Dragon PowerMic Mobile Common FAQ's (Frequently Asked Questions)

Q1: **What versions of Android and iPhones are compatible with PMM (PowerMic Mobile).**
A1: iPhone 5 (iOS 8.0 or greater), Android 4.0 or greater.

Q2: **Unable to configure PMM (PowerMic Mobile) successfully on Android Devices. Receive web link error.**
A2: If your installation is not successful (error may be displayed on your mobile device) when pressing the configuration button you will see "Add Profile" on your PowerMic Mobile main screen on your mobile device. You will need to follow the steps below for copying and pasting the configuration URL to your profile to complete the installation process:

1. Press and hold the configure button on the installation page which matches your device.
2. Press or select "Copy / Copy Link Address".
3. Switch to PowerMic Mobile app
4. Press the "Add Profile" button within the PowerMic Mobile app.
5. Press, hold and release in the text section (white section) under "Profile URL"
6. Select "paste"
7. Go to text section (white section) under "Profile Name" and type "Profile 1".
8. Select "save" in order to complete the configuration

Q3: **Unable to pair successfully with Dragon and the workstation**
A3: Try logging off of Dragon and logging back in. This typically works. If not, select the manual option (See Job Aid and Supplemental below).

Q4: **Smartphone times our after a period of time and automatically disconnects the Dragon PMM application**
A4: It may be necessary to increase the auto-lock on your smartphone to much longer timeframe when using PMM. When the phone locks, it can require the user to reconnect with the target computer when they unlock.

Q5: **When working from home and I temporarily walk away from my workstation PMM gets disconnected.**
A5: You will need to back out of Citrix entirely and reconnect before trying PMM again.

Q6: **Dictation text box appears when dictating into the patient's record in Epic. Text appears in the text box and a message appears that the dictation text could not be saved but the text does in fact appear in the patients record. What is causing the Dictation text box to appear and how can I confirm my text is saved in the patients record?**
A6: Make sure before you start dictating that the cursor is placed in the patients note section in Epic. If not, the Dragon text box will appear and any text will need to be copied from the text box to the patients note section in Epic**.**

Q7: **Performance / Speed of the PMM (PowerMic Mobile) application varies on the location I am in. What can I do?**
A7: Performance is better in the East side of Froedtert than the West side. A network assessment is underway to determine locations where coverage is poor and to implement improvements to improve coverage.

Q8: **When using PMM (PowerMic Mobile) and I move to different workstations sometimes I need to log back in to Dragon and Epic. How can this be avoided?**
A8: If the user moves to another workstation, and starts a new DMO session, they will need to log off of PMM, and log back in. If they are picking up an old DMO session, and they are still using PMM as their source, there should be no issue with PMM and it should re-pair when they log into PMM.

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