Installation guide

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Chapter 1: About this guide

About Dragon Professional

Dragon Professional allows users to create reports, spreadsheets, presentations and other documentation more efficiently with fast, accurate dictation and transcription. Dragon Professional also includes voice commands that allow users to perform everyday tasks without using the mouse or keyboard. For example, use voice commands to:

- Correct and format text.
- Launch applications.
- Navigate in applications.
- Access buttons and menus in supported programs, including Microsoft Word, Corel WordPerfect, WordPad, and more

Dragon Professional can be installed on each client computer manually .

Additional resources

The following resources are available in addition to this guide to help you manage your Dragon installation.

Documentation

Document	Description	Location
Dragon Help	Full online Help system that includes commands and instructions for dictating, correcting, and more with Dragon.	Dragon Help. When Dragon is open, click the Help icon ( ) on the DragonBar, and then select **Help Topics**.
Dragon Release Notes	New features, system requirements, client upgrade instructions, and known issues.	Dragon Help. Do the following: 1. When Dragon is open, click the Help icon ( ) on the DragonBar, and then select **Help Topics**. 2. Click **Get started**. 3. Click **Dragon release notes**.
Dragon Wireless Headset User Guide	Instructions for connecting and using your Bluetooth headset with Dragon.	Dragon Support web site

Interactive tutorial

Dragon Professional includes an interactive tutorial with progressive simulations that help you learn Dragon skills.

When you are connected to the internet, Dragon connects to a web-based interactive tutorial. If you don't have an internet connection, the tutorial runs locally.

Support

The Dragon Support web site provides many resources to assist you with your Dragon installation. For more information on Support offerings, see the Dragon Support web site at:

https://www.nuance.com/dragon/support/dragon-naturallyspeaking.html

Chapter 2: Preparing to install Dragon

Preparing for an installation

Before installing, modifying, or upgrading Dragon Professional:

- Install any pending Windows updates, and then restart the computer.

- Turn off or disable any antivirus software until installation is complete. Installation can sometimes trigger a false virus report.

- Close all open applications.

- Ensure your system meets the requirements before attempting to install Dragon Professional.

  For more information, see "Dragon system requirements" on page 9.

Installation considerations

- Administrator rights are not required to create a user profile or use the software after installation. Note that if an administrator creates a user profile while logged in as an administrator, that profile is not accessible to users with restricted privileges.

- Users are permitted to create multiple profiles, provided each profile is for one person. Additional users must purchase a separate license for Dragon Professional. Volume license agreements are available.

Storage space considerations

Each Dragon user must have his or her own user profile. This is a set of files in which Dragon stores information about each user's voice, frequently-used words and phrases, optional settings, and custom commands (if applicable). Each computer on which Dragon is installed must have enough free space for the required user profile(s).

Use the following guidelines for allocating disk space on your system. The actual amount of disk space varies from site to site.

To set the amount of data to store:

1. From the DragonBar, select **Tools>Administrative Settings**.

   The **Administrative Settings** dialog box opens.

2. Select the **Disk space reserved for network archive** option.

For each user profile:

- 127 MB of hard disk space

Dragon periodically creates a backup copy of a user profile and stores the copy on the local computer.

Dragon system requirements

During the installation process, the software checks that your system meets the following requirements. If they are not met, Dragon Professional is not installed.

RAM	Minimum: 4 GB for all operating systems.
CPU	Minimum: 2.2 GHz Intel® dual core or equivalent AMD processor. Faster processors yield faster performance.
Free hard disk space	• 12GB (includes downloaded installation files)
Supported operating systems	• Windows 10 (32-bit and 64-bit) and 11 (64-bit) • Windows Server 2016 • Windows Server 2019 • Windows Server 2022

Other	• Microsoft Edge or the current version of Chrome or Firefox for online Help and for installation if installing from the Web
	
	• Microsoft .NET Framework version 4.8 or later.
	
	Generally, the .NET Framework is pre-installed on Windows 10 and 11 computers. If you do not have it installed, you are prompted to install it during Dragon's installation.
	
	Nuance does not provide the .NET Framework with your installation; you must download the installation file from microsoft.com.
	
