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# Personal Call Recorder

*Automatically Record Calls On Your PC*

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## USER'S GUIDE





## 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***

Audio recordings are perfect. Copies can be made without loss of quality. Recording to disk is more reliable than recording to tape.

### ***Simple Operation***

Recording is automatic. Calls are displayed at a glance. A sound-operated VOX system with adjustable trigger level places each call in a separate file.

### ***Instant Replay***

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. 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.

### ***Call Analysis Software***

Call analysis software indexes and sorts call files for easy retrieval by phone number, company name, customer number, etc.



## Package Contents

- 1. Personal recorder audio module**  
This module converts telephone audio into a format compatible with your PC microphone jack.
- 2. RJ-11 outside line cord and connector**  
This cord and “Y” connector have larger jacks for connection to telephone lines.
- 3. Handset cord and connector**  
This cord and “Y” connector have smaller jacks on one end for connection to handsets. The connector has a short “pigtail” cable.
- 4. Microphone cord**  
Use this cord with round connectors to attach the logger to the pink-colored MIC jack on your PC.
- 5. Software installation CD**  
Insert the CD in your Windows PC to start the software installation. If two CDs are supplied, start with the one marked “PL”.

## System Requirements

### **Operating System**

Windows XP, 2003, 2000, and Vista.  
Upgrading to the latest version of Direct-X from  
[www.microsoft.com/directx](http://www.microsoft.com/directx) is recommended.

### **Processor**

233MHz P-III or faster with CD drive.

### **Microphone Jack**



This jack is marked MIC and is colored pink on most PCs. Check your Windows audio control panel settings to ensure that the microphone is enabled.

### **Caller ID:**

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

### **Handset Connection:**

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 handset or line cord "Y" connector and appropriate cable. [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 by placing it in your drive. If two CDs were supplied, start with the one marked "PL".
4. Click on the Personal Logger icon to start the program.
5. Adjust the Voice Activation timeout and level to appropriate values. The default timeout for telephone calls is 20 seconds.
6. The logger automatically separates calls into files with time stamps.
7. Calls may be replayed by opening the **Instant Replay Window**, or by clicking on the audio files.

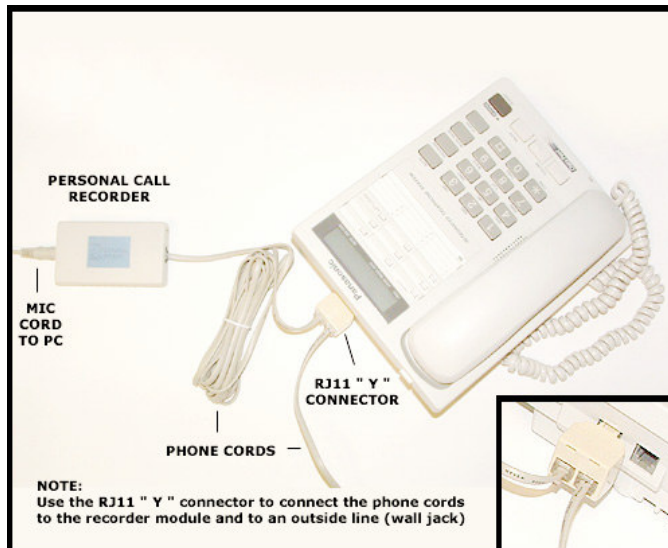
## Connecting the Telephone

The recorder may be connected to either an inside (PBX) analog line, or a telephone handset. 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 using a digital PBX, you'll want the handset connection.

## Outside Line Connection



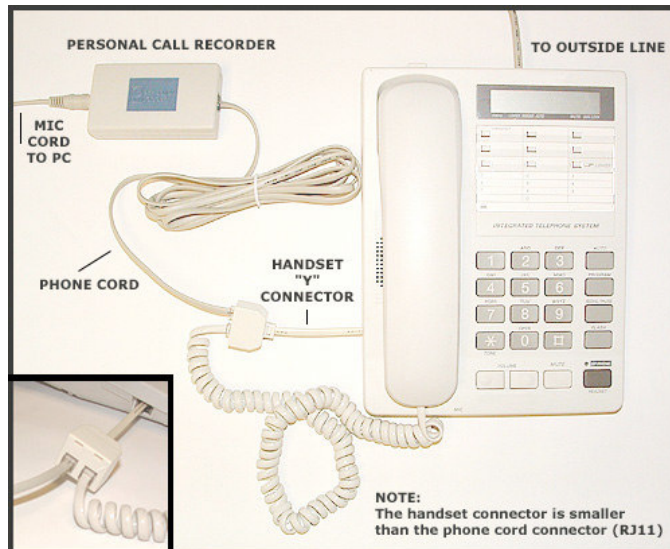
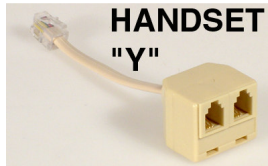
To connect an outside line, insert the RJ-11 "Y" connector (with the large plugs) in a wall jack or in a telephone. Use the cable marked "Phone Line Cable" to connect between the "Y" connector and the audio module. Connect the microphone cable to the pink jack on your PC.

If your phone company provides Caller-ID, it is available using an outside line connection only.

