Common Dragon Questions

**How can I make the most of Dragon?**

Train your Dragon. In the beginning of your new relationship with Dragon, it will make mistakes. When a word is obviously incorrect, take the time to correct and train Dragon. It will pay off in the long run and Dragon will learn what you mean to say. This is an overall balance of correct voice files versus incorrect voice files. If Dragon is not corrected or trained, the incorrect voice files outweigh the correct voice files and it becomes increasingly difficult for it to learn the correct word or phrase.

EXIT Dragon properly. The #1 cause of corrupt profiles is allowing Dragon to auto log out. As a reminder this happens every 60 minutes that the keyboard or mouse have not been activated. DRAGON DOES NOT AUTOSAVE. Accumulated voice files, training, new words, and new commands will not be saved unless you actively EXIT Dragon when you have finished using it.

**Dragon is to be open on only 1 computer at a time:** The 2nd most common cause of profile corruption is having Dragon open on multiple computers. Often a message will appear asking about Breaking a Lock if Dragon is open on 2 computers. This message can also mean that Dragon did not close properly for a previous session. **PLEASE email or call a Dragon Support Team member if this message is seen and Dragon is used on only 1 computer.

**How does Dragon work with vSync?**

Dragon follows your active window around like a new puppy, attentive to respond where ever there is activity.

There is essentially a fence around Cerner windows called vSync and a gate needs to be opened for Dragon to be active. This gate opens when you Speak, not when PowerMic buttons are pressed. If pressing a button does not produce a result, then using a verbal command instead may do the trick.

This gate also closes when Dynamic Doc executes an auto-refresh/save. Opening it again may be as simple as a verbal utterance or it may involve saving and closing your document, then returning to modify. Another option is to cut and paste into a Dictation Box, then transfer back to the document when complete. There is no fence around the Dictation Box, so Dragon has free access when working there.

**No spaces between my words and nothing is capitalized. Does not navigate between variable fields.**

vSync has timed out/disconnected. Close out of document and modify to reconnect.

My command (template) will not pull into my document.

Must say exact name of command.


**First words of dictation not showing up.**

PowerMic hotkey button not pushed before beginning to speak. There is a slight delay after button pushed before Dragon can transcribe.
**How do I remove [brackets]?**

Press hotkey ☑ (checkmark) or say "Accept Defaults" at the end of the completed document. Caution: once brackets are removed, there is no undo that will get them back.

**Transfer text into an area that will not accept text and entire dictation in Dictation Box disappears. (i.e. accidently tried to transfer text into a date field area)**

Click in the text area where you want the text appear and press Ctrl+V to paste. Transferred text is held on the Windows clipboard, which is why it can be retrieved.

**Clipboard Confusion.**

On occasion when using the Dictation box to dictate into an application that is published through Citrix (Cerner), the Transfer Text command may become unresponsive. When transferring text into a Cerner document, text from previous patient transfers in instead of text just dictated. There is confusion in the Citrix clipboard which is causing the wrong text to be transferred in. Text is not getting cleared from the clipboard. When the "buffer" is full it is unable to accept any new data.

If this happens, contact the Dragon team or the Children’s Service Desk (x4-5000) to run the Citrix clipboard repair.

To prevent this from happening it is good practice to restart the PC regularly which clears out the clipboards.

**Dictation Box disappeared, how do I get it back?**

Toggle button at 6 o’clock position ■ /  ■ or say "Hidden Mode Off"

**How can I access my templates in Dragon so that I can modify them?**


**Dot phrases are not working with Dragon.**

- A Dragon Voice Command for a Cerner dot phrase can only be used when working in a Cerner document (i.e. Clinical Doc, Dynamic Documentation – NOT AD HOC FORMS)
- The exact name of the Command must be spoken in order for the command to pull in from Cerner (i.e. "Dragon Patient" "Dragon Home Meds" "Dragon Family History"). Command names are found under Tools>Command Browser>Command Sets>DotPhraseSBS folder
- There needs to be a space before the command is spoken *or* it needs to be spoken at the beginning of a new line.
  
  The command should work without a problem at the beginning of a line. In the middle of a line, there must be a space before the dot phrase is spoken. The space can be entered using the space bar or say “Space”, wait for the space to appear, then speak the command name.
- When the Dragon dot phrase command is spoken, Dragon is actually typing the dot phrase (i.e. .ptfirstname)
- If not done correctly, you will see Dragon transcribes ".ptfirstname" instead of pulling in the correct information for the dot phrase or Dragon will type exactly what you have spoken (when wrong Command name spoken).

**Dragon and Kronos: Not able to have Dragon open and view Kronos time cards.**

Need to call Children’s Service Desk for assistance.

They took a 2-step approach:

1. Clear the internet browser temp files.
2. Clear the Java files. (User will not have access to the Java Files so Helpdesk will need to assist)
Using Dragon in MS Word.

MS Word is a compatible program with Dragon. The user can dictate directly into a Word document. When saving the Word document this pop up may appear:

The user would want to choose NO. Saving the Dragon audio for a Word file would take up a lot of space on the PC. Do not save the Recorded Audio file. Save Word document as normal.

Laptop with Docking Station and Dragon: Where should the PowerMic be plugged in?

PowerMic should be plugged into the device where Dragon will be used. PowerMic must be plugged into device before Dragon is launched.

- If a provider will not dictate while in patient room with laptop, it is recommended to have PowerMic plugged into docking station. When they return to desk and re-dock laptop, they can use the PowerMic while laptop is in docking station.
- If they want to use Dragon on laptop when not in docking station, then PowerMic must be plugged into laptop directly before Dragon is launched.
- If PowerMic plugged into docking station and laptop is un-docked while Dragon application is running, can exit Dragon from docking station, but will not be able to use Dragon. Menus will be dithered. Must re-dock laptop in order to use Dragon.

To remove an alternate form of a word (i.e., “Captain” transcribes as Capt. or “Sister” transcribes as Sr.)

1. From DragonBar: Vocabulary>Vocabulary Editor
2. Speak or type in word in question “Sister”
3. Select “Sister” by clicking on the word.
4. Click Properties

![Word Properties](image)

5. Under **Alternate form 1**, uncheck the box, Use alternate written form 1

6. Click OK.

**Number formatting in the word list.**

7 and 10/12 would have a written form as 7-10/12 and a spoken form of seven and ten twelfths.

![Vocabulary Editor](image)

The rule is not to use the word "and" in numbers unless changing to a smaller increment (i.e. from dollars to cents "One hundred twenty four dollars and 36 cents").

It is incorrect to spell out 101 as "one hundred and one"; it is written "one hundred one". No matter how large the number is (including fractions) the word "and" would indicate an additional measurement.

In the case of fractions it is still the same measurement. For example 1-1/2-year-old, the fraction 1/2 is still referring to a year.