

AP® Digital Audio Capture (DAC) App Troubleshooting Help

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Section 1: Copying Files from the DAC App and Exporting

This section explains how to manually copy audio files from the iPad® and then upload those files to the DAS portal. These procedures must be followed if you received an **Upload error** message during recording using the DAC app.

To perform these tasks you need:

- The iPad used for recording
- A computer (Mac® or PC) connected to the internet and with iTunes® installed
- Computer access to the student response files
- An Apple® lightning cable
- DAS portal user name and password
- Supported web browser:
 - Internet Explorer 11.0
 - Firefox 41 or above
 - Safari 8.0 or below
 - Google Chrome 45 or above

Accessing iTunes and Connecting the iPad

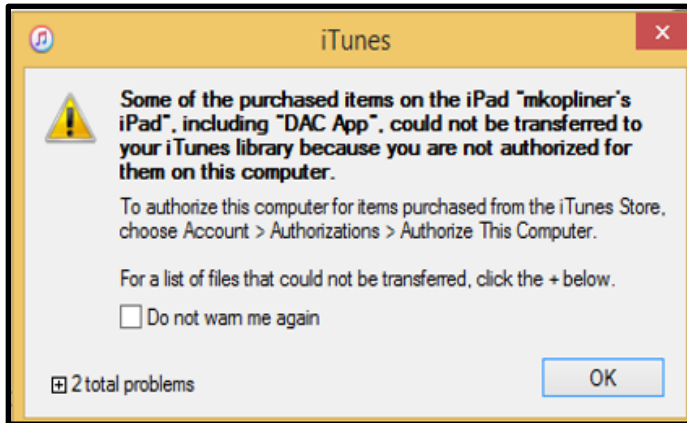
1. Download and install iTunes on your computer (Windows PC or Mac) if you don't currently have it. Open iTunes.



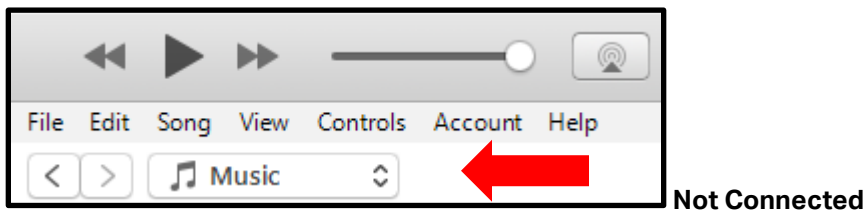
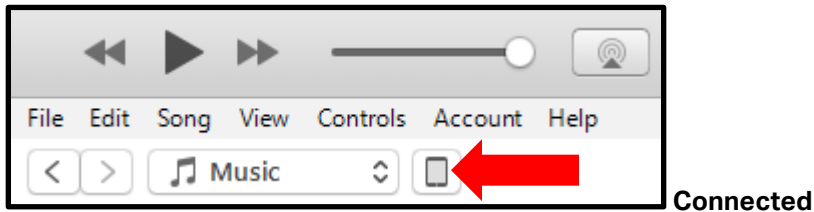
2. Connect the iPad to the computer using an Apple lightning cable. Insert the USB end into an empty USB port on your computer.



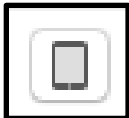
3. You may or may not see this pop-up warning after connecting the iPad. If you do, click **OK**.



In iTunes, locate the iPad icon in the upper left toolbar when the iPad is connected to the computer. You will not see this icon until you have connected the iPad.

