

# Dss Extractor Pro

## User Guide

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# Table of Contents

Getting Started	
Compatible Portables.....	3
Installation	
Minimum System Requirements.....	4
Setup.....	5
Configuration	
Initial Configuration.....	6
Common.....	7
Grundig Portables.....	8
Olympus Portables.....	9
Philips Portables.....	10
Query.....	11
Features	
Manual Download.....	12
Query.....	12
Mark Files For Re-Transport.....	13
Transport Files.....	13
Log Files	
Error Log.....	14
System Log.....	14
Downloading – From Start to Finish	
Downloading.....	15
Temporary Folders.....	16
Default Backup Folder.....	16
Troubleshooting	
Portable Does Not Download.....	17
Destination Folder Offline.....	17

# Getting Started

This guide will assist you in installing/configuring Dss Extractor Pro in connection with the Voice Solutions product line. Dss Extractor Pro can download audio files from a variety of digital portable recorders. It can then send the dictation to either iChannel Express, or the Voice Solutions server. In addition to downloading audio files, Dss Extractor Pro can create a backup of all downloaded data, query the user upon downloading, and more.

## - Compatible Portables

- **Olympus DS4000 series**
- **Olympus DS5000 series**
- **Olympus DS-71**
- **Philips 955**
- **Philips 9500 series**
- **Philips 9600 series**
- **Grundig Digta (Digital Traveler)**

# Installation

Installing Dss Extractor Pro is quick and simple. Before installing, though, verify the destination computer meets the system requirements below.

## - Minimum System Requirements

### Operating Systems:

- Microsoft® Windows® XP with SP3
- Microsoft® Windows® 2003 Server with SP2
- Microsoft® Windows® Vista with SP1 (32-bit)
- Microsoft® Windows® 2008 Server R2
- Microsoft® Windows® 7 (32-bit)
- Microsoft® Windows® 7 (64-bit)

### Hardware:

- Intel® Pentium® IV (or AMD equivalent)
- 512MB RAM
- 250MB of available hard disk space
- CD-ROM drive (if installing from CD)

## - Setup

1. Click **Next** to first screen and then accept the EULA. Enter your name and organization.
2. It is recommended that you keep the default installation path. Click **Next**.

Step 1

Step 2

3. It is recommended that you keep the default **Program Folder** name and select **Anyone who uses this computer**. This will allow any new users who log on to the computer to use Dss Extractor Pro. Click **Next**.

Step 3


Step 4

4. The installer may take several minutes - this is normal. When the installer finishes, if it prompts you to reboot click **Finish** to automatically do so. If you wish to reboot at a later time, uncheck the **Reboot** box. **Installation of Dss Extractor Pro is now complete!**

# Configuration

Before you can begin using Dss Extractor Pro, you will need to configure it. There are both specific settings for each brand of portable and common settings that they all share. To open the configuration screen, follow the steps below.

## - Initial Configuration

1. Open **Dss Extractor Pro**  (you should have a shortcut on your desktop).

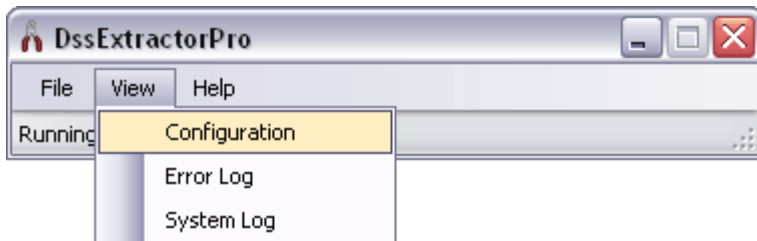
2. You will receive a popup stating “**The Backup Folder Is Not Setup In The Configuration**”. This is simply to remind you that you need to configure the backup feature and will disappear once you do so.

Dss Extractor Pro automatically minimizes to the system tray. To bring it up, double-click it's icon.

**Note:** The system tray is on the right-hand side of the taskbar, with the date & time (see below).



3. Once Dss Extractor Pro is open, in the menu click **View>Configuration**.



4. On the initial configuration, you need to set a **Backup Folder** and download path for your portable. Follow the appropriate link below to learn more.

