

Dragon Professional Anywhere 2024.1

User Guide

On-premise and hosted systems

Trademarks

Nuance®, the Nuance logo, Dragon, the Dragon logo, PowerScribe™ and PowerMic™ are trademarks or registered trademarks of Nuance Communications, Inc. and/or its subsidiaries in the United States and/or other countries.

Other names and trademarks referenced herein are trademarks or registered trademarks of their respective owners.

Copyright notice

This publication is copyrighted, and all rights are reserved by Nuance Communications, Inc. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, electronic, mechanical, magnetic, optical, chemical, manual, or otherwise, without the prior written permission of Nuance Communications, Inc., 1 Wayside Rd., Burlington, MA 01803.

Copyright © 2002-2024 Nuance Communications, Inc. All rights reserved.

Disclaimer

All content within this guide is intended for general information only. Nuance, its affiliates, agents and employees, and all persons acting on its or their behalf ("Nuance"), disclaims to the maximum extent permitted by law, any and all liability that may be based on this information or errors or omissions in this guide. Nothing stated or posted in this guide or available through any services is intended to be, and must not be taken to be, the practice of medicine or the provision of medical care.

Reasonable efforts were used to present an accurate guide. Given the constant advances in technology, medical knowledge, and legal and regulatory frameworks in which healthcare services operate, Nuance reserves the right to change, amend, update or replace the information contained in this guide, in part or entirely, for any reason or no reason. Nuance will endeavor, without implied guarantee, to keep the content and information contained in this guide reasonably current and accessible, but Nuance will not be liable for environmental and operational changes, errors or omissions, or factors it does not control, including without limitation, failure of electronic and mechanical equipment, communication over the internet, computer viruses, unauthorized access or misuse. Nuance does not guarantee, represent, or warrant that your use of the services will be uninterrupted, error-free, accurate, reliable or will meet your requirements. Nuance does not guarantee that you will be able to access or use the platform (either directly or through third-party networks) at the time or location of your choosing. Mention of non-Nuance products or services is for information purposes only and constitutes neither an endorsement nor a recommendation.

To the maximum extent permitted by law, the information in this guide is provided "AS IS," "AS AVAILABLE," "WITH ALL FAULTS," and without warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular

purpose, and non-infringement. Nuance shall not under any circumstances be liable to any person for any special, incidental, indirect or consequential damages, including, without limitation, damages resulting from use of or reliance on the information presented, loss of profits or revenues or costs of replacement goods, even if informed in advance of the possibility of such damages. Your use of, or inability to use, or activity in connection with the services and information in this guide is at your sole risk. Nuance expressly disclaims any responsibility for any damage, injury, harm, cost, expense, or liability arising out of or related to your use or misuse of this guide.

Nuance Communications
One Wayside Road
Burlington, MA 01803
www.nuance.com/healthcare

Table of contents

Welcome to Dragon Professional Anywhere	6
Working quickly	6
What do you want to do?	6
Creating and working with text	7
Creating text in your app	7
Anchoring the speech focus	8
Editing text	9
Auto-texts	11
Working with auto-texts	11
Creating auto-texts	12
Voice commands	14
Visual feedback	14
Step-by-step commands	14
Text selection voice commands	20
Select & say voice commands	20
Undo that/redo that	22
Resuming recording	23
Using the wake word feature	24
Enabling Dragon Professional Anywhere to start in standby mode	25
Disabling the wake word feature	25
Working in plate mode	26
Tips	26
Supported phonetic alphabets	27
Options and settings	29
Setting your input preferences	29
Dictation Box	29
Text transfer method	30
Using hotkeys (keyboard shortcuts)	30
Microphone button mapping	31
Anchoring the speech focus automatically	31

Customizing your speech recognition settings	32
Additional information	33
Hiding the app	33
Adaptation	33
Recommended microphones	33
Importing words	34
Speech recognition online help	34
Resiliency mode	34
SpeakAhead	35
Speech recognition server connection	35
Dragon Professional Anywhere Installer	36
Upgrading Dragon Professional Anywhere	36
Repairing Dragon Professional Anywhere	36
Uninstalling Dragon Professional Anywhere	36
Downgrading Dragon Professional Anywhere	36
Troubleshooting	38

Welcome to Dragon Professional Anywhere

Dragon Professional Anywhere enables you to create text via speech recognition in any app that you can type in. In many apps the text is written directly into your app, in some others the text is written into the Dragon Professional Anywhere [Dictation Box](#) and then you transfer it to your app.

You can control Dragon Professional Anywhere using the user interface, your keyboard, your voice or the buttons on your microphone. The descriptions in this help are based on the default settings Dragon Professional Anywhere is delivered with; to change how you control it, use the [Options](#) dialog box.

Working quickly

Use [auto-texts](#) to insert standard blocks of text; this saves you having to repeatedly record the same thing. To display a list of available auto-texts, say **what can I say** and scroll to the **Auto-texts** section.

Use your voice instead of your keyboard or mouse to perform tasks. Many of the actions in Dragon Professional Anywhere can be initiated via [voice command](#). To display a list of available voice commands, say **what can I say**.

What do you want to do?

[Create text in your app](#)

[Anchor the speech focus to your app](#)

[Create text in the Dictation Box](#)

[Work with auto-texts](#)

[Work with voice commands](#)

[Use the wake word feature](#)

[Work in plate mode](#)


[Change your settings](#)

[Upgrade, uninstall or repair Dragon Professional Anywhere](#)

[Troubleshooting](#)




Creating and working with text

Creating text in your app

1. Open Dragon Professional Anywhere.
2. Place the cursor in your app where you want the text to be written.
3. Select  or press the plus sign on your number key pad and start speaking.

