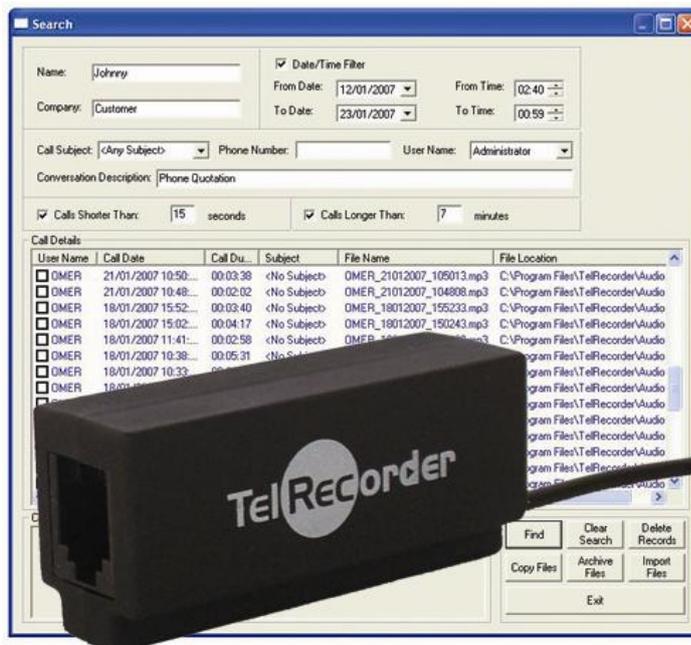




User Guide



www.TelRecorder.com



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What is TelRecorder?

TelRecorder® - Recall Your Calls

Record, document, and keep track of your phone calls

Improve your business

- Record and analyze calls for QA (quality assurance) purposes
- Manage service and point-of-sale transactions
- Provide effective training
- Strengthen sales pitch
- Enhance customer service
- Produce detailed reports

Protect your business

- Utilize voice signature for phone transactions
- Document evidence of oral agreements
- Minimize miscommunication
- Archive your recorded phone calls
- Verify client instructions

TelRecorder® – phone call documentation and recording directly into your PC

Automatic recording – Automatically saves all phone calls

Manual recording – Saves selected calls at the touch of a button

Recall your calls – record and document conversations in your office and conference rooms...**Plus:**

- ⌋ Produce detailed reports
- ⌋ Review recorded calls
- ⌋ Locate calls in the recorded database
- ⌋ Send recorded calls via e-mail
- ⌋ Maintain your own computerized recording archive
- ⌋ Back up and burn recordings at the touch of a button

Concealed state - Background recording, with no visible indication on the screen

Specifications

- ⌋ Records in MP3, WAVE, and OGG formats
- ⌋ Compatible with all phones and switchboards
- ⌋ Simple and easy installation – Just “plug ‘n’ play”

Tested and approved by the Standards Institute

No cassettes, no batteries, unlimited recording¹

Peripherals:

- + Adaptor for recording cellular calls
- + Microphone for recording indoor meetings

¹ Within the limits of your computer memory

System requirements

- CD-ROM drive, for software installation
- 20 MB available hard disk space for software
Note: For saving recorded call files, more storage space is needed.
- PC with WIN ME operating system or above
- Voice card with microphone connection (usually colored pink)
- Speakers

Installation instructions

 **Attention! Before installing your TelRecorder, ascertain that the computer on which it is to be installed is connected to a properly grounded electrical outlet.**

Hardware installation

See your *TelRecorder Installation Instructions*, included in the kit.

Software installation

 **Note: We recommend setting your anti-virus program to “Disabled” for the duration of the installation, and enable it again immediately after installation is complete.**

1. Insert the installation disc into your computer's disk drive.
2. The installation program should load automatically. If you see no reaction on your computer after a few minutes, run the installation file *Setup.exe* directly from the disk drive by means of your File Manager.
3. Follow the installation instructions. **Note: At the end of the installation process, a Wizard will be uploaded that will help you set your TelRecorder definitions.**
4. After installation is complete, you will be able to run TelRecorder.
5. TelRecorder will upload automatically every time you turn on your computer.

