

Wireless Communication Service

Administration Guide



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1 Introduction

Wireless Communication Service is a Windows service to manage data transfer via network to/from DS-9500. This service communicates with DS-9500 devices and downloads dictation files to shared folders on the network.

Wireless Communication Service supports the following devices:

Digital Voice Recorder

- DS-9500

The administration guide provides installation and configuration procedures for Wireless Communication Service. This guide is intended for IT administrators and assumes you have experience in hardware configuration, software installation, and networking.



This guide uses Windows Server 2016 to explain operating procedures. Depending on the version of your OS, the screen display may be different.

2 Prepare for installation

Before installing Wireless Communication Service:

- Make sure your computer meets the [system requirements](#).
- Log on to your computer with an administrator account.
- Install pending Windows updates, and then restart the computer as needed.
- Exit all open applications.

2.1 System requirements

Component	Requirement
OS	Microsoft® Windows® 7 <ul style="list-style-type: none"> • Ultimate/Enterprise/Professional SP1 (x86/x64) Microsoft® Windows® 8.1 <ul style="list-style-type: none"> • Enterprise/Pro (x86/x64) Microsoft® Windows® 10 <ul style="list-style-type: none"> • Enterprise/Pro (x86/x64) Microsoft® Windows Server® 2008 SP2 (x86/x64) Microsoft® Windows Server® 2008 R2 SP1 (x86/x64) Microsoft® Windows Server® 2012 (x64) Microsoft® Windows Server® 2012 R2 (x64) Microsoft® Windows Server® 2016 (x64)
CPU	Microsoft® Windows® 7: 1 GHz or higher Microsoft® Windows® 8.1: 1 GHz or higher Microsoft® Windows® 10: 1 GHz or higher Microsoft® Windows Server® 2008: 2 GHz or higher Microsoft® Windows Server® 2012: 2 GHz or higher Microsoft® Windows Server® 2016: 3.1 GHz or higher
Memory	Microsoft® Windows® 7: 1 GB or more (x86)/2 GB or more (x64) Microsoft® Windows® 8.1: 1 GB or more (x86)/2 GB or more (x64) Microsoft® Windows® 10: 2 GB or more Microsoft® Windows Server® 2008: 2 GB or more Microsoft® Windows Server® 2012: 2 GB or more Microsoft® Windows Server® 2016: 2 GB or more
Hard disk space	30 MB or more (A separate space is required to install .NET Framework.)
.NET Framework	.NET Framework 4.6



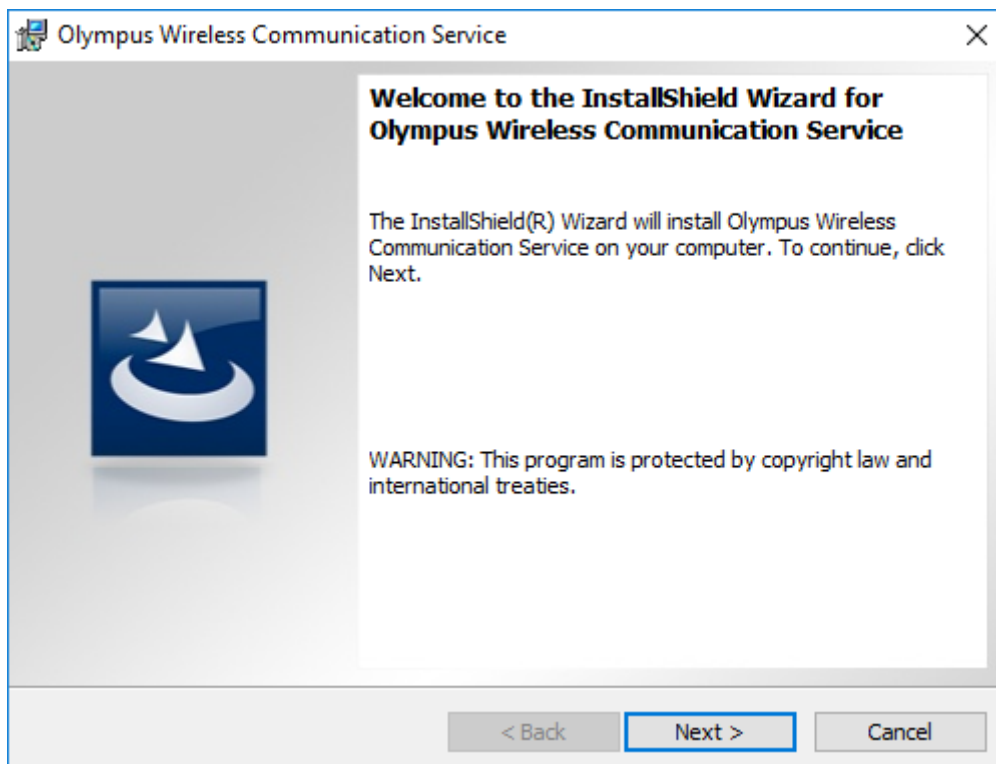
It is strongly recommended to prepare a dedicated computer for Wireless Communication Service to avoid performance degradation due to the use of multiple DS-9500 devices.

