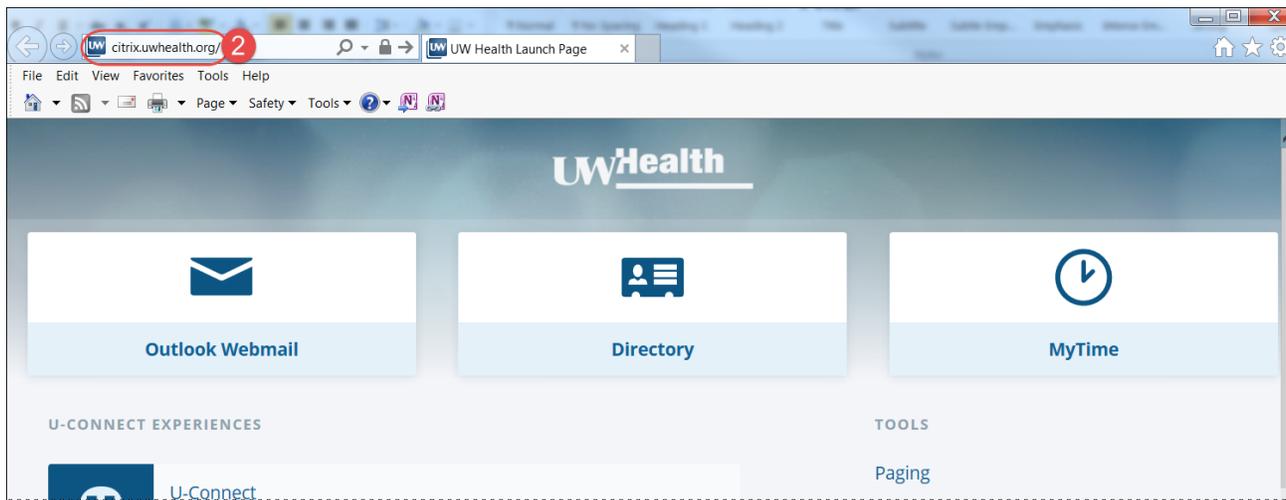


Fluency Direct from SMPH (Department) and Personal Computers

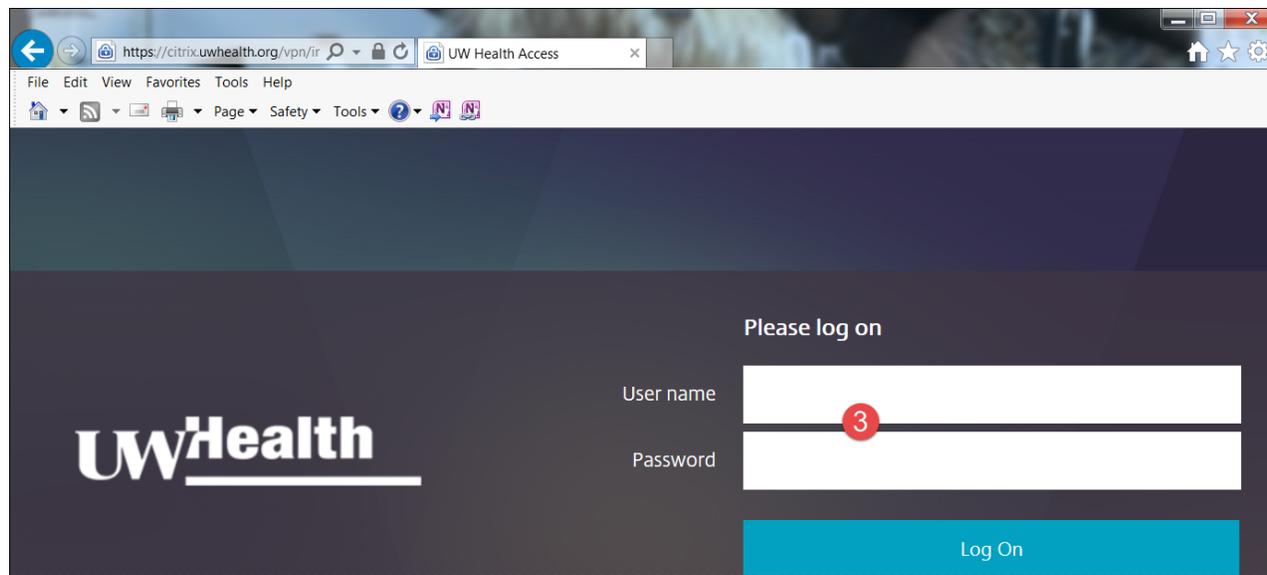


The following instructions detail how providers can access School of Medicine and Public Health/Department computers and personal computers in order to complete documentation using Health Link and Fluency Direct.

