



TECHNICAL SUPPORT

Contact Information:

North America: Massachusetts, USA

Technical Support Team:

Phone: 888-857-6064

Hours: 8:30-5:30 (EDT), Monday-Friday (excluding holidays)

Web Portal: <http://network.nuance.com/>

An account will be created for you by calling into support for the first time, or by going to **Create an Account** at network.nuance.com

Support Process:

Designate a contact person(s):

The client should designate two people to be the liaison between Nuance Technical Support and the client's users of the software. This will allow the client's liaisons to become experts in the Nuance software and Technical Support process, as well as allow the Nuance Technical Support personnel to become familiar with the client's liaisons. This will increase the efficiency of the support process and in turn benefit both the Client and Nuance.

Contacting Nuance Technical Support:

The first time a designated contact person contacts Nuance Technical Support, they should sign up via the [web portal](#) for verification. Nuance Technical Support will create an account within 24 hours for this person and information such as company, location, email address and telephone and will be required. All subsequent incidents reported by this contact will be documented under and associated with their enterprise support account.

Incidents:

For each issue that is brought to Nuance Technical Support, an incident will be created. This incident has a unique ID number and contains specific information about the issue. Nuance Technical Support maintains notes for all correspondences relating to a specific incident, so it is readily available to any technical support personnel that may need to work on a given issue.

Submitting Incidents via the Web:

Nuance provides the ability for a designated contact person to submit incidents via the Nuance website. In order to submit incidents via the web, the contact person must have a user name password with a valid Technical Support Contract. Please contact Nuance Technical Support via the telephone number above if assistance is needed gaining access to the [web portal](#).

Responses:

Nuance Technical Support Representatives strive to answer all issues on the first call. However, it is possible that an issue cannot be resolved during the initial call. In these instances, the following process will be followed:

Known Issues:

If the issue in question has already been reported and cannot be answered, it is deemed "known". "Known" issues have already been reported to Nuance Development and are waiting for a corresponding software update. Nuance Technical Support will attempt to provide alternative solutions to known issues until a software update is released.

Unknown Issues:

If the issue in question has never been reported, or the Technical Support Representatives are unaware of the issue, then it is deemed “unknown”. “Unknown” issues are escalated for further research. The response time for “unknown” issues is approximately 2 days and may require additional information from the customer to resolve. These issues are then either answered or passed to Development and marked as “known” (see Known Issues for more information).

Software Updates:

Software Updates are released as needed to address issues that have been reported from the field after a product is released. Software Updates are provided through the web portal and via physical DVD shipment. Additional information regarding a software update and what issues it addresses is posted to our Knowledge Base <http://nuance.custhelp.com/>.

Getting Started:

If you're new to the world of speech recognition, these tools provide step-by-step instructions that cover the dictation basics you need to know to accurately create and edit documents, search the web, email by voice - and more. Additional training tools are available within our Getting Started resources below:

- [Training Tools for Dragon](#)

Administrator Privileges:

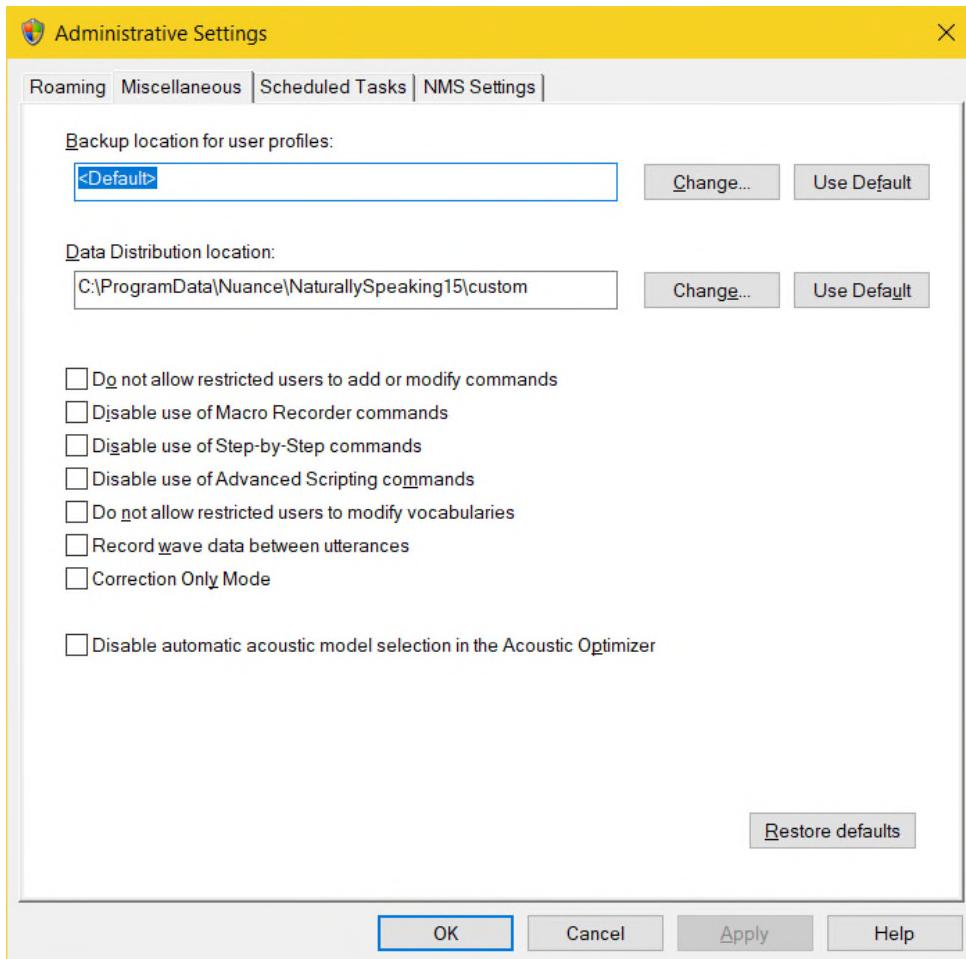
Issues that require a Dragon user to have admin access to the system:

File/Folder Permissions:

Any issues that involve folder/file access due to a restriction of permissions will require an administrator or a member of the administrator's group to log on in order to provide the user with the correct read/write/modify permissions to the folder and corresponding subfolders.

Administrative Settings within Dragon:

Any changes that may need to be performed to the Administrative Settings ("Tools> Administrative Settings") will need a member of the administrator's group to login (someone with administrator privileges).



Top Issues:

Nuance Knowledge Base:

Nuance has an extensive knowledge base located at <http://nuance.custhelp.com>. Using the advanced search options, you can choose the specific product you are searching for.

General:

- [**System requirements for Dragon 15:**](#)

This article contains guidance and environmental requirements for installing Dragon .

- [**Dragon does not recognize a word or phrase that I use often:**](#)

Dragon does not make up the spelling of a word based on your pronunciation. Dragon matches your voice to words in the vocabulary. If Dragon fails to recognize a word or phrase (such as an acronym, name, etc.), check to make sure the word or phrase exists in the vocabulary. If the word or phrase exists, train the word. If not, add the word to the vocabulary.

[More information...](#)

- [**Dragon shows the splash screen when opening, but does not show the DragonBar:**](#)

If you are trying to open Dragon, but it is only showing the splash screen and does not show the DragonBar, check to make sure it isn't already open and the DragonBar is just set to be minimized. Look in your system tray (at the bottom right, where it says the time) for Dragon's red microphone button (it may be in the subtray with other hidden icons). Right-click the microphone button and choose "Open".

Note: Clicking the "X" at the top right of the DragonBar does not close Dragon. This will minimize Dragon to the system tray. To close Dragon, choose "Exit Dragon" from Dragon's "Tools" menu or by right-clicking the microphone icon in the system tray.

If you still experience difficulties opening Dragon, either restart your computer or open Task Manager and end the following processes:

Dgnuiasvr.exe

Dnguiasvr_x64.exe

Natspeak.exe

DragonbBar.exe

User Profiles:

- [**User Profile Corruption:**](#)

The user cannot load due to Speech File corruption. The Speech File corruption can be caused by a number of things, including aggressive anti-virus software settings, power surges occurring as Dragon saves the speech files or low memory resources.

- [**Unable to complete the Audio Setup Wizard \(Microphone Check\):**](#)

When attempting to complete the Audio Setup Wizard (Microphone Check) an error message appears or non-sufficient speech to noise sound ratio prevents a user from completing the Audio Setup Wizard.