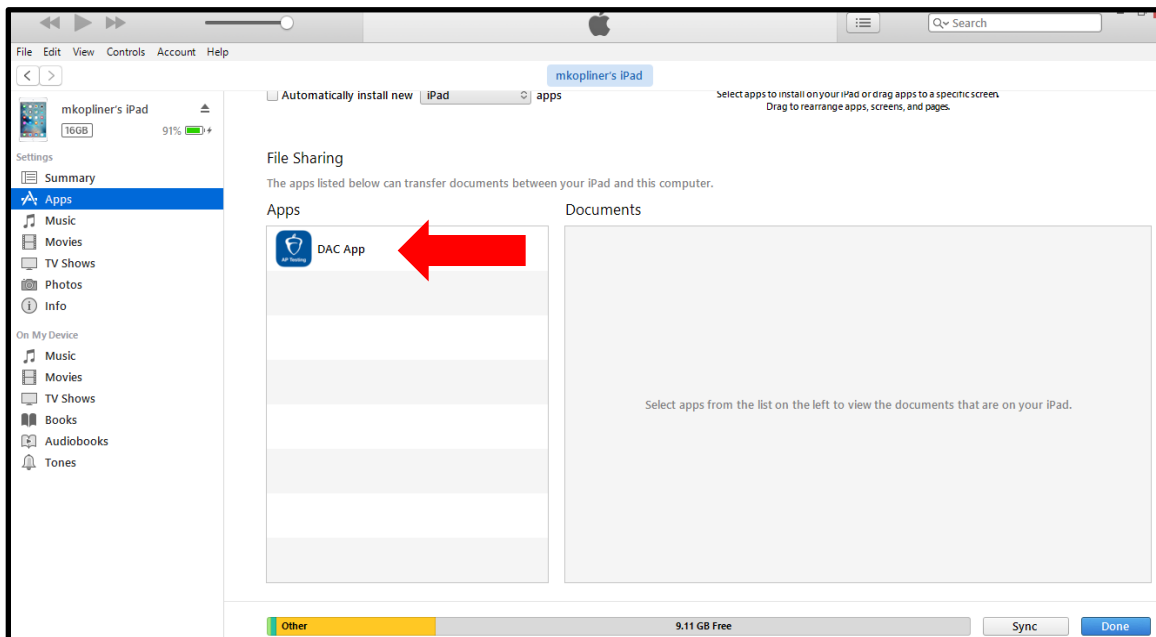


4. Click on the iPad icon

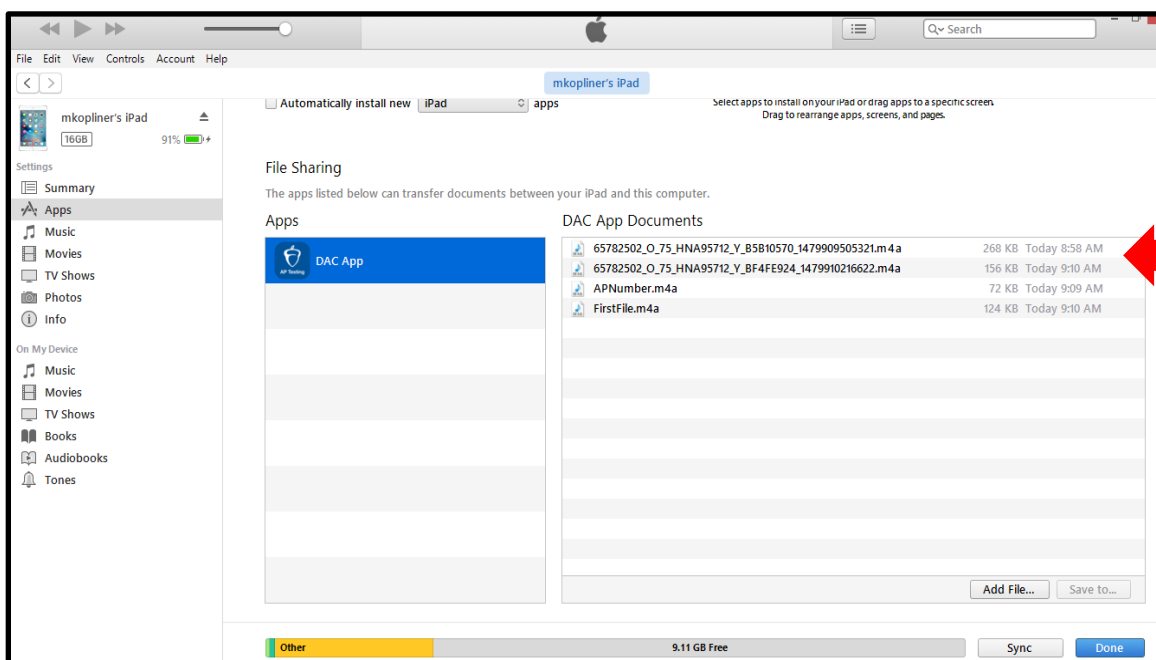


Locating and Copying Student Response Files

5. Select and click **Apps** from the menu on the left. Scroll down in this window until you see **File Sharing**. Under **Apps** select the **DAC App** icon.



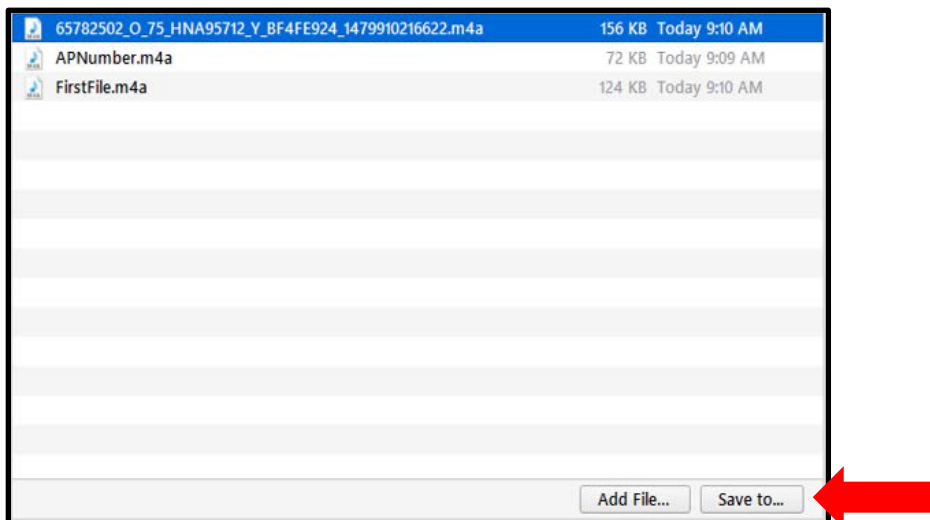
Once you have clicked on the **DAC App** icon, a list of files stored under the app is displayed on the right under **DAC App Documents**.



The file names listed here should begin with the AP numbers that you wrote down from the **Upload Error** page on the iPad running the DAC app. Any files you see listed here were not directly uploaded to the DAS portal during administration of the exam.

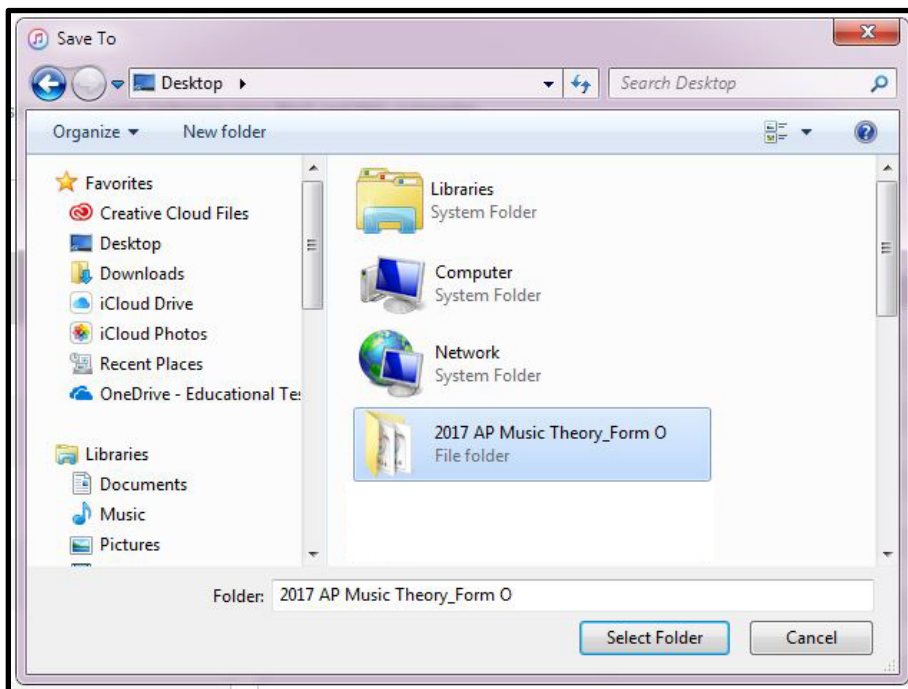
Note: Responses recorded using the DAC app have the file extension **.m4a** and not **.mp3**. This is correct for DAC app responses and you may submit these **.m4a** files.

6. Select the file(s) that need to be copied and click **Save to**.

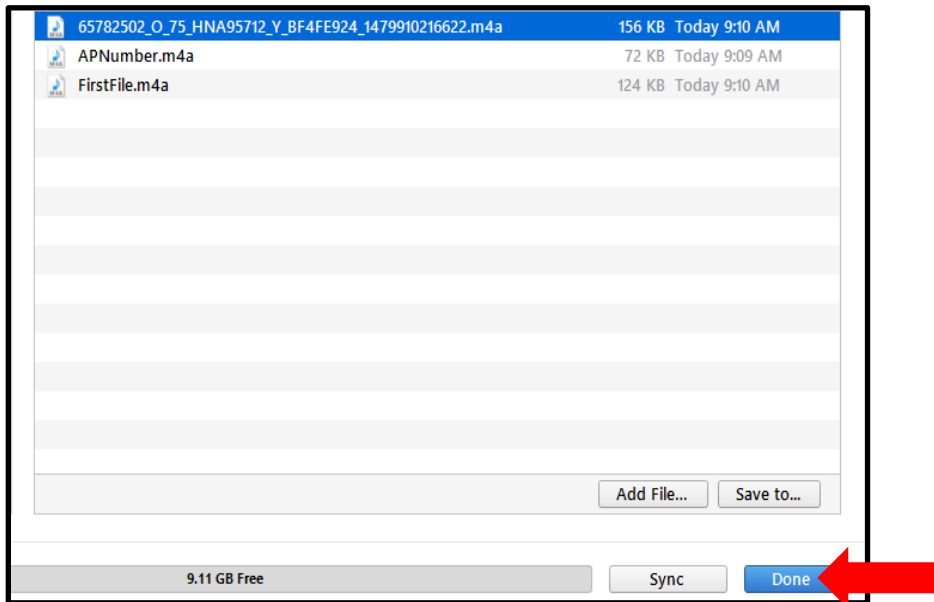


You will be prompted to save the files to the computer. Navigate to where you want to save the files. As a best practice, create a folder on your desktop with the exam year, subject, and form letter in the name.

