Additional Instructions and Troubleshooting Tips

Logging In

- Locate the PowerMic Mobile icon on the mobile phone
- Log in using your Dragon Medical username (and password)
- Log in to Dragon Medical One, making sure to select the "Nuance PowerMic Mobile" microphone in the login window (see below)

Dragon Bar Microphone Status

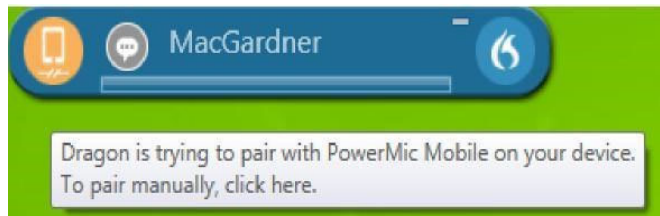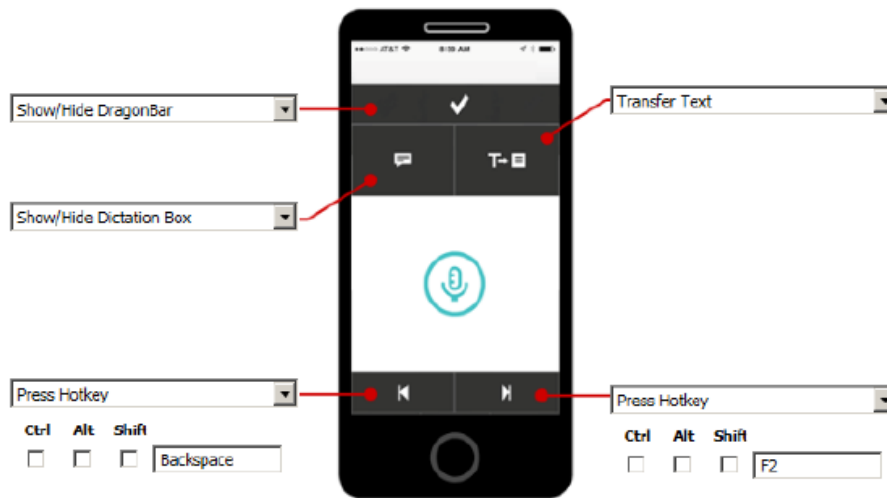☐ On position - Microphone is listening

☐ Off position

☐ Trying to pair – When you log into PowerMic Mobile it will scan for a target application for 2 minutes. If automatic pairing is unsuccessful tap **Scan** to retry or tap **Pair manually** to pair manually with a target.

Automatic microphone pairing usually works very well. If you have difficulty pairing, try manually pairing by clicking the yellow microphone icon on the Dragon bar as illustrated below. Click manual pairing on your phone and enter the Pairing ID. Follow steps below to pair manually. **Usually not necessary

Dragon is trying to pair with PowerMic Mobile on your device. To pair manually, click here.

PowerMic Mobile - Manual Pairing

Open PowerMic Mobile on Your Device

In the PowerMic Mobile app, enter this user name and pairing ID. If pairing is not successful, select a different device via your desktop application.

User name: **MacGardner**

Pairing ID: **WTKLYJ**

Close

PowerMic Mobile Microphone Status (on mobile)

Show/Hide DragonBar	▾
Show/Hide Dictation Box	▾
Transfer Text	▾

| Press Hotkey | ▾ |
| Ctrl Alt Shift |
| ☐ ☐ ☐ Backspace |

| Press Hotkey | ▾ |
| Ctrl Alt Shift |
| ☐ ☐ ☐ F2 |

Microphone Off and Microphone On

- Touch the microphone icon in the center of the phone to turn the microphone on

- Hold the phone microphone (usually on the bottom of the phone) about 1" from your mouth when dictating

- Touch the microphone icon in the center of the phone to turn the microphone off

- Microphone is off

- Microphone is on and ready for dictation

- Saying "Microphone off" also turns the PowerMic Mobile microphone off

- Log off PowerMic Mobile by clicking the menu icon at the top and selecting "Log Off"