System check

After installation of both hardware and software are complete, the software panel will appear on your computer screen; an icon will appear on your Desktop as well as on your Taskbar. On the panel's left-hand side is a “volume meter” that goes through the system (display of volume + digital display). Now you can:



1. Select the desired recording source, i.e., telephone or external microphone.
2. Click on TelRecorder's Record Selection button as per your selected recording source (telephone / microphone).
3. As the call proceeds, you will be able to view the volume display in the Record window. See the section titled *Operating panel, page 6, paragraph 5*.
4. Recording is executed by clicking the Record button on the TelRecorder panel.

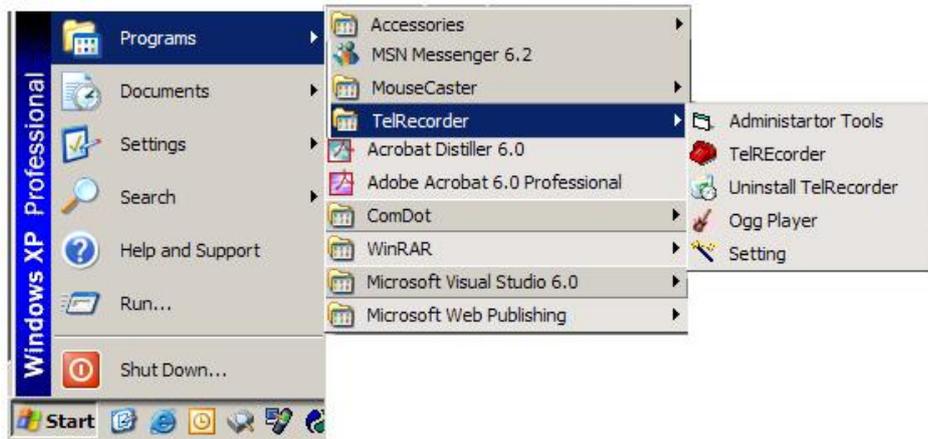
In the event there is no display, and no recording took place, do the following:

1. Ascertain that all cables are connected according to the instructions above.
2. Ascertain that the phone / microphone are connected properly, and are ON (if your microphone has an On / Off button).
3. Ascertain that the Record Channel Selection button is turned in the appropriate direction (telephone / microphone).
4. Ascertain that the TelRecorder program is running.

Activating your TelRecorder

There are three ways to turn on your TelRecorder:

1. TelRecorder is activated as the default option when the computer is turned on.
2. TelRecorder can be activated by double-clicking on the icon displayed on your Desktop.
3. TelRecorder can be activated by going to the TelRecorder library (Start > Programs > TelRecorder) and clicking on the icon therein.



The TelRecorder icon in your Taskbar

When TelRecorder is running, its  icon will appear at the bottom of your screen next to the clock, in the area called the Taskbar.



Clicking the icon enables the following:

Display / Hide Record window:

Enables the Record window to be displayed.



Always On Top

The Record panel will always appear above other open windows.

Setting

Opens the TelRecorder system definitions (see p. 10, *System*)

Backup

An automatic backup definition by days or volume

Change Agent No.

Define the station user name, agent number, and default e-mail address for delivery of recordings.

