



Intelligent Recording Interface



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In your box

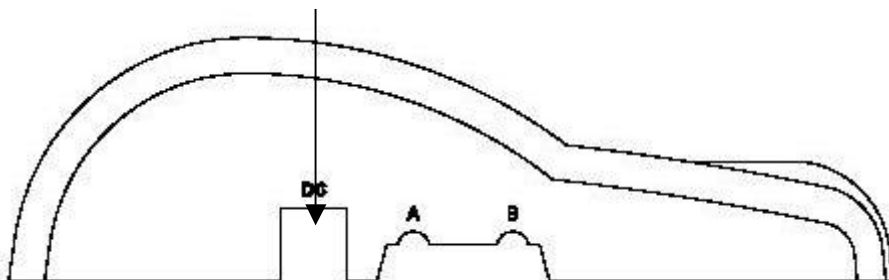
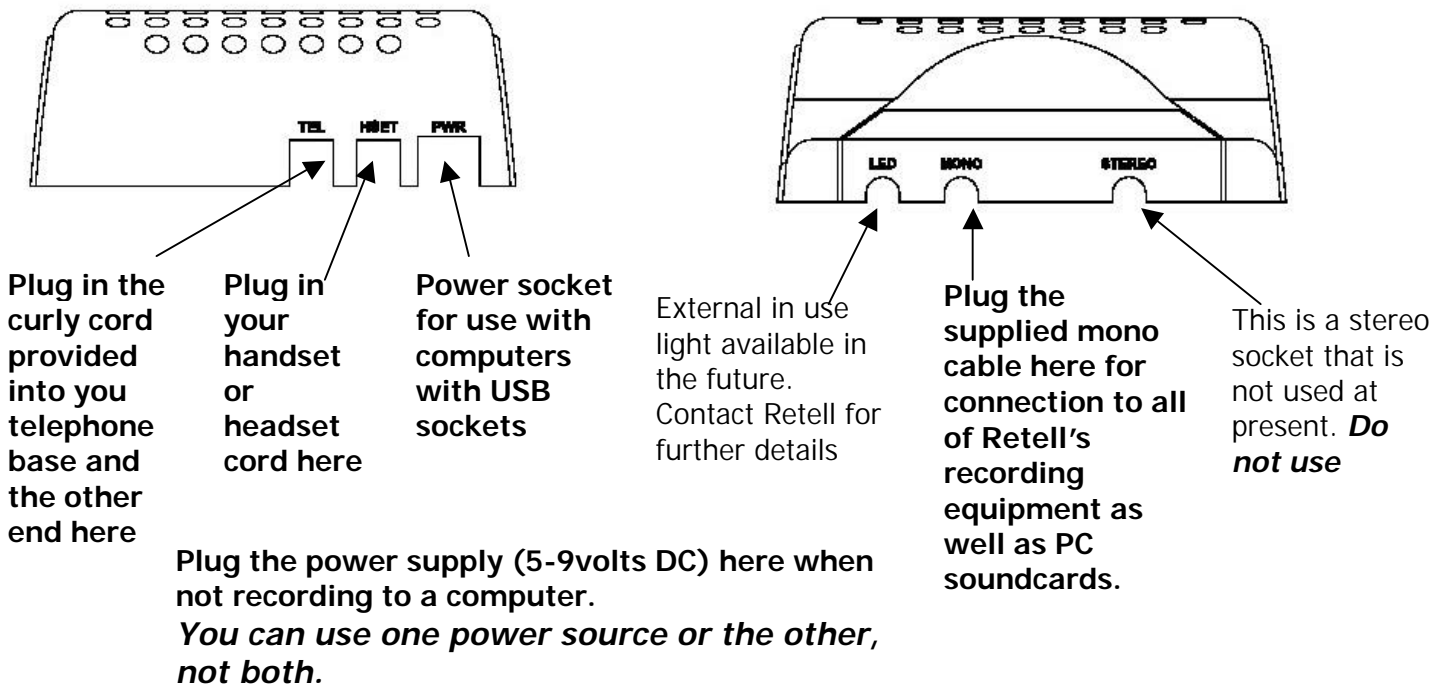
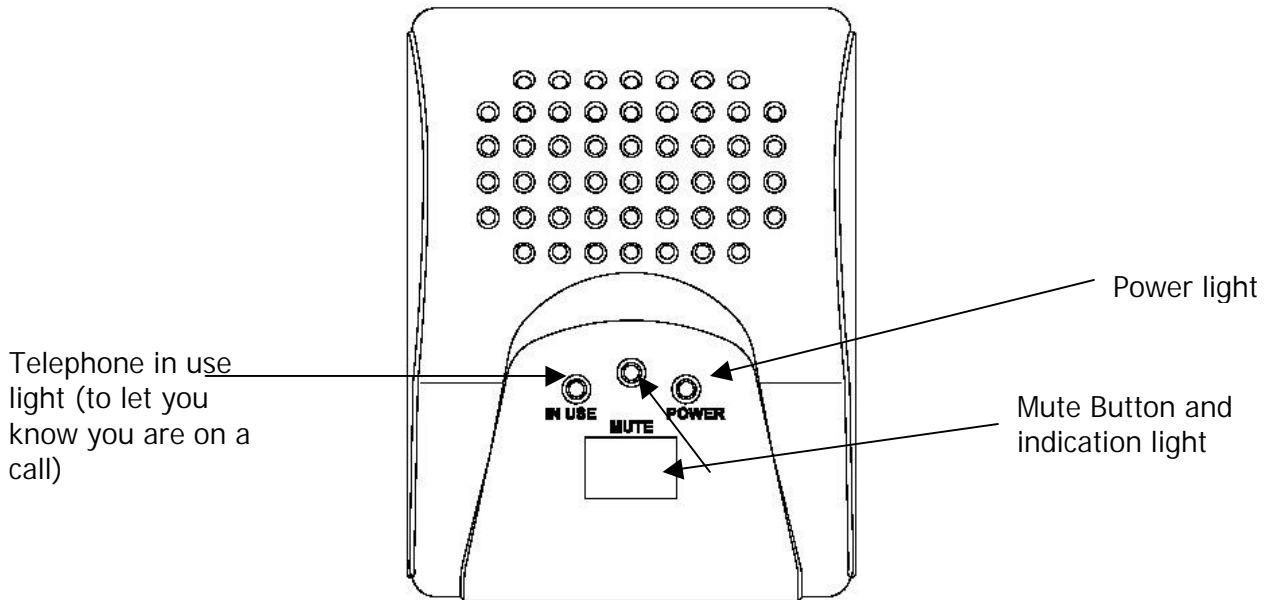
Your Intelligent Recording Interface should look like below.

