Microphone Driver Install for New Workstations

Upgrade November 2019

MModal Fluency Direct is a Speech-to-Text, voice dictation software, that enables you to type with your voice, directly into Epic. As we upgrade to a less workstation limited solution, and expand access to many new users, you may need to quickly to **update your workstation's microphone drivers** before using, or continuing to use, Fluency Direct. This is something you can do quickly without having to contact support. **NOTE**: If you are familiar with Fluency Direct, and it seems to be working correctly after the November upgrade, you probably do not need to update your workstation. Workstations previously used with Fluency Direct, may have already been updated.

When to Install Drivers

If you find the **Record Button** on your USB microphone is not engaging the Fluency Direct microphone (green light), or if you are using Fluency Direct on a new workstation, you should attempt to update your drivers. Close all programs, sign-out of "light access" or Pulse Secure before installing drivers, and restart after install. **NOTE**: MModal **Mobile Microphone App** users (iPhone, Android) may not need to install the drivers.

HFHS Workstation Install: If you are using an HFHS managed workstation, go to your workstation's **Software Center** (type "software center" in the "Type here to search" area of your taskbar). In the Software Center, search for the "**Philips Speech Drivers**" application. Install the drivers.

If you can't find the drivers, or to confirm whether they are already installed, check the "Installation Status" area of the Software Center. If listed there, they are already installed.

HFHS Workstation

Non-HFHS Workstation Install: If you are using a non-HFHS workstation or personal PC, use the link below to download the installation package, and install using the default settings to install the "MCI Audio driver", "MCI Control Driver", and "Client extension for Citrix".

https://mychart.hfhs.org/Philips/1_WindowsDrivers_PhilipsSpeechDriversSetup.exe

Non-HFHS Workstation