

PORTAL OFF-LINE HELP

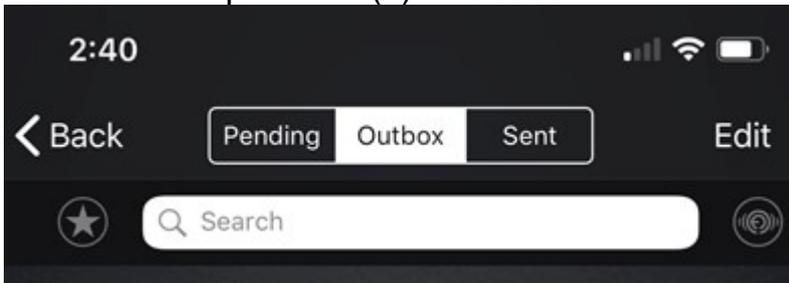
We apologise if you are having trouble sending your dictation through the Olympus Dictation Portal i.e. your Smartphone App.

Please be assured that we have advised Olympus of the situation and are currently waiting for an update from their developers who are working to resolve the issue.

Meantime, there is a temporary solution to minimise disruption during this time by opting to send your files via email. Please follow the step-by-step guide provided below.

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

1. **Select the required file(s) in Outbox**



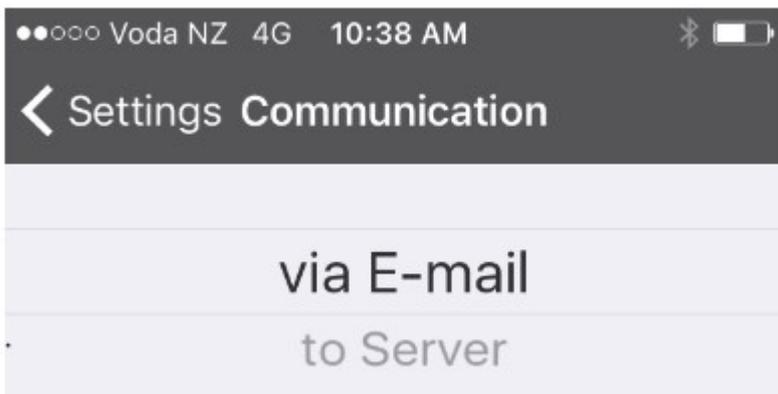
Select 'Move the file(s) to the Sent

Are you sure you want to move this file to the Sent? choose YES

2. Go into the **Settings (Cog)**

Change Communication Send from "to Server" to **via E-mail**

< Settings

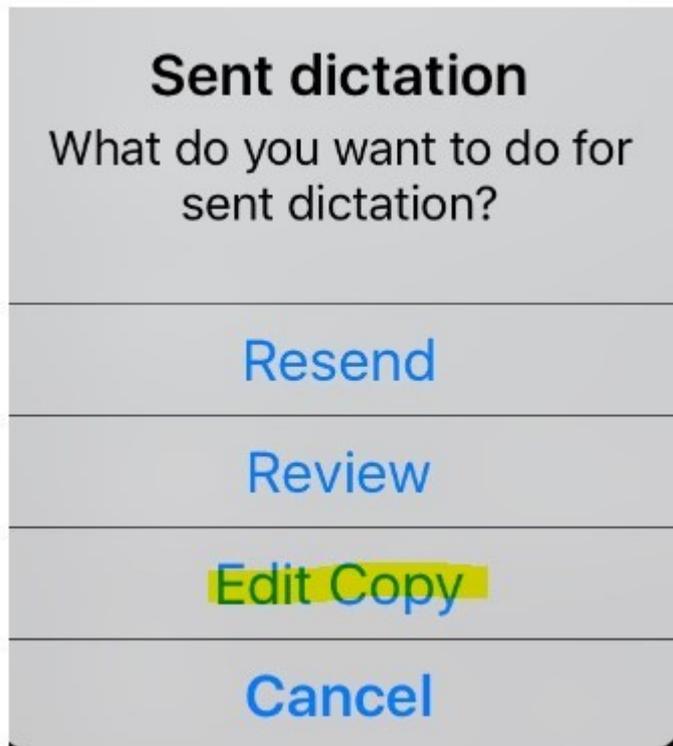


COMMUNICATION = **Send via Email**

3. < Back

Select **Sent** (folder)