- ?? You will be supplied with the following:
- ?? Intelligent Recording Interface
- ?? Curly handset / headset connection lead
- ?? Mono lead for connection to the recording device
- ?? USB power cable or mains adaptor (depending upon type purchased)



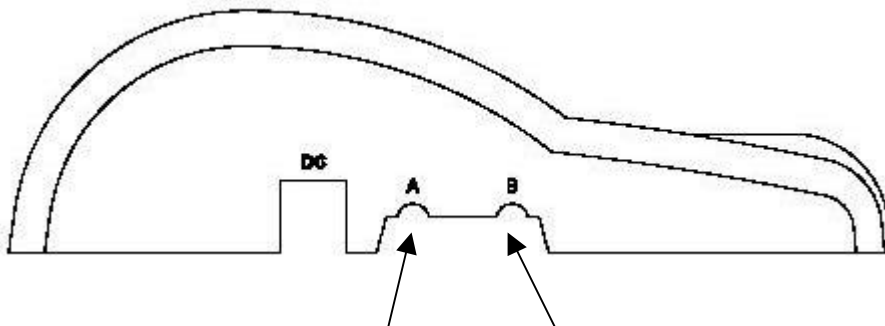
Basic connection

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



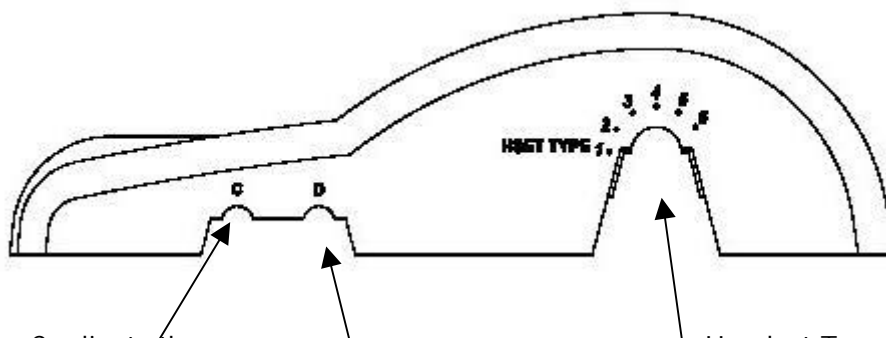
Advanced Controls

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.

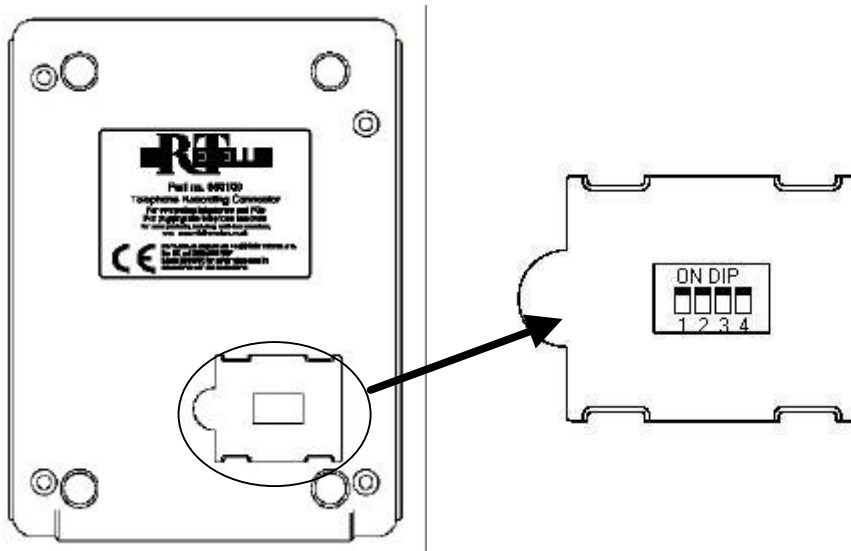


Adjuster C adjusts the volume of your voice that is recorded on the tape, if the far party is recorded louder than the near party then turn C clockwise.

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 Retell. If you still have difficulties then please contact our technical team on 0871 42 42 444 (UK only) or +44 (0)1932 779755.

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 connected 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 the other 4%. Should these positions not work then try positions 4-6 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	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 4, Advanced controls, and switch switch 4 to OFF which will give a lower output level which is suitable for use with Retells 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
I am using Intelligent Recording Interface with my laptop computer and there is a buzz on recordings	Either interference from another source or there is an Earth hum	Try the solution above and if this does not solve your problem then please contact Retell.
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.

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.retellrecorders.co.uk for information on recording staff or individuals.

Guarantee

Retell undertakes to repair or replace (at Retell's option) the equipment supplied that develops a fault within 1 year of the date of purchase subject to the following conditions:

1. 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
2. The equipment has not been tampered with or adjusted internally by anyone other than Retell 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 Retell in protective packaging containing a full explanation of the fault and proof of purchase. Retell 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.

Retell's full terms and conditions are available upon request.

Liability

RETELL EXPRESSLY EXCLUDES TO THE EXTENT PERMITTED BY LAW LIABILITY FOR ANY CONSEQUENTIAL LOSS, DAMAGE OR INJURY ARISING FROM OR IN CONNECTION WITH ANY RETELL PRODUCT. NO LIABILITY CAN BE ACCEPTED FOR ANY LOSS OF DATA OR RECORDINGS OR FAILURE 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 Retell at the address below

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Tel 01932 779755

Fax 01932 780383

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