

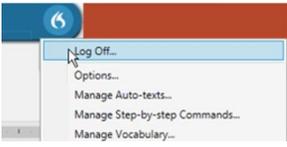
## Dragon Medical One Troubleshooting Guide New Users

**If you encounter a hard stop (i.e. you can't continue working), please call the Provider Support Line at (843) 212-8000.**

Helpful info for troubleshooting:

- Location (hospital/unit)
- Date/Time it occurred
- Helpful to also know what you were doing when it happened

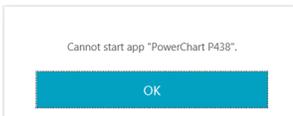
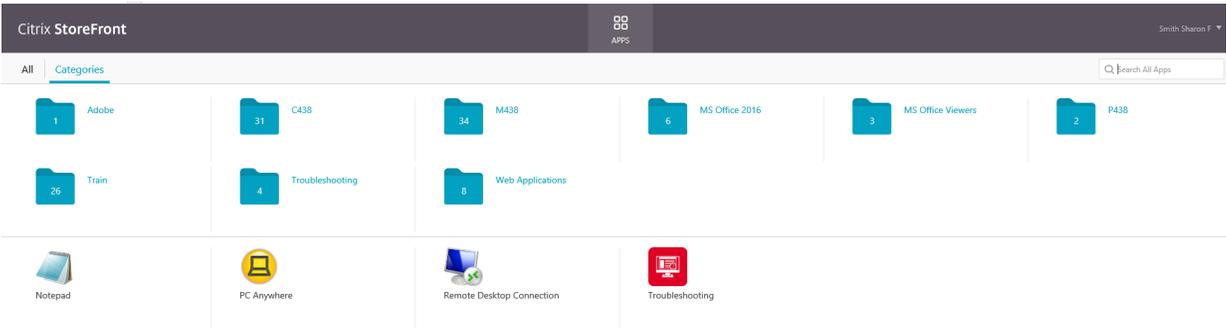
### Issues we are working to resolve (Windows 10, Thin client):

User Reports:	Solution(s):
<p>Wired microphone buttons will not work (PowerMic)</p>	<p>Try logging off DMO by clicking the flame on the DMO toolbar, then log back in. Be sure to select PowerMic II as the input device.</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div> <p>If the above does not work, I. S. will need to check the computer. Please let your trainer know which PC you were using. You will need to use PowerMic Mobile on your mobile device to use DMO on this machine until we fix it.</p>
<p>Wired microphone <b>was</b> working but it has stopped responding.</p>	<p>This usually happens following a Citrix interruption. Citrix reconnects, but your mic does not.</p> <p>You may see this error:</p> <div style="text-align: center;">  </div> <p><b>Log off</b> DMO by clicking the flame on the DMO toolbar, then <b>log back in</b>, selecting PowerMic II as the input device.</p> <p>This usually reconnects the mic and user can proceed with dictation.</p> <p>Occasionally the connection is still broken. You will need to log off DMO and exit PowerChart or FirstNet, then log back in to both to reestablish the connection.</p>

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**Listed below are the most common issues/feedback reported to us by DMO pilot users:**

User Reports:	Solution(s):
<p>DMO misses the first few words dictated</p>	<p><b>Remember to pause after pressing the record button</b>, then begin dictating (think – press the button, take a breath, then speak)                      Look for the recording icon to turn green, then begin your dictation.</p> 
<p>Cannot Start App PowerChart P438</p>	<p>The best way to avoid this is by preventing it.                      Do not exit PowerChart (or FirstNet) by clicking the door or the “X.” Doing so will close PowerChart, but leave your session connected to DMO.</p>  <p>Just tap out when leaving the PC. Alternatively, log off of both PowerChart/FirstNet <b>and</b> DMO.</p>
	<p>When you move from one PC to the next, tap out, then tap in on the new PC. Double-click RSF Apps, then <b>WAIT</b>. Don't click anything. It may take 7-10 seconds on the Citrix storefront for your applications to open. Don't click anything.</p> 
<p>Dragon Login Window doesn't appear</p>	<p>Check the tray at the bottom of the screen. The login window is sometimes behind other windows. Look for the Dragon icon in the tray and click it to make the window come to the front.</p>  <p>Sometimes there is also a delay of 10-15 seconds while DMO comes up.</p>
<p>Step-by-step commands do not work</p>	<p>Some PCs seem to need additional processing time. Try modifying the command to increase the “wait” time to 750 ms.</p> 