Login with another user

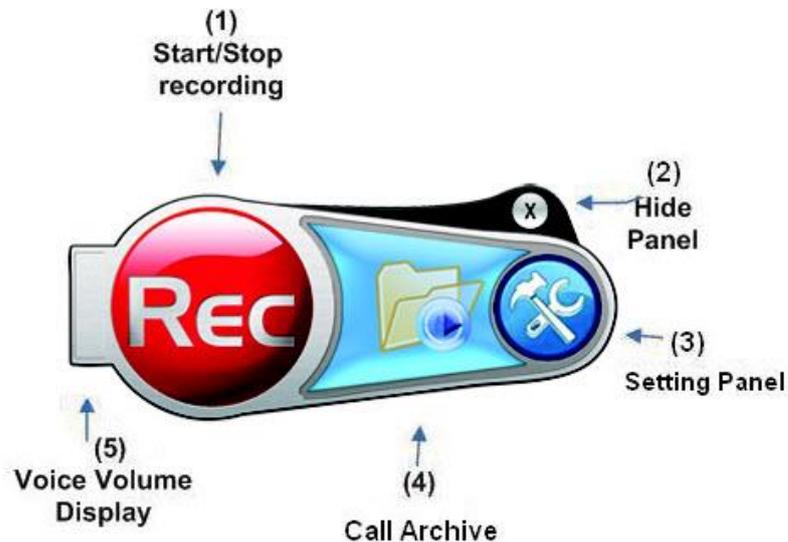
Makes it possible to enter TelRecorder under another windows® user name.

Exit

Quit the program (after the program closes down, recording is not possible).

Operating panel

The TelRecorder operating panel is a Toolbar-style window that enables you to record calls, enter a call's parameters, and observe the Call Archive dialog box.



- | | |
|-----------------------------------|--|
| 1. Start/Stop recording | This button enables you to start and stop recording manually. In Automatic Recording mode, recording will start without your having to click on the button. To stop recording, click the button. |
| 2. Hide Panel button | TelRecorder continues operating even when the panel is hidden. The panel will reopen automatically whenever a call comes in. |
| 3. Setting Panel button | Opens the TelRecorder Definition of Software Characteristics dialog box |
| 4. Call Archive dialog box | The Open Call Archive dialog box stores data on saved calls, and enables you to search for and listen to past calls using various search criteria. |
| 5. Voice Volume display | This display shows the volume of speech coming in through the voice card. |

Turning off TelRecorder

If you want to shut down your TelRecorder, left-click the icon in your Taskbar at the bottom of the computer screen.

The following menu will open:



Clicking **Exit** will shut TelRecorder down. No recording is then possible, even when TelRecorder is set to record automatically.

Entering Call Details

For every call that is stored by TelRecorder, a record is opened with data that will make it easy for you to locate and retrieve the call at any time.

Some of the relevant data are entered automatically and cannot be changed, such as the date and hour of the call, the name of the user, and the name of the recording file.

Other fields can be filled in by the user using the Call Details dialog box that opens as defined in the Definitions dialog box (see p. 10, *System*).

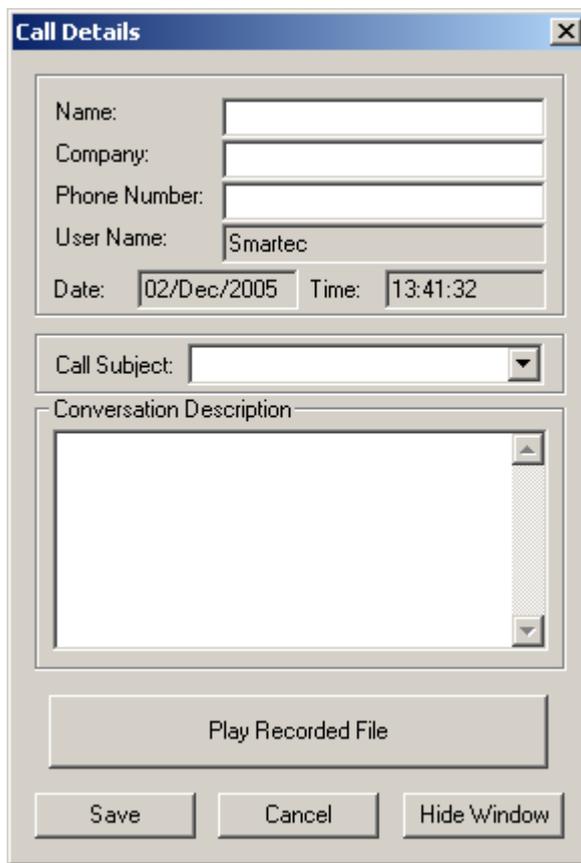
The Call Details dialog box is displayed in one of three possible modes: At Start Recording, Stop Recording, or Manual Opening on the operating panel.