Do not change the file names when saving or you will be unable to upload those files.



7. Once all of the files have been saved to the computer, the copying process is complete. Click **Done**. This closes iTunes and takes you back to your computer's desktop.



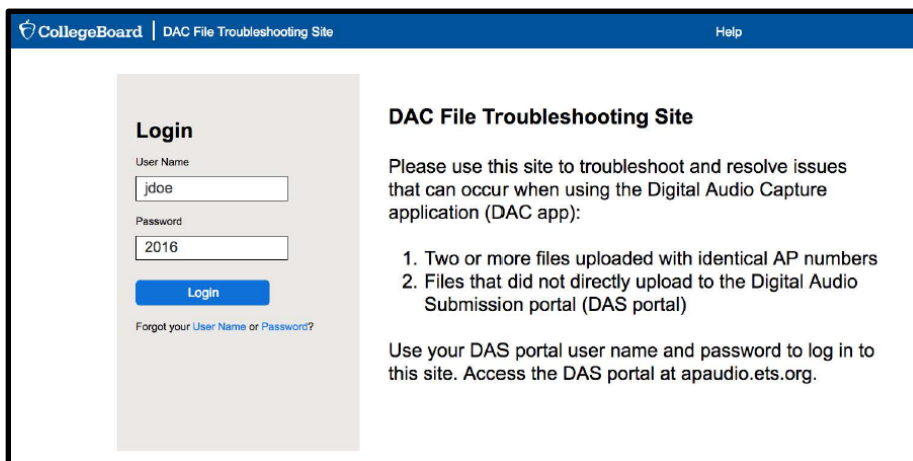
The files you copied to your computer are now ready to be uploaded to the DAS portal using the DAC File Troubleshooting site. Continue to step 8 for instructions on using the site.

Logging into the DAC File Troubleshooting Site

The following steps outline the process of using the DAC File Troubleshooting Site to upload audio files to the DAS portal. It familiarizes you with DAC File Troubleshooting Site pages and guides you through the process of resolving issues that can occur when using the DAC app.

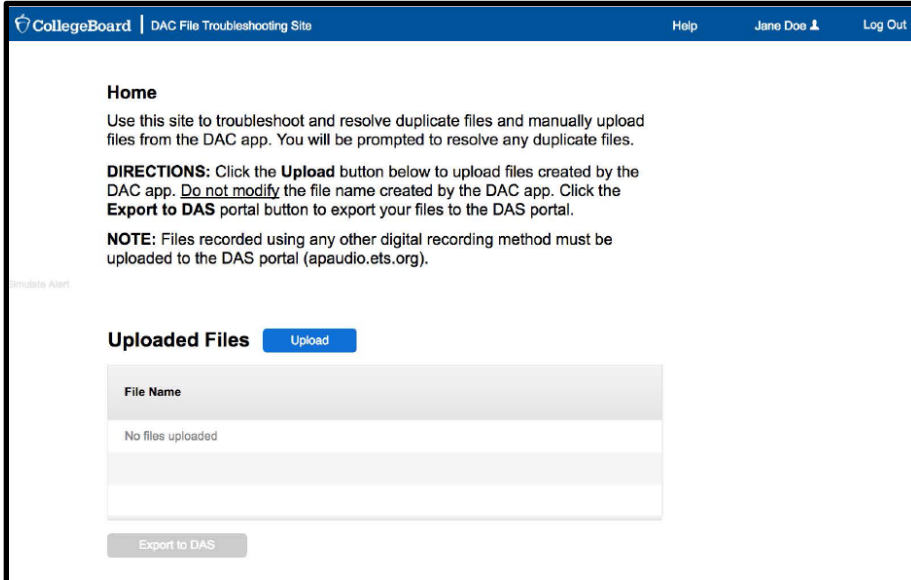
You must use this site if any files did not directly upload to the DAS portal during testing.

8. Access the DAC File Troubleshooting Site (<https://apaudio.ets.org/apas-dac>) and log in with your DAS portal **User Name** and **Password**.



Logging in takes you to the **Home** page. Read through the Home page directions and then upload your files. Do not modify the file name created by the DAC app.

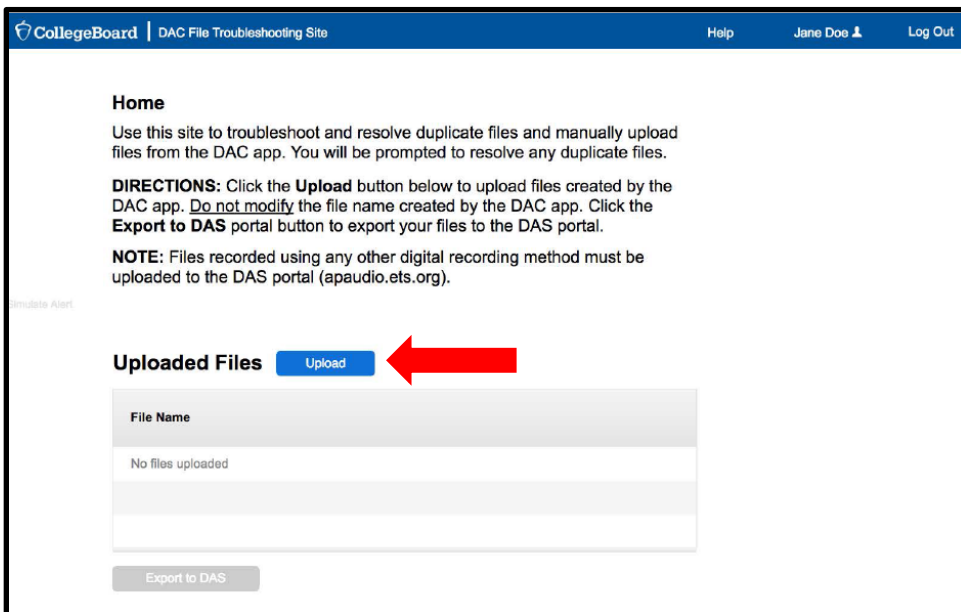
On the bottom half of the **Home** page, find the **Uploaded Files** table with a **File Name** column and an active **Upload** button. This table will be empty, and the **Export to DAS** button will be inactive, until you begin uploading files.



You may log out of the DAC File Troubleshooting Site by clicking **Log Out** in the upper right corner of the page. Any uploaded files will remain on the site until you return and complete the process.

