

PCPO Vendor Supported Practices Support and Hardware Documentation

Date	Name	Revision Details
12/13/2016	Jason Juric	Initial creation of the document
1/15/2017	Jason Juric	Added Secure Button support information
5/11/2017	Jason Juric	Added PCPO support structure information
3/20/2019	Jason Juric	Changed Signature Pad installation instructions



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Scope

This support guide is intended for PCPO vendor supported practices and their IT vendors. It contains PCPO support structure details as well as information and guides on EPIC peripheral devices, Dragon 360 dictation software and EPIC Warp Drive/Secure Button. The information in this guide is subject to change.

Initiating PeC hardware support

The first line of hardware support should be the practice IT support vendor as they can determine the nature of the issue and who can best address it. If it is determined that the issue is with one of the Partners devices, please follow instructions below on how to contact PCPO support. Please do not initiate support or professional service requests via email or clinical messaging, or leave voicemails. These communication methods are difficult to track, and we are therefore unable to commit to consistent service levels for issues that are communicated in this manner. Instead, you can access PeC support by contacting the Help Desk for urgent and routine requests. Additionally, you may enter a Web Ticket for Routine requests.

Note: When contacting the Help Desk, please mention that you are a PCPO practice as this will help route your call more accurately.

Issue Type	Definition	Examples	Response Time	Contact
Urgent	Issues that compromise patient care.	<ul style="list-style-type: none">CVO router failureWarpDrive/Secure Button failure	1 hour for issues that compromise patient care	24/7 HELP Desk 857-282-5999 Web Ticket (Routine Only)
Routine	Questions or concerns that are not urgently impacting patient care.	<ul style="list-style-type: none">Product questionsEnhancement requestsHardware additions/changes	1-2 business days	

Web Ticket Submission Link:

- <https://www.partners.org/sn>
- Use the Login button in the top right corner and then select the **Open a PeC/Epic Ticket** button.
- Complete all required fields
- Be sure to include your phone number or email address
- Select or change your location to PCPO to improve ticket routing to the appropriate group



Minimum Systems Requirements/Technical Specifications for EPIC

Note: Please keep in mind that these technical specifications are based on the best information we have at the time of publication and are subject to change.

Personal Computers

Partners eCare runs over a Citrix client. This means that the computational load to your personal computer will be minimal.

If you are planning on purchasing additional hardware before your Partners eCare Go-Live, please ensure that the following minimum specifications are met.

Windows Computers	
Operating System:	Windows 7, Windows 8, Windows 10
Processor:	Minimum of two processor cores, such as Intel Core i5 processor
RAM:	4GB
Video Device:	DirectX 10.0 or higher supported
Hard Drive:	7200 RPM access speed or better
Network:	Gigabit (10/100/1000) Network Interface Card

Laptops

Please note: Though it is possible to access EPIC on a laptop, Partners eCare highly recommends PCs for use in clinical documentation. Smaller screen resolutions found on laptops will require additional scrolling and in some instances could rearrange elements of the EPIC workspace.

Windows Computers	
Operating System:	Windows 7, Windows 8, Windows 10
Processor:	Intel Core i5 processor or better
RAM:	4GB
Monitor:	15"
Minimum Resolution:	1920x1080 resolution, 32-bit color
Network:	802.11 wireless b/g/n or equivalent or embedded mobile broadband
Optical Drive:	Not required

Note: Laptops with HD (High Definition) screens are better suited for Epic than non-HD screens.

Mac Computers

Please note: Though it is possible to access EPIC on a Mac, Partners eCare recommends PCs for use in clinical documentation. Therefore, minimum technical requirements for Mac are not available at this time.

Monitors

Partner's eCare recommends 24" monitors with a resolution of 1920x1080 for optimal viewing in the EPIC environment with minimal scrolling. Any monitor smaller than 24" might require scrolling and might rearrange items in EPIC workspace.

Cisco Virtual Office Router (CVO) overview

Cisco Virtual Office router (CVO) is a device that Partners Healthcare uses to connect EPIC printers to the Partners intranet network. This device is installed at all Partners affiliate sites under following assumptions:

- The affiliate site is not connected to the Partners Network
- The affiliate site will provide a working Internet Service Provider Connection
- The affiliate site will provide a secure physical location for the CVO router. To be located in a locked closet, room or enclosure to ensure the device is secure from un-authorized personnel access.
- The affiliate site will provide a contact person responsible for the coordination and installation of the CVO router. If the contact person is not technical, the affiliate site must provide a technical resource with the ability to assist the site in the pre-provisioning and installation process.

PCPO eCare technical team will provision and install the CVO device. PCPO eCare technical team will also be the point of contact in case of any CVO issues. All CVO issues must be directed to the PCPO eCare technical team.

Installation / Troubleshooting

Please contact Partners IS for troubleshooting and Tech Support.

Business Continuity Appliance (BCA)

Business Continuity Access or BCA will help avoid productivity loss by storing patient records for upcoming visits locally. When your BCA is used in conjunction with an Independent Power source (a battery backup) and a local printer (USB cable to PC) it will allow seamless continued local access to essential patient data during network or power outages. Critical patient data will remain available to staff without significantly interrupting the schedule or compromising patient care.

BCA device devices directly connected to Partner's network may be used as a workstation for day-to-day operations. BCAs connected to Partners through a CVO can only be used for downtime access.

BCA requires a PC loaded with the Partners build. Partner's eCare recommends a 20" monitor for comfortable viewing on BCA devices. For wiring or other additional services, please consult your Technical Vendor.

Pricing: (all equipment, excluding BCA, must be purchased by Practice)

Computer w/ BCA PC application available upon Request.

Monitor Quotes can be available upon Request.

Local printer Quotes can be available upon Request.

Please Note: *Prices are subject to change.*

Installation:

Please contact Partners IS for troubleshooting and Tech Support.

Credit Card Reader

The Partners eCare preferred vendor for credit card processing and integration Commerce. Trust Commerce provides a mechanism for integrating credit card with the EPIC billing module using a dedicated credit card reader.



is Trust
payments

Requirements:

Partner's eCare requires the use of a specific encrypted credit card reader, the SecureKey M130. The M130 has a credit card reader and keypad that can be used to collect in-person and telephone

payments. Through Trust Commerce, credit card transactions from Visa, MasterCard, Discover, and American Express can be processed. Practices must first obtain a merchant account for each type of credit card they wish to accept.



Pricing:

The SecureKey M130 keypad retails for about \$120.00. The per-transaction processing fee for Trust Commerce is 14.5 cents per attempt. These fees are in addition to any credit card processing fees you expect to pay.

INSTALLATION:

These devices are plug_and_play.

1. Plug into USB port under a profile that has administrator rights
2. Allow drivers to install
3. Open notepad and swipe credit card.
 - a. Information should look **similar** to this:

Sample Data from Note Pad:

```
<DvcMsg Ver="1.1"><Dvc App="SecureKey Software" AppVer="1.0" DvcType="M130-IDTECH"  
DvcSN="54133009214" Entry="SWIPE"></Dvc><Card CEncode="0"  
ETrk1="BF52BAC6D6F13F7F643C24A0D966BBFF31B906B12EFCC85BE125480CF448783EBE361  
FD5CEB5BE4  
33EBB7E324C8AFC729BB0D03D16EA8A850ED98F238FEBDB0DCD5D82B7EB43ED75"  
ETrk2=""  
CDataKSN="5B0007202603AD800084" Exp="1706" MskPAN="4635*****4060"  
CHolder="HEALTH/PARTNERS" EFormat="4"></Card><Addr></Addr><Tran  
TranType="CREDIT"></Tran></DvcMsg>
```

Troubleshooting:

No information being transmitted after swiping Credit card:

Check for USB sleeping, USB might be set to sleep after so long. To wake up unplug CC reader and re-plug. Sometimes restart may be required.

Cannot Log in to trust commerce:

Check version of Java. Some applications use different versions of Java and could interfere with trust commerce working correctly. **Note:** Multiple versions of Java may be installed simultaneously.



Electronic Signature Pad

Electronic Signature pads are an efficient way of collecting patient signatures and keep electronic copies of forms. This eliminates any paper waste and documentation errors that may occur.

HOW?

When it is time to collect a signed form or document, staff will navigate to a list of e-signature compatible documents within Partners eCare and select the appropriate document. Once reviewed by the patient, they can use the e-signature pad's stylus to record their signature and clicks accept. On the list of documents, an icon is now displayed indicating that the signature was collected and a timestamp shows the exact date and time.

