T R O U B L E S H O O T I N G   T I P S

D I C T A T I O N   M O D U L E

1.) PROBLEM: DICTATION FILES WON'T DOWNLOAD

A.) Solution:
1.) Verify USB download cable is plugged in.
2.) Verify auto download is checked in tools/options/download, "After detecting the device, download all audio files."
3.) In the Dictation Module, go to "Download," and "Download All".
4.) Unplug the USB Cable from the docking cradle and plug directly into the Digital Recorder.

B.) Solution: There may be an issue connecting to the dictation file server. There would be a RED X next to the download folders in the Dictation/Transcription Modules. Verify the dictation file server is "Online."

C.) Solution: Unplug the USB cable from the computer and try a different USB port.

D.) Solution: Remove the rechargeable battery and insert 2 AAA batteries. Your rechargeable battery may be damaged.

RECHARGEABLE BATTERY PACK

The battery pack (BR402) is a rechargeable Ni-MH battery pack. A new, out of the box battery pack has minimal or no charge to power up any of the compatible Olympus recorders. If the new battery pack is installed in the recorder un-charged and left for few days, the battery pack will fail to charge later on. The recorder cannot sense or detect a completely drained battery pack and therefore the charging circuit will not attempt to charge the battery pack.

To avoid being in a similar situation, train your customer and support personnel to abide by the "good practice" policies noted below:

1.) When installing a new battery pack in the recorder, you **MUST** fully charge immediately prior to first use.   (3 hours for a full-charge)

2.) Charge the battery pack often for the first 2 weeks of use.

3.) Do not leave the battery pack in the recorder without charging for an extended period of time. (More than 1 week)

4.) When charging, do not turn the recorder in the "OFF" position.

E.) Solution: Verify the version of the Olympus Software you are running. Help/About Dictation Module. It should read version 4.8.2 or higher. If not, contact your Olympus dealer or go to the hyperlink below: http://northlandsys.zftp.com/Olympus/Patches

F.) Solution: Verify the firmware version on the DS-4000 Digital Recorder. It should read version 1.13 or higher. If it doesn't, contact your Olympus dealer. To check your firmware version, turn the recorder "OFF," eject the XD picture card, turn the recorder "ON", after the display reads "Insert Card," hold down the "A" and "B" buttons simultaneously for 5 seconds.

G.) Solution: The DS-4000 recorder is not showing up in Windows Explorer. You may have a drive letter conflict. The DS-4000 recorder will only assign drive letters "E" and "F" automatically. If you have another device using both of these drive letters you need to reassign the recorder a different drive letter that is not being used. Right-click on My Computer/Manage/Disk Management, right-click on the removable disk (digital recorder) and change drive letter and path. Choose a drive letter that will always be available.

H.) Solution: DM1 Service is not starting automatically. Right click on My Computer/Manage/Services and verify the DM1 Service is set to: "Automatic" and "Started."
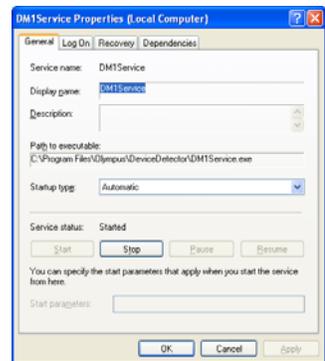
I.) Solution: Check for error messages on the Digital Recorder in the device manager. Uninstall the Olympus DVR Disk Drive and let it reinstall automatically.

J.) Solution: Port Replicator Users – There is a known problem with the Olympus cradle and Port Replicators. One fix is to use the cradle for charging purposes only. Unplug the USB cable from the cradle and use the USB cable for downloading only.

Another fix that will still allow you to download your dictation threw the Olympus cradle is to look on the bottom of the cradle and if the recycle bin with the X icon is <u>NOT</u> on the cradle contact your Olympus dealer for an exchange. Olympus has modified these cradles with DS-4000 SN#261511 and higher.

K.) Solution: In the Device Manager, right-click on Olympus USB Root Hub, properties, power management. Uncheck, "Allow the computer to turn off this device to save power."

L.) Solution: The problem is caused due to conflict between Adobe Photo downloader and Device Detector. When Adobe Photo Downloader is running in the System Tray, it causes the Device Detector to loose its ability detect the connected recorder.

Unload Adobe Photo Downloader from the System Tray.

Recorder detection problems are commonly caused by third party applications that we have no control over. Please keep that in mind when you or your customers experience similar problems in the future.

