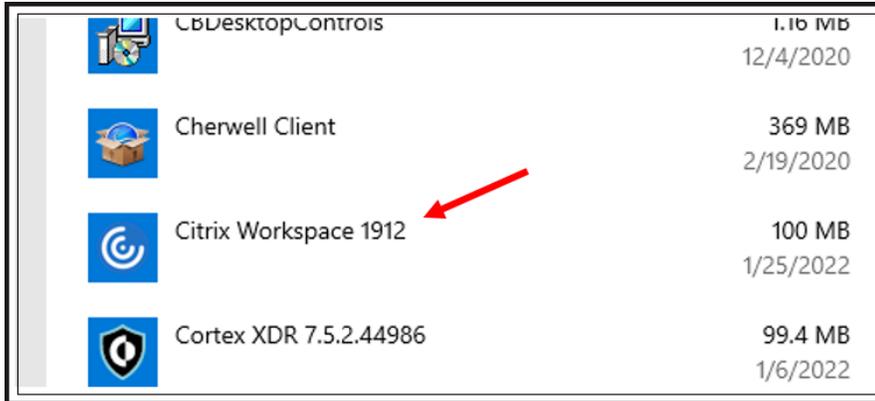


How to Upgrade the New Dragon DMO Components

The need to install and uninstall the correct version of Citrix may primarily affect Stony Brook Issued Laptops, not desktop computers.

- Go to the **Start** button on your computer
- Type **'Add/Remove programs'**
- Please make sure you have the correct version of Citrix which should be **'Citrix Workspace 1912'**.

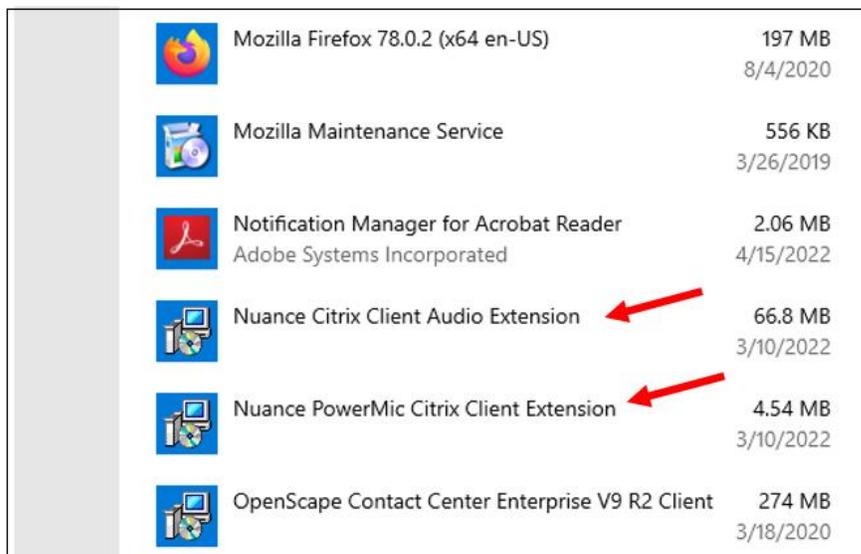


	CBDesktopControls	1.16 MB 12/4/2020
	Cherwell Client	369 MB 2/19/2020
	Citrix Workspace 1912	100 MB 1/25/2022
	Cortex XDR 7.5.2.44986	99.4 MB 1/6/2022

- If you don't have this version you will need to uninstall this first and install the correct Citrix version which is located at

<https://www.stonybrookmedicine.edu/DMO/downloads>

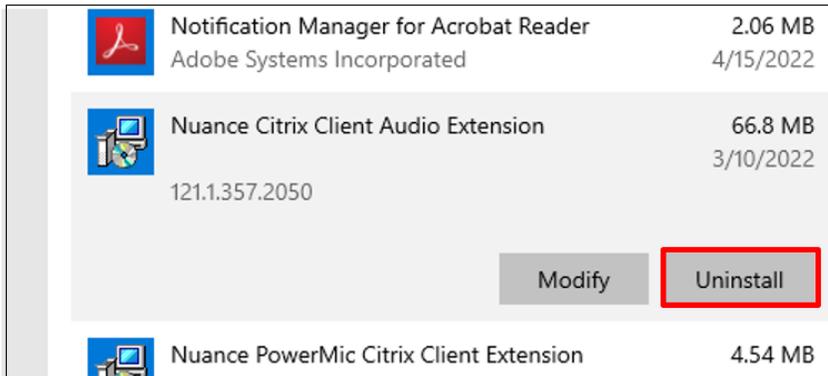
- Scroll down until you find 'Nuance Citrix Client Audio Extension' and 'Nuance PowerMic Citrix Client Extension'



