

Intelligent Call Recording Kit



INSTALLATION AND OPERATING INSTRUCTIONS
703N

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In your box

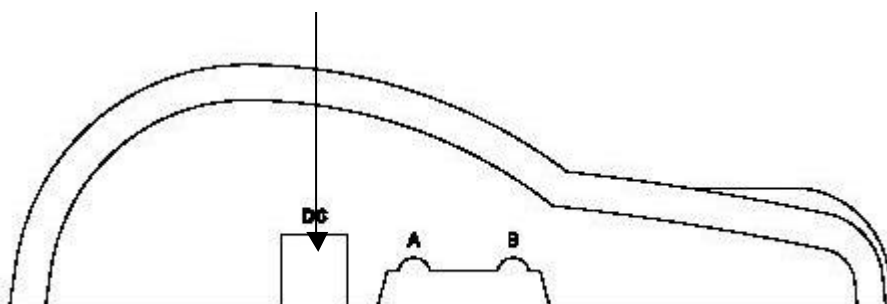
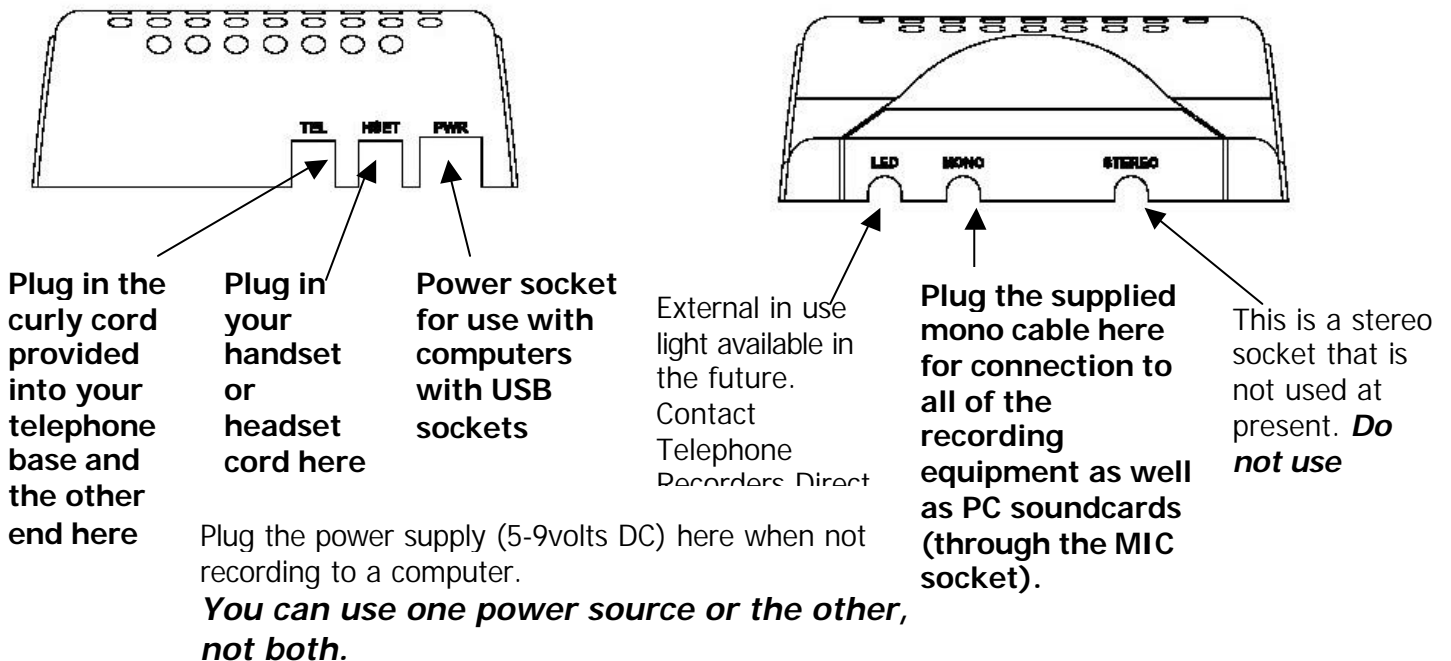
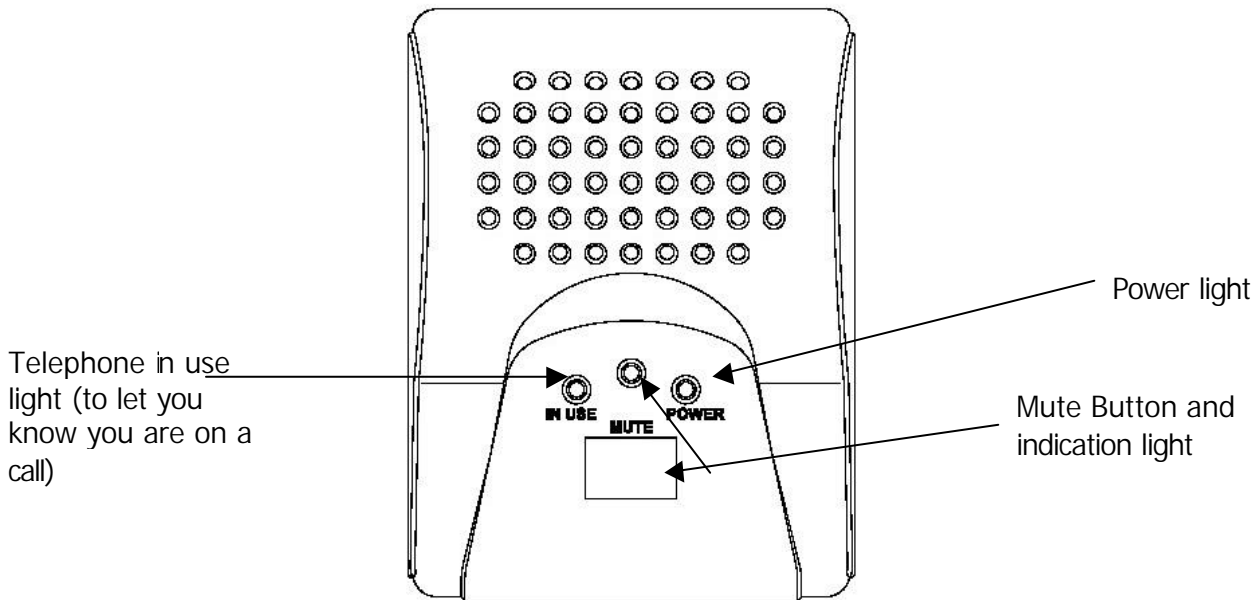
Your Advanced Call Recording Kit should contain