If you've placed the cursor in a text field that Dragon Professional Anywhere fully supports, the text is written there and the full range of functionality related to dictating text and [editing](#) it via voice is available (Full Text Control).

If you've placed the cursor in a text field that's unknown to Dragon Professional Anywhere, the following options are available:

- The [Dictation Box](#) opens and the text is written there; the full range of functionality related to dictating text and [editing](#) it via voice is available. When you're finished, select  or say **transfer text**; the text is moved to where you originally placed the cursor and deleted from the Dictation Box.
- You dictate in your text field, using Basic Text Control; that means that only basic speech recognition functionality is supported, without the ability to navigate, [edit](#) or format the text using your voice. The  icon changes to  to indicate that you're using Basic Text Control. To be able to use full speech recognition functionality, say **open Dictation Box**.

By default, the Dictation Box is used. If you prefer to dictate directly in your text field, open the **Text Input** pane of the [Options](#) dialog box, go to the **What happens when the cursor is placed in an unknown text field?** section and select **Use Basic Text Control**. When you use Basic Text Control, make sure you've placed the cursor in a text field before you start recording, and stop recording before you move the focus away from the text field; otherwise, you'll lose text.



Note: If your administrator has configured system-wide settings regarding the use of Basic Text Control, your settings might not apply in all text fields. For more information, contact your administrator.

Tips


- Keep an eye on the volume indicator around the microphone icon: When it pulses green, the system is picking up your voice. When it pulses red, the volume level is too high or there's too much background noise; try speaking more quietly, hold the microphone further away from you or move to a quieter environment. If the indicator is not pulsing, try speaking more loudly or hold the microphone closer to your mouth.
- When the progress indicator circles round the microphone icon, the system is processing your speech.

Note: When your workstation is locked, recording stops and pressing any microphone button are ignored.

Tips on working with the Dictation Box

- To recall text from your app to the Dictation Box, select  or say **recall text**. The text is moved back to the Dictation Box where it replaces any text written in the meantime. The recalled text is not deleted from your app.
- To work in the Dictation Box without seeing the text being written there, say **hide Dictation Box**; to display it again, say **show Dictation Box**. Alternatively, you can show or hide the Dictation Box via **hotkey** or microphone button or by selecting  >

Show/Hide Dictation Box.





- To clear all text from the Dictation Box, select .
- To resize the Dictation Box, drag the corners.
- **Enable Dictation Box formatting** to be able to format the text in the Dictation Box.
- Configure the behavior of the Dictation Box in the **Text Input** pane of the **Options** dialog box.
- You can also edit text in the Dictation Box that has been **written in an app that's not fully supported**.

Anchoring the speech focus

When you anchor the speech focus to your app, you can open and navigate through other apps without removing the speech focus from your app; this means that the recognition results are

written into the anchored app, even if you move to another app while dictating. You can anchor the speech focus only to apps that Dragon Professional Anywhere fully supports.

To anchor the speech focus, do the following:

1. Open both Dragon Professional Anywhere and the app you want to dictate into.
2. Place the cursor where you want the text to be written and say **anchor dictation** or press CTRL + ALT + A. The  icon changes to .
3. Open any other app you need for analysis or reference.
4. Select  and start speaking; the icon changes to  and everything you say is written in your app.

To release the speech focus from your app again, close the app or say **release dictation**.

Tips

- You can [configure the speech focus to be anchored automatically](#) via the **Options** dialog box.
- You can change which app has the speech focus anchored to it any time. Anchoring the speech focus to another app automatically releases the speech focus from the app it was previously anchored to.
- If the speech focus is anchored to an app and you open the Dictation Box, the speech focus is released from that app. If the Dictation Box is open when you anchor the speech focus to an app, the Dictation Box is closed.

Editing text

You can use your keyboard and mouse to edit the recognized text:

- Type new text to correct misrecognized text.
- Place the cursor somewhere in the text and then record to insert new text.
- Select text and then record to overwrite existing text with new text.

You can also edit text via [voice commands](#) (for example, by saying **scratch that**).

Note: If you use [Basic Text Control](#) to dictate, editing the text via voice is not supported. If you manually select recognized text or place the cursor somewhere in the text and record,



capitalization and spacing might not be correct as Dragon Professional Anywhere can't see the surrounding text.

If you work in an app that Dragon Professional Anywhere fully supports, you can edit and correct directly in that app. If you work in the Dictation Box, we recommend that you edit and correct the text there and only transfer the text to your app once it's final. That way, the system can [learn from your corrections](#).

Editing text written in an app that isn't fully supported

When you work in an app that Dragon Professional Anywhere doesn't fully support, you can add existing text you want to edit to the Dictation Box and edit it there.

Proceed as follows:

1. On the **Text Input** pane of the [Options](#) dialog box, select **Add the selected text from the target application to the Dictation Box > Apply All**. Open your app and select the text you want to edit.
2. Open Dragon Professional Anywhere and expand the Dictation Box. The text you selected is displayed in the Dictation Box.
3. Place the cursor where you want new text to be added, select  or press the plus sign on your number key pad and start speaking.
4. [Edit](#) the text, if necessary, and when you're finished, select  or say **transfer text**. The text is transferred to your app and deleted from the Dictation Box.

Auto-texts

Auto-texts are standard blocks of text that you insert into your document with a short voice command. Using auto-texts reduces the time you need to record and improves the consistency of your documentation.

Example

- You define an auto-text for your email signature line called 'signature' that contains this information:

Chris Smith
Executive Vice President and Director
Automobile Manufacturing Company
Chris.Smith@AMC.com

- You say the voice command **signature** to insert the information.

Working with auto-texts

To display a list of available auto-texts, say **what can I say** and scroll to the **Auto-texts** section.