3 Install Wireless Communication Service

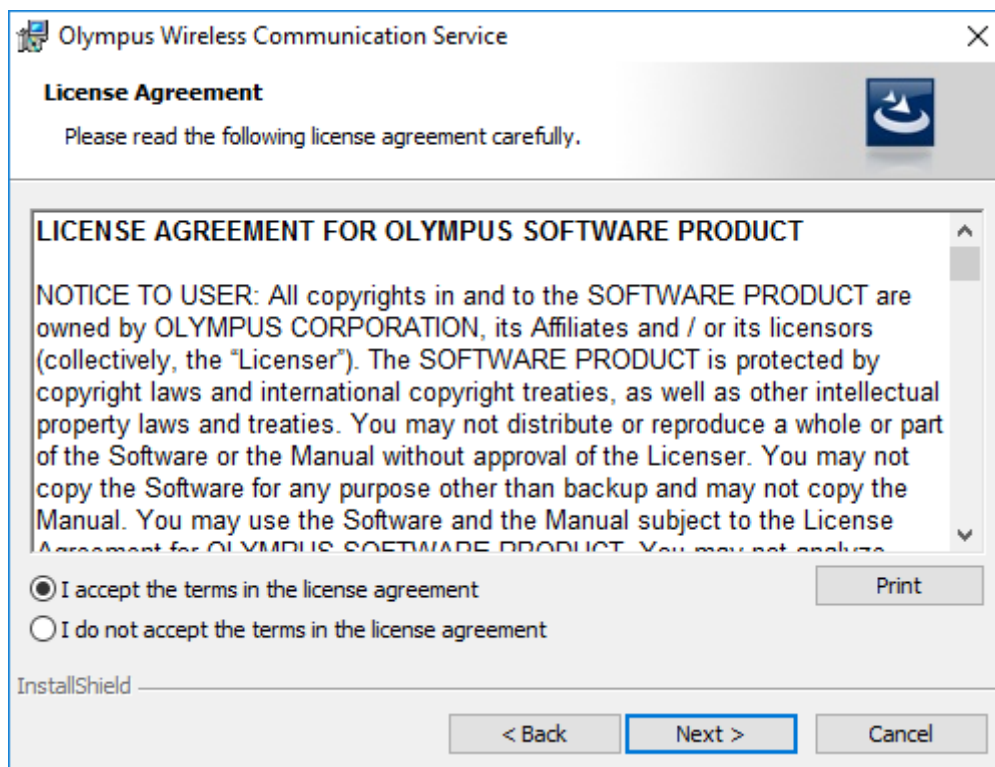
This topic provides a step-by-step procedure for installing Wireless Communication Service.

