Nuance Management Center administrator guide

For:

Nuance®
Dragon® Professional
Group

Nuance®
Dragon® Legal
Group

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Dragon® Law Enforcement
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Guide overview

The *Nuance Management Center Administrator Guide* provides information on configuring and managing the Nuance Management Center (NMC) console. The guide also provides a checklist to help you with your initial NMC console setup.

Audience

This guide is intended for Dragon System Administrators who are responsible for managing centralized Dragon installations using the Nuance Management Center (NMC) console.
## Additional resources

The following resources are available in addition to this guide to help you manage your Dragon installation.

### Documentation

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<td>Dragon client Help. Do the following:</td>
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<td>1. When Dragon is open, click the Help icon ( <img src="image" alt="Help icon" /> ) on the DragonBar, and then select Help Topics.</td>
<td></td>
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<td>2. Click Get started.</td>
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<td>Nuance Management Center Server Installation and Configuration Guide</td>
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<td>When Nuance Management Center is open, click the NMC console Help button</td>
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<tr>
<td>Document</td>
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<td>Dragon client Help</td>
<td>Commands and instructions for dictating, correcting, and more with the Dragon client.</td>
<td>When Dragon is open, click the Help icon (❓) on the DragonBar, and then select Help Topics.</td>
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**Training**

Nuance provides several Dragon training offerings, like webinars, demos, and Nuance University online training courses. For more information, see the Dragon Support web site.

**Support**

The Dragon Support web site provides many resources to assist you with your Dragon installation, like forums and a searchable knowledgebase. For more information on Support offerings, see the Dragon Support web site at:

Chapter 1: Introduction

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About the user interface ............................................................................ 4
About Nuance Management Center

Nuance Management Center allows Dragon administrators to manage all Dragon clients from a single central console. The console, called the Nuance Management Center (NMC) console, allows you to do the following:

- Configure options for clients at the site and group level
- Centrally manage your Dragon product licensing
- Share data, like words and auto-text commands, with Dragon clients and across other Nuance products
- Audit user session events
- Monitor client usage and trends through reporting

You can choose to install, configure, and maintain your own on-premise Nuance Management Center (NMC) server, or you can use the Nuance-hosted server in the cloud.

Using Nuance Management Center with your Dragon installation is an optional feature that you enable in the Dragon client.

For information on installing and configuring Nuance Management Center, see the *Nuance Management Center Server Installation and Configuration Guide*. 
Physical architecture

The physical configuration of Nuance Management Center includes:

- **Application server**—The NMC server. Stores user accounts, settings, and administrative information. Can be a single machine, or, in large installations, can be multiple servers load-balanced by a network traffic switch. Can be the Nuance-hosted NMC server in the cloud, or a server that you install and host on-premise.

- **Database server**—Hosts the SQL database that stores your data, like sites, groups, and licenses. Can be the same physical machine as your application server, or a separate database server.

- **Dragon clients**—Client computers with Dragon installed.

If you choose to host your own NMC server on-premise, there are two configuration options:

- **Single-tier**—Your application server and database server are located on the same physical machine.

- **Two-tier**—Your application server and database server run on separate machines.

If you’re hosting your own NMC server, Nuance Management Center has a single installation file that installs the NMC server, database server, and NMC console. During the installation, you can choose the location of your database server.
About the user interface

User interface components

1—NMC menu icon. Click to open the menu.
2—Ribbons. Top-level menu options.
3—Groups. Command groups within each ribbon.
4—Tabs. These open when you click a command in a command group, and remain open until you click Cancel or Close on each tab. You can also right-click a tab to close that tab, all tabs, or all tabs but the current selection. The Home tab always remains open.

User interface navigation

There are three different ways to navigate to pages in the NMC console. You can use any of the following navigation methods:

- **The Home tab**—Click the Home tab, and then click a link to a page from the appropriate group. The Home tab always remains open.
- **Ribbons**—Click a ribbon to expand it and select an option from a command group.
- **Right-click**—Right-click an object in a list to open a sub-menu. For example, right-click a group in the Groups list to view the group details, copy the group, or delete the group.

You can use whichever method is easiest for you. However, the procedures in this guide provide navigation instructions using the right-click method.
# Chapter 2: Getting started

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## Before you begin

### About your installation

**On-premise**

You can optionally host your own Nuance Management Center (NMC) server on premise. You install the NMC server and Nuance Management Center (NMC) console, and then create all objects in the NMC console yourself.

**Nuance-hosted**

If you don’t host your own NMC server on-premise, you use the Nuance-hosted NMC server in the cloud. A Nuance administrator performs your initial setup and creates the following objects for you:

- Your organization
- A default site
- The NMC Administration group
- An NMC Administrator user account and password

Nuance then sends you an email with your NMC console URL. You can rename the initial objects as appropriate for your business. You then create all remaining objects, like sites and groups, yourself.

You should also change the password for your NMC Administrator user account. For more information, see “Changing your password” on page 11.

**Note:** If you plan to implement Active Directory single sign-on authentication, do not change the password for your NMC Administrator user account until after you have configured single sign-on. For more information, see the “Preparing for your Active Directory single sign-on configuration” chapter in the Nuance Management Center Server Installation and Configuration Guide.

### NMC console setup considerations

Consider the following before you begin creating objects and changing settings in your NMC console.

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<td>Nuance Management Center Server Installation and Configuration Guide</td>
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<td>- <strong>Native NMC</strong>—Users log in to the Dragon client using a login and password that you create when you create user accounts in the NMC console.</td>
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<tr>
<td>Naming conventions</td>
<td>You’ll need to determine naming conventions for the following objects and then create them in your NMC</td>
<td>“Working with sites” on page 23</td>
</tr>
</tbody>
</table>
# Chapter 2: Getting started

<table>
<thead>
<tr>
<th>Setup item</th>
<th>Description</th>
<th>Additional information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>console</strong></td>
<td>- Sites&lt;br&gt;- Groups&lt;br&gt;- User accounts</td>
<td>“Working with groups” on page 29&lt;br&gt;“Working with user accounts” on page 37</td>
</tr>
<tr>
<td><strong>Saved credentials</strong></td>
<td>You'll need to determine whether you'll allow Dragon to remember user account passwords before you install Dragon clients. Generally, you should not allow Dragon to remember passwords when your organization has multiple users who share the same computer using the same Windows login. You should enable the Do not allow saved credentials setting to prevent this. &lt;br&gt;<strong>Caution:</strong> You must enable this setting before users log in to the Dragon client for the first time.</td>
<td>“Miscellaneous section” on page 92</td>
</tr>
<tr>
<td><strong>Keywords</strong></td>
<td>Determine whether your auto-text commands should include the default leading and trailing keywords that Nuance Management Center automatically adds to auto-texts created in the NMC console. If you don't remove them, users must say the leading or trailing keyword in addition to the spoken phrase for their auto-text command to invoke it.</td>
<td>“About keywords” on page 61&lt;br&gt;“Working with keywords” on page 62</td>
</tr>
<tr>
<td><strong>Custom phonetic alphabet</strong></td>
<td>If you are using the Dragon Law Enforcement edition, determine whether your site uses a custom phonetic alphabet for license plate dictation. By default, Dragon uses the NATO alphabet for plate mode dictation. Optionally, your site can use a different phonetic alphabet by editing the icao.ini file. You upload the modified file in the NMC console.</td>
<td>“Uploading a custom phonetic alphabet file” on page 25</td>
</tr>
</tbody>
</table>

### Initial NMC console setup checklist

If you are a new customer setting up Nuance Management Center for the first time, use the following checklist to set up your NMC console.

If you are hosting your own NMC server on-premise, this list assumes you have already installed and configured your NMC server. For installation instructions, see the *Nuance Management Center Server Installation and Configuration Guide*.

<table>
<thead>
<tr>
<th>Task</th>
<th>Reference</th>
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<tbody>
<tr>
<td>Create sites.</td>
<td>“Working with sites” on page 23</td>
</tr>
<tr>
<td><strong>Caution:</strong> When you create sites, you must click the <strong>Save</strong> button on the Dragon Professional tab, even if you do not change any settings. If you do not click <strong>Save</strong> on this tab when you create sites, your user profiles</td>
<td></td>
</tr>
<tr>
<td>Task</td>
<td>Reference</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>may not work properly. For more information, see &quot;Changing site</td>
<td>&quot;Working with site settings&quot; on page 24.</td>
</tr>
<tr>
<td>settings&quot; on page 24.</td>
<td></td>
</tr>
<tr>
<td>Create groups.</td>
<td>&quot;Working with groups&quot; on page 29</td>
</tr>
<tr>
<td>Create user accounts. You'll need the following information for each</td>
<td>&quot;Working with user accounts&quot; on page 37</td>
</tr>
<tr>
<td>user before creating user accounts:</td>
<td></td>
</tr>
<tr>
<td>• First and last name</td>
<td></td>
</tr>
<tr>
<td>• Email address</td>
<td></td>
</tr>
<tr>
<td>• User ID</td>
<td></td>
</tr>
<tr>
<td>• Initial password (user can change it later)</td>
<td></td>
</tr>
<tr>
<td>• Groups to which the user should belong</td>
<td></td>
</tr>
<tr>
<td>You should also determine which users require administrator</td>
<td></td>
</tr>
<tr>
<td>privileges.</td>
<td></td>
</tr>
<tr>
<td>Allocate user account licenses.</td>
<td>&quot;Working with licenses&quot; on page 55</td>
</tr>
<tr>
<td>Optionally configure single sign-on authentication.</td>
<td>Nuance Management Center Server Installation</td>
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<tr>
<td></td>
<td>and Configuration Guide</td>
</tr>
<tr>
<td>Optionally select the Do not allow saved credentials Site setting.</td>
<td>&quot;Miscellaneous section&quot; on page 92</td>
</tr>
<tr>
<td>The setting is deselected by default.</td>
<td></td>
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<tr>
<td>Optionally configure default settings for PowerMic and hot key</td>
<td>&quot;Managing sites&quot; on page 24</td>
</tr>
<tr>
<td>settings at the site or group level to allow clients to inherit</td>
<td>&quot;Managing groups&quot; on page 31</td>
</tr>
<tr>
<td>them.</td>
<td></td>
</tr>
<tr>
<td>Optionally configure default auto-formatting settings at the group</td>
<td>&quot;Managing groups&quot; on page 31</td>
</tr>
<tr>
<td>level to allow clients to inherit them.</td>
<td></td>
</tr>
<tr>
<td>Optionally remove the default leading and trailing keywords for your</td>
<td>&quot;About keywords&quot; on page 61</td>
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<tr>
<td>language. These affect all auto-texts and templates in your</td>
<td>&quot;Working with keywords&quot; on page 62</td>
</tr>
<tr>
<td>organization.</td>
<td></td>
</tr>
<tr>
<td>If you are using the Dragon Law Enforcement edition, consider adding</td>
<td>&quot;Working with Words&quot; on page 74</td>
</tr>
<tr>
<td>custom words to your vocabulary to improve Dragon's recognition.</td>
<td></td>
</tr>
<tr>
<td>You might add the following:</td>
<td></td>
</tr>
<tr>
<td>• Officer names</td>
<td></td>
</tr>
<tr>
<td>• Street names</td>
<td></td>
</tr>
<tr>
<td>Install Dragon clients on local workstations if they are not</td>
<td>Dragon Client</td>
</tr>
<tr>
<td>already.</td>
<td></td>
</tr>
<tr>
<td>Task</td>
<td>Reference</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>installed.</td>
<td><em>Installation Guide</em></td>
</tr>
<tr>
<td>Configure clients for use with Nuance Management Center.</td>
<td><em>Dragon Client Installation Guide</em></td>
</tr>
<tr>
<td>If you are using the Dragon Law Enforcement edition, determine</td>
<td><em>Dragon client Help</em></td>
</tr>
<tr>
<td>whether your site requires a customized phonetic alphabet for</td>
<td></td>
</tr>
<tr>
<td>dictating license plates. Dragon uses the NATO alphabet by</td>
<td></td>
</tr>
<tr>
<td>default. If necessary, modify the alphabet in the icao.ini file.</td>
<td></td>
</tr>
</tbody>
</table>
Logging in and logging out

If you are using the Nuance-hosted NMC console in the cloud, Nuance provides you with an initial NMC Administrator login and password. You should change the password after your initial login.

Note: If you plan to implement Active Directory single sign-on, do not change the initial administrator password until after you've configured single sign-on. For more information on implementing single sign-on, see the Nuance Management Center Server Installation and Configuration Guide.

Logging in

1. Open your browser.
2. Specify the NMC console URL, and then press Enter.
   - The NMC console login page appears.
3. Provide your username and password.
4. Click Login.
   - The NMC console appears.

Logging out

Click the NMC menu icon ( ), and then select Log out.
Changing your password

You can change your NMC console user account password at any time. This topic describes changing your own user account password. To change a password for another user, see “Changing user account passwords” on page 40.

**Note:** If you plan to implement Active Directory single sign-on, do not change the initial administrator password until after you've configured single sign-on. For more information on configuring single sign-on, see the *Nuance Management Center Server Installation and Configuration Guide*.

1. Click the NMC menu button ( ), and then select **Change password**.
   The Change Password dialog box appears.
2. Specify your old password and new password.
3. Re-enter your new password.
4. Click **OK**.
Chapter 3: Organizations

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About Organizations

An organization represents your company in its entirety. It is the highest level in your business structure. Under your organization, you create:

- Sites
- Groups
- User accounts

Most Dragon customers have only one organization.
Viewing Organizations

Viewing an organization

In the Sites ribbon, click Organization Overview.

