Personal Call Recorder

Automatically Record Calls On Your PC

USER'S GUIDE

DIGITAL LOGGERS, INC.

Recorder Features

Congratulations on your purchase. Turn your PC into a full-featured recorder. Record phone calls, conversations, and meetings.

Universal Interface
Connect to phone lines, voicemail systems, handsets, radios and microphones.

Digital Performance
DLI offers the best audio quality in the industry. Recordings are perfect. Copies can be made without loss of quality. Recording to disk is more reliable than recording to tape and typically sounds much better than flash recorders.

Simple Operation
Recording is automatic. Calls are displayed at a glance. A voice activated switch (VOX) system with adjustable trigger level records each call in a separate file.

Instant Replay and Screen Capture
Calls can be replayed instantly, even while recording. Find calls quickly. Play calls on any Windows PC. Recordings can be copied, emailed, encrypted, and backed up. Screen shots can be stored with calls. No proprietary software is required.

Hard Disk or Network Storage
Select a local hard drive or a network file server to save recordings. Use a shared directory for easy access over a network. Listen in live from a remote workstation.

Included Playback Utilities
Additional utilities are included for call sorting and indexing, live remote playback, and call detail (SMDR) recording. Sort calls and screen shots for quick retrieval.

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Package Contents

1. **Personal Logger recording module**
   This module converts telephone audio into a format compatible with your PC microphone jack. Attach one side to your phone, the other to the pink-colored MIC jack on your PC.

2. **RJ-11 outside line cord and connector kit**
   This cord and Y connector have larger jacks for connection to telephone lines.

3. **RJ-12 Handset cord and connector kit**
   This cord and Y connector have smaller jacks on one end for connection to handsets. The Y connector has a short "pigtail" cable.

4. **Software installation CD**
   Insert the CD in your Windows PC to start the installation.

System Requirements

Operating System
   Windows 7, Vista, XP, 2003, 2000, ME, or later. Upgrading early systems to the latest version of Direct-X from www.microsoft.com/directx is recommended.

Processor
   1GHz, P-III or faster with CD drive for installation.

Enabled Microphone Jack
   This jack is marked MIC and is colored pink on most PCs. Check your Windows audio control panel settings to select and enable your MIC jack.

Caller ID

Caller-ID is not required, but it's useful for tracing and Outlook Integration. An outside phone line is required to decode caller-ID. In most areas, caller-ID is a paid subscription service.

Outside Line or Handset Connection

Any analog outside line may be connected. A handset connection may be used to record calls on a digital telephone system. Radios or microphones may also be connected.

Quick Setup

Use these shortcuts for quick installation. If you're unfamiliar with logging systems, please read the entire manual before proceeding.

1. Select either the correct cable bag. Note that handsets use smaller plugs than outside lines.
2. Connect the round microphone cable from the logger to the pink MIC jack on your PC.
3. Install the software CD and follow the instructions under **Install Recording Software**.
4. Click the **DLI Personal Logger** icon.
5. Pick up the phone. Use the slider control on the logger to adjust the volume to the middle of the screen. Adjust the Voice Activation timeout and level. The default timeout for telephone calls is 20 seconds. The logger automatically separates calls into individual files with time stamps.
6. Calls may be replayed by opening the **Instant Replay Window**, by installing separate playback applications under "Install Playback Software" or simply by clicking on the recording files.

Choosing a Connection Point

The recorder connects to either:

a phone *line* using larger RJ-11 connectors
-or-
a phone *handset* using smaller RJ-12 connectors

Other audio sources, such as radios or microphones can also be connected.

To decode caller-ID and trace calls, you'll need to connect to an outside line. If you're recording a digital PBX extension, you'll want the handset connection.

