Intelligent Recording

Call Assistant SD
Desktop Software
Reference Guide

Version 1.0

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Downloads Available at www.USBCallRecord.com

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Introduction

Congratulations on your purchase of the Intelligent Recording **Call Assistant SD**.

The Call Assistant SD 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 Call Assistant SD 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* including 'Live Chat' technical support to help get you started.

CAUTION!

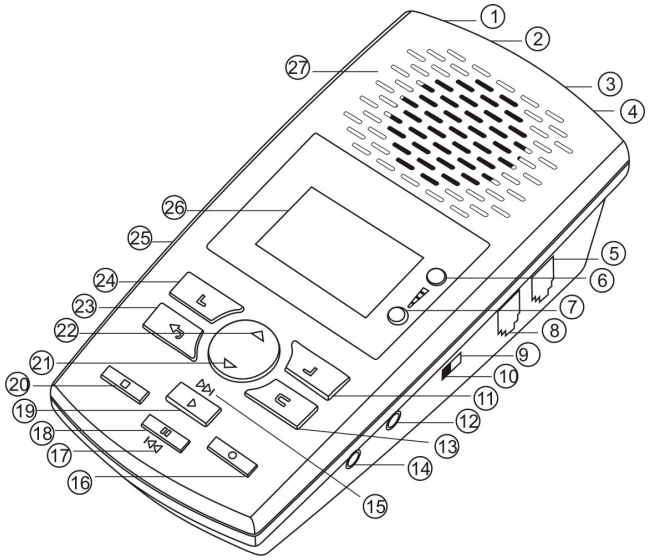
The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record telephone conversation or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior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



1- USB Port
2 - DV 5V
3 - Line Port
4 - Phone Port
5 - Handset Line
6 - Volume +
7 - Volume -
8 - Handset
9 – Source - Phone
10 – Source - Microphone
11 – Soft Key 2
12 - Microphone
13 - Delete
14 - Earphone
15 -Fast Forward
16 -Recording
17 - Fast Reverse
18 - Pause
19 - Play
20 - Stop
21 - Page Down
22 - Page Up
23 - Back
24 – Soft Key 1
25 - SD Card
26 - LCD Display
27 - Speaker

CHECK THE PACKAGE CONTENTS

- 1 x Call Assistant SD Recorder unit
- 1 x Power supply unit
- 3 x AA batteries
- 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

Quick Setup Instructions

1. Remove the Call Assistant SD, Power supply, line leads & batteries from the packaging.
2. Insert the SD Card provided into the recorder
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

SET THE SD RECORDER DATE AND TIME

1. Press Soft Key 2 <Setting>
2. Use Down Arrow to select <System> - Soft Key 1 <OK>
3. Press Soft Key 2 <OK> to Select <Time>
4. Use the Up and Down arrows to change the hours – then Press <Next> to advance to minutes. Use the Up and Down arrows to change the minutes. Press <Set> when finished.
5. Use Down Arrow to select <Date> and then press Soft Key to <OK>
6. Use the arrows and <Next> to change the month, day and year. When done, Press <Set>
7. You can use the Down Arrow to select/modify the Time and Date format.

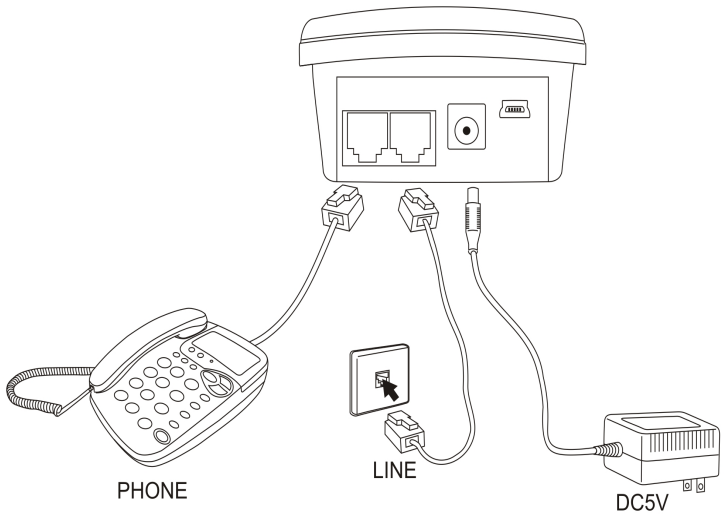
Choose how to connect

The Call Assistant SD can connect to your telephone in 2 ways:

- **Line Mode:** Where the Call Assistant SD is connected directly to an analog telephone line.
- **Handset Mode:** Where the Call Assistant SD 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.

