Administrator and Provider Installation and User Guide

Olympus® DS-4000 Digital Voice Recorder for Enterprise Express® VoiceSystem

Versions 6.5, 7.0, and 7.5

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Nuance believes that data security is best maintained by limiting access to various types of information to authorized users only. Although no software product can completely guarantee against security failure, the *Enterprise Express* software contains configurable password features that, when used properly, provide a high degree of protection.

We strongly urge current owners of Nuance products that include optional system password features to verify that these features are enabled! You can call our support line if you need assistance in setting up passwords correctly or in verifying your existing security settings.

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Chapter 1

Olympus® Digital Recorder — Model DS-4000

Chapter Overview

This chapter provides:

- an overview of the DS-4000 recorder
- the main features of the DS-4000 recorder
- an illustration showing the buttons and controls on the DS-4000 recorder
- an illustration showing the elements of the LCD display screen on the DS-4000 recorder
- the specifications of the available memory cards
- an illustration showing the connections between the DS-4000 recorder and your PC
- the initial settings needed to get started with the DS-4000 recorder

Introduction and Overview

With your Olympus® DS-4000 Digital Voice Recorder, you can dictate reports and send your dictated voice files to the *Enterprise Express® VoiceSystem*. The recorder is connected to a PC with a mini-USB cable and uses the *Olympus Uploader* application provided by Nuance to efficiently upload your dictations to an *Enterprise Express Voice* server.

The DS-4000 recorder that is shipped from Nuance comes with:

- a 32 MB xD-Picture card
- docking station with rechargeable function
- rechargeable Ni-MH battery pack
- DSS Player Pro software CD
- AC adapter
- USB cable
- leather case
- *Olympus Digital Voice Recorder DS-4000 Instructions* manual

The *Dictaphone EXV Olympus Uploader* application:

- Transfers dictation files to a single *EXVoice* system. Multiple *EXVoice* systems can be listed and selected from the **EXV Commander Selection** dialog box as long as a default *EXVoice* system is not set.
- Supports multiple users. The software accepts uploads from multiple licensed users.
- Supports installation at multiple locations. Licensed users can upload at multiple locations.
- Supports the entry of one data field value from a list of up to ten values that you can scroll through on the DS-4000 recorder.

General Installation and Setup Steps

The general steps that must be taken to install software and configure the DS-4000 recorder and *EXVoice* before you can begin dictating and uploading your files are highlighted below. These steps are covered in detail in the following chapters of this manual.

- Connect the DS-4000 recorder to your PC. Refer to “Connecting Your DS-4000 Recorder to Your PC” on page 7 in this chapter.

- Configure your recorder with the settings and options recommended by Nuance and set your own personal preferences. Refer to "Setting Up the DS-4000 Recorder " on page 7 in this chapter.
- Install the Olympus DSS Player Pro software and any available patches/updates. Refer to Chapter 2, "Installing the Olympus® DSS Player Pro Software," on page 9.
- Install the *Dictaphone EXV Olympus Uploader* application. Refer to Chapter 3, "Installing the Dictaphone EXV Olympus Uploader Application," on page 27.
- Configure *EXVoice* for use with the Olympus recorder. Refer to Chapter 4, "Configuring EXVoice for Using the DS-4000 Recorder," on page 39.
- Record a test dictation and test the upload process. Refer to "Uploading a Test Dictation" on page 57.

Main Features of the Olympus DS-4000 Recorder

The main features of the DS-4000 recorder are:

- Slide switch operation for ease of use and fast response
- Dual function cradle docking station, for recharging of Ni-MH rechargeable battery pack and for downloading data from the recorder to a PC
- Two programmable buttons (A and B)
- Recording and storing voice files in DSS format
- Two recording modes: SP (Standard Play) and LP (Long Play)
- Five folders and up to 199 files in each folder, for a maximum of 995 recordings
- Built-in Variable Control Voice Actuator (VCVA) function
- USB Audio Device that allows the recorder to be used as a USB microphone or USB speaker when connected to a PC
- Large LCD screen with backlight
- DSS Player Pro software included

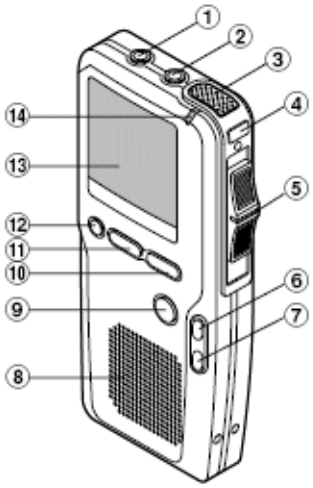
Some of the additional features of the DS-4000 recorder are:

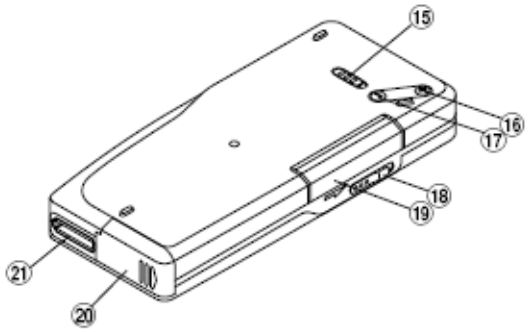
- **User IDs** – one per unit.
- **Worktypes** – up to 10 per recorder. When recording, users can scroll through the worktypes using a button on the front of the recorder.
- **Removable recording media** – 32 MB with two recording modes:
  - **LP Mode** – Record time is approximately 11 hours in **LP** mode, which *must* be used if you are using or plan to use *EXSpeech*. LP mode records 8KHz audio that is compatible with *EXSpeech*. **This mode is always used for iChart customers.**
  - **SP Mode** – Record time is approximately 5 hours in **SP** mode. SP mode is appropriate only if you are not using (or do not plan to use) *EXSpeech*. SP mode records audio at 12 kHz that is not compatible with *EXSpeech*.
- **Batteries** – The recorder ships with a Ni-MH battery pack which can be charged using the included AC adapter alone, or by plugging the adapter into the cradle.

Note: *iChart® customers using the Olympus recorder must have a local Voice Capture Box.*

Olympus DS-4000 Recorder — Illustrations

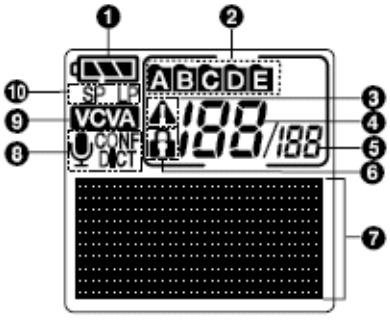
These two illustrations identify the parts of the DS-4000 recorder and the functions on the LCD display screen.





① EAR jack
② MIC jack
③ Built-in microphone
④ NEW button
⑤ Slide (REC/STOP/PLAY/REV) switch
⑥ FF (Fast Forward) button
⑦ REW (Rewind) button
⑧ Built-in speaker
⑨ MENU button
⑩ B button (Programmable)
⑪ A button (Programmable)
⑫ ERASE button
⑬ Display (LCD panel)
⑭ Record/Play indicator lamp
⑮ POWER (ON/OFF) switch
⑯ VOLUME (+) button
⑰ VOLUME (–) button
⑱ Card cover lock
⑲ Card cover
⑳ Battery cover
㉑ PC (USB) terminal/Cradle attachment point

Display (LCD Panel)



❶ Battery indicator
❷ Folder
❸ Priority indicator
❹ Current file number
❺ Total number of recorded files in the folder
❻ Erase lock indicator
❼ Character Information display
❽ Microphone sensitivity display
❾ VCVA (Variable Control Voice Actuator) indicator
❿ Record mode indicator

Memory Card

The **xD-Picture card** is a removable recording media. The DS-4000 Recorder supports cards with memory capacity of 16 MB to 512 MB. The DS-4000 shipped from Nuance comes with a 32 MB card.

There are two recording modes that can be configured on the DS-4000:

- **SP** (Standard Play) records in DSS 12 kHz 13.7 kbps
- **LP** (Long Play) records in DSS 8 kHz 6.3 kbps (compatible with *EXSpeech®*)

The approximate recording times for each size memory card is shown below:

Memory Size	SP Mode	LP Mode
16 MB	2 hr. 35 min.	5 hr. 30 min.
32 MB	5 hr. 10 min.	11 hr. 5 min.
64 MB	10 hr. 25 min.	22 hr. 20 min.
128 MB	20 hr. 55 min.	44 hr. 45 min.
256 MB	42 hr. 0 min.	89 hr. 40 min.
512 MB	84 hr. 5 min.	179 hr. 30 min.

Note: *These are the available recording time for one continuous file. The available recording time might be shorter if many short recordings are made.*

Documentation

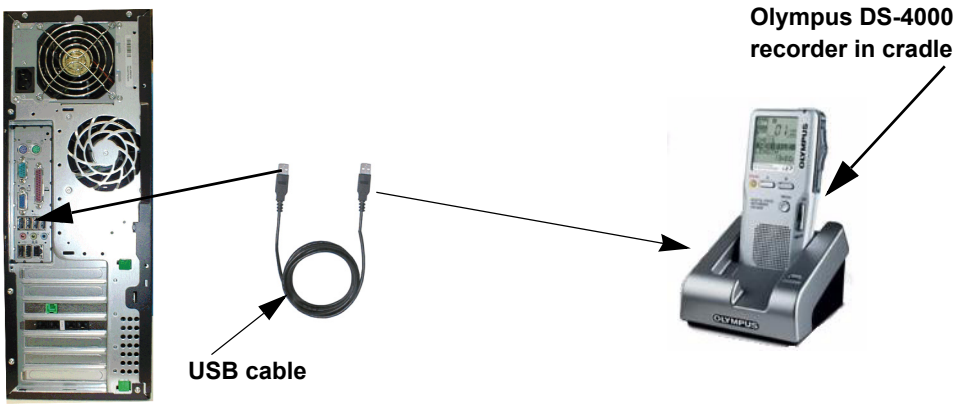
This user guide describes how to install the *Olympus Uploader* application and configure the DS-4000 for use with the *Enterprise Express VoiceSystem*.

The *Olympus Digital Voice Recorder DS-4000 Instructions* manual in PDF format is available on each workstation where the Olympus DSS Pro Player software is loaded. Select **Start > Programs > Olympus DSS Player Pro > DS-4000 Instructions**.

Connecting Your DS-4000 Recorder to Your PC

To use the Olympus DS-4000 recorder,

1. Connect the USB plug on one end of the USB cable to a USB port on the front or back of your PC workstation.
2. Connect the other end of the USB cable to the cradle.
3. When you are ready to upload voice files from the DS-4000 recorder to the *EXVoice* server, place the recorder in the cradle. Files on the recorder are uploaded automatically through the *Dictaphone EXV Olympus Uploader* application.



Setting Up the DS-4000 Recorder

Nuance recommends the settings shown here for the DS-4000 recorder. For more detailed information on these settings, refer to the *Olympus Digital Voice Recorder DS-4000 Instructions* manual that was included in the box with your recorder.

To set up the DS-4000 digital recorder:

1. Insert the Ni-MH battery pack into the battery compartment of the DS-4000 recorder.
2. Charge the battery pack by connecting the AC adapter to the cradle that shipped with the recorder and placing the recorder in the cradle. A red charge indicator light glows red while the battery pack is charging and goes out when charging is complete.

3. When the batteries are charged, open the card cover and insert the memory card into the slot on the left side of the recorder. To remove a card, turn off the recorder, open the storage compartment, and push in to eject the card.
4. Turn on the recorder.
5. Set the date and time:
   a. Press the **MENU** button.
   b. Press **FF** or **REW** until **SUB MENU** is highlighted. Press **MENU** to select.
   c. Press **FF** or **REW** until **TIME&DATE** is highlighted. Press **MENU** to select.
   d. The hour indicator flashes. Press **FF** or **REW** to change the hour and then press **MENU** to select and move to the minutes setting.
   e. Continue using the **FF**, **REW**, and **MENU** buttons to set the date and time. When finished, press and hold the **MENU** button for several seconds to save the settings and close the menu.
6. Set the recording mode:
   a. Press and hold the **MENU** button for about two seconds.
   b. Press **FF** or **REW** until **REC MODE** is highlighted. Press **MENU** to select.
   c. Press **FF** or **REW** to select the appropriate mode:
      - **LP** (8kHz Long Play) – Mandatory for *EXSpeech* and *iChart* users/customers, as well as if you are planning to use *EXSpeech*. A 32 MB card holds approximately 11 hours of dictation in **LP** mode.
      - **SP** (12kHz Standard Play) – If you are *not* planning to use *EXSpeech*. A 32 MB card holds approximately 5 hours of dictation in **SP** mode.
   d. Press and hold the **MENU** button for several seconds to save the settings and close the menu.
7. Set the **VCVA** (Variable Control Voice Actuator) to **OFF.** Enabling this feature can clip recorded dictations.
8. Set the **MIC SENSE** to **DICT** rather than **CONF**. **DICT** provides lower microphone gain sensitivity; depending upon the provider's proximity to the recorder, **CONF** can distort audio quality.
   a. Press the **MENU** button and then press **FF** or **REW** until **MIC SENSE** is highlighted.
   b. Press **FF** or **REW** until **DICT** is selected, then press **MENU** to exit.

Chapter 2

Installing the Olympus® DSS Player Pro Software

Chapter Overview

This chapter covers:

- installing the DSS Player Pro software
- installing the latest program patch and firmware updates
- disabling the Directrec Configuration Tool
- configuring the Device Detector program

Installing the Olympus DSS Player Pro Software

The Olympus DSS Player Pro software, available on the **Olympus DSS Player Pro software CD** provided with your DS-4000 recorder, must be installed on each provider's PC workstation. You will not actually use the Player Pro software. However, it must be installed on the PC so the *Dictaphone EXV Olympus Uploader* application can recognize the DS-4000 recorder.

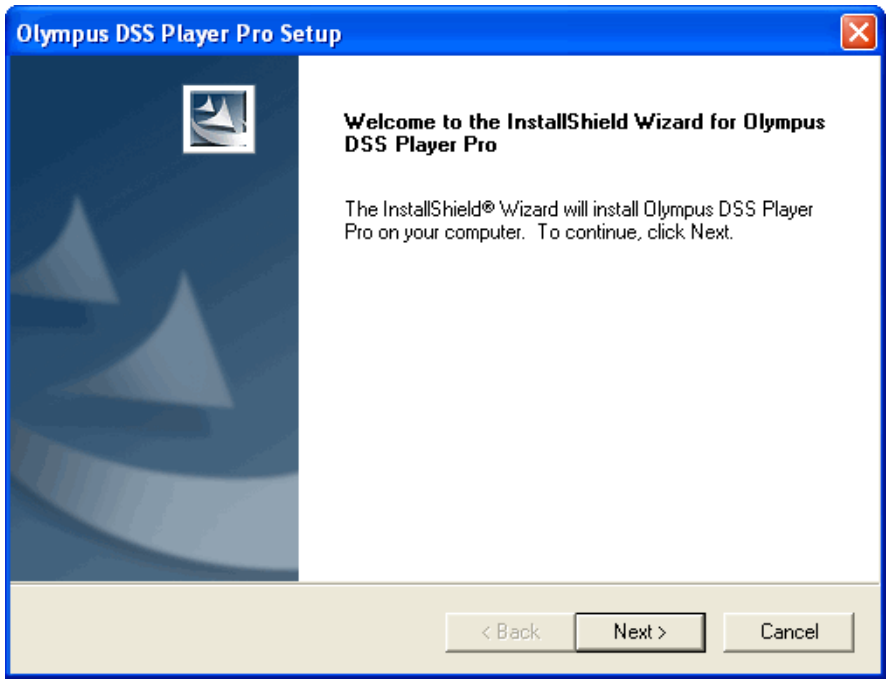
If the providers in your organization who dictate their reports using an Olympus DS-4000 recorder want to use their PC workstation to upload their dictations to the *EXVoice* server, the Olympus DS-4000 recorder must be connected to each provider's PC workstation at the time that they upload their files.

To install the DSS Player Pro software at each workstation:

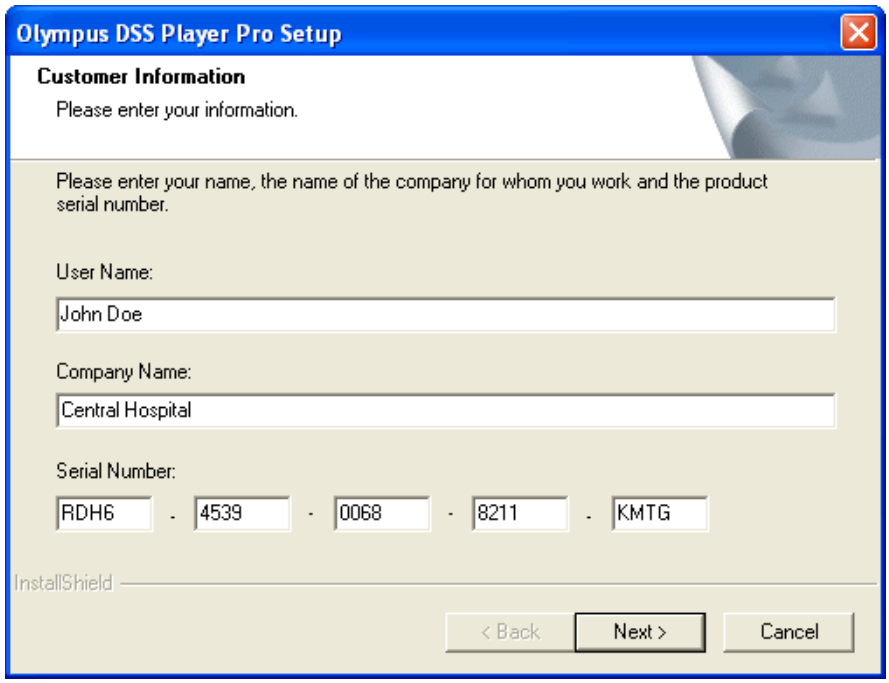
1. Insert the **Olympus DSS Player Pro software CD** into the CD-ROM drive of the workstation PC. The **DSS Player Pro Release 4** installation splash screen appears.

   If you do not see this splash screen, browse to the CD and double-click **setup.exe**.

