

# ***SD Call Recorder and Desktop Software Reference Guide Version 2.0***



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Downloads Available at [www.USBCallRecord.com](http://www.USBCallRecord.com)

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# ***Introduction***

Congratulations on your purchase of the Intelligent Xtension Recorder (XtR) Professional Secure Digital (SD) Call Recorder!

The SD Recorder is part of an exciting range of cost-effective Digital call recorders from Intelligent Recording.

This quick reference guide will take you through the installation and setup of the SD Recorder and help you begin recording your calls quickly.

**Note: There are various support manuals, programs and examples on the CD provided and via Intelligent Recording's web site [www.USBCallRecord.com](http://www.USBCallRecord.com) including 'Live Chat' technical support to help get you started.**

## ***CAUTION!***

The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record telephone conversation or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any telephone conversation.

## ***PC Compatibility***

The Xtension Recorder desktop application software supplied will work on recent Microsoft operating systems including XP, Vista and Windows 7 operating systems.

Note: Windows 95, 98, NT and Macintosh are not supported.

# ***Product Registration***

It is very important you register your SD Recorder with us.

Registration provides you with free technical support for your SD Recorder hardware and software as well as free upgrades to the latest version of SD Recorder firmware and the Xtr Desktop software supplied with the SD Recorder.

## ***HOW TO REGISTER***

1. Visit [www.USBCallRecord.com/register](http://www.USBCallRecord.com/register)
2. Enter your details on the form provided.

Once registered, you will be ready to begin using the SD Recorder.

## **CHECK THE PACKAGE CONTENTS**

- 1 x SD Recorder unit
- 1 x Power supply unit (Device may come with USB Power Supply)
- 4 x AA batteries
- 1 x 3 volt Lithium battery
- 1 x Line cord plus 1 x handset cord
- 1 x PC software CD and quick reference install guide (this document)
- 1 x SD Card.
- 1 x USB Cable

Check the contents of your package and inform us immediately if any items are missing at [support@irl-recording.com](mailto:support@irl-recording.com)

## **Quick Setup Instructions**

1. Remove the SD Recorder, Power supply, line leads & batteries from the packaging.
2. Insert the SD Card provided into the recorder (note - gold connectors facing upwards).
3. Insert batteries into the battery compartment on the under side of recorder
4. Insert power connector into rear of unit and plug into wall socket and power recorder unit on (the power switch is on the side of the unit).

## **SET THE SD RECORDER DATE AND TIME**

1. Press Rewind (<<) and Fast Forward (>>) keys together to enter setup menu
2. Press IMPORTANT/CONFIRM to select Date & Time from Menu (first option)
3. Set the Time Zone – Note this is the time zone difference from GMT (example Los Angeles is -8:00 hours, Madrid is +1:00 hour) use DEL and INFO to move between hours and minutes and use Up/Down arrows to change value. Press IMPORTANT/CONFIRM to move to Date. Select “No” from the Set Time Zone menu to continue to time/date setting.
4. Set the DATE – use DEL and INFO to move between day/month year and use Up/Down arrows to change value. Press IMPORTANT/CONFIRM to move to Time.
5. Set the TIME – use DEL and INFO to move between hours and minutes and use Up/Down arrows to change value. Press IMPORTANT/CONFIRM to save.
6. Press ADD COMMENT/BACK to return to main menu, Press ADD COMMENT/BACK to return to operating mode.

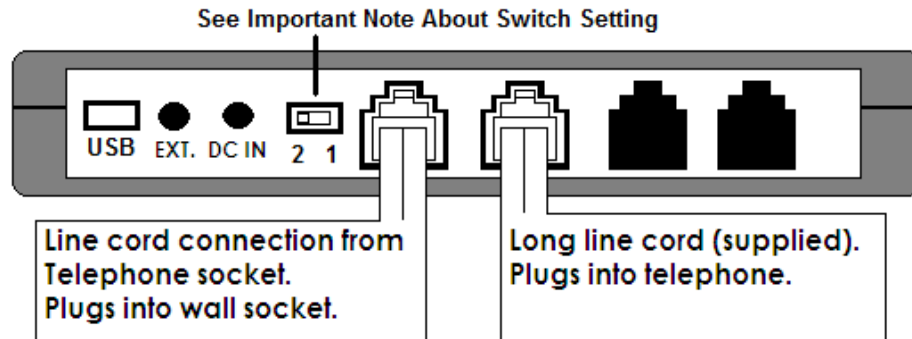
# Choose how to connect

The SD Recorder can connect to your telephone in 2 ways:

- **Line Mode:** Where the SD Recorder is connected directly to an analog telephone line.
- **Handset Mode:** Where the SD Recorder is connected to the curly cord (telephone handset cord) of your telephone. This connection is used to record digital, IP, or Multi-Line telephones.

