



Administrator and Provider Installation and User Guide

**Olympus® DS-5000 Digital Voice Recorder
for Enterprise Express® VoiceSystem**

Versions 7.5 and 8.0

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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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Olympus[®] Digital Recorder — Model DS-5000

Chapter Overview

This chapter provides:

- an overview of the DS-5000 recorder
- the main features of the DS-5000 recorder
- an illustration showing the buttons and controls on the DS-5000 recorder
- an illustration showing the elements of the LCD display screen on the DS-5000 recorder
- the specifications of the available memory cards
- an illustration showing the connections between the DS-5000 recorder and your PC
- the initial settings needed to get started with the DS-5000 recorder

Introduction and Overview

With your Olympus® DS-5000 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-5000 recorder (part number that is shipped from Nuance comes with:

- a 512MB microSD memory card
- docking station with rechargeable function
- rechargeable Ni-MH battery pack
- Dictaphone EXV Olympus Uploader CD
- DSS Player Pro software CD
- AC adapter
- USB cable
- leather case
- *Olympus Digital Voice Recorder DS-5000 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 users.
- Supports installation at multiple locations. Users can upload at multiple locations.
- Supports the entry of one data field value (such as Work Type) from a list of up to ten values that you can scroll through on the DS-5000 recorder.
- Supports entry of a medical record number (MRN) or an accession number.

General Installation and Setup Steps

The general steps that must be taken to install software and configure the DS-5000 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-5000 recorder to your PC. Refer to “Connecting Your DS-5000 Recorder to Your PC” on page 8 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-5000 Recorder ” on page 9 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 11.
- Install the *Dictaphone EXV Olympus Uploader* application. Refer to Chapter 3, “Installing the Dictaphone EXV Olympus Uploader Application,” on page 25.
- Configure the user profiles on the *EXVoice* server for use with the Olympus recorder. Refer to Chapter 4, “Configuring EXVoice for the DS-5000 Recorder,” on page 33.
- Record a test dictation and test the upload process. Refer to “Uploading a Test Dictation” on page 48.

Main Features of the Olympus DS-5000 Recorder

The main features of the DS-5000 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
- Three programmable buttons
- Recording and storing voice files in DSS/DS2 format
- Two recording modes: QP (Quality Playback) and SP (Standard Playback)
- 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-5000 recorder are:

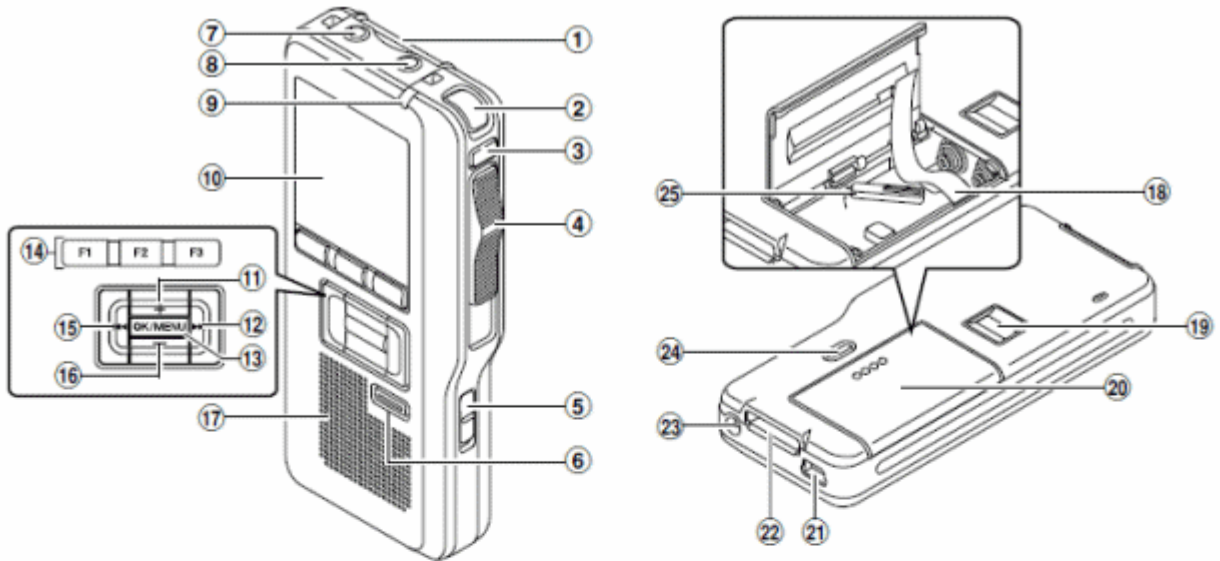
- **Worktypes** – up to 10 per recorder. When recording, users can scroll through the worktypes using a button on the front of the recorder.
- **Removable recording media** – supports the SD and microSD memory card media (up to 8GB).
- **Batteries** – The recorder ships with a Ni-MH battery pack which 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.*

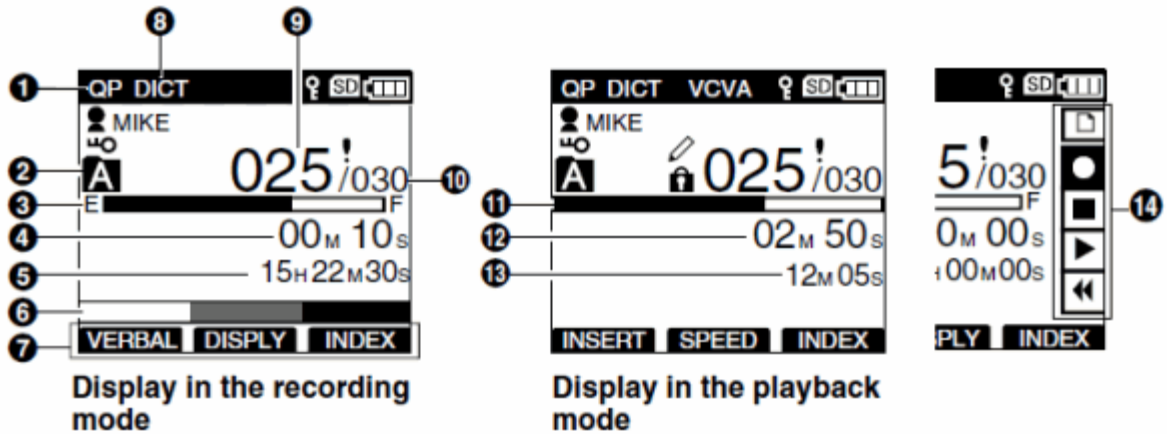
Olympus DS-5000 Recorder – Illustrations

These illustrations identify the parts of the DS-5000 recorder (below) and the functions on the LCD display screen (shown on the next page).



- | | |
|------------------------------------|--|
| ① SD card slot | ⑭ Programmable smart button (F1,F2,F3) |
| ② Built-in microphone | ⑮ Rewind (⏮) button |
| ③ NEW button | ⑯ – (Volume) button |
| ④ Slide (REC/STOP/PLAY/REV) switch | ⑰ Built-in speaker |
| ⑤ POWER (ON/OFF) switch | ⑱ Battery removal tape |
| ⑥ ERASE button | ⑲ Fingerprint sensor* |
| ⑦ EAR (Earphone) jack | ⑳ Battery cover |
| ⑧ MIC (Microphone) jack | ㉑ PC (USB) terminal |
| ⑨ Record/Play indicator light | ㉒ Cradle connector |
| ⑩ Display (LCD panel) | ㉓ Power jack |
| ⑪ + (Volume) button | ㉔ Battery cover release button |
| ⑫ Fast Forward (⏭) button | ㉕ microSD card cover |
| ⑬ OK/MENU button | |

*DS-5000ID only



- ❶ Record mode indicator
- ❷ Current folder
- ❸ Memory remaining indicator (E/F bar)
- ❹ Recording elapsed time
- ❺ Remaining recording time
- ❻ Level meter indicator
- ❼ Button guide display
- ❽ Microphone sensitivity indicator

- ❾ Current file number
- ❿ Total number of files in the folder
- ⓫ Playback position bar indicator
- ⓬ Current Playback time
- ⓭ Total recording time of the selected file

⓮ Slide Switch Guide

You can display the slide switch guide by using "Slide Switch Guide settings" of the customize functions of DSS Player.

- 👤 Author ID indicator
- 🔋 Battery indicator
- SD SD card indicator
- microSD microSD card indicator
- VCVA VCVA (Variable Control Voice Actuator) indicator

- ✍ Pending indicator
- 🔒 Card Lock indicator
- 🔒 Encryption Indicator
- ! Priority indicator
- 🔒 Erase Lock indicator

Memory Cards

The **microSD** and the **SD** memory cards are removable recording media. The DS-5000 Recorder supports both of these cards with memory capacities from 512MB to 8GB. The DS-5000 shipped from Nuance comes with a 512MB microSD card.

There are two recording modes that can be configured on the DS-5000:

- **QP** (Quality Playback) records in DSS 16 kHz
- **SP** (Standard Playback) records in DSS 12 kHz

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

Memory Size	QP Mode	SP Mode
512MB	38 hr. 45 min.	79 hr. 30 min.
1GB	77 hr. 40 min.	159 hr. 5 min.
2GB	157 hr. 55 min.	323 hr. 35 min.
4GB	310 hr. 10 min.	635 hr. 25 min.
8GB	631 hr. 15 min.	1293 hr. 15 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

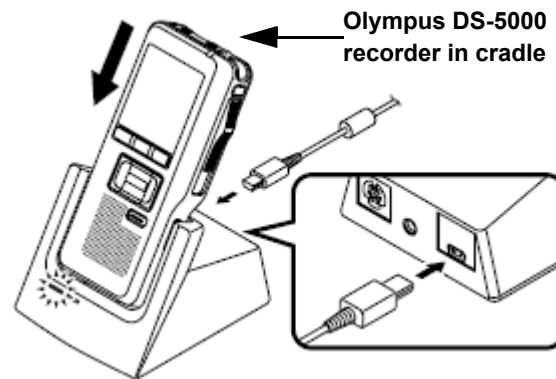
This user guide describes how to install the *Olympus Uploader* application and configure the DS-5000 for use with the *Enterprise Express VoiceSystem*.

The *Olympus Digital Voice Recorder DS-5000 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-5000 Instructions**.

Connecting Your DS-5000 Recorder to Your PC

To use the Olympus DS-5000 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-5000 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.

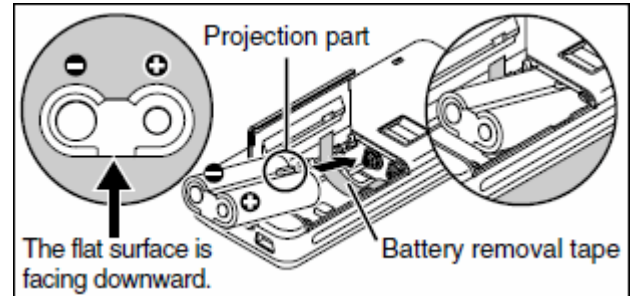


Setting Up the DS-5000 Recorder

Nuance recommends the settings shown here for the DS-5000 recorder. For more detailed information on these settings, refer to the *Olympus Digital Voice Recorder DS-5000 Instructions* manual that was included in the box with your recorder.

To set up the DS-5000 digital recorder:

1. Insert the Ni-MH battery pack into the battery compartment of the DS-5000 recorder. See diagram at right.



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. If you are adding an SD card for extended memory:
 - a. Make sure the recorder is turned off.
 - b. Insert the SD card into the slot located at the top of the DS-5000.



Note: See page 26 of the *Olympus DS-5000 instruction manual* (shipped with the DS-5000) for information on selecting the recording destination memory slot.

4. Turn on the recorder.
5. Set the date and time:
 - a. Press the **OK/MENU** button.
 - b. Press the **+** or **-** button until **Device Menu** is highlighted.
 - c. Press **OK/MENU** to select.
 - d. Press the **+** or **-** button until **Time & Date** is highlighted.
 - e. Press **OK/MENU** to select.
 - f. The hour indicator flashes. Press the **+** or **-** button to change the hour and then press **▶▶** or **◀◀** to select and move to the minutes setting.
 - g. Continue using the **▶▶** **◀◀** and **+** or **-** buttons to set the date and time.
 - h. Press and hold the **OK/MENU** button for several seconds to save the settings and close the menu.
6. Set the appropriate recording mode.

- a. Press and hold the **OK/MENU** button for about two seconds.
- b. Press the **+** or **-** button until **Record Menu** is highlighted.
- c. Press **OK/MENU** to select.
- d. Press the **+** or **-** button until **Rec Mode** is highlighted.
- e. Press **OK/MENU** to select.
- f. Press the **+** or **-** button to select the appropriate mode:
 - **QP** (16kHz Quality Playback) – A 512 MB card holds approximately 38 hours of dictation in **QP** mode.
 - **SP** (12kHz Standard Play) – A 512 MB card holds approximately 79 hours of dictation in **SP** mode.



Note: The QP recording mode is required for providers who are set up for back-end speech recognition on the Enterprise Voice server.

- g. Press and hold the **OK/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.
 - a. Press and hold the **OK/MENU** button for about two seconds.
 - b. Press the **+** or **-** button until **Record Menu** is highlighted.
 - c. Press **OK/MENU** to select.
 - d. Press the **+** or **-** button until **VCVA** is highlighted.
 - e. Press **OK/MENU** to select.
 - f. Press the **+** or **-** button to select **Off**.
 - g. Press and hold the **OK/MENU** button for several seconds to save the settings and close the menu.
 8. Set the **Mic Sense** to **Dictation** rather than **Conference**. **Dictation** provides lower microphone gain sensitivity; depending upon the provider's proximity to the recorder, **Conference** can distort audio quality.
 - a. Press and hold the **OK/MENU** button.
 - b. Press the **+** or **-** button until **Record Menu** is highlighted.
 - c. Press **OK/MENU** to select.
 - d. Press the **+** or **-** button until **Mic Sense** is highlighted.
 - e. Press **OK/MENU** to select.
 - f. Press the **+** or **-** button to select **Dictation**.
 - g. Press and hold the **OK/MENU** button for several seconds to save the settings and close the menu.

