Dragon Version 11.5 Release Notes

July 25, 2011

Copyright © 2011 Nuance, Inc.

Dragon Version 11.5 includes new features and bug fixes. Please read this document for descriptions about how to install/uninstall the product and known issues that are present in Dragon Version 11.5 and potential workarounds. These known issues appear in sections by feature category.

Note: Please ensure that the issues you report are not already listed in this document.

SYSTEM REQUIREMENTS

- CPU: minimum 1 GHz Intel® Pentium® or equivalent AMD processor or 1.66 GHz Intel® Atom® processor. We recommend 1.8 GHz Intel Dual Core or equivalent AMD processor.

  Note: The SSE2 instruction set is required. Streaming SIMD Extensions (SSE) are not supported.

- Operating systems and RAM:

Operating system	32-bit	64-bit	RAM	
			Minimum	Recommended
Windows 7	√	√	2 GB	4 GB
Windows XP Home (SP2 or higher)	√	X	1 GB	2 GB
Windows XP Professional (SP2 or higher)	√	X	1 GB	2 GB
Windows Vista, including SP1 and SP2	√	√	1 GB	2 GB
Windows Server 2003 (SP2 or higher)	√	√	2 GB	4 GB
Windows Server 2008, including SP1 and SP2, and R2	√	√	2 GB	4 GB

Note: Windows 2000, Windows 2000 Server, and Windows XP 64-bit are not supported and installation is blocked on those systems.

- 512 KB minimum L2 Cache. Recommended: 2 MB L2 Cache.
- Minimum of 2.5 GB of free hard disk space for a custom installation where you install only the program files and 1 set of speech files.
- Sound card capable of 22 kHz 16-bit audio recording (11 kHz 16-bit audio is also supported).
- Microsoft® Internet Explorer® 6 or higher (free download available at www.microsoft.com)
- An Internet connection for product activation.
- DVD drive required for installation.
- Nuance-approved noise-canceling headset microphone. For a complete listing of Dragon-compatible audio input devices, visit the Hardware Compatibility List on the Dragon Support Web pages.

- Speakers (required for playback of recorded speech and text-to-speech features)
- For Bluetooth wireless microphone support, visit http://support.nuance.com/compatibility.

Note: This edition of Dragon does not support dictation directly into Electronic Medical Record (EMR) Systems. For EMR support, please use the Dragon Medical edition.

DECIDING HOW TO INSTALL

Use the following table to determine what installation scenario applies to you, and how you should proceed:

Description	Steps
Installation on **a computer that does NOT have a**	If your test computer does NOT already have a previous version of Dragon installed, simply install Dragon 11.5 on it:

previous version of Dragon installed	• See <u>Installing the Dragon 11.5</u> for more information.
	Note: You can use a Dragon User profile from a previous release of Dragon (versions 9, 10 or 11.0). See <u>Loading a User profile from a previous version of Dragon</u> for information.
Installation on a **computer that has a previous version of Dragon already installed:**	Uninstalling the previous version of Dragon (V9, 10 or 11.0) is not necessary; the installer will upgrade your User profiles to V11.5. If you install on a machine with Dragon version 8 already installed, version 8 will be uninstalled. **<u>Note</u>: If you install Dragon 11.5 over a previous version of Dragon, you can choose to upgrade your user profiles from previous versions of Dragon, but your previous version of Dragon will be uninstalled.** For more information, see <u>Preparing to install Dragon 11.5 over a previous version of Dragon</u> After completing these steps: • Install Dragon 11.5. See <u>Installing Dragon 11.5</u> • Re-install your previous version. See <u>Reinstalling a previous version of Dragon and restoring your user files</u>.

BACKING UP YOUR USER PROFILES FROM A PREVIOUS VERSION OF DRAGON

Who should read this section:
You should follow these instructions if you are either:
• Installing over versions 9, 10 or 11.0 of Dragon.
• If you are installing over a previous version, please read <u>Preparing to install Dragon 11.5 over a previous version of Dragon</u> after backing up your user profiles.   Installing on a computer that does not have a previous version of Dragon installed, but you want to use your Dragon user profiles from another computer.
If neither of these conditions applies to you, please proceed to <u>Installing Dragon 11.5</u>.
Note: When you install Dragon 11.5, the previous version of Dragon will be removed from your computer and when you start Dragon you will be asked to upgrade your user profiles to Version 11.5.