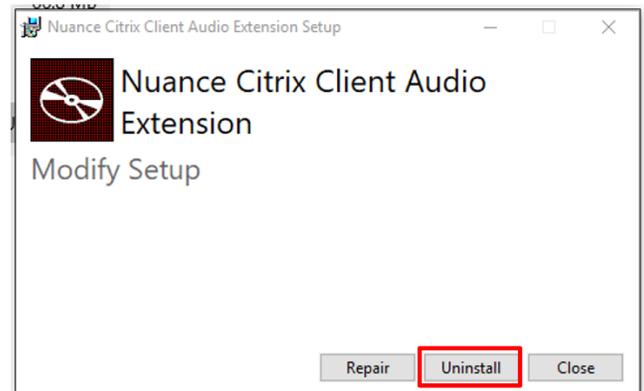
	Mozilla Firefox 78.0.2 (x64 en-US)	197 MB 8/4/2020
	Mozilla Maintenance Service	556 KB 3/26/2019
	Notification Manager for Acrobat Reader Adobe Systems Incorporated	2.06 MB 4/15/2022
	Nuance Citrix Client Audio Extension	66.8 MB 3/10/2022
	Nuance PowerMic Citrix Client Extension	4.54 MB 3/10/2022
	OpenScape Contact Center Enterprise V9 R2 Client	274 MB 3/18/2020

1. Click on **Nuance Citrix Client Extension**

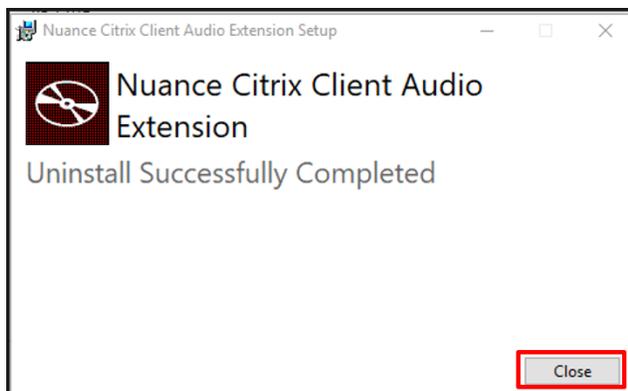
- Click **Uninstall**



- If you receive this second pop-up, click **'Uninstall'**.

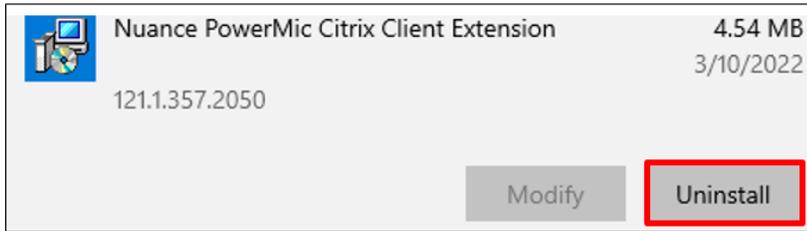


- Once done you will see this screen, click **Close**.