The more details of a call you enter, the easier it will be to locate and retrieve it later on.

Example: Call by **John Doe**, on Jan. 2 2005 on the subject of **Insurance**, with **Peter Smith**.

Fields the user can enter:

- Name of caller
- Company
- Caller's telephone number
- Subject of call
(selection from list of subjects)
- Description of call – free text



Save Call button

Allows you to save calls together with the data you entered. Clicking the Save button saves the call and closes the window.

Cancel button

Cancels saving the call and erases the recording file.

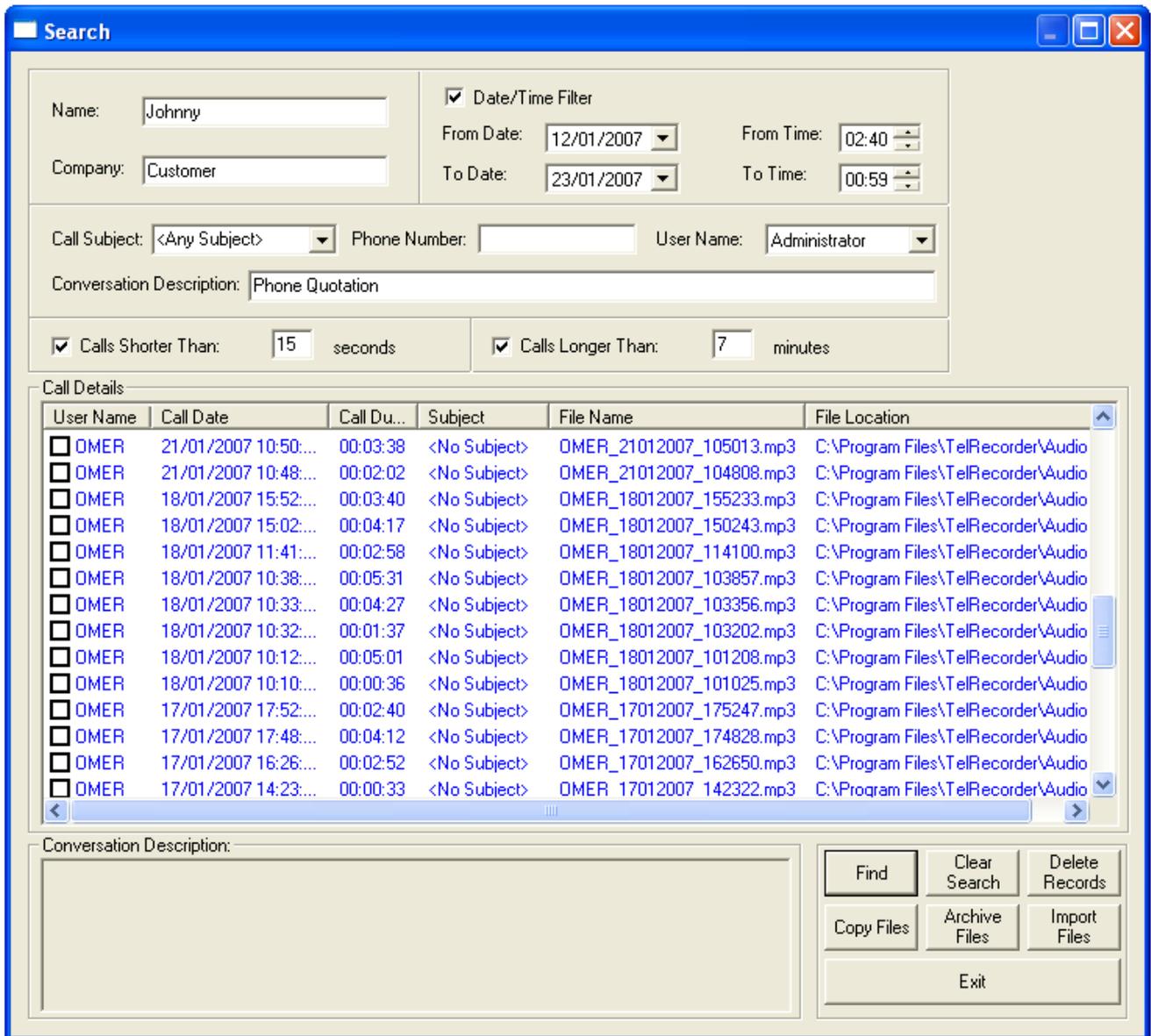
Hide Window button

Allows you to temporarily hide the Call Details dialog box while recording, without losing the data entered on the call.

Play Recording button

Allows you to listen to the recorded call before it is saved.

Call Archive Call Search and Retrieval:



Search

Name: Date/Time Filter

Company: From Date: From Time:

To Date: To Time:

Call Subject: Phone Number: User Name:

Conversation Description:

Calls Shorter Than: seconds Calls Longer Than: minutes

Call Details

User Name	Call Date	Call Du...	Subject	File Name	File Location
<input type="checkbox"/> OMER	21/01/2007 10:50:...	00:03:38	<No Subject>	OMER_21012007_105013.mp3	C:\Program Files\TelRecorder\Audio
<input type="checkbox"/> OMER	21/01/2007 10:48:...	00:02:02	<No Subject>	OMER_21012007_104808.mp3	C:\Program Files\TelRecorder\Audio
<input type="checkbox"/> OMER	18/01/2007 15:52:...	00:03:40	<No Subject>	OMER_18012007_155233.mp3	C:\Program Files\TelRecorder\Audio