Outside Line Connection

Cable and Adapter for Outside Phone Lines

Larger RJ-11 Plugs

<-To PC MIC Jack
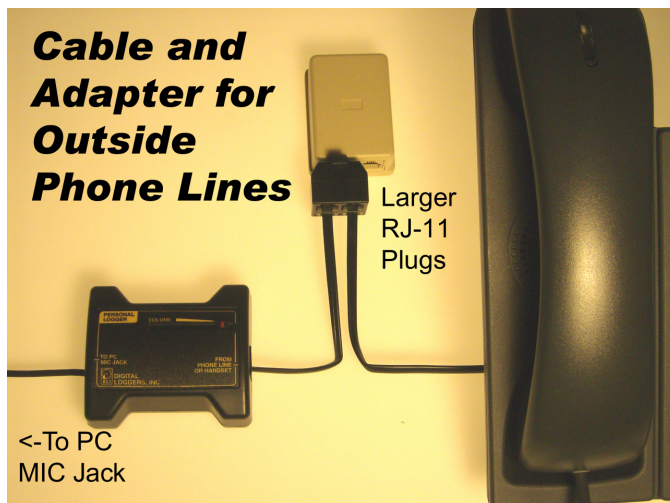
To connect an outside line, insert the RJ-11 Y connector (with larger plugs) in a wall jack or in a

telephone. Use the Y connector and cable to connect to the recording module. Connect the microphone cable to the pink jack on your PC.

If your phone company provides Caller-ID, it is often available only on outside lines.

Handset Connection

A handset connection is most often used to connect to a digital PBX, VoIP phone, or multi-line analog phone.

Handset plugs are smaller than outside line plugs, so a special cable and Y adapter are provided. Use them to connect from the handset to the recording module. Connect the microphone cable to the pink jack on your PC.

Cable and Adapter for Handset Connections

<-To PC
MIC Jack

Smaller
RJ-12
Handset Plugs
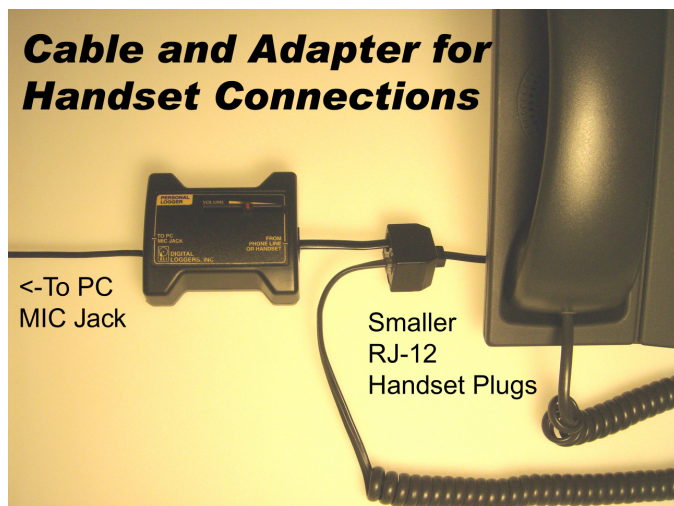
Software Installation

Insert the disc **DLI Personal Logger Setup** in your drive. The installation window appears:
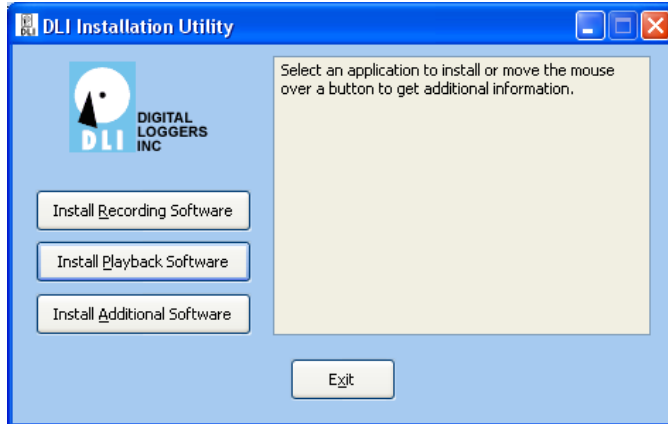
Click **Install Recording Software**, then
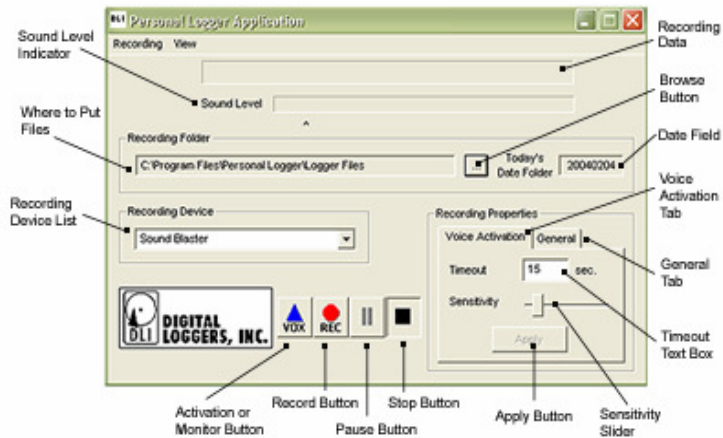   **Install Personal Logger**

