OLYMPUS

DSS Player Pro
Transcription Module

INSTRUCTIONS

Contents

DSS Player Pro Features

DSS Player Pro is made up of two sections - a Dictation Module and a Transcription Module. These software products can be installed by using the license ID that is supplied with the product. Functions provided by these two modules are summarized below.

Dictation Module
- Allows speech recorded on the DS-3000 to be stored and managed as DSS audio files on a PC.
- Plays audio files.
- Converts DSS files to WAVE files.
- Sends audio files as e-mail attachments.
- Allows DSS files to be recorded directly from the DS-3000 to a PC.
- Allows recorded speech to be converted to text when used in conjunction with speech recognition software.

Transcription Module
- Plays audio files in the background when another application is running, such as a word processor.
- Receives audio files sent as e-mail attachments.
- Enables foot switch control of the playback process.

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System Requirements

- Operating system

Microsoft Windows 95 (Internet Explorer 4.0 or later) / 98 /Me /NT Workstation 4.0 with Service Pack 4 (SP4) or later / 2000 Professional (referred to here as Windows 2000) / XP Home/Professional (referred to here as Windows XP)

- PC

IBM PC/AT compatible PC

- CPU

Intel Pentium 166MHz or faster, or AMD-K6

- RAM

32MB or more

- Hard drive space

25MB or more (plus space for sound data files)

- Sound card

Creative Labs Sound Blaster 16 or 100% compatible sound card

- Display

800x600 pixels or more, 256 colors or more

- CD-ROM drive

Double-speed CD-ROM

- USB port

One or more free ports

- Audio I/O terminals

Microphone input and earphone (or speaker) output

Notes
- *USB ports are not available on PCs running Windows 95 or that have been upgraded from Windows 95 to any other OS. An optional PC Card adapter or floppy disk adapter is needed to download audio files to such PCs.*
- *Certain functions, such as remote and direct recording, are not available on PCs that do not have USB ports.*
- *One serial port or USB port is required to connect the Foot Switch.*
- *To use the Send/Receive Mail Function with Windows 98/2000/Me/XP, an MAPI subsystem such as Microsoft Outlook should be installed.*

Installing DSS Player Pro

DSS Player Pro is made up of two sections - a Dictation Module and a Transcription Module. You need to enter the license ID that is supplied with the product during installation to run this software.

Notes
- If you intend to use speech recognition software, it must be installed first. For instructions on installing the speech recognition software, refer to the user's guide supplied with the speech recognition software.
- If you are running Windows NT4.0/2000/XP on a network, you need to log in as an administrator or use a user name that has administrator's rights.

1 **Insert the DSS Player Pro CD-ROM into the CD-ROM drive.**
The installer launches automatically.
Note
If the installer does not launch automatically, follow these steps.
It is assumed that the CD-ROM drive is assigned drive letter D.
(1) Click the "Start" button and select "Run."
(2) Type "D:Setup.exe" in the "Open" field and click "OK."

2 **The "Welcome to Olympus DSS Player Pro Setup" dialog box opens.**
Exit all applications other than the installer and then click "Next."
Note
If you are running Windows NT4.0/2000/XP, you need to log in as an administrator or use a user name that has administrator's rights.

3 **Register user information.**
Register user information. Enter your name, company name, and license ID number (serial number). The license ID number is printed on the license ID card. Click "Next." A confirmation dialog box opens. Click "Yes."

4 **Confirm acceptance of License Terms.**
You must accept the License Terms to install DSS Player Pro. If you accept, click "Yes."

5 **Select where to install DSS Player Pro**.
Specify the folder in which to install DSS Player Pro. Click "Browse" to change the installation folder. To use the default folder, click "Next."
Note
If the installation folder does not exist, a folder creation confirmation dialog box opens. Click "Yes."

6 **Select a program menu folder.**
You may change the program menu folder to another one, such as "Start Up". To use the default folder, click "Next."

7 **Confirm the start of file copying.**
Confirm all "Current Settings." To accept them, click "Next."

Note
To change the program menu folder or installation folder, click "Back."

8 **Install Acrobat Reader if not currently installed on your PC.**

When the Acrobat Reader installation dialog box opens, select Install Adobe Acrobat Reader and click "Next."

Note

Installing Acrobat Reader allows you to view detailed operating instructions for DSS Player Pro.

9 **Copy files.**
Wait until DSS Player Pro is installed on your PC.

10 **Setup Complete.**
Setup is complete. Click "Finish."

11 **Set up Acrobat Reader.**
When the Acrobat Reader Setup dialog box opens, click "Next."

12 **Select where to install Acrobat Reader.**
Specify the folder in which to install Acrobat Reader. To use the default folder, click "Next."

13 **Setup Status.**
Wait until Acrobat Reader is installed on your PC.

14 **Exit Acrobat Reader setup.**
When the Exit Setup dialog box opens, click "OK."

Notes

- You may be requested to restart your PC when setup is complete. If so, make sure that "Yes, I want to restart my computer now." is selected before clicking Finish to restart the PC.

- When you start Windows after DSS Player Pro has been installed, ▣ is displayed on the taskbar.

- If you want to use both the Dictation Module and the Transcription Module on the same PC, repeat the installation process using option "Modify" in the Start-up screen.

Uninstalling DSS Player Pro

The process of removing software installed on your PC is called uninstalling. Uninstall DSS Player Pro when it is no longer needed.

1 **Click "Start," point to "Settings," and select "Control Panel."**

2 **Double-click "Add/Remove Programs."**

3 **A list of applications that have been installed is displayed.**
Select "Olympus DSS Player Pro."

4 **Click "Add/Remove (in Windows 2000, "Change/Remove")."**

5 **The "Modify, Repair, or Remove the program" dialog box opens.**
Make sure that Remove is selected and then click "Next."

6 **A file deletion confirmation dialog box opens. Click "Yes"**

7 **Now deleting.**
DSS Player Pro is being deleted. Please wait.

> *Note*
> *An additional message may appear. If so, read it carefully and do as instructed.*

8 **Exit uninstall.**
The program has been uninstalled. Click "Finish."

Connecting the DS-3000 Digital Recorder

The DS-3000 works with both the Dictation Module and the Transcription Module.

> **Notes**
> - *Make sure you finish installing DSS Player Pro before connecting the DS-3000. If you connect the DS-3000 before installing DSS Player Pro, the "Add New Hardware Wizard" dialog box will open. If this happens, click "Cancel" to exit the wizard and install DSS Player Pro (☞P.6).*
> - *Before connecting the USB cable to the DS-3000, make sure that theDS-3000 is in the stop mode, with its rear-panel POWER/LOCK switch ON and that the HOLD switch is not set to the HOLD position.*

1 **Insert the USB cable connector A into the PC USB port.**
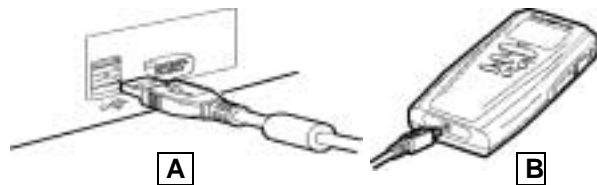
2 **Insert the USB cable connector B into the DS-3000.**
DSS Player Pro launches automatically when the software recognizes the DS-3000.

> **Notes**
> - *For information about your PC's USB ports, refer to the user's guide supplied with the PC.*
> - *Never remove the USB cable while a communication session is in progress. Data files could be damaged if you do.*

Starting the Transcription Module

To start the Transcription Module, follow these steps:

Notes
- It is assumed that the DSS Player Pro Transcription Module has been installed. For installation instructions, see Installing DSS Player Pro ($\mathcal{F}$P.6).
- If you have a plan to use the foot switch or headset, see Connecting the RS23/RS24 Foot Switch ($\mathcal{F}$P.11) and Connecting the E102 Headset ($\mathcal{F}$P.12).
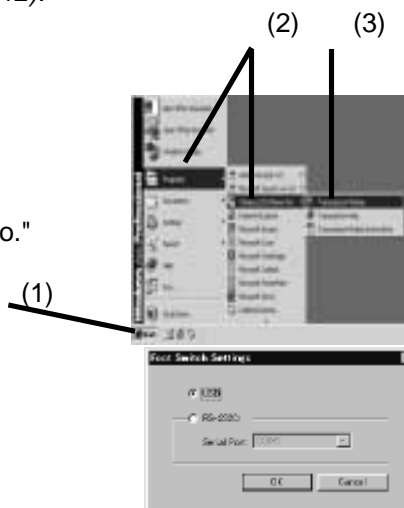
(2)   (3)

1 Start Windows.

2 Follow these steps:
(1) Click the "Start" button.
(2) Point to "Programs" and select "Olympus DSS Player Pro."
(3) Click "Transcription Module."

