

Double Hop Configuration for Citrix Environments

Version 2026.2

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Overview

In a Citrix environment, the speech recognition/dictation app can be hosted on a Citrix server and delivered to a Citrix or VMware/Omnissa virtual desktop, which is then streamed to the client end point.

A double hop configuration consists of the following:

- Client end point: Windows end point or thin client.
- First hop: Citrix or VMware/Omnissa virtual desktop or Citrix server.
- Second hop: The Citrix server where the speech recognition/dictation app is hosted.

Client end point - Citrix Virtual Desktop (first hop) - Citrix Virtual App (second hop)

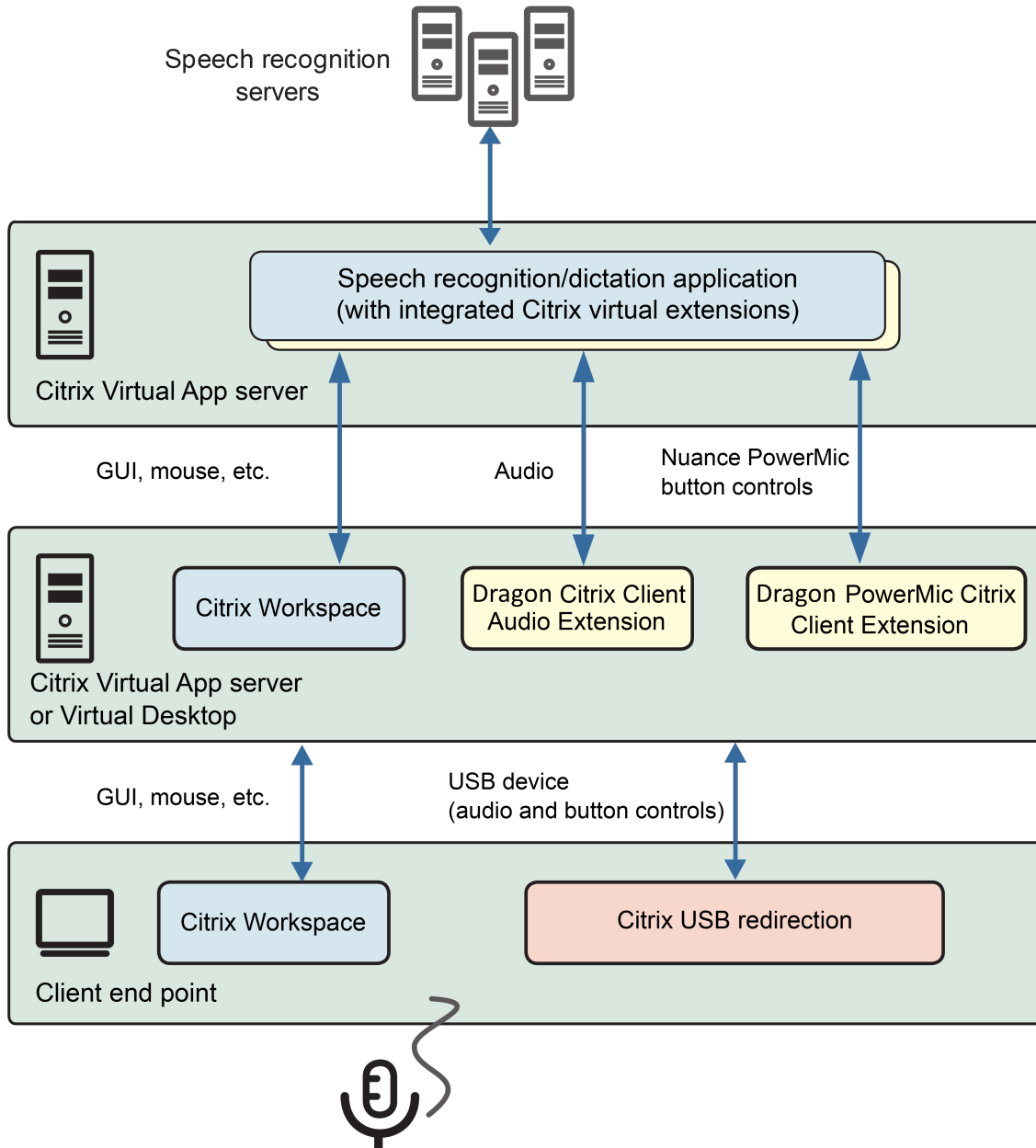
One of the following options for the first hop:

- Use Citrix USB redirection from the client end point to the Citrix Virtual Desktop.
- Use HDX Audio (high quality) and USB device splitting from the client end point to the Citrix server.

