**Fluency Direct – Common Issues and Resolutions**

|  |  |
| --- | --- |
| **Fluency Direct Issue** | **Resolution** |
| User is prompted for a password or is unable to login | Username is likely entered incorrect on their account. The username must be the same as their Windows login. Capitalization is important, confirm if username is all in uppercases. |
| When recording, the microphone is not appearing as green | Ask the user which colour they are seeing and refer to the below for more information.**Green** = microphone is working properly.**Red** = microphone is not working because it cannot access the recognizer or remote recognition reached the maximum server capacity.**Blue** = Connector is not found/running in the virtual session.**Yellow** = There is an incorrect installation on the customer side. |
| Microphone is not responding | Try another USB port and restart the PC. Check if the correct microphone is chosen. Click on the **Control Bar > Microphone Setup**. |
| Issue with speech recognition quality when working across multiple rooms/sites | User to Calibrate the microphone before dictating. Select the **Control Bar > Microphone Setup > Calibration**. Then read the 3 paragraphs on the screen while holding the record button. |
| Commands not working as expected | Click on the **Control Bar > Commands**. Check if the command name is spelt correctly. Any numbers in the name of the command should be written. The command name should be between 2-3 words long. Ensure the [ ] are inserted correctly. If this does not resolve the issue, click **Control Bar > Help > Report an Issue**, and inform the user to add a brief description of the issue they are facing. |
| Fluency Direct is not recognising certain words | Add the word to the Dictionary by clicking the Control Bar > Dictionary. Then dictate the word, if not recognised add a pronunciation by using the “**Change**” link within the dictionary. If the above does not resolve the issue, select the **Control Bar > Help > Report an Issue**. |
| The word is being recognised but the display does not output as expected | It is possible to make the change using the **Abbreviations** functionality. E.g. “Millimoles per litre” being inserted into the document instead of “mmol/L”. Click on the **Control Bar > Abbreviations**. On the “Original” field type what is being inserted (e.g., “Millimoles per litre”) and on the “Replacement” field type what you wish to be inserted (e.g., “mmol/L”). If the above does not resolve the issue, select the **Control Bar > Help > Report an Issue**. |
| Help & Support | Users with speech recognition issues must report it by clicking on the **Control Bar > Help > Report an Issue**. To contact UK Fluency Support:* Email: UK.FluencySupport@Solventum.com
* Telephone: 0800-0285166
 |