The Manage Organization page opens. Your organization is at the top, with all sites underneath it.

Viewing organization details

From the Manage Organizations page, right-click an organization, and then select Organization details.

The Organization Details page appears.
Managing organizations

Changing organization information

To change general organization information:

1. View an organization.
   The Manage Organization page appears.
   For more information, see “Viewing Organizations” on page 14.

2. View organization details.
   The Organization Details page appears.
   For more information, see “Viewing Organizations” on page 14.

3. Edit the information as necessary.
   For field descriptions, see “Organization Details—General tab” on page 88.

4. Click Save.

To change the address:

1. View an organization.
   The Manage Organization page appears.
   For more information, see “Viewing Organizations” on page 14.

2. View organization details.
   The Organization Details page appears.
   For more information, see “Viewing Organizations” on page 14.

3. Click the Address tab.

4. Edit the information as necessary.
   For field descriptions, see “Organization Details—Address tab” on page 88.

5. Click Save.

Managing password settings

You should determine a password policy for your organization by selecting from password requirements. Establishing a password policy ensures that users create strong, secure passwords.

To change password settings:

1. View an organization.
   The Manage Organization page appears.
   For more information, see “Viewing Organizations” on page 14.

2. View organization details.
   The Organization Details page appears.
   For more information, see “Viewing Organizations” on page 14.

3. Click the Products tab.
4. Expand the **Password Settings** drop-down list.
5. Select the appropriate password settings.
   For field descriptions, see “Organization Details—Products tab” on page 88.
6. Click **Save**.

**Managing organization tokens**

The Local Authenticator installation requires an organization token. You install and configure the Local Authenticator when you're using the Nuance-hosted Nuance Management Center (NMC) server in the cloud and you're using single sign-on authentication.

For more information on installing and configuring the Local Authenticator and setting up single sign-on, see the *Nuance Management Center Server Installation and Configuration Guide*.

**To add a token:**

1. View an organization.
   The Manage Organization page appears.
   For more information, see “Viewing Organizations” on page 14.
2. View organization details.
   The Organization Details page appears.
   For more information, see “Viewing Organizations” on page 14.
3. Click the Organization Tokens tab.
4. Click **Add**.
   The Organization Token Info dialog box opens, and Nuance Management Center generates an organization token automatically.
5. Optionally add a **Comment** to identify the token.
6. Click **Save**.
   The Organization Token Info dialog box closes.

**To modify a token:**

1. View an organization.
   The Manage Organization page appears.
   For more information, see “Viewing Organizations” on page 14.
2. View organization details.
   The Organization Details page appears.
   For more information, see “Viewing Organizations” on page 14.
3. Click the Organization Tokens tab.
4. Select a token to modify.
5. Click **Modify**.
   The Organization Token Info dialog box opens
6. Edit as necessary.
7. Click **Save**.
   The Organization Token Info dialog box closes.

**To delete a token:**

1. View an organization.
   The Manage Organization page appears.
   For more information, see "Viewing Organizations" on page 14.
2. View organization details.
   The Organization Details page appears.
   For more information, see "Viewing Organizations" on page 14.
3. Click the Organization Tokens tab.
4. Select the token you want to delete.
5. Click **Delete**.
   A confirmation dialog box appears.
6. Click **Yes**.

**Managing Active Directory domains**

You add a domain when you are performing the initial configuration for single sign-on authentication.

For information on configuring single sign-on, see the *Nuance Management Center Server Installation and Configuration Guide*.

**To add a domain:**

1. View an organization.
   The Manage Organization page appears.
   For more information, see "Viewing Organizations" on page 14.
2. View organization details.
   The Organization Details page appears.
   For more information, see "Viewing Organizations" on page 14.
3. Click the Domains tab.
4. Click **Add**.
   The Domain dialog box appears.
5. Add a name and active directory connection string.
   For field descriptions, see "Organization Details—Domains tab" on page 91.
6. Click **Save**.
   The Domain dialog box closes.
To modify a domain:

1. View an organization.
   The Manage Organization page appears.
   For more information, see “Viewing Organizations” on page 14.
2. View organization details.
   The Organization Details page appears.
   For more information, see “Viewing Organizations” on page 14.
3. Click the Domains tab.
4. Select the domain you want to modify.
5. Click Modify.
   The Domain dialog box appears.
6. Edit as necessary.
   For field descriptions, see “Organization Details—Domains tab” on page 91.
7. Click Save.
   The Domain dialog box closes.

To delete a domain:

1. View an organization.
   The Manage Organization page appears.
   For more information, see “Viewing Organizations” on page 14.
2. View organization details.
   The Organization Details page appears.
   For more information, see “Viewing Organizations” on page 14.
3. Click the Domains tab.
4. Select the domain you want to delete.
5. Click Delete.
   A confirmation dialog box appears.
6. Type DELETE in the text box, and then click OK.

To generate NTLM credentials for a domain:

1. View an organization.
   The Manage Organization page appears.
   For more information, see “Viewing Organizations” on page 14.
2. View organization details.
   The Organization Details page appears.
   For more information, see “Viewing Organizations” on page 14.
3. Click the Domains tab.
4. Select a domain.

5. Click **Generate NTLM credentials for selected domain**.

   The Generate NTLM credentials dialog box opens.

6. Select a radio button to generate NTLM credentials for one of the following:

   - All Users
   - Users in specific sites
   - Users in specific groups

7. If you selected **Users in specific sites** or **Users in specific groups**, select sites or groups for which to enable NTLM credentials.

8. Click **Create NTLM Credentials**.

   A progress bar appears.

   When the process is complete, a list of users and results appears.

9. Click **Close**.
Chapter 4: Sites

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Working with sites ................................................................................................. 23
Managing sites ........................................................................................................ 24
About sites

A site is a physical location, such as an office or data center, within your organization. Sites help you define the structure of your organization. Depending on your needs, you may require several sites, or just one.

At the site level, you can configure data storage, Roaming user profiles, and other client settings. When you apply settings at the site level, the settings are applied to all groups that are in the site, and to all users that are in those groups.
Viewing sites

If you are using the Nuance-hosted NMC server in the cloud, Nuance creates your initial site (Default) for you. You can rename this site, and create additional sites yourself.

Viewing a site

1. View an organization.
   
   The Manage Organization page appears. Your organization is at the top, with all sites underneath it.
   
   For more information, see "Viewing Organizations" on page 14.

2. Do one of the following:
   
   • Click a site to view all users in it.
   
   • Enter a specific site name in the Search bar at the top of the list, and then click Search.

Viewing site details

Right-click a site, and then select Details.
Working with sites

Adding sites

1. View an organization.
   The Manage Organization page appears. Your organization is at the top, with all sites underneath it.
   For more information, see “Viewing Organizations” on page 14.
2. Right-click your organization, and then select Add Site.
   The Site page appears.
3. Add information as necessary.
   For field descriptions, see “Site page” on page 92.
4. Click Save.

Deleting sites

To delete a site, you must first delete or move all groups in the site. You can delete sites only when they are empty.

1. View an organization.
   The Manage Organization page appears. Your organization is at the top, with all sites underneath it.
   For more information, see “Viewing Organizations” on page 14.
2. Right-click a site, and then select Delete.
   The Delete Site dialog box opens.
3. Click Yes.
Managing sites

Changing site information

To change general site information:

1. View an organization.
   The Manage Organization page appears. Your organization is at the top, with all sites underneath it.
   For more information, see “Viewing Organizations” on page 14.
2. Right-click a site under your organization, and then select Details.
   The Site page appears. The General tab is selected by default.
3. Edit the information as necessary.
   For field descriptions, see “Site—General tab” on page 92.
4. Click Save.

To change the address:

1. View an organization.
   The Manage Organization page appears. Your organization is at the top, with all sites underneath it.
   For more information, see “Viewing Organizations” on page 14.
2. Right-click a site under your organization, and then select Details.
   The Site page appears. The General tab is selected by default.
3. Click the Address tab.
4. Edit the information as necessary.
   For field descriptions, see “Site—Address tab” on page 92.
5. Click Save.

Changing site settings

1. View an organization.
   The Manage Organization page appears. Your organization is at the top, with all sites underneath it.
   For more information, see “Viewing Organizations” on page 14.
2. Right-click a site under your organization, and then select Details.
   The Site page appears. The General tab is selected by default.
3. Click the Dragon Professional tab.
4. Edit the information as necessary.
   For field descriptions, see “Site page” on page 92.
5. Click Save.
Uploading a custom phonetic alphabet file

If you are using Dragon Law Enforcement, Dragon uses the NATO alphabet for plate mode dictation by default. Optionally, your site can use a different phonetic alphabet by editing the icao.ini file, and then uploading it to Nuance Management Center. For full instructions, see the Customizing your phonetic alphabet for license plate dictation topic in the Dragon Law Enforcement Help.

1. View an organization.
   The Manage Organization page appears. Your organization is at the top, with all sites underneath it.
   For more information, see "Viewing Organizations" on page 14.
2. Right-click a site under your organization, and then select Details.
   The Site page appears. The General tab is selected by default.
3. Click the Dragon Professional tab.
4. Expand the Miscellaneous section.
5. Click Browse next to the Phonetic alphabet file field.
   The Choose File to Upload dialog box opens.
7. Select the icao.ini file, and then click Open.
8. Click Save.
   Nuance Management Center uploads your file.
Chapter 5: Groups

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About groups

A group is a set of similar users within a site. For example, a group could consist of users in one department, or users with similar roles. All users in a group share the same permissions, grants, and default Dragon client settings.

At the group level, you can configure administrative settings, auto-formatting settings, and other client settings. When you apply settings at the group level, the settings are applied to all users in that group.
Viewing groups

If you are using the Nuance-hosted NMC server in the cloud, Nuance creates your initial group (NMC Administrators) for you. You can rename this group, and create additional groups yourself.

Viewing all groups
Use these procedures to view an alphabetical list of all groups.

1. In the Groups ribbon, click Search.
   The Groups page appears.

2. Do one of the following:
   - Specify search criteria, and then click Search to find a specific group.
   - Leave search criteria blank and then click Search to see all groups.

Viewing groups by site
Use these procedures to view all groups in each site.

1. View an organization.
   - The Manage Organization page appears. Your organization is at the top, with all sites underneath it.
   - For more information, see “Viewing Organizations” on page 14.

2. In the site list, click the triangle (>) next to a site to view its groups.

Viewing group details
Right-click a group, and then select Details.
Working with groups

Adding groups

Do one of the following:

1. In the Groups ribbon, click Add.
   The Add Group dialog box opens.
2. Select a role for the users in the group.
3. If this is an NMC Administrator group, select a group in the Base new group on what existing group? drop-down list.
4. Click OK.
   The Group Details page appears.
5. Specify a group name.
6. Select the site in which to create the group.
7. Add remaining information as necessary.
   For field descriptions, see “Group Details page” on page 95.
8. Click Save.

Or

1. View an organization.
   The Manage Organization page appears. Your organization is at the top, with all sites underneath it.
   For more information, see “Viewing Organizations” on page 14.
2. Right-click a site, and then select Add Group.
   The Add Group dialog box opens.
3. Select a role for the users in the group.
4. If this is an NMC Administrator group, select a group in the Base new group on what existing group? drop-down list.
5. Click OK.
   The Group Details page appears.
6. Specify a group name.
7. Select the site in which to create the group.
8. Add remaining information as necessary.
   For field descriptions, see “Group Details page” on page 95.
9. Click Save.

Copying groups

1. View a group.
   For more information, see “Viewing groups” on page 28.
2. Right-click a group, and then select Copy.
The Group Details page appears.

3. Specify a name for the new group.
4. Select the site to which you want to copy this group from the Sites drop-down list.
5. Add remaining information as necessary.
   For field descriptions, see “Group Details page” on page 95.
6. Click **Save**.

**Deleting groups**

To delete a group, you must first move or delete all user accounts from the group. You can delete groups only when they are empty.

1. View a group.
   For more information, see “Viewing groups” on page 28.
2. Right-click a group, and then select **Delete**.
   The Delete Group dialog box opens.
3. Click **Yes**.
Managing groups

Changing group details

1. View a group.
   For more information, see “Viewing groups” on page 28.
2. Right-click a group, and then select Details.
   The Group Details page appears. The Details tab is selected by default.
3. Edit the information as necessary.
   For field descriptions, see “Group Details—Details tab” on page 95.
4. Click Save.

Adding user accounts to a group

1. View a group.
   For more information, see “Viewing groups” on page 28.
2. Right-click a group, and then select Details.
   The Group Details page appears. The Details tab is selected by default.
3. Click the Members tab.
4. Click the Add/Remove button.
   The Group Members page appears.
5. Select the check box next to the user accounts that you want to include in the group.
6. Click Save.

Removing user accounts from a group

1. View a group.
   For more information, see “Viewing groups” on page 28.
2. Right-click a group, and then select Details.
   The Group Details page appears. The Details tab is selected by default.
3. Click the Members tab.
4. Click the Add/Remove button.
   The Group Members page appears.
5. De-select the check box next to the user accounts that you want to remove from the group.
6. Click Save.

Configuring group security

An NMC administrator can determine the user interface components that members of each administrator group can view, modify, add or delete.
To configure group privileges:

1. View a group.
   For more information, see "Viewing groups" on page 28.
2. Right-click a group, and then select Details.
   The Group Details page appears. The Details tab is selected by default.
3. Click the Security tab.
4. In the Privileges field, select the check box next to each privilege to add or remove.
5. Click Save.

