

## Frequently Asked Questions

### Common Questions

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- [When I am using the black modular connector \(black box with two leads coming out of it\) only my voice is recorded but not the far party.](#)

You may require information on the [Legalities of Call Recording](#), or the use of our [Jargon Buster](#).

### Common Questions

#### **Q** [Am I allowed to record phone conversations?](#)

**A** Simple answer is yes. See [legalities](#) for more information.

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#### **Q** [How do I know if the recording equipment will work on my telephone?](#)

**A** Our devices should be able to work on all phones.

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#### **Q** [How difficult will it be to set up my new system?](#)

**A** Not very difficult at all, all devices come with an instruction manual. You can also check out a connection diagram on each product page.

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#### **Q** [How much should I spend?](#)

**A** To record calls all of the time you will need to think about spending from £250 to £1000 per telephone to be recorded, depending on how much storage you will require and how long you will need to keep calls. For very occasional or personal use you can spend from £50 to £180.

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#### **Q** [Delivery.](#)

**A** Please refer to the appropriate 'How To Buy' section depending on your method of purchase: [online](#), [by telephone](#) or [by post](#).

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#### **Q** [Can I change my mind?](#)

**A** All of our products come with a 14 day money back guarantee. [Click here to go to our returns policy for more information.](#)

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### **Q How secure is it to buy call recording on-line?**

**A** We will process your payment via secure servers. [Read more.](#)

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### **Q Will your products work outside the UK?**

**A** Our products can work outside the UK assuming you are connecting to similar telephony systems and where necessary a similar electricity supply of 220/240 volts. You may need alternative telephony connectors depending on the type of telephone socket you have. Some of the most common connectors are called RJ11, RJ45 or RJ 10 telephone sockets. If you [contact us](#) with this information we can advise you on which additional connector you may need.

#### **Please note:**

- For products that are delivered outside of the UK; the Customer will be responsible for **all** additional costs and charges; examples that should be considered but not limited to are insurance, local sales tax and customs. Telephone Recorders Direct will not be responsible for any additional charges.
- Telephone Recorders Direct will not accept returns from sales outside the UK

For delivery charges and approximate delivery times outside UK - [click here](#)

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## **Common After Sales Technical Questions**

### **Q My equipment does not start working.**

**A** Make sure that the mains adaptor is plugged into the socket marked DC 3 V on the recorder. If you are using a MICRO cassette recorder then check that the pause has not been left on accidentally. If it has then slide the pause button towards the FF/REW buttons. If this is not the case then check that the VOLUME is turned to MAXIMUM (all the way towards the larger part of the arrow) on the unit.

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### **Q My equipment keeps recording all the time, even when I am not on a call.**

**A** Make sure the "AUTO" switch is on 1, not 0. Experiment with the position of the volume control, try putting it to a middle position or to minimum when recording. (If you put it too low, it may not start when you make a call).

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### **Q When I am using the black modular connector (black box with two leads coming out of it) only my voice is recorded but not the far party.**

**A** Make sure that the black modular connector is plugged into the recorder socket marked with the telephone symbol and NOT the socket marked with an ear symbol. Also make sure that the black modular is connected in between the handset curly cord and the base of the phone. A rare problem on some telephones is that the handset can be wired in reverse to the norm. Please contact us for a reverse wired modular.

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