Nuance Management Center administrator guide

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Contents

About this guide

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 System Administrators who are responsible for managing products that use the Nuance Management Center (NMC) console.

Chapter 1: Introduction

About Nuance Management Center

Applies to: Dragon desktop products only

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 Microsoft 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 Microsoft-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

Applies to: Dragon desktop products only

Nuance Management Center is a standard Microsoft ASP .NET MVC web application that is hosted by Internet Information Services (IIS). The Nuance Management Center components include the following:

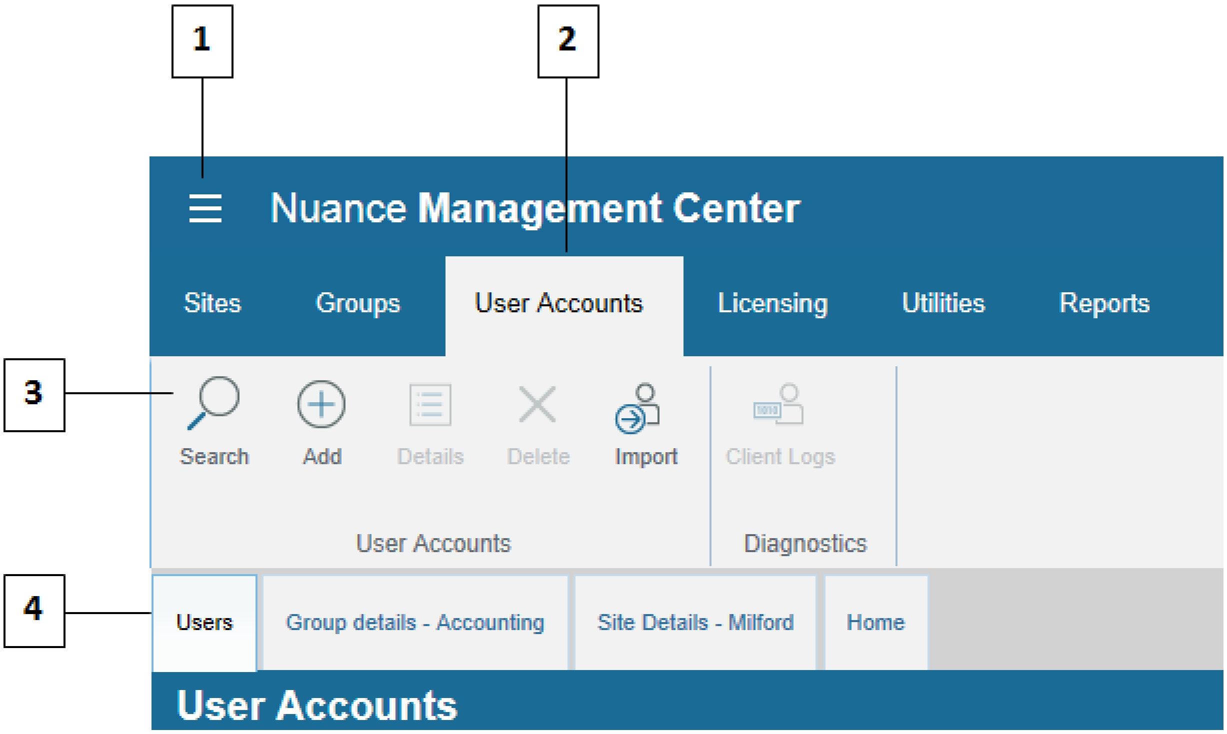
- **NMC server**—Stores application data, such as organizations, sites, groups, and users. It also stores transient data, such as log files.
- **NMC console**—Allows NMC administrators to create and manage objects, like groups and users, assign licenses, run reports, and more. The NMC console does not have permanent data storage. However, it does use a file share for temporary data storage to support file uploads and downloads.
- **Database instance**—Stores license information, partial speech profiles, application usage information, and audit data.
- **Dragon clients**—Users log in to their client computers where Nuance Management Center is installed and connect to your NMC server to access shared words and commands.

Initially, you install the NMC server, NMC console, and the database instance on the same server. However, you can optionally move your database instance to a separate database server after the installation. Your NMC server can be one of the following:

- A single physical machine (smaller installations)
- Multiple physical machines load-balanced by a network traffic switch (larger installations)

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.

The left navigation panel

The left of the NMC console screen shows a navigation panel that represents the current organization.

1—**Organization**. Click > to view the sites in the organization.

2—**Site**. Click > to view the groups in a site.

3—**Group**. Click a group to view the users in the group. User information (First name, Last name, Login ID, etc.) appears to the left of the navigation panel.

User interface navigation

There are 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 your organization on the Manage Organization page to view organization details, add a site, or add a group.
- **Navigation panel**—Select or expand an object to view object details or objects within the current object. For example, click > beside your organization on the Manage Organization page to view organization details, add a site, or add a 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

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.

Microsoft-hosted

If you don't host your own NMC server on-premise, you use the Microsoft-hosted NMC server in the cloud. A Microsoft 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

Microsoft 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 NMC console password" on page 8.

> **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.

Setup item	Description	Additional information
Authentication type	The options are: • **Single sign-on via Central Authentication**—Cloud deployments can enable single sign-on to allow users to log in to Nuance Management Center using their Windows credentials. • **Single sign-on via Active Directory**—On premise deployments can enable single sign-on to allow users to log in to Nuance Management Center using their Windows credentials. • **Native Nuance Management Center authentication**—Users log	*Nuance Management Center Server Installation and Configuration Guide* *Nuance Command Center Administrator Guide*

Setup item	Description	Additional information

	in to Nuance Management Center using a login and password that you create when you create user accounts in the NMC console.
	• **Microsoft Entra authentication**—Users log in to Nuance Management Center using their Entra credentials.
	To authenticate with Entra ID, you must meet the following prerequisites:
	  • Your Entra ID tenant must be linked to your Nuance Management Center environment.
	  • The primary email address in your Entra ID account must match either the email address or the login ID of your Nuance Management Center user.
	  Or
	  The User Principal Name (UPN) in your Entra ID token must match either the email address or the login ID of your Nuance Management Center user.
	  • A Microsoft representative provides you with a link you must click to consent to the permissions requested.
	  • You must have provided Admin Consent to allow Nuance Management Center to authenticate using your Entra ID credentials.
	To link your Entra ID tenant, contact your Support representative.	

Naming conventions	You'll need to determine naming conventions for the following objects and then create them in your NMC console: • Sites • Groups	"Working with sites" on page 53 "Working with groups" on page 59 "Working with user

Setup item	Description	Additional information
	• User accounts	accounts" on page 68
Saved credentials	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. **Caution:** You must enable this setting before users log in to the Dragon client for the first time.	"Miscellaneous section" on page 182
Keywords	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.	"About keywords" on page 126 "Working with keywords" on page 126

Initial NMC console setup checklist

Applies to: Dragon desktop products only

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*.

❒	Task	Reference
❒	Create sites. **Caution:** When you create sites, you must click the **Save** button on the Dragon Professional tab, even if you do not change any settings. If you do not click **Save** on this tab when you create sites, your user profiles may not work properly. For more information, see "Changing product-specific site settings " on page 55.	"Working with sites" on page 53
❒	Create groups.	"Working with groups" on page 59
❒	Create user accounts. You'll need the following information for each user before creating user accounts:	"Working with user accounts" on page 68

❐	Task	Reference
	• First and last name • Email address • User ID • Initial password (user can change it later) • Groups to which the user should belong You should also determine which users require administrator privileges.	
❐	Allocate user account licenses.	"Working with licenses" on page 97
❐	If you are using the Dragon Professional edition, optionally select the **Do not allow saved credentials** Site setting. The setting is deselected by default.	"Miscellaneous section" on page 182
❐	Install Dragon clients on local workstations if they are not already installed.	*Dragon Client Installation Guide*
❐	Configure clients for use with Nuance Management Center.	*Dragon Client Installation Guide*
❐	Optionally configure single sign-on authentication.	*Nuance Management Center Server Installation and Configuration Guide*
❐	If you are hosting your own NMC server on-premise, create the Forgot Password email template and then upload it to the NMC console to allow NMC console users to reset their password.	"Creating the Forgot Password email template" on page 282
❐	Ensure you provide an email address for each user. Without it, users cannot reset their password. Consider enabling the **Email address required for organization users** setting on the "Organization Details page" on page 154 to ensure email addresses are required for all new and existing user accounts.	"Working with user accounts" on page 68
❐	Consider adding custom words to improve Dragon's recognition. Nuance Management Center distributes these custom words to all Dragon clients.	"Working with Words" on page 136
❐	Optionally configure default settings for PowerMic and hot key settings at the site or group level to allow clients to inherit them.	"Managing sites" on page 54 "Managing groups" on page 61
❐	Optionally configure default auto-formatting settings at the group level to allow clients to inherit them.	"Managing groups" on page 61
❐	Optionally configure system settings.	"System Settings page" on page 268

❐	Task	Reference
❐	Optionally remove the default leading and trailing keywords for your language. These affect all auto-texts in your organization.	“About keywords” on page 126 “Working with keywords” on page 126
❐	Optionally enable messaging. Messaging allows users to receive system messages from your NMC server, and also allows your NMC administrators to send messages to other NMC console users.	“Configuring messaging” on page 108

Logging in and logging out

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

If your NMC administrator enabled the **Users must change their password after first login** setting and you are new to Nuance Management Center, you are prompted to change your password the first time you log in to the NMC console.

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**.

Click the **Sign Out** link in the top right corner of your screen.

Changing your NMC console password

You can change your NMC console password at any time. This topic describes changing your own NMC console password. To change user account passwords, see “Changing user account passwords” on page 72.

> **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.

   Passwords can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).

3. Re-enter your new password.
4. Click **OK**.

You can change your Nuance Management Center password at any time. This topic describes changing your own NMC console password. To change user account passwords, see “Changing user account passwords” on page 72.

1. Click **Change Password**.

   The Change Password dialog box opens.

2. Specify the following:

   Old password—Current password.

   New password—New password.

   Confirm password—Re-type your new password.

3. Click **OK**.

Resetting your password

You can reset your NMC console password when you've forgotten it. You reset your password by clicking the **Forgot Password** link on the Nuance Management Center login screen. Nuance Management Center then sends you an email with a link to reset your password. The link is valid for one hour.

If you are an on-premise customer, your NMC administrator must have set up an email server and the template for the Forgot Password email message that Nuance Management Center sends. In addition, your NMC administrator must have specified a valid email address for each user in their user account. For more information, see "Creating the Forgot Password email template" on page 282.

Your new password cannot contain leading or trailing spaces. However, your password can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).

> **Note:** If your NMC administrator enabled the **Users must change their password after first login** setting and you are new to Nuance Management Center, you are prompted to change your password the first time you log in to the NMC console.

1. Navigate to your Nuance Management Center login screen.
2. Click the **Forgot Password** link.
3. Specify your user name in the **User name** field.
4. Click **Reset**.

   Nuance Management Center emails you a link to reset your password.

   > **Note:** You cannot reset your password using the **Forgot Password** link if you are locked out. For more information, see the **Password lockout duration - *n* minutes** setting on the "Organization Details page" on page 154.

Resetting another user's password

If you are an NMC administrator, you can send a Reset Password email to a user account with a link to allow the user to reset their password.

1. View a user account.

   The User Accounts page appears.

   For more information, see “Viewing user accounts” on page 67.

2. Right-click a user account, and then select **Send reset password link**.

   A dialog box appears.

3. Click **OK**.

Configuring system settings

You should review the NMC console system settings before working in Nuance Management Center. You must have the **Modify System Settings** grant to view this page.

To configure system settings:

Click the NMC menu button (), and then select **System Settings**.

The System Settings dialog box appears.

For system setting descriptions, see “System Settings page” on page 268.

Requiring administrators to verify their email address

The NMC console forces administrators to verify their primary email address the next time they log in. If the user has an administrator license, when they log in to the NMC console, they are redirected to the Email Verification page to enter their email address.

When the administrator receives the verification email, they click the link to verify their email address. The administrator can then successfully log in to the NMC console.

If an administrator provides an email address that is different from an address already in the NMC server, the NMC server updates the value in the **Primary email address** field. If you edit this field, the administrator must re-verify their email address at next login.

Setting the expiration time for the email verification link

Applies to: On-premise customers only

You can set the expiration time and date for the email verification link the NMC server sends to administrators.

The default value of the setting is one hour and valid values range from 1 to 72 hours.

1. Click the NMC menu button (), and then select **System Settings**.
   The System Settings dialog box appears.
2. Expand the **Nuance Management Center** section.
3. Set **Verification Link Expires After_hours**.

   For more information, see “System Settings page” on page 268
4. Click **Save**.

Modifying the email verification email template

Applies to: On-premise customers only

By default, the email verification email uses a default template.

You can change the template.

1. Click the NMC menu button (), and then select **System Settings**.
   The System Settings dialog box appears
2. Click Browse next to the **Verification Email Template** field.
3. Select a template file and click **Open**.
4. Click **Save**.

Importing files

When you import a file, the file can only contain one dot (.) extension in the file name (for example, **`import_file.xml`**). If your import file name contains more than one dot extension (for example, **`import_file.2022.xml`**) the file type is considered invalid, and the file import fails. To import the example file **`import_file.2022.xml`** successfully, you could rename the file and replace the extra dot (**`import_file.2022.xml`**) with an underscore (**`import_file_2022.xml`**).

This file name constraint applies to all import file types and all file import functionality throughout Nuance Management Center and Nuance Command Center.

Exporting and refreshing grids

You can refresh and export data from any page where a grid appears. Refreshing data allows you to include any new data in the grid output without rerunning the query or report. Exporting allows you to save the data to a .csv file. The Refresh icon () and Save icon () appear in the bottom right corner of the screen when query results or report results are returned. For example, you can refresh and export the following grid data:

- Reports
- Audit events
- User accounts page

To export or refresh data, click either icon.

Correcting invalid field entries

When you save information on a page, Nuance Management Center highlights fields where there are invalid field entries that require correction. Generally, those fields are highlighted in yellow. You must correct invalid entries before you can save the page.

Navigating the interface with a screen reader

You can navigate the Nuance Management Center interface using a screen reader, such as JAWS. Use the following keyboard shortcuts to navigate the interface with a screen reader.

Navigating in grid view

The interface is in grid view when you've performed a search and results are returned.

Use the following keyboard shortcuts to navigate in grid view:

Action	Shortcut
Open the context menu (or "right-click" menu)	Shift+F10
Move between records in the grid	Ctrl+Shift+Up arrow Ctrl+Shift+Down arrow
Select a context menu option	Enter
• Move between context menu options • Move between interface elements, such as ribbons, tabs, and buttons	Tab

Example

To view group details on the Groups page:

1. Press **Tab** to move to the appropriate group.
2. Press **Ctrl+F10**.

   The context menu opens.
3. Press **Tab** to move to the Group Details option.
4. Press **Enter**.

Navigating in tree view

The interface is in tree view when there is a hierarchical list of nodes in the left panel. For example, tree view is available on the Manage Organization page and includes nodes for organizations, sites, and groups.

Use the following keyboard shortcuts to navigate in tree view:

Action	Shortcut
Move to the next node in the tree	Tab
Set focus and move to the list icon associated with the node The options on the node are:	Up arrow

Action	Shortcut
• **Expand**—Expands the list. • **Collapse**—Collapses the list.	
Select list items for a node	Enter
Move back to the previous node	Shift+Tab

Example

To expand the Site node on the Manage Organization page:

1. Press **Tab** until the Site node has focus.
2. Press **Up arrow**.

   Focus moves to the list icon associated with node.
3. Press **Enter** to select **Expand**.

   The Site node expands, and groups are displayed.

Chapter 3: Microsoft Entra authentication

About Microsoft Entra authentication

Nuance Management Center supports federation with your active directory using Microsoft Entra authentication. If your organization uses Microsoft Entra ID as your identity and access management service, you can authenticate to Nuance Management Center and to supported client products using your Entra ID credentials. When you authenticate using Entra ID, the authentication service resolves your Entra identity to your user in the Nuance Management Center database when one of the following matches are found:

- The email address in your Entra ID token matches either the email address or the login ID of your Nuance Management Center user.

  Or

- The User Principal Name (UPN) in your Entra ID token matches either the email address or the login ID of your Nuance Management Center user.

If a match is found, the service establishes a link between the two users automatically. If the service does not find a match, you can still authenticate with your Entra credentials by manually creating a link between the two users in Nuance Management Center. Currently, Nuance Management Center only supports a one-to-one relationship where a single Entra ID user is linked to a single user in the Nuance Management Center database.

Note: Entra authentication is supported for Nuance Management Center cloud customers only. In addition, it is currently only available for Dragon Medical One client customers.

Entra authentication prerequisites

<table>
<tr><th>Component</th><th>Prerequisite</th><th>Reference</th></tr>
<tr><td>Entra ID tenant information</td><td>Provide the following Entra ID tenant information to your Microsoft representative:
Tenant name
Tenant ID
Tenant domain
Your Entra tenant must be linked to your organization before users can authenticate using Entra ID. A Microsoft Support representative links your Entra ID tenant to your organization for you.</td><td>You can find your tenant name and ID in the Entra admin center on the Iden-tity>Overview>Overview page.</td></tr>
<tr><td>Nuance Management Center organization</td><td>Ensure your organization is enabled. This is required for automatic Entra ID user linking.</td><td>Ensure the Disable the organization check box on the Organization Details>General tab is enabled.</td></tr>
<tr><td>Nuance Management Center user accounts</td><td>Review any disabled user accounts to determine whether the users will authenticate with Entra.

Disabled user accounts cannot be linked automatically.</td><td>For more information on disabled user accounts, see “Additional considerations” on page 22.

For information on automatic linking, see “About linking Entra IDs to NMC users” on page 26.</td></tr>
<tr><td>Admin consent URL</td><td>Your Microsoft representative provides you with an Admin Consent URL created for your tenant. You must provide consent to allow Nuance Management Center to use your Entra data before your organization can authenticate with Entra ID.

Note: Your Microsoft representative will provide you with separate Admin Consent URLs for Dragon Medical One and Dragon Medical Server.</td><td>For information on providing consent for Nuance Management Center, see “Provide Admin Consent” on page 24.</td></tr>
<tr><td>Entra ID permissions</td><td>MicrosoftGraph.User.Read
Required to sign in and read a user profile.
MicrosoftGraph.User-.ReadBasic.All
Required to read all users' basic profiles.</td><td>You can find your permissions in the Entra admin center on the Enterprise apps>Se-curity>Consent and permissions>Admin consent settings tab.</td></tr>
</table>

Nuance Management Center grants	• **Manage Entra ID User Linkage** (Organization grant) Required for manually linking and unlinking Entra IDs. • **Modify user** (Group grant) Required for editing or removing a user's Entra ID link.	For information on assigning these grants, see “Configuring group security” on page 61.

Additional considerations

Before configuring Entra authentication, consider the following:

- When users authenticate to Nuance Management Center using Entra ID, the authentication service resolves their Entra identity to their user in the Nuance Management Center database when one of the following matches are found:

    - The email address in their Entra ID token matches either the email address or the login ID of their Nuance Management Center user.

      Or

    - The User Principal Name (UPN) in their Entra ID token matches either the email address or the login ID of their Nuance Management Center user.

  If no match is found, you'll need to create a link between the two users manually.

  Note: There can be exactly one match to establish an automatic link. For example, if the email address in a user A's Entra ID token matches the email address of their Nuance Management Center user, but user B has a login ID that matches user A's login, a match failure occurs.

  For more information, see “Configuring Entra ID credentials” on page 76.

- User provisioning, user deprovisioning, and auto-provisioning are not currently supported with Entra authentication.

  If you add or delete a user from Entra ID, you'll need to make that change manually in Nuance Management Center. There is no automatic synchronization.

  When you add a new user in Nuance Management Center, ensure you provide an email address that matches the user's email address in Entra ID.

- Nuance Management Center users that are disabled cannot be linked automatically.

  If necessary, you can do one of the following:

    - Manually link disabled users on the **User Account Details>Credentials>Entra ID** tab.

      Or

      Re-enable any disabled users by selecting the **Disable authentication** check box on the **User Account Details>Details** page.

Checklist—Microsoft Entra setup

❐	Task	Reference
❐	A Microsoft Support representative links your tenant to your organization for you.	Contact your Microsoft representative
❐	A Microsoft representative provides you with an Admin Consent URL for your tenant. Click the URL to provide consent. Upon consent, a new Enterprise app is added for Nuance Management Center in your Entra Admin center.	"Provide Admin Consent" on page 24
❐	Assign access to specific users or groups for the new Enterprise app added for Nuance Management Center in your Entra Admin center on the **Enterprise apps>All applications** tab. If you do not assign access, all users may have access by default.	Refer to your Entra Admin center documentation
❐	Log in to Nuance Management Center with your Entra ID credentials using the URL your Microsoft representative provided to you. To perform the next checklist task, you must be logged in with your Entra ID.	Contact your Microsoft representative
❐	Manually add an Entra ID link for any users who could not be resolved automatically to a user in Nuance Management Center.	"Add an Entra ID link for an NMC user" on page 27

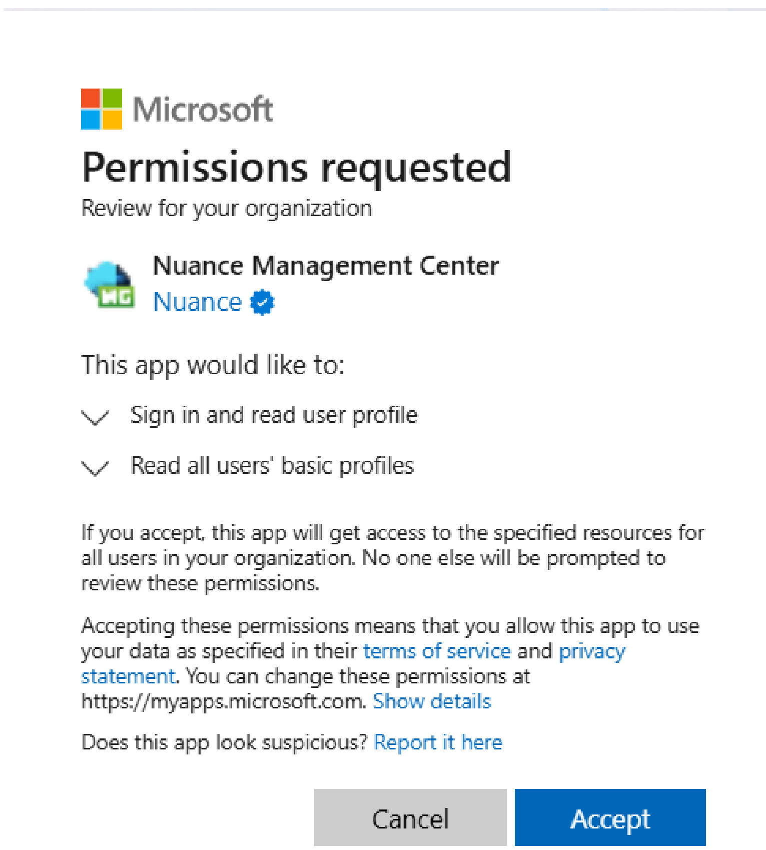
Provide Admin Consent

You must provide consent for Nuance Management Center to use your Entra data before logging in with your Entra credentials.

Note: If you are a Dragon Medical One customer, your Microsoft representative will provide you with separate Admin Consent URLs for Dragon Medical One and Dragon Medical Server.

1. Click the Admin Consent URL provided to you by your Microsoft representative.
2. Specify your tenant admin credentials when prompted, and then click **OK**.

   An Admin Consent prompt appears.
3. Review the prompt, and then click **Accept** to consent to the permissions requested.



A new Enterprise app is added for Nuance Management Center in your Entra Admin center on the **Enterprise apps>All applications** tab. You can now assign users or groups to the application and manage it the way you would any other application.

About tenants

To enable Entra authentication with Nuance Management Center, your tenant must be linked to your Nuance Management Center organization to establish a mapping between your Entra ID tenant and your Nuance Management Center organization. A Microsoft representative links your tenant to your Nuance Management Center organization for you.

Typically, you have a single Entra ID tenant linked to a single Nuance Management Center organization. However, it is possible to have multiple tenants linked to a single Nuance Management Center organization. It is also possible to have a single Entra ID tenant linked to multiple Nuance Management Center organizations.

About linking Entra IDs to NMC users

To authenticate to Nuance Management Center with Entra, a Microsoft representative must have linked your Entra tenant to your Nuance Management Center organization. In addition, a link must be established between users' Entra identities and their existing user accounts in the Nuance Management Center database.

There are two types of linking:

- **Automatic**

  This is the most common use case. When users authenticate to Nuance Management Center with Entra, the authentication service resolves their Entra identity to their user account in the Nuance Management Center database when one of the following matches are found:

  - The email address in their Entra ID token matches either the email address or the login ID of their Nuance Management Center user.

    Or

  - The User Principal Name (UPN) in their Entra ID token matches either the email address or the login ID of their Nuance Management Center user.

  If a match is found and their Entra ID has not already been linked, the service establishes a link between the two users automatically. Only user accounts that are currently enabled in Nuance Management Center can be linked automatically.

  Notes:

  - There can be exactly one match to establish an automatic link. For example, if the email address in a user A's Entra ID token matches the email address of their Nuance Management Center user, but user B has a login ID that matches user A's login, a match failure occurs.
  - The email address in each user account must be unique across any organizations that are mapped to a single tenant to establish an automatic link.
  - Your organization and all user accounts must be enabled to establish an automatic link.

    If necessary, you can manually map any disabled user accounts. You can also re-enable them by selecting the **Disable authentication** check box on the **User Account Details>Details** page.

- **Manual**

  If no automatic link can be established, you'll need to manually create a link for that user on the **User Account Details>Credentials>Entra ID** page. You only need to map users for which a link could not be established automatically.

  You must authenticate with Entra to manually link user accounts.

Add an Entra ID link for an NMC user

You add links between Nuance Management Center user accounts and their Entra IDs when one of the following conditions are met:

- The email address in a user's Entra ID token does not match either the email address or the login ID of their Nuance Management Center user.

  Or

- The User Principal Name (UPN) in a user's Entra ID token does not match either the email address or the login ID of their Nuance Management Center user.

You must have the **Manage Entra ID User Linkage** grant to link and unlink Entra IDs on the **Entra ID** tab. You must also authenticate to Nuance Management Center with Entra to manually add links for user accounts.

To add an Entra ID link:

See “Configuring Entra ID credentials” on page 76.

Unlink an Entra ID from an NMC user

You must authenticate to Nuance Management Center with Entra to unlink user accounts.

Note: You cannot unlink your own user account.

To unlink an Entra ID:

See “Configuring Entra ID credentials” on page 76.

View Entra ID audit events

You can view the following Entra audit events in Nuance Management Center:

- **8207**—An NMS User has been linked with one or more Entra IDs.
- **8208**—One or more Entra IDs have been unlinked from an NMS User.

To view audit events:

1. Open Nuance Management Center.
2. In the Utilities ribbon, click **Audit Events**.

   The Events page appears.
3. If you are multi-org, specify an organization.
4. Optionally specify the login of a specific user for which to view events.

   User logins can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).
5. 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.
6. Select a date, using the Forward arrow and Back arrow to change months as necessary.
7. Select a time, using the Up arrow and Down arrow as necessary.

   The time is shown in 24-hour format.
8. Click **Select Events** to select one or more Entra events to view.
9. Click **Search**.

   The Events page appears, listing all events matching your search criteria.

Chapter 4: Organizations

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.

About patient health information encryption

Applies to: All medical products

You can optionally encrypt your dictation files to protect patient health information. During dictation, Dragon saves all audio and transcribed text automatically in Dragon Recorded Audio (.DRA) files. If you make any corrections to the dictated text, Dragon stores the corrections in .enwv files. Dragon can encrypt both these files when you enable the **Encrypt patient information** option.

Due to the restrictions mandated by privacy regulations (such as the Health Insurance Portability and Accountability Act (HIPAA) in the United States and EC 95/46 Directive in Europe), only Dragon can open these encrypted files. Non-medical editions of Dragon and Dragon toolkits like the Dragon SDK Client Edition cannot open these files. DragonPad also cannot open these files.

For more information on the **Encrypt patient information** option, see “To change product information:” on page 35. This setting appears on the Dragon Medical Network Edition tab.

Note: Dragon does not encrypt .DRA files that a user explicitly saves. For example, if a user saves recorded dictation when saving a document (for example, in Microsoft Word), Dragon does not encrypt this file.

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.

Working with organizations

Adding organizations

When you add an organization, Nuance Management Center also creates a site (Default), group (NMC Administration), and user (NMC Administrator).

1. In the Organizations ribbon, click **Add**.

   The Create Organization dialog box appears.

2. Specify an NPI number or address information to search for an organization.
3. Click **Search**.

   Search results appear.

4. Do one of the following:
   - If the organization appears in the search results, select it, and then click **This is the organization I'm looking for**.
   - If the organization is not listed, click **I don't see the organization. Let's create one**.
5. If you're creating a new organization, add information as necessary on the General, Address, and Products tabs.

   For field descriptions, see “Organization Details page” on page 154.

   Note: You must include **Street 1**, **City**, **State**, and **Zip** information when you create a new organization.

6. Click **Save**.

   A message indicating that NMS is creating a default site, group and NMC administrator user account with credentials appears.

7. Select the delivery method for your administrator user credentials, and then click **OK**.

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 33.
2. View organization details.

   The Organization Details page appears.

   For more information, see “Viewing Organizations” on page 33.
3. Edit the information as necessary.

   For field descriptions, see “Organization Details—General tab” on page 154.
4. Click **Save**.

To change the address:

1. View an organization.

   The Manage Organization page appears.

   For more information, see “Viewing Organizations” on page 33.
2. View organization details.

   The Organization Details page appears.

   For more information, see “Viewing Organizations” on page 33.
3. Click the Address tab.
4. Edit the information as necessary.

   For field descriptions, see “Organization Details—Address tab” on page 154.

   Note: Street 1, City, State, and Zip fields are required.
5. Click **Save**.

To change product information:

1. View an organization.

   The Manage Organization page appears.

   For more information, see “Viewing Organizations” on page 33.
2. View organization details.

   The Organization Details page appears.

   For more information, see “Viewing Organizations” on page 33.
3. Click the Products tab.

   The General tab is selected by default.
4. Do one of the following:

- Edit the General information as necessary.
- Click the appropriate tab for your product, and then edit as necessary.

For field descriptions, see “Organization Details—Products tab” on page 154

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 33.
2. View organization details.

   The Organization Details page appears.

   For more information, see “Viewing Organizations” on page 33.
3. Click the Products tab.

   The General tab is selected by default.
4. Expand the **Password Settings** drop-down list.
5. Select the appropriate password settings.

   For field descriptions, see “Organization Details—Products tab” on page 154.
6. Click **Save**.

Managing user deprovisioning

For information on enabling user deprovisioning, or for information on confirming users marked for deprovisioning, see the *User Provisioning and Deprovisioning Configuration Guide*.

Managing Auto-provisioning

To enable auto-provisioning:

Applies to: Capture Services, MUSE, CAPD, CAC, Dragon Medical Virtual Assistant, PowerMic Mobile, PowerMic Virtual Adapter, Dragon Medical Server/Dragon Medical One, Dragon Medical Mobile Recorder, Nuance Clinician, Dragon Medical Recorder, PowerScribe One only

When enabled, the auto-provisioning feature allows Nuance Management Center to create a user account automatically if one does not already exist when a user logs in to their client application. Nuance Management Center also assigns a license to the user automatically if one is available. If no licenses are available, Nuance Management Center still creates the user account. Optionally, you can also allow Nuance Management Center to assign automatically provisioned user accounts to a specific group.

1. View an organization.

   The Manage Organization page appears.

   For more information, see “Viewing Organizations” on page 33.
2. View organization details.

The Organization Details page appears.

For more information, see "Viewing Organizations" on page 33.

3. Click the Provisioning tab.
4. Click the appropriate product tab.
5. Select the **Enable auto-provisioning for this product** check box.

   For more information, see "Organization Details—Provisioning tab" on page 165
6. Optionally select a group from the **Add users to group** drop-down list to which newly provisioned user accounts should be assigned.

   For more information, see "Organization Details—Provisioning tab" on page 165
7. Click **Save**.

To enable user provisioning:

For complete instructions on enabling user provisioning, see the *User Provisioning and Deprovisioning Configuration Guide*.

Managing organization tokens

The Local Authenticator and other products that use Nuance Management Center require an organization token for authentication. You must add a token before using the products.

To add a token:

1. View an organization.

   The Manage Organization page appears.

   For more information, see "Viewing Organizations" on page 33.
2. View organization details.

   The Organization Details page appears.

   For more information, see "Viewing Organizations" on page 33.
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 33.
2. View organization details.

   The Organization Details page appears.

   For more information, see "Viewing Organizations" on page 33.

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 33.
2. View organization details.

   The Organization Details page appears.

   For more information, see "Viewing Organizations" on page 33.
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 federated relationships for Central Authentication

Applies to: All products using Central Authentication

A federated relationship is one that is maintained between enterprises. To implement Central Authentication, you create a federated relationship between your organization and Microsoft.

The Central Authentication tab is visible only on Microsoft cloud-hosted systems. This grant is only given to Microsoft administrators. Customers will only have read only access. Customers cannot create or configure federated relationships. For write-access to the tab, you must have the **Manage Central Authentication** grant. For read-only access to the tab, you must either have the **View Organization** grant, or be an administrator with any super user grant.

Customers can update/renew an existing federated relationship with a custom SAML request signing certificate if they have the **Manage Request Signing Certificate** grant.

For specific instructions on enabling Central Authentication in your environment, and for a more detailed feature overview, see the *Nuance Management Center Server Installation and Configuration Guide*.

To enable machine-to-machine authentication:

If selected, enables server-to-server communication. This type of communication establishes a trusted connection between your company's server and the Nuance Central Authentication portal by authenticating your server rather than a user.

1. View an organization.

   The Manage Organization page appears.

   For more information, see "Viewing Organizations" on page 33.

2. View organization details.

   The Organization Details page appears.

   For more information, see "Viewing Organizations" on page 33.

3. Click the Central Authentication tab.
4. Select the **Allow machine-to-machine authentication** option.
5. Click **Save**.

To add a new federated relationship:

Use this procedure if you are creating a new federated relationship between your organization and Microsoft.

1. View an organization.

   The Manage Organization page appears.

   For more information, see "Viewing Organizations" on page 33.

2. View organization details.

   The Organization Details page appears.

   For more information, see "Viewing Organizations" on page 33.

3. Click the Central Authentication tab.
4. Click the **Add New** button.

   The Add Federated Relationship dialog box appears.

5. Specify field information.

   For field descriptions, see "Central Authentication tab" on page 175.

6. Click **Configure**.
7. If you selected the **I will enter the metadata manually** option, additional fields appear. Specify the appropriate information.

   For field descriptions, see "Central Authentication tab" on page 175.

8. Click **Configure**.

   Nuance Management Center configures the federated relationship.

9. Do one of the following, depending on the method you used to provide your federation metadata:

   - **Metadata URL**—For federation relationships using WS-Federation. Copy the **WS-Fed Passive Protocol URL** and **Relying Party Trust ID** shown and provide them to your identity provider administrator to complete the configuration. For further configuration information, click the link shown.
   - **Metadata File (WS-Federation)**—Copy the **WS-Fed Passive Protocol URL** and **Relying Party Trust ID** shown and provide them to your identity provider administrator to complete the configuration. For further configuration information, click the link shown.