To install Wireless Communication Service

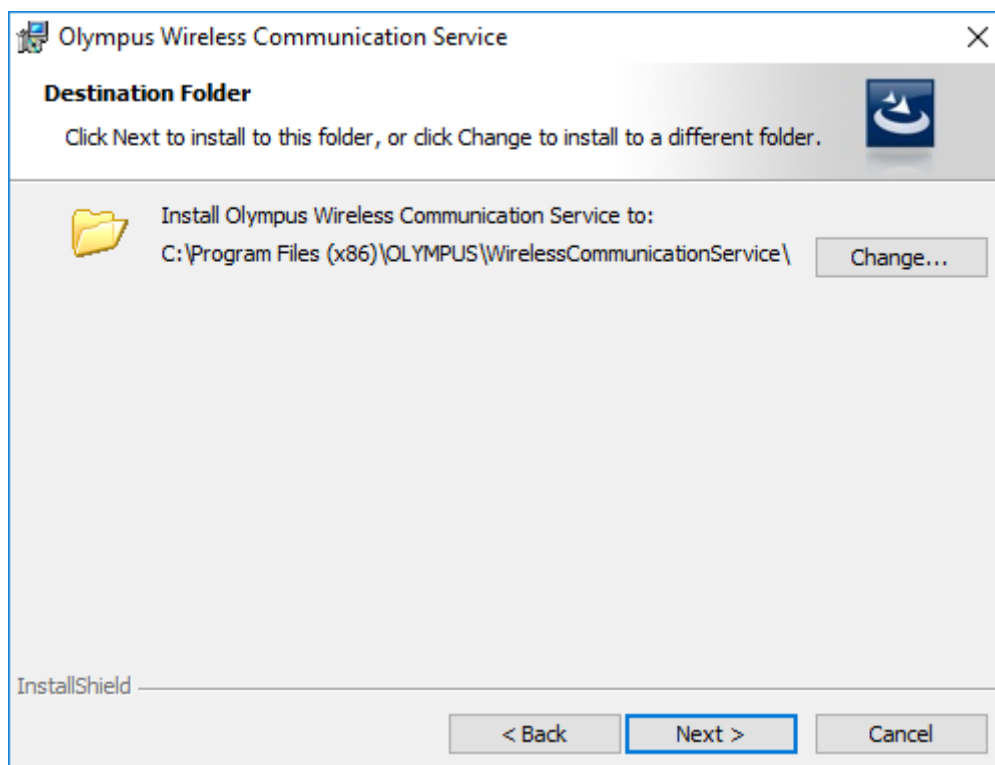
1. Double-click **setup.exe** in the **WCS** folder to install.
2. In the language selection dialog box, select the language that you want to use during installation, and click **OK**.
 - If you are prompted to install Microsoft .NET Framework 4.6, click **Install**. Please wait until this installation is complete.
3. After the InstallShield Wizard starts, click **Next**.



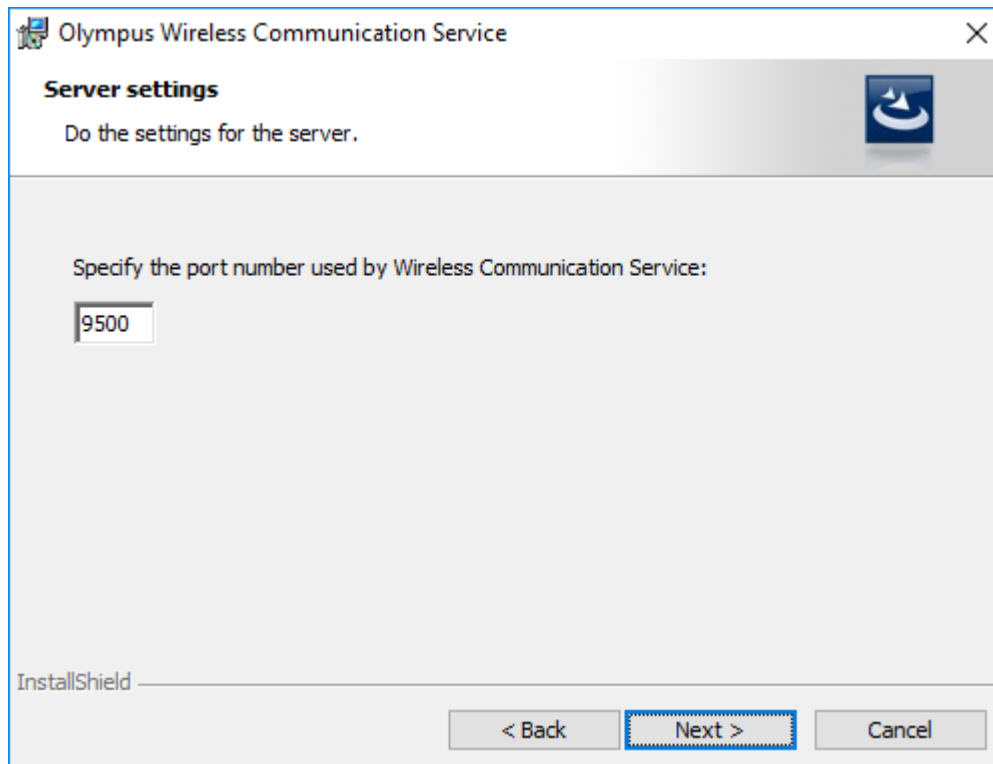
4. On the **License Agreement** page, accept the license agreement to continue the installation, and then click **Next**.