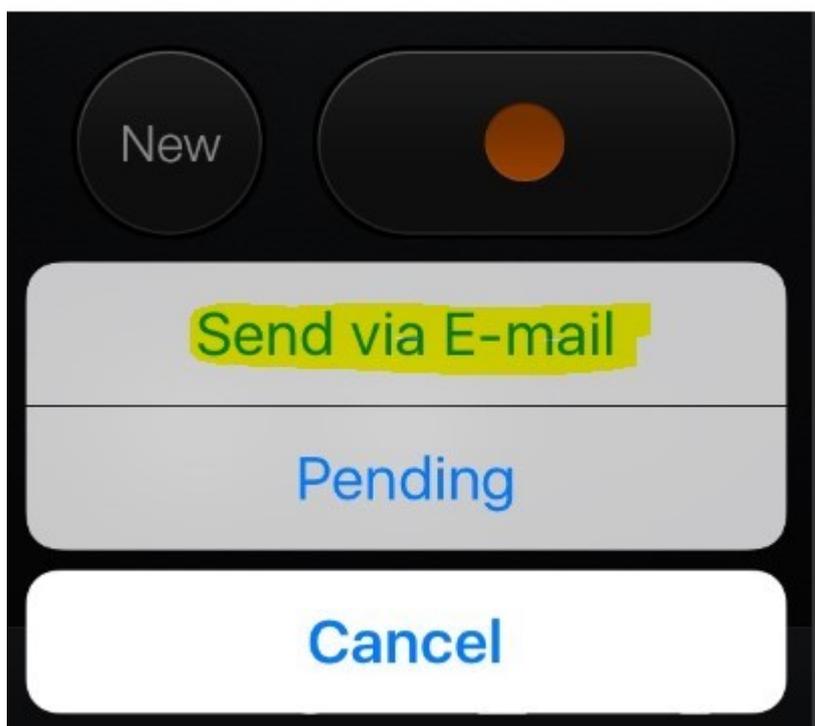
Select **File** and choose **Edit Copy**



Note: There is no need to Edit your dictation

4. Tap on the Send / Upload icon (bottom screen)

Select **Send via E-Mail**



5. Enter recipients email address

Subject: Dictation (can be changed if required)

>Send

Please note that dictation files will be sent in your Phones recording format (m4a etc)

File Conversion by the Typist:

As the file will be received in a non-standard or different format to how it would normally be received, it will be necessary to convert it to .wma or .dss format. Please advise your typist of this, and provide them with the following link and these instructions on how to save and convert files:

1. Open the email with attached dictation file(s)
Save file(s) to '**Downloads**' folder
2. Download conversion software from **www.nch.com.au** (copy/paste link into browser)
http://www.nch.com.au/switch/index.html?gclid=CK6_pL_K1cwCFQqAvQodNnYFWQ

Switch is one of the most stable, easy-to-use, and comprehensive multi format audio file converters available.

- ▶ Universal **audio converter** supports all popular formats
- ▶ Convert or **compress sound files** in minutes
- ▶ **Batch audio converter** to convert many files at once
- ▶ Extract audio from any media file including video

[Download Switch Audio File Converter for Windows](#)

3. Use **Add File** in NCH Switch to select file(s) ready for conversion



4. **Convert files to .wma format**

Save converted files back into the '**Downloads**' folder

5. **Open Olympus Transcription Module (TM) software**

Drag/drop the converted .wma file from Downloads onto your Olympus TM screen.

Note1: If drag and drop doesn't work then untick 'Output to same folder' as the source file and change your 'Save to folder' to go directly into DSS folder.

Note2: File can be transcribed directly as a WMA file

SWITCH BACK:

To **switch back** to sending files **via Server** go to the Cog and select **to Server**