Depending on your system configuration, the app uses a keyword to identify that there is an auto-text to process. To see which keyword your system expects you to use as part of the voice command, say **what can I say**. For example, if the keyword is **insert**, you must say the keyword followed by the spoken form **insert signature**.

Working with auto-text fields

You can navigate to the **fields** in auto-texts via voice commands such as **next field** and **go to previous field**.


To use the default values and remove the field delimiters of all **fields**, say **accept defaults**. To use the default value and remove the field delimiters of the field with the focus, say **field complete**. If a field contains several values, separated by |, the first value will be used.

Note: After saying **accept defaults**, pause to ensure that the command is performed before you continue.

Creating auto-texts

All auto-texts that you created are listed in the **Manage Auto-texts** dialog box. You can edit existing auto-texts and add new ones.

To add an auto-text, do the following:

1. Say **manage auto-texts** or select  > **Manage Auto-texts**.
2. Select **+** and fill in the required fields.
3. Select **Apply All**.

Important: For security reasons, auto-texts must not contain sensitive information, such as user names or passwords.

Defining the spoken form

If how the auto-text name is written and how it's pronounced are very different, make sure that the **Spoken form** (how it's pronounced) reflects this.

When you enter a spoken form, follow these rules:



- Use alphabetic characters only. Don't use:
 - Digits (for example, use 'twelve' instead of '12') unless they're part of common words (for example, use '3D' instead of 'three D').
 - Punctuation marks (for example, ., ", ! or ?).
 - Symbols (for example, +, & or \$) except for hyphens used in compound words (for example, 'C-spine').
- Follow standard capitalization rules (for example, use capital letters for proper names).
- Avoid using capital letters (except for acronyms or if the standard capitalization rules require it, see above).
- For acronyms that are spelled out, use capital letters (for example, CIA); if they're not recognized, separate the capital letters by spaces (for example, C I A).
- For acronyms that are pronounced as words, use lowercase (for example, use 'pet CT' for 'PETCT' or 'pick' for 'PICC').

- Don't use very short names that are acoustically difficult to capture (such as one syllable only).
- Use full words instead of abbreviations (for example, use 'without' instead of 'wo').
- Check for typos.


Adding fields

Fields are gaps in the auto-text where you can enter specific text, for example, client data. To add a field to an auto-text, enter [] in the relevant place of the auto-text's contents; you can enter any text between the field delimiters as default content, for example, **Client plea [not guilty]**. When you insert the auto-text, you can decide whether you want to replace the default values with specific text or [use the default values](#).

Tips

- **!** means that the auto-text isn't properly filled in. The **Apply All** button is inactive if any auto-text contains invalid data.
- Select  to revert unsaved changes.
- Select  to copy an existing auto-text and use it as a template for a new one. The new auto-text has the same description and content as the one you copied; the **Name** and **Spoken form** fields are empty.
- Select **x** to delete an auto-text. You can undo this action until you have selected **Apply All**.
- To undo changes, copy or delete an auto-text, select and hold (or right-click) it and select **Revert Changes**, **Copy** or **Delete**.
- By default, [fields](#) are indicated by square brackets. You can change the characters used as field delimiters on the **General** pane of the **Options** dialog box; any previously defined fields using different delimiters no longer work. Don't use {, } or | as field delimiters.

Voice commands

You can perform a variety of actions in Dragon Professional Anywhere via voice command (instead of mouse, keyboard or microphone button); this can significantly speed up report creation. To see the list of voice commands available to you, say **what can I say** or select  >

What You Can Say. The voice commands are categorized, with a main command and some alternatives. We recommend learning the commands that you find most useful.

For example, you're correcting your dictation and need to replace the last paragraph: say **select last paragraph** and record new information.

Visual feedback

In the **General** pane of the **Options** dialog box, you can decide where the visual feedback is displayed when a voice command is recognized. Select one of the following:

- **DragonBar** - The voice command bubble is anchored to the Dragon Professional Anywhere user interface.
- **Mouse** - The voice command bubble is anchored to your mouse cursor.
- **Text** - The voice command bubble is anchored to your text cursor.
- **System Tray** - The voice command bubble is anchored to the notification area.

Step-by-step commands


Step-by-step commands execute a series of actions via a single voice command. You can create, modify, copy and delete step-by-step commands. Creating and modifying step-by-step commands is only recommended for experienced users.

You can press hotkeys or microphone buttons to execute the step-by-step commands that you've created (personal) or the ones that have been created by your administrator (shared); for more information on assigning hotkeys/microphone buttons, see: [Setting your input preferences](#).

Note: After saying a step-by-step command, pause to ensure that the command is performed before you continue.

Important: For security reasons, step-by-step commands must not contain sensitive information, such as user names or passwords.

To create a step-by-step command, do the following:

1. Say **manage commands** or select  > **Manage Step-by-step Commands**.
2. Select + and fill in the **Name**, **Description** (optional) and **Spoken form** fields.
3. Select **New Step** and select the type of step you want; repeat as necessary.
4. Select **Apply All**.


Spoken form

If how the name of the step-by-step command is written and how it's pronounced are very different, make sure that the **Spoken form** (how it's pronounced) reflects this.

When you enter a spoken form, follow these rules:

- Use alphabetic characters only. Don't use:
 - Digits (for example, use 'twelve' instead of '12') unless they're part of common words (for example, use '3D' instead of 'three D').
 - Punctuation marks (for example, ., ", ! or ?).
 - Symbols (for example, +, & or \$) except for hyphens used in compound words (for example, 'C-spine').
- Follow standard capitalization rules (for example, use capital letters for proper names).
- Avoid using capital letters (except for acronyms or if the standard capitalization rules require it, see above).
- For acronyms that are spelled out, use capital letters (for example, CIA); if they're not recognized, separate the capital letters by spaces (for example, C I A).
- For acronyms that are pronounced as words, use lowercase (for example, use 'pet CT' for 'PETCT' or 'pick' for 'PICC').
- Don't use very short names that are acoustically difficult to capture (such as one syllable only).
- Use full words instead of abbreviations (for example, use 'without' instead of 'wo').
- Check for typos.

