

# Dss Extractor Pro

## User Guide

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# 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 a directory for access by iChannel Express or importing into a Voice Solutions server (Phoenix or Brooktrout). In addition to downloading audio files, Dss Extractor Pro can create a backup of all downloaded files, query the user upon downloading, and more.

Note that Dss Extractor Pro is a free application that is provided to our users to make downloading audio to their other DAC products simple and automated. Because of this, only the most popular commercial-grade digital portables are compatible. In addition, .ds2 (DSS Pro) files will not download if enabled on any of the listed portables below.

## - 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:

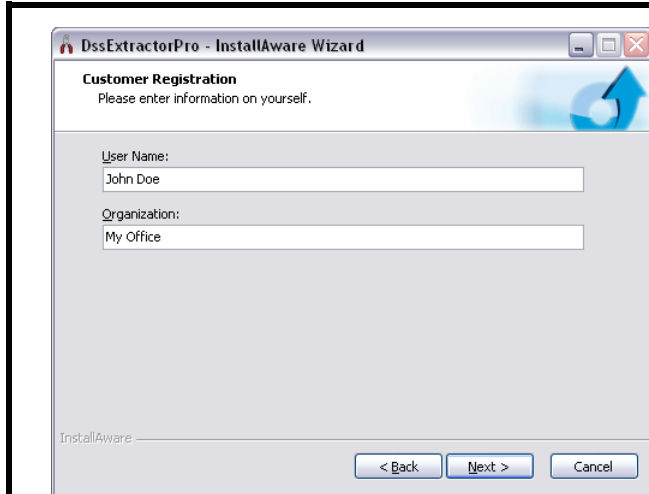
- Microsoft® Windows® XP with SP3
- Microsoft® Windows® 2003 Server with SP2
- Microsoft® Windows® Vista with SP1 (32-bit)
- Microsoft® Windows® 2008 Server R2
- Microsoft® Windows® 7 (32-bit)
- Microsoft® Windows® 7 (64-bit)

### Hardware:

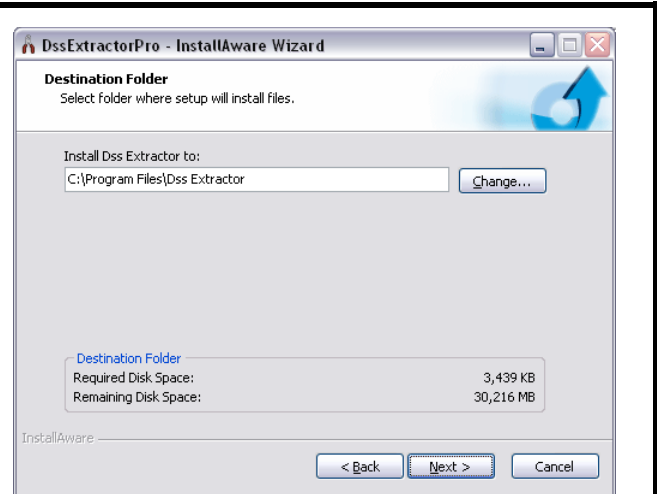
- Intel® Pentium® IV (or AMD equivalent)
- 512 MB RAM
- 250 MB of available hard disk space

## - 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**.

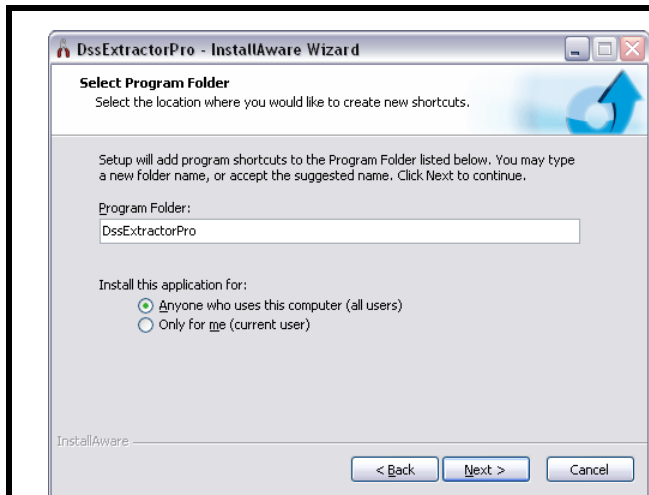


Step 1



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

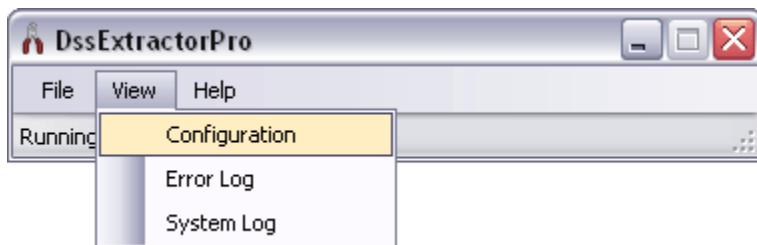
1. Open **Dss Extractor Pro**  (you should have a shortcut on your desktop).

