

Please try the following:

1. First install the Olympus Transcription software before connecting the Footpedal. The software will recognize it as a new device and automatically install the device drivers. Connecting the Footpedal before installing the software will cause it not to work as the drivers would not have been installed.
2. Make sure you are installing the Transcription Module. If the Dictation Module is installed, the Footpedal will not work as the drivers will not be installed.
3. The older RS-24 and RS-26 Footpedals are not compatible with Windows Vista, Windows 7 or Windows 8 (either 32bit or 64bit). To check which model Footpedal you have, check at the back of the Footpedal next to the USB cable. There should be a small sticker showing which model it is.
4. The RS-31 Footpedal is not compatible with the DSS-Player Pro Release 3 or 4 or the DSS-Player Version 6 or 7 software. It is compatible with the DSS-Player Pro Release 5 software if it is v5.0.14.0. To check which Release or Version you have installed, open the Olympus software, click on "Help" and select "About....".