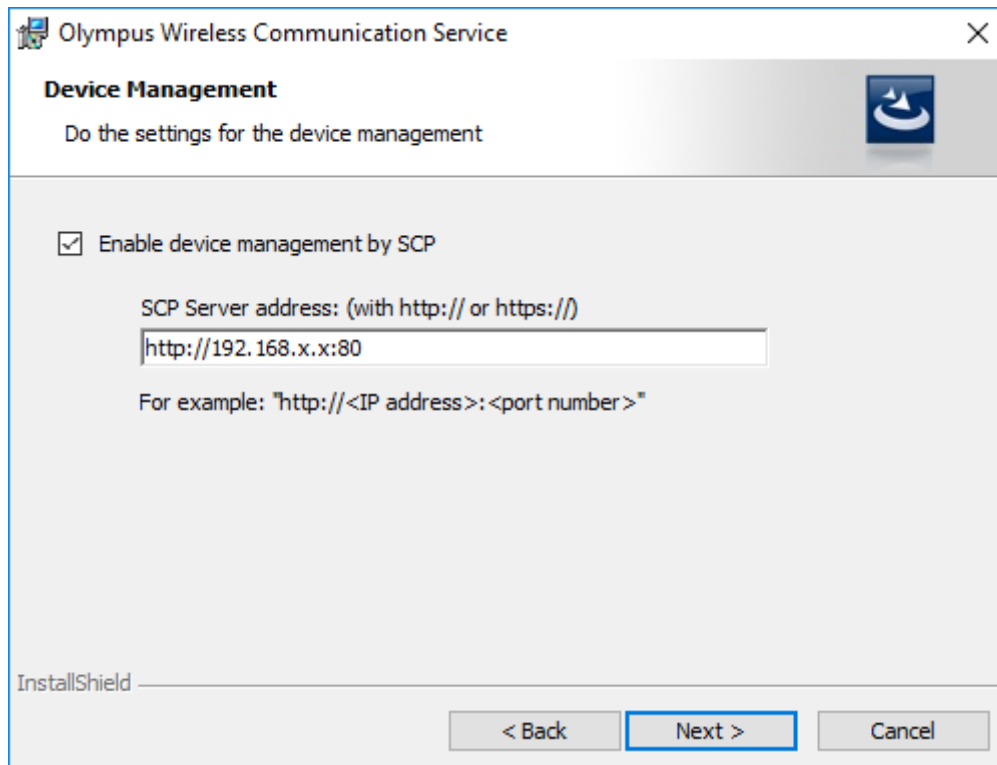
5. On the **Destination Folder** page, change the installation folder if required, and then click **Next**.



6. On the **Server settings** page, type the port number used by Wireless Communication Service, and then click **Next**.



