

June 7<sup>th</sup>, 2020

Dear Olympus Dictation Customers,

Subject: Operation recovered for the Olympus Dictation App

**We would like to inform you that all services for the Olympus Dictation App and Olympus Dictation Portal has now recovered, as of June 7<sup>th</sup>, 10:30 JST.**

Due to the recent increase of dictations being processed on the Olympus Dictation Delivery Service, the interaction of applications within the server had become unstable, causing unexpected errors and delaying the delivery of dictations. During the past few days, we have implemented a number of new functions to clear the bottleneck and to prevent the system overflowing. At the same time, all maintenance has been completed to clear the unnecessary data accumulated by the error and the server has recovered its stability.

Dictations kept on your device may now be sent to your recipients. In case you are not sure if your previous dictations reached your destination, we recommend that you send your dictation again.

In order to provide a reliable and sustainable service for our customers, we are considering further measures to ensure that the service remains running under any circumstance. We will next update you regarding our plans on June 12<sup>th</sup>.

Once again, we apologise for any inconvenience caused by the service outage.

Sincerely yours,



Ichiro Igari  
Director  
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**OLYMPUS**



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