[See Common](#) to set up your Backup Folder.

[See Olympus](#) if using an Olympus portable.

[See Philips](#) if using an Philips portable.

[See Grundig](#) if using an Grundig portable.

## - Common

The **Common** tab settings can be found in **Configuration**. It is the default tab. The settings in this tab affects all portables, regardless of model.

### Backup Folder

This determines where a backup copy of each dictation will be stored. For data redundancy it is recommended that the backup destination reside on a different physical drive than where the dictation is being sent. For example, if you plan to send and store all dictation files on the local C drive, it would be wise to have the backup on a secondary drive (ex. external, mapped, network share).

**Note:** A folder named “Backup” will automatically be created in path you provide.

### File Life

Enter a value between 1-99. This is the number of days the backup copy will be kept until deletion.

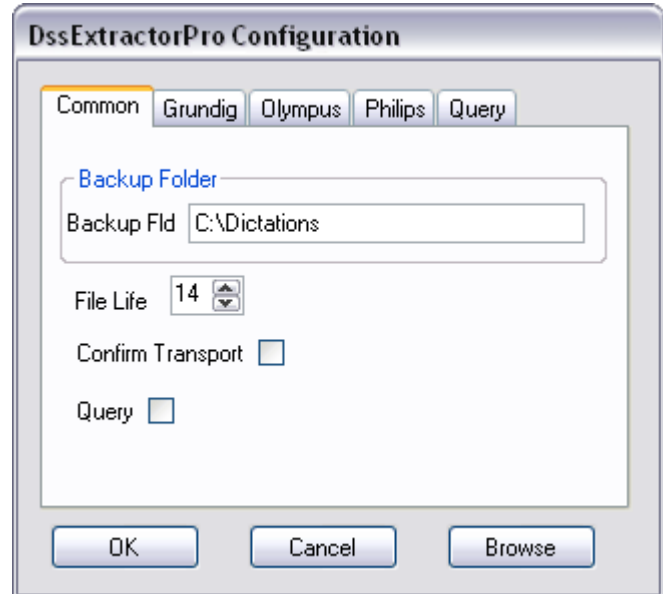
### Confirm Transport

When you download, a confirmation screen pops up (see below) indicating your dictation was successfully downloaded. If checked, this will require that you click **OK** to that confirmation box. If unchecked, it will disappear automatically.



### Query

If checked, then you will be queried as to what path to send your downloaded dictation. This is based on what is configured in the **Query** tab.