7. On the **Device Management** page, configure the settings for the device management, and then click **Next**.

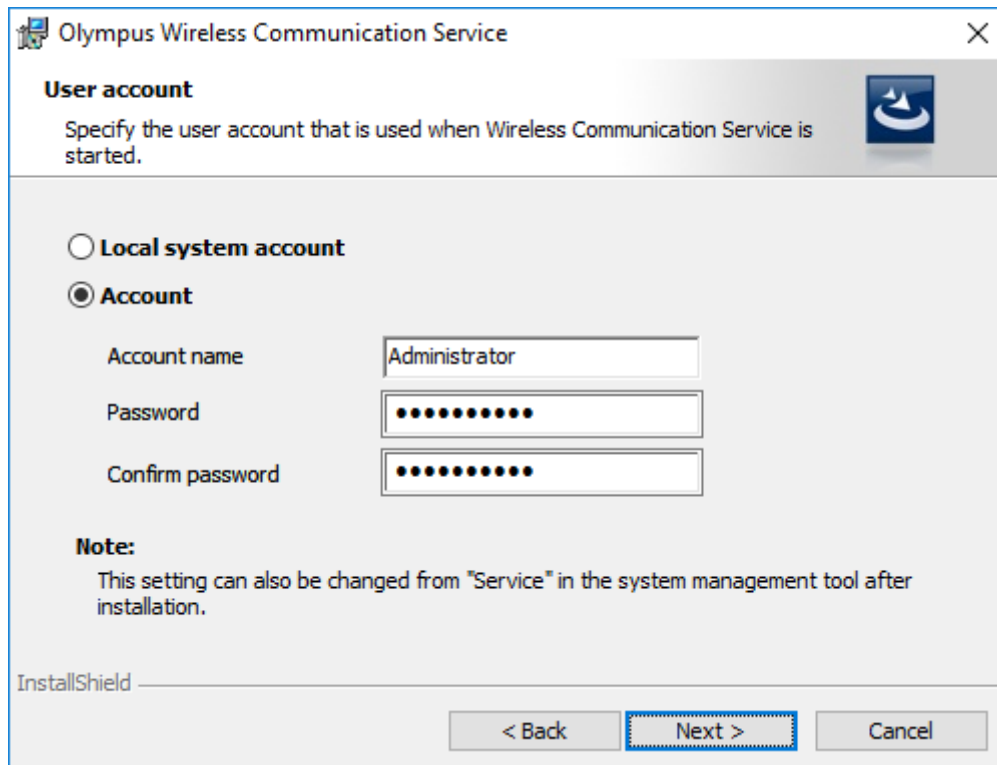


The screenshot shows a Windows-style dialog box titled "Olympus Wireless Communication Service" with a close button (X) in the top right corner. The dialog has a header bar with the title "Device Management" and a sub-header "Do the settings for the device management" next to a blue circular icon with a white arrow. Below the header, there is a checkbox labeled "Enable device management by SCP" which is checked. Underneath the checkbox is a text input field for the "SCP Server address: (with http:// or https://)". The field contains the text "http://192.168.x.x:80". Below the input field is a note: "For example: 'http://<IP address>:<port number>'". At the bottom left of the dialog, the text "InstallShield" is visible. At the bottom right, there are three buttons: "< Back", "Next >" (which is highlighted with a blue border), and "Cancel".




For more information about the device management feature, refer to "[Device Management](#)".