	• Microsoft Visual C++ 2019 Runtime
	
	If you do not have it installed, you are prompted to install it during Dragon's installation.
	
	• **NMS Mode**: If you are using a Dragon edition where Nuance Management Center/NMS mode is enabled to help you manage and monitor your system, you'll need:
	
	    • An internet connection to connect to the Nuance Management Center (NMC) Server
	
	    • A Nuance Management Center login and password to log in to Dragon
	
	    Your Administrator provisions a Dragon user account in Nuance Management Center for you and assigns the appropriate license. You'll use this login and password to log in to the Dragon client.
	
	• An audio input device capable of 16-bit recording for dictation
	
	• **Note:** Apple AirPods are not supported for dictation with Dragon.

Chapter 3: Initial Installation of Dragon Professional

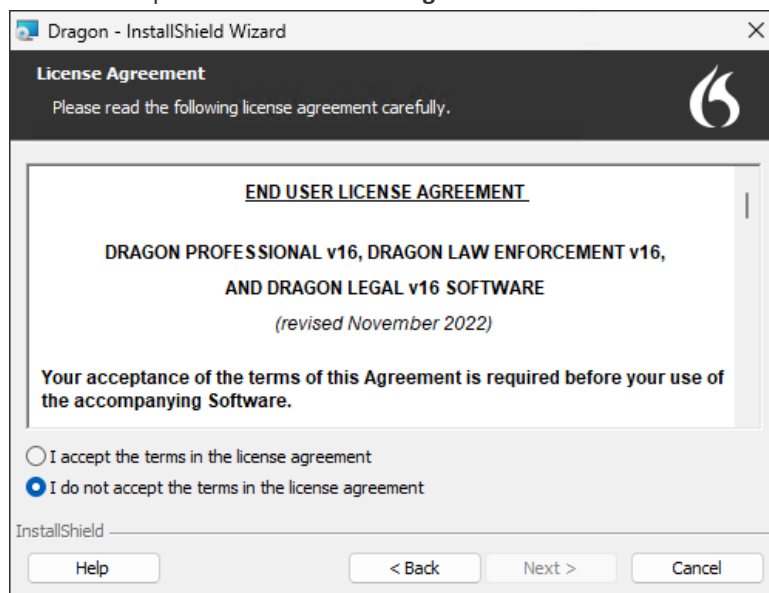## Install Dragon and choose the default settings

Install Dragon Professional on the client computer using the downloaded installer file. If you plan to install Dragon on multiple computers, run through an initial installation before attempting to install Dragon from a server. Use the initial client installation to set default values for Administrative and Auto-Formatting options. You can then install Dragon Professional on other computers using the same options.

> **Notes:**
>
> - You must have Windows Administrator rights to install or uninstall Dragon Professional.
>
> - If you have more than one language, the installation process uses your operating system's language, if supported. If Dragon does not support your operating system language, the installer runs in English. You cannot install Dragon using a language other than the primary language. For example, if you install the German software on a French operating system, the installation interface is in French. If you install the German software on a Chinese operating system, the installation interface is in English.
>
> - The installation process does not present the QuickStart option. You can enable this option in the Options dialog box after Dragon is installed. For more information, see the online Dragon Professional help.
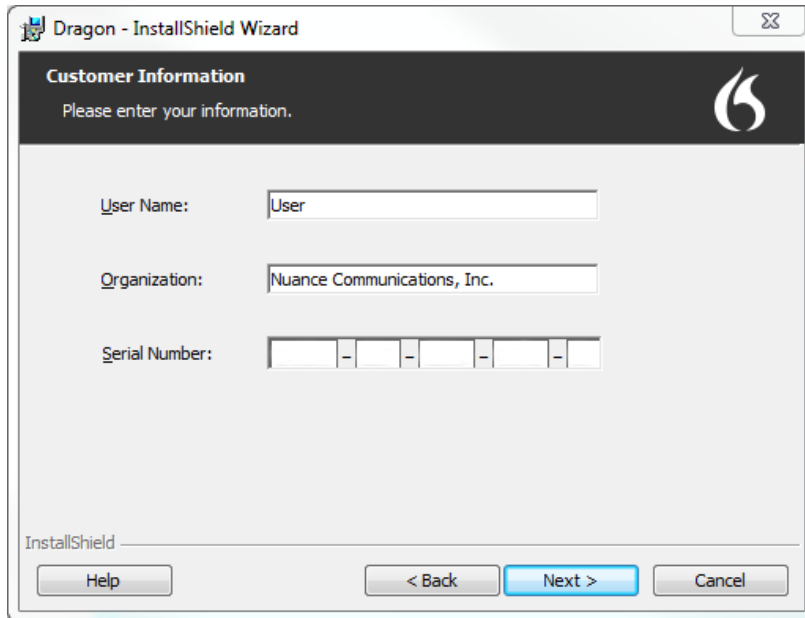
Installing Dragon on a single computer