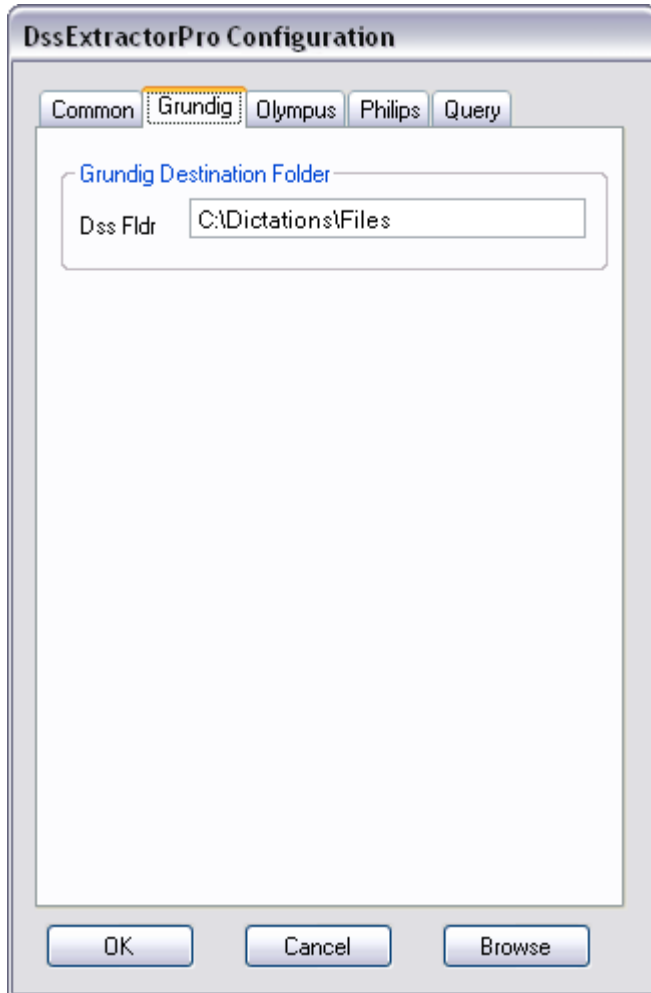
## - Grundig

The **Grundig** tab only needs to be configured if you are using a Grundig Digta digital portable. It can be accessed from the **Configuration** screen.

### Grundig Destination Folder

The path entered here will determine where the Grundig's dss files are sent after being downloaded. Whatever the destination folder is, the share or NTFS permissions must be set to **Full Control** for Dss Extractor to create and delete files.

**Note:** If iChannel Express is being used as your transcription solution, this path should match its source dictation directory.



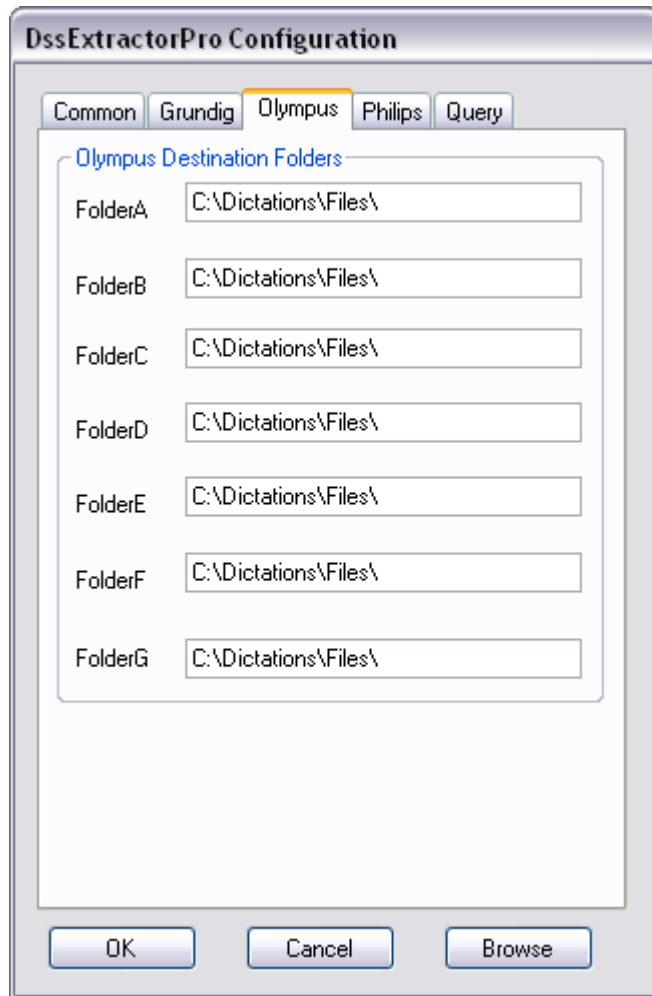
## - Olympus

The **Olympus** tab only needs to be configured if you are using one of the supported Olympus digital portables ([see supported models](#)). It can be accessed from the **Configuration** screen.

### Olympus Destination Folder

Olympus portables can have up to seven different source directories to save dictation. Dss Extractor Pro allows you to configure a separate destination folder for each folder on the Olympus. The path entered here will determine where the Olympus' dss files are sent after being downloaded. Whatever the destination folder is, the share or NTFS permissions must be set to **Full Control** for Dss Extractor to create and delete files.

**Note:** If iChannel Express is being used as your transcription solution, this path should match its source dictation directory.



## - Philips

The **Philips** tab only needs to be configured if you are using one of the supported Philips digital portables ([see supported models](#)). It can be accessed from the **Configuration** screen.

