

# Installation guide

For:

Nuance®

**Dragon® Professional**

Individual

Nuance®

**Dragon® Legal**

Individual

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# Chapter 1: Preparing to Install

This section contains information on the prerequisites for installing Dragon, Dragon system requirements, and information on which Dragon products you can install on the same computer.

## Preparing for an installation or upgrade

Before installing, modifying, or upgrading Dragon Professional Individual:

- Close all open applications.
- Turn off or disable any antivirus software until installation is complete (installation can sometimes trigger a false virus report).
- Read the [Installation Checklist](#).

Installation considerations

- Be sure your system meets the [Dragon system requirements](#).
- Administrator rights are not required to create a profile or use the software after installation.
- If you want to create a *Dragon* profile for a *Windows limited user* (an account with restricted privileges), you must log on to Windows using that limited user account, then create the *Dragon* profile. If, while logged in as Administrator, you create a *Dragon* profile for a Windows limited user, the limited user will not be able to access that *Dragon* profile.
- You are permitted to create multiple profiles, so long as each profile is for one person. If someone else wants to create or use another profile, that person must purchase a separate license for Dragon Professional Individual. Volume license agreements are available.

### Installation checklist

Questions to consider and, if applicable, discuss with your team or consultant:

- Do all of your workstations meet the recommended system requirements?
- Which vocabularies do you need to install on each computer?
- What location will you designate as the profile backup directory?
- Where will you place the data distribution directory for distributing word lists and command sets?
- Will you be collecting data for the Acoustic and Language Model Optimizer?
- Will you restrict end-users from modifying commands and vocabularies?

**Note:** Where you store *Dragon* profiles may depend on various factors. Each profile requires about 277 MB hard disk space.

## Dragon system requirements

During the installation process, the software checks that your system meets the following requirements. If they are not met, Dragon will not be installed.

Note: as of its release, Dragon 14 supports Microsoft Office 2010, and 2013.

### Supported Operating Systems:

- Microsoft Windows 7, 32-bit and 64-bit
- Microsoft Windows 8 & 8.1, 32-bit and 64-bit
- Microsoft Windows 10, 32-bit and 64-bit
- Microsoft Windows Server 2008 R2
- Microsoft Windows Server 2012, **64-bit only**

### RAM:

Minimum **2 GB** for the **32-bit** versions of Microsoft Windows 7, Windows 8, Windows 8.1, and Windows 10.

Minimum **4 GB** for all other supported operating systems.

**CPU:** Minimum **2.2 GHz** Intel® dual core or equivalent AMD processor. **Note:** Faster processors yield faster performance.

**Free hard disk space: 4 GB**

### Audio devices:

- A sound card supporting 16-bit recording.
- A Nuance-approved microphone: headset microphone (USB or not), Bluetooth microphone (Enhanced/wideband works best), or user-facing built-in laptop microphone (single or multiple element). See [support.nuance.com/compatibility](http://support.nuance.com/compatibility) .
- If you wish to make recordings for Dragon to transcribe: a voice recorder or smartphone app supporting one of these formats: .mp3/.m4a/.wav/.wma/.dss or .ds2 .

### Other requirements:

- Internet Explorer 9 or higher, or the current version of Chrome or Firefox, for online Help.
- A DVD-ROM drive for installation, unless you purchase the Dragon web installer from Digital River.
- An Internet connection to automatically activate the software (a quick anonymous process) and, if you purchased the Dragon *web installer* instead of a DVD, to install the software.

### Storage space considerations

Each end-user of Dragon must have his or her own user profile. This is a set of files in which Dragon stores information about each end-user's voice, frequently-used words and phrases, optional settings, and custom commands (if applicable). Each computer on which Dragon is used needs to have enough space for the necessary profile(s).

The settings in the **Data** tab of Dragon's **Options** dialog box control how much Acoustic Optimizer data Dragon retains locally:

1. To set the number of minutes of audio to retain locally, click the **Archive size...** button and position the slider.
2. To turn off retaining this data locally, check the **Conserve disk space required by User profile (for portability)** option.

## Coexistence with other Dragon products

### Coexistence with previous versions of Dragon

You can have only *one version of Dragon* installed on your system. Running Dragon 12.x or Dragon 13.x concurrently with Dragon 14 is not supported.

### Coexistence with Dragon Software Development Kit (SDK) Client Edition

You can install *Dragon SDK Client Edition* (DSC) on the same computer where Dragon Professional Individual is installed. In addition, *Dragon Professional Individual* and *Dragon SDK Client Edition* can share user profiles.

