Dragon Assistant™ FAQs for:

- Custom Calendar
- Settings Panel
- Skype
Dragon Assistant™

Custom Calendar FAQ
How to Set Up a Custom Calendar:

Access your Yahoo calendar from Dragon Assistant:

Open your Yahoo calendar. You will see a section labeled “Calendars” in the left pane, with one item for each calendar. Place the cursor over one of these items (by default, there will be only one, labeled with your user name). Click on the arrow that appears and select the “Share…” menu item.

A window will open with four options. Select “iCal and Web Address”.

Select the URL shown under **iCal Address** and copy it (CTRL+C) to the clipboard. (Ignore the options on the buttons.)
In the Calendar tab of the Dragon Assistant Settings Panel, select **Custom Settings**. Paste the Yahoo iCal Address (CTRL+V) into the **URL** field. Press the **Test** button.
You should now be able to access your Yahoo calendar from Dragon Assistant. Try saying “check calendar” or “when’s my next appointment?”
Access your Hotmail calendar from Dragon Assistant:

Open your Hotmail calendar.

Click the “Share” item. This will pop a list of calendars up. Select the calendar you would like to use with Dragon Assistant.

In the Sharing Settings page, go to the “Send people a view-only link to your calendar” section. Under the “Links that show event details” section, click on the “Import into another calendar application” link.

Select the URL shown and copy it (CTRL+C) to the clipboard.
ICS links

Copy and paste this link into an email so that people can see your calendar in other calendar applications:

webcals://cid-e7d036e0020e13e0.calendar.live.com/calendar/private/379bb5d9-6ed4-48e4-a2c3-223c703333c1/f0164c9-8df2-4b9b-9049a9e75d13/calendar.ics

Preview in another calendar application

OK
In the Calendar tab of the Dragon Assistant Settings Panel, select Custom Settings. Paste the URL (CTRL+V) into the URL field. Press the Test button.

You should now be able to access your Hotmail calendar from Dragon Assistant. Try saying “check calendar” or “when’s my next appointment?”

Access your iCloud calendar from Dragon Assistant:

Open your iCloud calendar. A list of calendars will appear at the left of the page, with an icon at the right of each calendar name.

Click on the icon at the right of the calendar you would like to use with Dragon Assistant.
Make sure the Public Calendar item is checked in the window that popped up.

Select the link shown and copy it (CTRL+C) to the clipboard. Press the OK button. The icon next to the calendar name will become green, showing that the calendar is shared (available to use with Dragon Assistant).
In the Calendar tab of the Dragon Assistant Settings Panel, select **Custom Settings**. Paste the link (CTRL+V) into the **URL** field. Press the **Test** button.
You should now be able to access your iCloud calendar from Dragon Assistant. Try saying “check calendar” or “when’s my next appointment?”
Dragon Assistant™

Settings Panel FAQ
About the Dragon Assistant™ Settings Panel

The Settings Panel lets you control many Dragon Assistant preferences, including email and calendar accounts, social network connections, “Wake Up” modes and power-saving options, multimedia, and more. Furthermore, the Settings Panel provides several links to online help, including the Quick Start Guide and FAQs.

You can update your preferences at any time, as long as Dragon Assistant is running. While the Settings Panel is open, any other interaction with Dragon Assistant is temporarily blocked. You cannot speak to the application and it cannot notify you of email, calendar or social network activity. Once you close the Settings Panel, you can interact with Dragon Assistant normally.

*TIP* If you say something to Dragon Assistant and the application doesn’t seem to react to your request, it may be that the Settings Panel is open. Minimize open windows and check your Desktop.

How to access the Settings Panel

First, make sure that Dragon Assistant is running. You can check that by looking for the application icon in the System Tray.

Here’s how you can open the Settings Panel. It will always open on your Desktop:

- In the **Windows System Tray**:
  - Right-click on the Dragon Assistant icon
  - Select **Settings Panel**.

- On the **Start Screen or Desktop**:
  - Right-click on the Dragon Assistant icon.
  - Select **Settings Panel**.
• By voice:
  
  o If Dragon Assistant is running but “sleeping,” say **Hello Dragon** (otherwise, skip to the next step)
  
  o Say **Open the settings panel**.

**How to find settings and modify your preferences**

By default, the **General** tab displays first when you open the Settings Panel.

- The left-hand side of the Settings Panel contains a list of the different categories available. This list is displayed at all times. Click on any tab in that list to view specific settings and tips. A blue highlight appears behind the category label to indicate the active tab.
• The lower left-hand side of the Settings Panel contains an information icon from any tab you select. Click on this icon to access online help about Dragon Assistant.