To add group grants:

1. View a group.
   For more information, see "Viewing groups" on page 28.
2. Right-click a group, and then select Details.
   The Group Details page appears. The Details tab is selected by default.
3. Click the Grants tab.
4. Click the Add button.
   The Add Group Grants dialog box opens.
5. Select the Object Type, Grant, and Object to which you're applying the grant.
   For field descriptions, see "Group Details—Grants tab" on page 95.
6. Click Add.

To revoke grants:

1. View a group.
   For more information, see "Viewing groups" on page 28.
2. Right-click a group, and then select Details.
   The Group Details page appears. The Details tab is selected by default.
3. Click the Grants tab.
4. Locate the grant that you want to revoke, and hover over it.
   An ❌ appears in the last column.
5. Click the ❌ to revoke the grant.

Changing group settings

1. View a group.
   For more information, see "Viewing groups" on page 28.
2. Right-click a group, and then select Details.
   The Group Details page appears. The Details tab is selected by default.
3. Click the Dragon Professional tab.
4. Edit the information as necessary.
   For field descriptions, see “Group Details—Dragon Professional tab” on page 96.

5. Click **Save**.

### Changing Hot Key settings

You cannot set hot key values by simply pressing the appropriate key on the numeric keypad as you can in the Dragon client. You must type all required characters in the keystroke manually.

For example, in the Dragon client, to specify a value of {NumKey+}, you can simply press the plus sign (+) on the numeric keypad. In Nuance Management Center, you must manually type the characters.

1. View a group.
   For more information, see “Viewing groups” on page 28.

2. Right-click a group, and then select **Details**.
   The Group Details page appears. The Details tab is selected by default.

3. Click the Dragon Professional tab.

4. Expand the Hot Keys section.

5. Edit the hot keys by typing or deleting characters as necessary.

6. Click **Save**.
# Chapter 6: User accounts

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</table>
About user accounts

You create one user account for each NMC administrator and Dragon user. You create user accounts to allow NMC administrators to log in to the NMC console, and to allow Dragon users to log in to the Dragon client. If you are using single sign-on authentication, you create user accounts that match each user's Windows login.

After you create user accounts, you then assign them to groups. You must also assign one or more licenses to each user account to allow them to access different Nuance products.

About dynamic user profiles

When users first log in to the Dragon client with their user account and password, Dragon prompts them to create a new user profile. Dragon requires users to have one user profile per user account and region. After creating a user profile, Dragon then uploads the user profile settings, such as region, accent, preferred vocabulary, and microphone selection, to Nuance Management Center.

A dynamic user profile is a new profile that Dragon creates automatically when a user logs in to Dragon on a different computer where they have not yet created a user profile. This allows users to dictate on any Windows computer where Dragon is installed without having to run through the New User wizard on that computer. Dragon creates the user profile using the settings saved with the original user profile.

Dragon creates dynamic user profiles only when Nuance Management Center/NMS mode is enabled and users log in to more than one computer. There is no manual setup or configuration required for dynamic user profiles.
Viewing user accounts

Viewing all user accounts

1. In the User Accounts ribbon, click **Search**.
   The User Accounts page appears.

2. Do one of the following:
   - Specify search criteria, and then click **Search** to view specific user accounts.
   - Leave search criteria blank and then click **Search** to see all user accounts.

Viewing all user accounts in a group

1. View a group.
   For more information, see “Viewing groups” on page 28.

2. View group details.
   For more information, see “Viewing groups” on page 28.

3. Click the Members tab.
   All user accounts in the group are displayed.

Viewing all user accounts in a site

1. View your organization.
   The Manage Organization page appears. Your organization is at the top, with all sites underneath it.
   For more information, see “Viewing Organizations” on page 14.

2. Click a site.
   All user accounts in all groups for that site appear.
Working with user accounts

Adding new user accounts

If you plan to implement Active Directory single sign-on authentication, each user’s login must match his or her Windows login exactly.

For information on implementing single sign-on, see the Nuance Management Center Server Installation and Configuration Guide.

Do one of the following:

1. In the User Accounts ribbon, click Add.
   The User Account Details page appears.
2. Specify the user’s first name, last name, and login.
3. Add remaining information as necessary.
   For field descriptions, see “User Account Details page” on page 99.
4. Click Save.

Or

1. View a group by site.
   The Manage Organization page appears.
   For more information, see “Viewing groups” on page 28.
2. Right-click the group, and then select Add User Account.
   The User Account Details page appears.
3. Specify the user’s first name, last name, and login.
4. Add remaining information as necessary.
   For field descriptions, see “User Account Details page” on page 99.
5. Click Save.

Deleting user accounts

When you delete user accounts, any licenses granted to those users then become available for other users.

Do one of the following:

1. View all user accounts.
   The User Accounts page appears.
   For more information, see “Viewing user accounts” on page 36.
2. Right-click a user, and then select Delete User Account.
   A confirmation dialog box appears.
3. Click Yes.

Or
1. View user accounts by site.
   The Manage Organization page appears.
   For more information, see “Viewing user accounts” on page 36.

2. Right-click a user account in a group, and then select Delete.
   A confirmation dialog box appears.

3. Click Yes.

**Importing user accounts**

You can also create new user accounts by importing them from a comma-delimited file or from an XML file. All users you import are then assigned the same license types and group memberships. You should create separate files for users who require different license types or group memberships.

For information on creating a comma-delimited text (.txt) file or an XML (.xml) file, see “Creating comma-delimited files for user account import” on page 107 and “Creating XML files for user account import” on page 108.

When you have created your import files, do the following:

1. In the User Accounts ribbon, click **Import**.
   The Import Users dialog box opens.

2. Click **Browse**.
   The Choose File to Upload dialog box appears.

3. Locate your import file (.txt or .xml).

4. Select the file, and then click **Open**.

5. Click **Next**.

6. Assign the imported user accounts to a group:
   1. Select a site in the **Site filter** drop-down list.
      The groups within the selected site appear in the **Available Groups** list.

   2. Select a group, and then click the arrow button (↑) to add it to the **Selected Groups** list.
      The new user becomes a member of any groups in the **Selected Groups** list.

   3. Click **Next**.

7. Select one or more license types to assign to the user accounts.

8. Click **Next**.

9. Click **Next** again to begin the import.

10. Click **Next** when the import completes to view results.

11. Review the results for each user. An error may occur if:
    - The user’s login already exists.
    - The assigned domain for the users NTLM credentials did not already exist within your organization.
To add a domain to your organization, see “Managing Active Directory domains” on page 17.

12. Click Finish.

The Import Users dialog closes.
Managing user accounts

Changing user account details

1. View a user account.
   
   The User Accounts page appears.
   
   For more information, see "Viewing user accounts" on page 36.

2. Right-click a user account, and then select User Account Details.
   
   The User Account Details page appears. The Details tab is selected by default.

3. Edit the information as necessary.
   
   For field descriptions, see "User Account Details—Details tab" on page 99.

4. Click Save.

Changing user account passwords

You can change user account passwords from the NMC console. Users can also change their own passwords when they’re logged in to Dragon.

1. View a user account.
   
   The User Accounts page appears.
   
   For more information, see "Viewing user accounts" on page 36.

2. Right-click a user account, and then select User Account Details.
   
   The User Account Details page appears. The Details tab is selected by default.

3. Click Change Password.
   
   The Change Password dialog box opens.

4. Specify the new password in the New password and Confirm password fields.

5. Click OK.

Changing user account address information

1. View a user account.
   
   The User Accounts page appears.
   
   For more information, see "Viewing user accounts" on page 36.

2. Right-click a user account, and then select User Account Details.
   
   The User Account Details page appears. The Details tab is selected by default.

3. Click the Address tab.

4. Edit the information as necessary.
   
   For field information, see "User Account Details—Address tab" on page 100.

5. Click Save.
Changing user account group membership

**To assign user accounts to groups:**

1. View a user account.
   The User Accounts page appears.
   For more information, see “Viewing user accounts” on page 36.
2. Right-click a user account, and then select User Account Details.
   The User Account Details page appears. The Details tab is selected by default.
3. Click the Group Memberships tab.
4. Select a site from the Site filter drop-down list.
5. Select a group in the Available Groups table, and then click the right arrow (≥).
   The group moves to the Selected Groups table.
6. Click Save.

**To unassign user accounts from groups:**

1. View a user account.
   The User Accounts page appears.
   For more information, see “Viewing user accounts” on page 36.
2. Right-click a user account, and then select User Account Details.
   The User Account Details page appears. The Details tab is selected by default.
3. Click the Group Memberships tab.
4. Select a site from the Site filter drop-down list.
5. Select a group in the Selected Groups table, and then click the left arrow (≤).
   The group moves to the Available Groups table.
6. Click Save.

Configuring user account messaging options

1. View a user account.
   The User Accounts page appears.
   For more information, see “Viewing user accounts” on page 36.
2. Right-click a user account, and then select User Account Details.
   The User Account Details page appears. The Details tab is selected by default.
3. Click the Messaging tab.
4. Edit the information as necessary.
   For field descriptions, see “User Account Details—Messaging tab” on page 100.
5. Click Save.
Configuring client settings for user accounts

1. View a user account.
   The User Accounts page appears.
   For more information, see “Viewing user accounts” on page 36.

2. Right-click a user account, and then select **User Account Details**.
   The User Account Details page appears. The Details tab is selected by default.

3. Click the Dragon Professional tab.

4. Expand the appropriate heading drop-down list.

5. Edit the information as necessary.
   For field descriptions, see “User Account Details—Dragon Professional tab” on page 101.

6. Click **Save**.
Chapter 7: Roaming users

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- About Roaming user profiles ............................................................. 45
- About Roaming user profile synchronization ..................................... 47
- Roaming feature setup checklist ......................................................... 48
- Enabling the Roaming feature ............................................................ 50
- Setting the Master Roaming user profile location .............................. 51
About the Roaming feature

The Roaming feature is an optional feature that allows users to dictate on different Dragon client computers where Dragon is installed without having to create separate user profiles for each computer. Users can dictate on different computers in their office, or even computers in different geographical locations, like at work and at home. With Roaming enabled, each user has a single Roaming user profile stored in a central network location. Users use this profile on each computer where they dictate. Dragon saves acoustic data to the network location when users save changes to their Roaming user profile.

The Roaming feature:

- Allows users to use Dragon even when the network directory that stores Roaming user profiles is unavailable. Dragon simply opens the Local Roaming user profile.
- Warns users when they attempt to open the same Roaming user profile from more than one computer at a time.
- Minimizes network traffic. If a Local Roaming user profile exists on a specific computer, Dragon downloads only the updates when the user opens the profile. Dragon also uploads only the updates when the dictation session ends.
- Provides username and password protection on Roaming user profiles if HTTP Roaming is configured.

For more information on Roaming user profiles, see “About Roaming user profiles” on page 45.

For Roaming feature setup and configuration information, see “Roaming feature setup checklist” on page 48.
# About Roaming user profiles

For more information on the Roaming feature and setting it up in the NMC console, see “About the Roaming feature” on page 44 and “Roaming feature setup checklist” on page 48.

### About

You use Roaming user profiles when the Roaming feature is enabled. Roaming user profiles are stored on a central network storage location.

A Roaming user profile consists of the following:

- **Master Roaming user profile**—A user profile stored on a network storage location accessible to all client computers on which users dictate.

- **Local Roaming user profile**—A local copy of the Master Roaming user profile on the client computer. When a user opens a Master Roaming user profile from a central network computer, Dragon transfers a copy of it to the user’s local client computer. Dragon stores the user’s changes made during dictation in the Local Roaming user profile, and then later synchronizes them with the Master Roaming user profile. For more information, see “About Roaming user profile synchronization” on page 47.

You dictate with Roaming user profiles as you would with non-Roaming user profiles.

### Optional?

Yes.

### Number to create

One or more.

### Maximum allowed

Unlimited.

### Disk space requirements

Each Master Roaming user profile requires 25 MB hard disk space on the client, plus the following:

- 8 MB for each vocabulary
- 18 MB for each dictation source
- 1000 MB for acoustic data

### Dictation sources/Audio devices

You can use one or more audio devices with each Roaming user profile. Choose from the following:

- Headsets
- Hand-held microphones
- Digital recorders

### Backups

Dragon does not back up Roaming user profiles. Your system administrator must back up Master Roaming user profiles from their network storage location.

### Accuracy tuning

You can schedule acoustic optimization for Roaming user profiles using the Acoustic and Language Model Optimizer Scheduler.

For more information, see the "Scheduling Accuracy Tuning for Roaming users" topic in the Dragon client Help.