- **Metadata File (SAML)**—Copy the **Assertion Consumer Service (ACS) URL** and the **Audience URI** and provide them to your identity provider administrator to complete the configuration. If your federation server supports configuration via SAML metadata, you can share the **SAML Metadata URL**. For further information, click the link shown.
- **LDAP Connector**—Download and install the LDAP connector using the link shown. For installation information, click the additional link shown, or follow the instructions provided in the *Nuance Management Center Server Installation and Configuration Guide*. Install the connector inside your network on a server than can access your identity provider.

To add an existing federated relationship:

Use this procedure to associate an existing federated relationship with an organization. An organization can be part of more than one federated relationship.

1. View an organization.

   The Manage Organization page appears.

   For more information, see “Viewing Organizations” on page 33.
2. View organization details.

   The Organization Details page appears.

   For more information, see “Viewing Organizations” on page 33.
3. Click the Central Authentication tab.
4. Select a federated relationship in the list.
5. Click the **Add Existing** button.

   The Add Existing Federated Relationship dialog box appears.
6. Select an existing federated relationship, and then click **Save**.

To modify federated relationship details:

Use this procedure to modify the federated relationship description, email domains, or Windows Integrated Authentication option. You cannot modify any other relationship details.

1. View an organization.

   The Manage Organization page appears.

   For more information, see “Viewing Organizations” on page 33.
2. View organization details.

   The Organization Details page appears.

   For more information, see “Viewing Organizations” on page 33.
3. Click the Central Authentication tab.
4. Select a federated relationship.
5. Click the **Modify** button.

   The Federated Relationship Details dialog box appears.
6. Modify the fields shown.

   For field descriptions, see “Add Federated Relationship dialog box” on page 176.
7. Click **Save**.

To remove an association:

Use this procedure to remove the association between a federated relationship and an organization without deleting the federated relationship from Central Authentication.

1. View an organization.

   The Manage Organization page appears.

   For more information, see “Viewing Organizations” on page 33.

2. View organization details.

   The Organization Details page appears.

   For more information, see “Viewing Organizations” on page 33.

3. Click the Central Authentication tab.
4. Select a federated relationship.
5. Click **Remove Association**.

   A prompt appears, confirming your selection.

6. Click **Yes**.

To add or remove a product:

Use this procedure to add or remove a product from a federated relationship. Only Microsoft products for which you have a license appear in the list.

If you remove a product from a federated relationship, Central Authentication will no longer be available for the product you remove.

1. View an organization.

   The Manage Organization page appears.

   For more information, see “Viewing Organizations” on page 33.

2. View organization details.

   The Organization Details page appears.

   For more information, see “Viewing Organizations” on page 33.

3. Click the Central Authentication tab.
4. Select a federated relationship.
5. Click **Add/Remove Product**.

   By default, all products that support Central Authentication are automatically granted permission to use the federation and appear in the **Products that can use the federation** list.

6. Do one of the following:
   - Select a product in the **Products that can use the federation** list, and then click the left arrow ( ).
   - Select a product in the **Available Products** list, and then click the right arrow ( ).
7. Click **Save**.

To delete a federated relationship:

Use this procedure to delete a federated relationship. The federated relationship is deleted from Central Authentication and the association with the organization is removed.

Caution: Do not use this functionality to remove an association between an organization and a federated relationship. There is no "undo" for this action. To remove the association between a federated relationship and an organization, use the “To remove an association:” on page 41 procedure above.

1. View an organization.

   The Manage Organization page appears.

   For more information, see “Viewing Organizations” on page 33.
2. View organization details.

   The Organization Details page appears.

   For more information, see “Viewing Organizations” on page 33.
3. Click the Central Authentication tab.
4. Select a federated relationship in the list.
5. Click **Delete**.
6. Type the word **DELETE** in the dialog box that appears, and then click **OK**.

To test a federated relationship:

Use this procedure to ensure the federated relationship between your organization and Microsoft is configured correctly. The test option opens a new browser session, redirecting you to your identity provider and prompts you to enter your credentials. You can then access a web application that is independent of Nuance Management Center where you can test the federated relationship.

1. View an organization.

   The Manage Organization page appears.

   For more information, see “Viewing Organizations” on page 33.
2. View organization details.

   The Organization Details page appears.

   For more information, see “Viewing Organizations” on page 33.
3. Click the Central Authentication tab.
4. Select a federated relationship.
5. Click **Test**.

   One of the following occurs:

   - If your federated relationship was configured correctly, a Success page appears. There are three tabs you can select:
     - **User Profile**—User profile that the application will receive.
     - **Access Token Claims**—Claims from the access token are displayed in JSON format.
     - **ID Token Claims**—Claims from the ID token are displayed in JSON format.
   - If your federated relationship was configured incorrectly, a Failure page appears, with detailed error information and suggested troubleshooting procedures.

To view logs for a federated relationship:

Use this procedure to view event logs for events that occur within federated relationships, such as a failed login. This allows you to troubleshoot issues and monitor activity within your federated relationships.

1. View an organization.

   The Manage Organization page appears.

   For more information, see “Viewing Organizations” on page 33.

2. View organization details.

   The Organization Details page appears.

   For more information, see “Viewing Organizations” on page 33.

3. Click the Central Authentication tab.
4. Select a federated relationship.
5. Click the **Logs** button.

   The Federated Relationship-Logs page appears.

6. Specify search criteria.

   Only the products for which you have the Product Manage [*product name*] privilege appear in the **Filter by product** list.

   For field descriptions, see “Federated Relationship-Logs page” on page 179.

7. Click **Search**.

To add a custom SAML request signing certificate:

Central Authentication uses a default certificate when processing SAML authentication requests for your federated relationship with Microsoft. You can optionally use your own private key and self-signed certificate with a public key to sign SAML requests. When you add a custom certificate, you cannot access your Microsoft product using the federated relationship until you have shared the signing certificate public key with your identity provider and the identity provider's administrator has loaded it into their system.

To add a custom self-signed certificate, you must ensure the user managing the custom certificate has the appropriate grants. For more information on those grants, see the "Configuring Central Authentication" section in the *Nuance Management Center Server Installation and Configuration Guide*.

1. View an organization.

   The Manage Organization page appears.

   For more information, see “Viewing Organizations” on page 33.

2. View organization details.

   The Organization Details page appears.

   For more information, see “Viewing Organizations” on page 33.

3. Click the Central Authentication tab.
4. Select a federated relationship, and then click **Modify**.

   The Federated Relationship Details dialog box appears.

5. Deselect the **Use default signing certificate** check box.

   Additional options appear.

6. Click **Configure Custom Certificate**.

   The Configure Custom Certificate dialog box appears, indicating that access to your Microsoft product will be disabled until the signing certificate public key is configured in your identity provider's system.

7. Click the **Create certificate with expiration date** field to select an expiration date for the certificate.

   The default value is a date two years from the current date.

8. Click **Save**.

   A confirmation message appears.

9. Type **CONFIRM** in the field provided, and then click **OK**.

To renew a custom SAML request signing certificate:

Use these instructions to renew your previously configured custom SAML request signing certificate that is about to expire.

To renew a custom certificate, you must ensure the user managing the custom certificate has the appropriate grants. For more information on those grants, see the "Configuring Central Authentication" section in the *Nuance Management Center Server Installation and Configuration Guide*.

1. View an organization.

   The Manage Organization page appears.

   For more information, see “Viewing Organizations” on page 33.

2. View organization details.

   The Organization Details page appears.

   For more information, see “Viewing Organizations” on page 33.

3. Click the Central Authentication tab.
4. Select a federated relationship, and then click **Modify**.

   The Federated Relationship Details dialog box appears.

5. Click **Manage Custom Certificate**.

   A confirmation dialog box appears.

6. Select the **Renew certificate with expiration date** radio button.
7. Click the date field and select a new certificate expiration date.
8. Click **OK**.

   A confirmation dialog box appears.

9. Type **CONFIRM** in the field provided, and then click **OK**.

To delete a custom SAML request signing certificate:

Use these instructions to delete a previously configured custom SAML request signing certificate. When you delete your custom certificate, Nuance Management Center uses the default certificate automatically.

To delete a custom certificate, you must ensure the user managing the custom certificate has the appropriate grants. For more information on those grants, see the "Configuring Central Authentication" section in the *Nuance Management Center Server Installation and Configuration Guide*.

1. View an organization.

   The Manage Organization page appears.

   For more information, see “Viewing Organizations” on page 33.
2. View organization details.

   The Organization Details page appears.

   For more information, see “Viewing Organizations” on page 33.
3. Click the Central Authentication tab.
4. Select a federated relationship, and then click **Modify**.

   The Federated Relationship Details dialog box appears.
5. Click **Manage Custom Certificate**.

   A confirmation dialog box appears.
6. Select the **Delete certificate and revert to default** radio button, and then click **OK**.
7. Type **CONFIRM** in the field provided and then click **OK**.

Disabling native Nuance Management Center authentication

Applies to: All products using Central Authentication

If your organization has implemented Central Authentication, you can disable native logins to prevent users from logging in to your product's client using the login and password you provided when you created their user accounts. This forces users to log in using only Central Authentication.

You must have the **Manage Organizations** privilege and **View Organization** grant to see this tab. You must also have the **Modify Organizations** grant to modify settings in this tab. In addition, you must have specified a primary email address for all user accounts before disabling native NMS authentication. To verify all users have a primary email address, run a search for all users in your organization. The **Primary email address** column appears in the search results. For more information, see “Viewing user accounts” on page 67.

To disable native authentication:

1. View an organization.

   The Manage Organization page appears.

   For more information, see “Viewing Organizations” on page 33.
2. View organization details.

   The Organization Details page appears.

   For more information, see “Viewing Organizations” on page 33.
3. Click the Disable Native Credentials tab.
4. Select the product for which you want to disable native logins in the Available Products list, and then click the right arrow ().

The product moves from the Available Products list to the Selected Products list.

5. Click **Save**.

To re-enable native authentication:

1. View an organization.

   The Manage Organization page appears.

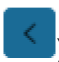
   For more information, see "Viewing Organizations" on page 33.

2. View organization details.

   The Organization Details page appears.

   For more information, see "Viewing Organizations" on page 33.

3. Click the Disable Native Credentials tab.

4. Select the product for which you want to disable native logins, and then click the left arrow ().

   The product moves from the Selected Products list to the Available Products list.

5. Click **Save**.

Managing Active Directory domains

Applies to: Dragon desktop products only

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 33.

2. View organization details.

   The Organization Details page appears.

   For more information, see "Viewing Organizations" on page 33.

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 179.

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 33.
2. View organization details.

   The Organization Details page appears.

   For more information, see "Viewing Organizations" on page 33.
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 179.
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 33.
2. View organization details.

   The Organization Details page appears.

   For more information, see "Viewing Organizations" on page 33.
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 33.
2. View organization details.

   The Organization Details page appears.

   For more information, see "Viewing Organizations" on page 33.
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**.

Configuring EHRs for organizations or sites

Nuance Management Center allows you to add multiple Electronic Health Record (EHR) instances per site or per organization, depending on your organization's needs. This feature is flexible and can accomodate different scenarios in your organization, such as a provider who practices at multiple sites and uses multiple EHRs at each site. You add EHRs at the site or organization level, and then add one or more EHRs to each user account.

You can add multiple EHRs per vendor, such as Epic or Cerner. You can also add multiple EHRs for your organization and for each site. However, you cannot create additional vendors. Nuance determines the vendors that are available.

For additional information on adding EHRs to each user account, see “Configuring EHRs for user accounts” on page 79.

Adding EHRs to organizations or sites

1. View an organization.

   The Manage Organization page appears.

   For more information, see “Viewing Organizations” on page 33.
2. View organization details.

   The Organization Details page appears.

   For information, see “Viewing Organizations” on page 33.
3. Click the EHRs tab.
4. Click **Add**.

   The EHR dialog box opens.
5. Specify the EHR information.

   For field descriptions, see “Organization Details—EHRs tab” on page 180.
6. Click **Save**.

Modifying an EHR assigned to an organization or site

1. View an organization.

   The Manage Organization page appears.

For more information, see “Viewing Organizations” on page 33.

2. View organization details.

   The Organization Details page appears.

   For more information, see “Viewing Organizations” on page 33.
3. Click the EHRs tab.
4. Select the EHR you want to modify.
5. Click **Modify**.

   The EHR dialog box opens.
6. Edit as necessary.

   For field descriptions, see “Organization Details—EHRs tab” on page 180.
7. Click **Save**.

Deleting an EHR from an organization or site

1. View an organization.

   The Manage Organization page appears.

   For more information, see “Viewing Organizations” on page 33.
2. View organization details.

   The Organization Details page appears.

   For more information, see “Viewing Organizations” on page 33.
3. Click the EHRs tab.
4. Select the EHR you want to delete.
5. Click **Delete**.

   The Delete EHR dialog box opens.
6. Type **DELETE** and then click **OK**.

Chapter 5: Sites

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 (Dragon desktop products only), 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 Microsoft-hosted NMC server in the cloud, Microsoft 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 33.

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 33.

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 181.

4. Click **Save**.

Modifying 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 33.

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**.

3. Right-click a site, and then select **Details**.

4. Modify the site information.

   For more information, see Managing sites.

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 33.

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 33.

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 181.

4. Click **Save**.

To change patient care settings:

If you're using Dragon Medical Advisor, Healthcare settings and EHR locations allow you to create distinct care settings. These distinct settings allow physicians to have a separate profile for each setting. Dragon Medical Advisor can then offer different advice, depending on the location of the user, while helping you to understand which care settings benefit most from Dragon Medical Advisor advice.

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 33.

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 Healthcare setting and EHR location identifier(s) fields as necessary.

   For field descriptions, see "Site—General tab" on page 181.

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 33.

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 181.

5. Click **Save**.

Changing product-specific 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 33.

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 a product name tab.
4. Edit the information as necessary.

   For field descriptions, see Site tabs.

5. Click **Save**.

Uploading a custom phonetic alphabet file

Applies to: Dragon Law Enforcement only

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 33.

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.

6. Navigate to your custom `icao.ini` file.
7. Select the `icao.ini` file, and then click **Open**.
8. Click **Save**.

   Nuance Management Center uploads your file.

Chapter 6: Groups

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 privileges, grants, and default Dragon client settings.

For example, a clinic might choose to create these groups:

- Two groups with the role of **Dragon Medical Author**—Medical practitioners with different specialties who need different vocabularies and distinct formatting options. For example, a group of cardiologists might need one format and a group of dermatologists might need a different format. Users in this group require access to the Dragon client to dictate.
- Two groups with the role of **NMC Administrator**—The first a small group who can change all options in the NMC console, and the second a larger group of administrators who can change only group settings. Users in this group only need access to the NMC console to manage products and objects.

Your organization might choose to have more than one Administrator group. For example:

- **Superusers**—Can execute all actions in the NMC console.
- **License administrators**—Can create, grant, and revoke licenses.
- **Group administrators**—Can determine the settings providers in each group require.
- **Help desk**—Have only view access to the NMC console information.

If you are using a Dragon desktop product, you can configure administrative settings, auto-formatting settings, and other client settings at the group level. 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 Microsoft-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 33.

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 198.
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 33.
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 198.
9. Click **Save**.

Copying groups

1. View a group.

   For more information, see "Viewing groups" on page 58.
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 198.
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 58.
2. Right-click a group, and then select **Delete**.

   The Delete Group dialog box opens.
3. Click **Yes**.

Managing groups

Select from the following procedures to manage your groups.

Changing group details

1. View a group.

   For more information, see “Viewing groups” on page 58.

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 198.

4. Click **Save**.

Adding user accounts to a group

1. View a group.

   For more information, see “Viewing groups” on page 58.

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 58.

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

Privileges determine the ribbons, menus, and options that users can access in the NMC console. You assign or unassign privileges to show or hide those options.

Grants determine the objects that users can access in the Nuance Management Center database, such as sites, groups, and users. Generally, you assign different grants to providers than you would to administrators.

For more detailed information on specific privileges, see “Privileges reference” on page 285.

To configure group privileges:

1. View a group.

   For more information, see “Viewing groups” on page 58.
2. Right-click a group, and then select **Details**.

   The Group Details page appears. The Details tab is selected by default.
3. In the **Privileges** field, select the check box next to each privilege to add or remove.

   Click **Select All** to select all check boxes, or **Clear All** to clear them.
4. Click **Save**.

To add group grants:

1. View a group.

   For more information, see “Viewing groups” on page 58 .
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 199.
6. Click **Add**.

To revoke grants:

1. View a group.

   For more information, see “Viewing groups” on page 58.
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 product settings

Applies to: Dragon desktop products only

Use the following procedures to change settings on product-specific tabs.

To change product-specific settings:

1. View a group.

   For more information, see “Viewing groups” on page 58.

2. Right-click a group, and then select **Details**.

   The Group Details page appears. The Details tab is selected by default.
3. Click the product tab for your product.

   For example, Dragon Professional or Network Edition US.
4. Edit the information as necessary.

   For field descriptions, see the appropriate section on the “Group Details page” on page 198.
5. Click **Save**.

To change PowerMic settings:

1. View a group.

   For more information, see “Viewing groups” on page 58.
2. Right-click a group, and then select **Details**.

   The Group Details page appears. The Details tab is selected by default.
3. Click the product tab for your product.

   For example, Dragon Professional or Network Edition US.
4. Expand the PowerMic section.
5. Modify the drop-down selections as necessary.

   For field descriptions, see “PowerMic section” on page 222.
6. Click **Save**.

To change 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 58.
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, or the appropriate tab for your product.
4. Expand the Hot Keys section.
5. Edit the hot keys by typing or deleting characters as necessary.

   For field descriptions, see “Hot Keys section” on page 223.
6. Click **Save**.

Configuring Profile Optimizer Scheduler settings—Groups

Applies to: Dragon Medical Network Edition

You can configure profile optimization tasks for groups or for individual user accounts. For information on configuring profile optimization for user accounts, see “Configuring Profile Optimizer Scheduler settings—User accounts” on page 81.

To schedule the Profile Optimizer:

Do the following to schedule profile optimization to occur on regular intervals for groups.

1. View a group.

   For more information, see "Viewing groups" on page 58.

2. Right-click a group, and then select **Group Details**.

   The Group Details page appears. The Details tab is selected by default.

3. Click the Network Edition US tab.
4. At the bottom of the tab, click the **Profile Optimizer Scheduler Settings** button.

   The Profile Optimizer Scheduler Settings dialog box appears.

5. Select intervals for both LMO and ACO from the drop-down lists.

   For field descriptions, see "Profile Optimizer Scheduler Settings" on page 214.

   For recommended intervals, see "About scheduling the Profile Optimizer" on page 112.

6. Click **Save**.

To run the Profile Optimizer immediately:

Do the following to execute ACO or LMO immediately for specific user accounts.

1. View a group.

   For more information, see "Viewing groups" on page 58.

2. Right-click a group, and then select **Group Details**.

   The Group Details page appears. The Details tab is selected by default.

3. Click the Network Edition US tab.
4. At the bottom of the tab, click the **Profile Optimizer Scheduler Settings** button.

   The Profile Optimizer Scheduler Settings dialog box appears.

5. Do one of the following:

   - To execute LMO, click **Execute Now** next to the **LMO** interval field.
   - To execute ACO, click **Execute Now** next to the **ACO** field.

   A confirmation message appears.

6. Click **OK**.
7. Click **Cancel** to exit the dialog box.

Chapter 7: User accounts

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 users to log in to the Microsoft product on their client computers. 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 Microsoft products.

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 58.

2. View group details.

   For more information, see "Viewing groups" on page 58.

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 33.

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.

   You cannot include leading or trailing spaces in the user's login or password. You also cannot include colons (:) or backslashes (\) in the user’s login. However, you can include umlauts and other extended characters, such as tildes (~) and circumflexes (^), in both the login and password.
3. Add remaining information as necessary.

   For field descriptions, see “User Account Details page” on page 226.
4. Click **Save**.

Or

1. View a group by site.

   The Manage Organization page appears.

   For more information, see “Viewing groups” on page 58.
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.

   You cannot include leading or trailing spaces in the user's login or password. You also cannot include colons (:) or backslashes (\) in the user’s login. However, you can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^), in both the login and password.
4. Add remaining information as necessary.

   For field descriptions, see “User Account Details page” on page 226.
5. Click **Save**.

Creating user accounts automatically (auto-provisioning)

See Enabling auto-provisioning.

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 67.
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 67.
2. Right-click a user account in a group, and then select **Delete**.

   A confirmation dialog box appears.
3. Click **Yes**.

Importing new or modifying existing users

You can also create new user accounts by importing them from a comma-delimited file or from an XML file or CSV file. Or, to modify multiple existing users at once, you can create an XML or CSV import file with the updated information. When you import the file, you select the specific user account attributes to update with the new information. This allows you to update user accounts in bulk.

For more information, see “Creating comma-delimited files for user account import” on page 273 and “Creating XML files for user account import” on page 275.

For information on file name constraints for import files, see “Importing files” on page 13.

> **Note:** If the **Email address required for organization users** setting is enabled on the “Organization Details page” on page 154, you must include a valid email address for each user account in the import file.

To import new users:

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 XML or CSV import file.
4. Select the file, and then click **Open**.
5. Click **Next**.

   A list of users to import appears.
6. Click **Next**.

   The Fields to overwrite page appears.
7. Click **Next**.

   The Select Licenses page appears.

8. Select one or more license types to assign to the user accounts.
9. Click **Next**.
10. Click **Next** again to begin the import process.
11. Click **Next** when the import process is finished.
12. If any errors occur, 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 46.
    - A leading or trailing space exists in a user's login, password, or credentials.
    - A colon (:) or backslash (\) exists in a user's login.
    - The `<GroupMembership>` element is missing.

      For more information, see “Creating XML files for user account import” on page 275 or “Creating comma-delimited files for user account import” on page 273

    You'll need to edit your import file outside of Nuance Management Center to correct the errors, and then re-import it.
13. Do one of the following on the Import Results page:
    - Click **Save as CSV** to export the error log to a .csv file.
    - Click **Finish** to close the dialog box.

To re-import and modify existing users:

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 XML or CSV import file.
4. Select the file, and then click **Open**.
5. Click **Next**.

   A list of users to import appears.
6. Click **Next**.

   The Fields to overwrite page appears.
7. Select one of the following:
   - **Overwrite existing group membership**—Select to replace users’ existing group memberships in Nuance Management Center with the group membership specified in your import file.
   - **Retain existing group membership**—Select to retain users’ existing group memberships in Nuance Management Center.
8. Select the appropriate fields to overwrite.

For each field you select, the import process replaces existing user account information in Nuance Management Center with the information specified in your import file.

9. Click **Next**.

   The Select Licenses page appears.

10. Select one or more license types to assign to the user accounts.
11. Click **Next**.
12. Click **Next** again to begin the import process.
13. Click **Next** when the import process is finished.
14. If any errors occur, 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 46.
    - A leading or trailing space exists in a user's login, password, or credentials.
    - A colon (:) or backslash (\) exists in a user's login.
    - The `<GroupMembership>` element is missing.

      For more information, see “Creating XML files for user account import” on page 275 or “Creating comma-delimited files for user account import” on page 273.

    You'll need to edit your import file outside of Nuance Management Center to correct the errors, and then re-import it.

15. Do one of the following on the Import Results page:
    - Click **Save as CSV** to export the error log to a .csv file.
    - Click **Finish** to close the dialog box.

Managing user accounts

Changing user account details

1. View a user account.

   The User Accounts page appears.

   For information, see “Viewing user accounts” on page 67.

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 226.

   > **Note:** User logins, passwords, and credentials cannot contain leading or trailing spaces. If you edit an existing user whose login, password, or credentials contains leading or trailing spaces, you cannot save the user account until you remove the spaces.

   > Logins, passwords, and credentials can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).

   > If you change your email address, Nuance Management Center sends an email message to your old address requiring you to confirm the change. You cannot use your new email address to reset your password or view messages in Nuance Management Center until you confirm the change.

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. If you enabled the **Email address required for organization users** setting on the “Organization Details page” on page 154, a valid email address is required for each user.

1. View a user account.

   The User Accounts page appears.

   For more information, see “Viewing user accounts” on page 67.

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.

   User passwords cannot contain leading or trailing spaces. If you edit an existing user whose passwords contains leading or trailing spaces, you cannot save the user account until you remove the spaces.

Logins, passwords, and credentials can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).

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 67.

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 228.

5. Click **Save**.

Viewing client logs

You can view client logs in the Utilities ribbon and in the User Accounts ribbon.

To view logs from the User Accounts ribbon:

1. View a user account.

   The User Accounts page appears.

   For more information, see “Viewing user accounts” on page 67.

2. Specify search criteria.
3. Click **Search**.

   The Client Logs page appears, listing all client activity matching your search criteria.

4. Right-click a log, and then select **View**.

   The file appears in read-only format.

Downloading client logs

1. View a user account.

   The User Accounts page appears.

   For more information, see “Viewing user accounts” on page 67.

2. Specify search criteria.
3. Click **Search**.

   The Client Logs page appears, listing all client activity matching your search criteria.

4. Right-click a log, and then select **Download**.

   A message prompting you to open or save the document appears.

5. Click **Save**.

   The log is saved in the Downloads folder on your local drive.

Sending a Reset Password link

Users can reset their Dragon client password at any time in the Dragon client. You can also send users an email message containing a link to reset their password. You might send a Reset Password link if, for example, your organization had a security incident. To send a Reset Password link:

- The user to whom you are sending the link must have an email address set in their user account.

  For more information, see Changing user account details.

- If you are an on-premise customer, you must have set up the Forgot Password email template.

  For more information, see "Creating the Forgot Password email template" on page 282.

To send a Reset Password link:

1. View a user account.

   The User Accounts page appears.

   For more information, see "Viewing user accounts" on page 67.

2. Right-click a user, and then select **Send reset password link**.

   A message appears, indicating a link was sent.

Backing up user profiles

Applies to: Dragon Medical Network Edition only

This option is only available for user profiles created with the Dragon Medical Network Edition product. You cannot back up user profiles in the NMC console for any other Dragon edition.

You determine the location for the user profile backups on the Speech Node Collection page. For more information, see "To view speech node collection details:" on page 114.

1. View a user account.

   The User Accounts page appears.

   For more information, see "Viewing user accounts" on page 67.

2. Right-click a user, and then select **Back Up User Profiles**.

   A message appears, indicating the backup task was scheduled in the Profile Optimizer.

Restoring user profiles

Applies to: Dragon Medical Network Edition only

You might restore user profiles if, for example, a user profile became corrupted. Restoring the user profile overwrites the current profile with a backup copy.

1. View a user account.

   The User Accounts page appears.

   For more information, see "Viewing user accounts" on page 67.

2. Right-click a user, and then select **Restore User Profiles**.

   A message appears, indicating the restore task was scheduled.

Resetting a user profile

Applies to: Dragon Medical Server/Dragon Medical One only

Do the following to reset the user profile for a user account the next time a session is created for the user. You may need to reset a user profile if it has become corrupted or unusable. Once reset, the NMC server deselects this check box.

1. View a user account.

   The User Accounts page appears.

   For more information, see “Viewing user accounts” on page 67.
2. Click the User Profile tab.
3. Expand the Dragon Medical Server section.
4. Select the **Reset speech recognition user profile** check box.
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 67.
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 67.
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 67.
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 228.
5. Click **Save**.

Configuring Entra ID credentials

You add links between Nuance Management Center user accounts and their Entra IDs in Microsoft Entra when one of the following conditions are met:

- The email address in your Entra ID token does not match either the email address or the login ID of your Nuance Management Center user.

  Or
- The User Principal Name (UPN) in your Entra ID token does not match either the email address or the login ID of your Nuance Management Center user.

You must have the **Manage Entra ID User Linkage** grant to link and unlink Entra IDs on the **Entra ID** tab. You must also authenticate to Nuance Management Center with Entra to manually add links for user accounts.

Adding an Entra ID link

1. View a user account.

   The User Accounts page appears.

   For more information, see "Viewing user accounts" on page 67.
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 Credentials tab.
4. Click the Entra ID tab.
5. Click **Add Link**.

   The Add Entra ID dialog box opens.

   This button is only available when you are logged in with your Entra ID and you have the **Manage Entra ID User Linkage** grant.
6. Specify one or more search criteria to search for the Entra ID:
   - First name
   - Last name
   - Email address
   - Login ID

7. Click **Search**.

   If found, matching Entra IDs are returned.

8. Click an Entra ID.

   The ID is linked to the user account.

Unlinking an Entra ID

You cannot unlink your own user account.

1. View a user account.

   The User Accounts page appears.

   For more information, see "Viewing user accounts" on page 67.

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 Credentials tab.

4. Click the Entra ID tab.

5. Select a linked Entra ID.

6. Click **Unlink**.

   This button is only available when you are logged in with your Entra ID and you have the **Manage Entra ID User Linkage** grant.

7. Click **OK** to confirm.

Manually linking an Entra ID

Use this option if you know the user's Entra ID and can enter it manually without having to search for it first.

1. View a user account.

   The User Accounts page appears.

   For more information, see "Viewing user accounts" on page 67.

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 Credentials tab.

4. Click the Entra ID tab.

5. Click **Link Manually**.

   The Add Entra ID dialog box opens.

6. Specify field information.

   For field information, see "Entra ID tab" on page 229.

7. Click **Save**.

Configuring user account credentials

Adding user account credentials

1. View a user account.

   The User Accounts page appears.

   For more information, see "Viewing user accounts" on page 67.
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 Credentials tab.
4. Click one of the following tabs:
   - NTLM
   - Token
5. Click **Add**.
6. Specify the information in the dialog box.

   For field information, see "User Account Details—Credentials tab" on page 229.
7. Click **Save**.

Modifying user account credentials

1. View a user account.

   The User Accounts page appears.

   For more information, see "Viewing user accounts" on page 67.
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 Credentials tab.
4. Click one of the following tabs:
   - NTLM
   - Token
5. Click **Modify**.
6. Edit the information as necessary.

   For field information, see "User Account Details—Credentials tab" on page 229.
7. Click **Save**.

Deleting user account credentials

1. View a user account.

   The User Accounts page appears.

   For more information, see "Viewing user accounts" on page 67.
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 Credentials tab.
4. Click one of the following tabs:

- NTLM
- Token

5. Select a credential, and then click **Delete**.

   A confirmation message appears.

6. Click **Yes**.

Viewing IDP unique identifiers

About the IDP unique identifier

A unique identifier is assigned to each user account when users log in to a cloud-hosted client application configured for a federated login through Central Authentication. The unique identifier is sent as a claim by your external Identity Provider (IDP) and stored upon successful authentication. The identifier ensures that users in your Active Directory who have multiple email addresses are correctly matched to the appropriate user accounts in Nuance Management Center.

The unique identifier is a read-only value that is visible in the NMC console and you cannot modify or delete it. You also cannot add new identifiers. When unique identifiers change, Nuance Management Center replaces the old value with the new value automatically.

Unique identifiers are currently assigned only for cloud-hosted client applications where a federated login is configured through Central Authentication and a claim for the user’s unique identifier is passed. Identifiers are not assigned when native NMS authentication is in use.

Implementing the IDP unique identifier

To allow Nuance Management Center to assign unique identifiers to user accounts, you must have done the following:

- A federated relationship must exist for your organization.

  For information on configuring a federated relationship, see the Central Authentication chapter in the *Nuance Management Center Server Installation and Configuration Guide*.

- Your IDP administrator must add a new claim for the unique identifier in Auth0.

Viewing the IDP unique identifier

There are no grants or privileges required to view this tab.

To view a user's IDP unique identifier:

1. View a user account.

   The User Accounts page appears.

   For more information, see “Viewing user accounts” on page 67.

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 Credentials tab.
4. Click the IDP ID tab.

Configuring EHRs for user accounts

Nuance Management Center allows you to add multiple Electronic Health Record (EHR) instances per site or per organization, depending on your organization's needs. This feature is flexible and can accomodate different scenarios in your organization, such as a provider who practices at multiple sites and uses multiple EHRs at each site. You add EHRs at the site or organization level, and then add one or more EHRs to each user account. You must have added EHRs to your organization or to sites first before adding EHRs to user accounts.

If you are importing user accounts, you can import only two EHR IDs per user account in the XML file. For more information, see "Creating XML files for user account import" on page 275 and "To import new users:" on page 69.

For information on creating EHRs at the site or organization level, see "Configuring EHRs for organizations or sites" on page 48.

Adding an EHR to a user account

1. View a user account.

   The User Accounts page appears.

   For more information, see "Viewing user accounts" on page 67.
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 EHR tab.
4. Click **Add**.

   The EHR dialog box opens.
5. Specify EHR information.

   For field information, see "User Account Details page" on page 226.
6. Click **Save**.

Modifying a user's EHR

1. View a user account.

   The User Accounts page appears.

   For more information, see "Viewing user accounts" on page 67.
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 EHR tab.
4. Select an EHR.
5. Click **Modify**.
6. Edit as necessary.

   For field information, see "User Account Details page" on page 226.
7. Click **Save**.

Deleting a user's EHR

1. View a user account.

   The User Accounts page appears.

   For more information, see "Viewing user accounts" on page 67.
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 EHR tab.
4. Select an EHR.
5. Click **Delete**.
6. Click **Yes** when prompted.

Configuring client settings

Configuring Dragon Ambient eXperience client settings for user accounts

Applies to: Dragon Ambient eXperience only

You must have the **Product Manage Dragon Ambient eXperience** privilege to view and access this tab.

1. View a user account.

   The User Accounts page appears.

   For more information, see "Viewing user accounts" on page 67.
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 Ambient eXperience tab.
4. Edit the information as necessary.

   For field descriptions, see "User Account Details—Dragon Ambient eXperience tab" on page 230.
5. Click **Save**.

Configuring Dragon Medical Network Edition client settings for user accounts

Applies to: Dragon Professional and Dragon Medical Network Edition only

1. View a user account.

   The User Accounts page appears.

   For more information, see "Viewing user accounts" on page 67.
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 or Network Edition 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 236.
6. Click **Save**.

Configuring Profile Optimizer Scheduler settings—User accounts

You can schedule profile optimization tasks for groups or for individual user accounts. For information on configuring profile optimization for groups, see "Configuring Profile Optimizer Scheduler settings—Groups" on page 63.

To schedule the Profile Optimizer:

Applies to: Dragon Medical Network Edition only

Do the following to schedule profile optimization to occur on regular intervals for specific user accounts.

1. View a user account.

   The User Accounts page appears.

   For more information, see “Viewing user accounts” on page 67.

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 Network Edition US tab.

4. At the bottom of the tab, click the **Configure** button next to the **Profile Optimizer Scheduler Settings** field.

   The Profile Optimizer Scheduler Settings dialog box appears.

5. Select intervals for both ACO and LMO from the drop-down lists.

   For field descriptions, see “Profile Optimizer Scheduler Settings” on page 234.

   For recommended intervals, see “About scheduling the Profile Optimizer” on page 112.

6. Click **Save**.

To run the Profile Optimizer immediately:

Applies to: Dragon Medical Network Edition only

Do the following to execute ACO or LMO immediately for specific user accounts.

1. View a user account.

   The User Accounts page appears.

   For more information, see “Viewing user accounts” on page 67.

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 Network Edition US tab.

4. At the bottom of the tab, click the **Configure** button next to the **Profile Optimizer Scheduler Settings** field.

   The Profile Optimizer Scheduler Settings dialog box appears.