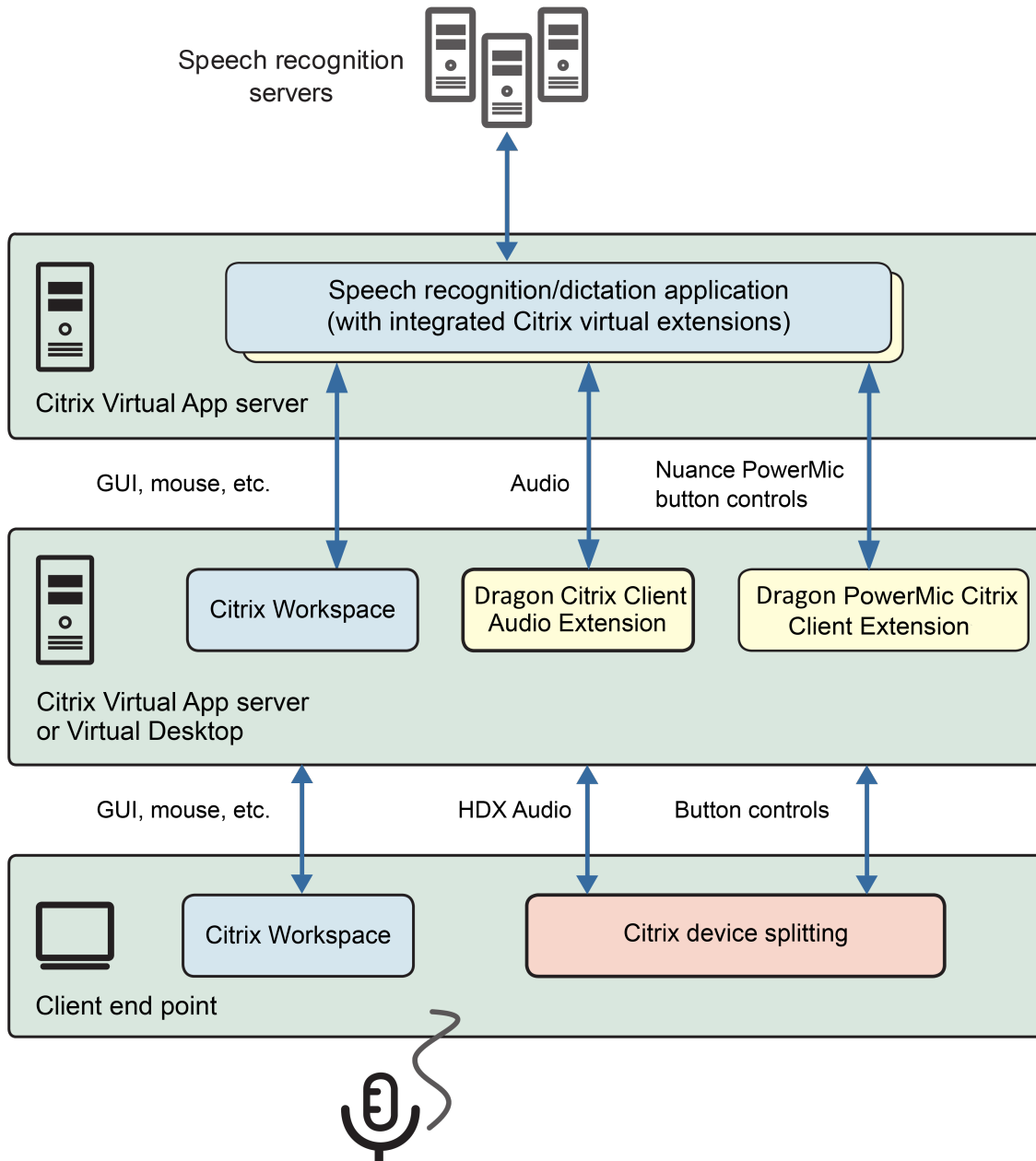
To deliver audio data from the virtual desktop to the Citrix Virtual App server where the app is hosted (second hop), use the Dragon Citrix Client Audio Extension.

To deliver PowerMic button controls from the virtual desktop to the Citrix Virtual App server where the app is hosted (second hop), use the Dragon PowerMic Citrix Client Extension.