### Storage

- **Master Roaming user profiles**—There is no default storage location for Master Roaming user profiles. You determine an appropriate network storage location for your Master Roaming user profiles.
- **Local Roaming user profiles**—The default storage location on client computers for Local Roaming user profiles is:

  C:\ProgramData\Nuance\NaturallySpeaking15\RoamingUsers\<display name>\<username>

  where `<display name>` is the network storage location for Master Roaming user profiles, and `<username>` is the Local Roaming user profile name.
# About Roaming user profile synchronization

<table>
<thead>
<tr>
<th>About</th>
<th>Dragon synchronizes Local Roaming user profiles with their Master Roaming user profiles automatically. Dragon saves changes to the Local Roaming user profile and then synchronizes the changes to the Master Roaming user profile when a user does any of the following:</th>
</tr>
</thead>
</table>
|       | - Saves a user profile  
|       | - Switches user profiles  
|       | - Closes a user profile  
|       | - Exits Dragon  |
|       | When the user dictates on a computer currently connected to the network, the synchronization occurs immediately. When the user's computer is disconnected, Dragon saves changes in the Local Roaming user profile. Dragon later synchronizes the changes with the Master Roaming user profile when the user's computer reconnects to the network and the user reopens his or her profile. |
| What Dragon does during synchronization | During synchronization, Dragon does the following: |
|                                           | - Copies words added during dictation from the Local Roaming user profile to the Master Roaming user profile vocabulary. |
|                                           | - Removes words from the Master Roaming user profile that were deleted from the Local Roaming user profile. |
|                                           | - Copies acoustic data from DRA or NWV files from the Local Roaming user profile to the Master Roaming user profile, where the data becomes available to the Acoustic Optimizer. |
|                                           | -Copies any acoustic optimization performed on Master Roaming user profiles to the Local Roaming user profiles. |
|                                           | -Copies custom commands created using the MyCommands editor to the Master Roaming user profile. |

**Caution:** If you make changes directly to a Master Roaming user profile while a user dictates on a computer disconnected from the network, those changes overwrite any changes made to the user's Local Roaming user profile.
Roaming feature setup checklist

Use the following checklist to set up the Roaming feature. You must have Windows Administrator privileges to perform some setup tasks.

**Prerequisites**

<table>
<thead>
<tr>
<th>Prerequisite</th>
<th>Description</th>
</tr>
</thead>
</table>
| A network storage location for Master Roaming user profiles | Can be one or more of the following:  
  - File server  
  - Web server with or without SSL  
  - Any shared location accessible to other computers on the network  
  The location must:  
    - Be accessible to all computers where users dictate with Roaming user profiles.  
    - Have adequate storage space for Roaming user profiles.  
  For more information, see [Disk space requirements](#).  
  Dragon supports connections to the network storage location using mapped drives, UNC paths, and HTTP with or without SSL. |
| A supported Web server, if using a Web server for network storage | One of the following:  
  - Microsoft IIS 6.0.  
  **Note:** Digest authentication through a proxy server is not supported.  
  Requires Web-based Distributed Authoring and Versioning (WebDAV) to access and secure the user profiles on the Web server. Available free from [www.webdav.org](http://www.webdav.org).  
  **Note:** If you are already running IIS 6.0 and have not yet installed the WebDAV component, use Add/Remove Programs in the Windows Control Panel and run the Windows Component wizard. For more information, see the IIS documentation.  
  - Apache HTTP Server 2.0.54 or higher |
### Prerequisites

<table>
<thead>
<tr>
<th>Prerequisite</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>WebDAV must be turned on.</td>
<td>The WebDAV Apache module is available free from <a href="http://www.webdav.org/mod_dav">www.webdav.org/mod_dav</a>.</td>
</tr>
<tr>
<td>Internet Roaming User—Redirects must be turned on when using Digest authentication.</td>
<td></td>
</tr>
<tr>
<td>Appropriate permissions on the directory that stores Local Roaming user profiles on each computer</td>
<td>Set to <strong>Read/Write/Modify</strong> access for all Windows user accounts for all users dictating with Roaming user profiles.</td>
</tr>
</tbody>
</table>

### Before you begin

Have the following information available if you’re storing Master Roaming user profiles on a Web server:

- URL address of your HTTP server.
- Authentication, firewall, and proxy server information.

### Setup checklist

<table>
<thead>
<tr>
<th>Step</th>
<th>Procedure</th>
<th>Reference</th>
</tr>
</thead>
</table>
| Step 1 | Enable the Roaming feature and set the location of Master Roaming user profiles. | "Enabling the Roaming feature" on page 50  
"Setting the Master Roaming user profile location" on page 51 |
| Step 2 | Set the location of the Local Roaming user profiles. | Setting the location of Local Roaming user profiles in the Dragon Help |
| Step 3 | Create Roaming user profiles | Creating Roaming user profiles in the Dragon Help |

When the setup is complete, users can dictate with Roaming user profiles just as they would with non-Roaming user profiles.

For more information on working with Roaming user profiles, see the Dragon client Help.
Enabling the Roaming feature

The following procedure only describes enabling the Roaming option. For Roaming feature requirements and a complete setup checklist, see "Roaming feature setup checklist" on page 48.

1. View an organization.

   The Manage Organization page appears. Your organization is at the top, with all sites underneath it.

   For more information, see "Viewing Organizations" on page 14.

2. Right-click a site under your organization, and then select Details.

   The Site page appears. The General tab is selected by default.

3. Click the Dragon Professional tab.

4. Expand the Roaming User Profile section.

5. Select the Enable Roaming User Profiles option.

6. Click Save.
Setting the Master Roaming user profile location

You must indicate the network location of the Master Roaming user profiles. This is the location that you set up for the Roaming feature Prerequisites. If necessary, you can have multiple storage locations.

1. View an organization.
   The Manage Organization page appears. Your organization is at the top, with all sites underneath it.
   For more information, see “Viewing Organizations” on page 14.
2. Right-click the site for which you're setting up Roaming, and then select Details.
   The Site page appears.
3. Click the Dragon Professional tab.
4. Expand the Roaming User Profile section.
5. Click the Configure button next to the Roaming User Network Directories field.
   The Roaming User Network Directories dialog box appears.
6. On the General tab:
   - Optionally specify a display name for the location in the Name field.
   - Specify the Master Roaming network location in the Dragon Speech Profile Location field.
7. Click OK.

If your Master Roaming user profiles are stored on a Web server, additionally do the following in the Roaming User Network Directories dialog box:

1. Click one of the following tabs:
   - HTTP Settings if the Web server uses HTTP connections.
   - SSL Settings if the Web server uses HTTP with SSL connections.
2. Specify the settings.
   For field information, see HTTP Settings dialog box and SSL Settings dialog box in the Dragon Help.
3. Click OK.
Chapter 8: Licenses

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- Viewing licenses ......................................................... 54
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About licenses

Your organization purchases a specific number of licenses for each Nuance product you use. For example, if you're using Dragon Professional Group, you purchase one license for each user who dictates with Dragon, and one license for each administrator who requires access to the NMC console. You then assign or revoke the licenses in the NMC console.

To purchase additional licenses, contact your Nuance account representative.
Viewing licenses

1. In the Licensing ribbon, click View Licenses. The License Summary page appears.
2. Do one of the following:
   - Select License type All and then click Search to view all license types.
   - Select a specific license type from the drop-down list and then click Search.

The License Summary page appears.

Viewing licensed user accounts

1. In the Licensing ribbon, click View Licenses. The License Summary page appears.
2. Do one of the following:
   - Select License type All and then click Search to view all license types.
   - Select a specific license type from the drop-down list and then click Search.

The License Summary page appears.

3. Right-click a license, and then select List Licensed User Accounts.

The Licensed User Accounts page appears.
Working with licenses

Importing license keys

When you purchase licenses, Nuance sends you an email with a license key. You must import this key to make your licenses available for allocation in the NMC console.

1. In the Licensing ribbon, click Import License Key.
   The Import License Key dialog box appears.
2. Copy and paste the encrypted license key from your email into the License Key field.
3. Click Show Information.
   The server decrypts and validates your license key.
4. Click Import.
   Nuance Management Center imports your license key.

Allocating licenses

When you create new user accounts, you must grant a license to the user. Similarly, when a user leaves your organization, you should revoke the user’s license to make it available for re-allocation.

To grant licenses:

1. In the Licensing ribbon, click View Licenses.
   The License Summary page appears.
2. Right-click a license type in the list, and then select Grant Licenses.
   The Grant License page appears.
3. Optionally search for a specific user by specifying a last name, group name, or site name, and then clicking Search.
4. Select a user in the Available Users list, and then click the right arrow button (▶).
   The user moves to the Selected Users list.
5. Click OK.

To revoke licenses:

1. In the Licensing ribbon, click View Licenses.
   The License Summary page appears.
2. Right-click a license type in the list, and then select Revoke Licenses.
   The Grant License page appears.
3. Optionally specify a user’s last name, a group name, or a site name, and then click Search.
4. Select a user from the Selected Users list, and then click the left arrow button (◀).
   The user moves to the Available Users list.
5. Click OK.
Deleting licenses

You can delete licenses to end a subscription or to remove an expired license from the NMC console.

**Warning:** Deleting a license permanently removes it from Nuance Management Center. You cannot undo this action.

1. In the Licensing ribbon, click **View Licenses**.
   The License Summary page appears.

2. Right-click a license, and then select **Delete Licenses**.
   A confirmation dialog box appears.

3. Type **DELETE** in the text box, and then click **OK**.
Chapter 9: Reports

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# About reports

Reports can help you monitor, analyze, and better manage your licenses, clients, and Dragon usage. The following table describes the reports available.

<table>
<thead>
<tr>
<th>Trend</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>License Use</td>
<td>License usage statistics by user login. Helps you to assess and better allocate your available licenses. For example, if a specific user does not use Dragon frequently, you could decide to re-allocate the license to another user. You can also use the report to plan for future license needs.</td>
</tr>
<tr>
<td>Client Version</td>
<td>Dragon version and build installed on all Dragon clients by user login. Helps you to determine whether updates are required, and helps you to plan for your push installs.</td>
</tr>
<tr>
<td>Device Use</td>
<td>Session usage data by client computer. Helps you to better determine how frequently Dragon is in use.</td>
</tr>
<tr>
<td>Professional Usage</td>
<td>Dragon dictation metrics by site.</td>
</tr>
</tbody>
</table>
## Viewing reports

<table>
<thead>
<tr>
<th>Report</th>
<th>To view the report:</th>
</tr>
</thead>
</table>
| License Use            | 1. In the Reports ribbon, click **License Use**. The License Use page appears.  
                           | 2. Specify search criteria.  
                           | 3. Click **Search**.                                                                                                                                 |
| Client Version         | 1. In the Reports ribbon, click **Client Version**. The Client Version page appears.  
                           | 2. Specify search criteria.  
                           | 3. Click **Search**.                                                                                                                                 |
| Device Use             | 1. In the Reports ribbon, click **Device Use**. The Device Use page appears.  
                           | 2. Specify search criteria.  
                           | 3. Click **Search**.                                                                                                                                 |
| Dragon Speech Usage    | 1. In the Reports ribbon, click **Dragon Speech Usage**. The Dragon Speech Usage page appears.  
                           | 2. Specify search criteria.  
                           | 3. Click **Search**.                                                                                                                                 |
Chapter 10: Speech Recognition

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About keywords

Keywords are default leading and trailing words that Nuance Management Center automatically adds to all auto-texts created in the NMC console. With default keywords, users can only invoke auto-text commands by saying the leading or trailing keyword in addition to the command's spoken phrase. For each language Nuance Management Center supports, there is a default leading keyword, a trailing keyword, or both.

For example, suppose there is a leading keyword of "insert" for United States English (en-US). Suppose also that a user creates an auto-text command with a spoken phrase "CompanyAddress". To execute this command in Dragon, the user must say "Insert CompanyAddress".

Keywords affect all auto-texts created in your entire organization. To allow users to invoke auto-text commands by simply saying the command, you can remove the default keywords.
Keywords affect all auto-texts created in the NMC console in your entire organization.

Adding and removing default keywords

1. In the Speech Recognition ribbon, click **Keywords**.
   The Keywords dialog box opens.
2. Locate your language in the list.
3. Do one of the following:
   - Delete the keyword in the **Leading Keyword** field, the **Trailing Keyword** field, or both.
   - Type a keyword in the **Leading Keyword** field, the **Trailing Keyword** field, or both.
4. Click **OK**.
   The Update Keywords dialog box opens.
5. Type **CHANGE KEYWORD** in the field provided, and then click **OK**.
   Nuance Management Center updates your keywords.
6. Log out of the NMC console, and then log back in for your changes to take effect.
About auto-texts

Auto-text commands allow users to quickly insert pre-defined content in their dictation, such as addresses. Auto-texts can contain text, graphics, and variables. You can create or import auto-texts at the site, group, or individual user account level. When you create auto-text commands at the site or group level, those commands are available to all users in those sites and groups. Dragon clients download new auto-text commands when users next log in.

Users can also create their own auto-text commands in the Dragon client. If users create their own commands, they are stored on the NMC server, but they are available only to the users who created them.
Viewing auto-texts

Viewing an auto-text

1. In the Speech Recognition ribbon, click Manage.
   The Manage Auto-texts page appears.
2. Optionally select or deselect one of the following:
   - **Display all levels**—If selected, displays all auto-texts that are available to the object that you selected. For example, if you select a user account, this page displays the auto-texts available to the user account itself, plus the auto-texts available to all sites and groups to which the user account is assigned.
   - **Show disabled auto-texts**—If selected, displays all auto-texts deleted by users.
3. Do one of the following:
   - Specify search criteria in the field above the Auto-texts node to find a specific auto-text, and then click Search.
   - Select a site, group, or user in the list to view all auto-texts available to the object.
   The available auto-texts appear.

Viewing auto-text details

Right-click an auto-text, and then select **Auto-text details**.
Working with auto-texts

Adding new auto-texts

You can add auto-texts by doing one of the following:

- Creating them manually in the NMC console
- Exporting auto-texts from a Dragon client and importing them into the NMC console.

To create a new auto-text:

1. In the Speech Recognition ribbon, click Manage.
   The Manage Auto-texts page appears.
2. Select a site, group, or user account.
3. Right-click the object, and then select Add Auto-text.
   The Auto-text page appears.
4. Specify a name, description, and language.
   For field descriptions, see “Auto-text page” on page 103.
5. Specify the auto-text in the text box, and then format as it should appear in your document.
6. Click Save.