5. Do one of the following:

   - To execute LMO, click **Execute Now** next to the **LMO** interval field.
   - To execute ACO, click **Execute Now** next to the **ACO** field.

   A confirmation message appears.

6. Click **OK**.

7. Click **Cancel** to exit the dialog box.

Chapter 8: Roaming users

About the Roaming feature

Applies to: Dragon Professional, Dragon Medical Network Edition only

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 the Roaming feature 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.

  A local cache stores user profile information offline when the network is not available.

- Minimizes network traffic. If a Local Roaming user profile already exists on a specific computer, Dragon downloads only updated contents when the user opens the profile. Dragon also uploads only updated contents when the dictation session ends.
- Provides username and password protection on Roaming user profiles if HTTP Roaming is configured.
- Allows use of Citrix Smooth Roaming feature to allow users to move between computers and complete work started in a different location. (Dragon Medical Network Edition only)

For more information on Roaming user profiles, see “About Roaming user profiles” on page 85.

For Roaming feature setup and configuration information, see “Roaming feature setup checklist” on page 88.

About Roaming user profiles

Applies to: Dragon Professional, Dragon Medical Network Edition only

For more information on the Roaming feature and setting it up in the NMC console, see "About the Roaming feature" on page 84 and "Roaming feature setup checklist" on page 88.

Overview	
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 87. 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.

Overview	
	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: \AppData\Local\Nuance\NS15\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

Applies to: Dragon Professional, Dragon Medical Network Edition only

Overview	
About	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: • 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 after one of the above actions is taken. 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.

Roaming feature setup checklist

Applies to: Dragon Professional, Dragon Medical Network Edition only

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

Prerequisites

Prerequisite	Description
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. **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 • WebDAV must be turned on. The WebDAV Apache module is available free

Prerequisite	Description
	from www.webdav.org/mod_dav. • **Internet Roaming User**—Redirects must be turned on when using Digest authentication.

Permissions required

The following tables describe the permissions required to implement the Roaming feature.

Server access

Folder	Location	Required permissions
Master Roaming user profiles folder	Network share where Master Roaming user profiles folder is located.	Full read/write/modify permissions

Client access

Folder	Location	Required permissions
Master Roaming user profiles folder	Network share where Master Roaming user profiles folder is located.	Full read/write/modify permissions
Local Roaming user profiles folder	Client workstation where providers dictate	Full read/write/modify permissions
<drive letter>: \Users\All Users\Application Data\ Nuance folder and all sub-folders	NMC server, Database server, and Profile Optimizer server	Full read/write/modify permissions
<drive letter>: \Program Data\ Application Data\ Nuance folder and all sub-folders	NMC server, Database server, and Profile Optimizer server	Full read/write/modify permissions
<drive letter>: \Program Files\ Nuance folder and all sub-folders	NMC server, Database server, and Profile Optimizer server	Read permission
<drive letter>: \Program Data\ Nuance folder and all sub-folders	Client workstation where providers dictate	Full read/write/modify permissions
<drive letter>: \ <Windows User ID>\ AppData\ folder and all sub-folders	Client workstation where providers dictate	Full read/write/modify permissions
<drive letter>: \Documents and Settings\All Users\ Application Data\ Nuance folder and all sub-folders	Client workstation where providers dictate	Full read/write/modify permissions

Folder	Location	Required permissions
HKEY_LOCAL_MACHINE\SOFTWARE\Nuance	Registry of client workstation where providers dictate	Rights to update the registry to read/write to these keys.
HKEY_CURRENT_USER\SOFTWARE\Nuance	Registry of client workstation where providers dictate	Rights to update the registry to read/write to these keys.

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

Step	Procedure	Reference
Step 1	Enable the Roaming feature and set the location of Master Roaming user profiles. **Note:** For Dragon Medical Network Edition, the Roaming feature is enabled by default. You only need to set the Master Roaming user profile location.	"Enabling the Roaming feature" on page 91 "Setting the Master Roaming user profile location" on page 92
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

Applies to: Dragon Professional only

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 88.

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 33.

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

Applies to: Dragon Professional, Dragon Medical Network Edition only

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.

Dragon Professional

1. View an organization.

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

   For more information, see "Viewing Organizations" on page 33.
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. Do the following 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:

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**.

Dragon Medical Network Edition

1. View an organization.

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

   For more information, see "Viewing Organizations" on page 33.
2. Right-click the site for which you're setting up Roaming, and then select **Details**.

   The Site page appears.

3. Click the Dragon Medical Network Edition tab.
4. Expand the Master user profile section.
5. Click the **Configure** button next to the **Master user profile directories** field.

   The Master User Profile Directory Settings dialog box appears.
6. Do the following on the General tab:
   - Optionally specify a display name for the location in the **Name** field.
   - Specify the Master Roaming network location in the **DMNE Version 2.0 (or higher) Speech Profile location**.
   - Select the appropriate speech node collection from the **Speech Node Collection** drop-down list.
   - Specify the UNC path in the **DMNE v2.0 or higher (UNC)** field.

If your Master Roaming user profiles are stored on a Web server, additionally do the following:

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 9: Licenses

About licenses

Your organization purchases licenses for each Microsoft product that 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 import the license key in the NMC console, and then assign licenses to your user accounts. Each user account must have one license for each Microsoft product that they use.

Each license instance can be one of two types:

- **Account**—License that you can grant to users.
- **Enterprise**—License that you grant to an organization. Any user in the organization can use the application. When a user logs in to the client application with an enterprise license, an account license is created automatically for tracking purposes.

You can only grant licenses to users in the same organization as the license.

Thirty days before a license is due to expire, Nuance Management Center notifies you through a message in the NMC console. For information on viewing these messages, see “Messages” on page 108.

If you are using the Dragon Medical Network Edition, each user with a Physician Author or Non-Physician Author license must log in to the Dragon client every 90 days to connect to the NMC server and refresh the license. These users can dictate for 90 days without a server connection. After 90 days, these users cannot dictate with Dragon until they log in.

To purchase additional licenses, or to renew expiring licenses, contact your Microsoft account representative.

Viewing licenses

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

When you import a license into an organization, Nuance Management Center grants certain privileges to all groups that have the NMC Administrator role. For more information, see “Privileges reference” on page 285.

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.

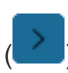
Allocating licenses

When you create new user accounts, you 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 Revoke 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 Available Users list, and then click the right arrow button ().

   The user moves to the Selected Users list.

5. Click **OK**.

Chapter 10: Utilities

Server logs

About server logs

The NMC server generates a Windows communication foundation service log file for each individual user account. You can view the server logs in the NMC consoleif you have the NMS Server Logs global grant or if you are a superuser.

Log files are located on the NMC server in:

```
C:\ProgramData\NMS\Logs\NMS Server\
```

Viewing server logs

1. In the Utilities ribbon, click **Server Logs**.

   The Server Logs page appears.

2. Specify search criteria.
3. Click **Search**.

   The Server Logs page appears, listing all device activity matching your search criteria.

4. Right-click a server log, and then select **View**.

   The file appears in read-only format.

Working with server logs

Downloading server logs

1. View a server log.

   For more information, see "Viewing server logs" on page 101.

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.

Auditing

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. Optionally specify an organization.
3. Optionally specify the login of a specific user for which to view events.

   User logins can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^)
4. 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.
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. Optionally click **Select Events** to select one or more events to view.
8. Click **Search**.

   The Events page appears, listing all events matching your search criteria.

Alerts

About alerts

Alerts provide information about your NMC server and NMC console. Alerts can be any of the following types:

- **Informational**—Work flow information about the event. No loss of data or functionality and no impact to a customer. For example, number of times users access the NMC Help.
- **Warning**—No loss of data or functionality, but may impact a customer. For example, a delay in performance.
- **Critical**—Loss of data or functionality may have occurred.
- **Error**—A system-level error occurred.

You must have the NMS Server Logs global grant or be a superuser to view alerts.

Viewing alerts

1. In the Utilities ribbon, click **Alerts**.

   The Alerts page appears.
2. Specify search criteria.
3. Click **Search**.

   The Alerts page appears, listing all alerts matching your search criteria.

Working with alerts

Downloading alerts

1. View alerts.

   For more information, see “Viewing alerts” on page 103.
2. Right-click one or more alerts, 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.

Client logs

Viewing client logs

1. In the Utilities ribbon, click **Client Logs**.

   The Client Logs page appears.
2. Specify search criteria.
3. Click **Search**.

   The Client Logs page appears, listing all client activity matching your search criteria.
4. Right-click a log, and then select **View**.

   The file appears in read-only format.

Working with client logs

Downloading client logs

1. View a client log.

   For more information, see "Viewing client logs" on page 104.
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.

Uptime

About uptime

The Uptime utility allows you to view the uptime for each Nuance Management Center node, or amount of time during which each node is operational. You must have the NMS Server Logs global grant or be a superuser to see the Uptime utility.

Viewing uptime

In the Utilities ribbon, click **Uptime**. The NMS Nodes Uptime page appears.

Loadable Files

About loadable files

The Loadable Files utility allows you ensure Nuance Management Center software deployed successfully to each NMS node. You must have the NMS Server Logs grant or be a superuser to see the Loadable Files utility.

Viewing loadable files

In the Utilities ribbon, click **Loadable Files**. The Loadable Files page appears.

Schedule

About the Schedule utility

The Schedule utility allows you to view all scheduled tasks by node. You must have the NMS Server Logs grant or be a superuser to see the Schedule utility.

Viewing scheduled tasks by node

1. In the Utilities ribbon, click **Schedule**.

   The Schedule page appears.

2. Specify search criteria.

3. Click **Search**.

   The Schedule page appears, listing all scheduled task activity matching your search criteria.

Messages

About messages

Messages are automated notifications that Nuance Management Center sends to NMC console administrators. For example:

- Errors that occur
- Background tasks that completed
- Medication updates that are available (Dragon Medical Network Edition only)

  Medication updates contain packages that require your approval.

  For more information, see “About updates” on page 115.
- Licenses that are due to expire

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.

About message purging

Nuance Management Center purges messages after 30 days by default. Nuance Management Center does not purge unread messages.

You can change the default message retention period by modifying the **Purge NMS alerts after *n* days** option in your system settings. For more information, see “System Settings page” on page 268.

Configuring messaging

Messaging allows your NMC administrators to receive system messages from your NMC server. It also allows your NMC administrators to send messages to other NMC console users.

Configuring the SMTP server

If you are using the Microsoft-hosted NMC server in the cloud, you use Microsoft's SMTP server. the SMTP server information has been pre-populated for you.

If you are hosting your own NMC server on-premise, you must have your own SMTP server.

1. From the NMC menu ( ), select **System Settings**.

   The System Settings dialog box appears.
2. Expand the SMTP section.
3. Select the **Enable SMTP Mail** check box.
4. Add remaining information as necessary.

   For field descriptions, see “System Settings page” on page 268.
5. Test the SMTP server connection. Specify email addresses in the To and From fields, and then click **Test**.
6. Click **Save**.

Enabling messaging for NMC administrators

Generally, you enable messaging for NMC administrators. When enabled, the NMC server sends system messages to the user accounts for whom messaging is enabled.

1. View a user account.

   For more information, see “Viewing user accounts” on page 67.

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. Select one or both of the following:

   - Inform me via email when I receive NMS messages
   - Inform me via SMS when I receive NMS messages

   If you selected the Inform me via SMS when I receive NMS messages check box, provide your mobile phone number and select your phone carrier.

5. Select your message delivery type.

   For field descriptions, see “User Account Details—Messaging tab” on page 228.

6. Click **Save**.

Viewing messages

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 **Messages** link to view your messages.

Or

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

Working with messages

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. Select one of the following priority types in the **Priority** field:

   - Normal
   - High

   The priority is included in the body of the message.

8. Specify a message in the **Message** field.
9. Click **Send**.

Marking a message complete

1. View a message.
2. Select the check box next to a message.
   - Click **Select All** to select all your messages.
   - Click **Clear All** to deselect all your messages.
3. Click **Mark complete**.

   A confirmation dialog appears.

4. Click **Yes**.

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

Profile Optimizer

About the Profile Optimizer

Applies to: Dragon Medical Network Edition only

The Profile Optimizer is a service that manages the aspect of speech recognition that involves learning each healthcare provider's individual pronunciation and speaking patterns. The Profile Optimizer first checks user profiles for consistency, and then backs them up if they are, or restores them if they are corrupted. The Profile Optimizer then performs the following:

- **Language Model Optimization (LMO)**—Optimizes the model used to recognize the way the provider speaks. The model incorporates characteristics such as the accent, dialect, tone of voice, and other aspects of how the speech sounds. Also checks for corrupted user profiles. When a speaker is new to Dragon, you should run the optimization more frequently.
- **Acoustic Optimization (ACO)**—Optimizes the language model used to help recognize the patterns of the provider's speech. The model incorporates how the provider dictates particular words and sequences of words.

These processes run in the background on the user profiles in speech nodes without affecting the speed of Dragon's recognition. When they complete, the NMC server integrates the optimization results into each provider's Master user profile.

Dictation accuracy depends on how well-tuned the Master user profile is for a specific healthcare provider. Running both ACO and LMO processes regularly reduces the relative word error rate for the provider by 10 to 30%, and can produce even greater improvements in recognition accuracy for providers who speak with an accent. For more information, see "About scheduling the Profile Optimizer" on page 112.

You can run the Profile Optimizer as needed at any time, or schedule it to run at regular intervals. You can select a Profile Optimizer schedule for groups or for individual user accounts. For more information, see "Configuring Profile Optimizer Scheduler settings—Groups" on page 63 or "Configuring Profile Optimizer Scheduler settings—User accounts" on page 81.

About speech nodes

Applies to: Dragon Medical Network Edition only

Speech nodes run optimization tasks for the user profiles in the Master user profile directory for the site. This allows you to partition speech nodes based on a specific set of user profiles. You can assign one or more speech nodes to a speech node collection and associate the collection with a site.

About speech node collections

Applies to: Dragon Medical Network Edition only

Speech node collections contains one or more speech nodes. Speech node collections optimize network performance by allowing you to physically co-locate speech nodes with the user profile locations for a site.

You can assign multiple sites to a collection of speech nodes if each site uses the same user profile location. This allows for user profiles in sites that are in different geographical locations to be served by speech nodes that are all in the same location.

Organizations with remote sites can assign speech nodes at the remote site to the Master user profile location for the remote site. Assigning the speech nodes to optimize the user profiles at the remote site can improve network performance and result in the following:

- User profiles open and close faster
- Faster Master and local user profile synchronization
- Faster user profile optimization

When you create a speech node collection and associate it with a site, the user profiles in the Master user profile directory for the site are associated with the node collection. All tasks for user profiles at the site are handled by the speech nodes in the speech node collection that is associated with the site.

About scheduling the Profile Optimizer

Applies to: Dragon Medical Network Edition only

You can run profile optimization as needed at any time, or you can schedule profile optimization tasks to run at regular intervals. You can schedule profile optimization for groups or for individual user accounts. You can also schedule the ACO process to run at different intervals than the LMO process.

About scheduling ACO

The ACO process is time-intensive. It requires one hour of processing time for each hour of dictation. For providers who are new to Dragon, you should schedule this process to run weekly. When new providers have dictated five hours of audio, you can then change the schedule to run once a month. The minimum frequency recommended for ACO is once every 6 months.

Consider the following when determining a schedule for ACO:

- Does the provider have an accent?
- Does Dragon frequently have trouble interpreting the provider's speech?
- How much dictation does a group or provider generate?

You may need to run ACO more frequently based on the above.

Note: Providers must have at least 15 minutes of acoustic data for ACO to run.

About scheduling LMO

The LMO process runs quickly and is not time-intensive. For providers who are new to Dragon, you should schedule this process to run weekly. When new providers have dictated five hours of audio, you can then change the schedule to run once a month. You should run LMO daily for users who have had a corrupted user profile, and for users whose speech Dragon has difficulty recognizing.

Consider the following when determining a schedule for LMO:

- How much dictation does a group or provider generate?
- How often do you want the Profile Optimizer to check for corrupted user profiles?

  The LMO process checks for user profile corruption.
- How often do users add new words to vocabularies?

You may need to run LMO more frequently based on the above.

Viewing the Profile Optimizer Dashboard

Applies to: Dragon Medical Network Edition only

In the Utilities ribbon, click **Dashboard**.

The Profile Optimizer Systems page appears.

Working with the Profile Optimizer

Applies to: Dragon Medical Network Edition only

Scheduling tasks

You can schedule profile optimization for groups or for user accounts. You can also execute profile optimization immediately. For more information, see "Configuring Profile Optimizer Scheduler settings—Groups" on page 63 and "Configuring Profile Optimizer Scheduler settings—User accounts" on page 81.

To view scheduled tasks:

For information on scheduling Profile Optimizer tasks for groups, see "Configuring Profile Optimizer Scheduler settings—Groups" on page 63. For information on scheduling tasks for user accounts, see "Configuring Profile Optimizer Scheduler settings—User accounts" on page 81.

1. In the Utilities ribbon, click **Tasks**.

   The Profile Optimizer Tasks page appears.

2. Optionally specify a user login for which to view tasks.
3. Optionally specify an organization.
4. Click the **Start Date/time** field and the **End Date/time** field to select a date and time range for the scheduled tasks that you want to view.

   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. Optionally select a Task Type and Task Status for which to view tasks.
8. Click **Search**.

To view all speech nodes:

1. View the Profile Optimizer Dashboard.

   The Profile Optimizer Systems page appears.

2. In the left panel, click **All Speech Nodes**.

To view available speech nodes:

1. View the Profile Optimizer Dashboard.

   The Profile Optimizer Systems page appears.

2. In the left panel, click **Available Speech Nodes**.

To request logs:

1. View the Profile Optimizer Dashboard.

   The Profile Optimizer Systems page appears.

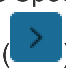
2. In the left panel, expand a node collection.
3. Right-click a speech node, and then select **Request logs**.

   The Request PO Speech Node Logs dialog box appears.
4. Specify the date and time range for the log.
5. Click **OK**.

   A message appears, indicating that Nuance Management Center is generating the log.
6. Click **OK**.

To add speech node collections:

1. In the Utilities ribbon, click **Add**.

   The Speech Node Collection page appears.
2. Specify a name for the collection.
3. In the DMNE v2.0 or higher (UNC) field, specify the speech profile location in UNC format.
4. Specify the Web DAV login and password.
5. In the Available Speech Nodes list, list a speech node to add to the collection, and then click the right arrow ().

   The node moves to the Assigned Speech Nodes list.
6. Click **Save**.

To delete speech node collections:

1. View the Profile Optimizer Dashboard.

   The Profile Optimizer Systems page appears.
2. In the left panel, right-click a speech node collection, and then select **Delete node collection**.

   The Delete Node Collection dialog box appears.
3. Type **DELETE** in the field, and then click **OK**.

To view speech node collection details:

In the Speech Profile Locations section, you indicate where the speech nodes should obtain the user profiles for optimization events, such as user profile backups.

1. View the Profile Optimizer Dashboard.

   The Profile Optimizer Systems page appears.
2. In the left panel, right-click a speech node collection, and then select **Node collection details**.

   The Speech Node Collection page appears.

Updates

About updates

Applies to: Dragon Medical Network Edition only

Updates are notifications from NuanceLink that updated medication names are available for download. Most updates have .zip packages attached with the changes that the NMC server distributes to your Master user profiles. You must first approve the updates before the NMC server distributes them.

When the NMC server receives an approved update, it first checks Master user profiles to ensure they are not corrupted. If they are not corrupted, the NMC server creates jobs that the speech nodes run to integrate the new medication names into the Master user profile vocabularies for each healthcare provider. The next time healthcare providers log in, the NMC server downloads the latest Master user profile to the client computer automatically.

If there are corrupted user profiles, the NMC server does not apply the medication updates to the Master user profiles and instead logs an error for the task.

Managing updates

Applies to: Dragon Medical Network Edition

Approving updates

1. In the Utilities ribbon, click **Approvals**.

   The Approvals page appears.
2. On the right side of the page, select the **Unapproved Packages** radio button.
3. Click the **Approve** button next to the update that you want to approve.

Checking for updates

1. In the Utilities ribbon, click **Approvals**.

   The Approvals page appears.
2. In the bottom-right corner of the page, click the **Check for Updates** link.

   Nuance Management Center checks for updates.

Resubmit Dictation

About the Resubmit Dictation utility

You can resubmit a dictation job to a back-end system. This is useful if a back-end system refuses a dictation job or erroneously deletes the job. You can resubmit a dictation job provided the NMC server has not deleted the job.

You must be a superuser to see the **Resubmit Dictation** button.

> **Note:** Erroneously resubmitting dictation jobs can lead to job collisions or duplicate dictations jobs on the back-end system.

Resubmitting dictation

1. In the Utilities ribbon, click **Resubmit Dictation**.

   The Resend Dictation page appears.

2. Specify search criteria.
3. Click **Search**.

   The Resend Dictation page appears, listing all previously sent dictation matching your search criteria.

4. Select the check box next to the dictation that you want to resend, and then click **Resubmit selected dictations**.

   The dictation is resubmitted.

Chapter 11: Reports

About reports

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

Type	Report	Description
Usage	License Use	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 a Microsoft product frequently, you could decide to re-allocate the license to another user. You can also use the report to plan for future license needs. This report shows: • Last login date and time, number of days since last login, and total login count by user and license type For more detailed information on report columns, see “Report pages” on page 238.
	Client Version	Product version and build installed on all clients by user login. Helps you determine whether updates are required, and helps you to plan for your push installs. This report shows: • Client version, build, device name, and operating system by user login For more detailed information on report columns, see “Report

Type	Report	Description
		pages" on page 238.
	Device Use	Session usage data by client computer. Helps you determine how frequently a Microsoft product is in use. This report shows: • Last transaction, number of days since last transaction, and total transaction count by device For more detailed information on report columns, see "Report pages" on page 238.
	Cloud Usage **Applies to:** Dragon Medical Server/Dragon Medical One only	Cloud-hosted session usage by site. Helps you determine cloud-hosted usage and auto-text usage by site. This report shows: • Number of sessions, session length, total number of auto-texts, and total auto-text characters by site For more detailed information on report columns, see "Report pages" on page 238.
	Network Edition Usage **Applies to:** Dragon Medical Network Edition only	Dragon Medical Network Edition usage by organization. Helps you determine command usage and dictation frequency and length. This report shows: • Total number of words and characters used

Type	Report	Description
		in dictation and dictation session length, number of commands used by command type For more detailed information on report columns, see “Report pages” on page 238.
Dragon Medical Advisor	Dragon Medical Advisor—Usage	Advisor Service usage report. Helps you determine how useful the Advisor Service has been in your organization. This report shows: • Total advice shown to users, how often users incorporated the advice into their documents, and the content packs used.
	Dragon Medical Advisor—Content Usage	Content pack usage. Helps you determine how useful content packs have been in your organization. This report shows: • Advice shown to users from a specific content pack and how often users incorporated the advice into their documents.
	Dragon Medical Advisor—Silent Mode	When silent mode is enabled, shows the advice that was generated for users in the background. This report shows: • Advice generated in background processing of users' documents

Type	Report	Description
		when silent mode was enabled, content packs that would have been used. For more information on silent mode, see Silent mode.
	Dragon Medical Advisor—CDI	Clinical Documentation Improvement report. This report shows: • Advice shown to users grouped by patient and visit, how often users incorporated the advice into their documents.

Viewing reports

Type	Report	To view the report:
Usage	License Use	1. In the Reports ribbon, click **License Use**. The License Use page appears. 2. Specify search criteria. For field descriptions, see License Use report. 3. Click **Search**. For column descriptions, see License Use report.
	Client Version	1. In the Reports ribbon, click **Client Version**. The Client Version page appears. 2. Specify search criteria. For field descriptions, see Client Version report. **Note:** To run the report, you must select one of the following search criteria: an organization, a user login, or the **Show only most recent entry** check box. 3. Click **Search**. For column descriptions, see Client Version report.
	Device Use	1. In the Reports ribbon, click **Device Use**. The Device Use page appears. 2. Specify search criteria. For field descriptions, see Device Use report. 3. Click **Search**. For column descriptions, see Device Use report.
	Cloud Usage	1. In the Reports ribbon, click **Cloud Usage**. The Cloud Usage page appears. 2. Specify search criteria. For field descriptions, see Cloud Usage report. 3. Click **Search**.] For column descriptions, see Cloud Usage report.
	Network Edition Usage	1. In the Reports ribbon, click **Network Edition Usage**. The Network Edition Usage page appears. 2. Specify search criteria. For field descriptions, see Network Edition Usage report.

Type	Report	To view the report:
		3. Click **Search**. For column descriptions, see Network Edition Usage report.
Dragon Medical Advisor	Usage	1. In the Reports ribbon, click **Usage**. The Usage page appears. 2. Specify search criteria. 3. Click **Search**.
	Content Usage	1. In the Reports ribbon, click **Content Usage**. The Content Usage page appears. 2. Specify search criteria. 3. Click **Search**.
	Silent Mode	1. In the Reports ribbon, click **Silent Mode**. The Silent Mode page appears. 2. Specify search criteria. 3. Click **Search**.
	CDI	1. In the Reports ribbon, click **CDI**. The CDI page appears. 2. Specify search criteria. 3. Click **Search**.

Working with reports

This topic describes working with the reports on the Reports ribbon.

For information on report columns or search criteria, see “Report pages” on page 238.

Exporting reports

You can export data from any report to a .csv file.

1. In the Reports ribbon, click a report.

   The report page appears.
2. Specify search criteria, and then click **Search**.

   Report results appear.
3. Click the **Save** icon () in the lower right corner.

   A prompt appears at the bottom of the screen.
4. Click **Save**.

   The report is saved in your Downloads folder by default.

Refreshing report data

Refreshing report data reruns the report.

1. In the Reports ribbon, click a report.

   The report page appears.
2. Specify search criteria, and then click **Search**.

   Report results appear.
3. Click the **Refresh** icon () in the lower right corner.

   The report reloads.

Chapter 12: Speech Recognition

Keywords

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 a Microsoft product, 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.

Working with 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.

Auto-texts

About auto-texts

> **Disclaimer:** The auto-text command feature is not designed for the use of PHI, PII, or credentials. Using an auto-text command for such purposes is strictly prohibited.

Auto-text commands allow users to quickly insert pre-defined content in their dictation, such as addresses. Auto-texts can contain text, graphics (varies by client), 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. Microsoft clients download new auto-text commands when users next log in.

Users can also create their own auto-text commands in the Microsoft 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.

> **Note:** Auto-text features vary by client. Check client documentation for supported auto-text features.

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. Applies to Dragon Medical Network Edition only.
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 with the Auto-texts node expanded.
2. Under the Auto-texts node, 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 246.
5. Specify the auto-text in the text box, and then format as it should appear in your document.
6. Click **Save**.

Importing auto-texts

1. Create an XML file to import by exporting existing auto-texts from your Dragon client or from the Nuance Management Center console.

   For more information, see Exporting and importing commands in the Dragon Help or "Exporting auto-texts" on page 129 below.

   When exporting auto-texts, select **MyCommands XML Files** as the file type.

   For information on file name constraints for import files, see "Importing files" on page 13.
2. Log in to your NMC console.
3. In the Speech Recognition ribbon, click **Manage**.

   The Manage Auto-texts page appears with the Auto-texts node expanded.
4. Ensure the Auto-texts 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 **Browse**.

   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. Do one of the following:
    - Select the check box next to the auto-texts to import.

      Or
    - Click **Select All** to import all auto-texts in the list.
11. Click **Next**.

The Level screen appears.

12. Select one of the following:
    - **Use auto-text level information from the XML import file**—Imports the auto-texts at the site, group, or user level indicated in your import file.
    - **Select an auto-text level below; this setting overrides the setting in the XML import file**—Allows you to select the level (site, group, or user) at which the auto-text is imported.
13. Click **Next**.

    The Leading and Trailing Keywords screen appears.
14. Optionally select the **There are keywords in the export file that need to be removed** check box.

    If selected, the import process removes the leading and trailing keywords that you specify from the imported auto-text commands.

    This option is applicable only if the auto-text commands you exported contain leading or trailing keywords that do not match the keywords currently configured for your organization. This option applies to both Dragon format and Nuance Management Server format import files.

    Note: If you have leading or trailing keywords configured for your organization, the import adds those keywords to the imported auto-text commands automatically.
15. If you selected the previous check box, specify the following:
    - **Exclude these leading keywords**—Leading keywords to be removed from your auto-text commands.
    - **Exclude these trailing keywords**—Trailing keywords to be removed from your auto-text commands.

    Separate multiple keywords with commas. **For example:** Insert, Enter
16. Click **Next**.

    The import process begins.

    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.
17. Click **Next** to see the import process results.
18. Click **Finish**.

Exporting auto-texts

1. View an auto-text.

   For more information, see "Viewing auto-texts" on page 127.
2. Select an auto-text.

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

Modifying auto-texts

1. View an auto-text.

   For more information, see "Viewing auto-texts" on page 127.

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 246.

4. Click **Save**.

Deleting an auto-text

1. View an auto-text.

   For more information, see "Viewing auto-texts" on page 127.

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 127.

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 127.

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 a red X does not appear, 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.

Commands

About commands

Disclaimer: The commands features are not designed for the use of PHI, PII, or credentials. Using the commands features for such purposes is strictly prohibited

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.

  Note: Advanced Scripting commands are applicable to Dragon Professional and Dragon Medical Network Edition products only.

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 132.
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 132.
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 132.
2. Right-click a command, and then select **Delete Command**.

   A confirmation dialog box appears.
3. Click **Yes**.

Exporting commands

Applies to: Dragon Medical One clients only

You can export step-by-step commands of type Dragon Medical Server from sites, groups, or users. The **Export Commands** option is available only for commands created on Dragon Medical One clients.

The Export option is available only to users with the Product Manage Dragon Medical Server privilege.

1. View a command.

   For more information, see "Viewing commands" on page 132.

2. Right-click a step-by-step command of type Dragon Medical Server, and then select **Export Commands**.

   The Export Commands dialog box appears.

3. Click **Export**.

   Nuance Management Center exports your command.

4. Click **Save/Open** to download the exported command (.DAT file) to your local drive, or to view the command details.
5. Click **Close**.

Importing commands

Applies to: Dragon Medical One clients only

You can only import step-by-step commands of type Dragon Medical Server that were created on Dragon Medical One clients. You cannot import any other command type.

The Import option is available only to users with the Product Manage Dragon Medical Server privilege.

To import commands, you import the .DAT file that was created when the commands were exported.

For information on file name constraints for import files, see "Importing files" on page 13.

1. In the Speech Recognition ribbon, click **Manage**.

   The Manage Auto-texts page appears.

2. Expand the Commands node in the tree.

   The Manage Commands page appears.

3. In the Speech Recognition ribbon, click **Import**.

   The Import Commands dialog box appears.

4. Click **Browse**.
5. Navigate to the .DAT file to import.
6. Select the import file, and then click **Open**.
7. Click **Next**.

   The Commands to Import page appears.

8. Select the check box next to the command to import, and then click **Next**.
9. Select the organization where you want to import the command, and then click **Next**.
10. Select the site, group, or user where you want to import the command, and then click **Next**.

    The Ready to Import page appears.

11. Click **Next**.

12. Click **Next** to see the import results.
13. Click **Finish**.

Words

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. Custom words remain available only to the user who created them on the local computer where they were created. However, if you enable the **Upload custom words** site setting in the NMC console, custom words are uploaded to the NMC server. This makes the words available on all computers where that user logs in to Dragon. Custom words are available only to the user 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 248.
7. Click **Save**.

Importing words

1. Create a .txt file to import by exporting words and phrases from your Dragon client.

   For more information, see Exporting and importing a list of custom words and phrases in the Dragon Help.

   For information on file name constraints for import files, see “Importing files” on page 13.
2. Log in to your NMC console.
3. In the Speech Recognition ribbon, click **Manage**.

   The Manage Auto-texts page appears with the Auto-texts node expanded.
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.

Exporting words

1. View a word.

   For more information, see "Viewing Words" on page 136.

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.

Modifying words

1. View a word.

   For more information, see "Viewing Words" on page 136.

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 248.

4. Click **Save**.

Deleting words

1. View a word.

   For more information, see "Viewing Words" on page 136.

2. Right-click a word, and then select **Delete Word**.

   A confirmation dialog box appears.

3. Click **Yes**.

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 136.

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 136.

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.

Command sets

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

  Note: Advanced Scripting commands are applicable to Dragon Professional and Dragon Medical Network Edition products only.

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 140.

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

For information on file name constraints for import files, see "Importing files" on page 13.

Note: When you import .dat files for Command Sets, these files must have originated from Dragon Medical Network Edition or Dragon Medical Practice Edition. If you previously exported these files from the cloud version of Nuance Management Center, you must re-import them under Commands rather than 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 140.

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 140.

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.

Lists

About lists

When you create a custom command in your Dragon client, you can insert a list in the MyCommand Name field. The embedded list appears in the MyCommandName field between angle brackets (< >). For example, <1to10>. When you export this command from your client and then import it in the NMC console, Nuance Management Center tags this command as a list.

Viewing lists

Viewing a list

1. In the Speech Recognition ribbon, click **Manage**.

   The Manage Auto-texts page appears.

2. Expand the **Lists** 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 lists that are available to all sites, groups, and users. If deselected, only shows the lists available to the object (such as groups) that you select.
   - **Show disabled commands**—If selected, shows all lists deleted by users. If deselected, does not show lists deleted.
4. Do one of the following:
   - Specify search criteria in the field above the Auto-texts node to find a specific list, and then click **Search**.
   - Select a site, group, or user in the list to view all lists available to the object.

   The available lists appear.

Viewing list details

Right-click a list, and then select **List details**.

Advice filters

About advice filters

Applies to: Dragon Medical One with Dragon Medical Advisor only

Dragon Medical Advisor displays suggestions for making clinical documentation more complete and accurate. This reduces follow-up questions and the need to update signed reports. Advice filters are areas where Dragon Medical Advisor can prompt providers for additional specificity in dictated documentation. Each filter has an advice (such as Diabetes Mellitus) and a specifier (such as Type). You should enable only the highest-priority conditions and specifiers to make the volume of advice shown to providers more manageable. You can enable more conditions and specifiers at a later time, based on user feedback and observed usage patterns in your organization.

Managing advice filters

Applies to: Dragon Medical One with Dragon Medical Advisor only

You can manage advice filters at the organization, site, group, or user level. For each advice and specifier, there are two check boxes you can select:

- **Display**—If selected, displays advice to the provider during dictation for this advice and specifier. Providers can optionally add more specificity to their documentation, or dismiss the advice. If deselected, does not display advice for this area.
- **Mandatory**—If selected, indicates the advice must be shown to providers at the level you determine. Also selects the **Display** check box automatically if it is not already selected. When selected for an advice filter at a higher level, the **Display** and **Mandatory** check boxes become read-only for that filter at lower levels and cannot be changed. For example, if you selected the **Mandatory** check box for the Diabetes Mellitus/Type advice filter at the organization level, the **Display** and **Mandatory** check boxes become read-only at the site, group, and user levels. Dragon Medical Advisor then prompts providers who dictate the diagnosis of Diabetes Mellitus when the Type specifier (Type I or Type II) is missing.

  If deselected, it is not mandatory that the advice be shown to providers.