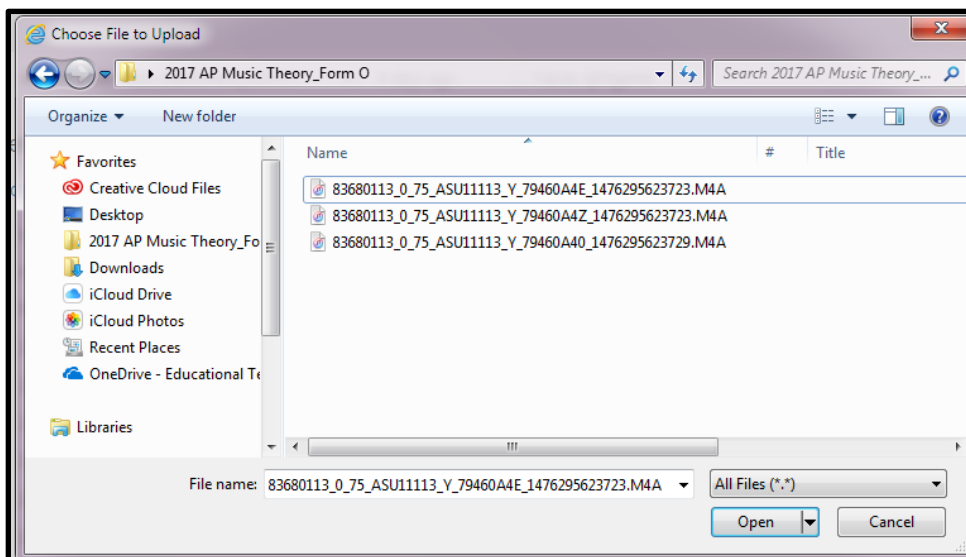
Uploading and Exporting Files

9. Click the **Upload** button to select and upload your files. This opens a search window.



10. Navigate to your file location, select your files in the pop-window, and click **Open**.

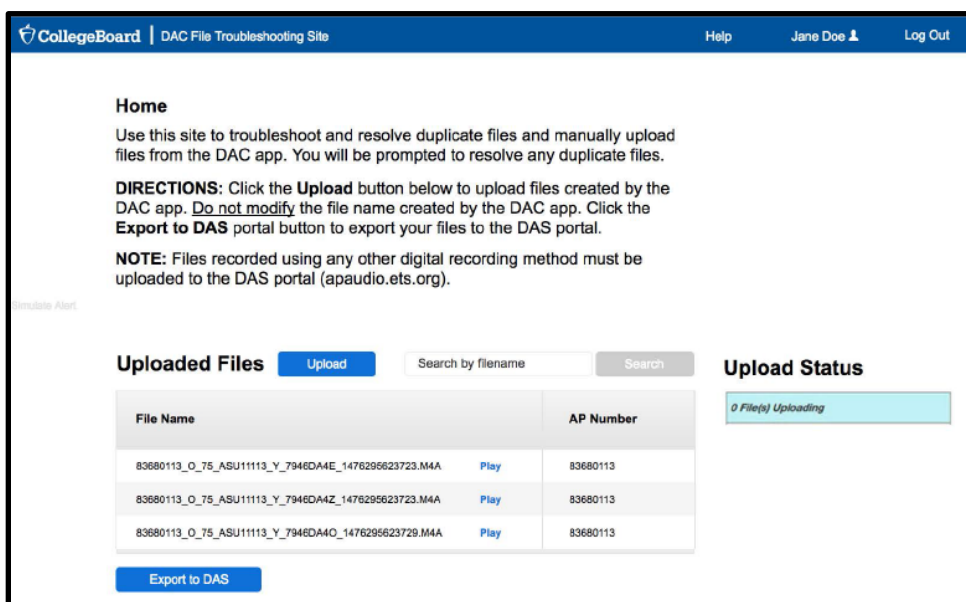
You may select one or more files to upload at a time. You may need to navigate to more than one location to upload your files, depending on their location on your computer.



Find your uploaded files on the Home page in the Uploaded Files table. (**Reminder:** Do not make any changes to the filenames.)

You will now see an AP Number column in the table, and a Search field above the table. On the right pane of the page is an Upload Status table, and at the bottom of the page is the active **Export to DAS** button.

Upload additional files by clicking the Upload button again.



11. If any files do not upload and you receive an error message, contact AP Services for Educators for assistance.

12. After all files have been uploaded successfully, click the **Export to DAS** button.

The screenshot shows the CollegeBoard DAC File Troubleshooting Site interface. At the top, there is a navigation bar with the CollegeBoard logo, the site name, and user information (Jane Doe) and a Log Out button. Below the navigation bar, there is a 'Home' section with instructions on how to use the site. A green alert box at the top indicates that 3 files have been uploaded successfully. Below the alert, there is an 'Uploaded Files' section with an 'Upload' button and a search bar. A table lists three uploaded files with their file names and AP numbers. At the bottom of the page, there is an 'Export to DAS' button, which is highlighted with a red arrow.

CollegeBoard | DAC File Troubleshooting Site Help Jane Doe Log Out

Home
Use this site to troubleshoot and resolve duplicate files and manually upload files from the DAC app. You will be prompted to resolve any duplicate files.

DIRECTIONS: Click the **Upload** button below to upload files created by the DAC app. **Do not modify** the file name created by the DAC app. Click the **Export to DAS** portal button to export your files to the DAS portal.

NOTE: Files recorded using any other digital recording method must be uploaded to the DAS portal (apaudio.ets.org).

3 files have been uploaded successfully

Uploaded Files Upload Search by filename Search

File Name	AP Number
83680113_O_75_ASU11113_Y_7946DA4E_1476295623723.M4A	83680113
83680113_O_75_ASU11113_Y_7946DA4Z_1476295623723.M4A	83680113
83680113_O_75_ASU11113_Y_7946DA4O_1476295623729.M4A	83680113

0 File(s) Uploading

Export to DAS

13. The site will confirm your files have been successfully exported to the DAS portal. At this point, you will be prompted to go directly to the DAS portal to submit your files. Click the **Log in to DAS portal** button in the pop-up message.

The screenshot shows the CollegeBoard DAC File Troubleshooting Site interface. At the top, there is a navigation bar with the CollegeBoard logo, the site name, and user information (Jane Doe) and a Log Out button. Below the navigation bar, there is a 'Home' section with instructions on how to use the site. A green alert box at the top indicates that 3 files have been uploaded successfully. Below the alert, there is an 'Uploaded Files' section with an 'Upload' button and a search bar. A table lists three uploaded files with their file names and AP numbers. At the bottom of the page, there is an 'Export to DAS' button. A pop-up message is displayed over the 'Uploaded Files' section, stating that the files have been exported to the DAS portal and that the user must access the DAS portal to submit their files for scoring. The pop-up message contains a 'Log in to DAS portal' button.

CollegeBoard | DAC File Troubleshooting Site Help Jane Doe Log Out

Home
Use this site to troubleshoot and resolve duplicate files and manually upload files from the DAC app. You will be prompted to resolve any duplicate files.

DIRECTIONS: Click the **Upload** button below to upload files created by the DAC app. **Do not modify** the file name created by the DAC app. Click the **Export to DAS** portal button to export your files to the DAS portal.

