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):
Wired	Try logging off DMO by clicking the flame on the DMO toolbar, then log back in. Be sure to select
microphone	PowerMic II as the input device.
buttons will	
not work	6 Dragon Medical
(PowerMic)	Log Off Options Manage Auto-texts Manage Step-by-step Commands
	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.
Wired microphone <i>was</i> working but it has stopped	This usually happens following a Citrix interruption. Citrix reconnects, but your mic does not. You may see this error: You cannot continue recording because an Internal audio error has occurred. Please try to Internal audio error has occurred. Please try to
responding.	input device.
	This usually reconnects the mic and user can proceed with dictation. Occasionally the connection is still broken. You will need to log off DMO and exit PowerChart or EirstNet, then log back in to both to reestablish the connection

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

	Listed below are the most common issues/feedback reported to us by DIVIO pilot users:
User Reports:	Solution(s):
DMO misses	Remember to pause after pressing the record button, then begin dictating (think – press the button,
the first few	take a breath, then speak)
words	Look for the recording icon to turn green, then begin your dictation.
dictated	
Cannot Start App	The best way to avoid this is by preventing it.
PowerChart	Do not exit PowerChart (or FirstNet) by clicking the door or the "X" Doing so will close PowerChart
P438	but leave your session connected to DMO
1 450	
	Cannot start app "PowerChart P438".
	ок
	lust tap out when leaving the DC. Alternatively, leg off of both DewerChart/FirstNet and DMO
	Just tap out when leaving the PC. Alternatively, log on of both Power chart, Pristivel and Divio.
	When you may a fram one PC to the payt, tap out, then tap in an the naw PC. Double click PSE Apps
	then WAIT. Don't click anything. It may take 7-10 seconds on the Citrix storefront for your applications
	to open. Den't click anything. It may take 7-10 seconds on the citrix storemont for your applications
	to open. Don't click anything.
	Citrix StoreFront Bid Smith Sharen F *
	Adobe C438 M438 M5 Office 2016 MS Office Viewers P438
	Train Troubleshooting Web Applications
	Notepad PC Anywhere Remote Desktop Connection Troubleshooting
Dragon Login	Check the tray at the bottom of the screen. The login window is sometimes behind other windows.
Window	Look for the Dragon icon in the tray and click it to make the window come to the front.
doesn't	
annear	P 🛱 🤁 🗖 📲 🕰 🚯 6
uppeur	
	Sometimes there is also a delay of 10-15 seconds while DMO comes up.
Step-by-step	Some PCs seem to need additional processing time. Try modifying the command to increase the "wait"
commands	time to 750 ms.
do not work	tentre to 750 mis.
	Just tout ju fun liss (k) Super Super # Super Trail # # X +
	Test Labelin #100 t k x * Noting (inv (m) 20
	#Pearloding # # X * Moting Gal as ball In this Gal Gal Gal State
	Vex lag