- Intelligent Recording Interface
- Curly handset / headset connection lead
- Mono lead for connection to the cassette recorder (silver audio plug on each end)
- USB power cable and mains adaptor (7volts DC) for the Intelligent Recording Interface
- Standard cassette recorder
- Mains adaptor for standard cassette recorder (3volts DC)
- C130 Cassette Tape
- Earpiece for third party listening



Basic connection

The Intelligent Recording Interface should work straight out of the box by following the connection instructions in **BOLD**. Please make sure that it is placed at least 30cm away from any computer monitors. All other labels are to help you identify other sockets you may need to use at a later date and to help you with operation of the Intelligent Recording Interface



Standard Recorder


1. Connect mains adapter to socket marked "DC 3V" or insert batteries in the battery compartment at the base of the recorder. Do not leave batteries in the recorder for long periods without use. Change the batteries regularly to avoid slow down of playback.

Insert cassette and ensure it is the right way round. The tape unwinds in the direction of the arrow on the recorder's lid. When first using your recorder start with side 'A' facing you.

For automatic recording ensure that the record and play buttons are both pressed in and that AUTO (VOX) is switched to 1 (on). When using the micro recorder the volume should be turned to maximum. Every time that you lift your telephone handset the recorder will record. If you want to record manually move the AUTO (VOX) switch to 0 (off) and then press the record button each time that you want to make a recording.

