Fluency Direct for macOS install instructions

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 needed information from your current Windows install before proceeding with a macOS install.

   Username: _____

   Password: _____

   Base endpoint (CDS URL): https://fd-atl.mmodal.com/cds

   Location (CDS home): fft.132980

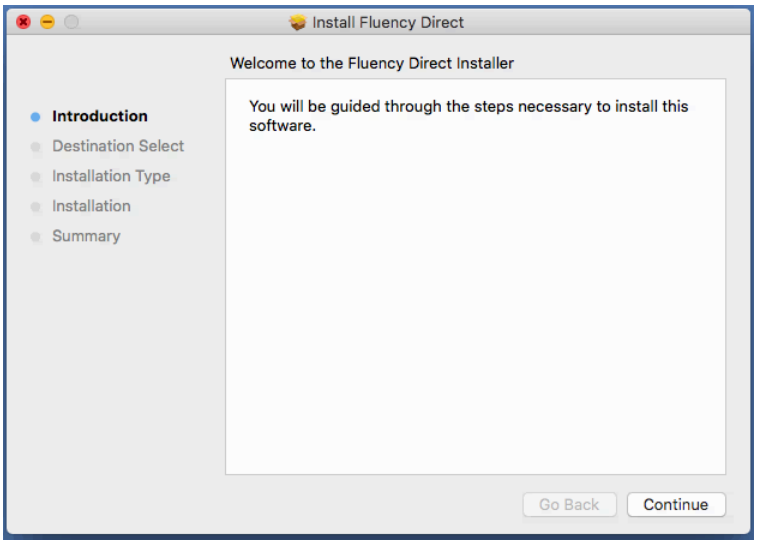
2. If you are installing Fluency Direct on a MacBook (laptop), it is very likely that laptop does not support USB A connector used by the Olympus, Philips or other microphone you already own. The MacBook likely only supports USB C ports. In this case you will need to purchase a USB A to USB C Adapter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

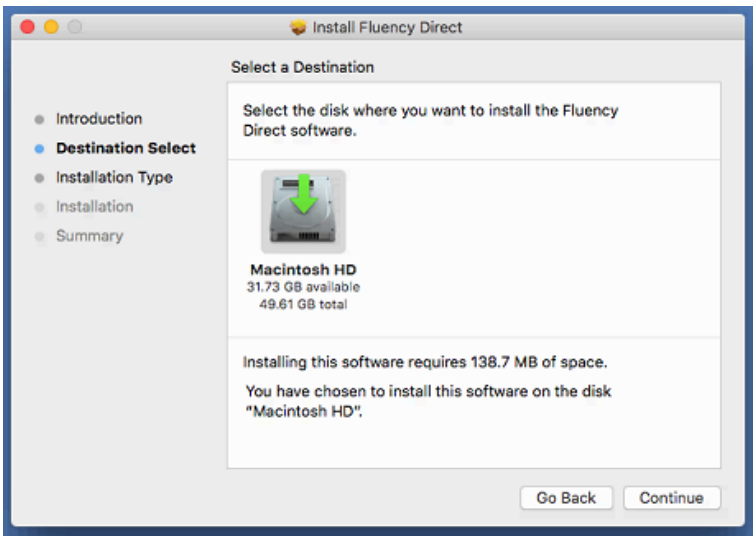
3. Please contact your Adoption Specialist to obtain the latest Fluency Direct macOS installer pkg file.

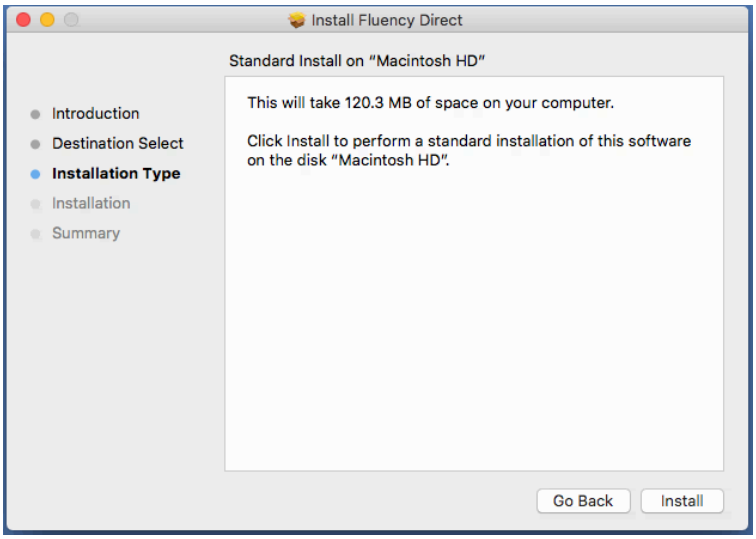
4. Once downloaded, double-click on the "MModal Fluency Direct" pkg file. PKG files are macOS installation (setup) packages that contain installer scripts and compressed installation files that are used to install Mac software applications onto a user's hard drive.