1. Launch internet browser.
2. In the address bar, type **citrix.uwhealth.org**.



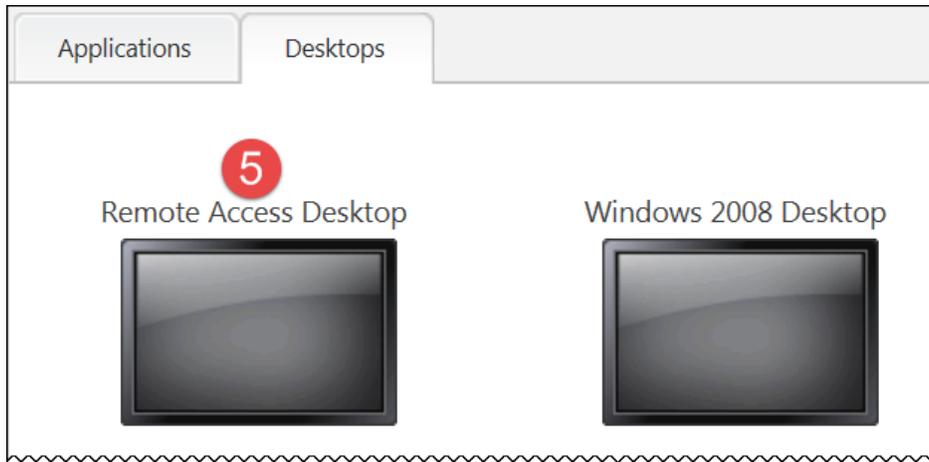
3. Log in with your Epic User ID and Password.



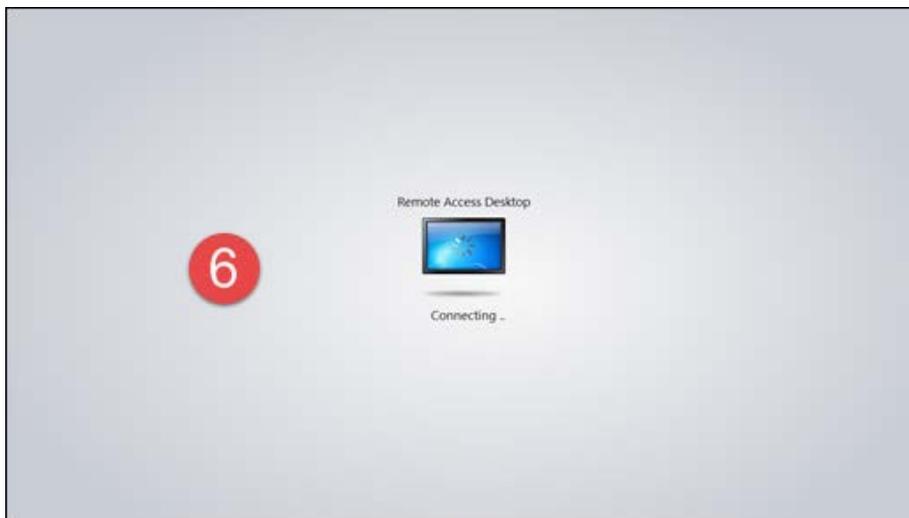
4. Select the **Desktops** tab.