On the machine where a previous version of Dragon is installed (V9, V10 or V11.0):

1. Start Dragon.

2. From the Profile menu, select Manage User Profiles. This displays the Manage User Profiles dialog box.

3. In the dialog box, select the user profile(s) you want to export for safe-keeping.

4. Once you have selected a User, click the Advanced button and then select Export. This displays the Browse for Folder dialog box.

5. In the Browse for Folder dialog box, select a directory where you want to export the user profile (feel free to use an external USB drive) and click OK. (Make sure to select a folder that is not under an existing NaturallySpeaking directory since these directories may be deleted during the uninstall process.) You can also use the Browse for Folder dialog box to create the appropriate folder.

For example, you can save the files to C:\DNSV10Users. Once you have selected an appropriate directory, click OK. This action causes the user profile will be copied to the specified location.

6. Repeat for each user profile that you want to save.

7. **Back up your user profiles to another directory on your hard drive, a CD or DVD, a removable storage device (USB thumb drive), or network drive.**

PREPARING TO INSTALL OVER A PREVIOUS VERSION OF DRAGON

> **Who should read this section:**
> You should follow these instructions if you are installing over versions 9, 10 or 11.0 of Dragon.
>
> If you are installing on a computer that does not have a previous version of Dragon installed, see Installing Dragon 11.5.
>
> **Note**: If you install over a previous version of Dragon, all your user profiles will be upgraded to V11.5, but your previous version of Dragon will be uninstalled and will not work until you uninstall Dragon 11.5 and reinstall the old version.

If your only choice is to install on a computer that runs a previous version of Dragon NaturallySpeaking, you must follow these steps to re-install the previous version:

Backup your User profiles

See the previous section, Backing up your User profiles from a previous version of Dragon for instructions on saving your user profiles to a safe location.

Find your original CD or DVD installation media

Make sure you have the original installation CD or DVD and the serial number that came with your previous version of Dragon.

Note: If you do not have the original installation CD or DVD and serial number, you will not be able to reinstall your previous version of Dragon..

Back up custom words from previous releases

You can add custom entries to your vocabulary using the Vocabulary Editor or the Add Words from Word Lists feature, as well as the email-analysis and document-analysis tools. In addition, Dragon may have added to your vocabulary new words you entered in the process of correcting a misrecognition.

To see if you have any entries in your vocabulary:

1. Select Vocabulary > Open Vocabulary Editor from the DragonBar.
    This displays the Vocabulary Editor dialog box.

2. Select "Custom words only" from the Display pull down at the bottom of the Vocabulary Editor dialog box.

Export your custom words:
Select Vocabulary>Export custom word and phrase list from the DragonBar. This displays the Export Custom Words dialog box.

You will be prompted to save the custom words to a text (txt) file.

Note: Make sure to save this .txt file in a place you will remember and save a copy to an external source. If you don't have any custom words, Dragon will display the following message, "No custom words found in the current vocabulary."

For information about importing your custom words after re-installing your previous version of Dragon, see Reinstalling a previous version of Dragon.

Back up custom commands from previous releases

Custom commands are voice commands that can enter text and graphics, as well as activate menu and keystroke commands in any application. You can modify, copy, import, export and delete custom commands.
To view your custom commands:

1. Open the Command Browser by clicking Tools>Command Browser on the DragonBar.

2. Navigate to Script Mode. This displays the Grammar, or context where custom commands are available. By default, the Global Commands are displayed.

3. To view a different command grammar, select one from the Grammar list (top left corner).

To back up any custom commands you have created:

1. Open the Command Browser by clicking Tools>Command Browser on the DragonBar.

2. Click the Manage button.

3. Use the Group list to select the command group containing the commands you want to export.

4. Click the plus sign (+) to expand the list of commands that appear if needed to find the command(s) you want to export.

5. Click the check box to the left of any commands you want to export so that a check mark appears in it.

6. Click the Export button on the task pane.

7. In the Export Commands dialog box, you can either:

   - Enter a new file name and click Save.

   - Choose a File name from the ones listed, click Save, and then Click either Overwrite, Merge, or Cancel on the Export Commands dialog box that appears. Overwrite replaces the commands in the existing file with the ones you selected. Merge adds the commands you selected to the ones already in the file.

Note: Make sure that you save the Commands (.dat) file in a place you remember and save a copy to an external source.