• The lower right-hand side of the Settings Panel contains 3 buttons. These are accessible from any tab you select.

  o Click **Apply** to apply the update(s) you made and keep the Settings Panel open.
  o Click **OK** to apply the update(s) you made and close the Settings Panel.
  o Click **Cancel** to cancel the update(s) you made and close the Settings Panel.

**General**

• The top portion of this tab provides basic version information about the product as well as a **Check for Updates** option. Click this button to search for free application updates. If an update is available, the upgrade process will automatically begin and you will be prompted step-by-step.
• Below, you can choose to automatically **Start Dragon Assistant on Windows startup**. By default, this feature is disabled. (Note: if this option is enabled, the Task Manager will show in the Start-up tab that the start-up impact for Dragon Assistant is “High.” This is expected.)

  - Start Dragon Assistant on Windows startup

• You can click on **Show Me** to launch the online **Quick Start Guide**. This one-page reference was first presented to you when you set up Dragon Assistant. It provides the most common commands needed to interact with Dragon Assistant.

• A **Feedback and Feature Request** link provides access to the online Dragon Assistant product survey page, while a **Support** link provides access to a Nuance technical support page.

**Speaking & Listening**

This panel lets you adjust important settings related to how Dragon speaks to you and how you can “wake up” Dragon while it’s idle. Here, you can also choose how to enable dictation.
• **Control volume and speed:** Drag the applicable sliders towards the right to make Dragon speak louder and/or faster. Drag them towards the left to make Dragon speak softer and/or more slowly.

![Dragon's Voice Sliders]

• **Wake Up Word:**

By default, this option is enabled. When you speak the magic phrase “**Hello Dragon**”, you indicate to Dragon that it should “wake up” because you are ready for your next request. If you disable this option, you will need to wake up Dragon manually (you can use the **Wake Up Hotkey** or click on the Dragon icon, on screen or in the Windows System Tray.)

**TIP** You can also turn off the Wake Up Word by right-clicking on the Dragon icon in the Windows System Tray or on screen and selecting **Stop Listening for “Hello Dragon”**.

• **Battery Mode:**

![Battery Mode Settings]

This option helps you reduce power loss when your laptop is not plugged in. By default, this option is active and set to 5 minutes. You can choose a different number of minutes from the drop-down menu (the higher the number, the greater the power loss.) You can disable this option if you aren’t concerned about saving battery power or if you want the Wake Up Word feature to always be active.

**TIP** While **Battery Mode** is in effect (the option is enabled and your laptop is not plugged in,) you cannot say “Hello Dragon” to wake up Dragon.

• **Wake Up Hotkey:**

![Wake Up Hotkey]

**TIP** While **Battery Mode** is in effect (the option is enabled and your laptop is not plugged in,) you cannot say “Hello Dragon” to wake up Dragon.
By default, Dragon Assistant will wake up when you tap the `Ctrl` key twice. You can choose the `Insert` key instead.

- **Dictation Hotkey**:

  ![Dictation Hotkey](image)

  By default, Dragon Assistant will allow you to dictate text when you press and hold the `Ctrl` key. You can choose the `Insert` key instead.

**User Data**

![User Data](image)

- **Modify your Dragon Assistant Username**:

  - Type your name or nickname in the **Username** field.
  - Click **Say It** to hear how Dragon pronounces it.
  - To improve Dragon’s pronunciation, you can re-spell your Username in the **Pronounced** field. Click on **Say It** again to check the new pronunciation.
• **User Adaptation:**

Dragon Assistant automatically adapts to your voice to try and get the best possible recognition. Dragon will get better at understanding you over time as it adapts to the way you speak. Click **Clear** if you want to remove all adaptation performed thus far.

**TIP** The adaptation process is sensitive to the noise level in your environment. For example, if adaptation occurs in a noisy environment, Dragon Assistant's speech recognition may not work well in a quiet environment. Adaptation is also sensitive to the kind of microphone you use. If it occurs while you’re using a microphone with built-in noise cancellation, speech recognition may not be as good if you use a mic without that feature (the built-in mic on your computer probably doesn't have noise cancellation). Clearing User Adaptation lets you reset to original defaults. If you clear adaptation, “Training” is highly recommended (but not required) to help you achieve the best possible recognition results with Dragon Assistant.

• **Update Dragon's Vocabulary:**

  o Dragon Assistant can automatically scan your media files and Skype contacts for updates you’ve made. By default, the automatic update option is enabled and set to 15 minutes. You can choose a different frequency from the drop-down menu.

  o At any time, you can click **Scan now** to perform an immediate vocabulary update.