2. Select **Install English (US) Version**. The InstallShield® Wizard starts and the **Welcome** window appears.



3. Click **Next**.
4. Read the **License Agreement** and click **Yes**. The **Customer Information** window appears.

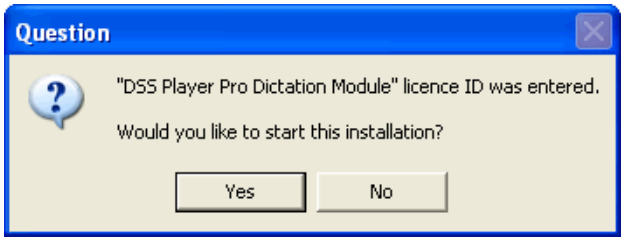


5. In the **Customer Information** window, enter your **User Name**, **Company Name**, and the **Serial Number** of your recorder. You can

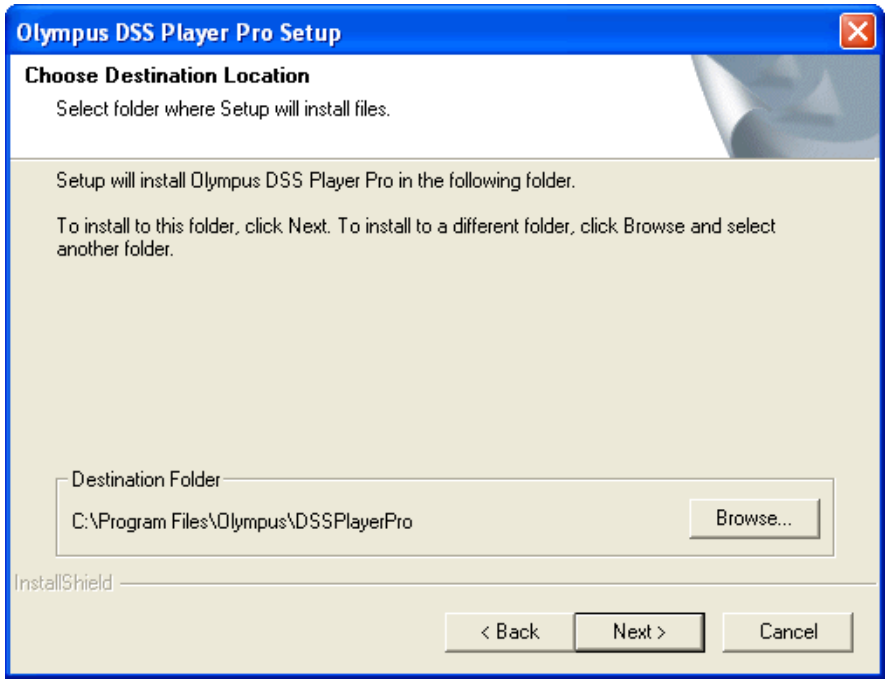
find the 20-digit **Serial Number** of the DS-4000 recorder on a green or blue card in the DS-4000 box. It is labeled **License ID Number**. After entering the **Serial Number**, click **Next.**

Note: *Neither Nuance nor Olympus track software licenses shipped to customers. Therefore, Nuance strongly recommends you take the precautions regarding license management that are listed in "Administering Olympus DSS Player Pro License IDs" on page 68.*

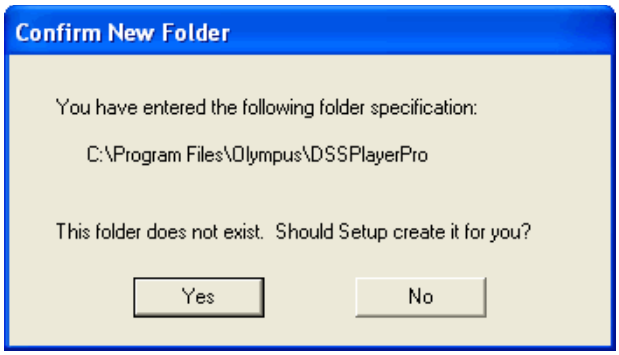
6. Click **Yes** to the question in the **Question** box to start the installation.



7. In the **Choose Destination Location** window, click **Next** to accept the default location where the software is to be installed.

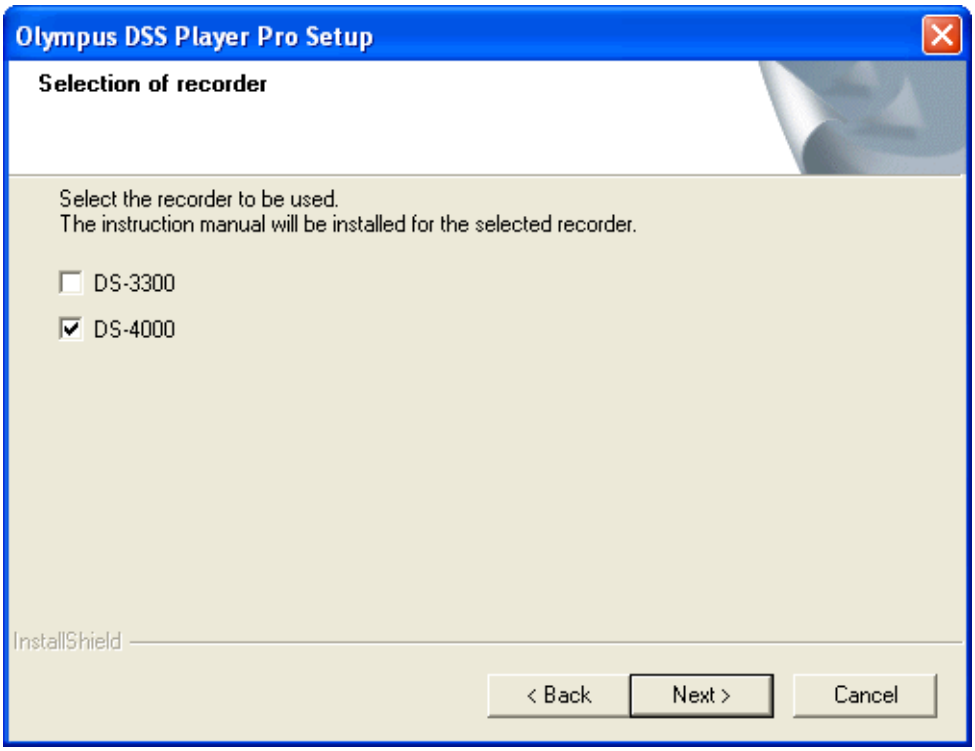


8. Click **Yes** to confirm the creation of the new folder.

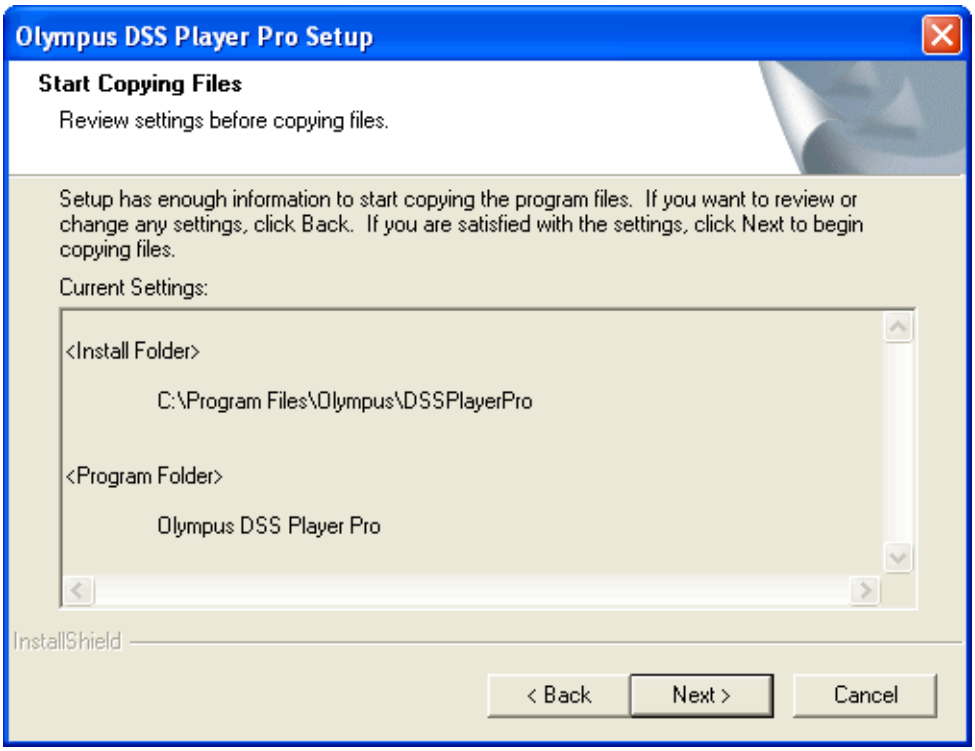


9. In the **Select Program Folder** window, click **Next** to accept the default **Program Folders** location.

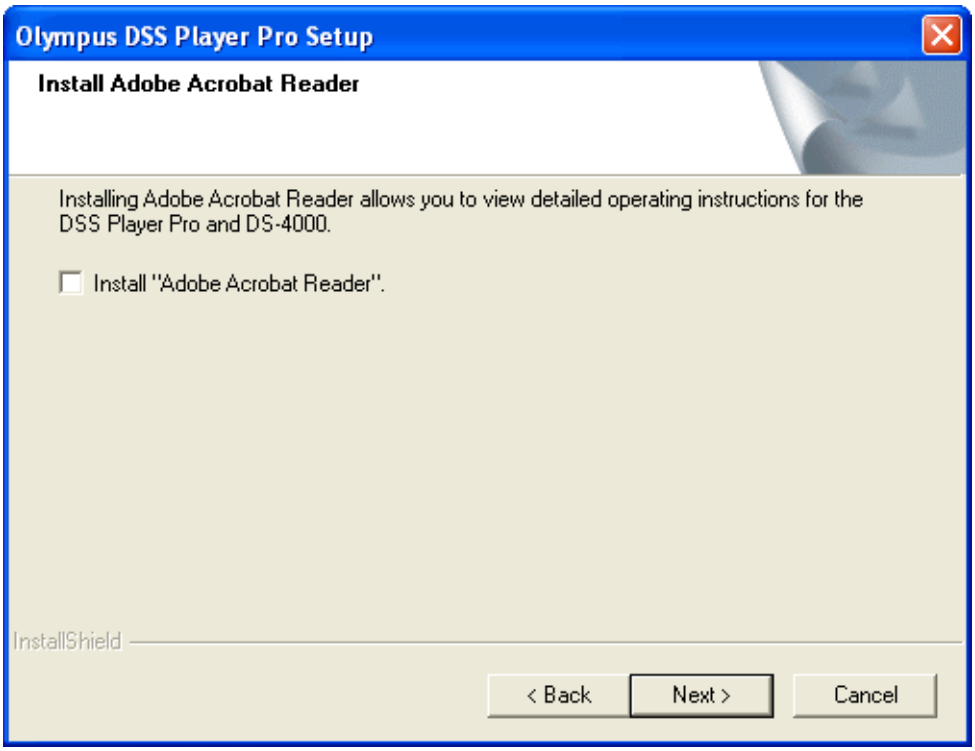
10. If the **Selection of recorder** window appears, select **DS-4000** and click **Next**.



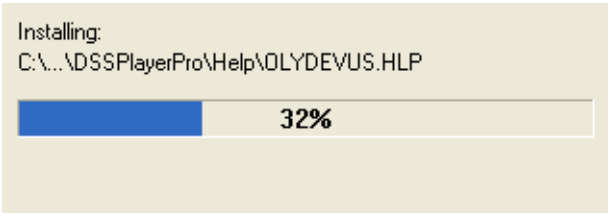
11. In the **Start Copying Files** window, click **Next** to accept the folders shown.



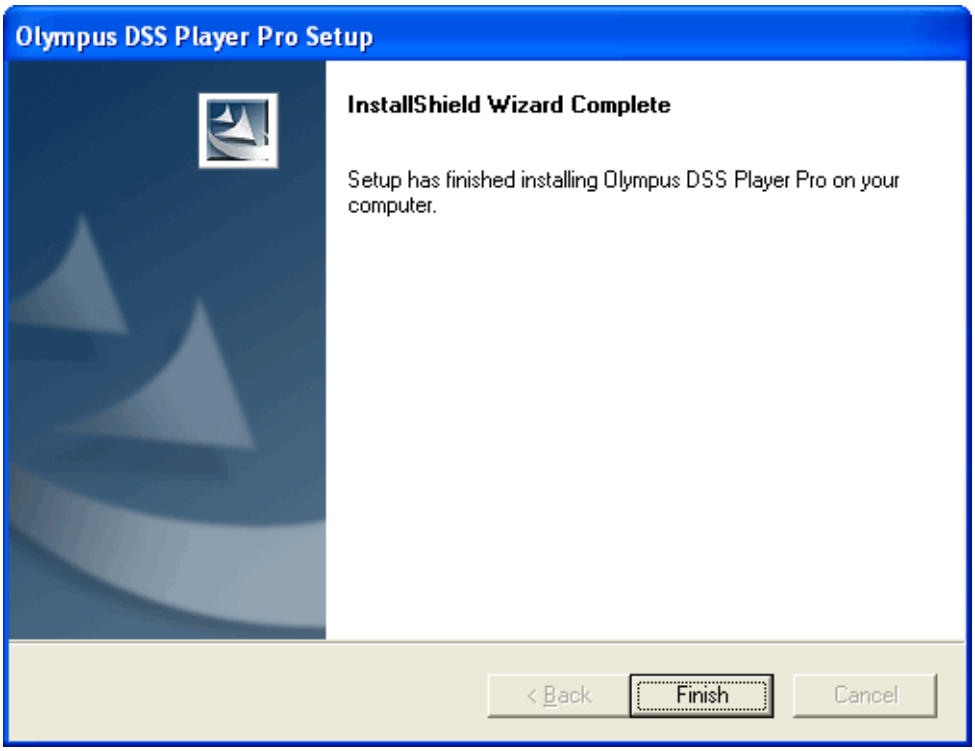
12. If the Adobe® Reader® application is not installed on your workstation and you want to install it so you can view the PDF version of the *Olympus Digital Voice Recorder DS-4000 Instructions* manual, check the box labeled **Install "Adobe Acrobat Reader"** and click **Next**. Otherwise, leave this check box blank and click **Next**.



A progress bar is shown while the DSS Player Pro software is installed.



13. When the InstallShield Wizard is complete, click **Finish** to complete the installation of the Olympus DSS Player Pro software.



14. Remove the installation CD from the CD drive.

Upgrading the DSS Player Pro Software

After completing the installation of the DSS Player Pro software from the CD, go to the Olympus Web site to check for upgrades to this software. Locate, download, and install the latest program patch for Release 4.x from the Olympus Web site.

Note: *The Olympus DSS Player Pro software must be installed from the supplied CD and then the latest program patch must be downloaded and installed.*

To download the latest software update for the DSS Player Pro software:

1. Go to the **Home** page of the Olympus America Web site by clicking this link or typing this URL into the **Address** line of your browser: www.olympusamerica.com.

a. Click the **Search Our Site** box at the top right corner of the home page.

b. Type **support DS-4000** and click **Go**.

c. On the resulting page, scroll down and locate the heading and link for **DS-4000 > Software Downloads** and click the **DS-4000 > Software Downloads** link.

d. On the next page, click **Microsoft Windows** and continue at Step 2 on page 19.

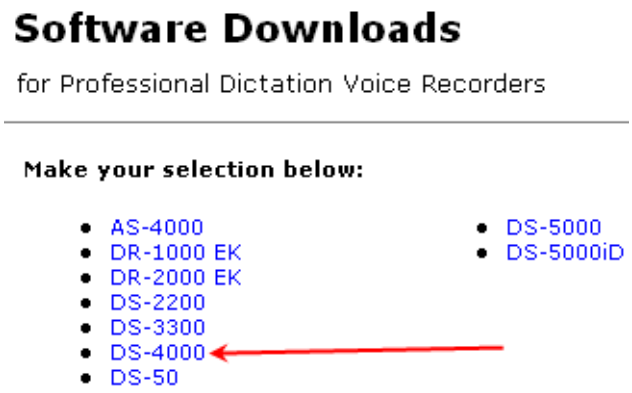
OR

Go directly to the Olympus **Software Downloads** page by clicking this link or typing this URL into the **Address** line of your browser: www.olympusamerica.com/cpg_section/cpg_downloads.asp.

a. Click **Voice Recorders**.

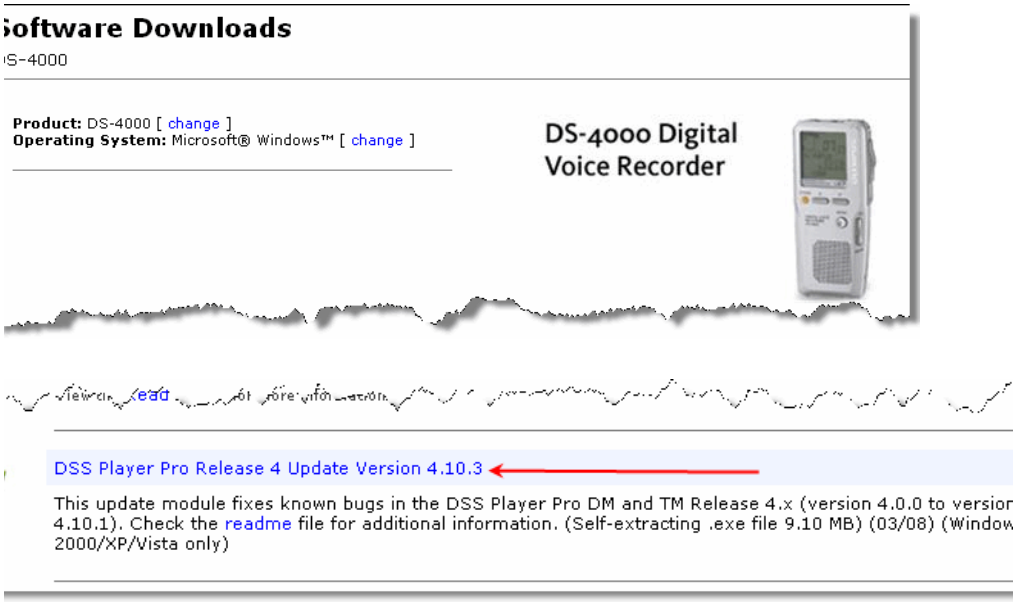
b. Click **Professional Dictation**.

c. Click **DS-4000**.



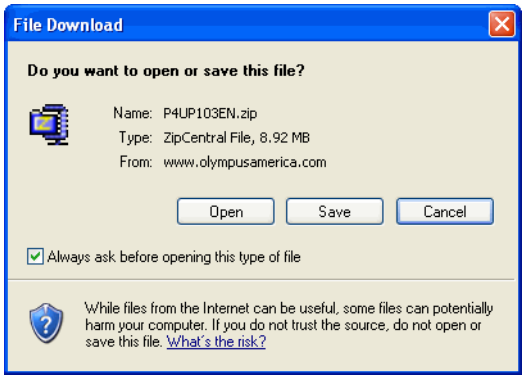
d. Click **Microsoft Windows** and continue at Step 2 below.

2. On the **Software Downloads** page for the **DS-4000 Digital Voice Recorder**, scroll down to the bottom and click the link for the **DSS Player Pro Release 4 Update Version 4.10.3.**



*Note: As of July 2008, this link indicates **Version 4.10.3**. In subsequent months, it might indicate a higher 4.xx.x update version of the software.*

3. In the **File Download** dialog box, click **Save** to start the download.



4. When the **Save As** dialog box opens, navigate to the folder or area where you want to save the upgrade file. For example, on your **Desktop** or in the **`C:\TEMP`** folder.