To import auto-texts:

1. Create an XML file to import by exporting existing auto-texts from your Dragon client.
   For more information, see Exporting and importing commands in the Dragon Help.
   When exporting auto-texts, select MyCommands XML Files as the file type.
2. Log in to your NMC console.
3. In the Speech Recognition ribbon, click Manage.
   The Manage Auto-texts page appears.
4. Expand the Auto-texts node in the tree. Ensure the node is selected.
5. In the Speech Recognition ribbon, click Import.
   The Import Auto-texts dialog box appears.
6. Select one of the following:
   - Dragon format (XML)—Select to import an auto-text file exported from the Dragon client.
   - Nuance Management Server format (XML)—Select to import an auto-text file exported from the NMC console.
7. Click Choose File.
   The Open dialog box appears.
8. Select your auto-text file, and then click Open.
9. In the Import Auto-texts dialog, click Next.
   A list of the auto-text commands in your import file appears.
10. Click **Next**.
   The Levels screen appears.
11. Select **Site**, **Group**, or **User**.
12. Select the site, group, or user where you want to import the auto-texts from the drop-down list.
13. Click **Next**.
   The import process begins.
14. Click **Next**.
   The import results appear.

   **Note:** If the destination contains an auto-text with the same name or spoken phrase as an auto-text in the import file, Nuance Management Center does not import that auto-text.

### Modifying auto-texts

1. View an auto-text.
   For more information, see "Viewing auto-texts" on page 64.
2. Right-click an auto-text, and then select **Auto-text details**.
   The Auto-text details page appears.
3. Edit the information as necessary.
   For field descriptions, see "Auto-text page" on page 103.
4. Click **Save**.

### Deleting an auto-text

1. View an auto-text.
   For more information, see "Viewing auto-texts" on page 64.
2. Right-click an auto-text, and then select **Delete Auto-text**.
   A confirmation dialog box appears.
3. Click **Yes**.

### Copying an auto-text to another site, group, or user

To make an auto-text available in more than one site, group, or individual user, copy the auto-text and paste it in another location.

You can also cut and paste an auto-text to move it from one site, group, or user account to another.

1. View an auto-text.
   For more information, see "Viewing auto-texts" on page 64.
2. Right-click an auto-text, and then select **Copy** or **Cut**.
3. In the tree, select the site, group, or user where you want to paste the auto-text.
4. Right-click the site, group, or user, and then select **Paste**.
   A confirmation dialog box appears.
5. Click **Yes**.
Note: If the destination contains an auto-text with the same name or spoken phrase as the auto-text you're pasting, Nuance Management Center does not paste the auto-text.

Consolidating auto-texts

If identical auto-texts exist at more than one level of your organization, you can consolidate them to the highest level. For example, if an auto-text with the same properties and content exists at both the site and group level, the two copies can be consolidated to a single auto-text at the site level. The consolidated auto-text is then available to all groups and users in the site.

1. View an auto-text.
   For more information, see “Viewing auto-texts” on page 64.
2. Select the auto-text.
   Optionally press the Shift or Ctrl key to select more than one auto-text.
3. In the Speech Recognition ribbon, click Consolidate.
   A confirmation dialog box appears.
4. Click Yes.
   A message appears, indicating that the consolidation is scheduled.
5. Click OK.

Enabling auto-texts

You can view a list of auto-texts that users have deleted in the Nuance Management Center (NMC) console. Deleted auto-texts have status Disabled. If necessary, Nuance Management Center Administrators can re-enable them.

1. In the Speech Recognition ribbon, click Manage.
   The Manage Auto-texts page appears.
2. Select the user who deleted the auto-text.
3. Select the Show disabled auto-texts check box at the top of the right panel.
   A list of deleted auto-texts appears.
4. Right-click the auto-text to re-enable, and then select Enable auto-text.
   Note: Disabled auto-texts appear with a red X in the Status column. If no red X appears, the Enable auto-text option is unavailable.
   Nuance Management Center restores the auto-text the next time the user logs in to the Dragon client.

Exporting auto-texts

1. View an auto-text.
   For more information, see “Viewing auto-texts” on page 64.
2. Select an auto-text.
   Optionally press the Shift or Ctrl key to select more than one auto-text.
3. Right-click the auto-texts, and then select Export Auto-texts.
   The Export Auto-texts dialog box appears.
4. Click **Export**.
   Nuance Management Center creates an export file.

5. Click **Save/Open**.
   A message appears at the bottom of your screen.

6. Click **Open** to view your export file, or click **Save** to save the file to your local drive.
About commands

You can create auto-text commands in the NMC console at the site or group level, making them available to all users in those sites or groups. You can also create them at the user level, making them available to specific users. In addition to auto-text commands, other commands include the following types:

- **Step-by-step**—Controls applications and performs multi-step tasks, like opening an application and pressing keyboard keys.

- **Advanced scripting**—Performs virtually any function on the computer with voice commands. Scripting commands require familiarity with programming languages, such as Microsoft® VBA.

You cannot create step-by-step or advanced scripting commands in the NMC console. You cannot share these command types with all users. Instead, users create step-by-step and advanced scripting commands locally in the Dragon client. Dragon then uploads them to the NMC server. When users log in to different client computers, Dragon downloads the commands, making them available on each computer where users log in to Dragon. The commands are available only to the users who created them.

Users can also create macro recorder commands on their Dragon client computers, but they are available only on the computer where the user created them. They are not available across all computers where the user logs in to Dragon.
Viewing commands

Viewing a command

1. In the Speech Recognition ribbon, click Manage.
   The Manage Auto-texts page appears.
2. Expand the Commands node in the tree.
3. Optionally select or deselect one of the following next to the Organization field:
   - Display all levels—If selected, shows all commands that are available to all sites, groups, and users. If deselected, only shows the commands available to the object (such as groups) that you select.
   - Show disabled commands—If selected, shows all commands deleted by users. If deselected, does not show commands deleted.
4. Do one of the following:
   - Specify search criteria in the field above the Auto-texts node to find a specific command, and then click Search.
   - Select a site, group, or user in the list to view all commands available to the object.
   The available commands appear.

Viewing command details

Right-click a command, and then select Command details.
Working with commands

Moving a command to another site, group, or user account

To move a command to another site, group, or individual user, cut and paste the command to another location.

1. View a command.
   
   For more information, see “Viewing commands” on page 70.
2. Right-click a command, and then select Cut.
3. In the tree, select the site, group, or user where you want to paste the command.
4. Right-click the site, group, or user, and then select Paste.
   
   A confirmation dialog box appears.
5. Click Yes.

   Note: If the destination contains a command with the same name or spoken phrase as the command you're pasting, Nuance Management Center does not paste the command.

Copying a command to another site, group, or user account

To make a command available in more than one site, group, or individual user, copy the command and paste it in another location.

1. View a command.
   
   For more information, see “Viewing commands” on page 70.
2. Right-click a command, and then select Copy.
3. In the tree, select the site, group, or user where you want to paste the command.
4. Right-click the site, group, or user, and then select Paste.
   
   A confirmation dialog box appears.
5. Click Yes.

   Note: If the destination contains a command with the same name or spoken phrase as the command you're pasting, Nuance Management Center does not paste the command.

Deleting commands

1. View a command.
   
   For more information, see “Viewing commands” on page 70.
2. Right-click a command, and then select Delete Command.
   
   A confirmation dialog box appears.
3. Click Yes.
About Words

Custom words are words that you add to Dragon's vocabulary to improve Dragon's recognition of uncommon words and phrases. You can create words at the site, group, or user account level. When you create words at the site or group level, those words are available to all users in those sites and groups. When you create words at the user level, they are available only to the users for whom you created them. Dragon clients download new words when users next log in.

Users can also create their own words in the Dragon client. If users create their own words and you enable the Upload custom words site setting in the NMC console, they are stored on the NMC server, making them available on all computers where the users log in to Dragon. They are available only to the users who created them.
Viewing Words

Viewing a word

1. In the Speech Recognition ribbon, click Manage.
   The Manage Auto-texts page appears.
2. Optionally select one of the following:
   - Display all levels—If selected, displays all auto-texts that are available to the object that you selected. For example, if you select a user account, this page displays the auto-texts available to the user account itself, plus the auto-texts available to all sites and groups to which the user account is assigned.
   - Show disabled auto-texts—If selected, displays all auto-texts deleted by users.
3. Expand the Words node in the tree.
4. Do one of the following:
   - Specify search criteria to find a specific auto-text, and then click Search.
   - Select a site, group, or user in the list to view all words available to the object.
   The available words appear.

Viewing word details

Right-click a word, and then select Word details.
Working with Words

Adding new words

You can add words by doing one of the following:

- Creating them manually in the NMC console
- Exporting words from a Dragon client and importing them into the NMC console.

To create a new word in the NMC console:

1. In the Speech Recognition ribbon, click Manage.
   The Manage Auto-texts page appears.
2. Expand the Words node in the tree.
3. Select a site, group, or user account.
   The Manage Words page appears.
4. Right-click the object, and then select Add Word.
   The Word page appears.
5. Specify the Written Form of the word. This is the way the word appears in dictation.
6. Optionally specify a different Spoken Form and Language.
   For field descriptions, see "Word page" on page 105.
7. Click Save.

To import words:

1. Create a .txt file to import by exporting words and phrases from your Dragon client.
   For more information, see in the Dragon Help.
2. Log in to your NMC console.
3. In the Speech Recognition ribbon, click Manage.
   The Manage Auto-texts page appears.
4. Expand the Words node in the tree. Ensure the node is selected.
   The Manage Words page appears.
5. In the Speech Recognition ribbon, click Import.
   The Import Words dialog box appears.
6. Click Browse.
   The Choose File to Upload dialog box appears.
7. Select your import file, and then click Open.
   The Import Words dialog box appears.
8. Select the words to import, and then click Next.
   The Level page appears.
9. Select Site, Group, or User.
10. From the drop-down list, select the site, group, or user where you want to import the words.
11. Click **Next**.
   The Language page appears.
12. Select a language from the drop-down list, and then click **Next**.
   The Ready to Import page appears.
13. Click **Next**.
   The import process begins.
14. Click **Finish**.
   **Note:** If the destination contains a word with the same name or spoken phrase as a word in the import file, Nuance Management Center does not import that word.

**Modifying words**

1. View a word.
   For more information, see “Viewing Words” on page 73.
2. Right-click a word, and then select **Word details**.
   The Word page appears.
3. Edit the information as necessary.
   For field descriptions, see “Word page” on page 105.
4. Click **Save**.

**Deleting words**

1. View a word.
   For more information, see “Viewing Words” on page 73.
2. Right-click a word, and then select **Delete Word**.
   A confirmation dialog box appears.
3. Click **Yes**.

**Moving a word to another site, group, or user account**

To make a word available in more than one site, group, or individual user, cut the word and paste it in another location.

1. View a word.
   For more information, see “Viewing Words” on page 73.
2. Right-click a word, and then select **Cut**.
3. In the tree, select the site, group, or user where you want to paste the word.
4. Right-click the site, group, or user, and then select **Paste**.
   A confirmation dialog box appears.
5. Click **Yes**.
   **Note:** If the destination contains a word with the same name or spoken phrase as the word you’re pasting, Nuance Management Center does not paste the word.
Copying a word to another site, group, or user account

To make a word available in more than one site, group, or individual user, copy the word and paste it in another location.

1. View a word.
   For more information, see “Viewing Words” on page 73.
2. Right-click a word, and then select Copy.
3. In the tree, select the site, group, or user where you want to paste the word.
4. Right-click the site, group, or user, and then select Paste.
   A confirmation dialog box appears.
5. Click Yes.
   Note: If the destination contains a word with the same name or spoken phrase as the word you’re pasting, Nuance Management Center does not paste the word.

Consolidating words

If identical words exist at more than one level of your organization, you can consolidate them to the highest level. For example, if a word with the same properties and content exists at both the site and group level, the two copies can be consolidated to a single word at the site level. The consolidated word is then available to all groups and users in the site.

1. View a word.
   For more information, see “Viewing Words” on page 73.
2. Select the word.
   Optionally press the Shift or Ctrl key to select more than one word.
3. In the Speech Recognition ribbon, click Consolidate.
   A confirmation dialog box appears.
4. Click Yes.
   A message appears, indicating that the consolidation is scheduled.
5. Click OK.

Enabling words

You can view a list of words that users have deleted in the Nuance Management Center (NMC) console. Deleted words have status Disabled. If necessary, Nuance Management Center Administrators can re-enable them.

1. In the Speech Recognition ribbon, click Manage.
   The Manage Auto-texts page appears.
2. Expand the Words node in the tree. Ensure the node is selected.
   The Manage Words page appears.
3. Select the user who deleted the word.
4. Select the Show disabled words check box at the top of the right panel.
A list of deleted words appears.

5. Right-click the word to re-enable, and then select **Enable Word**.

   **Note:** Disabled words appear with a red X in the Status column. If no red X appears, the **Enable Word** option is unavailable.

   Nuance Management Center restores the word the next time the user logs in to the Dragon client.

**Exporting words**

1. View a word.
   
   For more information, see “Viewing Words” on page 73.

2. Select a word.

   Optionally press the Shift or Ctrl key to select more than one word.

3. Right-click the words, and then select **Export Words**.

   The Export Words dialog box appears.

4. Click **Export**.

   Nuance Management Center creates an export file.

5. Click **Save/Open**.

   A message appears at the bottom of your screen.

