EXAQ

Computer Speech Recognition and Programming Consulting Services

Speech Engine Initialization Error
Relative to NaturallySpeaking version 10.x

Background:

To improve the recognition speed, Dragon NaturallySpeaking 10 was designed to use SSE2 technology. This new requirement for Dragon NaturallySpeaking 10 reduces computation time and latency for fast speakers. SSE2 is supported by almost all processors sold since 2006, but some systems that meet the processor speed requirement do not support SSE2.

A TechNote on this topic has been posted to the Nuance online Knowledge Base: http://knowledgebase.nuance.com/search.asp, under Technote: 6027.

Symptoms:

When attempting to open Dragon NaturallySpeaking, the following error is displayed:

A Serious Error occurred while initializing the NaturallySpeaking speech engine

Cause: Typically, this means that the processor (CPU) of the computer does not support **SSE2** instructions. Dragon NaturallySpeaking 10 requires that the processor support **SSE2** in order to run properly.

Solution:

It is not possible to run Dragon NaturallySpeaking 10 on a system that does not support **SSE2**. For information on returning Dragon NaturallySpeaking 10, please contact Nuance's Customer Service. Customer Service can be contacted:

Monday - Friday, 9:00 a.m. - 6:00 p.m. (Eastern Time)
http://support.nuance.com/customerservice/ or **Phone: 1-800-654-1187**

Details on SSE2:

The following website includes information on SSE2:
http://en.wikipedia.org/wiki/SSE2

Determine if a computer supports SSE2:

There are various utilities available to determine if a computer's processor supports **SSE2**. The following CPU-Z utility is available for free and is updated regularly.

http://cpuid.com/cpuz.php

Support: If the computer supports **SSE2** and the above error is being displayed, please contact us and we will work with Nuance to escalate the issue for resolution.

For more information, please contact:

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