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-5000 recorder, must be installed on each provider's computer. 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-5000 recorder.



Note: Make sure you have local administrative rights before performing the installation procedures below.

Requirements for Uploading to EXVoice

If the providers in your organization who dictate their reports using an Olympus DS-5000 recorder want to use their computers to upload their dictations to the *EXVoice* server, their computers must:

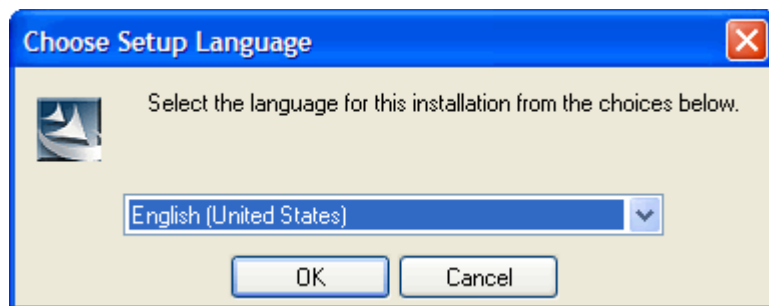
- have the Olympus DS-5000 cradle connected to their computer using the mini-USB cable
- have the Olympus DSS Player Pro software installed
- have the Dictaphone Olympus Uploader software installed.

Installing the DSS Player Pro Software

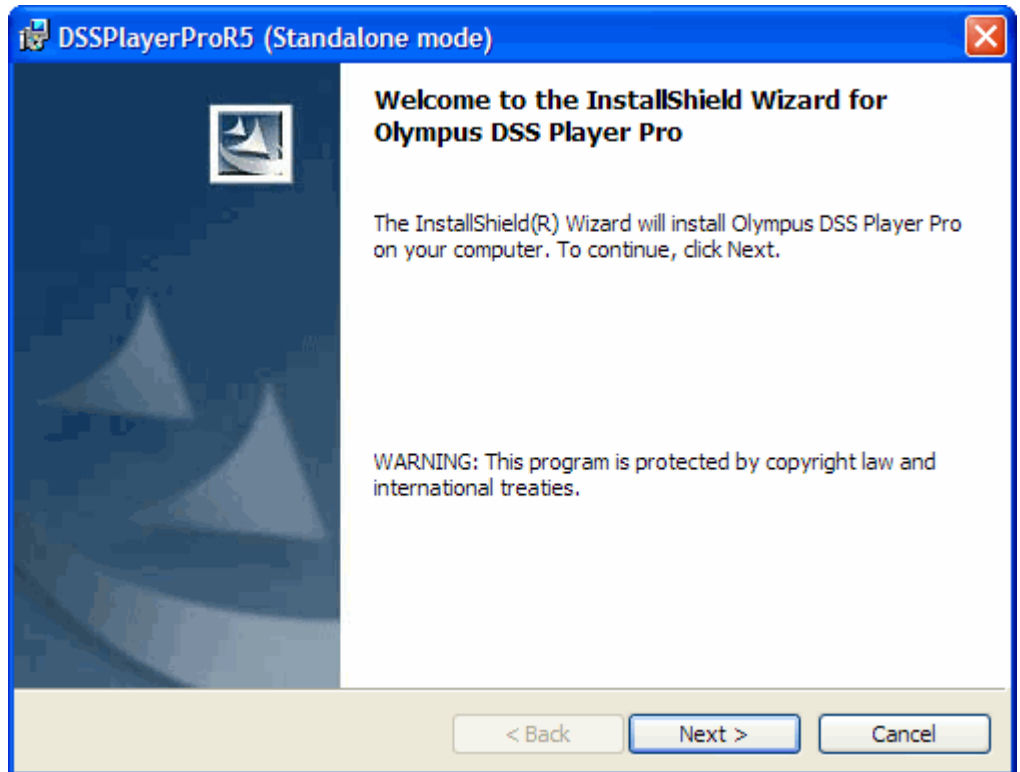
To install the DSS Player Pro software at each workstation:

1. Insert the **Olympus DSS Player Pro software CD** into the CD-ROM drive of the workstation PC. The **Choose Setup Language** dialog box opens.

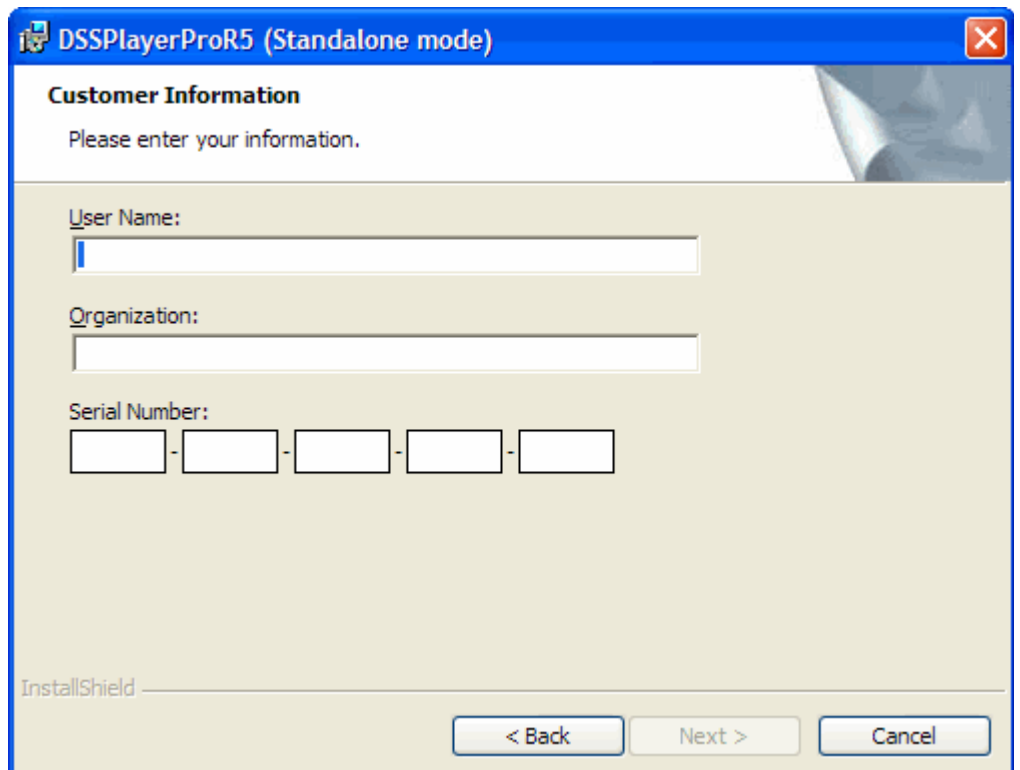
If you do not see this dialog box, browse to the CD and double-click **setup.exe**.



2. Select **English (United States)** and click **OK**. The **Welcome** dialog box opens.



3. Click **Next**.
4. Read the **License Agreement**, accept the terms of the agreement, and click **Next**. The **Customer Information** dialog box opens.

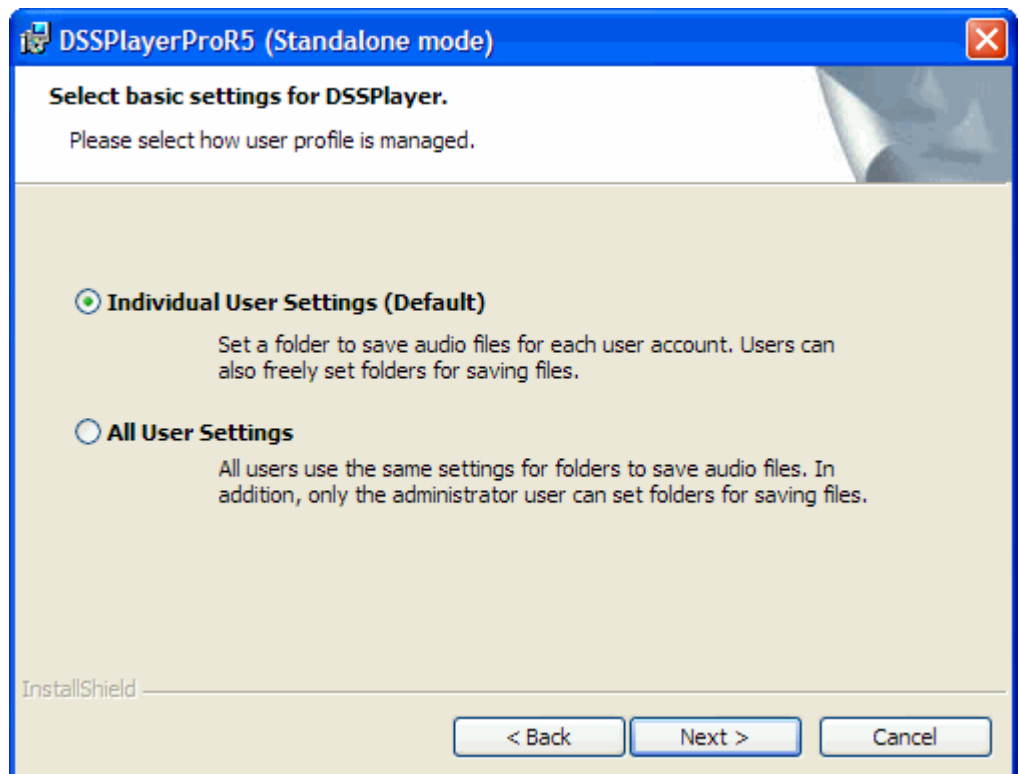


5. In the **Customer Information** window, enter your **User Name**, **Organization**, and the **Serial Number** of your recorder. You can find the 20-digit **Serial Number** on a green or blue card in the DS-5000 box. It is labeled **License ID Number**. After entering the **Serial Number**, click **Next**.

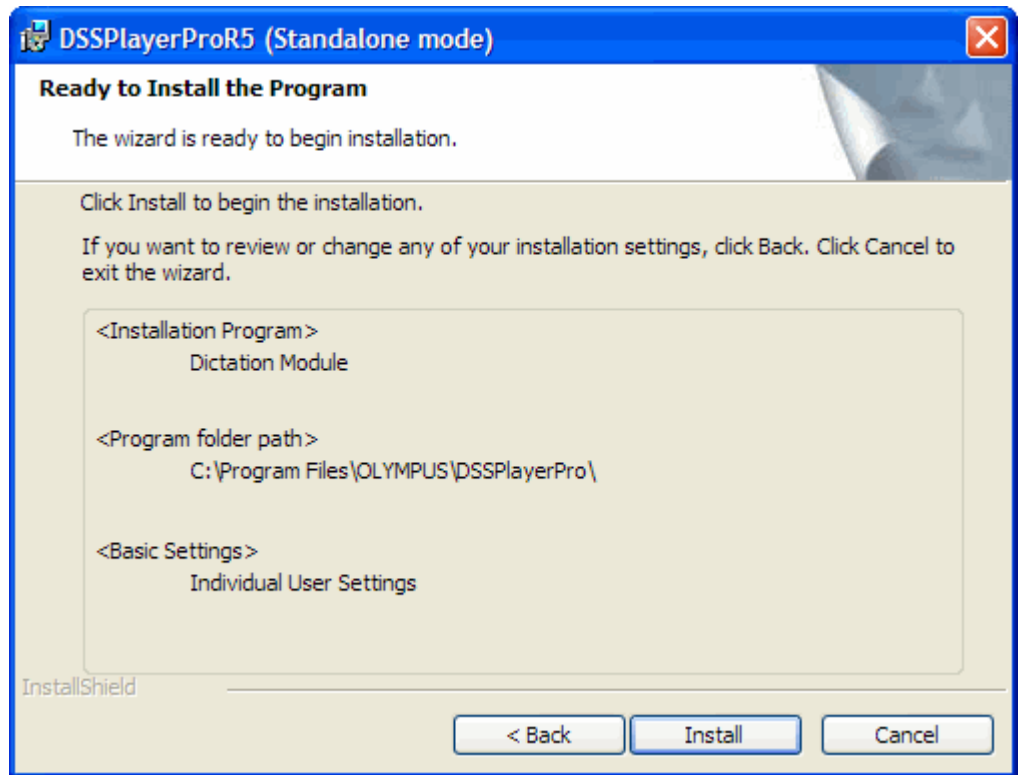


***Note:** Neither Nuance nor Olympus track software licenses shipped to customers. Therefore, Nuance strongly recommends you take the precautions regarding license management that are listed in “Administering Olympus DSS Player Pro License IDs” on page 58.*

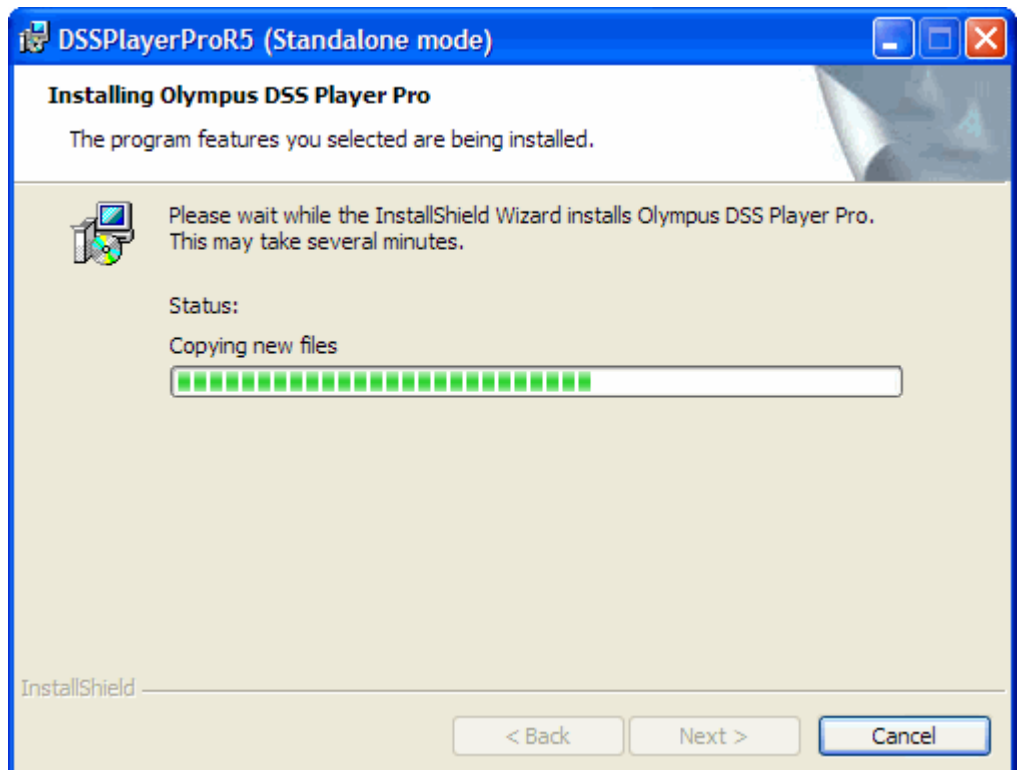
6. In the **Select basic settings for DSSPlayer** dialog box, choose either **Individual User Settings** or **All User settings** and click **Next**.



