

Microphone Troubleshooting

When using a FESR hand-held microphone, audio may not be captured at the time of dictation. This can be due to a number of factors.

Here are a few things a user can do to troubleshoot any issues with their microphone before contacting the help desk.

Ensure the microphone is plugged into the computer's USB port

Ensure You are Using the Correct Fluency Direct Application

- For Cerner, you must launch the Fluency Direct Application on the QuickLaunch toolbar where Cerner Powerchart is located. For dictating into other non-Cerner applications, you must launch Fluency Direct using the application icon on the computer desktop.

USB Ports damaged

- USB ports can be damaged/not functioning. One of the first steps is to try plugging the microphone into another USB port, preferably at the rear of the computer as these are the most reliable. This should be done before launching the FESR application.

USB port is in conflict with another port

- Unplug all USB devices and reconnect the microphone. A restart may be needed with microphone installed

Windows default recording, playback device is set to another device

- When a USB device is plugged in or unplugged, Windows may or may not change the default value of the recording or playback defaults. **Check the default values under the Sound properties within the Control Panel, and ensure other recording or playback devices have been disabled.**

Conflicting recording devices

- If more than one device is plugged in, Windows may have a conflict. Unplug all USB devices and reconnect the microphone. A restart may be needed with microphone installed.

Microphone has not been recognized; Fluency Direct microphone icon appears red and does not allow recordings

- If a webcam and microphone are both plugged in, it is possible that Windows may have defaulted to the webcam recording speaker. Unplug webcam and/or check Sound properties in the Control Panel.

Note: While dictating, the large "light" on the Olympus RM4010P microphone may flicker from Green to Red. This is not a problem, only if you are trying to record and the light stays Red.