Documents available with Partners eCare:

- Assignment of Insurance Benefits
- Missing Referral or Prior Authorization
- Missing PCP/PCC or PCP/PCC not updated
- Financial Agreement
- Acknowledgement of Receipt of Privacy Notice
- External Information Medication Consent
- Patient Consent/Opt-In to the Mass Hlway

Pricing:

Topaz SignatureGem LCD Signature Capture Pad, Model: T-LBK462-BSB-R \$385.00

Please Note

Copies of each form above are available upon request. At this time, Partners eCare cannot commit to importing custom forms. Please be sure the available forms meet your needs before making any hardware purchases.

Installation and Test:

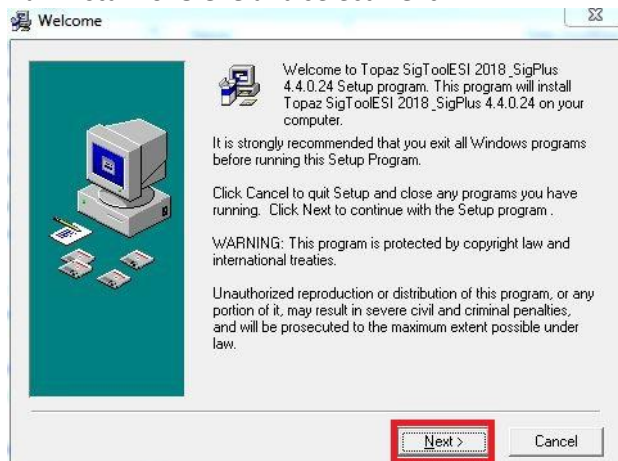
FTDI Virtual COM Port (VCP) drivers Required for BSB type pads

You can get the driver here:

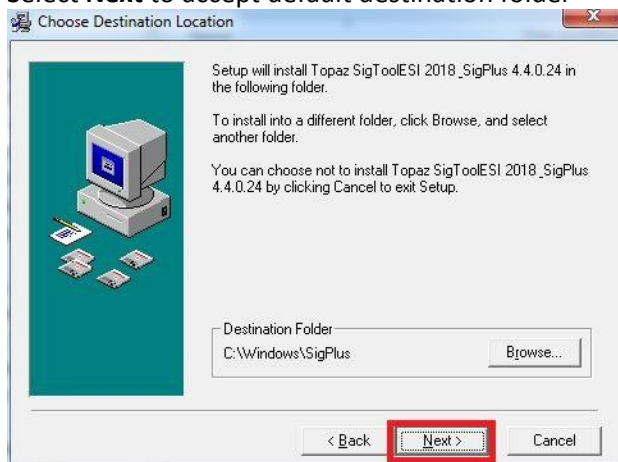
<http://healthcare.partners.org/pcpovendors/eSigDriver.zip>



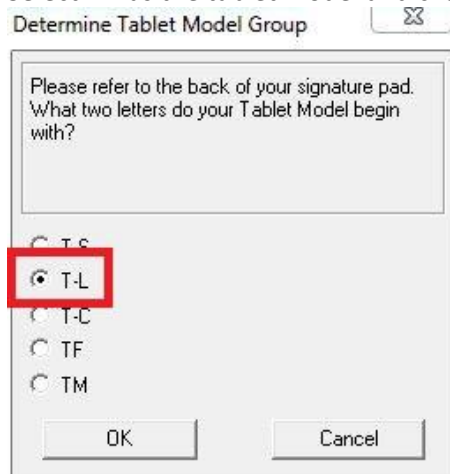
1. Unzip the eSigDriver.zip file
2. Run **Install2018.exe** and select **Next**



3. Select **Next** to accept default destination folder



4. Select **T-L** as the tablet model and click **OK**.





5. Select **T-LBK462** as the model and click **OK**.

Choose the Tablet Σ

Please choose your Tablet Model from the list below. Please see the back of your signature pad for details.

☒ T-LBK462 or T-L462

☐ T-LBK460 or T-L460

☐ T-LBK460SE

☐ T-LBK755 or T-L755

☐ T-LBK750

☐ T-LBK750SE or T-LBK755SE

☐ T-LBK766

☐ T-LBK766SE

☐ T-LBK43LC

☐ T-LBK57GC

OK Cancel

6. From the pull-down menu select **COM5** and click **OK**.

Connection Port Σ

Select your port connection type from dropdown list

COM5

OK

7. Click **Agree** to accept License Agreement

License Agreement Σ

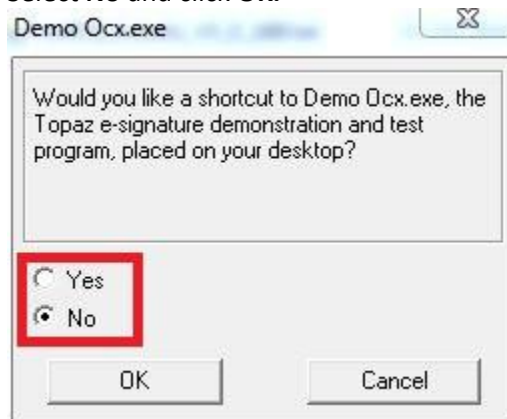
License Agreement and Limited Warranty

IMPORTANT: Read this License Agreement and Limited Warranty (hereafter, the "Agreement") before continuing to load any Topaz software, or before using any third-party software containing any Topaz software (hereafter, the "Software"). By loading or using Topaz Software, you are accepting the terms of this Agreement between you, the Licensee, and Topaz Systems, Inc. ("Topaz"), the Licensor. If you do not agree to the terms of this agreement, do not load the Software and promptly return or delete it. If you do not agree to the terms of this Agreement, you have no right to use the Software in any way whatsoever.

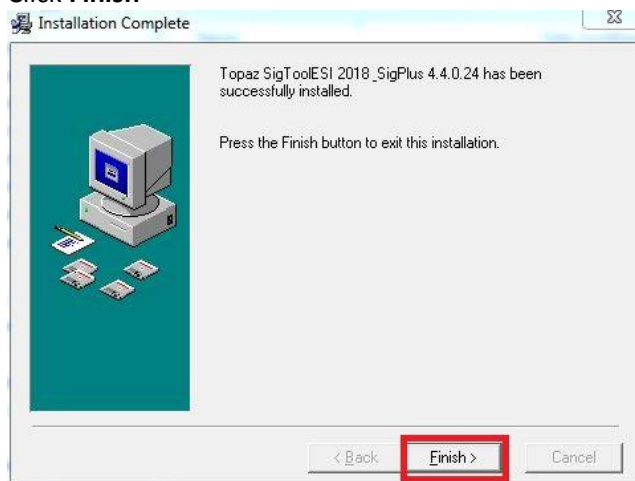
Agree Cancel



8. Select **No** and click **OK**.

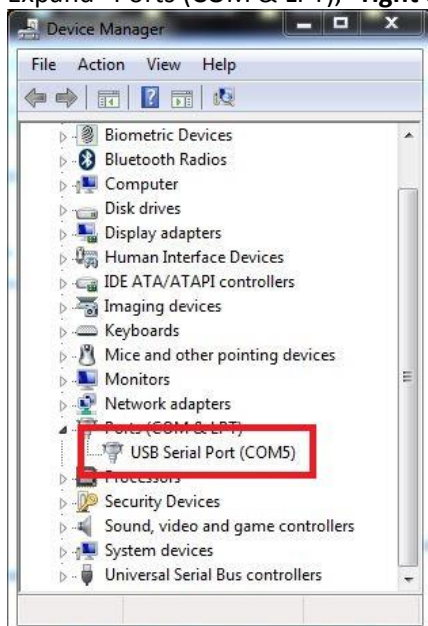


9. Click **Finish**



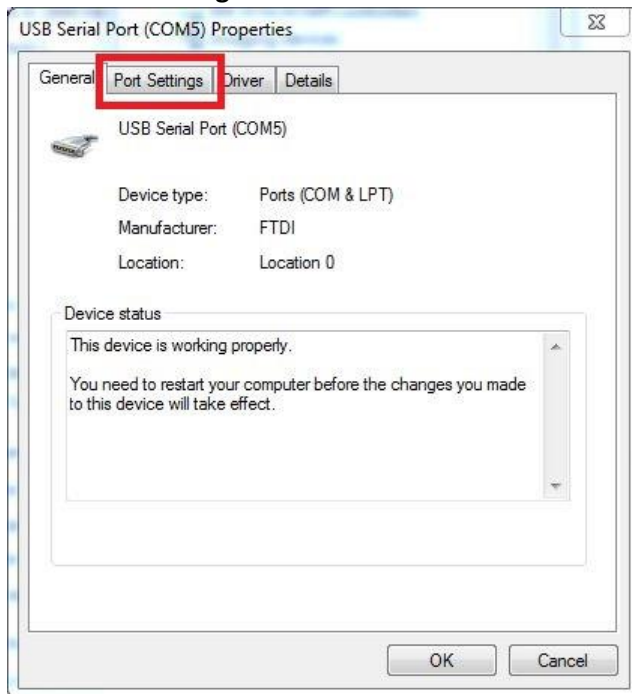
10. Once installed, go to the **Device Manager**.