<input type="checkbox"/> OMER	18/01/2007 15:02:...	00:04:17	<No Subject>	OMER_18012007_150243.mp3	C:\Program Files\TelRecorder\Audio
<input type="checkbox"/> OMER	18/01/2007 11:41:...	00:02:58	<No Subject>	OMER_18012007_114100.mp3	C:\Program Files\TelRecorder\Audio
<input type="checkbox"/> OMER	18/01/2007 10:38:...	00:05:31	<No Subject>	OMER_18012007_103857.mp3	C:\Program Files\TelRecorder\Audio
<input type="checkbox"/> OMER	18/01/2007 10:33:...	00:04:27	<No Subject>	OMER_18012007_103356.mp3	C:\Program Files\TelRecorder\Audio
<input type="checkbox"/> OMER	18/01/2007 10:32:...	00:01:37	<No Subject>	OMER_18012007_103202.mp3	C:\Program Files\TelRecorder\Audio
<input type="checkbox"/> OMER	18/01/2007 10:12:...	00:05:01	<No Subject>	OMER_18012007_101208.mp3	C:\Program Files\TelRecorder\Audio
<input type="checkbox"/> OMER	18/01/2007 10:10:...	00:00:36	<No Subject>	OMER_18012007_101025.mp3	C:\Program Files\TelRecorder\Audio
<input type="checkbox"/> OMER	17/01/2007 17:52:...	00:02:40	<No Subject>	OMER_17012007_175247.mp3	C:\Program Files\TelRecorder\Audio
<input type="checkbox"/> OMER	17/01/2007 17:48:...	00:04:12	<No Subject>	OMER_17012007_174828.mp3	C:\Program Files\TelRecorder\Audio
<input type="checkbox"/> OMER	17/01/2007 16:26:...	00:02:52	<No Subject>	OMER_17012007_162650.mp3	C:\Program Files\TelRecorder\Audio
<input type="checkbox"/> OMER	17/01/2007 14:23:...	00:00:33	<No Subject>	OMER_17012007_142322.mp3	C:\Program Files\TelRecorder\Audio

Conversation Description:

Find Clear Search Delete Records
Copy Files Archive Files Import Files
Exit

Call Search

You can locate a call by entering various parameters.