For information on importing your custom commands after you reinstall your previous version of Dragon, see Reinstalling a previous version of Dragon.

INSTALLING THE VERSION 11.5

Who should read this section:
If you are installing on a computer that contains a previous version of Dragon, please follow the instructions listed in Backing up your User profiles from a previous version of Dragon and Preparing to install over a previous version of Dragon.

To install Dragon:

1. **Disable any anti-virus software programs** and close all Windows programs that are currently running on your computer. This is important to avoid conflicts that might occur.

2. **Double-click the file NaturallySpeaking.exe:** the installation should begin to run immediately. Click Next to continue.

   - Install the prerequisite software when prompted.
     Dragon requires that Microsoft Visual C++ 9.0 runtime software be installed before Dragon:

     If Microsoft Visual C++ 9.0 runtime is not found on your system, the installation will prompt you to install it. Click **Install** to continue.

     It may be necessary to restart the computer after installing the Visual C++ runtime. You will be prompted to restart the computer, if needed.

     Note that if Visual C++ 8.0 runtime is present from a previous installation of Dragon version 10, it will remain installed; you do not need to uninstall it when working with version 11.5.

3. The Dragon installation should start automatically after the prerequisites complete installing. When prompted, click Next.

4. **Enter the product serial number:** When prompted, enter the product serial number.

5. **Choose "Typical/Complete" as your setup type and an installation directory**

The following directory structures and file locations assume an installation to the default location:

Windows XP Pro/XP Home:
C:\Program Files\Nuance\NaturallySpeaking11
        \Help
        \Program
        \Tutorial (optional)
C:\Documents and Settings\All Users\Application Data\Nuance\NaturallySpeaking11
        \Custom
        \Data
        \RoamingUsers
        \Users
C:\Documents and Settings\<username>\Application Data\Nuance\NaturallySpeaking11
        \Results

Windows Vista and Windows 7
C:\Program Files\Nuance\NaturallySpeaking11
        \Ereg
        \Help
        \Program
        \Tutorial (optional)
C:\ProgramData\Nuance\NaturallySpeaking11
        \Custom
        \Data
        \Data\Training
        \Users
C:\Users\<username>\AppData\Roaming\Nuance\NaturallySpeaking11
        \Results
Windows Vista and Windows 7 (64-bit)
C:\Program Files(x86)\Nuance\NaturallySpeaking11
        \Ereg
        \Help
        \Program
        \Tutorial (optional)
C:\ProgramData\Nuance\NaturallySpeaking11
        \Custom

\Data
\Data\Training
\Users
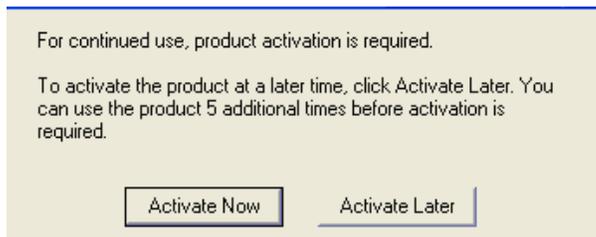*C:\Users\<username>\AppData\Roaming\Nuance\NaturallySpeaking11*
\Results

Activating the product

The first time you start Dragon, you will be prompted to activate your copy of NaturallySpeaking. If you do not activate, it will stop working after starting it 5 times.

To activate the product:

1. Start NaturallySpeaking. This displays the Activation dialog box:

    For continued use, product activation is required.

    To activate the product at a later time, click Activate Later. You can use the product 5 additional times before activation is required.

    | Activate Now | Activate Later |

2. Click **Activate Now**. This displays the Activation Screen

    Click Activate Automatically to activate via the Internet now. No personal information will be sent during activation.

    If you choose not to activate automatically, click Activate Manually.

    | Activate Automatically | Activate Manually | Cancel |

    Click **Activate Automatically** to automatically activate the product. Selecting **Activate Automatically** requires no further action from you.

    Click **Activate Manually** to proceed through the activation process.