11. Expand “Ports (COM & LPT),” **right click** the new USB Serial Port (should be COM5) and select **Properties**.

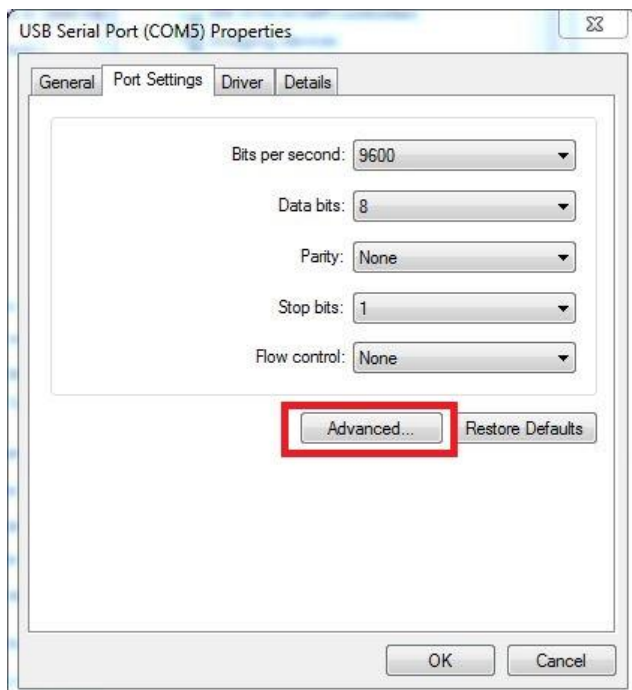




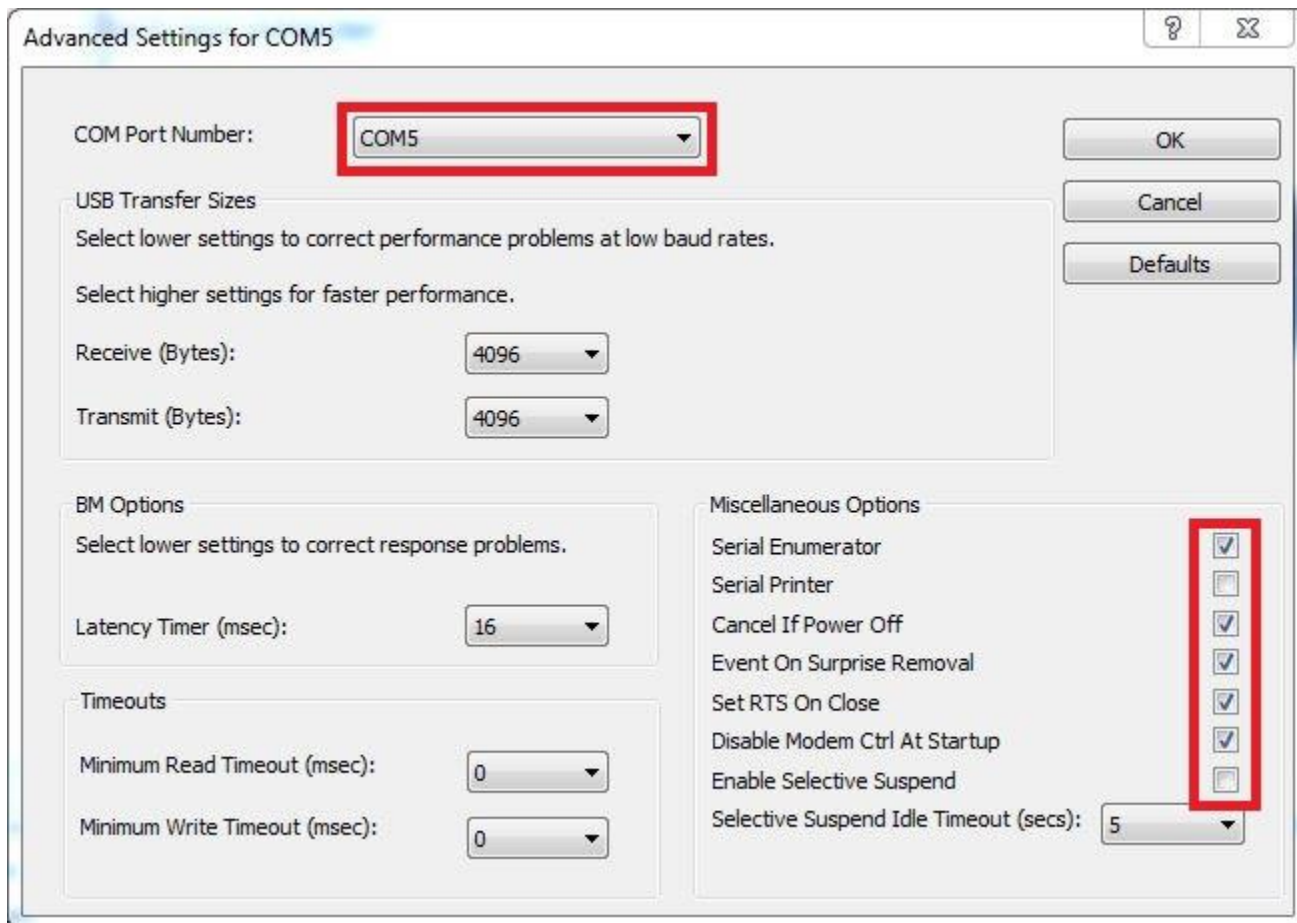
12. Select **Port Settings** tab



13. Click on **Advanced**



- Ensure that COM5 is selected and checkmarks placed in the right boxes.



Advanced Settings for COM5

COM Port Number: **COM5**

USB Transfer Sizes
Select lower settings to correct performance problems at low baud rates.
Select higher settings for faster performance.

Receive (Bytes): 4096

Transmit (Bytes): 4096

BM Options
Select lower settings to correct response problems.

Latency Timer (msec): 16

Timeouts

Minimum Read Timeout (msec): 0

Minimum Write Timeout (msec): 0

Miscellaneous Options

Serial Enumerator ☒

Serial Printer ☐

Cancel If Power Off ☒

Event On Surprise Removal ☒

Set RTS On Close ☒

Disable Modem Ctrl At Startup ☒

Enable Selective Suspend ☒

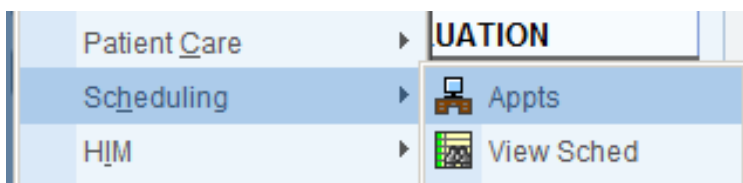
Selective Suspend Idle Timeout (secs): 5

OK
Cancel
Defaults

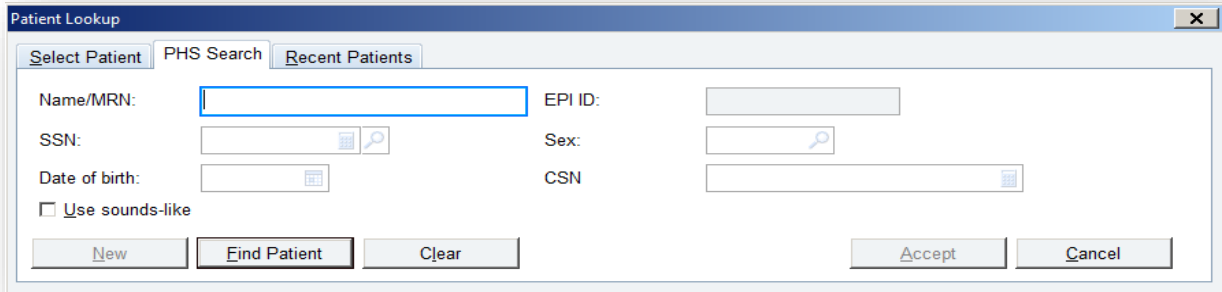
EPIC Test

Test

- Click the EPIC Button (Top Left, ). Select the Scheduling menu, and click Appts.