- Users can close PowerMic Mobile as they would close any other application on the phone

To transfer text the user needs to follow these steps:
1. Dictate with PMM into the dictation box.
2. Shut off Mic
3. Place cursor in the note section in Epic
5. Press transfer text button

Setting up the microphone buttons:
1. Click on Blue Nuance Flame
2. Click Options
3. Click Microphone Buttons
4. Click on the dropdown menu and select *Press Hotkey*
5. Place cursor in the blank box and press *F2* key (or another key of your liking) on the keyboard.
6. Click *Apply All* and then, *Close*

Troubleshooting

1. 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.

   a. Press and hold the configure button on the installation page which matches your device.
   b. Press or select "Copy / Copy Link Address".
   c. Switch to PowerMic Mobile app
   d. Press the "Add Profile" button within the PowerMic Mobile app.
   e. Press, hold and release in the text section (white section) under "Profile URL"
   f. Select "paste"
   g. Go to text section (white section) under "Profile Name" and type "Profile 1".
   h. Select "save" in order to complete the configuration

2. Android PMM crashing after error "profile already exists".
   Troubleshooting steps:

   a. Close the PowerMic Mobile app if it's running.
   b. Access the Android settings.
   c. Choose Apps and Notifications.
   d. You may need to expand the app list to "See all <#> apps."
   e. Choose the PowerMic Mobile app.
   f. Choose Storage.
   g. Choose Clear Data and then Clear Cache.
      Note: Depending on the phone model, the order for these two steps may need to be reversed. Meaning, clear the cache first and then clear the data.
   h. Copy your site's configuration key from the email.
   i. Launch the PowerMic Mobile app, choose Add Profile and paste in the copied configuration key.

3. If the configuration link fails with your phone connected to Wi-Fi, turn Wi-Fi off on the phone and try again using cellular data. Some wireless networks may have firewalls blocking the connection.

4. If the phone is not connected to Wi-Fi and there is low cellular signal you may have difficulty using PowerMic Mobile.

5. Automatic microphone pairing usually works very well. If you have difficulty pairing, try manually pairing by clicking the yellow microphone icon on the Dragon bar as illustrated below. Click manual pairing on your phone and enter the Pairing ID.

6. Anytime your phone times out and the screen goes black, or when receiving a call, a Pairing PowerMic Mobile screen will appear until you turn your screen back on. It should reconnect automatically.

   There is a setting on your personal mobile device to change the timing in which the screen goes black. This is referred to as the "Auto-Lock" setting. A word of **caution** when increasing the "Auto-Lock" time setting is that the battery life of your device will decrease.

   Changing your "Auto-Lock" setting (iPhone):
   a. Go to "Settings".
   b. Go to "Display and Brightness" setting.
   c. Go to the "Auto-Lock" setting.
   d. Change the time you desire.

   Changing your "Auto-Lock" setting (Android) - ***Note**: The steps below could be different depending on the type of Android device being used:
   e. Go to "Settings".
   f. Go to "Display".
   g. Go to the "Screen Time Out".
   h. Change the time you desire.

7. If your installation is successful after using one of the two configuration buttons you do not need to copy and paste the configuration URL to the profile. When successful you will see "Profile 1" listed in the profile setting on the PowerMic Mobile main screen on your mobile device. At this point you can proceed to log into PowerMic Mobile.

8. When you log in to PowerMic Mobile it will scan for a target application for two minutes. If automatic pairing is unsuccessful, tap Scan to retry or tap Pair manually to pair manually with a target.

   a. ***Note**: If automatic pairing is taking a long time, before trying to pair manually please check or perform the following:
      i. Have you logged in to DMO (Dragon Medical One) on your PC and have "PowerMic Mobile" selected as your microphone on your workstation.
      ii. If you are logged into DMO (Dragon Medical One) you may need to try logging off and logging back in again using the correct microphone (PowerMic Mobile).

      *Note: To log off tap the "blue flame" icon (see below) on the recording screen and select log off.

9. When paired with the target successfully, PowerMic Mobile displays the recording screen on your PC.