



Fluency Direct Installation for macOS

Installation Instructions

Interior Health

This document provides a guide on how to install Fluency Direct voice recognition software for macOS.

Install link - <https://fluencydirect-distro.s3.amazonaws.com/releases.macOS/Latest.html>

(This link will install the latest release of Fluency Direct for Macintosh)

System Requirements:

- macOS Catalina (10.15) or more recent
- 4GB of memory
- 500 MB of available storage
- Internet Connection

1. All Fluency Direct for macOS users should already have a valid Fluency Direct User ID and password. You should make note of the following information from your current Windows install before proceeding with a macOS install.

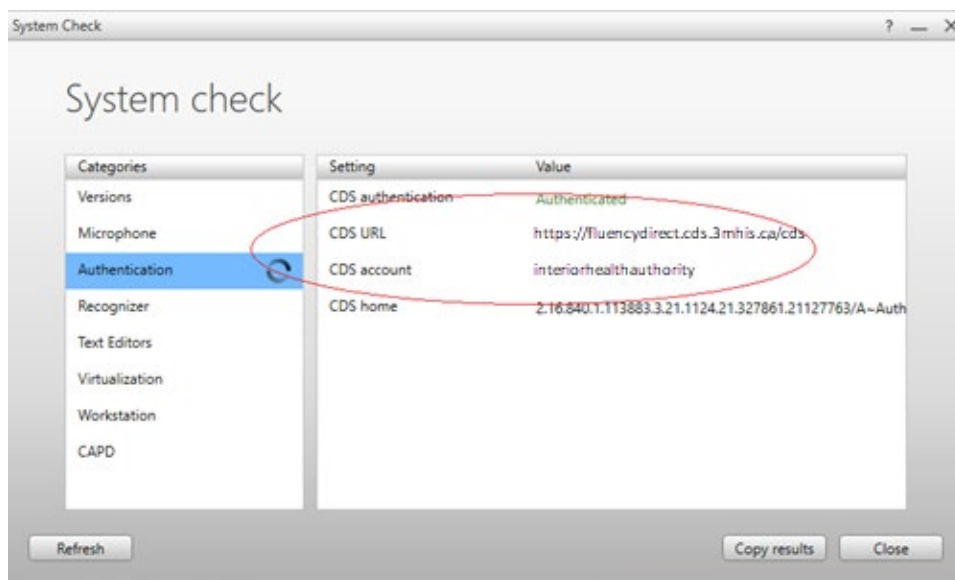
Username: (Your Interior Health Mnemonic all in UPPERCASE)

Password: Pass1234! (or your most recently saved Fluency Password)

Note: If your password does not work after completing step 10, contact the Fluency Analyst to have your Fluency password reset.

2. Base endpoint (CDS URL): **<https://fluencydirect.cds.3mhis.ca/cds>**
Location (CDS account): **interiorhealthauthority**

Once you have signed onto Fluency Direct, you can obtain the above information from System Check under Authentication.





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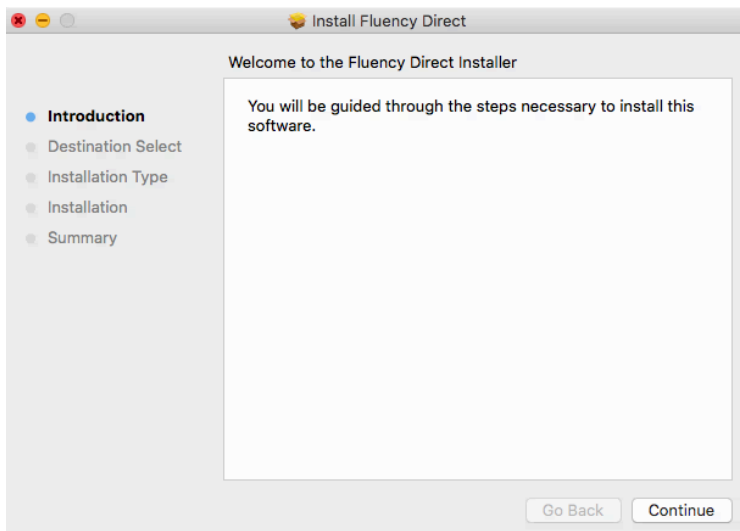
3. If you are installing Fluency Direct on a MacBook (laptop), it is likely that the laptop does not support USB A connector used by the Olympus, Philips, or other microphone you already own. The MacBook only supports USB C ports. In this case, you will need to purchase a USB A to USB C Adapter or use the M*Modal Mobile Microphone.