1. In the Speech Recognition ribbon, click **Manage Advice Filters**.

   The Manage Advice Filters page appears.
2. Select an organization, site, group, or user.
3. Locate the appropriate advice.
4. For each advice, optionally select the **Display** check box and the **Mandatory** check box.

   If you select the **Mandatory** check box, Nuance Management Center also selects the **Display** check box automatically.

   To select the **Display** check box for all advice, click the **Select All** button below the grid.

   To clear it for all advice, click the **Clear All** button, then click **OK** when prompted.
5. Click **Save**.

Example 1: Enabling specificity advice for asthma at the organization level

1. In the Speech Recognition ribbon, click **Manage Advice Filters**.
2. In the left panel, select your organization. In the right panel, open the Specificity tab.

   The right panel lists all diagnoses and specifiers included in the organization's content pack licenses.
3. Scroll down to **Asthma** in the Advice column.

   In the base content pack, asthma is listed with two specifiers: **Severity** and **Smoking status**.
4. Select the **Display** check box for both specifiers.
5. Click **Save**.

Specificity advice is now enabled for asthma (severity) and asthma (smoking status) for all sites, groups and users in the organization, and the corresponding Display check boxes are activated at those levels.

To enable clinical evidence advice for asthma, follow the same procedure, but on the Manage Advice Filters screen, open the Clinical Evidence tab.

Example 2: Disabling specificity advice for asthma at the group level

Prerequisite: Asthma (severity) and asthma (smoking status) have been enabled at the organization level, following example 1.

1. Open the Speech Recognition ribbon and click Manage Advice Filters.
2. In the left panel (tree view) expand your organization and site and select a group. In the right panel, open the Specificity tab.

   The right panel lists all diagnoses and specifiers included in the content pack licenses assigned to any users in that group.
3. Scroll down to **Asthma** in the Advice column.

   Because asthma advice was enabled at the organization level for example 1, the **Display** check box is also activated for **Severity** and **Smoking status** at the group level.
4. Deselect the **Display** check box for both specifiers.
5. Click **Save**.

Specificity advice is now disabled for asthma (severity) and asthma (smoking status) for this group and for all users in this group. At the user level, the cleared state of the Display check box for the two asthma specifiers is now inherited from this group and not from the organization level. The asthma advice is still enabled for users that are not assigned to this group.

To disable clinical evidence advice for asthma, follow the same procedure, but on the Manage Advice Filters screen, open the Clinical Evidence tab.

Notes

- Selecting the **Mandatory** check box for a diagnosis/specifier at the organization, site or group level means the corresponding Display check box cannot be cleared at lower levels (site, group or user).
- By default, all check boxes are cleared for new organizations.

Hierarchical Content Categories (HCC)

About Hierarchical Condition Category (HCC) filters

Applies to: Dragon Medical One with Dragon Medical Advisor only

Hierarchical Condition Categories (HCCs) reflect the specific diagnoses associated with patient conditions that you are required to document each calendar year for patients enrolled in Medicare Advantage (MA) or Medicare Shared Savings Plan (MSSP). In the NMC console, you can filter the HCC opportunities presented to physicians within your organization to ensure physicians see only the HCC opportunities that are relevant to their practice and patient population. You can filter opportunities by HCC family for an entire organization, facilities within an organization, facility-defined physician groups, or individual physicians to prevent display of unnecessary information to physicians.

You must have the QRA license to view the Quality and Risk Adjustment/Manage HCC Filters functionality. You must also have the Product Manage QRA privilege.

Managing Hierarchical Condition Category (HCC) filters

Applies to: Dragon Medical One with Dragon Medical Advisor only

You can manage HCC filters at the organization, facility, group, or provider level. For each HCC group, there are two check boxes you can select:

- **Display**—If selected, information for the filter you select is shown to providers at the level at which you select the filter. For example, if you select the **Display** check box for the Thyroid Disorders filter at the facility level, information for thyroid disorders is shown to all providers in all groups in that facility. If deselected, no information for the filter is shown.
- **Mandatory**—If selected, the **Display** and **Mandatory** check boxes become read-only for the specific HCC group at lower levels and cannot be changed. For example, if you select the **Mandatory** check box for the Opportunistic Infections HCC group at the organization level, the check boxes become read-only at the facility, group, and provider levels. If deselected, the check boxes can be changed at any level.

1. In the Speech Recognition ribbon, click **Manage HCC Filters**.
2. Select an organization, facility, group, or physician from the left panel.
3. Locate the appropriate HCC group.
4. For each opportunity, optionally select the **Display** check box, the **Mandatory** check box, or both.

   If you select the **Mandatory** check box, Nuance Management Center also selects the **Display** check box automatically.

   To select the **Display** check box for all advice, click the **Select All** button below the grid.

   To clear it for all advice, click the **Clear All** button, then click **OK** when prompted.
5. Click **Save**.

Chapter 13: Dragon Medical One

About Dragon Medical One settings

> **Note:** The **Speech Recognition Product Name** system setting determines the product name that appears in the NMC console for these settings. The documentation uses the default value, Dragon Medical One, to refer to the settings and related pages.

The Dragon Medical One settings are the same settings included in the `SoD.exe.config` file. Configuring the settings in the NMC console allows you to:

- Specify default settings for all users from a central location using a graphical user interface. This eliminates the need to manage single instances through the configuration file.
- Selectively prevent users from changing the default options and overwrite any custom selections they've made by using the **Lock** option.
- Ensure all users have the same settings defined for all instances of Dragon Medical One in your organization.

You can configure settings at the organization, site, or group levels. You cannot configure settings for individual users.

You can also configure these settings in the `SoD.exe.config` file. There are more configurable settings in this file than what appears in the NMC console.

Viewing Dragon Medical One settings

Note: The **Speech Recognition Product Name** system setting determines the product name that appears in the NMC console for these settings. The documentation uses the default value, Dragon Medical One, to refer to the settings and related pages.

In the **Dragon Medical One** ribbon, click **Manage**. The Manage DMO User Options page appears.

Managing Dragon Medical One settings

Note: The **Speech Recognition Product Name** system setting determines the product name that appears in the NMC console for these settings. The documentation uses the default value, Dragon Medical One, to refer to the settings and related pages.

When you configure Dragon Medical One settings, Nuance Management Center enforces the following order of precedence:

- When the NMC Administrator configures settings for new users or existing users who have not yet configured any settings themselves, the administrator's selections take precedence.
- When the NMC Administrator configures settings for existing users who have already configured some or all settings themselves, the users' selections take precedence. The users' selections are not overwritten by the administrator's selections, and are unlocked by default.
- When the NMC Administrator configures settings for new or existing users and selects the **Lock** option, the Administrator's selections take precedence and cannot be changed by users, regardless of whether the users already configured settings themselves.

  Note: Settings in users' local `SoD.exe.config` files have precedence over the NMC console settings.

Configuring General, Dictation Box, Microphone, and Dragon Medical Advisor settings

1. View Dragon Medical One settings.

   For more information, see “Viewing Dragon Medical One settings” on page 149.
2. Select an organization, site, or group in the left panel.
3. Select the General, Dictation Box, Microphone, or Dragon Medical Advisor tab.
4. Configure a setting.

   For setting descriptions, see “Manage DMO User Options page” on page 249.

   The value in the Source column changes depending on the level at which you are configuring the option. For example, if you select the **Transfer text when recording is stopped** setting at the site level, the value in the Source column changes to **Site**.
5. Click **Save**.

Configuring Hotkeys

When defining hotkeys, you must:

- Use only supported keys, values, and combinations.
- Use keys or combinations only once. Duplicates are not allowed.
- Specify a key in the input field for hotkeys that are blank by default for the check boxes to become editable.

Some values are supported only in combination with the Ctrl, Alt, or Shift keys. If you attempt to define values or combinations that are not supported, or use a key or sequence that you've already used, a red box appears around the field.

> **Note:** You cannot perform Copy and Paste operations or Cut and Paste operations when defining hotkeys.

For information on supported and unsupported keys and combinations and on default values, see "Manage DMO User Options—Hotkeys tab" on page 254.

To configure hotkeys:

1. View Dragon Medical One settings.

   For more information, see "Viewing Dragon Medical One settings" on page 149.
2. Select an organization, site, or group in the left panel.
3. Select the Hotkeys tab.
4. For each action shown, select or specify a supported combination of the following:
   - A supported key or value
   - Ctrl
   - Alt
   - Shift

   For example, to specify the **Ctrl-Alt-Y** combination:
   - Specify Y
   - Select Ctrl
   - Select Alt
   - Deselect Shift

   The value in the Source column changes depending on the level at which you are configuring the option.

   A red box appears around the field if you attempt to use a duplicate or an unsupported key or combination.

   For information on supported and unsupported keys and combinations and on default values, see "Manage DMO User Options—Hotkeys tab" on page 254.
5. Click **Save**.

Locking options

If selected, the Lock option does the following:

- Overwrites values for settings that users already configured themselves.

  In this case, the values that the NMC Administrator selected take precedence.
- Prevents users from changing a locked setting on their client computers.

The lock takes effect at the level at which you select it and lower. For example, if you select the Lock option for the **Anchor the speech focus when recording is started** setting at the organization level, the option becomes read-only at the site and group levels and cannot be changed.

1. View Dragon Medical One settings.

   For more information, see "Viewing Dragon Medical One settings" on page 149.
2. Select an organization, site, or group in the left panel.

3. Select the appropriate tab (General, Dictation Box, Hotkeys, Microphone Buttons, Dragon Medical Advisor).
4. Select the **Lock** check box next to the appropriate option that you want to lock.

   The value in the Source column changes depending on the level at which you are locking the option.
5. Click **Save**.

Chapter 14: Field descriptions

Organization Details page

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

To access this page, see “Viewing Organizations” on page 33.

Organization Details—General tab

The following table describes the fields on the General tab.

Field	Description
Organization name	Name of your organization. If you are using the Microsoft-hosted cloud NMC server, Microsoft creates this name for you.
Contact name	Name of the person in your organization who is the main contact for all Microsoft communication.
Email	Email address for the contact name.
Organization ID	Number automatically generated and assigned by Microsoft.
Date created	Date your organization was created.
Disable the organization	If selected, disables your organization without deleting it. **Caution:** Users in your organization cannot log in to Nuance Management Center or to the client products managed by Nuance Management Center if you select this option. If deselected, your organization remains enabled and all users can log in to Nuance Management Center and to the client products that Nuance Management Center manages.

Organization Details—Address tab

The following table describes the fields on the Address tab.

Field	Description
Street 1, Street 2, Street 3	Street address for your organization's headquarters. Street 1 is **REQUIRED**. Street 2 and Street 3 are optional.
City	City in which your organization's headquarters is located. **REQUIRED** when the organization is created.
State	State in which your organization's headquarters is located. **REQUIRED** when the organization is created.
Zip	Postal code for your organization's headquarters. **REQUIRED** when the organization is created.
Country	Country in which your organization's headquarters is located.

Organization Details—Products tab

The following table describes the fields on the Products tab.

For information on managing your password settings, see "To change password settings:" on page 36.

Field	Description
Products—General tab	
The following settings apply to users logging in to the NMC console.	
Institution code	**Applies to:** Dragon Ambient eXperience Optional unique identifier for your organization.
Nuance organization GUID	**Applies to:** All products Unique identifier assigned to your organization by Microsoft. This field is read-only.
NMC inactivity timeout in *n* minutes	Number of minutes after which the NMC console logs out inactive Nuance Management Center administrators automatically. The NMC server applies the value the next time a user logs into the NMC console. When the NMC console logs out inactive users, it discards all unsaved data.
Disable inactive users after *n* days	Number of days after which users become disabled due to inactivity. Disabled users can no longer authenticate to Nuance Management Center. **Default value:** 0 days (never disabled)
Email address required for organization users	If selected, requires that an administrator enter a valid primary email address for each user when: • Creating a new user. • Importing users via an XML file: During the import process, invalid email addresses appear and can be addressed on the Users to Import page. • Importing users via a text file. • Modifying an existing user. **Default value:** Deselected
Password settings	
Nuance Management Center records any changes made to these settings. To view audit records for the changes, run the Audit report (**Utilities>Audit Events**) and select event **94**.	
Password history - remember last *n* passwords	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
Minimum password length - *n* characters	Least number of characters that a user account password can contain. **Possible values:** 1-14, or 0 to indicate no minimum required

Field	Description
Minimum number of characters different from previous password	Number of characters in a new password that must be different from users' previous passwords. This setting prevents users from re-using previous passwords. This number must be less than or equal to the value you specified for the **Minimum password length** option.
Maximum password age - password will expire in *n* days	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
Minimum password age - password can be changed in *n* days	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
Reset password link expires in *n* hours	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
User will be locked out after *n* number of failed login attempts	Number of failed login attempts after which users are locked out of Dragon. Users must then contact an NMC Administrator to reset their password, or attempt to log in again after the lockout duration has passed.
Password lockout duration - *n* minutes	Number of minutes for which users are locked out of Nuance Management Center when the maximum number of failed login attempts is reached. After the lockout duration is reached, the user can attempt to log in again. **Possible values:** 0-1440 minutes (24 hours), where 0 indicates the password lockout doesn't expire. Users cannot re-attempt login when the password lockout doesn't expire, requiring them to contact the NMC administrator to reset their password. **Note:** Users cannot reset their password using the **Forgot Password** link while they are locked out. **Default value:** 30 minutes
Users must change their password after first login	If selected, Nuance Management Center prompts new users to change their password the first time they log in to the

<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td></td><td>NMC console. This setting does not affect existing users.

If deselected, users are not required to change their password the first time they log in to the NMC console.

Default value: Selected (for new organizations only)</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:
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)
Non-alphabetic characters (for example, !, $, #, %)
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.

Default value: Selected (for new organizations only)</td></tr>
<tr><td colspan="2">Products—PS360 Mobile tab</td></tr>
<tr><td>NMS on-premise server URL (PS360 only)</td><td>URL of your on-premise NMC server.</td></tr>
<tr><td colspan="2">Products—Dragon Ambient eXperience tab

You must have the following privileges to view these settings:
Product Manage Dragon Ambient eXperience Settings
View Dragon Ambient eXperience Settings</td></tr>
<tr><td>Workflow</td><td>Type of workflow this organization uses.

The options are:
DAX-2
DAX-3
Default value: DAX-2</td></tr>
</table>

Field	Description
Enable DAX Express Mode	Available if Workflow is set to DAX-2 or DAX-3. If selected, DAX Express Mode is enabled. If deselected, DAX Express Mode is disabled. **Default value:** Deselected
Patient Schedule Source	Source type for patient schedules. The options are: • None • HL7 • EHR API • File upload **Default value:** None
Consent Type	Consent type to be used in the DAX mobile app. The options are: • Date Range Consent • Lifetime Consent • No Electronic Consent **Default value:** No Electronic Consent
Use an Ambient Device	If **Yes**, allows the DAX mobile app to pair with an ambient device. If **No**, the DAX mobile app does not pair with an ambient device. **Default value:** No
Use Biometrics on DAX Mobile	If **Yes**, allows biometrics to be used to refresh a session instead of a PIN. If **No**, a PIN must be used to refresh a session. **Default value:** No
EMR ID	EMR ID or NPI that DAX will use to communicate with the EMR.
Products—PowerScribe One tab	
Auto-provision Web Service API License	If selected, assigns a license for the web service API to users automatically. If deselected, a license for the web service API is not automatically assigned. **Default value:** Deselected
Add users to group	When **Auto-provision Web Service API License** is

Field	Description
	enabled, automatically assigns newly created users to this group. This setting is available only when **Auto-provision Web Service API License** is enabled. **Default value:** None
Products—Dragon Medical Virtual Assistant tab	
Virtual Assistant Enabled	If selected, allows access to Virtual Assistant applications and establishes a connection. If deselected, does not allow access to Virtual Assistant. You must have either the **DMVA Product Manage** privilege or the **DMS Product Manage** privilege to edit this setting. **Default value:** Deselected
Configurations/Instructions	In the left pane, you can view and modify the Clinical Content Search configuration settings by editing the YAML. These settings support multiple vendors and skills. In the right pane, you can view instructions for editing the settings. This pane is read-only. You specify the file that contains the instructions in the **DMVA Instructions Template** system setting. For more information, see "System Settings page" on page 268. Nuance Management Center validates the YAML when you edit the settings and then click **Save**. To view these text boxes, you must have a Speech license.
Products—Dragon Medical Network Edition tab	
Encrypt patient information	When healthcare providers dictate, the Dragon client saves interim Dragon Recorded Audio (.DRA) files automatically to allow the NMC server to process dictated audio and transcribed text. If a provider corrects any of the dictated text, the Dragon client stores interim files related to these corrections automatically in .enwv files. If selected, Dragon encrypts these interim .DRA and .enwv files before storing them in user profile directories to help ensure patient privacy. Due to the restrictions mandated by privacy regulations (such as the Health Insurance Portability and Accountability Act (HIPAA) in the United States and EC 95/46 Directive in Europe), only Dragon can open these encrypted .DRA and .enwv files, and only for its internal use. **Note:** DragonPad can never open these encrypted files. If deselected, Dragon does not encrypt these files. You might choose not to encrypt these files if you already have safeguards in place to protect your data. For example, if your client workstations are running an application that

Field	Description
	encrypts all data written to the local hard drive. **Default value:** Selected
Statistics interval (min)	Determines the frequency with which the Dragon Medical Network Edition client pushes usage statistics to the NMC server. **Default value:** 10 minutes
Max Text Graphics Size KB)	Maximum size for a Text-and-Graphics/Auto-text command. If the command exceeds the maximum size, the NMC server does not synchronize the command. Instead, the NMC server marks the command as Deleted. **Default value:** 4 MB
Deployed Version	Dragon client version that your organization is using. The NMC server downloads items that are specific to the version of the Dragon client that you specify in this field.
Enable US settings	If selected, enables US-specific settings in the NMC console. If deselected, disables US-specific settings in the NMC console. **Default value:** Selected
Enable UK settings	If selected, enables UK-specific settings in the NMC console. If deselected, disables UK-specific settings in the NMC console **Default value:** Deselected
Products—Dragon Medical Advisor tab	
General section	
Advisor token	Token that allows users to connect to the Advisor Service.
Advisor Service URL	URL of your Advisor Service.
Silent mode enabled	If selected, enables silent mode. Silent mode sends unlicensed users' completed documents to the Advisor Service in the background. The advice each user would have received is available in the NMC console in the Silent Mode report. You must specify a start date in the **Silent mode start date** field below. If deselected, disables silent mode. **Default value:** Deselected
Silent mode start date	If silent mode is enabled, the date on which to begin sending users' documents to the Advisor Service in the background.

Field	Description
Silent mode stop date	If silent mode is enabled, date on which to stop sending users' documents to the Advisor Service in the background.
Auto-processing enabled	If selected, enables auto-processing. Auto-processing allows Dragon Medical Advisor to analyze a user's text at regular intervals automatically. When the Advisor Service provides new advice, the Dragon Medical Advisor window is updated automatically with that advice. If deselected, disables auto-processing. The user must click the Dragon Medical Advisor icon in the application or say "Run Advisor" to analyze the text and refresh the advice.
Auto-processing every *n* seconds	Interval at which Dragon Medical Advisor analyzes a user's text automatically. **Default value:** 4 seconds
Advisor window inactivity timeout	Interval (in seconds) after which the Dragon Medical Advisor window is considered inactive and becomes disabled. **Possible values:** 1-86400 **Default value:** 30
Document inactivity timeout	Interval (in seconds) after which the current document is considered out-of-date. Possible values: 1-86400 **Default value:** 25
EHR interface adapter	If you are configuring patient context via an EHR interface, specify the EHR interface adapter.
EDServiceDescriptor (Epic)	If you are configuring patient context via an EHR interface (Epic HyperSpace only), specify the EDServiceDescriptor.
Environment ID (Epic)	If you are configuring patient context via an EHR interface (Epic HyperSpace only), specify the EnvironmentID.
Patient context configuration	If you are configuring patient context via screen capture, upload a patient context configuration JSON file. **For Epic**—If an EHR interface is available, the required settings can be encoded in the file. **For Cerner, Allscripts, athenaHealth**—The file contains screen capture rules to find the patient and visit information in the application window. For information on file name constraints for import files, see “Importing files” on page 13.
Advice Filters section	
Use organization-level Advisor groups	Organization-level Advisor group functionality is available

Field	Description
	only for Nuance Command Center customers with embedded Nuance Management Center. It is not available for use in native Nuance Management Center. The ability to create Advisor groups and manage members will be available in a future version of Nuance Command Center. If selected, enables organization-level Advisor groups on the Manage Advice Filters page. A list of Advisor groups (such as Cardiology or Pediatrics) appears in the left panel, and you can configure advice to display for the providers in those Advisor groups. These changes apply across your organization. If deselected, disables organization-level Advisor groups on the Manage Advice Filters page. A list of sites, groups, and users appears in the left panel, and you can configure advice to display for those sites, groups, and users. **Default value:** Deselected
Products—ED Guidance tab	
You must have the Product Manage ED Guidance privilege to view and access this tab.	
Evaluation mode start date	Specify the start date for the evaluation time period that should be used by Analytics reports to calculate the Risk and Safety Baseline Score.
Evaluation mode end date	Specify the end date for the evaluation time period that should be used by Analytics reports to calculate the Risk and Safety Baseline Score.
Dragon Medical Advisor Endpoint Configuration	
Endpoint URL	Valid endpoint URL used by Dragon Medical Advisor to access Clinical Strategies content. You must have the Modify Organization grant and the Product Manage DMA privilege to access this field. **Max length:** 255 characters
Authentication GUID	Valid GUID used by Dragon Medical Advisor to access Clinical Strategies content. You must have the Modify Organization grant and the Product Manage DMA privilege to access this field. **Max length:** 255 characters
Products—Dragon Professional tab	
Upload usage data to Nuance for research purposes	If selected, allows Dragon to upload metrics, audio, and transcripts from your Dragon usage to allow Microsoft to improve future Dragon versions and enhance speech recognition technology. The data uploaded is encrypted.

Field	Description
	If deselected, no data is uploaded.
Statistics Interval (min)	Frequency with which the Dragon client pushes usage statistics to the NMC server. **Default value:** 10 minutes
Max Text Graphics Size (kb)	Maximum allowable size of text graphics in the NMC console. **Default value:** 4000 kb
Products—Dragon Medical Recorders and Nuance Clinician tab	
NMS On Premise server URL (Dragon Medical Recorders)	URL of your on-premise NMC server.
Patient List section	
Patient search maximum number of results *n* rows	Maximum number of patient visits that a search query returns. **Possible values:** 1-100
Manual refresh timeout *n* minutes	Number of minutes for which the **Manual Refresh** button is disabled in the client application. Use this setting to control how often a provider can refresh the patient list information, and to control the number of requests the server receives from the client application.
Periodic refresh interval *n* minutes	Number of minutes between automatic refreshes of patient list data
In Patient Settings section	
Show patients admitted in the last *n* days	Number of days prior to the current date for which admitted patients appear in the patient list.
Show pre admitted patients *n* days in the future	Number of days after the current date for which pre-admitted patients appear in the patient list.
Keep patients on the list *n* days after discharge	Retains patients in the patient list for this number of days after their discharge date.
Out Patient settings section	
Patient history *n* days	Number of days used for patient history queries. The NMC server searches for active patients and appointments within this range.
Patient visit search history *n* days	Number of days used for patient visit queries.
Time to mark delinquent *n* hours	Number of hours after which a patient visit without dictation is considered delinquent. Delinquent Patient Appointments appear on the Late tab of Nuance Clinician and Dragon Medical Recorder.

Field	Description
Time to remove from list *n* hours	Number of hours after which Nuance Clinician and Dragon Medical Recorder remove a patient visit from the patient list when a provider creates dictation for that visit.
Products—Dragon Medical Server tab	
NMS on-premise server URL	URL of your on-premise NMC server.
Use organization-specific setting	If selected, the **Display automatically to new users** setting below overrides the options selected in the Settings icon of the tutorial plugin. If deselected, the plugin settings are used as the default. **Default value:** Selected
Display automatically to new users	If selected, the Welcome to Dragon tutorial video appears automatically to new Dragon client users. The video provides information on how to use speech recognition. Users can always access this video by saying "Open Tutorial". If deselected, the tutorial video does not appear to new Dragon users. **Default value:** Selected
Language	Topic language.
Products—Dragon Medical Live Chat tab	

Configuration	Allows you to specify configuration settings in YAML format that control the Dragon Medical Live Chat buttons (**Chat with Training** and **Chat with Support**) that display for your organization.
	Specify the following:
	`DMLiveChatConfigurationSetting:`
	`enableChatWithSupport: [true or false]`
	`enableChatWithTraining: [true or false]`

Organization Details—Deprovisioning tab

The following table describes the fields on the Deprovisioning tab.

For information on enabling and configuring user deprovisioning, see the *User Provisioning and Deprovisioning Configuration Guide*.

Field	Description
Enable user deprovisioning	If selected, enables deprovisioning. If deselected, disables deprovisioning.
Notification Email Address	Email address of the user to receive deprovisioning notifications. The user receives the notifications when the following occur: • Success notification indicating the number of users flagged

Field	Description
	for deprovisioning. • Error message with the request transaction ID for troubleshooting.
Require confirmation	If selected, Nuance Management Center provides a list of users marked for Delete and Disable when the user comparison occurs, allowing you to first review and confirm, change, or cancel the action before users are deprovisioned. If deselected, Nuance Management Center deprovisions users automatically without requiring you to review and confirm the action.
LDAP Configuration	
Server Name	Your LDAP server address.
Port Number	LDAP server port number to which the user comparison app can connect.
SSL Enabled	If Yes, indicates the connection to your LDAP server is secured by SSL. If No, indicates the connection to your LDAP server is not secured by SSL.
Base DN	Root for searches in your LDAP tree, or point from which to start searching for users. Typically, this matches the root of your domain. **Example:** DC=acme,DC=com
Bind User Name	User account that authenticates to your LDAP server. This field is available only if your environment is on-premise.
Bind Password	Password for the Bind User Name. This field is available only if your environment is on-premise.
Group Distinguished Name	The distinguished name of the LDAP group the integration service would look in to find users for the comparison process. **Example:** CN=RadiologyGroup,CN=Users,DC=acmeco,DC=com
Disable users who cannot be found	If selected, users are disabled when the users exist in Nuance Management Center but do not exist in your user directory. If deselected, users are deleted when the users exist in Nuance Management Center but do not exist in your user directory. Nuance Management Center revokes the product licenses from both disabled and deleted users. **Default value:** Deselected

Organization Details—Provisioning tab

The following table describes the fields on the Provisioning tab.

Product tab	Field	Description
Capture Services	Enable auto-provisioning for this product	If selected, when token authentication is in use and users log in to a client product,Nuance Management Center creates users automatically when they do not already exist and assigns them a product license if one is available. If no licenses are available, Nuance Management Center still creates the user account. If deselected, Nuance Management Center does not create user accounts automatically.
	Add users to group	When auto-provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.
MUSE	Enable auto-provisioning for this product	If selected, when token authentication is in use and users log in to a client product,Nuance Management Center creates users automatically when they do not already exist and assigns them a product license if one is available. If no licenses are available, Nuance Management Center still creates the user account. If deselected, Nuance Management Center does not create user accounts automatically.
	Add users to group	When auto-provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.
CAPD	Enable auto-provisioning for this product	If selected, when token authentication is in use and

Product tab	Field	Description
		users log in to a client product,Nuance Management Center creates users automatically when they do not already exist and assigns them a product license if one is available. If no licenses are available, Nuance Management Center still creates the user account. If deselected, Nuance Management Center does not create user accounts automatically.
	Add users to group	When auto-provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.
	Restrict automatic license assignment to specific license types	If selected, Nuance Management Center automatically assigns licenses to user accounts for specific license types if auto-provisioning is enabled and a license is available. If deselected, Nuance Management Center automatically assigns licenses to user accounts for all license types.
CAC	Enable auto-provisioning for this product	If selected, when token authentication is in use and users log in to a client product,Nuance Management Center creates users automatically when they do not already exist and assigns them a product license if one is available. If no licenses are available, Nuance Management Center still creates the user account. If deselected, Nuance Management Center does

Product tab	Field	Description
		not create user accounts automatically.
	Add users to group	When auto-provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.
Dragon Ambient eXperience	Do not move existing users for this product	If selected, when user provisioning is enabled and you move provisioned users out of the default group you select in the **Add users to group** field, the user provisioning process does not move those users back into the default group the next time it runs. All provisioned users remain assigned to the groups to which you manually assigned them If deselected, when user provisioning is enabled and you move provisioned users out of the default group, the user provisioning process moves the users back to the default group the next time it runs. All provisioned users remain in the default group you select. This setting applies only to cloud-hosted customers. It is not applicable to on-premise customers. **Default value:** Deselected
	Enable user provisioning for this product	If selected, when LDAP authentication is in use and users in a specific LDAP group log in to Dragon Ambient eXperience, Nuance Management Center creates users automatically when they do not already exist, grants them a product

Product tab	Field	Description
		license, and assigns them to the Nuance Management Center group that you specify. If no licenses are available, Nuance Management Center still creates the user accounts. For information on enabling and configuring user provisioning, see the *User Provisioning and Deprovisioning Configuration Guide*.
	Add users to group	When user provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.
	Restrict automatic license assignment to specific license types	If selected, Nuance Management Center automatically assigns licenses to user accounts for specific license types if user provisioning is enabled and a license is available. If deselected, Nuance Management Center automatically assigns licenses to user accounts for all license types.
Dragon Medical Virtual Assistant	Enable auto-provisioning for this product	If selected, when token authentication is in use and users log in to a client product, Nuance Management Center creates users automatically when they do not already exist and assigns them a product license if one is available. If no licenses are available, Nuance Management Center still creates the user account. If deselected, Nuance Management Center does not create user accounts

Product tab	Field	Description
		automatically.
	Add users to group	When auto-provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.
PowerMic Mobile	Enable auto-provisioning for this product	If selected, when token authentication is in use and users log in to a client product,Nuance Management Center creates users automatically when they do not already exist and assigns them a product license if one is available. If no licenses are available, Nuance Management Center still creates the user account. If deselected, Nuance Management Center does not create user accounts automatically. **Default value:** Deselected
	Add users to group	When auto-provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.
PowerMic Virtual Adapter	Enable auto-provisioning for this product	If selected, when token authentication is in use and users log in to a client product,Nuance Management Center creates users automatically when they do not already exist and assigns them a product license if one is available. If no licenses are available, Nuance Management Center still creates the user account. If deselected, Nuance Management Center does not create user accounts automatically.

Product tab	Field	Description
	Add users to group	When auto-provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.
Dragon Medical Server	None Enable auto-provisioning for this product Enable user provisioning for this product	Select one of the following: • **None**—Nuance Management Center does not provision users automatically. You must create them manually or import them on the User Accounts ribbon. • **Enable auto-provisioning for this product**—If selected, when token authentication is in use and users log in to a client product, Nuance Management Center creates users automatically when they do not already exist and assigns them a product license if one is available. If no licenses are available, Nuance Management Center still creates the user account. • **Enable user provisioning for this product**—If selected, when LDAP authentication is in use and users in a specific LDAP group log in to Dragon Medical One on-premise, Nuance

Product tab	Field	Description
		Management Center creates users automatically when they do not already exist, grants them a product license, and assigns them to the Nuance Management Center group that you specify. If no licenses are available, Nuance Management Center still creates the user accounts. For information on enabling and configuring user provisioning, see the *User Provisioning and Deprovisioning Configuration Guide*. **Default value:** Enable auto-provisioning for this product
	Add users to group	When auto-provisioning or user provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.
	Restrict automatic license assignment to specific license types	If selected, Nuance Management Center automatically assigns licenses to user accounts for specific license types if auto-provisioning or user provisioning is enabled and a license is available. If deselected, Nuance Management Center automatically assigns licenses to user accounts for all license types.

Product tab	Field	Description
Dragon Medical Mobile Recorder and Nuance Clinician	Enable auto-provisioning for this product	If selected, when token authentication is in use and users log in to a client product,Nuance Management Center creates users automatically when they do not already exist and assigns them a product license if one is available. If no licenses are available, Nuance Management Center still creates the user account. If deselected, Nuance Management Center does not create user accounts automatically.
	Add users to group	When auto-provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.
Dragon Medical Recorder	Enable auto-provisioning for this product	If selected, when token authentication is in use and users log in to a client product,Nuance Management Center creates users automatically when they do not already exist and assigns them a product license if one is available. If no licenses are available, Nuance Management Center still creates the user account. If deselected, Nuance Management Center does not create user accounts automatically.
	Add users to group	When auto-provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.
Dragon Professional	Enable user provisioning for this product	**Enable user provisioning for this product**—If

Product tab	Field	Description
		selected, when LDAP authentication is in use and users in a specific LDAP group log in to Dragon Professional on-premise, Nuance Management Center creates users automatically when they do not already exist, grants them a product license, and assigns them to the Nuance Management Center group that you specify. If no licenses are available, Nuance Management Center still creates the user accounts. For information on enabling and configuring user provisioning, see the *User Provisioning and Deprovisioning Configuration Guide*.
	Add users to group	When auto-provisioning or user provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.
	Restrict automatic license assignment to specific license types	If selected, Nuance Management Center automatically assigns licenses to user accounts for specific license types if auto-provisioning or user provisioning is enabled and a license is available. If deselected, Nuance Management Center automatically assigns licenses to user accounts for all license types.
PowerScribe One	Enable auto-provisioning for this product	If selected, when token authentication is in use and users log in to a client product,Nuance Management Center creates

Product tab	Field	Description
		users automatically when they do not already exist and assigns them a product license if one is available. If no licenses are available, Nuance Management Center still creates the user account. If deselected, Nuance Management Center does not create user accounts automatically.
	Add users to group	When auto-provisioning is enabled, Nuance Management Center automatically assigns newly created users to this group.

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 37.

Field	Description
Organization Token	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 Microsoft-hostedNMC server in the cloud. Organization tokens are also used by other Microsoft products for authentication purposes. For information on configuring Active Directory single sign-on authentication, see the *Nuance Management Center Server Installation and Configuration Guide*.
Comment	Optional comment for the organization token.

Organization Details—Central Authentication tab

Applies to: All products that support Central Authentication

For more information on creating and managing federated relationships for Central Authentication, see “Managing federated relationships for Central Authentication” on page 38.

For more information on Central Authentication and configuring it in your environment, see the *Nuance Management Center Server Installation and Configuration Guide*.

Central Authentication tab

The following table describes the option on the Central Authentication tab (**Organization Details page>Central Authentication tab**).

Field	Description
Allow machine-to-machine	If selected, enables machine-to-machine authentication. This type of

Field	Description
authentication	communication establishes a trusted connection between your company's server and the Microsoft Central Authentication portal by authenticating your server rather than a user. If deselected, machine-to-machine authentication is disabled. **Default value:** Selected

Add Federated Relationship dialog box

The following table describes the fields in the Add Federated Relationship dialog box **Organization Details page>Central Authentication tab>Add New button**.