1. Run the Dragon installation file you downloaded.

   The Dragon InstallShield Wizard opens.

2. Click **Next** to proceed to the **License Agreement** screen.

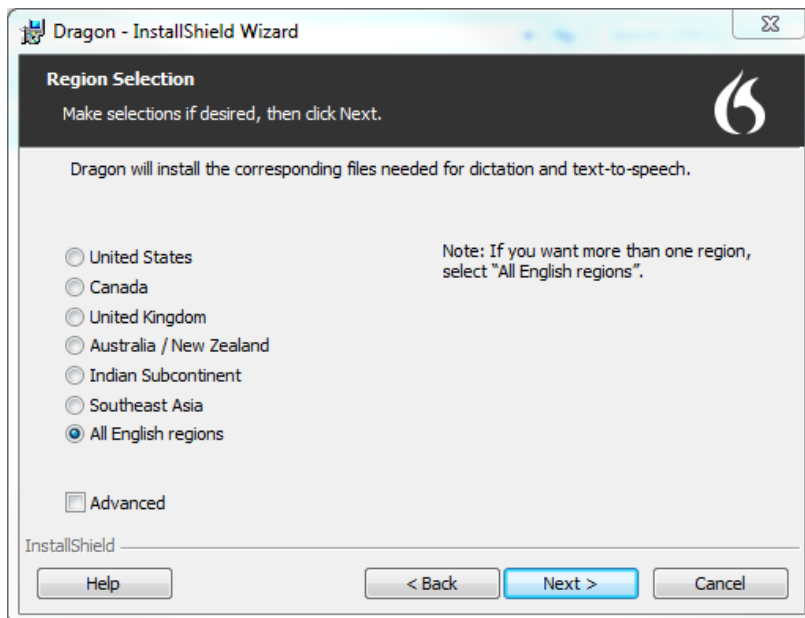3. Read the text of the agreement, select **I accept…**, and then click **Next**.

    The **Customer Information** screen appears.

4. Enter your User Name, Organization, and the Serial Number supplied with your download of Dragon, and then click **Next**.
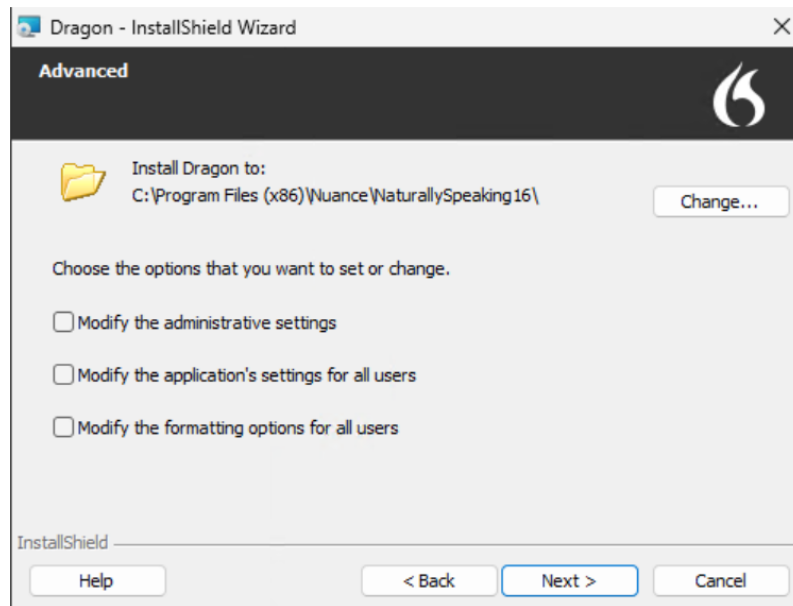
    The **Region Selection** screen appears.