NOTE: Files recorded using any other digital recording method must be uploaded to the DAS portal (apaudio.ets.org).

3 files have been uploaded successfully

Uploaded Files Upload Search by filename Search

File Name	AP Number
83680113_O_75_ASU11113_Y_7946DA4E_1476295623723.M4A	83680113
83680113_O_75_ASU11113_Y_7946DA4Z_1476295623723.M4A	83680113
83680113_O_75_ASU11113_Y_7946DA4O_1476295623729.M4A	83680113

0 File(s) Uploading

Export to DAS

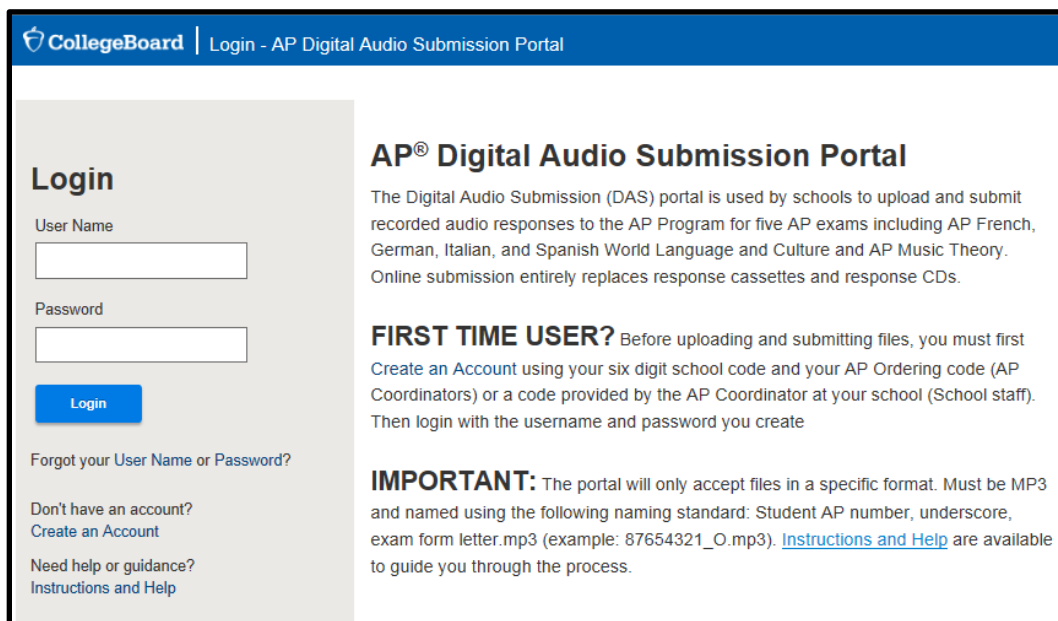
Your files have been exported to the DAS portal. You must access the DAS portal to submit your files for scoring.

Log in to DAS portal

Completing File Submission in the DAS Portal

You will be taken to the DAS portal to complete the submission process. This will log you out of the DAC File Troubleshooting Site. You cannot toggle back and forth between the two sites.

See pages 229–230 of the [2016-17 AP Exam Instructions](#) for the instructions to submit files in the DAS portal.



The screenshot shows the login page for the AP Digital Audio Submission Portal. At the top, there is a blue header with the CollegeBoard logo and the text "Login - AP Digital Audio Submission Portal". Below the header, the page is divided into two main sections. On the left, there is a "Login" section with a "User Name" field, a "Password" field, and a blue "Login" button. Below the login fields are links for "Forgot your User Name or Password?", "Don't have an account? Create an Account", and "Need help or guidance? Instructions and Help". On the right, there is a section titled "AP® Digital Audio Submission Portal" with a brief description of the portal's purpose. Below this is a "FIRST TIME USER?" section with instructions on how to create an account. At the bottom of the right section is an "IMPORTANT:" notice regarding file formats and naming standards, with a link to "Instructions and Help".

IMPORTANT: Files must be submitted for scoring from the DAS portal: <https://apaudio.ets.org>. All files should be uploaded and submitted as soon as possible, preferably directly following the exam, but no later than the close of the next business day after your school's last scheduled exam of a particular AP Exam administration period (i.e., regular or late).

The AP teachers for Music Theory cannot assist in uploading or submitting students' response files.

After successful submission in the DAS portal, the AP coordinator will receive a confirmation email. Once the files have been submitted and the confirmation email received, the files must be deleted from any computers, and from the iPad. Go to **Post-Submission iPad File Clean-Up**. (**Note:** Retain the confirmation email for your records.)

Post-Submission iPad File Clean-Up

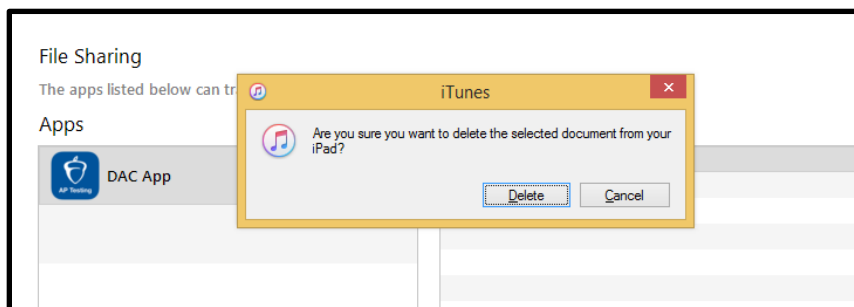
The audio files will not be automatically deleted from the iPad after they have been copied. Follow the process outlined below to delete the files from the iPad.

To perform these tasks you need the following:

- The iPad used for recording
- A computer connected to the internet with iTunes installed
- An Apple lightning cable

14. In order to access the files that need to be deleted, return to step 1 of the [Accessing iTunes and Connecting the iPad](#) in Section 1 and follow steps 1-6.

15. At Step 6, select the files again and instead of clicking **Save to**, click **Delete**. iTunes will ask you to confirm the deletion; select **Delete**. Note: Once the files have been deleted from the iPad via iTunes, they may not be recovered.



Additional Help

If you have any questions about the DAC app, DAS portal access, upload, or submission process, call AP Services for Educators at 877-274-6474 (toll free in the U.S. and Canada) or 212-632-1781 (Monday–Friday) or email apexams@info.collegeboard.org (apexams-intl@info.collegeboard.org for schools outside the U.S.).