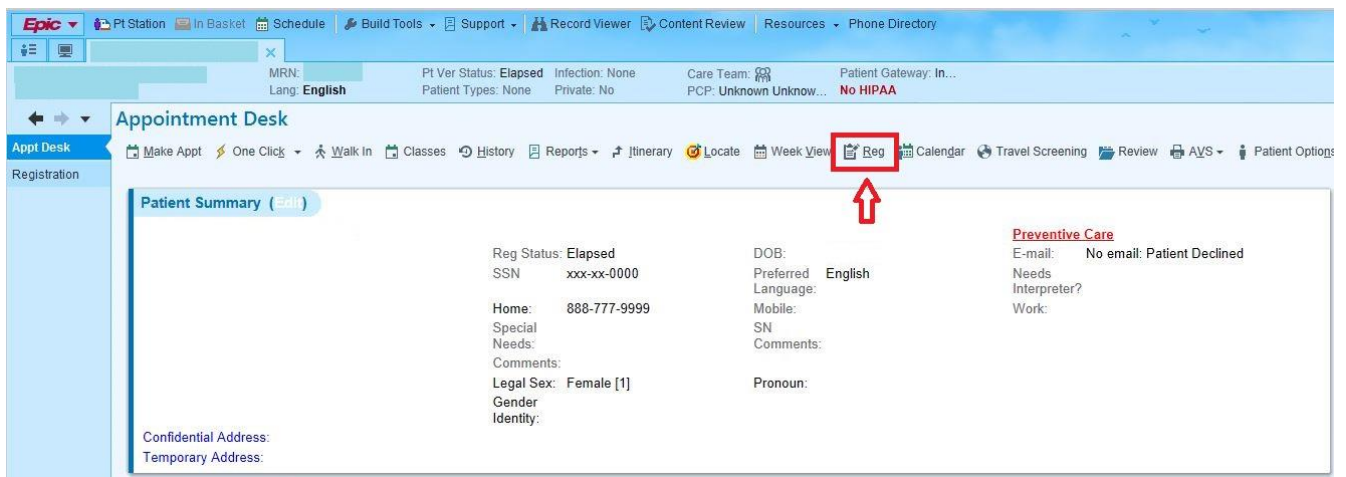
- ✓ Patient Lookup window appears:



The Patient Lookup window is a standard Windows-style dialog box. It has a title bar that says "Patient Lookup" with a close button (X) on the right. Below the title bar are three tabs: "Select Patient", "PHS Search", and "Recent Patients". The "Select Patient" tab is active. Inside the window, there are several input fields: "Name/MRN:" (with a text box), "SSN:" (with a text box and a magnifying glass icon), "Date of birth:" (with a text box and a calendar icon), "EPI ID:" (with a text box), "Sex:" (with a text box and a magnifying glass icon), and "CSN" (with a text box and a calendar icon). There is a checkbox labeled "Use sounds-like" below the "Date of birth" field. At the bottom of the window, there are five buttons: "New", "Find Patient", "Clear", "Accept", and "Cancel".

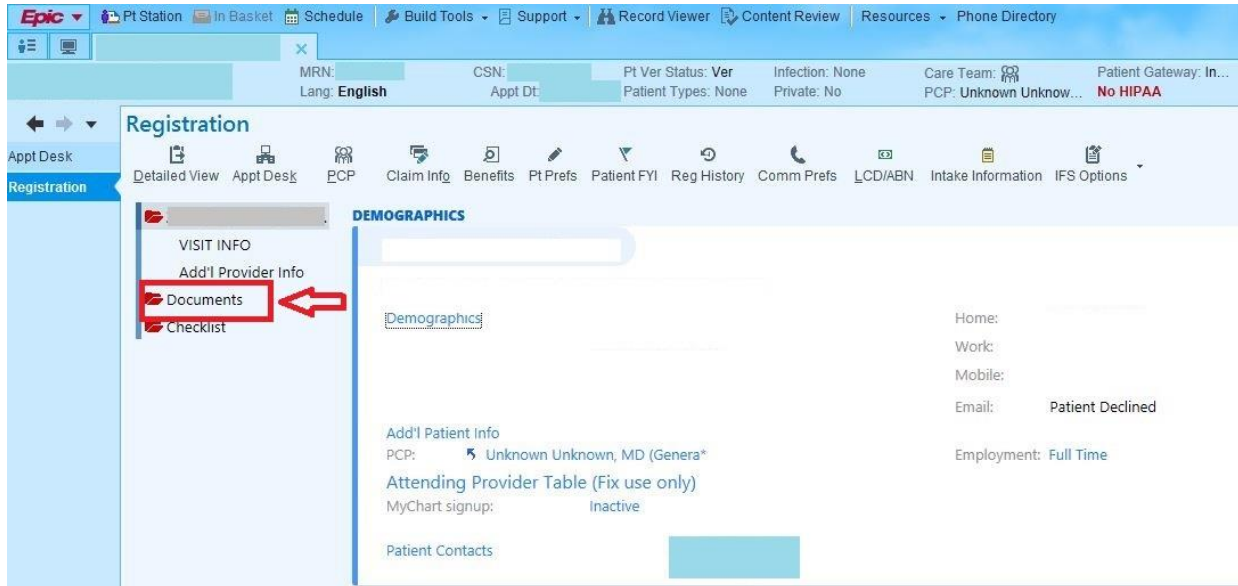
2. Type [Patient MRN] in Name/MRN Field. Click Accept to open the patient.

- ✓ The Appointment Desk opens.
- ✓ Click on **Reg** to open Registration page



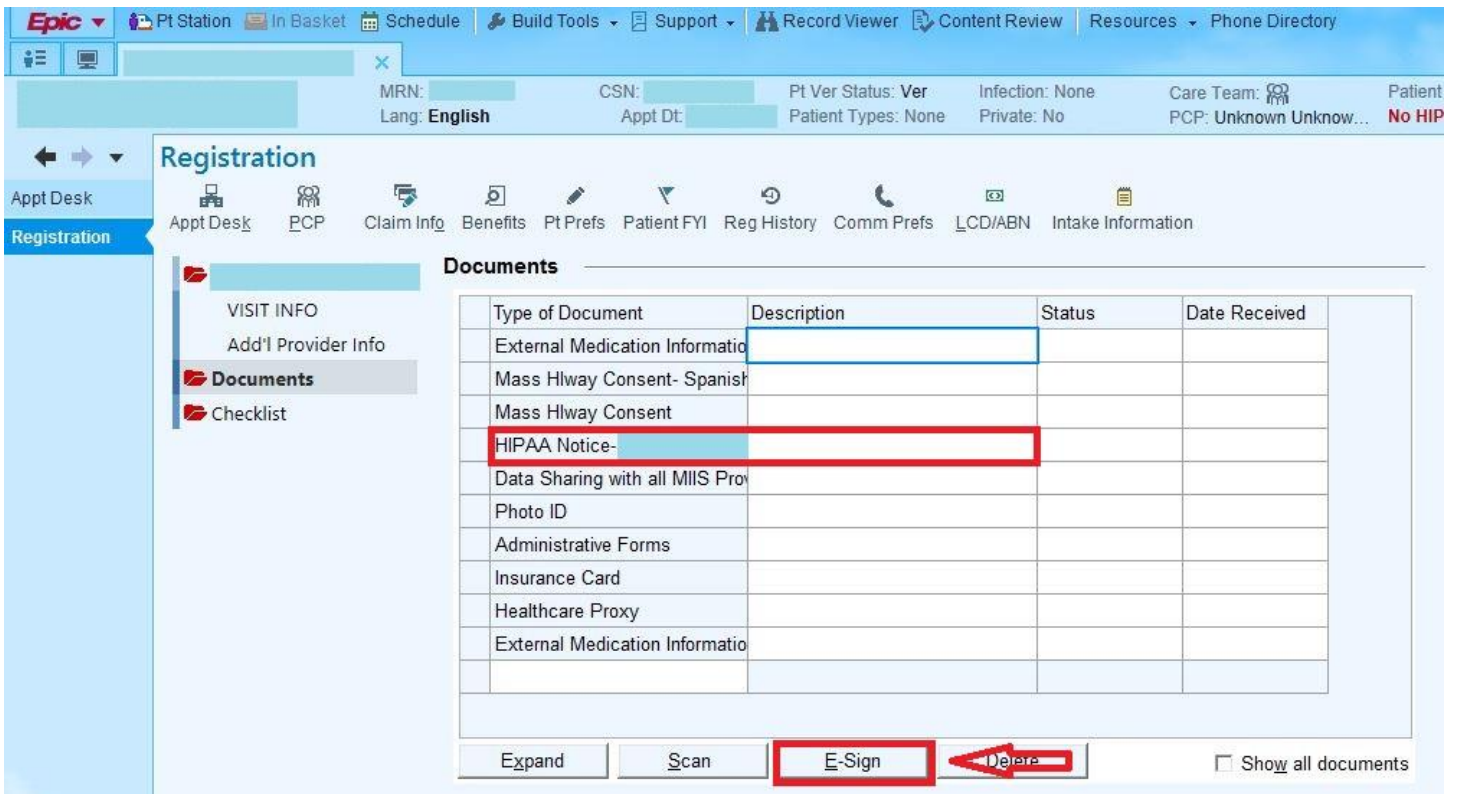
The Appointment Desk interface is a web-based application. At the top, there is a navigation bar with various icons and links: "Epic", "Pt Station", "In Basket", "Schedule", "Build Tools", "Support", "Record Viewer", "Content Review", "Resources", and "Phone Directory". Below this is a patient information bar showing "MRN: [redacted]", "Lang: English", "Pt Ver Status: Elapsed", "Infection: None", "Care Team: [redacted]", "Patient Gateway: In...", "Patient Types: None", "Private: No", "PCP: Unknown Unknown...", and "No HIPAA". The main area is titled "Appointment Desk" and contains a toolbar with icons for "Make Appt", "One Click", "Walk In", "Classes", "History", "Reports", "Itinerary", "Locate", "Week View", "Reg" (highlighted with a red box and a red arrow), "Calendar", "Travel Screening", "Review", "AVS", and "Patient Options". Below the toolbar is a "Patient Summary" section with a "Reg Status: Elapsed" and "SSN: xxx-xx-0000". It also lists "Home: 888-777-9999", "Special Needs", "Comments", "Legal Sex: Female [1]", "Gender Identity", "DOB:", "Preferred Language: English", "Mobile:", "SN", "Comments:", "Pronoun:", and "Preventive Care" (with a red underline). The "Preventive Care" section includes "E-mail: No email: Patient Declined", "Needs Interpreter?", and "Work:".