### Philips Destination Folder

The path entered here will determine where the Philips' dss files are sent after being downloaded. Whatever the destination folder is, the share or NTFS permissions must be set to **Full Control** for Dss Extractor Pro to create and delete files.

**Note:** If iChannel Express is being used as your transcription solution, this path should match its source dictation directory.

### Require EOL

If this box is checked, only files that have the EOL (End of Letter) status will be downloaded. If unchecked, all files will download regardless of whether they have the EOL status or not.



## - Query

The **Query** feature allows you to select the destination folder for each dss file that is downloaded. You may configure up to eight different paths. These paths apply to all portables, regardless of model. However, the **Query** feature only works if enabled ([see Common tab](#)).

### Query Name

Assign a descriptive name to each path. The name may be up to 10 characters in length.

### Query Path

Set the destination folder for each **Query Path** here. This is where the files will be sent if this path is chosen when downloading. Several examples are given below.

**DssExtractorPro Configuration**

Common Grundig Olympus Philips **Query**

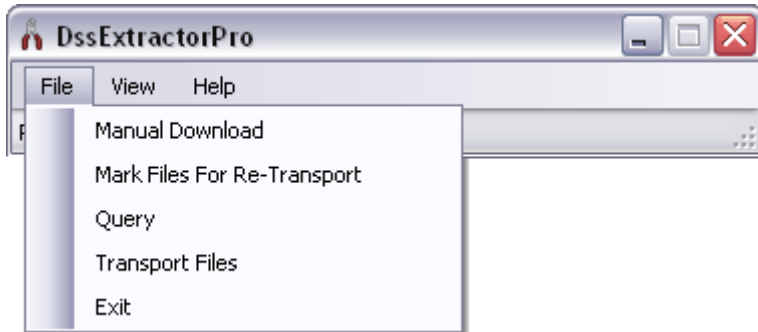
**Query Paths**

Query Name	Query Path
iChannel	C:\Dictations\Files\
Lisa	D:\Lisa\Files\
Tammy	D:\Tammy\Files\
Letters	\\Server\Letters
Notes	\\Server\Notes
VS Server	\\Dac1\Mercury\Dss-Import
Work Pool	\\Networkshare\Files
Records	\\Backup\Records

OK Cancel Browse

# Features

There are several features which are readily accessible from the **File** menu.

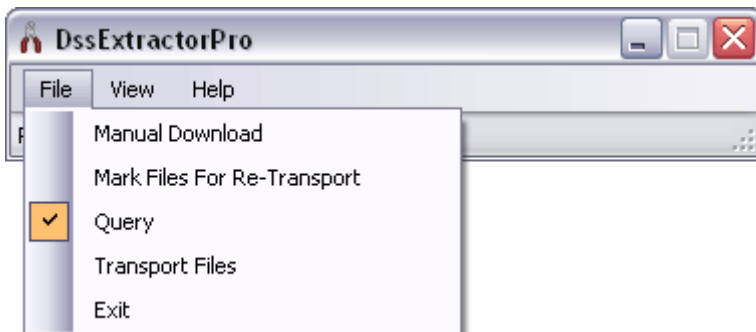


## - Manual Download

Occasionally, a portable device may not be seen when it is connected to the computer. **Manual Download** causes Dss Extractor Pro to scan all attached drives for a supported digital portable. If one is found, it will proceed to download all audio files.