*Note: As of July 2008, the **File Name** is shown as **P4UP103EN.zip**. In subsequent months, the download file might indicate a different, but similar, file name for a later update file.*

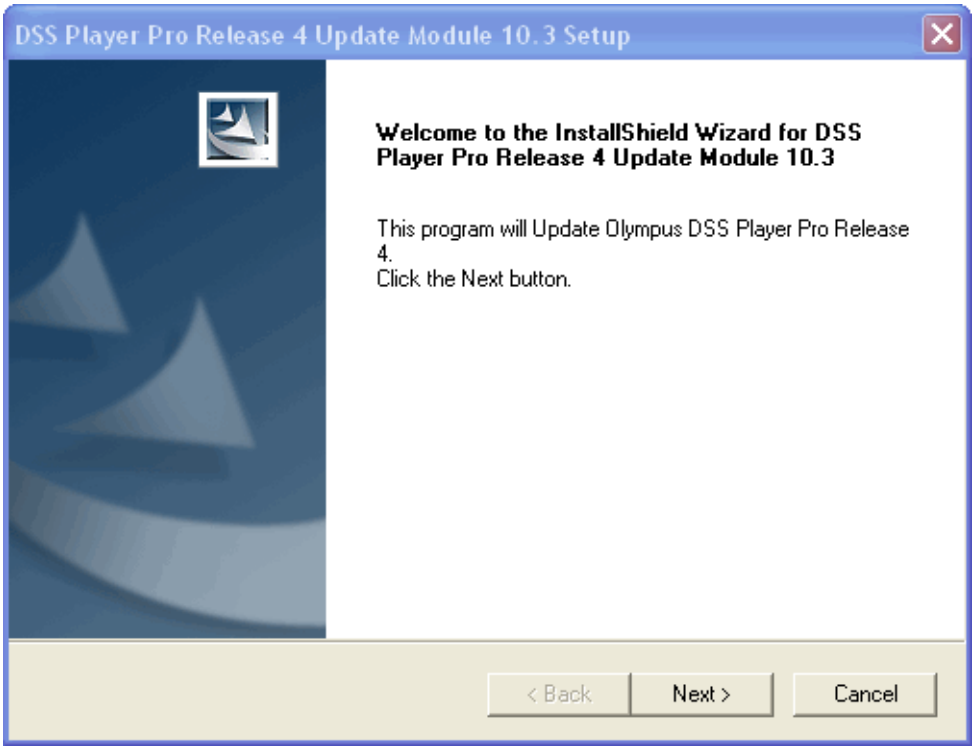
5. Click **Save**.

6. When the download is finished, click **Close** in the **File Download** dialog box.
7. Close **Internet Explorer** by clicking the **Close** button in the top, right corner.

Installing the DSS Player Pro Update

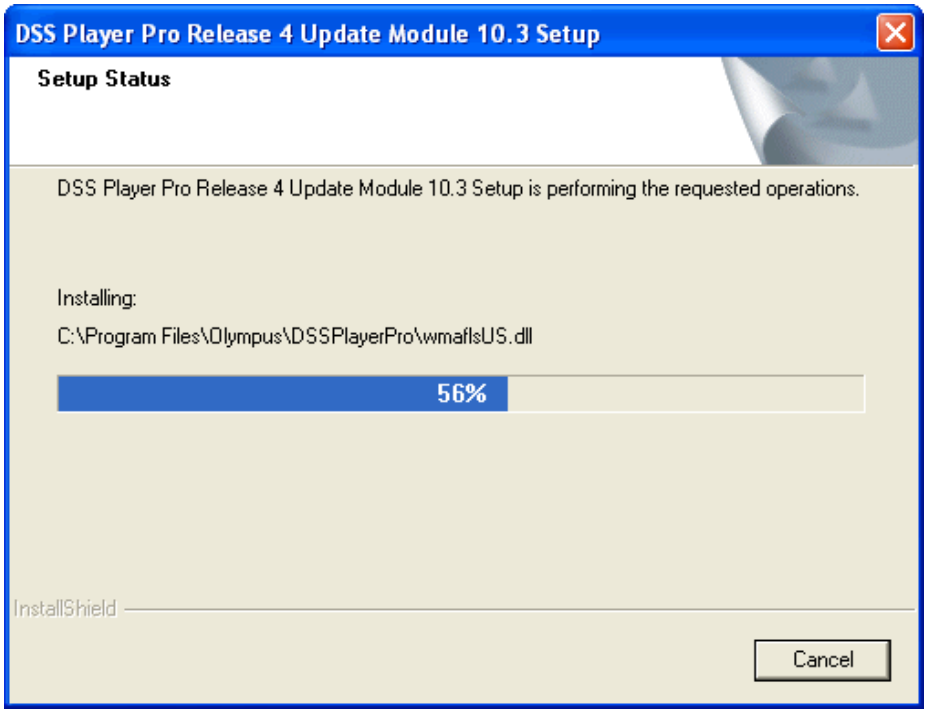
1. Open **Windows Explorer** and navigate to the **TEMP** folder, or to the folder where you saved the downloaded file.
2. In the right pane, double-click the downloaded file (for example, **P4UP103EN.zip**). WinZip, or your standard zip tool, opens and the executable file (for example, **P4UP103EN.exe**) that is contained within the .zip file is listed.

3. Double-click the file name of the executable file (for example, **P4UP103EN.exe**). Files are extracted and the **InstallShield Wizard** opens to start the installation.

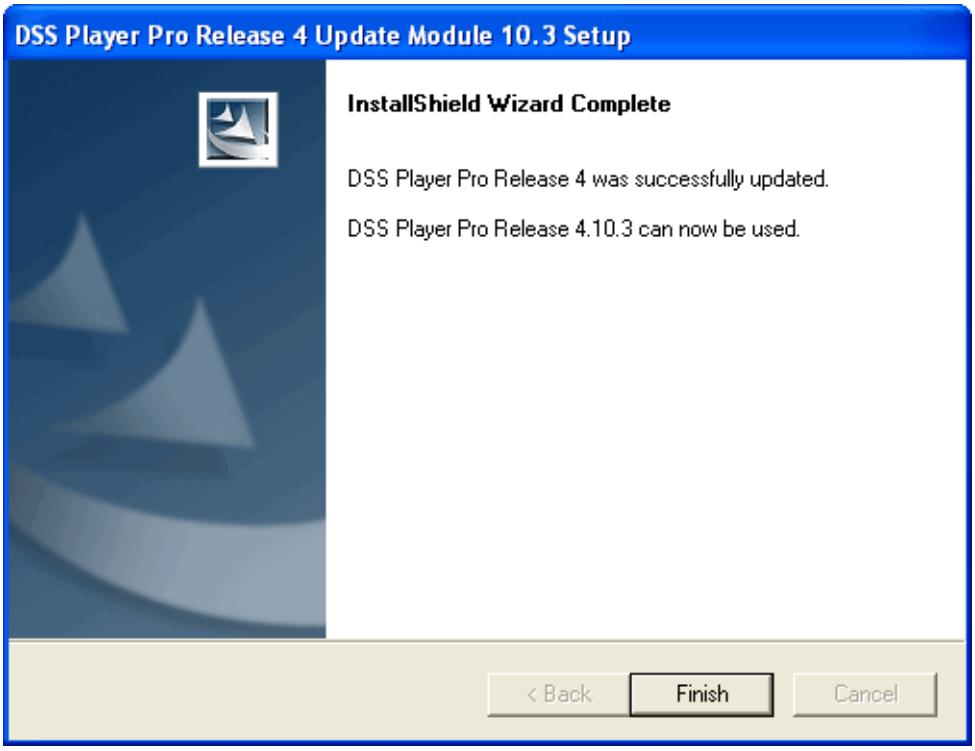


4. Click **Next** to start the installation of the update version of the software.

5. Read the **License Agreement** and click **Yes**. A progress bar is shown while the DSS Player Pro software update is installed.



6. When the update is complete and the **Wizard Complete** window displays, click **Finish** to complete the installation of the software update.



Configuring the Olympus Software

When you install the Olympus DSS Player Pro software, three separate pieces of software are installed on your PC, each of which serves a different function.

- Olympus DSS Player Pro software
- Directrec Configuration Tool
- Device Detector 3

Each of these is covered here.

Olympus DSS Player Pro Software

The DSS Player Pro software must be installed on your PC workstation, but it is not ever used or needed for dictating or uploading files to the *EXVoice* server. You do not have to take any other action regarding this application.

Directrec Configuration Tool

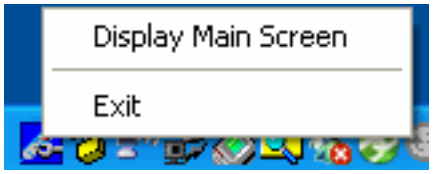
The Directrec Configuration Tool is installed on your PC workstation and is placed in the **Startup** menu so it starts automatically each time you start your PC. This tool is not needed and must be disabled. To do so, you must remove the **Directrec Configuration Tool** icon from the **Notification Area** and from the **Startup** menu so it does not start up automatically.

To remove and disable the Directrec Configuration Tool:

1. If it exists, remove the Olympus **Directrec Configuration Tool** icon from the **Notification Area** (formerly called the System Tray) at the bottom of your Windows display. This tool is not needed.

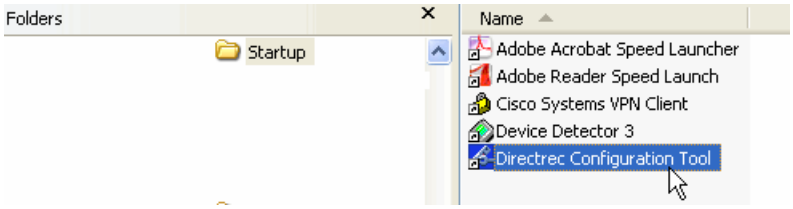
   a. Right-click the **Directrec Configuration Tool** icon in the **Notification Area**.

   b. Click **Exit** from the menu.



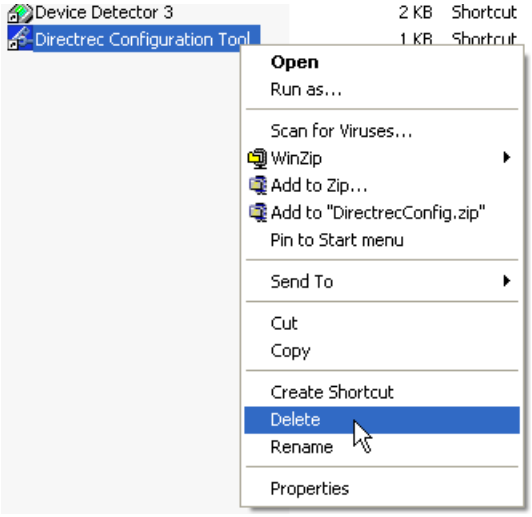
2. In **Windows Explorer**, navigate to: **`C:\Documents and Settings\All Users\Start Menu\Programs\Startup`**.

3. Delete the **Directrec Configuration Tool** shortcut if it is listed in the **Startup** folder.



a. Right-click the **Directrec Configuration Tool** shortcut.

b. Select **Delete** from the shortcut menu to delete this shortcut and remove it from the **Startup** folder.



Olympus Device Detector 3

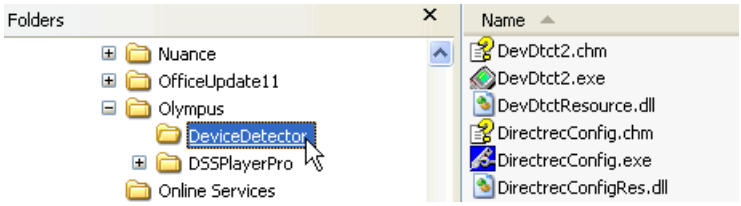
The Olympus Device Detector 3 is a memory-resident program that senses when an Olympus digital recorder is connected to the PC. The Device Detector 3 must be present in the **Startup** menu so it starts automatically each time you start your PC. The **Device Detector 3** icon in the **Notification Area** indicates the program is running in the background to sense when the DS-4000 recorder is connected and facilitates communication between the recorder and the *Dictaphone EXV Olympus Uploader* application. Refer to “Installing the Olympus Uploader” on page 28 for information about this program.

To configure the Device Detector 3 program:

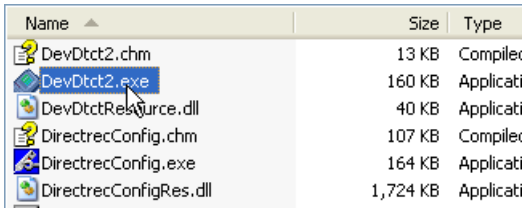
1. Look at the **Notification Area** at the bottom of your Windows display to see if the Olympus **Device Detector3** icon is displayed.

- If the icon is not in the **Notification Area**, meaning the Device Detector program is not running, continue with Step 2 to start this program.
- If the icon is in the **Notification Area**, meaning the Device Detector program is running, continue with Step 4.

2. Open **Windows Explorer** and navigate to **`C:\Program Files\Olympus\ DeviceDetector`**. This is the location of the executable file that you can use to start Device Detector.



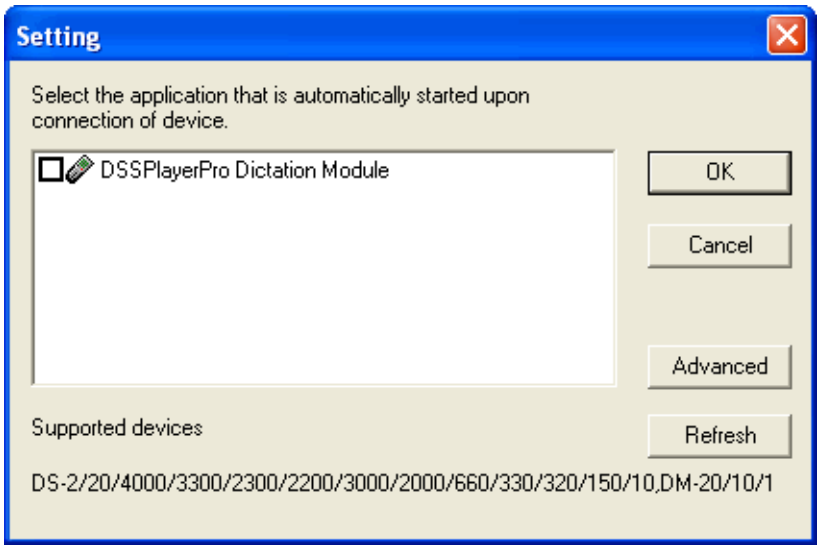
3. In the right panel, locate and double-click **DevDtct2.exe**, which is the program file that starts Device Detector. Skip Step 4 and continue with Step 5.



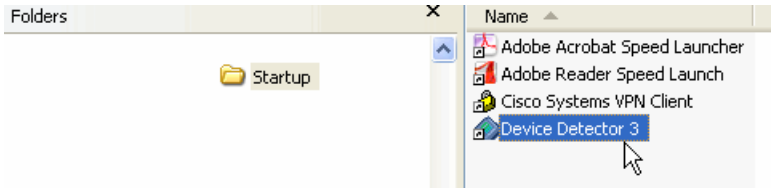
Note: *Don't be confused by the difference between the file name and the program name. It is correct that DevDtct**2**.exe is the correct file name to start the Device Detector**3** program.*

4. Double-click the **Device Detector3** icon in the **Notification Area** to display the **Setting** dialog box.

5. Be sure that the **DSSPlayerPro Dictation Module** check box is *not* checked. If it is checked, click this box to clear the check mark.

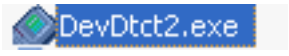


6. Click **OK** to close the **Setting** dialog box.
7. In **Windows Explorer**, navigate to: **`C:\Documents and Settings\All Users\Start Menu\Programs\Startup`**.
8. Verify that the **Device Detector 3** shortcut is listed in the **Startup** folder.

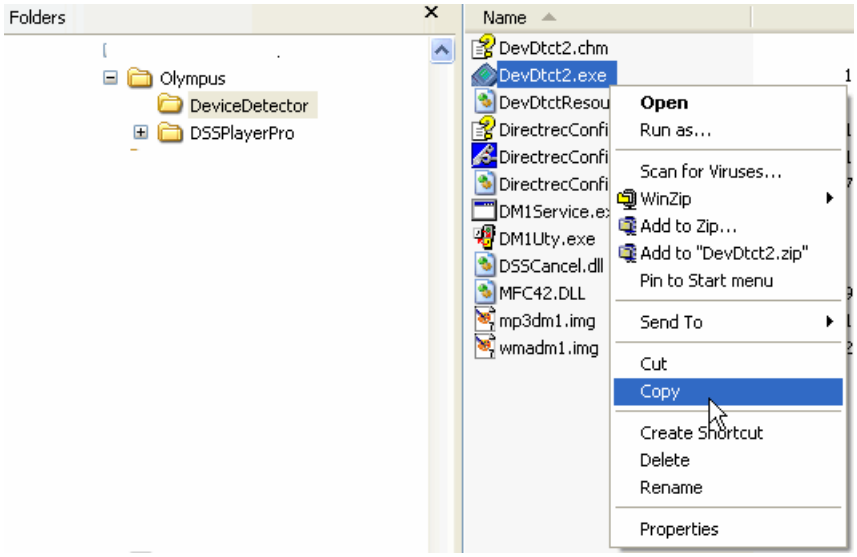


If the **Device Detector 3** shortcut is listed in the **Startup** folder, continue with Step 10.

9. If this **Device Detector 3** shortcut is not listed, create a shortcut and paste it into the **Startup** folder.
   a. Navigate to **`C:\Program Files\Olympus\DeviceDetector`**.
   b. In the right panel, right-click **DevDtct2.exe**. This is the name of the executable file that starts the Device Detector 3 program.

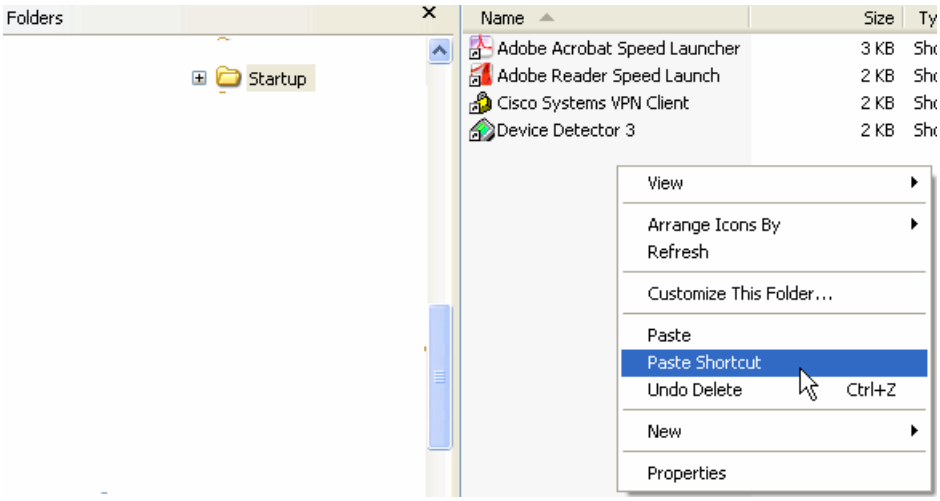


c. Select **Copy** from the shortcut menu.