Select a destination folder for the program, and a location for the recording files. For best streaming audio performance, record to a local hard drive.

Most users will install the program in "standard" mode. The "hidden" mode eliminates the user interface and records in the background.

Some hard disk space will be used. Each second of recording uses 8KB of disk space. A gigabyte stores 34 hours of continuous recording. Utilities are available to compress recordings.

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After installation, restart your PC. Then start the Personal Call Recorder by clicking the **DLI** icon. The main screen looks similar to this:

Start recording and check the levels. It's important to adjust both the **MIC** level slider in the Windows Audio Control Panel and the slider on the Personal Logger for best audio quality. If either level is set too high, touch-tones and caller-ID won't decode properly.

Checking Sound Levels

With your phone off-hook and recording activated, the Level Indicator should look like this:

If the Level Indicator doesn't move, your MIC jack may not be enabled. Use the Windows control panel to enable it.

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Adjusting the Sound Activation Level

The recorder is a voice activated ('VOX') application. It listens for sound, records a file, and stops recording after detecting silence.

The sound activation trigger level is adjustable. The small arrowhead under the level meter is the trigger level. Recording starts whenever the sound level moves to the right of the arrowhead.   This trigger level can be adjusted using the "sensitivity" slider bar in the lower right corner of the program.   With your phone on-hook, set this trigger level slightly to the right of the level meter.

Recording continues until a specified period of silence is detected. Adjust this period using the "Timeout" setting in the lower-right corner.

An excessively short timeout will break a call into several smaller files. An excessively long timeout will cause subsequent calls to nest in the same file. Start with the suggestions below, then adjust the timeout to your liking:

Application	Typical Timeout Value
Phone Handset	20 seconds
Phone Outside Line	30 seconds
Radio Line	7 seconds
Security Microphone	120 seconds

Equalizing Call Volumes

The recorder can adjust calls to approximately the same volume. This process is called "normalizing". To enable this, click **Normalize Calls** in the **Preferences** menu. To automatically adjust *playback* levels, check the **ALC box** in the instant replay window.

On outside lines, a difference in volume between the calling and called party is normal. If this is objectionable, switch to a handset connection. Some phones (including most Cisco) have an internal "sidetone" adjustment to set this balance.

Outlook Integration

Using Caller-ID, the recorder will automatically enter the caller's number in Microsoft Outlook. To enable this feature, first stop recording, then click Preferences, under the recording menu. Check both **I have Caller-ID** and **Enable Outlook Lookup** in the preferences menu.

Saving Notes with Calls

Open the Instant Playback Window and highlight the current call to save notes while recording. You may cut-and-paste information (such as critical order information or contact information) from other applications into the notes field. Notes are stored safely inside the recording files.