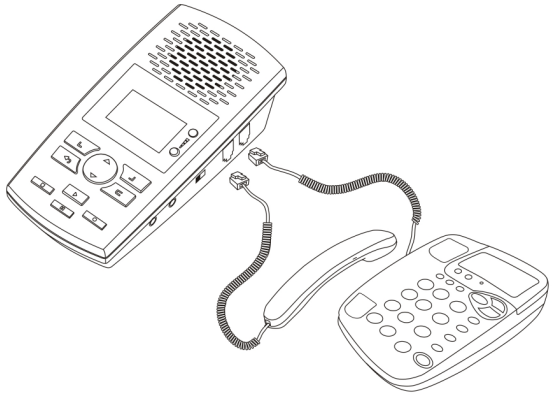
LINE MODE CONNECTION



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

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 Call Assistant SD and connect the short handset lead supplied between the telephone handset socket and the Call Assistant SD 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:

- Press Soft Key 2 <Settings>
- Press Soft Key 1 to select <Recording>
- Press Down Arrow Key to select <Auto/Manual Rec> and then press <OK>
- Use Down Arrow Key to select <Trig> and the press <OK>
- Press the <Back> key until you return to the main recording screen

ADJUSTMENTS FOR OPTIMUM HANDSET MODE OPERATION

You may need to adjust the following parameters found under the Recording menu for optimum operation:

VOX TRIG LEVEL – This is the threshold to detect audio 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 10 1 being the most sensitive and 10 the least sensitive. Default setting is 3.

VOX SILENCE – This is the time that the Call Assistant SD hears silence on the call to determine that the call has ended and stops recording. 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 5 seconds.

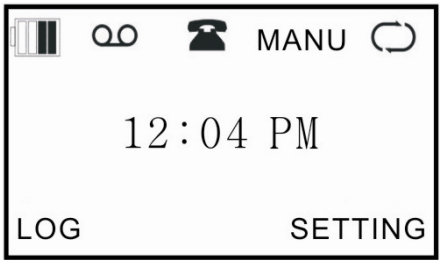
Note – When using Handset Mode, the recorder uses sound levels on the handset to determine if a call is active. If you finish one call and quickly make another in a shorter time than the VOX SILENCE setting, it is possible both calls will merge into one recording. Handset Mode is not 100% reliable in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

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).

LCD Information
Call Assistant SD – LCD Menu



(A)Standby Mode

: Remaining Battery capacity

: Recording display (Flashes when recording)

: Handset recording mode : Microphone recording mode

Auto：Auto recording mode Manual：Manual recording mode

Trig：Voice Trigger mode : Loop recording mode

Time：System Time

(B)Talk Mode

Type：Incoming .Outgoing

Elapse：Talking time。

Phone number：Incoming/Outgoing phone number

Playing Calls on the Call Assistant SD

To play calls on the speaker of the Call Assistant SD:

- Press Soft Key One <LOG>
- Use the Up and Down arrow keys to select the recording to play
- Press the Play button on the Call Assistant SD

A complete listing of menu options can be found in Appendix A

Manual Mode Recording

The Call Assistant SD is designed to automatically record all calls when used in both Line Mode and Handset Mode. To use the in Manual Recording Mode:

- Press Soft Key Two <SETTING>

- Press Soft Key One <OK>to select Recording
- Use the Down Arrow key to select Auto/Manual Rec and press <OK>
- Use the Arrow Keys to select Manual and press <OK>

The device will now operate in manual mode for line and handset connections. To begin recording press the Record key on the device, to stop press the Stop key.