REWind (REView) or FFwd (CUE) allows you to find recordings quickly. You can also use this function whilst playing back recordings to move to a part of the tape where you missed something or to find a space at the beginning or end of a recording.

To pause playback simply press the PAUSE button in. To commence playback release the PAUSE button.

Recordings can be monitored live on the earpiece. Plug the earpiece into socket marked with the "  " symbol. Do not plug a call recording connector into this socket.

Slow speed recording will extend the recording time on your cassette (at the expense of sound quality). On the standard cassette recorder position the switch to normal speed or slow (one third speed). On the micro cassette recorder position the switch to "2.4" for normal speed or "1.2" for slow (half speed). Note: Recordings should be played back at the same speed they were recorded.

The recorder has a built-in microphone for recording meetings but we recommend the use of the lapel microphone (part 163) for higher quality recordings.

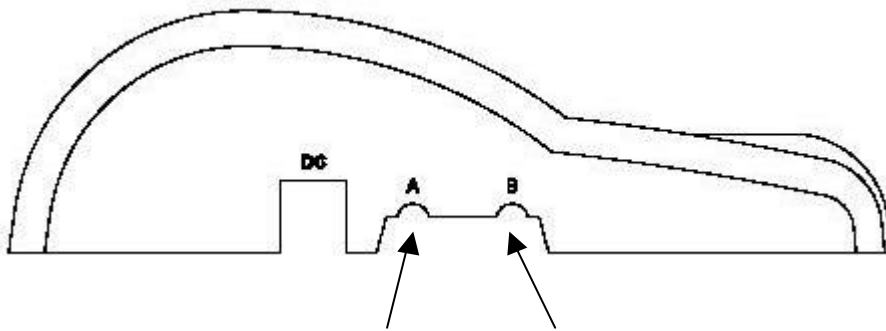
2. The Standard cassette recorder has a built in tape counters to help you search for and locate recordings quickly.

IMPORTANT NOTES:

The Standard cassette recorder has a switch built into the battery compartment (located below the battery spring) that alters the sensitivity of the automatic record function. If you find that your recorder keeps on recording even when you are not using the telephone or does not switch on when you make a call try moving the switch either towards the battery spring or away from the spring. You should find a more suitable level of sensitivity that allows your recorder to switch on and off automatically. If you still experience difficulties then please call our Technical Support Dept on 0871 42 42 444 to have your recorder adjusted accordingly.

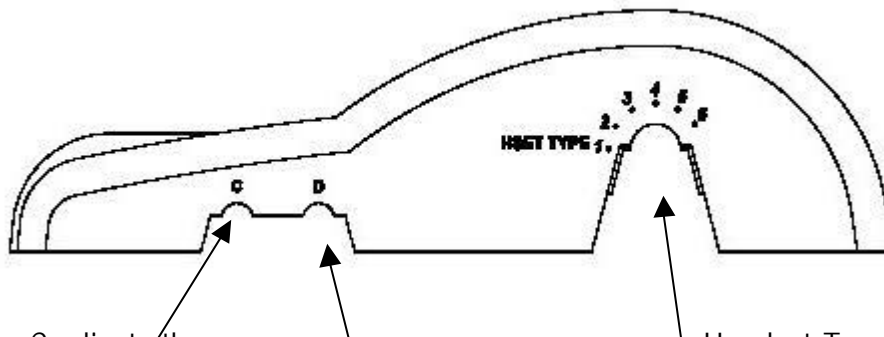
Advanced Controls

If after setting-up the Intelligent Recording Interface as above you are not entirely satisfied with the recording quality then the explanations below will help you to adjust every aspect of the Intelligent Recording Interface. You will need to use the tool supplied to adjust these controls.



Adjuster A adjusts the earpiece level that you hear in the handset or headset. This should be adjusted to a comfortable level.

Adjuster B adjusts the sensitivity level of the connector. It should be adjusted so that the 'in use' light only switches off when you hang up the telephone.