The MModal Fluency Direct PKG file can act as both an upgrader to previously installed versions of M*Modal Fluency Direct and an original installer.

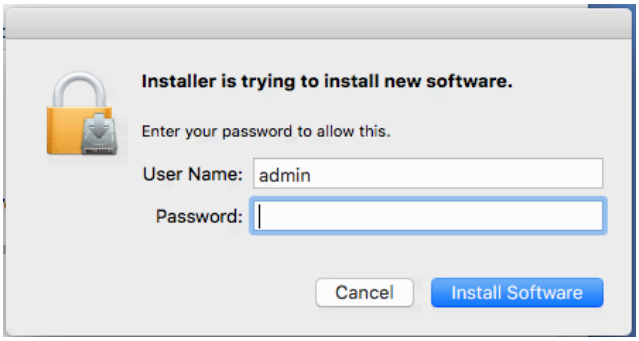
5. Walk through the installer by selecting “Continue” and then “Install”



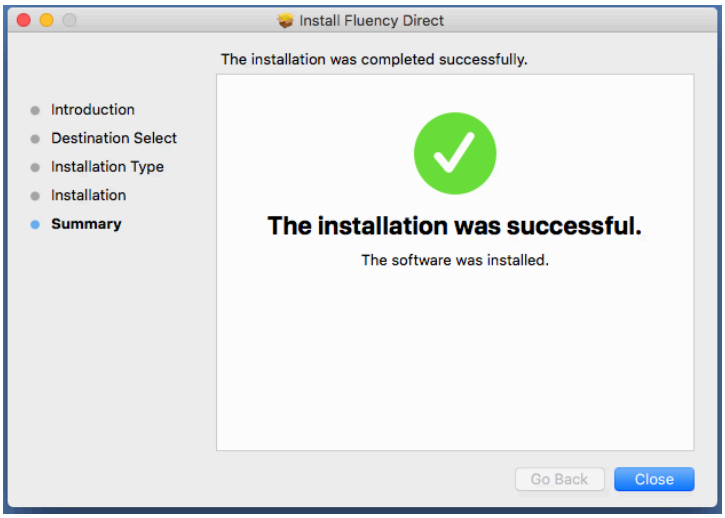




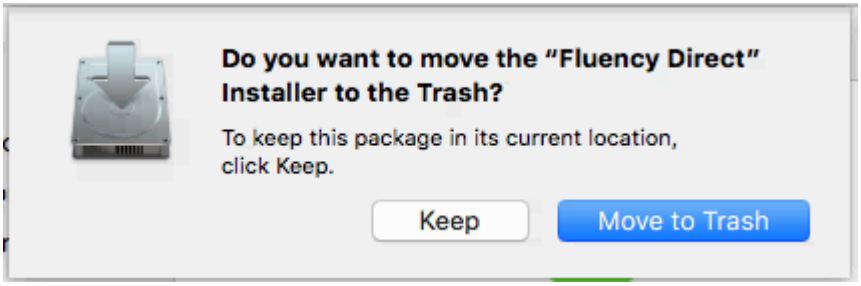
6. When prompted, enter the password for the current macOS user (this is NOT your Fluency Direct password, but the password you use to access your mac) to supply the Installer with sufficient rights to complete the install\upgrade process.



