

Foot Control Not Working

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| Document last modified: | 3 July 2012 |
| Document applies to: | Olympus DSS Player v6/v7 (AS-2300) Olympus DSS Player Standard Transcription Module v1/v2 (AS-2400) Olympus DSS Player Pro Transcription Module v4 (AS-4000) Olympus DSS Player Pro Transcription Module v5 (AS-5000) Olympus Dictation Management System Transcription Module v6 (AS-7000) |
| Knowledge level: | Medium to Advanced User |

Question:

My Foot Control isn't working at all, or not working properly. What should I do?

| Quick Reference: | Go to: |
|--|---------------|
| If the software and Foot Control have just been installed & Foot Control not working at all | Answer 1 |
| If the Foot Control is not performing the FF and REW functions | Answer 2 |
| If the USB Foot Control has been working OK but has suddenly stopped responding | Answer 3 |
| If the Foot Control is not working at all, and Answers 1-3 have not fixed the issue | Answer 4 |
| If you take your foot off the Foot Control (RS-24 and RS-26 models only) and the indicator bar goes straight back to the start of the DSS file | Answer 5 |

Answer 1:

If the software and Foot Control have just been installed and the Foot Control isn't working at all.

1.1 The wrong software module has been installed.

Check that you have installed the Olympus software using the Licence ID Code that came with your "Transcription" kit. The Foot Control will not work if you have installed the software using the Licence ID that came with a "Dictation" kit.

Open your Olympus software program and go to "Help – About" to display the name and version number of the software. The Licence ID no. is displayed under the User ID and Company Name.

Transcription Kit Software Details and Licence ID formats are listed below:

| Transcription Kit | Software Installed | Licence ID Format |
|--------------------------|---|--------------------------|
| AS-2000 | DSS Player 2002 | RFP ... |
| AS-2300 | DSS Player v6 & v7 | 8360-0121-xxxx-xxxx-xxxx |
| AS-3000 | DSS Player Pro Transcription Module v1 & v2 | RTP ... |
| AS-4000 | DSS Player Pro Transcription Module v4 | RTM1 ... |
| AS-2400 | DSS Player Standard Transcription Module v1 | ST11 ... |
| AS-5000 | DSS Player Pro Transcription Module v5 | RT51 ... |
| AS-7000 | Olympus Dictation Management System Transcription Module v6 | RT66-0001-xxxx-xxxx-xxxx |

If you have installed using a "Dictation" Licence, deinstall the software and reinstall using a "Transcription" Licence.

1.2 The Foot Control is not compatible with the installed software.

Check the software version information (see above for instructions). Check the model of the Foot Control. This is displayed on a sticker on the side, at the back of the Foot Control.

Foot Control compatibility is listed below:

| Foot Control | Supported by Software |
|---------------------|--|
| RS-20 | No longer supported |
| RS-24 | DSS Player v6.0 and above DSS Player Pro Transcription Module v1.0 and above DSS Player Pro Transcription Module v2.0 and above <i>Note: Not supported in Windows 7, regardless of Olympus software installed.</i> |
| RS-26 | DSS Player v6.0 and above DSS Player v7.0 and above DSS Player Pro Transcription Module v4.0.0 and above DSS Player Pro Transcription Module v5.0.4 and above (not compatible with v5.0.0 – v5.0.3) <i>Note: Not supported in Windows 7, regardless of Olympus software installed.</i> |
| RS-28 | DSS Player v7.0.1 and above DSS Player Pro Transcription Module v4.9.2 and above DSS Player Pro Standard Transcription Module v1.0.1 and above DSS Player Pro Transcription Module v5.0.0 and above Olympus Dictation Management System (ODMS) Transcription Module v6.0.0 and above |
| RS-31 | DSS Player Pro Transcription Module v5.0.13 and above ODMS Transcription Module v6.0.0 and above |

1.3 If the Foot Control was installed before the software, it may be using generic drivers (RS-24 & RS-26 only).

- Either, see “Answer 4” later in this document for information on how to install the correct drivers.
- Or, de-install the software, disconnect the Foot Control, reinstall the software and then reconnect the Foot Control. The PC should automatically locate the Olympus software drivers.