Double hop configuration Using Citrix USB redirection



Double hop configuration Button redirection using Citrix device splitting



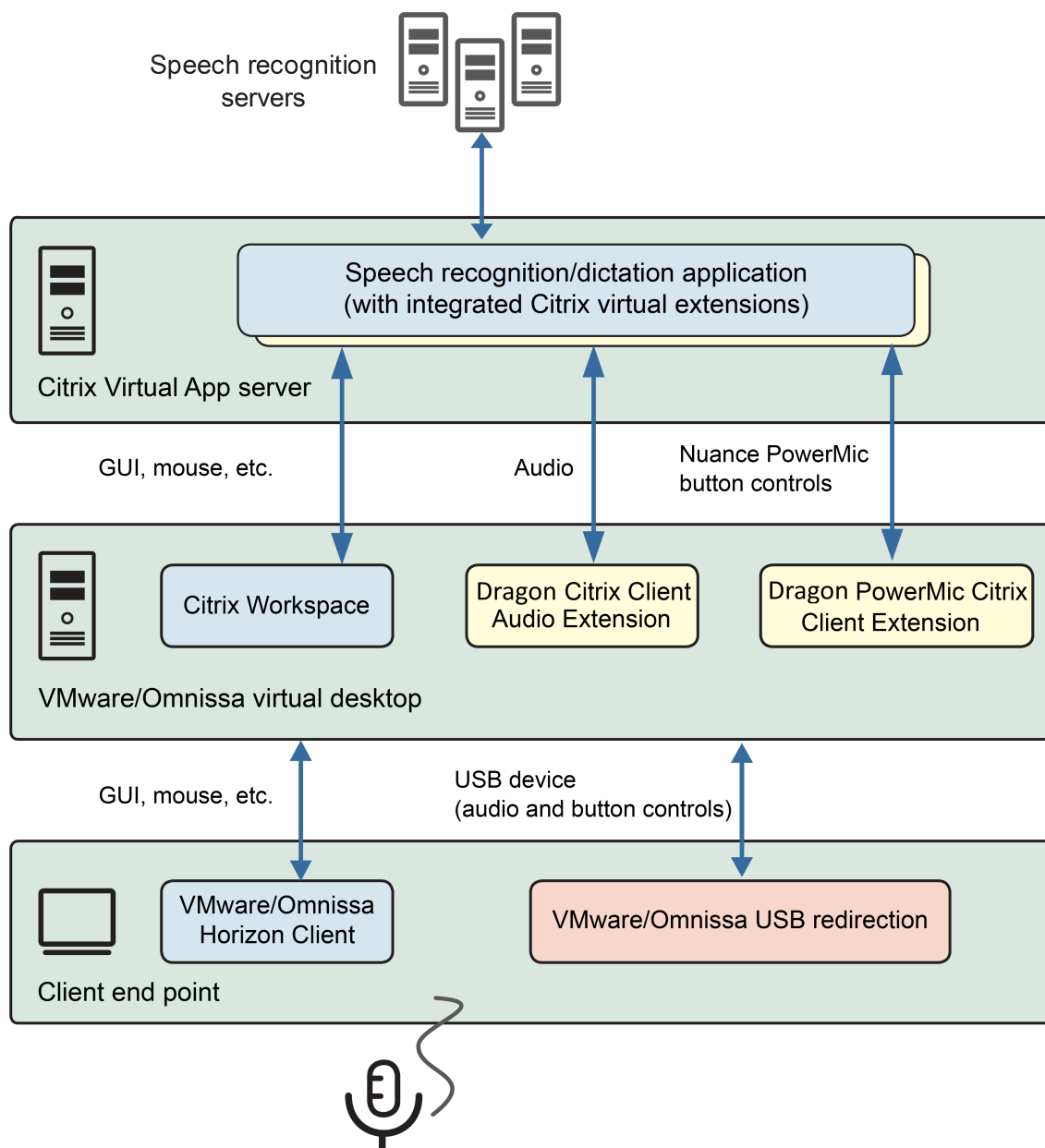
Client end point - VMware/Omnissa virtual desktop (first hop) - Citrix Virtual App (second hop)

Use either USB redirection or RTAV Audio (high quality) and USB device splitting from the client end point to the VMware/Omnissa virtual desktop (first hop).

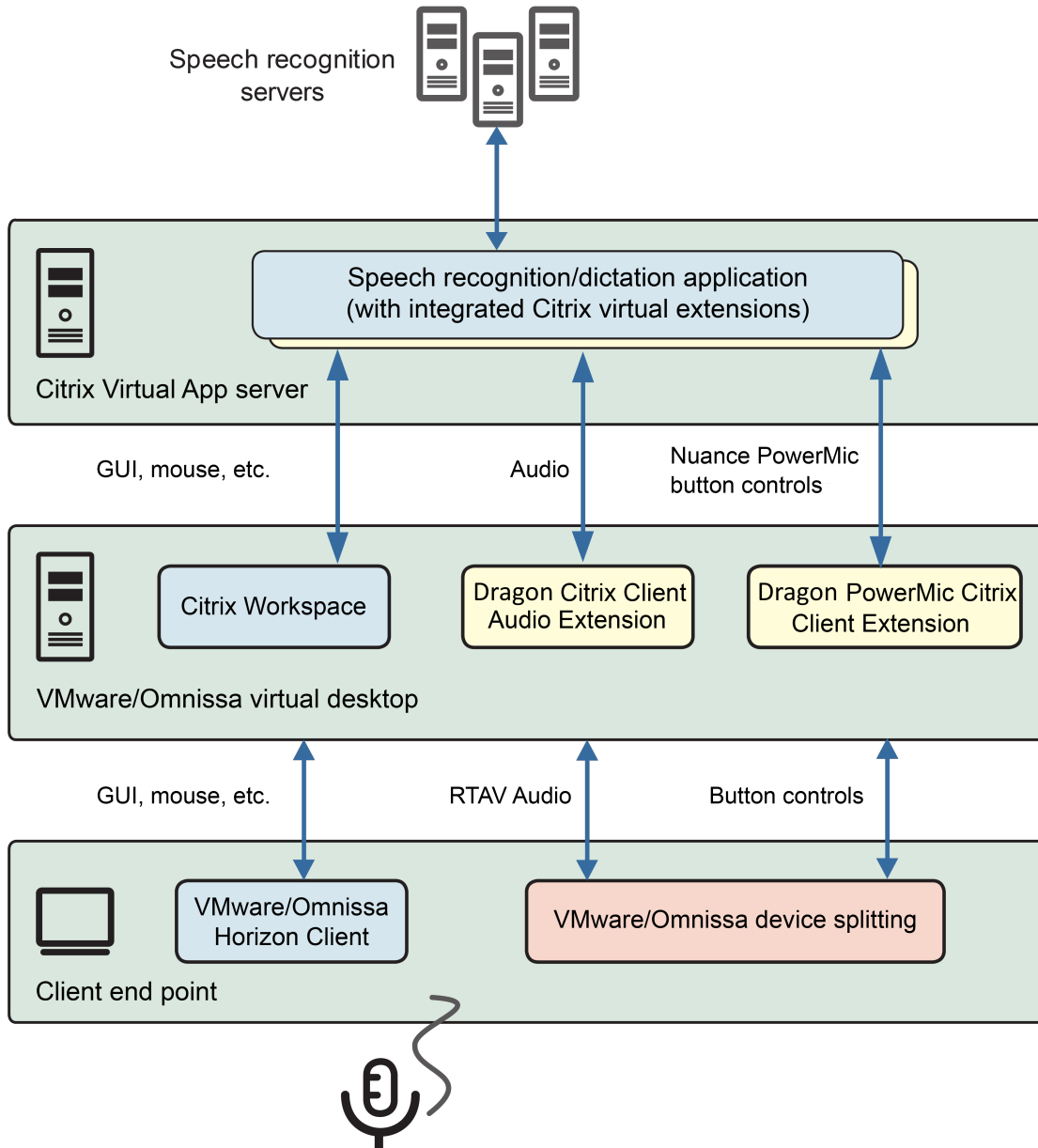
To deliver audio data from the virtual desktop to the Citrix Virtual App server where the app is hosted (second hop), use the Dragon Citrix Client Audio Extension.