**Notifications**
- This panel lets you control how often Dragon Assistant should automatically check for new activity on Facebook, Twitter and Email. For each of these services, check the box and select a frequency from the drop-down menu. If a box is left unchecked, Dragon Assistant will not perform an automatic search for updates.

- This panel also lets you control the timing for event reminders from your calendar. Check the box and select one of the frequency options from the drop-down menu if you want Dragon Assistant to remind you of appointments or meetings.

**Applications**
This panel provides the option to connect your Facebook and Twitter accounts to Dragon Assistant.

**TIP** If your computer is not connected to the internet and you try to login to Twitter or Facebook, Dragon will provide an error message.

- Click on the appropriate **Log In** button to enter your account credentials.

- Once logged in, Dragon Assistant can retrieve updates for you, post status, share URLs, and more.

- Click on the relevant **Log Out** button if you don’t want Dragon Assistant to access your Facebook or Twitter account.
**TIP** For Facebook and Twitter activity that it cannot manage on your behalf, Dragon Assistant will launch a web browser. In that case, you might be asked to login to the website, even if you are already logged in via Dragon Assistant.

**Email**

This panel provides the option to connect your Email account to Dragon Assistant.

- Choose your service provider from the drop-down menu.

- For **Gmail**, **Hotmail** and **Yahoo** accounts:
  - Enter your **username** and **password**.
  - Click **Test** to validate the connection between Dragon Assistant and your email account.

- For **Outlook** or a **Custom** option:
Enter your **username**, **password**, **email address**, the **incoming mail server** and **SMTP server**, and **port** information. For your server type, check **IMAP** or **POP3**.

- Click **Test** to validate the connection between Dragon Assistant and your account.

  - For Gmail and Outlook accounts, you have the option to import your contacts. The **Import Contacts** option is enabled by default. Importing your contacts will improve recognition of your contacts’ names when you speak them in replies to email messages. The contacts are kept private and not used for any other purpose. You can disable this feature by un-checking the box.

**Calendar**
This panel provides the option to connect your Calendar to Dragon Assistant.

- Check the appropriate Calendar type (Outlook Calendar, Gmail Calendar or Custom Settings)

- Outlook:
  - This Calendar is available to you only if Outlook is installed on your system. Click **Test** to validate the connection between Dragon Assistant and your Outlook calendar.

- Gmail:
  - Enter your **username** and **password**.
  - Click **Test** to validate the connection between Dragon Assistant and your account.
• Custom Settings:

  - Log in to your Calendar account from a web browser and search for the appropriate URL provided in the “Calendar Sharing” settings. For more detail on how to find this URL, please read the Custom Calendars FAQ.

  - Paste the special URL into the URL field. Click Test to validate the connection between Dragon Assistant and your account.

**Media Player**

• Dragon Assistant can access your multimedia files on iTunes, Windows Media Player and VLC. Select your preferred media player from the drop-down menu.
Check the option **Build vocabulary from default player only** if you don’t want Dragon Assistant to search through all media files on your system.

**TIP** in Windows 7, Dragon Assistant can also play CDs and DVDs (only CDs in Windows 8) when you’ve selected iTunes or Windows Media Player as the default player. In these cases, you can use the commands **Play Disc** and **Play Track**. However, VLC cannot play those media. For more information, please read the [Multimedia FAQ](#).

**Privacy**

You have the opportunity to help enhance this product by allowing Dragon Assistant to collect data based on your usage of the application and share it with Nuance Communications Inc. Dragon Assistant will not collect this data without your authorization.

- Check the **Help us improve Dragon Assistant** option at the top of this panel to enable the data collection and allow Nuance to use the data.

- Click on the [Read our privacy statement here](#) link to view the detailed Nuance privacy statement.
Vocabulary Editor

This panel helps you define the spelling you want Dragon Assistant to use for specific words or phrases you dictate. You can add entries such as an acronym, a proper name, a word with special punctuation or characters, a foreign word, and more. You can add one entry at a time but there’s no limit to the total number of entries you may add to the Dragon Assistant Vocabulary.

- Type the word(s) in the field.
- Click Add.
- A window titled “Add word or phrase” will appear. Click OK to confirm that the entry should be added. Otherwise, click Cancel.
Training

This panel gives you access to a brief voice training session. By listening to you read a set of sentences, Dragon Assistant will get familiar with the characteristics of your voice. This training is designed to help improve your experience with Dragon speech recognition. You might have completed some initial training when you performed the Dragon Assistant application setup. Here, you have the opportunity to perform a comprehensive round of training.

Step by step instructions are provided on this panel. Click Train to get started.

