

# Dragon Medical 360 | Direct

## The Unofficial User Guide

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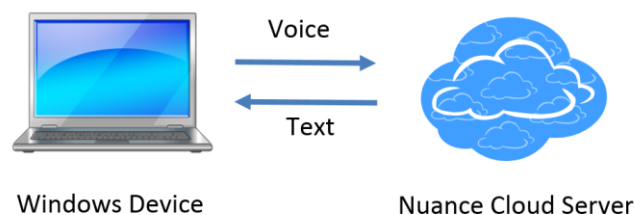
## Introduction

Nuance Communications recently released a medically oriented cloud-based speech recognition product termed “Dragon Direct”. Based on the principles and technology used in the product familiar to users of mobile devices, this new product is intended for use on a windows computer and includes a variety of medical vocabularies and features not seen in the mobile device product. Key features of this product include the following:

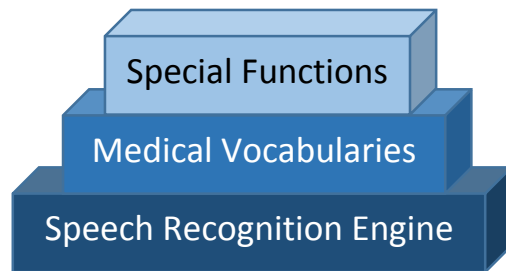
1. Highly level of accuracy (better than seen with traditional version of NaturallySpeaking)
2. Speed almost identical to that seen in the full Dragon NaturallySpeaking client-side software
3. Lack of need for user training
4. Automatic adjustment for user accent
5. Automatic integration with a variety of microphones including the PowerMic II, Philips SpeechMike Premium, and others
6. Automatic microphone gain adjustment
7. Availability of versions for use with applications on both a local computer and for virtualized (Citrix based) applications
8. Advanced features including use of text commands (termed “Auto Text”) and a simplified method of creating step-by-step commands for computer control
9. Full text control to allow navigation, selection, and correction of text
10. Unique ability to anchor upon a document and place dictated text in this document even when computer focus has changed

## How it works

Without digging deep into the technology, the basic function of the Dragon Direct involves capturing your voice, digitizing and compressing it, sending it to a Nuance cloud server, converting the data to text, and then sending it back to the user where it is either inserted as text or accepted as a command. Unique to the technology is that the entire process seems almost instantaneous and highly accurate.



The product itself represents a combination of several “layers” of functionality including the basic speech recognition technology, medical vocabularies, and a series of added functions which are unique to the workflow and needs of the medical provider.



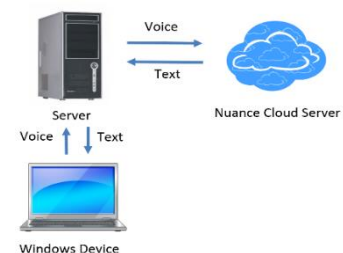
## Two Flavors

This product comes in two “flavors”, depending upon the needs of the user and institution, and it is entirely feasible for an institution to make both available. We consider the “Click-Once” and “Stand-Alone” terminology used by Nuance to be very unintuitive and recommend you think of a “local” and “server” based version.

- Local Version: formally called the “Click-once” version, this is for installations in which the application is installed directly on the user’s computer and the application is launched and used locally. Type of set up is simple and is best suited for situations in which the target text entry Window arises from an application actually running on the computer and not being presented virtually with Citrix or a remote desktop technology.



- Server Version: formally called the “Stand-alone” version, in this scenario, the application is installed centrally in a server and is accessed by users by means of Citrix or another virtual methodology. This arrangement is used if an electronic medical record is presented virtually to a user and in this scenario the application is placed directly on the Citrix server and not on the local computer. Although the logistics are different, from the user’s perspective operation is exactly the same.



## What it can do

For those new to speech recognition technology, these are the basic functions Dragon Direct can accomplish:

1. Convert your words into text
2. Use your voice to insert chunks of pre-defined text
3. Use your voice to navigate from place to place on a document with pre-defined “navigation fields”
4. Use your voice to accomplish a variety of tasks on your computer, including opening documents, applications and web pages, controlling the microphone, pressing keyboards keys, entering text, and doing any of the above in a sequential way.

## What it doesn't do

For those accustomed to using the full versions of Dragon installed on your computer, you should know that Dragon Direct is a somewhat pared down version of Dragon and does not include many of the advanced functionalities seen in the full version of Dragon NaturallySpeaking. Among the things that it cannot do are the following:

1. Accept speech from a digital recorder, mobile phone or Bluetooth microphone
2. Allow addition of user specific words as a list (words can be added only one at a time by a user; via the administrative panel words can be added as a list)
3. Allow import or export of commands for sharing on the user level (but this can happen centrally)
4. Allow use of formatted text in text commands

The above notwithstanding, most of the above are functions that most NaturallySpeaking users never contemplate and the loss of these functions does not take away from the fact that Dragon Direct truly shines in its simplicity, accuracy, and preservation of the most important functions.

## Installation

Installation procedure depends upon whether you will be using the local version or server based version.

**Server (Stand-Alone) Version:** installation of the server based version will involve installation by information technology folks at your institution. The actual installation will involve placement on the same server on which your electronic health record is located. Depending upon the microphone you use, you may need to have drivers for a hand-held microphone installed on your local machine.

**Local (Click-Once) Version:** the local version of Dragon direct is installed by following a link provided by your IT personnel. Follow this link and click on the "Download the Dictation Client" box as shown on the image to the right. This will lead to installation and placement of the application on your Start Menu.



## Basic Use

### Initial Set-Up

Each time you launch Dragon Direct you will see the start-up screen (shown below) that provides you the opportunity to select a few key options, including the vocabulary and microphone. If you are using a server ("stand-alone") version, this screen will be preceded by a long-on screen. Here's a brief look at the initial options:

- **Microphone Selection:** All available microphone/sound sources will be shown in the drop down when using the local version of Dragon direct, including any on-board microphones (typically

present in a laptop computer) and any attached microphones or sound cards. In the server based version of Dragon Direct you will see only the last USB sound source plugged into your PC. Select whichever one you plan to use.