To deliver PowerMic button controls from the virtual desktop to the Citrix Virtual App server where the app is hosted (second hop), use the Dragon PowerMic Citrix Client Extension.

Double hop configuration Using VMware/Omnissa USB redirection



Double hop configuration Button redirection using VMware/Omnissa device splitting



Requirements

Citrix Virtual App server

- Citrix Virtual Apps 2311 or higher
- Citrix Virtual Apps 1912 LTSR or higher
- One of the following speech recognition app:
 - Dragon Medical One Desktop Application
 - Dragon Medical Direct
 - Dragon Case and Care
 - Apps based on Dragon Medical SpeechKit (.NET and COM editions)
 - Apps based on SpeechMagic SDK

Virtual desktop

- One of the following desktop virtualization systems:
 - Citrix Virtual Apps and Desktops 2311 or higher
 - Citrix Virtual Apps and Desktops 1912 LTSR or higher
 - VMware Horizon View Agent 7.13 or higher
 - OmniSSA Horizon Agent 2412 or higher
 - VMware Horizon View Client 5.5 or higher
 - OmniSSA Horizon Client 2412 or higher
- One of the following guest operating systems:
 - Microsoft Windows 10
 - Microsoft Windows 11
 - Microsoft Windows Server 2016
 - Microsoft Windows Server 2019
 - Microsoft Windows Server 2022
- Windows Current Release: Workspace app version supported by Citrix for Windows Current Release
- Windows Long Term Service Release: Workspace app version supported by Citrix for Windows Long Term Service Release
- Dragon Citrix Client Audio Extension
- For Nuance PowerMic: Dragon PowerMic Citrix Client Extension

Client device

- USB microphone. Depending on your system, USB 3.0 ports might not be supported.
- For more information on the USB redirection requirements for specific virtualization platforms, see the documentation delivered with your product.

Network requirements

First hop: Client end point to Citrix Virtual Desktop

- Minimum bandwidth for Citrix USB redirection: 400 - 500 kbps
- Minimum bandwidth for HDX Audio and device splitting: 150 - 200 kbps

First hop: Client end point to VMware/Omnissa virtual desktop

- Minimum bandwidth for VMware/Omnissa USB redirection: 1.2 MBbps
- Minimum bandwidth for RTAV Audio and device splitting: 200 kbps or higher

Second hop: Citrix or VMware/Omnissa virtual desktop to Citrix Virtual App server (Dragon Citrix Client Audio Extension)

- Minimum bandwidth: Approximately 30 kbps
 - CELP: 19.2 kbps
 - Speex: 28 kbps
 - PCM 8 kHz: 128 kbps
 - PCM 16 kHz: 256 kbps
- Network latency must not exceed 50 ms.

Procedures

Procedure - USB redirection

To configure double hop with Citrix Virtual App server (second hop) and Citrix or VMware/Omnissa virtual desktop (first hop), do the following:

1. Make sure your system fulfills the [requirements](#).
2. Configure the client end point and first hop:

For Citrix Virtual Desktop: [Configure USB redirection](#) in Citrix Studio and on the client end point.

For Citrix Virtual App server (for example, if you use a server operating system such as Microsoft Windows Server as a virtual desktop): [Configure USB redirection](#) in Citrix Studio and on the client end point.

For VMware/Omnissa virtual desktops: [Configure USB redirection](#) on the virtual desktop.

[Install the Dragon Citrix Client Audio Extension](#) on the virtual desktop.

For Nuance PowerMic: [Install the Dragon PowerMic Citrix Client Extension](#) on the virtual desktop.

Procedure - button redirection using device splitting

To configure double hop with Citrix Virtual App (second hop) and Citrix or VMware/Omnissa virtual desktop (first hop), do the following:

1. Make sure your system fulfills the [requirements](#).
2. Configure the client end point and first hop:

For Citrix Virtual Desktop: [Configure button redirection using device splitting](#) and then [install the Dragon Citrix Client Audio Extension](#) on the virtual desktop where the device splitting is configured.

For Citrix Virtual App server: [Configure button redirection using device splitting](#) and then [install the Dragon Citrix Client Audio Extension](#) on the Citrix Virtual App server where the device splitting is configured.

For VMware/Omnissa virtual desktop: [Configure button redirection using device splitting](#) and then [install the Dragon Citrix Client Audio Extension](#) on the virtual desktop where the device splitting is configured.