(1)

3 A dialog box for selecting the foot switch connection method opens.
Select USB or Serial and click "OK."

Notes
*- This dialog box opens only when the Transcription Module launches for the first time, and does not appear again.*
- The Transcription Module will launch automatically when you connect the DS-3000 to the USB port or if you insert a SmartMedia PC Card Adapter into the PC. To disable automatic launching of the Transcription Module, right-click on the taskbar and select "Do not detect automatically."

Connecting the RS23 / RS24 Foot Switch

The RS23/RS24 foot switch works only with the Transcription Module.
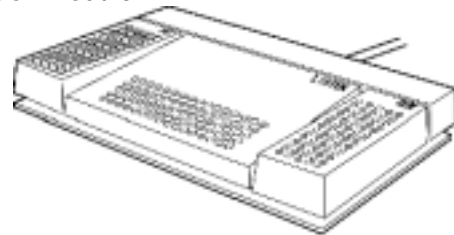
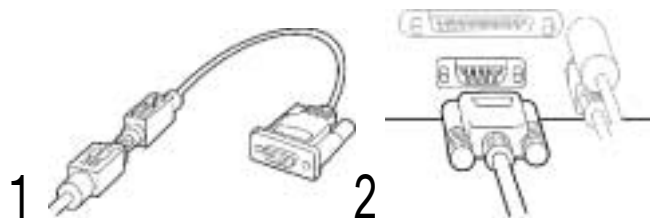Connect the foot switch either to a USB port or a serial port on your PC.

Connecting to a USB Port

1 **Connect the foot switch cable to the USB adapter cable.**

2 **Connect the USB adapter cable to the PC USB port.**

Connecting to a Serial Port

1 **Connect the foot switch cable to the serial adapter cable.**

2 **Connect the serial adapter cable to the PC serial port.**

Connecting the E102 Headset

The E102 is a stereo headset. When playing stereo sound,
wear the set properly, observing the L and R markings.
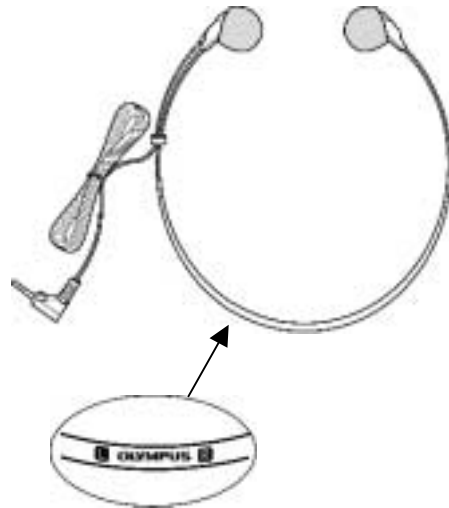
Plug the headset into the PC earphone socket 🎧.

Note

If your PC does not have a socket marked 🎧 , plug the headset into a socket marked
🔈 or ◀◎.

Send Mail Function

To activate the Send Mail function, the MAPI subsystem must be installed in your computer. Check if the MAPI subsystem is installed on your computer by following the steps below.

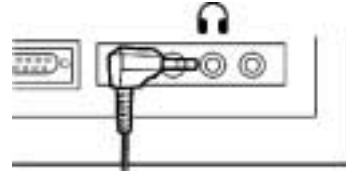**1** **Click Start, Settings and Control Panel.**

2 **Check if "Mail" or "Mail and Fax" icon is in the Control Panel**.

If the icon exists, the MAPI subsystem has already been installed on your computer. Go to the "How to Activate Send Mail Function" section in this manual.
If the icon does not exist, install the MAPI subsystem. The MAPI subsystem will be installed when Windows Messaging, Microsoft Exchange Client, or Microsoft Outlook is installed.
Windows Messaging software is included in the CD-ROM for Windows 95 and Windows NT4.0.
Microsoft Outlook is included in the CD-ROM for Microsoft Office.

How to Install MAPI Subsystem

For Windows 95 users

1 Click **Start**, point to **Settings**, and click **Control Panel**.

2 Double-click on the **Add/Remove Program** icon.

3 Click on the **Windows Setup** tab.

4 Check the **Microsoft Exchange** (or **Windows Messaging)** box

5 Click OK to continue. You may be prompted to insert the Windows 95 CD-ROM.
A copying Files message appears. The Inbox Setup window appears.

6 After you have completed installing the Windows Messaging software, your Windows Control
Panel should have a new "Mail" or "Mail and Fax" icon.

For Windows NT4.0 users

1 Click **Start**, point to **Settings**, and click **Control Panel**.

2 Double-click on the **Add/Remove Program** icon.

3 Click on the **Windows NT Setup** tab.

4 Check the **Windows Messaging** box.

5 Click OK to continue. You may be prompted to insert the Windows NT CD-ROM.
A Copying Files message appears.

6 After you have completed installing the Windows Messaging software, your Windows Control
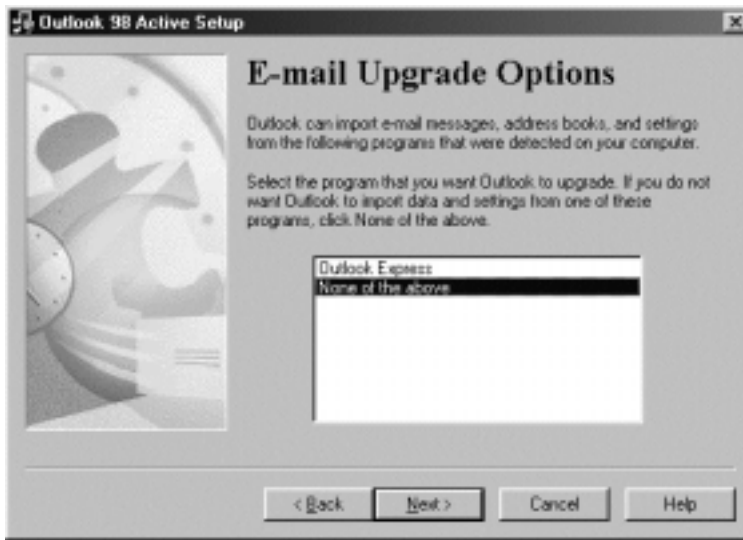Panel should have a new "Mail" or "Mail and Fax" icon.

For Windows 98/2000/Me/XP users

Installing Microsoft Outlook 98

1 Start the Setup program for Outlook 98. When the following window appears, select **[Other Mail Applications]** and click the **Next** button.

Outlook 98 Active Setup

E-mail Upgrade Options

Outlook can import e-mail messages, address books, and settings from the following programs that were detected on your computer.

Select the program that you want Outlook to upgrade. If you do not want Outlook to import data and settings from one of these programs, click None of the above.

Outlook Express
None of the above

< Back   Next >   Cancel   Help

2 When the following window appears, select **[Corporate or Workgroup]** and click the **Next** button.

Outlook 98 Active Setup

E-mail Service Options

C Internet Only
Optimize Outlook to connect only to one or more Internet Service Providers or E-mail Servers using Internet standards for e-mail delivery (POP3, SMTP, or IMAP).

⊙ Corporate or Workgroup
Configure Outlook to connect to Microsoft Exchange, Microsoft Mail 3.x, 3rd-party e-mail services, or any combinations of the above plus Internet e-mail.

C No E-mail
Do not setup Outlook to read e-mail; I do not use e-mail or I use another program to read e-mail.