1.4 DSS Player might be set for the wrong Foot Control setting (RS-24 & RS-26 only).

- Physically check whether the Foot Control is plugged in via the USB or Serial connection.
- Check “Tools” menu – “Foot Switch Settings” and make sure the right port (either USB or Serial Port – RS232) is selected. Also ensure the correct COM Port is selected if using a Serial Port.
- Note that the RS-28 can be plugged in via USB only.

1.5 The Foot Control Drivers may not have installed correctly, or at all.

- See “Answer 4”, later in this document, for further information.

Answer 2:

If the Foot Control is not performing the FF and REW functions in the small Playback Bar.

This occurs if you open a DSS file by double-clicking on the attachment in email, rather than saving the DSS file and opening it from within the Transcription software.

- Save the file into one of your Download Folders, then open Olympus DSS Player software and play the file from within DSS Player.
- To display the location of the Download Folders (the folder you save the file into)

| Olympus Software | Download Folder Location |
|--|---|
| DSS Player Pro v1 DSS Player 2002 DSS Player v6 & v7 | <ul style="list-style-type: none"> • "Tools – Options" • Listed under "Download Folder" on the "Download" tab. |
| DSS Player Pro v2 DSS Player Pro v4 | <ul style="list-style-type: none"> • "Tools – Options" • Click on the "Folders" tab. |
| DSS Player Standard v1/v2 DSS Player Pro v5 ODMS v6 | <ul style="list-style-type: none"> • "Tools – Options" • Click on "Folder Design" tab • Select Folder in left column • Check "Path" in right hand pane. |

- To save the file from email. If you are using Microsoft Outlook or Outlook Express, right-click on the file attachment and choose "Save As" from the drop down menu. Browse to the folder location (as noted above) and save the file. For all other email programs, please refer to the instructions for your program.

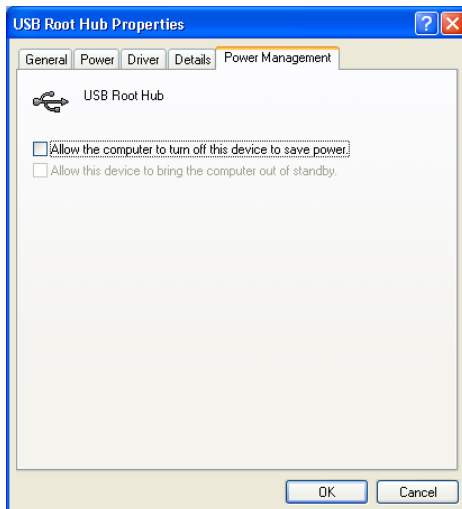
Answer 3:

If the USB Foot Control has been working OK but has suddenly stopped responding, follow these steps:

- Check whether the file can be played by clicking on the “Play” button with the mouse. If it doesn’t play, then the issue does not specifically relate to the Foot Control. Further checks are required to see if the PC is still playing sound. Refer to [Sound and Playback Questions](#).
- Check the Foot Control is securely plugged in and physically check whether the Foot Control is plugged in via the USB or Serial connection. If you are using Olympus Dictation Management System Transcription Module v6, DSS Player Pro Transcription Module v5, DSS Player Standard Transcription Module v1, please ensure you are using USB connection. If you are using another software version, check “Tools – Foot Switch Settings” and ensure this setting matches the physical connection. If it doesn’t, change it.
- Reboot the PC.
- Check that the Drivers are installed correctly. See “Answer 4”, later in this document, for further information.
- If you are using USB, the non-response of the Foot Control could be related to a recognised issue with USB Foot Controls (RS-24 & RS-26 only) on some PCs. Either unplugging/replugging the Foot Control into the PC, or rebooting the PC should re-enable the USB Foot Control, but the problem may reoccur. If it does reoccur, follow the steps listed below.

3.1 Remove the Power Management feature (RS-24 & RS-26 only).

- Right click “My Computer” and choose “Properties”.
- Go to the “Hardware” table and click on “Device Manager”.
- Expand the item “Universal Serial Bus Controllers” and for each “USB Root Hub” item, turn off the Power Management function (see diagram below).



If the Foot Control still does not respond (using the USB Port):

- Switch to the Serial Port.
- To reconfigure Foot Control settings, go to “Tools” menu and choose “Foot Switch Settings”.
- Select Serial Port (RS232).
- Select COM Port and click “OK”.
- Close Olympus software, reopen software and test
- If still not working, try another COM Port.