5. Select a region to install, or select **All English regions** to install more than one region.

    The region determines the accents and vocabularies available on this installation. Selecting a single region saves disk space, but users cannot create user profiles with an accent that is not included with the selected region.

6. **Optional**: To change the installation directory, select **Advanced**, then click **Next**.

    The **Advanced** screen appears.

1. Click **Change…**

   A Browse For Folder dialog box opens.

2. Navigate to the folder where you want to install Dragon (or create a new folder by clicking the **Make New Folder** button) and then click **OK**.

Note: By default, Dragon is installed in:

   `C:\Program Files(x86)\Nuance\NaturallySpeaking16`

7. Click **Next** to proceed to the **Ready to Install the Program** screen.

8. Click **Install**.

   The installation process begins. It may take several minutes to install Dragon Professional. At times, the progress bar may not appear to be advancing, but the installation is still proceeding internally.

9. When installation of Dragon is complete, the installer displays the completion screen. Click **Finish**.

   The Product Registration window appears.

10. Choose whether to register Dragon online now or to have Dragon remind you to register in seven days, and then click **OK**. Registering the product provides faster access to Nuance Technical Support.

You can open Dragon using the desktop shortcut, or find Dragon in the Start menu:

- **Windows 10:** Select **Start** > **All apps** > **Dragon**.

Activating Dragon

The first time you start Dragon, you are prompted to activate your copy of Dragon. If you do not activate, Dragon stops working after you start it five times.

Upgrading Dragon

Before you upgrade

Dragon automatically upgrades Dragon 13, 14, and 15 to Dragon 16. Please note the following:

- You can easily upgrade between different versions of the same edition, for example Dragon Professional Group V15.x to Dragon Professional V16.

- If you are upgrading from Dragon Professional or Dragon Legal to Dragon Law Enforcement V16, your user profiles will not be automatically update to V16. Before upgrading, you'll need to export your custom words and commands and then import them into V16. See Exporting custom words and Exporting custom commands for more information.

- If you are upgrading from Dragon 12 or earlier, you must do the following:

  - Open Dragon 12 or earlier and export your custom words and commands. See Exporting custom words and Exporting custom commands for more information.

  - Delete your installation of Dragon 12 or earlier.

  - Install Dragon 16 and create a new profile when prompted.

  - Open the new profile in Dragon 16 and import your custom words and commands from your Dragon 12 or earlier installation.

Best practices

Before you upgrade, Nuance recommends exporting your custom words and commands for sake-keeping. You'll need these files in case you need to re-install your previous version of Dragon.

Your user profiles' vocabulary may include custom words or phrases you added manually or the email and document analysis feature and words Dragon learned during the process of correcting misrecognitions, such as specialized words, names, acronyms, and abbreviations.

Exporting/importing custom words (optional)

1. From the DragonBar, select **Vocabulary Center>Export custom word and phrase list**.

2. Specify a file name for the text file.

3. Click **Save**. Remember this location.

If you need to re-import your custom word:

1. From the DragonBar, select **Vocabulary>Import list of words or phrases** and then click **Next**.

2. Click **Add File** and navigate to the text (.txt) file containing the list of words and phrases you exported..

3. Select the file, and then click **Open** and click Next to let Dragon analyze the file.

4. Continue to click **Next** until the import completes.

Exporting/importing custom commands (optional)

1. From the DragonBar, select **Tools>Command Center**.

2. Select **Mode>Manage**.

3. To export only custom commands, choose **User-defined** in the **Group** drop-down list.
   If you do not see **User-defined** commands in the drop-down list, you do not have any custom commands.

