

Troubleshooting *Dragon NaturallySpeaking v.8*

Before doing anything – check for new updates under the *HELP* menu on the DragonBar.

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Problems while dictating:

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If nothing happens when you speak

If you get no response when you speak into the microphone:

- *Check to see that the microphone is on and that it is not asleep.* (If the microphone is asleep, the volume indicator display on the DragonBar is gray.)
- *Check to see that the microphone is properly connected to the computer and is plugged into the correct port, usually the microphone jack.*
- *Check your microphone and sound system by running the Audio Setup wizard.* To run the Audio Setup wizard, click or say "Check your audio settings" in the Accuracy Center. You can also say "Check Audio Settings" at any time Dragon NaturallySpeaking is running and the microphone is active.
- *Make sure the window in which you want to dictate is active (its title bar is blue instead of gray at the top).* The active window can change when you use another application or save your user files. A window or dialog box must be active for you to dictate into it successfully.

*****Note**

If the Dragon NaturallySpeaking microphone icon is asleep, say "Wake Up."

If Dragon NaturallySpeaking displays an error message

When Dragon NaturallySpeaking displays an error message:

1. Read the message carefully. It may give you enough information to determine what to do.
2. *If you dictated text into your document, click Close to close the error message box and then save your document.*
3. *****Do not save your user files.*****
4. Copy the error message log file (Dragon.log) to a safe place. To locate this file, click Start on the Windows Task bar, point to Programs, point to Dragon NaturallySpeaking 8.0, and click Show Dragon log. This file is normally located in the C:\Documents and Settings\\Application Data\ScanSoft\NaturallySpeaking8 folder. Technical Support may ask you to send this file for further study.
5. *Exit Dragon NaturallySpeaking and start it again.* In some cases it may be necessary to restart your computer.
6. Contact KarenButzen@sd54.org and she will continue to troubleshoot with you.

If performance is slow

- *If you have been dictating a single document for a long time (for example, for over an hour) and performance is slowing, save the document, close it, and then reopen it.* Note that in DragonPad you must open another document or create a new document to close the current document. In most editions, you will not be able to play back or correct by voice text that you dictated before reopening the document.
- *Check your microphone and sound card by running Audio Setup wizard* (click or say "Check your audio settings" in the Accuracy Center). You can also say "Check Audio Settings" at any time Dragon NaturallySpeaking is running and the microphone is active. If your audio signal level is low, more memory is used to recognize your speech and the product will run more slowly.

If Dragon NaturallySpeaking runs more slowly on your portable computer when you are using your battery, you may be able to speed performance by plugging into an outlet.

If recognition is poor or deteriorating

- *When you are wearing a headset microphone, always make sure the microphone is positioned properly and has not moved away from where you originally positioned it when you ran the Audio Setup wizard.*
- *Try moving the headset microphone closer to the corner of your mouth. It should not touch your mouth, but it can be almost touching. You should then run the Audio Setup wizard to update its settings for this position.*
- *Make sure your microphone is working properly.* Deteriorating microphone input is the most frequent cause of deteriorating accuracy. Run the Audio Setup wizard to check that the microphone input is still acceptable (click or say "Check your audio settings" in the Accuracy Center).
- *Click or say "Perform additional training" in the Accuracy Center, and train Dragon NaturallySpeaking some more to better understand your voice. This is particularly helpful if the background noise has changed or your voice sounds differently, for example because you have a cold.*
- *If you have multiple users on your system, make sure the correct user is open.* The name of the open user has a check mark next to it in the Open Recent Users submenu on the NaturallySpeaking menu of the DragonBar.
- *If you have not done so, teach Dragon NaturallySpeaking your personal choice of words and word usage.* To do this, click or say "Add words from your documents to the vocabulary" from the Accuracy Center. You will be prompted to select one or more documents that represents how you write and the words you commonly use for Dragon NaturallySpeaking to process and add to its vocabulary.
- *If you changed your microphone or sound system, run Audio Setup wizard.* To run the Audio Setup wizard, click or say "Check your audio settings" in the Accuracy Center.
- *Run the [Accuracy Center](#).* You can open the Accuracy Center by clicking Accuracy Center on the Tools menu of the Dragon Bar. You can also say "Open Accuracy Center" at any time Dragon NaturallySpeaking is running and the microphone is active.

