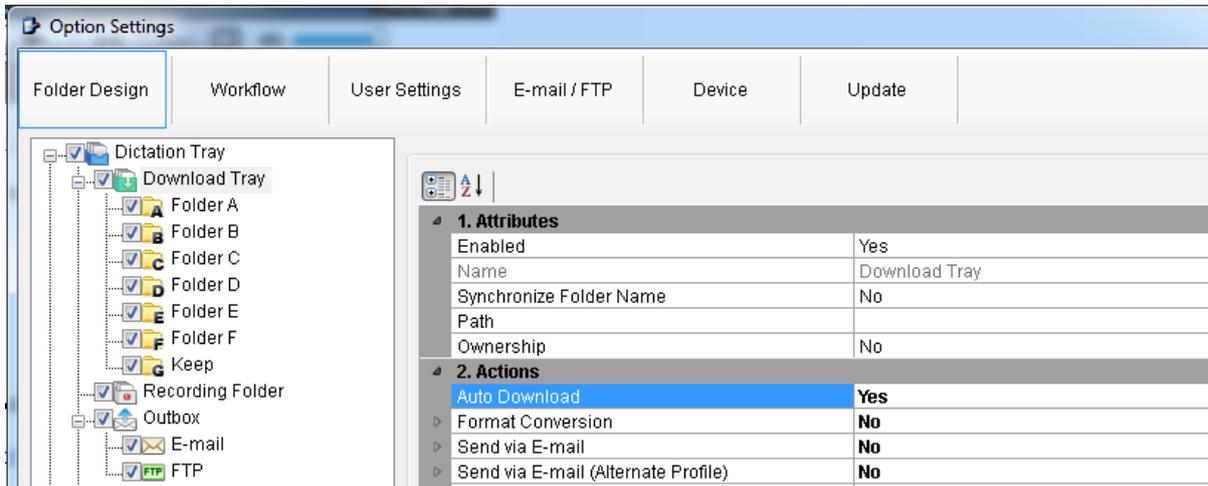


Downloading issues from your Olympus DVR (Digital Voice Recorder)

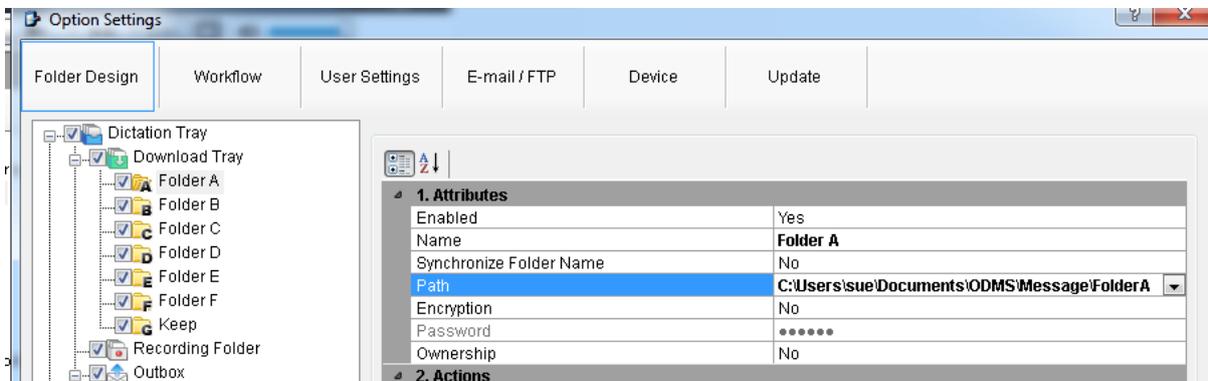
There are a number of reasons why your DVR won't download. Usually this issue occurs after a Windows update or if your Server has been upgraded or changed. At times an error message may be generated by Windows.

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

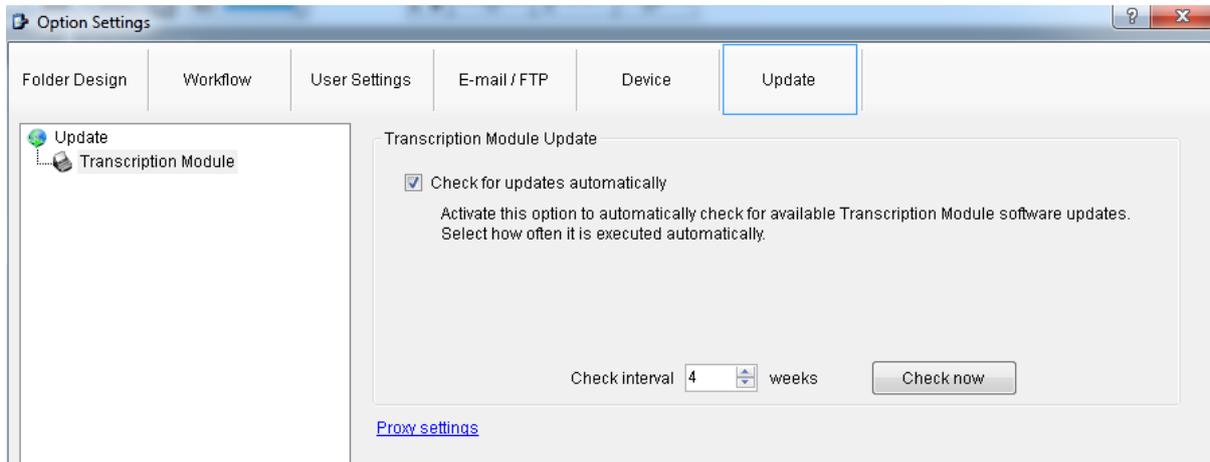


- **Check the Folder path is correct**
Tools > Options > Folder Design > Attributes should display the correct destination



- **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.



- **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>