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**.



## - Common

The **Common** tab settings can be found in **Configuration**. It is the default tab. The settings in this tab affect 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:** By default, the backup path will be the application's root directory. Whatever path you set, a *Backup* folder will automatically be created within it.

### File Life

Enter a value between 0-99. This is the number of days the backup copy will be kept until deletion. Setting it to 0 will keep the files indefinitely.

### 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.

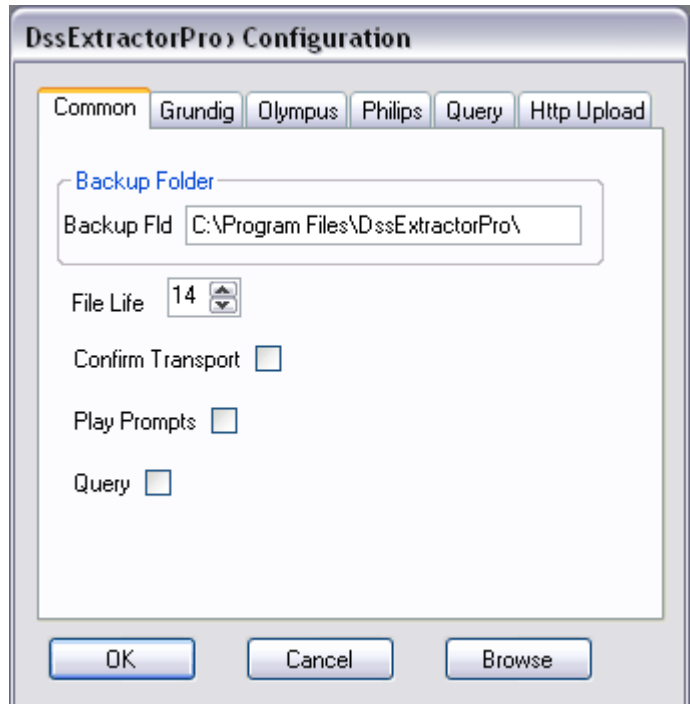


### Play Prompts

If checked, then audio prompts will play whenever you download files or the application encounters an error.

### 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

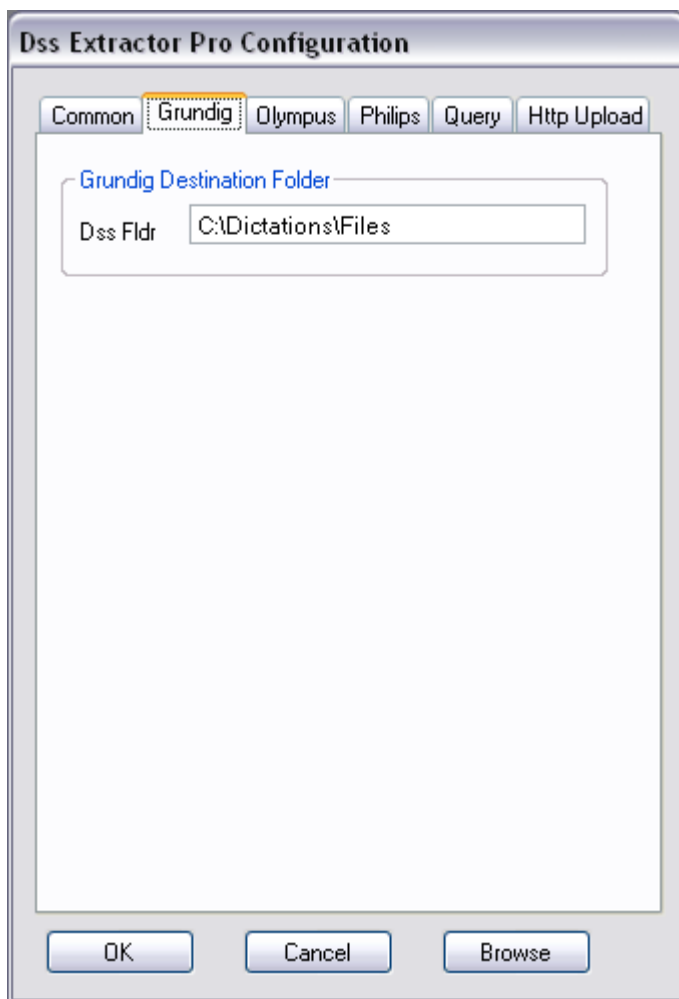
The **Grundig** tab only needs to be configured if you are using a Grundig Digta digital portable. It can be accessed from the **Configuration** screen.