3. On the Registration page click on **Documents**



The screenshot shows the Epic Registration page. The left sidebar has a menu with 'Documents' highlighted and a red arrow pointing to it. The main content area is titled 'Registration' and contains a 'DEMOGRAPHICS' section. The 'DEMOGRAPHICS' section has a 'Demographics' field with a red arrow pointing to it. Below this, there is a 'Patient Gateway' section with a 'No HIPAA' status. The 'Patient Gateway' section also has a 'Patient Declined' status. The 'Patient Gateway' section also has a 'Patient Declined' status.

4. Click on the **HIPAA Notice** field and select **E-Sign** on the bottom.



The screenshot shows the Epic Documents page. The left sidebar has a menu with 'Documents' highlighted and a red arrow pointing to it. The main content area is titled 'Documents' and contains a table with columns: 'Type of Document', 'Description', 'Status', and 'Date Received'. The table has several rows, including 'External Medication Information', 'Mass Hlway Consent- Spanish', 'Mass Hlway Consent', 'HIPAA Notice-', 'Data Sharing with all MIS Prov', 'Photo ID', 'Administrative Forms', 'Insurance Card', 'Healthcare Proxy', and 'External Medication Information'. The 'HIPAA Notice-' row is highlighted with a red box. Below the table, there are buttons: 'Expand', 'Scan', 'E-Sign', and 'Delete'. The 'E-Sign' button is highlighted with a red box and a red arrow pointing to it. There is also a checkbox labeled 'Show all documents'.

Type of Document	Description	Status	Date Received
External Medication Information			
Mass Hlway Consent- Spanish			
Mass Hlway Consent			
HIPAA Notice-			
Data Sharing with all MIS Prov			
Photo ID			
Administrative Forms			
Insurance Card			
Healthcare Proxy			
External Medication Information			



5. Use the Signature Pad to sign and look for input on the page.

E-Signature Document

ACKNOWLEDGEMENT OF RECEIPT OF PRIVACY NOTICE


In accordance with the privacy standards issued by the United States Department of Health and Human Services, pursuant to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), I hereby consent to using and disclosing my protected health care information for the purposes of treatment, billing, and health care operations.




Federal law requires that all patients be given a copy of the Privacy Notice. The Privacy Notice describes in detail how patient health information is used and shared with others.

_____ has reserved the right to change the Privacy Notice at any time. You may obtain a current copy of the Privacy Notice by contacting the office.

All reasonable efforts will be made to protect the privacy of patient health information, whether it is maintained on paper or electronically, and regardless of how it is communicated, for example, by e-mail or facsimile mail.

I have been given a copy of the Privacy Notice.

Patient Signature:  Date: _____



Document Scanner

Document Scanners are a great way to eliminate paper filing by scanning and keeping Electronic copies of documentation. The electronic filing will allow for quicker turnaround time when searching for documentation such as prescriptions, letters, etc.

Compatibility:

All scanners **must be** TWAIN driver compatible

Examples of compatible scanners:

- Fujitsu – fi-6130 Sheet-Fed Scanner
- Fujitsu – fi-6230 Flatbed Scanner
- Fujitsu – fi-6240 High Performance Color Duplex Scanner
- Fujitsu – fi-6770A – Duplex ADF Scanner
- Fujitsu – fi-7160 Sheet-Fed Scanner



Pricing:

Price for document scanners is available upon Request.

Installation:

Insert provided CD into Disk drive and run Twain installation software.

You can also download TWAIN Software from: (provided link only for Fujitsu fi-series)

<http://www.fujitsu.com/us/support/products/computing/peripheral/scanners/support/paperstream-ip-software/>

NOTE: IF ISIS DRIVER IS INSTALLED SCANNER WILL NOT BE RECOGNIZED IN EPIC.

Insurance Card Scanners

Insurance card scanners have not been thoroughly tested by Partners eCare, but there has been some initial success in the community with any TWAIN driver compatible scanner such as:

[Ambir DS687-AS 48bit CIS Duplex 600 dpi A6 ID Card Scanner](#)

Pricing:

Price on link is specific to site and may vary by model.

Magtek - Imagesafe Check Scanners

ImageSafe Scanner enables the user of a vendor hosted Trustcommerce payment system to scan Checks into Trustcommerce for depositing. This facilitates the payment process and reduces potential errors from occurring by eliminating the need to keep tangible items.

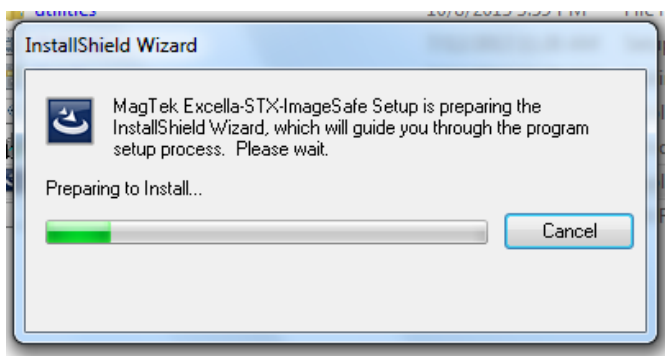
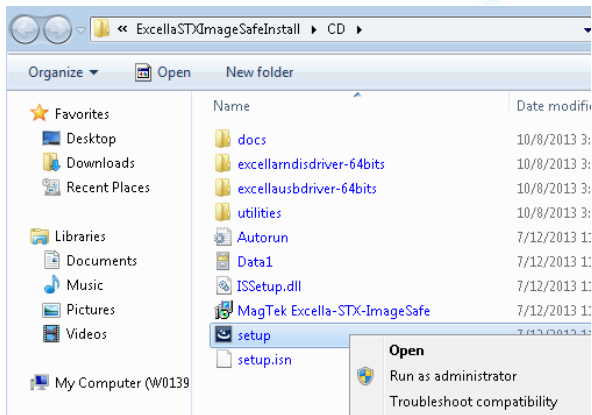
Pricing:

Available upon Request

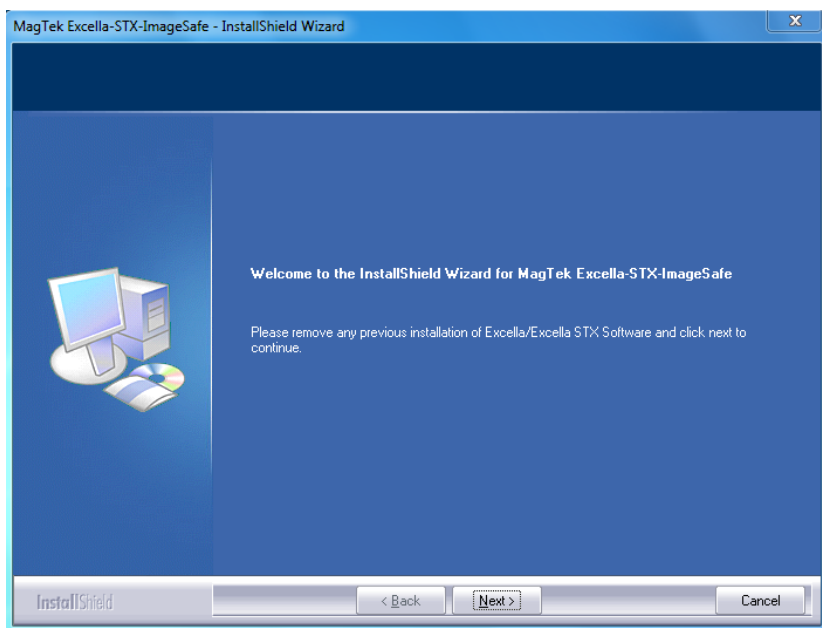
Installation

1. Go to folder <https://www.magtek.com/support/imagesafe?tab=software>
Click on download and Unzip, once unzipped open folder and follow steps.
2. Right-click on the file "setup.exe" and select "run as administrator"

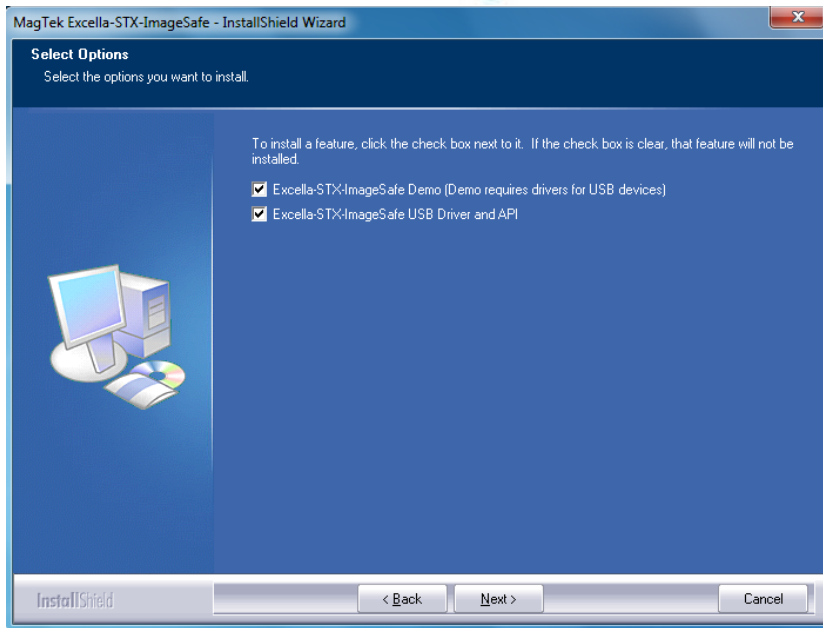




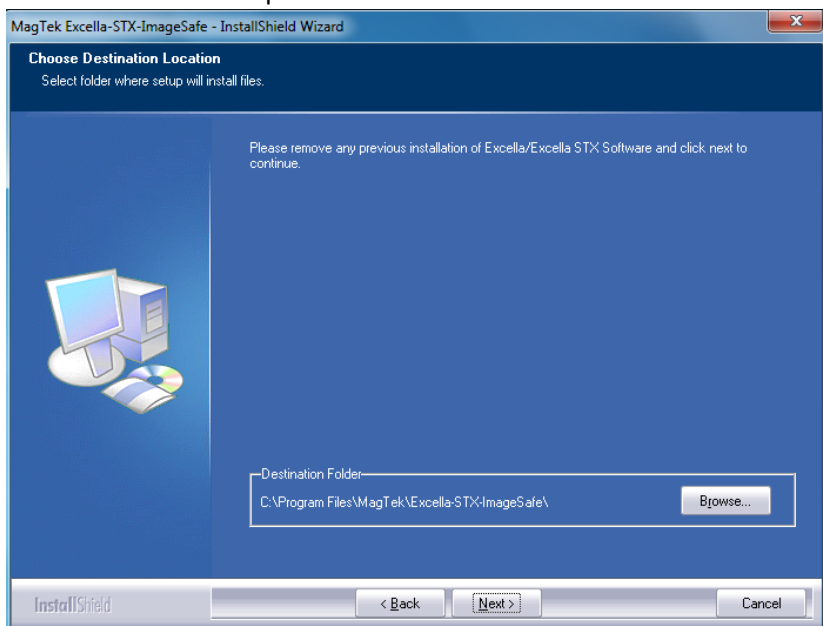
3. Click “Next” to proceed with Installation



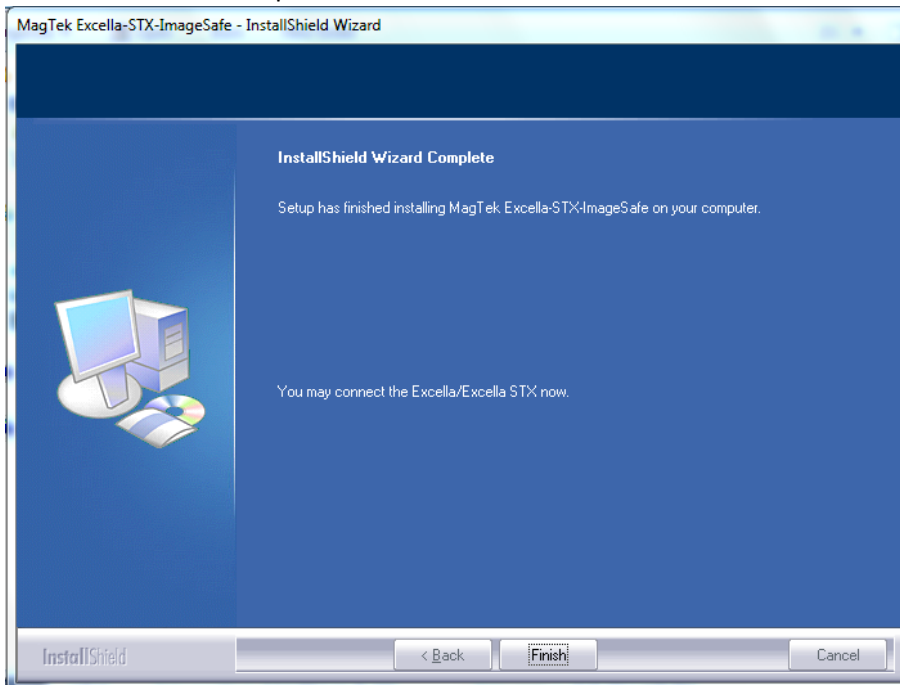
4. Click “Next” to accept all the checked defaults



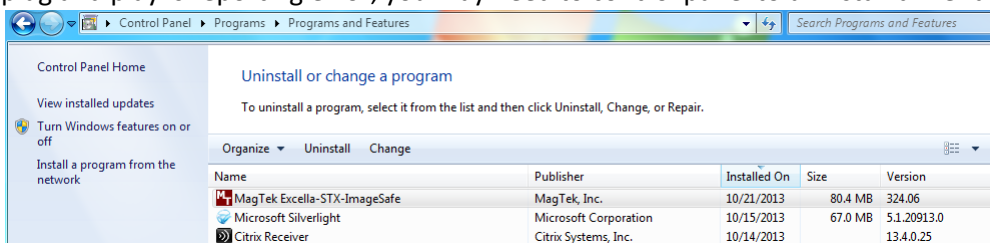
5. Click “Next” to accept the default Destination Folder