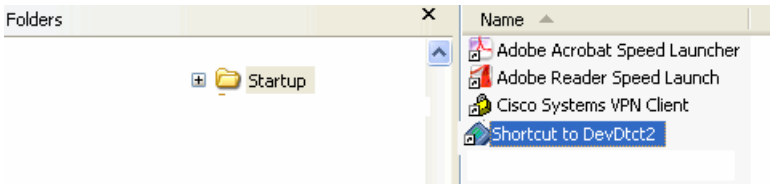


d. Navigate back to **`C:\Documents and Settings\All Users\Start Menu\Programs\Startup`**.

e. Right-click anywhere in the right panel to open the shortcut menu.



f. Select **Paste Shortcut** from the shortcut menu to put the **Device Detector 3** shortcut in the **Startup** folder.



10. Click the **Close** icon ✕ at the top, right to close **Windows Explorer.**

Chapter 3

Installing the Dictaphone EXV Olympus Uploader Application

Chapter Overview

This chapter covers:

- installing the *Dictaphone EXV Olympus Uploader* application for use with the DS-4000 recorder
- testing the connection between the DS-4000 and the *EXVoice* server

Installing the Olympus Uploader

The *Dictaphone EXV Olympus Uploader* application provides a simple way for users of the Olympus DS-4000 recorder to upload dictations to your PC and to the *EXVoice* server. Your Nuance Service Representative can provide the installation file for the *Olympus Uploader* application to you.

The *Dictaphone EXV Olympus Uploader* application must be installed on each workstation from which recorded files will be uploaded to the *EXVoice* server.

Installing the Olympus Uploader with EXVoice 7.x

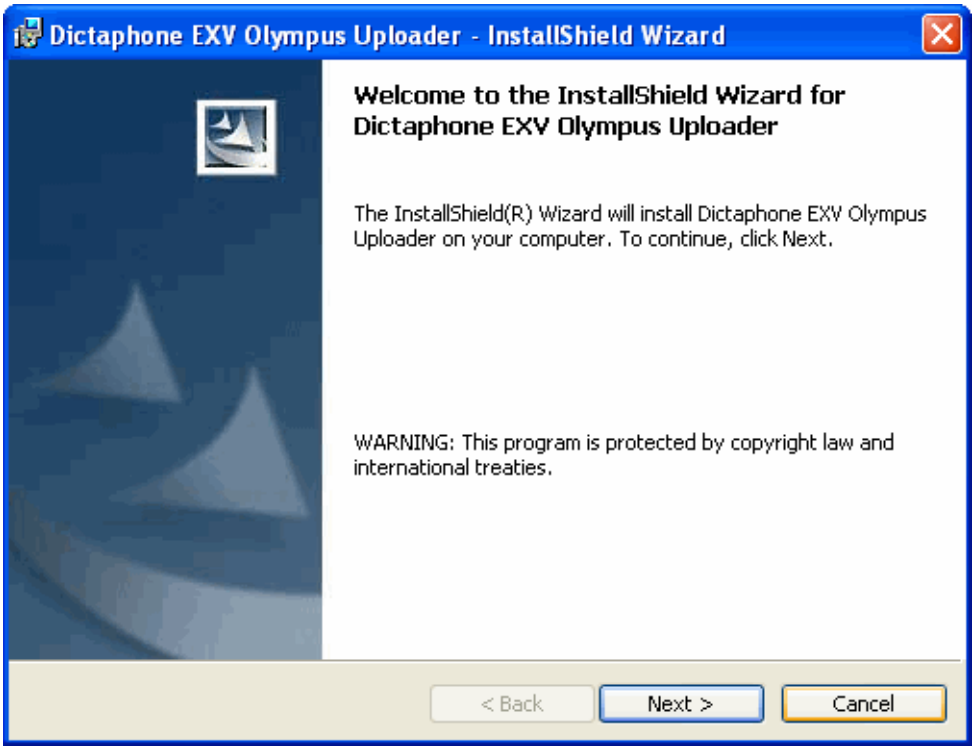
If your facility is using *EXVoice* Version 7.x, install the *Dictaphone EXV Olympus Uploader* application as indicated here using the .exe file provided by your Nuance Service Representative. A standard .msi installation file is also available if you prefer to install with a "push" installation from your server.

Note: *If your facility is using EXVoice Version 6.5, refer to "Installing the Olympus Uploader with EXVoice 6.5" beginning on page 32 for the installation procedures.*

To install the Olympus Uploader application at each workstation using EXVoice 7.x:

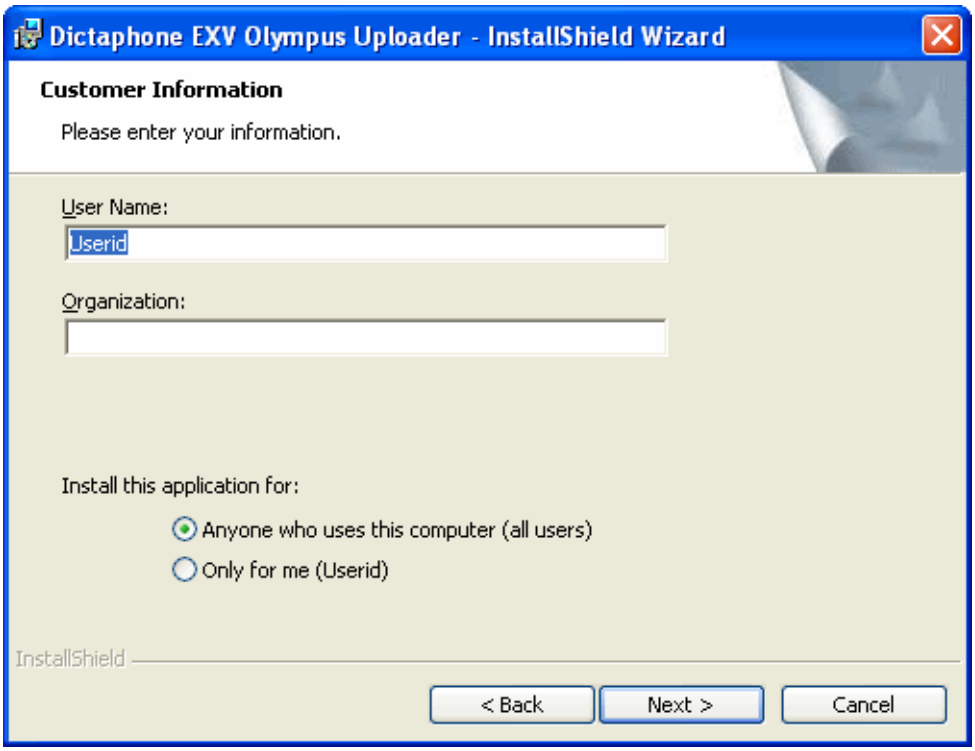
1. Contact your Nuance Service Representative who can provide the installation file for the *Olympus Uploader* application to you. Copy the installation file (probably **Enterprise Express Voice Olympus Uploader.exe**, or a similar file name) to your **Desktop** or to your **`C:\TEMP`** folder.
2. Open **Windows Explorer** and navigate to the **TEMP** folder, or to the folder where you saved the installation file.

3. In the right panel, double-click the **Enterprise Express Voice Olympus Uploader.exe** file to start the installation. The **Dictaphone EXV Olympus Uploader - InstallShield Wizard** starts.

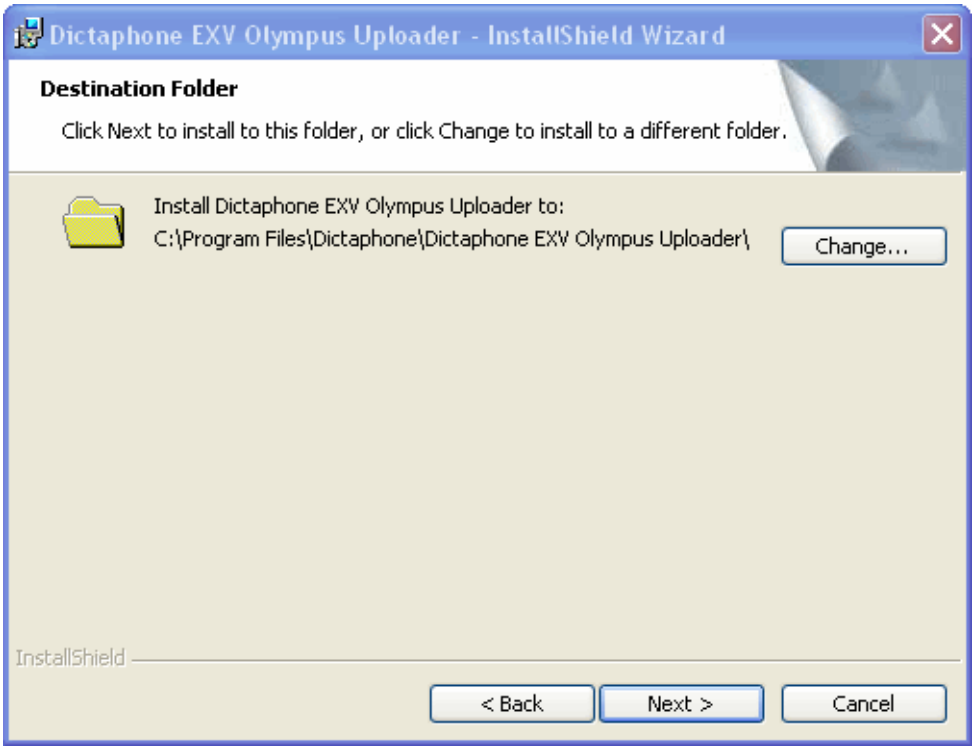


4. Click **Next**.

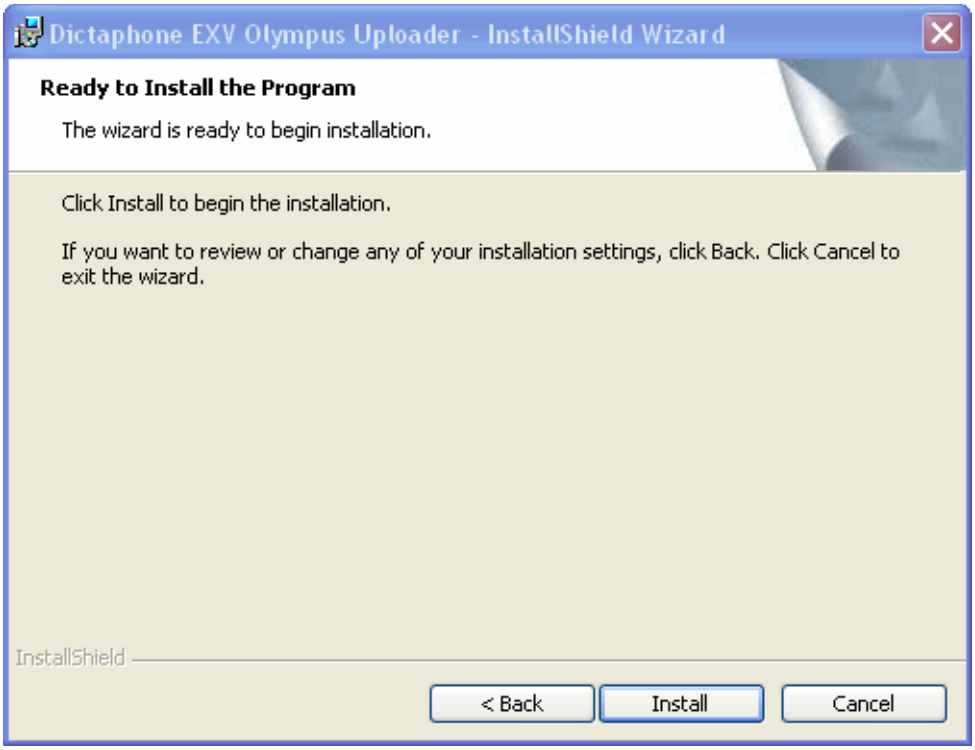
5. In the **Customer Information** dialog box, enter the **Customer Name** and **Company**. Click **Next**.



6. In the **Destination Folder** window, click **Next**. to accept the default location where the software is to be installed.

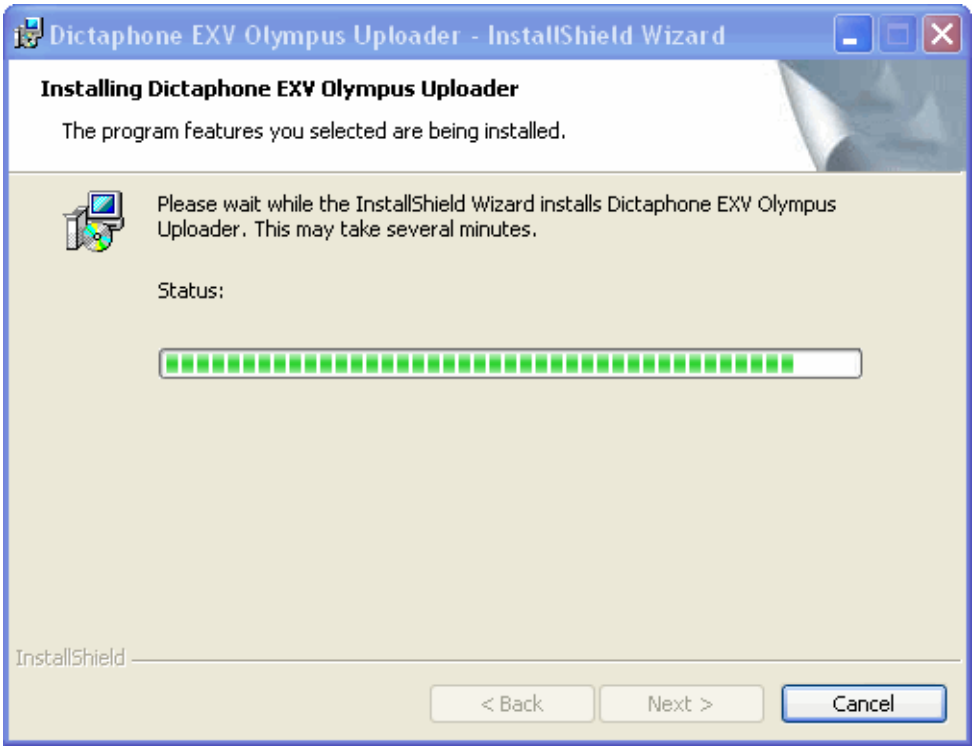


7. Click **Next** to continue.

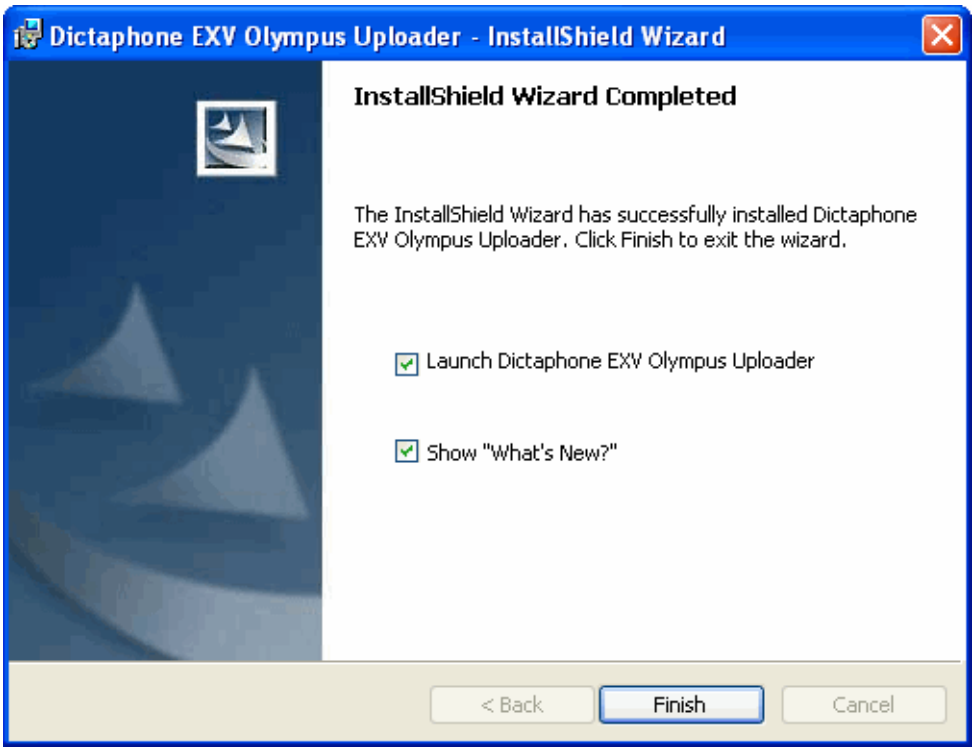


8. Click **Install** to start the installation.

   A progress bar is shown while the *Olympus Uploader* application is installed.



9. When the InstallShield Wizard is complete, click **Finish** to complete the installation.



Installing the Olympus Uploader with EXVoice 6.5

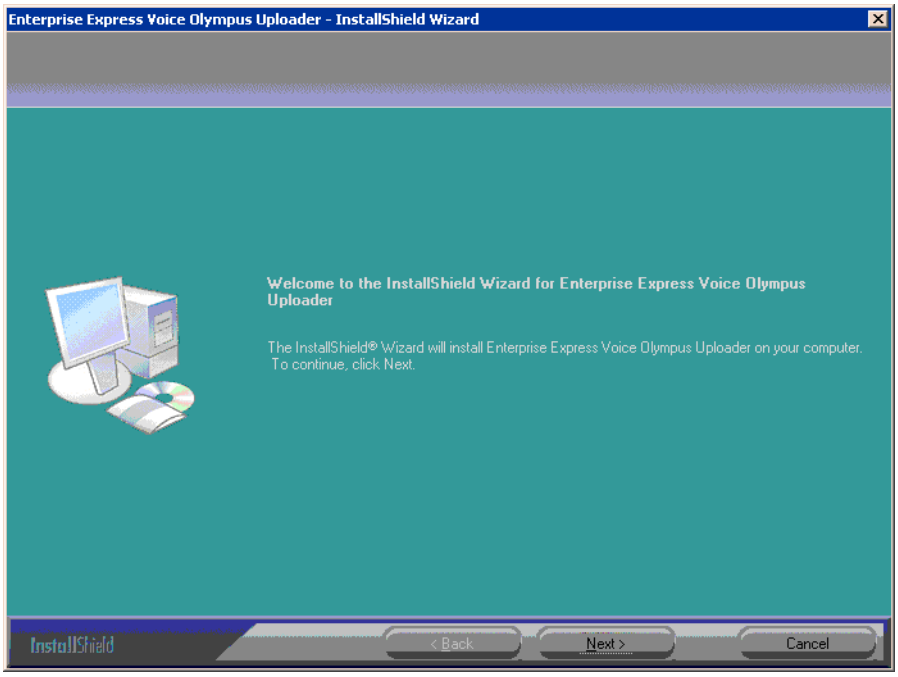
If your facility is using *EXVoice* Version 6.5, install the *Dictaphone EXV Olympus Uploader* application as indicated here.