If commands are being recognized as text

- *Pause briefly before and after saying the command.* Dragon NaturallySpeaking uses the length of the pause between two utterances to determine whether you are saying a command or dictation words. Do not pause, however, before saying dictation commands, such as "Cap", "New-Line", or "New-Paragraph". You can change the length of the pause that Dragon NaturallySpeaking recognizes to identify a command on the [Commands tab of the Options dialog box](#).
- *When using the commands "Select," "Insert Before," and "Insert After," you do not pause until after you say the words to complete the command. For example, to select the word "hello," you say "Select hello" without pausing after "Select."*
- *Be sure you are saying a valid command.* You can open the [Command Browser](#) and perform a search for that command to see if it is valid.
- ****Hold down the Control key as you start to say the command.*
This hot key disables dictation and forces Dragon NaturallySpeaking to recognize what you say as a command.
- *To train voice commands that are often mistaken for dictation, click Train on the Words menu of the DragonBar.*

If dictation is not recognized correctly

- *If extra words often appear in your document when you pause, for example, "and," "in," or "the," the program may be interpreting your breath as speech.* Try moving the microphone slightly farther from your mouth and to the side. If this helps, training a new user again with the microphone in the new position may further improve performance.
- *Dragon NaturallySpeaking may transcribe extra small words, or the program may split large words into short words, if the "Pause required before commands" setting is at too short an interval.* To increase the interval, click Options on the Tools menu of the DragonBar, click the Commands tab, and drag the "Pause required before command" slider to the right.
- *If you are having trouble because dictation words are mistaken for commands, or certain words are consistently misrecognized for others, click Train on the Words menu and train the words that are causing problems.*
- *If you want to type a word that is also a command, say the word as part of a phrase without pausing before the word.*
- ****You can press and hold the Shift key to force Dragon NaturallySpeaking to recognize the following utterance as dictation and not as a command.*
- *If an acronym is not being recognized correctly, click or say "View or edit your vocabulary" on the Accuracy Center and assign the acronym a different pronunciation. For example, if you often get "usually" when you say "USA," you*

- could specify a spoken form of "American acronym" for the written form "USA." You would then say "American Acronym" every time you want to type "USA."
- *If a word you often use is frequently misrecognized as a word you never use, click or say "View or edit your vocabulary" on the Accuracy Center and delete the word you do not use.*
 - *Dragon NaturallySpeaking normally types numbers smaller than 10 as words. You can *enter numbers smaller than 10 as numerals (0, 1, 2-9) without having to correct them by saying "numeral" and then the number.**
 - ****When you want to correct a small word like "in," it's usually easier to select and correct the surrounding words at the same time.*

If you have trouble dictating in a word processor

- *If saying "Undo That" fails to undo an action, try repeating the command until you completely undo the operation. Since some Dragon NaturallySpeaking commands actually perform a series of smaller actions, saying "Undo That" just once may fail to undo an action completely.*
- *If Microsoft Word (or any other Microsoft Office application) is not responding to your "Click" commands, make sure that "Use Active Accessibility for Menu and Dialog Control" is selected on the [Miscellaneous tab of the Options dialog box](#). Active Accessibility (i.e. a feature that allows people with impairments to more easily use Windows) is not available or not needed for all versions of Windows. If Active Accessibility is not installed or not needed, this option is dimmed.*
- *If performance is slow in your word processor, click the Related Topics button below and go to the "If recognition is slow" topic.*
- *Make sure the commands you want to use are valid by searching for them in the [Command Browser](#).*
- *If you have problems using Dragon NaturallySpeaking with Microsoft Word XP, for example if the program freezes or commands stop working in a Microsoft Office XP application, it may be that the Microsoft Word XP's built-in speech recognition is interfering with Dragon NaturallySpeaking. You can disable the built-in speech recognition and re-enable Dragon NaturallySpeaking by following instructions posted in the ScanSoft Knowledge Base located on the Internet at <http://knowledgebase.scansoft.com/>.*

Preventing vocal strain

When dictating for long periods of time, posture, correct breathing, and regular breaks are important.

- Use good posture: sit up straight or stand in front of your computer.
- Do not speak in a loud voice or in any way that is stressful to you.
- Breathe deeply from your abdomen and not from the top of your chest.
- Loosen up and relax: stretch your arms, shoulders, neck, and jaw muscles.
- Take occasional breaks: get up, move around, and stretch.
- Keep your vocal cords moist: take sips of water (you can use a straw so you do not need to move the microphone).
- Do not dictate for longer than is comfortable.

Positioning the microphone correctly

Positioning the microphone correctly is one of the most important things you can do to enhance recognition accuracy. If the microphone moves even slightly away from the optimal position, your recognition accuracy may significantly deteriorate.

For optimal speech recognition, position the microphone carefully and consistently every time you use it.

To position a headset microphone

1. Squeeze the foam rubber wind screen so that you feel the microphone.
2. Make sure the front of the microphone points toward your mouth. The front may be indicated by a colored dot, the word "Talk," or some other label.
3. Position the microphone so that the back of your thumb, which you are using to squeeze the microphone, just touches one corner of your mouth.
4. Keep the microphone at the corner of your mouth and not directly in front of your mouth.

Running the Audio Setup Wizard

The Audio Setup Wizard helps you test and adjust the microphone input volume and solve audio input and output problems.

To run the Audio Setup Wizard

1. On the Tools menu of the DragonBar click Accuracy Center.
2. When the Accuracy Center opens, click or say "Check your audio settings."
3. Follow the instructions on the Audio Setup Wizard screen. For additional information, click the Help buttons in the wizard.