3. If you selected **Activate Manually**, the Enter Key dialog box displays:
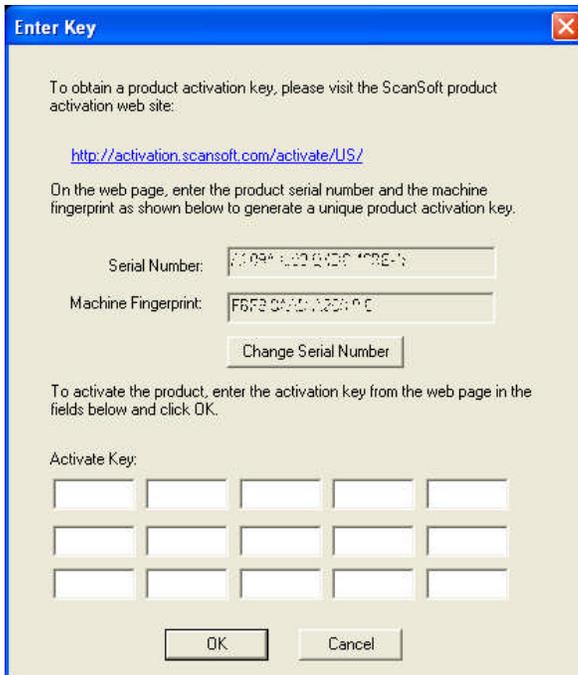
(Note: unique numbers deliberately obscured)

4. To complete the Manual registration, click on the URL listed at the top of the dialog box:

    http://activation.Nuance.com/activate/US/

    This brings you to the Nuance activation page and displays information similar to the following:

5. Click "Generate Activation Key" to create an Activation Key:

6. Select the entire activation key and copy it (CTRL+C). Place your cursor in the first field of the "Enter Key" dialog box and paste the activation number into it (CTRL+V). This pastes the

entire number into the Activate Key field.

Activate Key:

7. Click OK to manually complete the activation.

Note: If you skip activation, you can only start NaturallySpeaking 5 times. After 5 starts, you must activate NaturallySpeaking to continue.

LOADING A USER PROFILE FROM A PREVIOUS VERSION OF DRAGON

To use a user profile from a previous version of Dragon, you must

- Back up the desired user profile(s). For more information, see Backing up your User profiles from a previous version of Dragon.
- Copy the user profile(s) to the machine where you will use Dragon.

Upgrading user profiles from a previous version of Dragon

When you start Dragon, the program detects any user profiles you kept from a previous version, as long as they were stored in the default Users directory. You will be prompted immediately to upgrade the users.

If you want to upgrade user profiles before you start Dragon, use the User Profile Upgrade Wizard, instead. If your previous user profiles are located in a directory or storage device that is not automatically detected by Dragon, you will need to run the User Profile Upgrade Wizard, or open the user profiles by changing the location in the Open User Profiles dialog box.

To start the User Profile Upgrade Wizard:

1. Click Start>Dragon NaturallySpeaking 11.5 >Dragon NaturallySpeaking Tools>Upgrade User Profiles.

2. On the Select User Profiles to Upgrade page, modify the list of users to include users that you want to upgrade. The wizard starts by including all users in the Users folder of your previous version of Dragon as candidates to upgrade. You add users to the list by clicking the "Browse to add a profile…" button, which allows you to browse for additional users in other locations. You remove users from the list by selecting them and clicking the "Remove from list" button. After the list contains the users you want to upgrade, click Next.

3. Click Next and choose the location to save the upgraded user files. As the User Profile Upgrade Wizard updates your user profiles to work with Dragon version 11.5, it keeps a copy of the old user profiles in the location you choose, in case you need them again.

4. Click the Browse button in the "Choose where to store the upgraded profiles" screen of the wizard to select the location for the upgraded user profiles. If you do not set a location, the profiles are placed in the default location. By choosing the default location, you will be able to open the upgraded user profile(s) without switching folders in the Open User Profiles dialog.

5. Click Next to proceed to the Upgrade User Profile page where you click Begin to start the upgrade process. Expect to wait approximately 10 minutes for each user being upgraded.

Note: When the upgrade process is complete, click Finish. If the User Profile Upgrade Wizard ran when you started Dragon, the Open Profile User window displays a list of users and you can select a user to dictate.

The user upgrade process will leave the old user files in their original location.

KNOWN ISSUES

INSTALLATION

It is possible to install Dragon 11.5 Professional edition over Dragon 11.0 Professional VAR edition. This installation scenario is not recommended and will result in the loss of voctool functionality.

Workaround: To upgrade the Professional VAR edition to version 11.5, please install the version 11.5 Service Pack.