< Back   Next >   Cancel   Help

3 Follow the instructions on each screen.

Installing Microsoft Outlook 2000

1 After installing Outlook 2000, start the program.
When the following window appears, click the **Next** button.

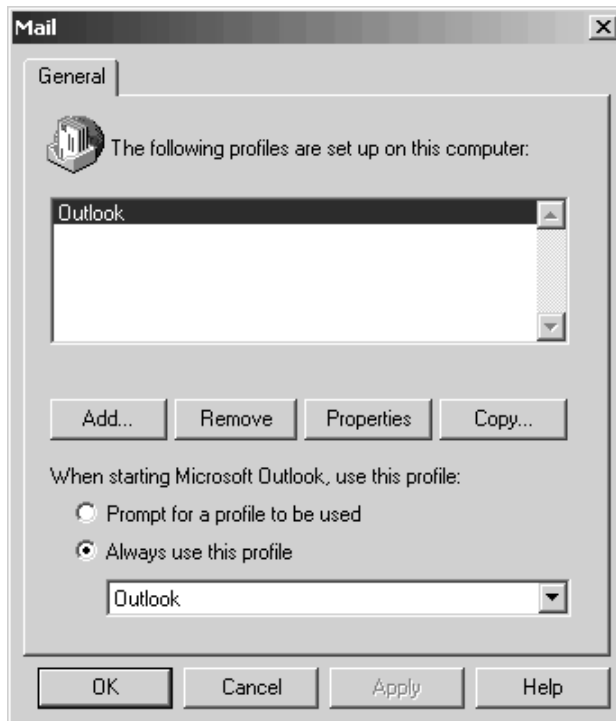**2** Select **[Corporate or Workgroup]** and click the **Next** button.

3 A dialog box for setting up Microsoft Outlook appears. This is the Wizard for creating a Profile. See Step 3 in the following **Dictation/Transcription Module** section.

<u>**Installing Microsoft Outlook XP**</u>

1 After installing Outlook XP, double-click on the Mail icon in the Control Panel, and then click the [Show Profiles…] button.
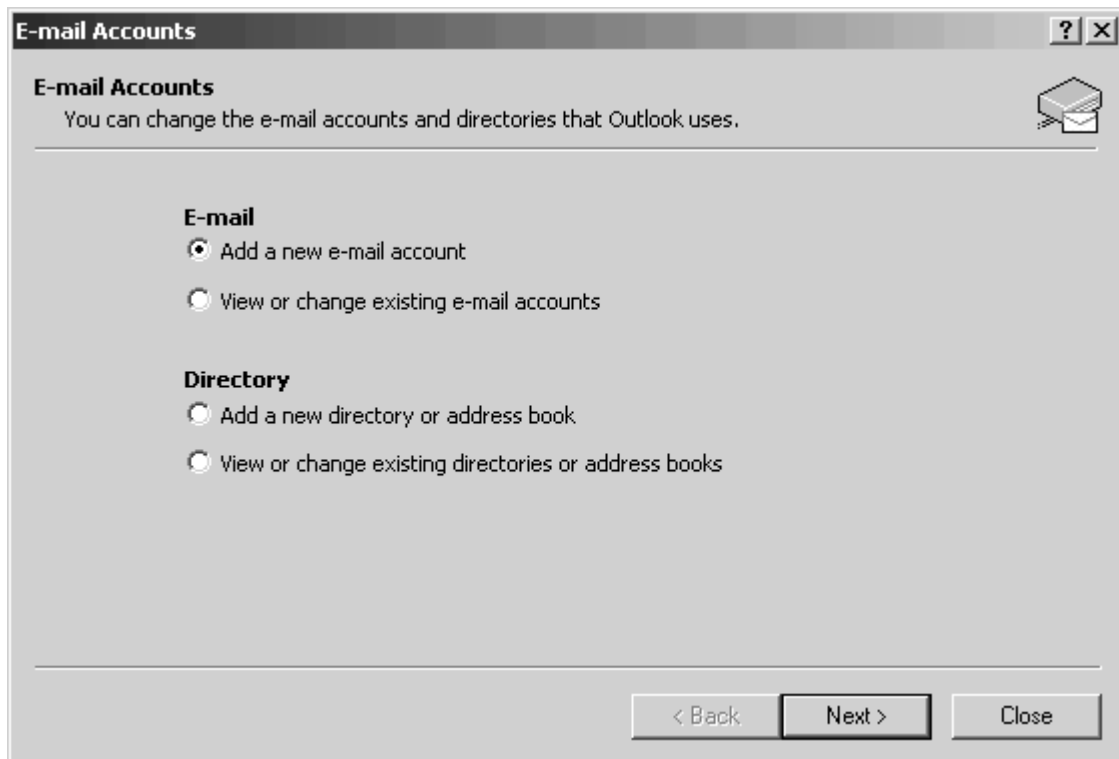
Mail Setup - Outlook

E-mail Accounts

Setup e-mail accounts and directories.

[E-mail Accounts…]

Data Files

Change settings for the files Outlook uses to store e-mail messages and documents.

[Data Files…]

Profiles

Setup multiple profiles of e-mail accounts and data files. Typically, you only need one.

[Show Profiles…]

[Close]

2 Click the [Add…] button.

Mail

General

The following profiles are set up on this computer:

Outlook

[Add…] [Remove] [Properties] [Copy…]

When starting Microsoft Outlook, use this profile:

○ Prompt for a profile to be used
● Always use this profile

Outlook

[OK] [Cancel] [Apply] [Help]

3 Type the profile name and click [OK].

New Profile   ×

Create New Profile   OK
                                      Cancel

Profile Name:

Lotus Notes

4 Select "Add a new e-mail account" and click [Next].

E-mail Accounts   ?×

E-mail Accounts
You can change the e-mail accounts and directories that Outlook uses.

E-mail
⦿ Add a new e-mail account

○ View or change existing e-mail accounts

Directory
○ Add a new directory or address book

○ View or change existing directories or address books

< Back   Next >   Close

5 Select the server type that your e-mail account will work with. If you are going to use an MAPI compliant Workgroup system such as Lotus Notes or Novell GroupWise, select "Additional Server Types", click [Next], and then go to Step 6. If you are planning to use an Internet service provider, select POP3 server, click [Next], and then go to Step 7. Please note that AOL cannot be used because AOL cannot open e-mail servers.
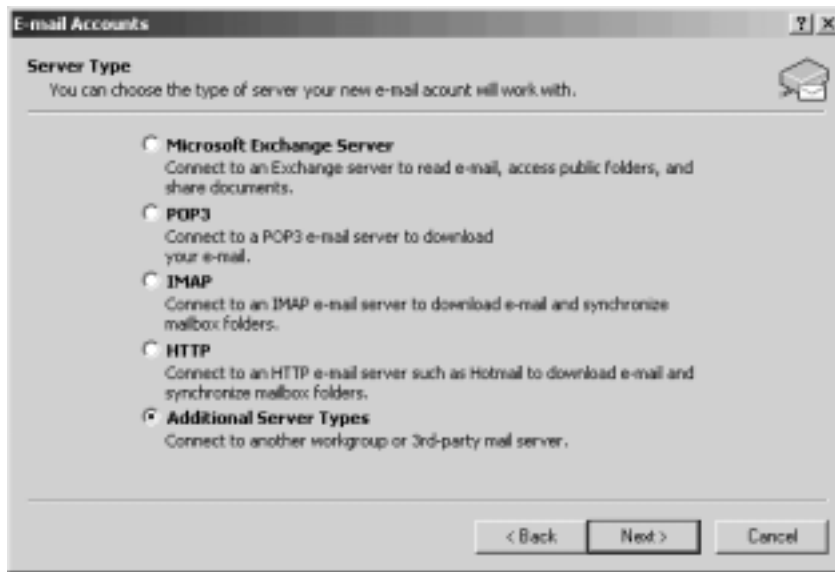
6 If you select "Additional Server Types", you will see the following dialog box. Click [Next] and follow the instructions on the screen, and then go to Step 8.
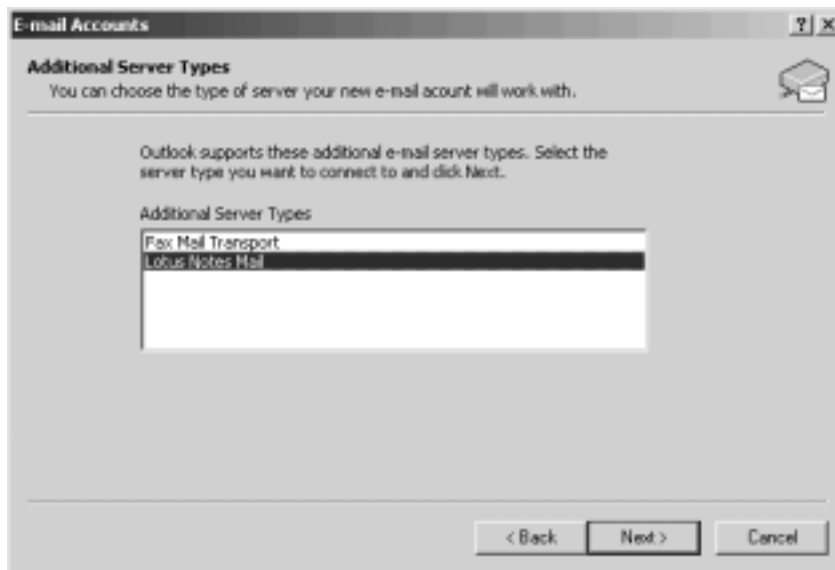
7 If you select "POP3", you will see the following dialog box. Enter the necessary information and click [More Settings…].

