TECH TIPS
October 14, 2020

How to fix a lost connection for uploads to Philips SpeechLive

The issue:
The SpeechLive Upload Client requests a SpeechLive login when user is already logged into SpeechLive

Did you know?

In order to automatically upload supported audio files (ds2, wav, mp3) from a voice recorder **and** have the files deleted from the recorder after upload, a user must have *the SpeechLive Upload Client software* installed and paired with SpeechLive via a connection code. The user must also be logged into their SpeechLive account.

In some cases, when Microsoft applies patches to their Azure Servers a previously paired SpeechLive Upload Client can lose its connection code.

Scenario:

- The user has been successfully uploading dictations via the SpeechLive Upload client for some time.
- The user is currently logged in to a supported browser with his SpeechLive account
- The user attempts to upload dictations via the SpeechLive upload client and is presented with the message:
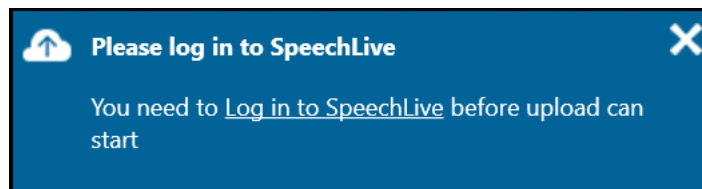
- The icon for the SpeechLive Upload client running in the system tray now has a red "X" indicating it is no longer paired to SpeechLive with a connection code,
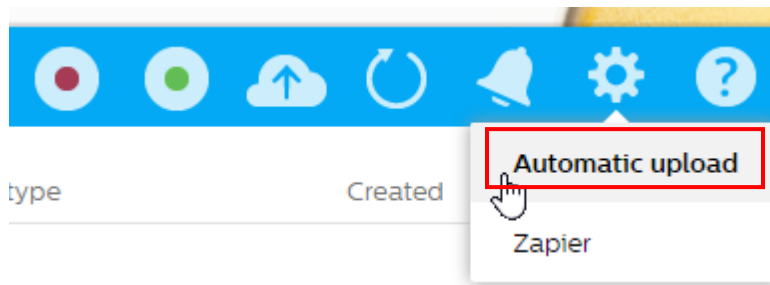
Solution:

From SpeechLive running in the browser

1. Click on the Settings icon
2. Choose *<Automatic upload>*

3. Select *<Connect>* to generate a new connection code:

4. Click *<Copy>* to place the code on the PC clipboard

5. Locate the SpeechLive Upload Client in the system tray
6. Right-click the icon to show the menu
7. Select *<Paste connection code…>*
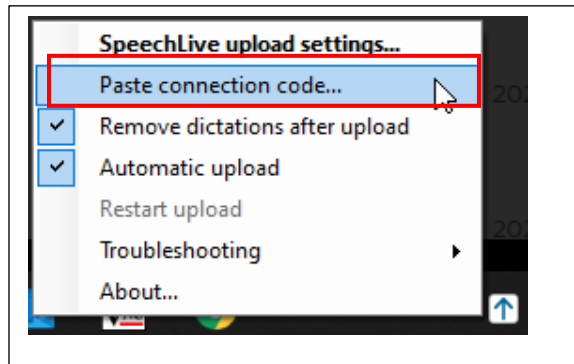
8. Click *<Paste & connect>*
9. The code is applied, and you should receive a "Successfully connected" message
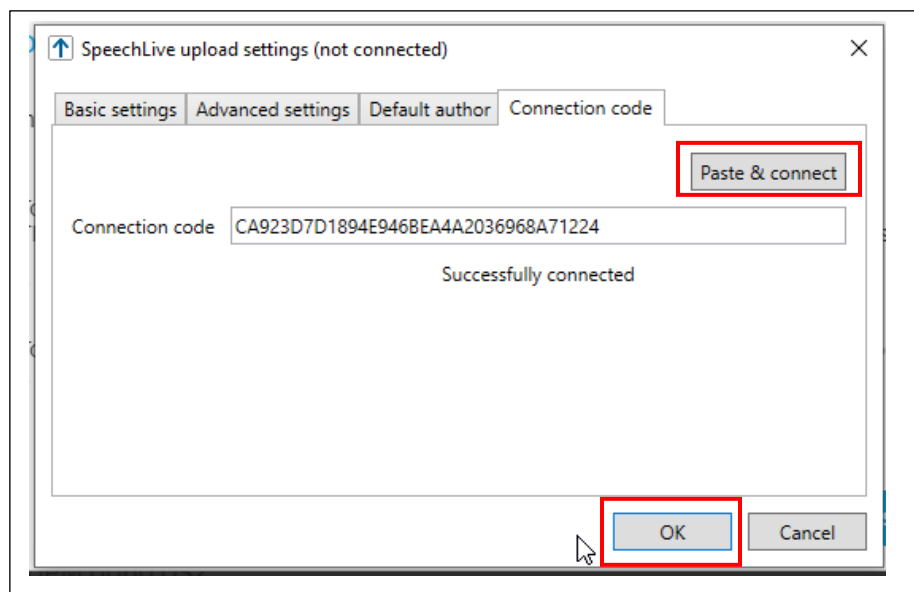10. Click *<OK>* to dismiss the dialog

11. Close the "Copy the connection…" dialog

Copy the connection code to the clipboard

Connection Code: `CA923D7D1894E946BEA4A2036968A71224`   Copy

1. To copy the connection code to the clipboard, click the 'Copy' button.
2. Then double-click the SpeechLive upload icon in the notification area of the Windows task bar. The 'SpeechLive upload settings' window opens.

3. To paste the connection code, click on the 'Paste & connect' button in the Connection code tab.

Close

The SpeechLive Upload Client is now ready to use!