of your organization in the tree list. In the example below, "Dragon Sales" is the organization name.
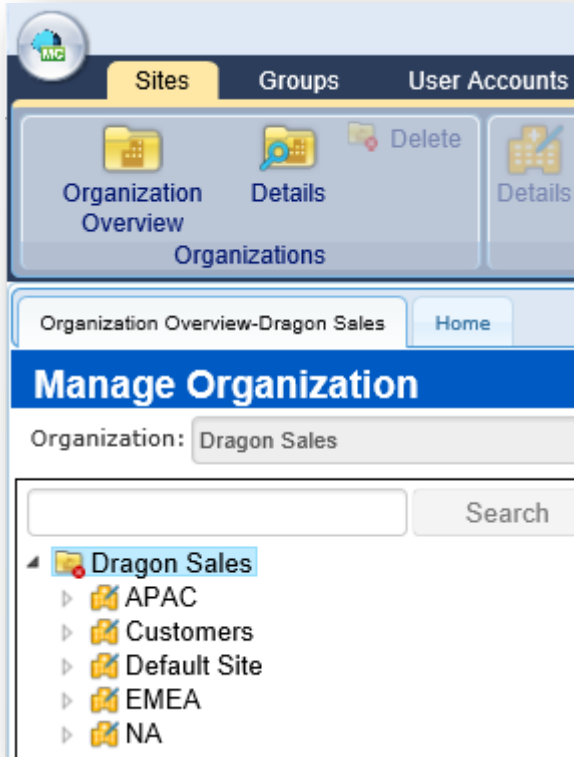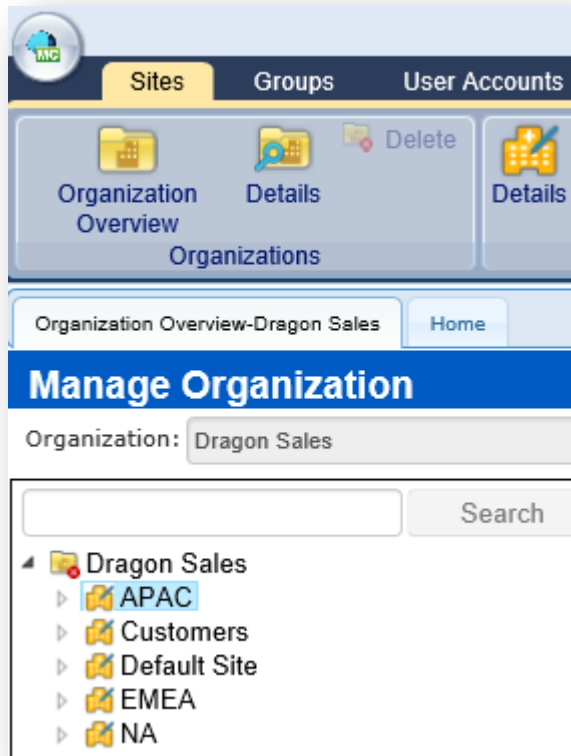

3. Click Add in the Sites section of the ribbon.
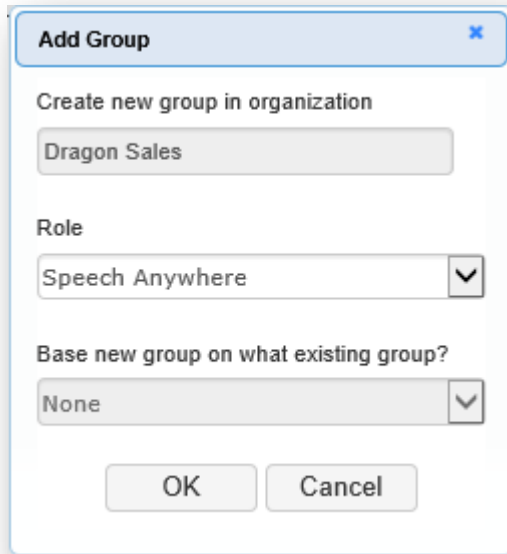4. Enter a name for your new site and click Save.