[More information...](#)

- [**What should I do if Dragon doesn't hear me when I am setting up my profile?:**](#)

When attempting to create a profile, no speech is heard during the General Training or when trying to complete the Audio Setup Wizard and the creation of the profile will not advance. This is most commonly caused by choosing the incorrect “audio device” when loading or creating the profile. [More information...](#)

- [**Can other microphones be used with Dragon?:**](#)

See the Hardware Compatibility list for the latest list of certified devices to work with your Nuance product. Select Dragon from the drop-down and then click “Continue”. Next, click on the device type you wish to find more information about. This will list the microphones that have been tested with Dragon and graded on a system of 1 to 6 dragons (1 being the lowest and 6 being the highest).

<http://support.nuance.com/compatibility/>

- [**How to backup and restore a Dragon User Profile:**](#)

This article contains information on how to backup and restore a Dragon User Profile. It is good practice to make a backup copy of a User Profile before making major changes, such as reinstalling or upgrading to a newer version of Dragon. Creating a backup of the User Profile allows the user to revert to a previous state of the User Profile in the even that an issue is encountered.

Microsoft Office:

- [**Troubles Using Dragon with Microsoft Word:**](#)

When using Dragon with Microsoft Word, the following issues with speech recognition may occur: Select-and-Say fails, words are printed twice or general poor recognition.

Auto-Formatting:

- [**Dragon is automatically formatting longer numbers as a phone number:**](#)

Dragon has settings to automatically format certain words and numbers in Dragon . One of these settings is to automatically format phone numbers. By default, Dragon has this setting enabled and will format any 10 digit number as a phone number. Example: 555-555-1212 [More Information...](#)

- [**When dictating with Dragon, some characters do not display correctly:**](#)

When dictating in Dragon, if some characters do not display correctly, this could mean that the text field that you are dictating into cannot process that character. For example, if you are dictating a – (dash), a black box or lack line is displayed in its place. This is typically a limitation of the field you are dictating into. To work around this issue, try using a different character. Instead of using “dash”, try using “hyphen” or “em dash” or “en dash”.

- [**When dictating timeframes, “2” is entered instead of “to”:**](#)

To work around this behavior, say “through” instead of “to”. For example, if you are trying to dictate 02/12 to 03/12, say “zero two slash one two through zero three slash one two” so that it is formatted as “02/12 through 03/12”.

- [**Dragon is ending possessive words with “s”, instead of “s”:**](#)

Use the “Correct <XYZ>” command to correct the word. Example: If Dragon is writing out “subjects” instead of “subject’s”, say “Correct subject” and choose the correct form in the Correction Menu. If making corrections to “subjects” using the Correction Menu is not proving to be successful, say “apostrophe s” after the word. Example: “subject apostrophe s”. [More Information...](#)

- [**Dragon leaves out words or enters the wrong word when dictating smaller words such as “is/does/has”:**](#)

In every day conversation, it is easy to leave out small words and our listener can fill in the gaps by guessing what was meant. Often, this habit can transfer over to our dictation habits. Dragon only transcribes what it hears and will not fill in these gaps. [More Information...](#)

- [**Dragon is automatically inserting commas and periods:**](#)

Please check the Auto-Formatting options to see if the option to “Automatically add commas and periods” has been enabled. Go to “Auto-Formatting Options...” within the “Tools” menu to make sure this setting is disabled. This feature is not recommended because Dragon will try to utilize the natural pauses in your voice to insert commas and periods and may not work as expected.

Miscellaneous:

- [I keep getting a pop-up box that tells me “has reached the maximum amount of speech data that can be saved.”:](#)

Dragon has the ability to play back your dictation. Some of the audio is temporarily stored in a reserve. When the reserve is met, this message is provided. [More Information...](#)

- [How to have Dragon read text back to you by using the “read that” and “play that back” functions:](#)

When you need to have text read back to you, simply highlight the text that you wish to have read back to you by using voice commands or just your mouse. Then you can command Dragon to "read that", click the "read that" button in the DragonBar, or go to the "Audio" menu and choose "Read That".