Note: The more parameters you fill in, the greater the chances that TelRecorder will find the call you are looking for. The possible search parameters are:

- Name of the person calling
- Name of the company
- Call made between certain dates and hours
- Subject of call
- Who made the call (identified by user name)
- Description of call (here you can perform a word search)

Search button After filling in the parameters, click on the Search button. TelRecorder will display all calls that fit the search criteria.

Clear Search button Clicking on this button will erase the entered values of the search criteria.

Erase Files button Clicking on this button will erase all files marked . Only the person doing the recording or someone with appropriate authorization can erase recorded calls. When using this button, you will be asked again to OK the erasure of the files in question.

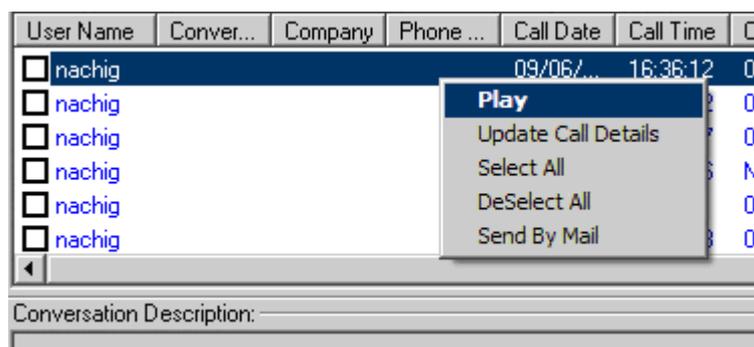
Copy Files button Allows you to copy archived files marked to another location.
Note: Copying a file will not change or erase the file in the archive.

Move to Archive button Allows you to move files marked to another location on your computer or on your network, or to burn a backup copy onto a disk (if your computer has a burner).

Note: This action will make it impossible to hear the file directly from the Search dialog box, but you can still locate it by executing a search.

Import File button Allows you to import a file that was recorded on a portable recorder, or any other voice file you may want to save and store in your archive.

Call details and playback



After you retrieve the desired calls, you can perform the following actions with a *right-click of your mouse*:

Call Playback Double-clicking the call, or left-clicking Play on the dropdown menu, will activate your computer's music player (Winamp, Media Player, etc.), and the file will be played back.

Update Call details A particular call's details can be updated by opening the Call Details dialog box. Clicking on this option will open the dialog box, enabling you to update the appropriate fields.

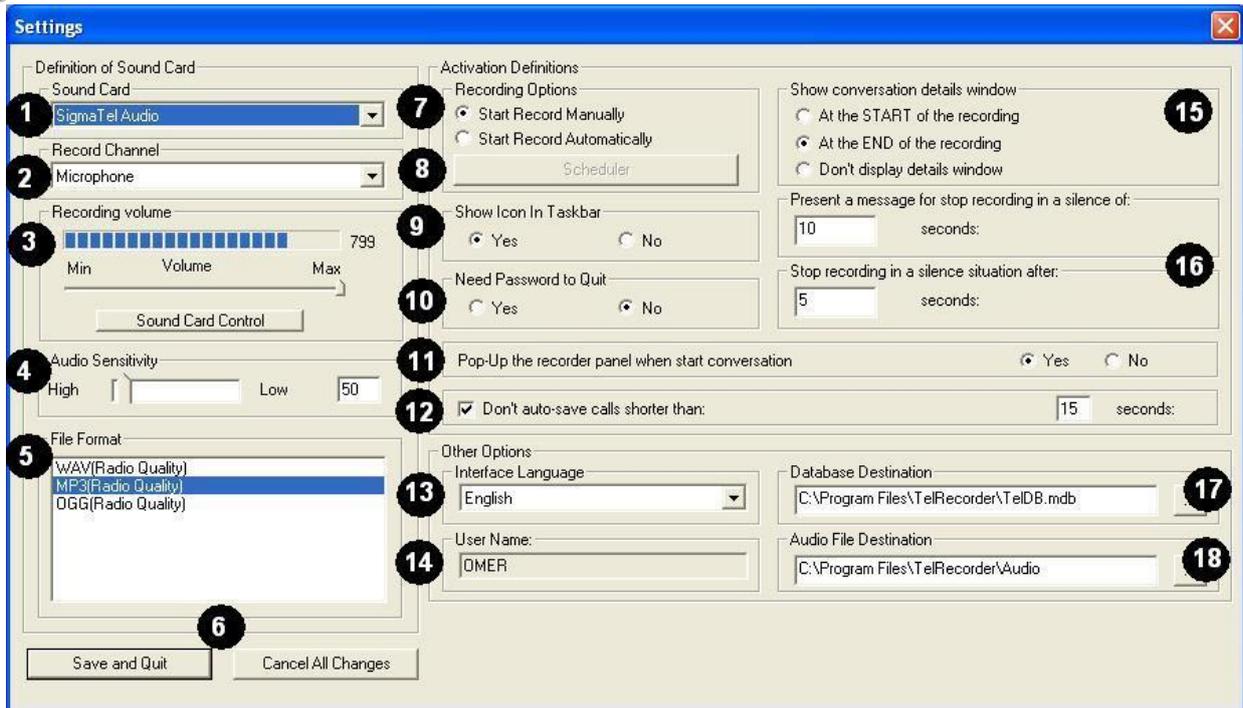
Select All Clicking on this option will cause all calls answering the search criteria to be selected. If no search criteria are defined, all calls saved by TelRecorder will be selected.

