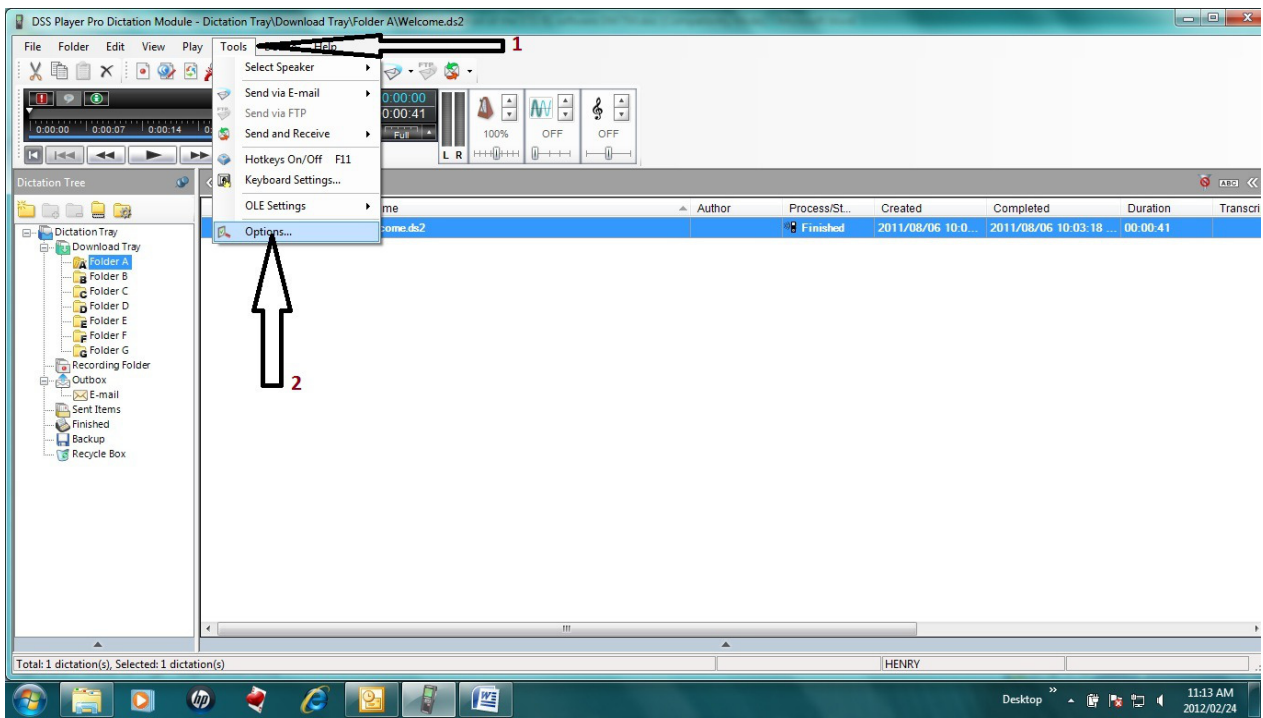


Transcription Module crashes when either marking the job “Finished” or when clicking on the “Finished” tray.

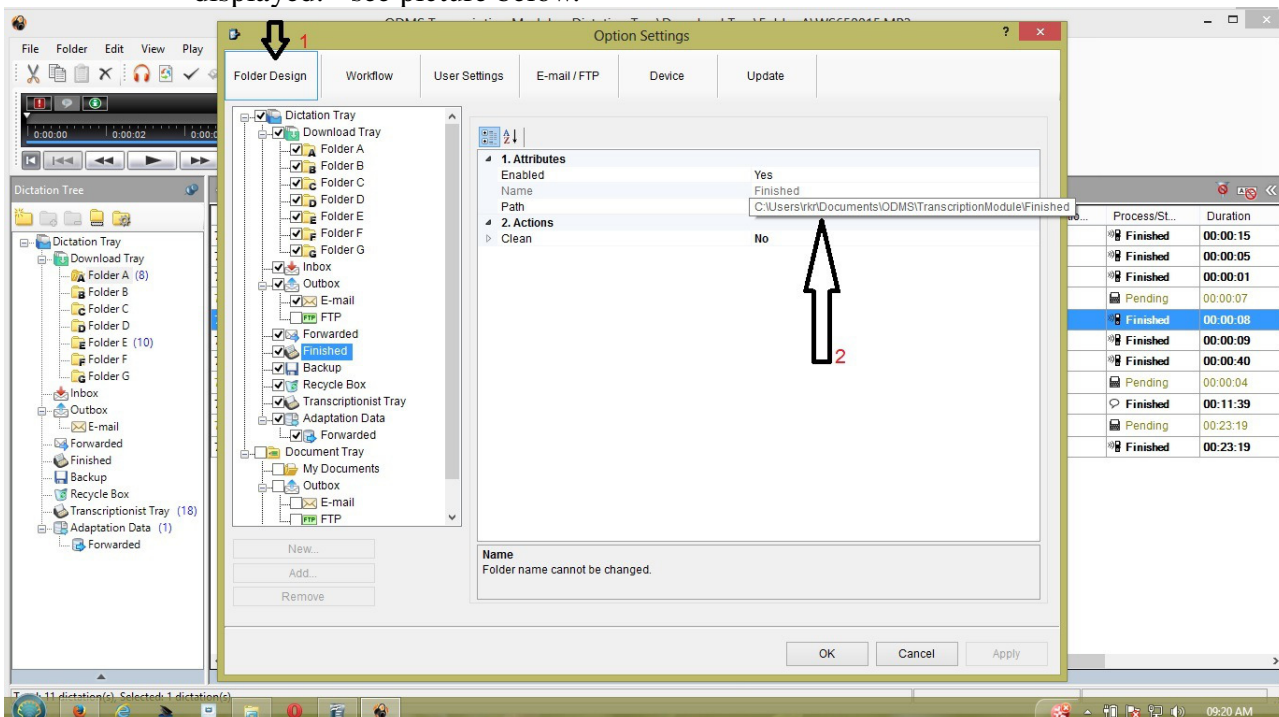
Cause: The problem exists because of a highly populated “Finished” tray.