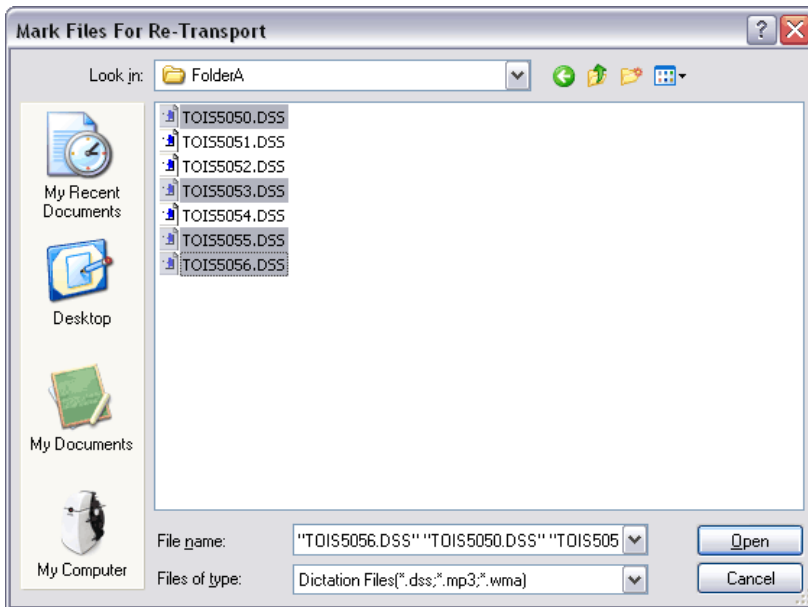
## - Query

The **Query** feature is enabled by checking the **Query** checkbox under **View>Configuration>Common** tab ([learn more](#)). However, you can temporarily disable or enable the feature from the **File** menu. When enabled, a check sign will appear to the left. If Dss Extractor Pro is quit and reopened, the **Query** status will revert back to the primary configuration in the **Common** tab.



## - Mark Files For Re-Transport

If a dictation file is ever lost en route to its destination, becomes corrupt during the process, or simply deleted, you will need to resend a copy of that file. A copy can be found in the Backup Folder. If you click **Mark Files For Re-Transport** it will bring up a browse screen in the root of the Backup Folder. You will see three folders: **Grundig**, **Olympus**, and **Philips**. Navigate to the appropriate directory (ex. **Olympus**, if the backup file was downloaded from an Olympus portable). Now select the file(s) you want to re-transport. You can hold **CTRL** to highlight more than one file (see picture below). Once the desired files have been marked, you need to go to **File>Transport Files**. This will transport them to the desired destination directory.



## - Transport Files

If a connection to the destination folder could not be established when downloading the audio files, they will remain on the local computer. Once the connection issue is resolved, **Transport Files** will cause Dss Extractor Pro to retry the connection, and if successful, transport any files. You must also use this feature after you have marked files to re-transport ([see Mark Files For Re-Transport](#)).

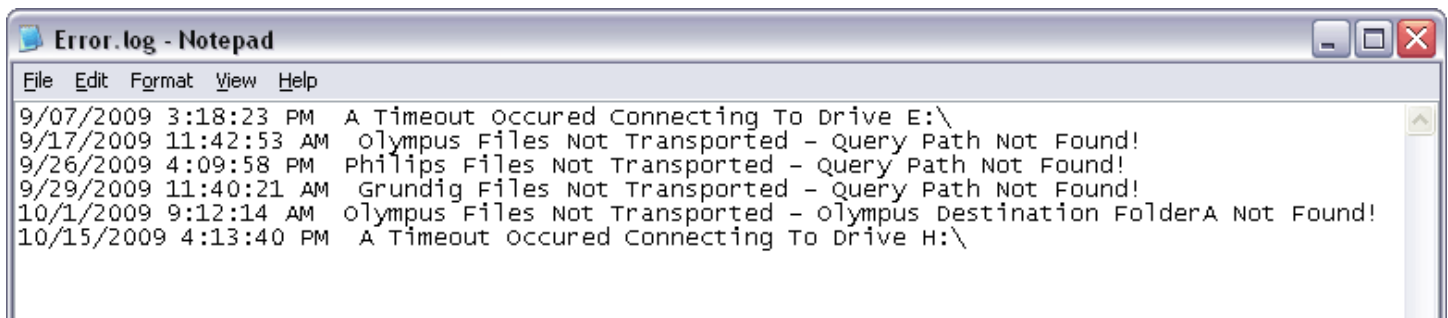
# Log Files

Two sets of log files are kept: Error and System. The Error Log File lists any errors the application encounters. The System Log File keeps track of each application process. These can be great tools when troubleshooting.

