

DMO Troubleshooting

This job aid provides the steps some tips and tricks for effectively using the Dragon Medical One.

Troubleshooting

Tip ► When speaking into Dragon, it's important to make sure that you speak clearly and naturally so that Dragon can understand what you are saying.

There will be times when you may need to add words to the Dragon vocabulary, to do this follow the steps below:

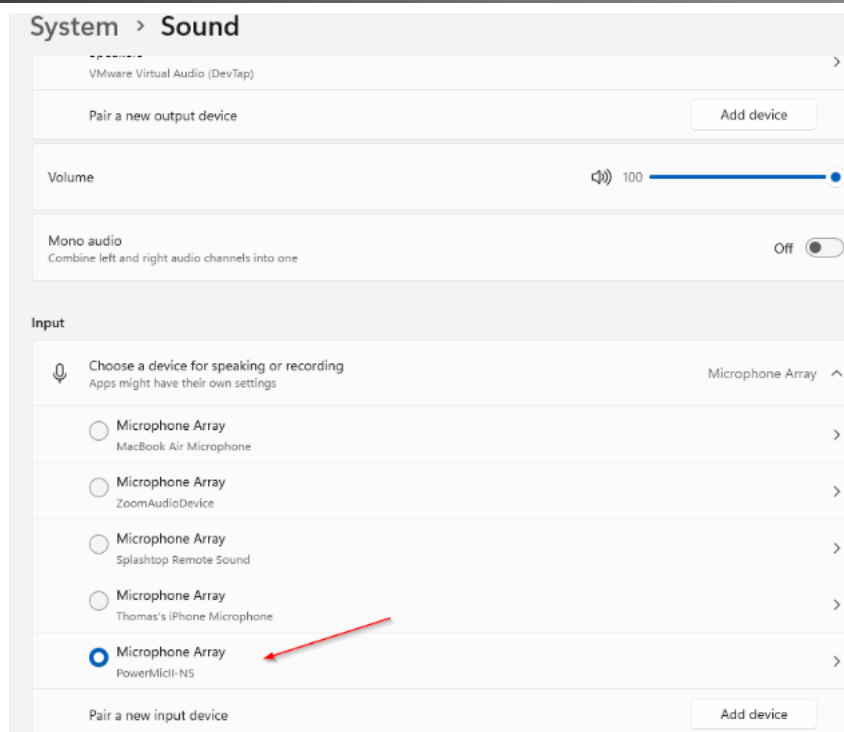
1. DMO/Handheld Microphone does not work at all.

- Make sure that *DMO extensions* are installed locally on your computer. That is done by installing the *DMO package* in **Software Center**.
- Put in screen shot on how to get to software center and dmo package

 Nuance Citrix Client Audio Extension	Nuance Communications, Inc.	7/7/2025	16.1 MB	125.1.847.1
 Nuance PowerMic Citrix Client Extension	Nuance Communications, Inc.	8/25/2025	4.95 MB	125.1.847.1
 Nuance PowerMic VMware Client Extension x64	Nuance Communications, Inc.	7/7/2025	4.92 MB	125.1.847.1
 Nuance VMware Client Audio Extension x64	Nuance Communications, Inc.	8/25/2025	16.7 MB	125.1.847.1

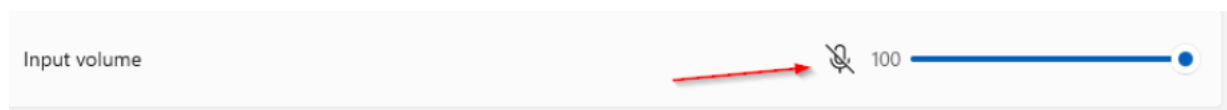
2. Microphone not detected.

- Check to see if the microphone is **plugged** in to *USB port*, you may need to switch USB ports.
- Ask if there is another microphone to use, to determine if the original microphone is defective.
- Check **sound settings** to see if the microphone appears.
- Check to see what is the default communication and default input device.
- If microphone is being detected intermittently have user shake cord to see if it appears, this could mean the microphone cord is defective.
- If machine has a webcam, make sure it is not set to be the audio device.



3. **Check to see what is the default communication and default input device.**

- a. If mic is being detected intermittently have user shake cord to see if it appears, this could mean the mic cord is defective.
- b. If machine has a webcam, make sure it is not set to be the audio device.

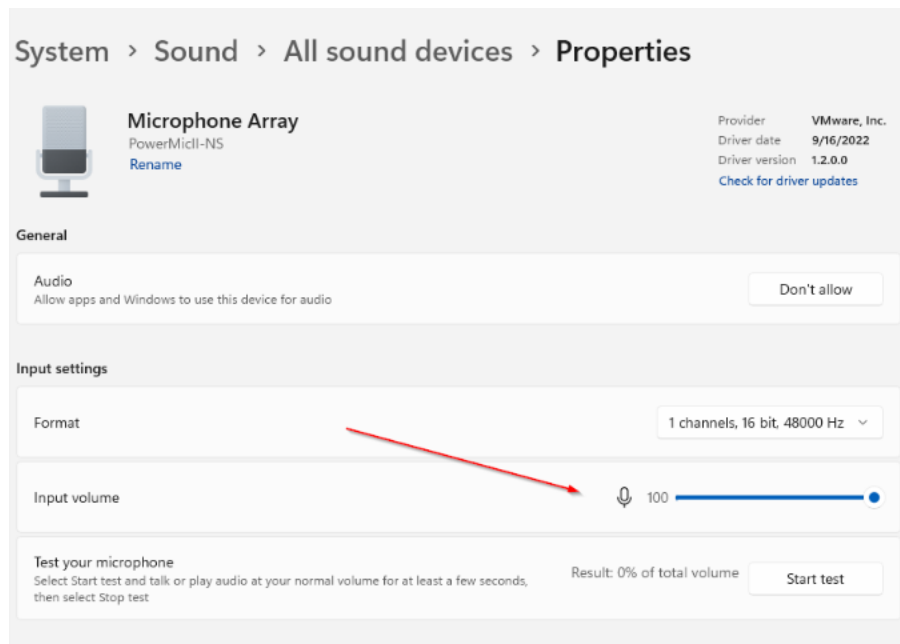


4. **No option to switch microphone**

- a. Sometimes the user will launch *Epic* before plugging in the **microphone**. Make sure **microphone** is plugged in before launching *Epic*.
- b. See # 1, if computer doesn't see the **microphone**.

5. **General slowness with dictation**

- a. Check to make sure audio enhancements are turned off in sound settings. (win11)
- b. Check to make sure input volume is not set to a low number.



6. **User gets Auto Provisioning not enabled**
 - a. This means user does not have a DMO account.
7. **What is this box opening on my screen. (dictation)?**
 - a. Make sure you are using the correct dmo (Epic dmo vs local dmo).
8. **If using powermic mobile, putting cursor in the place where you want to dictate doesn't work.**
 - a. You need to go into **powermic settings** and choose which *session* you want.
 - b. If users really want to use both, have them open **local dmo** first then *Epic*, if *Epic* is going to be the **primary** place to dictate.