Note: *If your facility is using EXVoice Version 7.0, refer to "Installing the Olympus Uploader with EXVoice 7.x" beginning on page 28 for the installation procedures.*

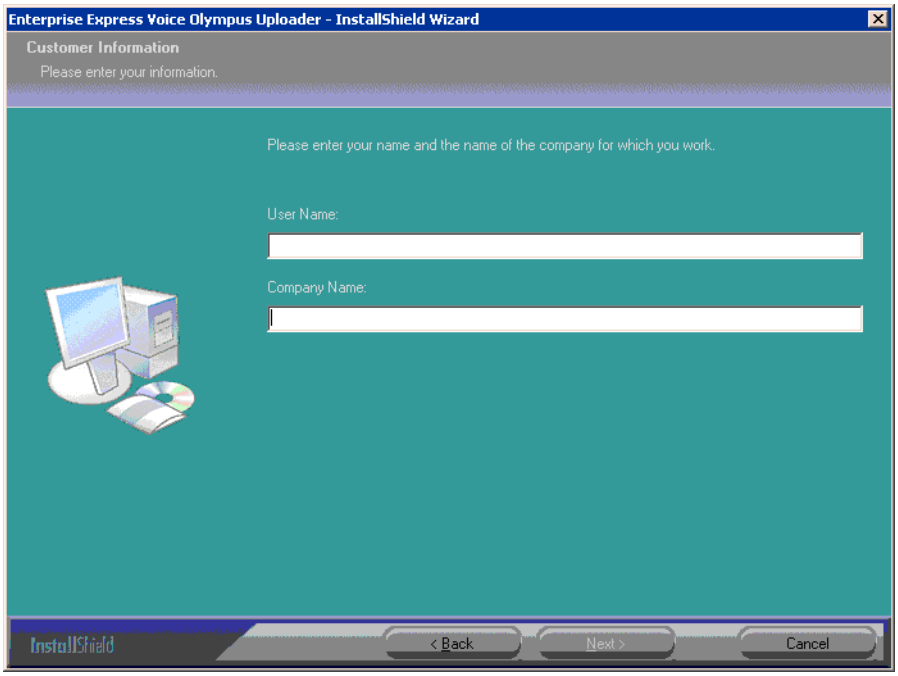
To install the Olympus Uploader application at each workstation using EXVoice 6.5:

1. Contact your Nuance Service Representative who can provide the installation file for the *Olympus Uploader* application to you. Copy the installation file (probably **Enterprise Express Voice Olympus Uploader.exe**, or a similar file name) to your **Desktop** or to your **`C:\TEMP`** folder.
2. Open **Windows Explorer** and navigate to the **TEMP** folder, or to the folder where you saved the installation file.

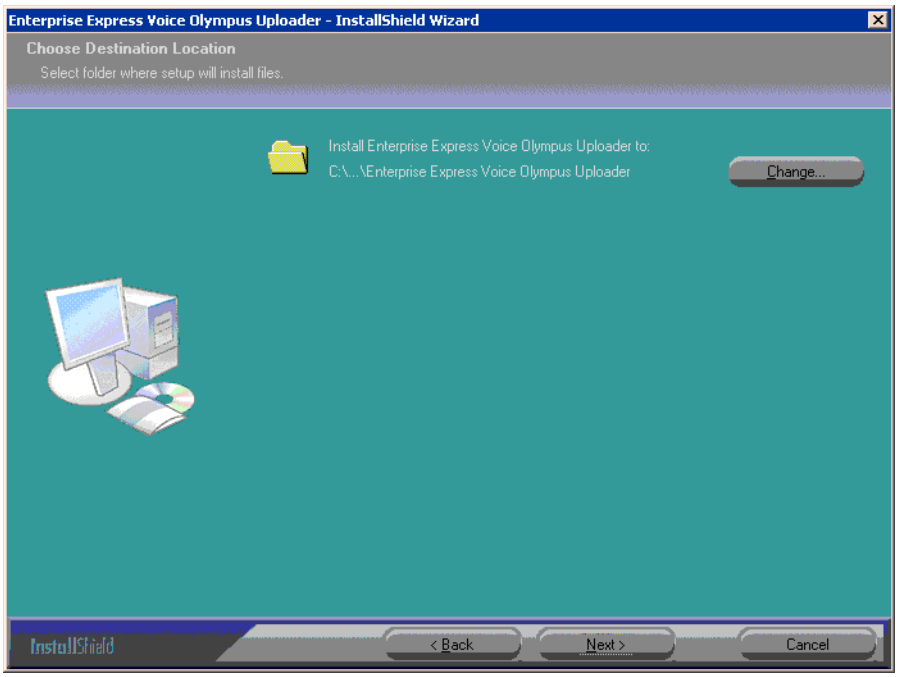
3. In the right panel, double-click the **Enterprise Express Voice Olympus Uploader.exe** file to start the installation. The **Enterprise Express Voice Olympus Uploader - InstallShield Wizard** starts.



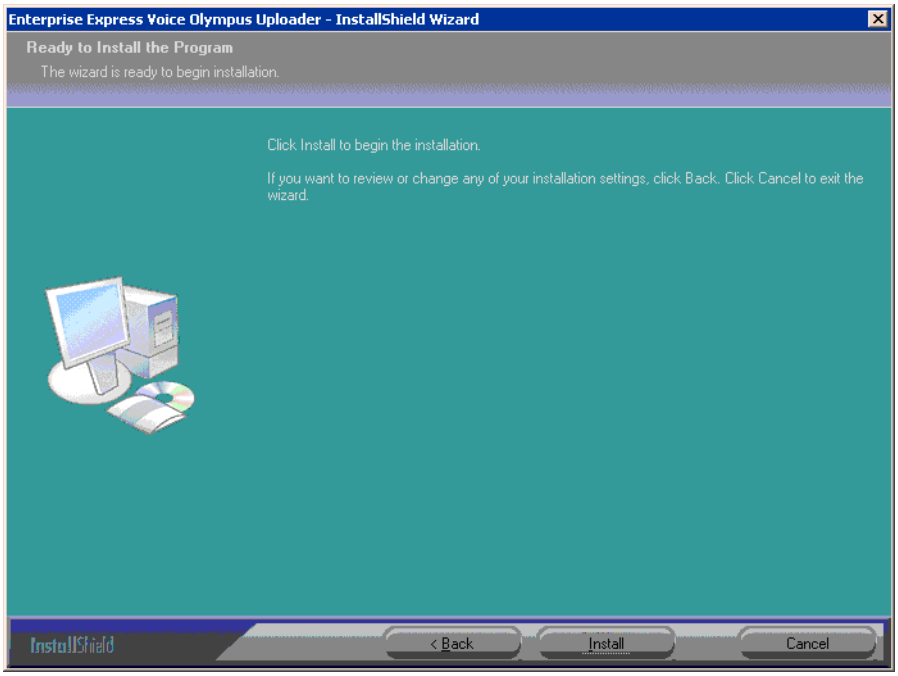
4. Click **Next**.
5. In the **Customer Information** dialog box, enter the **Customer Name** and **Company**. Click **Next**.



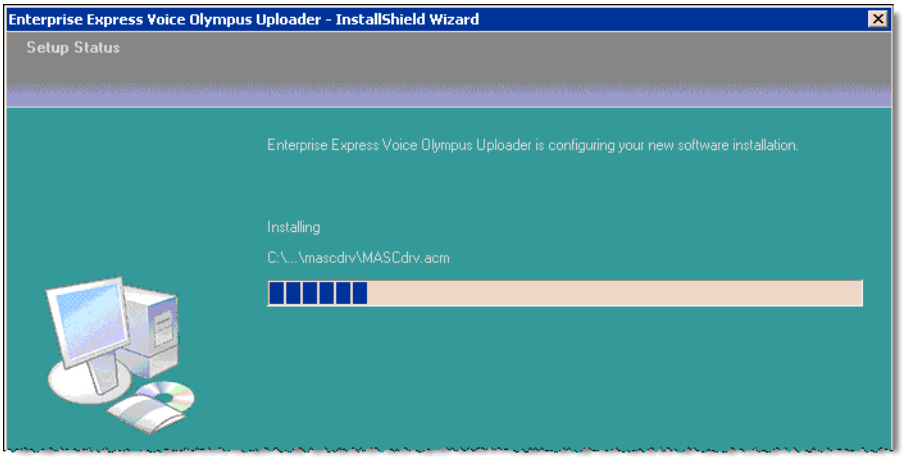
6. In the **Destination Folder** window, click **Next**. to accept the default location where the software is to be installed.



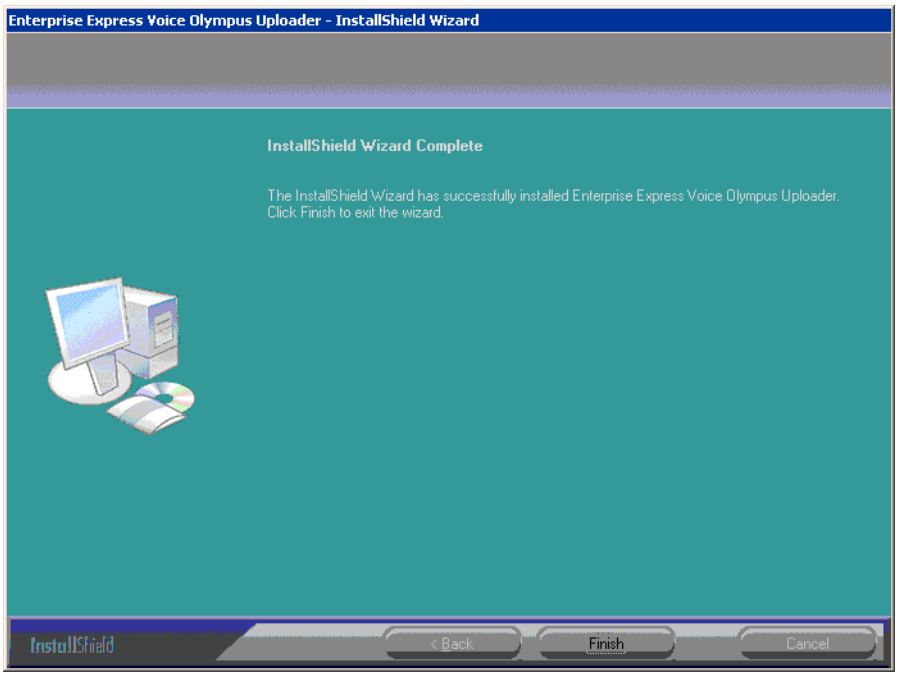
7. Click **Install** to start the installation.



A progress bar is shown while the *Olympus Uploader* application is installed.



8. When the InstallShield Wizard is complete, click **Finish** to complete the installation.



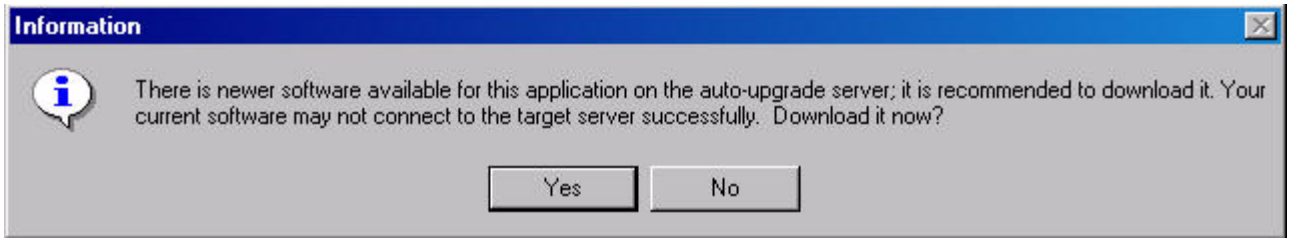
Testing the Connection Between the DS-4000 Recorder and EXVoice

1. Right-click the **Olympus Uploader** icon in the **Notification Area** and click **Open** to start the *Olympus Uploader* application.

   ***Note:** If the Olympus Uploader icon is not in the **Notification Area**, select **Start > All Programs > Dictaphone > Dictaphone EXV Olympus Uploader**.*

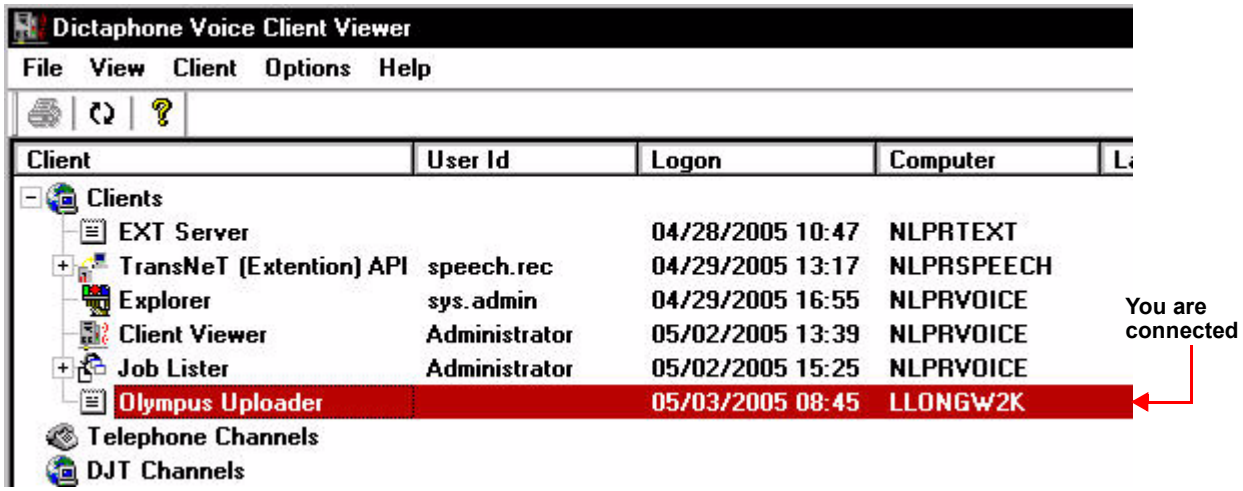
2. If this is the first time you are connecting to the *EXVoice* system, you need to configure the **Commander Selection** dialog box.

3. Enter the **Name** and **Address** of the *EXVoice* server and click **OK**.
4. If a newer version of the *Olympus Uploader* application is available, you receive the auto-upgrade prompt.



5. Close all other *EXVoice* applications that are running on the workstation. Click **Yes** to auto-upgrade.
6. Restart the *Olympus Uploader* application when the auto-upgrade has finished. Steps 4 through 6 might be required again if additional upgrades are available. If there are, you are prompted to upgrade.
7. You can verify connectivity to the *EXVoice* System by running *EXVoice Client Viewer*. If successfully connected, you will see *Olympus*

Uploader, the date and time you connected, and the name of the computer where you are running the application.



8. Connect the DS-4000 to the PC with the USB cable. The **Found New Hardware** dialog appears. Please wait while the device is configured.
9. When the *Olympus Uploader* starts, you need to configure the provider. In the **Dictaphone DS-3000/DS-4000 Upload Utility** dialog box, select **File > Configure Portable**.

Notes:

- *Before configuring a provider, the provider must be properly set up in the EXVoice system. Refer to Chapter 4, "Configuring EXVoice for Using the DS-4000 Recorder" beginning on page 39.*
- *In addition, providers must be assigned to a recorder. Refer to "Assigning or Reassigning a Recorder to a User" beginning on page 52.*

Chapter 4

Configuring EXVoice for Using the DS-4000 Recorder

Chapter Overview

This chapter covers:

- assigning privileges to the administrators and users/providers
- creating ID field matching for the users/providers
- configuring the master profile
- configuring users/providers
- assigning and reassigning an Olympus recorder to a user/provider
- adding the input type to *Job Lister*
- uploading a test dictation

Before You Begin

- The system administrator must have two *Olympus Uploader* privileges assigned in their *EXVoice* **Administration** group. These two privileges are:
  - **Assign all users to portable**
  - **Execute**

  Refer to "Assigning Privileges" beginning on page 41 for information about assigning these privileges.
- The provider must have an *EXVoice* **Client Settings** login and password and must belong to an administration group that has the privilege **Olympus Uploader: Execute** granted.
- The Master Profile assigned to the provider must be configured for the Olympus DS-4000.
- The worktypes that are assigned to a provider originate in the **ID Field Matching** configuration in *EXVoice Explorer*. Refer to "Creating ID Field Matching" beginning on page 43 and be sure this is set up correctly.

Note: *Instructions are included in this document for editing an existing Master Profile and configuring the Olympus settings. If you prefer, you can create a Master Profile specifically for Olympus users and assign users to that Master Profile or you can customize individual user's Master Profiles. You must still ensure that the provider is in the appropriate Administrative Group and has a Client Settings login ID assigned.*

Assigning Privileges

You must assign privileges or verify that system administrators and providers have the correct privileges for using the Olympus recorder.

The privileges required to use the *Olympus Uploader* application are:

User Type	Privilege	Results
Providers and Administrators	**Execute**	Grants the privilege to run the *Olympus Uploader* application.
Administrators	**Assign all users to portable**	Grants the privilege to assign users to the Olympus portable recorder.

Assigning Provider Privileges

If you have an existing administrative group for providers, you can edit that group and add the required privilege (which is **Olympus Uploader: Execute**) or you can create an administrative group just for Olympus providers.

Assigning Administrator Privileges

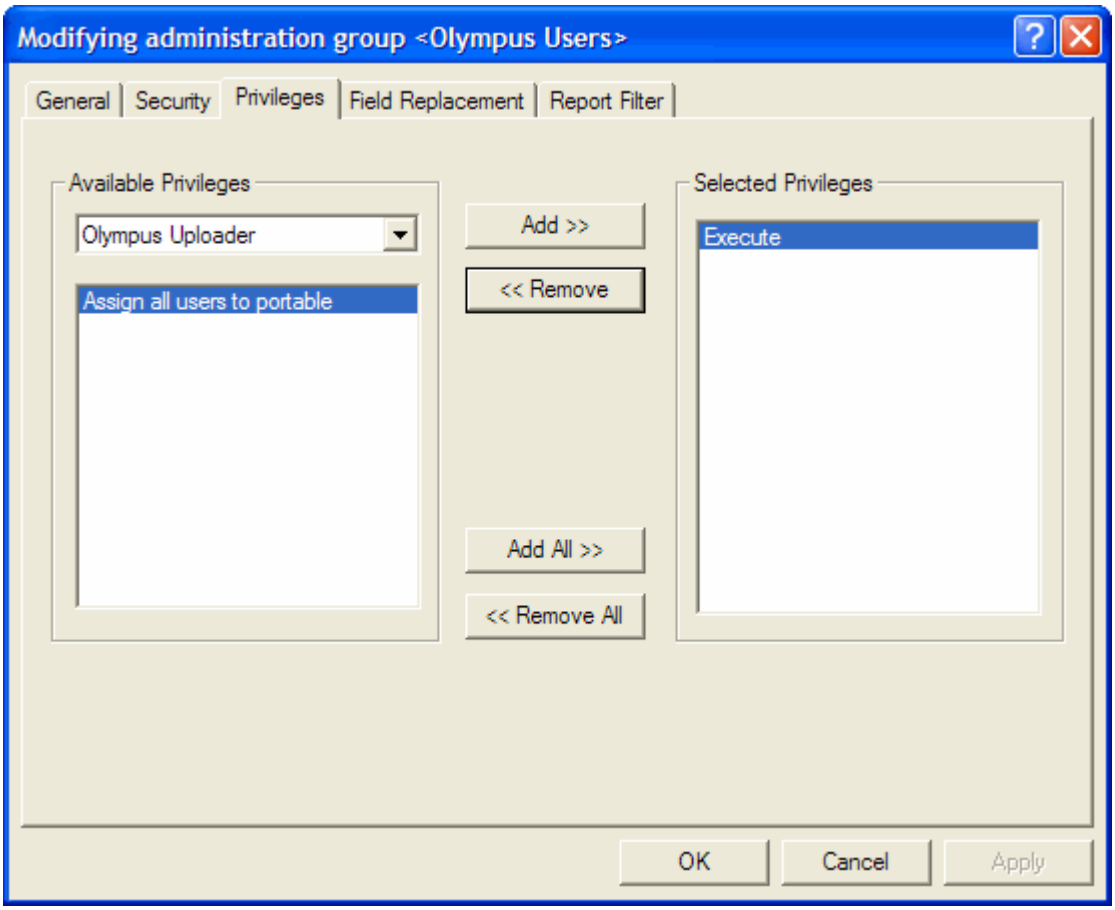
Modify the administrative group for the administrators by adding both the **Olympus Uploader: Execute** and the **Olympus Uploader: Assign all users to portable** privileges.