2. Next, select **'Nuance PowerMic Citrix Client Extension'**

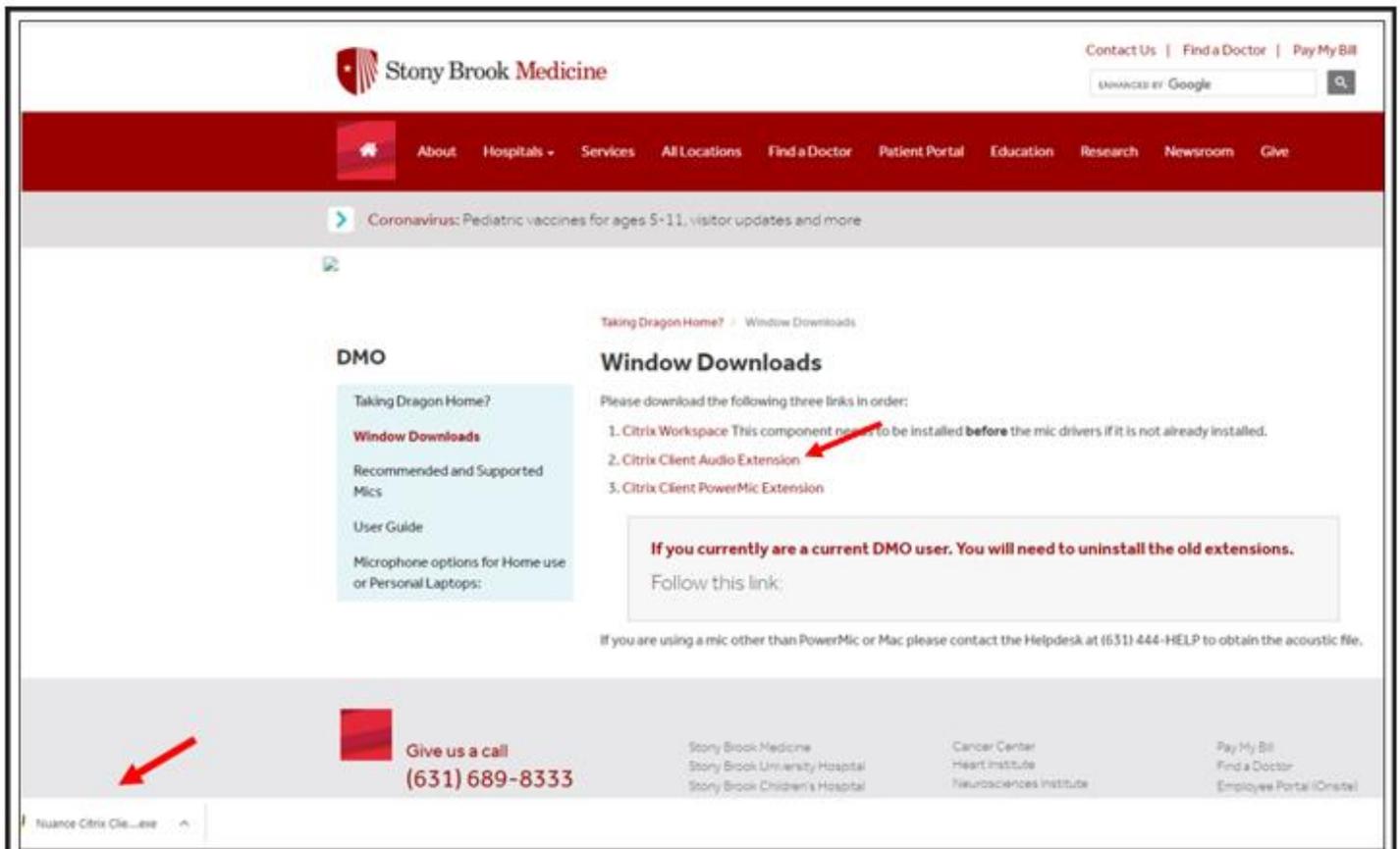
- Click **'Uninstall'**



- Click **Uninstall** on second pop-up if you receive it.

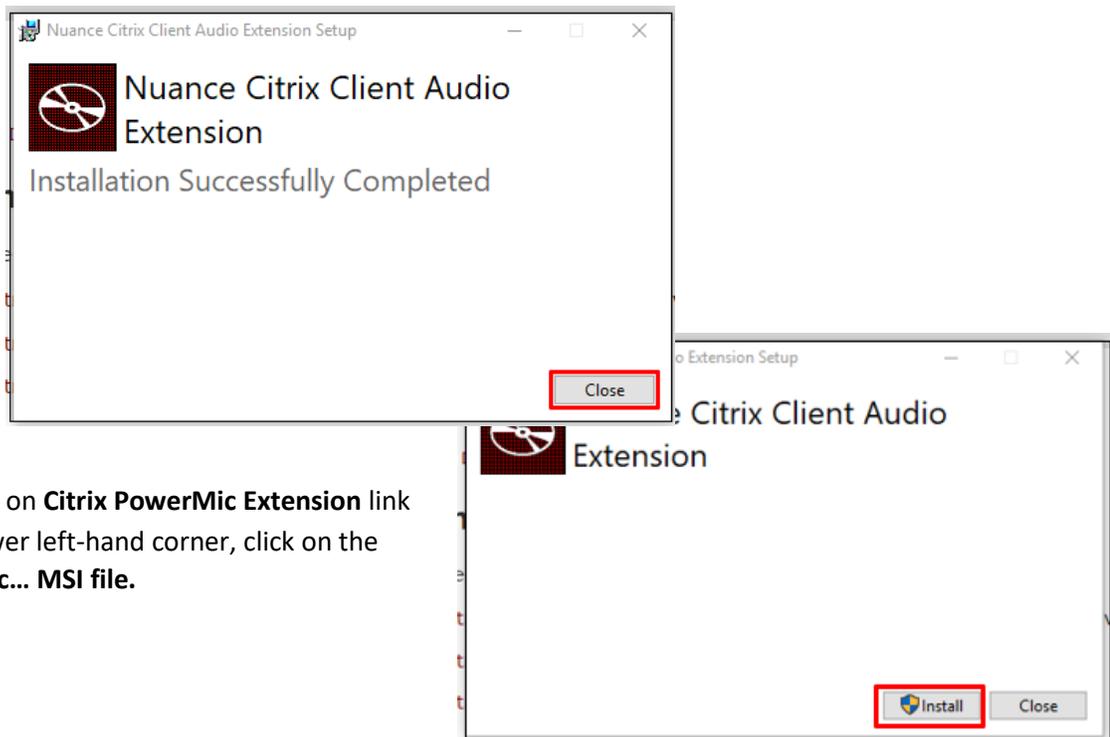
Once done, you are ready to install the new components

