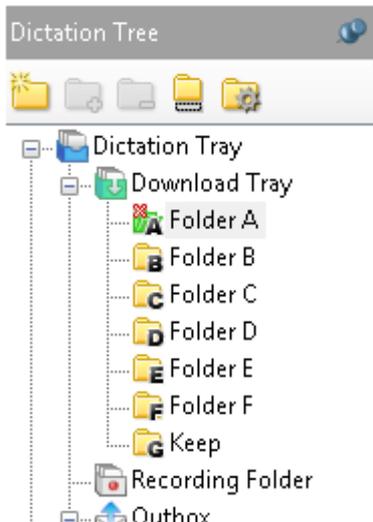
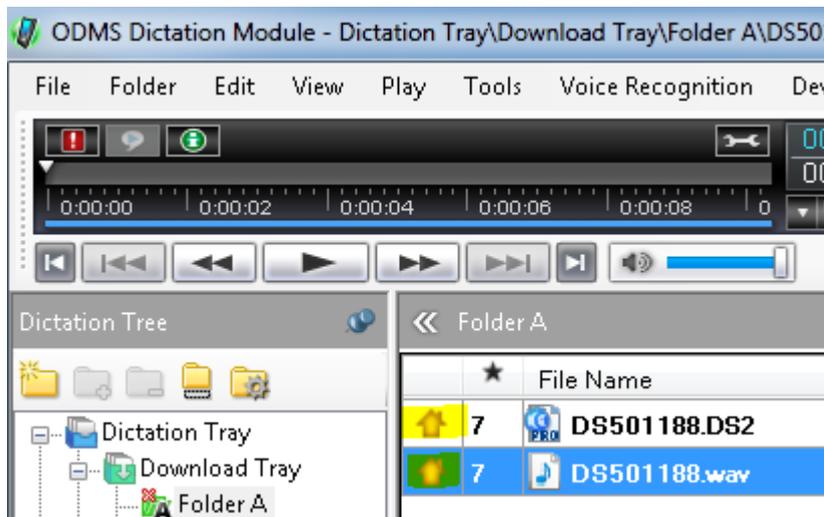


### Cannot send Dictation – Folders have Red ‘X’ over them

If you are experiencing issues with dictations not sending over a shared network or you can't see dictations in the tray you may see a Red X in the software folder as shown below.



If you are the Author downloading the file, you may notice the dictations have a home symbol (as shown below) which indicates the files are currently stored locally (on your PC) within the “Offline” folder.



This problem is caused when the connection to the network location (such as a mapped network drive) has been lost or the path is no longer valid.

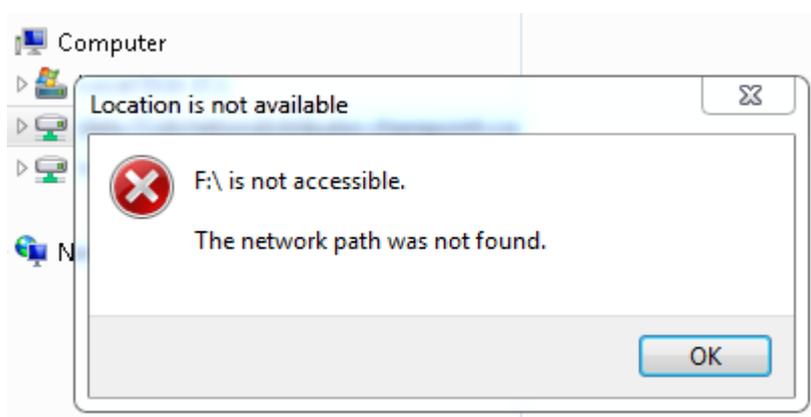
## Resolution

This is a network issue and not related to Olympus software. If you are PC competent you may wish to attempt reconnection yourself by following the instructions below. Alternatively contact your system administrator / IT Support to resolve it.

**Step 1:** Find the location of the Folder(s) within the Olympus software, click on...

**Tools > Options > Folder Design** - Select the folder with a red cross and look at the **Path** example below shows the location as **F:\Dictation**.

**Step 2:** Open Windows File Explorer our screen shot shows F drive with a red cross



**Step 3:** Double click on the drives with red crosses to try and re-establish the connection i.e. the red crosses will disappear. If this process has not been successful you will need to contact your system administrator or IT support to resolve it.

**Step 4:** Restart or Refresh the Olympus software once the connection has been re-established, this should remove the red crosses from your folders and the home symbol from the dictations. You should now be able to view the dictations. The system will transfer the dictations which were in your local offline folder over to the network shared folder.