Select the Connection tab in the following dialog box and make sure the appropriate connection method is selected.

8 After the setup is completed, open DSS Player Pro and click "Tools", "Options", "Mail" tab, and select the profile name you have created. If you want to preset the destination address, enter the e-mail address, subject and message. If you are using Lotus Notes, click the "Address Type" Combo Box and select "NOTES" from the list of address types.

Options	☒

Download   Mail

Profile: Lotus Notes ▼   Add...

To: [ ]   Set

[ ] ▼   Delete

CC: [ ]   Set

[ ] ▼   Delete

Address Type: [ ] ▼

Address Book ...

SUBJECT: [ ]

Message: [ ]

☑ Display confirmation dialog box when sending a message

☐ Limit size of attachments

0   Kbyte under

OK   キャンセル

How to Activate Send/Receive Mail Function

Create A Profile

The Profile is the group of information services to set up the Messaging application. The information services allow you to access the Mailbox and review the Address Book. The Send Mail function does not work if there is no Profile. If the Profile exists and has already been used for sending e-mail, it is not necessary to create a new Profile.

The instructions for how to activate the Send Mail function in DSS Player Pro and create a Profile are shown below.

Dictation/Transcription Module

1 Start the DSS Player Pro Dictation or Transcription Module and click **Tools**, **Options** in the menu to open the Option Setting dialog box.

2 Click the **Mail** tab and select the Profile name you want to use. If there is no Profile name, go to the next step.

3 Click [Create] button. The Setup Wizard runs and will list the Messaging applications that comply with MAPI. For example, if Groupware such as Lotus Notes, Novell GroupWise, or Microsoft Exchange is installed, these applications will be listed.
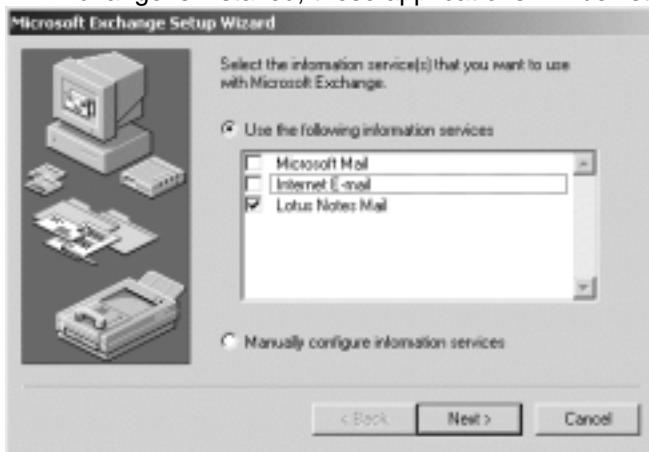
4 Select [Use the following information services] and check one application from the list. If you want to set up a dialup connection through an Internet service provider, select [Internet E-mail] in the list. If you want to set up to use a LAN within your company, also select [Internet E-mail] in the list.

Note
- The Send Mail function does not work with AOL or Internet providers that cannot open POP3 server addresses.

5 Click the **Next** button and follow the instructions on each screen.

6 When the Wizard is completes, it returns to the Profile in the Option Setting dialog box. Please make sure that the Profile name you have created using the Setup Wizard is displayed in the Option Setting dialog box. If a different profile name is displayed, switch to the Profile you have created.

Transcription Window

Transcription Window

When you start Transcription Window, the following window opens.
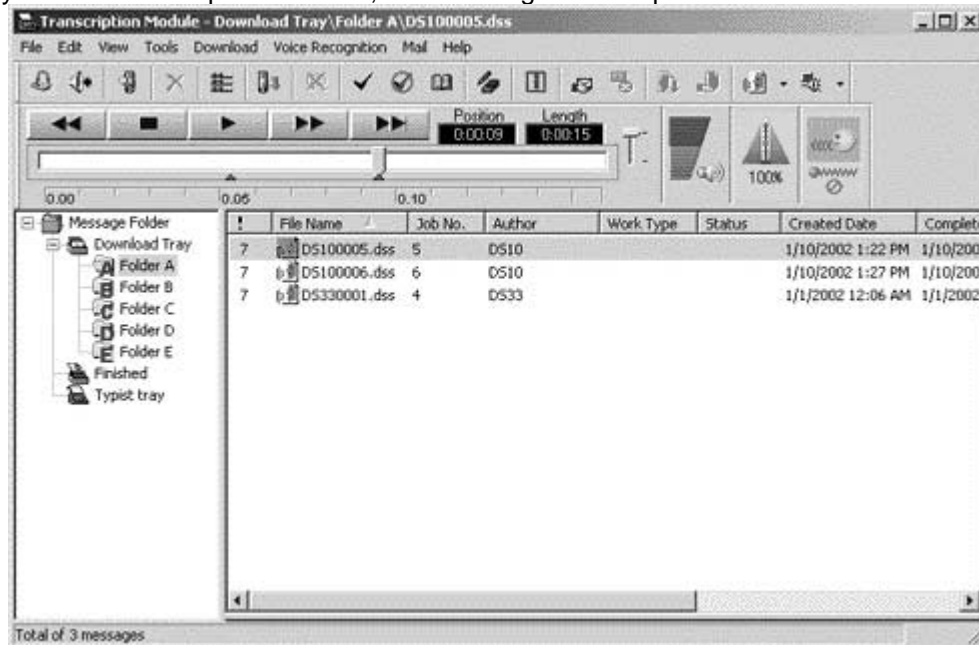
Title Bar

Displays the path of the active file.

Menu Bar

Click an item to display the corresponding commands.

File Menu

Edit Menu

View Menu

Tools Menu

Download Menu

Voice Recognition Menu

Mail Menu

☞ **Commands**

Tool Bar

Start Transcription

Opens the file that is currently selected in the Typist ListView (active file if multiple files are selected) in the Transcribe Window.
If the Status of the file to be opened is "Pending" or the file is being recorded, an error message is displayed and the file will not open.

Convert to WAV file

Saves the files currently selected in the Typist ListView (all selected files if multiple files are selected) as WAVE files.

Detect Device

Updates the information about devices that cannot be automatically detected. If a new device is detected, it is registered in Device TreeView and the action that is specified in "download options" is executed.

Delete

Deletes the files that are selected in the Typist ListView.

Scan

Plays the initial five seconds of the files in the selected folder. Scanning starts from the first file and continues until all the files in the selected folder have been played. When all files have been scanned, a beep is heard. For DSS files that are less than five seconds long, the file is played to the end and scanning continues to the next DSS file.

When the files in the selected folder are scanned, the DSS file that is being played is highlighted.

If you interrupt the scanning operation by stopping or changing the playback position, scanning stops at that point and the current file becomes the active file. In addition, if you execute Intro Scan while scanning is in progress, the operation is aborted and the current file is played until the end of the file or until it is stopped.

Download All

Downloads all DSS files in the recorders and cards that are currently detected in the same folders in the Download Tray. If files are downloaded from a Removable Drive that does not have a folder, they are downloaded only to Folder A. If multiple devices are detected in the Typist TreeView, a dialog box appears for you to select which devices to download the DSS files from. In addition, even if the folder names are changed, the files are downloaded to the original Folders A, B, and C of the Download Tray.

Start Voice Recognition

This command is available only when the IBM voice recognition applications ViaVoice98, ViaVoice Millennium (not included), or later versions, are installed on the PC. When the command is activated, SpeakPad starts automatically convert files selected in the Voice List window to text files.

This command is available only for DSS files recorded in standard mode and WMA files (Hi-Quality mode), recorded with the DS-10 (or other supported recorders).

When multiple files are selected in the Voice List window, voice recognition is executed one at a time. When voice recognition is completed for each file, the important information for the voice file is inserted as a delimiter. The status of current voice recognition can be viewed using the [Show Progress] command.