7. Select "Close" when the install is complete.

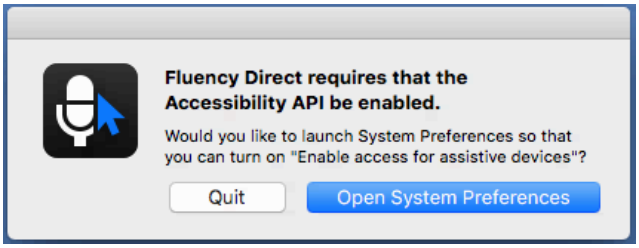


8. When prompted, you can optionally move the original pkg file to the trash.

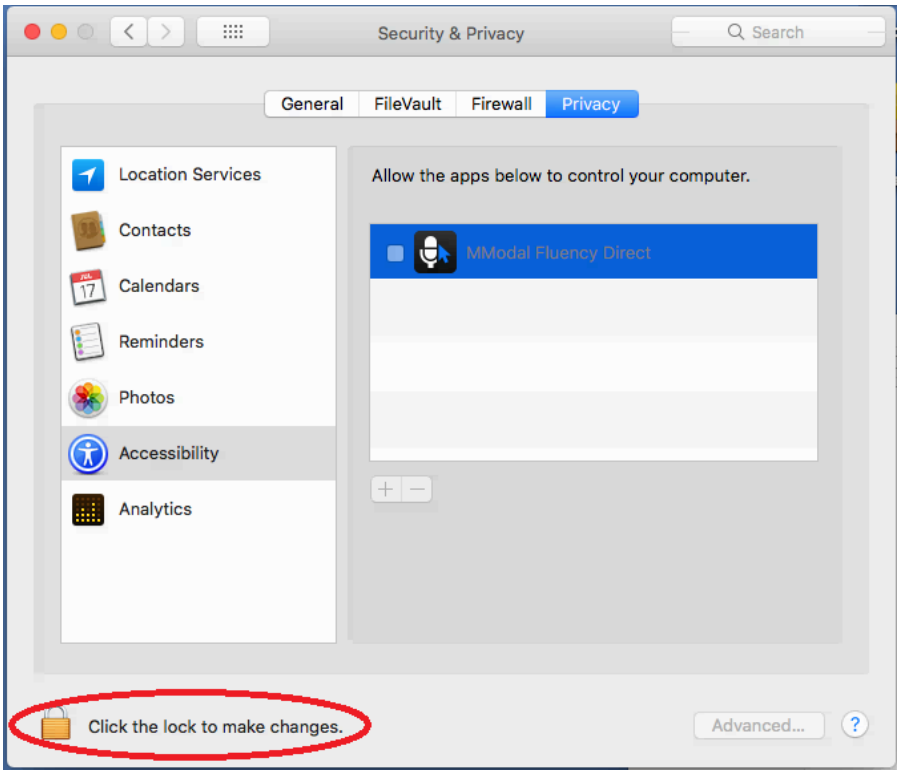


9. M*Modal Fluency Direct can be found in the applications folder . You can Launch by using a single click on the icon.

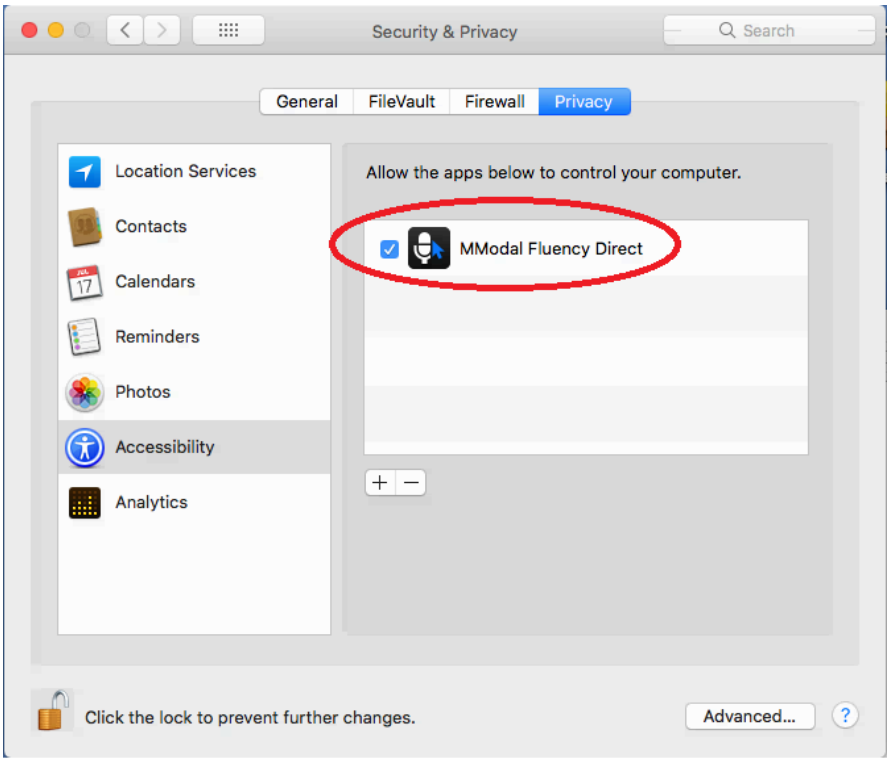
10. Once launched for the first time after an install or upgrade, you will need to give Fluency Direct permissions to use the macOS Accessibility API. The Accessibility API is used for dictating into native macOS applications such as Safari, Notes and macOS specific EHRs. Open System Preferences when prompted. You should not see this prompt again, unless you upgrade Fluency Direct,