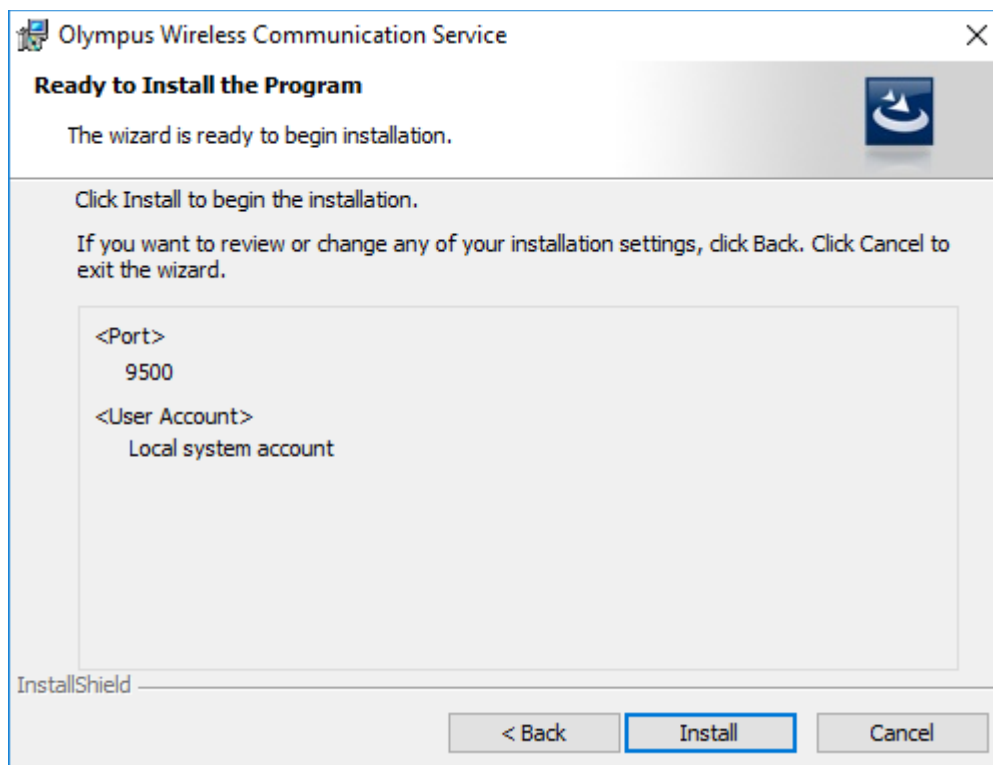
8. On the **User account** page, specify the user account that is used when Wireless Communication Service is started, and then click **Next**.



The screenshot shows a Windows-style dialog box titled "Olympus Wireless Communication Service". The main heading is "User account" with a sub-instruction: "Specify the user account that is used when Wireless Communication Service is started." There are two radio button options: "Local system account" (unselected) and "Account" (selected). Under the "Account" option, there are three text input fields: "Account name" containing "Administrator", "Password" with ten dots, and "Confirm password" with ten dots. A "Note:" section states: "This setting can also be changed from 'Service' in the system management tool after installation." At the bottom, there are three buttons: "< Back", "Next >" (highlighted with a blue border), and "Cancel". The "InstallShield" logo is visible in the bottom left corner.

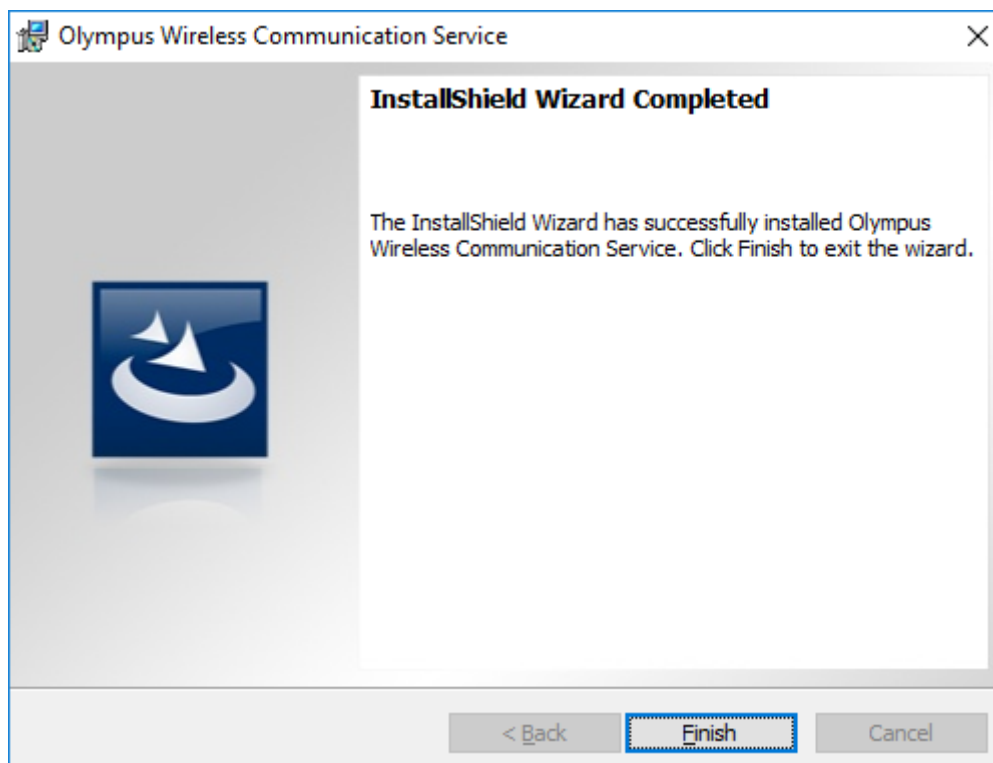
	<p>The user account specified here is used to run Wireless Communication Service. This account must also meet the following requirements:</p> <ul style="list-style-type: none">• Has the right to start a Windows Service• Has full access to all folders to download dictation files• Account and password never expire
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9. On the **Ready to Install the Program** page, click **Install**.