New Index Mark

Index marks can be assigned to any position in the selected DSS file. WMA files recorded by DS-10 are also available.By clicking ▶▶ (Index Mark Skip Button), you can move to the index mark position of the file at any time. A total of 16 index marks can be stored in each file. All index marks remain attached to the file until they are deleted.

You can set index marks using the Digital Voice Recorder or through the DSS Player Pro application. If you use DSS Player Pro, you can set index marks using the same procedure during playback and stop modes.

To insert an index mark during playback, start playback, move to the desired position (play the file or drag the Position Control to the appropriate position), and select "New Index Mark" on the Tool bar.

To insert an index mark while playback is stopped, select "New Index Mark" at the desired position on the DSS/WMA file.

Delete Index Mark

To remove an index mark, first use the [Index Mark Skip Button] or the [View All Index Marks] command to move to the desired index mark. While playback is stopped, select Delete Index Mark at the desired position.

View All Index Marks

A dialog box opens. Double-click the index mark or select the time and click the [Skip] button to move to the selected index marks. You can also delete the selected index marks by selecting the mark while playback is stopped and clicking [Delete].

View Job Data

Displays the DSS header information of the active file in a dialog box.

The following DSS header information is displayed.

  Serial Number
  Priority
  Author
  Work Type
  Option Items

Notes
Recording End Date
Recording End Time
Length
Status

ⓘ **Change Status**

A dialog box appears for you to select and change the Typist Status of the active file from the following list.

Finished

Pending

Unfinished

Cancel Job

✉ **Log On**

Logs on to the e-mail profile that is chosen by the Mail Tab of [Options] in the Tools menu. DSS Player Pro will check for new messages that have arrived. DSS Player Pro searches for messages that have DSS file attachments in the Inbox Folder and displays the DSS files that are attached to the messages in the Typist ListView.

If multiple folder information exists in the profile, the Typist TreeView displays all the names of the folder information that is registered in the profile.

✉ **Log Off**

Logs off from the e-mail service to which you are currently logged on.

⬇ **Download File**

Downloads all attached files in the ✉ Attached DSS Files folder of the Typist TreeView to the download folder that is selected in Options | Mail Properties Tab.

If multiple file information exists, a dialog box appears for you to select which folder to download from.

📄 **Check New Mail**

Checks for new messages using the message service that you are currently logged onto. If new messages exist, the folder information is updated.

Select File Type

By pressing the button, **the button and the displayed files change as follows.**

Button display and displayed files	**Display after the button is pressed**
🗍 DSS Files Only	🗍 WAVE Files Only
🗍 WAVE Files Only	🗍 DSS files and WMA files
🗍 DSS files and WMA files	🗍 WMA files only
🗍 WMA files only	🗍 DSS files, WAV files and WMA files
🗍 DSS, WAV and WMA files	🗍 DSS Files Only

Select Speaker

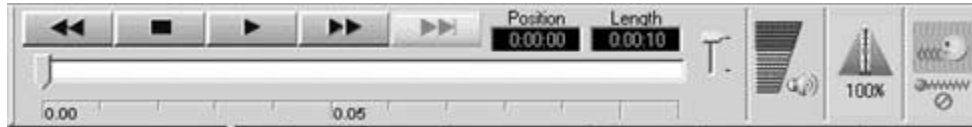Selects either the PC speakers or speaker on the recorder as the target for audio output.

🗍 Output audio to PC

🗍 Output audio to Recorder

Playback Control Bar

A Play Bar and Position Control

[Play Bar] and [Position Control] are graphics that **indicate the current position of the file being played.** You can move the playback position forward or backward quickly by dragging the [Position Control] or clicking in front of or behind the [Position Control].

☞ Keyboard and slider motion

Time Axis and Time Axis Control Slider

Time Axis is displayed below the play bar with the same width as the play bar. You can change the scale of the Time Axis by moving the Time Axis Control Slider knob up and down. The type of **Time Axis** varies depending on the recording length. The relationship is as follows.

Recording Length	Scale Display
0 to 1 minute	Full scale
1 to 10 minutes	Full scale and 1 minute
10 to 30 minutes	Full scale, 1 minute, and 10 minutes
30 to 60 minutes	Full scale, 1 minute, 10 minutes, and 30 minutes
1 hour or longer	Full scale, 1 minute, 10 minutes, 30 minutes, and 1 hour

The Time Axis Control Slider automatically determines the applicable Time Axis from the recording length of the current active file and updates the slider scale. For example, for a file with a recording length of 50 minutes, four types of scales, full scale, 1 minute, 10 minutes, and 30 minutes, apply. Thus, four levels of slider scale will be displayed. If the recording length of a file is less than 1 minute, only full scale applies. The Time Axis Control Slider therefore does not operate.

If the Time Axis is set to a scale other than full scale and the position control reaches the right end of the play bar during playback, the position control instantly moves to the left end and the Time Axis display is updated. The last scale mark of the Time Axis is displayed in red and the fractional time is displayed. If you drag the position control to the left end or the right end of the play bar, accelerated fast forward or rewind takes place, updating the scale of the Time Axis and the current playback position.

In addition, the [Index Mark] is displayed using a red triangle on the [Time Axis]. Up to 16 index marks can be used on each DSS file.

☞ Keyboard and slider motion

Playback Position and Length

The hours, minutes, and seconds of the current playback position of the voice file is shown in the following format:

xx : xx : xx

The recording length of the active file is also shown using the same format.

Volume Control

If the soundboard used supports electronic volume control functions, the output volume can be

adjusted on the playback soundboard using the [Volume Control Slider] displayed when [icon] is clicked with the left mouse button. If the button is in focus, volume can be controlled by entering values via the keyboard. This feature is not available for older soundboards that have only manual volume controls.

☞ Keyboard and slider motion

Speed Control

The playback speed of DSS files can be adjusted without changing pitch by moving the [Playback

Speed Control Slider], which is displayed by clicking on [icon] with the left mouse button. This function is not supported for WAVE files. If the button is in focus, the pitch can be controlled by entering values via the keyboard

☞ Keyboard and slider motion

Noise Cancellation

The noise cancellation effect can be changed using the slider that is displayed by clicking on

with the left mouse button. If the button is in focus, noise cancellation can be changed by entering values via the keyboard.

Typist TreeView

Lists the DSS and WAVE files. You cannot move or rename folders or drop files to folders other than Folders A, B, C, D and E.
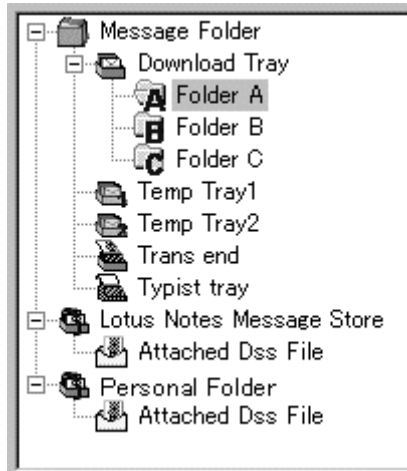
Message Folder

You can freely create a folder under this.

Download Tray

This is the root folder used to manage the message files that are downloaded from the recorder or card.

Folder

This folder is used to download message files in Folders A, B, and C of the recorder or card.

You can drop files from other applications or from the Typist ListView into this folder.

All Files

This folder is used to display all message files in Folders A, B, and C in the Typist ListView.

Finishe

This folder is used for files in Folders A, B, C, D and E for which typing has been completed.

Typist Tray

This is the folder to list files of the entire folders that has not been transcribed. You can distinguish a file in a folder as the file paths will be displayed in the title bar.

Mail Service

This is the current mail service that you are connected to.

Personal Folder

This folder appears only while you are logged onto the messaging application with the "Log On" command. The folder disappears when you log off. It displays the names of the folders that are registered in the folder information.

When the Personal Folder is selected, Message View is shown below the Typist ListView. Message View shows the e-mails in the selected message file.

Attached DSS Files

This folder is used to display all the DSS files that are attached to e-mails in the Personal Folder of the Typist ListView.

Header Bar

These are the items that are currently shown.

When you click an item, the files are sorted according to the clicked item in ascending/descending order.

