

## Downloading issues from your Olympus DVR (Digital Voice Recorder)

There are a number of reasons why your DVR won't download. Usually this issue occurs after a Windows update or if your Server has been upgraded or changed. At times an error message may be generated by Windows.

Here are some suggestions for you to check:

Check that you have the USB cable correctly connected to the computer and the recorder

The screen on the recorder will say 'Remote' if it is correctly connected.

- Change from Composite to Storage mode on your DVR Use the Menu button > Device Menu > USB Class > select Storage > Exit
- Check the Auto Download option (in your software) is set to 'Yes' Tools > Options > Folder Design > Download Tray > Auto Download is set to Yes

Option Setting	s en en	-	•				
Folder Design	Workflow	User Settings	E-mail / FTP	Device	Update		
Dictati	on Tray wnload Tray Folder A	<b>Ž</b>	L				
Folder B 		4 <b>1.</b> Er	Attributes abled		Yes		
		Sy	ime nchronize Folder Na	me	No	ray	
Ve	Folder F Keep		vnership Actions		No	No	
	cording Folder	Au	to Download		Yes	Yes	
	E-mail		rmat Conversion Ind via E-mail		NO	NO NO	
	FTP	D Se	nd via E-mail (Altern	nate Profile)	No	No	

• Check the Folder path is correct Tools > Options > Folder Design > Attributes should display the correct destination

	Option Settings					V X	
	Folder Design Workflow	User Settings E-	-mail / FTP	Device	Update		
r		₹↓	ites				
	Folder B 	Enabled Name Synchror	Name Synchronize Folder Name			Yes Folder A No	
	Folder E 	Path Encryptic Passwor	on rd		C:\Users\st No	ie'Documents'ODMS'Message'FolderA 💌	
э		Ownersh	Ownership			No	

• Plug the USB cable into a different USB port on your computer. The computer will recognise the device.

## • Restart the computer

If the computer has not been restarted for a while this will restore the folder path to the server.

• Check that you have the most recent version of the Software Use the Update function in the software to check this.

Option Settings			1 X 1X			8 ×		
Folder Design	Workflow	User Settings	E-mail / FTP	Device	Update			
Control of the second sec		Proxy se	Transcription Module Update  Check for updates automatically  Activate this option to automatically check for available Transcription Module software updates. Select how often it is executed automatically.  Check interval  Provy settings					

• If you are using Windows 10 and ODMS R6 make sure you apply the latest patch. Patch 16 can be found at https://www.olympus.com.au/Support/Drivers-and-Downloads/Software