Tips

- A red line around a field means that it's mandatory or you haven't filled it in correctly.
- Use the icons to move existing steps up and down (↑ ↓), insert steps into the middle of a sequence of steps (↶) and delete steps (✕).
- Select a step-by-step command from the left pane to modify it.
- Select  to copy an existing step-by-step command and use it as a template for a new one. The new step-by-step command has the same description and steps as the one you copied; the **Name** and **Spoken form** fields are empty.
- To undo changes, copy or delete a step-by-step command, select and hold (or right-click) it and select **Revert Changes**, **Copy** or **Delete**.
- If a step-by-step command is consistently not executed properly, add **Wait** or **Wait for Window** steps to it.
- Using the **Run Step-by-step Command** or **Execute Voice Command** step type you can embed one (or more) step-by-step commands or voice commands into another step-by-step command. When the overall step-by-step command is executed, all embedded commands are also executed.

Step types

Open Application - open the specified app (if it's already open, the focus switches to this app).

Specify the following properties:

Target - enter the full path and name to the app's EXE file.

Arguments - enter the command line argument you want the app to open with; for example, a template.

Start in - browse for the folder in which the app or file should open (the working directory).

Run as - select the app window size (normal, minimized or maximized).

Wait - set a waiting time in milliseconds to pause between steps; for example, 500 ms for the app to open with the specified template. Range: 50-2500 ms.

Wait for Window - pause until a window with the specified title has the focus or the set waiting time expires. Specify the following:

Window title - enter the name of the window you want the step-by-step command to wait for.

Waiting time (ms) - set a waiting time. Range: 50-10000 ms. If the set waiting time expires, the execution of the step-by-step command will be stopped.

Note: Apps hosted in Microsoft Edge and Google Chrome aren't supported (for example, the step-by-step command waits for Edge, but it doesn't wait for an app hosted in Edge).


Run Step-by-step Command - browse for the existing personal or shared step-by-step command that you want to embed; the embedded command is executed as a step.

Execute Voice Command - browse for the voice command that you want to embed; the embedded voice command is executed as a step.

Switch to Plate Mode - enter [plate mode](#) to dictate license plates or vehicle identification numbers (VINs). This feature is only available with specific server configurations and if you've selected the **Law Enforcement** specialty during logon.

Enter Text - enter a short text block that you want written at the cursor position in your app (for larger text blocks that you insert regularly, use [auto-texts](#)).

Press Keys - enter the sequence of keys that you want pressed. See below for the input format you must use. You can also enter text and combine keys with modifiers.

Press Hotkey - select  and press one or more modifier keys and a letter/number. For more information, see: [Using hotkeys](#).

Microphone On - turn the microphone on.

Microphone Off - turn the microphone off.

The following keys can be entered in the **Press keys** field (use curly brackets):

Key	Input format
Backspace	{BACKSPACE} or {BS}
Break	{BREAK}
Caps lock	{CAPSLOCK}
Scroll lock	{SCROLL}
Delete	{DEL} or {DELETE}
Down arrow	{DOWN}
End	{END}
Enter	{ENTER}
Esc	{ESCAPE} or {ESC}
Home	{HOME}

Key	Input format
F1 - F24	{F1} to {F24}
Return	{RETURN}
Help	{HELP}
Decimal	{DECIMAL}
Separator	{SEPARATOR}
Space	{SPACE}
Select	{SELECT}
Print	{PRINT}
Execute	{EXECUTE} or {EXEC}
Snapshot	{SNAPSHOT}

Key	Input format
Insert	{INS}
Left arrow	{LEFT}
Num lock	{NUMLOCK}
Page down	{PGDN}
Page up	{PGUP}
Right arrow	{RIGHT}
Tab	{TAB}
Up arrow	{UP}
Add	{ADD}
Subtract	{SUBTRACT}
Multiply	{MULTIPLY}
Divide	{DIVIDE}

Key	Input format
Cancel	{CANCEL}
Windows	{WINDOWS} or {WIN}
Applications	{APPLICATIONS} or {APPS}
Clear	{CLEAR}
NUMPAD0 - NUMPAD9	{NUMPAD0} or {NP0} to {NUMPAD9} or {NP9}

The following modifiers can be entered in the **Press keys** field (always used with other keys):

Modifier	Input format
Shift	+
Ctrl	^
Alt	%

Examples:

Sequence executed	Input format
Alt+Ctrl+s	%^s
Shift+Tab	+{Tab}

Example 1: Creating a confidential email

Name Confidential email

Description This command opens Microsoft Outlook, creates a new email message, enters CONFIDENTIAL in the subject line and places the cursor in the body of the email.

Steps

Open Application

Target C:\Program Files\Microsoft Office\Office14\OUTLOOK.EXE

Wait

Waiting time (ms) 2000

Press Hotkey

Hotkey Ctrl + N

Press Keys

Keys {TAB} {TAB}

Enter Text

Text CONFIDENTIAL

Press Keys

Keys {TAB}

Example 2: Creating a to do list

Name Create a new to do list

Description This command opens Notepad to create a list of tasks. The cursor is placed in the first numbered item and the microphone is turned on.