If you have a standard analog telephone that connects to a home phone line, or an analog extension behind a PBX (this includes desktop and cordless phones), you should use the Line Mode Connection method.

## LINE MODE CONNECTION

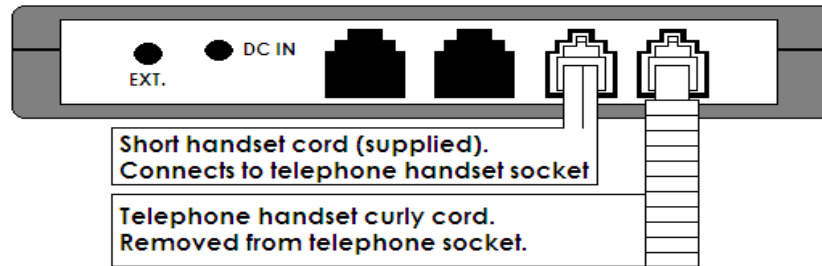


Disconnect the telephone line cord from the base of your telephone (the other end connects to wall socket) and plug this into the SD Recorder. Connect the long cord supplied between the SD Recorder and the socket on your phone (where you removed the line cord). NOTE: The SD Recorder will record calls when connected to the phone line, it is not required that the telephone be connected to the device.

**Important Note** – There is a switch next to the Line Connections, you may need to change its position for the recorder to work depending on the wiring configuration of your telephone. Skip Handset Mode connection and go directly to make a Test Recording

## **HANDSET MODE CONNECTION**

Handset mode connection is used when you cannot connect to the analog telephone line directly. Examples of when you need to use handset mode are on Digital PBX telephones, IP telephones and Multi-Line telephones.



To connect in handset mode, simply remove the curly cord from your telephone base and connect into the SD Recorder and connect the short handset lead supplied between the telephone handset socket and the SD Recorder as shown above.

## **IMPORTANT - SETTINGS FOR HANDSET MODE**

You will need to select the correct TRIGGER MODE to ensure handset mode operation is set. To select the correct mode:

- Enter menu setup mode by pressing **REW** and **FFD** together
- Use the **DOWN** key to highlight 'TRIGGER MODE', press **CONFIRM**
- Use the **DOWN** arrow to select 'HANDSET MODE' and press **CONFIRM** to select. The LCD will return to the menu mode.
- Return to operating mode by pressing the ADD COMMENT/BACK key.

## **ADJUSTMENTS FOR OPTIMUM HANDSET MODE OPERATION**

You may need to adjust the following parameters under the 'TRIGGER MODE' sub menu for optimum operation:

**TRIGGER THRESHOLD** – This is the threshold to detect when the handset is lifted to start recording. If set too low, recording may start when background noise is present when the handset is not being used. If set too high, recording may not start reliably when the handset is lifted. Settings are 1 to 4 with 4 being the highest. Default setting is 3.

**LVL TO KEEP RECORD** – This is the threshold to ensure the recorder keeps recording once started. If set too high, your recording may be broken up into several shorter recordings during quiet pauses in conversation. If set too low, it may not stop recording even when the handset is replaced. Use in conjunction with DROP DURATION below. Settings are 1 to 4 with 4 being the highest. Default setting is 2.

**DROP DURATION** – This is the time the call must be below the LVL TO KEEP RECORD before the recorder will stop the recording and determine end of call. If too short, your recordings may be broken into several smaller recordings, if too long, it may merge one recording into another to produce one long recording from 2 calls. Default is 8 seconds, recommended time 4 seconds to 12 seconds.