For Nuance PowerMic: Install the Dragon PowerMic Citrix Client Extension [on the virtual desktop](#) or [Citrix Virtual App server](#) where the device splitting is configured.

USB redirection - Citrix Virtual Desktop

To enable USB redirection from the client end point to a Citrix Virtual Desktop server, do the following:

1. In Citrix Studio, [create a policy to allow USB redirection](#) for a specific device and for specific users.
2. Enable USB redirection [on the client end point and virtual desktop](#).

Creating a USB redirection policy

Proceed as follows:

1. On the Delivery Controller for your Citrix system, start Citrix Studio.
2. In the tree view, select **Policies > Create Policy**.
3. On the **Settings** page, select **(All Versions)** and **USB Devices** in the two drop-down boxes.
4. Select **Client USB device redirection > Select**. The corresponding dialog box is displayed.
5. Select **Allowed > OK**.
6. Select **Client USB device redirection rules > Select**. The corresponding dialog box is displayed.
7. Enter the device ID as follows (PowerMic II example): *ALLOW: VID0554 PID1001*. For a list of USB devices and their corresponding IDs, see: [Device IDs](#).
8. Select **OK > Next**.
9. On the **Users and Machines** page, assign the delivery group for the new policy and select **Next**.
10. On the **Summary** page, enter a name for the new policy; for example: *Allow USB redirection - delivery group*
11. Select **Finish**.

Configuring the client end point and virtual desktop

For information on configuring USB redirection for Linux thin clients, see the documentation delivered with the product.

To configure USB redirection for Microsoft Windows clients, do the following:

1. Make sure the audio device is connected and switched on.
2. Create a new registry setting (PowerMic II example):

Key (64-bit Windows): HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Citrix\ICA
Client\GenericUSB\Devices\VID0554 PID1001

Key (32-bit Windows): HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\ICA
Client\GenericUSB\Devices\VID0554 PID1001

DWORD value: AutoRedirect = 1

3. Start Citrix Workspace and connect to the Citrix server.
4. In the desktop viewer toolbar, select **Preferences**.
5. Open the **Connections** tab.
6. Under **Microphones and Webcams, Session Settings**, select **Connect automatically**.
7. Disconnect from the virtual desktop, restart Citrix Workspace, and reconnect to the Citrix server.
8. In the desktop viewer toolbar, select **Preferences**.
9. Open the **Devices** tab.
10. Enable the microphone you want to use. The device drivers are installed on the Citrix Virtual Desktop server.
11. In the desktop viewer toolbar, select **Devices** and make sure the device you want to use is listed.

Device IDs

The following device IDs are used when creating a USB redirection policy:

Device	ID
Nuance PowerMic II	VID0554 PID1001
Nuance PowerMic III	VID0554 PID1001
Nuance PowerMic II with barcode scanner	VID0554 PID1002
Nuance PowerMic 4	VID0554 PID0064
Philips SpeechMike Air	VID0911 PID0BB8
Philips SpeechMike Premium	VID0911 PID0C1C
Philips SpeechMike III	VID0911 PID0C1C
VEC foot controls	VID05F3 PID00FF
Philips Foot Control FSW2320	VID0911 PID1844
Philips Foot Control FSW2330	VID0911 PID091A

USB redirection - Citrix Virtual App

To enable USB redirection from the client end point to a Citrix Virtual App server (for example, if you use a server operating system such as Windows Server as a virtual desktop), do the following:

1. In Citrix Studio, [create a policy to allow USB redirection](#) for a specific device and for specific users.
2. Enable USB redirection [on the client end point and Citrix server](#).

Creating a USB redirection policy

Proceed as follows:

1. On the Delivery Controller for your Citrix system, start Citrix Studio.
2. In the tree view, select **Policies** > **Create Policy**.
3. On the **Settings** page, select **(All Versions)** and **USB Devices** in the two drop-down boxes.
4. Select **Client USB device redirection** > **Select**. The corresponding dialog box is displayed.
5. Select **Allowed** > **OK**.
6. Select **Client USB device redirection rules** > **Select**. The corresponding dialog box is displayed.
7. Enter the device ID as follows (PowerMic II example): *ALLOW: VID0554 PID1001*. For a list of USB devices and their corresponding IDs, see: [Device IDs](#).
8. Select **OK** > **Next**.
9. On the **Users and Machines** page, assign the delivery group for the new policy and select **Next**.
10. On the **Summary** page, enter a name for the new policy; for example: *Allow USB redirection - delivery group*
11. Select **Finish**.

Configuring the client end point and Citrix server

For information on configuring USB redirection for Linux thin clients, see the documentation delivered with the product.

To configure USB redirection for Microsoft Windows clients, do the following:

1. Make sure the audio device is connected and switched on.
2. Create a new registry setting (example for PowerMic II):
 - Key (64-bit Windows): HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Citrix\ICA Client\GenericUSB\Devices\VID0554 PID1001
 - Key (32-bit Windows): HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\ICA Client\GenericUSB\Devices\VID0554 PID1001
 - DWORD value: AutoRedirect = 1
3. Copy the CitrixBase.admx and receiver.admx files from C:\Program Files (x86)\Citrix\ICA Client\Configuration\ to C:\Windows\PolicyDefinitions\ and the CitrixBase.adml and receiver.adml files from C:\Program Files (x86)\Citrix\ICA Client\Configuration\en-US to C:\Windows\PolicyDefinitions\en-US.
4. In the Group Policy Editor, browse for Computer Configuration\Administrative Templates\Citrix Components\Citrix Workspace\User experience and select **Audio through Generic USB Redirection**. Enable this setting.
5. Start Citrix Workspace and connect to the Citrix server.
6. Start your app and select the message displayed in the notification area; a dialog box opens.
7. Select the device you want to use and select **Connect**.
8. Select and hold (or right-click) the Citrix Workspace icon in the notification area and open **Citrix Connection Center**.
9. In the **Citrix Connection Center** dialog box, select **Preferences**.
10. Open the **Devices** tab to make sure the device you want to use is listed.
11. Select **Switch to generic** (if this option is displayed in the **Virtual Channel** column) to make sure the device is redirected to the Citrix server. The device drivers are installed on the Citrix server.
12. Open the **Connections** tab and select **When a session starts, connect devices automatically** and **When a new device is connected while a session is running, connect the device automatically**.
13. Disconnect from the Citrix server, restart Citrix Workspace and reconnect to the Citrix server.

Note: If the client end point is a 32-bit operating system, the audio redirection might not be supported, but the device buttons work properly.

Device IDs

The following device IDs are used when creating a USB redirection policy:

Device	ID
Nuance PowerMic II	VID0554 PID1001
Nuance PowerMic III	VID0554 PID1001
Nuance PowerMic II with barcode scanner	VID0554 PID1002
Philips SpeechMike Air	VID0911 PID0BB8
Philips SpeechMike Premium	VID0911 PID0C1C
Philips SpeechMike III	VID0911 PID0C1C
VEC foot controls	VID05F3 PID00FF
Philips Foot Control FSW2320	VID0911 PID1844
Philips Foot Control FSW2330	VID0911 PID091A

USB redirection - VMware/Omnissa Horizon

To configure USB redirection from the client end point to a VMware/Omnissa virtual desktop, do the following:

1. Start VMware/Omnissa Horizon Client and connect to the virtual desktop you want to use.
2. Install `vdm_agent.adm` in the Group Policy Editor of the virtual desktop; the file is located on the Connection Server at `C:\Program Files\VMware\VMware View\Server\extras\GroupPolicyFiles`. For more information on how to install ADM files, see: <https://technet.microsoft.com/en-us/library/cc739134.aspx>.
3. In the Group Policy Editor, browse for Computer Configuration/Administrative Templates/Classic Administrative Templates (ADM)/VMware View Agent Configuration/View USB Configuration and select **Include Vid/Pid Device**.
4. Enable this setting and enter the [device-specific string](#).
5. Disconnect from the virtual desktop and close VMware/Omnissa Horizon Client.
6. Connect the microphone/control device to the client end point.
7. Start VMware/Omnissa Horizon Client and connect to the virtual desktop.
8. On the VMware/Omnissa Horizon Client menu bar, select **Connect USB Device > Autoconnect USB Devices** or connect individual devices from the list.

Device-specific strings

The following strings are entered when creating a group policy:

Device	Device-specific string
Nuance PowerMic II and III	<code>o:vid-0554_pid-1001</code>
Nuance PowerMic II with barcode scanner	<code>o:vid-0554_pid-1002</code>
Nuance PowerMic 4	<code>o:vid-0554_pid-0064</code>
Philips SpeechMike Premium	<code>o:vid-0911_pid-0c1c</code>

Device	Device-specific string
Philips SpeechMike III	<code>o:vid-0911_pid-0c1c</code>
Philips Foot Control FSW2320/00	<code>o:vid-0911_pid-1844</code>
Philips Foot Control FSW2330/00	<code>o:vid-0911_pid-091a</code>
VEC foot controls	<code>o:vid-05f3_pid-00ff</code>

To configure more than one device in one string, use a semicolon as a separator. For example, to configure a Nuance PowerMic II with barcode scanner and a Nuance PowerMic II, enter the following:

```
o:vid-0554_pid-1002;vid-0554_pid-1001
```

Configuring button redirection using automatic device splitting - Citrix Virtual Desktop

To configure button redirection using device splitting from the client end point to a Citrix Virtual Desktop server, do the following:

1. In Citrix Studio, [create a policy to allow USB redirection](#) for a specific device and for specific users.
2. [Configure button redirection using automatic device splitting](#) on the client end point.

Configuring button redirection using automatic device splitting - client end point

To configure button redirection using automatic device splitting on the client end point, do the following:

1. Make sure the audio device is connected and switched on.
2. In the Registry Editor, browse for HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Citrix\ICA Client\GenericUSB\Devices (64-bit Windows) or HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\ICA Client\GenericUSB\Devices (32-bit Windows). If a registry key is set, make sure the DWORD value is AutoRedirect = 0.
3. Copy the CitrixBase.admx and receiver.admx files from C:\Program Files (x86)\Citrix\ICA Client\Configuration to %systemroot%\PolicyDefinitions and the CitrixBase.adml and receiver.adml files from C:\Program Files (x86)\Citrix\ICA Client\Configuration\en-US to %systemroot%\PolicyDefinitions\en-US.
4. In the Group Policy Editor of the client end point, browse for Computer Configuration\Administrative Templates\Citrix Components\Citrix Workspace\Remoting client devices\Generic USB Remoting and select **SplitDevices**. Enable this setting.
5. To enable automatic device splitting for the audio device each time the Citrix session is started, select **USB Device Rules** and enter the corresponding rule:

Device	Rule
Nuance PowerMic II and III	CONNECT: vid=0554 pid=1001 split=1 intf=03
Nuance PowerMic II with barcode scanner	CONNECT: vid=0554 pid=1002 split=1 intf=03;CONNECT: vid=0554 pid=1004
Nuance PowerMic 4	CONNECT: vid=0554 pid=0064 split=1 intf=04
Philips SpeechMike III and Premium	CONNECT: vid=0911 pid=0c1c split=1 intf=04
Grundig Digta SonicMic 3	CONNECT: vid=015d8 pid=002a split=1 intf=03
VEC foot controls	CONNECT: vid=05f3 pid=00ff
Philips Foot Control ACC2320	CONNECT: vid=0911 pid=1844
Philips Foot Control ACC2330	CONNECT: vid=0911 pid=091a

6. Select **Existing USB Devices** > **Enabled** > **Connect all available USB devices** > **OK**.
7. Select **New USB Devices** > **Enabled** > **Connect the USB device** > **OK**.
8. On the client end point, connect to the Citrix Virtual Desktop server.

Note: Only automatic device splitting is supported. As manual device splitting leads to audio issues when working with standby mode, it's not supported.

Configuring button redirection using automatic device splitting - Citrix Virtual App

To configure button redirection using device splitting from the client end point to a Citrix Virtual App server, do the following:

1. In Citrix Studio, [create a policy to allow USB redirection](#) for a specific device and for specific users.
2. [Configure button redirection using automatic device splitting](#) on the client end point.

Creating a USB redirection policy

Proceed as follows:

1. On the Delivery Controller for your Citrix server, start Citrix Studio.
2. In the tree view, select **Policies > Create Policy**.
3. On the **Settings** page, select **(All Versions)** and **USB Devices** in the two drop-down boxes.
4. Select **Client USB device redirection > Select**. The corresponding dialog box is displayed.
5. Select **Allowed > OK**.
6. Select **Client USB device redirection rules > Select**. The corresponding dialog box is displayed.
7. Enter the device ID (PowerMic II example): *ALLOW: VID0554 PID1001*. Select **OK**.

Device	ID
Nuance PowerMic II	VID0554 PID1001
Nuance PowerMic III	VID0554 PID1001
Nuance PowerMic II with barcode scanner	VID0554 PID1002
Nuance PowerMic 4	VID0554 PID0064
Philips SpeechMike Air	VID0911 PID0BB8

Device	ID
Philips SpeechMike Premium	VID0911 PID0C1C
Philips SpeechMike III	VID0911 PID0C1C
VEC foot controls	VID05F3 PID00FF
Philips Foot Control FSW2320	VID0911 PID1844
Philips Foot Control FSW2330	VID0911 PID091A

8. Select **Next**.
9. On the **Users and Machines** page, assign the delivery group for the new policy and select **Next**.
10. On the **Summary** page, enter a name for the new policy; for example: *Allow USB redirection - delivery group*
11. Select **Finish**.

Remark

In case of issues during playback (for example, when there are gaps in playback or the playback speed is faster than normal), disable the **Audio over UDP real-time transport** policy in Citrix Studio (see: [Audio policy settings](#)). For more information about the Citrix audio features, see: <https://docs.citrix.com/en-us/xenapp-and-xendesktop/7-15-ltsr/multimedia/audio.html>

Configuring button redirection using automatic device splitting - client end point

To configure button redirection using automatic device splitting on the client end point, do the following:

1. Make sure the audio device is connected and switched on.
2. In the Registry Editor, browse for HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Citrix\ICA Client\GenericUSB\Devices (64-bit Windows) or HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\ICA Client\GenericUSB\Devices (32-bit Windows). If a registry key is set, make sure the DWORD value is AutoRedirect = 0.
3. Copy the CitrixBase.admx and receiver.admx files from C:\Program Files (x86)\Citrix\ICA Client\Configuration to %systemroot%\PolicyDefinitions and the CitrixBase.adml and receiver.adml files from C:\Program Files (x86)\Citrix\ICA Client\Configuration\en-US to %systemroot%\PolicyDefinitions\en-US.

4. In the Group Policy Editor of the client end point, browse for Computer Configuration\Administrative Templates\Citrix Components\Citrix Workspace\Remoting client devices\Generic USB Remoting and select **SplitDevices**. Enable this setting.
5. To enable automatic device splitting for the audio device each time the Citrix session is started, select **USB Device Rules** and enter the corresponding rule:

Device	Rule
Nuance PowerMic II and III	CONNECT: vid=0554 pid=1001 split=1 intf=03
Nuance PowerMic II with barcode scanner	CONNECT: vid=0554 pid=1002 split=1 intf=03;CONNECT: vid=0554 pid=1004
Nuance PowerMic 4	CONNECT: vid=0554 pid=0064 split=1 intf=04
Philips SpeechMike III and Premium	CONNECT: vid=0911 pid=0c1c split=1 intf=04
Grundig Digta SonicMic 3	CONNECT: vid=015d8 pid=002a split=1 intf=03
VEC foot controls	CONNECT: vid=05f3 pid=00ff
Philips Foot Control ACC2320	CONNECT: vid=0911 pid=1844
Philips Foot Control ACC2330	CONNECT: vid=0911 pid=091a

6. Select **Existing USB Devices > Enabled > Connect all available USB devices > OK**.
7. Select **New USB Devices > Enabled > Connect the USB device > OK**.
8. On the client end point, connect to the Citrix Virtual App server and start a published app.

