



Submitting a Request for Multi-License #

SUBJECT: Request to Exchange a DM/TM R5 or R6 single licenses for a R5 or R6 Multi-License number. When Requesting a Multi License number for DSS Player Pro R5 or ODMS R6, this form only can be used to exchange single licenses for multi-licenses or add-on to existing DSS Player Pro R5 or ODMS R6 user accounts. **You may not use this form to request an upgrade from DSS Player Pro R5 to ODMS R6.** Contact your Distributor for more details.

PURPOSE: To simplify and expedite the process for exchanging a DM/TM R5 or R6 single licenses for a DM/TM R5 or R6 multi-license numbers.

GENERAL: When requesting new multi licenses or add-on to existing account(s), the dealer should submit a request to their distributor. In turn, the distributor will submit the request to Olympus Imaging America using the new multi license request form. This will allow the distributors to continue to monitor the process and be a point of contact if the end user loses his/her information concerning the multi licenses, or if the end user would like to add-on to their existing multi licenses.

How to submit a request for multi licenses:

1. To expedite the process please send your email with the Multi-License Request Form attached to **Proaudioorders@Olympus.com**. Your request will be processed and a new or updated multi license will be sent to you via email. You will be assigned a reference/case number to use for future inquiries.
2. Once you receive the original ID cards from the dealer, mail them to Stanley immediately. Your case will remain open until the ID cards are received. Providing Stanley a tracking number in advance will allow him to close your case sooner. If your case is found open after 1 week, you will no longer qualify for the expedited process.

Please mail us your DM and TM ID cards using the address below.

OAI, Consumer Products Group

Attn: Stanley Freeman (A1L028)

3500 Corporate Parkway

Center Valley, PA 18034

09/10/15



Procedures to request Multi-license ID's for US and Canadian authorized dealers:

- 1- Please send the original DM/TM R5 or R6 license ID cards to the address noted above (photocopies are not accepted).
- 2- Include the request form (with the appropriate information filled out) in the package. For example, if the licenses are for Add-on, only fill out the portion of the form pertaining to Add-on.
- 3- Send an email to Olympus Pro Audio (**Proaudioorders@Olympus.com**) with the Multi License Request Form attached and information regarding the package with the tracking number. It is very important that the information provided is correct and accurate to avoid any delays in the process.
- 4- Upon receiving the request form, you will be issued a multi-license number for DM/TM program(s) listed in the request. The Multi License numbers will be sent to you via email.
- 5- Any special requests should be included in the letter and/or email.

Note: Please make sure you specify on the request form whether the multi license you are requesting is for DSS Player Pro R5 or ODMS R6.

Email Address: **Proaudioorders@Olympus.com**

09/10/15