Spoken form new to do list

Steps

Microphone Off

Open Application

Target C:\Windows\System32\notepad.exe

Run as Maximized

Wait

Waiting time (ms) 2000

Enter Text

Text TODO LIST

Press Keys

Keys {ENTER}

Enter Text

Text 1.

Microphone On

Example 3: Checking the weather

Name Check the weather

Description This command opens Internet Explorer with a website where you can find the current weather conditions.

Spoken form weather check

Steps

Microphone Off**Open Application****Target** C:\Program Files (x86)\Internet Explorer\iexplore.exe**Arguments** http://weather.yahoo.com/**Run as** Maximized

Text selection voice commands

For example: **select this word** - **select this sentence** - **select this paragraph** - **select all**

To use text selection voice commands, the cursor must be placed within text. If your cursor is in an empty paragraph, these voice commands aren't executed.

Once text is selected (via voice command), you can:

- Apply text formatting.
- Correct the text by over-dictation.
- Say **add to vocabulary** to manage the Vocabulary.
- Say **make that an auto-text** to [manage auto-texts](#).

Select & say voice commands

Select & say voice commands can be used to select recorded or typed text and correct, replace, delete or format it via voice. These commands select the closest instance of the text to the left of the current cursor position. You can select single words, phrases, whole sentences or punctuation marks. For example:

1. Say **client is a thirty year old male with a history of drug use**

The recognized text: **Client is a 30-year-old male with a history of drug use**

2. Say **select thirty year old male**

The selected text: **Client is a 30-year-old male with a history of drug use**

For longer text passages, use **through** to select text from the first to the last word of your required selection. For example:

1. Say **client is a thirty year old male with a history of drug use**

The recognized text: **Client is a 30-year-old male with a history of drug use**

2. Say **select client through history**

The selected text: **Client is a 30-year-old male with a history of drug use**

Note: The range of these commands is approximately one page up and down.

Editing selected text

Once text is selected, the **Corrections** menu is displayed and you can correct, replace, delete or format the selected text, replace misrecognized text with recognition alternatives, etc. For example:

- Say **choose** and the number of the correct recognition alternative. For example:
 1. Say: **client is a thirty year old male with a history of drug use**
The recognized text: **Client is a 13-year-old male with a history of drug use**
 2. Say **select thirteen**, the recognition alternatives are listed.
The selected text: **Client is a 13-year-old male with a history of drug use**
 3. Say **choose** and the number of the correct recognition alternative.
- Say the text you want or type in new text.
- Say **add that to vocabulary** or **do not recognize that word** to manage the Vocabulary.
- Say **make that an auto-text** to [manage auto-texts](#).
- Say **format that bold/italic/etc.** to format the text.
- Say **scratch that** to delete the selected text.
- Say **deselect that** to deselect the text.

To display a list of available voice commands, say **what can I say**.

Note: The cursor automatically returns to its previous position when you correct text using the **Corrections** menu.

Navigating between multiple instances of selected text

Once text is selected, say **select again** or **select previous** to scroll backwards and **select next** to scroll forwards through the text to find other instances of the text. When navigating between multiple instances of the text, phonetically similar matches are also highlighted. For example:

1. Say **client has been on parole for two years and wants to move abroad**

The recognized text: **Client has been on parole for 2 years and wants to move abroad**

2. Say **select to**

The selected text: **Client has been on parole for 2 years and wants to move abroad**

3. Say **select again**

The next selected text: **Client has been on parole for 2 years and wants to move abroad**

Remarks

- The commands **select again**, **select previous** and **select next** are only available when the **Corrections** menu is displayed.
- The range of these commands is approximately one page up and down.

Go back

Say **go back** to return the cursor to its position prior to the selection command. For example:

1. Say **client is a twenty year old female**

The recognized text: **Suppliant is a 20-year-old female |**

2. Say **select suppliant**

The selected text: **Suppliant is a 20-year-old female**

3. Say **client**

The replaced text: **Client | is a 20-year-old female**

4. Say **go back**, the cursor returns to the position prior to the selection command: **Client is a 20-year-old female |**

Remarks

- The cursor automatically returns to its previous position when you correct text using the **Corrections** menu.
- **|** is the cursor position.
- The command **go back** doesn't work after you've changed the cursor position manually or typed text.

Undo that/redo that

Say **undo that** to undo your last operation and **redo that** to reverse an undo-operation. The behavior of these commands is dependent on the text editor you're using:

Undo that: is the same as pressing **Ctrl + Z** or the undo button in your text editor.

Redo that: is the same as pressing **Ctrl + Y** or the redo button in your text editor.

Note: The commands **undo that** and **redo that** don't work if your text editor has no or different functions assigned to pressing **Ctrl + Z** and **Ctrl + Y**.

Resuming recording

To go to a specific text position and delete everything that was recorded after that point, say **resume with** and the word before the text to be deleted. Use this command during recording if irrelevant content is recorded (for example, a question from a colleague or background noise). You can also use this command to reformulate what you said or to correct misrecognized text. For example:

1. Say **client has been on parole for two years and wants to move abroad**
2. A colleague interrupts you.
3. Say **sure I'll be available at five**

The recognized text: **Client has been on parole for 2 years and wants to move abroad sure I'll be available at 5**

4. Say **resume with abroad**

The corrected text: **Client has been on parole for 2 years and wants to move abroad |**

Remarks

- Only use **resume with** immediately after recording. It doesn't work after you've used another voice command, changed the cursor position manually or typed text.
- **Resume with** has a range of approximately 150 words.

Using the wake word feature

Note: This feature is enabled by default and is only available for US English.



Dragon Professional Anywhere enables you to switch between dictation mode and standby mode via voice command (instead of mouse, keyboard or microphone buttons). In standby mode, your microphone is turned on, but speech recognition doesn't take place; Dragon Professional Anywhere listens only for the wake word to start recording.