Field	Description
Name	One of the following: • Unique name of the federated relationship, if no institution code exists for the organization. Or • Pre-populated institution code for the organization for which you are creating the federated relationship. You cannot modify this value. **Possible values:** 1-15 characters for federated relationship name
Description	Optional description for the federated relationship. **Possible values:** 1-100 characters
Email Domains	One or more email domains to associate with the federated relationship. For example, **abccompany.com**. Separate multiple domains with a comma (,).
Use The On-Premise LDAP connector	If selected, you install the on-premise LDAP connector to act as a bridge between your Active Directory service and the Microsoft Central Authentication portal, validating users against your Active Directory service. This is typically required because your Active Directory is accessible in your internal network and the Microsoft Central Authentication portal is a cloud service. Select this option if you do not have federation infrastructure on the public internet, or if you do not want to use the infrastructure. For more information, see the Installing the Active Directory/LDAP connector section in the *Nuance Management Center Server Installation and Configuration Guide*. If deselected, the LDAP connector is not used. Instead, you must provide a metadata URL, a metadata file, or provide the metadata manually for your federated relationship. **Default value:** Deselected
Use Windows Integrated Authentication	Available only if you selected **Use The On-Premise LDAP connector** above. If selected, Windows Integrated Authentication is used. This provides your organization with a true single sign-on implementation, where users can log in

Field	Description
	to Microsoft applications directly from a URL without being prompted for their credentials if there is already an active Windows session. If deselected, Windows Integrated Authentication is not used. Users are prompted for their credentials each time they log in to Microsoft applications. **Default value:** Deselected
I have a metadata URL I have a metadata file I will enter the metadata manually	These options are available only if **Use The On-Premise LDAP connector** above is deselected. Federation metadata describes a Relying Party or Claims Provider and allows for easy creation of the corresponding trust. To create a federated relationship, you must provide the federation metadata to Microsoft in one of the following ways: • **I have a metadata URL**—You provide metadata via HTTPS. This option allows you to expose your federation metadata via URL. This is the preferred method. This supports both WS-Federation and SAML. • **I have a metadata file**—You provide metadata via a file - an XML document that conforms to the WS-Federation 1.2 schema. This option allows you to expose your federation metadata via a file. This supports both WS-Federation and SAML. • **I will enter the metadata manually**—You enter the metadata manually. A second screen appears with additional fields.
Metadata fields These fields appear when you select the **I will enter the metadata manually** option.	
Sign In URL	Sign-in URL for the SAML protocol or the WS-Federation protocol. **REQUIRED** **Possible values:** 1-2000 characters
Sign Out URL	Sign-out URL for the SAML protocol or the WS-Federation protocol. **REQUIRED** **Possible values:** 1-2000 characters
X509 Signing Certificate	Digital certificate that uses the X.509 public key infrastructure (PKI) standard to verify the public key. This will be used to encrypt any claims sent to the relying party. Do one of the following: • Upload the certificate in PEM format by clicking the **Browse** button in the **Upload Signing Certificate** field below. • Upload the certificate in CER format by clicking the **Browse** button in the **Upload Signing Certificate** field below. • Copy and paste the raw bytes from the signing certificate into this field. **Maximum length:** 16,384 bytes
Upload	Click **Browse** to upload the X509 signing certificate in PEM or CER format.

Field	Description
Signing Certificate	
Download the certificate	If you select the **SignRequest** option below, download Microsoft's signing certificate and give it to your identity provider. The certificate validates the communication between your organization and the Microsoft Central Authentication portal.
User Id Attribute	Optional user ID attribute. Typically, the default value is used. **Default value:**`http://s-chemas.xmlsoap.org/ws/2005/05/identity/claims/nameidentifier` **Possible values:** 1-2000 characters
Protocol Binding	Protocol binding. The options are: • HTTP-Redirect • HTTP-POST **Default value:** HTTP-Redirect
Debug Mode	If selected, enables debug mode. Debug mode is useful when troubleshooting federation configuration errors. If deselected, disables debug mode. **Default value:** Deselected
SignRequest	If selected, indicates authentication requests between your organization and the Microsoft Central Authentication portal should be signed to increase security. If you select this option, download Microsoft's signing certificate in the Download field above and give it to your identity provider. If deselected, indicates authentication requests do not need to be signed. **Default value:** Deselected
Sign Request Algorithm	Available only if you selected the **SignRequest** option above. Indicates the algorithm used to sign tokens issued for your application. The options are: • RSA-SHA256 • RSA-SHA1
Sign Request Digest Algorithm	Available only if you selected the **SignRequest** option above. Used to create a hash of the certificate data. The options are: • SHA256 • SHA1
Use default signing	If selected, Central Authentication uses the default certificate when processing

Field	Description
certificate	SAML authentication requests for your federated relationship with Microsoft. If deselected, Central Authentication uses a custom certificate to sign SAML requests. When you add a custom certificate, you cannot access your Microsoft product using the federated relationship until you have shared the signing certificate public key with your identity provider and the identity provider's administrator has loaded it into their system. To add a custom certificate, you must ensure the user managing the custom certificate has the appropriate grants. For more information on those grants, see the "Configuring Central Authentication" section in the *Nuance Management Center Server Installation and Configuration Guide*. For more information on using a custom signing certificate, see "To add a custom SAML request signing certificate:" on page 43. **Default value:** Selected
Certificate Expiration Dat-e	Available only if you deselected the **Use default signing certificate** option above. Indicates the date on which your custom SAML request signing certificate will expire. Specify a date or click the field to select a date from the calendar. **Default value:** Two years from the current date

Federated Relationship-Logs page

The following table describes the fields on the Federated Relationship - Logs page (**Organization Details page>Central Authentication tab>Logs button**).

Field	Description
Name	Pre-populated organization name.
Description	Pre-populated organization description.
Start Date	First date in the date range for which you want to view log events. Set to the date 7 days prior to the current date by default.
Filter by user	User login for which you want to view log events.
End Date	Last date in the date range for which you want to view log events. Set to the current date by default.
Filter by product	Specific product for which to view log events.
Failure Events Only	If selected, the search returns failure events only. If deselected, the search returns all log events. **Default value:** Deselected

Organization Details—Domains tab

Applies to: Dragon desktop products only

The following table describes the columns on the Domains tab.

For information on managing your domains, see “Managing Active Directory domains” on page 46.

Field	Description
Name	Domain name. Used when you're configuring Active Directory single sign-on authentication. For information on configuring Active Directory single sign-on authentication, see the *Nuance Management Center Server Installation and Configuration Guide*
Active Directory connection strings	Active Directory connection string. Ask your Active Directory domain administrator for the appropriate string. When Active Directory is enabled, Nuance Management Center sends all authentication requests to this server. **Example:** LDAP://microsoft.com

Organization Details—EHRs tab

The following table describes the columns on the EHRs tab.

For information on configuring EHRs for organizations or sites, see “Configuring EHRs for organizations or sites” on page 48.

Field	Description
EHR name	Unique name for the EHR. **Maximum value:** 50 characters
EHR GUID	Automatically-generated external identifier that cannot be edited.
Vendor	EHR vendor, such as Epic. Microsoft determines the vendors that appear in this list.
Version	EHR version.
EHR URI	Unique address for the EHR, such as **http://ehr.-abcco.com/cerner/123**.
Used by	The options are: • **Organization**—This EHR is used across the organization by all sites. • **Site**—This EHR is used at a specific site. If selected, choose the site name from the drop-down list.

Site page

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

To access this page, see "Viewing sites" on page 52.

Site—General tab

The following table describes the fields on the General tab.

Field	Description
Organization	Name of the organization associated with this site. This field is read-only.
NPI	National Provider Identifier. Applies to: Medical products only
ID	Unique site ID that Nuance Management Center generates automatically when you create the site. You can optionally edit this value. **REQUIRED**
Name	Site name. **REQUIRED**
System site ID	Unique system site ID.
Healthcare setting	Healthcare setting type, such as **Acute Inpatient Care**. For more information, see "To change patient care settings:" on page 54. **Applies to:** Dragon Medical Advisor only
EHR location identifier(s)	Location identifier, such as **Inpatient, west wing, Memorial Hospital**. For more information, see "To change patient care settings:" on page 54. **Applies to:** Dragon Medical Advisor only
Groups	Groups assigned to this site. This field is read-only.

Site—Address tab

The following table describes the fields on the Address tab.

Field	Description
Street 1, Street 2, Street 3	Street address for this site.
City	City where this site is located.
State	State where this site is located.
Zip	Postal code for this site.
Country	Country in which this site is located.

Site—Dragon Professional tab

Applies to: Dragon Professional only

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

Field	Description
Miscellaneous section	
Insert Text & Graphics command using	Method by which users can execute Text & Graphics commands. **Default value:** Type keys (Shift + Insert)
Disable automatic switching of dictation source to an available default	If selected, when a user's current dictation source is unavailable, Dragon does not switch the dictation source to an available default source automatically. If deselected, when a user's current dictation source is unavailable, Dragon automatically switches to an available default source. **Default value:** Deselected
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

Field	Description
	page 55 For information on file name constraints for import files, see “Importing files” on page 13.
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
Upload custom words	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. **Default value:** Selected
Immediately synchronize updated words and phrases when loading a user profile	If selected, new and modified words and phrases available in Nuance Management Center are added to the user’s local vocabulary immediately when the user profile opens. If deselected, new and modified words and phrases are updated only when Dragon is running and the user's computer is idle. **Default value:** Selected
Restore Defaults	Click to restore the default values for this tab.
Roaming User Profile section	
Enable Roaming User Profiles	If selected, enables the Roaming feature and Roaming user profile options in Dragon Medical Network Edition, Dragon Professional Group, Dragon Legal Group, and Dragon Law Enforcement. If deselected, disables the Roaming feature. For more information on setting up and configuring the Roaming feature, see the “Roaming feature setup checklist” on page 88.
Roaming User Network Directories	Sets the Master Roaming user profile network storage location. You must install WebDAV, a third-party Web server application, to set up a compatible WebDAV HTTP or SSL server. WebDAV software is required to access and secure Dragon user profiles on the Internet location. WebDAV is available free of charge at www.webdav.org. Do one of the following:

Field	Description
	• Click **Add** to set the Master Roaming user profiles location. The location must be accessible to all computers on the network that you want available for dictation. • Click **Delete** to delete a location. • Click **Edit** to edit a location.
Merge contents of vocdelta.voc into network user profile when file is full	If selected, Dragon copies the contents of the local vocdelta.voc file to the Master Roaming user profile without running the Acoustic and Language Model Optimizer. In addition, Dragon monitors the size of the file. When the file reaches 90% of its maximum size (500 KB), Dragon copies the contents of the file to the local cache and to the Master Roaming user profile. Dragon then deletes the contents of the local vocdelta.voc file. This occurs when you open the local roaming user profile and can take some time. If deselected, Dragon does not merge the contents of the vocdelta.voc file. **Default value:** Selected
Prompt before saving to network location	If selected, displays a dialog box that allows you to choose where to save your user profile. Dragon displays the dialog box when you attempt to close Dragon, close a user profile, or shut down the operating system. The dialog box displays an estimate of the time required to save the profile to the local cache or the master location. If deselected, Dragon does not prompt you before saving your user profile to a network location. **Default value:** Deselected
Saving the user also saves local acoustic information	If selected, saves your acoustic information along with your local user profile. By saving the acoustic information, you ensure that any corrections you make are available after you close and re-open the user profile. If deselected, Dragon does not save acoustic information with your local user profile. **Default value:** Selected
Access network only when opening/closing the session (minimizes network traffic)	If selected, synchronizes changes made to the local roaming user profile to the Master Roaming user profile only when a local roaming user profile opens or closes. These changes include the changes a user makes locally from the Options dialog box. If you experience excessive network slowdowns, selecting this option may solve the problem by limiting the number of times the Local and Master Roaming Profiles are synchronized. If deselected, Dragon transfers local changes immediately to the Master Roaming user profile. For more information, see “About Roaming user profile synchronization” on page 87. **Default value:** Deselected
Ask before breaking lock on	If selected, Dragon prompts you when you attempt to break a network lock on network user profiles. This option is valid for users connecting to the

Field	Description
network users	Master Roaming Profile location using a mapped drive or UNC drive, but is not supported for users connecting over HTTP. Because the presence of a lock can indicate a problem that needs to be addressed, Microsoft recommends that you enable this option. If deselected, Dragon does not prompt you when you attempt to break network locks on user profiles. **Caution:** If you break a network lock when another user is writing to the Master Roaming user profile, breaking the lock may corrupt the profile. **Default value:** Selected
Set audio levels on each machine	If selected, runs the microphone check before your first session with a Roaming user profile. You should select this option if your users are dictating on different computers or on a single computer in many different locations. When a user changes computers or locations, the audio setup data can vary depending on differences in the microphone and sound card, and differences in ambient sound levels of each roaming user profile location. If deselected, Dragon does not run the microphone check before your first Roaming user profile session. **Default value:** Deselected
Copy Dragon log to network	If selected, copies the Dragon.log file from the local workstation to the Master Roaming user profile location when Dragon synchronizes the local and Master Roaming user profiles. The Dragon.log file contains information that can help to diagnose problems that users may encounter using Dragon. Selecting this option can increase the time it takes to close a roaming user profile. **Note:** Dragon does not copy the Dragon.log file when the maximum size is reached in the Disk space reserved for network archive option. **Default value:** Deselected
Conserve server archive size	If selected, Dragon does not copy .dra files that contain the acoustic data from the latest dictation session to the Master Roaming user profile location when Dragon synchronizes the local and Master Roaming user profiles. If you experience excessive network latency, selecting this option may solve the problem by eliminating the copying of these files each time the master and local roaming user profiles synchronize. **Note:** Dragon does not copy .dra files when the maximum size is reached in the Disk space reserved for network archive option. If deselected, allows the .DRA files to synchronize with the Master Roaming user profile, which makes them available to the Acoustic and Language Model Optimizer when it runs on the Master Roaming user profile locations.

Field	Description
	Default value: Deselected
MB disk space reserved for network archive	Maximum size of the network directory containing the acoustic data available to the Acoustic Optimizer. To conserve space, you can reduce the default size and select the Conserve archive size on network option. **Default value:** 1000 MB per dictation source
Data section	
Store correction in archive	If selected, stores corrections for use by Dragon's Acoustic and Language Model Optimizer. If deselected, Dragon displays a message that there is not enough data to continue when optimization runs. **Default value:** Selected
(minutes) archive size	Changes the acoustic data archive size. The default archive size is 180 minutes. To improve accuracy, Dragon uses a 22 kHz audio sampling rate. Dragon uses this rate unless your sound card requires a lower rate of 11 kHz. When you reach a maximum archive size, Dragon asks if you want to increase the maximum by 30 minutes. If you click No, Dragon stops adding new corrections to the archive. Sample amounts of disk space needed for 30 min of acoustic data are 40 MB (11 kHz) and 80 MB (22kHz).
MB disk space reserved for playback	Sets the disk cache space set aside for any dictation overflow from your computer's RAM. If you do not want to retain dictation, set this to 0 MB, or set Save recorded dictation with document to Never. The maximum allowed is limited only by your computer's available disk space. **Note:** Setting this value too high could cause system instability. **Default value:** 100 MB
Save recorded dictation with document	Determines whether the corresponding Dragon-Recorded Audio (.DRA) file is saved when you dictate in a supported word processor and save the document. Saving the .DRA file allows you to benefit from correction and playback when you open the document later in the same word processor, provided the .DRA file and text file are in the same directory. This feature is supported in Word, WordPerfect, and DragonPad. The options are: • Never • Ask me • Always

Field	Description
	To use Correction Only mode or the Playback feature, this option must be set to Always. **Default value:** Always
Automatically back up user profile every *n* saves	Determines how often Dragon automatically creates a user profile backup when you save your user profile. This option is unavailable if you select the Don't back up user profiles option. This option applies only to non-Roaming profiles. If you enabled the Roaming feature, Dragon doesn't back up Roaming profiles. Your Dragon administrator must back up Master Roaming user profiles from their network storage location. **Default value:** 5
Do not back up user profile	If selected, does not back up user profiles. If deselected, backs up user profiles using the Automatically back up User Profile every "n" saves setting. **Default value:** Deselected
Create usability log	Creates a log of all menu commands, toolbar buttons, and voice commands that you use during a Dragon session. This log can help Microsoft Technical Support resolve software problems. You should enable this option only upon their request. The usability log is created in: `C:\Users\<user_name>\AppData\Roaming\Nuance\NaturallySpeaking15` (Dragon Professional)
Restore Defaults	Click to restore the default values for all settings in this section.

Site—Dragon Medical Network Edition tab

Applies to: Dragon Medical Network Edition only

The following table describes the fields on the Dragon Medical Network Edition tab.

Field	Description
Miscellaneous section	
Prompt users to log out after __ minutes:	If selected, Dragon prompts the user to log out after a period of inactivity. If deselected, the user is not required to log out after inactivity. **Possible values:** 1-1440 minutes **Default value**: 30.
Log out users who do not respond after __ seconds	If selected, Dragon logs the user out automatically when the inactivity period is reached and the user does not respond to the prompt within this number of seconds you specify. You specify the inactivity period on the "Organization Details—Products tab" on page 154.

Field	Description
	If deselected, there is no time interval required for the user's response to the logout prompt. The prompt remains on the screen until the user logs out. **Possible values:** 1-999 seconds **Default value**: 60.
Insert Text & Graphics command using	Method by which users can execute Text & Graphics commands. **Default value**: Type keys (Shift + Insert)
LDAP authentication	Determines whether LDAP authentication is enabled, and, if enabled, determines the type of authentication used. **Default value**: Disabled
Enable SSO authentication	If selected, enables EHR single sign-on. If deselected, disables EHR single sign-on. **Default value**: Deselected
Disable automatic switching of dictation source to an available default	If selected, when a user's current dictation source is unavailable, Dragon does not switch the dictation source to an available default source automatically. If deselected, when a user's current dictation source is unavailable, Dragon switches the dictation source to an available default source automatically. **Default value**: Deselected
Display vSync status tray icon	If selected, a notification appears in the system tray when there is a connection issue between Dragon and vSync on a Citrix server. If deselected, no notification appears when there are connection issues. **Default value:** Selected
Hide Dragonbar when no user is loaded	If selected, the DragonBar displays in Tray Icon mode when no user profile is loaded in the Dragon client. If deselected, the full DragonBar displays when no user profile is loaded. **Default value**: Deselected
vSync: Full Text Control	If selected, Dragon supports Full Text Control functionality in applications running on a Citrix server. If deselected, Dragon does not support Full Text Control in Citrix applications. For more information, see the *Citrix Administrator guide*. **Default value**: Deselected

Field	Description
Upload custom words	If selected, allows Dragon to upload users' custom words from the Dragon client to the NMC server. This allows Dragon to download each user’s custom words to all computers where they log 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. **Default value**: Selected
Master user profile section **Applies to:** Dragon desktop products only	
Master user profile directories	Click **Configure** to set the location of Master user profiles on the network. This tells the Dragon Medical Network Edition clients where to obtain the user profiles.
Local cache directory	The location of local cache user profiles on a Dragon computer. Applies to every Dragon client computer on the network. **Recommendation**: Keep the default location, particularly if users dictate in Disconnected mode.
Allow disconnected mode	If selected, allows users to log in to Dragon when the client is not connected to the network. For example, when a provider is working off-site on a laptop. **Caution:** If you choose to allow Disconnected mode, you should deselect the **Remove local cache data after usage** option. If you enable both settings, the provider's dictation is deleted from the local cache upon logging out. If deselected, does not allow users to work in Disconnected mode. **Default value:** Selected
Allow DMNE Client Offline mode option	If selected, enables Offline mode. Dragon does not download users' profiles from the network, allowing them to work offline. If deselected, Dragon does not allow client Offline mode. **Default value**: Selected
Save user profiles at automatic logout	If selected, Dragon saves changes to the Master user profile automatically when Dragon logs off an idle user. If deselected, Dragon does not save changes to the Master user profile. **Default value**: Deselected
Saving the user also saves local acoustics	If selected, Dragon sends both the acoustic model updates and the language model updates to the NMC server server. If deselected, Dragon only sends the language model updates (changes to words and writing styles related changes) back to the NMC server server. In this instance, since the acoustic model changes

Field	Description
	from the client are not saved, only the updates from the ACO process are incorporated into the Master user profile. **Default value:** Deselected
Access network at user open/close only (minimizes network traffic)	If selected, Dragon integrates changes in the local user cache profile into the Master user profile only when a user logs out, rather than when the healthcare provider is dictating. If deselected, Dragon immediately transfers local changes to the Master user profile. **Default value:** Selected
Ask before breaking lock on network users	If selected, Dragon allows users the option to break the network lock on a Master user profile that was previously in use by another user. Network issues may prevent the network lock from being released. If deselected, Dragon breaks the network lock on a Master user profile automatically without prompting the user. Valid for Dragon clients that connect to Master user profiles location using a mapped drive or UNC drive. Not applicable to HTTP connections. **Default value:** Selected
Set audio levels on each machine	If selected, Dragon runs the **Check your audio settings** option from the Accuracy Center window before a user's first session with a Master user profile. This includes the volume check and the microphone quality check. You should select this option if providers dictate on different computers or in different locations, as the audio setup data can vary based on differences in the microphone and sound card. There may also be differences in ambient sound levels at other locations. When Dragon detects a significant difference between operating systems, sound cards, microphones, or other hardware, Dragon prompts you to run **Check your audio settings**regardless of whether this option is enabled. If deselected, Dragon does not run the **Check your audio settings** option automatically. **Default value:** Selected
Copy Dragon Medical Network Edition log to network	If selected, Dragon copies the `Dragon.log` file from the local workstation to the Master user profile location when Dragon synchronizes the local and Master user profiles. This file contains information that can help diagnose issues with your Dragon installation. **Note:**Dragon does not copy the `Dragon.log` file when the file reaches the maximum size in the **Disk space reserved for network archive** option.

Field	Description
	If deselected, Dragon does not copy the log when it synchronizes the Master and local user profiles. **Default value:** Selected
Save profile with background process	If selected, Dragon uploads dictation session data separately from main user profile data in the background while the user profile is open. Enabling this option improves the time it takes to save a user profile and log out of Dragon. If deselected, Dragon uploads dictation data and user profile data at the same time. **Default value:** Selected
Restore Defaults	Click to restore the default values for this tab.
Data section	
Store correction in archive	If selected, Dragon stores a list of corrections that the Acoustic and Language Model Optimizer uses in a local archive. If deselected, Dragon does not store the list of corrections. Dragon may display a message stating there is not enough data for the Acoustic Model Optimizer to process. **Default value**: Selected.
_ (minutes) archive size	Number minutes of information Dragon stores in the archive. **Default value**: 180
MB disk space reserved for playback	Amount of disk space reserved for dictation data overflow from users' RAM. If you do not want to keep any dictation to conserve disk space, set this to 0 MB. **Default value**: 100
Create usability log	If selected, Dragon creates a log file (`DgnUsability.log`) that contains all menu commands, toolbar buttons, and voice commands users use during a dictation session. **Log file location**: **Dragon Professional, Dragon Law Enforcement:** C:\Documents and Settings\<*username*>\Application Data\Nuance\NaturallySpeaking15 **Dragon Medical Network Edition:** C:\Documents and Settings\<*username*>\Application Data\Nuance\NaturallySpeaking12 If deselected, Dragon does not create a usability log. **Default value**: Deselected
Remove local cache data after usage	If selected, Dragon deletes the contents of the local cache when a user

Field	Description
	logs out. **Caution:** You should deselect this option if you choose to enable Disconnected mode in the **Master user profile** section. If you enable both settings, the provider's dictation is deleted from the local cache upon logging out. If deselected, Dragon does not delete the local cache contents. **Default value**: Deselected
Conserve server archive size	If selected, Dragon does not copy Dragon Recorded Audio (.DRA) files to the Master user profile location during local cache user profile and Master user profile synchronization. You may select this option if your network speed decreases, as .DRA files can be large. If deselected, Dragon integrates the local .DRA files with the Master user profile when synchronizing with the local cache. This makes the .DRA files available for profile optimization, which increases dictation accuracy. When the maximum archive size is reached, Dragon no longer copies the .DRA files to the Master user profile location. You set the archive size in the **_ (minutes) archive size** field above. **Default value**: Deselected
Restore Defaults	Click to restore the default values for this tab.

Site—Master User Profile Directory Settings dialog box

To open this dialog box, on the Site—Dragon Medical Network Edition tab, Master user profile section, click the **Configure** button next to the **Master user profile directories** field.

Field	Description
General tab	
Name	Master user profile location name that appears in the Dragon client.
DMNE Version 1.x Speech Profile Location	Location of the version 10.5 Master user profiles on a workstation. For use with Dragon Medical Network Edition 1.0 (SP3 or earlier). The location can be a mapped drive, a UNC location, or a web server URL (**http://** or **https://** for a secure web server). Formats: • **Mapped network drive**—<*drive letter*>:\<*folder name*>. For example, **Y:\Profiles**. • **UNC Path**—*servername**sharename**path**filename*. For example, **\\MyServer\Profiles** • **HTTP**—http://*myserver*.com/*webDAV*. For example, **http://Profiles/MasterUserProfilesDir** • **HTTPS**—The format is**: https://***myserver*.com/WebDAV.

Field	Description
	For example, **https://Profiles/UserProfilesDir**
DMNE Version 2.0 (or higher) Speech Profile Location	Location of the version 12 Master user profiles on a workstation. For use with Dragon Medical Network Edition 2.0 or higher. The location can be a mapped drive, a UNC location, or a web server URL (**http://** or **https://** for a secure web server). Formats: • **Mapped network drive**—Use this format: <*drive letter*>**:**<*folder name*>. For example, **Y:\Profiles**. • **UNC Path**—Use this format: *****servername******sharename******path******filename*. For example, **\\\\MyServer\Profiles** • **HTTP**—Use this format: **http://***myserver*.com**/***webDAV*. For example, **http://Profiles/MasterUserProfilesDir** • **HTTPS**—The format is**: https://***myserver*.com**/**WebDAV. For example, **https://Profiles/UserProfilesDir**
Speech Node Collection	Speech node collection for the Master user profile location.
DMNE v1.x (UNC)	UNC path for the Speech Node Collection for a DMNE version 10.5 user profile.
DMNE v2.0 or higher (UNC)	UNC path for the Speech Node Collection for a DMNE version 12 user profile.
HTTP Settings tab	
Default User Password	Default username and password for the HTTP server. Not a local login. **Format:** Domain name\login name. **Example:** Microsoft\JWyman
Prompt for user and password	If selected, Dragon prompts users for a username and password when they connect to the HTTP server. If deselected, Dragon does not prompt users to log in when they connect to the HTTP server. **Default value:** Deselected
Authentication Type	Type of authentication used on the HTTP server. The options are: • **Basic**—Server is configured for Basic authentication, where the username and password are passed over the network as clear text. • **Digest**—Server is configured for Digest authentication, where

Field	Description
	the passwords are never transmitted across the Internet in unencrypted form. **Note**: For security reasons, be sure that anonymous logins are disabled on the HTTP or HTTPS server.
Use Proxy Server	Select if Dragon computers connect to an HTTP server through a proxy server.
Type	Type of firewall the HTTP server uses. The options are: • **HTTP** —For a proxy server specializing in HTML (web page) transactions. • **Tunnel**—For client computers using tunneling software to connect to the server. • **Socks 4**—For a SOCKS4 protocol that relays TCP sessions at a firewall host to allow application users transparent access across the firewall. SOCKS4 does not support authentication, UDP proxy. SOCKS4 clients require full Domain Name Service (DNS). • **Socks 5**—For a SOCKS 5 protocol that relays TCP sessions at a firewall host to allow NMC server users transparent access across the firewall. SOCKS 5 supports multiple authentication methods. SOCKS 5 clients use the SOCKS 5 server to perform the Domain Name Service (DNS) lookup.
Server	Server name provided by your server administrator.
Port	Port number for connecting to the proxy server or firewall.
User	Username for the proxy server or firewall.
Password	Password for the proxy server or firewall.
Firewall Data	Authentication string provided by your NMC server administrator.
Follow redirects	Determines how Dragon handles redirects if you are storing the Master user profiles on a server that redirects incoming connections to another location. The options are: • **Never**—Never follow redirects; ignores them. • **Always**—Always follow redirects. • **Same Scheme Only**—Only permit redirects that use the same scheme as the client request. **Recommended value**: **Always** or **Same Scheme Only**
Lock timeout	Number of seconds the server should wait before breaking the lock on any the Master user profiles for the current provider. Set to **0** to use the server default setting.

Field	Description
	Set to a non-zero number to override the server default setting. **Note:** Setting to 256 or higher causes issues with Dragon clients from Service Pack 6 or earlier. Older Dragon clients only accept a value less than 255.
Connection timeout	Number of seconds before the server closes the connection to the Dragon client either when the connection is idle or after the connection has been open for that duration. **Note:** Setting to 256 or higher will cause issues with Dragon clients from Service Pack 6 or earlier. Older Dragon clients only accept a value less than 255.
Timeout of inactive	If selected, Dragon logs out a user that has been idle for the time set in the **Connection timeout** option. If deselected, Dragon logs out a user after the **Connection timeout** is reached, regardless of whether the user has been idle. **Default value:** Deselected
SSL Settings	
Certificate store type	Certificate store type for the client certificate on the local machine. The options are: • **User store (default)**—Choose if the certificate store is a certificate store owned by the current user. For Java, choose if the certificate store is the name of a JKS (Java Key Store) file. If the provider is OpenSSL, choose if the certificate store is a file that contains the PEM encoded certificate and private key. • **Machine store**—Choose if the certificate store is a machine store (not available in Java or when provider is OpenSSL). • **PFX file**—Choose if the certificate store is the name of a Private Key Server or PFX (PKCS12) file containing certificates. If the provider is OpenSSL, the file may contain only one certificate and private key. If you select **PFX file** for the **Certificate Store Type**, for the **Certificate Store** select **Other** and enter the name of the file in the associated text box below it. • **PFX Blob**—Choose if the certificate store is a string (binary or base64 encoded) representing a certificate store in PFX (PKCS12) format. If you select **PFX Blob** for the **Certificate Store Type**, for the **Certificate Store** select **Other** and enter the binary contents of a PFX file (for example, the PKCS12) in the associated text box below it. • **PEM Key**—Choose if the certificate store is a string or file name that contains a Privacy Enhanced Mail (PEM) encoded certificate and private key. This store type is currently not supported in Java.

Field	Description
Certificate store	Name of the certificate store for the client certificate on the local machine. The options are: • **MY**—A certificate store holding personal certificates with associated private keys. • **CA**—A certificate store holding Certificate Authority (CA) certificates. • **ROOT**—A certificate store holding ROOT certificates. • **SPC**—A certificate store holding Software Publisher Certificate (SPC) certificates.
Certificate store password	Password for the certificate store on the local machine.
Use general SSL protocols	If selected, enables the supported security protocols on the HTTPS server. The options are: • **TLS1.2**—Version 1.2 of the Transport Layer Security (TLS) protocol. • **TLS1.1**—Version 1.1 of the Transport Layer Security (TLS) protocol. • **TLS1**—Version 1 of the Transport Layer Security (TLS) protocol. • **SSL3**—Version 3 of the Secure Sockets Layer (SSL) protocol. • **SSL2**—Version 2 of the Secure Sockets Layer (SSL) protocol. • **PCT1**—Version 1 of the Private Communications Transport (PCT) protocol. **Default value:** none
Use Open SSL	Choose if the HTTPS server uses OpenSSL as a Certificate Authority.
Cipher list	One or more cipher strings, separated by colons, that controls the ciphers used by SSL.
Certificate authority file	Name of the file that contains the list of certificate authorities (CAs) trusted by your application. The file set by this property should contain a list of CA certificates in PEM format.
CA directory	Path to a directory that contains CA certificates. The path should point to a directory on the server machine that contains CA certificates in PEM format.

Site—Work Types tab

Applies to: Nuance Clinician only

The following table describes the fields on the Work Types tab.

Field	Description
Work Type ID	Work type number.
Name	Work type name.
Short Description	Description of the work type.
System	Back-end system associated with this organization. If there is only one system, this field is unavailable.

Group Details page

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

To access this page, see “Viewing groups” on page 58.

Group Details—Details tab

The following table describes the fields on the Details tab.

Field	Description
Group name	Name for this group.
Organization	Prepopulated with the name of your organization. This field is read-only.
Sites	Site to which the group belongs.
Role	Role to which all users in this group are assigned. Typically, users in groups with the **NMC Administrator** role require access to the NMC console to manage products and objects. These users do not dictate. Users in all other groups require access to a client to dictate, but do not require access to the NMC console.
Privileges	Privileges that all users in this group are assigned. Select and deselect the appropriate privileges, or click one of the following: • **Select all** to select all privileges • **Clear all** to deselect all privileges For more detailed information on privileges, see “Privileges reference” on page 285.

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 61.

Field	Description
Last name	User's last name.
First name	User's first name.
Location	User's location.
Department	User's department.
Add/Remove	Click to add or remove user accounts from this group.

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 61.

For more detailed information on privileges, see “Privileges reference” on page 285.

Field	Description
Grant	Grant assigned to this group.
Principle	Principle assigned to this group.

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 61

Field	Description
Grant	Grant assigned to this group.
Object	Organization to which this group is assigned.

Group Details—Network Edition US tab

Applies to: Dragon Medical Network Edition only

Field	Description
Vocabulary	
Administrative Settings section	
Disable the use of advanced scripting commands	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. **Default value:** Deselected
Anchor dictation box to application	If selected, the Dictation Box opens anchored to the application in which you're dictating. If deselected, the Dictation Box opens in its default location. **Default value:** Deselected
Optimize for virtual envir-onments	If selected, when you create user accounts for a site, those user accounts use Best Match IV acoustic models by default. Microsoft recommends selecting this option for Citrix Virtual Desktop (formerly Citrix XenDesktop) users. If deselected, user accounts use the default acoustic model. **Default value:** Deselected
Use clipboard for Citrix basic dictation in version 2.5.x or lower client	If selected, Dragon uses the Windows clipboard to insert text when you have Dragon Medical Network Edition version 2.5.x and prior installed and you're using Dragon in a Citrix environment. **Default value:** Deselected
For Citrix basic dictation in version 2.6	Determines how Dragon inserts text for Citrix basic dictation. The options are: • Keystrokes Only • Clipboard Only

Field	Description
or higher client, use	• vSync with Keystrokes • vSync with Clipboard
Enable smart phone server	If selected, enables the smart phone server to allow you to dictate using an iPhone as a microphone. If deselected, disables the smart phone server. **Default value:** Selected
Commands section	
Enable mouse motion commands	If selected, enables mouse motion commands, such as "Move Mouse Left". If deselected, mouse motion commands are disabled. Click the Speed button to select mouse movement speed. The default value is 2. **Note:** If you do not require mouse movement by voice, Microsoft recommends deselecting this option to improve Dragon's performance. **Default value:** Deselected
Mouse movement	Click and drag to control how quickly the mouse pointer moves across the screen.
Enable HTML support	If selected, allows Dragon to work with Internet Explorer and Chrome. You must select this option to use web browser commands when the Dragon Web Extension is installed. If deselected and the Dragon Web Extension is installed, you cannot select web page elements by voice or dictate directly in web page fields. **Default value:** Selected
Enable commands in HTML windows	If selected, enables commands for use with Internet Explorer and Chrome. You must select this option to use voice commands in some Microsoft Outlook dialog boxes when you create or edit messages in HTML format. These dialog boxes appear with the Internet Explorer symbol in the left corner of the window header. If deselected, disables some Internet Explorer and Chrome commands, and voice commands in some Microsoft Outlook dialog boxes. **Default value:** Selected
Require click to select hyperlinks in HTML windows	If selected, Dragon requires that you say "Click" before saying the link text to click in HTML windows, such as web browsers. For example, "Click Contact Us". This option prevents Dragon from clicking links unintentionally during dictation. If deselected, you can just say the link text to click. For example, "Contact Us". **Default value:** Selected
Enable HTML	If selected, enables Full Text Control in applications where the custom HTML API is implemented.

