

Problem

All folders within the Dictation Tray have red crosses on them and do not show any of the dictations within them.

Cause

This problem is caused when the connection to the network location such as a mapped network drive has been lost (or no longer exists).

Resolution

This is a network issue and not related to Olympus software. You may need to speak with your system administrator to resolve. You can attempt reconnection yourself by browsing to the location via Windows Explorer. Ultimately you may need to remap the drive in Windows. Restart the Olympus software once the connection has been re-established.