☞ Details of the Items That Are Displayed on the Header Bar

☞ Setup of displayed items

☞ Sort by Items

Detail of Items That Are Displayed on the Header Bar

Displayed Items   Details
**_Display of all files_**
File Name   In front of the file names, the corresponding icon for each file is attached.
Created Date   Dictation start date.
Completed Date   Date Dictation completed.
Transferred Date   DSS/WMA file: Date and time of when it was first created as a Window's file.
                   WAV file: Same as the "Created Date".
File Type   Type of file.
                   DSS file: DSS File
                   WAV file: WAV File
                   WMA file: WMA File
Recording mode   Recorded mode of the file.
                   DSS file: Standard / Long
                   WAV file: Sample rate, Stereo / Mono
                   WMA file: High-Quality
Recording Length   Length of the file recorded.
Display of DSS and WMA files (recorded by DS-10)
❗   You can set this number in the Create & Send Job Data and Remote
                   Dictation Window.
                   Between 0 and 15.
Status   Displays the progress status of Typist's Transcription for the DSS file. Status
                   includes the following items:
                   Pending, Unfinished, Interrupted, and Finished.
Work Type   Displays the Work Type ID.
Author   Displays the Author ID.
Comment   Notes attached by Edit Comments are displayed.

Edit Item Name

You can edit which items are displayed using [Item Settings] on the View menu. The Dictation ListView shows the specified number of items. If the items do not fit in the width of the Dictation ListView, a horizontal scroll bar is displayed. You can also change the size of the Dictation Window, TreeView, and List View in a similar fashion.

☞ Details of the displayed items

☞ Sort by items

Sort by Items

Click an item name on the Header Bar to sort the displayed files according to the data of the clicked item name in ascending or descending order. (Click [File Name] on the Header Bar to sort by file name, for example.) If files are sorted in ascending order, △ appears to the right of the item name used to sort the files. If files are sorted in descending order, ▽ appears.

You can also use Drag & Drop to move the position of the item.

☞ Details of the Items That Are Displayed on the Header Bar

☞ The setup of a display item

☞ Sort by Items

Typist ListView

Displays all the files in the selected folders in the Typist TreeView.

The character color varies depending on the Priority and Typist Status.

Red when Priority is between 8 and 15.

Grey when Typist Status is "Pending."

If you select and right-click a file, the following items are displayed in a pop-up menu. Click the items to jump to the corresponding description.

Edit DSS file

Convert to WAV file

Change Status

View Job Data

Delete

Move to Folder

Download All

Keyboard and slider motion

The position of the slide control can also be changed from the keyboard.

Key	Play Bar moves	Slider moves
Up, Left	to the left	upwards
Down, Right	to the right	downwards
Home	to the start of a file	to the top
End	to the end of a file	to the bottom

Status Bar

Displays the current status or a description of the menu command.

Foot Switch

In the Transcription Module, the following operations are possible using a Foot Switch (RS-232C (serial) or USB).

- **Rewind**

- **Fast Forward**

- **Play**

A file will stop playing when the Foot Switch is not pressed.

When two or more switches are pressed, only the function of the button pressed last is used.

The Foot Switch is set up (USB or RS-232C / Serial Port) by choosing one of the following.

- Tools Menu – Foot Switch Settings

- Control Panel – Foot Switch Settings

Menu

File Menu

Edit DSS file

Opens the file that is currently selected in the Typist ListView (active file if multiple files are selected) in the Transcribe Window.

If the Status of the file to be opened is "Pending" or the file is being recorded, an error message will be displayed and the file will not open.

Convert to WAV file

Saves the files currently selected in the Typist ListView (all selected files if multiple files are selected) as WAVE files.

Import Files

Displays a dialog box **and copies or moves DSS, WMA, or WAVE files in an existing folder to the Download Tray folder.**

Export Files

Copies files selected in the Typist ListView to an existing folder of your choice.

Add Folder

Adds the specified folder in the Dictation Folder. If a subfolder exists in the added folder, it is displayed on the tree structure. This folder can freely manage DSS/WAV/WMA files.

Though you can delete the added folder with Remove Folder command, it is deleted on display. To delete an actual folder, use Delete command.

This command is useful to share dictation data by adding the same path on the network shared by individual users.

Remove Folder

The folder added by Add Folder command will be deleted from display.

New Folder

Creates a new folder on the tree. You can specify the path to create one directly in the Dictation Folder. However, path specifications to a network drive will be invalid. To add a path on a network drive on the tree, use the Add Folder command. Folders created directly inside each folder will be handled as subfolders.

Rename Folder

Renames the folder names of Folders A, B, C, D, E, and created folders in the Typist View. Folder names can be up to 20 characters long. The following characters are not allowed.

Properties

Displays the file properties**.** You can change the path for each folder in the folder properties.

Exit

Exits DSS Player Pro.

Edit Menu

Copy

Copies the files that are currently selected in the Typist ListView to the clipboard.

Paste

Pastes the DSS, WMA or WAVE files that are currently **copied to the clipboard**. You can paste the files to folders that accept drag and drop operation, or the Typist ListView.

Select All

Selects all the voice files that are displayed in the Typist ListView.

Delete

Deletes the files that are selected in the Typist ListView.

Move to Folder

Copies the files that are selected in the Typist ListView **to a specified folder (in the Typist TreeView).**

<u>View Menu</u>

<u>Current View</u>

Switches the file display in the Typist ListView.

<u>Selected Item</u>	**<u>Files Displayed in the Typist ListView</u>**
DSS Files	DSS files only
WAV Files	WAVE files only
DSS Files and WMA Files	DSS Files and WMA Files
WMA Files	WMA Files Only
All Files	DSS files, WMA Files WAVE files

A check mark is placed beside the currently selected display mode

<u>Item Settings</u>

A Dialog box opens in which you can edit the items that are displayed on the Header Bar of the Typist ListView.

The items in the left edit box are currently not displayed on the Header Bar.

The items in the right edit box are displayed from the left end of the header bar in an ascending order.

You can show/hide the items in the edit box. You can also change the position on the Header Bar.

Priority and file name must however be displayed.

☞ Details of the Items That Are Displayed on the Header

<u>Refresh</u>

Refreshes the information on the files in the directory currently selected and redisplays the information in the Dictation ListView.

Tools Menu

Detect Device

Updates the information on devices that cannot be automatically detected. If a new device is detected, it is shown in the Device TreeView.

Edit Comments

Edits comments in a DSS,WMA file recorded using the DS-10. You can enter up to 100 characters for the comments.

Select Speaker

When the DS-330 is connected to a PC, the audio can be output to either the PC speakers PC or the recorder speaker. This is not available for recorders (such as the DM-1, DS-2000/3000, and DS-150/320) that do not support USB audio.

Play

Plays the current active voice file in the Dictation ListView **on your PC**. The playback start position in this case is the current display position of the Position Control on the play bar. When the end of the file (right end of the play bar) is reached, playback automatically stops. The Position Control either rewinds or remains at the last position on the play bar until the next time playback is executed. If you execute the playback command when the Position Control is at the end of the file, the playback starts from the beginning of the file.

Files in the DS-150 are played back on the DS-150, and playback always starts from the beginning of the file.

Stop

Stops playback, fast forward, or rewind.

Fast Forward

Fast-forwards the file.

Rewind

Rewinds the file.

Intro Scan

Plays **the initial five seconds of the files in the selected folder.** Scanning starts from the first file and continues until all the files in the selected folder are played. When all files have been scanned, a beep is heard. For DSS files that are less than five seconds long, the file is played to the end and the scanning continues to the next DSS file.

When the files in the selected folder are scanned, the DSS file that is being played is highlighted.

If you interrupt the scanning operation by stopping or changing the playback position, scanning stops at that point and the current file becomes the active file. In addition, if you execute Intro Scan while scanning is in progress, the operation is aborted and the current file is played until the end of the file or until it is stopped.

New Index Mark

Index marks can be assigned to any position in the selected DSS file. WMA files recorded using the DS-10 are also available. Clicking the Index Mark Skip Button moves to the index mark position of the file at any time. Up to 16 index marks can be stored in each file. All index marks remain attached to the file until they are deleted.

To insert an index mark during playback, start playback, move to the desired position (play the file or drag the Position Control to the appropriate position), and select New Index Mark on the Tool bar.

To insert an index mark while playback is stopped, simply execute New Index Mark at the desired position of the DSS/WMA file.

Delete Index Mark

To remove an index mark, first use the [▶▶|] (Index Mark Skip Button) or the [View All Index Marks] command to move to the desired index mark. While playback is stopped, execute Delete Index Mark at the desired position.

View All Index Marks

A dialog box opens. Double-click the time at the index mark or select the time and click the [Skip] button to play the file from the selected time position.

You can also delete the time of the index mark by selecting the time while playback is stopped and clicking [Delete].