4. Once downloaded, double-click on the "MModal Fluency Direct" pkg file.
PKG files are macOS installation (setup) packages that contain installer scripts and compressed installation files that are used to install Mac software applications onto a user's hard drive. The MModal Fluency PKG file can act as both an upgrader to previously installed versions of M*Modal Fluency Direct and an original installer.



- 4.1 Read the instructions in the white box and click Continue.



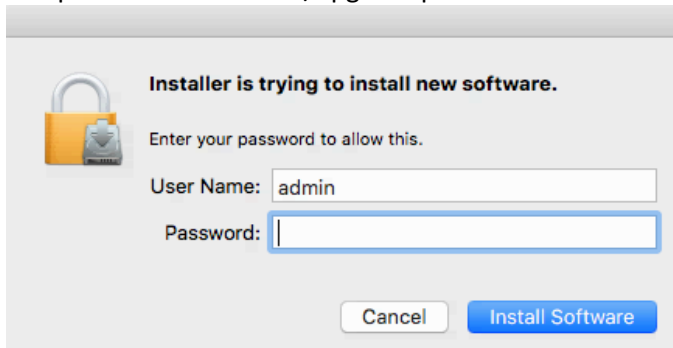


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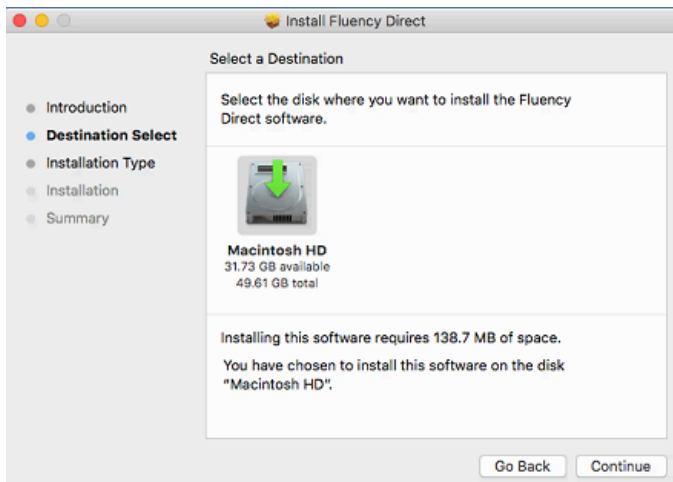
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- 4.2 When prompted, enter the password for the current macOS user (this is NOT your Fluency Direct password, but the password you use to access your mac) to supply the Installer with sufficient rights to complete the installation/upgrade process.



- 4.3 Click Continue.



- 4.4 Click Install.



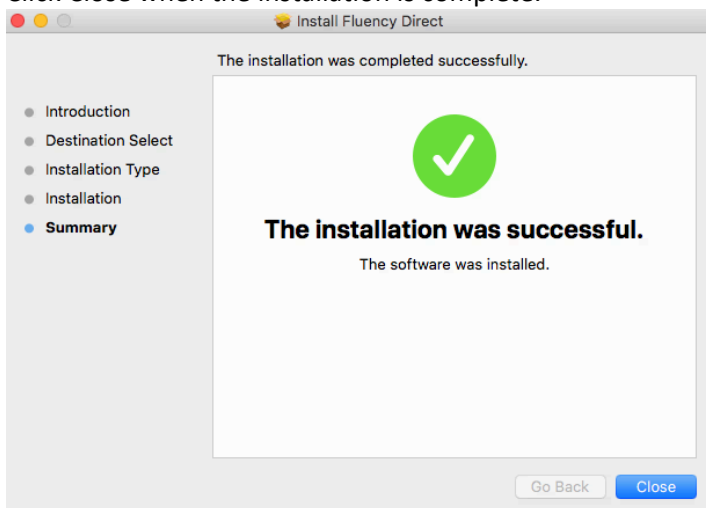


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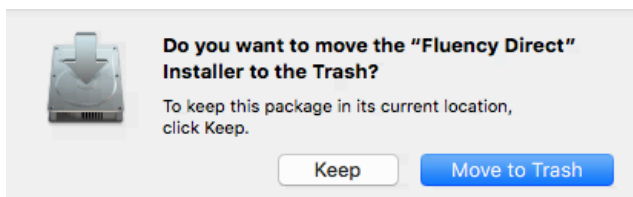
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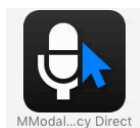
4.5 Click Close when the installation is complete.