→ The installation of Wireless Communication Service starts. This may take a few minutes.

10. When the installation process is complete, the completion page appears. Click **Finish** to close the InstallShield Wizard.



4 Configure Wireless Communication Service

The **Option Settings** dialog box allows you to configure the various settings of Wireless Communication Service.

To configure the settings of Wireless Communication Service

1. On the **Start** menu, click **Olympus Wireless Communication Service > Option Settings**.
2. In the **Option Settings** dialog box, click the category from the list on the left side.
3. Change options in the open page as needed.
4. Click **OK**.



Wireless Communication Service will be restarted automatically when you change settings and click **OK**.

The following categories are available:

- [Port](#)
- [Backup](#)
- [Advanced Download](#)
- [Device Management](#)
- [Logging](#)

Port

Use the **Port** page to change the port number used by Wireless Communication Service.

Port

Type a port number between 1 and 65535.

A message appears if the specified port number is already used on the computer.

Backup

Use the **Backup** page to change the backup settings.

Enable auto-backup

Select this check box to enable backup of dictation files.

Path

Click the **Browse** button  and select a backup location.

Enable Purge

Select this check box to enable the purge feature, and then type or select the number of days before deleting files.

If this option is enabled, backed up files are automatically deleted after the specified period.

Advanced Download

Use the **Advanced Download** page to change the Advanced Download settings.

Advanced Download routes dictation files to specific folders according to rules. You can define routing rules on this page so that dictation files are stored separately for each user.

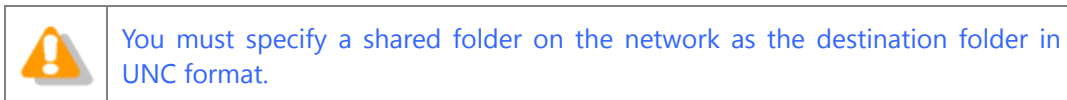
Enable Advanced Download

Select this check box to enable the Advanced Download feature.

Routing Rule List

In this list, set routing rules.

- Click **Add** to add a rule. In the **Rule Settings** dialog box, type an Author ID and/or a Worktype ID, select a destination folder, and then click **OK**.
- Select a rule in this list and then click **Modify** to modify it. In the Rule Settings dialog box, change the rule.
- Select a rule in this list and then click **Remove** to remove it from the list.





Download files that do not match all rules to a specific folder

Select this check box to collect dictation files that do not match all rules, and then select a destination folder.

Device Management

Use the **Device Management** page to configure the settings for the device management by System Configuration Program.

	<p>System Configuration Program is the application for administrators to centrally manage Olympus device profiles. If you use Wireless Communication Service in conjunction with System Configuration Program, you can distribute device profiles and firmware to DS-9500 devices via the network. For more information, refer to the reference manual of System Configuration Program.</p>
	<ul style="list-style-type: none">• DS-9500 checks whether the updated device profile is available when turning the power on or entering into power save mode.• DS-9500 checks whether the firmware update is available when turning the power off.

Enable device management by SCP

Select this check box to enable the device management feature.

SCP Server address

Type the URL of System Configuration Program in the format `http(s)://<IP address>:<port number>`.

Click the **Connection Test** button to check whether Wireless Communication Service can connect to System Configuration Program.

Logging

Use the **Logging** page to change the logging settings.

Enable logging

Select this check box to enable logging.

Path

Click the **Browse** button  and select location of log files.

5 Configure the recorder settings

This topic describes how to configure the settings of DS-9500 to communicate with Wireless Communication Service.