Change Status

A dialog box appears for you to select and change the Typist Status of the active file from the following list.

Finished

Pending

Unfinished

Cancel Job

View Job Data

Displays the DSS header information of the active file in a dialog box. The following DSS header information is displayed.

Serial Number
Priority
Author
Work Type
Option Item
Notes
Recording End Date
Recording End Time
Length
Status

OLE Setting

With this command, you **can select whether the OLE Drag & Drop function embeds the object (Embedded) or links the object (Linked). T**he process that the application will use is specified by inserting a check mark on the desired operation.

Because an embedded object actually becomes a part of the target file, the file size of the target file will be larger than linked objects. However, since you do not have to worry about the link between the target application and the DSS source file, embedded objects are convenient for file transfers such as e-mail attachments. When a file is embedded into another application, a copy of the entire DSS file is moved to the target client application and literally embedded into the executable file.

Linked objects are best suited for network environments where the link between the target application and the DSS source file can easily be maintained. The actual DSS file is not copied to the target application; only the path that defines the position of the DSS file is stored in the OLE icon. If you open the OLE icon within the target application, the DSS file is linked using the path definition. The file is then played back via the link.

Enable Function Keys

This is used to enable or disable the function keys. When a check mark appears next to this command, the function keys are enabled.

Setting of Function Keys

A dialog box appears for you to assign the following functions to the F2 through F12 function keys (you cannot use F5):

- FF

- REW

- PLAY / STOP

- Volume Up

- Speed Up

- Disable Function Keys

Setting Auto Back Space

Set Auto Back Space

You can select the time for "Auto Back Space" from this menu. When playback is stopped, the position control determines time (Auto Back Space) for backing up.

The following times can be selected.

0.0, 0.3, 0.5, 1.0, 2.0, 3.0, 5.0 sec

Foot Switch Settings

Sets up the Foot Switch (USB or RS-232C / Serial Port).

Options

This command is used to set the following options: downloading, selecting a word processor, setting E-mail commands, and displaying each folder path.

Voice Recognition Menu

Start Voice Recognition

This command is available only when IBM's voice recognition applications ViaVoice98, ViaVoice Millennium (not included), or later versions, are installed on the PC. When the command is activated, **SpeakPad starts automatically convert files selected in the Voice List window to text files.** This command is available only for DSS files recorded in standard mode and WMA files (Hi-Quality mode), recorded with the DS-10 (or other supported recorders).

When multiple files are selected in the Voice List window, voice recognition is executed one at a time. When voice recognition is completed for each file, the important information for the voice file is inserted as a delimiter. The status of current voice recognition can be viewed using the [Show Progress] command.

Range of Voice Recognition

This command is used to select the range of the file to be converted to text. Select [Entire File] or [Between Index Marks]. A check mark appears by the selected choice.

If you select the entire file, the voice data from the beginning to the end of the file is converted to text. If you select Between Index Marks, the voice data between the first and second index marks is converted to text. If only one index mark exists, the data between this index mark to the end of the file is converted to text. If there are no index marks, the entire file is converted to text.

Automatic Playback

If this item is checked, the screen switches to the Playback Control Window immediately after starting the voice recognition operation. If you exit the Playback Control Window, playback continues in the Dictation Window.

In this case, if the range to perform voice recognition is between index marks, playback starts from the first index mark position.

Displays the Voice Progress

A dialog box appears and the voice recognition progress is shown for each file.

The file that is being transcribed by voice recognition is indicated as **[Recognition Processing].**

Those files that are standing by are indicated as **[Waiting]**.

The current voice recognition transcription can be canceled by pressing the [End of voice recognition] button.

You can remove the files that are waiting on the list with the **[Cancel]** button.

Download Menu

Download Folder A

Downloads the DSS files in Folder A of the DS-3000/2000/330/320/150/10, SmartMedia Card, or Removable Drive (with a displayed folder) **to Folder A in the Download Tray**. If multiple devices (DS-3000/2000/330/320/150/10, SmartMedia Card, and Removable Drive) are detected in the Device TreeView, A dialog box appears for you to select which device to download from.

Download Folder B

Downloads the DSS files in Folder B of the DS-3000/2000/330/320/150/10, SmartMedia Card, or Removable Drive (with a displayed folder) **to Folder B in the Download Tray**. If multiple devices (DS-3000/2000/330/320/150/10, SmartMedia Card, and Removable Drive) are detected in the Device TreeView, A dialog box appears for you to select which device to download from.

Download Folder C

Downloads the DSS files in Folder C of the DS-3000/2000/330/320/150/10, SmartMedia Card, or Removable Drive (with a displayed folder) **to Folder C in the Download Tray**. If multiple devices (DS-3000/2000/330/320/150/10, SmartMedia Card, and Removable Drive) are detected in the Device TreeView, A dialog box appears for you to select which device to download from.

Download Folder D

Downloads the DSS files in Folder D of the DS-330/10, SmartMedia Card, or Removable Drive (with a displayed folder) **to Folder D in the Download Tray**

Download Folder E

Downloads the DSS files in Folder E of the DS-330/10, SmartMedia Card, or Removable Drive (with a displayed folder) **to Folder E in the Download Tray**.

Download All

Downloads all files in the recorders and cards that are currently detected **to the same folders in the Download Tray with reassigned Serial Numbers**. However, if files are downloaded from a Removable Drive that does not have a folder, they are downloaded only to Folder A. If multiple devices are detected in the Typist TreeView, a dialog box appears for you to select which devices to download the DSS files from. In addition, even if the folder names are changed, the files are downloaded to the original Folders A, B, and C in the Download Tray.

Mail Menu

Log On

Logs on to the E-Mail profile that is chosen by the Mail Tab of [Options] in the Tools menu. DSS Player Pro will check for new messages that have arrived. DSS Player Pro searches for messages that have DSS file attachments in the Inbox Folder and displays the DSS files that are attached to the messages in the Typist ListView.

If multiple folder information exists in the profile, the Typist TreeView displays all the names of the folder information that is registered in the profile.

Log Off

Logs off from the e-mail service that you are currently logged onto.

Download Attached Files

Downloads all attached files in the Attached DSS Files folder of the Typist TreeView to the download folder that is selected in Option | Mail Properties Page.

If multiple file information exists, a dialog box appears for you to select which folder to download from.

Check New Mail

Checks for new messages using the message service that you are currently logged onto. If new messages exist, the folder information is updated.

[Download] Options

A function is active if a check is inserted in the check box.

Delete

Deletes the original file after downloading.

Change WAV

Converts to a WAV file while it is being downloaded.

Send E-Mail

Attaches the file to an e-mail and sends after downloading.

Download Folder

Here, the current download folder is displayed.

The download folder can be changed by pressing the button.

Auto Download

Downloads all data after detecting the device.

[Selection of a word processor] Options

On this page, it is possible to select a word processor (for example, Note Pad or Word) from the Windows Start menu. This word processor is automatically launched by double-clicking the DSS file in the Typist ListView.

[Mail] Options

Click to display explanations for each item.

Profile

Destination

CC

Set address/CC from the address book

SUBJECT

Message

Display the confirmation dialog box when sending a message

Limit the size of the attached file

Profile

Pressing the [Create] button create a new profile. If your profile already exists, it can be chosen here.

You can select from the profiles that are displayed by selecting

 Control Panel, Mail, Service, and [Display Profile],

in that order.. You can also create new profiles by clicking [New].

Confirmation of contents to be transmitted

Destination

CC

Set address/CC from the address book

SUBJECT

Message

Attached File

Destination

Enter an e-mail address in the left edit box and click [**Set**] to add a Destination address. The list box on the right displays all Destination addresses that are currently set. You can delete a Destination address by selecting it and clicking [**Delete**].

CC

Enter an e-mail address in the left edit box and click [Set] to add a new CC address.

The list box on the right displays all CC addresses that are currently set. You can delete a CC address by selecting it and clicking [Delete].

Set address/CC from the address book

An address book is opened and an address can be added to an address or CC.

SUBJECT

Subject of the e-mail

Message

Message of the e-mail

Attached file

You can check all the attached files.

Display the confirmation dialog box when sending the message

If you select the check box, the [**Confirm the contents to be transmitted**] dialog box is displayed when you send an e-mail message. If you do not, the e-mail is sent using the current profile without confirmation.

Limit the size of the attached file

If you select the check box and the specified size is exceeded when you send an e-mail message with multiple file attachments, the message is divided into multiple messages so that each message does not exceed the specified size.