- Language: Although there is a drop-down for language, in all likelihood this will have been chosen for you.
- Specialty: Here is where you can select the vocabulary appropriate for your medical specialty. The list is fairly meager at this point, but we expect Nuance will be expanding this in the near future. If you are planning to do non-medical dictation, you should select the “Clinical Administration” vocabulary. If your specialty does not align with any of the listed specialty vocabularies, you should select the “General Medicine” or “Administrative” vocabulary.



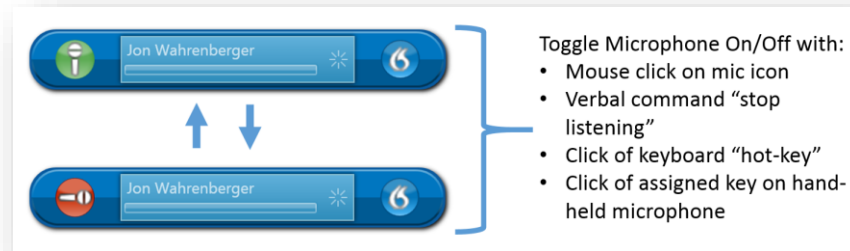
## Dragon Direct Console Controls

Fortunately, Dragon Direct is an extremely simple application. This translates into a very straightforward user experience and little in the way of complicated controls. There are only a few things you need to know in order to “know it all” and only a single drop-down menu. To the right is an image showing all the accessible options on the Dragon Direct console.

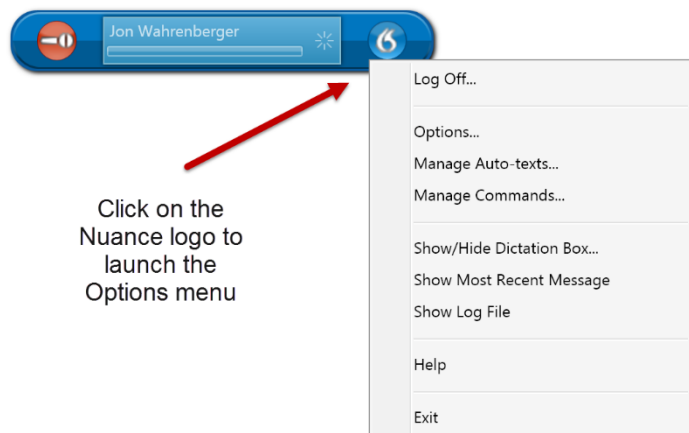


1. Microphone Icon: this indicates whether Dragon Direct is listening or not. When red it is not listening and when green it is listening. You can toggle between the mic off and mic on mode using several methods: a) clicking on the icon with your mouse – it will sequentially cycle between off and on with each click b) using an assigned keyboard hot-key, c) using a voice

command and d) using a key on a hand-held microphone to cycle the microphone.



2. Sound indicator: this is the bar going across the main central part of the console and gives a visual indicator of sound volume when the microphone is on and a signal is being received. Because Dragon Direct utilizes an "Auto Gain" technology, there is no reason for you to interact with the sound volume or to alter it. This is simply a visual indicator.
3. Minimizer icon: this icon does not become visible unless you hover in the area above and to the left of the Nuance icon on the right side of the console. When doing so, you will see a typical "minimizer" bar which, upon clicking, will cause the entire console to disappear from view. It can be re-launched by clicking on Dragon Direct icon in the tool bar on the right bottom of your screen. You should only minimize the console when you do not plan to use it. It needs to be visible to work.
4. Nuance Icon: Clicking on the Nuance icon on the right side of the console provides you access to all configurable functions of the application as shown to the right.



## Basics of Dictation

Once Dragon Direct is opened, actual Dictation is as simple as this:

1. Turn on microphone using any of the methods described above
2. Place the cursor in the place you want text to be inserted
3. Talk



It's as simple as that ... but with a few caveats. Here are the things you need to know to keep the process accurate:

- Speak with a normal volume (don't speak overly loudly or softly but in a simple conversational volume)
- Speak in phrases or complete sentences (it helps to think ahead before you begin dictating)
- Enunciate carefully! Without question this is the most important key to high levels of accuracy. It is not necessary to speak slowly, as long as you are speaking distinctly.

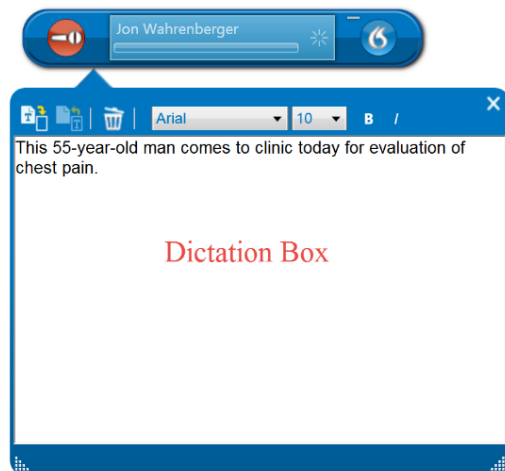
### Dictation Box: Basic Function

The "dictation box" is an integral part of Dragon Direct. It is a simplified word processing window into which you can dictate text which is later transferred to a desired target location. When launched, either manually or automatically, it shows up directly below the Dragon Direct control console.

There are several key things to know about the dictation box:

1. It is an environment in which Dragon Direct works extremely well
2. It will launch automatically if you are dictating into a non-compatible environment
3. It includes functionality which allows transfer of text to a desired location with a verbal command

Read more about the Dictation Box in "Advanced Topics" below, but for now realize that it is a useful aspect of Dragon Direct which will become familiar to you.



### Punctuation

Dragon Direct does not know to add punctuation and it is necessary for you to say required punctuation as you dictate. Below is an overview of common punctuation you may need. If there is something you need which is not listed below, chances are your best guess will work.