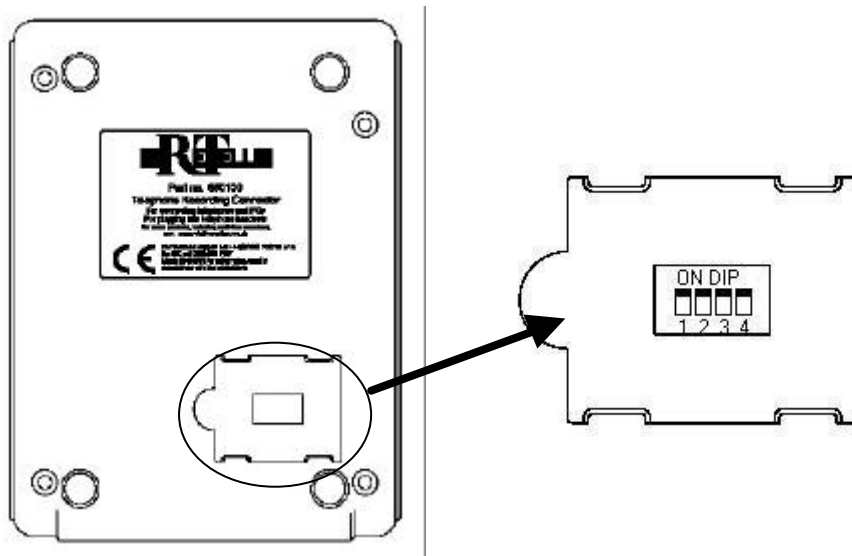


Adjuster C adjusts the volume of your voice that is recorded on the tape, if the far party is recorded louder than the near party then turn C clockwise.

Adjuster D adjusts the volume of the far party that is recorded on the tape, if the near party is recorded louder than the far party then turn D clockwise.

Handset Type. This has been preset to 1 for the most common type of handset wiring but if this is not right for you then just change to any of the 5 other settings until your phone handset works.

By adjusting C or D it is possible to get a perfectly balanced recording.



Under the black cover there are four switches that control various settings.

- Switch 1 and 2 control the VOX off time (the time it takes for the recording to finish after the telephone call has finished). These are factory pre-set to 5 seconds but should you wish to increase/decrease the cut-off time please refer to the table below.

Cut-off time	Switch 1	Switch 2
1 second	ON	ON
3 seconds	OFF	ON
5 seconds (default)	ON	OFF
10 seconds	OFF	OFF

- Switch 3 turns on or off beep injection. This is where if both parties go silent during a conversation the connector injects a beep and if it hears its own beep it knows the phone is off hook and the recorder will still run. This allows you to record pauses in a conversation.
- Switch 4 adjusts the mono output level. ON is HIGH output for use into a LINE input eg for use into the line in of a soundcard. OFF is LOW output for use into a microphone input eg with ALL of Retells cassette recorders.

Self Help Guide

Please consult the following self-help guide below before contacting Telephone Recorders Direct. If you still have difficulties then please contact our technical team on 0871 872 4257 (UK only) or +44 (0)1932 730893.

Problem	Possible Cause	Solution
When playing back a recorded conversation one side sounds louder than the other.	Adjuster C and D are not adjusted correctly.	Please refer to page 3, Advanced Controls, and adjust control C and D which will alter the recorded near and far party.
My telephone does not work correctly when I connect it to the Intelligent Recording Interface.	The handset selector switch is not set correctly.	Refer to page 3, Advanced Controls, and adjust the Handset Type Switch. Position 1 works with 95% of telephone handsets; position 2 works with about 4%. Should these positions not work then try positions 3-6 which covers the other 1% of handset types.
When using my telephone with the Intelligent Recording Interface the earpiece sounds quieter/louder than without the Intelligent Recording Interface attached to my telephone.	Earpiece level (control A) is not set correctly.	Refer to page 3, Advanced Controls, and adjust control A until the earpiece level is satisfactory.
What are the beeps I keep hearing when the conversation goes quiet as my customer can also hear it?	This is not a fault It can be altered by adjusting dip switches – see page 6	If both parties go silent during a conversation the connector injects a beep and if it hears its own beep it knows the phone is off hook and the recorder will still run. This allows you to record pauses in a conversation. If you do not need to record the pauses in a conversation you can turn this function off by switching switch 3 to OFF.
When playing back a recording from my cassette tape it sounds loud and distorted	The output level is too high	Refer to page 6, Advanced controls, and switch switch 4 to OFF which will give a lower output level which is suitable for use with our cassette recorders
When I play back my recordings there is a buzz on the recordings	Possible interference from another source	Make sure that you place the connector at least 30cms away from any computer monitors
Near party recordings are quiet whilst using a headset with a voice tube	Adjuster C needs adjusting (page 4) or the voice tube is blocked	Alter adjuster C (see page 4). If this does not have any affect then the voice tube on your headset is most probably blocked, try cleaning/replacing it.