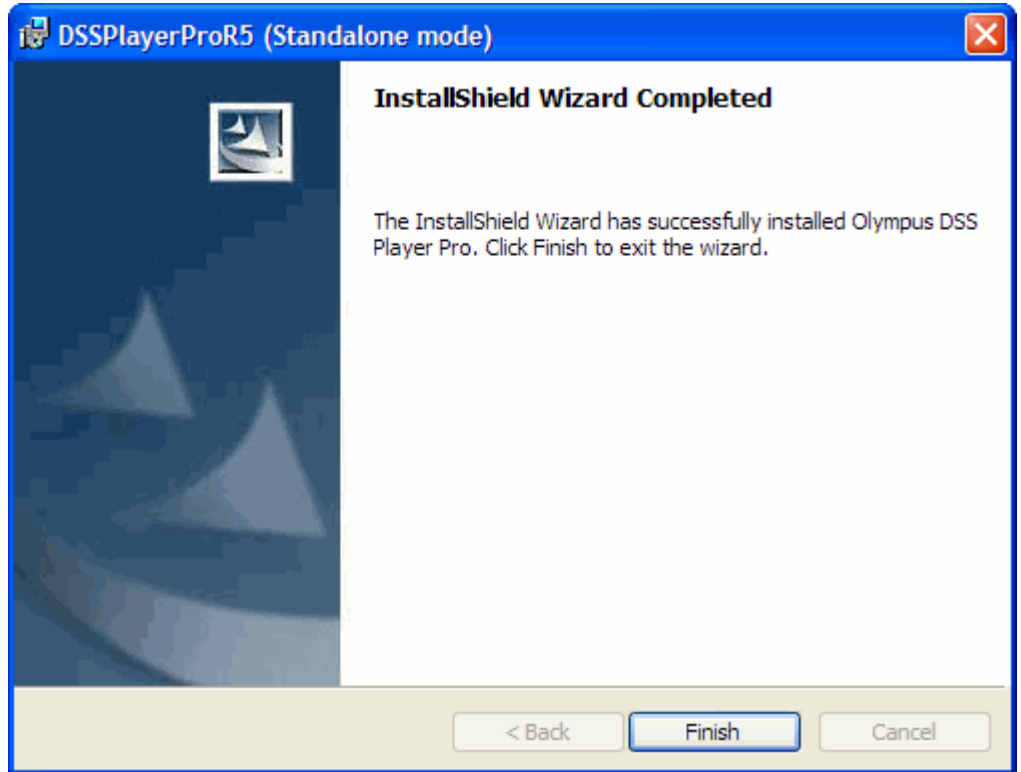
7. In the **Ready to Install the Program** dialog box, click **Install** to accept the default location where the software is to be installed.



The files are installed on the workstation.



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



9. 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 5.x from the Olympus Web site.

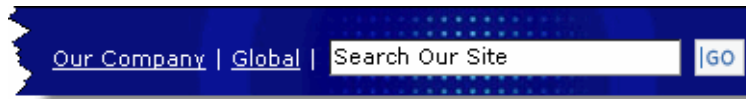


Note: The Olympus DSS Player Pro software must be installed from the supplied CD and then the latest program patch must be downloaded and installed. As of May 2009, no updates were available for this version of the software.

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.

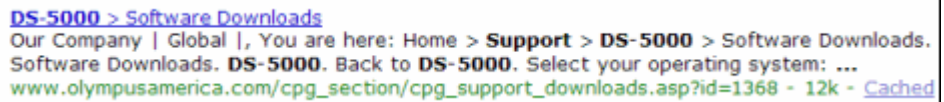
- a. Click the **Search Our Site** box at the top right corner of the home page.



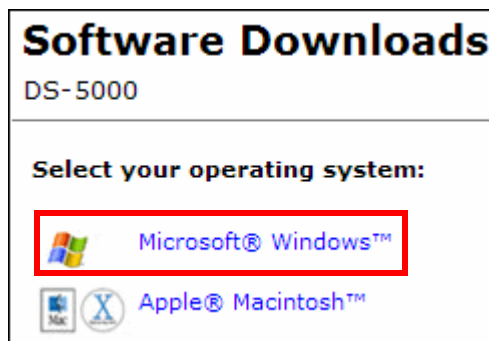
- b. Type **support DS-5000** and click **Go**.



- c. On the resulting page, scroll down and locate the heading and link for **DS-5000 > Software Downloads** and click the **DS-5000 > Software Downloads** link.



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



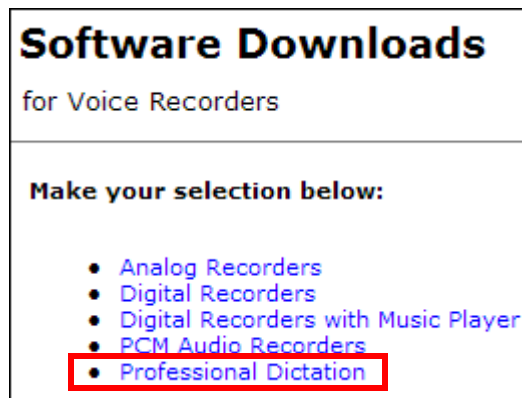
OR

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.

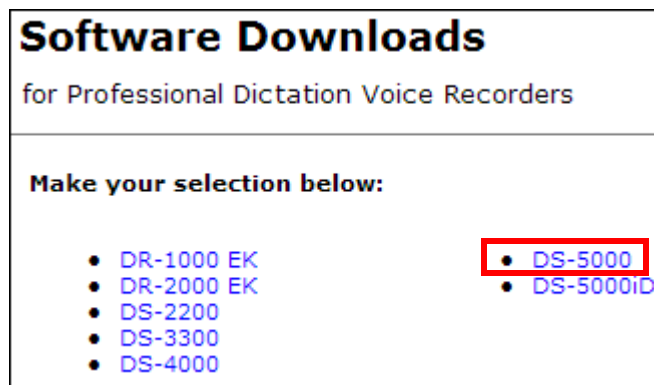
- a. Click **Voice Recorders**.



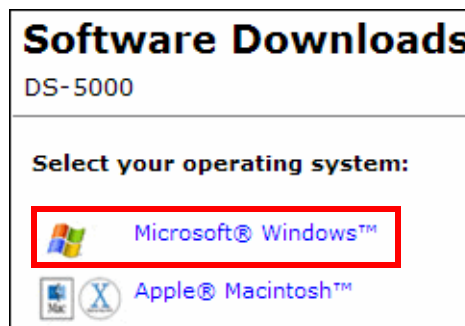
b. Click **Professional Dictation**.



c. Click **DS-5000**.



d. Click **Microsoft Windows** and continue with Step below.



The **Software Downloads** dialog box opens.



2. On the **Software Downloads** page for the **DS-5000 Digital Voice Recorder**, scroll down to the bottom and click the link for the **DSS Player Pro Release 5 Update Version 5.xx.x**.



Note: As of May 2009, no updates were available for this version of the software.

Configuring the Olympus Software

The Olympus DSS Player Pro software has three distinct parts:

- Olympus DSS Player Pro software
- Directrec Configuration Tool
- Device Detector 4

Each of these parts is covered here.

Olympus DSS Player Pro Software

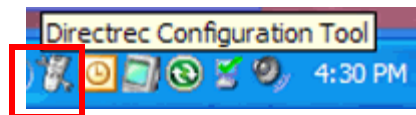
The DSS Player Pro software must be installed on your PC workstation, but it is not ever used or needed for dictating or uploading files to the *EXVoice* server. You do not have to take any other action regarding this application.

Directrec Configuration Tool

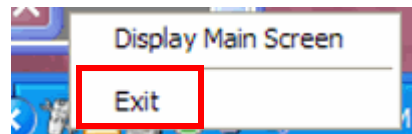
The Directrec Configuration Tool is installed on your PC workstation and is placed in the **Startup** menu so it starts automatically each time you start your PC. This tool is not needed and must be disabled. To do so, you must remove the **Directrec Configuration Tool** icon from the **Notification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

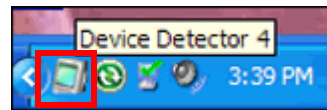
3. Delete the **Directrec Configuration Tool** shortcut if it is listed in the **Startup** folder.

Olympus Device Detector 4

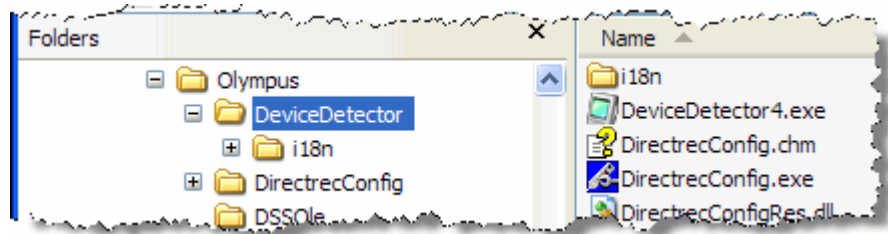
The Olympus Device Detector 4 is a memory-resident program that senses when an Olympus digital recorder is connected to the PC. The Device Detector 4 must be present in the **Startup** menu so it starts automatically each time you start your PC. The **Device Detector 4** icon in the **Notification Area** indicates the program is running in the background to sense when the DS-5000 recorder is connected and facilitates communication between the recorder and the *Dictaphone EXV Olympus Uploader* application. Refer to “Installing the Olympus Uploader” on page 26 for information about this program.

To configure the Device Detector 4 program:

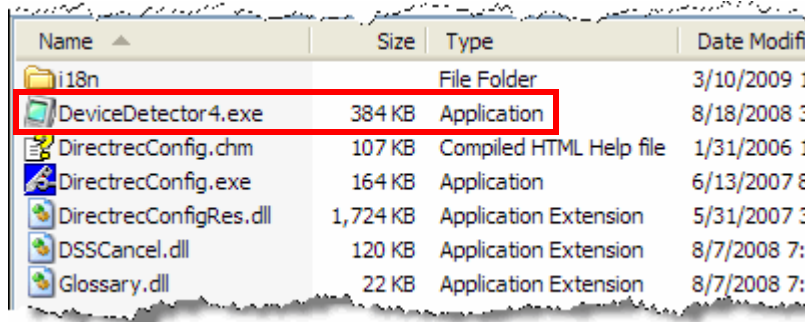
1. Look at the **Notification Area** at the bottom of your Windows display to see if the Olympus **Device Detector4** icon  exists.




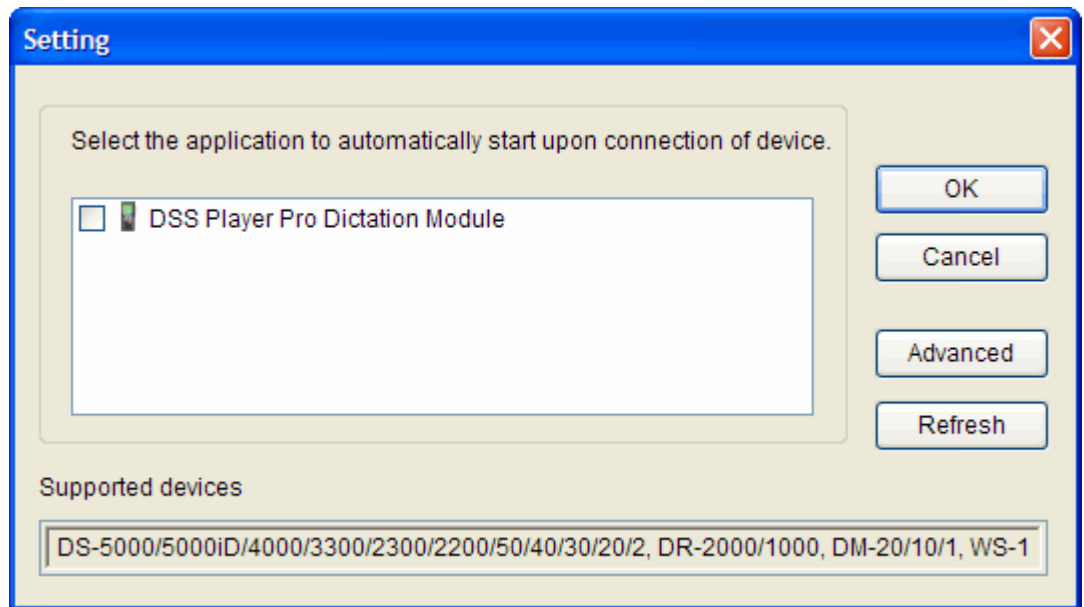
- If the icon is not in the **Notification Area**, meaning the Device Detector program is not running, continue with Step 2 to start this program.
 - If the icon is in the **Notification Area**, meaning the Device Detector program is running, continue with Step 4.
2. Open **Windows Explorer** and navigate 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 **DeviceDetector4.exe**, which is the program file that starts Device Detector. The Device Detector 4 icon should now appear in the Notification Area.

