



Olympus DS4000

Configuration Guide

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Introduction

This guide is meant assist you in configuring and troubleshooting your Olympus DS4000 in connection with the Voice Solutions' product line. The information contained within is not meant for general DS4000 troubleshooting, or common tasks. For a more detailed guide on the Dictation Module or administrative programming, see the official Olympus documentation and knowledge base.

The DS4000 may be integrated with:

- **iChannel Lite**
- **iChannel**
- **iNet**
- **Voice Solutions system**



For a very thorough explanation of the above applications and troubleshooting, refer to the documentation included with them.




Voice Solutions System (iChannel, iNet)

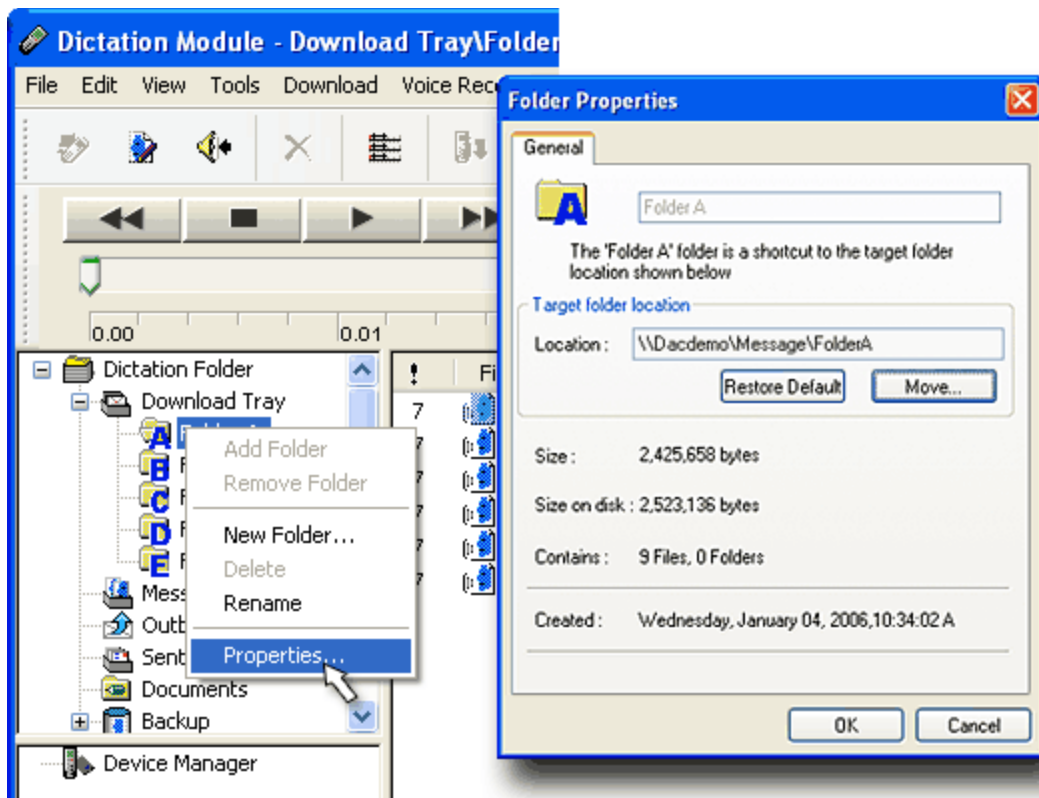
Whether the method of transcription is iChannel, iNet, or telephony, the configuration is the same. There are two methods of transferring the dss files from the DS4000 to the Voice Solutions server: **Dss Extractor** and **Dictation Module**. Once they reach the server, the **Transporter** and **Dss Converter** are needed.

Client Side

Method 1 - Dictation Module

1. Configure **Dictation Module**  Go to the menu **Download>Create & Send Job Data**.
 - Under the the **User ID** heading, set up as many IDs as you wish. The ID *MUST* be exactly 4 characters (alphanumeric). Multiple IDs would allow more than one individual to use the portable.
 - When finished, click the **Transfer All** button.