Starting recording

To start recording from standby mode, say **wake up**, or use your mouse, keyboard or microphone button to switch on dictation mode.

When recording is on and you don't work with Dragon Professional Anywhere for a specific period, it returns to standby mode.


Stopping recording

To stop recording and put Dragon Professional Anywhere into standby mode, say **go to sleep**, **stop listening** or **stop recording**, or select . The icon changes to .

Turning off the microphone completely



When the microphone is turned off, Dragon Professional Anywhere can't respond to the **wake up** command. The microphone is completely off when you lock the screen.

To turn off your microphone from dictation mode, say **microphone off**.

To turn off the microphone from standby mode, say **wake up** or select  and then say **microphone off**.

To start recording again, select .

Remarks

- The  icon changes to  when the speech focus is anchored to an app.
- The wake word feature depends on your system configuration. For more information, contact your administrator.

Enabling Dragon Professional Anywhere to start in standby mode

You can enable Dragon Professional Anywhere to start in standby mode when you log on.

Proceed as follows:

1. Open Dragon Professional Anywhere.
2. On the **General** pane of the **Options** dialog box, go to the **Wake word** section and select **Start Dragon in standby mode > Apply All**. The next time you log on, Dragon Professional Anywhere starts in standby mode.

Disabling the wake word feature

You can disable the wake word feature so that the microphone always turns off completely when not in use; standby mode and the **wake up** command won't be available.

Proceed as follows:

1. Open Dragon Professional Anywhere.
2. On the **General** pane of the **Options** dialog box, go to the **Wake word** section, deactivate **Enable wake word feature** and select **Apply All**.

Working in plate mode

Note: This feature is only available with specific server configurations and if you've selected the **Law Enforcement** specialty during logon. For more information, contact your administrator.

In plate mode, you can dictate license plates or vehicle identification numbers (VINs) using the [NATO alphabet](#) (Alfa, Bravo, Charlie, Delta, Echo, etc.) or the [police phonetic alphabet](#) (Adam, Boy/Baker, Charles, David, Edward, etc.). You can also dictate the following:

Dictated text	Resulting text
zero/oh, one, two, three, four, five, six, seven, eight, nine	0-9
ampersand	&
plus sign	+
space	
dash	-
comma	,

To work with plate mode, proceed as follows:

1. Say **enter plate**.
2. Say the license plate or VIN, for example: **alfa bravo charlie king oh five space two four**.
The resulting text will be **ABCK05 24**.
3. Say **exit plate**.

Tips

- To enter plate mode, you can also say **enter vin** or **enter tag**.
- To exit plate mode, you can also say **exit vin** or **exit tag**. Pressing any microphone button other than the Record button or switching to another app or dialog box will also exit plate mode.
- Plate mode can also be used in [step-by-step commands](#) (**Switch to Plate Mode**).

Supported phonetic alphabets

Letter	NATO alphabet	Police alphabet
A	Alfa	Adam
B	Bravo	Boy/Baker
C	Charlie	Charles
D	Delta	David
E	Echo	Edward
F	Foxtrot	Frank
G	Golf	George
H	Hotel	Henry
I	India	Ida
J	Juliet	John
K	Kilo	King
L	Lima	Lincoln
M	Mike	Mary
N	November	Nora/Nancy
O	Oscar	Ocean
P	Papa	Paul
Q	Quebec	Queen
R	Romeo	Robert/Ranger
S	Sierra	Sam
T	Tango	Tom
U	Uniform	Union
V	Victor	Victor
W	Whiskey	William

Letter	NATO alphabet	Police alphabet
X	X-ray	X-Ray
Y	Yankee	Young/Yellow
Z	Zulu	Zebra

Options and settings

Setting your input preferences

To change your settings, say **open settings** or select  > **Options**:

- **General**: Select options for the speech focus and voice commands.
- **Text Input**: Select options related to recognized text, the [Dictation Box](#) and [Basic Text Control](#).
- **Hotkeys**: Select options for pressing [keyboard shortcuts](#).
- **Microphone Buttons**: Assign actions to microphone buttons.

Select **Apply All** to apply your settings.

Select **Restore Defaults** to undo your settings; the original delivery settings are applied to all tabs of the dialog box.

Dictation Box

When you're working in an app that Dragon Professional Anywhere doesn't fully support, the Dictation Box can be used to dictate text using Full Text Control. For more information on how to work with the Dictation Box, see: [Creating text in your app](#).

In the **Text Input** pane of the **Options** dialog box, you can make a variety of settings for transferring text to your app and for the behavior of the Dictation Box.

In the **Dictation Box: Text appearance** section, you can configure the text formatting in the Dictation Box:


- Select **Plain text** and set the font size and style to apply the formatting only in the Dictation Box; the formatting isn't kept during transfer to your app.
- Select **Formatted text** to format the text directly in the Dictation Box; the formatting is kept during transfer.


Text transfer method

In the **Text Input** pane in the **Options** dialog box, the **Text transfer method** section defines how Dragon Professional Anywhere interacts with the target app. Unless you have serious problems transferring text, don't change the default setting.

Using hotkeys (keyboard shortcuts)

Pressing keys on your keyboard can be a fast way to perform common actions. To configure a hotkey for an action, do the following:

1. In the **Options** dialog box, open the **Hotkeys** pane.
2. Find the action you want to configure and select .
3. Press the keys that you want to trigger that action; you can press the full sequence of keys at once or one key at a time. For example, to configure *Ctrl + L*, press and hold *Ctrl* and *L* and then release both keys, or press and release *Ctrl* and then press and release *L*.

You can also assign hotkeys to microphone buttons; in the **Microphone Buttons** pane of the **Options** dialog box, select **Press Hotkey** as the action for a button, select  and press a combination of keys.