Field	Description
custom API	If deselected, disables Full Text Control in these applications. **Default value:** Selected
Enable RIA support	If selected, enables Rich Internet Application support. If deselected, disables Rich Internet Application support. **Default value:** Selected
Enable recognition mode switching commands	If selected, enables you to switch recognition modes by voice. For example, you can say "Start Dictation Mode" or "Dictation Mode On". If deselected, you must switch recognition modes using the DragonBar. **Default value:** Selected
Enable web search commands	If selected, enables Web searching commands that are based on natural speech. For example, "Search the web for weather in Seattle". If deselected, disables web searching commands. **Default value:** Selected
Enable desktop search commands	If selected, enables Desktop searching commands that are based on natural speech. For example, "Search Computer for time sheets". If deselected, disables Desktop searching commands. **Default value:** Selected
Enable Email and Calendar commands	If selected, enables Microsoft Outlook commands that are based on natural speech. These commands allow you to create email, appointments, meetings, and tasks. For example, "Create appointment about dental appointment". If deselected, disables the natural-language Email and Calendar commands. **Default value:** Selected
Enable cut shortcut commands	If selected, enables the Cut shortcut command. Use this option to cut text by simply saying "Cut <xyz>". If deselected, you must first select the text and then say "Cut That". **Default value:** Deselected
Enable delete shortcut commands	If selected, enables the Delete shortcut command. Use this option to delete text by simply saying "Delete <xyz>". If deselected, you must first select the text and then say "Delete That". **Default value:** Selected
Enable copy shortcut commands	If selected, enables the Copy shortcut command. Use this option to copy text by simply saying "Copy <xyz>". If deselected, you must first select the text and then say "Copy That". **Default value:** Selected
Enable automatically	If selected, Dragon places the cursor in the first form field automatically when you dictate in an application with form fields.

Field	Description
select first field	If deselected, you must place your cursor in the first form field manually when you dictate in form fields. **Default value:** Selected
Left variable delimiter Right variable delimiter	Determines the delimiters used to indicate variable fields in Auto-text/Text-and-Graphics commands. You can specify delimiters up to five characters long. You cannot specify the same value for each delimiter. **Note:** If you change the default delimiters, Dragon uses the new delimiters for Auto-text/Text-and-Graphics commands, but ignores variables in square brackets when you use the Accept Defaults and Clear Variable Delimiters commands. **Default values:** left bracket ([) and right bracket (])
Enable Natural Language commands	If selected, enables Natural Language Commands. This feature requires an additional 8MB of memory. If deselected, disables Natural Language Commands. You'll need to use specific Dragon commands instead. For example, instead of "Save Changes", you must say "Click File", and then "Click Save". **Default value:** Selected
Enable Natural Language com-mands—Word Enable Natural Language com-mands—Excel Enable Natural Language com-mands—Powerpoint Enable Natural Language com-mands—Word Perfect	If selected, enables natural language commands in these applications. If deselected, disables natural language commands. **Default value:** Selected
Restore	Click to restore the default values for all settings in this section.

Field	Description
Defaults	
Auto-formatting section	
General	
Abbreviate common English units of measure	If selected, Dragon automatically inserts abbreviations for common English units of measure. For example, "mm" for "millimeter". If deselected, Dragon does not abbreviate units of measure. **Default value:** Selected
Abbreviate titles	If selected, Dragon inserts abbreviated version of titles in Dragon's abbreviated titles list automatically. For example, "Mr." for "Mister". If deselected, Dragon does not abbreviate titles. **Default value:** Selected
Allow pauses in formatted phrases	If selected, applies both number and phrase formatting if you pause while dictating a number. **Default value:** Selected
Auto-matically add commas and periods	If selected, Dragon adds commas and periods automatically where appropriate without requiring you to say the punctuation. Using this option depends on pauses in speech where you would normally pause during conversational speech. If deselected, Dragon you must dictate periods and commas by saying "Period" and "Comma". **Default value:** Deselected
Caps Lock key overrides capitalization commands	If selected, allows you to use the Caps Lock key instead of the following commands: • "Cap <word>", "No Caps <word>" • "Caps On", "No Caps On" • "Caps Off", "No Caps Off" • "All Caps <word>", "No Caps <word>" • "All Caps On", "All Caps Off" If selected, allows you to use the Caps Lock key instead of Dragon's capitalization commands. If deselected, you must use Dragon's capitalization commands. **Default value:** Deselected
Expand common English contractions	If selected, Dragon expands spoken contractions. For example, if you say "Don't cross the street", Dragon writes "Do not cross the street". When contractions are ambiguous, Dragon always expands the contraction, regardless of this setting. For example, if you say "It's always", you might mean "It is always" or "It has always".

Field	Description
	If deselected, Dragon does not expand contractions automatically. **Default value:** Deselected
Format ISO currency codes	If selected, Dragon displays currency amounts with the International Standards Organization currency symbol corresponding to the region and language set for your Windows operating system or, if different, for your user profile. For example, when your region is set to United States and you say "ten dollars", Dragon writes "USD10". If deselected, Dragon does not format currency amounts with ISO standards. **Default value:** Deselected
Format other numbers	If selected, Dragon formats all other numbers automatically, such as negative numbers, fractions, and decimals. For example, "-1" for "negative one". If deselected, you must dictate the appropriate punctuation. **Default value:** Selected
Format phone numbers	If selected and your user profile region setting is **United States** or **Canada**, Dragon formats North American telephone numbers automatically when you say a sequence of seven or ten numbers. For example, when you say "7815551212", Dragon writes "781-555-1212". Dragon cannot automatically format phone numbers with letters, such as "1800EXAMPLE". In addition, Dragon cannot format US phone numbers automatically when your user profile region setting is **UK**. If your user profile region setting is UK, Dragon formats UK telephone numbers automatically. If deselected, Dragon does not format phone numbers automatically. **Default value:** Selected
Format prices	If selected, Dragon formats prices and currencies with the appropriate currency symbol. For example, when you say "ten dollars", Dragon writes "$10". Supported currencies are USD ($, US$), CAD (C$), EUR (€), JPY (¥), GBP (£), CHF (F). Dictating currency with Dragon is dependent on your currency settings in the Windows Control Panel. If you are using a different region and language in your user profile than in the Control Panel, Dragon uses the settings in your user profile. If deselected, Dragon does not format currency automatically. **Default value:** Selected
Format street addresses	If selected, enables postal address formatting. For example, if you say "49 orchard lane boston massachusetts oh two four four six," Dragon enters "49 Orchard Lane, Boston, MA 02446." Some addresses can be hard for Dragon to interpret. For example, Dragon could interpret "Two Hundred Forty Fifth Street" as 245th Street, 200 45th Street, or 240 5th Street. In this case, Dragon uses context to determine what

Field	Description
	you meant. Sometimes, using the word "and" can help. For example, saying "Two Hundred And Forty Fifth Street" eliminates 200 45th Street as a possibility. **If your user profile region setting is UK or Canada:** This option also enables formatting for UK postcodes and Canadian postal codes. **If your user profile region setting is United States:** You can enable UK postcodes and Canadian postal codes from the UK and Canadian postcodes option in this dialog box. If deselected, Dragon does not format street addresses automatically. **Default value:** Selected
Format times	If selected, Dragon formats times using standard or military time formats. For example, if you say "Six Thirty PM", Dragon writes "6:30 PM". If you say "sixteen hundred hours", Dragon writes "1600 hrs". If deselected, Dragon does not format times automatically. **Default value:** Selected
Format UK and Canadian postcodes	If selected, Dragon formats UK postcodes and Canadian postal codes automatically. For example, if you say "W Two Four R J", Dragon writes "W2 4RJ". If deselected, Dragon does not format UK and Canadian postcodes automatically. **Default value:** Deselected
Format US Social Security Numbers	If selected, Dragon formats US social security numbers automatically when you say a sequence of nine numbers. For example, when you say "123456789", Dragon writes "123-456-789". If deselected, you must dictate hyphens between the numbers by saying "Hyphen". **Default value:** Deselected
Format web and e-mail addresses	If selected, enables Web address and email address formatting. This allows you to dictate the addresses as you would normally say them. For example, if you say "jane dot smith at my adventure travel dot com" Dragon types "Jane.Smith@myadventuretravel.com." If deselected, Dragon does not format web and email addresses automatically. **Default value:** Selected
Insert two spaces after period	If selected, Dragon adds two spaces at the end of sentences automatically. If deselected, Dragon adds only one space. **Default value:** Deselected
"million" instead of ".000.000"	If selected, Dragon writes the word "million" instead of 1,000,000 when you dictate round numbers in the millions.

Field	Description
	If deselected, Dragon writes 1,000,000. **Default value:** Selected
Date format:	If selected, Dragon formats dates automatically when you dictate the month, day, and year. Use the **Dates as Spoken** drop-down list to select your date format. Formatting dates with Dragon is dependent on your date settings in the Windows Control Panel. If you are using a different region and language in your user profile than in the Control Panel, Dragon uses the settings in your user profile. If deselected, Dragon does not format dates automatically. **Default value:** Dates As Spoken
Numbers, if greater than or equal to	If selected, Dragon formats numbers: • **As numerals** when they are greater than or equal to the value in the drop-down list. For example, "5" when you say "five". • **As words** when they are less than or equal to the value. For example, "five" when you say "five". You must select a value from the drop-down list. If deselected, Dragon does not format numbers automatically. **Default value:** 0
Restore Defaults	Click to restore the default values for all settings in this section.
Capitalization	
Capitalize the word after a new line	If selected, capitalizes the first word you dictate after saying "New Line" or pressing Enter. If deselected, you must use Dragon's capitalization commands to capitalize the first word on a new line. **Default value:** Selected
Department name capitalization	Determines the type of capitalization applied to any words in your vocabulary where the **Special Capitalization** option is set to **Department name** in the Vocabulary Editor Word Properties dialog box in the Dragon client. The options are: • Standard • All Caps **Default value:** Standard
Drug name capitalization	Determines the type of capitalization applied to any words in your vocabulary where the **Special Capitalization** option is set to **Drug name** in the Vocabulary Editor Word Properties dialog box in the Dragon client. The options are:

<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td></td><td>
Standard
Initial Caps
All Caps
Default value: Standard</td></tr>
<tr><td>Person name capitalization</td><td>Determines the type of capitalization applied to any words in your vocabulary where the Special Capitalization option is set to Person name in the Vocabulary Editor Word Properties dialog box in the Dragon client. The options are:
Standard
All Caps</td></tr>
<tr><td>Rules</td><td>
<table>
<tr><th>Rule</th><th>Default value</th></tr>
<tr><td>Capitalize "RBC/hpf and WBC/hpf" as "RBC/HPF and WBC/HPF"</td><td>Deselected</td></tr>
<tr><td>Capitalize "PO2 and PCO2" as "pO2 and pCO2"</td><td>Deselected</td></tr>
<tr><td>Capitalize "allergy and allergies" as "ALLERGY and ALLERGIES"</td><td>Deselected</td></tr>
<tr><td>Capitalize "against medical advice" as "AGAINST MEDICAL ADVICE"</td><td>Selected</td></tr>
<tr><td>Capitalize "do not intubate and do not resuscitate" as "DO NOT INTUBATE and DO NOT RESUSCITATE"</td><td>Selected</td></tr>
<tr><td>Capitalize "durable power of attorney" as "DURABLE POWER OF ATTORNEY"</td><td>Selected</td></tr>
<tr><td>Capitalize "living will" as "LIVING WILL"</td><td>Deselected</td></tr>
<tr><td>Capitalize "code blue" as "CODE BLUE"</td><td>Selected</td></tr>
<tr><td>Capitalize "code status" as "CODE STATUS"</td><td>Selected</td></tr>
<tr><td>Capitalize "code R" as "CODE R"</td><td>Selected</td></tr>
<tr><td>Capitalize "code S" as "CODE S"</td><td>Selected</td></tr>
<tr><td>Capitalize "code T" as "CODE T"</td><td>Selected</td></tr>
<tr><td>Capitalize "trauma alert" as "TRAUMA ALERT"</td><td>Deselected</td></tr>
<tr><td>Capitalize "fish" as "FISH"</td><td>Deselected</td></tr>
<tr><td>Capitalize "left and right" as "LEFT and RIGHT"</td><td>Deselected</td></tr>
</table></td></tr>
<tr><td>Select All
Clear All</td><td>Click Select All to select all check boxes.
Click Clear All to deselect all check boxes.</td></tr>
<tr><td>Restore Defaults</td><td>Click to restore the default values for all settings in this section.</td></tr>
<tr><td colspan="2">Numbers, Units, and Dates</td></tr>
<tr><td>Treat ambiguous numeric strings as dates</td><td>If selected, Dragon formats strings of numbers without a clear function as dates. If you select this option, you must also select a date format from the Date format drop-down list in the General section. By default, the Date format option is set to Dates As Spoken.</td></tr>
</table>

Field	Description
	If deselected, Dragon does not format ambiguous numeric strings. **Default value:** Selected
Write single digit + "point" in hyphenated form when not followed by another digit	If selected, Dragon inserts a digit, a hyphen, and the word "point" when you dictate a digit and the word "point" not followed by another digit. For example, "5-point" when you say "5." If deselected, Dragon does not insert a hyphen or the word "point" when you dictate a digit. **Default value:** Deselected
Format numbers as times when followed by phrases such as "in the morning"	If selected, Dragon inserts numbers as times of day when followed by phrases like "in the morning" or "at night." For example, when you say "ten o'clock at night," Dragon inserts "10:00 PM." If deselected, Dragon does not format numbers when followed by time-related phrases. **Default value:** Deselected
Write the word "number" as "#" prior to numerals	If selected, Dragon inserts a hash symbol before numbers. For example, "#28" when you say "number 28". If deselected, Dragon does not insert a hash symbol. **Default value:** Selected
Write one-digit ordinals from "third" to "ninth" in hybrid form ("3rd" to "9th")	If selected, Dragon inserts the numeric/text equivalents for ordinals from "third" to "ninth" when you dictate them. For example, "3rd" when you say "third". If deselected, **Default value:** Deselected
Use Roman numerals for diabetes types	If selected, Dragon inserts Roman numerals instead of Arabic numerals for diabetes types. For example, "type II diabetes" when you say "type 2 diabetes". If deselected, Dragon inserts Arabic numerals when you dictate diabetes types. **Default value:** Deselected
Write "degree" and "degrees" after a number as "°" (and abbreviate "Fahrenheit" and "Celsius" to "F" and "C")	If selected, Dragon inserts the degree symbol (°) when you dictate temperature using the word "degree". Dragon also abbreviates the temperature type. For example, "98.6° F" when you say "98.6 degrees Fahrenheit". If deselected, Dragon inserts the words "degree", "Fahrenheit", and "Celsius". **Default value:** Selected

Field	Description
Write "%" as "percent"	If selected, Dragon inserts the percent symbol (%) when you dictate the word "percent." For example, "20%" when you say "twenty percent". If deselected, Dragon inserts the word "percent". **Default value:** Deselected
Write out "positive" and "negative" before numbers and for blood types and Rh factors	If selected, Dragon inserts the word "positive" or "negative" before numbers. Dragon also inserts these words for blood types and Rh factors. For example, "negative 6" when you say "-6" or "A positive" when you say "A+." If deselected, Dragon inserts the plus sign (+) and minus sign (-) with words, blood types, and Rh factors. **Default value:** Deselected
Insert a hyphen between a number and the word "French"	If selected, Dragon inserts a hyphen when you say "5 French" to describe a type of equipment. If deselected, Dragon does not insert a hyphen. **Default value:** Deselected
Insert a space between "mm" and "Hg"	If selected, Dragon inserts a space between the letters in the abbreviations mm and Hg for "millimeter of mercury." If deselected, Dragon does not insert a space. **Default value:** Deselected
Rewrite "cc" after a number as "mL"	If selected, Dragon substitutes "mL" for "cc" when you dictate a number followed by "cc". For example, "10 mL" when you say "10 cc." If deselected, Dragon inserts "cc" when you dictate it. **Default value:** Selected
Format of expressions involving feet and inches:	Determines the formatting applied to expressions including feet and inches. The options are: • Leave unchanged For example, "five feet eight inches". • Symbols with Spaces For example, 5' 8". • Symbols without Spaces For example, 5'8". **Default value:** Leave unchanged
Write "o'clock" as a word:	Determines whether Dragon inserts the word "o'clock" when you dictate time rather than inserting the numeric format. For example, 5:00. The options are: • Never

Field	Description
	• Only before "position" • Always **Default value:** Only before "position"
Military time suffix	Determines the suffix that Dragon inserts when you dictate military time. The options are: • Keep "hours" • Abbreviate as "hrs." • Remove "hours" **Default value:** Abbreviate as "hrs."
Abbreviations	
Abbre-viations	The options in this section determine whether Dragon expands abbreviations that you dictate. For example, "Epstein-Barr virus" when you say "EBV". The following table describes options that are **selected** by default. All other options are deselected. **Abbreviations** • Expand "alk phos" to "alkaline phosphatase" • Expand "bicarb" to "bicarbonate" • Expand "C. diff." to "C. difficile" • Expand "cath" to "catheter" • Expand "chemo" to "chemotherapy" • Expand "E. coli" to "Escherichia coli" • Expand "ex lap" to "exploratory laparoscopy" • Expand "fem-pop" to "femoropopliteal" • Expand "flex sig" to "flexible sigmoidoscopy" • Expand "HPI" to "history of present illness" • Expand "IU" to "international units" • Expand "lap chole" to "laparoscopic cholecystectomy" • Expand "nitro" to "nitroglycerin" • Expand "ObGyn" to "OB/GYN" • Expand "rehab" to "rehabilitation" • Expand "sed rate" to "sedimentation rate" • Expand "subcu" to "subcutaneous" • Expand "T-max and T-current" to "MAXIMUM TEMPERATURE and CURRENT TEMPERATURE"
Miscellaneous	
Expand dosage	If selected, Dragon inserts the full word when the user dictates a dosage abbreviation. For example, "once a day" when you say "qd".

Field	Description
abbre-viations	If deselected, Dragon inserts the dosage abbreviation. **Default value:** Selected
Remove period from dosage	If selected, Dragon removes periods from dosage abbreviations. For example, "qd" when you say "q.d.". Selecting the **Expand dosage abbreviations** option overrides this option. If deselected, Dragon inserts dosage abbreviations with periods. **Default value:** Deselected
Replace "&" with "and"	If selected, Dragon replaces ampersands (&) with the word "and". For example, "American College of Ob and Gyn" when you say "American College of Ob & Gyn". If deselected, Dragon inserts ampersands instead of the word "and". **Default value:**
Rewrite "dad", "kid", "mom", "sib", as "father", "child", "mother", "sibling"	If selected, Dragon replaces the words "dad", "kid", "mom", and "sib" with the words "father", child", "mother", and "sibling". If deselected, Dragon inserts the words "dad", "kid", and so on. **Default value:** Deselected
Rewrite "off of" as "off"	If selected, Dragon inserts the word "off" when you say the phrase "off of". If deselected, inserts the phrase "off of". **Default value:** Deselected
Rewrite "I to E" as "I:E"	If selected, Dragon inserts a colon when you dictate the word "to" between two letters. For example, "I:E" when you dictate "I to E". If deselected, Dragon inserts the phrase as dictated. **Default value:** Deselected
Spell "BI-RADS" as "BIRADS"	If selected, Dragon removes the hyphen from the acronym "BI-RADS" when you say "BIRADS'. If deselected, Dragon inserts the acronym with the hyphen. **Default value:** Deselected
Spell "calyx" and related words with an "i"	If selected, Dragon spells the term "calyx" and other related words with an "i" ("calix"). If deselected, Dragon spells the word and related terms with a "y". **Default value:** Deselected
Spell "disc" and related words with a "k"	If selected, Dragon spells the word "disc" and other related words with a "k" ("disk"). If deselected, Dragon spells the word with a "c".

Field	Description
	Default value: Deselected
Spell "ortho-pedics" and related words with "ae"	If selected, Dragon spells the term "orthopedics" with an "ae" ("orthopaedics"). If deselected, Dragon spells the term with an "e". **Default value:** Deselected
Treat "bracket" as equivalent to "par-enthesis"	If selected, Dragon inserts parenthesis ( ) when you say "bracket". If deselected, inserts brackets [ ]. **Default value:** Deselected
Treat paragraph breaks as equivalent to line breaks	If selected, Dragon inserts a line break rather than a paragraph break when you say "New Paragraph". If deselected, Dragon inserts a paragraph break. **Default value:** Deselected
Write "AP" before the word "diameter" as "A-P"	If selected, Dragon inserts a hyphen in the term "AP" when you say "AP diameter". If deselected, Dragon does not insert a hyphen in "AP". **Default value:** Deselected
Write accented characters with their non-accented forms	If selected, Dragon inserts accented characters without accents. For example, "e" instead of "é". If deselected, Dragon inserts accented characters with accents. **Default value:** Deselected
Auto-matically insert second letter into vertebra range when not dictated	If selected, Dragon inserts a second letter into a vertebra range automatically when you do not dictate it. For example, when you say "C one to two", Dragon inserts "C1-C2" rather than "C1-2". If deselected, Dragon inserts the vertebra range as dictated. **Default value:** Deselected
Insert commas or spaces into oncology "T N M" expressions	Determines whether Dragon inserts separators in "T N M" expressions automatically. The options are: • No separator • Commas • Spaces **Default value:** Spaces
Place within	Determines whether Dragon inserts separators in vertebra ranges

Field	Description
the vertebra ranges	automatically. For example, "C1-2". The options are: • Blank • Hyphen • Slash **Default value:** Hyphen
Write "dash" as	Determines how Dragon formats a hyphen when you say "dash". The options are: • Single Hyphen For example, "BUN-creatinine ratio" • Single Hyphen Surrounded by Spaces For example, "BUN - creatinine ratio" • Double Hyphen For example, "BUN--creatinine ratio" • Double Hyphen Surrounded by Spaces For example, "BUN -- creatinine ratio" **Default value:** Single Hyphen
Restore Defaults	Click to restore the default values for all settings in this section.
PowerMic section **Applies to:** Dragon desktop products only	
For information on this section, see PowerMic section above.	
Additional PowerMic actions **Applies to:** Dragon desktop products only Click the Additional... button to configure additional PowerMic options. For more information, see the Additional PowerMic options section above.	
Diagnostics section	
Upload Dragon.log file	Determines when the Dragon.log file is sent to the NMC server. The options are: • Never • Only on Critical Errors • Always **Default value:** Only on Critical Errors
Enable Problem Step	If selected, allows Microsoft Technical Support to get important diagnostic information when trying to diagnose customer-reported issues. If deselected, the PSR remains disabled.

Field	Description
Recorder (PSR)	**Default value:** Deselected
Max PSR screenshots	Maximum number of screenshots the PSR can take. **Possible values:** 0-1000 **Default value:** 50
Show PSR GUI	If selected, displays the PSR user interface. If deselected, does not display the PSR interface. **Default value:** Deselected
Profile Optimizer Scheduler Settings	
Dragon Medical Network Edition LMO interval	Determines how frequently the Language Model Optimization (LMO) occurs. This process optimizes the model used to recognize the way the provider speaks. The model incorporates characteristics such as the accent, dialect, tone of voice, and other aspects of how the speech sounds. This setting controls how often the Profile Optimizer checks for corrupted user profiles. If a user profile often becomes corrupted, you should increase the frequency of this optimization to **Daily** as a preventive measure. For more information on determining LMO frequency, see “About scheduling the Profile Optimizer” on page 112. You can select a regular schedule for LMO, or you can run the optimization immediately by clicking **Execute Now**. **Default value:** Weekly
Dragon Medical Network Edition ACO interval	Determines how often the Acoustic Optimization (ACO) occurs. This process optimizes the language model used to help recognize the patterns of the provider's speech. The model incorporates how the provider dictates particular words and sequences of words. This process is time-intensive and requires one hour of processing time for each hour of dictation. For more information on determining ACO frequency, see “About scheduling the Profile Optimizer” on page 112. You can select a regular schedule for ACO, or you can run the optimization immediately by clicking **Execute Now**. **Default value:** Weekly
Medication	Click **Execute Now** to receive medication updates.

Group Details—Dragon Medical Advisor tab

Applies to: Dragon Medical One with Dragon Medical Advisor only

The following table describes the fields on the Dragon Medical Advisor tab.

Field	Description
EHR interface adapter	If you are configuring patient context via an EHR interface, specify the EHR interface adapter.

Field	Description
EDServiceDescriptor (Epic)	If you are configuring patient context via an EHR interface (Epic HyperSpace only), specify the EDServiceDescriptor.
EnvironmentID (Epic)	If you are configuring patient context via an EHR interface (Epic HyperSpace only), specify the EnvironmentID.

Group Details—Dragon Professional tab

Applies to: Dragon Professional only

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

Field	Description
Administrative Settings section	
Disable the use of advanced scripting commands	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. **Default value:** Deselected
Create BM-IV profiles by default	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. **Default value:** Deselected
Commands section	
Enable mouse motion commands	If selected, enables mouse motion commands, such as "Move Mouse Left". If deselected, mouse motion commands are disabled. **Note:** If you do not require mouse movement by voice, Microsoft recommends deselecting this option to improve Dragon's performance. **Default value:** Selected
Mouse movement	Click to select mouse movement speed. The default value is 2.
Enable HTML support	If selected, allows Dragon to work with Internet Explorer and Chrome. You must select this option to use web browser commands when the Dragon Web Extension is installed. If deselected and the Dragon Web Extension is installed, you cannot select web page elements by voice or dictate directly in web page fields. **Default value:** Selected
Enable commands in HTML windows	If selected, enables commands for use with Internet Explorer and Chrome. You must select this option to use voice commands in some Microsoft Outlook dialog boxes when you create or edit messages in HTML format.

Field	Description
	These dialog boxes appear with the Internet Explorer symbol in the left corner of the window header. If deselected, disables some Internet Explorer and Chrome commands, and voice commands in some Microsoft Outlook dialog boxes. **Default value:** Selected
Enable automatically select first field	If selected, Dragon places the cursor in the first form field automatically when you dictate in an application with form fields. If deselected, you must place your cursor in the first form field manually when you dictate in form fields. **Default value:** Selected
Require "Click" to select hyperlinks in HTML windows	If selected, Dragon requires that you say "Click" before saying the link text to click in HTML windows, such as web browsers. For example, "Click Contact Us". This option prevents Dragon from clicking links unintentionally during dictation. If deselected, you can just say the link text to click. For example, "Contact Us". **Default value:** Selected
Require "Click" to select menus	If selected, Dragon requires that you say "Click" before saying the drop-down menu or right-click menu to click. For example, "Click View". This option prevents Dragon from clicking menus unintentionally during dictation. If deselected, you can just say the menu to click. For example, "View". **Default value:** Selected
Require "Click" to select buttons and other controls	If selected, Dragon requires that you say "Click" before saying the button name or other control to click. For example, "Click OK". This option prevents Dragon from clicking menus unintentionally during dictation. If deselected, you can just say the button or control to click. For example, "OK". **Default value:** Selected
Enable recognition mode switching commands	If selected, enables you to switch recognition modes by voice. For example, you can say "Start Dictation Mode" or "Dictation Mode On". If deselected, you must switch recognition modes using the DragonBar. **Default value:** Selected
Enable web search commands	If selected, enables Web searching commands that are based on natural speech. For example, "Search the web for weather in Seattle". If deselected, disables web searching commands. **Default value:** Selected
Enable desktop search	If selected, enables Desktop searching commands that are based on natural speech. For example, "Search Computer for time sheets".

Field	Description
commands	If deselected, disables Desktop searching commands. **Default value:** Selected
Enable email and calendar commands	If selected, enables Microsoft Outlook commands that are based on natural speech. These commands allow you to create email, appointments, meetings, and tasks. For example, "Create appointment about dental appointment". If deselected, disables the natural-language Email and Calendar commands. **Default value:** Selected
Enable cut shortcut commands	If selected, enables the Cut shortcut command. Use this option to cut text by simply saying "Cut <xyz>". If deselected, you must first select the text and then say "Cut That". **Default value:** Deselected
Enable delete shortcut commands	If selected, enables the Delete shortcut command. Use this option to delete text by simply saying "Delete <xyz>". If deselected, you must first select the text and then say "Delete That". **Default value:** Selected
Enable copy shortcut commands	If selected, enables the Copy shortcut command. Use this option to copy text by simply saying "Copy <xyz>". If deselected, you must first select the text and then say "Copy That". **Default value:** Selected
Left variable delimiter Right variable delimited	Determines the delimiters used to indicate variable fields in Auto-Text commands. You can specify delimiters up to five characters long. You cannot specify the same value for each delimiter. **Note:** If you change the default delimiters, Dragon uses the new delimiters for Auto-Text commands, but ignores variables in square brackets when you use the Accept Defaults and Clear Variable Delimiters commands. **Default values:** left bracket ([) and right bracket (])
Enable Natural Language commands	If selected, enables Natural Language Commands. This feature requires an additional 8MB of memory. If deselected, disables Natural Language Commands. You'll need to use specific Dragon commands instead. For example, instead of "Save Changes", you must say "Click File", and then "Click Save". **Default value:** Selected
Enable Natural Language commands—	If selected, enables natural language commands in these applications. If deselected, disables natural language commands.

Field	Description
Word Enable Natural Language commands—Excel Enable Natural Language commands—Powerpoint Enable Natural Language commands—Word Perfect	**Default value:** Selected
Restore Defaults	Click to restore the default values for all settings in this section.
Auto-formatting section	
Abbreviate common English (imperial) units of measure	If selected, automatically inserts abbreviations for imperial units of measure. For example, "mm" for "millimeter". If deselected, does not insert abbreviations for imperial units of measure. **Default value:** Selected
Abbreviate titles	If selected, Dragon inserts abbreviated version of titles in Dragon's abbreviated titles list automatically. For example, "Mr." for "Mister". If deselected, Dragon does not abbreviate titles automatically. **Default value:** Selected
Allow pauses in formatted phrases	If selected, enables automatic number and phrase formatting when you pause while saying them. If deselected, automatic number and phrase formatting may not take effect if you pause. **Default value:** Selected
Automatically add commas and periods (full stops)	If selected, Dragon adds commas and periods automatically where appropriate without requiring you to say the punctuation. Using this option depends on pauses in speech where you would normally pause during conversational speech. If deselected, Dragon you must dictate periods and commas by saying "Period" and "Comma". **Default value:** Deselected
Caps Lock key overrides capitalization commands	If selected, allows you to use the Caps Lock key instead of the following commands: • "Cap <word>", "No Caps <word>"

Field	Description
	• "Caps On", "No Caps On" • "Caps Off", "No Caps Off" • "All Caps <word>", "No Caps <word>" • "All Caps On", "All Caps Off" If deselected, you must use Dragon's capitalization commands. **Default value:** Deselected
Expand common English contractions	If selected, Dragon expands spoken contractions. For example, if you say "Don't cross the street", Dragon writes "Do not cross the street". When contractions are ambiguous, Dragon always expands the contraction, regardless of this setting. For example, if you say "It's always", you might mean "It is always" or "It has always". If deselected, Dragon does not expand contractions automatically. **Default value:** Deselected
Format ISO currency codes	If selected, Dragon displays currency amounts with the International Standards Organization currency symbol corresponding to the region and language set for your Windows operating system or, if different, for your user profile. For example, when your region is set to United States and you say "ten dollars", Dragon writes "USD10". If deselected, Dragon does not format currency amounts with ISO standards automatically. **Default value:** Deselected
Format other numbers	If selected, Dragon formats all other numbers automatically, such as negative numbers, fractions, and decimals. For example, "-1" for "negative one". If deselected, you must dictate the appropriate punctuation. **Default value:** Selected
Format phone numbers	If selected and your user profile region setting is United States or Canada, Dragon formats North American telephone numbers automatically when you say a sequence of seven or ten numbers. For example, when you say "7815551212", Dragon writes "781-555-1212". Dragon cannot automatically format phone numbers with letters, such as "1800EXAMPLE". In addition, Dragon cannot format US phone numbers automatically when your user profile region setting is **UK**. If your user profile region setting is UK, Dragon formats UK telephone numbers automatically. If deselected, Dragon does not format phone numbers automatically. **Default value:** Selected
Format prices	If selected, Dragon formats prices and currencies with the appropriate currency symbol. For example, when you say "ten dollars", Dragon writes

Field	Description
	"$10". Supported currencies are USD ($, US$), CAD (C$), EUR (€), JPY (¥), GBP (£), CHF (F). Dictating currency with Dragon is dependent on your currency settings in the Windows Control Panel. If you are using a different region and language in your user profile than in the Control Panel, Dragon uses the settings in your user profile. If deselected, Dragon does not format currency automatically. **Default value:** Selected
Format street addresses	If selected, enables postal address formatting. For example, if you say "49 orchard lane boston massachusetts oh two four four six," Dragon enters "49 Orchard Lane, Boston, MA 02446." Some addresses can be hard for Dragon to interpret. For example, Dragon could interpret "Two Hundred Forty Fifth Street" as 245th Street, 200 45th Street, or 240 5th Street. In this case, Dragon uses context to determine what you meant. Sometimes, using the word "and" can help. For example, saying "Two Hundred And Forty Fifth Street" eliminates 200 45th Street as a possibility. **If your user profile region setting is UK or Canada:** This option also enables formatting for UK postcodes and Canadian postal codes. **If your user profile region setting is United States:** You can enable UK postcodes and Canadian postal codes from the UK and Canadian postcodes option in this dialog box. If deselected, Dragon does not format street addresses automatically. **Default value:** Selected
Format times	If selected, Dragon formats times using standard or military time formats. For example, if you say "Six Thirty PM", Dragon writes "6:30 PM". If you say "sixteen hundred hours", Dragon writes "1600 hrs". If deselected, Dragon does not format times automatically. **Default value:** Selected
Format web and e-mail addresses	If selected, enables Web address and email address formatting. This allows you to dictate the addresses as you would normally say them. For example, if you say "jane dot smith at my adventure travel dot com" Dragon types "Jane.Smith@myadventuretravel.com." If deselected, Dragon does not format web and email addresses automatically. **Default value:** Selected
Insert two spaces after period (full stop)	If selected, Dragon adds two spaces at the end of sentences automatically. If deselected, Dragon adds only one space. **Default value:** Deselected

Field	Description
"million" instead of ".000.000"	If selected, Dragon writes the word "million" instead of 1,000,000 when you dictate round numbers in the millions. If deselected, Dragon writes 1,000,000. **Default value:** Selected
Format US Social Security Numbers	If selected, Dragon formats US social security numbers automatically when you say a sequence of nine numbers. For example, when you say "123456789", Dragon writes "123-456-789". If deselected, you must dictate hyphens between the numbers by saying "Hyphen". **Default value:** Deselected
Format UK and Canadian postcodes	If selected, Dragon formats UK postcodes and Canadian postal codes automatically. For example, if you say "W Two Four R J", Dragon writes "W2 4RJ". If deselected, Dragon does not format UK and Canadian postcodes automatically. **Default value:** Deselected
Date format	If selected, Dragon formats dates automatically when you dictate the month, day, and year. Use the Dates as Spoken drop-down list to select your date format. Formatting dates with Dragon is dependent on your date settings in the Windows Control Panel. If you are using a different region and language in your user profile than in the Control Panel, Dragon uses the settings in your user profile. If deselected, Dragon does not format dates automatically. **Default value:** Selected
Numbers, if greater than or equal to	If selected, Dragon formats numbers: • As numerals when they are greater than or equal to the value in the drop-down list. For example, "5" when you say "five". • As words when they are less than or equal to the value. For example, "five" when you say "five". You must select a value from the drop-down list. If deselected, Dragon does not format numbers automatically. Default value: Selected, with value 10
Miscellaneous Group Settings section	
Put the microphone to sleep after n minutes of silence	Number of minutes after which Dragon stops the microphone from listening and puts it into Sleep mode. This setting is also referred to as the Sleep Timer. Specify a value between 5 and 120 minutes. **Default value:** 5

Field	Description
	Note: Microsoft does not recommend a value greater than 10, as Dragon can misrecognize ambient noise as speech.
Have the microphone on but asleep when the user profile opens	If selected, the microphone is in Sleep mode when Dragon starts. You can then turn on the microphone by saying "Wake Up" or "Listen to Me". This is helpful if you are using Dragon hands-free. If deselected, the microphone is turned off when Dragon starts. **Default value:** Deselected

PowerMic section

Applies to: Dragon desktop products only

There are two tabs in this section:

- **Global**—Click to assign actions to PowerMic buttons when you're dictating in all applications other than the Dictation Box.
- **Dictation Box**—Click to assign actions to PowerMic buttons when you're dictating in the Dictation Box.