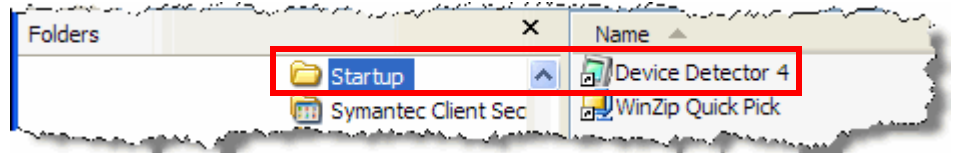


4. Double-click the **Device Detector 4** icon  in the **Notification Area** to display the **Setting** dialog box.
5. Be sure that the **DSSPlayerPro Dictation Module** check box is *not* selected. If it is selected, click this box to clear the check mark.



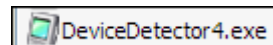
6. Click **OK** to close the **Setting** dialog box.
7. In **Windows Explorer**, navigate to: **C:\Documents and Settings\All Users\Start Menu\Programs\Startup**.

8. Verify that the **Device Detector 4** shortcut is listed in the **Startup** folder.

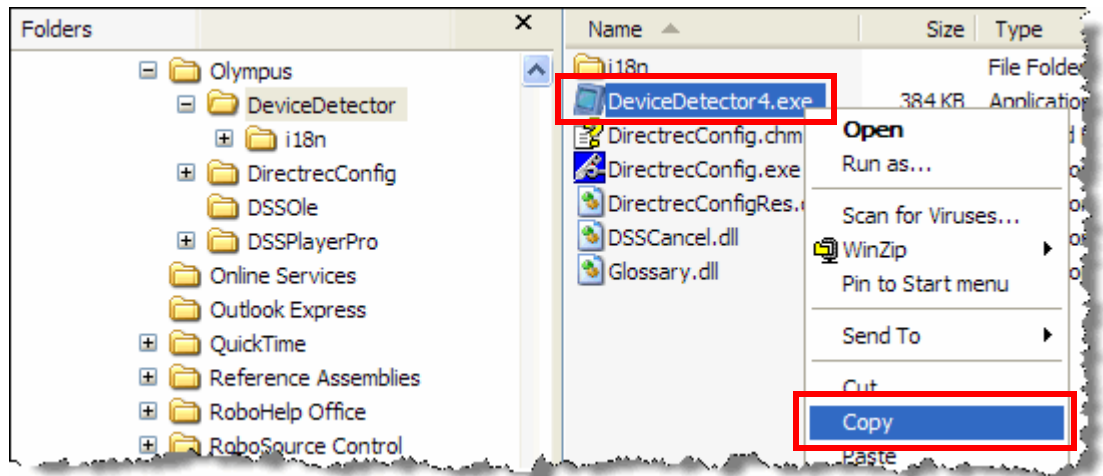


If the **Device Detector 4** shortcut is listed in the **Startup** folder, continue with Step 10.

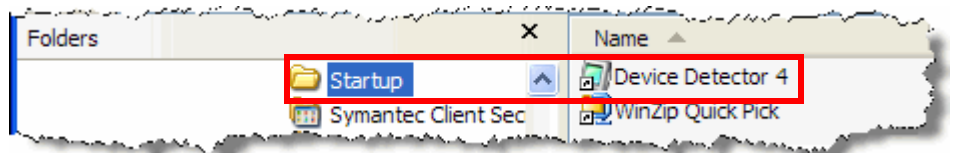
9. If this **Device Detector 4** shortcut is *not* listed, create a shortcut and paste it into the **Startup** folder.
 - a. Navigate to **C:\Program Files\Olympus\DeviceDetector**.
 - b. In the right panel, right-click **DeviceDetector4.exe**.



- a.
 - b.
 - c. Select **Copy** from the shortcut menu.



- a.
 - b.
 - c.
 - 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 4** shortcut in the **Startup** folder.



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

Installing the Dictaphone EXV Olympus Uploader Application

Chapter Overview

This chapter covers:

- installing the *Dictaphone EXV Olympus Uploader* application for use with the DS-5000 recorder
- testing the connection between the DS-5000 and the *EXVoice* server

Installing the Olympus Uploader

The *Dictaphone EXV Olympus Uploader* application provides a simple way for users of the Olympus DS-5000 recorder to upload dictations to your PC and to the *EXVoice* server. You can order the Olympus uploader software CD and license from Nuance sales.

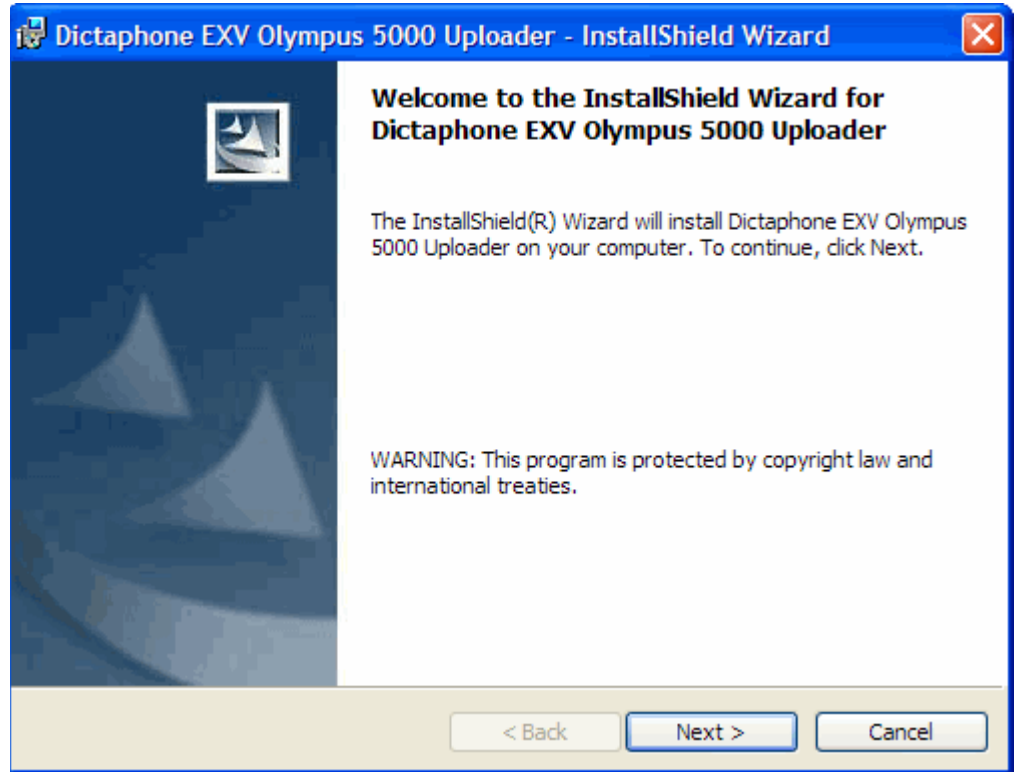
The *Dictaphone EXV Olympus Uploader* application must be installed on each workstation from which recorded files will be uploaded to the *EXVoice* server.

Installing the Olympus Uploader

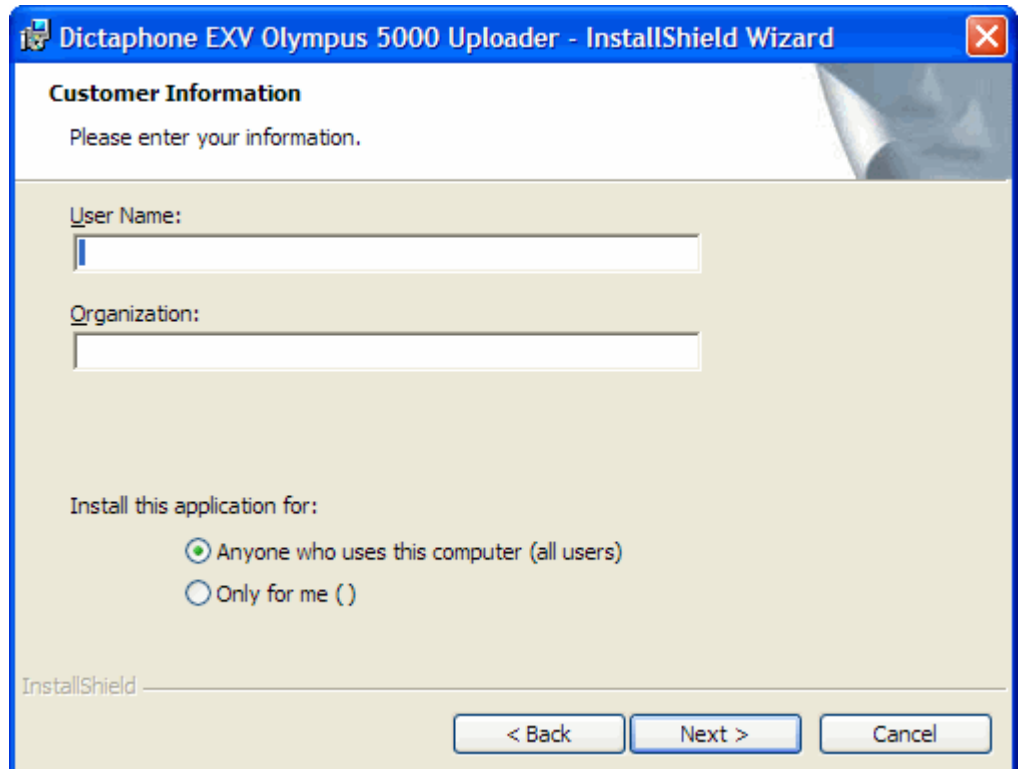
Install the *Dictaphone EXV Olympus Uploader* application using the **Dictaphone EXV Olympus 5000 Uploader.exe** file. A standard .msi installation file is also available if you prefer to install with a “push” installation from your server.

To install the Olympus Uploader application at each workstation:

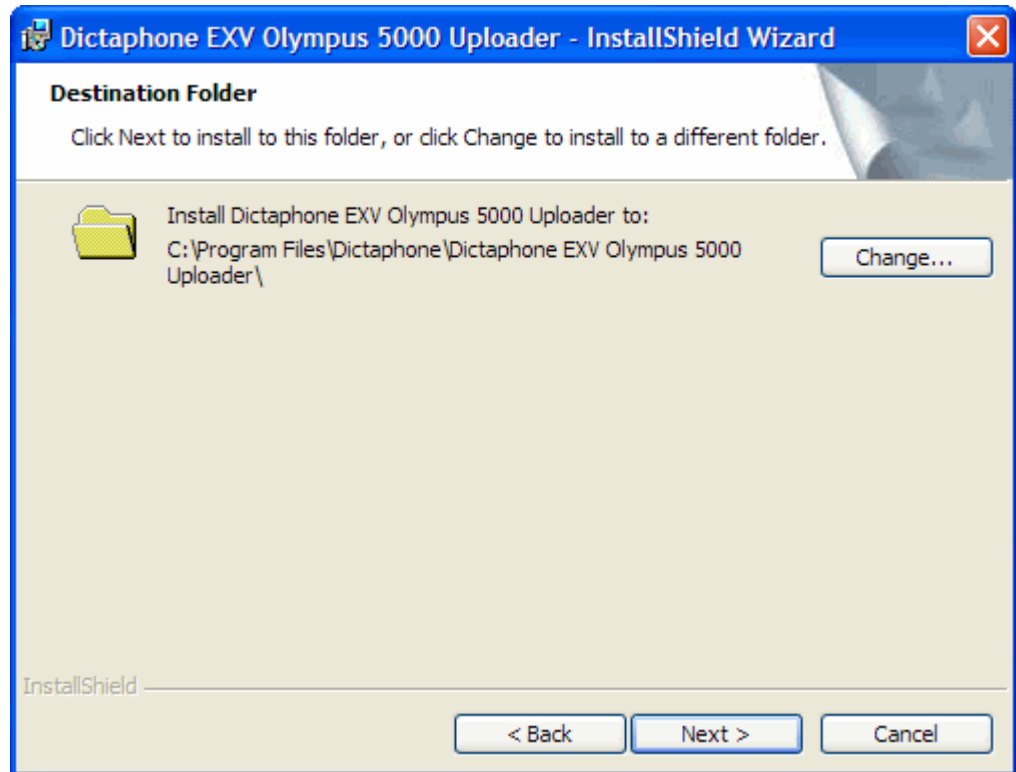
1. Insert the Olympus Uploader CD into your computer.
2. Copy the installation file (probably **Dictaphone EXV Olympus 5000 Uploader.exe**, or a similar file name) to your **Desktop** (or to any other folder that you prefer).
3. Open the folder where you saved the installation file.
4. Double-click the **Dictaphone EXV Olympus 5000 Uploader.exe** file to start the installation. The **Dictaphone EXV Olympus 5000 Uploader - InstallShield Wizard** starts.