6. Click **Open** to view your export file, or click **Save** to save the file to your local drive.
About Command Sets

A command set is a group of custom commands that you share with all Dragon client computers. To create a command set, a Dragon user exports custom commands from their Dragon client. An NMC administrator then imports the .DAT file in the NMC console. When Dragon client users next log in, Dragon retrieves the command set from the NMC server.

A command set may include:
- Auto-Texts/Text and Graphic commands
- Step-by-Step commands
- Advanced Scripting commands

Command sets are available for each Dragon user on all computers where they log in to Dragon. Users can view their command sets in the Command Browser.
Viewing Command Sets

1. In the **Speech Recognition** ribbon, click **Manage**.
   The Speech Recognition tab opens.
2. Optionally select or deselect the following option:
   - **Display all levels**—If selected, displays all command sets that are available to the
     object that you selected. For example, if you select a user account, this page displays
     the command sets available to the user account itself, plus the command sets
     available to all sites and groups to which the user account is assigned.
3. Expand the **Command Sets** node in the tree.
4. Do one of the following:
   - Specify search criteria to find a specific command set, and then click **Search**.
   - Select a site or group in the list to view all command sets available to the object.

The command sets appear.

**Note:** You cannot view or edit individual commands in a command set. For more
information, see “Working with Command Sets” on page 80.
Working with Command Sets

Creating a command set

Users create command sets in the Dragon client.

1. Create custom commands in the MyCommands Editor in the Dragon client.
   For more information, see Working with custom commands in the Dragon client help.
2. Export custom commands to a .dat or .xml file from the Command Browser in the Dragon client.
   For more information, see Exporting and importing commands in the Dragon client help.
3. Import the .dat file in the NMC console.

   Note: Command Sets saved in the .dat file format may be protected to prevent users from viewing or editing their underlying code. For more information on creating protected commands, see Using the MyCommands Protection Utility in the Dragon Help.

   Command Sets in .xml file format cannot be protected.

Importing command sets

1. In the Speech Recognition ribbon, click Manage.
   The Speech Recognition tab opens.
2. Expand the Command Sets node in the tree.
3. Select a site or group where you want to import the Command Set.
   The Manage Command Sets page appears.
4. Right-click the site or group, and then select Import Command Set.
   The Import Command Set dialog box appears.
5. Click Browse.
   The Choose File to Upload dialog box opens.
6. Locate and select the Command Set .xml or .dat file you created in the Dragon client, and then click Open.
7. In the Import Command Sets dialog box, optionally add a Description.
8. Click Import.
   A message appears, indicating that the Command Set import process occurs in the background.
9. Click OK.
   A message appears when the import is complete.

Updating command sets

You can add new commands to an existing command set by adding new commands in the Dragon client, exporting the commands to a .dat or .xml file, and then re-importing the file in the Nuance Management Center (NMC) console.
1. Update your custom commands in the MyCommands Editor in the Dragon client.
   For more information, see Working with custom commands in the Dragon client help.

2. Export the custom commands to a .dat or .xml file from the Command Browser in the Dragon client.
   For more information, see Working with custom commands in the Dragon client help.

3. View the corresponding command set in the NMC console.
   For more information, see “Viewing Command Sets” on page 79.

4. Right-click the command set, and then select Update Command Set.
   The Update Command Set—<CommandSet.dat> dialog box appears.

5. Click Browse.
   The Choose File to Upload dialog box appears.

6. Locate and select the updated .xml or .dat file you created in the Dragon client, then click Open.

7. In the Import Command Set dialog box, click Update.
   A message appears, indicating that the command set is updated in the background.

8. Click OK.
   A message appears when the import is complete.

Deleting command sets

1. View a command set.
   For more information, see “Viewing Command Sets” on page 79.

2. Right-click the command set, and then select Delete Command Set.
   A confirmation dialog box appears.

3. Click Yes to delete the selected command set.
Chapter 11: Utilities

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<th>Page</th>
</tr>
</thead>
<tbody>
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<td>Working with messages</td>
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<td>Auditing events</td>
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</tr>
<tr>
<td>Working with client logs</td>
<td>86</td>
</tr>
</tbody>
</table>
About messages

Messages are automated notifications that Nuance Management Center sends to NMC console administrators about system maintenance, available patches, or other system notifications such as:

- Errors that occur
- Background tasks that completed
- Updates that are available

Nuance Management Center users can also send messages to other NMC users, groups of users, or an organization’s contact person.

When you log into the NMC console, a message appears in the top right corner of the screen, indicating the number of unread messages available for your user.
Working with messages

Viewing a message

Do one of the following:

If there are messages for your user, the number available is displayed in the top right corner of your screen. Click the number to view your messages.

Or

In the Utilities ribbon, click Messages. The Messages page appears.

Sending a message

1. In the Utilities ribbon, click Send Message.
   The Send Message page appears.
2. Click the To button.
   The Select recipient dialog box appears.
3. Select an Addressee type from the drop-down list.
4. Do one of the following:
   - Specify search criteria to find a specific license/group, user account, or organization, and then click the Search button.
   - Simply click the Search button to show all licenses/groups, user accounts, or organizations.
   A list of licenses/groups, user accounts, or organizations appears.
5. Select a license/group, user account, or organization, and then click the To button.
   The license/group, user account, or organization appears in the To field.
6. Click OK.
   The Select recipient dialog box closes.
7. On the Send Message page, specify a message in the Message field.
8. Click Send.

Marking a message complete

1. Select the check box next to a message.
   - Click Select All to select all your messages.
   - Click Clear All to deselect all your messages.
2. Click Mark complete.
   A confirmation dialog appears.
3. Click Yes.

Selected messages are marked as complete, and are only displayed if you select the All Messages radio button.
Auditing events

About auditing
Auditing tracks specific system events that occur in the NMC console, capturing information about those events to allow you to better monitor the actions that occur on your NMC console. The NMC console allows administrators to audit specific events, such as user or administrator logins, over a specific period of time.

Viewing audit events
1. In the Utilities ribbon, click Audit Events.
   The Events page appears.
2. Click the Start Date/Time field or End Date/Time field to select a date and time range for which you want to view audit events.
   A calendar appears.
3. Select a date, using the Forward arrow (►) and Back arrow (◄) to change months as necessary.
4. Select a time, using the Up arrow (▲) and Down arrow (▼) as necessary.
   The time is shown in 24-hour format.
5. Optionally specify the user account of a specific user for which to view events.
6. Optionally click Select Events to select one or more events to view.
7. Click Search.
   The Events page appears, listing all events matching your search criteria.
Working with client logs

Viewing client logs

1. In the Utilities ribbon, click **Client Logs**.
   - The Client Logs page appears.
2. Optionally select a product for which to view client logs from the drop-down list.
3. Optionally specify a user account for which to view client logs.
4. Click the **Start Date/Time** field and the **End Date/Time** field to select a date and time range for information that you want to include in the client log.
   - A calendar appears.
5. Select a date, using the Forward arrow (▲) and Back arrow (▼) to change months as necessary.
6. Select a time, using the Up arrow (▲) and Down arrow (▼) as necessary.
   - The time is shown in 24-hour format.
7. Click **Search**.
   - The Client Logs page appears, listing all client activity matching your search criteria.
8. Right-click a log, and then select **View**.
   - The file appears in read-only format.

Downloading client logs

1. View a client log.
   - For more information, see Viewing client logs above.
2. Right-click a log, and then select **Download**.
   - A download message appears at the bottom of your screen.
3. Click **Open**.
   - The file downloads into a zipped file.
4. Double-click the .txt file to open it.
Chapter 12: Field descriptions

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Organization Details page

The following sections describe the fields on the Organization Details page tabs.

To access this page, see “Viewing Organizations” on page 14.

Organization Details—General tab

The following table describes the fields on the General tab.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization name</td>
<td>Name of your organization. If you are using the Nuance-hosted cloud NMC server, Nuance creates this name for you.</td>
</tr>
<tr>
<td>Contact name</td>
<td>Name of the person in your organization who is the main contact for all Nuance communication.</td>
</tr>
<tr>
<td>Email</td>
<td>Email address for the contact name.</td>
</tr>
<tr>
<td>Organization ID</td>
<td>Number automatically generated and assigned by Nuance.</td>
</tr>
<tr>
<td>Date created</td>
<td>Date your organization was created.</td>
</tr>
<tr>
<td>Disable authentication for all users</td>
<td>If selected, disables your organization without deleting it. Users in your organization cannot log in to the Dragon client. If deselected, users can log in to the Dragon client.</td>
</tr>
</tbody>
</table>

Organization Details—Address tab

The following table describes the fields on the Address tab.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street 1, Street 2, Street 3</td>
<td>Street address for your organization's headquarters.</td>
</tr>
<tr>
<td>City</td>
<td>City in which your organization's headquarters is located.</td>
</tr>
<tr>
<td>State</td>
<td>State in which your organization's headquarters is located.</td>
</tr>
<tr>
<td>Zip</td>
<td>Postal code for your organization's headquarters.</td>
</tr>
<tr>
<td>Country</td>
<td>Country in which your organization's headquarters is located.</td>
</tr>
</tbody>
</table>

Organization Details—Products tab

The following table describes the fields on the Products tab.

For information on managing your password settings, see “Managing password settings” on page 15.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Products—General tab</td>
<td>The following settings apply to users logging in to the NMC console.</td>
</tr>
<tr>
<td>NMC inactivity timeout in n</td>
<td>Number of minutes after which the NMC console logs out inactive users automatically.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Password history - remember last $n$ passwords</td>
<td>The number of unique new passwords that must be associated with a user account before a user can reuse an older password. Possible values: 0-24</td>
</tr>
<tr>
<td>Maximum password age - password will expire in $n$ days</td>
<td>Number of days after which user account passwords expire and must be changed. Possible values: 1-999, or 0 to indicate passwords don't expire</td>
</tr>
<tr>
<td>Minimum password age - password can be changed in $n$ days</td>
<td>Number of days after which users can change their passwords. Must be less than the Maximum password age value, unless that value is 0. Possible values: 1-998, or 0 to indicate passwords can change any time</td>
</tr>
<tr>
<td>Minimum password length - $n$ characters</td>
<td>Least number of characters that a user account password can contain. Possible values: 1-14, or 0 to indicate no minimum required</td>
</tr>
<tr>
<td>Reset password link expires in $n$ hours</td>
<td>Number of hours after which the link sent to users to reset their password is no longer valid. Users must then click Forgot Password again on the Nuance Management Center login page to receive another email and link. Applies only to users logging in to the NMC console. Default value: 2 hours Possible values: 1-8, or 0 to indicate the link doesn't expire</td>
</tr>
<tr>
<td>User will be locked out after $n$ number of failed login attempts</td>
<td>Number of failed login attempts after which users are locked out of . Users must then contact an NMC Administrator to reset their password, or attempt login again after the lockout duration has passed.</td>
</tr>
<tr>
<td>Password lockout duration - $n$ minutes</td>
<td>Number of minutes for which users are locked out of Nuance Management Center when the maximum number of failed login attempts is reached.</td>
</tr>
<tr>
<td>Password must meet complexity requirements</td>
<td>If selected, when users change their passwords in the NMC console and in the Dragon client, their new passwords must meet the following complexity requirements:</td>
</tr>
</tbody>
</table>
|                                               | * Cannot contain the username *
|                                               | * Cannot contain more than two consecutive characters in the username. *
|                                               | * Is at least 6 characters in length, if the minimum password length is not set. *
|                                               | * Contains characters from at least three of the following categories:  
|                                               |     * Uppercase characters (A-Z)  
|                                               |     * Lowercase characters (a-z)  
|                                               |     * Numbers (0-9)  |
Chapter 12: Field descriptions

Field descriptions

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-alphabetic characters (for example, !, $, #, %)</td>
<td></td>
</tr>
</tbody>
</table>

Note: In Dragon version 15, the complexity requirements for Dragon client passwords are different. For more information, see the "Changing your password" topic in the Dragon Help.

If deselected, there are no complexity requirements for user account passwords.

Products—Dragon Professional tab

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upload usage data to Nuance for research purposes</td>
<td>If selected, allows Dragon to upload metrics, audio, and transcripts from your Dragon usage to allow Nuance to improve future Dragon versions and enhance speech recognition technology. The data uploaded is encrypted. If deselected, no data is uploaded.</td>
</tr>
<tr>
<td>Statistics Interval (min)</td>
<td>Frequency with which the Dragon client pushes usage statistics to the NMC server. <strong>Default value:</strong> 10 minutes</td>
</tr>
<tr>
<td>Max Text Graphics Size (kb)</td>
<td>Maximum allowable size of text graphics in the NMC console. <strong>Default value:</strong> 4000 kb</td>
</tr>
</tbody>
</table>

Organization Details—Auto-provisioning tab

The following table describes the fields on the Auto-provisioning tab.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable auto-provisioning for this server</td>
<td>If selected, Nuance Management Center automatically assigns users to groups when you create new user accounts. If deselected, you must manually assign users to groups when you create new user accounts.</td>
</tr>
<tr>
<td>Add users to group</td>
<td>When auto-provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.</td>
</tr>
<tr>
<td>Restrict automatic license assignment to specific license types</td>
<td>If selected, Nuance Management Center automatically assigns licenses to user accounts for specific license types. If deselected, Nuance Management Center automatically assigns licenses to user accounts for all license types.</td>
</tr>
<tr>
<td>Enable automatic license assignment for newly imported license types</td>
<td>If selected, Nuance Management Center automatically assigns licenses to user accounts for specific license types when you import the license. If deselected, you must manually assign licenses to user accounts. <strong>Default value:</strong> Deselected</td>
</tr>
</tbody>
</table>

Organization Details—Organization Tokens tab

The following table describes the columns on the Organization Tokens tab.
For information on managing your tokens, see “Managing organization tokens” on page 16.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization Token</td>
<td>Session identifier token that Nuance Management Center generates automatically. Organization tokens are required when you install the Local Authenticator for single sign-on authentication when you’re using the Nuance-hosted NMC server in the cloud. For information on configuring Active Directory single sign-on authentication, see the <em>Nuance Management Center Server Installation and Configuration Guide</em>.</td>
</tr>
<tr>
<td>Comment</td>
<td>Optional comment for the organization token.</td>
</tr>
</tbody>
</table>

**Organization Details—Domains tab**

The following table describes the columns on the Domains tab.

