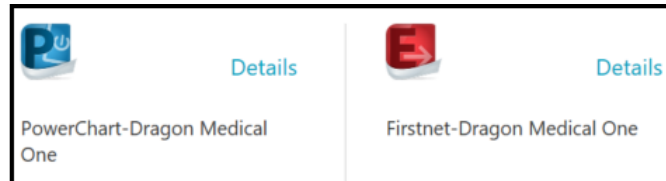# DMO Troubleshoot for Providers and Dragon Users
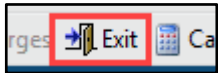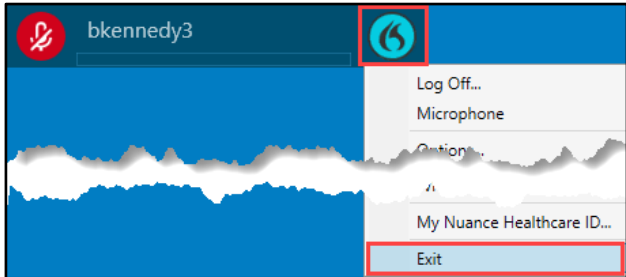
Nuance Dragon Medical One **EDUCATION**

How to End a PowerChart/FirstNet DMO Session

By launching one of the Cerner applications below: PowerChart/FirstNet-Dragon Medical One (DMO), the Cerner application and DMO application will open simultaneously and function together.

PowerChart-Dragon Medical One — Details

Firstnet-Dragon Medical One — Details

- If one application is exited, other application must also be exited.
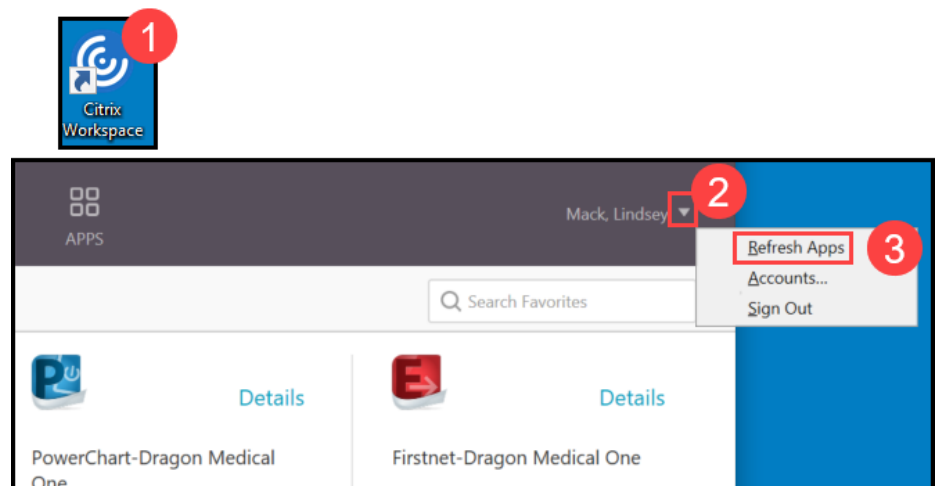
Exiting PowerChart or FirstNet	Exiting Dragon Medical One (DMO)
Through the Exit door icon in the toolbar:	Through the DragonBar Menu and clicking Exit:

Transferring a TAG Session to a Non-TAG Session

To successfully continue an active TAG session from a TAG computer to a non-TAG computer:

1. Open Citrix Workspace on a non-TAG computer.
2. In the Citrix StoreFront, click the drop-down arrow next to name in the upper right-hand corner.
3. Select **Refresh Apps**. This will bring any active PowerChart/FirstNet and DMO sessions to the desktop, and the user can resume work.

Note: The steps above are **not** required for the user who had previously exited out of the PowerChart/FirstNet and DMO sessions prior to opening another session.
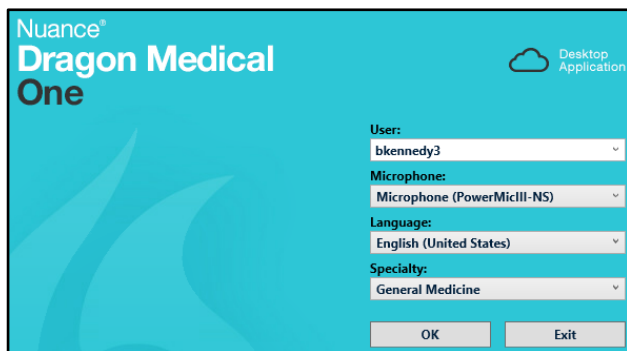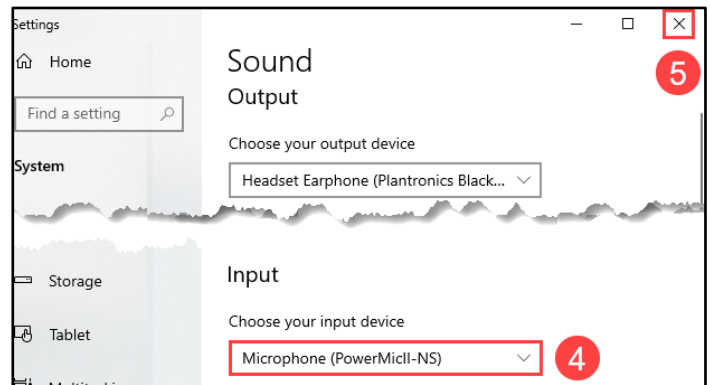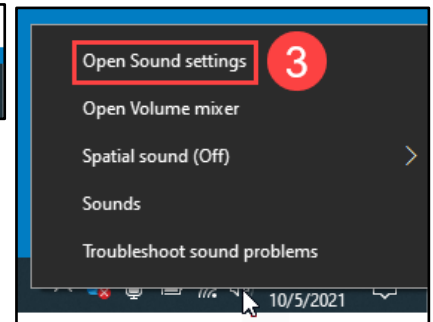
Microphone Option Missing

There are a few reasons why the microphone may not be available in the drop-down list, and below are ways to fix it:

If on a non-Tag computer and the microphone is not an option in the list:

1. In the bottom right corner of the computer, locate the volume icon.
2. Right-click on the volume icon.
3. Select Open Sound settings.
4. Change the Input drop-down to the PowerMic option for DMO.
   a. Most of the time this is the Microphone (PowerMic II or III – NS) or a headset.
5. Close the Sound Settings window.
6. **Log Off** of DMO.
7. The microphone will now be listed in the microphone drop-down options on the log in window.

If on a TAG computer and the Microphone Status Indicator is no longer turning green when pressing the Dictation microphone button, even though it was working previously, and the microphone is not an option in the list:

1. Exit DMO and if needed, exit PowerChart or FirstNet.
2. Manually Sign out of the computer.
   a. Click the Start icon.
   b. Click your name.
   c. Click Sign out.
3. Sign back into the computer and log into DMO, either through the combined or desktop application.

Note: Manually signing out of the computer is a very important step. Do not use your badge to tap out of the computer, this will not fix the issue.