

**What is happening?**

Detroit is upgrading their workstation's Citrix Clients and Nuance Dictation drivers where applicable.

**When is this happening?**

21st Nov 06:00 EST – Huron Valley only. This does not include wireless devices.

**What can I expect during the rollout date?**

Workstations will see an "OK" prompt and a "Snooze" when the upgrade starts. You may only "Snooze" a limited number of times before you will be forced to upgrade. You are encouraged to save your work and install the upgrade as soon as possible. A reboot may be required if you encounter issues with dictation.

**Will there be downtime?**

The workstation upgrade takes about 15 minutes, you should not attempt to use the PC while the upgrade is going on. It will prompt you when it is complete.

**Will this upgrade affect PowerMic Mobile?**

If you dictate with your workstation using the Nuance Dragon Mobile Application, Nuance may have updated their Mobile application since the last time you used the Mobile application and it may require an update. That update is not related to this overall upgrade. In other words, PowerMic Mobile is not impacted.

**Will this upgrade affect MACs/Macintosh computers?**

No, this upgrade is only for Windows devices.

**Will Citrix look or behave any differently?**

No, connecting and using your Citrix applications should not change. If you do experience an issue you feel is related to the upgrade, please open a ticket with the service desk.