Common Punctuation Commands	
New Line	Hyphen
New Paragraph	Question Mark
Comma	Exclamation Point
Period	Open Quote
Colon	Close Quote
Semicolon	Open Paren
Dash	Close Paren

## Navigation

Dragon Direct offers some options for moving or navigating through a document by voice.

- Navigation using predefined navigation fields: When movement through a document is planned, it is useful to insert navigation field into the template for a note. A field is defined by a left and right square bracket with optional enclosed text, such as “[text]”. Move sequentially through field can be done with voice commands as follows:

Next field  
Previous field  
First field  
Last field

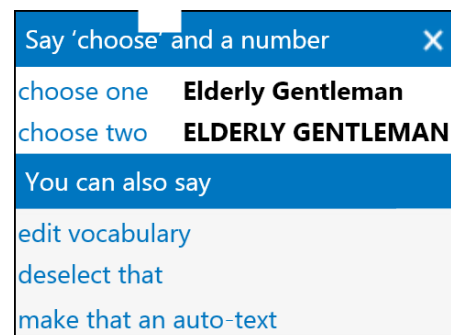
- Moving cursor to another location: Moving the cursor can be done by voice using the following commands

Go to end of sentence  
Go to end of paragraph

## Correcting Text

While Dragon Direct is amazingly good, it will occasionally make a recognition error. Further, you might dictate something you want to change or delete. Here are the basic ways you can delete, change or correct text:

1. Say “Scratch that”, “delete that” or “Undo that” to delete the last thing you said
2. If a word is selected (either manually or by voice), say “delete that” or “delete word” to delete it
3. To re-dictate some text, select it by saying “select <text>” or “select <text> to <text>” and once selected, simply re-dictate.
4. To institute FORMAL correct (preferred), say either “select <text>” or “correct <text>”. This will both select the text in question and also bring up the corrections menu. This will show several alternative choices for the incorrect text and a few other options.
  - a. If present, choose the correct text by saying “choose one”, “choose two” as appropriate for the choice you desire
  - b. If you want to add the word or phrase to the Dragon Direct vocabulary, click on or say “edit vocabulary”. This will bring up the vocabulary editor and offer the chance to enter both a written and spoken form of the word or phrase (see section on Adding Words for more information on this)
  - c. The “make that an auto-text” function is used only if the phrase you selected is one which you use frequently and would like to trigger with a separate verbal command (see section on Auto-Text for more information on this.)



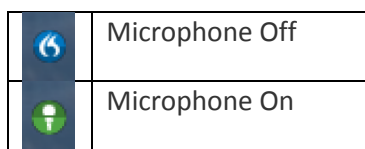


## Hiding and Showing Dragon Direct

There may be times when you don't want Dragon Direct showing on your desktop but still want it available. The application can be minimized to the Taskbar by a number of means, including the following:

Hide Dragon Direct	Make Dragon Direct Visible
Say "Hide Dragon"	Say "Show Dragon"
Say "Close Dragon"	Say "Open Dragon"
Click on minimize icon on application	Click on app icon in Windows Taskbar

When Dragon is minimized and visible only through the Taskbar, it will still work. While hidden, the microphone can still be controlled by a hand-held microphone and with a hot-key. The microphone status is indicated by the appearance of the icon in the Taskbar as shown below.



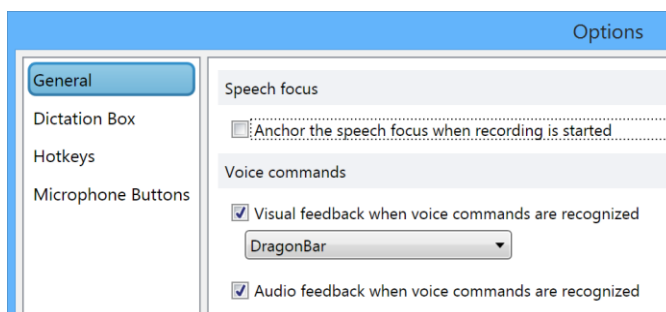
## Advanced Features

### The Options Menu

You will notice a number of "Options" if you select Options from the drop-down menu. The following is provided as an explanation of the available options:

#### General Options:

1. Anchor the speech focus when recording is started: this is detailed below and when chosen means that text will flow to the window in which the cursor was live at the time the microphone was turned on even if that window is no longer on top.
2. Voice commands: Visual Feedback – this gives you a visual feedback of a command completion and in a location of your choice. This is questionably useful feature since most commands accomplish something visible on your screen or computer and the secondary confirmation may be overkill.
3. Voice commands: Audio feedback: this gives you the option of hearing a sound confirmation every time a command is recognized

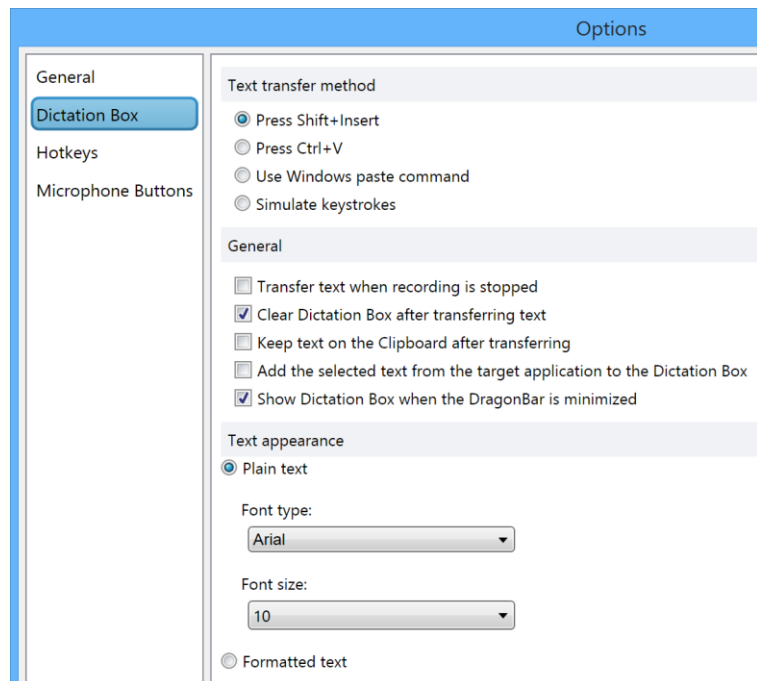


**Dictation Box:** As you will see, there are a number of configurable options related to the dictation box. The dictation is an optional text entry window which is used as a storage area for text before moving it to its final resting area. Most of the options in this area will be chosen based on your preferences and also based on what method will most successfully move text to your desired location.

