

Installation and configuration information for

Dragon NaturallySpeaking Professional v12





What?	There are a number of PC configuration issues that can stop NaturallySpeaking Professional from working correctly. This can mean that when the user loads the software for the first time (normally during their first training session), it does not work properly resulting in lost training time and additional calls to their IT department.
How?	Log onto the PC that you are installing this software onto (with Local Administrative rights) and follow the steps detailed in this document. This process should only take a few minutes.
Why?	By carrying out this series of systems checks & configuration procedures for the installation of MS Office, the anti-virus software and the NaturallySpeaking Professional software you are installing, you are ensuring that NaturallySpeaking Professional is ready to load up correctly and operate effectively. Without performing these actions, the user may have software issues from the moment they start their application.
When?	These actions need to be carried out PRIOR to the users training session and at the time of software installation.



*If you have any questions or queries regarding carrying out these checks, please contact our support line:
Freedom of Speech Ltd on 01903 264008*



Checklist of pre-requisites

Prerequisite number	Action	Page Number Reference	Prerequisite completed? ✓
#1	Check PC meets minimum specifications	4	
#2	Install Dragon NaturallySpeaking software (with anti-virus software disabled where possible)	5	
#3	Configure user rights to Dragon NaturallySpeaking program & user folders as FULL CONTROL	6	
#4	Configure anti-virus software to exclude Dragon NaturallySpeaking program & user folders from background running scans	7	
#5	Ensure Microsoft Alternate User Input application is disabled	8	
#6	Create & configure a back up voice file folder on a shared server drive	9	
#7	Create 'Trusted Locations' in MS Office 2007/2010 applications (if required)	10	
#8	Disable 'Protected Mode' in Adobe Reader X and XI (v10 & v11)	11	



Prerequisite #1: Check PC meets minimum specifications

Check that the specification of PC/laptop that is to have NaturallySpeaking Professional v12 installed onto it meets (or exceeds) these specifications:

- ✓ Intel® Pentium® IV 2.2 GHz processor (for example Pentium® M, Pentium® 4 or equivalent AMD® processor - faster processors will yield faster performance) - IMPORTANT: SSE2 instruction set required
- ✓ 2 GB RAM memory for Windows XP and 4Gb RAM for Windows Vista, Windows 7 and Windows Server 2008
- ✓ 4 GB free hard disk space
- ✓ Supported Operating Systems:
 - Microsoft Windows 7 and higher, 32-bit and 64-bit
 - Microsoft Windows Vista SP2, 32-bit and 64-bit
 - Microsoft Windows XP SP3, 32-bit only
 - Windows Server 2008 SP2 and R2, 32-bit and 64-bit
- ✓ Creative® Labs Audigy PCI soundcard or equivalent high quality external USB soundcard
- ✓ Microsoft® Internet Explorer 7 or higher (free download available at www.microsoft.com) - Internet Explorer 9, Firefox 12 or higher, or Google Chrome 16 or higher are required in order to experience the enhanced capabilities in Gmail and Hotmail
- ✓ DVD-ROM drive (required for installation)
- ✓ Speakers (required for playback of recorded speech and text to speech features)
- ✓ Nuance-approved noise-cancelling headset microphone
- ✓ An internet connection is required for activation



Prerequisite #2: Install Dragon NaturallySpeaking software

Log onto the PC with local administrative rights and insert the Dragon NaturallySpeaking Professional v12 DVD.

Disable the anti-virus software (temporarily) if possible.

Follow the installation wizard accepting all the default settings. You should find the installation code on a sticker inside the DVD box or on a label on the DVD sleeve.

Reboot the PC at the end of the installation to complete this step.



Prerequisite #3: Configure user rights to Dragon NaturallySpeaking program & user folders as FULL CONTROL

NaturallySpeaking needs to access both the Nuance program folders and the user's voice files. Any 'profile' restriction will result in NaturallySpeaking crashing or user's not being able to save their voice files.

Ensure that the end user Window's logon gives them FULL CONTROL access to the following folders (and all sub-folders):

Dragon NaturallySpeaking version 12 (running Windows XP):

C:\Program Files\Nuance\NaturallySpeaking12

C:\Documents and Settings\All Users\Application Data\Nuance\NaturallySpeaking12\Users

Dragon NaturallySpeaking version 12 (running Windows Vista & 7):

C:\Program Files\Nuance\NaturallySpeaking12

C:\ProgramData\Nuance\NaturallySpeaking12\Users



Prerequisite #4: Configure anti-virus software to exclude Dragon NaturallySpeaking program & user folders from background running scans

When launching or using Dragon NaturallySpeaking, it is possible that third party Anti-Virus software may interfere with Dragon. These interferences may include very slow application speed, poor accuracy, dictation being blocked in Outlook or the anti-Virus software may show an alert that the "natspeak.exe" process may be mistaken as a virus.

Dragon NaturallySpeaking connects to applications for tracking windows, text fields and dialog boxes. This connection may be improperly detected as an intrusion by the Anti-Virus software.

To ensure that the Anti-Virus software does not interfere with Dragon NaturallySpeaking, add the Dragon installation directory and the user voice file folders to the Anti-Virus program's exception list.

Note: The steps for adding an exception will vary with different Anti-Virus software. Please consult the Anti-Virus program's Help File for the exact steps on adding an exception.