Solution: Delete older completed transcriptions via Windows Explorer.

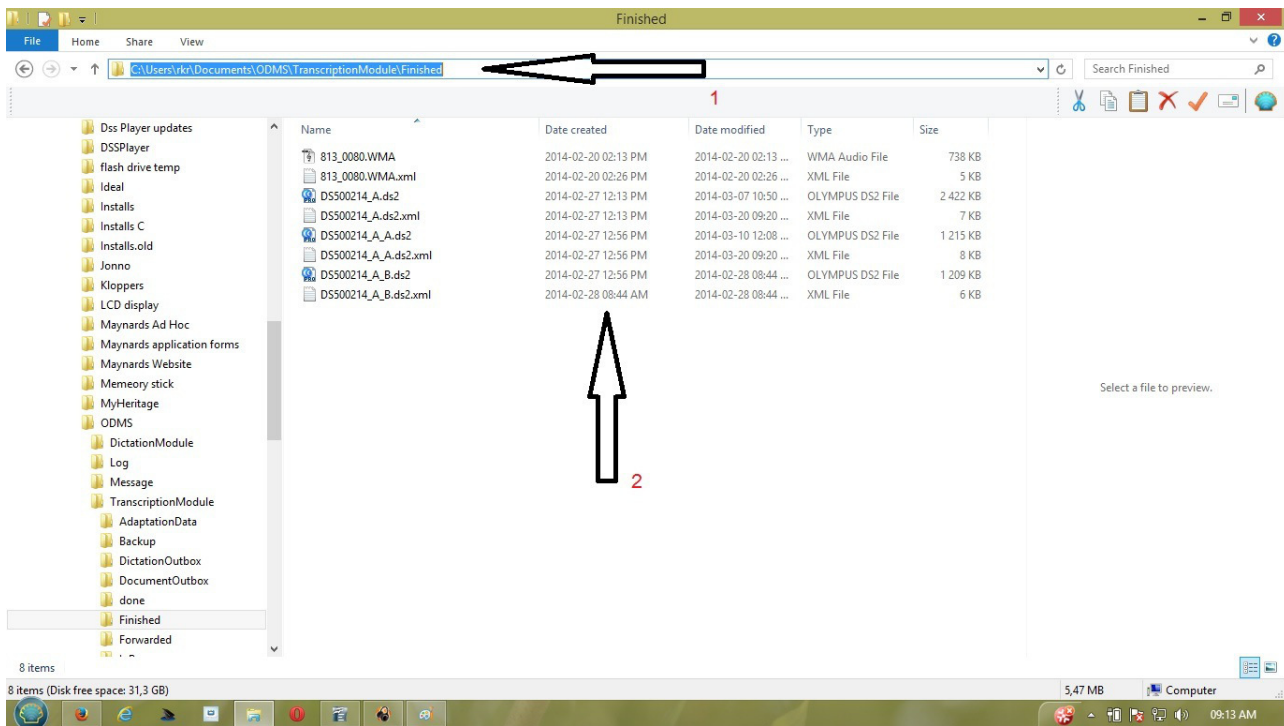
Method: The default path can be established by opening the Transcription Module, selecting “Tools” (1) and selecting “Options” (2) - see picture below.



Click on the “Finished” (2) tray under the “Folder Design” tab (1). The path will be displayed. - see picture below.