**Text Transfer Method:** A series of methods to transfer text to its intended destination are offered for an important reason. Not all word processing environments on your computer will allow all means of pasting or transferring text. It may be necessary, therefore, for you to experiment a bit with the listed methods until you find one that works, or works best. The “Simulate Keystrokes” is generally the last resort since it tends to be slow.

**General:** The aspects of Dictation Box behavior listed in the general section is very dependent upon your preferences. If you find that there is any lack of reliability in the transfer of text, we recommend that you choose the “Keep text on the Clipboard after transferring” since this will keep your text in the Windows clipboard and available for your manual transfer if anything goes wrong.

**Text Appearance:** You have two choices in this regard – either to specify the font and font size of text which appears in the Dictation Box (this is the way it will appear when transferred), or you can select “Formatted text” which will provide some controls in the dictation box to affect font characteristics, including font type, size, and use of bold and italics.



**Hotkeys:** This area allows you to define a number of behaviors by means of a keyboard hotkey combination. This is fairly self-explanatory.

**Microphone Buttons:** This area has the potential to show two different behaviors. If a recognized hand-held USB microphone is attached and is your chosen microphone, it will show a representation of the device and offer you programming choices for 4 buttons on the device.

The central “Record” button on the PowerMic II or SpeechMike can be programmed in one of two methods:

1. Press-and-hold (push to talk function)
2. Microphone on/off (press once to turn on; press again to turn microphone off)

Potential options for the other three buttons include:

- Transfer text
- Clear Dictation Box
- Anchor/Release speech focus
- Recall Text
- Show/Hide DragonBar
- Show/Hide Dictation Box
- Next Field
- Previous Field
- Press Hotkey (allows you to assign a key or key combination to a button push – useful in emulating a key combination used to navigate in many EMRs)



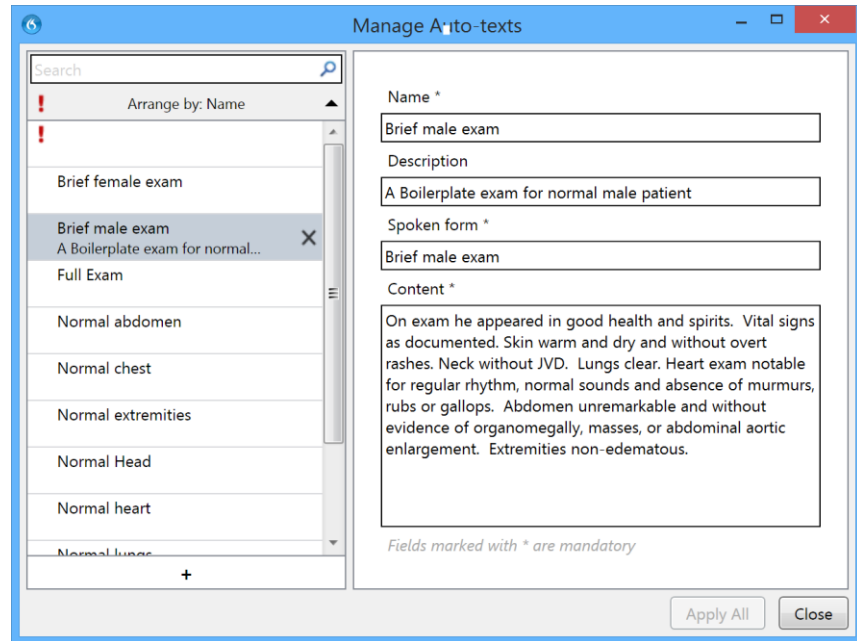
## Managing Auto Text

Auto Text is the equivalent of text commands or text macros in the full NaturallySpeaking application and are an essential productivity enhancer in medical dictation. In essence, this process allows you to insert chunks of text – anything from a short phrase to multiple paragraphs – with a single voice command or utterance. This is a huge time-saver in documenting things you tend to do in a similar way on a regular basis, such as documenting a procedural consent, aspects of an exam, or a common type of counseling discussion.

Using a command is as simple as saying the name of the command with a slight pause before and afterwards.

Building an auto text command is as simple as this:

1. Click on the Nuance icon on the Dragon Direct console
2. Select "Manage Auto Texts ..."
3. Begin a new auto text by clicking on the "+" button on the bottom left
4. Provide a name for the command (this is the terminology that will launch the command so keep it simple and something correlating with the content of the command).
5. Optionally add a description of the command
6. Add to the "Content" area the text you want inserted when the auto text is initiated
7. Click on the "Apply All" button to save the command



Creating an Auto Text command on the fly: simply select the text you want to turn into an auto text and say "make that an auto-text"

Editing Auto Text commands: This is done by opening the Manage Auto Text window as above, selecting the command from the list on the left, and then editing any part of the name, description or content.

