OLYMPUS >>ᴸ **Dictation** Distributors
total voice solutions

Downloading Issue – Windows 10

A Windows 10 update has affected downloading for some users of Digital Voice Recorders when used with ODMS R6 software. To remedy this issue, please complete the following

1. Reinstall the USB Host Controllers from Device Manager.

To do this, in Device Manager right click the USB Host Controller under Universal Serial Bus controllers and select Uninstall.

Once successfully uninstalled Scan for new hardware changes in Device Manager and the standard drivers should reinstall.

2. If the above does not fix the issue please change your Device from Composite to Storage.

The default factory setting for all devices is 'Composite'.

The following instructions are for Olympus DS-7000 and DS-3500

1. Press the MENU button on the front of the recorder
2. Use the > arrow to Select Device Menu (Card Select will be highlighted on the screen)
3. Use the down arrow to select 'USB Class'
4. Press the Menu button to enter the USB Class windows
5. Select 'Storage'
6. Select Exit to confirm and exit settings

Please note that other Olympus models have similar setting options to above. Using the Menu function will allow users to find the Device Menu – USB Settings etc.