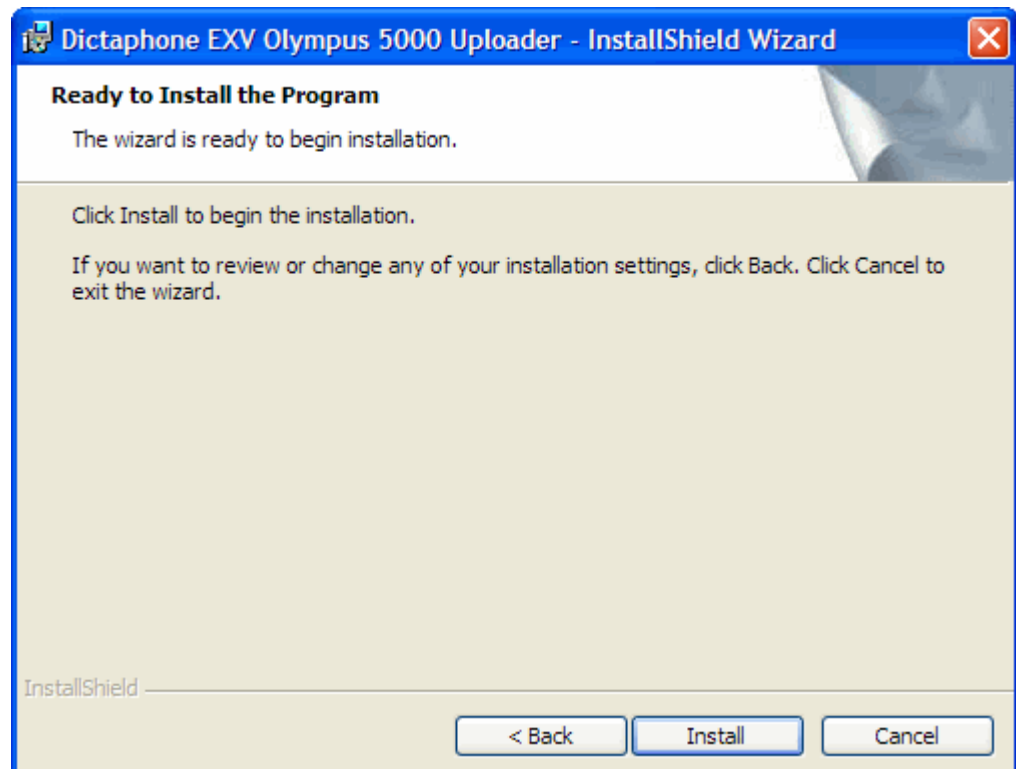
5. Click **Next**.
6. In the **Customer Information** dialog box, enter the **User Name** and **Organization**, and then click **Next**.



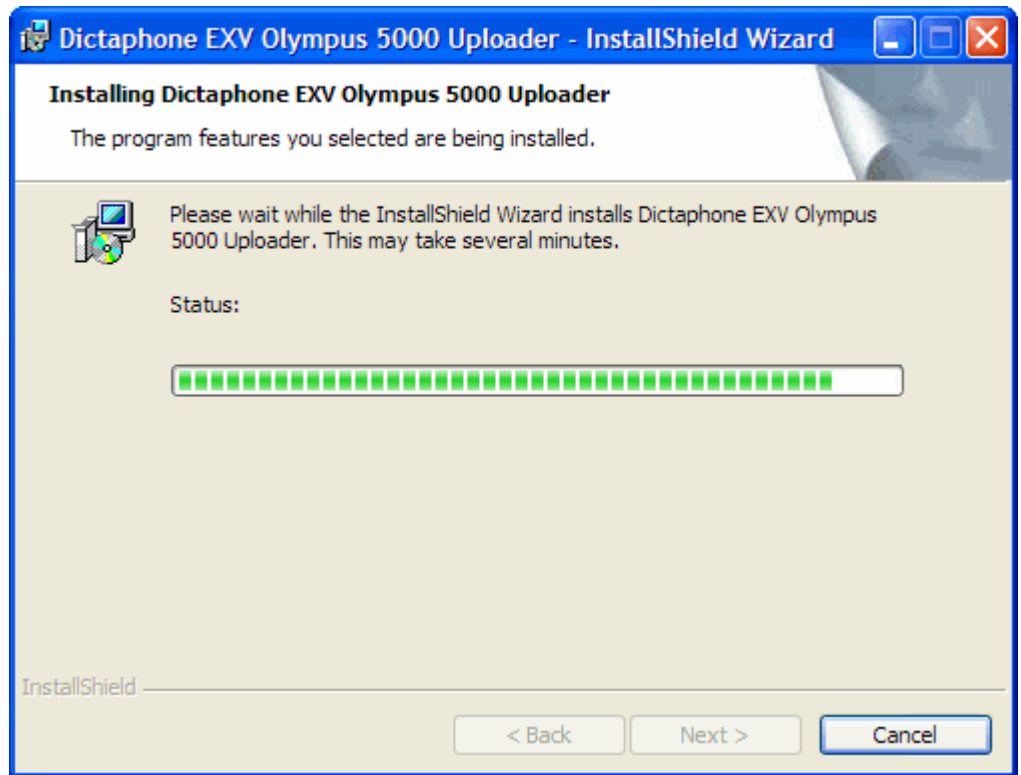
7. In the **Destination Folder** window, click **Next** to accept the default location where the software is to be installed.



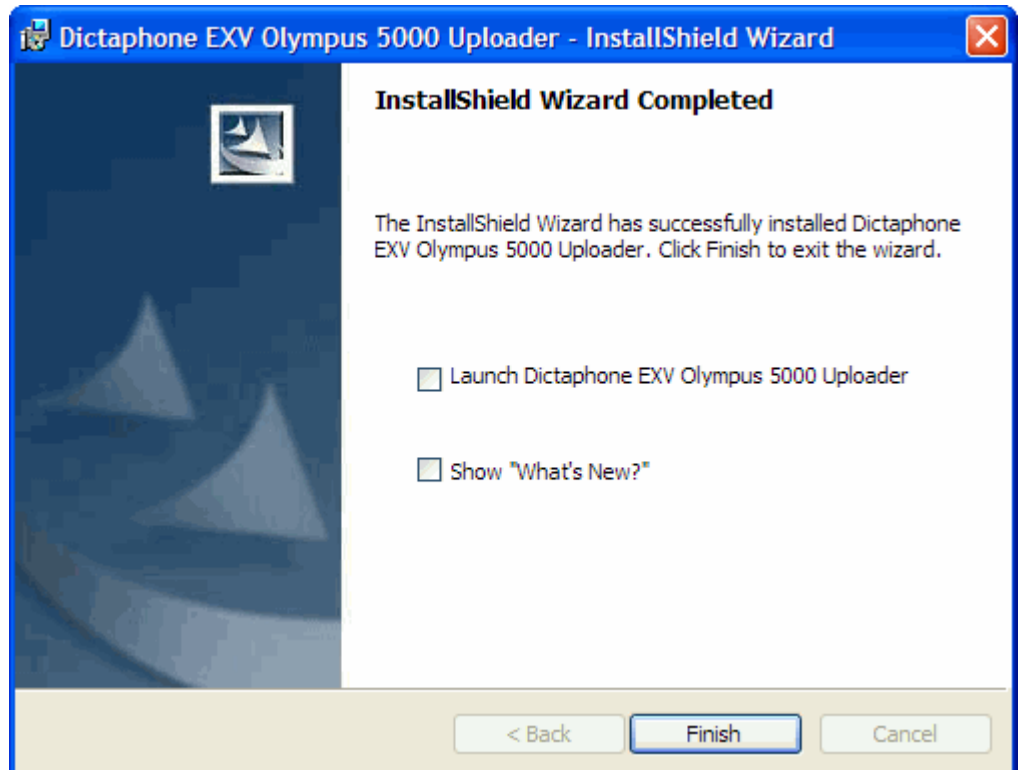
8. Click **Install** to begin installing the program.




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.



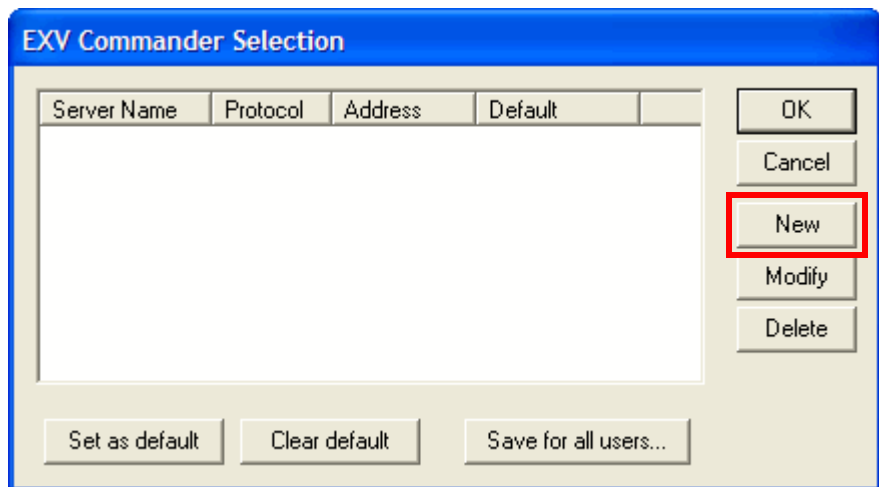
Testing the Connection Between the DS-5000 Recorder and EXVoice

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 5000 Uploader**.

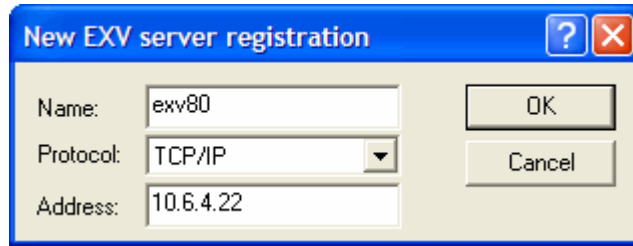
2. If this is the first time you are connecting to the *Enterprise Voice* system, the **EXV Commander Selection** dialog box opens.



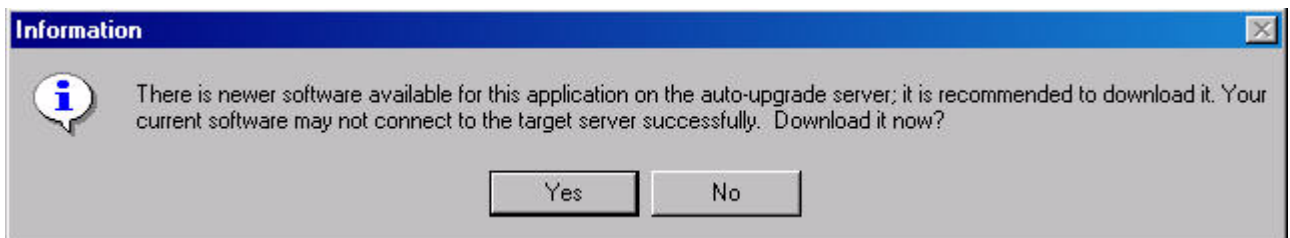
3. Click **New**. The **New EXV server registration** dialog box opens.



Note: The **EXV Commander Selection** dialog box opens each time you dock the DS-5000 portable. If you upload files to only one location/server, select the server from the list and click **Set as default** to prevent this dialog box from appearing each time the portable is docked. (Currently, if a server entry has been set as a default, you can only change it by editing the registry. Contact the Nuance help desk for assistance with this.)



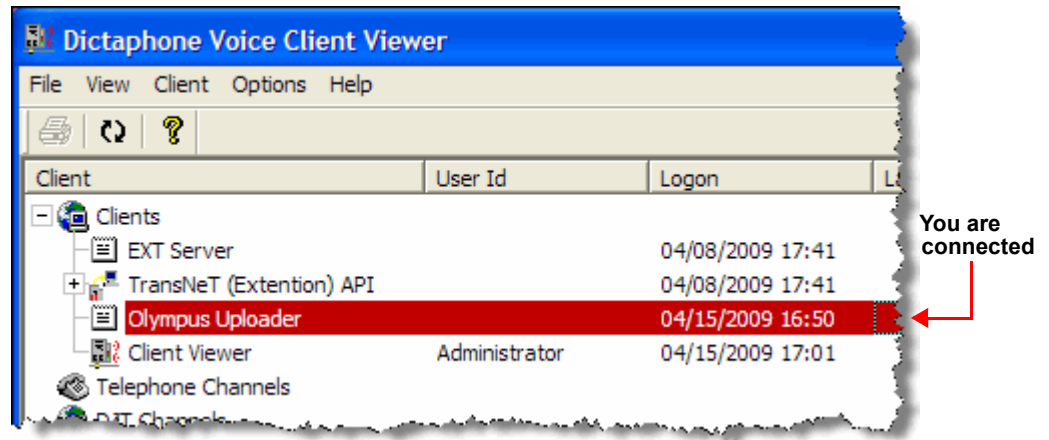
4. Enter the **Name** and **Address** of the *Enterprise Voice* server and click **OK**. (The illustration above contains example information only.)
5. If a newer version of the *Olympus Uploader* application is available, you receive the auto-upgrade prompt.



6. Close all other *EXVoice* applications that are running on the workstation. Click **Yes** to auto-upgrade.
7. 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.
8. 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.



Note: *Client Viewer* is another *EXV* client application that is typically only installed on an *EXV* administrator's computer and requires special profile privileges to run.