The instructions below are for modifying an existing group.

To assign the necessary privileges to the Administration group when using EXVoice Version 6.5 or 7.x:

1. Open *EXVoice Explorer* and go to **Site > Administration Group**, where **Site** is the site containing the DS-4000 providers.
2. Right-click the group name in the right pane and select **Modify Group** from the shortcut menu. The **Modifying administration group** dialog box opens.
3. Click the **Privileges** tab.

4. In the **Available Privileges** drop-down list, click the down-arrow and select **Olympus Uploader** to add privileges for administrators and providers using the DS-4000 recorder.



5. **For providers**: In the **Available Privileges** listing, double-click **Execute** to move it to the **Selected Privileges** list.
6. **For administrators**: In the **Available Privileges** listing, double-click both **Assign all users to portable** and **Execute** to move them to the **Selected Privileges** list.
7. Click **OK** to save your settings and close the **Modifying administration group** dialog box.

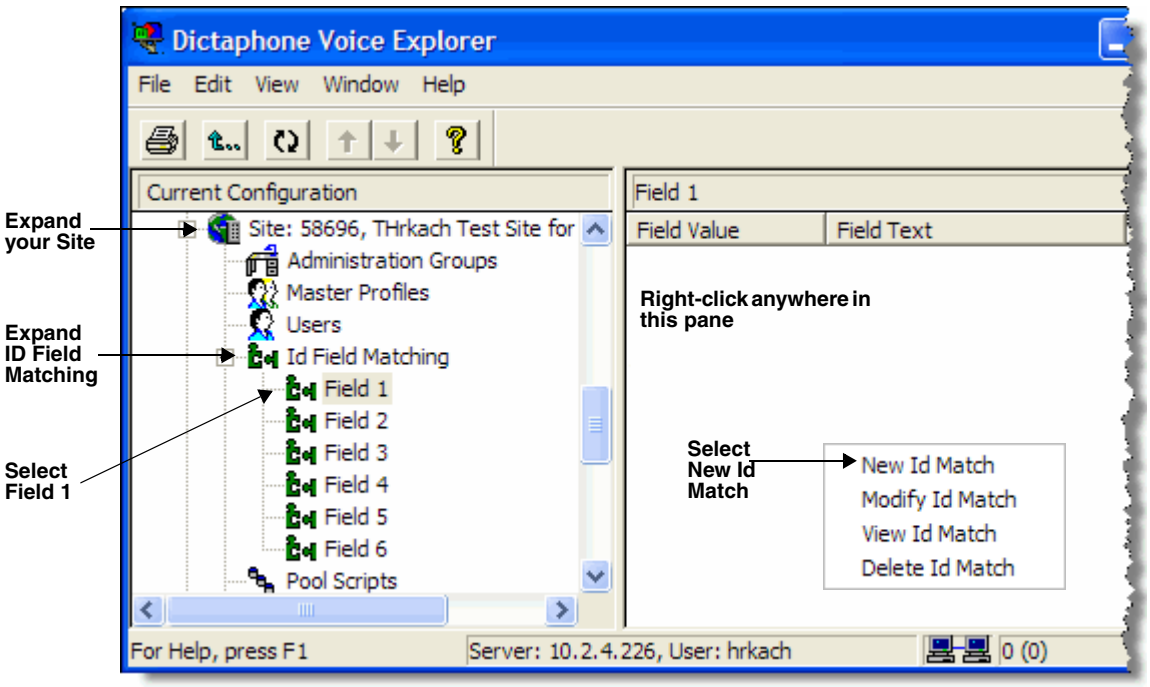
Creating ID Field Matching

ID Field matching must be used when configuring users for the Olympus DS-4000 recorder. For providers to use the Olympus DS-4000, you must follow these procedures to set up ID Field matching for each of the worktypes each provider will use when dictating with the DS-4000 recorder.

You can configure as many worktypes in ID Field Matching as you want, but can only select 10 on the **Portables** tab (for version 7.x) or when using the Olympus setups (for version 6.5). Refer to "Configuring Users for the DS-4000 " beginning on page 50 for information on configuring the appropriate provider master profile for the Olympus worktypes.

To set up ID field matching:

1. Start the *EXVoice Explorer* application. The **Exploring EXVoice** window opens.

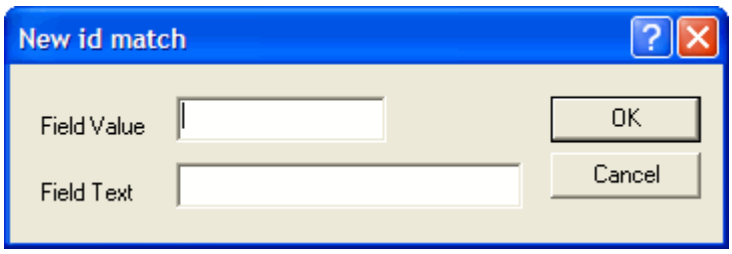


2. Expand your **Site**.
3. Expand **Id Field Matching**.
4. Select the field you are using for worktypes. In this example we will use **Field 1**.

Note: *In most cases,* ***Field 1*** *is used, although you can choose a different field. However, the information in the field* ***must*** *match what is configured in the Master Profile's* ***ID Configuration*** *tab.*

5. Right-click anywhere in the right pane (subfolder and file pane).
6. Select **New Id Match**.

   The **New id match** dialog box opens:

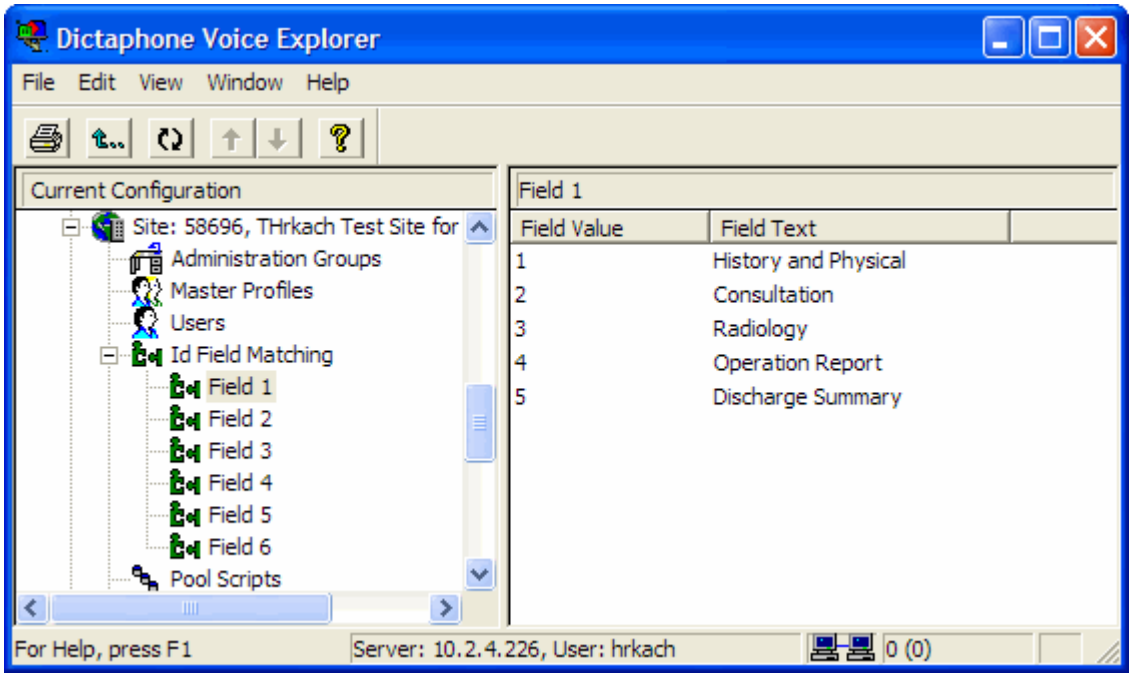


7. In the **Field Value** field, type the number that identifies the worktype; for example, **1**.
8. In the **Field Text** field, type a short description of the worktype up to a maximum of 16 characters; for example, **H&P** for History and Physical.

   Note: *Up to 10 worktypes can be assigned to the Olympus DS-4000. The maximum length of the worktype name is 16 characters,.*

9. Click **OK** to save this ID and return to the *EXVoice Explorer* main window.
10. Repeat Steps 4 through 9 as necessary to add your specific worktype values to the same ID field (Field 1 in this example) as needed.

    The fields and matching values appear in the pane at the right:



Configuring the Master Profile for Using the Olympus DS-4000 Recorder

The provider's Master Profile must be configured properly to use the Olympus DS-4000. This can be accomplished in several ways:

For Olympus providers who will be using the same worktypes:

- Create a Master Profile specifically for Olympus providers.
- Modify the Master Profile that you use for your providers and add the Olympus configuration. The Olympus configuration settings do not affect providers who use the telephone to dictate. This option is appropriate if all Olympus providers will be using the same worktypes, or

For Olympus providers who will be assigned different worktypes:

- Modify the provider's user account and add a customized profile. The provider still retains the settings of the assigned Master Profile except for those that you change for the Olympus recorder. This option would be useful if you want to assign different worktypes to each Olympus provider.

Instructions are included in this document for modifying an existing Master Profile for an Olympus user. If you prefer to customize a provider's master profile or create a new master profile, refer to the instructions in your *EXVoice* System Administrator Courseware Guide, L-2957-00x.

The instructions for configuring the Olympus recorder in a Master Profile are different depending upon the version of *Enterprise Express Voice* you are using (version7.x or 6.5). Instructions follow for version 7.x. If you have version 6.5, refer to "Configuring the Master Profile in EXVoice 6.5" beginning on page 48.

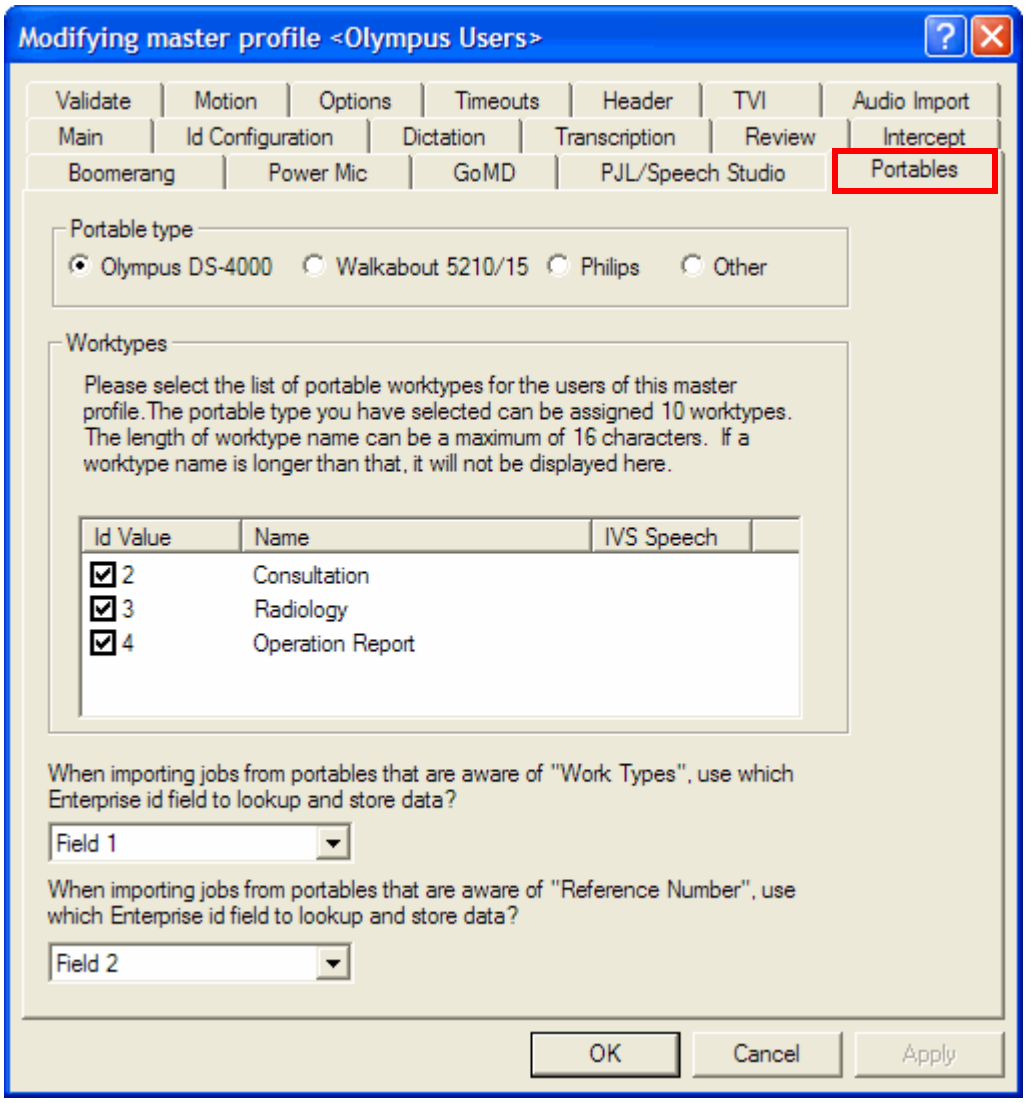
Configuring the Master Profile in EXVoice 7.x

If your facility is using *EXVoice* Version 7.0, use these procedures to modify the master profile on the **Portables** tab for Olympus providers.

Note: *If your facility is using EXVoice Version 6.5, refer to "Configuring the Master Profile in EXVoice 6.5" beginning on page 48 for the installation procedures.*

To configure the master profile using EXVoice Version 7.x:

1. In the left pane of the **EXVoice Explorer** window, open the appropriate site and expand **Master Profiles**.
2. Right-click the master profile and select **Modify Master Profile**. The **Modifying master profile** dialog box opens.
3. Select the **Portables** tab.



4. In the **Portable type** group box, select **Olympus DS-4000**.
5. In the **Worktypes** group box, select the check box next to each worktype the provider can dictate with using this recorder. Up to ten worktypes can be assigned.

Notes: *If you do not see any worktypes listed:*

- *Make sure that the appropriate field is selected for* ***When importing jobs from portables that are aware of "Work Type". . .***
- ***ID Field Matching*** *might not be set up properly. For example, if* ***Field 1*** *is selected but worktypes are in a different field, nothing appears here. Likewise if* ***None*** *is selected, no worktypes are listed.*

6. From the drop-down list under **When importing jobs from portables that are aware of "Work Types"…**, select **Field 1**, or the ID field that stores worktypes.

Note: *The worktypes that are listed on the* ***Portables*** *tab were established when you configured the values through the ID field matching function. Refer to "Creating ID Field Matching" beginning on page 43 for additional information. Up to 10 worktypes can be assigned to the Olympus DS-4000.*

7. From the drop-down list under **When importing jobs from portables that are aware of "Reference Number"…**, select **None**.
8. Under **DSS (portable) file conversions**, select the conversion method for audio files recorded on the Olympus recorder. With any of the first three options in effect, conversion takes place on the PC workstation. With the No Conversion option in effect, audio conversion takes place on the server.

Note: *The options below appear only in 7.0 systems. They have been removed in version 7.5.*

- **Convert to 64k µLaw** – This is the default option. If you are using or plan to use *EXSpeech*, chose this option and ensure the Olympus is set for **LP** recording mode.
- **Convert to Vianix** – Use this option on systems not currently using or expecting to use *EXSpeech*. This option converts files to a smaller size for TransNet transfer.
- **64k µLaw for EXS, all others Vianix** – If you select this option, the software selects the conversion method to use. For reports dictated by providers with *EXSpeech* licenses assigned, the **64k µLaw** compression is used; for files dictated by providers who do not have *EXSpeech* licenses, the Vianix compression is used. For *iChart* sites, select the **64k µLaw for EXS, all others Vianix**. option.
- **No conversions (iChart only, because of hardware requirements)** – Do not select this option for the Olympus recorder.

9. Click **OK** to close the **Modifying master profile** dialog box, and then click **OK** to close the **Modifying User** dialog box.

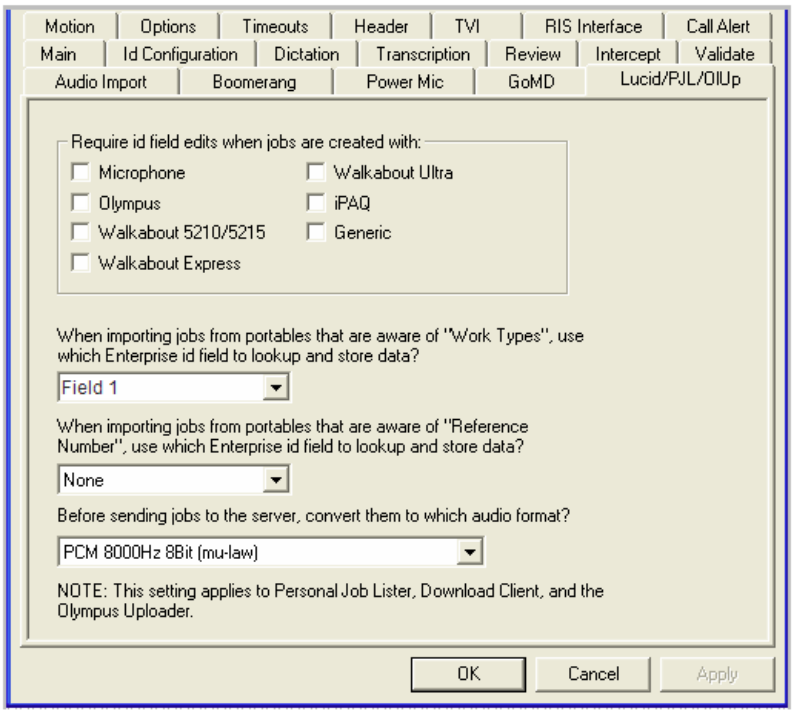
Configuring the Master Profile in EXVoice 6.5

If your facility is using *EXVoice* Version 6.5, use these procedure to modify the master profile on the **Lucid/PJL/OIUp** tab for Olympus providers.