## - Error Log Files

The **Error Log** records all application errors. This would include issues connecting to the destination folder, corrupt files that could not download, incorrect paths, and such. The **Error Log** is located in the application's root (by default C:\Program Files\DssExtractorPro) and can be opened in any text editor.

Below is an example of several different error entries. Each entry is structured in the following format:  
**Month/Day/Year Hour:Minute:Second AM/PM Error**



```

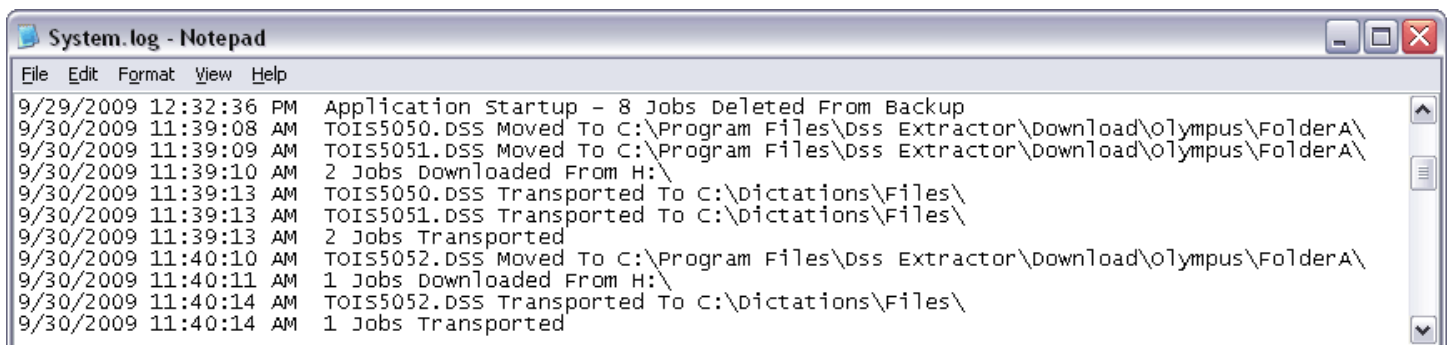
Error.log - Notepad
File Edit Format View Help
9/07/2009 3:18:23 PM A Timeout Occured Connecting To Drive E:\
9/17/2009 11:42:53 AM Olympus Files Not Transported - Query Path Not Found!
9/26/2009 4:09:58 PM Philips Files Not Transported - Query Path Not Found!
9/29/2009 11:40:21 AM Grundig Files Not Transported - Query Path Not Found!
10/1/2009 9:12:14 AM Olympus Files Not Transported - Olympus Destination FolderA Not Found!
10/15/2009 4:13:40 PM A Timeout Occured Connecting To Drive H:\

```

## - System Log Files

The **System Log** records all application activity. This would include when the application is started up, files that are downloaded, backup files that are deleted, and such. The **System Log** is located in the application's root (by default C:\Program Files\DssExtractorPro) and can be opened in any text editor.

Below is an example of several different system entries. Each entry is structured in the following format:  
**Month/Day/Year Hour:Minute:Second AM/PM Activity**



```

System.log - Notepad
File Edit Format View Help
9/29/2009 12:32:36 PM Application Startup - 8 Jobs Deleted From Backup
9/30/2009 11:39:08 AM TOIS5050.DSS Moved To C:\Program Files\Dss Extractor\Download\Olympus\FolderA\
9/30/2009 11:39:09 AM TOIS5051.DSS Moved To C:\Program Files\Dss Extractor\Download\Olympus\FolderA\
9/30/2009 11:39:10 AM 2 Jobs Downloaded From H:\
9/30/2009 11:39:13 AM TOIS5050.DSS Transported To C:\Dictations\Files\
9/30/2009 11:39:13 AM TOIS5051.DSS Transported To C:\Dictations\Files\
9/30/2009 11:39:13 AM 2 Jobs Transported
9/30/2009 11:40:10 AM TOIS5052.DSS Moved To C:\Program Files\Dss Extractor\Download\Olympus\FolderA\
9/30/2009 11:40:11 AM 1 Jobs Downloaded From H:\
9/30/2009 11:40:14 AM TOIS5052.DSS Transported To C:\Dictations\Files\
9/30/2009 11:40:14 AM 1 Jobs Transported

```

# Downloading – From Start to Finish

This section details the download process, showing where a dss file is copied to and stored until it reaches the destination folder. Such information may be beneficial in troubleshooting lost dss files or other issues.