2.) PROBLEM: AN ERROR MESSAGE APPEARS DURING DOWNLOAD

A.) Solution: Verify computer is functioning properly and dictation file server is online. See if you can browse to the dictation share through Windows Explore.
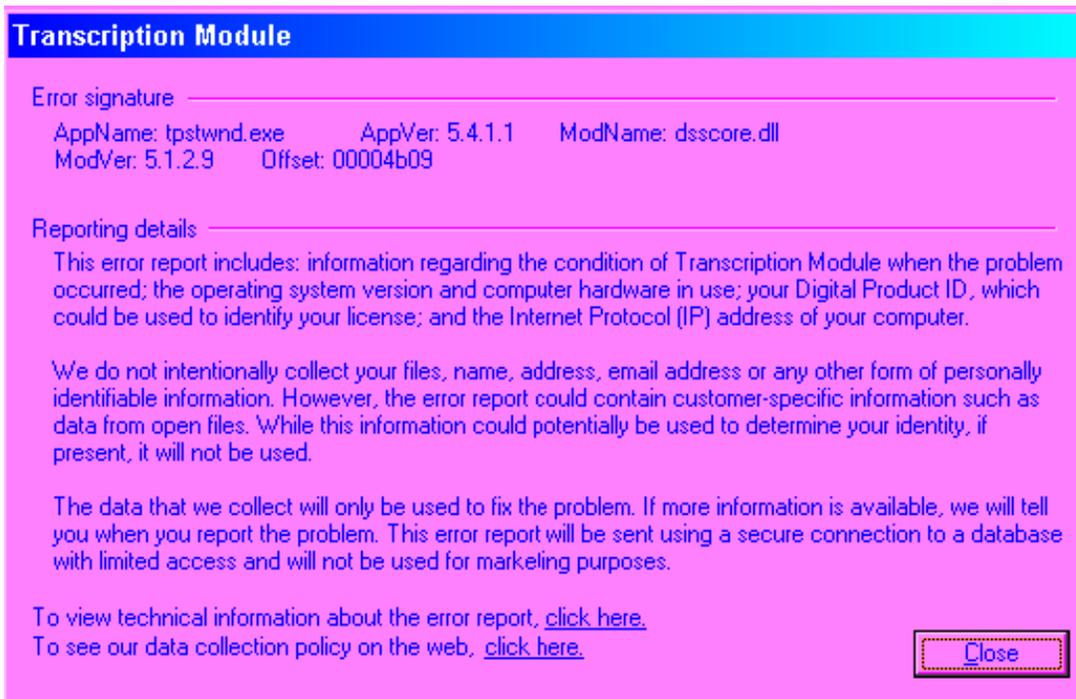
B.) Solution: User may not have appropriate rights to the download folder or Olympus program folders. Check user rights. Refer to Security Settings documentation. Try logging on as an Administrator to see if it is a user rights issue.

C.) Solution: Third party software may be installed on the PC. In most cases, it's caused by the Symantec Ghost Console Client 8.0. Symantec website list this to be a problem in one of their Knowledge Base articles (**Document ID**:2004071411243425).

Mass Storage Class recorder or device causes the PC to reboot when connected to the PC or blue screen with error message "Stop 0x00000035 NO_MORE_IRP_STACK_LOCATIONS."

> 1. Uninstall the Symantec software to resolve the problem.
>
> 2. Download the latest software update for the Symantec application from Symantec website at http://www.symantec.com./

D.) Solution: Norton Internet Security software is installed and running at the time the problem happens. The problem is caused by the internet security software, firewall, denying the DSS Player Pro Release 4 software license security function network access to communicate with other modules over the Network.

Transcription Module

Error signature

AppName: tpstwnd.exe   AppVer: 5.4.1.1   ModName: dsscore.dll
ModVer: 5.1.2.9   Offset: 00004b09

Reporting details

This error report includes: information regarding the condition of Transcription Module when the problem occurred; the operating system version and computer hardware in use; your Digital Product ID, which could be used to identify your license; and the Internet Protocol (IP) address of your computer.

We do not intentionally collect your files, name, address, email address or any other form of personally identifiable information. However, the error report could contain customer-specific information such as data from open files. While this information could potentially be used to determine your identity, if present, it will not be used.

The data that we collect will only be used to fix the problem. If more information is available, we will tell you when you report the problem. This error report will be sent using a secure connection to a database with limited access and will not be used for marketing purposes.

To view technical information about the error report, click here.
To see our data collection policy on the web, click here.

Close

Option 1: The problem is easily fixed by disabling Norton Internet Security software before you start the DSS Player Pro Release 4 Modules.

Option 2: Advice the customer to configure Norton Internet Security to permit DM/TM to communicate in LAN environment (permit DictWnd.exe/TpstWnd.exe).
If the user uses the DSS Playback Control or OLE, he/she needs to configure Norton Internet Security to permit DSSPlay.exe/Dssole.exe to communicate in LAN also.