   Repeat these steps to create additional sites.

Add a Group

1. Select a site in the tree list. In the example below, "APAC" is the site name.

2. Click the Groups tab at the top of the NMC window and then click Add.
3. Select "Speech Anywhere" from the Role list and click OK.

4. Enter a name for the new group in the Group Name field.
5. Select the desired site to which the new group should belong from the Sites list.
6. Click Save.

   Repeat these steps to create additional groups.

5. Create User Accounts

Each end user who will dictate in Dragon Anywhere must have an account in NMC. Each account must be granted a license to use Dragon Anywhere.

Note: If you need to create NMC accounts for several or many end users, you can prepare a comma-separated (CSV) list or an XML file containing the user names and import the list into NMC, rather than entering each user's information into NMC. See below for details.

1. Click the User Accounts tab at the top of the NMC window.
2. Click Add in the User Accounts section of the ribbon.
3. Enter the end user's first name and last name in the appropriate fields.
4. Define a login for the user in the Login field.

   You may choose to use the end user's existing email address as the login ID or define another value.

5. Define a password for the user in the Password and Confirm Password fields.

   Passwords should contain at least 8 characters and at least one character from three of the following groups: lower case letters, upper case letters, numbers, and symbols.

6. Other fields on the Details and Address tabs are optional.
7. Click the Group Memberships tab.
8. Select the Site to which the new user account should belong from the Site Filter list.

9. Select a group to which the new user account should belong in the left-hand list and click the right arrow to assign the user to that group.

   Users must belong to at least one group and may belong to multiple groups.

10. Click Save at the bottom of the window.
11. Click Cancel on the Licenses dialog. You will assign a license to the user's account in the next section.
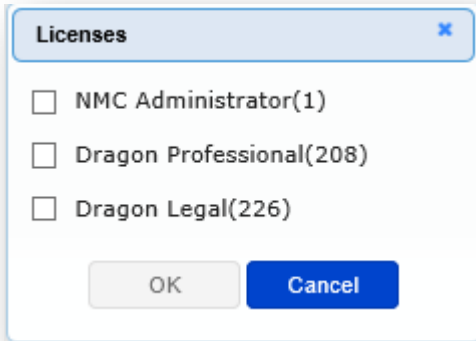
Importing Users into NMC

1. Prepare a comma-separated file with the following information for each user on a separate line:

   First Name (50 characters max), Last Name (50 characters max), Login ID (30 characters max), Password (8 characters min, 30 characters max)

   For example:
   ```
   Sandra, Revere, srevere, sep@u5tz
   ```

2. If you want to include more information for each user, prepare an XML file as follows:

   The XML file must begin with the XML version declaration processing instruction, <?xml version="1.0"... ?>.
   The XML file can contain the following fields for each user. The fields can contain commas:

   First name (required: 1 character minimum, 50 characters maximum)
   Last name (required: 1 character minimum, 50 characters maximum)
   Middle name (50 characters maximum)
   Prefix (10 characters maximum)
   Login id (required: 3 characters minimum, 30 characters maximum)
   Password (required: 8 characters minimum, 30 characters maximum)
   Location (50 characters maximum)
   Department (50 characters maximum)
   Email address (50 characters maximum)
   Street 1 (60 characters maximum)

Street 2 (60 characters maximum)
Street 3 (60 characters maximum)
City (40 characters maximum)
State (5 characters maximum)
ZipCode (20 characters maximum)

3. Click the User Accounts tab at the top of the NMC window.
4. Click Import in the User Accounts section of the ribbon.
5. Click Choose File, navigate to the location of the CSV or XML file you created and then click Next.
6. Click Next again to import the user accounts.