4. Click the plus sign (+) to expand the list of commands.

5. Select the check box next to the commands to export.

6. Click **Export**. Remember this location.

If you need to re-import your custom commands:

1. From the DragonBar, select **Tools>Command Browser**.

2. From the Command Browser menu, select **MyCommands>Import**.

3. Navigate to the data (.dat) file containing the custom commands you exported.

4. Select the file, and then click **Open**.

5. Select the commands you want to import, and then click **Import**.

6. Click **OK**.

Upgrading to Version 16

Dragon supports automatic upgrades from the Dragon version 13, 14 and 15.

You do not need to uninstall your existing version first. Dragon also retains your custom words and commands. If you are using a Dragon edition where Nuance Management Center/NMS mode is disabled (Standalone mode), Dragon then upgrades your user profiles when you open them.

To upgrade:

1. Close any open programs.

2. If you're running an anti-virus program, turn it off until the installation completes.

3. If you have not already done so, download `Dragon.exe`, then double-click to run the installer. The installation begins immediately and the requested files are downloaded and installed.

4. If prompted, install the Microsoft .NET Framework 4.8.

   You may need to restart the computer after installing the .NET Framework.

5. In the Dragon InstallShield wizard, click **Next** to begin the Dragon installation.

6. Read the license terms and click the radio button to indicate you agree to the terms.

7. Click **Next** to proceed to the next screen.

8. Enter the Dragon 16 product serial number, then click **Next**.

9. Select your region and, optionally, select the **Advanced** check box to change the installation directory.

10. Click **Next**.

    a. If you selected the **Advanced** check box, installation directory, click **Change**.

    b. Browse to the directory where you want to install Dragon.

    c. Click **Next**.

11. Click **Install**.

    The installation begins.

    If you selected check boxes next to options in the Advanced screen, a screen appears, allowing you to customize these settings.

12. If you upgraded to one of the following editions, Activate Dragon:

    • Dragon Professional (single user)

    • Dragon Legal (single user)

Activate Dragon

The first time you start Dragon 16, you are prompted to activate the product. If you skip activation, you can launch Dragon in Trial mode five times. After five launches, you must activate Dragon to continue using the product.

These instructions assume you have an internet connection available on the computer where you installed Dragon.

1. Launch Dragon.

   The Activation dialog box appears.

2. Select **Activate Product**, and then click **Next**.

3. Dragon prepopulates the field with your serial number. Click **Next** to continue.

4. Click **Finish**.

   Dragon is activated.

Dragon file structure

During installation, Dragon creates the following default folders for application and data file storage.

> **Note**: Upgrading Dragon from an earlier version automatically relocates some directories and files.

Windows 10 and 11

Dragon setup log (dgnsetup.log)

`C:\ProgramData\Nuance\NaturallySpeaking16\logs`

Dragon log

`C:\ProgramData\Nuance\NaturallySpeaking16\logs\`*`<Windows_User_Name>`*

User profiles

`C:\ProgramData\Nuance\NaturallySpeaking16\Users`

Upgrade log

`C:\Users\`*`<Windows_User_Name>`*`\AppData\Roaming\Nuance\NaturallySpeaking16`

`\AppData\Local\Nuance\NS16\RoamingUsers\<display name>\<username>`

Vocabularies and acoustic models

`C:\ProgramData\Nuance\NaturallySpeaking16\Data`

Custom words and commands

`C:\ProgramData\Nuance\NaturallySpeaking16\custom\`*`<Language>`*`\`

Program files

For 32-bit systems	For 64-bit systems
C:\Program Files\Nuance\ NaturallySpeaking16\Program	C:\Program Files (x86)\Nuance\ NaturallySpeaking16\Program

Help

For 32-bit systems	For 64-bit systems
C:\Program Files\Nuance\ NaturallySpeaking16\Help	C:\Program Files (x86)\Nuance\ NaturallySpeaking16\Help

Interactive Tutorial

For 32-bit systems	For 64-bit systems
C:\Program Files\Nuance\ NaturallySpeaking16\itutorial	C:\Program Files (x86)\Nuance\ NaturallySpeaking16\itutorial

Accessing program files

You can access the Dragon client and many associated utilities through the **Start** menu. Their location varies by operating system:

- Windows 10 and 11: Select **Start > All apps > Dragon**.