Room/Memo Recording

The Call Assistant SD can be used to record memo dictation or room recording using the built in microphone. To use this feature:

- Move the slide selector swith on the side of the Call Assistant SD to the MIC position
- Press the RECORD button
- To stop the recording – press the STOP button
- To record from your telephone – move the selector switch back to the PHONE position
- The recordings can be played on the Call Assistant SD or on the PC software included.
-

Xtr Desktop Software

Call Assistant SD – PC Software (provided on CD included)

The CD provided with your Call Assistant SD contains a software application to allow you to play the calls created with your Call Assistant SD 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 :

Connect your Call Assistant SD to your PC using the USB Cable provided (note: the device will not record when connected to the USB cable)

OR

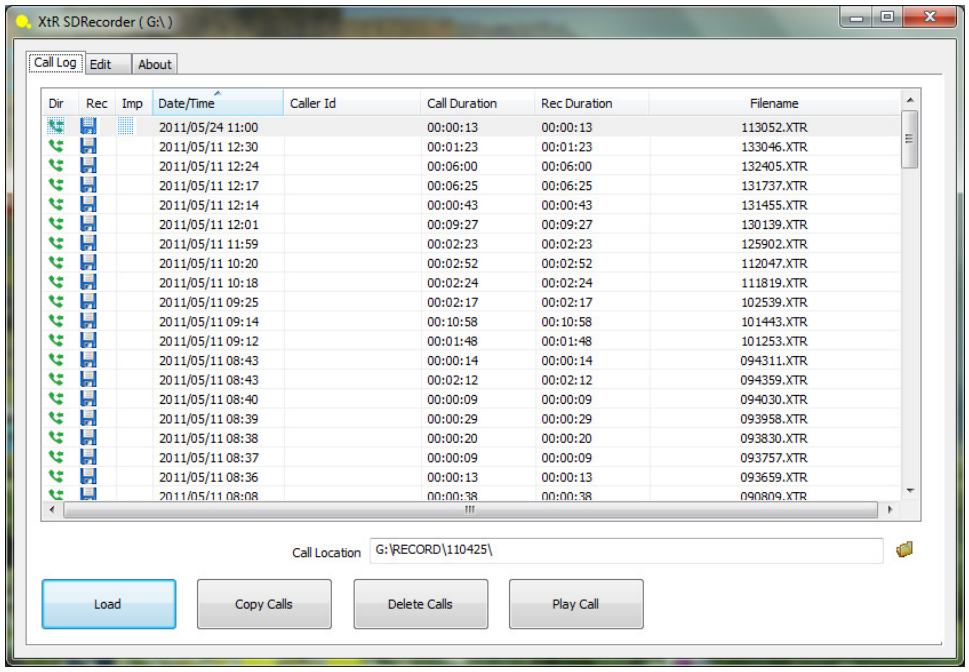
- Power off the SD Recorder by unplugging from the AC Adapter
- Remove the SD card from the player and insert the card into your PC.

Then:

- Start the Call Assistant SD player application by double clicking the icon that was created on your desktop.

When you start the application it will either find the Call Assistant SD connected to the USB cable or it will find the SD card on your pc and will provide a listing of your calls.

Call Assistant SD – Player Software



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.

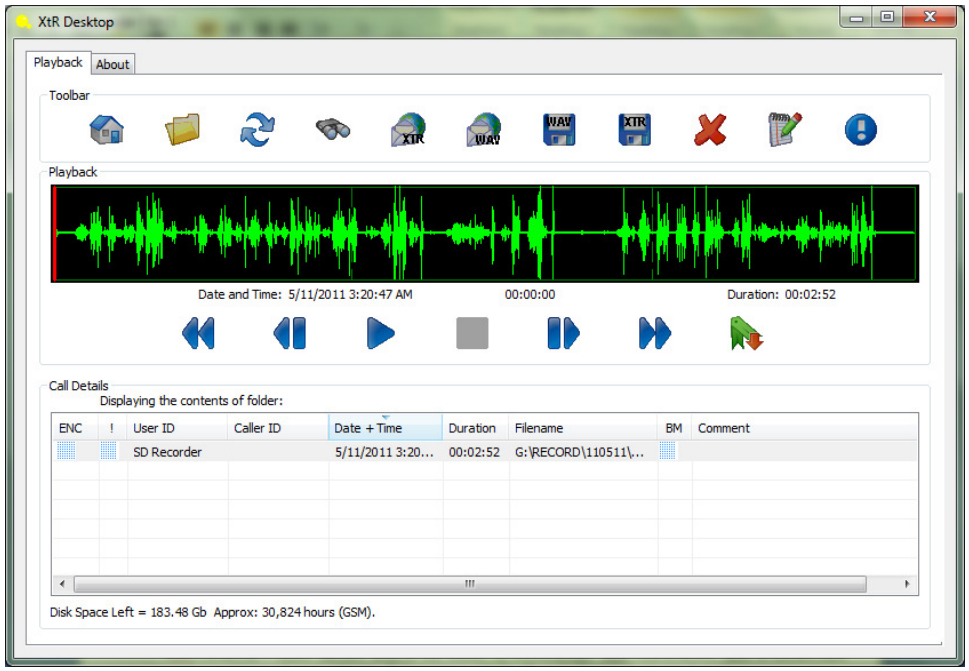
The Calls List allows you to sort calls by User ID, Caller ID, Date and Time, Duration and Filename.. Simply click on the title header at the top of each column to list the calls in order.