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.

To restore the default values for these settings in the NMC console, click **Restore Defaults**. You 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 product settings" on page 62.

Global tab		***Dictation Box tab***	
Transcribe	**Default action:** Show Dictation Box	Transcribe	**Default action:** Transfer text
Tab Backward	**Default action:** Tab backward	Tab Backward	**Default action:** Tab backward
Tab Forward	**Default action:** Tab forward	Tab Forward	**Default action:** Tab forward
Dictate	**Default action:** Press-to-talk	Dictate	**Default action:** Press-to-talk
Rewind	**Default action:** Previous field	Rewind	**Default action:** Previous field
Fast Forward	**Default action:** Next field	Fast Forward	**Default action:** Next field
Stop/Play	**Default action:** Accept defaults	Stop/Play	**Default action:** Accept defaults

PowerMic section

Custom Left/Function B	**Default action:** Force command recognition	Custom Left/Function B	**Default action:** Press Cancel button
Enter/Select	**Default action:** Dragon Professional—None Dragon Law Enforcement—None Dragon Medical Network Edition—Transfer text	Enter/Select	**Default action:** Dragon Professional—None Dragon Law Enforcement-None Dragon Medical Network Edition—Hidden Mode on/off
Custom Right/Function D	**Default action:** Force dictation recognition	Custom Right/Function D	**Default action:** Force dictation recognition
Function A	**Default action:** None	Function A	**Default action:** None
Function C	**Default action:** None	Function C	**Default action:** None

Additional PowerMic Options

Applies to: Dragon desktop products only

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

Option	Description
Mouse Action	If selected, enables the actions shown for each button listed. You cannot change the default actions; you can only enable or disable them. If deselected, disables the actions shown for each button. **Default value:** Enabled for each button
Enable Touchpad Swipe	If selected, you can use the PowerMic Track-Point button (PowerMic II) or the Touchpad button (PowerMic III, IV) to move your cursor. If deselected, you must use your mouse to move your cursor. **Default value:** Enabled for PowerMic II and 4 users
Restore Defaults	Click to restore the default values for all settings in this dialog box.

Hot Keys section

Applies to: Dragon desktop products only

For information on specifying hot key values, see "To change Hot Key settings:" on page 63.

Microphone on/off	Turns Dragon's microphone on and off. **Default value:** Plus key (+) on the numeric keypad

Additional PowerMic Options

Correction	Opens the Correction menu. **Default value:** Minus key (-) on the numeric keypad **Note:** You cannot open the Correction menu using a hot key when you are working in Web applications.
Force command recognition	Forces Dragon to recognize words as commands rather than dictation. **Default value:** CTRL key
Force dictation recognition	Forces Dragon to recognize words as dictation rather than commands. **Default value:** SHIFT key
DragonBar	When the DragonBar is minimized in Tray Icon mode, maximizes the DragonBar to its regular size. When the DragonBar is maximized, minimizes the DragonBar to your system tray. **Default value:** Asterisk key (*) on the numeric keypad. (Dragon Professional) **Default value:** Ctrl+NumKey* on the numeric keypad. (Dragon Medical Practice Edition)
Microphone sleep/on	Puts Dragon's microphone to sleep and wakes it up. **Default value:** Forward slash key (/) on the numeric keypad.
Press-to-talk	Allows you to talk to Dragon while you hold down the key. Dragon stops listening when you release the key. **Default value:** none
DictationBox	Opens the Dictation Box. **Default value:** CTRL + SHIFT + D
Playback	Plays back dictation. **Default value:** SHIFT key and the minus sign (-) on the numeric keypad
Fast-forward	Fast-forwards playback. **Default value:** SHIFT key and the asterisk (*) on the numeric keypad
Rewind	Rewinds playback. **Default value:** SHIFT key and the forward slash key (/) on the numeric keypad.
Next Field	Selects the next variable field in an AutoText. **Default value:** CTRL + SHIFT + N

Additional PowerMic Options

Transfer Text	Transfers text from the Unanchored Dictation Box to the application. **Default value:** CTRL + SHIFT + T
Hidden Mode	Starts and stops Hidden Mode. **Default value:** CTRL + SHIFT + T
Edit	Click to edit the default hot key combination.
Restore Defaults	Click to restore default values for settings on this page.

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 67.

User Account Details—Details tab

The following table describes the fields on the Details tab.

Field	Description
Organization	Organization to which the user belongs. This field is read-only.
NPI	National Provider Identifier. **Applies to:** Medical products only
First name, Last name, Middle name	User's first, middle, and last name.
Title	User's title.
Login	User's unique login. The login cannot contain any of the following: • Leading or trailing spaces • Colons (:) • Backslashes (\) • Unicode zero-width space However, the login can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^). 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. Passwords cannot contain leading or trailing spaces. However, passwords can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^). You can leave this field empty if password complexity requirements are not set and the **Do not allow empty passwords** system setting is deselected. Passwords are not required when single sign-on with Central Authentication is enabled. In this instance, users authenticate their logins to client applications using a third-party identity provider. For more information on password requirements, see "Managing password settings" on page 36. For more information on system settings, see "System Settings page" on page 268.
Unlock User	Click to unlock this user's account. Lockout applies only to users who log in with native NMS credentials. It does

Field	Description
	not apply to users with single sign-on authentication. To prevent users with single sign-on authentication from logging in, you should select the **Disable authentication** setting.
Primary email address	User's primary email address. If you enabled the **Email address required for organization users** setting on the "Organization Details page" on page 154, a valid email address is required for each user. If you change your email address, Nuance Management Center sends a notification email to your old address and a verification email message to your new email address requiring you to confirm the change. You cannot use your new email address to reset your password or view messages in Nuance Management Center until you confirm the change. The old address remains visible to NMC Administrators in Nuance Management Center until the user confirms the change.
User must change password for native NMS authentication on next login	If selected, Nuance Management Center prompts this user to change his or her password for native NMS credentials when he or she next logs in. This setting applies only to users logging in with native NMS credentials; it does not apply to users logging in with other authentication types. If deselected, this user can continue using his or her password. **Default value:** Selected (for new users only)
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. **Default value:** Deselected
Location	User's location.

User Account Details—Specialty tab

The following table describes the fields on the Specialty tab.

Field	Description
Primary specialty	Primary specialty for your practice. You can search for a primary specialty by using the wildcard feature. Begin typing the first three letters in the field to see matching specialties. **Applies to:** Medical products only
Secondary specialty	Secondary specialty for your practice, if applicable. You can search for a secondary specialty by using the wildcard feature. Begin typing the first three letters in the field to see matching specialties. **Applies to:** Medical products only

Field	Description
User type	Select an option to indicate this user's type.

User Account Details—Address tab

The following table describes the fields on the Address tab.

Field	Description
Address 1, Address 2, Address 3	User's address.
City	User's city of residence.
State	User's state of residence.
Zip	User's postal code.
Country	User's country of residence.

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 72.

Field	Description
Site filter	Site to which this user's group is assigned.

User Account Details—Messaging tab

The following table describes the fields on the Messaging tab.

Field	Description
Inform me via email when I receive NMS messages	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. If deselected, you must view messages in the NMC console. For more information on Messages, see "Working with messages" on page 109. **Default value:** Deselected
Inform me via SMS when I receive NMS messages	If selected, when Nuance Management Center generates a message, you receive the message in a text on your mobile phone in addition to 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 109. **Default value:** Deselected
Mobile phone	Mobile phone number where you want to receive messages by text.
Mobile phone provider	Mobile phone carrier.
Message	Determines whether the message body is included in messages you receive.

Field	Description
Delivery Type	The options are: • **Include the message body in the delivery (default)**—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**—The NMC console informs you that you have a message. You can view the message in the NMC console. For more information, see "Viewing messages" on page 109.

User Account Details—Credentials tab

The following table describes the columns on the Credentials tab.

For information on managing your credentials, see "Configuring user account credentials" on page 77or "Configuring Entra ID credentials" on page 76

Field	Description
NTLM tab	
Login	If you are using active directory single sign-on authentication, specify the user's Windows login. The login cannot contain leading or trailing spaces. However, the login can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^). For information on creating and configuring user accounts for single sign-on authentication, see the *Nuance Management Center Server Installation and Configuration Guide*.
Domain name	If you are using active directory single sign-on authentication, select the domain name from the drop-down list. For information on configuring single sign-on authentication, see the *Nuance Management Center Server Installation and Configuration Guide*.
Token tab	
Login	If you are using token authentication with Dragon Medical Server/Dragon Medical One, specify the user's client login ID. The login cannot contain leading or trailing spaces. However, the login can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).
Entra ID tab	
Add link	Click to link an Entra ID to the current user account by searching for an ID.

Field	Description
Link Manually	Click to link an Entra ID to the current user account by manually specifying the ID.
Tenant	Tenant in the current organization in which the Entra ID exists.
Entra ID	Entra ID that consists of a valid GUID.
Display Name	Descriptive name for the Entra ID. **Max value:** 256 characters
Unlink	Select an Entra ID, and then click to remove the link.

User Account Details—EHR tab

Field	Description
EHR	EHR name.
Used by	The options are: • **Organization**—This EHR is used across the organization by all sites. • **Site**—This EHR is used at a specific site. If selected, choose the site name from the drop-down list. **Note:** This field is not editable in **Modify** mode.
EHR ID	User identifier from the EHR. Must be unique per EHR instance. **Maximum value:** 50 characters, including special characters and non-leading, non-trailing spaces.
Note	If you selected **Site** in the **Used by** field and the current user does not belong to a group in the site you selected, an error icon appears in this field. The user must be a group member in the site you selected.

User Account Details—Dragon Ambient eXperience tab

Applies to: Dragon Ambient eXperience only

You must have the following privileges to view these settings:

- **Product Manage Dragon Ambient eXperience Settings**
- **View Dragon Ambient eXperience Settings**

The following table describes the fields on the Dragon Ambient eXperience tab.

Field	Description
Workflow	Type of workflow this organization uses. The options are: • DAX-2

Field	Description
	• DAX-3 **Default value:** DAX-2
Enable DAX Express Mode	Available if Workflow is set to DAX-2 or DAX-3. If selected, DAX Express Mode is enabled. If deselected, DAX Express Mode is disabled. **Default value:** Deselected
Patient Schedule Source	Source type for patient schedules. The options are: • None • HL7 • EHR API • File upload **Default value:** None
Schedule Population Type	Indicates the type of API scheduling. This field is only visible when you select **EHR API** in the **Patient Schedule Source** field. **Default value: Polling** for existing customers with **Patient Schedule Source** set to **EHR API**. Blank for all other existing customers and new customers.
Consent Type	This setting is read-only at the user level.
Use an Ambient Device	If **Yes**, allows the DAX mobile app to pair with an ambient device. If **No**, the DAX mobile app does not pair with an ambient device. **Default value:** No
Use Biometrics on DAX Mobile	If **Yes**, allows biometrics to be used to refresh a session instead of a PIN. If **No**, a PIN must be used to refresh a session. **Default value:** No
EMR ID	EMR ID or NPI that DAX will use to communicate with the EMR.

User Account Details—Network Edition US tab

Applies to: Dragon Medical Network Edition only

The following table describes the columns on the Network Edition US tab.

Field	Description
User Account Options section	
Anchor dictation box to application	If selected, the Dictation Box opens anchored to the application in which you're dictating. If deselected, the Dictation Box opens in its default location. **Default value:** Deselected
Enable HTML support	If selected, allows Dragon to work with Internet Explorer and Chrome. You must select this option to use web browser commands when the Dragon Web Extension is installed. If deselected and the Dragon Web Extension is installed, you cannot select web page elements by voice or dictate directly in web page fields. **Default value:** Selected
Enable commands in HTML windows	If selected, enables commands for use with Internet Explorer and Chrome. You must select this option to use voice commands in some Microsoft Outlook dialog boxes when you create or edit messages in HTML format. These dialog boxes appear with the Internet Explorer symbol in the left corner of the window header. If deselected, disables some Internet Explorer and Chrome commands, and voice commands in some Microsoft Outlook dialog boxes. **Default value:** Selected
Require click to select hyperlinks in HTML windows	If selected, Dragon requires that you say "Click" before saying the link text to click in HTML windows, such as web browsers. For example, "Click Contact Us". This option prevents Dragon from clicking links unintentionally during dictation. If deselected, you can just say the link text to click. For example, "Contact Us". **Default value:** Selected
Enable HTML custom API	If selected, enables Full Text Control in applications where the custom HTML API is implemented. If deselected, disables Full Text Control in these applications. **Default value:** Selected
Enable RIA support	If selected, enables Rich Internet Application support. If deselected, disables Rich Internet Application

Field	Description
	support. **Default value:** Selected
Use clipboard for Citrix basic dictation in version 2.5.x or lower client	If selected, Dragon uses the Windows clipboard to insert text when you have Dragon Medical Network Edition version 2.5.x and prior installed and you're using Dragon in a Citrix environment. **Default value:** Deselected
For Citrix basic dictation in version 2.6 or higher client, use	Determines how Dragon inserts text for Citrix basic dictation. The options are: • Keystrokes Only • Clipboard Only • vSync with Keystrokes • vSync with Clipboard **Default value:** None
Enable automatically select first field	If selected, Dragon places the cursor in the first form field automatically when you dictate in an application with form fields. If deselected, you must place your cursor in the first form field manually when you dictate in form fields. **Default value:** Selected
Left variable delimiter Right variable delimiter	Determines the delimiters used to indicate variable fields in Auto-text/Text-and-Graphics commands. You can specify delimiters up to five characters long. You cannot specify the same value for each delimiter. **Note:** If you change the default delimiters, Dragon uses the new delimiters for Auto-text/Text-and-Graphics commands, but ignores variables in square brackets when you use the Accept Defaults and Clear Variable Delimiters commands. **Default values:** left bracket ([) and right bracket (])
Saving the user also saves local acoustics	If selected, Dragon sends both the acoustic model updates and the language model updates to the server. If deselected, Dragon only sends the language model updates to the server. These include changes to words and writing styles. **Default value:** Selected
Log out users who do not respond after __ seconds	Dragon logs the user out automatically when the inactivity period is reached and the user does not

Field	Description
	respond to the prompt within this number of seconds you specify. You specify the inactivity period on the "Organization Details—Products tab" on page 154. **Possible values:** 1-999 **Default value**: 60
Remove local cache data after usage	If selected, Dragon deletes the contents of the local cache when the user logs out. If deselected, Dragon retains the contents of the local cache. **Default value:** Selected
Save user profiles at automatic logout	If selected, Dragon saves changes to user profiles automatically when users log out. If deselected, users must save changes to their user profiles manually. **Default value:** Selected
PowerMic Settings section (read only)	
You configure PowerMic settings at the group level. You cannot edit PowerMic settings for user accounts.	
Auto-Formatting section	
Use Group Rules	If enabled, click to use the auto-formatting options specified for your group rather then selecting your own options. If disabled, you can customize the auto-formatting options for your own user profile.
Customize Rules	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.
For information on the remaining fields in this section, see "Auto-formatting section" on page 203.	
Diagnostics section	
For field descriptions, see "Diagnostics section" on page 213.	
Profile Optimizer Scheduler Settings **Applies to:** Dragon Medical Network Edition	
Dragon Medical Network Edition LMO interval	Determines how frequently the Language Model Optimization (LMO) occurs. This process optimizes the

Field	Description
	model used to recognize the way the provider speaks. The model incorporates characteristics such as the accent, dialect, tone of voice, and other aspects of how the speech sounds. This setting controls how often the Profile Optimizer checks for corrupted user profiles. If a user profile often becomes corrupted, you should increase the frequency of this optimization to **Daily** as a preventive measure. For more information on determining LMO frequency, see “About scheduling the Profile Optimizer” on page 112. You can select a regular schedule for LMO, or you can run the optimization immediately by clicking **Execute Now**. **Default value:** Weekly
Dragon Medical Network Edition ACO interval	Determines how often the Acoustic Optimization (ACO) occurs. This process optimizes the language model used to help recognize the patterns of the provider's speech. The model incorporates how the provider dictates particular words and sequences of words. This process is time-intensive and requires one hour of processing time for each hour of dictation. For more information on determining ACO frequency, see “About scheduling the Profile Optimizer” on page 112. You can select a regular schedule for ACO, or you can run the optimization immediately by clicking **Execute Now**. **Default value:** Weekly
Medication	Click **Execute Now** to receive medication updates.

User Account Details—User Profile tab

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

Field	Description
Dragon Medical Network Edition	
Vocabulary	This setting is currently not applicable for Dragon Medical Network Edition.
Dragon Professional section	
Vocabulary	This setting is currently not applicable for Dragon Professional or Dragon Law Enforcement.
Dragon Medical Server	

Field	Description
Reset speech recognition user profile	If selected, the NMC server resets the user profile for this user account the next time a session is created for this user. You may need to reset a user profile if it has become corrupted or unusable. Once reset, the NMC server deselects this check box. If deselected, the NMC server does not reset the user profile for this user.
Last reset on	Date this user account was last reset.

User Account Details—Dragon Professional tab

Applies to: Dragon Professional only

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

Field	Description
User Account Options section	
For field descriptions for this section, see Options dialog box—Commands page in the Dragon Help. If you choose to customize these settings, the **Personal** radio button becomes selected automatically. To use the settings specified for your group, select the **Group** radio button. These options are set to **Group** by default.	
Auto-formatting section	
Use Group Rules	If enabled, click to use the auto-formatting options specified for your group rather then selecting your own options. If disabled, you can customize the auto-formatting options for your own user profile.
Customize Rules	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.
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.	
Put the microphone to sleep after n minutes of silence	Number of minutes after which Dragon's microphone goes to sleep when Dragon doesn't hear anything. **Default value:** none

Field	Description
Have the microphone on but asleep when the user profile opens	If selected, Dragon's microphone is asleep when users log in to the Dragon client and their user profile loads. They can then say "Wake Up" 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. **Default value:** Selected (group value)
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.	

Report pages

The following sections describe the search criteria and columns for the reports available on the **Reports** ribbon.

License Use report

Search criteria

Criteria	Description
Organization	Organization or company name. Select only one.
Site	Site name. Select a specific site, or **All**.
Group	Group name. Select a specific group, or **All**.
Partner	Partner name, if applicable. Select a specific partner, or **All Partners**.
License Type	Type of license issued to your organization. Select only one.
Start date/time	Start date and time in the range for which to include report data. Edit the date and time manually, or click in the field to open the calendar and select a date and time.
End date/time	End date and time in the range for which to include report data. Edit the date and time manually, or click in the field to open the calendar and select a date and time.

Report columns

Column	Description
Login	User login.
Last Name	User's last name.
First Name	User's first name.
Partner Name	Partner name, if applicable.
License Type	License type, such as NMC Administrator.
Last Login	Date and time the user last

Column	Description
	logged in to the NMC console or client application.
Days Since Last Login	Number of days since the user's last login to the NMC console or client application.
Total Login Count	Total number of times the user logged in to the NMC console or client application between the date range specified.

Client Version report

Search criteria

Criteria	Description
Organization	Organization or company name. Select only one.
Product	Microsoft product.
Login	User login. Logins can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).
Start date/time	Start date and time in the range for which to include report data. Edit the date and time manually, or click in the field to open the calendar and select a date and time.
End date/time	End date and time in the range for which to include report data. Edit the date and time manually, or click in the field to open the calendar and select a date and time.
Show only most recent entry	If selected, includes results for the last user login on the client. If deselected, includes results for all user logins on the client. **Note:** To run the report, you must select one of the following search criteria: an

Criteria	Description
	organization, a user login, or the **Show only most recent entry** check box. **Default value:** Deselected

Report columns

Column	Description
Organization	Organization or company name.
NMS Login	User's NMS login.
Last Name	User's last name.
First Name	User's first name.
Date Of Transaction	Date the connection to Nuance Management Center occurred.
Product name	Microsoft product name, such as Dragon Medical.
Client Device Name	Client device name, if applicable.
Client Version	Version of client application.
Client Build	Client build, if applicable.
Operating System Version	Operating system name and version.
Other	Other client information, such as type and version of the internet browser used to access Nuance Management Center.

Device Use report

Search criteria

Criteria	Description
Organization	Organization or company name. Select only one.
Product	Microsoft product. Select a specific product, or **All**.
Start date/time	Start date and time in the range for which to include

Criteria	Description
	report data. Edit the date and time manually, or click in the field to open the calendar and select a date and time.
End date/time	End date and time in the range for which to include report data. Edit the date and time manually, or click in the field to open the calendar and select a date and time.

Report columns

Column	Description
Device Name	Device name.
Last Transaction	Date the last connection to Nuance Management Center occurred.
Days Since Last Transaction	Number of days since the device last connected to Nuance Management Center.
Total Transaction Count	Total number of times the device has connected to Nuance Management Center.

Cloud Usage report

Search criteria

Criteria	Description
Organization	Organization or company name. Select only one.
Last Name	User's last name.
First Name	User's first name.
Group by (first)	Filter by which to sort report results. Data is sorted first by this filter, then by the second filter below. Select only one.
Group by (second)	Second filter by which to sort report results. Data is sorted first by the filter above, then by this filter. Select only one.
Start Date/Time	Start date and time in the range for which to include

Criteria	Description
	report data. Edit the date and time manually, or click in the field to open the calendar and select a date and time.
End Date/Time	End date and time in the range for which to include report data. Edit the date and time manually, or click in the field to open the calendar and select a date and time.
Partner	Partner name, if applicable.
Application Name	Microsoft product for which to view usage.
Input Device	Device for which to view usage, if applicable.
Site	Site name. Select a specific site, or **All**.
Group	Group name. Select a specific group, or **All**.
Display results in a grid format by	Optionally select to view report results in a grid, then select a time period for which to view results.
Display results in a graph format by	Optionally select to view report results in a graph, then select a time period for which to view results.

Report columns

Column	Description
Organization	Organization or company name.
Partner	Partner name, if applicable.
Sessions	Total number of dictation sessions.
Length (minutes)	Sum of audio minutes.
Total Characters	Total number of characters dictated.
Total Auto-texts	Total number of auto-text commands executed.

Column	Description
Auto-text Characters	Total number of auto-text characters inserted with auto-text commands.
Visible Black Characters	Total number of characters dictated, excluding spaces, tabs, and new lines.

Professional Usage report

Network Edition Usage report

Search criteria

Criteria	Description
Organization	Organization or company name. Select only one.
Last Name	User's last name.
First Name	User's first name.
Group by (first)	Filter by which to sort report results. Data is sorted first by this filter, then by the second filter below. Select only one.
Group by (second)	Second filter by which to sort report results. Data is sorted first by the filter above, then by this filter. Select only one.
Start Date/Time	Start date and time in the range for which to include report data. Edit the date and time manually, or click in the field to open the calendar and select a date and time.
End Date/Time	End date and time in the range for which to include report data. Edit the date and time manually, or click in the field to open the calendar and select a date and time.
Product	Product for which to view usage. Dragon NaturallySpeaking is selected by default.
Site	Site name. Select a specific site, or **All**.
Group	Group name. Select a

Criteria	Description
	specific group, or **All**.
Display results in a grid format by	Optionally select to view report results in a grid, then select a time period for which to view results.
Display results in a graph format by	Optionally select to view report results in a graph, then select a time period for which to view results.

Report columns

Column	Description
Organization	Organization or company name.
Day	Date and time of last usage.
Length (minutes)	Total number of minutes of dictation for this site.
Total Words	Total number of words dictated.
Total Characters	Total number of characters dictated.
Custom Commands	Total number of custom commands executed during dictation. Includes: • Sample and template commands in command sets and in custom commands
Dictation Commands	Total number of dictation commands executed during dictation. Includes most commands that select, format, and correct text: • **Static commands**— Commands that include the word "that", such as "Select That". • **<Action><xyz>**

Column	Description
	commands—Commands that precede the word they manipulate, such as "Bold <xyz>".
Navigation/Action Commands	Total number of navigation and action commands executed during dictation. Includes non-dictation commands: • Dragon commands • Windows commands • Third-party application (tracking) commands • User interface and document navigation commands • Text manipulation commands that are not dictation commands
System and Web Commands	Total number of system and web commands executed during dictation. Includes commands with user-provided context: • Web search commands • Desktop commands • Email commands • Facebook and Twitter commands
Dictation Select/Format Commands (subset)	Total number of select commands and formatting commands executed during dictation. Includes commands that precede the word they manipulate: • <Action><xyz> commands, such as "Bold <xyz>"

Auto-text page

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

To access this page, see "Viewing auto-texts" on page 127.

Auto-text—Details tab

The following table describes the fields on the Details tab.

Field	Description
Name	Unique auto-text name.
Description	Optional auto-text description.
Language	Language in which the content of the auto-text appears.
Spoken Phrase	Phrase users say to execute the auto-text.
Formatted text	If selected, shows text formatting options in the Auto-text editor, such as bold, bulleted lists, font size, and so on. If deselected, hides text formatting options in the Auto-text editor. **Default value:** Deselected

Command page

The following table describes the fields on the Command page.

To access this page, see "Viewing commands" on page 132.

Command—Details tab

The following table describes the fields on the Details tab.

Field	Description
Name	Unique command name.
Description	Optional command description.
Language	Language in which the content of the command appears.
Spoken Phrase	Phrase users say to execute the command.

Word page

The following table describes the fields on the Word page.

To access this page, see “Viewing Words” on page 136

Field	Description
Written Form	Word, phrase, or other content that Dragon writes when you dictate.
Spoken Form	Spoken form of the word or phrase if it is different from the written form. For example, Dragon can type "MB" when you dictate the word "megabyte". To do so, enter megabyte in this field and MB in the Written Form field. If there is no spoken form, leave this field blank.
Language	Language in which the content of the word appears.

Manage DMO User Options page

> **Note:** The **Speech Recognition Product Name** system setting determines the product name that appears in the NMC console for these settings. The documentation uses the default value, Dragon Medical One, to refer to the settings and related pages.

The following table describes the fields on the Manage DMO User Options page.

To access this page, see "Viewing Dragon Medical One settings" on page 149.

Manage DMO User Options—General tab

The following table describes the fields on the General tab.

Setting	Description
Anchor the speech focus when recording is started	If selected, speech focus is anchored when users start dictating. If deselected, speech focus is not anchored when users start dictating. **Default value:** Deselected
Visual feedback when voice commands are recognized	Determines the following: • Whether Dragon should provide visual feedback when it recognizes a voice command • Where the voice command bubble should be anchored when Dragon provides visual feedback The options are: • None • DragonBar • Mouse • Text • System Tray **Default value:** DragonBar
Audio feedback when voice commands are recognized	If selected, Dragon provides audio feedback when it recognizes a voice command. If deselected, Dragon does not provide audio feedback when it recognizes a voice command. **Default value:** Deselected
Optimize for rapid navigation	If selected, Dragon places text at the user's current cursor position when he or she changes the cursor position while

Setting	Description
	dictating. If deselected, Dragon does not place text at the user's current cursor position during dictation. **Default value:** Deselected
Enable hands free	If selected, users do not need to use a mouse or microphone to control Dragon Medical One. If deselected, users must use a mouse or microphone to control Dragon Medical One. **Note:** This feature is currently not supported for users dictating with PowerMic Mobile devices. **Default value:** Selected
Start in standby mode	If selected, Dragon starts in Standby mode when users open the application. In Standby mode, users can start Dragon's voice recognition by saying "Wake up", rather than clicking the Microphone button on the DragonBar, pressing their microphone's record button, or using the Start Recording hotkey. Users can also stop voice recognition by saying one of the following: • "Go to Sleep" • "Stop Listening" • "Stop Recording" This setting is applicable only if the **Enable hands free** option is enabled. If deselected, users cannot start Dragon's voice recognition by using their voice. **Default value:** Selected
Microphone idle timeout	Number of minutes after which the microphone times out. This setting is locked by default and can be configured at the group level only. **Possible values:** 1-4 minutes **Default value:** 1 minute

<table>
<tr><th>Setting</th><th>Description</th></tr>
<tr><td>Left field delimiters

Right field delimiters</td><td>Determines the character used for the left and right embedded field delimiters used in Auto-text commands. You can use any character as a delimiter, however, you cannot use the same character sequence for both the left and right delimiters. You also cannot leave these fields blank.

If you choose to change the delimiters and users have already created Auto-text commands, the commands will stop working. Users must edit the commands to update the embedded fields with the new delimiters.

Notes: Using the left curly bracket ({) and right curly bracket (}) as delimiters might conflict with dictation marker delimiters. Using the pipe (|) as a delimiter might conflict with the multiple value separator in the Auto-text field. Delimiters cannot contain only spaces. At least one non-space character is required. If a child delimiter value is the same as the parent value plus spaces, Nuance Management Center considers this equal to the inherited value and does not save the value.

For example, if the delimiter value is set to '[' for the organization and '[' plus spaces for the site, the value is not saved. This does not occur if the value is locked at the child level (in this case, the site).
Acceptable values: Space (represented with a box character), any character, or combination of up to 5 characters

Default values: left bracket ([), right bracket (])</td></tr>
</table>

The following table describes the buttons on the General tab.

Button	Description
Restore Defaults	Click to restore all settings on this tab to their default values, and then click **Yes** when

Button	Description
	prompted. This also unlocks any locked settings.

Manage DMO User Options—Dictation Box tab

The following table describes the fields on the Dictation Box tab.

Setting	Description
Text transfer method	Determines the keystrokes used to transfer text from the Dictation Box to the user's document. The options are: • Press Shift+Insert • Press Ctrl+V • Use Windows paste command • Simulate keystrokes **Default value:** Press Shift+Insert
Transfer text when recording is stopped	If selected, Dragon transfers text from the Dictation Box to a user's document automatically when he or she stops dictating. If deselected, Dragon does not transfer text automatically when a user stops dictating. **Default value:** Deselected
Clear Dictation Box after transferring text	If selected, Dragon clears your dictation from the Dictation Box after you transfer the text to your document. If deselected, Dragon retains your dictation in the Dictation Box after you transfer the text. **Default value:** Selected
Keep text on the Clipboard after transferring	If selected, text is retained in the Windows clipboard after you copy and paste text into your document. If deselected, text is not retained in the Windows clipboard after you copy and paste text. **Default value:** Deselected
Add the selected text from the target application to the Dictation Box	If selected, Dragon transfers the text you select in the application you're using to the Dictation Box. If deselected, Dragon does not transfer text

Setting	Description
	you select in the application you're using. **Default value:** Deselected
Show Dictation Box when the DragonBar is minimized	If selected, displays the Dictation Box when the DragonBar is minimized. If deselected, does not display the Dictation Box when the DragonBar is minimized. **Default value:** Selected
Audio alert when Dictation Box opens automatically	If selected, an audio alert occurs when the Dictation Box opens automatically. If deselected, no audio alert occurs when the Dictation Box opens automatically. **Default value:** Deselected
Text appearance	Determines the appearance of the text in the Dictation Box. The options are: • Plain text • Formatted text **Default value:** Plain text
Font type	Determines the font type used in the Dictation Box when the **Text appearance** setting is set to **Plain text**. If the selected font type does not exist on the user's computer, the default font is used. The options are: • Arial • Times New Roman • Courier • Tahoma **Default value:** Arial
Font size	Determines the font size used in the Dictation Box when the **Text appearance** setting is set to **Plain text**. **Possible values:** 8-20 **Default value:** 10

The following table describes the buttons on the Dictation Box tab.

Button	Description
Restore Defaults	Click to restore all settings on this tab to their

Button	Description
	default values, and then click **Yes** when prompted. This also unlocks any locked settings.

Manage DMO User Options—Hotkeys tab

Supported and unsupported keys and combinations

When defining hotkeys, you must:

- Use only supported values or combinations.
- Use keys or combinations only once. Duplicates are not allowed.

Some values are supported only in combination with the Ctrl, Alt, or Shift keys. If you attempt to define values or combinations that are not supported, or use a key or sequence that you've already used, a red box appears around the field.

> **Note:** You cannot perform Copy and Paste operations or Cut and Paste operations when defining hotkeys.

The following table describes supported and unsupported values and combinations.

Supported values	Supported standard com-binations/Windows functionality	Unsupported keys	Unsup-ported characters	Unsupported combinations
A-Z (must be used in combination with the Ctrl, Alt, or Shift keys) **Note:** If you specify a lowercase letter, Nuance Management Center replaces it with its uppercase counterpart auto-matically.	Ctrl+C (Copy)	Esc	~, ', #, _, -, :, ., ;, ,,>,<,|,@,€,°,^	Alt+F4
0-9 (must be used in combination with the Ctrl, Alt, or Shift	Ctrl+X (Cut)	Print Screen/SysR-q	!, ", ², §, ³, $, %, &,{, (, [,),], }, ?, ß	Alt+TAB

Supported values	Supported standard com-binations/Windows functionality	Unsupported keys	Unsup-ported characters	Unsupported combinations
keys)				
F1-F12 **Note:** Hotkey values override default Windows actions for function keys.	Ctrl+V (Paste)	Scroll	\, ´, `	Alt+Esc
Arrow keys (Up, Down, Left, Right) (must be used in combination with the Ctrl, Alt, or Shift keys)	Ctrl+Z (Undo)	Pause/break		Ctrl+Scroll
Add, Subtract, Multiply, Divide (+, -, *, /)	Ctrl+B (Bold)	Tabulation		Ctrl+Pause
NUM-(0-9)	Ctrl+U (Underline)	Caps Lock		Ctrl+Pause/Break
	Ctrl+I (Italic)	Windows		Ctrl+Esc
	Ctrl+A (Select All)	Space		Shift+Pause
		Alt Gr		Shift+Scroll
		Context menu		Shift+Esc
		Enter		Shift+Backspace
		Backspace		Ctrl+Alt+Delete
		Insert		Ctrl+Alt+Backspace
		Page Up		Ctrl+Shift+Esc
		Delete		Ctrl/Shift/Alt+Print Screen
		End		

Supported values	Supported standard com-binations/Windows functionality	Unsupported keys	Unsup-ported characters	Unsupported combinations
		Page Down		
		Num Lock		

Available actions and default values

The following table describes the actions and default values for the hotkeys described on the Hotkeys tab.