If the Dragon SDK Client Edition and Dragon Professional Individual are on the same computer, and you uninstall DSC, you may not be able to start Dragon Professional Individual. To fix this issue, run the **Repair** option from the installation DVD (put the DVD into the DVD drive and start the installation process then, when prompted, select Repair and follow the instructions on the screen.) Note: in the case of a Web installation, a repair option is not included, so you must uninstall Dragon (keeping your speech files), then install Dragon again.

If you are running Dragon SDK Client Edition, you cannot display the DragonBar.

### To run Dragon SDK Client Edition on a computer with Dragon Professional Individual

Note: You must have administrator privileges to perform the following step. In Windows 7, Windows 8.x, and Windows 10, make sure to elevate the command prompt.

1. At a command prompt, type the following command:  
`C:\Program Files (x86)\Common Files\Nuance\dgnsvc.exe /products`
2. Choose the product that you want to use.

### To run Dragon Professional Individual on a computer with Dragon SDK Client Edition

Same as above.

### To switch between Dragon Professional Individual and Dragon SDK Client Edition

Same as above.

# Chapter 2: Installing Dragon

This section provides information on installation, post-installation considerations, and the Dragon file structure.

- You must have Windows Administrator rights to install or uninstall Dragon Professional Individual. For information about how Administrator rights impact the creation of Dragon profiles, see [Preparing for an installation or upgrade](#).
- Unlike in older versions, the installation process does not present the QuickStart option. If you wish to enable this option, you can do so only after Dragon is installed.
- In editions that have more than one language, the installation process uses the software's primary language. For example, when you install the German software, the installation interface will be in German. (If you attempt to use the setup executable with the command-line option /1 to install using a non-primary language, the installation process ignores the /1 option.)

## Installing Dragon on a single PC

1. To install from a DVD, insert it your DVD drive and auto-run should start automatically. If you purchased Dragon as a download, double-click the **setup.exe** or **Dragon.exe** file.
2. After the installation Wizard begins, click **Next** to proceed to the **License Agreement** screen. Read the text of the agreement and select **I accept...**, then click **Next**.
3. Enter your customer information—User Name and Organization—then the Serial Number supplied with your DVD or download of Dragon, then click **Next**.
4. On the **Region Selection** screen, select your desired region. (Then, if you want to change the installation directory, click Advanced.) Click **Next**. If there is no previous version of Dragon on your PC, the default directory on 64-bit operating systems is:  
C:\Program Files(x86)\Nuance\NaturallySpeaking14
5. On the next screen, click **Install**. Continue following the on-screen instructions. The setup program will install the necessary files on your computer.
6. When installation of Dragon is complete, the installer displays the completion screen (verify that it indicates success). By default, the '**Check for updates when setup is finished**' check box is selected. Click **Finish**.
7. On the **Product Registration** screen, choose to register Dragon online now or to have Dragon remind you to register in seven days, then click **OK**. You must register the product to use Nuance technical support.
8. To start Dragon, select **Start > All Programs > Dragon > Dragon**. Alternately, you can double-click on the Nuance desktop shortcut or, in Windows 8.x and Windows 10 modern interface, choose **Apps > Dragon**.

## Activating Dragon

The first time you start Dragon, you will be prompted to activate your copy. If you do not activate, Dragon will stop working after you start it 5 times.

## Post-Installation Considerations

Once you have installed or upgraded Dragon, the following may be of interest to you:

- [Dragon file structure](#)
- [Cleaning up after uninstalling Dragon](#)

### Dragon file structure

During installation, Dragon sets up the following default folders for application and data file storage.

Note: Upgrading from an earlier version automatically relocates some directories and files.