E.) Solution: Verify that it's not a corrupted file on the card. Try using a different XD Picture card.
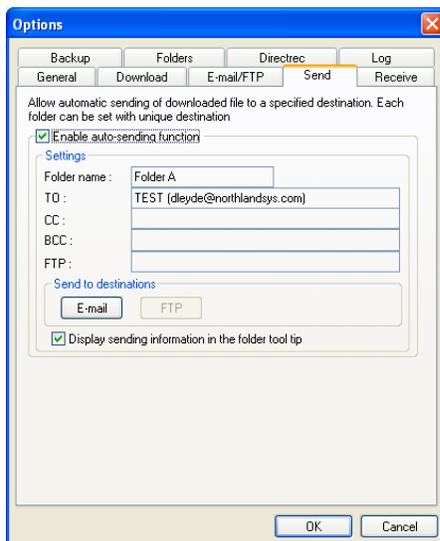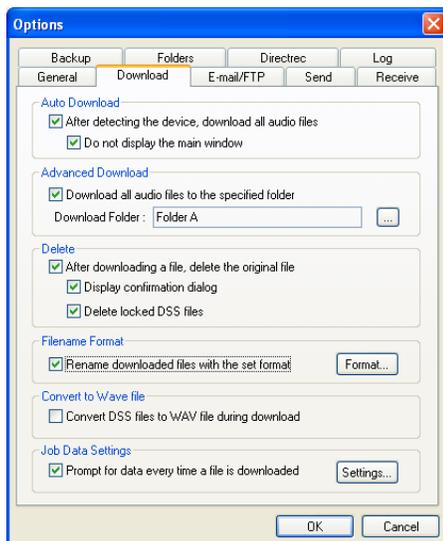
F.) Solution: Reinstall software and latest patch.

3.) PROBLEM: WILL NOT AUTO E-MAIL/FTP

A.) Solution: Verify that your e-mail is working by sending e-mail to yourself. Verify that you can see the Dictation folders by browsing to the FTP location.
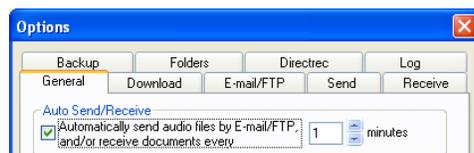
B.) Solution: Verify the proper settings in tools/options.

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4.) PROBLEM: NO SOUND

A.) Solution: Headset may have come unplugged. Verify headset connection.

B.) Solution: Verify that it is not a defective headset. Try another headset.

C.) Solution: Verify volume settings, and if Mute is turned "ON".

D.) Solution: Verify the Windows Sounds are working.

E.) Solution: Reboot the computer.

F.) Solution: Install a new PCI Sound Blaster 4.1 or higher sound card.

5.) PROBLEM: FOOT PEDAL DOESN'T WORK

A.) Solution: Foot pedal may have come unplugged, verify connection, there should be a foot pedal icon in the lower right-hand corner of the Transcription Module window if the foot pedal is functioning properly.

B.) Solution: It's recommended to use the serial foot pedal connection. If you want to stay with USB you can:
    1.) Reboot the PC.
    2.) Unplug the USB cable and plug it in again.
    3.) Install a USB PCI Card.
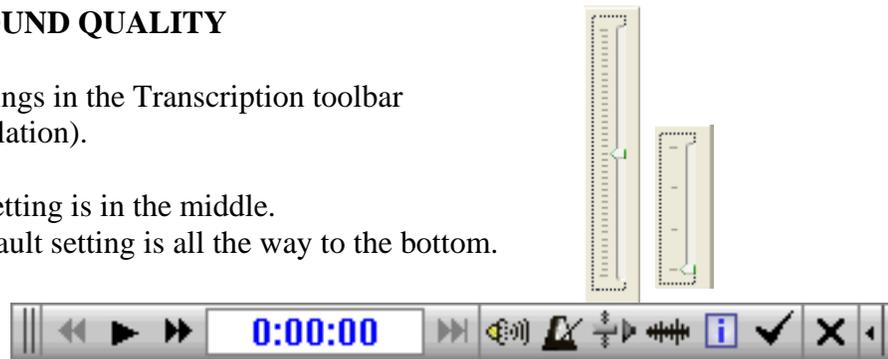
C.) Solution: Install a PCI Sound Blaster 4.1 or higher sound card.

6.) PROBLEM: POOR SOUND QUALITY

A.) Solution: Verify the settings in the Transcription toolbar (Tone Control, Noise Cancellation).

Tone Control: The default setting is in the middle.
Noise Cancellation: The default setting is all the way to the bottom.

B.) Solution: Reboot the pc.

C.) Solution: Install a new PCI Sound Blaster 4.1 or higher sound card.

7.) PROBLEM: SLOW FILE TRANSFER / SOFTWARE IS OPERATING EXTREMELY SLOW
(Be sure the workstation meets the minimum specs)

A.) Back-Up folder is over 500 mb in size. It is recommended to move the back-up files and folders to a 2nd location after it reaches this size, or just delete the back-up files.

B.) Slow bandwidth connection to the server. Bandwidth Speed Test: http://www.bandwidthplace.com/speedtest/

C.) Typist – Finished folder is over 500 mb in size. It is recommended to archive the finished folder either by moving the files to a 2nd location or deleting the files. There is an auto archive feature for the Finished folder in the Transcription Module.

Note: Server outages will reflect the operation of the digital dictation software.