Assign a License to a User

Each user account must have a "Dragon Anywhere Group" license to enable dictation in the Dragon Anywhere mobile apps. You can assign licenses to as many user accounts up to the number of licenses you have purchased.
If a user has left your organization or no longer has a need for Dragon Anywhere, you can revoke the user's license and assign it to another user.
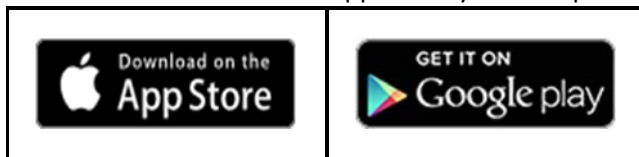
1. Click the Licensing tab at the top of the NMC window.
2. Click View Licenses in the upper-right corner.
3. Click Search on the Search Criteria screen.
4. Select the line in the table that contains "Dragon Anywhere Group" in the "OEM Name" column.
5. Click Grant in the License Allocation section of the ribbon.
6. Select the name of a user in the left-hand list and then click the right arrow to move the user to the right-hand list.

    If there are many users, you can click a column heading to sort the list by that column. You can also type a user's last name in the edit field below "Available Users" to filter the list to only show users with the specified name.

7. Click OK to save the license grant.

6. Obtain the Dragon Anywhere Mobile Apps

The Dragon Anywhere mobile apps are available from the Apple iTunes and Google Play App Stores. There is no additional fee for the apps once you have purchased Dragon Anywhere Group licenses.

https://itunes.apple.com/app/dragon-anywhere/id1024652126?ls=1&mt=8

https://play.google.com/store/apps/details?id=com.nuance.dragonanywhere

You have several options for providing the mobile apps to your end users:
- Provide the appropriate link(s) above and have the end user install the app from Apple or Google.
- Obtain the desired number of app copies from Apple or Google via your organization's volume purchase account. You can then provide your end users redemption codes or direct links to the

apps.

- Distribute the apps through a Mobile Device Manager (MDM) solution, such as the Apple Configurator or AirWatch. An MDM solution gives you control over when apps are installed/uninstalled, as well as what policies are set for the app.

7. Set Up Users with the Mobile Apps

Provide each user access to the Dragon Anywhere iOS and/or Android mobile apps, as described above, as well as the username and password you defined for each user in NMC. Each user will also need a configuration URL before they can log in to the mobile app.

The configuration URL is specific to your organization defined in NMC. All users in your organization will use the same configuration URL. The URL must be accessed on the mobile device where the Dragon Anywhere iOS or Android app is installed.

The URL passes configuration information to the app so it can connect to the proper organization in NMC. Refer to your fulfillment email for your configuration URLs. The format of the URLs is slightly different between iOS and Android but the information contained in the URL is the same:

Sample iOS Configuration URL

dragonany://setup?organizationtoken=NmFjY2VhYjQtZDAwMi00ZGY3LWJmYTAtNjk5ZWYyOTI wMjdm&partnerguid=NDBPYCZERjUtQzI0Qi00MjM3LUJDMjctOEFERjBGRUUyMDk2

Sample Android Configuration URL

http://nuance.com/dragonany/setup?organizationtoken=NmFjY2VhYjQtZDAwMi00ZGY3LWJmYTA tNjk5ZWYyOTIwMjdm&partnerguid=NDBPYCZERjUtQzI0Qi00MjM3LUJDMjctOEFERjBGRUU yMDk2