## Managing Commands

**Overview:** Commands are the means by which you can use your voice to control your computer. Commands can be created to do the following by means of voice:

- Insert text (see information on Auto Text above)
- Open any program, document or web page
- Control the microphone
- Press any key or key combination
- Combine any of the above into more complex sequential processes

**Creating a Command:** Creating a new command requires the following steps:

1. Click on the Nuance icon on the Dragon Direct console
2. Select “Manage Commands ...”
3. Click on the “+” symbol on the bottom left
4. Provide a name for the command (this is the verbiage which will launch the command)
5. Click on the are entitled “New Step”
6. From the drop-down menu select a line appropriate for the type of action or command you are planning

- Open application: this is used to create a step which opens a document, application or web page
- Wait: this creates a time delay in waiting for one step to complete before moving on to another step. The time is measures in milliseconds, i.e. 1000 ms = 1 second.
- Enter Text: this is used to enter some discrete text and is intended for only short lines of text (use Auto Text, described above, for inserting large amounts of text)
- Press Keys: similar to “Enter Text” but more for situations in which a key depression is actually controlling a process rather than simply adding text.
- Press Hotkey: designed for situations in which a key combination is required such as “ctr + p” to send a print command or any combination in which a key is combined with a control, alt or shift key.
- Microphone on or off: sometimes these steps can be the intent of the command. In some situations, particularly in commands with long sequences of steps during which you don’t want the microphone active as the command is going through its sequences, you might want to turn off the microphone at the beginning and then back on again at the end. In so doing, it prevents inadvertent sounds from influencing things during the course of a long sequential command.

#### Steps

Open Application
Wait
Enter Text
Press Keys
Press Hotkey
Microphone On
Microphone Off

7. Sequentially click on the add step button to add further steps
8. If necessary, add a “wait” step to provide any needed pauses in the command sequence
9. If necessary change the order of the steps
10. Click on “Apply All” to save the command

### Sample Command: Printing a Document

The command shown to the right is designed to print the current document and has five steps, including:

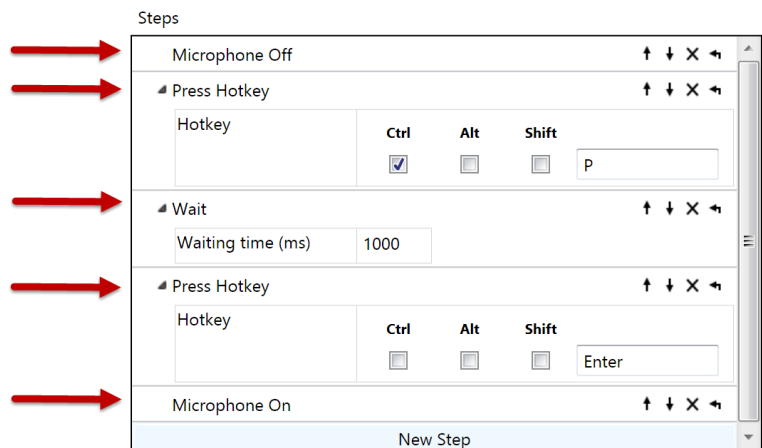
Step 1: turn off the microphone

Step 2: send the key combination control + p to open the print window

Step 3: wait 1 second

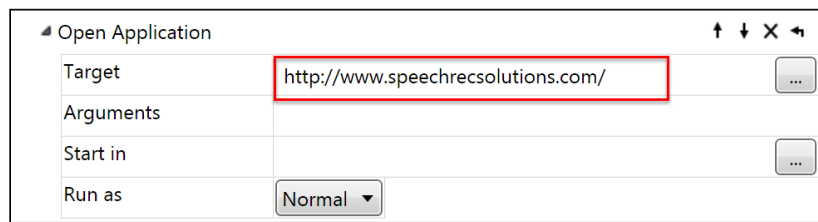
Step 4: Press the Enter key to confirm the print instruction

Step 5: Turn the microphone back on



### Sample Command: Open a web page or Folder

Creating a command to open a web page uses the “open application” functionality in a step-by-step command and this is done by adding a step and then simply pasting the URL for the web page in the box. See



example to the right. The same principle can be used in creating a command to open a specific folder on your hard drive. In this case you need to paste the formal path to the folder, such as: C:\Users\jon w. wahrenberger\Documents\Speech Recognition Solutions

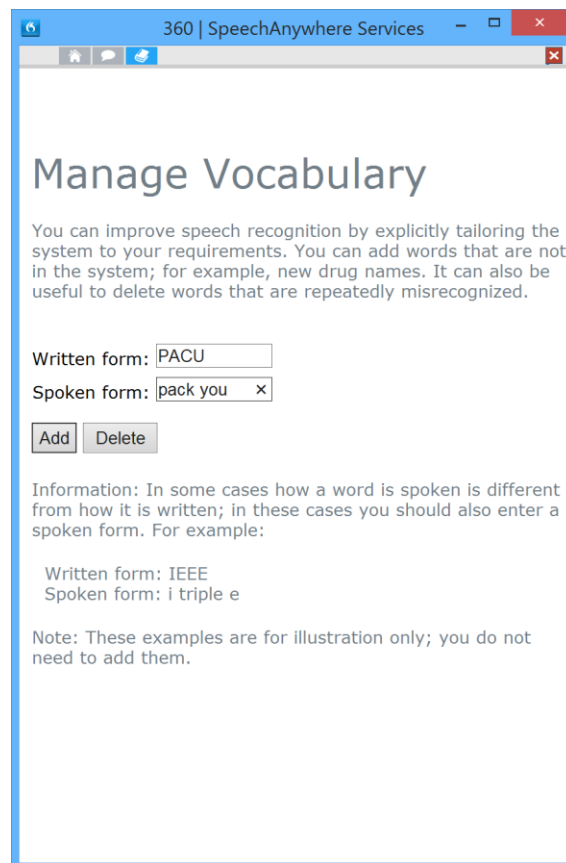
## Managing the Vocabulary

**Overview:** Although the basic specialty vocabulary you chose with Dragon Direct has a wide spectrum of words, it may not contain certain words that may be important to you, including:

- Newly released drugs
- Names of local hospitals
- Names of colleagues to or from which referrals occur
- Names of specific locations at your office or medical center