### 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 **MODIFY** for Dss Extractor to create and delete files.

**Note:** If iChannel Express is your transcription solution, this path should match its source dictation directory. By default this is: **C:\Dictations\Files**

**Note:** If a Voice Solutions server is being used, this path should match the server's DSS import folder. With Phoenix the default is: **\\dac7\import** . However, you will need to replace **dac7** with the server's IP if outside the network.





## - Olympus

The **Olympus** tab only needs to be configured if you are using one of the supported Olympus digital portables. 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 **MODIFY** for Dss Extractor to create and delete files.

**Note:** If iChannel Express is your transcription solution, this path should match its source dictation directory. By default this is: **C:\Dictations\Files**

**Note:** If a Voice Solutions server is being used, this path should match the server's DSS import folder. With Phoenix the default is: **\\dac7\import** . However, you will need to replace **dac7** with the server's IP if outside the network.



## - Philips

The **Philips** tab only needs to be configured if you are using one of the supported Philips digital portables. It can be accessed from the **Configuration** screen.

### Philips Destination Folder

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

**Note:** If iChannel Express is your transcription solution, this path should match its source dictation directory. By default this is: **C:\Dictations\Files**

**Note:** If a Voice Solutions server is being used, this path should match the server's DSS import folder. With Phoenix the default is: **\\dac7\import** . However, you will need to replace **dac7** with the server's IP if outside the network.

### 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.

### 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.

The screenshot shows the 'Dss Extractor Pro Configuration' dialog box with the 'Query' tab selected. The 'Query Paths' section contains a table with 8 rows, each with a 'Query Name' and a 'Query Path'.

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

At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Browse'.

## - HTTP Upload

Files can be uploaded to a Voice Solutions Phoenix server via the HTTP protocol. The HTTP feature *DOES NOT* work with other web servers.

This feature allows portables to be downloaded and easily uploaded to the server from any internet connection, without requiring a VPN. In addition, the HTTP feature can be used for computers on the local network if you want to prevent a network connection from being used on your server (as you may have a limited number of concurrent connections available).

### Use HTTPS

When checked, all data will be secure using the HTTPS protocol. It is *HIGHLY* recommended that you enable this feature.

### Host Name

This is the name, domain, or IP of the Phoenix server. If an IP address is used, it needs to be a static IP. If you are connecting from an external network, be sure that the ports are forwarded to the internal IP of the server and you enter the public IP of the network here.

### Upload Path

The path to the Apache upload script goes here. Unless you changed the default path or name of the script on your Phoenix server it will be **/upload.php**.

### Port

Although you can use the same HTTP port number for Dss Extractor Pro as you do for iNet 3, it is recommended that they both use different ports to prevent data collision. By default, a Phoenix server has port 5555 for HTTPS configured just for Dss Extractor Pro.

### Login Name & Login Password

This only needs to be filled in if you have the Phoenix server's Apache set to require authentication for a HTTP or HTTPS connection.

### Proxy Host, Port, Login, & Password

If your network uses a Proxy server, and you are on a different network than the Phoenix server, you will need to enter the Proxy's IP (Host field), port number, username, and password.