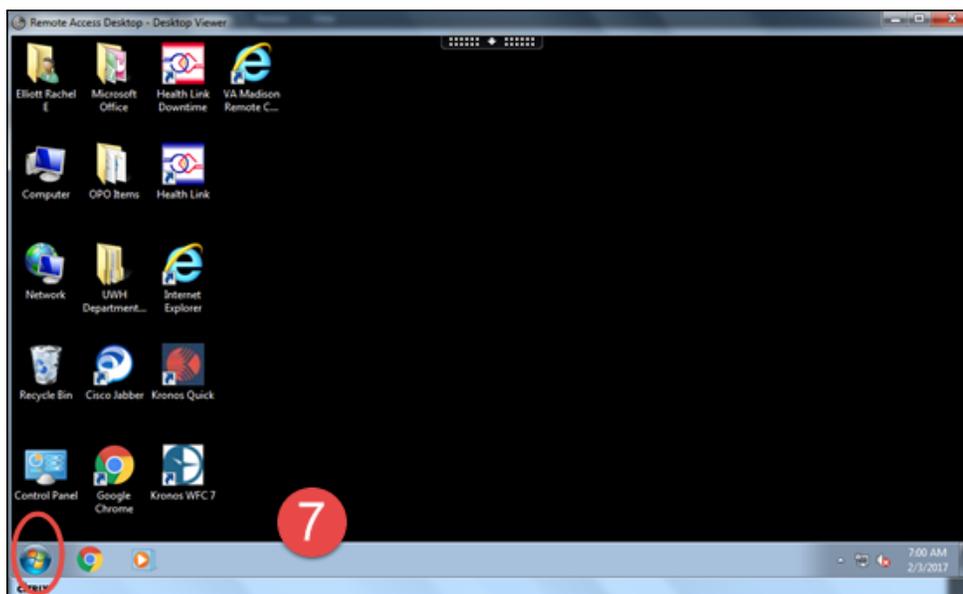
5. Select **Remote Access Desktop**.



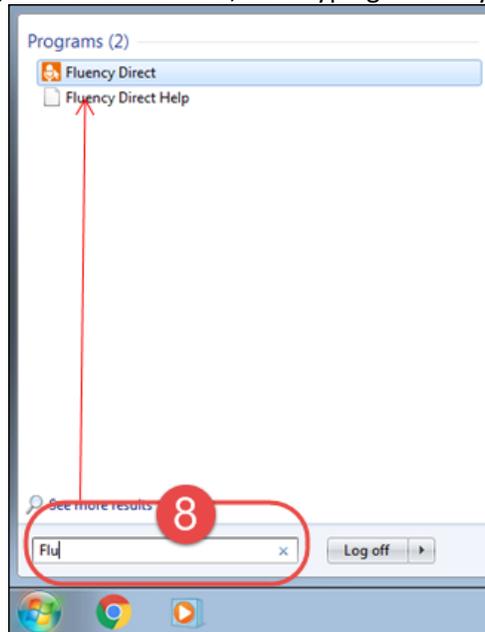
6. Desktop will load.



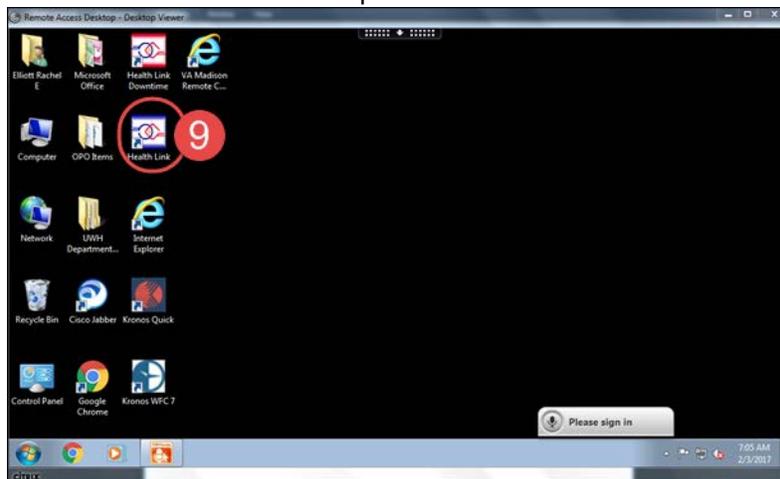
7. Once Virtual Desktop is loaded, select **Start**.



8. In the **Search programs and files** field, start typing “Fluency” and select **Fluency Direct**.



9. Launch **Health Link** from the Desktop.



10. Log in to **Health Link**.



11. Health Link will log you in to Fluency Direct (single-sign-on).

Determine your preferred method to record dictation

| DICTATION/RECORDING METHOD | WINDOWS | MAC |
|--|--------------------------------------|-----------------------|
| A. Dictate through cell phone - see letter A below | Recommended | Recommended |
| B. Dictate through plug-in microphone (Olympus) - see letter B on page 6 | Available but complex | Available but complex |
| Dictate with laptop internal microphone | Not available and/or not recommended | Not recommended |