- [Dragon keeps asking me to “Please Say That Again” and will not enter text into my application:](#)

In rare instances, Dragon can lose communication with an application. If restarting the application (either Dragon or the application for which you are trying to dictate into) does not resolve the issue, it may be necessary to restart your computer. [More Information...](#)

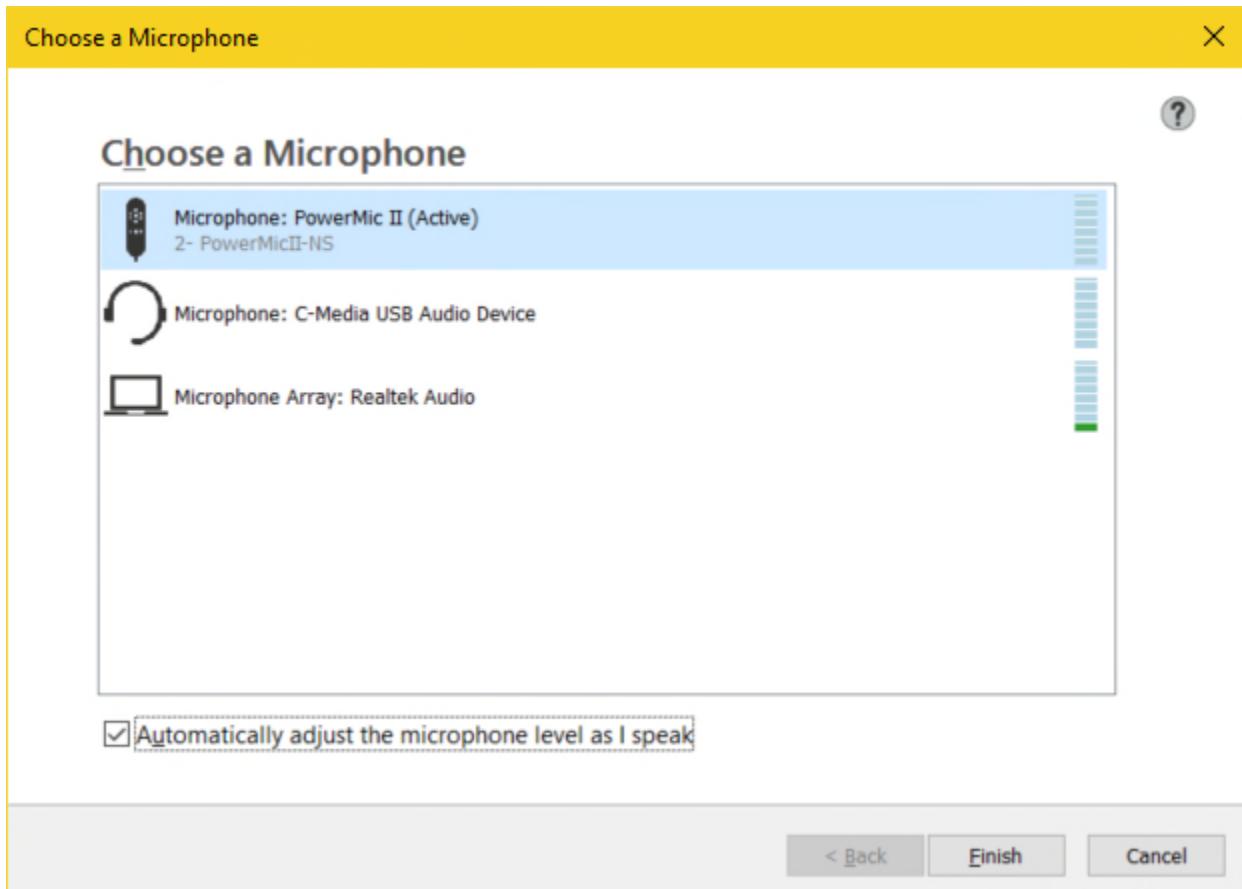
- [How to view commonly used commands:](#)

To view commonly used commands, enable your microphone and simply ask "What Can I Say?"

[More Information...](#)

What should I do if Dragon doesn't hear me when I am setting up my profile?:

Check to see if the correct audio source (speech device) was selected when creating the profile. To do this, go to the “Settings” menu, then to “Microphone” and choose “Choose Microphone”. Then, select the microphone you are using to speak to Dragon.