GENERAL

In the French New User Wizard, the following text that appears on the screen to analyze documents and e-mail is inaccurate. Rather than "Rechercher les informations suivantes" should be "Examiner les données suivantes."

USER PROFILES

When installing DNS 11.5 over a previous Dragon version, you may see the message, "Upgrading speech files." This message refers to upgrading the data files shipped with the product. It does NOT refer to upgrading your user profiles. You will have the opportunity to upgrade your user profiles when you launch Dragon 11.5 or at any time from the Open User dialog or from the User Profile Upgrade Wizard.

DRAGON REMOTE MICROPHONE (iPhone)

In the case of a connection problem between the iOS device and the PC, a message appears on the iOS device: "Connection problem: There is a problem connecting to the computer over the network. Please check the receiving computer." But no corresponding message appears on the PC. If you are experiencing a connection problem, look on your iOS device for an error message.

Entering an incorrect IP address on the iOS device may cause the app to hang or to exit unexpectedly.

When entering an incorrect port number or an incorrect IP address for the target computer into the Remote Microphone application, it may take up to 1.5 minutes for the connection to time out before an error message is displayed. The length of the timeout depends on the network configuration.

DICTATION

When dictating in an application for which Dragon does not provide Full Text Control, special characters may be rendered incorrectly. These are typically characters rendered by pressing a Ctrl+Alt+key sequence. The following are example characters that may not appear correctly:
    e appears instead of €
    q appears instead of @
    8 appears instead of [
    9 appears instead of]

United Kingdom and Canadian postal codes may be formatted incorrectly.

MICROSOFT EXCEL

When double-clicking a cell, all dictation is recognized as a command rather than dictation.

Workaround: Single-click the cell or select the cell and press F2 to enter editing mode.

COMMANDS

Cursor movement commands only do not work properly with values of 20 of higher. For example, the command "move right twenty" moves the cursor to the right 2 characters instead of 20 characters.

When the microphone is in the sleep state, noise may be interpreted as the "Wake up" command. When this occurs, the microphone becomes active unexpectedly and will begin recognizing text.

Workaround: To avoid this situation, turn the microphone off or minimize background noise while the microphone is in the sleep state.

Commands for opening applications may not function if the Start menu contains many items, such as more than 500 items.

FACEBOOK AND TWITTER COMMANDS

The commands to post to Twitter display a Twitter login screen. This screen includes edit controls for entering your Twitter username and password. These fields must be used for Dragon to post to Twitter. The Twitter login screen also includes a "Login" link in the upper right-hand corner. Do NOT use this link when posting from Dragon.

CORRECTION/SPELLING

In Microsoft Word and in Microsoft Outlook when Word is used as the editor, using commands such as Copy That, Cut That, Paste That and Undo That will turn off Caps Lock if it is set when the command is spoken.

When correcting multiple instances of the same word, the Choose All command cannot be used from the Spelling Window. If the Spelling Window is invoked after speaking the Choose All command, the changes you make in the Spelling Window will only apply to the last instance of the word in the document.

French – When speaking the "ceci entre guillemets" (quote that) or "ceci entre crochets" (bracket that) commands and then speaking the "corriger ça" (correct that) command, the Correction menu is empty.

French – When speaking the "Ceci entre guillemets anglais" (English quote that) command and then speaking a capitalization command, for example "Ceci en maj" (cap that), a space is inserted between the initial English quote and the first word of the utterance.

When selecting a large amount of text, more than 60 characters, the Correction menu may not open or the Correction menu opens but some of the text is unselected.

VOCABULARIES/WORD PROPERTIES

The hyphen character is not valid in the Spoken Form field of the Vocabulary Editor and the Train Word dialog.

When dictating United States addresses with a UK English vocabulary, street numbers and ZIP codes may be formatted as dates rather than as numbers and ZIP codes.

Workaround: This issue may be resolved by changing the Dates as Spoken option on the Formatting dialog.

TRANSCRIPTION

Before transcribing an audio file, ensure the target application, where you want the transcribed text to appear, is running and has focus.

SIDEBAR

The OpenOffice Writer Sidebar topics includes extraneous spaces between paragraphs.

HELP

In the Home edition, the Help button on the Playback/Text-to-Speech tab of the Options dialog does not display a help topic.

In the New User wizard in the Home edition, the "View Information" help link on the Read Training Text Without Prompting screen is not functional.