5. You will be prompted with an option to keep or move the original PKG file to trash.

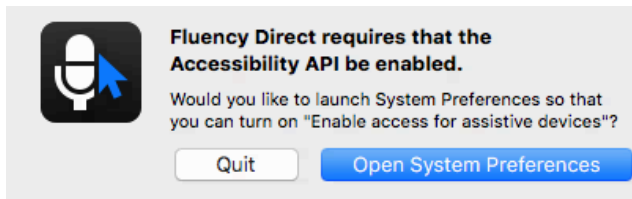


6. M*Modal Fluency Direct can be found in the applications folder. Launch it by clicking on the icon.



7. The first time you launch Fluency Direct after an installation or upgrade, you will need to give Fluency Direct permissions to use the macOS Accessibility API. The Accessibility API is used for dictating into native macOS applications such as Safari, Notes, and macOS specific EHRs.

7.1 Select Open System Preferences when prompted. You should not see this prompt again unless you upgrade Fluency Direct.



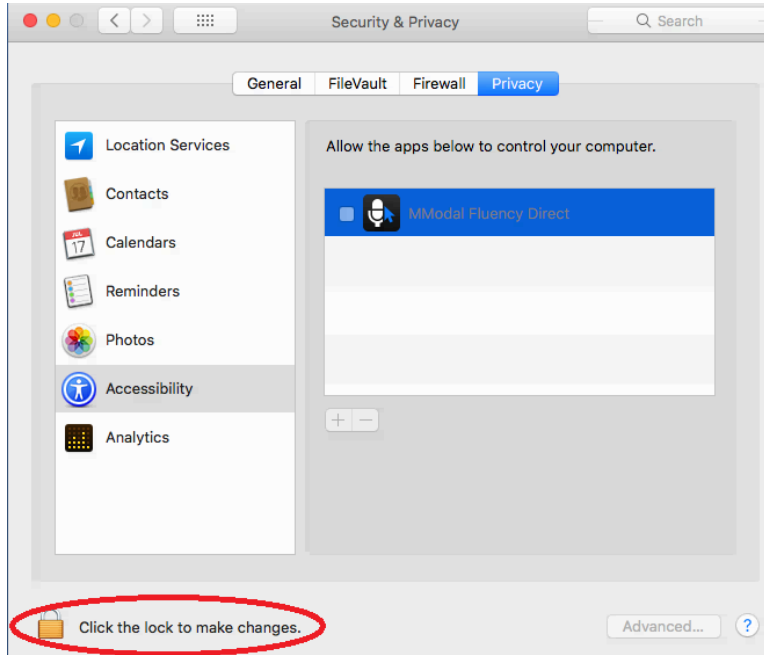


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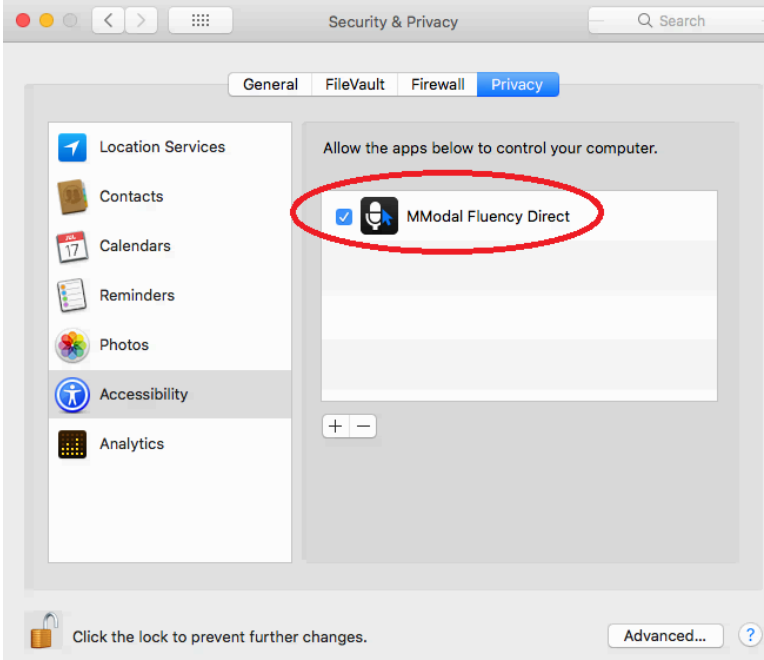
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7.2 You will need to unlock via “click the lock to make changes” and present your password again when prompted. The system is NOT asking for your Fluency Direct password, but the password you use to access your mac.