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.

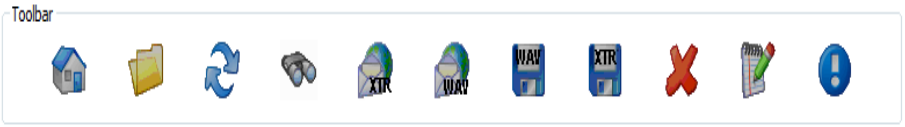
To delete calls select the calls you wish to delete and select the “Delete Calls” button.

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 Call Assistant SD 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 Call Assistant SD 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 Call Assistant SD and integrate seamlessly.

We invite you to visit our web site www.USBCallRecord.com for:

- Technical support and assistance when setting up your Call Assistant SD
- 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

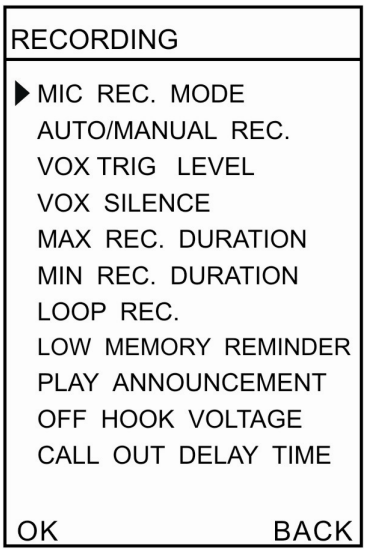
We have a 'Live Chat' service to allow you to speak directly to our staff.

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

Appendix A – Menu Options

General Operation

(A).Recording Parameters



1 .MIC REC Mode ：

The selector switch on the side of the device must be in the MIC position for these settings.

(1)Manual
Press RECORD to start, STOP to terminate.

(2)Automatic (Voice Trigger)
When voice level is higher than settings, it starts recording automatically.

2. Auto / Manual Rec.

You can set channel recording conditions

(1)Manual Recording
Press RECORD to start, STOP to terminate

(2)Automatic Recording
When line voltage is lower than settings, it starts recording automatically

(3)Voice Trigger
When voice level is higher than settings, it starts recording automatically.

3 .VOX Trig Level

Adjust voice level in voice trigger conditions. Setting range is 1-10.

4. VOX Silence

Adjust silent time to terminate recording in voice trigger conditions. Setting Range is 5-99 sec

5. Max REC Duration

Set maximum recording time for single call. Setting range is 10 min ~ ∞

6. Min REC Duration

Set minimum recording time for single call. Setting range is 5 sec ~ ∞

7 .Loop Recording

(1)Enable

When the SD card capacity is insufficient, it will delete the old audio files automatically and keep recording.

(2)Disable

When the SD card capacity is insufficient, it will not record any more.

8. Storage Capacity Alert

The LCD remaining recordable time symbol will blink when storage capacity is lower than setting. Setting range is 5-99 hours.