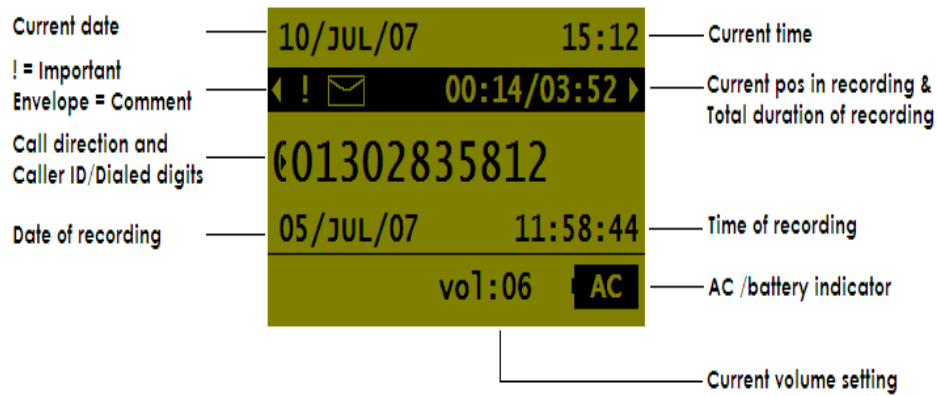
Note – When using Handset Mode, the recorder uses sound levels on the handset to determine if a call is active. If you finish one call and quickly make another in a shorter time than the DROP DURATION, it is possible both calls will merge into one recording. Handset Mode is not 100% reliable in determining start and stop of calls but it is the only way of connecting to some telephones.

It is worth trying different settings to get an ideal start and stop of recording in Handset Mode. Once set correctly, you are now ready to make a test recording.

## ***Make a Test recording***

Lift the telephone handset and dial a number. You will see the LCD indicate recording has started (handset icon in bottom left of LCD). If you are connected to the telephone line, the LCD will show the digits you have dialed or the caller ID of the incoming call (dialed digits and Caller ID is not available in Handset Mode).

At the end of the call, ensure the recorder has detected that the call has ended (this may take a few seconds if you are using Handset Mode). The most recent recorded call should be displayed on the LCD. You can press the **PLAY** button to replay the call. If no recording is made, go to Trouble Shooting



## LCD INFORMATION

The following may also be shown on your display depending on what and how a recording was made:

Handset Mode = Call recorded from telephone handset (no caller ID available)

Memo = Room recording using in-built microphone

0000000000 = Incoming call recorded with no caller ID available

Memo 05% = Percentage of SD Card memory used

(> = Incoming call      (< = Outgoing call)

## General Operation

**Scroll Recordings** - Press **REW** or **FFD** to scroll through recordings (LCD indicates date, time & duration of call and digits dialed/caller ID if available).

**Play & Pause** - Press **PLAY** to play current recording, press **PLAY** again to pause and **PLAY** again to resume. Press the **STOP** key to stop playing.

**Skip Through** - During playback, press and hold **REW** or **FFD** to skip fast through the current recording.

**Room Record** - In idle, press **STOP** key; you will see the Room Recording Menu Screen – to start recording press the **RECORD** key to record room conversation using the in-built microphone. Pressing the **PLAY** key during room record mode will pause the recording (press **PLAY** again to restart the room recording). Press the **STOP** key to stop recording.

**Volume Adjust** - During idle or during playback, press **UP** and **DOWN** keys to adjust playback volume.

**Help** - Press **INFO** key see info on operation in idle and in the Menu mode (press several times to view several pages).

**Delete Recording** - Press Del key to delete a recording and then press the **IMPORTANT/CONFIRM** key to confirm deletion of record (the recorder can be set to disallow deletions).

**Assigning Importance** - Press the **IMPORTANT** key to add importance flag to calls (stops auto deletion). Press again to remove flag. Note '!' icon appears.

**Add Text Comments To A Recording** - Note you will need to add pre-defined comments on SD card (using comment.txt file – see later).

To add comment, press **COMMENT** key and use **UP/DOWN** keys to select pre-defined comment, press **CONFIRM** to add. Use the same procedure to change a comment.