[Return to top](#)

Section 2: Resolving Duplicate Files and Exporting

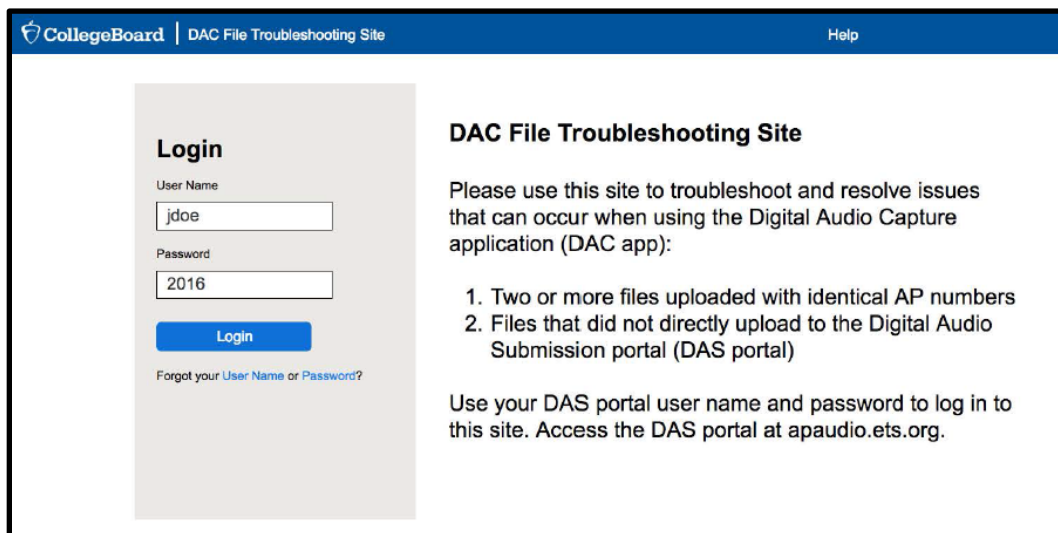
This section explains how to resolve files that were uploaded with the same AP number. When this occurs, AP coordinators will receive an email informing them that they have duplicate files that they must address. Duplicate files must be resolved before they can be exported to the Digital Audio Submission (DAS) portal.

Hardware/Software Requirements

- DAS portal user name and password
- A computer (Mac or PC) with access to the internet
- Supported web browser:
 - Internet Explorer 11.0
 - Firefox 41 or above
 - Safari 8.0 or below
 - Google Chrome 45 or above

Logging into the DAC File Troubleshooting Site

1. Begin the process by accessing the DAC File Troubleshooting Site (<https://apaudio.ets.org/apas-dac>) and login with your DAS portal **User Name** and **Password**.

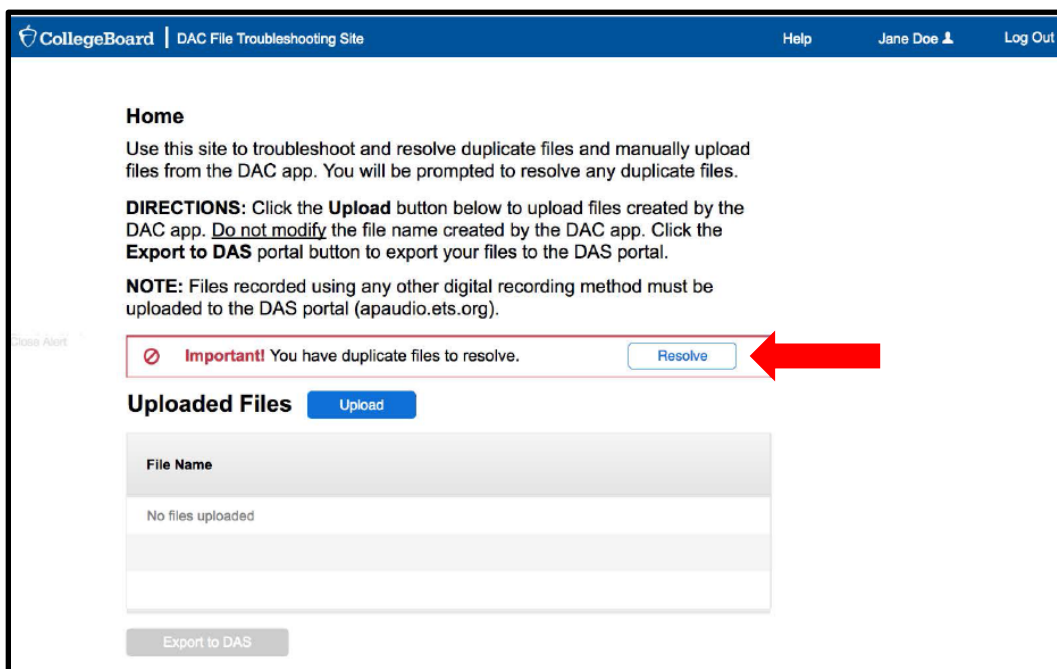


The screenshot shows the login page for the DAC File Troubleshooting Site. The page has a blue header with the CollegeBoard logo and the text "DAC File Troubleshooting Site" on the left, and a "Help" link on the right. The main content area is divided into two columns. The left column is titled "Login" and contains a form with two input fields: "User Name" with the value "jdoe" and "Password" with the value "2016". Below the fields is a blue "Login" button and a link that says "Forgot your User Name or Password?". The right column is titled "DAC File Troubleshooting Site" and contains the following text: "Please use this site to troubleshoot and resolve issues that can occur when using the Digital Audio Capture application (DAC app):" followed by a numbered list: "1. Two or more files uploaded with identical AP numbers" and "2. Files that did not directly upload to the Digital Audio Submission portal (DAS portal)". Below the list is the text: "Use your DAS portal user name and password to log in to this site. Access the DAS portal at apaudio.ets.org."

You may log out of the DAC File Troubleshooting Site by clicking **Log Out** in the upper right corner of the page. Any duplicate files will remain on the site until you return and complete the process.

Evaluating Duplicate Files

2. On the **Home** page you will see a duplicate file warning. Click the **Resolve** button.



CollegeBoard | DAC File Troubleshooting Site Help Jane Doe Log Out

Home

Use this site to troubleshoot and resolve duplicate files and manually upload files from the DAC app. You will be prompted to resolve any duplicate files.

DIRECTIONS: Click the **Upload** button below to upload files created by the DAC app. Do not modify the file name created by the DAC app. Click the **Export to DAS** portal button to export your files to the DAS portal.

NOTE: Files recorded using any other digital recording method must be uploaded to the DAS portal (apaudio.ets.org).

Important! You have duplicate files to resolve. [Resolve](#)