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Storing Recording Files

The recording storage location can be changed. To change it, first click **STOP**. Then click **Browse** to select a directory:
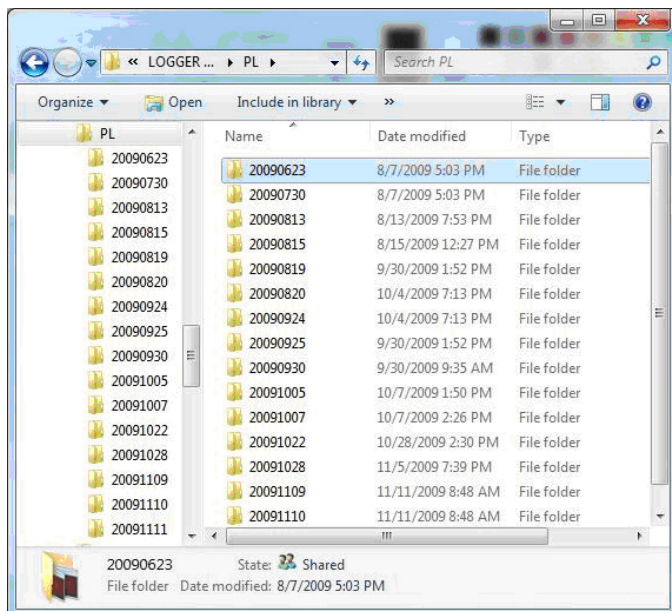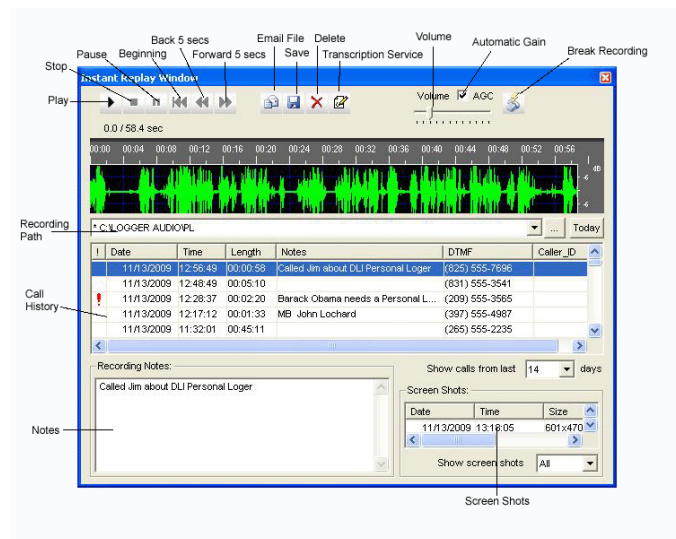

Select a new folder and click **OK**. Recordings are grouped into daily sub-folders like this:
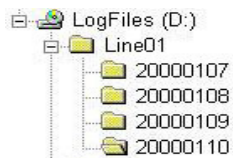
Instant Replay

Select **Show the Instant Replay Window** from the **View** menu to play calls. Select a call first, then use the shortcut buttons to control play, email, and export files.

Self-Help

I'm not getting any audio at all.

Check cabling first. Note that two different sets of cables come with the recorder. The smaller plugs are only for handsets, and the larger connectors are only for outside lines. They aren't interchangeable. Although the smaller connector can be inserted in a larger jack, it won't make a reliable connection. After you've checked the connections, check to see that your microphone jack is enabled and selected for input. Most computers have just recording device. If you have more, they will appear in the **Recording Device List.** Select the device attached to your MIC jack.

Cabling check OK? Adjust recording levels in the Windows control panel –and- using the black slider control. Make sure the MIC jack is not "muted" in the Windows control panel.

Cables are connected properly, but I don't get any audio or indication on the level meter.

The most likely cause is that the **MIC** input is turned off or muted. If you haven't used your microphone before, it's probably not enabled. Use the control panel to enable it. To open the control panel, double-click the speaker icon, or use the shortcut below.
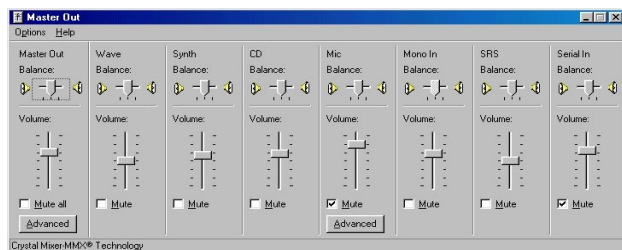
Slide the volume up on the MIC level, and uncheck **MUTE**. If your control panel has a **SELECT** box, select only the microphone, and de-select the others.

Windows Audio Control Panel Shortcuts
In XP, click **Start** then **Run** and enter **sndvol32 –r**
In Vista or Windows 7, click **Start** then **Run** then **mmsys.cpl ..1**

I get a 'Device already in use' error message.
Another program, such as Windows Recorder or Real Player is locking out microphone or speaker resources. Close the application and start recording.