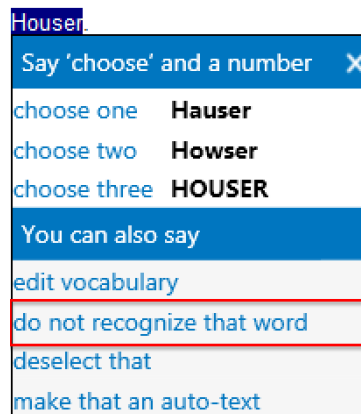
**Adding Words:** Words can be added to the vocabulary by two means:

1. Using the vocabulary editor which is launched by saying “Edit Vocabulary”. Image at the right shows the appearance of the editor. Simply enter the word you want to add and click “Add”. For unusual words, you should enter both a written and spoken form.
2. Centrally, by your institutional administrator (large lists of words can be added for specific users or groups of users)



**Deleting words:** this is a little unusual in that you can't see a list of your existing words from which words can be deleted. There are, though, two ways you can delete a word you don't want to show up:

1. Open the Vocabulary editor, enter the word exactly as spelled previously, and then click “delete”
2. When you see the word show up in dictation select or correct the word by voice and you will notice one choice on the correction menu is “do not recognize that word”. Either say or select this choice and the word will no longer be recognized.



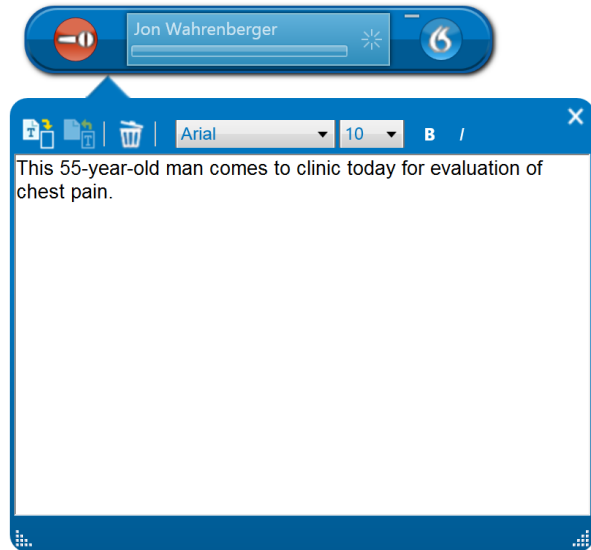
## Using the Dictation Box

**Overview:** The built in “Dictation Box” is a small text entry window that can be used any time as a place to store dictation. When Dragon Direct is being used in an environment in which it is not compatible (some text entry windows or word processing environments) the dictation box will automatically launch and capture text. When text is captured in the dictation box it can be moved to another location using several means:

1. Manually move to the place you want the text inserted (place cursor where it should go) and say “transfer text” or click on the Transfer Text button on the Dictation Box
2. Manually copy and paste material from the Dictation Box to your desired location

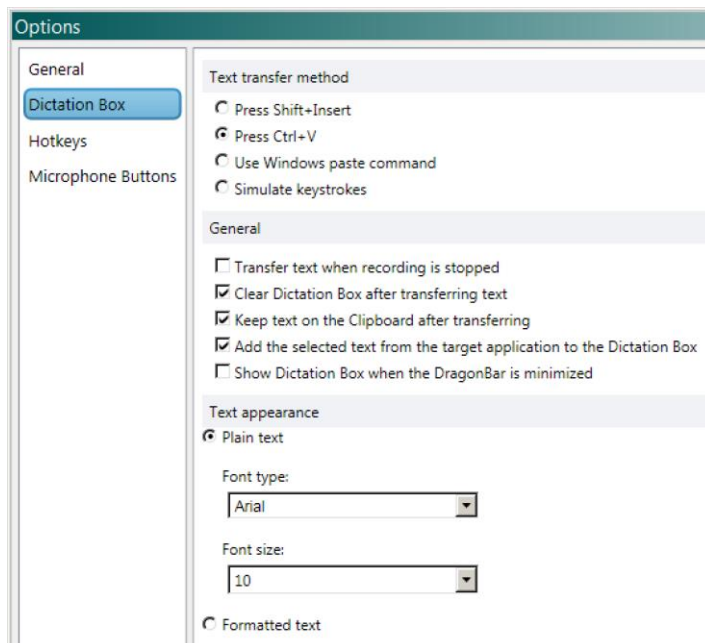
### Controls on the Dictation:

- Transfer Text button transfer text to the anchored text entry window
- Recall Text button recalls text that was either transferred or deleted. This is useful if you accidentally delete text or the transfer doesn’t happen as you expect.
- Trash Button: deletes the contents of the Dictation Box
- Font controls: these are present only if you have selected “Formatted Text” in the Dictation Box section of the General Options menu. This gives you the ability to select font, font size, and either bold or italics options.



**Configuring the Dictation Box:** You will notice that the Dragon Dictate Options menu has an entire section devoted to the Dictation Box (pictured adjacently). These are important settings and it is worth taking the time to understand these settings.

- Transfer Method: the method you use to transfer text from the Dictation Box to your word processing document (or other window) is critical only in that you want to select a method that works in the context of your application and computing environment. While the “Simulate keystrokes” should be considered the method of last resort, any of the other text transfer methods may work fine for you and we recommend that you determine which works best (or works at all) in your specific environment.



- General: the “General” settings are very important and impact your ability to recover text from the dictation box once you have applied “Transfer Text” command. Personally, we prefer the settings shown above. Keeping the text in the clipboard allows you the option of pasting from



the Windows clipboard (ctrl + v), if anything goes wrong. The “Add selected text from the target application” provides that any text you have selected in your target application will populate the Dictation Box when opened. This is useful if you are selecting a note template in your target application but want to work with it (add text) in the dictation box.

- The “Text Appearance” section seems a little counterintuitive. When the “plain text” radio button is selected, you are given the option of determining the font and text size from the options menu but not from within the Dictation Box. When the “Formatted text” radio button is selected, the Dictation Box is changed slightly and allows determination of text size and font on the fly from within the Dictation Box. Either way, it seems that what shows up in the target window is what you see in the Dictation Box, so we’re a little puzzled by the use of the “plain text” option.