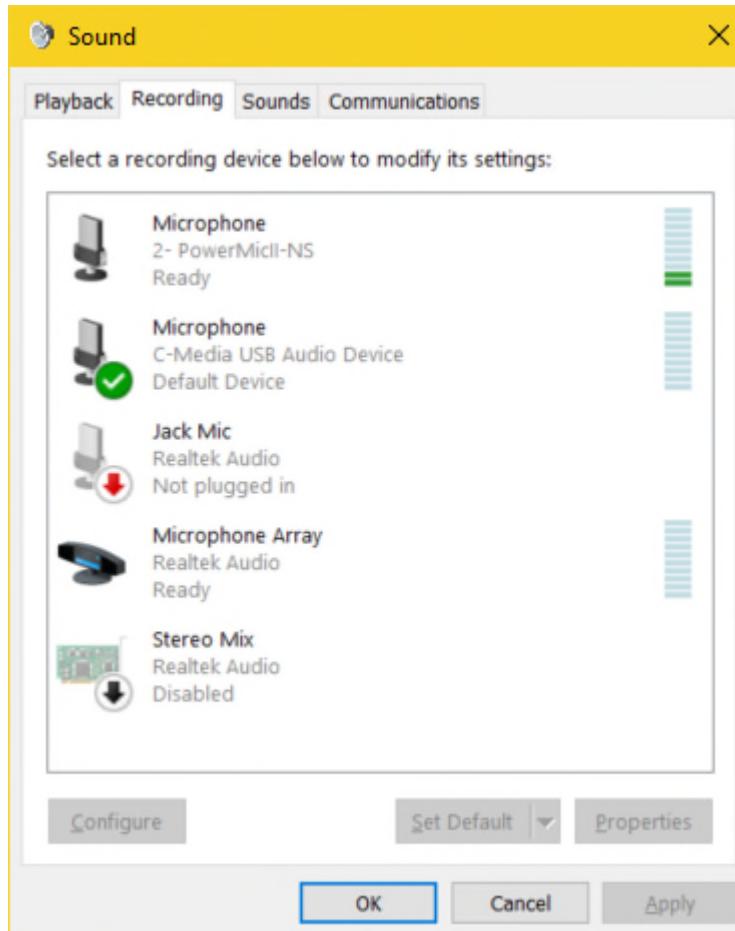
Note: Microphone Array is typically the built-in microphone.

Unable to complete the Audio Setup Wizard (Microphone Check):

If your computer's sound system is unable to hear you, then Dragon will not be able to hear you either. To ensure that the microphone is working in your computer's operating system sound settings and there is not a conflicting microphone, please follow the steps below :

To make sure the operating system's sound settings are using the correct audio device, please follow the directions below:

1. Close Dragon ("Tools> Exit Dragon").
2. Go to the "Start" menu, then to the "Control Panel", and then double-click on "Sounds and Audio Devices" in the "Control Panel". Or, right-click the sound icon () in the system tray at the bottom right of the screen (where it says the time), and choose "Recording Devices"
3. Click on the "Recording" tab and make sure that the device you are trying to use is listed. If the device is listed, make sure it isn't disabled and try speaking into it. If the device is working properly, the volume meter should show activity in the form of green bars to the right of the device.



Note: If the device does not appear or is not showing activity when speaking to it, try a different USB port. If you are using a docking station, try using a USB port connected directly to the

computer. If the device still does not work, try the device on another machine. If the device does not work on another machine, the issue could be with the device itself.

Dragon is automatically formatting longer numbers as a phone number:

Dragon has settings to automatically format certain words and numbers. One of these settings is to automatically format phone numbers. By default, Dragon has this setting enabled and will format any 7, 10, or 11 digit number as a phone number. Example: 555-555-1212

Note: This will only occur when dictating a 7, 10, or 11 digit number.

If you are frequently dictating numbers of this length, it may be advisable to disable this setting. To disable Dragon from automatically formatting phone numbers, please go to “Settings> Auto-Formatting Options...” and disable the “Phone Numbers” option. This will stop Dragon automatically formatting telephone numbers. When you are ready to dictate a telephone number, with this option disabled, you can then dictate the numbers and hyphens. Example:

“five five five hyphen five five five hyphen one two one two”

When dictating with Dragon, some characters do not display correctly:

When dictating in Dragon, if some characters do not display correctly, this could mean that the text field that you are dictating into cannot process that character. For example, if you are dictating a – (dash), a black box or lack line is displayed in its place. This is typically a limitation of the field you are dictating into. To work around this issue, try using a different character. Instead of using “dash”, try using “hyphen” or “em dash” or “en dash”.