Cancel Select All Clicking on this option will cancel the instruction of the previous section, or if calls were chosen manually.

Send by E-mail Choosing this option lets you send via e-mail a call you select with your mouse.

Notes: **Sending TelRecorder files by e-mail is only possible if your computer has Outlook or Outlook Express installed.**
Before sending a file by e-mail, it is recommended that you note its size. Recordings made in WAVE format are very large in comparison with files created in MP3 or OGG format (see p. 10, System).

System definitions



Definitions dialog box

1. **Voice Card** Select the voice card to which TelRecorder will be connected. Choosing a voice card is mandatory if more than one is installed on your computer.
2. **Recording channel** Select the recording channel on the appropriate voice card. Choose the microphone channel (different manufacturers may use slightly different names, e.g. “microphone”, “mic”, and so on).
3. **Recording Volume** Visual indication of the recording volume of the channel selected as described in no. 1 above is displayed in two ways:
 1. Graphically, by a blue strip (bar)
 2. On a numeric meter: 0 = silent > 1,000 = maximum volume
 During a conversation, the recording volume should take up ¼ of the blue strip, and appear as 250 on the numeric volume meter. If this is not the case, choose another recording channel.
4. **Audio Sensitivity** Defining voice sensitivity allows you to set the volume at which TelRecorder opens. This is of particular importance when recording is done automatically, or for determining when the panel should be made to appear on the computer screen in case of an incoming call.

Low sensitivity means that only high-volume noise will activate the system (appropriate for a noisy environment).

High sensitivity means that weak noises will activate the system.
5. **Recorded File Format** For greater listening convenience, TelRecorder enables you to save your calls in various formats. TelRecorder supports the following formats: Ogg, MP3, and Wav. These formats are playable on most music players, such as Winamp and Microsoft Media Player. Each format has its own typical storage volume. For example:
 - Wav 1 min. recording ~ 1.3 Mb
 - MP3 1 min. recording ~ 240 Kb
 - Ogg 1 min. recording ~ 120 Kb