12. Click the **Fluency Direct** toolbar and select **Microphone Setup**.



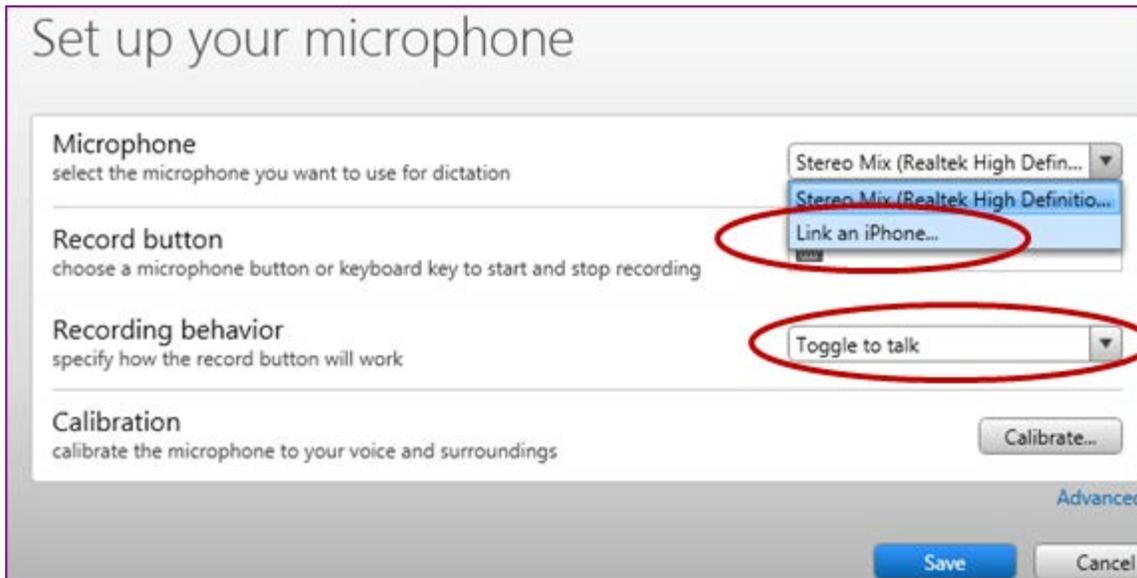
A. DICTATE THROUGH CELL PHONE

Install the Fluency Direct app on your phone as follows:

Go to <https://uconnect.wisc.edu/applications3/emailforms/form.jsp?ef=168> to complete and submit the required AirWatch consent form. Systems Security will notify you via email regarding the status of your request and push the M*Modal Mobile Microphone app to your phone.

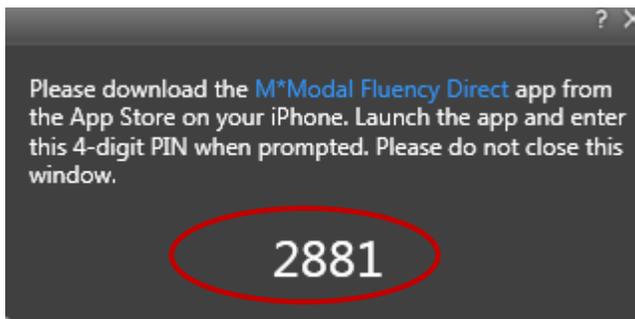
After the app is installed, then follow these instructions:

- Select **Link an iPhone** (even if you use an Android phone) from the Microphone pull-down menu
- Select **Toggle to talk** from the Recording behavior pull-down menu
- Click **Save**



- Open the **M*Modal Fluency Direct app** on your cell phone

NOTE: On your phone, you will be prompted to enter a 4-digit code and simultaneously on your computer a window containing a 4-digit code will appear. It will be necessary to enter the code to your phone the first time it is linked to Fluency Direct (and possibly at subsequent different locations/clinics). The 4-digit code differs with each occurrence.



- To record dictation, click on (toggle) the **mic icon on the FD control bar** and speak into the mic, or press the **mic icon on the screen of your phone** and speak into the phone. When recording, the mic icon on each device will be green. To end dictation recording, click/press the mic icon (toggle).

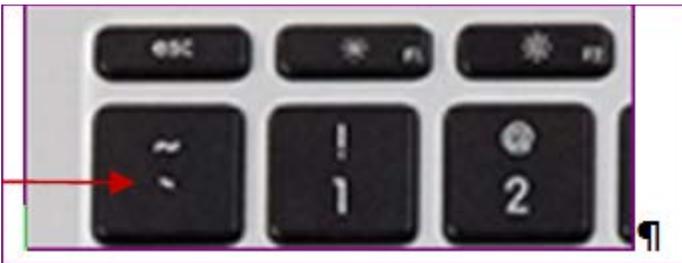


B. DICTATE THROUGH PLUG-IN MICROPHONE (OLYMPUS)

NOTES:

- With this configuration (Citrix and Remote Access Desktop), the buttons on the microphone will not work.
- Mac users: The first step is to disable the Mac's internal microphone (see instructions on pages 7-9), then continue as directly below.