Accessories

Headphones



Designed for long term listening of calls (part number 216)

Cassettes



10 pack of C130 Standard cassettes (part 221)

Loudspeakers



Designed for group listening of calls (part number 218)

Other Products

We also sell a wide range of call recording solutions

- Direct to PC telephone recording
- Answer phones
- Stand-alone hard disc recorders
- Multi-line

Legality of Recording in the UK

Legality of Call Recording

Ofcom says that you should make every reasonable effort to inform all parties to a call that it may or will be recorded, silently monitored or intruded into. They say that it is up to you how you do this and that acceptable options, depending on circumstances, might include warning tones, pre-recorded messages, spoken warnings by the operator or written warnings included in publicity material, telephone directories, contracts, terms of business, staff notices etc. Ofcom says that it may not always be possible to warn first time callers with whom you have had no previous contact but what is important is that you have a systematic procedure in place, which provides the necessary information where this is a realistic possibility. Ofcom also suggest following on a ruling from the European Court of Human Rights that staff are told of a phone that they can call from which will not be recorded. If you require further information or for the latest updates since this leaflet was printed contact www.ofcom.org.uk or contact them direct at: Phone: 0845 456 3000 or 020 7981 3040. Email: contact@ofcom.org.uk, Fax: 0845 456 3333
Post: Ofcom Contact Centre
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

(Note that Ofcom has taken over Ofcom's responsibilities) Check www.telephonerecordersdirect.com for information on recording staff or individuals.

Guarantee

We undertakes to repair or replace (at our option) the equipment supplied that develops a fault within 1 year of the date of purchase subject to the following conditions:
The equipment has not been subject to misuse, liquid damage, accidental breakage, neglect or any other use other than for the purposes of recording conversations or memo's
The equipment has not been tampered with or adjusted internally by anyone other than Telephone Recorders Direct or their appointed agents.
If a defect occurs the equipment should be returned to your supplier in the first instance. Alternatively you can return it pre-paid to Telephone Recorders Direct in protective packaging containing a full explanation of the fault and proof of purchase. Telephone Recorders Direct does not accept liability for damage in transit and we strongly suggest using Recorded Delivery to prove receipt.

This guarantee does not affect your statutory rights.
Telephone Recorders Direct's full terms and conditions are available upon request.

Liability

TELEPHONE RECORDERS DIRECT EXPRESSLY EXCLUDES TO THE EXTENT PERMITTED BY LAW LIABILITY FOR ANY CONSEQUENTIAL LOSS, DAMAGE OR INJURY ARISING FROM OR IN CONNECTION WITH ANY TELEPHONE RECORDERS DIRECT PRODUCT. NO LIABILITY CAN BE ACCEPTED FOR ANY LOSS OF DATA OR RECORDINGS OR FALIURE TO RECORD OR CONSEQUENCES OF SUCH LOSS.

R&TTE Directive

We hereby declare that this product complies with the essential requirements of directive 99/05 (the R&TTE directive).

To obtain a full copy of the declaration associated with this product then please contact us at the address below:

Telephone Recorders Direct
462 London Road
Isleworth
Middlesex TW7 4ED
Tel: 0800 781 8535