Hotkey	Action	Default value
General		
Show/hide DragonBar	Show the DragonBar Hide the DragonBar	Ctrl-Alt-H
Start/stop recording	Start recording Stop recording	Num-Add
Anchor/release speech focus	Anchor speech focus Release speech focus	Ctrl-Alt-A
Run Dragon Medical Advisor **Note:** Displayed only if the **Speech Recognition Product Name** system setting is set to Dragon Medical One (DMO).	Open Dragon Medical Advisor window	Blank
Close Dragon Medical Advisor **Note:** Displayed only if the **Speech Recognition Product Name** system setting is set to Dragon Medical One (DMO).	Close Dragon Medical Advisor window	Blank
New Dictation **Note:** Displayed only if the **Speech Recognition Product Name** system setting is set to Dragon Medical Direct (DMD).	Start new dictation	Blank
Submit Dictation **Note:** Displayed only if the **Speech Recognition Product Name** system setting is set to Dragon Medical Direct (DMD).	Submit dictation	Blank
Cancel Dictation	Cancel dictation	Blank

Hotkey	Action	Default value
Note: Displayed only if the **Speech Recognition Product Name** system setting is set to Dragon Medical Direct (DMD).		
Retrieve text **Note:** Displayed only if the **Speech Recognition Product Name** system setting is set to Dragon Medical Direct (DMD).	Retrieve text	Blank
Dictation Box		
Show/hide Dictation Box	Show Dictation Box Hide Dictation Box	Ctrl-Alt-D
Transfer text	Transfer text	Ctrl-Alt-T
Clear Dictation Box	Clear Dictation Box	Blank
Recall text	Recall text	Blank
Field navigation		
Previous Field	Navigate to previous field	Blank
Next Field	Navigate to next field	Blank
Field Complete	Complete the field	Blank
Accept Defaults	Accept default values	Blank

The following table describes the buttons on the Hotkeys tab.

Button	Description
Restore Defaults	Click to restore all settings on this tab to their default values, and then click **Yes** when prompted. This also unlocks any locked settings.

Manage DMO User Options—Microphone Buttons

The following table describes the fields on the Microphone Buttons tab. Refer to the microphone image on the page for button locations.

> **Note:** When you assign actions to microphone buttons, the assignment is applied to all microphone types. For example, if you assign the Transfer Text action to the **Transcribe** button for the Grundig microphone, this action is also assigned to the **Transcribe** button on the PMM, PowerMic, SpeechMike, and Power Mic 4.

Microphone type	Button	Possible actions	Default action
PMM	Transcribe	Options for all Dragon	Transfer Text

Microphone type	Button	Possible actions	Default action
		Medical products: • None • Clear Dictation Box • Recall Text • Transfer Text • Anchor/release speech focus • Show/Hide DragonBar • Show/Hide Dictation Box • Next Field • Previous Field • Field Complete • Accept Defaults • Press Hotkey Options for Dragon Medical Direct (DMD) only: • New Dictation • Submit Dictation • Cancel • Retrieve Text Options for Dragon Medical One (DMO) only: • Run Dragon Medical Advisor • Close Dragon Medical Advisor **Note:** Your **Speech Recognition Product Name** system setting determines your Dragon Medical product name.	

Microphone type	Button	Possible actions	Default action
	Enter/Select	Same as Transcribe options.	Accept Defaults
	Custom Right	Same as Transcribe options.	Show/Hide Dictation Box
	Tab Backward	Same as Transcribe options.	Previous Field
	Tab Forward	Same as Transcribe options.	Next Field
	Record	• Press-and-hold • Microphone On/Off	Press-and-hold
	Stop/Play	Same as Transcribe options.	None
	Custom Left	Same as Transcribe options.	None
	Fast Forward	Same as Transcribe options.	Next Field
	Rewind	Same as Transcribe options.	Previous Field
Grundig	Transcribe	Options for all Dragon Medical products: • None • Clear Dictation Box • Recall Text • Transfer Text • Anchor/release speech focus • Show/Hide DragonBar • Show/Hide Dictation Box • Next Field • Previous Field • Field Complete • Accept Defaults • Press Hotkey	Transfer Text

Microphone type	Button	Possible actions	Default action
		Options for Dragon Medical Direct (DMD) only: • New Dictation • Submit Dictation • Cancel • Retrieve Text Options for Dragon Medical One (DMO) only: • Run Dragon Medical Advisor • Close Dragon Medical Advisor **Note:** Your **Speech Recognition Product Name** system setting determines your Dragon Medical product name.	
	Enter/Select	Same as Transcribe options.	Accept Defaults
	Custom Right	Same as Transcribe options.	Show/Hide Dictation Box
	Record	• Press-and-hold • Microphone On/Off	Press-and-hold
	Rewind	Same as Transcribe options.	Previous Field
	Fast Forward	Same as Transcribe options.	Next Field
	Stop/Play	Same as Transcribe options.	None
	Tab Backward	Same as Transcribe options.	Previous Field
	Tab Forward	Same as Transcribe	Next Field

Microphone type	Button	Possible actions	Default action
		options.	
PowerMic	Tab Backwards	Same as Transcribe options.	Previous Field
	Transcribe	Options for all Dragon Medical products: • None • Clear Dictation Box • Recall Text • Transfer Text • Anchor/release speech focus • Show/Hide DragonBar • Show/Hide Dictation Box • Next Field • Previous Field • Field Complete • Accept Defaults • Press Hotkey Options for Dragon Medical Direct (DMD) only: • New Dictation • Submit Dictation • Cancel • Retrieve Text Options for Dragon Medical One (DMO) only: • Run Dragon Medical Advisor • Close Dragon Medical Advisor **Note:** Your **Speech Recognition Product Name** system	Transfer Text

Microphone type	Button	Possible actions	Default action
		setting determines your Dragon Medical product name.	
	Tab Forward	Same as Transcribe options.	Next Field
	Record	• Press-and-hold • Microphone On/Off	Press-and-hold
	Rewind	Same as Transcribe options.	Previous Field
	Stop/Play	Same as Transcribe options.	None
	Fast Forward	Same as Transcribe options.	Next Field
	Custom Left	Same as Transcribe options.	None
	Enter/Select	Same as Transcribe options.	Accept Defaults
	Custom Right	Same as Transcribe options.	Show/Hide Dictation Box
SpeechMike	Transcribe	Options for all Dragon Medical products: • None • Clear Dictation Box • Recall Text • Transfer Text • Anchor/release speech focus • Show/Hide DragonBar • Show/Hide Dictation Box • Next Field • Previous Field	Transfer Text

Microphone type	Button	Possible actions	Default action
		• Field Complete • Accept Defaults • Press Hotkey Options for Dragon Medical Direct (DMD) only: • New Dictation • Submit Dictation • Cancel • Retrieve Text Options for Dragon Medical One (DMO) only: • Run Dragon Medical Advisor • Close Dragon Medical Advisor **Note:** Your **Speech Recognition Product Name** system setting determines your Dragon Medical product name.	
	Custom Right	Same as Transcribe options.	Show/Hide Dictation Box
	Rewind	Same as Transcribe options.	Previous Field
	Record	• Press-and-hold • Microphone On/Off	Press-and-hold
	Stop/Play	Same as Transcribe options.	None
	Fast Forward	Same as Transcribe options.	Next Field
	Tab Backward	Same as Transcribe options.	Previous Field

Microphone type	Button	Possible actions	Default action
	Tab Forward	Same as Transcribe options.	Next Field
	Custom Left	Same as Transcribe options.	None
	Enter/Select	Same as Transcribe options.	Accept Defaults
Power Mic 4	Tab Backward	Same as Transcribe options.	Previous Field
	Enter/Select	Same as Transcribe options.	Accept Defaults
	Tab Forward	Same as Transcribe options.	Next Field
	Rewind	Same as Transcribe options.	Previous Field
	Record	• Press-and-hold • Microphone On/Off	Press-and-hold
	Stop/Play	Same as Transcribe options.	None
	Fast Forward	Same as Transcribe options.	Next Field
	Function A	Same as Transcribe options.	None
	Custom Left/Function B	Same as Transcribe options.	None
	Function C	Same as Transcribe options.	None
	Custom Right/Function D	Same as Transcribe options.	Show/Hide Dictation Box
	Transcribe	Options for all Dragon Medical products: • None • Clear Dictation Box • Recall Text • Transfer Text	Transfer Text

<table>
<tr><th>Microphone type</th><th>Button</th><th>Possible actions</th><th>Default action</th></tr>
<tr><td></td><td></td><td>

Anchor/release speech focus
Show/Hide DragonBar
Show/Hide Dictation Box
Next Field
Previous Field
Field Complete
Accept Defaults
Press Hotkey

Options for Dragon Medical Direct (DMD) only:

New Dictation
Submit Dictation
Cancel
Retrieve Text

Options for Dragon Medical One (DMO) only:

Run Dragon Medical Advisor
Close Dragon Medical Advisor

Note: Your Speech Recognition Product Name system setting determines your Dragon Medical product name.
</td><td></td></tr>
</table>

The following table describes the buttons on the Microphone Buttons tab.

Button	Description
Restore Defaults	Click to restore all settings on this tab to their default values, and then click **Yes** when prompted. This also unlocks any locked settings.

Manage DMO User Options—Dragon Medical Advisor tab

The following table describes the fields on the Dragon Medical Advisor tab.

Field	Description
Display the Advisor window automatically	Determines whether the Dragon Medical Advisor window opens automatically, and, if so, how often. The options are: • Never • Once per day • Once per session This window is opened automatically when a user logs in to Dragon Medical One if the user is in an organization, site, or group configured for Auto-Open and there is advice available. Settings at lower levels take priority over settings at higher levels. **Default value:** Never
Number of days the Advisor window opens automatically	Determines the number of days for which the Dragon Medical Advisor window opens automatically. If the **Auto-display advisor window mode** option is set to Never, this field is not applicable. **Default value:** 1
Enable toast notification	If selected, allows physicians to receive notifications when Dragon Medical Advisor is minimized and there is documentation advice that needs review. If deselected, physicians do not receive advice notifications when Dragon Medical Advisor is minimized. **Default value**: Selected
Number of seconds the toast notification is displayed	Determines the time interval (0-30 seconds) after which Dragon Medical Advisor toast notifications time out and are no longer displayed. If set to 0, the notifications do not time out. **Default value**: 10 seconds

The following table describes the buttons on the Dragon Medical Advisor tab.

Button	Description
Restore Defaults	Click to restore all settings on this tab to their default values, and then click **Yes** when prompted. This also unlocks any locked

Button	Description
	settings.

System Settings page

The following sections describe the fields on the System Settings page. You must have the **Modify System Settings** grant to view this page.

To access this page, from the NMC menu ( ), select **System Settings**.

Field	Description
General section	
Disable scheduled NMS Database backups	If selected, disables regular NMS database backups. You might select this if you chose to manage backups for your on-premise server yourself. For more information, see **Appendix A: Database backups** in the *Nuance Management Center Server Installation and Configuration Guide*. If deselected, enables automatic NMS database backups.
LINQ to SQL trace output	If selected, the NMC server uses LINQ to SQL technology to send database messages. The messages are traced so you can monitor them. Microsoft Technical Support may need to look at these messages if you are having an issue with Nuance Management Center. If deselected, the NMC server does not use LINQ to SQL technology to send database messages.
Log file storage	Location of the NMC server log files.
Nuance Management Center section	
Enable NPI Lookup	If selected, enables the National Provider ID lookup function. If deselected, disables the NPI lookup function.
NMC Portal Base Address	Root of the NMC console. For example, `https://<servername>/nmchtml`. Nuance Management Center uses this address to create the link emailed to users who click the **Forgot Password** link.
Speech Recognition Product	Determines the marketing brand name that appears in the NMC console for the Dragon Medical One (DMO) base product. The name you select becomes the label on a ribbon and a settings page. If you change the default option, you must log out and log in again to see the new branding. The options are: • Dragon Medical One (DMO) • Dragon Medical Direct (DMD) • Dragon Case and Care (DCC) • Dragon Professional Anywhere (DPA) **Default value:** Dragon Medical One (DMO)
Enable Email Verification for Administrators	If selected, requires administrators to verify their primary email address at their next login. The **Primary email address** setting on the "User Account Details page" on page 226 is updated with the email address they provide. If you edit this field, the administrator must re-verify their email address at next login.

Field	Description
	For more information, see "Requiring administrators to verify their email address" on page 12. If deselected, does not require administrators to verify their email address.
Verification Link Expires After *n* hours	**Applies to:** On-premise customers only If you selected the **Enable Email Verification for Administrators** option above, indicates the length of time in hours for which the email verification link sent to administrators is valid. **Default value:** 1 hour **Possible values:** 1-72 hours
Verification Email Template	**Applies to:** On-premise customers only If you selected the **Enable Email Verification for Administrators** option above, indicates the location and filename of the verification email template. Click **Browse** to locate and select the file.
DMVA Instructions Template	Click **Browse** to upload an HTML file containing the instructions for editing the Clinical Content Search configuration settings.
Nuance Management Server section	
Enable service call latency messages	If selected, enables service call latency messages. If deselected, disables service call latency messages.
Dragon Professional hosted environment	If selected, indicates this system is a Dragon Professional hosted environment. If deselected, indicates this system is not a Dragon Professional hosted environment.
Latency threshold for messages *n* seconds	Number of seconds for the latency threshold for messages. **Default value:** 2 seconds
Purge system data after *n* days	Number of days after which system data is purged. **Default value:** 90 days
Purge usage transactions after *n* days	Number of days after which usage data is purged. **Default value:** 90 days
Purge converted usage transactions after *n* days	Number of days after which converted usage transactions are purged. **Default value:** 0 days (never purged)
Purge threshold - audit events *n* years *n* months	Number of years and days after which audit data is purged. **Default value:** 1 year and 1 day

Field	Description
Purge log files after *n* days	Number of days after which server log files are purged. **Default value:** 45 days
Purge NMS alerts after *n* days	Number of days after which system messages are purged. **Default value:** 90 days
Password Reset - Email Template	**Applies to:** On-premise customers only Indicates the location and file name of the email template used for resetting user passwords.
Configure NMS Service Credentials	Optionally creates a domain, user, and user credentials in the Nuance Management Center database for the NMS service user. This allows other Microsoft services (for example, Dragon Medical Server) that run under the same Windows account to make trusted service calls to the NMC server.
Do not allow empty passwords	If selected, prevents the creation of new users without passwords. Passwords are required for users who log in to client applications using their native Nuance Management Center login and password. If deselected, allows you to create new users without passwords if password complexity requirements are not set. Passwords are not required when single sign-on with Central Authentication is enabled. In this instance, users authenticate their logins to client applications using a third-party identity provider. Deselecting this option also prevents users from logging in to Nuance Management Center using their native Nuance Management Center credentials. For more information on password requirements, see "Managing password settings" on page 36.
Do not allow empty passwords for administrators	If selected, NMC administrators with a blank password cannot access Nuance Management Center. If the password has expired, these administrators cannot change the password themselves and must have another administrator change it to something non-blank. If deselected, NMC administrators with a blank password can still access Nuance Management Center and reset the password themselves. **Default value**: Selected
NMS Identity Provider Alias	Allows an alias to be used for the connection name in the Auth0 portal instead of **NuanceNMS** when NMS is the identity provider (IDP). Using an alias eliminates the need to manually change the connection name in Auth0. **Max value:** 20 alphanumeric characters
Start of off-peak time	Indicates peak traffic end time. This allows the Cloud Migration Tool and Move Org Tool to schedule activity after peak hours. Specify hour (0-23) and minute (0-59). **Default value:** 9:00PM UTC

Field	Description
SMTP section	
Enable SMTP mail	If selected, enables SMTP mail that allows your NMC administrators to receive system messages from your NMC server. It also allows your NMC administrators to send messages to other NMC console users. If deselected, disables SMTP mail and messaging.
Host	URL or address of the SMTP host server.
Message Retry (Days)	Number of days after which the NMC server attempts to re-send a message.
Port	Port number to use for SMTP messaging.
Default Sender Account	Default email address from which to send SMTP messages.
Use SSL	If selected, uses the SSL protocol to encrypt messages transmitted. If deselected, does not use SSL.
Use Default Credentials	If selected, uses the default credentials provided to transmit messages. If deselected, does not use the default credentials.
User name	User name for SMTP messaging.
Password	Password for the user name above.
Test connection to	URL or address of the SMTP host server.
Test connection from	URL or address of the NMC server.

Appendix A: Creating user account import files

Creating comma-delimited files for user account import

To import users using a comma-delimited text file (.csv), include the following fields in a .csv document, each separated by a comma. The import file must be in one of the following file formats:

- UTF-8
- Unicode
- Unicode Big Endian

Nuance Management Center does not import the file if it is in any other format.

User logins and passwords cannot contain leading or trailing spaces. Nuance Management Center does not import any users whose logins or passwords contain leading or trailing spaces. Logins and passwords can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).

Field	Required?	Maximum character length	Notes
First name	Yes	50	none
Last name	Yes	50	none
Login ID	Yes	30	Cannot contain leading or trailing spaces. Can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).
Password	Yes	30	Cannot contain leading or trailing spaces. Can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).
Group Membership	Yes	None	Can contain one or more site and group memberships. Use the format Site\Group. Multiple Site\Group pairs may be separated with semi-colons. If this element is not present for all users in the import file, the users are considered invalid and the import fails.
Email address	No	None	none

Example:

```
Ana,Moreno,amoreno,pwd124,Burlington\Radiology,amoreno@hospital.com
```

Creating XML files for user account import

To import more data with your users, create an XML file. If you enabled the **Email address required for organization users** setting on the "Organization Details page" on page 154, a valid email address is required for each user.

You can include any of the following fields in the import file for each user. If the field is not required, you can omit it from your file.

Field	Required?	Syntax	Character length	Notes
First name	Yes	FirstName="*First name*"	1-50	None
Last name	Yes	LastName="*Last name*"	1-50	None
Middle name	No	MiddleName="*Middle name*"	50 maximum	None
Prefix	No	Prefix="*Prefix*"	10 maximum	None
Login ID	Yes	LoginId="*Login*"	3-30	Logins cannot contain leading or trailing spaces, colons (:), or backslashes (\). Logins can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^). Nuance Management Center does not import the user if this login exists in any organization.

Field	Required?	Syntax	Char-acter length	Notes
Password	Yes	Password="*XXXX*"	30 maximum	Passwords cannot contain leading or trailing spaces. Passwords can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^).
Location	No	Location="*User Location*"	50 maximum	None
Depart-ment	No	Department="*Department*"	50 maximum	None
Email address	Depends on **Email address required for organ-ization users** setting on the "Organ-ization Details page" on page 154.	EmailAddress="*user@example.com*"	50 maximum	Must be unique within the organization.
Street address 1	No	Street1="*Street address*"	60 maximum	None
Street address 2	No	Street2="*Street address continued*"	60 maximum	None
Street address 3	No	Street3="*Street address continued*"	60 maximum	None
City	No	City="*City*"	40	None

Field	Required?	Syntax	Character length	Notes
			maximum	
State	No	State="*State*"	5 maximum	None
Zip code	No	ZipCode="*12345*"	20 maximum	None
NPICode	No	NPICode="*Code*"	A valid integer from 1 to 2147483647	If the NPI code already exists for a user in any organization, Nuance Management Center does not import the user.
Primary Specialty	No	PrimarySpecialty="*Specialty*"	60 maximum	Must be a valid specialty type as seen in NMC console
Secondary Specialty	No	SecondarySpecialty="*Specialty*"	60 maximum	Must be a valid specialty type as seen in NMC console
User Type	No	UserType="*Type*"	None	You can only specify types that are valid values for the User Type field, such as **Nurse**. Your NMC administrator's privileges determine the default user type. If your NMC administrator does not specify a user

Field	Required?	Syntax	Character length	Notes
				type and has only the Product Manage Dragon Professional privilege, the default value for this field is **User**. Otherwise, the default value for this field is **Physician**.
NTLM Credential	No	<NTLMCredential>Domain\User</NTLMCredential>	80 maximum	NTLM credentials cannot contain leading or trailing spaces. However, they can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^). If the NTLM credential exists for another user in the same organization, Nuance Management Center imports the user, but not the NTLM

Field	Required?	Syntax	Character length	Notes
				credential.
Token Credential	No	<TokenCredential>Login1<\TokenCredential>	80 maximum	Token credentials cannot contain leading or trailing spaces. However, they can contain umlauts and other extended characters, such as tildes (~) and circumflexes (^). If the token credential exists for another user in the same organization, Nuance Management Center imports the user but not the token credential.
EHR	No	<EHR>71A9EC99-C5C0-4BC3-B2BC-2987D022D4BF\EHRtest023</EHR> **Note:** This is the EHR GUID for the Organization's EHR.	160 maximum	Can import a maximum of 2 EHRs for each user
Group Membership	Yes	<GroupMembership>Default Site\NMC Administration</GroupMembership>	None	Can contain one or more group memberships. If a user belongs to more than one group, add additional

Field	Required?	Syntax	Character length	Notes
				<GroupMembership> elements on separate lines. If this element is not present for all users in the import file, the users are considered invalid and the import fails.

Sample XML import file

```
<?xml version="1.0" encoding="utf-8"?>
<Users xmlns="http://nuance.com/NAS/UserImport">
      <User
            FirstName="Sophia"
            LastName="Huber"
            MiddleName="Jane"
            Prefix="Dr."
            Location="west wing"
            Department="Radiology"
            EmailAddress="drshuber@abchospital.com"
            Street1="500 Oak Ave."
            City="Boston"
            State="MA"
            ZipCode="02108"
            NPICode="9856"
            PrimarySpecialty="Family Medicine"
            SecondarySpecialty="Pediatric Medicine"
            UserType="Nurse">
            <NTLMCredential>Domain\Sophia.Hubner</NTLMCredential>
            <TokenCredential>shuber</TokenCredential>
            <EHR>71A9EC99-C5C0-4BC3-B2BC-2987D022D4BF\EHRtest023</EHR>
            <GroupMembership>Default Site\NMC Admin-
istration</GroupMembership>
      </User>
</Users>
```

Appendix B: Creating the Forgot Password email template

Creating the Forgot Password email template

Applies to: On-premise customers only

If users forget their NMC console password, they can reset it on the NMC console login screen. Nuance Management Center sends users an email message with a link to reset their password. The link is valid for one hour.

To allow NMC console users to reset their password, you must:

- Ensure you have provided email addresses for all user accounts. Nuance Management Center sends the reset password link to this email address.

  For more information, see “Changing user account details” on page 72.

- Create the Forgot Password email template.

  For more information, see Creating the template below.

- Upload the template to the NMC console.

  For more information, see Uploading the template below.

Creating the template

The Forgot Password email template is an HTML document with the appropriate content and link for the email message. You can create the HTML document in any HTML editor. Use the following as the default template:

```
<html>
<body>
<h1>Microsoft Account Reset
</h1>
<p>To complete your account reset, please visit the <a id=""nmsresetpwdlink""
href="""">NMS Account Reset Page</a>
</p>
</body>
</html>
```

The NMC server replaces the href for `nmsresetpwdlink` with the correct URL to your Nuance Management Center Forgot Password page.

You can customize the template information as appropriate for your organization.

Uploading the template

1. Click the NMC menu icon ( ), and then select **System Settings**.

   The System Settings dialog box appears.

2. Expand the **Nuance Management Server** section.
3. Click the **Browse** button next to the **Password Reset - Email** field.

   The Choose File to Upload dialog box appears.

4. Navigate to the .html file that you created.
5. Select the file, and then click **Open**.

The Choose File to Upload dialog box closes.

6. Click **Save**.

Appendix C: Privileges

Privileges reference

Privileges determine the ribbons, menus, and options that users can access in the NMC console. You assign or unassign privileges to show or hide those options. For more information on assigning privileges, see "Configuring group security" on page 61.

Core privileges

The following table describes the privileges that become enabled and disabled when you perform a new Nuance Management Center installation or create a new organization. These base privileges allow you to manage Nuance Management Center and import licenses. There are no product-specific privileges included, other than the Product Manage NMS privilege.

Privileges enabled	**Privileges disabled**
Manage Organizations	Manage Product Updates
Manage Groups	Manage SAS Server Clusters
Send Message	All Product Manage privileges, except Manage NMS
View Audit Entries	All View Analytics privileges
View Reports	
Product Manage NMS	

License import privileges

When you import a license into an organization, Nuance Management Center grants certain privileges to all groups that have the NMC Administrator role. The following table describes the privileges granted when you import license types associated with the products listed.

Product	**Privileges enabled**
Nuance Management Console	• Product Manage NMS
Dragon Medical Network Edition (Dragon Medical)	• Manage Product Updates • Product Manage Dragon Medical Network Edition
Dragon Medical Mobile Recorder	• Product Manage Dragon Medical

Product	Privileges enabled
	Mobile Recorder
Dragon Medical Recorder	• Product Manage Dragon Medical Recorder
Dragon Medical	Dragon Medical Speechkit (embedded) • Product Manage Dragon Medical Server • View Analytics • View Analytics Dragon Medical One Dragon Medical Live Chat • Product Manage Dragon Medical Server
MUSE	• Product Manage CLU
CAC	• Product Manage CLU
CAPD	• Product Manage CLU
CLU Remote Services	• Product Manage CLU
Capture Services	• Product Manage Capture Services
Dragon Medical Workflow Edition	• Product Manage Workflow Edition
Powerscribe360	• Product Manage PS360
Dragon Professional, Dragon Legal, Dragon Law Enforcement	• Product Manage Dragon Professional
PowerMic Mobile	• Product Manage PowerMic Mobile
Dragon Medical Advisor	• Product Manage Dragon Medical Advisor • View Analytics • View Analytics Dragon Medical

Product	Privileges enabled
	Advisor Usage and Adoption **Note:** The Analytics privileges are enabled automatically for all existing NMC Administrator groups.
Dragon Medical PowerPack	• Product Manage Dragon Medical PowerPack
Dragon Medical Practice Edition	• Product Manage Dragon Medical Practice Edition
Dragon Medical Virtual Assistant	• Product Manage Dragon Medical Virtual Assistant
Quality and Risk Adjustment	• Product Manage Quality and Risk Adjustment
mPower	• Product Manage mPower
Clinical Documentation Excellence (CDE)	• Product Manage Clinical Documentation Excellence
Dragon Ambient eXperience	• Product Manage Dragon Ambient eXperience
PowerConnect Communicator	• Product Manage PS360
Clinical Content Search	• Product Manage Dragon Medical Virtual Assistant
PowerCast	• Product Manage PowerCast

Product Manage privileges

If the Product Manage privilege is enabled for the Administrator group, license types are only visible in the following locations:

- **Organizations>Search Organizations>License type drop-down list**
- **Licensing>View Licenses>License type drop-down list**
- **License Summary>License Type column**

- **Reports>Usage>License Use>License Type drop-down list**
- **Add User>Licenses popup** (on save)**>License Types listed (provided there is a license type to be assigned)**

In addition, products are visible in the following locations when the Product Manage privilege is enabled for the Administrator group:

- **Reports>Usage>Client Version**
- **Reports>Usage>Device Usage**
- **Utilities>View>Server Logs**
- **Utilities>View>Client Logs**
- **Utilities>View>Alerts** (enabled with NMS Server Log global grant)

The following table describes the NMC console elements that are shown or hidden when you enable Product Manage privileges.

Product Manage privilege	Action
Product Manage NMS	Shows or hides the following: • **User account>Search, Add, Details, Delete, Import** • **User account>Diagnostics>Client Logs** • **Utilities>View>Client Logs** • **Utilities>Messages** This privilege shows or hides the NMC Administrator and the User role and the NMC Administration license type.
Product Manage Dragon Medical Network Edition	Shows or hides the following: • **Organization Details>Products tab>Dragon Medical Network Edition section** • **Site Details>Dragon Medical Network Edition tab** • **Group Details>Network Edition US tab** • **User Account Details>Network Edition US tab** • **User Account Details>User Profile tab>Dragon Medical Network Edition section** • **User Accounts>User Profile Management tab>Backup and Restore buttons** • **Utilities>Profile Optimizer section** • **Reports>Dragon Speech Usage section>Network Edition Usage**

Product Manage privilege	Action
	report Also shows (but does not hide) the following: • **Home page>Speech Recognition section** • **Ribbon>Speech Recognition tab** • **Utilities>Launch section>Tools button** **Note:** This privilege shows or hides the Dragon Medical Author role and all license types associated with the Dragon Medical Network Edition product.
Product Manage Dragon Medical Mobile Recorder	Shows or hides the following: • **Organization Details>Products tab>Dragon Medical Recorders and Nuance Clinician (Common)** • **Organization Details>Auto-provisioning>Dragon Medical Recorder** • Dragon Medical Recorders role • All license types associated with Dragon Medical Mobile Recorder Also shows (but does not hide) the following: • **Organizations ribbon>System Detail>Enterprise Speech tab>Provider Role Mappings table (EXV and EXT 8.0 SP1-8.3 only)** • **Reports>Dictation Information group** • **Utilities>Tools section>Resubmit Dictation** (requires NMS Server logs grant)
Product Manage Nuance Velocity	Shows or hides the following: • **Site Details >Work Types** section • **Speech Recognition>Keywords**
Product Manage Dragon Medical Recorder	Shows or hides the following: • **Organization Details>Products tab>Dragon Medical Recorders and Nuance Clinician** (Common) • **Organization Details>Auto-provisioning>Dragon Medical Recorder** and **Nuance Clinician**

Product Manage privilege	Action
	Shows (does not hide by itself) the following: • **Organization Details>Products tab>Dragon Medical Recorders and Nuance Clinician (Common)** section • **Reports>Dictation Information** group (includes Dictation Status, Dictation and Dictation Client Organization buttons) • **Utilities>Tools section>Resubmit Dictation** (Requires NMS Server logs grant)
Product Manage Dragon Medical Server	Shows or hides the following: • **Organization Details>Products tab>Dragon Medical Server section** • **Organization Details>Product-s>Dragon Medical Virtual Assistant** • **Organization Details>Auto-provisioning tab>Dragon Medical Server section** • **Organization Details>Auto-provisioning tab>Dragon Medical Virtual Assistant** • **Ribbon>Dragon Medical One tab** Also shows (but does not hide) the following: • **Home>Speech Recognition section** • **Speech Recognition ribbon** • **Reports>Dragon Speech Usage section** • **Utilities>Launch group>Tools button** This privilege shows or hides the Speech recognition user role and all license types associated with the Dragon Medical and the Search ICD 10 products.
Product Manage Speech Recognition	Shows or hides the following: • **Speech Recognition>Speech Recognition** group
Product Manage CLU	Shows or hides the following:

Product Manage privilege	Action
	• **Organization Details>Auto-provisioning>MUSE section** • **Organization Details>Auto-provisioning>CAPD section** • **Organization Details>Auto-provisioning>CAC section** For DMA filters, Clinical Decision Support Content Pack is the content that will be delivered with the ED Guidance License. This privilege shows or hides all license types associated with the MUSE, CAC, CAPD, CLU Remote Services products.
Product Manage Capture Services	Shows or hides the following: • **Organization Details>Auto-provisioning>Capture Services section** This privilege shows or hides all license types associated with the Capture Services product.
Product Manage Workflow Edition	Shows (but does not hide) the following: This privilege shows or hides all license types associated with the Dragon Medical Workflow Edition product.
Product Manage PS360	Shows or hides the following: • **Organization Details>Products tab>PS360 Mobile** This privilege shows or hides all license types associated with the PS360 and PowerConnect Communicator Product.
Product Manage Dragon Professional	Shows or hides the following: • **Organization Details>Products tab>Dragon Professional section** • **Site Details>Dragon Professional tab** • **Group Details>Dragon Professional tab** • **User Account Details>Dragon Professional tab** • **User Account Details>User Profile tab>Dragon Professional section**

<table>
<tr><th>Product Manage privilege</th><th>Action</th></tr>
<tr><td></td><td>Reports>Dragon Speech Usage section>Professional Usage icon (hidden if Product Manage Dragon Medical Network Edition privilege is enabled)
Also shows (but does not hide) the following:
Home page>Speech Recognition section
Speech Recognition ribbon
Utilities>Launch group>Tools button
The privilege shows or hides all license types associated with the Dragon Naturally Speaking product.</td></tr>
<tr><td>Product Manage PowerMic Mobile</td><td>Shows or hides the following:
Organization Details>Auto-provisioning>PowerMic Mobile
Organization Details>Auto-provisioning>PowerMic Virtual Adaptor</td></tr>
<tr><td>Product Manage Dragon Medical Advisor</td><td>Shows or hides the following:
Organization Details>Products tab>Dragon Medical Advisor section
Group Details>Dragon Medical Advisor tab
Speech Recognition>Dragon Medical Advisor group>Manage Advice Filters button
This privilege shows or hides all license types associated with the Dragon Medical Advisor product.</td></tr>
<tr><td>Product Manage Dragon Medical Virtual Assistant</td><td>While Auto-provisioning is supported for this product, it is disabled by default when you import the Dragon Medical Virtual Assistant license.
Shows or hides the following:
Organization Details>Products tab>Dragon Medical Virtual Assistant
Organization Details>Auto-Provisioning>Dragon Medical Virtual Assistant>Auto-</td></tr>
</table>

Product Manage privilege	Action
	Provisioning (disabled by default)
Product Manage Quality and Risk Adjustment	Shows or hides the following: • **Speech Recognition>Dragon Medical Advisor group>Manage Advice Filters button** • **Speech Recognition>Dragon Medical Advisor group>Manage HCC Filters button** This privilege shows or hides all license types and products associated with Quality and Risk Adjustment product.
Product Manage Clinical Documentation Excellence	This privilege shows or hides all license types and products associated with Clinical Documentation Excellence.
Product Manage Dragon Ambient eXperience	This privilege shows the following: • **User Account Details>Dragon Ambient eXperience** tab This privilege shows or hides all license types and products associated with Dragon Ambient eXperience.
Product Manage Dragon Medical PowerPack	This privilege shows or hides all license types and products associated with Dragon Medical PowerPack.
Product Manage Dragon Medical Practice Edition	This privilege shows or hides all license types and products associated with Dragon Medical Practice Edition.
Product Manage mPower	This privilege shows or hides all license types and products associated with mPower
Product Manage PowerCast	This privilege shows or hides all license types and products associated with PowerCast

User interface requirements with multiple Product Manage privileges

Description
When none of the following are enabled: • Manage Dragon Medical Mobile Recorder • Manage Dragon Medical Recorder ***The following are hidden:*** • **Organization Details>Products tab>Dragon Medical Recorders and Nuance Clinician (Common)** section • **Organization>System Details>Enterprise Speech tab - Provider Role Mappings**

table (EXV & EXT 8.0 SP1 – 8.3 only)

- **Reports>Dictation Information Group** (includes **Dictation Status**, **Dictation** and **Dictation Client Organization** buttons)
- **Reports>Usage>Client Version**
- **Utilities>Tools section>Resubmit Dictation 5.9** (Requires NMS Server logs grant)

When none of the following are enabled:

- Manage Dragon Medical Mobile Recorder
- Manage Dragon Medical Recorder
- Dragon Medical Workflow Edition

The following are hidden:

- **Organization>System** section
- **User Account Details>Credentials tab>System** tab

When none of the following are enabled:

- Product Manage Dragon Medical Network Edition
- Manage Dragon Medical Server
- Manage Dragon Professional

The following are hidden:

- **Home page>Speech Recognition** section
- **Ribbon>Speech Recognition** tab
- **Utilities>Launch>Tools** section