- Plug mic in to USB device on computer
- In **Fluency Direct**, go to Set up your microphone, Microphone, then select **Citrix HDX Audio**
- In the Record button field, the backtick key on the computer keyboard is set as the default



- Select **Toggle to talk** from the Recording behavior pull-down menu
- Click **Save**

Set up your microphone

Microphone
select the microphone you want to use for dictation

Record button
choose a microphone button or keyboard key to start and stop recording

Recording behavior
specify how the record button will work

Calibration
calibrate the microphone to your voice and surroundings

Citrix HDX Audio

Keyboard icon

Toggle to talk

Calibrate...

Advanced

Save Cancel

- To record dictation, you could
 - a. click on (toggle) the **mic icon on the FD control bar** and speak into the mic or
 - b. click on (toggle) the **backtick key** of computer keyboard and speak into the mic
- To end dictation recording, click/press the mic icon on the FD control bar.

INSTRUCTIONS TO DISABLE THE MAC INTERNAL MICROPHONE

Fluency Direct (FD) is a Windows-based client, so it cannot be installed on Macs; therefore, the preferred method to access FD from a Mac laptop is via Remote Access Desktop, with the MModal Fluency Direct mobile microphone app that is available for iPhone and Android phones.

If you choose to use the Olympus USB microphone rather than cell phone, the internal microphone on the Mac computer needs to be muted/disabled and then the Olympus USB microphone plugged in.

Below are instructions for two approaches (sourced from <http://osxdaily.com/2010/06/25/disable-the-internal-microphone-on-your-mac/>)

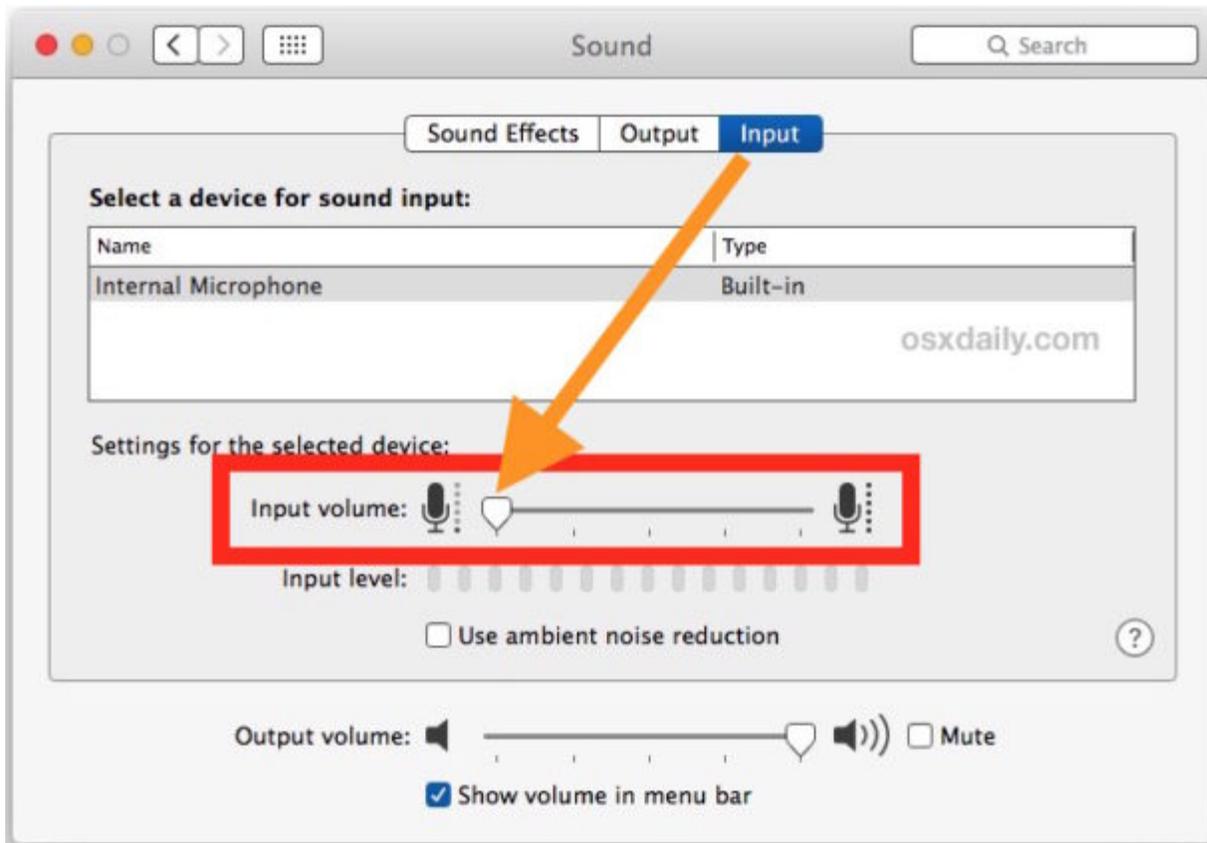
All Macs have a microphone included in them, but if you want to disable the internal microphone on your Mac, you can do so through a variety of methods. We'll cover the two easiest approaches to turning off the microphone; reducing the input volume so that no sound is picked up by the microphone, and also by selecting a different and nonexistent audio input source so that the Mac will not detect audio whatsoever. Both methods effectively disable the microphone on a Mac