Tech Support

To save time and effort, please read this manual completely before requesting tech support. Email questions to support@digital-loggers.com or FAX us at **(408) 541-8459**.

Legal Warnings

Most states require the consent of at least one party before telephone recordings may legally be made. Federal wiretap regulations prohibit recording without informing the parties being recorded, except under specific circumstances, where there is "no legal expectation of privacy." Federal law 90-351 Title 18, Section 2511, Sub Section 2D requires that at least one participant in a recorded conversation be informed of the recording. Police stations, 911 call centers, prisons, and public safety facilities may be exempt from the need to notify parties that they are being recorded. A recording or warning tone may provide appropriate notification. Most states allow the recording of voicemail calls for evidentiary purposes without a monitoring tone. The user assumes all risks as to legal operation of this unit. If you are unclear as to the legality of recording, inform all recorded parties before starting to record. Use of logging products may be unlawful on party or pay-phone lines.

Contact your legal counsel to review state and federal laws before recording.

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Limited Five-Year Warranty

The terms of this warranty may be legally binding. If you do not agree to the terms listed below, return the product immediately in its original unopened condition for a full refund. Multiple, redundant logging units are highly recommended for critical applications. PCs should be protected by Uninterruptable Power Supplies for maximum reliability. The software, firmware, and accompanying written materials are provided "AS–IS" without warranty of any kind. The purchaser assumes the entire risk as to the results and performance of the unit. DLI warrants this Personal Call Recorder to be free from defects in materials and workmanship for a period of five years from the date of the DLI original invoice. DLI's entire liability and exclusive remedy as to defective hardware shall be, at DLI's option, either (a) return of the purchase price or (b) replacement or repair of the hardware that does not meet DLI's quality control standards and has been returned through proper RMA procedures. DLI's liability for repair or replacement is to DLI's customer ONLY. No warranty service will be provided without an original invoice from DLI and an RMA number provided by technical support. RMA material must be shipped prepaid to DLI. RMA numbers are valid for 15 days from date of issue. This warranty does not cover products modified, subjected to rough handling, or used in applications for which they were not originally intended. No oral advice or verbal warranties made by DLI's employees, dealers, or distributors shall in any way increase the scope of this warranty. DLI makes no warranty as to merchantability or fitness for any particular purpose. Due to the wide range of signal sources available, DLI cannot guarantee compatibility with all system configurations. DLI assumes no liability for incidental or consequential damages arising from the use or inability to use this product. This warranty gives you specific legal rights. You may also have other rights that vary from state to state. Since some states do not allow the exclusion of liability for consequential damages, some of the above limitations may not apply to you. DLI makes no representation as to the legality of recording conversations under any specific circumstances.

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FCC Approval

FCC PART 68 INFORMATION

This logger may be connected to either an inside (handset), PBX (switch) or an outside (network) connection. In the event that an outside line network connection is made, the information below applies. This equipment complies with Part 68 of the FCC Rules and the requirements adopted by ACTA. On the bottom of this equipment is a label that contains a product identifier in the format US: DLI-RC-03A-PL3. If requested, this information must be provided to your telephone company. A plug and jack use to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details. The REN is used to determine the number of devices that may connect to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact your local telephone company. This product has a REN of 0.3.If this equipment (Personal Call Recorder) causes interference or harm to the telephone network, the telephone company may notify you that temporary discontinuance of service may be required. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance in order for you to make necessary modifications to maintain uninterrupted service. Federal and Sate Laws require that both parties on the line consent to and be informed of recording prior to attaching and starting any recording device. If trouble is experienced with this unit, for repair or warranty information, please contact DLI customer service. If the equipment is causing harm to the network, the telephone company may request that you disconnect the equipment until the problem is resolved. DO NOT DISASSEMBLE THIS EQUIPMENT. It does not contain any user serviceable components. Telephone companies report that electrical surges, typically lighting transients, are very destructive to customer terminal equipment.

Digital Loggers, Inc.
Attn: Personal Logger Service
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