

PORTAL OFF-LINE HELP

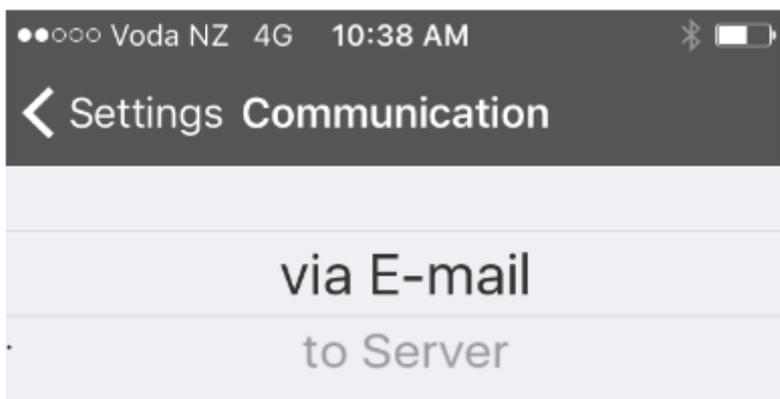
Our apologies that you are having issues sending your dictation from the Olympus App today. Please be assured we are working with the Developers to ensure service resumes promptly and does not fail again.

There is a temporary solution to make sure your dictation gets through for typing.

If your file(s) is sitting in the Outbox and can't be sent you will need to temporarily change your background settings in the App by:

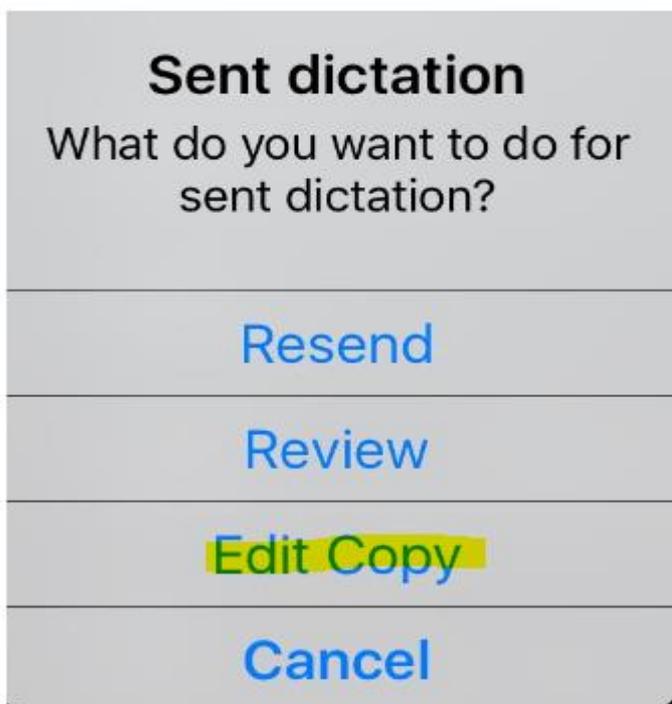
- a. **Select the file(s) in the Outbox.** Select '**Move the file(s) to the Sent?**' and choose **YES**
- b. Go into the **Settings (Cog)**

