



June 4th 2020

Dear Olympus Dictation Customers,

Subject: Olympus Dictation App

As we all adjust to this new normal, I hope you are staying safe and healthy. I understand that you have experienced issues with Olympus' dictation service that have been occurring of late and I would like to deeply apologise to you for any inconvenience caused by this on behalf of the Olympus Pro Audio global team.

Olympus regrets to inform you that all services for the Olympus Dictation App and Olympus Dictation Portal (ODP) are now suspended from today until Sunday, June 6th for maintenance purposes.

A maintenance process had been conducted in the background this week to clear unnecessary data accumulated on the server. This however caused a large number of error messages to be sent out to users, resulting in the server becoming unstable. According to the latest R&D investigation, there may have been a chance that dictations could become lost. Therefore we have decided to suspend the service in order to protect the dictations.

The root cause of the issue has been identified and we are implementing measures to prevent further problems. Maintenance will be conducted in parallel to recover the stability of the service and we expect this to be completed by Sunday at the latest.

For any dictations recently sent, we advise users to keep the dictation on their devices until the service resumes, to ensure that the user's dictations are not lost. Once the service resumes, dictations can be resent to the recipients.

Olympus will provide a further update when the system resumes on Sunday.



We appreciate the patience shown by all our customers and once again apologise for any inconvenience caused by this service outage.

Sincerely yours,

A handwritten signature in black ink, appearing to read 'Igari', is centered on the page.

Ichiro Igari
Director
Global Sales and Marketing Planning
Imaging Business Unit
Olympus Corporation