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11/06/2020

Olympus had to create a new address on the server for the Dictation Smartphone App so that the senders email address on emails received has now changed to odp_system2@dictation-portal.com (has a "2" in it). So if you have been using routing rules in the Transcription Module to push the sound files through to a specific folder they won't and will just stay in the Inbox.

This can be fixed by adding a new rule in the Transcription Module. (I'd still keep the original rule as is.)

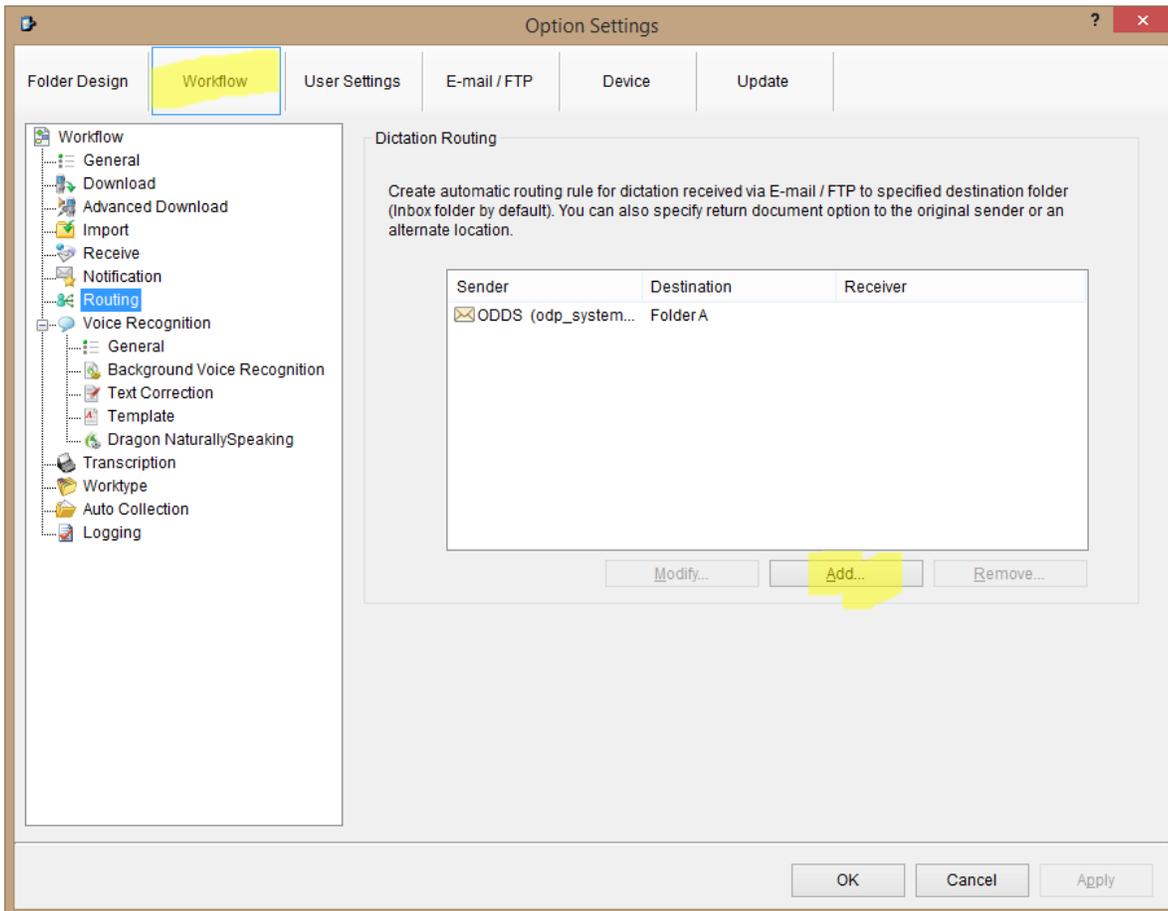First you will need to save the email address as a new contact in Outlook.