2. **Set download destination.** For each folder that is active on the DS4000, you must set its download destination. You can have anywhere from 1 (just Folder A) to 4 (A,B,C,D) folders active. Disabling/enabling folders can be done via the *DS4000 Administrative Programming* application.
- In Dictation Module, [right] *click* each corresponding folder under the **[Download Tray]** and choose **Properties**. The screenshot below shows this window.
 - Click the **Move** button and find the appropriate corresponding directory for each of the DS4000 folders on the Voice Solutions Server. The following is recommended:
FolderA: \\dac1\mercury\message\foldera
FolderB: \\dac1\mercury\message\folderb
FolderC: \\dac1\mercury\message\folderc
FolderD: \\dac1\mercury\message\folderd



Method 2 - Dss Extractor



1. Configure **Dss Extractor** . Go to the menu **View>Configuration**.

- Under the heading **Olympus Destination Folders** you may select the appropriate, corresponding destination directory for each of the DS4000 folders on the Voice Solutions Server. The following is recommended:

FolderA: \\dac1\mercury\message\foldera

FolderB: \\dac1\mercury\message\folderb

FolderC: \\dac1\mercury\message\folderc

FolderD: \\dac1\mercury\message\folderd

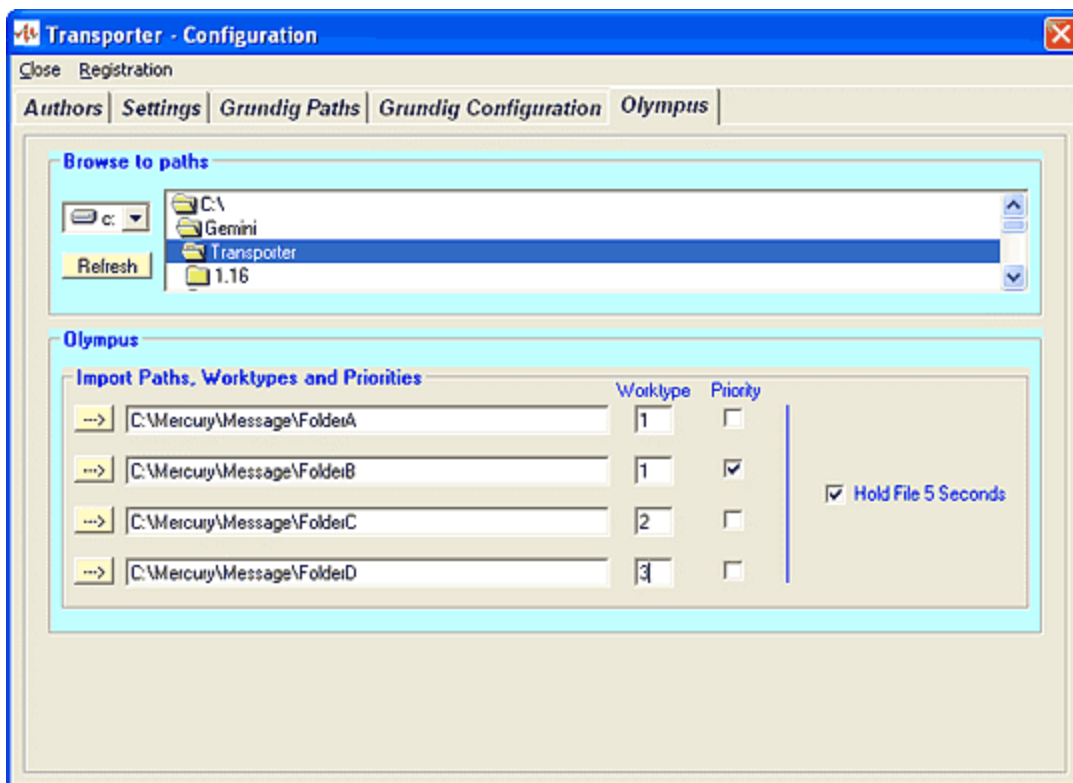
The screenshot shows the 'Dss Extractor - Configuration' dialog box. It has a blue title bar and a light beige background. The dialog is divided into several sections:


- Grundig/Philips Destination Folder:** A section with a label 'Dss Folder' and an empty text input field. To the right of the input field is a yellow folder icon button.
- Olympus Destination Folders:** A section containing four rows, each with a label (FolderA, FolderB, FolderC, FolderD) and a text input field. Each input field contains the path \\dac1\mercury\message\folder[letter]. To the right of each input field is a yellow folder icon button.
- File Life:** A section with a label 'File Life' and a spin box containing the number '7'.
- Buttons:** At the bottom of the dialog are two buttons: 'OK' with a green checkmark icon and 'Cancel' with a red 'X' icon.

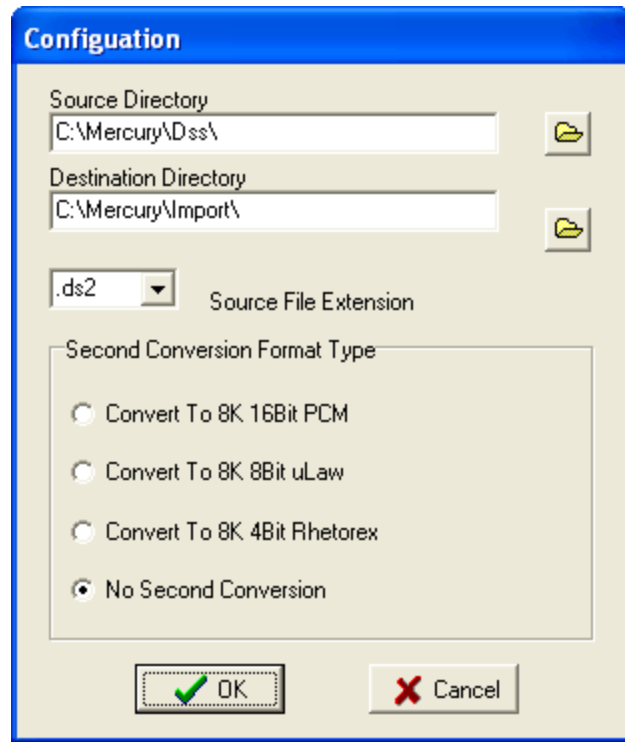
Server Side



1. Configure **Transporter** to monitor those four folders. Go to the menu **File>Configuration**. Password=bucky.
- Go to the **Olympus** tab. Under the heading **Import Paths, Worktypes, and Priorities** set each of the four rows to the FolderA, FolderB, FolderC, and FolderD directories respectively. If you followed the recommendation, this would be: \\dac1\mercury\message\foldera(or b,c,d)
 - Configure the **Worktype** and **Priority** status (checked=Priority) as you desire for each of the Olympus folders you have designated for that row.
 - Go to the **Authors** tab. Configure each author profile as needed (see the *Transporter Manual* for more). Set the **Default Export Path** to **C:\Mercury\Dss**.




2. Configure **DSS Converter** . The **Source Directory** should be **C:\Mercury\Dss**
 - The **Destination Directory** should be **C:\Mercury\Import**
 - The **Second Conversion Format Type** should be:
 1. Option 2: **Convert to 8k 8Bit uLaw** if you are using telephony transcription.
 2. Option 4: **No Second Conversion** if you are using software transcription such as iChannel and iNet. Using telephony transcribe stations with this conversion will cause the dictation to play slow.



iChannel Lite

Dss files from the DS4000 may be imported and played directly from iChannel Lite without any auxiliary software or conversion. To ensure proper functioning, please follow and implement each step below.