9. Connect the DS-5000 to the PC with the USB cable. The **Found New Hardware** dialog appears. Please wait while the device is configured.
10. Once the hardware is detected by the computer, it will map a drive letter to it (typically **E:** or **F:**) with a description of **Removable Media**. At the same time, the uploader application opens and initiates a dictation download from the portable. If dictations are found, they are moved to the computer, converted and uploaded, and then deleted from the portable. The uploader posts the success or failure of its actions in the log area of the window.

 **Notes:**

- *To successfully upload files, the provider must be properly set up in the EXVoice system. Refer to Chapter 4, “Configuring EXVoice for the DS-5000 Recorder” beginning on page 33.*
- *In addition, providers must be assigned to a recorder. Refer to “Assigning or Reassigning a Recorder to a User” beginning on page 44.*

Configuring EXVoice for the DS-5000 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 35 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 **Olympus Uploader: Execute** privilege granted to it. (Optionally, providers can be assigned the **Olympus Uploader: Assign all users to portable** privilege as required.)
- The worktypes that are assigned to a provider are defined (typically in Field 1) in the **ID Field Matching** configuration in *EXVoice Explorer*. Refer to “Creating ID Field Matching” beginning on page 37 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.



Note: Write down the name of the Administration Group to which you assign these privileges. You'll need to know that name when you configure users for the DS-5000.

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

Privilege	Required?	Results
Execute	Providers: Yes Administrators: Yes	Grants the privilege to run the <i>Olympus Uploader</i> application.
Assign all users to portable	Providers: No Administrators: Yes	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

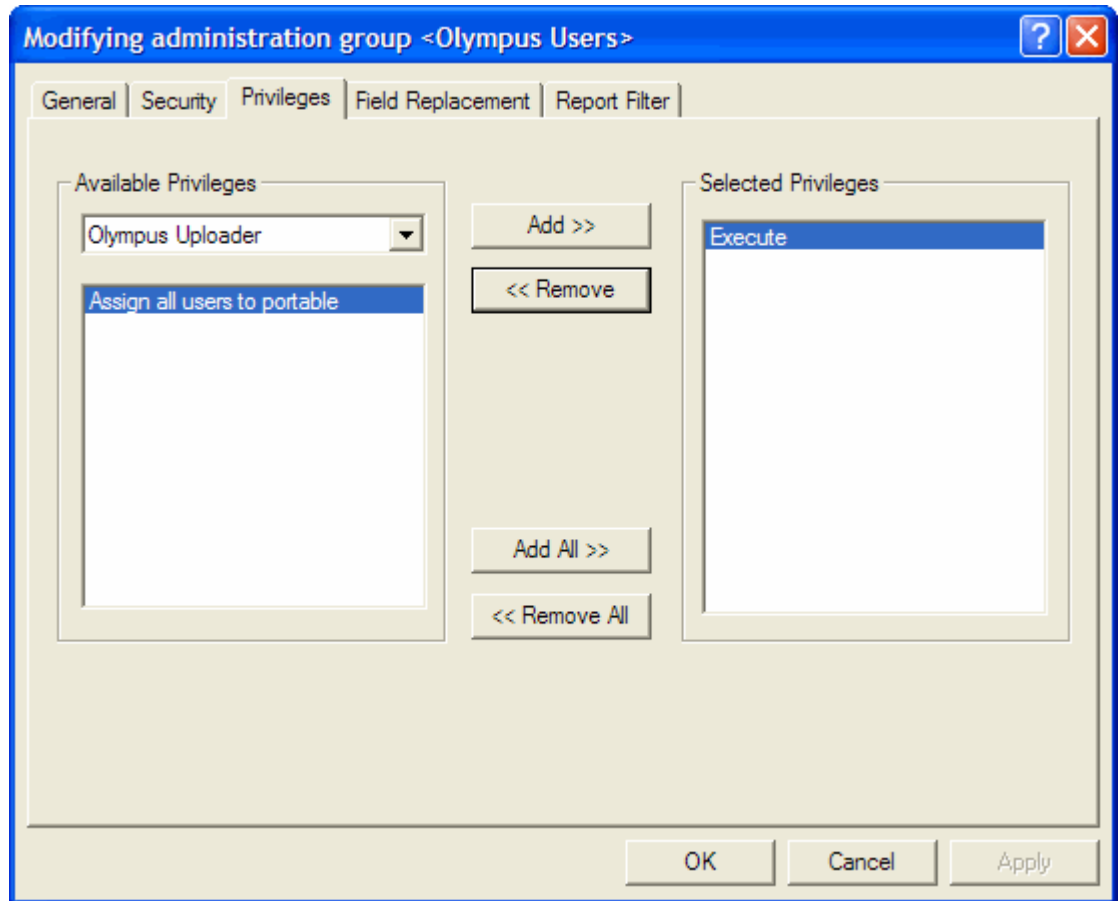
Modify the administrative group for the administrators by adding both the **Olympus Uploader: Execute** and the **Olympus Uploader: Assign all users to portable** privileges.

The instructions below are for modifying an existing group.

To assign the necessary privileges to the Administration group:

1. Open *EXVoice Explorer* and go to **Site > Administration Group**, where **Site** is the site containing the DS-5000 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-5000 recorder.



5. **For providers:** In the **Available Privileges** listing, double-click **Execute** to move it to the **Selected Privileges** list. (If you want to allow providers to assign the portables to themselves, select the **Assign all users to portable** privilege as well.)
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.

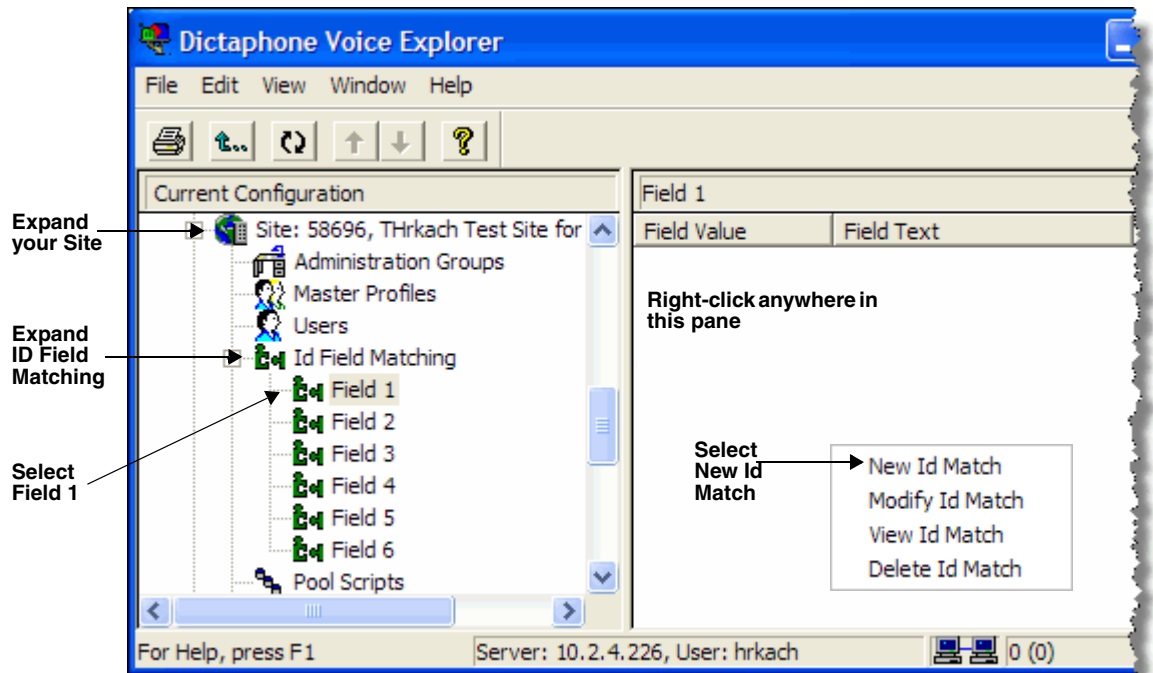
Creating ID Field Matching

ID Field matching must be used if you want providers to pick a worktype from a list on the DS-5000 for each dictation they create. The description (Field Text) for each worktype must not exceed 16 characters in length or it will not show up on the **Portables** tab in the Master Profile.

You can configure as many worktypes in ID Field Matching as you want. However, you can select only ten worktypes on the **Portables** tab. The ten you select make up the worktype list that appears on the portable. Refer to “Configuring Users for the DS-5000 ” beginning on page 42 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 **Portables** tab.

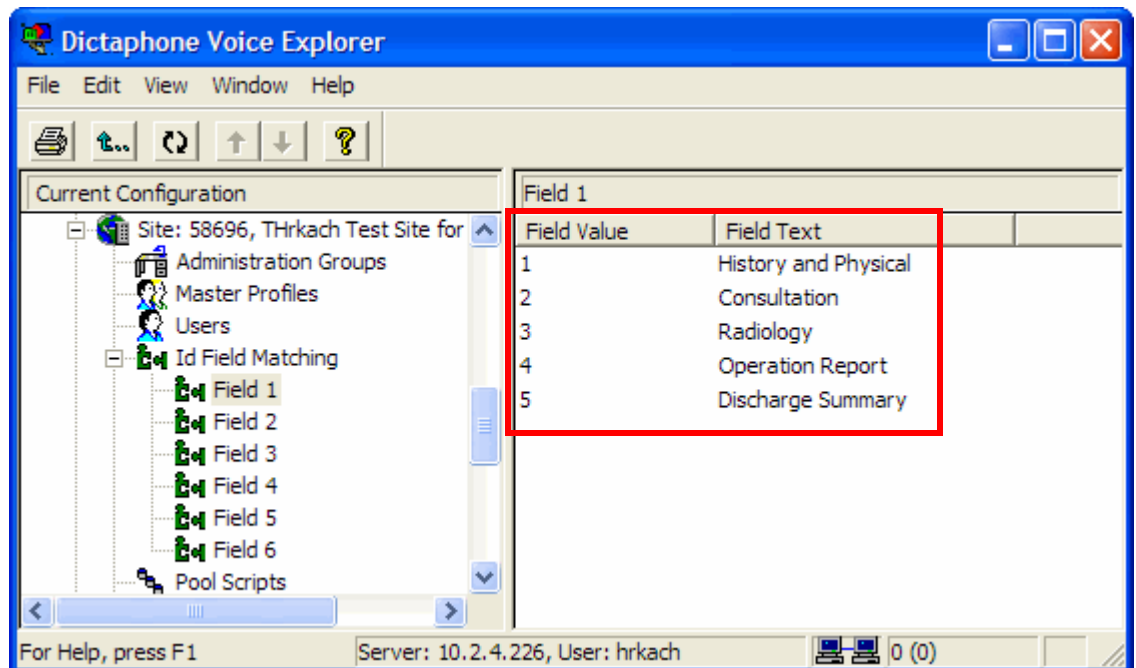
5. Right-click anywhere in the right pane.
6. Select **New Id Match**.

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

The dialog box titled "New id match" contains two input fields: "Field Value" and "Field Text". The "Field Value" field is currently empty, and the "Field Text" field is also empty. To the right of the "Field Value" field is an "OK" button, and to the right of the "Field Text" field is a "Cancel" button.

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.
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 field values and corresponding field text appear in the pane at the right.



Configuring the Master Profile for Using the Olympus DS-5000 Recorder

The provider's Master Profile must be configured properly to use the Olympus DS-5000. This can be accomplished in several ways:

For Olympus providers who will be using the same worktype list on the portable:

- Create a Master Profile specifically for Olympus providers.
- Modify the Portables tab on the master profile you just created by checking all appropriate worktypes listed there. 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 each have their own unique worktype list on the portable:

- 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.

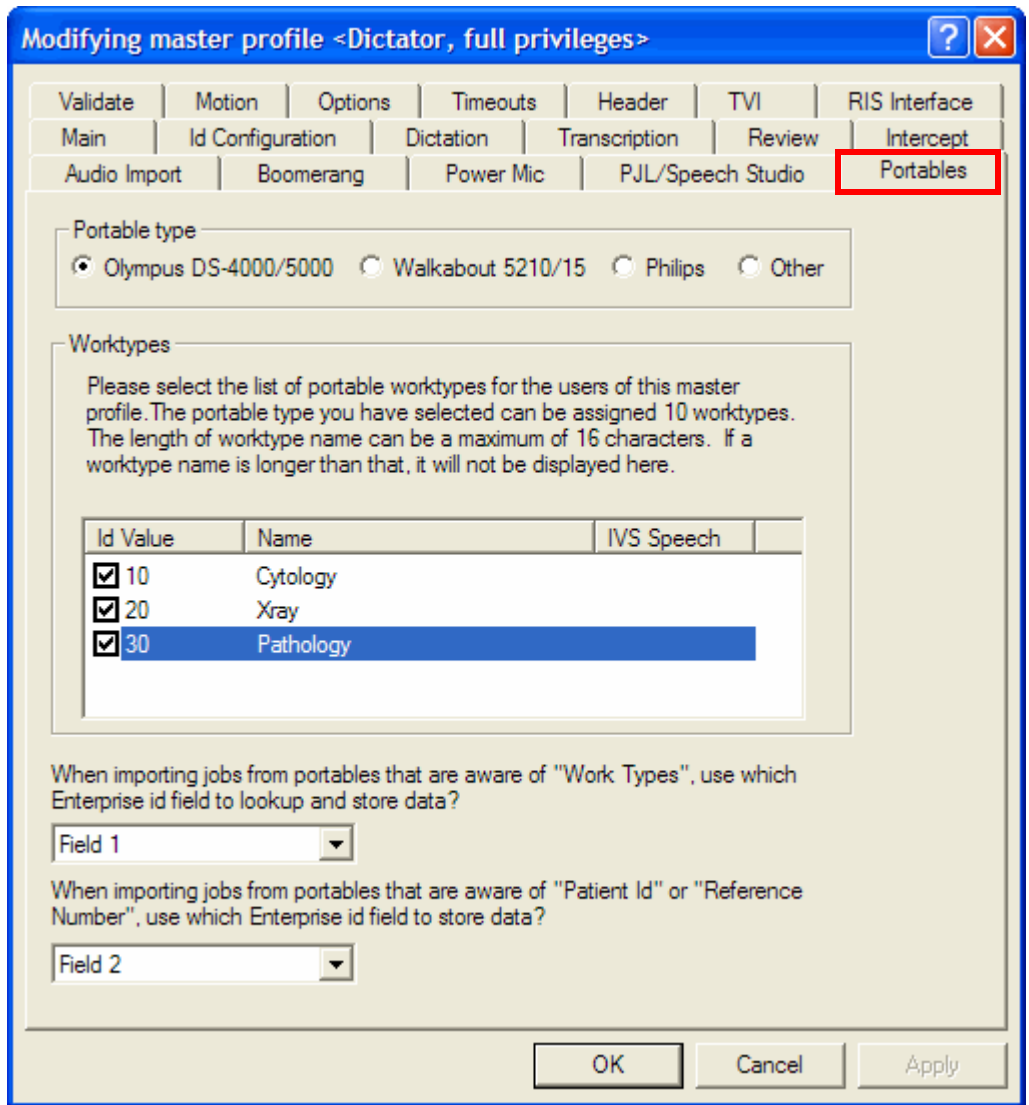
Configuring the Master Profile in EXVoice

Use these procedures to modify the **Portables** tab on the master profile for Olympus providers.