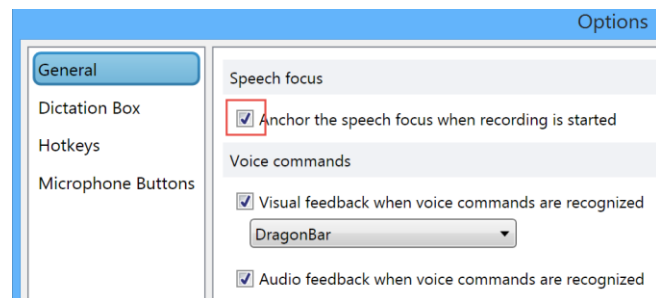
## “Anchoring” Dictation Focus

An extremely useful function is to “anchor” the focus of dictation. When Dragon Direct is anchored to a text entry window, it means that dictated text will flow to this window even if the window is no longer the active window on your computer desktop. This is highly useful if you want text to flow to one window (perhaps a note in progress) even while you are browsing through other windows in the electronic medical record. Anchoring is confirmed by the appearance of a lock symbol on the microphone-on symbol as shown to the right.



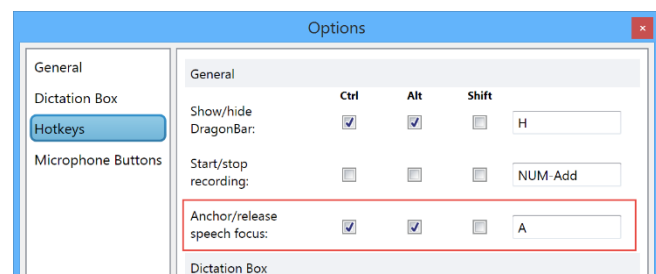
There are two ways to anchor Dragon direct to a window:

1. Assign it as a default behavior: this is done by selecting “Anchor the speech focus when recording is started” from the options menu (Nuance icon > General Options). In this scenario, Dragon Direct will be anchored to application in which the cursor is placed at the time you turn on the microphone.



2. Anchoring to a window “on the fly” by use of a hot-key combination: If you haven’t set anchoring as a default behavior as shown above, you can create an anchor using two additional methods:

- Say “anchor speech focus”
- Use the default key combination ctrl + alt + A. This hot-key combination is set by default, but can be changed by going to the hot-keys settings area (Nuance icon > Hot-Keys)



## Microphone Considerations:

While Dragon Direct is amazingly independent of user voice qualities, accent and automatically adjusts for both incoming sound volume and user accents, like any speech recognition product, its accuracy will be influenced by the quality of the incoming signal. For this reason, it is important to use a good quality microphone and to place it a proper distance from your mouth. The quality of a microphone is even more important if you are using Dragon Direct in a loud environment with significant contaminating noise.

### General Considerations

1. Dragon Direct will automatically detect both your computer's on-board sound card and any USB sound adapter plugged into a USB port on your computer.
2. In general, microphones interfacing via USB will provide a more reliable signal for use with speech recognition software
3. Any commonly sold headset microphones will work with Dragon Direct; remember, though, that not all microphones are the same and a higher quality headset will tend to have an microphone element that is more accurate and rejecting of external noise. See our recommended headsets listed below.
4. Hand-Held: Hand held microphones which we have specifically tested with Dragon Direct, and which work well, include the Nuance/Dictaphone PowerMic II and the Philips SpeechMike Premium (LFH 3500)
5. Wireless: A wireless microphone which interfaces with a small USB dongle and which works extremely well with Dragon Direct is the VXI VoxStar
6. Table-mounted microphone: The entire SpeechWare "TableMike" series, including the low profile and portable "TravelMike" all work extremely well with Dragon Direct.
7. Local versus server version considerations: be aware that microphone integration is dramatically simpler when using the local version of Dragon Direct rather than the server version.
  - a. With the local version, all locally attached sound sources are simultaneously recognized and provided as options for use. Further, keys on hand-held microphones are simply programmed when using the local version of Dragon Direct. Then central record button on the PowerMic II and Philips SpeechMike will work by default in the local version.
  - b. With the server version, only one sound source will be shown. If no USB microphones are plugged in, it will show only the on-board sound system. If USB microphones or USB sound adapters are plugged into your machine, only the most recently attached device will be shown. Programming of any buttons on a hand-held USB microphone will be possible with the server version only if specific Nuance-provided drivers have been installed. These drivers provide a bridge between the USB device and the Dragon Direct application on the virtual server.

## Recommended Microphones

1. PowerMic II: Although it's a bit of a "relic", the PowerMic II is a product of Nuance and the microphone most likely to integrate with your installation of Dragon Direct. The advantages of this microphone include its high degree of integration with Dragon Direct and Dragon Medical Practice Edition and ... well ... that's about all that can be said. The downsides are that it is over-priced, inadequately warrantied (only 90 days and good luck getting a repair during the 90 days), a very lame "track stick" for controlling the cursor, and a cord that is ridiculously long. But, again, it integrates well with the server version of Dragon Direct and works well. The retail price is \$424, but it is typically available through institutional sales directly from Nuance for somewhat less than this.



2. Philips SpeechMike Premium: Known officially as the LFH-3500, this is truly the pièce de résistance of hand-held USB microphones. In addition to being beautifully designed and ergonomically satisfying, it includes a number of unique features which have led to it being the preferred microphone among physician Dragon users. Our favorite "special features" include a physically suspended microphone element which is "decoupled" from the housing to offer both unprecedented accuracy, but also immunity from background noise, touch, and click noises, and also the unique feature of automatically turning off when put in the "supine" position (set down on your desk). Unlike the PowerMic, it includes a full one-year warranty and, honestly, is less likely to break. Needless to say it is highly accurate and noise canceling and a step up in both regards when compared to the PowerMic II. The downsides? The only thing we can think of is the lack of integration with the server version of Dragon Direct. It works fine as a microphone but as of the time of writing Nuance has not yet created the drivers to allow button programming when using the server version.