- This topic describes only the minimum required options of DS-9500 to use the wireless download feature.
- This guide uses Olympus Device Customization Program to explain operation procedures. You can also configure recorders by using Olympus products, such as System Configuration Program. For more information, refer to the manual of each product.

To configure the recorder settings

1. Connect DS-9500 that you want to configure to your computer.
2. On the **Start** menu, click **Olympus Dictation Management System > Device Customization Program**.
3. In the category list on the left side of the window, click the category that you want to customize.
4. On the open page, change options as needed.
5. Click **Update**.

Wireless Network

Wi-Fi

Click **ON** to enable Wi-Fi.

Network List

Up to 10 wireless network profiles can be registered.

- Click **Add** to add a wireless network. In the **Wireless Network** dialog box, type or select the wireless settings for the network that you want to connect to, such as the network name and security type, and then click **OK**.
- Select a wireless network in this list and then click **Modify** to modify it. In the **Wireless Network** dialog box change the wireless settings.
- Select a wireless network in this list and then click **Remove** to remove it from the list.

Wireless Download

Enable wireless download to folder

Select this check box to enable the wireless download feature.

Address


Type the IP address of the computer running Wireless Communication Service.

Port

Type the port number used by Wireless Communication Service.

Download Path List

In this list, set destination folders to download dictation files for each device folder.

Select an item in this list, and then click the **Browse** button . In the **Download Path** dialog box, select the destination path, and then click **OK**.



You must specify a shared folder on the network as the destination folder in UNC format.




If the Advanced Download feature of Wireless Communication Service is enabled, download paths set on the recorder are ignored. Refer to chapter 4, "Advanced Download".

6 Troubleshooting

If you cannot send dictation files on DS-9500 to folders, check the following points on each component of your system.

DS-9500

Possible Cause	Action
Wi-Fi is turned off.	Do the following with the recorder: 1. Select Device menu > Wi-Fi > On/Off . 2. Select On , and then press the OK/MENU button.
The recorder is in a location that radio signals cannot reach.	<ul style="list-style-type: none"> • Check for obstacles between the recorder and access points. • Check whether the signal strength icon () is shown on the LCD display of the recorder.
The wireless settings of the network are incorrect.	<ul style="list-style-type: none"> • Check the wireless settings configured on the recorder. Refer to chapter 5, "Wireless Network". • Select Device menu > Wi-Fi > select a network, and then check that the recorder is connected to the network that you want to connect to. • Select Device menu > Device Information, and then check that the correct IP address of the network is shown.
The settings of the wireless download feature are incorrect.	Check the settings for wireless download on the recorder. Refer to chapter 5, "Wireless Download".

Computer running Wireless Communication Service

Possible Cause	Action
Cannot connect to the computer running Wireless Communication Service	Make sure the computer is turned on and connected to the network.
Wireless Communication Service is stopped.	Do the following with the computer: 1. Click Start > Server Manager . 2. In the Server Manager console, click Tools > Services . 3. Make sure that the status of Wireless Communication Service is Running .
The port number used by Wireless Communication Service is blocked.	Make sure the connection to the port used by Wireless Communication Service is not blocked on your system.

Computer containing shared folders

Possible Cause	Action
Cannot connect to the computer containing shared folders.	Make sure the computer is turned on and connected to the network.
The destination folder cannot be found.	Make sure the folder exists.
Wireless Communication Service does not have sufficient access rights to shared folder.	Make sure the account used to run Wireless Communication Service has full access to all folders to download dictation files.
There is not enough storage space on the computer.	To free up disk space, move files to a different location or delete unnecessary files.

7 Support contacts

Inquiries regarding malfunctions

When making an inquiry, please let us know the following items of information and a detailed description of the problem.

- Type of PC (manufacturer and model name)
- Memory capacity
- Hard disk space
- OS and version
- Connected peripheral devices

For malfunctions and other problems, please contact your dealer or distributor.

Other support

Various kinds of information, including product specifications, connection with PCs, OS supporting status, and Q & A, are available on our Web site. For the latest information, visit

<https://www.olympus-global.com/network/>



The information provided may be subject to change without notice.