- Go to the following website (recommended to use either Chrome or Edge)
<https://www.stonybrookmedicine.edu/DMO/downloads>
- Click on **Citrix Client Audio Extension**
- In the lower left corner, you will see the 'Nuance Citrix Client...EXE' file. Double click on this file



- The following screen displays. Click **Install**.

- Once installed you will see 'Installation Successfully Completed'. Click **Close**.



- Now click on **Citrix PowerMic Extension** link
- In the lower left-hand corner, click on the **PowerMic... MSI file**.

[Coronavirus: Pediatric vaccines for ages 5-11, visitor updates and mo](#)

Taking Dragon Home? / Window Download

DMO

Taking Dragon Home?

Window Downloads

Recommended and Supported Mics

User Guide

Microphone options for Home use or Personal Laptops:

Window Downloads

Please download the following three link

1. Citrix Workspace This component ne
2. Citrix Client Audio Extension
3. Citrix Client PowerMic Extension

If you currently are a curru

Follow this link:

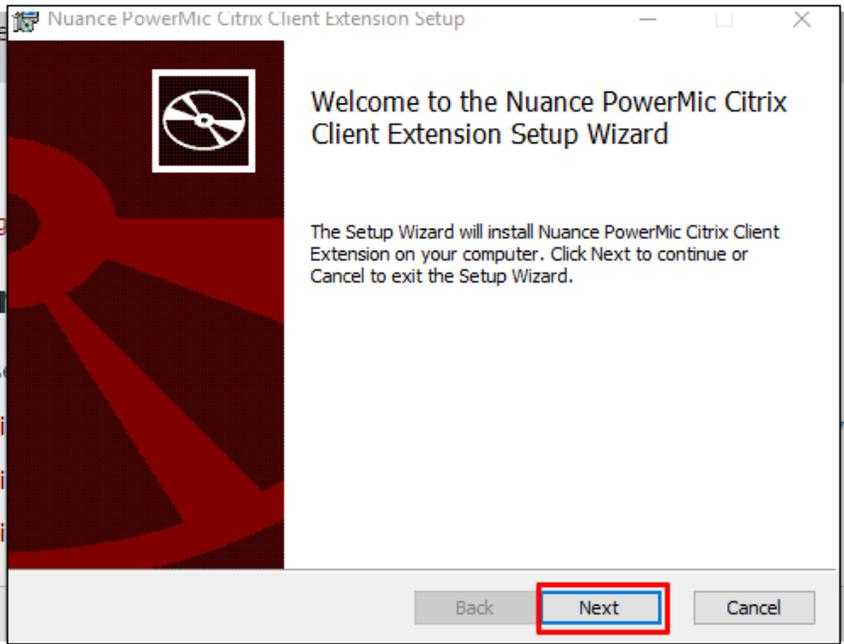
If you are using a mic other than PowerM

 Give us a call
(631) 689-8333

Stony Brook Medicine
Stony Brook University Hosp
Stony Brook Children's Hosp

Nuance PowerMic...msi

- Citrix Client Extension Setup Wizard opens. Click **Next**



- When completed, click **Finish**. Install is complete