#### Dragon setup log (dgnsetup.log)

C:\ProgramData\Nuance\NaturallySpeaking14\logs

#### Dragon log

C:\ProgramData\Nuance\NaturallySpeaking14\logs\<Windows\_User\_Name>

#### User Profiles

C:\ProgramData\Nuance\NaturallySpeaking14\Users

#### Upgrade log

C:\Users\<Windows\_User\_Name>\AppData\Roaming\Nuance\NaturallySpeaking14

#### Vocabularies and Acoustic Models

C:\ProgramData\Nuance\NaturallySpeaking14\Data

#### Custom words and commands

C:\ProgramData\Nuance\NaturallySpeaking14\custom\<language>\

#### Program files

##### For 32-bit systems

C:\Program  
Files\Nuance\NaturallySpeaking14\Program

##### For 64-bit systems

C:\Program Files  
(x86)\Nuance\NaturallySpeaking14\Program

#### Help

##### For 32-bit systems

##### For 64-bit systems

**For 32-bit systems**

C:\Program  
Files\Nuance\NaturallySpeaking14\Help

**For 64-bit systems**

C:\Program Files  
(x86)\Nuance\NaturallySpeaking14\Help

**Interactive Tutorial****For 32-bit systems**

C:\Program  
Files\Nuance\NaturallySpeaking14\itutorial

**For 64-bit systems**

C:\Program Files  
(x86)\Nuance\NaturallySpeaking14\itutorial

**Cleaning up after uninstalling Dragon Professional Individual**

The following files will remain on your computer after you uninstall Dragon Professional Individual.

C:\Windows\Speech

- VText.dll
- Vdict.dll
- WrapSAPI.dll
- XTel.dll
- Xcommand.dll
- Xlisten.dll
- Xvoice.dll
- spchtel.dll
- speech.cnt
- speech.dll
- speech.hlp
- vcauto.tlb
- vcmd.exe
- vcmsl.dll
- vtxtauto.tlb

Dragon installs these files for Microsoft SAPI4 support. If you do not have other speech applications that require SAPI4, you can safely remove these files manually. If you have installed other speech applications that require SAPI4 support, you may need to re-install those applications if you remove the files.



# Chapter 3: Upgrading Dragon

This section contains information on how to upgrade User Profiles to the new version of Dragon, including as profiles that use third-party Vocabularies.

## Overview

Based on the version of Dragon being upgraded from, determine how to proceed, including exporting existing profiles for safe-keeping, as well as custom words and commands if desired (see [What you should know before upgrading from a previous version](#)).

Then carry out the upgrade (see [Upgrading multiple User Profiles](#) and [Upgrading User Profiles with Custom and Customized Vocabularies](#)).

## What you should know before upgrading from a previous version

One can upgrade to Dragon Professional Individual 14 from Dragon 12.x or 13 by following the installation instructions for Dragon Professional Individual, but first:

- Export existing user profiles for safe-keeping.
- Check that it is possible to upgrade from the existing version's edition to the new version's edition.

Note for editions of Dragon containing more than one language:

Dragon must be installed using its primary language. For example, if an administrator installs the German Dragon Professional Individual, Dragon installs using the German language. If the administrator attempts to use the /1 option with setup.exe to install using a non-primary language, the installation process uses the primary language and ignores the /1 option.

## Preparing to upgrade Dragon

You can upgrade to Dragon Professional Individual only from the following previous Dragon versions:

- 12
- 12.5
- 13

### Export your profiles: Premium and higher (optional)

When you install Dragon Professional Individual, the installation process removes the previous version from your computer. The process also upgrades any eligible profile it finds.

Before you upgrade, consider exporting your profiles to have a backup in case you need to re-install your previous version of Dragon.

To export your profiles:

1. Start Dragon.
2. From the DragonBar, select **Profile > Manage User Profiles**.
3. Select **Advanced > Export**.
4. Navigate to the export destination folder.
5. Click **OK**.

For more information on exporting profiles and default locations, see the following Knowledge Base article:

[http://nuance.custhelp.com/app/answers/detail/a\\_id/2313](http://nuance.custhelp.com/app/answers/detail/a_id/2313)

Note: Do not export your profiles to a folder in the Dragon NaturallySpeaking directory. These directories may be deleted if Dragon is un-installed.

### Optional: Export custom words (if supported in your edition)

Your current profile's vocabulary may be enriched by custom words or phrases you added (such as through the Vocabulary Editor or the email and document analysis feature) and words Dragon when you entered them in the process of correcting misrecognitions.

Consider exporting any custom words to create a backup copy in case you need to re-install the previous version.

To check for custom entries in your vocabulary:

1. From the DragonBar, select **Vocabulary > Open Vocabulary Editor**.
2. Select **Custom words only** from the **Display** drop-down list.

To export your custom words into a file:

1. From the DragonBar, select **Vocabulary > Export custom word and phrase list**.
2. Specify a name for the list.
3. Choose the export file format you require in the **Save As Type** list.
4. Choose a Windows folder where you will store the file.