6. Click “Finish” to complete the installation.

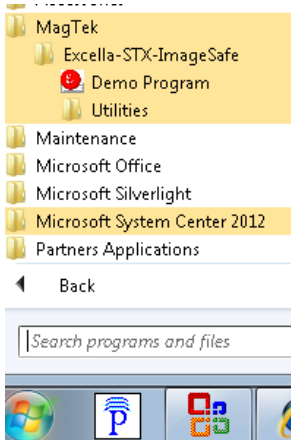


7. Now you may connect the ImageSafe scanner power connection and USB connection to the workstation. If windows plug and play is reporting error, you may need to control panel to uninstall driver and re-attempt installation from step 1

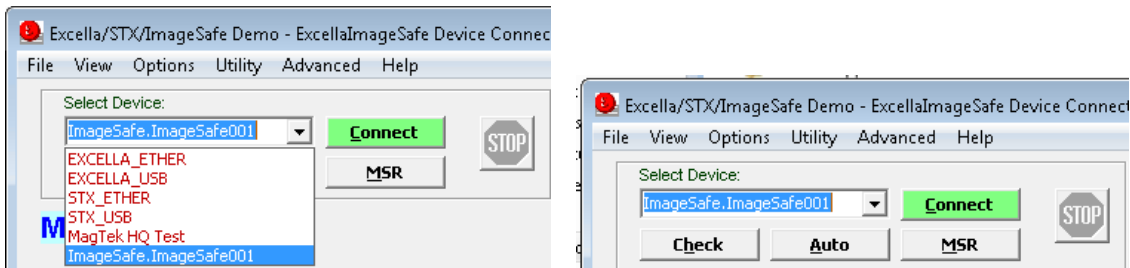


Validation

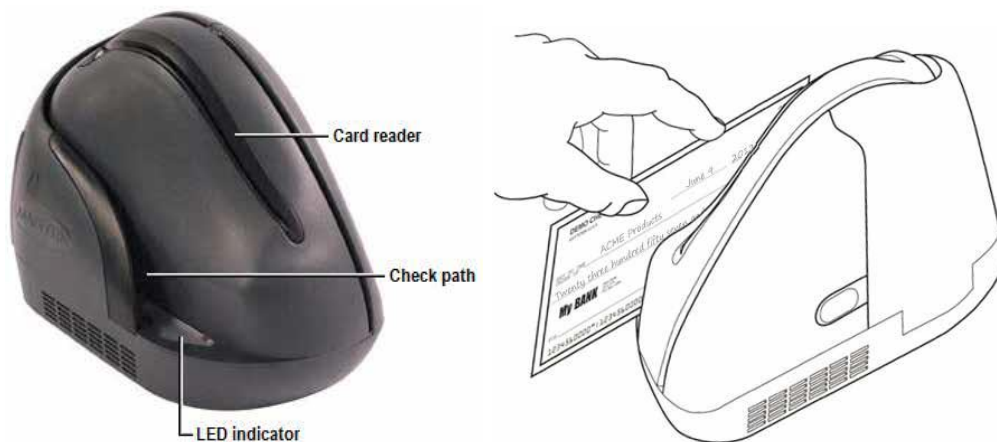
There are two ways to confirm the scanner is functional. The best way is to have the end user log in to Trustcommerce to try check scanning with the vendor web site. Otherwise, you may try running the Demo program below



Within the Demo utility, select from the Device drop down “ImageSafe.ImageSafe001” and click on “Connect”



Place a Check-size piece of paper into the scanner’s Check path as shown below and click on the Check button



Review the Demo Utility’s image view panes to confirm ImageSafe scanner is capturing as illustrated below.



Excella/STX/ImageSafe Demo - ExcellaImageSafe Device Connected

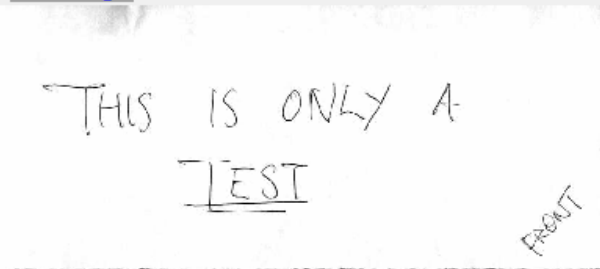



File View Options Utility Advanced Help

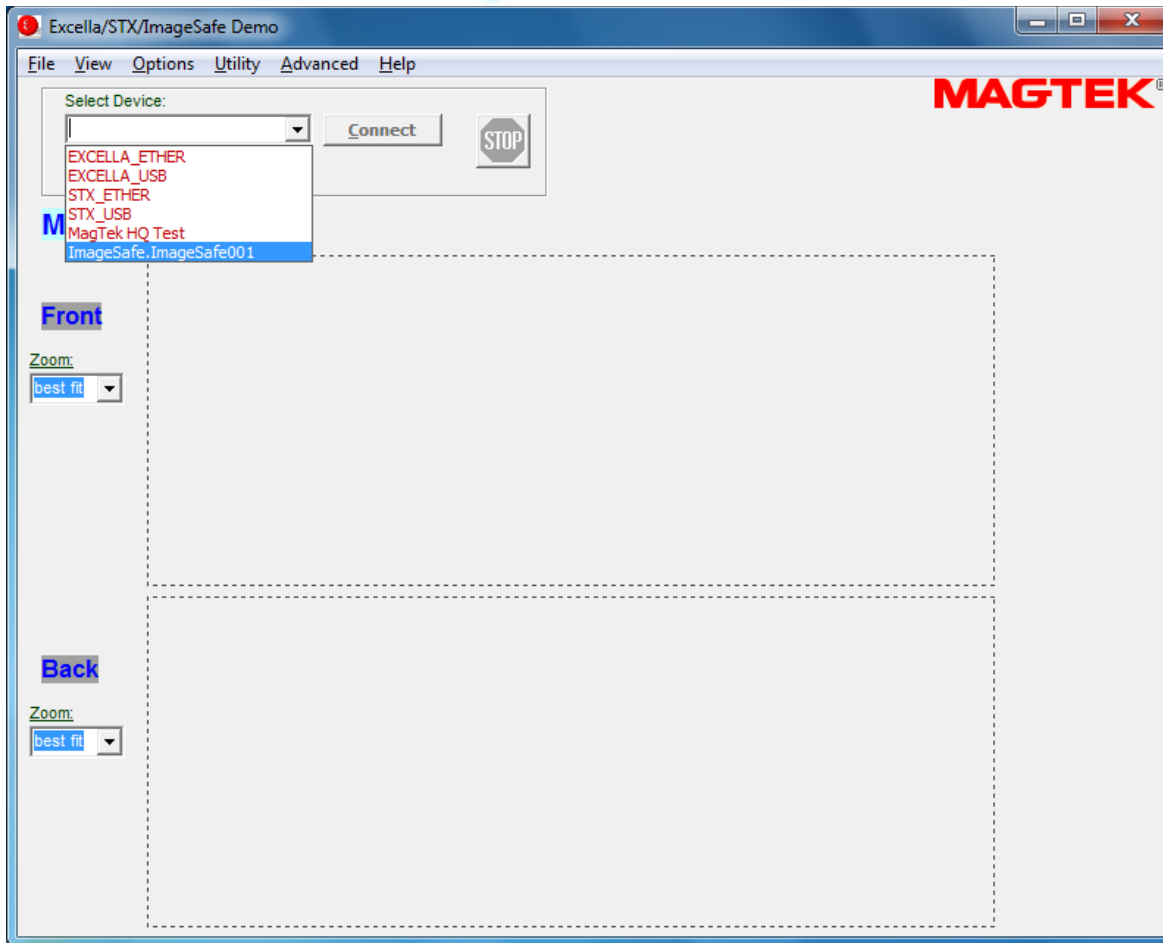
Select Device:
ImageSafe.ImageSafe001

Checks Processed:
000004

MAGTEK

MICR Data:

Front - image1	Front - image3
	
Back - image2	Back - image4
	



Dragon 360 Dictation Software

Physicians use Dragon Medical Network Edition to dictate progress notes, HPI, and assessment and plan directly into EHR software. They also use it to save themselves at least 20 minutes of documentation time each day. Physicians can dictate, edit, and voice-navigate while running an EHR in any virtualized environment. Dragon Medical Network Edition supports custom vocabularies and delivers continuous learning and profile adaptation.

Requirements:

CPU: 2.4 GHz Intel Dual Core or equivalent AMD processor. (IMPORTANT: SSE2 instruction set required)

Free hard disk space: 5 GB

Internet Browser: Microsoft Internet Explorer

Microphone: SpeechMike II and III as well as other USB microphones.