- 6. Save / Cancel and Exit** Clicking on these buttons determines if changes in definitions will be saved or not.
- 7. Recording modes** **Manual recording** – You can choose to record calls manually. In this case, recording will only begin after you click on the Record button on the Operation Panel (see “*Operating panel*”, p.6).
Automatic recording – If you choose this mode, recording will begin immediately after TelRecorder has identified a sound or voice, as per the sensitivity level defined in Section 4 above.
- 8. Scheduler** When using the Automatic Recording mode, the Scheduler enables you to determine the days and hours of activity.
- 9. Icon Displays** This option lets you choose the system’s work mode: Hidden, or Open. If you choose not to display the icon  in your Taskbar, the system will give you no indication of its state and no sign that it is recording (in Automatic mode).
To display the Operating Panel, press Shift+Ctrl+S.
To display the Definitions dialog box, press Shift+Ctrl+Z.
- 10. Exit password** Select this option if you want to prevent TelRecorder’s being shut down without a password. The password will be defined by the system or network administrator. The default password is “1234”.
- 11. Window pop-up** Selecting this option will cause the Operation Panel to appear on your screen the moment TelRecorder detects a call, as per the Voice Sensitivity defined in Section 4 above.
Another option is for the user to manually make the panel appear (by clicking on the  icon in the Taskbar at the bottom of the screen (see *The TelRecorder icon in your Taskbar*, p.3).
- 12. Don’t Auto Save** This feature determines the minimum call length that will be saved. By using this option, you can avoid auto-saving short calls.
- 13. Interface Language** Select the user interface language.
- 14. User Name** This field cannot be changed. Its value will be copied automatically from the operating system’s user definitions.
- 15. Call Details dialog box** Here you can select when you want this dialog box (see, p. 7) to open: When recording begins, when it ends, or not at all.
- 16. Silence** TelRecorder will automatically stop recording if the line remains silent for a previously determined length of time. Recording ceases in two stages:
- **Stage 1:** The time between the system’s awareness that the line is silent, and display of a warning that recording is about to stop
 - **Stage 2:** The time between the system’s awareness that the line is silent, and the appearance on the screen of a warning that the line is silent and recording will be stopped after the predetermined time.
- 17. Location of Data File** Select the location of the database in which call data will be stored.
- 18. Location of Recorded Files** Select the location where recorded calls will be stored.

FAQ

1. I connected my phone to TelRecorder; when I lifted my handset, there was no dial tone.

Make sure all the cables are connected as per the Installation Instructions.

2. I connected my phone to TelRecorder; I have a dial tone and calls are made, but are not recorded on the computer.

First, make sure that TelRecorder is connected to your computer's microphone jack (See the Installation Instructions that were provided with the TelRecorder).

Make sure that the microphone channel to which TelRecorder is connected is defined as the system's recording channel (See "System ", p. 10).

Lift up your handset and speak into it; make sure the voice indicator on the operating panel's left-hand side shows that sound is coming in (see "Operating panel", p. 6).

Move the Recording Channel Selection button to Telephone (See the Installation Instructions).

Try connecting your TelRecorder to the telephone's receiver (curly) cord – usually on an enhanced digital telephone or a digital switchboard (See the Installation Instructions).

Change recording channel - Switch the TelRecorder cable plug from the pink microphone jack to the "line-in" jack (usually blue.) Change the recording channel in the software from "microphone channel" to "line-in."

Pick up the telephone receiver and check the level of the sound on the graph. You can adjust the properties and the volume of the recording channel.

3. After connecting my phone to TelRecorder and the latter to the computer, I hear a humming noise.

Make sure that your electrical connection is grounded properly, and that your computer is connected to the power source properly (with a cable fitted with a three-pronged plug).

4. The Tel-Recorder Operating Panel pops up and opens on my screen frequently, even when there is no incoming call.

This happens as a result of "noises" inside your computer that enter its voice card; they have nothing to do with your TelRecorder. This problem can be solved in one of two ways:

- Deselect "Automatic panel display upon detection of incoming calls" (see "System ", p. 10, paragraph 10).
- Lower the Incoming Call Voice Sensitivity (see "System ", p. 10, paragraph 4).

5. My TelRecorder records non-stop, even when there are no calls.

This may happen when Voice Sensitivity is set to "high" and Recording Mode is set to "automatic". In such a case, any sound detected by the system will result in recording. To solve the problem, do the following:

- Lower the Incoming Call Voice Sensitivity (see "System ", p. 10, paragraph 4).
- If this does not solve the problem, change to Manual Recording Mode (see "System ", p. 10, paragraph 7).

Technical support

For queries and inquiries about technical support, installation problems, or problems in connecting to switchboards, e-mail us at support@telrecorder.com.