5. Click **Save**.

#### Optional: Export custom commands

You add custom commands using the MyCommands Editor. Consider exporting any custom commands to create a backup copy in case you need to re-install the previous version.

To check for custom commands:

1. From the DragonBar, select **Tools > Command Browser**.
2. Click **Script**. Dragon's existing commands and any custom commands are displayed.

To export custom commands into a file:

1. From the DragonBar, select **Tools > Command Browser**.
2. Click **Manage**.
3. Click the plus sign (+) to expand the list of commands.
4. Select the check box next to the commands you wish to export.
5. Click **Export**.

## Steps to upgrade your Dragon version

1. Connect your external microphone, if you use one.
2. Close any open programs.
3. *If you're running an anti-virus program, turn it off until the installation completes.*
4. Do one of the following:
  - If you purchased Dragon as a DVD, insert that DVD into your PC. The installation begins automatically (if not, use Windows Explorer to find and double-click the setup executable file on the DVD).
  - If you purchased Dragon as a download, download and double-click the setup.exe or Dragon.exe file.
5. If prompted to install the Microsoft .NET Framework runtime, accept. (Afterwards it may be necessary to restart the computer.)
6. Enter the product serial number.
7. Select your desired region, then click Next. Optionally, you can select your installation directory by clicking **Advanced**. Then click **Install** and the actual installation will begin.

### Activating Dragon

The first time you start Dragon, you are prompted to activate the product. If you skip activation, you can only launch Dragon five times, after you must activate to continue using the product.

#### Activating Dragon automatically with an Internet connection

These instructions assume you have an internet connection available on the computer where you are installing Dragon.

1. Launch Dragon. The Activation dialog box appears.
2. Select **Activate Product**.

#### Activating Dragon without an Internet connection to your PC

If you do not have an Internet connection on the computer where you are installing Dragon, but can access the Internet elsewhere:

1. On your PC, launch Dragon then select **Activate Product**. Write down the **Machine Fingerprint** value displayed in the dialog box.
2. On a device connected to Internet, go to <https://licenses.nuance.com/act/us/> and specify your Serial Number and Machine Fingerprint. Click **Generate Activation Key** and write down the activation key generated.
3. On your PC, specify the activation key in the Activation Key field, then click **Next** to activate your installation of Dragon.

#### Manually loading profiles from a previous Dragon version

If you have version 12 or 12.5 profiles in a directory not automatically detected by Dragon, or on another computer (for example, if you have an older version of Dragon on one computer and decide to install Dragon 14 on another), do the following:

1. Launch Dragon and, from the DragonBar, select **Profile > Open User Profile**.
2. Click **Browse** and navigate to the profile location. (For information on default locations, see Knowledgebase article [http://nuance.custhelp.com/app/answers/detail/a\\_id/2313](http://nuance.custhelp.com/app/answers/detail/a_id/2313).)
3. Select appropriate profiles and click OK. These profiles now appear in the **Open User Profile** dialog box.
4. In the **Open User Profile** dialog box, select a profile and click **Open**. Dragon now upgrades this profile automatically.

#### Upgrading multiple profiles

You use the User Profile Upgrade Wizard to upgrade one or more eligible user profiles. There are several ways to start it:

- In the **Open User Profile** dialog box, select a profile to upgrade. Dragon displays a dialog that gives you the option of upgrading now (by pressing **OK**) or upgrading later (by pressing **Cancel**). If you select **OK**, Dragon starts the **User Profile Upgrade Wizard**.
- In the Start menu, select **Programs > Dragon > Dragon Tools > Upgrade User Profiles**.

#### Using the User Profile Upgrade Wizard

The User Profile Upgrade Wizard guides you steps by step.

On the **Select the profile(s) to upgrade** page, you see these elements:

#### User profiles to upgrade

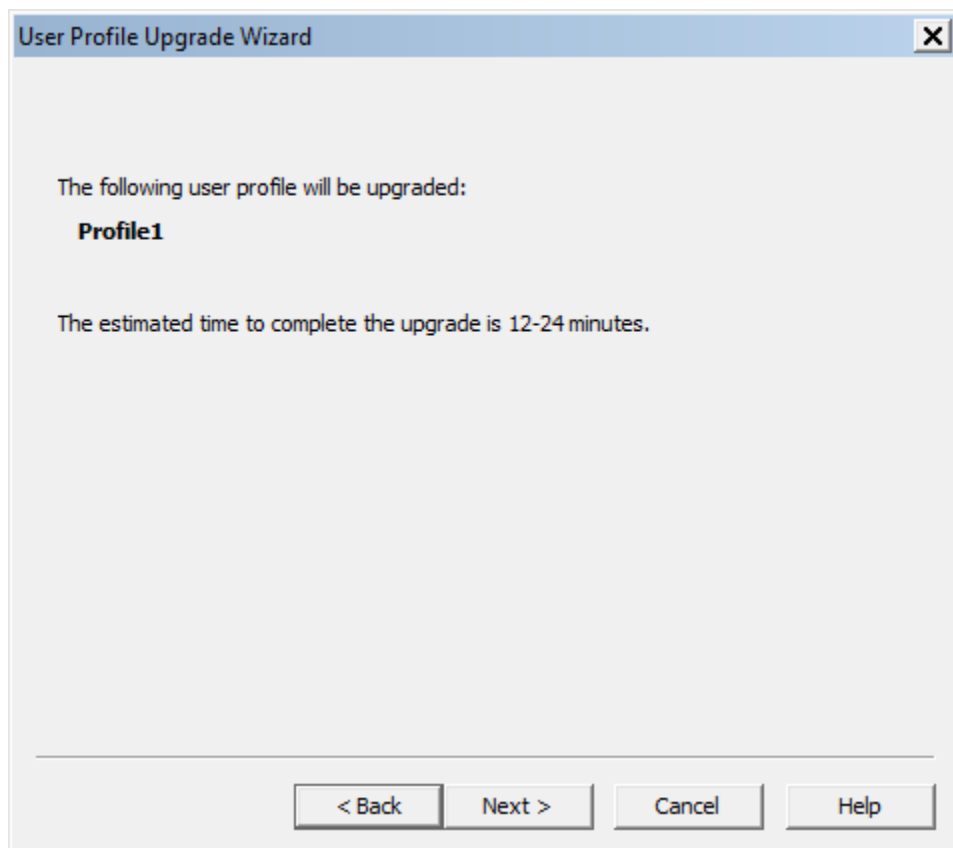
This screen displays the Profiles that the wizard would upgrade. Modify the list to include only the Profiles that you want to upgrade. The wizard starts by including all the Profiles in the current folder as candidates to upgrade. You add to the list by clicking **Browse to add a**

**profile** and browsing in other locations. You remove Profiles from the list by selecting them and clicking **Remove from list**. Once the list contains just the profiles you want to upgrade now, click **Next**.

#### Current Location

The location of the Profiles to upgrade.

If you choose to upgrade only one User Profile, the wizard displays the number of minutes the upgrade requires to complete.



#### User Profile Upgrade Wizard: Choose where to store the upgraded profile(s)

As the User Profile Upgrade Wizard updates a Profile, it can move a copy of the upgraded Profile to another location without modifying the old profile.

#### Location for upgraded profile(s)

Click the **Browse** button or select a new destination from the list if you want to choose a destination other than the suggested destination. You must have read and write access to the location.

#### Advanced

This button opens the **Advanced Options** dialog box where you can change how the wizard upgrades the Profile.

Attribute	Name	Old Value	New Value
Location	The name of the Profile.	The current location of the Profile.	The location where Dragon will place the updated Profile.
Vocabulary	The name of the current vocabulary for the Profile.	The name of the base vocabulary for the current vocabulary.	The name of the new base vocabulary for the current vocabulary.
Acoustic model	The name of the audio input device for the Profile.	The name of the current language/voice model for the Profile.	The name of the new language/voice model for the Profile.

#### Setting a location for an upgraded Profile

When you click on the **Location** line, Dragon enables the **New Location** text box. The text box displays the location that the wizard recommends or that you chose on the **Choose where to store the upgraded profile(s)** page. You can click **Browse** and choose a new location. You must have read and write access to the location.

#### Setting a new base vocabulary

When you click on the **Vocabulary**, Dragon enables the **New Base Vocabulary** text box. The text box displays the current vocabulary of the User Profile or the one that the **User Profile Upgrade Wizard** assigns to the upgraded User Profile if Dragon does not support the old vocabulary.

You can select a new base vocabulary from the drop-down list.

#### Setting a new acoustic model

When you click on an **Acoustic model** line, Dragon displays the **New Acoustic Model** text box. The text box displays the current language (such as US English), language model, and accent of the Profile. You can choose a new acoustic model from the drop-down list.