Note that these work to disable the Mac's internal built-in microphone in all versions of Mac OS X and with just about every Mac. To disable an external microphone, simply unplug it from the Mac.

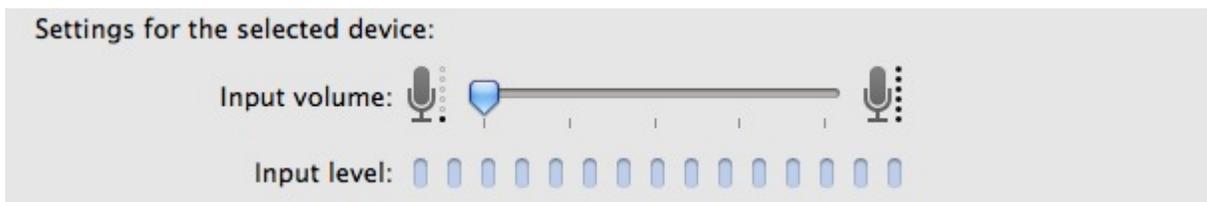
How to Disable the Internal Microphone on Mac by Reducing the Input Volume to 0

1. Launch System Preferences from the  Apple menu in the upper left corner
2. Click on "Sound" preference panel
3. Click on the "Input" tab
4. Drag the "Input volume" slider all the way to the left, as seen in the included screenshot – you can test the microphone has been disabled by talking and you'll notice the mic indicator no longer moves
5. Close System Preferences as usual

This method works to turn off the microphone by reducing the audio input to zero, effectively making the internal microphone unable to capture any sound.



1. This control panel for the Microphone looks a little different depending on the version of Mac OS X used on the Mac, but it always allows users to change the microphone input level to zero, thereby disabling the ability to pick up sound.

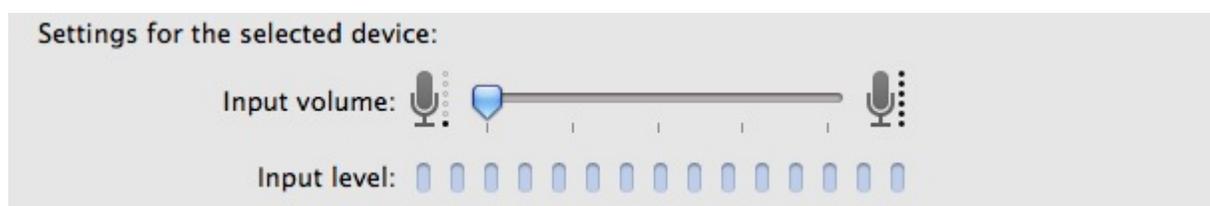


2. **How to Disable the Internal Microphone on Mac by Selecting a Different Audio Input**

Use this method if you basically want to disable the internal microphone's ability to hear audio entirely.

On older versions of Mac OS X you can also just select a different audio input like line-in, even if another mic is not connected to the Mac. This is not an option in newer versions, however, newer Macs can always just plug in a different line-in source and then select that and reduce the volume as described above.

- Launch the System Preferences
- Click on “Sound”
- Click on the “Input” tab
- Select “Line-in”
- Close System Preferences



This works by changing the audio input to the line-in, also known as the audio input port on your Mac. As long as you do not actually have any audio input device connected such as an external microphone or some other line-in device, this method is very effective.