Note: *If your facility is using EXVoice Version 7.x, refer to "Configuring the Master Profile in EXVoice 7.x" beginning on page 45 for the configuration procedures.*

To configure the master profile using EXVoice Version 6.5:

1. In the **EXVoice Explorer** left pane, open the appropriate site and expand **Master Profiles**.
2. Right-click the master profile and select **Modify Master Profile**. The **Modifying master profile** dialog box opens.
3. Select the **Lucid/PJL/OlUp** tab.



4. In the **Require id field edits when jobs are created with** group box, be sure that the **Olympus** check box is **not** checked.

Note: *The **Require ID field edits when jobs are created with** option is only used for Personal Job Lister systems.*

5. From the drop-down list under **When importing jobs from portables that are aware of "Work Types"…**, select **Field 1**, or the ID field that stores worktypes.
6. From the drop-down list under **When importing jobs from portables that are aware of "Reference Number"…**, select **None**.
7. From the drop-down list under **Before sending jobs to the server, convert them to which audio format?**, select the correct audio format based on the following:
   - **Non-iChart sites -** If you are using (or plan to use) *EXSpeech*, select **PCM 8000Hz 8Bit (mμ-law)** and be sure the recorder is set to LP recording mode.
   - **iChart sites** - Select **PCM 8000Hz 8Bit (mμ-law)** and be sure the recorder is set to **LP** recording mode.
   - To play back on the telephone, select **PCM 8000Hz 8Bit (mμ-law)**.

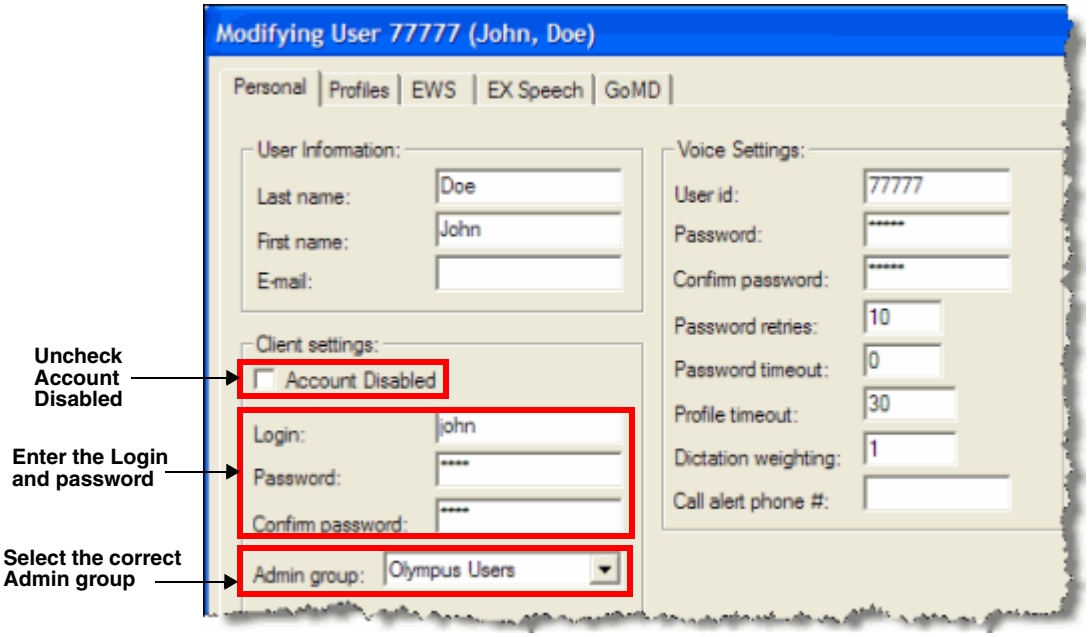
Configuring Users for the DS-4000

Before you begin this section, please note the following items:

- The user settings for providers who are dictating with the Olympus DS-4000 must have an *EXVoice* Client settings login configured and must be assigned to an administrative group that has the **Olympus Uploader: Execute** privilege granted.
- If the providers already exist and do not have an *EXVoice* Client settings login and Administrative group assigned, edit the provider's account and follow the instructions below to configure the appropriate settings.
- If you must create new providers, use these instructions to configure the required settings.

To configure users for the Olympus recorder:

1. In the left pane of the **EXVoice Explorer** window, select the **Site** folder where the user's profile is located.
2. Select the **Users** folder.
3. In the right pane, right-click the user name and select **Modify User** from the shortcut menu. The **Modifying User** dialog box opens.
4. Select the **Personal** tab.
5. On the **Personal** tab of the user account, in the **Client settings** group box:
   a. Clear the **Account Disabled** check box.
   b. Enter the **Login** for the user. Do not use an underscore character in the Login entry.
   c. Click the **Admin group** drop-down box and select the administrative group that you configured for the Olympus users.



6. Click **OK** when finished.

Assigning or Reassigning a Recorder to a User

Each Olympus DS-4000 recorder has to be assigned to the user/provider who is using it so the recorder and the provider are both recognized by the *Olympus Uploader* application and the *EXVoice* system.

To assign a new recorder, or to reassign a previously used recorder to a user/provider, you need access to a workstation that has the *Dictaphone EXV Olympus Uploader* application installed and configured.

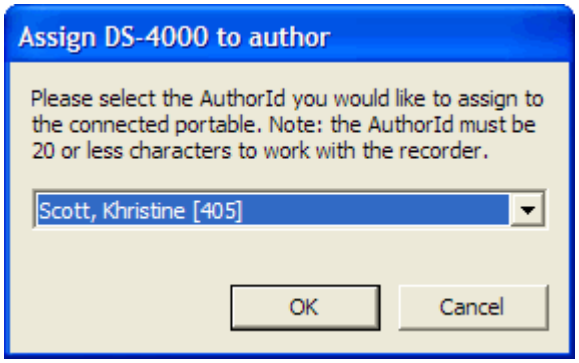
Assigning a Recorder (EXVoice 7.x)

Note: *This procedure can be completed by a system administrator at any client workstation on which the Dictaphone DS-3000/DS-4000 Upload Utility has been installed and configured.*

At the workstation, place the DS-4000 in the USB cradle and select the provider who uses this Olympus recorder. Information about the provider is written to the recorder so that when the provider docks the Olympus recorder at any workstation that has the *Olympus Uploader* running on it, the upload process begins automatically.

To assign an Olympus DS-4000 recorder to a provider:

1. With the recorder turned on, place the recorder in the cradle.
2. If the recorder has not been previously assigned to a user, the **Assign DS-4000 to author** dialog box opens.
3. Click the drop-down list and select the provider who will be recording dictations using this recorder.



4. Click **OK** to complete and close the dialog box.
5. Upload a test dictation file using the instructions beginning on page 57.

Reassigning a Recorder in EXVoice 7.x

At times, you may need to assign an Olympus recorder to a different provider. This can be done by a system administrator at any workstation on which the *Olympus Uploader* has been installed and configured.

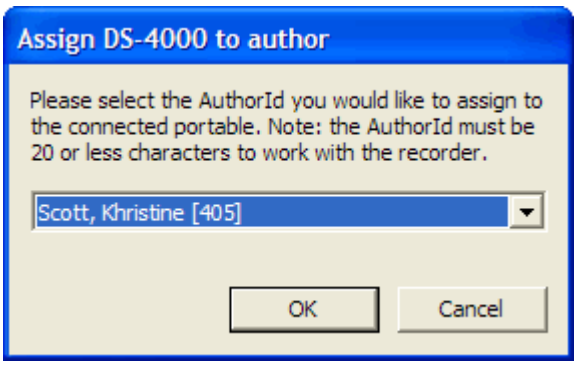
Note: *If your facility is using EXVoice Version 6.5, refer to "Assigning a Recorder (EXVoice 6.5)" beginning on page 53 for the installation procedures.*

To reassign an Olympus DS-4000 recorder to a provider when your facility is using EXVoice Version 7.x:

1. With the recorder turned on, insert the recorder in the cradle. The **Dictaphone/Dictaphone DS-3000/DS-4000 Upload Utility** opens automatically.
2. Press **F4** (or click **File > Configure Portable**) to open the **Assign DS-4000 to author** dialog box.

   Note: *If the **Assign** dialog box does not open, remove the recorder from the docking station, then reinsert the recorder into the docking station.*

3. Click the drop-down list and select the appropriate user.



4. Click **OK** to complete and close this dialog box.

Assigning a Recorder (EXVoice 6.5)

Note: *If your facility is using EXVoice Version 7.x, refer to "Adding the Input Type Column to Job Lister Reports" beginning on page 56 for the installation procedures.*

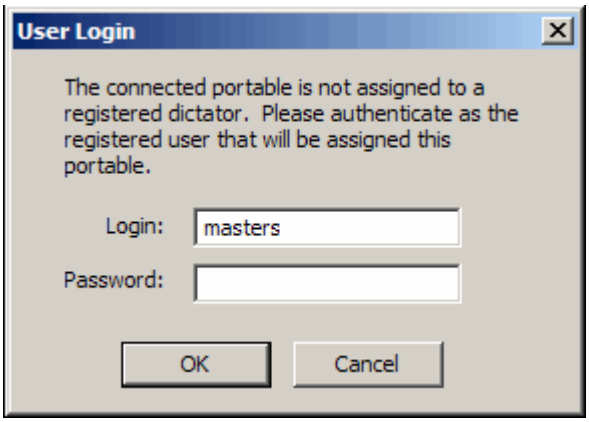
To assign an Olympus DS-4000 recorder to a provider when your facility is using EXVoice Version 6.5:

1. With the recorder powered on, place the recorder in the cradle.

2. If the recorder has not been previously assigned to a user, the **User Login** dialog box opens. Complete the login screen by entering a valid client login from the *EXVoice* system and a password if one is used.

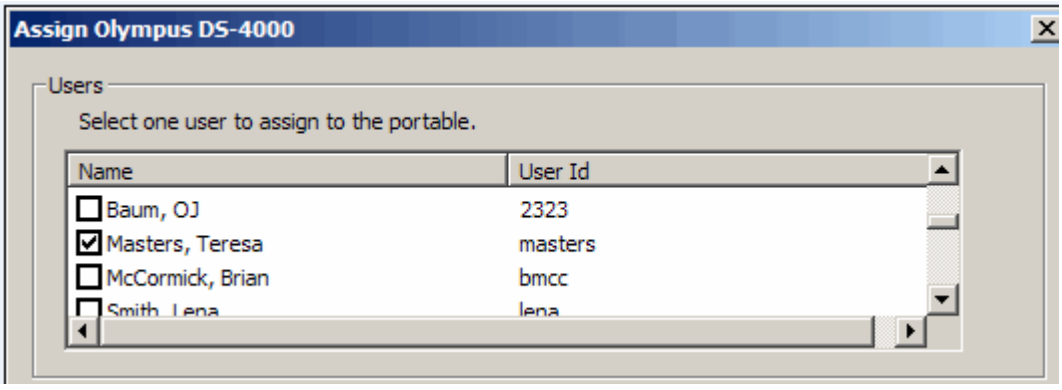
   Note: *You must log in as an administrator who has the* ***Assign Users*** *privilege, and then select the dictation user from a list when the* ***Assign Olympus DS-4000*** *dialog box opens.*

3. Click **OK** to continue to the **Assign Olympus DS-4000** dialog box.

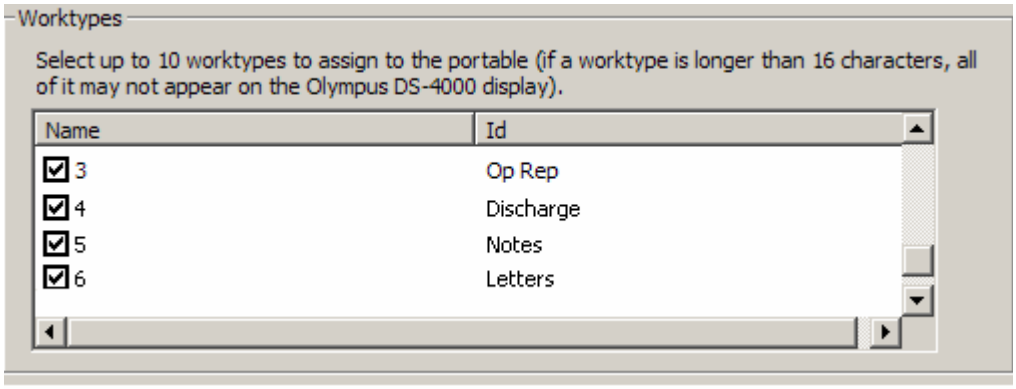


4. Complete the **Assign Olympus DS-4000** dialog box settings:
   - **Users** group box – When logged in as an administrative user, find and check the check box beside the name of the provider to whom you are assigning this recorder.

     Note: *You must be an administrator, or a user with the privilege to assign recorders to do this.*

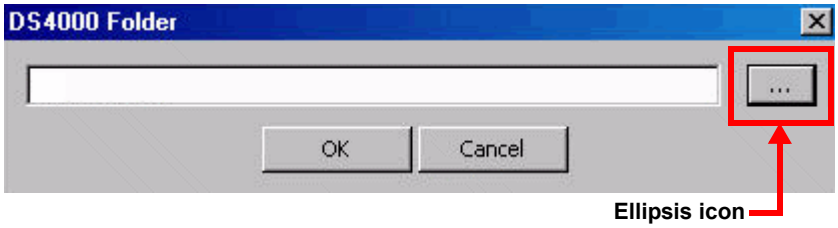


   - **Worktypes** group box – Select up to 10 worktypes for the provider. Worktypes shown in the list are those that have been configured in **ID Field Matching** in *EXVoice Explorer*.



- **Folders** – These are not used with the Olympus DS-4000.

5. Click **Assign data** at the bottom of the dialog box to save the settings to the recorder and close the dialog box.
6. Select **File > Configure DS-4000 path**. The **DS-4000 Folder** dialog box opens.



7. Click the ellipsis icon and browse to the root directory (not a subfolder) of the removable drive assigned to the Olympus recorder by your computer. The drive letter assigned varies from computer to computer. The **Olympus Uploader** utility searches all five folders (**A** through **E**) on the device.
8. Refer to "Uploading a Test Dictation" beginning on page 57 to create a dictation and test the upload process.

Reassigning a Recorder in EXVoice 6.5

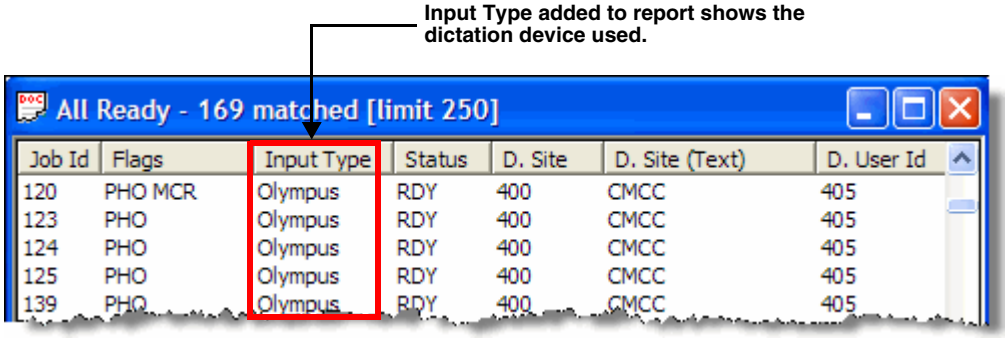
At times, you may need to assign an Olympus recorder to a different provider. This can be done by a system administrator at any workstation on which the *Olympus Uploader* has been installed and configured.

Note: *If your facility is using EXVoice Version 7.x, refer to "Assigning a Recorder (EXVoice 7.x)" beginning on page 52 for the installation procedures.*

To reassign an Olympus DS-4000 recorder to a provider when your facility is using EXVoice Version 6.5:

1. With the recorder turned on, insert the recorder in the cradle. The **Dictaphone/Dictaphone DS-3000/DS-4000 Upload Utility** opens automatically.
2. Press **F4** (or click **File > Configure Portable**) to open the **Assign Olympus DS-4000** dialog box.
3. Complete the dialog box using the instructions on page 54, beginning with Step 4.

Adding the Input Type Column to Job Lister Reports



In *Job Lister*, you can add the **Input Type** column to your reports so these reports identify the Olympus recorder as the type of device used for recording reports. Adding this column to the **All Ready** report assists in identifying reports recorded on the Olympus when you upload files to the *EXVoice* server.

To add the Input Type in Job Lister:

1. To modify a report, right-click the report name in *Job Lister* and select **Properties**.
2. On the **Output** tab of the **Modifying Report** dialog box, find **Input Type** in the **Available** column and move it to the **Display** column, positioning it in the order in which you would like to view it on the report.

Uploading a Test Dictation

After setting up a provider as the user on the recorder, test the file upload process. You can do this by recording a test dictation and checking to make sure the file successfully uploads to the *EXVoice* server. To perform this procedure, the recorder should be configured according to the information in “Setting Up the DS-4000 Recorder ” beginning on page 7, and the cradle must be connected to the workstation with the USB cable.

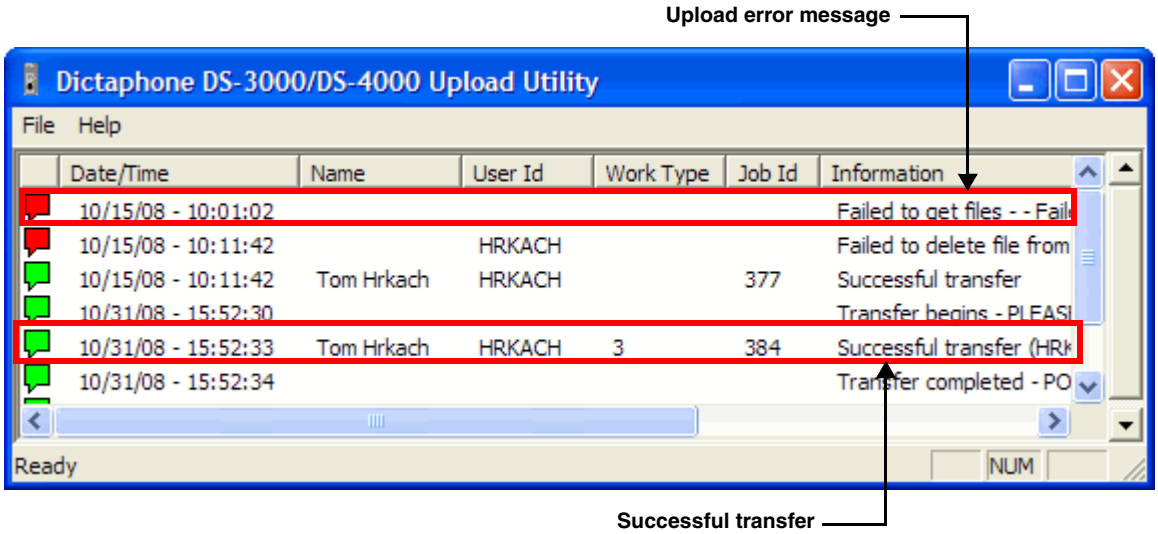
To create and upload a test dictation:

1. Turn the recorder on with the power switch on the back of the recorder.
2. Record a test dictation.
3. Place the recorder in the cradle that is attached to your PC. The *Olympus Uploader* should start and the file upload begins automatically.
4. If the *Olympus Uploader* does not start, go to the Windows **Start** menu and click **Start > All Programs > Dictaphone > Dictaphone EXV Olympus Uploader > Olympus Uploader**. The *Olympus Uploader* application starts.
5. The LCD screen on the recorder displays **BUSY** until the upload is complete. Be sure to leave the recorder in the cradle until the upload is complete.
6. When **REMOTE** appears on the recorder’s LCD display screen, it is safe to remove the recorder from the cradle.