1. **Program the DS4000's user ID.** The portable's user ID is used to provide demographic information for iChannel Lite. The ID is read from right to left. The *first 2 numeric digits* are taken as the **Exclusive Assignment (Exc)**, the *next 3* are the **ID**, and the alpha characters to its left will populate the **Author** demographic field. Notice some examples below of IDs and how Lite handles them.
 - Open **Dictation Module** 

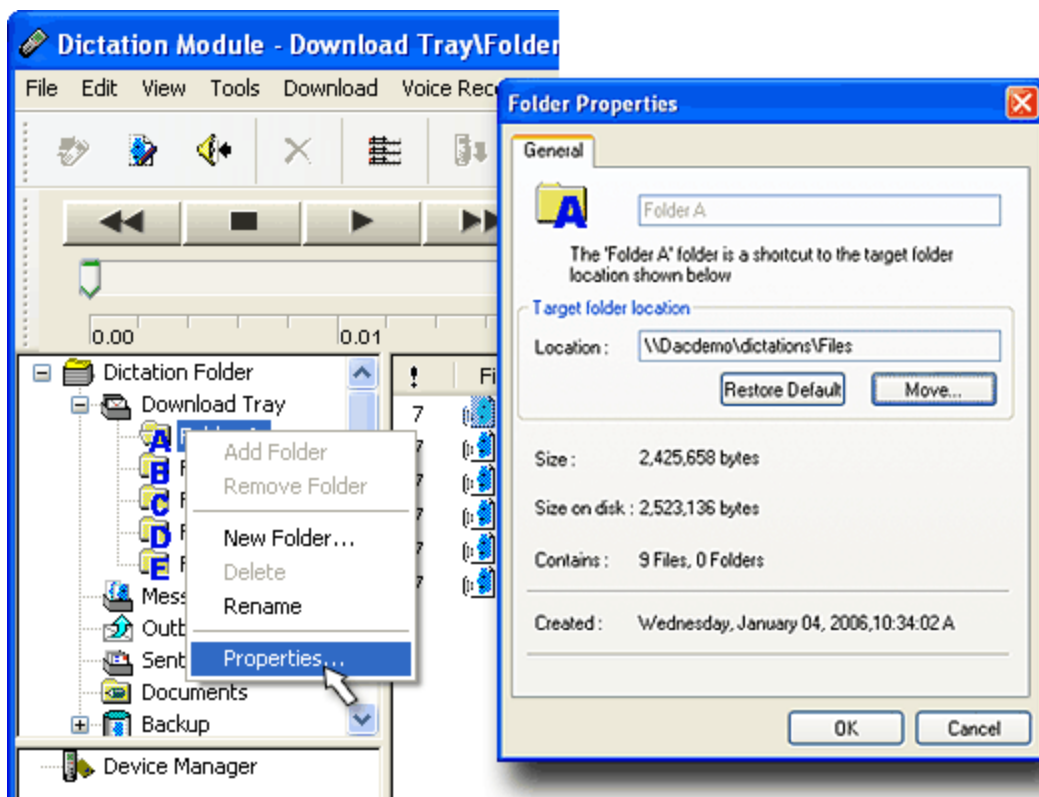
- Go to the menu **Download>Create & Send Job Data**.
- Under the the **User ID** heading, set up the user ID.
- When finished, click the **Transfer All** button.

DS4000 User ID	Author in Lite	ID in Lite	Exc in Lite
Jones00102	Jones	1	2 (or 902)
DrScott01015	DrScott	10	15 (or 915)
Nancy20580	Nancy	205	80 (or 980)

3. **Program a Priority button** (skip if *Priority* not needed). To get *Priority* status on a job in Lite, you may use the DS4000's *Priority* mark feature. This requires the Olympus *DS4000 Administrative Programming* application. This does *not* come with the portable but must be purchased additionally from Olympus. Using that application, you may designate either the [A] or [B] button to toggle *Priority* status.
4. **Set download destination.** For each folder that is active on the DS4000, you must set its download destination. You can have anywhere from 1 (just Folder A) to all 7 (A,B,C,D,E,F,G) folders active.

Disabling/enabling folders can be done via the *DS4000 Administrative Programming* application. Change the default path to iChannel Lite's central dictation directory (see the *iChannel Lite Admin Manual* for more).

- In Dictation Module, [right] *click* each corresponding folder under the [Download Tray] and choose **Properties**. The screenshot below shows this window.
- Click the **Move** button and find Lite's central dictation directory.