Change the **Send to via E-Mail**



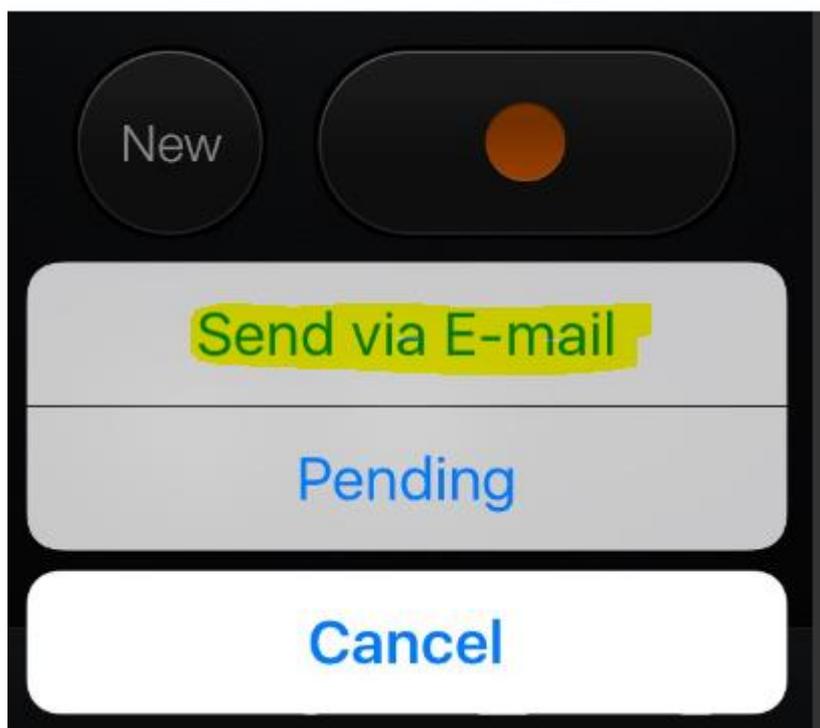
- c. Go to the **Sent Folder**

Select the File and choose **Edit Copy**



There is **no need to Edit** your dictation

Tap on the Send via E-Mail



Enter the email address of the person you wish to send your recording to

Please note that the dictation file will be sent out in your Phone recording format eg m4a etc.

File Conversion by the Typist:

As the file will arrive to be transcribed in a non standard dictation file format the file will need to be converted to 'dss' file type:

Here is a link and instructions about how to convert the file:

Download the NCH Switch Audio File Converter Software

http://www.nch.com.au/switch/index.html?qclid=CK6_pL_K1cwCFQqAvQodNnYFWQ

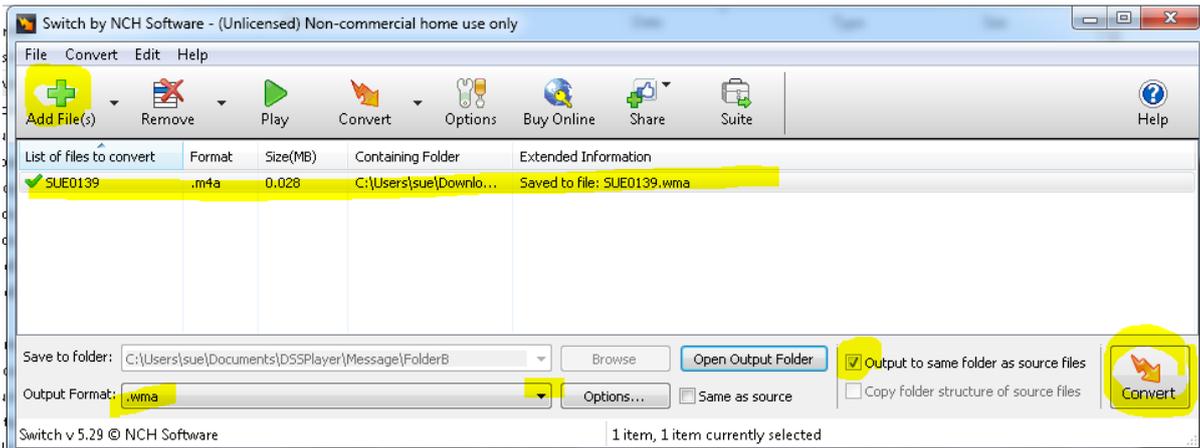
[Convert Audio Files To/From All Audio
Formats with Switch](http://www.nch.com.au/switch/index.html?qclid=CK6_pL_K1cwCFQqAvQodNnYFWQ)

www.nch.com.au

Switch Audio File Converter Software Convert and encode sound files quickly. Switch is one of the most stable, easy-to-use, and comprehensive multi format audio file ...

Save the received file from your email into 'Downloads'

Use the Add File(s) in NCH Switch to add ready for conversion



Drag/drop the converted .wma file from Downloads into your Olympus Transcription Module software screen.

Note: if the drag and drop doesn't work then untick the "Output to same folder as source file and change your "Save to folder" to go directly into DSS folder.

SWITCH BACK:

To switch back to using the usual sending method (via Server) please go to the Cog and select to Server