Formatting text in ALL CAPS with Dragon :

Option 1:

Enable the Auto-Formatting Option so that the “Caps Lock Key Overrides Capitalization Commands”. To do this, go to “Tools> Auto-Formatting Options...” and enable the option to “Caps Lock Key Overrides Capitalization Commands”. Then, enable the Caps Lock key on your keyboard and all dictated text will be capitalized automatically.

Option 2:

Use the commands “ALL CAPS ON” and “all caps off”. Before you begin dictating, say “ALL CAPS ON” and all text dictated from then on will be capitalized. To return back to normal capitalization, simply say “all caps off”.

When dictating timeframes, “2” is entered instead of “to”:

To work around this behavior, say “through” instead of “to”. For example, if you are trying to dictate 02/12 to 03/12, say “zero two slash one two through zero three slash one two” so that it is formatted as “02/12 through 03/12”.

Dragon is ending possessive words with “s”, instead of “’s”:

Use the “Correct <XYZ>” command to correct the word. Example: If Dragon is writing out “subjects” instead of “subject’s”, say “Correct subject” and choose the correct form in the Correction Menu. If making corrections to “subjects” using the Correction Menu is not proving to be successful, say “apostrophe s” after the word. Example: “subject apostrophe s”.

Dragon leaves out words or enters the wrong word when dictating smaller words such as “is/does/has”:

In every day conversation, it is easy to leave out small words and our listener can fill in the gaps by guessing what was meant. Often, this habit can transfer over to our dictation habits. Dragon only transcribes what it hears and will not fill in these gaps. In some cases, if you ARE in fact dictating the smaller words, it may be necessary to enunciate these words more than others by adding a slight separation from other surrounding words. Often, we tend to dictate smaller words in conjunction with larger words, as if they were one word. With Dragon, if you dictate two words as if they were one word, one of the 2 words can be missed (typically the smaller word). You don’t have to over enunciate, but it is a good practice to add enough separation between words when you are dictating them.

If Dragon is mistaking smaller words for OTHER smaller words, you may want to try dictating in longer utterances. You can practice this by thinking about what you want to say before you start to speak. This will help give Dragon the context that it needs.

Dragon is automatically inserting commas and periods:

Please check the Auto-Formatting options to see if the option to "Automatically add commas and periods" has been enabled. Go to "Auto-Formatting Options..." within the "Settings" menu to make sure this setting is disabled. This feature is not recommended because Dragon will try to utilize the natural pauses in your voice to insert commas and periods and may not work as expected.

I keep getting a pop-up box that tells me "has reached the maximum amount of speech data that can be saved.":



Dragon has the ability to play back your dictation. Some of the audio is temporarily stored in a reserve. When the reserve is met, this message is provided. This typically only occurs for users with large amounts of dictation. Please go to "Settings> Options...> Data" to change the amount of "Disk Space Reserved for Playback". If you use the playback function in Dragon, change this setting from "100 MB" to a higher amount such as "999 MB" or "9999 MB". If you do not use the playback function in Dragon, change this setting to "0 MB".

Note: The playback audio is deleted once Dragon is closed or if the window you are dictating into is closed.

How to have Dragon read text back to you by using the "read that" and "play that back" functions:

When you need to have text read back to you, simply highlight the text that you wish to have read back to you by using voice commands or just your mouse. Then you can command Dragon to "read that", click the "read that" button in the DragonBar, or go to the "Audio" menu and choose "Read That".

If you do not see the "read that" button in the DragonBar, you may need to set the DragonBar to "Show Extras". Go to "Tools> Options...> View" and enable the option to "Show Extras" or click the button shown at the far right of the DragonBar.

You can use the Playback feature to proofread your dictation provided that you actually dictated the text during the current Dragon session. To do this, select the text you would like to hear played back, then say "play that back." Or choose Play That Back from the Audio menu on the DragonBar. Dragon will play a recording of your voice.