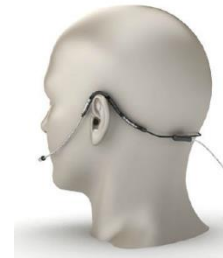


3. Sennheiser ME3: this microphone has long been considered the best headset for use with speech recognition technology. It does not include speakers and wraps around the back of the head rather than over the top. The beauty of this microphone are the two features users value most: accuracy and external noise rejection.

This microphone truly shines in the loud environment of a hospital ward, emergency department, or loud dictation room. The ME3 is not compatible with all computer sound cards, so it is recommended that you use it with an external sound adapter.



4. SpeechWare FlexyMike Dual Ear Cardioid: this is a newly released headset microphone that is extremely lightweight and shares virtually all the features of the Sennheiser ME3 (same mounting style, same high quality microphone element). The term “cardioid” refers to the very directional nature of the microphone element, which contributes to its high level of external noise rejection. If you choose to use ear-buds as a source of speakers with this microphone, it has a small jack on the headset to facilitate this.



5. SpeechWare TableMike: for the user preferring not hold or wear a microphone, the Belgian company, SpeechWare, offers a series of desktop microphone called the “TableMike”. Coming in 3 models with varying boom length and extra features, each includes a highly accurate and direction microphone element. Unique to this entire series, is an auto-gain technology that automatically adjust the microphone sensitivity and makes it possible to use the microphone with head to mic element distances of 10-20 inches.



6. VXI VoxStar: this is the newest wireless headset introduced by VXI, a company that has long manufactured microphones for the speech recognition user. Unique to this product is a wireless technology utilizing a connection with a small USB dongle with which the headset is pre-pared. The result is plug-and-play simplicity and excellent results during almost all-day use without charging. This product comes with 3 mounting styles, including ear-mounting, traditional over-the-head mounting, and the type of behind-the-head mounting used by the Sennheiser ME3 and SpeechWare FlexyMike.

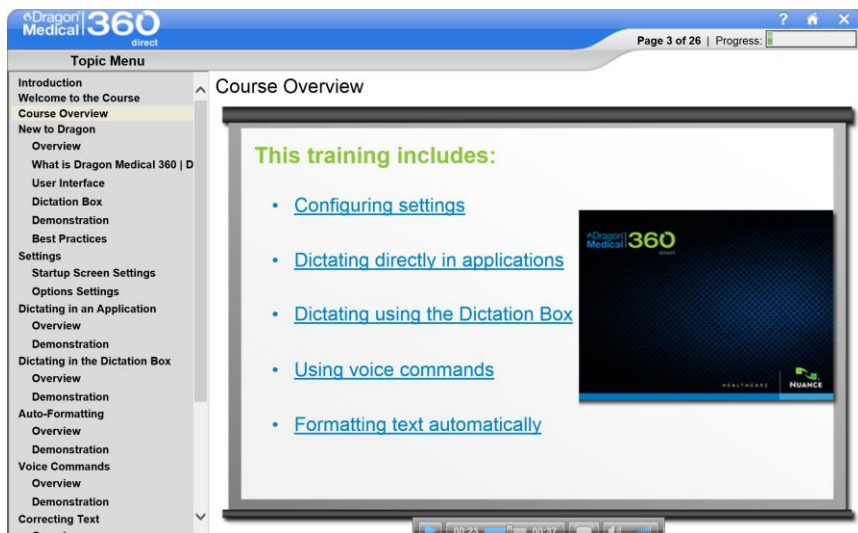


## Getting Help

For information related to installation and trouble-shooting, you may need to talk with someone from your institutions IT or user support. To date there are no independent publications pertaining to Dragon Direct beyond our own short guide. The following are key Nuance resources which will be helpful to you:

### Nuance University:

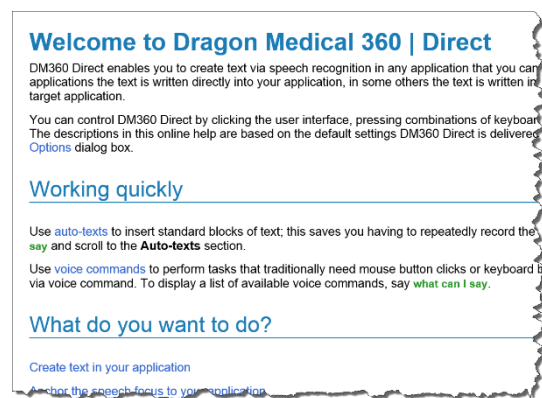
Shown below, the Nuance University on-line course on Dragon Medical 360 Direct is a fairly comprehensive overview of the application is well worth the time. This can be accessed at the following URL: [http://dragonmedical360direct.nuance.com/Training/Dragon%20Medical360\\_User/](http://dragonmedical360direct.nuance.com/Training/Dragon%20Medical360_User/)



## In-Application Help Resources

You can launch a comprehensive list of “What You Can Say” from within Dragon Direct by either navigating to Nuance Icon > Help or simply saying “What Can I Say”. This document, built into the Dragon Direct application can either be viewed or printed. It includes a list of voice commands to accomplish a variety of purposes, including built-in and user-created commands.

- Navigation
- User Settings
- Application Control
- Anchoring-related
- Formatting
- Manage Auto-Texts
- Manage Commands
- Auto-Texts (Custom user-created auto-texts)
- Custom Commands (Custom user-created commands)
- Correction
- Navigation
- Help-related



## Dragon Direct User Guide

A formal guide is accessible from the help area of Dragon Direct, and can also be accessed on-line. This guide provide a fairly detailed overview of all basic functionality and is a useful resource.

The guide access from the following URL:

<http://dragonmedical360direct.nuance.com/OneClick/Production/doc/en/SoD.htm>