For information on managing your domains, see “Managing Active Directory domains” on page 17.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Domain name. Used when you’re configuring Active Directory single sign-on authentication.</td>
</tr>
<tr>
<td></td>
<td>For information on configuring Active Directory single sign-on authentication, see the <em>Nuance Management Center Server Installation and Configuration Guide</em>.</td>
</tr>
<tr>
<td>Active Directory connection strings</td>
<td>Active Directory connection string. Ask your Active Directory domain administrator for the appropriate string.</td>
</tr>
<tr>
<td></td>
<td>When Active Directory is enabled, Nuance Management Center sends all authentication requests to this server.</td>
</tr>
<tr>
<td></td>
<td><strong>Example:</strong> LDAP://nuance.com</td>
</tr>
</tbody>
</table>
Site page

The following sections describe the fields on the Site page tabs.

To access this page, see “Viewing sites” on page 22.

Site—General tab

The following table describes the fields on the General tab.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization</td>
<td>Name of the organization associated with this site. This field is read-only.</td>
</tr>
<tr>
<td>NPI</td>
<td>National Provider Identifier. Not applicable for Dragon.</td>
</tr>
<tr>
<td>ID</td>
<td>Unique site ID that Nuance Management Center generates automatically when you create the site. You can optionally edit this value. REQUIRED</td>
</tr>
<tr>
<td>Name</td>
<td>Site name. REQUIRED</td>
</tr>
<tr>
<td>System site ID</td>
<td>Unique system site ID.</td>
</tr>
<tr>
<td>Groups</td>
<td>Groups assigned to this site. This field is read-only.</td>
</tr>
</tbody>
</table>

Site—Address tab

The following table describes the fields on the Address tab.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street 1, Street 2, Street 3</td>
<td>Street address for this site.</td>
</tr>
<tr>
<td>City</td>
<td>City where this site is located.</td>
</tr>
<tr>
<td>State</td>
<td>State where this site is located.</td>
</tr>
<tr>
<td>Zip</td>
<td>Postal code for this site.</td>
</tr>
<tr>
<td>Country</td>
<td>Country in which this site is located.</td>
</tr>
</tbody>
</table>

Site—Dragon Professional tab

The following table describes the fields on the Dragon Professional tab.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Miscellaneous section</td>
<td></td>
</tr>
<tr>
<td>Insert Text &amp; Graphics command using</td>
<td>Method by which users can execute Text &amp; Graphics commands.</td>
</tr>
<tr>
<td>Default value: Type keys (Shift + Insert)</td>
<td></td>
</tr>
<tr>
<td>Disable automatic switching of dictation source to an available</td>
<td>If selected, when a user's current dictation source is unavailable, Dragon does not switch the dictation source to an available default source automatically.</td>
</tr>
<tr>
<td></td>
<td>If deselected, when a user's current dictation source is unavailable, Dragon automatically switches to an available default source.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>default</td>
<td><strong>Default value:</strong> Deselected</td>
</tr>
</tbody>
</table>
| Allow disconnected mode                        | If selected, allows users to log in to the Dragon client when the computer is disconnected from the network, for example, when the network is down or when the user is working offsite.  
If deselected, disallows users from logging in to the Dragon client when the computer is disconnected from the network.  
**Default value:** Selected                                                                 |
| Suppress warning for using multicore speech profiles on single core machines | If selected, suppresses the warning message that appears when a BestMatch-IV or BestMatch-V user profile loads on a single-core computer.  
If deselected, the warning message appears.  
**Default value:** Deselected                                                                 |
| Do not allow restricted users to add or modify commands | If selected, prevents restricted Windows users from adding or modifying Dragon commands. Selecting this option allows only users logged in with administrator privileges to add or modify commands.  
Restricted users can, however, delete, import, and export commands using the Command Browser, for example using Manage mode.  
If deselected, allows restricted Windows users to add and modify Dragon commands.  
**Default value:** Deselected                                                                 |
| Correction Only Mode                           | If selected, enables Correction Only mode. This allows users to log into another user's profile to edit their dictated document using the Playback feature.  
Dictation is disabled when this option is enabled to prevent users from unintentionally modifying the other user's speech data. For more information on Playback, see the Dragon Help.  
If deselected, disables Correction Only mode.  
**Default value:** Deselected                                                                 |
| Phonetic alphabet file                         | If you are using Dragon Law Enforcement, allows you to upload an icao.ini file that contains a custom phonetic alphabet for license plate dictation.  
For more information, see “Uploading a custom phonetic alphabet file” on page 25                                                                 |
| Do not allow saved credentials                 | If selected, Dragon does not allow users to save their password when logging in to the Dragon client. The **Remember my password** option in the Dragon Login dialog box is unavailable. Generally, you should select this option when your organization has multiple users who share the same computer using the same Windows login.  
If deselected, Dragon pre-populates the Login Name field with the user's login, and allows users to save their password by selecting the **Remember my password** option.  
**Default value:** Deselected                                                                 |
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upload custom words</td>
<td>If selected, allows Dragon to upload users’ custom words from the Dragon client to the NMC server. When words are available on the NMC server, Dragon can download each user’s custom words to all computers where he or she logs in to Dragon. If deselected, does not allow Dragon to upload users’ custom words. Users' custom words remain available only on the local computer where they created them.</td>
</tr>
<tr>
<td>Restore Defaults</td>
<td>Click to restore the default values for this tab.</td>
</tr>
</tbody>
</table>

**Roaming User Profile section**

For field descriptions for this section, see Administrative Settings dialog box—Roaming tab in the Dragon Help.

**Data section**

For field descriptions for this section, see Options dialog box—Data page and Options dialog box—Advanced dialog box in the Dragon Help.
Group Details page

The following sections describe the fields on the Group Details page tabs.

To access this page, see “Viewing groups” on page 28.

Group Details—Details tab

The following table describes the fields on the Details tab.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group name</td>
<td>Name for this group.</td>
</tr>
<tr>
<td>Organization</td>
<td>Prepopulated with the name of your organization. This field is read-only.</td>
</tr>
<tr>
<td>Sites</td>
<td>Site to which the group belongs.</td>
</tr>
<tr>
<td>Role</td>
<td>Role to which all users in this group are assigned.</td>
</tr>
<tr>
<td>Privileges</td>
<td>Privileges that all users in this group are assigned.</td>
</tr>
<tr>
<td></td>
<td>Select and deselect the appropriate privileges, or click one of the following:</td>
</tr>
<tr>
<td></td>
<td>• Select all to select all privileges</td>
</tr>
<tr>
<td></td>
<td>• Clear all to deselect all privileges</td>
</tr>
</tbody>
</table>

Group Details—Members tab

The following table describes the columns on the Members tab.

For information on managing your group members, see “Managing groups” on page 31.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last name</td>
<td>User's last name.</td>
</tr>
<tr>
<td>First name</td>
<td>User's first name.</td>
</tr>
<tr>
<td>Location</td>
<td>User's location.</td>
</tr>
<tr>
<td>Department</td>
<td>User's department.</td>
</tr>
<tr>
<td>Add/Remove</td>
<td>Click to add or remove user accounts from this group.</td>
</tr>
</tbody>
</table>

Group Details—Security tab

The following table describes the columns on the Security tab.

For information on managing your group privileges, see “Configuring group security” on page 31.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grant</td>
<td>Grant assigned to this group.</td>
</tr>
<tr>
<td>Principle</td>
<td>Principle assigned to this group.</td>
</tr>
</tbody>
</table>

Group Details—Grants tab

The following table describes the columns on the Grants tab.
For information on managing your group grants, see “Configuring group security” on page 31

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grant</td>
<td>Grant assigned to this group.</td>
</tr>
<tr>
<td>Object</td>
<td>Organization to which this group is assigned.</td>
</tr>
</tbody>
</table>

**Group Details—Dragon Professional tab**

The following table describes the fields on the Dragon Professional tab.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Administrative Settings section</strong></td>
<td></td>
</tr>
<tr>
<td>Disable the use of advanced scripting commands</td>
<td>If selected, prevents users from creating or editing scripting custom commands. Users can still run the commands, however. If deselected, allows users to create and edit scripting commands. <strong>Default value:</strong> Deselected</td>
</tr>
<tr>
<td>Create BM-IV profiles by default</td>
<td>If selected, all user profiles created use BestMatch IV acoustic models by default. If deselected, users can choose a different acoustic model when they create their user profiles. <strong>Default value:</strong> Deselected</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Commands section</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>For field descriptions for this section, see Options dialog box—Commands page in the Dragon Help.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Auto-formatting section</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>For field descriptions for this section, see Auto-Formatting dialog box in the Dragon Help.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Miscellaneous Group Settings section</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>For field descriptions for this section, see Options dialog box—Miscellaneous page in the Dragon Help.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>PowerMic section</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>There are two tabs in this section:</td>
<td></td>
</tr>
<tr>
<td>• <strong>Global</strong>—Click to assign actions to PowerMic buttons when you’re dictating in all applications other than the Dictation Box.</td>
<td></td>
</tr>
<tr>
<td>• <strong>Dictation Box</strong>—Click to assign actions to PowerMic buttons when you’re dictating in the Dictation Box.</td>
<td></td>
</tr>
<tr>
<td>The following table describes the default actions assigned to each PowerMic button. You can select a different action from the list for each button. The actions that you select here determine the default settings for Dragon client users. If necessary, users can change their default settings. When users click the Restore Defaults button on the PowerMic page in the Dragon client, their settings are restored to the options you determine in this section.</td>
<td></td>
</tr>
<tr>
<td>To restore the default values for these settings in the NMC console, click Restore Defaults. You</td>
<td></td>
</tr>
</tbody>
</table>
must click **Restore Defaults** on both the Global tab and the Dictation Box tab to restore all PowerMic default settings.

For more information, see “Changing group settings” on page 32.

<table>
<thead>
<tr>
<th><strong>Global tab</strong></th>
<th><strong>Dictation Box tab</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Transcribe</td>
<td>Default action: Show Dictation Box</td>
</tr>
<tr>
<td>Tab Backward</td>
<td>Default action: Tab backward</td>
</tr>
<tr>
<td>Tab Forward</td>
<td>Default action: Tab forward</td>
</tr>
<tr>
<td>Dictate</td>
<td>Default action: Press-to-talk</td>
</tr>
<tr>
<td>Rewind</td>
<td>Default action: Previous field</td>
</tr>
<tr>
<td>Fast Forward</td>
<td>Default action: Next field</td>
</tr>
<tr>
<td>Stop/Play</td>
<td>Default action: Accept defaults</td>
</tr>
<tr>
<td>Custom Left</td>
<td>Default action: Force command recognition</td>
</tr>
<tr>
<td>Enter/Select</td>
<td>Default action: None</td>
</tr>
</tbody>
</table>

**Additional PowerMic Options**

To configure additional PowerMic options, click the **Additional...** button. The following table describes the additional options available.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mouse Action</td>
<td>If selected, enables the actions shown for each button listed. You cannot change the default actions; you can only enable or disable them.</td>
</tr>
<tr>
<td></td>
<td>If deselected, disables the actions shown for each button. <strong>Default value:</strong> Enabled for each button</td>
</tr>
<tr>
<td>Enable Touchpad Swipe</td>
<td>If selected, you can use the PowerMic Track-Point button (PowerMic II) or the Touchpad button (PowerMic III) to move your cursor.</td>
</tr>
<tr>
<td></td>
<td>If deselected, you must use your mouse to move your cursor. <strong>Default value:</strong> Enabled</td>
</tr>
<tr>
<td>Restore Defaults</td>
<td>Click to restore the default values for all settings in this dialog box.</td>
</tr>
<tr>
<td>------------------</td>
<td>-----------------------------------------------------------------------</td>
</tr>
</tbody>
</table>

**Hot Keys section**

For field descriptions for this section, see [Options dialog box—Hot keys page](#) in the Dragon Help.

For information on specifying hot key values, see “Changing Hot Key settings” on page 33.

| Restore Defaults | Click to restore the default values for settings in the Hot Keys section. |
User Account Details page

The following sections describe the fields on the User Account Details page tabs.

To access this page, see “Viewing user accounts” on page 36.