Go to that path via Windows Explorer, and delete as much older voice files as possible – see picture below



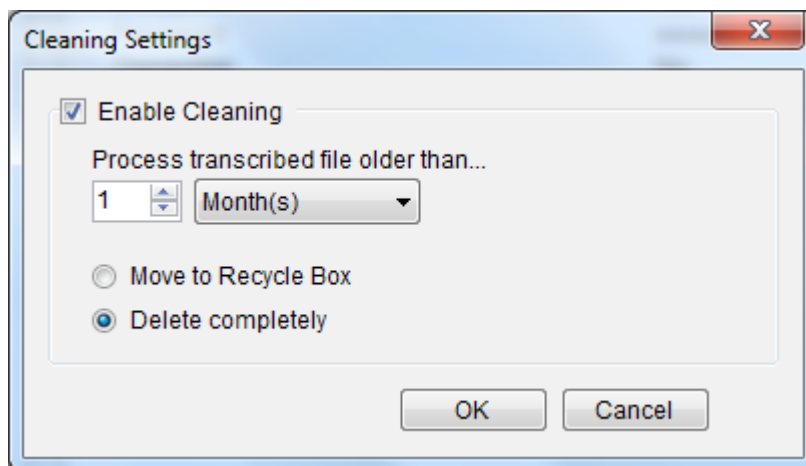
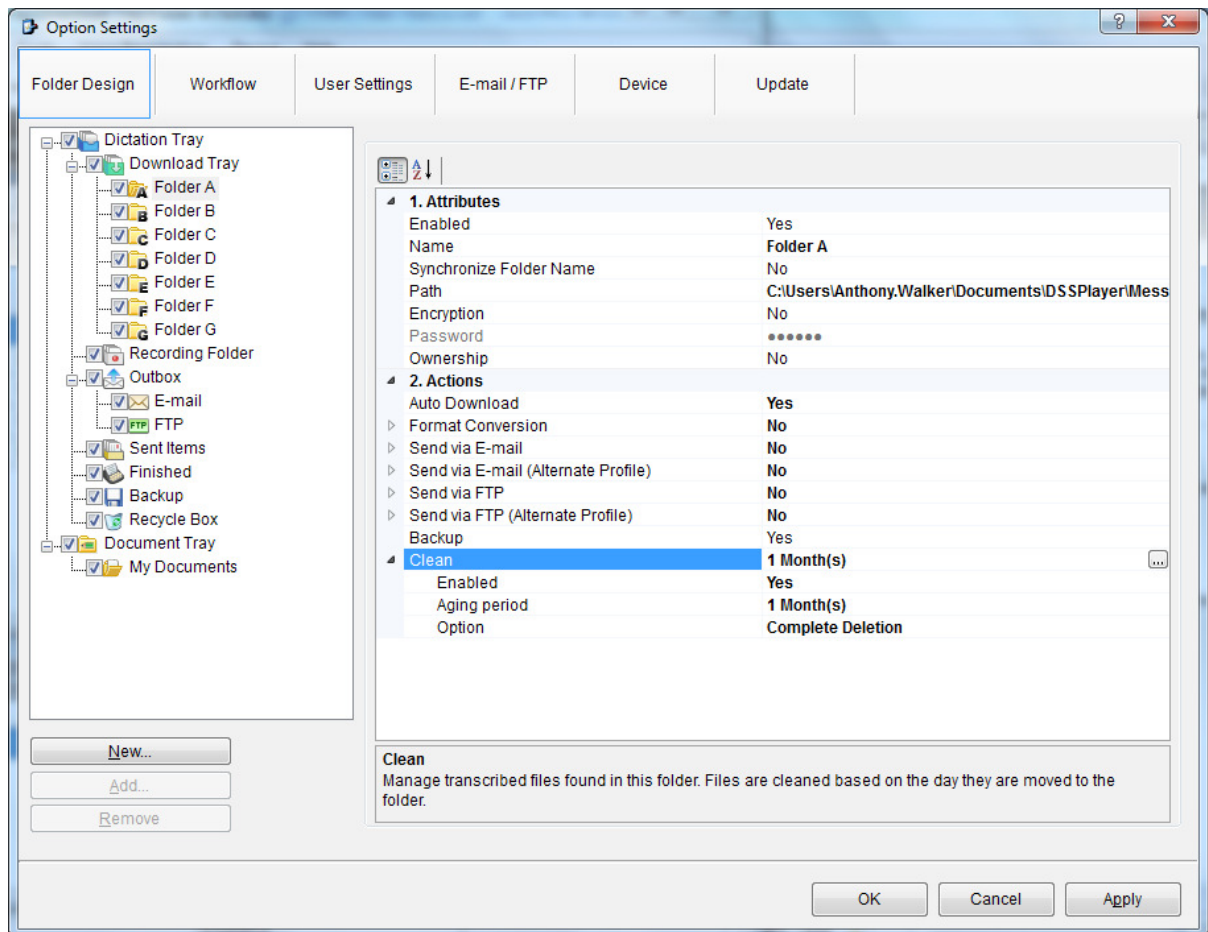
Once you have completed the above, use the Clean feature in the software – See below

Clean Feature

The clean feature is designed to prevent the main download folders from becoming cluttered with older dictations. It will periodically remove old files and place them into the Recycle Box or delete them completely. If they are placed in the Recycle Box, the purge feature will delete them permanent depending on the setting.

How to enable the Clean feature

- Navigate to Tools > Options > Folder Design.
- Select a folder to enable the feature for.
- Under Clean, ensure the Enabled field is set to Yes.



- Set the interval at which the software will remove the files.
- This option can be configured to delete files completely or move them to the Recycle Box.

If the files are moved to the Recycle Box, utilise the purge feature to delete them completely after a specific time period. The Purge feature can be setup the same way.