Use the Configuration URL

Since your end users must access the configuration URL on the mobile device where Dragon Anywhere is installed, provide the URL in a way that's easy for your users to access on their devices. For example, you can send the URL in an email message or store it in a document hosted in a central network location.
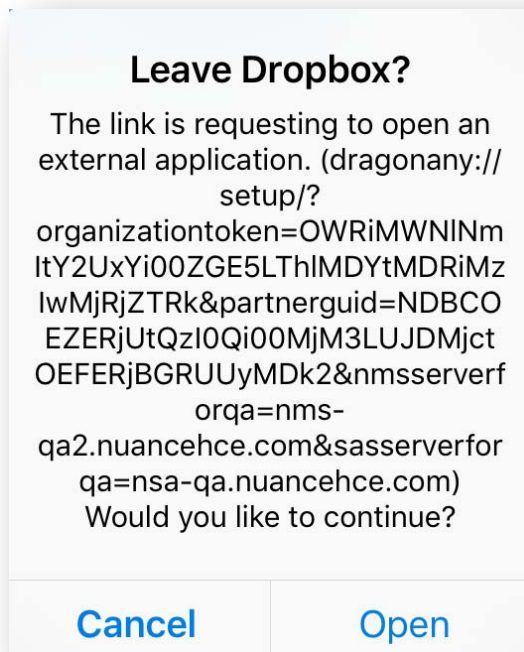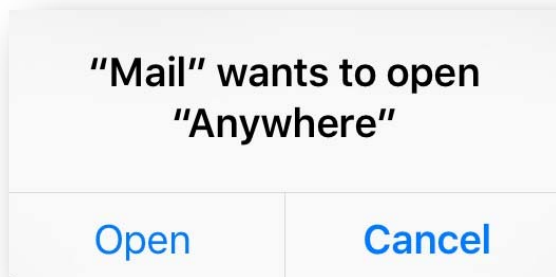
Note: The configuration URLs may not function as links in all mobile applications. We've found the following apps to work reliably:

Android – Microsoft Word and DropBox

iOS – Mail app and Safari browser

If your end users experience problems with the configuration URLs, you may consider converting the URLs to shorter formats using a service like http://tinyurl.com and then distribute the shorter format to your end users.

1. The end user should tap the Configuration URL in the email or document that you provided.

   The user will receive a message from iOS or Android indicating the URL is requesting to open the Dragon Anywhere app, as shown below. The content of this message will vary depending on from which app the user accessed the URL.

"Mail" wants to open
"Anywhere"

Open   Cancel

Leave Dropbox?

The link is requesting to open an
external application. (dragonany://
setup/?
organizationtoken=OWRiMWNlNm
ltY2UxYi00ZGE5LThlMDYtMDRiMz
lwMjRjZTRk&partnerguid=NDBCO
EZERjUtQzI0Qi00MjM3LUJDMjct
OEFERjBGRUUyMDk2&nmsserverf
orqa=nms-
qa2.nuancehce.com&sasserverfor
qa=nsa-qa.nuancehce.com)
Would you like to continue?

Cancel   Open

2. The user should tap Open or OK on the request dialog.

    The Dragon Anywhere Login screen appears.

3. The user should tap Sign In and then enter the username and password you created for them in
    NMC.

    The user can now perform dictation.

If an end user accesses the configuration URL before they have installed Dragon Anywhere, the link
will do nothing or a message will appear indicating the target application cannot be found. On
Android, since the URL is formatted as a standard http:// address, the operating system may offer to
open the Chrome browser or another available browser. If the end user chooses to invoke a browser
to process the URL, the browser will then fail to access the URL address.

8. Differences Between Dragon Anywhere Group and Dragon Professional Group

This section describes differences between the Dragon Desktop products and the Dragon Mobile product, from an NMC perspective. This information is useful if you are using both products at your site.

License Types

Dragon Anywhere uses the "Speech Anywhere" license type in NMC while the desktop products use the "Dragon Professional" or "Dragon Legal" license types.

Viewing End User Usage

Viewing metrics on how your end users are using the Dragon product is slightly different between the Dragon Desktop and Dragon Mobile products.

Complete the following steps to view usage by Dragon Anywhere users:

1. Log in to NMC.
2. Click the Trends tab at the top of the NMC window.
3. Click Speech Usage on the ribbon.
4. To view usage for an individual user, end the user's first and last name in the appropriate fields.

   You can also view usage for all users in a specific site or group by selecting the appropriate values from the Site and/or Group lists.

5. To see line items for each user, select Group from the Group By First list and select User from the Group By Second list.
6. Specify start and end times for the usage report.
7. Select "Dragon Anywhere Group" from the Partner list.
8. Click Search.

   The resulting report shows the speech usage by each user within the specified time period. Use this information to determine who is using the product and potentially who should be granted licenses.

9. To save the report as a comma separated value file, click the floppy disk icon in the right corner

    .