As the upload progresses, the *Dictaphone EXV Olympus Uploader* provides a series of messages which indicate which files were uploaded successfully and which ones failed.

To verify the file transfer:

1. The **Dictaphone DS-3000/DS-4000 Upload Utility** dialog box opens automatically when the upload process is initiated.

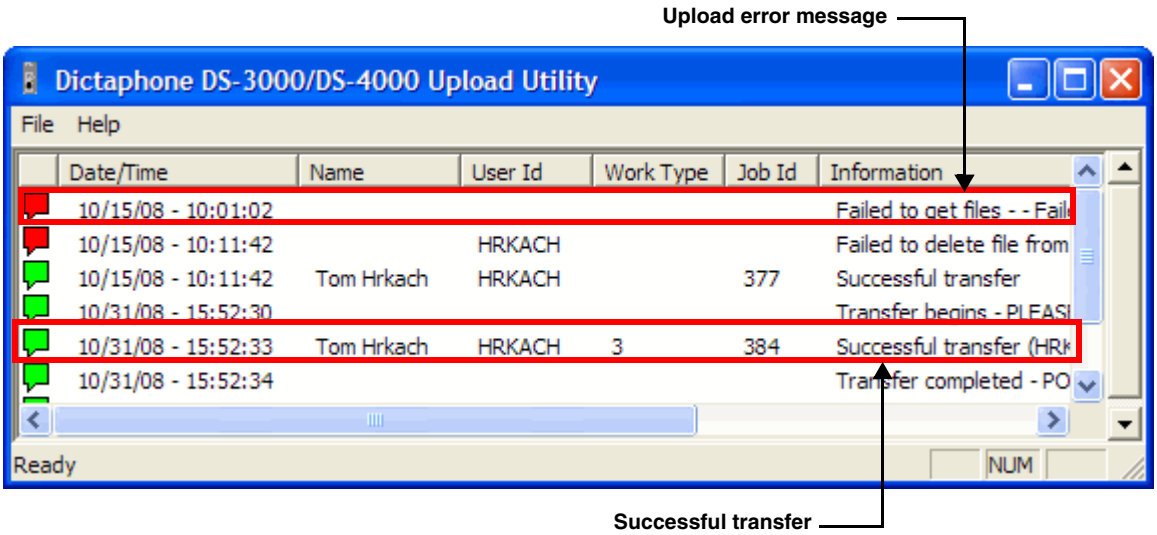


2. If the **Dictaphone DS-3000/DS-4000 Upload Utility** does not initiate the upload process, select **File > Get Files** to see the list of the uploaded files.

   Note: *If the upload utility does not open when you place the recorder in the docking station, the application might have been closed. To launch the application again, click* ***Start > All Programs > Dictaphone > Dictaphone EXV Olympus Uploader > Olympus Uploader****.*

   - Icons in the far left column indicate the status of files uploaded from the Olympus recorder.
     - A green icon indicates that the file has been successfully uploaded to the *EXVoice* server. The file has been deleted from the recorder.
     - A red icon signifies a failed upload. The file has not been transferred to the *EXVoice* server and remains on the recorder.

The **Information** column in the log displays data that can aid in troubleshooting the error.



- Data in the log can be sorted in ascending or descending order by clicking any of the column headings. This enables you to view entries sorted by date, user name, user ID, worktype, and so on. The setting you select is retained when the application is minimized and when the PC is restarted. The log entries are retained for 30 days.
- The **Date/Time** entry in the log reflects the date and time that files are uploaded. The date and time stamp in *Job Lister* comes from the date and time set on the Olympus recorder.

You can also use *Job Lister* to verify that the files have been transferred successfully. In *EXVoice Job Lister*, execute the **All Ready** report and ensure that the test report appears in the list of jobs. Refer to "Adding the Input Type Column to Job Lister Reports" beginning on page 56 for additional information.

Note: *If you experience any problems in uploading this test file, see "Troubleshooting" beginning on page 70 for some possible steps to take to resolve the problems.*

Chapter 5

Dictating with the Olympus® DS-4000 Digital Recorder

Chapter Overview

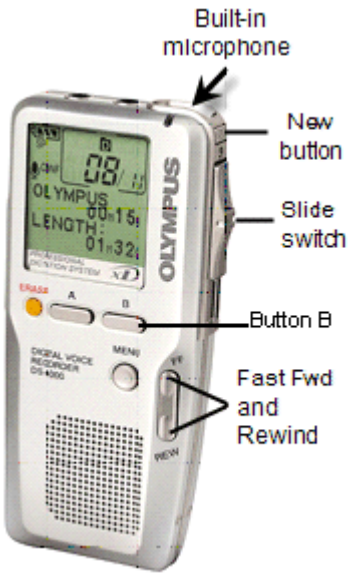
This chapter provides an overview of the basic functions of your Olympus DS-4000 recorder:

- Dictating a new report; see page 62.
- Setting the priority level for a new dictation; see page 62.
- Setting the priority level for an existing dictation; see page 63.
- Playing back a dictation; see page 63.
- Deleting a dictation from the recorder; see page 63.
- Uploading a file from the recorder to a PC; see page 64.

Dictating with the Olympus DS-4000 Digital Recorder

Dictating with the DS-4000

To dictate a new report:



1. Turn on your Olympus DS-4000 by sliding the power switch on the back of the recorder to **ON**.
2. Press the **NEW** button on the top right side of the recorder.
3. Use the **FF** or **REW** switch to move up or down to select a **Worktype** for your report.
4. Move the slide switch on the right side of the recorder to **REC** to begin recording your dictation. The LED on the top right corner of the recorder is red when in record mode.
5. For the best recording quality, hold the recorder 6-10 inches from your mouth with the microphone angled slightly toward your face.
6. To pause the recording, move the slide switch to **STOP**. To begin recording again, move the slide switch to **REC**.
7. To review the current dictation, move the slide switch to **REV** while recording and release it when you want to begin playback.
8. To end the dictation and close the file, move the slide switch to **STOP**.

Setting Priority Levels

To set the priority level for a new dictation:

1. If you are recording a dictation, move the slide switch to **STOP** so this dictation is selected.
2. Press **Button B** on the front of the recorder to set a **HIGH** priority level. An exclamation point inside a black triangle, next to the current file number, indicates a **HIGH** priority level.
3. Press **Button B** again to change the priority level to **NORMAL**.

To set the priority level for an existing dictation:

1. Select the dictation by pressing the **FF** or **REW** button on the side of the recorder until the correct dictation number is selected. The current file number and the total number of files are shown in the top right corner of the recorder's display.
2. Be sure the slide switch is in the **STOP** position and press **Button B** on the front of the recorder to set the priority level to either **HIGH** or **NORMAL**.

Playing Back a Dictation

To play back a dictation:

1. Move the slide switch to **STOP**.
2. Press **FF** or **REW** to scroll through existing dictations and select the dictation you want to play back. The current file number and the total number of files appear in the top right corner of the recorder's display. If you pause while scrolling through the files, the current dictation is selected and rewinds to the beginning of the report.
3. Move the slide switch to **PLAY** to begin playback.
4. Adjust the volume using the **VOLUME** control on the top back of the recorder.
5. Use the **FF** or **REW** buttons to move forward or backwards as necessary to listen to sections of the dictation.
6. Move the slide switch to **STOP** when finished.

Deleting Files from the DS-4000 Recorder

To delete a single file from the recorder:

1. Press **FF** or **REW** to scroll through existing dictations and select the dictation you want to delete.
2. Press **ERASE**.
3. While **FILE ERASE?** is flashing on the display, press **ERASE** again.
4. The display changes briefly to **FILE ERASE!** as the file is deleted.
5. **ERASE DONE!** displays when the file is erased.
6. The remaining dictations are automatically renumbered.

To delete all files from the recorder:

1. Press **FF** or **REW** to scroll through existing dictations and select any dictation.

2. Press and hold **ERASE** for three seconds or longer.
3. While **ALL ERASE?** is flashing on the display (for approximately eight seconds), press **ERASE** again.
4. The display changes briefly to **ALL ERASE!** as the files are deleted.
5. **ERASE DONE!** displays when all files are erased.

Note: *Do not interrupt the erase process or data will be corrupted. The erase process can take as long as 10 seconds.*

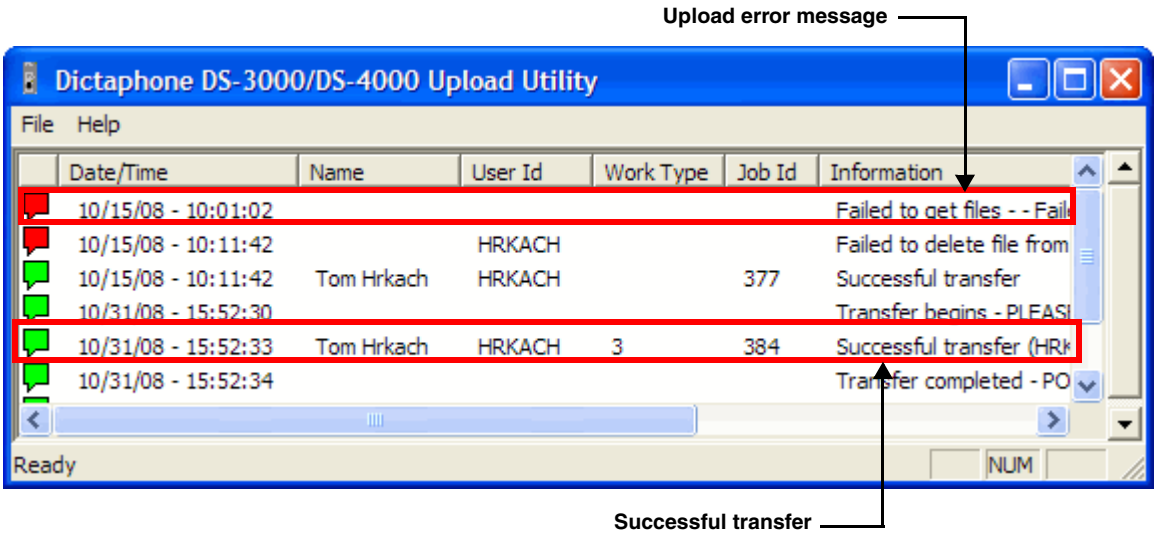
Uploading Files

To upload files:

1. Ensure that the cradle is attached to your computer with the USB cable and that the connections are firmly seated.
2. With the recorder turned on and the slide switch in the **STOP** position, place the recorder in the cradle. The *Olympus Uploader* starts automatically and the LCD screen on the recorder displays **BUSY** while the upload is in progress.
3. Keep the recorder in the cradle until the upload is complete.
4. When **REMOTE** appears on the display screen, you can remove the recorder from the cradle, or disconnect the USB cable.

   Note: *The dictation files are not removed (deleted) from the recorder until they have been successfully uploaded to EXVoice. You must not disconnect the recorder until the upload is complete; otherwise, the same files are transferred again.*

5. When the upload is complete, the *Olympus Uploader* provides a list of the files that were uploaded.



6. Check the icons on the left side of the file list:
   - A green icon indicates successful file transfer. These files have been removed from the recorder.
   - A red icon indicates the transfer failed.
7. You can sort the list of entries by clicking any column heading. For example, click the **Date/Time** column heading to sort files in descending order by date of upload. Click the heading again to reverse the order.

Note: *If the transfer fails, unplug the USB cable from the PC and then reseat it firmly. If the transfer still fails, contact your system administrator.*

Chapter 6

Licensing Administration for the Olympus® DS-4000 Recorder

Chapter Overview

This chapter covers:

- administering the Olympus license IDs

Administering Olympus DSS Player Pro License IDs

Neither Nuance nor Olympus track software licenses that are shipped to customers. Therefore, Nuance strongly recommends you take the following precautions regarding license management.

- Safely store the individual **Product License ID** certificates printed on blue or green colored paper with a 20-digit barcode label.
- Record and maintain the license IDs that are installed on each individual computer.
- Olympus monitors usage of their installed software to protect against copyright infringement by transmitting license ID beacons on the network. If a license ID is in use on a computer and another computer attempts to start the Olympus programs using the same license ID, the programs can fail to start, presenting a message about licenses being exceeded or unavailable.
- Methods to view or change a license ID for the Olympus software on a specific computer include:
  - View the ID by starting the DSS Player Pro application and click **Help/ About Dictation Module**. The **Serial ID** contains the 20-digit license ID.
  - Edit the registry key value to change a license ID.

Note: *Editing the registry should be performed only by qualified personnel. The Olympus license ID is stored at:* `C:\HKEY_Local_Machine\Software\Olympus\DSSPlayerPro\Dictation Module\User Information\SerialNumber`.

The *EXVoice Client Viewer* application can be used to assist in identifying the users and their computer names that are logged into the *Enterprise Express VoiceSystem* as an Olympus user.

Chapter 7

Troubleshooting the DS-4000 Recorder

Chapter Overview

This chapter covers:

- preliminary troubleshooting steps to take to resolve problems with the *Olympus Uploader* application and the Olympus DS-4000 recorder.

Troubleshooting

Olympus Uploader does not open automatically or you get an error message

If the *Olympus Uploader* does not start automatically when you place the recorder in the docking cradle or you get an error message:

- Ensure that the recorder is turned on. The *Olympus Uploader* does not start if the recorder is not turned on.
- Check the status of the USB cable on the workstation and on the recorder. If the cable is firmly seated and the *Olympus Uploader* does not start, unplug the cable from the workstation and from the recorder, then reseat the cable.
- Check the **Notification Area** to make sure that the *Olympus Uploader* has not been closed accidentally. If the uploader icon does not appear in the **Notification Area**, click **Start > All Programs > Dictaphone EXV Clients > Dictaphone DS-4000 Uploader**.

Dictaphone Olympus Uploader icon

Files fail to upload

If you get a failed icon (red icon) and error messages in the *Olympus Uploader* log window:

- Check the error messages in the **Information** column for clues. If you are unable to diagnose and correct the problem using the error message, you can upload the log file to the **VoiceNet > Loguploads** directory on the server for further analysis by Nuance Support personnel.
- Ensure that the **DSSPlayerPro Dictation Module** for the Olympus Device Detector is disabled. Right-click the **Olympus Device Detector** in the **Notification Area** and select **Setting**. If the check box for **DSSPlayerPro Dictation Module** is checked, click the check box to remove the check mark and then click **OK**.

Olympus Device Detector icon

- Have Nuance Technical Support verify that *EVIS* is installed and set up correctly on the server.

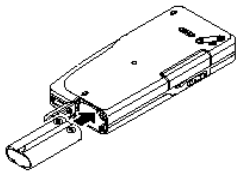
Uploader Error Messages from the EXVoice System

The following table shows a list of error messages that can be passed to the *Olympus Uploader* from the *EXVoice* system. Note that the **%s** and **%d** in the list below represent a *variable* that is assigned specific data related to the error message. This list does not include any messages that can be passed from the Olympus recorder.

Error Message	Action to take...
Failed to get files – UserId %s does not have OlUpload execute permission.	Ensure that the provider belongs to an administration group that has been assigned the Olympus Uploader **Execute** privilege.
Failed to get files – Olympus DS-4000 communication error.	Call Nuance Support personnel.
Failed to get files – File conversion failed.	Call Nuance Support personnel.
Failed to delete file from portable – Error %d.	Call Nuance Support personnel.
Failed to get files – UserId %s on portable was not a valid login. (Error: %d : %s).	Ensure that the user is a valid *EXVoice* provider and has the appropriate privileges assigned.
Failed to get files – Error: %d (%s).	Call Nuance Support personnel.
Failed to get files – Failed to connect to Olympus.	Call Nuance Support personnel.
Failed to get files – Olympus dlls are not installed.	Call Nuance Support personnel.
File %s transfer by user <%s> failed. %s (error %d).	Call Nuance Support personnel.

Troubleshooting the Olympus Recorder

The table below lists some of the common problems you might encounter with the Olympus DS-4000 recorder, along with suggestions for correcting these issues.

Symptom	Action
Nothing appears on the screen when the power switch is on	• Ensure the recorder is turned on. • Verify that the battery pack is installed properly. The correct polarity for each battery is shown on the back of the recorder, just above the battery compartment.  • Charge the battery pack or replace the battery pack. • Reset the recorder by pressing the reset button inside the battery compartment.
Date and time appear on the recorder's display, but you can't select a folder or record.	• The recorder could be on **Hold**. Slide the **Hold** button on the left side of the recorder toward the top to release.
Unable to record.	• If you've inserted a new storage card, the card might need to be formatted. See the *Olympus Digital Voice Recorder DS-4000 Instructions* manual for the instructions. • The storage card is full. Upload files to your PC to remove them and free up space on the memory card.
Unable to hear files play back.	• Adjust the volume control on the top, back of the recorder. • If earphones are connected, listen through the earphones or disconnect the earphones from the jack.
Unable to erase files.	• File might be locked. See the *Olympus Digital Voice Recorder DS-4000 Instructions* manual for the instructions to unlock files.
Unable to eject the removable media card.	• The removable media card cannot be ejected when the recorder is turned on. Set the power switch to the **Off** position.

Symptom	Action
Background or other noises heard during playback.	• Cell phones or fluorescent lamps can interfere with recording or playback. Avoid close proximity to these devices when recording or playing back. • Be sure the recording sensitivity is set to **DICT** (dictate) instead of **CONF** (conference). See "Setting Up the DS-4000 Recorder " on page 7 for instructions or refer to the *Olympus Digital Voice Recorder DS-4000 Instructions* manual.
Error message on screen – INSERT CARD.	• Insert the removable memory card.
Error message on screen – CARD COVER IS OPEN.	• Close the card cover securely. It should click when closed.

Third-Party Software Problems

There are certain known problems with certain types of third party software. You can take the following actions to avoid or eliminate these types of problems.

- Disable **Adobe Photo Manager** if it is installed. Verify that **Adobe Photo Manager** is not installed on the PC. If it is on the PC, it must be uninstalled. Adobe added this program to its installation of the Adobe Reader and it might have been installed without your being aware of it. There is a known conflict with Adobe Photo Manager in that this program can recognize the DS-4000 recorder before the Olympus Device Detector does. Symptoms include the intermittent disappearance of the Device Detector from the Notification Area.
- Uninstall any software programs designed to look for DSS files.
- Remove any removable storage drives.

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