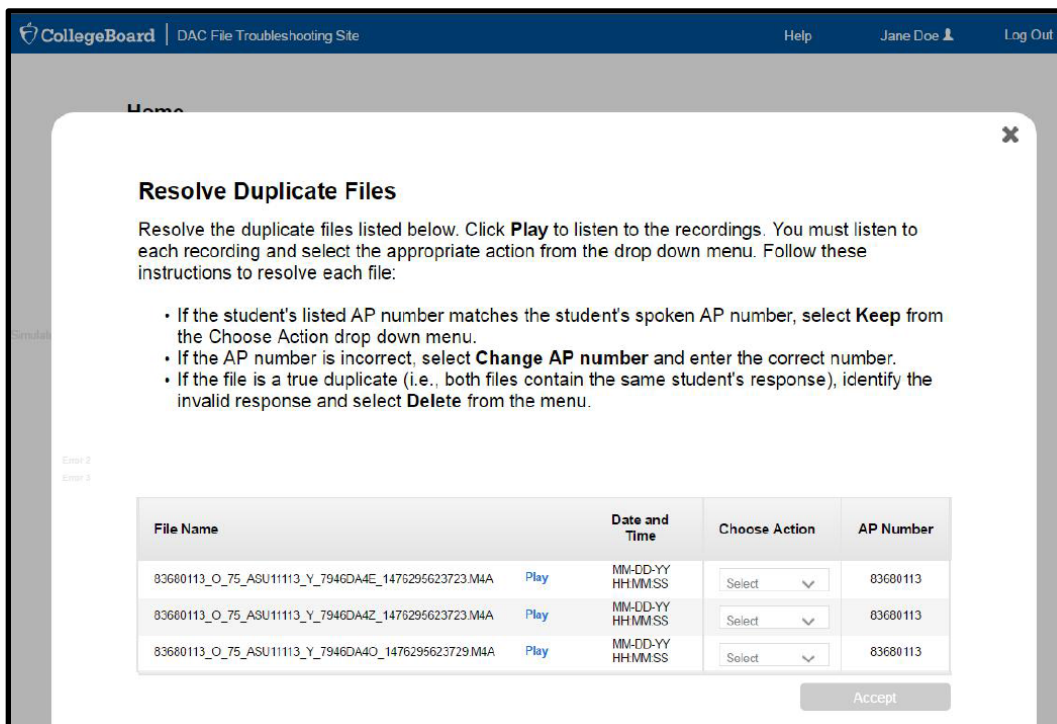
Uploaded Files

[Upload](#)

File Name
No files uploaded

[Export to DAS](#)

3. A pop-up window will open prompting you to resolve your duplicate files. Follow the instruction on the page and perform the appropriate action required for each set of duplicates.



Resolve Duplicate Files

Resolve the duplicate files listed below. Click **Play** to listen to the recordings. You must listen to each recording and select the appropriate action from the drop down menu. Follow these instructions to resolve each file:

- If the student's listed AP number matches the student's spoken AP number, select **Keep** from the Choose Action drop down menu.
- If the AP number is incorrect, select **Change AP number** and enter the correct number.
- If the file is a true duplicate (i.e., both files contain the same student's response), identify the invalid response and select **Delete** from the menu.

File Name	Date and Time	Choose Action	AP Number
83680113_O_75_ASU11113_Y_7946DA4E_1476295623723.M4A	Play MM-DD-YY HHMMSS	Select	83680113
83680113_O_75_ASU11113_Y_7946DA4Z_1476295623723.M4A	Play MM-DD-YY HHMMSS	Select	83680113
83680113_O_75_ASU11113_Y_7946DA4Q_1476295623729.M4A	Play MM-DD-YY HHMMSS	Select	83680113

[Accept](#)

If you have duplicate files that do not match any of the actions listed on the page, contact AP Services for Educators.

- You must listen to the files and select an action for each from the drop-down menu in the **Choose Action** column. You must select **Keep**, **Delete**, or **Change AP#** for each file.

Resolve Duplicate Files

Resolve the duplicate files listed below. Click **Play** to listen to the recordings. You must listen to each recording and select the appropriate action from the drop down menu. Follow these instructions to resolve each file:

- If the student's listed AP number matches the student's spoken AP number, select **Keep** from the Choose Action drop down menu.
- If the AP number is incorrect, select **Change AP number** and enter the correct number.
- If the file is a true duplicate (i.e., both files contain the same student's response), identify the invalid response and select **Delete** from the menu.

File Name	Date and Time	Choose Action	AP Number
83680113_O_75_ASU11113_Y_7946DA4E_1476295623723.M4A	MM-DD-YY HHMMSS	Select	83680113
83680113_O_75_ASU11113_Y_7946DA4Z_1476295623723.M4A	MM-DD-YY HHMMSS	Select	83680113
83680113_O_75_ASU11113_Y_7946DA4Q_1476295623729.M4A	MM-DD-YY HHMMSS	Select Keep Delete Change AP#	83680113

Choosing **Change AP#** prompts you to change it in the last column of the table.

Resolve Alert

You have entered an invalid AP number. Please select **Change AP number** and enter the correct AP number.

File Name	Date and Time	Choose Action	AP Number
83680113_O_75_ASU11113_Y_7946DA4E_1476295623723.M4A	MM-DD-YY HHMMSS	Delete	83680113
83680113_O_75_ASU11113_Y_7946DA4Z_1476295623723.M4A	MM-DD-YY HHMMSS	Delete	83680113
83680113_O_75_ASU11113_Y_7946DA4Q_1476295623729.M4A	MM-DD-YY HHMMSS	Change AP#	12345678

Accept

- Click **Accept**. The **Accept** button only becomes active after selecting an action for each file.

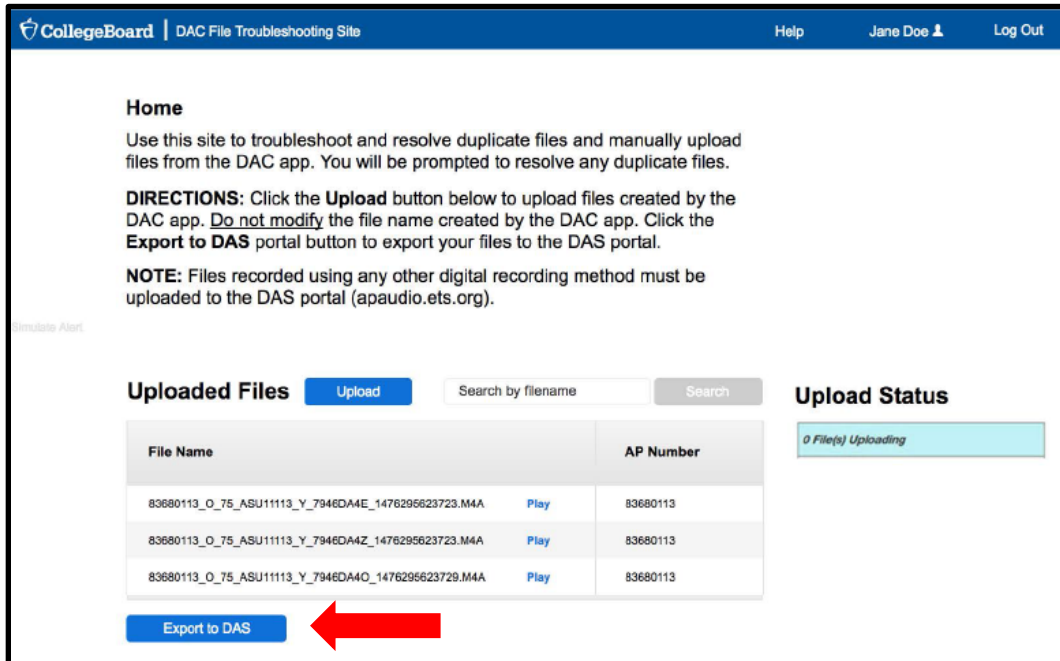
Resolve Alert

You have entered an invalid AP number. Please select **Change AP number** and enter the correct AP number.