Tips

- To delete the last key you entered, press it again. To delete the full sequence of keys and cancel the configuration of this hotkey, press *ESC*.
- You can configure a combination of keys (one or more modifier keys plus a letter, number or function key, for example, *Ctrl + Alt + Z*) or a single key (for example, function keys F1-F12 or numeric keys).
- If you enter an invalid hotkey, such as a single letter or *CTRL + /*, the input field is marked red.

Microphone button mapping

The default actions assigned to microphone buttons depend on the microphone model you use. You can change the assigned actions in the **Microphone Buttons** pane of the **Options** dialog box.

This table shows the default mapping for the Philips SpeechMike, Nuance PowerMic III and Nuance PowerMic 4 microphones.

Default action	Button		
	Nuance PowerMic III	Philips SpeechMike	Nuance PowerMic 4
Press and hold	Record	Record	Record
Transfer text	Transcribe	End-of-letter	Rear Function
Accept defaults	Enter/Select	Command	Enter/Select
Show/hide Dictation Box	Custom Right	Insert/Overwrite	Function D
Previous field	Tab Backward	Function 1	Tab Backward
Next field	Tab Forward	Function 2	Tab Forward
Previous field	Rewind	Rewind	Rewind
Next field	Forward	Forward	Forward
No default	Stop/Play	Stop/Play	Stop/Play
No default	Custom Left	Function 4	Function B
No default	-	-	Function C
No default	-	-	Function A

Anchoring the speech focus automatically

To anchor the speech focus automatically to the app you start recording in, do the following:

1. In the **Options** dialog box, open the **General** pane and select **Anchor the speech focus when recording is started**.

2. Place the cursor in your app and start recording; this app now has the speech focus anchored to it. If the Dictation Box is open when you start recording with automatic anchoring enabled, it is closed.


The speech focus is released from your app when you stop recording or close the app.

If **Anchor the speech focus when recording is started** is not selected, you can manually anchor the speech focus via [voice command](#), [hotkeys](#) or microphone button.

For more information, see: [Anchoring the speech focus](#).


Customizing your speech recognition settings

Factors such as user profile and the type of microphone used influence speech recognition. The settings that you log on with define how the system processes what you say. The options available depend on how Dragon Professional Anywhere is configured. This means, for example, that you can only switch to another language if the relevant language and lexicon are listed.

To change your settings for speech recognition, select  > **Log Off**:

- Select a different **User** to change to another user profile. Make sure that you always select your own user profile.
- Select a different **Microphone** to change to another microphone.
- Select a different **Language** to change to another speech recognition language.
- Select a different **Specialty** to change to another specialty.

Select **OK** to apply your settings.


Note: To change to another microphone without logging off, select  > **Microphone** and select another microphone. Don't unplug the microphone that is currently in use.

Additional information

Hiding the app

Dragon Professional Anywhere is always displayed on top of other open apps unless you actively hide it.

To hide the app, say **close Dragon**, select the **Minimize** button or press CTRL + ALT + H.

To show the app, say **open Dragon**, select  in the notification area or press CTRL + ALT + H again.

If you exit the app, it won't be available in the notification area.

Adaptation

Dragon Professional Anywhere adapts to how you dictate. This means that the more you use the app the more accurate the recognition results become. The app uses your final text to learn; if you've corrected text, the system compares it to your recorded speech and adapts accordingly.

If you transfer text from the Dictation Box to a text field that's unknown to Dragon Professional Anywhere and then correct it, Dragon Professional Anywhere won't be able to see the corrected text and adaptation won't take place; correct the text in the Dictation Box before you transfer it.

If you dictate in an unknown text field using [Basic Text Control](#), adaptation won't take place either.

Recommended microphones

To get the best recognition results, use a high-quality, hand-held microphone. Here's a list of recommended microphones:

- Nuance PowerMic II, III and 4
- Philips SpeechMike Air, Philips SpeechMike Premium, Philips SpeechMike III


- Grundig Digta SonicMic II and 3, Grundig Digta CordEx, Grundig Digta 7

Importing words

To improve the accuracy of your recognition results, you can export custom words from your Dragon desktop app and import them into Dragon Professional Anywhere.

For more information on how to export custom words, see the documentation delivered with the app.

To import words into Dragon Professional Anywhere, do the following:

1. Select  > **Import Words**.
2. Select the file you exported from your Dragon desktop app.

The imported words are listed in the **Manage Vocabulary** dialog box.

Speech recognition online help

To help you work more efficiently, a variety of speech recognition features are available, for example, voice commands, auto-texts, scratch that, etc. The more you understand speech recognition and how to work with it, the faster you can work. Automatic formatting (for example, dates, times, measurements, etc.) can also be very useful.

For more information on how to get the best results, say **launch help** and open the **Speech Recognition Help** tab.

Resiliency mode

Note: The availability of this feature depends on your server configuration. For more information, contact your administrator.

When Dragon Professional Anywhere can't reach the server to verify your user credentials during logon, it starts in resiliency mode. The following message is displayed: **The system is currently unable to retrieve your full speech profile. You can still log on and record, but some customized settings and features might be unavailable. This issue is temporary; your settings should be restored soon.**

Resiliency mode enables you to log on and use speech recognition even when the server is currently unavailable. The following restrictions apply in resiliency mode:

- You might not be able to use auto-texts and step-by-step commands.
- You can't open the **Options**, **Manage Auto-texts** and **Manage Step-by-step Commands** dialog boxes.
- You can't change or reset your password.


Full functionality will be restored when Dragon Professional Anywhere can connect to the server again and you then log on to Dragon Professional Anywhere.