After you modify the information for each Profile in the list box, click **OK** to return to the wizard, and click **Next** to proceed.

#### User Profile Upgrade Wizard: Begin profile upgrading

The wizard requires approximately 12 to 24 minutes to upgrade each User Profile.

If the User Profile Upgrade Wizard starts automatically after you upgrade and start Dragon, the **Open User Profile** window opens and displays a list of the Profiles you can now use.

#### Upgrading User Profiles that use third-party vocabularies

##### Using a custom vocabulary from Dragon 11.x or earlier with Dragon

You cannot use a custom vocabulary created in Dragon 11.x or earlier with Dragon Professional Individual 14. You must recreate the custom vocabulary in Dragon Professional Individual 14. If you have a custom vocabulary from a Nuance VAR, you should contact the VAR to obtain a new version of the vocabulary.

## Upgrading profiles with third-party vocabularies

When you upgrade a Profile whose base vocabulary was created by a third party, all custom words and other changes to that vocabulary will be maintained but the vocabulary's base type will be changed. For example, Dragon 12.x Profiles that use the **US English | Large | Nuance** vocabulary with a topic ID of **9005** are upgraded to use the **General — Medium** vocabulary; that upgraded Profile's vocabulary also contains all customizations in the Dragon 12.x vocabulary.

To preserve new words from the custom vocabulary and words added by an end-user, perform the following steps.

**Note:** The following steps do not preserve the custom language model. End-users may not achieve the same accuracy as they did with the custom vocabulary. To take advantage of the custom language model, contact the third party to obtain a new version of the vocabulary.

### Step 1: Export custom words added to the custom vocabulary

If you added any additional custom words to the vocabulary created by a third party, you must first export those words. To export custom words:

1. On the **DragonBar** menu, select **Vocabulary > Export custom word and phrase list**. This action displays the **Export Custom Words** dialog box.
2. Enter the path and name of the file containing the custom words, or use **Save** in list to find a location for the file you want to create.

### Step 2: Upgrade a User Profile that uses a custom vocabulary

1. Run the **User Profile Upgrade Wizard**. To run the wizard, select **Dragon > Dragon Tools > Upgrade User Profiles**.
2. In the **User Profile Upgrade Wizard**, select a Profile that uses a vocabulary from a third party.
3. Click **Next** and follow the on-screen prompts.

The **User Profile Upgrade Wizard** displays the original vocabulary deployed to create the Profile and lets you choose a Dragon Professional Individual base vocabulary that the **User Profile Upgrade Wizard** should assign to the upgraded Profile.

### Step 3: Import custom words to the upgraded Profile

If you exported words in Step 1, you now must import those words. To import a word list:

1. On the **DragonBar**, click **Vocabulary > Import list of words or phrases**. This displays the **Add Words** from **Word Lists** wizard.
2. Click **Next** to add the file you created in Step 1.

### Step 4: Export the customized vocabulary

You can share vocabularies among different Profiles by first exporting a vocabulary from one Profile and then importing it to a new Profile. Use the following procedure to export a vocabulary. To export a vocabulary:

1. Create a folder in which to save the exported vocabulary files.

2. Open the upgraded Profile that uses the custom vocabulary.
3. On the **DragonBar**, select **Vocabulary > Manage\_vocabularies** or say "**Manage\_vocabularies.**"
4. In the **Manage\_vocabularies** dialog box, select the vocabulary you want to export and then export it.
5. Locate and open the target folder, enter a name for the exported vocabulary in the **File Name** box, and then save it.
6. In the **Manage\_vocabularies** dialog box, click or say "**Close**" to save and close it.

**Note:** Exporting a vocabulary creates a copy of the four files that make up the vocabulary in the new location. You can access these files via the **nsadmin** tool to create new custom base vocabularies.

#### **Step 5: Use nsadmin to copy the vocabulary you export**

Using the **nsadmin** command line, you can import the vocabulary you created in Step 2 as a base vocabulary on any Dragon installation.

Once you add a base vocabulary to a Dragon installation, you can then use the new vocabulary to create new Profiles or add a new vocabulary to an existing Profile.

When you run **nsadmin** to import the exported vocabulary to your installation, be sure to give the new vocabulary the same name and topic ID that the customized vocabulary had.

For example, if your custom vocabulary was named **US English | Large | Nuance** topic ID **9005**, you would use **nsadmin** to create a new base vocabulary with that same name and topic ID number.