## Optional Setup Items

The following optional items allow you to customize the use of your SD Recorder. Access to enable these features is via the Menu Mode (Press Fast Forward/Rewind at the same time to access menu mode).

**ENABLE PIN** – Set a 4 digit PIN number to prevent unauthorized access to the setup menu.

**ALLOW DELETION** – Setting this option will prevent the user from deleting recordings using the **DEL** key

**MINI RECORD LENGTH** – Ignores calls shorter than the time set. This avoids very short calls with little or no content from being recorded (such as calls made to busy numbers).

**AUTO MEMORY DEL** – Auto Memory Delete will remove the oldest non important calls once the SD card is 95% full. Default setting for this option is ON.

# Xtr Desktop Software

## SD Recorder – PC Software (provided on CD included)

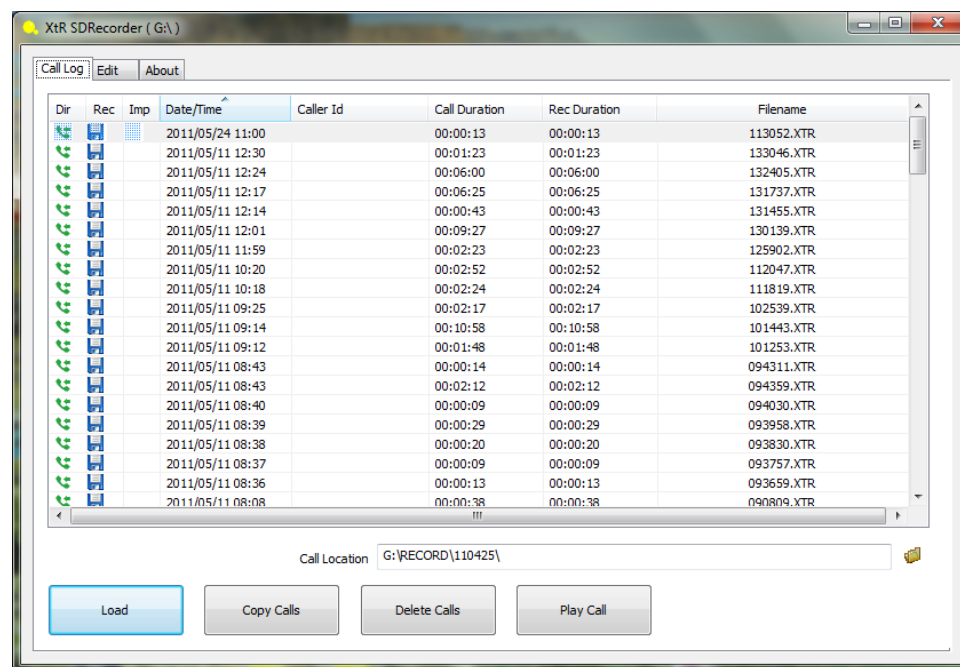
The CD provided with your SD Recorder contains a software application to allow you to play the calls created with your SD Recorder and to change the SD Recorder menu parameters using your PC.

To load the software, insert the CD into your PC and follow the instructions to “Install PC Software”.

To use the software:

- Power off the SD Recorder
- Remove the SD card from the player and insert the card into your PC.
- Start the Xtr SD Recorder application by double clicking the icon that was created on your desktop.

When you start the application it will find the SD card on your pc and will provide a listing of your calls.



To Play Calls > Double click on the call (or select the call and press the “Play Call” button) which will open the player and automatically start playing the call.