## - Downloading

When you connect your portable to the computer, a series of popups will appear informing you of each step in the download process.

**Image 1** will appear and inform you how many audio files were downloaded from the portable

**Image 2** will appear after downloading all files and erasing the memory card. This let's you know that it is now safe to remove your portable without any data loss.



Image 1



Image 2

**Image 3** will only appear if you have the **Query** feature enabled.

As **Image 4** shows, you may select any of the **Query Paths** as the file's destination. You can apply this to all downloaded files by selecting **Send All** or just the file listed in the title bar by selecting **Send One**.

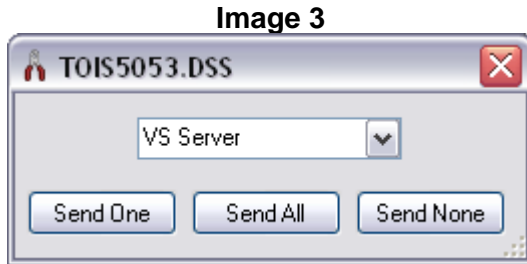


Image 3



Image 4

**Image 5** confirms how many of the downloaded files were transported, or copied, to the destination folder. If all of your downloaded files are not transported, it is most likely because the destination folder is inaccessible.



Image 5

## - Temporary Folders

When audio files are downloaded, they are stored in a local directory until they are transported to the destination folder. If the destination is inaccessible, the files will remain in this directory until the accessibility issue is resolved and you choose from the menu **File>Transport Files**. This directory is the **Download** directory in the application's root.

Default local directory location: **C:\Program Files\Dss Extractor\Download**

Inside the **Download** directory are separate folders for each portable model where the audio files are stored.

## - Default Backup Folder

Dss Extractor Pro stores a copy of all downloaded audio files. However, if you download before you configure the Backup Folder or if the Backup Folder is inaccessible, the copy will be stored in the Default Backup Folder. The Backup Folder is in the application's root directory.

Default Backup Folder location: **C:\Program Files\Dss Extractor\Backup**

# Troubleshooting

<b>Issue –</b> <b>The portable will not download.</b>	<b>Possible Cause –</b> Dss Extractor Pro is not running.	<b>Solution –</b> Start Dss Extractor Pro. Unplug the portable, reconnect it.
	The portable is not turned on.	Turn the portable on.
	The portable is not showing up as a drive letter in Windows.	Open <b>My Computer</b> . Connect the portable. If a new drive letter titled “Removable Drive” does not show up, reboot your computer.
	Dss Extractor Pro does not realize a portable has been connected.	From the menu choose <b>File&gt;Manual Download</b> . If this does not download, quit Dss Extractor Pro and unplug the portable. Now open Dss Extractor Pro and reconnect the portable. If problem persists, reboot the computer.
	A mapped drive is conflicting with the portable's drive letter.	Disconnect the mapped drive. If the portable now shows up under <b>My Computer</b> , then you have a conflict. You need to map the drive to a different drive letter.

<b>Issue –</b> <b>Destination Path Unfound or Inaccessible.</b>	<b>Possible Cause –</b> Your Destination Folder is a network share and you're having network issues.	<b>Solution –</b> Resolve any network connectivity issues and then go to <b>File&gt;Transport Files</b> to send the dss files.
	Your Destination Folder is a mapped drive that has been disconnected.	Reconnect the mapped drive or change your destination folder then go to <b>File&gt;Transport Files</b> to send the audio files.
	You do not have sufficient security permissions to write/modify files to the Destination Directory.	Ensure that the user account being used has Full Control on the Destination Folder. If under a restricted account, log in as an administrator and see if the issue is resolved. If it is, this verifies it is a permissions issue.