7.3 Once unlocked, select the checkbox next to 'M*Modal Fluency Direct'. You can close this screen once this is done. You should only need to do this after initial installation/upgrade.





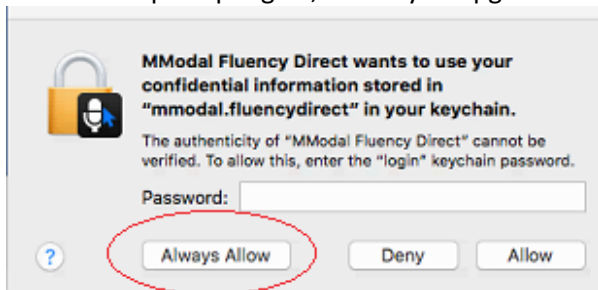
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7.4 When prompted, give permission to use the keychain storage. Make sure you specify "always allow".

This is used so that Fluency Direct can remember your credentials and you don't need to type them in every time you launch Fluency Direct. Use the password for your current account macOS. The system is NOT asking for your Fluency Direct password, but the password you use to access your mac. You should not see this prompt again, unless you upgrade Fluency Direct.



7.5 If you are using macOS 10.14 (Mojave) and above, you will have an additional prompt to allow the application to grant access to your microphone. The system is NOT asking for your Fluency Direct password, but the password you use to access your mac.

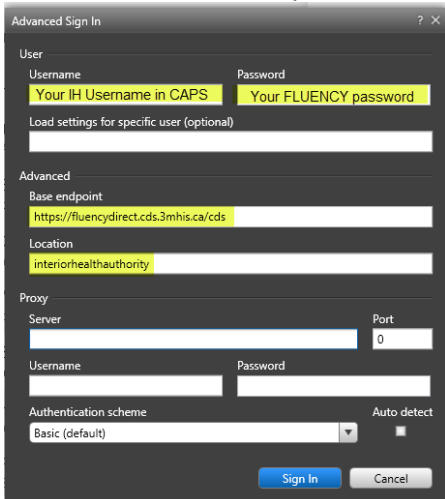
8. Once Fluency Direct is launched. **Shift+ Click** on the **Fluency Direct Control Bar** to launch the “Advanced Sign In” dialog to make sure Fluency Direct is pointing to the correct Base Endpoint and Location.



Note: Make sure that username, password, base endpoint, and location are correct.

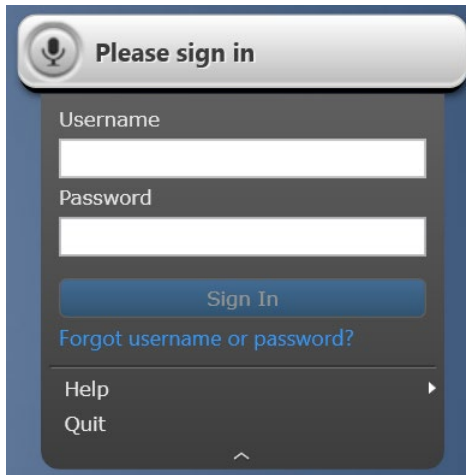
The base endpoint (CDS URL) and location (CDS account) should have been written down as part of Step #1 above.

8.1 Provide the correct information in the highlighted fields to allow Fluency Direct for macOS to share information with Fluency Direct for Windows by sharing the same speech profile.





8.2 You should only need to do this step one time after installation/upgrade. Once you have successfully signed in via the “Advanced Sign In” after installation/upgrade, the base endpoint and location values should be remembered by Fluency Direct. You will only need to type in the username and password moving forward by using a single click on the control bar.



Note: If your password does not work, contact the Fluency Analyst to reset your Fluency Password.

9. If this is the first time you are installing Fluency Direct on your macOS device, Fluency Direct you need to download a recognizer before you can start using the system. A recognizer is the data the system needs in order to translate speech into text. This can take up to 5 minutes. Once the download is complete you should be able to do speech recognition.
10. At this time, the macOS client for Fluency Direct does not have full parity with the Windows client.
 1. Only support local recognition.
 2. CAPD functionality (CDI-Engage, CDI-Engage One and HCC Engage) is not supported.
 3. Command Scripting is not supported.
 4. Commands are cross platform, but care should be taken when developing commands with mouse actions since screen coordinates for the same application may be different across OSes.
 5. Only support the Citrix Connector. The Connection is currently not supported for Terminal Services and VMWare Horizon View.