To configure the master profile:

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-4000/5000**.
5. In the **Worktypes** group box, select the check box next to each worktype that you want the provider to choose from on the recorder when they create a new dictation.. 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 Types”*. . .**
 - ***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.
 7. A new feature of the DS-5000 is the ability to upload an MRN or Accession number with dictations. Select the field in which you want to store this value. The default is Field 2.



Notes: *Please note the following concerning worktypes:*

- *If a worktype description (Field Text) is longer than 16 characters, it will not be displayed in **Worktypes** list on the **Portables** tab.*
 - *The worktypes that are listed on the **Portables** tab were established when you configured the values through the ID field matching function.*
 - *Up to 10 worktypes can be assigned to the Olympus DS-5000.*
 - *Refer to “Creating ID Field Matching” beginning on page 37 for additional information.*
8. Click **OK** to close the **Modifying master profile** dialog box, and then click **OK** to close the **Modifying User** dialog box.

Configuring Users for the DS-5000

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

- The user settings for providers who are dictating with the Olympus DS-5000 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 settings.

To configure users for the Olympus recorder:

1. In 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. (For simplicity, make the **Login** the same as the **User id** field in the **Voice Settings** section of this dialog box.)
 - c. Click the **Admin group** drop-down box and select the administrative group that you configured for the Olympus users.

Modifying User 77777 (John, Doe)

Personal | Profiles | EWS | EX Speech | GoMD

User Information:
Last name: Doe
First name: John
E-mail:

Client settings:
 Account Disabled
Login: 77777
Password: *****
Confirm password: *****
Admin group: Olympus Users

Voice Settings:
User id: 77777
Password: *****
Confirm password: *****
Password retries: 10
Password timeout: 0
Profile timeout: 30
Dictation weighting: 1
Call alert phone #:

Uncheck Account Disabled →
Enter the Login and password →
Select the correct Admin group →


6. Click **OK** when finished.

Assigning or Reassigning a Recorder to a User

An Olympus DS-5000 recorder can be assigned only to a provider who has a properly configured user id on the *EXVoice* system.

To assign a new recorder (one that has never been assigned to any user), or to reassign a previously used recorder to a provider, you need access to a workstation that has the Olympus docking station attached, and the two software applications (*DSS Player Pro* and *Dictaphone EXV Olympus 5000 Uploader*) loaded and properly configured.

Assigning a New Recorder

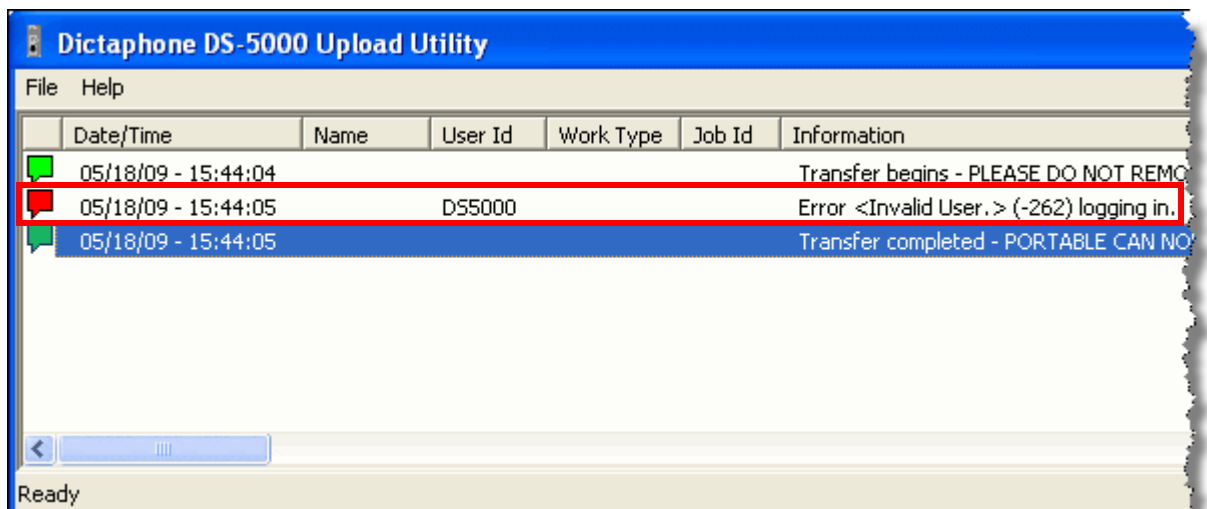
 **Note:** This procedure can be completed by a system administrator at any client workstation on which the Dictaphone DS-5000 Upload Utility has been installed and configured.

At the workstation, place the DS-5000 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, files will upload automatically based on the provider's user id.

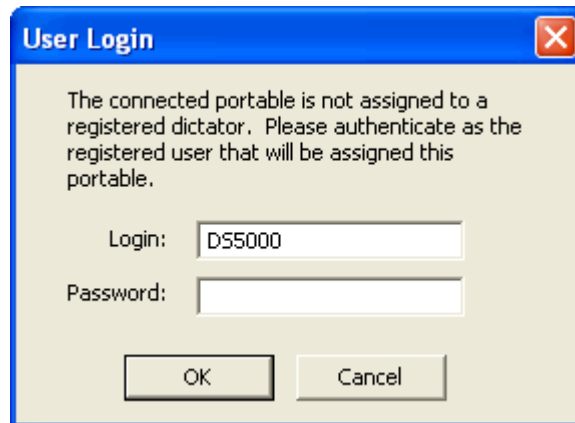
To assign a new Olympus DS-5000 recorder to a provider:

1. With the recorder turned on, place the recorder in the cradle. The upload utility dialog box opens.

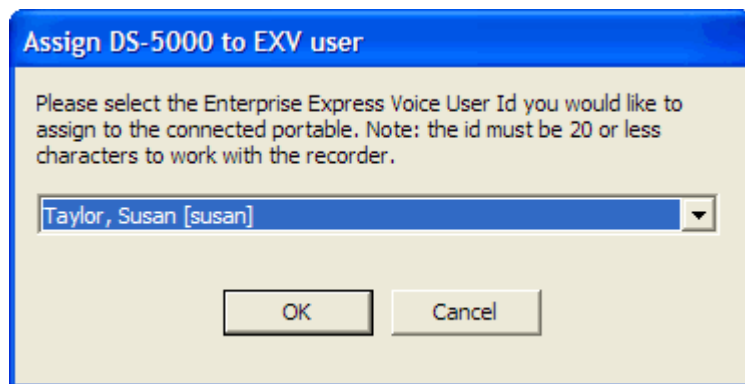
If the recorder has never been assigned to a user, you will see an error message similar to the one in the illustration below, with a default user ID of **DS5000**.



2. Click **File > Configure portable**. The **User Login** dialog box opens.



3. In the **Login** field, replace **DS5000** with a valid login and password based on the *EXVoice* configurations you performed earlier in this section.
4. Click **OK**. If you entered a valid login and password in the previous step, the **Assign DS-5000 to EXV user** dialog box opens.



5. Click the drop-down list and select a provider who will be recording dictations using this recorder.
6. Click **OK** to complete and close the dialog box.
7. Upload a test dictation file using the instructions beginning on page 48.

Reassigning a Recorder

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.

To reassign an Olympus DS-5000 recorder to a provider:

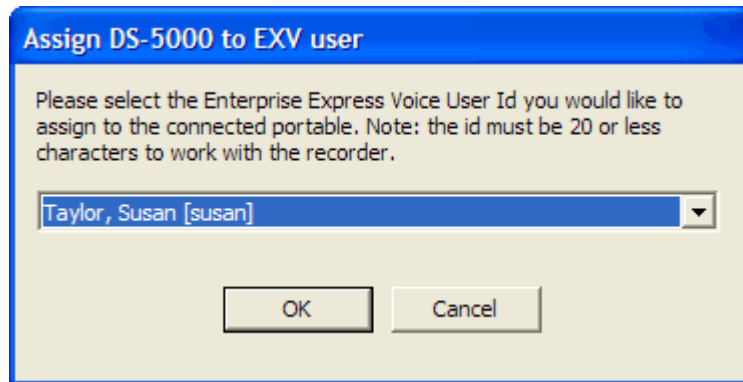
1. With the recorder turned on, insert the recorder in the cradle. The **Dictaphone DS-5000 Upload Utility** opens automatically.

2. Press **F4** (or click **File > Configure Portable**) to open the **Assign DS-5000 to EXV user** 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. In addition, never remove the portable from the docking station during this assign procedure.

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



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



Note: If the provider you want to assign to the recorder does not appear on the drop-down list, make sure that provider has the proper Olympus uploader privileges as described on [page 35](#). Another possible reason for a name not appearing is that the provider is associated with a different EXVoice system site. In this particular case you can use the DSS Player Pro software to clear this provider list, allowing the new provider list for the other EXVoice site to appear. (See [Solution 13035](#) on the Nuance [iSupport Web site](#) or call the Nuance Help Desk for assistance referencing this solution article.)

Adding the Input Type Column to Job Lister Reports

Input Type added to report shows the dictation device used.

Job Id	Flags	Input Type	Status	D. Site	D. Site (Text)	D. User Id
120	PHO MCR	Olympus	RDY	400	CMCC	405
123	PHO	Olympus	RDY	400	CMCC	405
124	PHO	Olympus	RDY	400	CMCC	405
125	PHO	Olympus	RDY	400	CMCC	405
139	PHO	Olympus	RDY	400	CMCC	405

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 transfer process. You can do this by recording a test dictation and checking to make sure the file successfully transfers to the *EXVoice* server. To perform this procedure, the recorder should be configured according to the information in “Setting Up the DS-5000 Recorder ” beginning on page 9, and the cradle must be connected to the workstation with the USB cable.

To create and upload a test dictation:

1. Turn on the DS-5000. The power switch is located on the right side of the recorder.
2. Record a test dictation.
3. Place the recorder in the cradle that is attached to your PC. The *Olympus Uploader* application, which needs to running in the background, pop-ups and begins transferring files automatically.



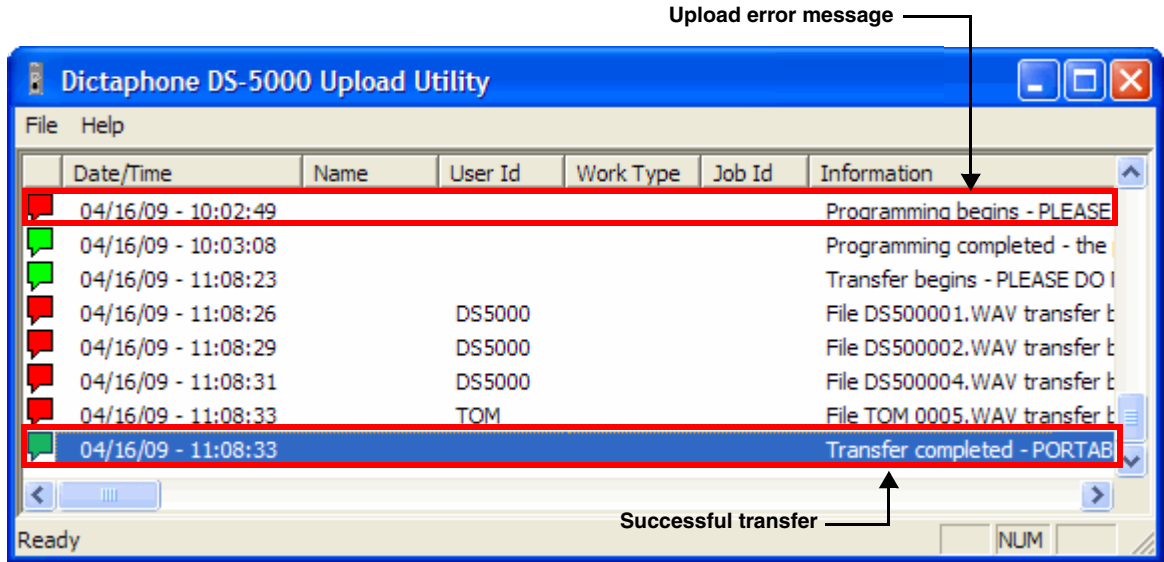
*Note: The Olympus Uploader application runs in the background only if a shortcut for it appears in the **All Users Startup** group.*

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 transfer is complete. Be sure to leave the recorder in the cradle until the transfer 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 transfer progresses, the *Dictaphone EXV Olympus Uploader* provides a series of messages which indicate which files were transferred successfully and which ones failed.