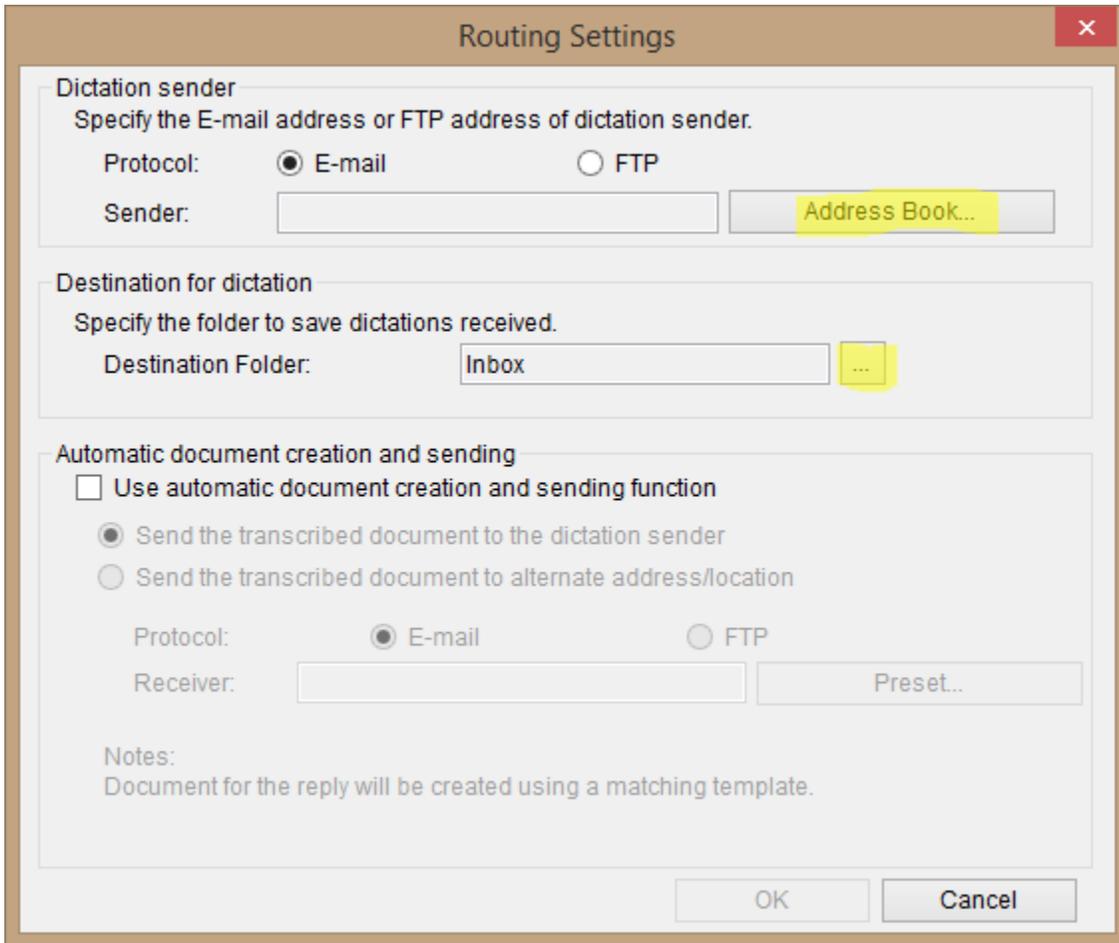Right click on the address in the email and select "Add to Outlook contacts". Then click "Save".
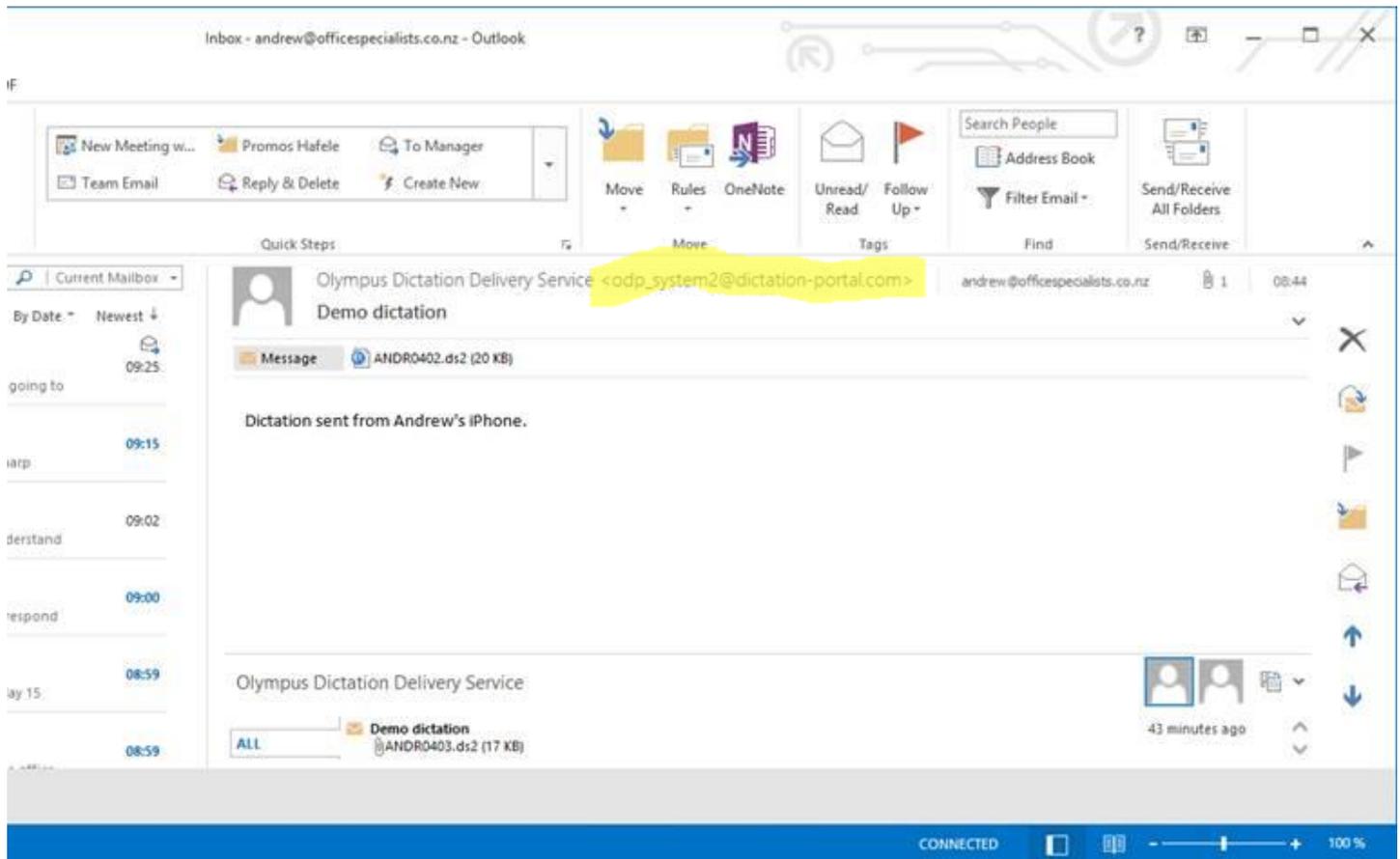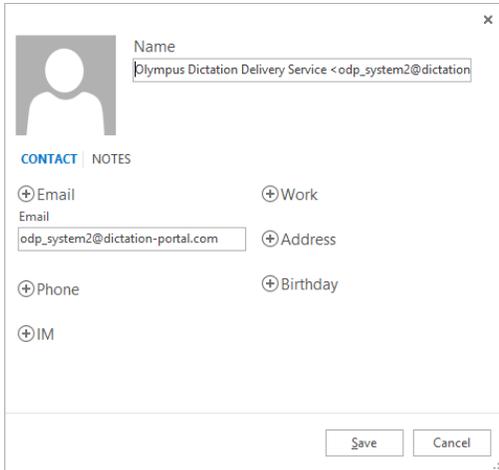
In the Transcription Module got to "Tools" menu, select "Options".

"Workflow" tab, "Routing" on left.

Click "Add" to get this Routing Settings window.

Click "Address Book…"

Double click the new address from the Contacts list.

Click the Destination Folder: […] button and select the Folder you want the files to go to.