Simply follow the instructions. Dragon Assistant will present the minimal number of sentences for an effective training session but to improve the results you can read more if you like. When you’re done, click Finish.
Dragon Assistant™

Skype FAQ
How to use Skype with Dragon Assistant™

To use Dragon Assistant to make Skype calls, you must first allow Dragon to use your Skype account. Until that access is granted, Dragon will not understand most Skype commands. It will only support “open Skype,” “make a call,” and “dial a number.”

Typically, you are asked to grant permission once during initial Dragon Assistant Setup.

You might need to re-establish the permission after an application update. Dragon will provide audio and visual guidance to help you establish access.

How to allow access to Skype after having blocked it during initial setup:

If you deny access to Skype during initial setup, Dragon will ask you to allow access every time you issue one of the Skype commands mentioned above. However, Skype will no longer show the Skype™ – Useful Tip window containing the “Allow access” button. Consequently, you will not get the chance to allow access easily.

To find the “Allow access” option again, open Skype and go to Tools ➔ Options ➔ Advanced Tab ➔ Manage other programs' access to Skype.
This will pop a dialog box titled “Skype – Manage API Access Control”.

You have two alternatives:

- Select the item referencing “DAIntegrationServer.exe”, click **Remove** and then **OK** to close the dialog box. Click **Save**. The next time you issue a Skype command or go through Dragon Assistant Setup, Dragon will ask you to allow it access to Skype and Skype will display the “Allow access” button.
Select the item referencing “DAIntegrationServer.exe” and click **Change**. Another dialog box will open.

![Image](image.png)

Click to enable the 1st option **Allow this program to use Skype**. Click **OK** in this dialog box, and then click **OK** again in the API window. Click **Save** in the final window.

**NOTE** If the API access control window isn't displayed, you can change access to Skype using the Windows Registry Editor. Navigate to `HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Skype\Phone\DisableApi` and set the value to 0 (0 = enable, 1 = disable).

How SkypeIn and SkypeOut works with Dragon Assistant:

When you use Dragon Assistant to make Skype calls, you will find that calls to SkypeOut contacts are not handled the same way as calls to SkypeIn contacts. Specifically, even if your SkypeOut contact has 3 different phone locations, Dragon always dials the first one because Skype provides Dragon Assistant access to only one number for SkypeOut contacts.

- **SkypeIn Contacts**

  These are the contacts which you add to your contact list as the result of a Skype “contact search” or an invitation from another Skype contact.

  For example, John has his own Skype account and has his cell and home number listed. His buddy name is John.Doe. Mary has her own Skype account and her buddy name is Mary.Smith. Mary adds John as her buddy on Skype. John.Doe is a “normal” aka SkypeIn contact to Mary.

- **SkypeOut Contacts:**

  These are the contacts that are “manually” added by a user. For example, Tim opens Skype and adds his friend Bob’s cell number, home and/or work number. Bob is considered a SkypeOut contact.
NOTE SkypeIn contacts can also become SkypeOut contacts when a user manually adds a custom number for that contact. For example, Tim adds John.Doe as his Skype buddy through a Skype contact search. Tim notices that John didn’t list his work number so Tim adds it manually.

Using the Skype camera for calls initiated by Dragon Assistant:

You can use Dragon Assistant to initiate a video call with a Skype contact. However, at this time, Dragon Assistant cannot access your camera once a video or voice call is in progress. Therefore, you cannot ask Dragon to enable or disable the camera during a video or voice call. That must be handled directly within the Skype window.

Calling offline contacts:

Dragon Assistant can help you call contacts whether they are online or offline. However, you will notice some differences.

• Calling a Contact

“Call John Doe”

i. If the contact is online, Dragon Assistant will call “computer to computer.”

ii. If the contact is offline and has one phone number (i.e. location), Dragon Assistant will call it.

iii. If the contact is offline and has more than one number, Dragon Assistant asks you to choose one and calls it.

iv. If the contact is offline and does not have any numbers, Dragon Assistant can’t complete the call.

• Calling a Contact at a Location

“Call John Doe at <location>”

i. If the requested location is listed for this contact, Dragon Assistant calls that location.

ii. If the location is not listed for this contact and there is no other number, and the contact is online: Dragon Assistant will make a “computer to computer” call.

iii. If the location is not listed for this contact but there are other numbers, Dragon Assistant asks you to choose one of them and calls it.

iv. If the location is not listed for this contact and there is no other number, and the contact is offline, Dragon Assistant will not be able to make a call.

Which version of Skype works with Dragon Assistant?
In order to use Skype with Dragon Assistant, you need to install Skype for Windows Desktop. If you’ve installed Skype for Windows 8, you’ll need to install the Desktop version as well.