9. Play Announcement

Enable / Disable to play announcement that the call is recorded to caller

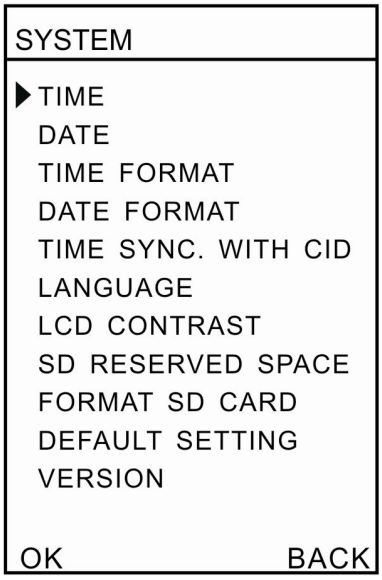
10. Off Hook Voltage

The system will record the call automatically when the line voltage is lower than setting. Setting range is 15~30(V).

11. Call Out Delay Time

The system will record calls after setting delay time. Setting range is 0~20 sec

(B) .System Setup



1 .Time

System time setup

2. Date

System date setup

3. Time Format

System time display format setup

4. Date Format

System date display format setup

5 .Time synchronization with Caller ID

Synchronize the time with FSK Caller ID

6. Language

You can choose Traditional Chinese, Simple Chinese, Arabic or English as system language.

7. LCD Contrast

Adjust the contrast of LCD display, the higher the brighter. Range 1-6

8. SD Card Reserve Space

SD card can be set to retain the capacity for system smooth running.

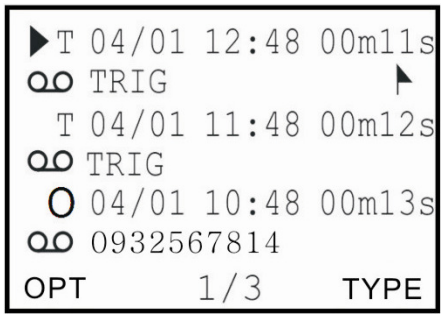
9. Format SD Card

Format SD Card - will remove all audio files.

10 .Default setting

Reset to factory default.

(A) Call Records Display Description



1 .Record Type

I=Incoming call O=Outgoing call N=MIC T=Voice Trigger

2 .Date /Time

Date and time of Call

3. Recording Length

Length of Call

4 .

Symbol indicates audio files, otherwise CDR only.

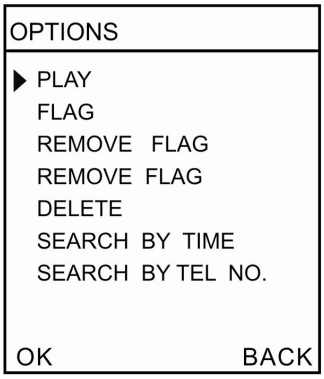
5 .Incoming /Outgoing Call Number Display

Incoming or outgoing numbers.

6.

Symbol indicates the important audio file

(B) .Operation



1 .Play：Play selected audio files。

2 .Flag：Mark important audio files。

3 .Remove Flag：Remove mark on audio files。

4 .Delete：Delete selected audio files or CDR。

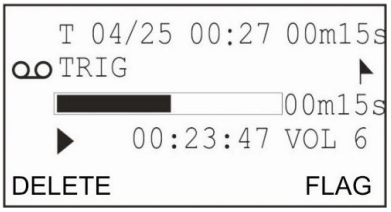
(1) Delete audio files and keep the CDR

(2) Delete both audio files and CDR

5 .Search by Time: Search audio files by time

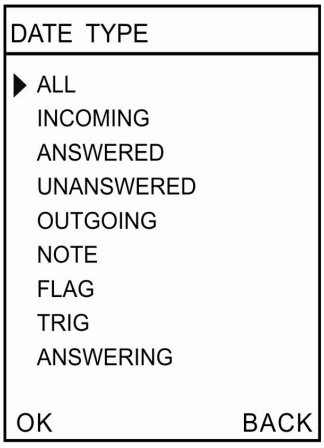
6 .Search by number: Search audio files by incoming / outgoing numbers

(C). Play Audio files



Recording type, date, time, elapse, number and process will be shown on LCD. You can delete or flag the audio file directly.

(D) .Searching Option



1. All Search all records in SD card

2. Incoming - Search all incoming calls including missed calls.

3. Answered - Search all received calls

4 .Unanswered Calls - Search all missed calls

5. Outgoing - Search all outgoing calls

6. Note - Search all audio files from MIC

7. Flag - Search marked audio files

8. Trig - Search voice triggered audio files

9. Answering - N/A