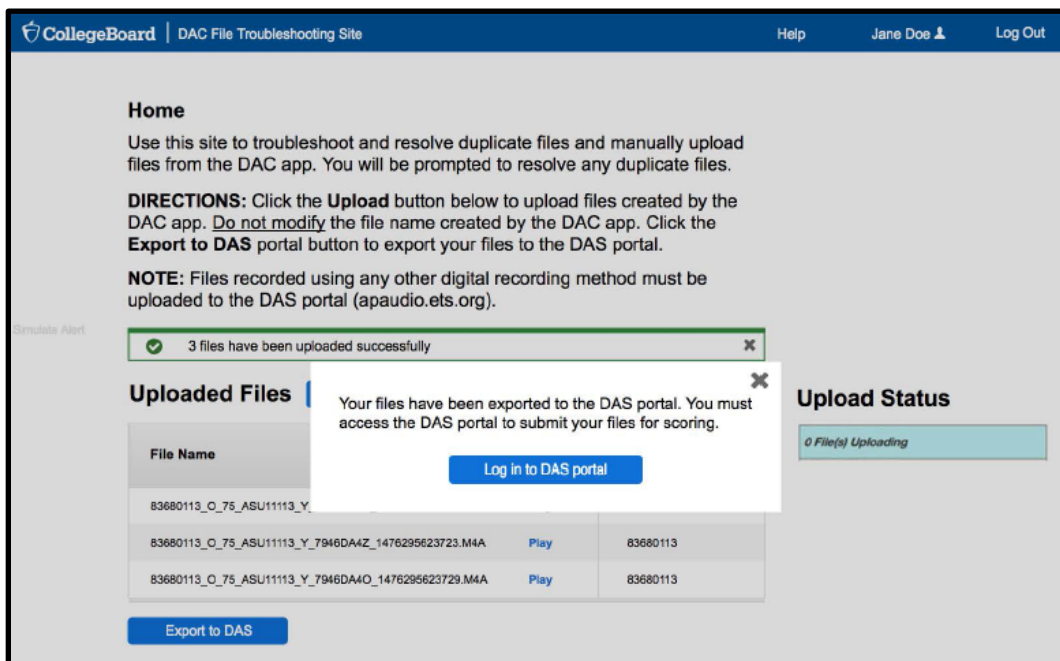
File Name	Date and Time	Choose Action	AP Number
83680113_O_75_ASU11113_Y_7946DA4E_1476295623723.M4A	MM-DD-YY HHMMSS	Delete	83680113
83680113_O_75_ASU11113_Y_7946DA4Z_1476295623723.M4A	MM-DD-YY HHMMSS	Delete	83680113
83680113_O_75_ASU11113_Y_7946DA4Q_1476295623729.M4A	MM-DD-YY HHMMSS	Change AP#	12345678

Accept

- If you have more than one set of duplicates to resolve, you will be presented with the next set once you press **Accept**. Repeat the process until no more duplicate sets are presented.
- Once duplicates are resolved, the app returns to the **Home** page. Click the **Export to DAS** button.



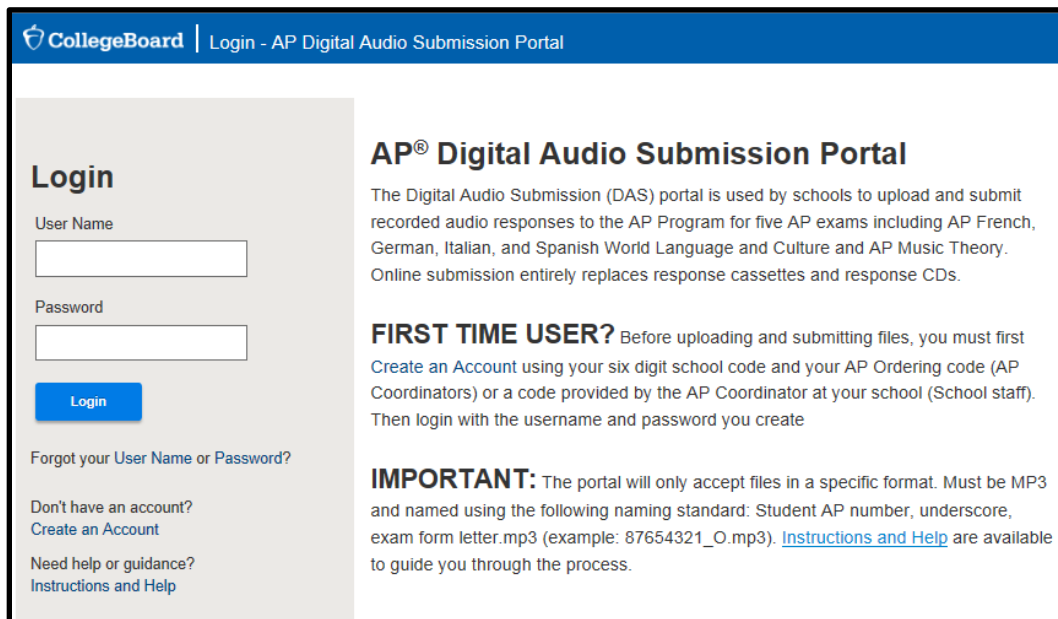
- The site will confirm your files have been successfully exported to the DAS portal. At this point, you will be prompted to go directly to the DAS portal to submit your files. Click the **Log in to DAS portal** button in the pop-up message.



Completing File Submission in the DAS Portal

You will be taken to the DAS portal to complete the submission process. This will log you out of the DAC File Troubleshooting Site. You cannot toggle back and forth between the two sites.

See pages 229-230 of the [2016-17 AP Exam Instructions](#) for the instructions to submit files in the DAS portal.



The screenshot shows the login page for the AP Digital Audio Submission Portal. At the top, there is a blue header with the CollegeBoard logo and the text "Login - AP Digital Audio Submission Portal". The main content area is divided into two columns. The left column is a light gray box containing a "Login" section with input fields for "User Name" and "Password", a blue "Login" button, and links for "Forgot your User Name or Password?", "Don't have an account? Create an Account", and "Need help or guidance? Instructions and Help". The right column has a white background and contains the heading "AP® Digital Audio Submission Portal", a paragraph explaining the portal's purpose, a "FIRST TIME USER?" section with instructions on account creation, and an "IMPORTANT:" section detailing file format requirements (MP3) and naming standards (Student AP number, underscore, exam form letter.mp3), with a link to "Instructions and Help".

IMPORTANT: Files must be submitted for scoring from the DAS portal: <https://apaudio.ets.org>. All files should be uploaded and submitted as soon as possible, preferably directly following the exam, but no later than the close of the next business day after your school's last scheduled exam of a particular AP Exam administration period (i.e., regular or late).

The AP teachers for Music Theory cannot assist in uploading or submitting students' response files.

Additional Help

If you have any questions about the DAC app, DAS portal access, upload, or submission process, call AP Services for Educators at 877-274-6474 (toll free in the U.S. and Canada) or 212-632-1781 (Monday–Friday) or email apexams@info.collegeboard.org (apexams-intl@info.collegeboard.org for schools outside the U.S.).

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