The following Dragon NaturallySpeaking directories should be added as exceptions:

Dragon NaturallySpeaking version 12 (running Windows XP):

C:\Program Files\Nuance\NaturallySpeaking12

C:\Documents and Settings\All Users\Application Data\Nuance\NaturallySpeaking12\Users

Dragon NaturallySpeaking version 12 (running Windows Vista & 7):

C:\Program Files\Nuance\NaturallySpeaking12

C:\ProgramData\Nuance\NaturallySpeaking12\Users

Note: If the Anti-Virus program asks whether to include all sub-folders and files to the exception list, select Yes.



Prerequisite #5: Ensure Microsoft Alternate User Input application is disabled

Dragon installs an add-in to Microsoft Word that can conflict with add-ins installed by other applications. After installing Dragon on a Windows XP system, errors may start appearing when using Microsoft Word if the Microsoft Alternate User Input application (CTFMON.EXE) is also installed and running. The Microsoft Alternate User Input application supports advanced text services in Microsoft Office XP. These advanced text services include Microsoft speech, handwriting, and East Asian keyboard input services.

You can disable the Microsoft Alternate User Input application during installation (it appears as a tick box during the installation wizard) or later in the Administrative Settings dialog box.

To do this:

- 1) Load NaturallySpeaking Professional
- 2) Close the “New User” window (and any other windows that appear) asking you to train a voice file
- 3) When the NaturallySpeaking Dragonbar (toolbar) has appeared at the top of the screen, click the TOOLS menu...Administrative Settings
- 4) Click MISCELLANEOUS tab
- 5) Click on the tick box next to the “Disable Windows advanced text ” option
- 6) Click the OK button

Note: This option does not appear on systems running Windows Vista or Windows 7.



Prerequisite #6: Create & configure a back up voice file folder on a shared server drive

There is an automatic process built into the NaturallySpeaking software that back's up a user voice file one a week (every 5th time they save their voice files).

The default location is in the same folder as the current voice file on the local PC. To maximise the effectiveness of a voice file backup, we recommend that a new folder is created on a shared server folder and the NaturallySpeaking software configured to use this folder instead.

To do this:

- 1) Create a new folder called “**Dragon Back Up**” on a shared mapped drive that the user has access to when they logon onto their PC.

For example, if the user has a *u:drive*, you could create a new folder on:

U:\Jon Smith\Dragon Back Up

- 2) Ensure this folder can accommodate up to 200Mb of data (the size of a mature Dragon voice file plus backup) and that the user has full READ/WRITE access to this folder.
- 3) Configure Dragon to back up to this folder by following the steps below:
 - a. Load Dragon NaturallySpeaking Professional
 - b. Close any windows that appear asking you to train a voice file
 - c. When the NaturallySpeaking Dragonbar has appeared at the top of the screen, click the TOOLS menu...Administrative Settings
 - d. Click MISCELLANEOUS tab
 - e. Click on the Change button next to the “Backup location for user files” option
 - f. Navigate to the new folder that you have created for back up purposes and click OK
 - g. Click OK in the ‘Administrative Settings’ window



Prerequisite #7: Create new 'Trusted Locations' in MS Office 2007/2010 applications (if these applications are used) i.e. MS Word 2007/2010

If you are using MS Office 2007 or 2010, to ensure that there are no compatibility issues with Dragon NaturallySpeaking and the user's MS Office documents i.e. in Word, Excel, Powerpoint etc., we suggest adding the Nuance 'Program' folders and 'User' folders to the MS Office 'Trusted Locations' section of the 'Microsoft Trust Centre'.

To do this:

- 1) Load the specific MS Office application (for this example, we'll assume you have loaded 'MS Word 2010')
- 2) Click on the File menu (or Office button in Word 2007)...Click OPTIONS (or WORD OPTIONS in Word 2007)
- 3) Click on the TRUST CENTRE option (on the left hand side of the screen)
- 4) Click on the TRUST CENTRE SETTINGS button (on the right hand side)
- 5) Click on TRUSTED LOCATIONS option (on the left hand side)
- 6) Click on the ADD NEW LOCATION button...click on the BROWSE button
- 7) Browse to:

C:\Program Files\Nuance

Click OK button

- 8) Click on the "Subfolders of this location are also trusted" tick box
- 9) Click the OK button
- 10) Repeat step (6) to (9) above but add the following location:

C:\ProgramData\Nuance

11) Click the OK button in the TRUST CENTRE dialog box and click the OK button in the OPTIONS window.

You will need to carry out this process for each of the MS Office applications that the user wants to operate using NaturallySpeaking.



Prerequisite #8: Disable 'Protected Mode' in Adobe Reader X & XI

While dictating using Dragon NaturallySpeaking on a computer that also has "Adobe Reader X" (v10) or "Adobe Reader XI" (v11) installed, errors may appear when using selecting text or making corrections by voice.

To stop the conflict between Dragon and these versions of Adobe Acrobat, you can disable the 'Protected Mode' used by Acrobat by closing Dragon down and making the following changes:

Adobe Reader X

1. Start Adobe Acrobat X.
2. Go to "Edit > Preferences > General Tab".
3. Uncheck "Enable Protected Mode at startup".
4. Click OK and close Adobe Acrobat.

Adobe Reader XI

1. Start Adobe Acrobat XI.
2. Go to "Edit > Preferences > Security (Enhanced) Tab".
3. Uncheck "Enable Protected Mode at startup".
4. Click OK and close Adobe Acrobat.



Checklist completed!

*You have now finished installing & configuring
NaturallySpeaking to run effectively.*