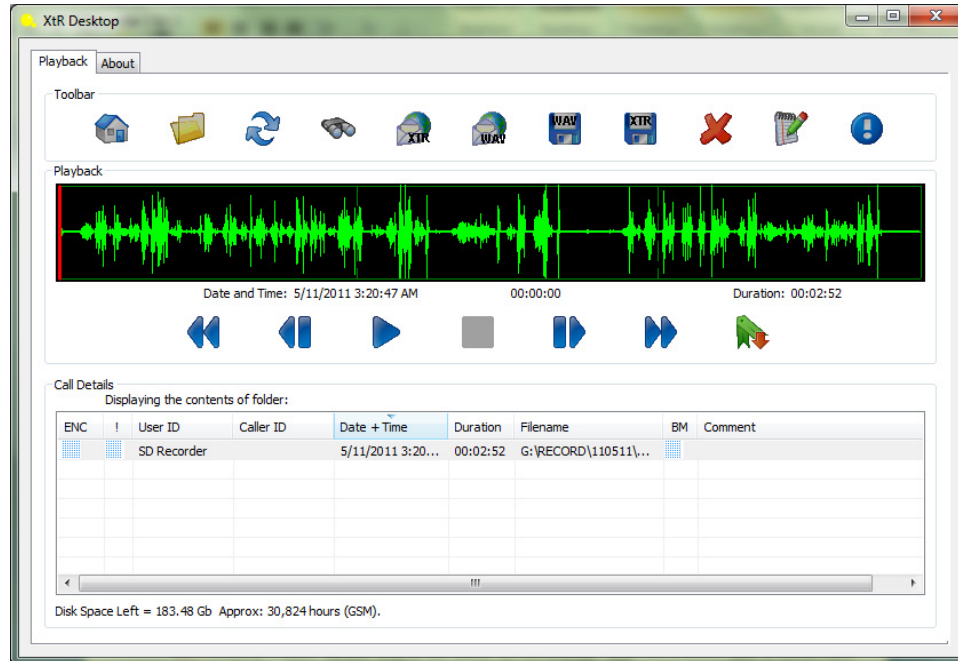
The Calls List allows you to sort calls by User ID, Caller ID, Date and Time, Duration and Filename.. Simply click on the title header at the top of each column to list the calls in order.

Pressing the “Copy Calls” button will copy the calls from your SD card to the My Calls folder in your My Documents folder. To change the source of the calls to your My Calls folder select the folder icon next to the Call Location window and navigate to your My Calls folder in My Documents.

To delete calls select the calls you wish to delete and select the “Delete Calls” button.

## XtR Desktop Player

The calls are played in the XtR Desktop Player which is automatically launched when you select a call to be played.



XtR Desktop Player allows you to list and listen to recordings, add comments, add a bookmark and email/export recordings. A summary of Toolbar features is given below.



Home – Lists calls at the specified home location

Folder – Changes the folder/drive where the your recordings are located (also allows you to change the home location)

Refresh – Refreshes the call list

Search – Set parameters and search through recordings

Email (Wav and XtR) – Emails highlighted call in wav or XtR format

Export (Wav or XtR) – Exports highlighted call in wav or XtR format

Delete – Deletes the highlighted call

Notepad (Annotate) – Add notes to the highlighted call (the Bookmark feature also adds specific information to the Notes field. Bookmark information should not be edited or you will lose the Bookmark)

Important – Adds important flag to highlighted call (stops auto delete)

You can edit the Caller ID field by 'double clicking' on the Caller ID entry.

## ***Playback Area***



The playback area allows you to manage the playback of the selected call in the call List.

Use the Play, Pause, Stop and Skip buttons to find the location you wish to playback. You can also click on the level indicator to choose a location (or double click to play).

The Bookmark button allows you to highlight a portion of the recording of importance. To enter a bookmark, click the start position of the important section and press the Bookmark key, then click the end location of the important section and click the bookmark key again.

Additional information in the Playback area includes:

- Date, Time and Duration of recording
- Current replay position
- If Important or if Notes (Annotation) or a Bookmark has been set

## *Get Expert Help and see other recording Products from Intelligent Recording.*

The SD Recorder is just one product in a wide range of professional quality call recorders for Analogue, Digital and IP telephones, extensions and lines.

Intelligent Recording can offer you centralized supervisor positions for multiple SD Recorders and if you are considering centralized recording for your business, we have a complete range of BackOffice solutions that use the same recording format as your SD Recorder and integrate seamlessly.

We invite you to visit our web site [www.USBCallRecord.com](http://www.USBCallRecord.com) for:

- Technical support and assistance when setting up your SD Recorder
- The latest software and firmware downloads for your Recorder including feature enhancements and bug fixes
- Advice about Call Recording
- Add-on product offerings
- Quotes on professional recording systems for business

We have a 'Live Chat' service to allow you to speak directly to our staff.

We greatly appreciate your business, thank you for choosing the SD Recorder by Intelligent Recording!