3.2 The Foot Control Drivers may not have installed correctly, or at all.

- See “Answer 4”, later in this document, for further information.

Answer 4:

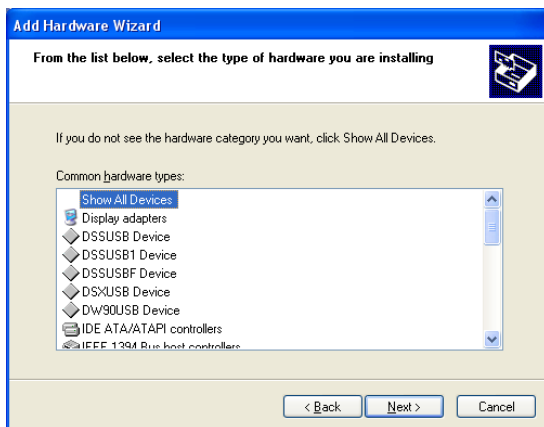
If the Foot Control is not working, and the answers provided above have not fixed the issue. It may be that the Foot Control Driver has not installed correctly, or needs reinstalling.

Follow these steps for all USB Foot Controls:

- Unplug the Foot Control and plug back into the same USB port, or
- Unplug the Foot Control and plug into another USB port.
- The “New Hardware Wizard” will open (see below).



- If “New Hardware Wizard” does not open, Go to the Windows Control Panel and select “Add New Hardware” to continue.
- Click on “Install the software automatically (recommended)” and follow the prompts, choosing “Next” where required.
Note: If you receive a message during the driver install that the driver is not Digitally Signed by Microsoft, please continue with the install. Do not cancel from the install at this stage.
- When the driver install is finished, the “New Hardware Wizard” will display a screen stating this.
- If the driver has not been installed successfully, click on “Back” to return to the first screen.
- This time, choose the option “Install from a list or specific location (Advanced)”, and click on “Next”.
- The following list will be displayed:



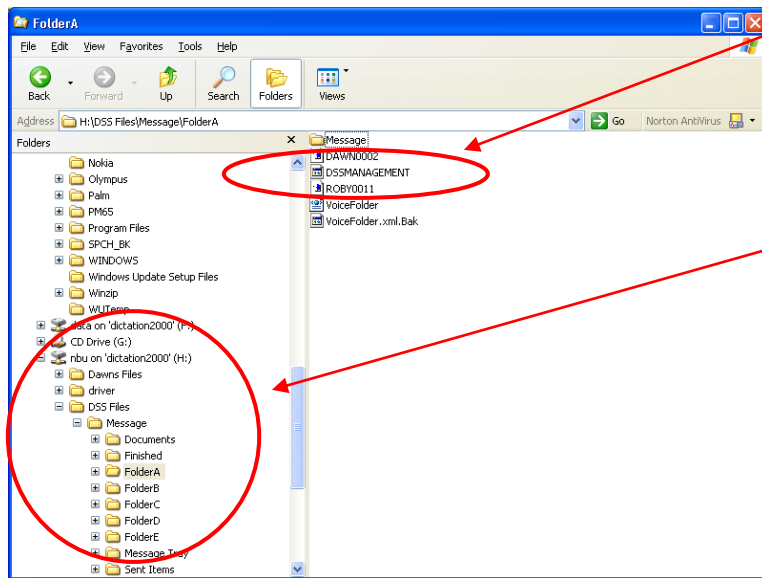
- For RS24 & RS26 Foot Controls, select “DSSUSBF Device” and click “Next”.
- The RS28 Foot Control is a “USB Human Interface Device”.
- Continue choosing “Next” until the driver installation has successfully finished.

Answer 5:

If you take your foot off the Foot Control (RS-24 and RS-26 models only) and the indicator bar goes straight back to the start of the DSS file. This also happens using the Function Keys or mouse.

- The DSSMANAGEMENT.DAT file may be corrupt. This DAT file controls the playback of long files and can be found in any folder where DSS files have been saved.
- Find the drive and folder where the problematic DSS file is stored.
- Delete the DSSMANAGEMENT.DAT file.

See example below. DSS files are stored in H:\DSS Files\Message\Folder A



Locate .DAT files

Locate drive and folders in "Explorer"