

Support information Guide

Important Information

Dragon Speaking home version requires that you connect using Norton Healthcare Duo 2Factor system for a secure connection. If you have not setup your Duo 2Factor account please stop and set that service up first.

Before you start each time:

Please ensure that before you begin your sessions that you have authenticated to Norton Healthcare MyApps via our 2Factor process and have logged into Epic.

Dragon NaturallySpeaking Support Links

Version 13 Installation Guide and User Guide – click [here](#)

Quickstart Guide – click [here](#)

Command Cheat Sheet – click [here](#)

Drago Support Site – click [here](#)

(Contains various links (User Guides, quick start cards, cheat sheets, demo videos, workbooks, headset guides, Dragon Support Forum, and ask the dictator, frequently asked questions, and Support contact information)

Dragon Phone support Contact Information

Customer Service
Monday-Friday, 9am to 8pm (EST/EDT)
(800) 654-1187

For help with Product/Sales Inquires, Activation, Licensing, Registration and Returns.

Technical Support
Monday-Friday, 9am to 8pm (EST/EDT)
(770) 702-6014

See next page for General Support Tips



General Support Tips

Nuance suggestion when dictating to a web EMR application (<i>such as Epic</i>)	“using the Dictation Box to gain Full Text Control on any web page from any web browser” then copy and paste the text into the EMR (Epic)
Status of “Text Control” being available	The Text Control Indicator on the Dragon Bar (shown as a checkmark) will be displayed in green when Full Text Control is available. If the Text Control Indicator is gray, Full Text Control is not active for the field or object that is currently in focus.
Support for Installing and enabling the Dragon Web Extension or to reinstall the Dragon Web Extension	Click HERE (Note this is a Nuance Support site)