Operating system:

Microsoft® Windows® 10

Microsoft® Windows® 8.1 32 bit and 64 bit

Microsoft® Windows® 8 (including Professional and Enterprise), 32 bit and 64 bit

Microsoft® Windows® 7, 32-bit and 64-bit

Microsoft® Windows XP® Service Pack 3, 32-bit only*

Processor Cache: 2 MB

RAM: 4 GB for Microsoft® Windows® 7, 32-bit and 64-bit, Microsoft® Windows® 8, 32-bit and 64-

Bit and Microsoft® Windows® 10

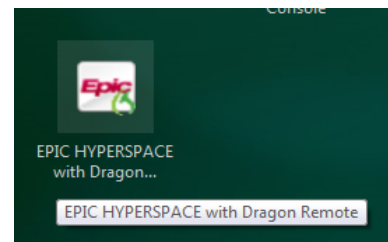
Sound Card: Creative® Labs Sound Blaster® 16 or equivalent sound card supporting 16-bit recording.

Note: Dragon 360 WILL NOT work on Mac computers.

Installation:

Download the plugins from <http://healthcare.partners.org/dragon/dragon.htm>.

1. On the computer you wish to use Dragon Remote, install the Citrix Audio Plug in **vddnspatch2.exe**
2. Install the PowerMic II Extensions **PowerMic Citrix Extension Client.msi**
3. From Internet Explorer, launch and log into <http://myapps.partners.org>
4. Locate the icon labeled EPIC Hyperspace with Dragon and click it.



NOTE: PLEASE BE SURE TO LOG OFF YOUR PROFILE BEFORE SHUTTING DOWN PC OR LOGGING INTO ANOTHER COMPUTER. NOT DOING SO WILL CORRUPT YOUR PROFILE, KEEPING YOU FROM LOGGING IN AND MAY RESULT TO LOSING YOUR CURRENT PROFILE WITH PERSONALIZED VOCABULARY LIBRARY.

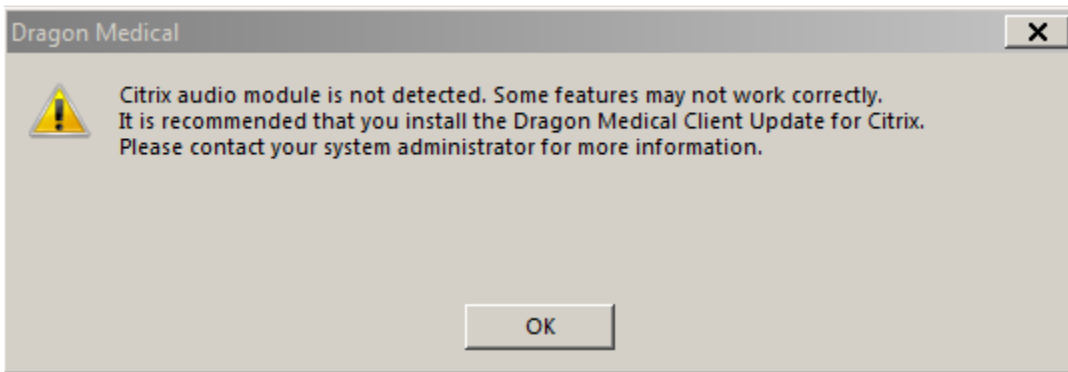
Troubleshooting:

The first step is to determine if have you met all the prerequisite to use the Dragon remote client.

- Microsoft Windows 7, 8 or 10
- Nuance PowerMic II or PowerMic III or other USB microphones
- User must have completed a Dragon training class and have access to Dragon
- User must have access to the EPIC Production environment (Remote client will only work with EPIC)
- A connection to the internet

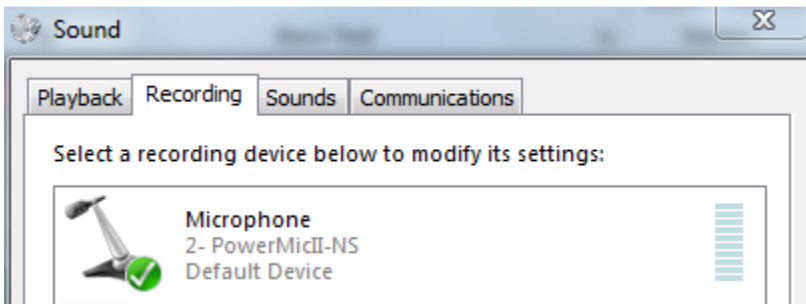
Download Plug-ins from <http://healthcare.partners.org/dragon/dragon.htm>

If the you receive the error message



Ensure the Nuance Power MIC II is installed on the Computer. Is so confirm the operating system can see the Nuance Power MIC II and has installed the drivers.

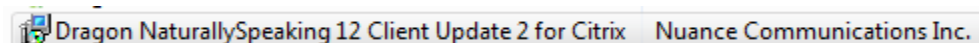
To test right click on the speaker icon in the lower right corner and choose recording devices.



If the MIC is not being seen by the operating system. Please remove it from its usb port and try a different port on the laptop\pc.

If it is plugged into a usb hub, remove it and plug it directly into a port on the computer.

We also see this error message if the Citrix client was installed\updated after the remote Dragon plugins were installed. Can you go to Programs and Features located in the Control Panel and uninstall the-



And



Profile Corruption:



Profile corruption occurs when the user forgets to log off before shutting down or logging into second PC without logging off PC 1.

Errors might look like:

- "Roaming user profile error"
- "The user Profile is locked....."
- "The speech engine returned the following error: Invalid Topic"
- "The speech engine returned the following error: Unexpected"
- "The speech engine returned the following error: NotAFile"
- "The speech engine returned the following error: MissingVocFile"
- "An internal recognizer error has occurred..."
- "COM returned an unexpected error code: Details are DGNERR_TOPICNOTOPEN"
- "Unable to open topic. Internal error. See Dragon log for details"
- "SDAPI Error"
- "Signal Processing Error"
- "The vocabulary you have chosen...is incompatible or invalid"
- "E_FAIL"
- "E_UNEXPECTED"
- "An error occurred while saving or copying user files. The files "C:\Documents and Settings\All Users\Application Data\Nuance\NaturallySpeakingXX\Users\User name\current\aco.ini" could not be copied to "C:\Documents and Settings\All Users\Application Data\Nuance\NaturallySpeakingXX\Users\User name\tb\aco.ini"

If any of the above errors:

1. Restart PC and restart Dragon. (if corrected do not proceed to following steps).
2. Launch Dragon Medical 360 Application. DO NOT LOG IN
3. Type in Username if does not automatically populated
4. Click Options
5. Click on Delete my local profile only checkbox. Click ok

Restart Dragon try logging on. If working correctly, problem solved. If still getting errors, contact Help Desk for Dragon back up profile.

Secure Button – Warp Drive

*The **Secure Button** is a function within Epic that allows a user to lock Epic without closing it. This means another user can quickly log into Epic on the same computer without having to relaunch it.*

***Warp Drive** is installed so an Epic session can be maintained via Citrix. Without Warp Drive each user would have to log into Citrix and launch Epic from scratch each time they moved to a new computer.*

A **Service Account** is a Partners user account which is created for the sole purpose of logging into Warp Drive. This frees the staff from having to log into Citrix with their own username. Each service account is associated with only one workstation name.

A workstation can be identified as a candidate for Warp Drive/Secure Button if it is commonly used by more than one person, or is a workstation that one person frequently switches between. This is ideal for exam rooms and MA areas.

How to configure registry file:

1. Make a copy of the registry template and rename it to the respective workstation name. This is so it can be easily merged in the future if Warp Drive needs to be reinstalled.
2. Right-click and edit the template file in a notepad.
3. Edit the line ["WinUser"]=] and replace the value "INSERT SERVICE ACCOUNT NAME HERE" with the service account username which has been assigned to the respective Warp Drive workstation.

Before:

```
"XMLPort"=""  
"WinUser"="INSERT SERVICE ACCOUNT NAME HERE"  
"Persistent"="TRUE"  
"Debug"=""
```

After:

```
"XMLPort"=""  
"WinUser"="abc123"  
"Persistent"="TRUE"
```

Steps for installation:

1. Merge the appropriate registry file. Make sure it has been edited to use the correct service account
2. Launch installation file and run the "complete" installation
3. Launch Warp Drive and confirm a Hyperspace login window comes up

The Warp Drive application file can be launched from a desktop shortcut and/or added to the startup folder.