SpeakAhead

In general, when you're speaking, you don't need to wait for the recognized text to be written. If you navigate between different sections of your document, you don't need to wait until the text appears in one section before moving onto the next.

When using [voice commands](#), it's recommended to pause to ensure that the command is performed before continuing.

Speech recognition server connection

The speech recognition process takes place on a server; everything that you say is protected and secure. For more information on your server configuration, contact your administrator. If there is a problem with your connection during recording, the microphone is turned off. To start again, select  or press the plus sign on your number key pad.

Dragon Professional Anywhere Installer

Note: This information is only relevant if you've installed Dragon Professional Anywhere using the Dragon Professional Anywhere Installer link provided in your welcome kit. For more information, see the [Dragon Professional Anywhere Resource Center](#).

Upgrading Dragon Professional Anywhere

If a new Dragon Professional Anywhere version is available, you're prompted to install it when you open the app.

Select **Upgrade** to install it.

Select **Remind Me Later** to defer the upgrade; you're prompted to upgrade every time you open the app.

Select **Skip This Version** if you don't want to upgrade Dragon Professional Anywhere. You're prompted to upgrade the next time a new Dragon Professional Anywhere version is available.

Repairing Dragon Professional Anywhere

If you provided an incorrect organization token while installing Dragon Professional Anywhere, open the Dragon Professional Anywhere Installer again, edit the organization token and select **Repair**.

Uninstalling Dragon Professional Anywhere

Go to **Apps & Features** in **Windows Settings**, select Dragon Professional Anywhere and select **Uninstall**.

Downgrading Dragon Professional Anywhere

If you want to downgrade to a previous Dragon Professional Anywhere version, go to **Apps & Features** in **Windows Settings**, uninstall the currently installed version and open the Dragon

Professional Anywhere Installer corresponding to the version you want to downgrade to. When a new Dragon Professional Anywhere version (other than the one you downgraded from) is available, you're prompted to install it.

Troubleshooting


Here you find solutions to common issues.

- When I start recording, the [Dictation Box](#) opens and the text is written there instead of in the app I'm working in.

If the cursor is placed in a text field that is unknown to Dragon Professional Anywhere, the Dictation Box is opened by default. To change your settings to dictate at the cursor instead, without the ability to navigate, edit or format the text using your voice, open the **Text Input** pane of the [Options](#) dialog box, go to the **What happens when the cursor is placed in an unknown text field?** section and select **Use Basic Text Control**.

The app you're working in might run using different user credentials or with administrator privileges. Dragon Professional Anywhere and your app must use the same user credentials for Dragon Professional Anywhere to be able to directly write the text in your app. Contact your administrator.

- When I speak, the ring around the microphone icon doesn't pulse green, and incorrect or no text is written.

You might have selected the wrong microphone during logon. To change to another microphone, select  > **Microphone** and select a microphone.

- When I start recording, Dragon Professional Anywhere reports an internal server error and I can't record.

Contact your administrator.

- I changed my settings in the **Options** dialog box, but they are not saved.

Make sure you select **Apply All** after you've changed your settings. If your changes are still not saved, this might be a network problem or server problem. Contact your administrator.

- The language of the Dragon Professional Anywhere user interface is different from the language I'm dictating in.

This is a configuration problem. Contact your administrator.

- The **What You Can Say** page shows a mixture of languages.

This is a configuration problem. Contact your administrator.

- I say the name of the auto-text, but the auto-text isn't inserted; instead, the command is written.

Make sure you say a valid auto-text name. To display a list of available auto-texts, say **what can I say** and scroll to the **Auto-texts** section.

If how the auto-text name is written and how it's pronounced are very different, make sure that the **Spoken form** (how it's pronounced) reflects this. For more information, see: [Spoken forms](#).

Your system might use a keyword to identify that there's an auto-text to process. To see which keyword your system expects you to use as part of the voice command, say **what can I say**.

- When I try to log on to Dragon Professional Anywhere, an error message is displayed: **No supported audio device is available. To start Dragon, connect a device and select Refresh.**

Connect your microphone and select **Refresh**. If the error message is displayed again, contact your administrator.

- When I log on to Dragon Professional Anywhere, a message is displayed: **The system is currently unable to retrieve your full speech profile. You can still log on and record, but some customized settings and features might be unavailable. This issue is temporary; your settings should be restored soon.**

Select **Continue** to start Dragon Professional Anywhere in resiliency mode. This feature enables you to log on and use speech recognition even when Dragon Professional Anywhere can't reach the server to verify your user credentials.

The following restrictions apply in resiliency mode:

You might not be able to use auto-texts and step-by-step commands.

You can't open the **Options**, **Manage Auto-texts** and **Manage Step-by-step Commands** dialog boxes.

You can't change or reset your password.

Full functionality will be restored when Dragon Professional Anywhere can connect to the server again and you then log on to Dragon Professional Anywhere.

- Dragon Professional Anywhere shuts down unexpectedly; no error message is displayed. The next time I start Dragon Professional Anywhere, a message is displayed: **A previous Dragon session shut down unexpectedly; you can send the corresponding log file to your system administrator for analysis.**

Select **Browse** to open the folder containing the log files and send the files to your administrator.

- When I open the personalization and help window by saying **what can I say**, the window isn't displayed properly or closes unexpectedly and an error message is displayed.

Contact your administrator.

- I work with a Philips SpeechMike or Nuance PowerMic 4 device, and my computer's screen saver isn't displayed after the configured period of inactivity even though recording is in standby mode and I'm not actively recording.

Press and hold the left mouse and touchpad buttons on your recording device for five seconds. When the firmware setting has been changed successfully, the device provides visual and audio feedback. This setting is stored on the device and needs to be changed individually for each device.