In this case, if any of single files exceeds the specified size, an error message is displayed and the e-mail message is not sent. If this occurs, select "Attach files" again or change the specified size.

Transcribe Window

Transcribe Window

This Transcribe Window opens when Edit DSS file is selected from the File menu of the Transcription Window. The Transcribe Window allows you to type the information easily using a word processor application while listening to the voice that is being played back.
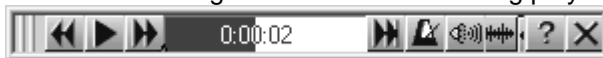
Bar Control

Dragging this part of the window moves the Transcribe Window.

Rewind Button

The Position Control is moved back in five-second steps while this button is pressed.

Each click will move the Position Control backward in one-second steps.

Play / Stop Button

When you click the "Play Button" while the button displays "Play Button," playback of the file starts and the button display changes to "Stop Button." Conversely, when you click the button while the button displays "Stop Button," playback of the file stops and the button display changes to "Play Button."

With the foot switch, the file is played while the "Play" switch is pressed. The playback stops when the "Play" switch is released.

Fast Forward Button

The Position Control is moved forward in five-second increments while this button is pressed.

Each click will move the Position Control forward in one-second increments.

Position Control

Shows the elapsed time in blue by considering the width of the Position Control to be the recording length. Dragging the mouse within the Position Control changes the playback position according to the mouse movements until dragging is stopped.

Index Mark Skip Button

The Position Control moves to the next index mark position each time this button is pressed.

Index marks are displayed as red triangles on the Time Axis.

If there are no index marks after the current playback position, the Position Control moves to the end of the file.

If the current playback position is at the end of the file, the Position Control moves to the beginning of the file.

Noise Cancellation Button

The noise cancellation effect can be changed using the slider that is displayed by clicking on

 with the left mouse button. If the button is in focus, noise cancellation can be changed by entering values via the keyboard

Volume Control Button

While this button is pressed, a vertical slider pops up allowing the playback volume to be changed. The playback volume is increased by moving the slider upward and decreased by moving it downward.

Speed Control Button

While this button is pressed, a horizontal slider pops up allowing the playback speed to be changed. The center of the slider is the normal playback speed. The speed is decreased as the slider is moved to the left and increased as it is moved to the right.

Information Button

Pressing this button displays the following detailed information as tool tips.

Serial Number

Work Type

Option Item (Displayed only when this option is activated)

Author

Length

Current Time

Notes

End Button

Exits Transcription and returns to the Transcription Window. Before returning to the Transcription Window, a dialog box appears for you to select the Transcription status from **Unfinished, Pending, and Finished**.

If you select "Finished", the file is moved to the "Trans end " folder.

If you check "Transcribe the next DSS file", the next file in the Typist ListView is opened in the Transcribe Window.

There is a way to alternately switch between the main screen and Transcribe Window. This function only switches screens without adding the status. This is effective when you are required to return to Transcribe window immediately after viewing list information in the main screen during transcription. The main screen and Transcribe screen alternately switches every time you press Ctrl + W

Troubleshooting

No Sound

Check the connection

Check that the device is connected to your PC and that the power is on.

Check the speaker

Check that the speaker volume is not set to the minimum setting. If there is no problem, continue to the next check item.

Check the sound card

Check whether your sound card has a manual volume control. If so, adjust the volume using the knob.

Check the Playback Volume

[Windows 95 and Windows NT 4.0]]

From the Windows [Start] menu, select

Settings, Control Panel, Multimedia, Audio

Select the [Show volume control on the taskbar] check box if it is not already selected. Check that [Volume] is not set to the minimum setting.

Double-click on the taskbar to start [Master Volume Control]. Check that the volume of [Master] and [Wave] are not set to the minimum settings and that the [Mute] check box is not selected.

(Play WAVE File)

[Windows 98]

From the Windows [Start] menu, select

Settings, Control Panel, Multimedia, Audio

Check that [Volume] is not set to the minimum setting.

Next click to start [Master]. Check that the volume of [Master] and [Wave] are not set to the minimum setting and that the [Mute] check box is not selected. (Play WAVE File)

[Windows 2000]

From the Windows [Start] menu, select

Settings, Control Panel,

Sound and Multimedia, Audio, Master

Check that the volume of [Master] and [Wave] are not set to the minimum settings and that the [Mute] check box is not selected. (☞ Play WAVE File)

Play WAVE File

From the Windows [Start] menu, select

[icon] Programs, Accessories,

(Windows 95/NT 4.0) Multimedia

(Windows 98/2000) Entertainment

[icon] Sound Recorder, File, Open

Open ":**\Windows\Media**" and execute playback of any WAVE File (*.wave file).

If the WAVE file does not play or it is playing but the sound cannot be heard, consult your sound card or PC vendor.

Cannot Connect to DS-3000

1. After connecting the DS-3000 to your PC using an USB cable, check that the LCD display of the Digital Voice Recorder shows **"REMOTE".**

2. If **"REMOTE"** is not displayed, remove the connection cable from the DS-3000 and check that the stop mode or the hold switch is not enabled.

3. Then, reconnect the communication cable to the DS-3000 and check that the LCD display shows **"REMOTE"**.

4. If the LCD display still does not show **"REMOTE,"** the communication driver may not be working properly. In this case, check "Communication Driver Problem" below.

Communication Driver Problem

[Windows 95]

Even if you install the USB transfer kit on Windows 95, you cannot use the DS-3000/2000/330/320/150/10 with the USB connection.

[Windows 98, and Windows ME]

From the Windows [Start] menu, select

[icon] Settings, [icon] Control Panel, [icon] System

Next, find the DSSUSB1 Device (DSSUSB1 Device for DS-3000, DSSUSB Device for DS-320/150, DSXUSB Device for DS-330/10) at the root of the [Device Manager] page and check that it is operating properly. If the DS-3000 is not working properly, enable it.

[Windows 2000, and Windows XP]

From the Windows [Start] menu, select

[icon] Settings, [icon] Control Panel, [icon] System

Next, find the DSSUSB1 Device (DSSUSB1 Device for DS-3000, DSSUSB Device for DS-320/150, DSXUSB Device for DS-330/10) at the root of the [Device Manager] page and check that it is operating properly. If the DS-3000 is not working properly, enable it.

[Windows NT 4.0]

From the Windows [Start] menu, select

Settings, Control Panel, Devices

Next, select the DS-3000 (USBDSS Device for DS-150 and DSSUSB1 Device for DS-3000) under [Devices] and click [Hardware Profiles]. Check that the [Status] of the DS-3000 is [Enabled]. If the [Status] is [Disabled], click [Enable] to set the [Status] to [Enabled].

Other Device Problems

For other device problems such as SmartMedia Card and Removable card, see the manual for these devices.

Note that DSS Player Pro cannot detect DS-150 recorders and SmartMedia Cards connected via RS-232C.

Attachment File Problem

In some cases, the receiver may not be able to receive attachment files if you specify [Internet Mail] in the profile when you send the message. In this case, change the settings as follows.

From the Windows [Start] menu, select

Settings, Control Panel, Mail, Service

Here, select Internet Mail and click [Properties] to display the Internet mail properties.

Click [Message Format] to display the [Message Format] dialog box. Check that the [Use MIME when sending a message] check box is not selected.

Click [OK] to complete the change.

Technical Assistance And Support

DSS Player Pro is part of the Olympus Professional Dictation System.
Your dealer is trained to troubleshoot and fix many common problems that you may be having with this system. If you encounter problems with installing or using DSS Player Pro, we recommend that you contact the Olympus Professional Dealer from which the system was purchased.
If your dealer cannot fix your problem, please call our technical hotline number or send an e-mail.

- Technical Hotline Number in the U.S.A. and Canada
 1-888-553-4448

- User Support e-mail address in the U.S.A. and Canada
 distec@olympus.com

- Technical Hotline Number in Europe
 Toll free number
 00800 67 10 83 00
  For Austria, Belgium, Denmark, France, Germany, Netherlands, Norway, Sweden, Switzerland, and United Kingdom

 Charged numbers
 +49 180 5-67 1083
  For Finland, Italy, Luxemburg, Portugal, Spain, and Czech Republic

 +49 40 23773 899
  For Greece, Croatia, Hungary, and the rest of Europe

- User Support e-mail address in Europe
 dss.support@olympus-europa.com

- For technical questions and support about IBM ViaVoice.
http://www.ibm.com/software/speech/support/faqolympus.html