5. **Client preferences.** Finish configuration according to user's needs. These may include setting the Dictation Module to automatically download, delete files after download, file backup, and etc. These and other preferences can be found in the **menu Tools>Options**. See the Olympus user guide for more.
6. **Dsscore installation.** In order for the dss files to play correctly in iChannel Lite, you *must install a copy of the Olympus Dictation Module on the user's PC running the application*. When you install this application, a necessary DLL is also installed. Without it, dss playback will not function. Any version of the Dictation Module will do.




Do NOT use the same License ID for more than one PC. If you install Dictation Module on the PC running iChannel Lite, with a License ID that has already been used, dss playback may not function properly. This is an Olympus security measure.

Using work types to set Exclusive Assignment (Exc)

In addition to the steps listed above for setting the user ID and appropriate destination directories, you may configure the DS4000 to use work types. If the **DS4000 Dss Import: Use WT data for Exc Assignment** setting is checked in iChannel Lite, the work type selection can be used to select the exclusive assignment for each individual dictation. If you decide to implement this feature, when you program the user ID you will leave off the last two numeric characters that typically would correspond to the **Exc** demographic. The user IDs should look something like the ones below. **If the user wants to select the exclusive assignment for each dictation, use work types.**

DS4000 User ID	Author in Lite	ID in Lite	Exc in Lite
Jones001	Jones	1	blank
DrScott010	DrScott	10	blank
Nancy205	Nancy	205	blank

1. Program the work types.

- Open **Dictation Module**  .
- Go to the menu **Download>Create & Send Job Data**.
- Under the **Work Type ID** heading, set up to ten work types. The work type format is: **##dashName**
Below are some examples.
- When finished, click the **Transfer All** button.

Work Type ID	Exc in Lite
01-Lisa	1 (or 901)
02-Ellen	2 (or 902)
10-Niki	10 (or 910)

Troubleshooting – iChannel Lite

Q: Why are the dss files showing up in the PNav with *bad format* for their demographics?

A: This is caused by a dsscore issue.

1. You have not installed a copy of the Dictation Module on that user's PC yet. - **Solution:** Install a copy of the Dictation Module.
2. You installed a copy of the Dictation Module, but used the same License Key on more than one PC. - **Solution:** Uninstall the copy on that user's PC and reinstall with a License Key not already in use.
3. The dsscore DLLs have been deleted or are corrupt. - **Solution:** Reinstall a copy of the Dictation Module.

Q: When requesting a dss file, I got an error message *In order to play DSS files you must first install the Olympus Software components. Please contact your Voice Solutions dealer for assistance. What's wrong?*

A: This is caused by a dsscore issue.

1. You have not installed a copy of the Dictation Module on that user's PC yet. - **Solution:** Install a copy of the Dictation Module.
2. You installed a copy of the Dictation Module, but used the same License Key on more than one PC. - **Solution:** Uninstall the copy on that user's PC and reinstall with a License Key not already in use.
3. The dsscore DLLs have been deleted or are corrupt. - **Solution:** Reinstall a copy of the Dictation Module.

Troubleshooting – System

Q: When transcribing with a telephony station, the *dictation plays slow*, as if the speed was lowered. What makes this happen?

A: The **DSS Converter** is set to option 4 [**No Second Conversion**]. This setting is for software transcription. If using telephony transcribe stations, you must set it to option 2 [**Convert to 8k 8Bit uLaw**].

Q: When transcribing with iChannel/iNet, the *dictation does not sound clear*. What makes this happen?

A: The **DSS Converter** is set to option 2 [**Convert to 8k 8Bit uLaw**]. This setting is for telephony transcription. If using software transcription, you must set it to option 4 [**No Second Conversion**].

Q: Why is the DSS Converter giving the error message *Dss file is not Standard recording mode!*.

A: This happens when the DSS Converter tries to convert a dss file that is in **Long Play [LP]** mode. The format should be **Short Play [SP]**. You can change the format on the DS4000 by going to **Menu>REC MODE>SP**.

Solution: Upgrade the DSS Converter to version 1.3.0.6 or higher (note this version requires you to also have a sound card installed on the server). You will be able to convert **Long Play [LP]** files correctly now.