Software Licence Number, Incorrect or Lost

Question: I'm trying to install the Olympus software and getting an error indicating that the Licence Number is incorrect. How can I install the software?

Answer 1: Different Licence Numbers are required for different software products. Please check the schedule below to ensure that the format of the Licence Number matches the Software CD.
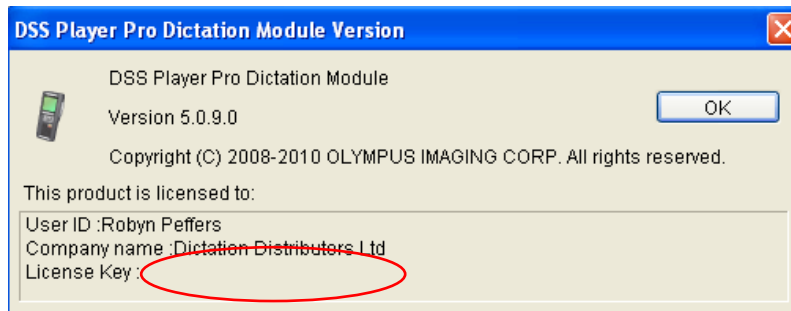
Answer 2: Ensure that you have entered the characters correctly. Note that, in many of the Licence Numbers, the last group of 4 digits may contain alpha or numeric references. For example, a letter "O" may in fact be a Zero, or a letter "i" may be a letter "l" or a number "1".

Digital Voice Recorder	Software	Licence ID Prefix / Format
DS-330	DSS Player 2002	RD …
DS-2000	DSS Player 2002	R2K …
AS-2000 Transcription Kit	DSS Player 2002 with Foot Control	RFP …
AS-3000 Transcription Kit	DSS Player Pro Transcription R3	RTP …
DS-3300 / DS-4000	DSS Player Pro Dictation R4	RDM1-xxxx-xxxx-xxxx-xxxx
AS-4000 Transcription Kit	DSS Player Pro Transcription R4	RTM1-xxxx-xxxx-xxxx-xxxx
DS-2 / DS-2300	DSS Player v6	8360-0101-xxxx-xxxx-xxxx
AS-2300 Transcription Kit	DSS Player v6 with F/C	8360-0121-xxxx-xxxx-xxxx
DS-2400 / DS-2800	DSS Player Standard Dictation v1	SD11-xxxx-xxxx-xxxx-xxxx
DS-2500	DSS Player Standard Dictation v2	SD28-xxxx-xxxx-xxxx-xxxx
AS-2400 Transcription Kit	DSS Player Standard Transcription v1	ST11-xxxx-xxxx-xxxx-xxxx
	DSS Player Standard Transcription v2	ST28-xxxx-xxxx-xxxx-xxxx
DS-3400 / DS-5000 & iD	DSS Player Pro Dictation R5 – Single Licence	RD51-xxxx-xxx-xxxx-xxxx
	DSS Player Pro Dictation R5 – Multi Licence	RD5A--xxxx-xxx-xxxx-xxxx
AS-5000 Transcription Kit	DSS Player Pro Transcription R5 – Single Lic	RT51- xxxx-xxx-xxxx-xxxx
	DSS Player Pro Transcription R5 – Multi Lic	RT5A--xxxx-xxx-xxxx-xxxx
DS-3500 / DS-7000	ODMS R6 Dictation – Single Licence	RD66-0001-xxxx-xxxx-xxxx
	ODMS R6 Dictation – Multi Licence	RD66-00xx-xxxx-xxxx-xxxx
	ODMS System Configuration Program	RS26-0000-xxxx-xxxx-xxxx
	ODMS Licence Manager	RL26-0000-xxxx-xxxx-xxxx
AS-7000	ODMS R6 Transcription – Single Lic	RT66-0001-xxxx-xxxx-xxxx
	ODMS R6 Transcription – Multi Lic	RT66-00xx-xxxx-xxxx-xxxx

Question: I'm reinstalling my software onto a new PC and I can't find the original Licence Number. How can I find out what my Licence Number is?

Answer 1: If the software is still installed on your last PC:
- Open up the software
- Go to "Help – About"
- The Licence Key will appear under the User ID and Company name (see below):

Answer 2: Unfortunately we do not know your Licence Number as each product is sold with a unique Licence. If you have lost your Licence code then you will need to purchase a new one. Please contact our Customer Services Team on 0800 659 678.