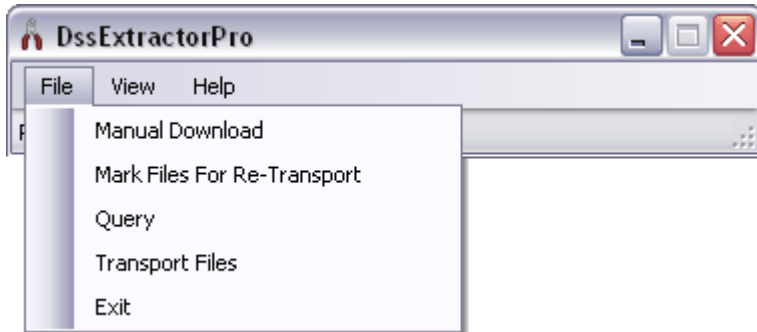
The screenshot shows the 'Dss Extractor Pro Configuration' dialog box with the 'Http Upload' tab selected. The 'HTTP Upload' section is expanded, showing the following settings:

- Use HTTPS:
- Host Name: 12.34.56.78
- Upload Path: /upload.php
- Port: 5555
- Login Name: (empty field)
- Login Password: (empty field)
- Proxy Host: (empty field)
- Proxy Port: (empty field)
- Proxy Login: (empty field)
- Proxy Password: (empty field)

At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Browse'.

# Features

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

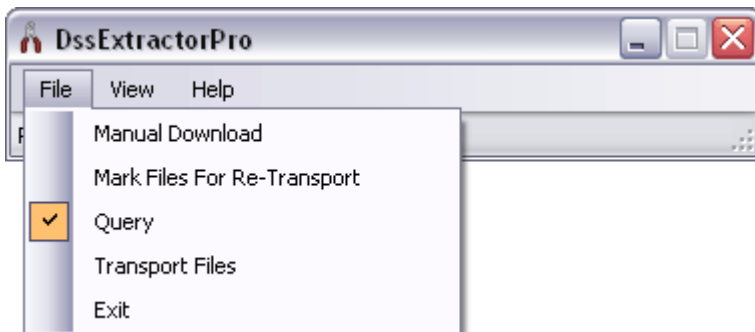


## - Manual Download

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

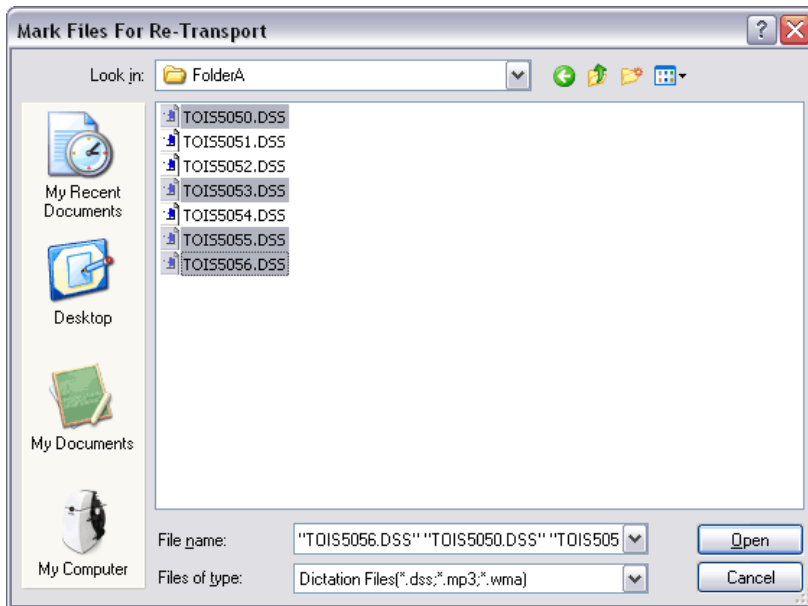
The **Query** feature is enabled by checking the **Query** checkbox under **View>Configuration>Common** tab. However, you can temporarily disable or enable the feature from the **File** menu. When enabled, a check sign will appear to the left. If Dss Extractor Pro is quit and reopened, the **Query** 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 **Files>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.