Dragon keeps asking me to “Please Say That Again” and will not enter text into my application:

In rare instances, Dragon can lose communication with an application. If restarting the application (either Dragon or the application for which you are trying to dictate into) does not resolve the issue, it may be necessary to restart your computer. If the issue persists, please see the following 3 articles:

[Using Dragon with Microsoft Word and Microsoft Outlook](#)

[How to register and unregister Dragon NaturallySpeaking compatibility modules](#)

[Dragon locks up, freezes or Select-and-Say fails in Microsoft Office applications](#)

How to view commonly used commands:

To view commonly used commands, enable your microphone and simply ask “What Can I Say?” Dragon will provide common commands in regards to correcting misrecognitions, selecting text, moving the cursor, and adding lines and spaces. Of these commands, the most common are:

- “Correct <XYZ>”
- “Select <XYZ>”
- “New Paragraph”/“New Line”
- “Delete <XYZ>”
- “Insert before <XYZ>” or “Insert after <XYZ>”

Dragon does not recognize a word or phrase that I use often:

Dragon does not make up the spelling of a word based on your pronunciation. Dragon matches your voice to words in the vocabulary. If Dragon fails to recognize a word or phrase (such as an acronym, name, etc.), check to make sure the word or phrase exists in the vocabulary. If the word or phrase exists, train the word. If not, add the word to the vocabulary.

Note: Adding a phrase can also help enforce specific capitalization of the phrase, even if each word in the phrase already exists in the vocabulary.

To add a word or phrase to Dragon’s vocabulary:

Method 1:

1. Go to Dragon’s “Tools” menu
2. Then go to “Vocabulary Center”
3. Next, choose “Open Vocabulary Editor” to search for the word or phrase that you wish to add. If the word/phrase exists, select the word, choose “Train” and train the word to your own voice. If the word

does not exist, move to the next step.

The screenshot shows the 'Vocabulary Editor' window. At the top is a yellow header bar with the title 'Vocabulary Editor' and a close button. Below the header is a search bar labeled 'Search for:' with a clear field. To the right of the search bar is a 'Close' button. The main area is a table with two columns: 'Written form' and 'Spoken form'. The 'Written form' column lists various characters and diacritics, and the 'Spoken form' column provides their corresponding pronunciations. On the right side of the table are four buttons: 'Add...', 'Delete', 'Train...', and 'Properties...'. Below the table is a 'Display' dropdown set to 'All words'. A vertical scroll bar is visible on the right side of the table.

Written form	Spoken form
a	a
A	A
Á	A accent acute
À	A accent circumflex
Ã	A accent grave
Ä	A accent tilde
Å	A accent umlaut
À	A acute
À	A circumflex
À	A dieresis
À	A grave
À	A ring
À	A ring above
À	A tilde
À	A umlaut
À	letter A
Á	letter A accent acute
Á	letter A accent circumflex

4. Click "Add"

Method 2:

1. Go to Dragon's "Tools" menu
2. Then go to "Vocabulary Center"
3. Next, choose "Add new word or phrase" to go directly into adding the word/phrase.

When adding a word/phrase, add the written form on the left (this is how Dragon will type the word/phrase) and if it is spoken differently, add a spoken form. Note: In most cases, Dragon will be able to guess the pronunciation of the word or phrase, so adding a spoken form is only necessary if you speak the word/phrase differently than it is written.

The screenshot shows the 'Add word or phrase' dialog box. At the top is a yellow header bar with the title 'Add word or phrase' and a close button. Below the header are two input fields: 'Spell or type the word(s) to add to the vocabulary:' containing 'BBB' and 'Spoken form (if different):' containing 'triple B'. Below these fields is a checkbox labeled 'I want to train the pronunciation of this word or phrase'. At the bottom are three buttons: 'Add' (highlighted in blue), 'Cancel', and 'Help'.

Click "Add" to add the word/phrase to the dictionary.

Sometimes, it can be helpful to delete a word from Dragon's vocabulary. If Dragon keeps mistaking a word or phrase, take into consideration if you will use that word or phrase. If not, try deleting it. Open the Vocabulary Editor, search for the word or phrase, select it and choose "Delete". If you need to get the word back into your vocabulary, choose "Deleted Word Only" from the "Display" menu at the bottom of the Vocabulary Editor. Then select the word and choose "Add" to add it back into Dragon's vocabulary.