Note: Only automatic device splitting is supported. As manual device splitting leads to audio issues when working with standby mode, it's not supported.

Configuring button redirection using automatic device splitting - VMware/Omnissa virtual desktop

To configure button redirection using automatic device splitting from the client end point to a VMware/Omnissa virtual desktop, do the following:

1. Start VMware/Omnissa Horizon Client and connect to the virtual desktop you want to use.
2. Install `vdm_agent.adm` in the Group Policy Editor of the virtual desktop; the file is located on the Connection Server at `C:\Program Files\VMware\VMware View\Server\extras\GroupPolicyFiles`. For more information on how to install ADM files, see: <https://technet.microsoft.com/en-us/library/cc739134.aspx>.
3. In the Group Policy Editor, browse for Computer Configuration/Administrative Templates/Classic Administrative Templates (ADM)/VMware View Agent Configuration/View USB Configuration and select **Include Vid/Pid Device**.
4. Enable this setting and enter the [device-specific string](#).
5. Browse for Computer Configuration/Administrative Templates/Classic Administrative Templates (ADM)/VMware View Agent Configuration/View USB Configuration/Client Downloadable only Settings and select **Split Vid/Pid Device**. Enable this setting and enter the [device-specific string](#).
6. In the Device Manager of the virtual desktop, select **Sound, video and game controllers** and make sure that **VMware Virtual Audio (DevTap)** and **VMware Virtual Microphone** are enabled.
7. Disconnect from the virtual desktop and close VMware/Omnissa Horizon Client.
8. Connect the microphone/control device to the client end point.
9. Start VMware/Omnissa Horizon Client and connect to the virtual desktop.
10. In the VMware/Omnissa Horizon Client app, select **Settings > USB Devices** and select the audio device (for example, PowerMic 4). Select the settings icon next to the audio device, enable **Auto-connect at Startup** and **Auto-connect when Inserted**, then select **OK**.

Note: Only automatic device splitting is supported. As manual device splitting leads to audio issues when working with standby mode, it's not supported.

Device-specific strings

Enter strings for specific devices in the **Include Vid/Pid Device** and **Split Vid/Pid Device** settings.

Device	Device-specific string
Nuance PowerMic II and III	o:vid-0554_pid-1001
Nuance PowerMic II with barcode scanner	o:vid-0554_pid-1002
Nuance PowerMic 4	o:vid-0554_pid-0064
Philips SpeechMike Premium	o:vid-0911_pid-0c1c
Philips SpeechMike III	o:vid-0911_pid-0c1c
Philips Foot Control FSW2320/00	o:vid-0911_pid-1844
Philips Foot Control FSW2330/00	o:vid-0911_pid-091a
VEC foot controls	o:vid-05f3_pid-00ff

To configure more than one device in one string, use a semicolon as a separator. For example, to configure a Nuance PowerMic II with barcode scanner and a Nuance PowerMic II, enter the following:

o:vid-0554_pid-1002;vid-0554_pid-1001

Dragon audio channel installation

Install the Dragon Citrix Client Audio Extension on the virtual desktop.

Note: Make sure that Citrix Workspace app 1912 LTSR or higher is already installed on the virtual desktop; see: [Requirements](#). Citrix Workspace must not be running during the installation of the Dragon Citrix Client Audio Extension.

Proceed as follows:

1. Log on to the virtual desktop as an administrator.
2. Open the Dragon Citrix Audio and Button Extensions\Client\Client Windows folder and select Dragon Citrix Client Audio Extension.exe.
3. Follow the installation wizard.

Remarks

- If you upgrade the Citrix client, you must reinstall the Dragon Citrix Client Audio Extension.
- Microphone buttons and other controls require a separate channel. For more information on Nuance PowerMic support, see: [PowerMic control channel installation](#).
- For the double hop configuration with two Citrix servers: Install the Dragon Citrix Client Audio Extension via the command line (using the SKIP_OS CHECK=1 parameter) on the first-hop Citrix server where the device splitting is configured.

PowerMic control channel installation

Install the Dragon PowerMic Citrix Client Extension on the virtual desktop.

Note: Make sure that a Citrix Workspace app version supported by Citrix is already installed on the virtual desktop; see: [Requirements](#). Citrix Workspace must not be running during the installation of the Dragon PowerMic Citrix Client Extension.

Proceed as follows:

1. Log on to the virtual desktop as an administrator.
2. Open the Dragon Citrix Audio and Button Extensions\Client\Client Windows folder and select Dragon PowerMic Citrix Client Extension.msi.
3. Follow the installation wizard.

Remarks

- If you upgrade the Citrix client, you must reinstall the Dragon PowerMic Citrix Client Extension.
- Firmware upgrade is not supported in a Citrix environment.
- In some cases the focus is lost and PowerMic buttons aren't recognized if the app is started in the background after a session is reconnected. Press ALT + TAB until the focus is regained.
- For the double hop configuration with two Citrix servers: Install the Dragon PowerMic Citrix Client Extension via the command line (using the SKIP_OSHECK=1 parameter) on the first-hop Citrix server where the device splitting is configured.

Troubleshooting

Known issues

Nuance PowerMic II devices connected via Citrix USB redirection: After session reconnect the first **Record** button press is ignored. **Solution:** Upgrade the PowerMic II firmware to version 2.05 or higher.

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