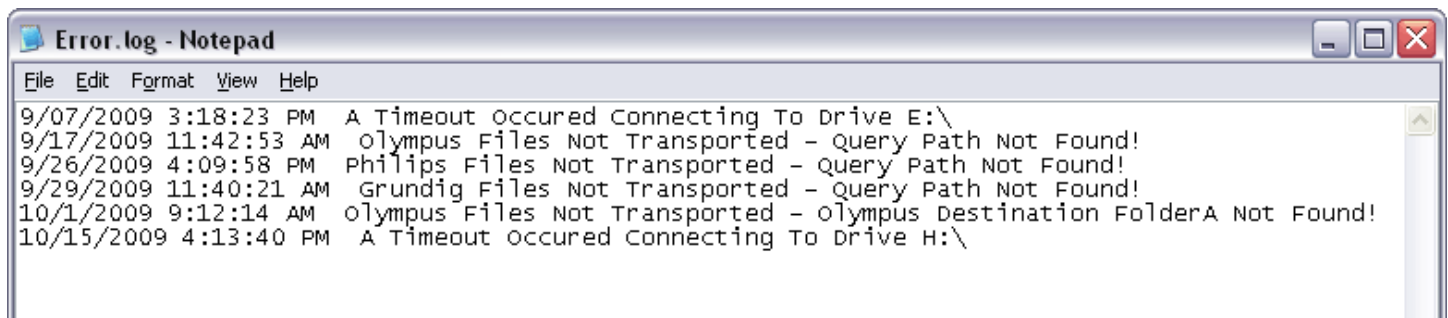
# Log Files

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**



```

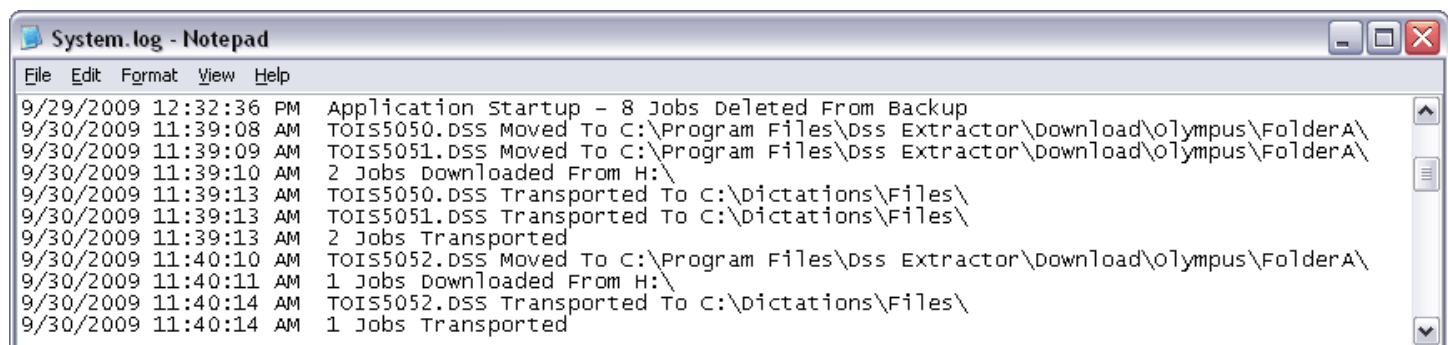
Error.log - Notepad
File Edit Format View Help
9/07/2009 3:18:23 PM A Timeout Occured Connecting To Drive E:\
9/17/2009 11:42:53 AM Olympus Files Not Transported - Query Path Not Found!
9/26/2009 4:09:58 PM Philips Files Not Transported - Query Path Not Found!
9/29/2009 11:40:21 AM Grundig Files Not 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 an audio file is copied to and stored until it reaches the destination folder. Such information may be beneficial in troubleshooting lost files or other issues.

## - Downloading

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

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

**Image 2** will appear after downloading all files and erasing the memory card. This lets 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**.

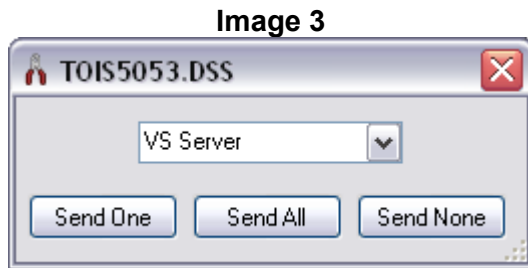


Image 3

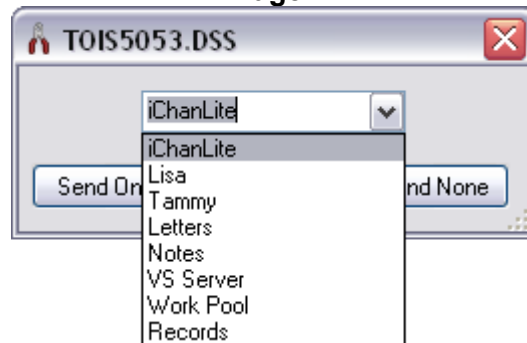


Image 4

**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.  If unsuccessful, try using a different USB port.
	Dss Extractor Pro does not realize a portable has been connected although it shows up as a Removable Drive in My Computer.	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 audio 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 READ, WRITE, and MODIFY 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.