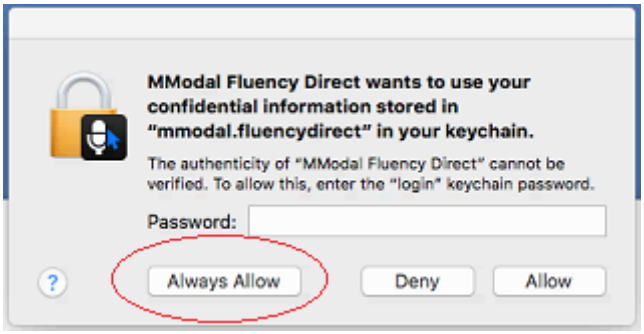
You will need to unlock via “click the lock to make changes” and present your password again when prompted. The system is NOT asking for your Fluency Direct password, but the password you use to access your mac.



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 install\upgrade.



8. 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,



9. 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. You should not see this prompt again, unless you upgrade Fluency Direct,

10. 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.

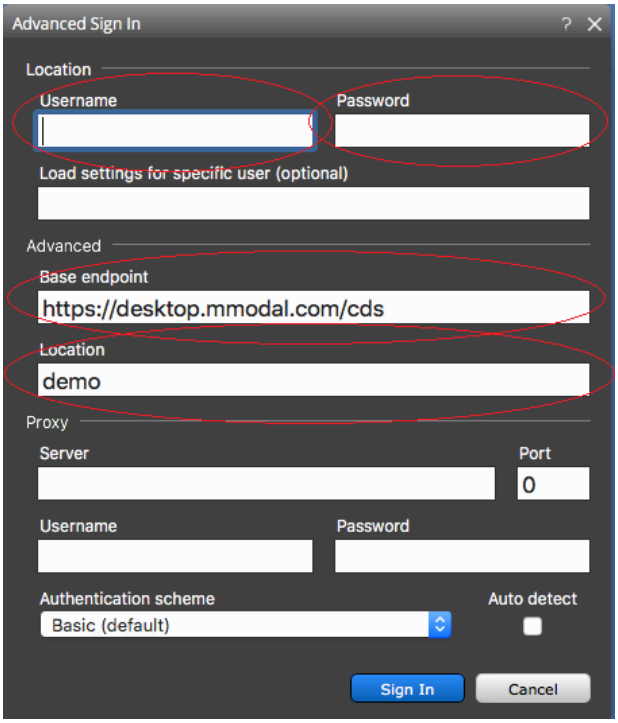
Make sure that username, password, base endpoint and location are correct.

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

Base endpoint https://fd-atl.mmodal.com/cds

Location fft.132980

Assuming all of this information is defined correctly. This will allow Fluency Direct for macOS to share information with Fluency Direct for Windows by sharing the same speech profile.



You should only need to do this step one time after install\upgrade (at least during the program). Once you have successfully signed in once via the “Advanced Sign In” after install\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.

11. If this is the first time you are installing Fluency Direct on your macOS device, Fluency Direct might 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. Be patient this can take up to 5 minutes. Once the download is complete you should be able to do speech recognition.

12. At this time, the macOS client for Fluency Direct does not have full parity with the Windows client.

    1. Only local recognition is supported
    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 for the Citrix Connector exists. The Connection is not currently supported for Terminal Services and VMWare Horizon View.