Here are a few issues seen using Nuance PowerScribe 360.

**Problem:** You receive the following message "**There is order associated with this accession number. Would you like to create a temporary order?**"

**Fix:** Technologist needs to complete the exam in RIS-Imagecast. Once the exam has been completed, it will automatically update the information in Nuance PowerScribe 360. If it still does not process, contact the Nuance PowerScribe 360 Administrators.

**Problem:** Nuance PowerScribe 360 opens the dictation window with no macro template.

**Fix:** Click ![All Site](image) located in the lower left corner of the screen. In List field, click **All Site**. From here you can select any Site macro to use.

**Problem:** Nuance PowerScribe 360 opens to the exam list but will not open a dictation window.

**Fix:** Communicate that with Attending. This problem occurs because the Attending has hit the **Dictate** button which then locks the residents out.

**Problem:** Report dictated on Nuance PowerScribe 360 does not show up in PACS or in ORCA.

**Fix:** Assign an Attending to the report or contact the Nuance PowerScribe 360 Administrators.

**Problem:** The microphone does not appear to function properly, or accuracy is unsatisfactory.

**Fix:** Use one of the following options:

- If the application displays a message indicating the volume level is too low, **PowerMic II** may not be selected as the default device. To resolve the issue, rerun the Audio Wizard (located under **Speech | Audio Setup**) making sure to select the appropriate input device.

- Unplug microphone and wait 30 seconds before re-plugging into USB port. It may take a minute for the microphone to be detected.

- Some PCs limit the output power of USB ports to 100mA (often the USB ports located in the front of the workstation). These ports are called bus-powered USB ports. To resolve the issue, connect the microphone into a USB port located on the back of the workstation if it is not already.

- Restart computer.

- Contact PowerScribe 360 System Administrator.