User Account Details—Details tab

The following table describes the fields on the Details tab.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization</td>
<td>Organization to which the user belongs. This field is read-only.</td>
</tr>
</tbody>
</table>
| NPI                                        | National Provider Identifier. This field is not applicable for Dragon.  
/                                                                 |
| First name, Last name, Middle name         | User’s first, middle, and last name.                                                                                                         |
| Title                                      | User’s title.                                                                                                                            |
| Login                                      | User’s unique login. If you are using active directory single sign-on authentication, this login must match the user’s Windows login. For more information, see the Nuance Management Center Server Installation and Configuration Guide. |
| Change Password                            | Click to change the user’s password.                                                                                                        |
| Primary email address                      | User’s primary email address.                                                                                                               |
| User must change password on next login   | If selected, Nuance Management Center prompts this user to change his or her password when he or she next logs in. If deselected, this user can continue using his or her password. |
| Department                                 | Department to which this user belongs.                                                                                                                                                                  |
| Disable authentication                     | If selected, prevents this user from logging in to the Dragon client. This is helpful when users leave your organization. If deselected, this user can continue logging in to the Dragon client. |
| Location                                   | User’s location.                                                                                                                         |

User Account Details—Specialty tab

The following table describes the fields on the Specialty tab.
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary specialty</td>
<td>Not applicable to Dragon.</td>
</tr>
<tr>
<td>Secondary specialty</td>
<td>Not applicable to Dragon.</td>
</tr>
<tr>
<td>Primary sub-specialty</td>
<td>Not applicable to Dragon.</td>
</tr>
<tr>
<td>Secondary sub-specialty</td>
<td>Not applicable to Dragon.</td>
</tr>
<tr>
<td>User type</td>
<td>Select only from the following options to indicate this user's type:</td>
</tr>
<tr>
<td></td>
<td>- User</td>
</tr>
<tr>
<td></td>
<td>- NMC Administrator</td>
</tr>
<tr>
<td>System specialty</td>
<td>Not applicable to Dragon.</td>
</tr>
</tbody>
</table>

**User Account Details—Address tab**

The following table describes the fields on the Address tab.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address 1, Address 2, Address 3</td>
<td>User's address.</td>
</tr>
<tr>
<td>City</td>
<td>User's city of residence.</td>
</tr>
<tr>
<td>State</td>
<td>User's state of residence.</td>
</tr>
<tr>
<td>Zip</td>
<td>User's postal code.</td>
</tr>
<tr>
<td>Country</td>
<td>User's country of residence.</td>
</tr>
</tbody>
</table>

**User Account Details—Group Memberships tab**

The following table describes the fields on the Group Memberships tab.

For information on managing group memberships, see “Managing user accounts” on page 40.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site filter</td>
<td>Site to which this user's group is assigned.</td>
</tr>
</tbody>
</table>

**User Account Details—Messaging tab**

The following table describes the fields on the Messaging tab.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inform me via email when I receive NMS messages</td>
<td>If selected, when Nuance Management Center generates a message, you receive the message in an email in addition to receiving the messages in the NMC console.</td>
</tr>
<tr>
<td></td>
<td>If deselected, you must view messages in the NMC console.</td>
</tr>
<tr>
<td></td>
<td>For more information on Messages, see “Working with messages” on page 84.</td>
</tr>
<tr>
<td>Inform me via SMS when I receive NMS messages</td>
<td>If selected, when Nuance Management Center generates a message, you receive the message in a text on your mobile phone in addition to</td>
</tr>
</tbody>
</table>
Field | Description
--- | ---
messages | receiving the messages in the NMC console. If deselected, you must view messages in the NMC console. For more information on Messages, see “Working with messages” on page 84.
Mobile phone | Mobile phone number where you want to receive messages via text.
Mobile phone provider | Mobile phone carrier.
Include the message body in the delivery (default) | If selected, includes the entire body of the message in the email or text.
Simply inform me that I have a message; I will retrieve it myself | If selected, the email or text does not include the message body; it simply informs you that you have a message.

**User Account Details—Credentials tab**

The following table describes the columns on the Credentials tab.

For information on managing your credentials, see “Managing user accounts” on page 40.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>NTLM tab</td>
<td></td>
</tr>
<tr>
<td>Login</td>
<td>If you are using active directory single sign-on authentication, specify the user's Windows login. For information on creating and configuring user accounts for single sign-on authentication, see the <em>Nuance Management Center Server Installation and Configuration Guide</em>.</td>
</tr>
<tr>
<td>Domain name</td>
<td>If you are using active directory single sign-on authentication, specify the domain name. For information on configuring single sign-on authentication, see the <em>Nuance Management Center Server Installation and Configuration Guide</em>.</td>
</tr>
</tbody>
</table>

**Token tab**

| Login | User account token credentials. |

**User Account Details—Dragon Professional tab**

The following table describes the columns on the Dragon Professional tab.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Account Options section</td>
<td>For field descriptions for this section, see Options dialog box—Commands page in the Dragon Help. If you choose to customize these settings, the <strong>Personal</strong> radio button becomes selected automatically. To use the settings specified for your group, select the <strong>Group</strong> radio button.</td>
</tr>
</tbody>
</table>
Chapter 12: Field descriptions

Field descriptions

These options are set to **Group** by default.

**Auto-formatting section**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use Group Rules</td>
<td>If enabled, click to use the auto-formatting options specified for your group rather than selecting your own options. If disabled, the auto-formatting options that you selected are in effect.</td>
</tr>
<tr>
<td>Customize Rules</td>
<td>If enabled, click to customize the auto-formatting options for your own user account. If disabled, the auto-formatting options your Dragon system administrator selected for your group are in effect.</td>
</tr>
</tbody>
</table>

For descriptions for the remaining fields in this section, see Auto-Formatting dialog box in the Dragon Help.

**Miscellaneous User Settings section**

If you choose to customize these settings, the **Personal** radio button becomes selected automatically. To use the setting specified for your group, select the **Group** radio button.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Put the microphone to sleep after n minutes of silence</td>
<td>Number of minutes after which Dragon's microphone goes to sleep when Dragon doesn't hear anything. <strong>Default value:</strong> none</td>
</tr>
<tr>
<td>Have the microphone on but asleep when the user profile opens</td>
<td>If selected, Dragon's microphone is asleep when users log in to the Dragon client and their user profile loads. They can then say &quot;Wake Up&quot; to wake up Dragon and begin dictating or saying other commands. If deselected, Dragon's microphone is off when users log in to the Dragon client and their user profile loads. <strong>Default value:</strong> Selected (group value)</td>
</tr>
</tbody>
</table>

**PowerMic Settings (read only)**

You configure PowerMic settings at the group level. You cannot edit PowerMic settings for user accounts.

**Hot Keys Settings (read only)**

You configure hot key settings at the group level. You cannot edit hot key settings for user accounts.

**User Account Details—User Profile tab**

The following table describes the columns on the User Profile tab.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dragon Professional section</td>
<td>This setting is currently not applicable for Dragon Professional.</td>
</tr>
</tbody>
</table>

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Auto-text page

The following table describes the fields on the Auto-text page.

To access this page, see “Viewing auto-texts” on page 64.

Auto-text—Details tab

The following table describes the fields on the Details tab.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Unique auto-text name.</td>
</tr>
<tr>
<td>Description</td>
<td>Optional auto-text description.</td>
</tr>
<tr>
<td>Language</td>
<td>Language in which the content of the auto-text appears.</td>
</tr>
<tr>
<td>Spoken Phrase</td>
<td>Phrase users say to execute the auto-text.</td>
</tr>
</tbody>
</table>
| Plain text   | If selected, indicates the auto-text content is unformatted.  
               | If deselected, indicates the auto-text content is formatted.  |
|              | **Default value:** Deselected                         |
Command page

The following table describes the fields on the Command page.

To access this page, see “Viewing commands” on page 70.

Command—Details tab

The following table describes the fields on the Details tab.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Unique command name.</td>
</tr>
<tr>
<td>Description</td>
<td>Optional command description.</td>
</tr>
<tr>
<td>Language</td>
<td>Language in which the content of the command appears.</td>
</tr>
<tr>
<td>Spoken Phrase</td>
<td>Phrase users say to execute the command.</td>
</tr>
</tbody>
</table>
# Word page

The following table describes the fields on the Word page.

To access this page, see “Viewing Words” on page 73

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Written Form</td>
<td>Word, phrase, or other content that Dragon writes when you dictate.</td>
</tr>
<tr>
<td>Spoken Form</td>
<td>Spoken form of the word or phrase if it is different from the written form. For example, Dragon can type &quot;MB&quot; when you dictate the word &quot;megabyte&quot;. To do so, enter \texttt{megabyte} in this field and \texttt{MB} in the Written Form field. If there is no spoken form, leave this field blank.</td>
</tr>
<tr>
<td>Language</td>
<td>Language in which the content of the word appears.</td>
</tr>
</tbody>
</table>
Appendix A: Creating user account import files

Creating comma-delimited files for user account import .......................................................... 107
Creating XML files for user account import ........................................................................ 108
Creating comma-delimited files for user account import

To import users using a comma-delimited text file (.txt), include the following fields in a .txt document, each separated by a comma.

<table>
<thead>
<tr>
<th>Field</th>
<th>Required?</th>
<th>Maximum character length</th>
</tr>
</thead>
<tbody>
<tr>
<td>First name</td>
<td>Yes</td>
<td>50</td>
</tr>
<tr>
<td>Last name</td>
<td>Yes</td>
<td>50</td>
</tr>
<tr>
<td>Login ID</td>
<td>Yes</td>
<td>30</td>
</tr>
<tr>
<td>Password</td>
<td>No</td>
<td>30</td>
</tr>
</tbody>
</table>

**Note:** If you do not include a password, you must include a comma after the login ID. This tells the NMC console to expect a blank field.

**Example:**

Ana, Moreno, amoreno, pwd124
Kayla, Reilly, kreilly, kbr875
Tim, Chan, tchan, tsc819
Creating XML files for user account import

To import more data with your users, create an XML file. Format your XML file as follows:

```xml
<?xml version="1.0" ...?>
<Users xmlns="http://nuance.com/NAS/UserImport">

<User
    FirstName="First"
    LastName="Last"
    LoginId="login"
    Password=""/>

</Users>
```

You can include the fields in the table below for each user. If the field is not required, you can omit it from your file.

<table>
<thead>
<tr>
<th>Field</th>
<th>Required?</th>
<th>Syntax</th>
<th>Character length</th>
</tr>
</thead>
<tbody>
<tr>
<td>First name</td>
<td>Yes</td>
<td>FirstName=&quot;First name&quot;</td>
<td>1-50</td>
</tr>
<tr>
<td>Last name</td>
<td>Yes</td>
<td>LastName=&quot;Last name&quot;</td>
<td>1-50</td>
</tr>
<tr>
<td>Middle name</td>
<td>No</td>
<td>MiddleName=&quot;Middle name&quot;</td>
<td>50 maximum</td>
</tr>
<tr>
<td>Prefix</td>
<td>No</td>
<td>Prefix=&quot;Prefix&quot;</td>
<td>10 maximum</td>
</tr>
<tr>
<td>Login ID</td>
<td>Yes</td>
<td>LoginId=&quot;Login&quot;</td>
<td>3-30</td>
</tr>
<tr>
<td>Password</td>
<td>Yes</td>
<td>Password=&quot;Password&quot;</td>
<td>30 maximum</td>
</tr>
<tr>
<td>Location</td>
<td>No</td>
<td>Location=&quot;User Location&quot;</td>
<td>50 maximum</td>
</tr>
<tr>
<td>Department</td>
<td>No</td>
<td>Department=&quot;Department&quot;</td>
<td>50 maximum</td>
</tr>
<tr>
<td>Email address</td>
<td>No</td>
<td>EmailAddress=&quot;<a href="mailto:user@example.com">user@example.com</a>&quot;</td>
<td>50 maximum</td>
</tr>
<tr>
<td>Street address 1</td>
<td>No</td>
<td>Street1=&quot;Street address&quot;</td>
<td>60 maximum</td>
</tr>
<tr>
<td>Street address 2</td>
<td>No</td>
<td>Street2=&quot;Street address continued&quot;</td>
<td>60 maximum</td>
</tr>
<tr>
<td>Street address 3</td>
<td>No</td>
<td>Street3=&quot;Street address continued&quot;</td>
<td>60 maximum</td>
</tr>
<tr>
<td>City</td>
<td>No</td>
<td>City=&quot;City&quot;</td>
<td>40 maximum</td>
</tr>
<tr>
<td>State</td>
<td>No</td>
<td>State=&quot;State&quot;</td>
<td>5 maximum</td>
</tr>
<tr>
<td>Zip code</td>
<td>No</td>
<td>ZipCode=&quot;12345&quot;</td>
<td>20 maximum</td>
</tr>
<tr>
<td>NTLM Credential</td>
<td>No</td>
<td>&lt;NTLMCredential&gt;Domain\User&lt;/NTLMCredential&gt;</td>
<td>160 maximum</td>
</tr>
</tbody>
</table>
Note: While the Password field is required, you can choose not to assign a password to a user by leaving the field blank (Password="")

Example:

```xml
<?xml version="1.0" encoding="utf-8"?>
<Users xmlns="http://nuance.com/NAS/UserImport">
  <User
    FirstName="Laura"
    MiddleName="K"
    LastName="Herrera"
    LoginId="lherrera"
    Password=""/>
  <NTLMCredential>Domain\LHerrera</NTLMCredential>
</User>

  <User
    FirstName="Arthur"
    LastName="Li"
    LoginId="ali"
    Password="li135"
    State="CA"
    Department="Finance">
    <NTLMCredential>Domain\Arthur.Li</NTLMCredential>
  </User>

  <User
    FirstName="Sophia"
    LastName="Huber"
    LoginId="shuber"
    Password="pwd1"
    Street1="500 Oak Ave."
    City="Boston"
    State="MA"
    ZipCode="02108">
    <NTLMCredential>Domain\Sophia.Hubner</NTLMCredential>
  </User>
</Users>
```