To verify the file transfer:

1. The **Dictaphone DS-5000 Upload Utility** dialog box opens automatically when the upload process is initiated.

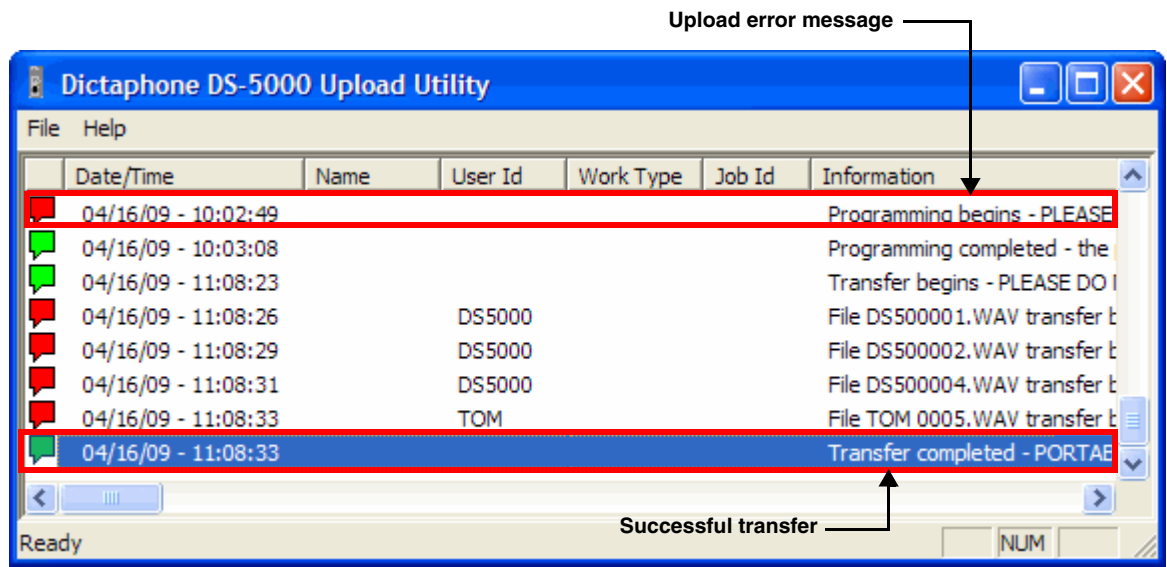


2. If the **Dictaphone DS-5000 Upload Utility** does not initiate the upload process, select **File > Get Files** to see the list of the uploaded files.




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.
- The **Job Id** column shows the job identifier that this dictation can be found under using the *EXVoice Job Lister* application.



- 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 47 for additional information.

 **Note:** If you experience any problems in uploading this test file, see “Troubleshooting” beginning on page 60 for some possible steps to take to resolve the problems.

Dictating with the Olympus® DS-5000 Digital Recorder

Chapter Overview

This chapter provides an overview of the basic functions of your Olympus DS-5000 recorder:

- Dictating a new report; see page 52.
- Setting the priority level for a new dictation; see page 53.
- Setting the priority level for an existing dictation; see page 53.
- Playing back a dictation; see page 53.
- Deleting a dictation from the recorder; see page 54.
- Uploading a file from the recorder to a PC; see page 54.

Dictating with the Olympus DS-5000 Digital Recorder

Dictating with the DS-5000

To dictate a new report:

1. Turn on your Olympus DS-5000 by sliding the power switch on the lower right side of the recorder to **ON**.
2. Press the **NEW** button on the top right side of the recorder.
3. Press the **+** or **-** button to move up or down to select a **Work Type** for your report.



Note: If the user's profile has not been set up to have a worktype list, continue with [Step 7](#) (you are not prompted to enter a Patient ID).

4. Press the **OK/MENU** button. The display changes to show the worktype you just selected, with the **Patient ID** (MRN) item selected.



Note: This is contingent upon the profile setting of the user to whom this portable is assigned.

5. To bypass adding a patient ID, press the **F2 (Finish)** button and continue with [Step 7](#) below.
6. To enter a patient ID:
 - a. Press the **OK/MENU** button.
 - b. Use the **+**, **-**, **▶▶▶**, or **◀◀◀** buttons to select the appropriate digits for the patient ID, pressing the **OK/MENU** button after each digit you select.
 - c. When you've entered the complete patient ID, press the **OK/MENU** button.
7. 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.



8. For the best recording quality, hold the recorder 6-10 inches from your mouth with the microphone angled slightly toward your face.
9. To pause the recording, move the slide switch to **STOP**. To begin recording again, move the slide switch to **REC**.
10. To review the current dictation, move the slide switch to **REV** and release it when you want to begin playback.
11. To end the dictation and close the file, move the slide switch to **STOP** and then press the **NEW** button.

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 **F2** on the front of the recorder to set a **HIGH** priority level. An exclamation point next to the current file number indicates a **HIGH** priority level.
3. Press **F2** again to change the priority level to **NORMAL**.

To set the priority level for an existing dictation:

1. Select the dictation by pressing **▶▶** or **◀◀** until the correct dictation number is selected. The current file number and the total number of files are shown in the center of the recorder's display.
2. Be sure the slide switch is in the **STOP** position and press **F2** 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 **▶▶** or **◀◀** 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 center 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 **+** or **-** button.
5. Use the **▶▶** or **◀◀** 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-5000 Recorder

To delete a single file from the recorder:

1. Press **▶▶** or **◀◀** to scroll through existing dictations and select the dictation you want to delete.
2. Press the **ERASE** button.
3. Using the **+** or **-** button, select **FILE ERASE**, and press the **OK/MENU** button.
4. Using the **+** or **-** button, select **START**, and press the **OK/MENU** button.

The display changes briefly to **FILE ERASE** as the file is deleted. **ERASE DONE** appears when the file is erased and the remaining dictations are automatically renumbered.

To delete all files from the recorder:

1. Press **▶▶** or **◀◀** to scroll through existing dictations and select any dictation.
2. Press **ERASE**.
3. Using the **+** or **-** button, select **ALL ERASE**, and press the **OK/MENU** button.
4. Using the **+** or **-** button, select **START**, and press the **OK/MENU** button.
5. The display changes briefly to **ALL ERASE** as the files are deleted, and **ERASE DONE** appears 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.*



***Tip:** It's a good idea to occasionally reformat the recorder's storage media. Reformatting helps reduce the chance of data corruption, and is another way of erasing all files on the recorder.*


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 *Dictaphone Olympus 5000*

Uploader opens on the PC and the LCD screen on the portable displays **BUSY** while the upload is in progress.

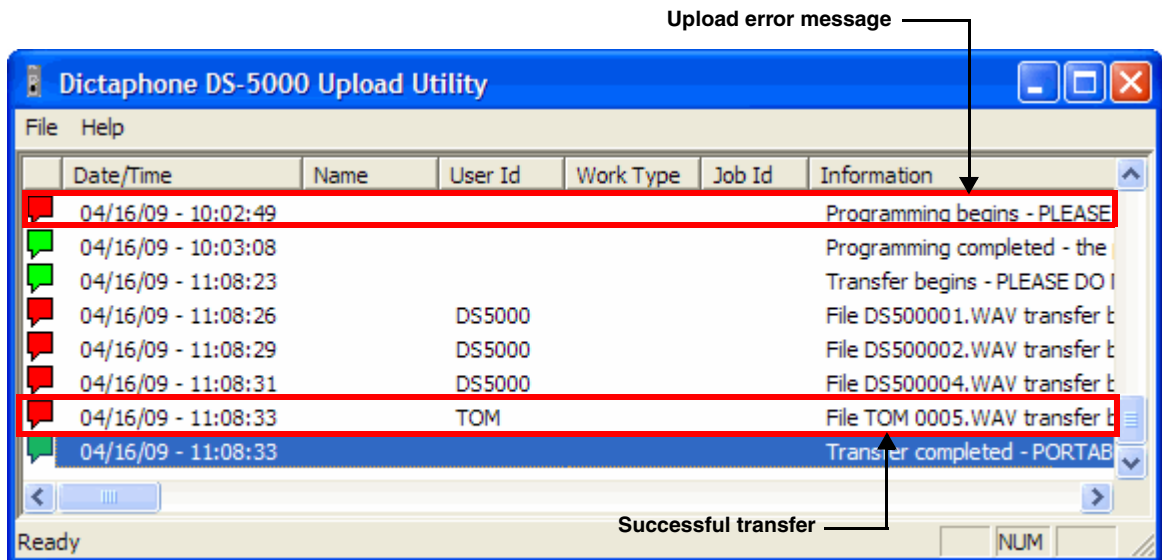
 **Notes:**



- If you experience difficulties with the computer seeing the portable, try docking it with the power turned off, then powering it on once it is in the cradle.
- If the uploader utility does not automatically open, make sure it has been started. A small icon  should appear in the Windows system tray (in the lower right corner of your screen).

3. Keep the recorder in the cradle until the upload is complete.
4. When **REMOTE** appears on the recorder's 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: The DS-5000 **Upload Utility** allows you to adjust the number of days you want to see in the file list. Click **File > Configure Display/Purge**.



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

Licensing Administration for the Olympus[®] DS-5000 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.

Troubleshooting the DS-5000 Recorder

Chapter Overview


This chapter covers:

- preliminary troubleshooting steps to take to resolve problems with the *Olympus Uploader* application and the Olympus DS-5000 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 reseal 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-5000 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**.
- Have Nuance Technical Support verify that *EVIS* is installed and set up correctly on the server.

Olympus Device
Detector icon



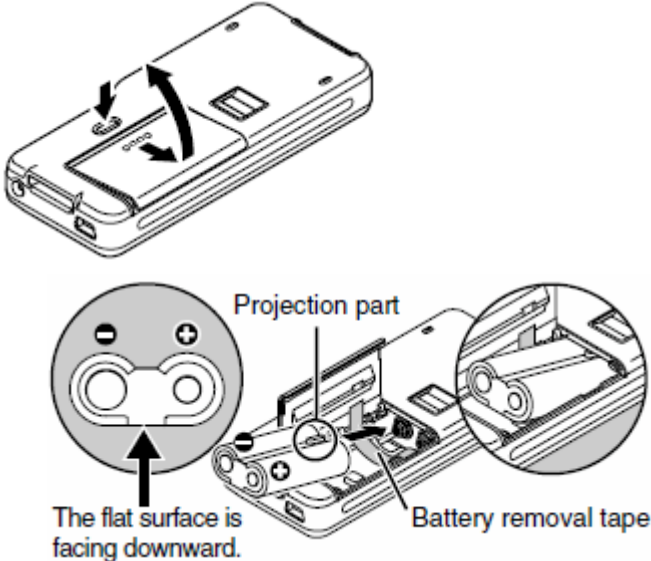
Uploader Error Messages from the EXVoice System

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 OIUpload 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-5000 communication error.	Call Nuance Support personnel.
Failed to get files – File conversion failed.	Typical with pre- <i>EXS 7.5</i> systems where the Portables tab had a choice as to what format you wanted the .DSS files converted to. For the most part this issue is fixed by installing the Dictaphone codecs or Job Lister . Call Nuance Support personnel.
Failed to delete file from portable – Error %d.	Ensure the files on the portables were not locked. 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 <i>EXVoice</i> 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.	Make sure the portable is mapped on the computer as Removable Media drive E: or F: . Double- click My Computer and see if drive E: or F: is mapped to the portable. Call Nuance Support personnel.
Failed to get files – Olympus dlls are not installed.	Ensure <i>DSS Player Pro</i> software is loaded. Call Nuance Support personnel.
File %s transfer by user <%s> failed. %s (error %d).	See Nuance iSupport article, Solution 13173. Call Nuance Support personnel.

Troubleshooting the Olympus Recorder

The table below lists some of the common problems you might encounter with the Olympus DS-5000 recorder, along with suggestions for correcting these issues.

Symptom	Action
<p>Nothing appears on the screen when the power switch is on</p>	<ul style="list-style-type: none"> • Ensure the recorder is turned on. • Verify that the battery pack is installed properly. <div style="text-align: center;">  </div> <ul style="list-style-type: none"> • Charge the battery pack or replace the battery pack. • Reset the recorder by pressing the reset button inside the battery compartment.
<p>Unable to record.</p>	<ul style="list-style-type: none"> • If you've inserted a new storage card, the card might need to be formatted. See the <i>Olympus Digital Voice Recorder DS-5000 Instructions</i> 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.
<p>Unable to hear files play back.</p>	<ul style="list-style-type: none"> • Adjust the recorder's volume using the + or - button. • If earphones are connected, listen through the earphones or disconnect the earphones from the jack.
<p>Unable to erase files.</p>	<ul style="list-style-type: none"> • File might be locked. See the <i>Olympus Digital Voice Recorder DS-5000 Instructions</i> manual for the instructions to unlock files.
<p>Unable to eject the removable media card.</p>	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> 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 microphone sensitivity is set to Dictation instead of Conference. See “Setting Up the DS-5000 Recorder ” on page 9 for instructions or refer to the <i>Olympus Digital Voice Recorder DS-5000 Instructions</i> manual.
Error message on screen – INSERT CARD.	<ul style="list-style-type: none"> Insert the removable memory card.
Error message on screen – CARD COVER IS OPEN.	<ul style="list-style-type: none"> 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-5000 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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