## Handset Connection

A handset connection is used to connect to a digital PBX or multi-line phone.

Handset plugs are smaller than outside line plugs, so a special cable and adapter provided.

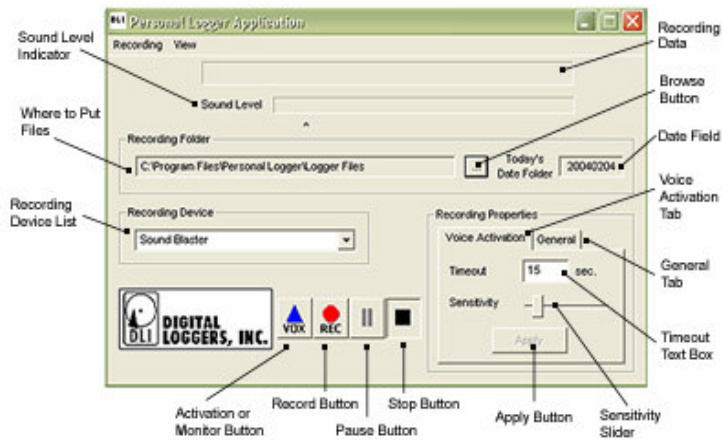


## Software Installation

Insert the disc marked “PL” in your CD-ROM drive. The program will ask for a destination directory. We recommend you install the program in “standard” mode.

Ensure that hard disk space is available for recording. Each second of recording uses 8Kbytes of disk space. Each gigabyte stores 34 hours of recordings.

After installation, restart your PC. Then start the Personal Call Recorder by clicking the “DLI” icon. The main screen appears:



Press F1 or View/Help from the menu for the latest help screen.



## Checking the Sound Levels


To set up your logger, take your phone off hook to activate the recorder. 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.

## 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.

Setting the timeout too short will break a call into several smaller files. Setting it too long will cause concurrent 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.

On outside lines, a difference in volume between the calling and called party is normal. If this is objectionable, switch to a handset connection.

## 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

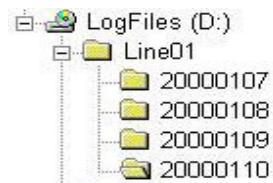
Open the Instant Playback Window and highlight the current call to save notes while recording. You may cut-and-paste information (such as critical order information or contact information) from other applications into the notes field. Notes are stored safely inside the recording file.

## Storing Recording Files

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

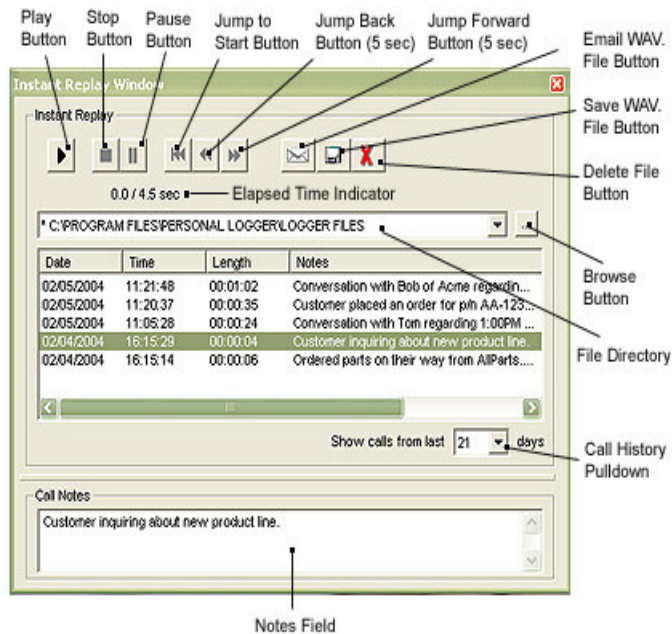






Select a new folder and press **OK**. **Note:** Recordings are grouped in daily folders underneath this:



## 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.



	<b>Delete a call</b>
	<b>Email a call</b>
	<b>Go back 5 seconds</b>
	<b>Export a call</b>

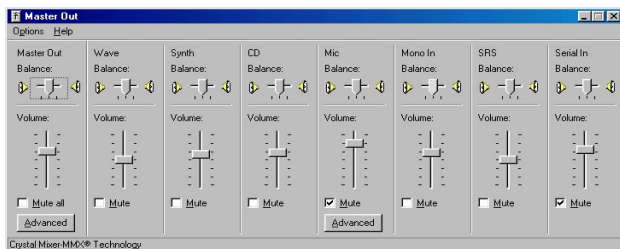
## Self-Help

### *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.

### *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. If you haven't used your microphone before, it's probably not enabled. Use the control panel to enable it. To get to the control panel, double-click on the speaker icon.





Slide the volume up on the MIC level, and uncheck the “MUTE” box. If your control panel has a “SELECT” box, select only the microphone, and deselect the others.

***I get a 'Device already in use' error message. How do I solve this?***

You probably have another program, such as [WinAmp](#) or [Real Player](#) using the microphone or speaker resources. Close the application and start recording.

## **Technical Support**

To save time and effort, please read this manual completely before requesting tech support. Email questions to [support@digital-loggers.com](mailto:support@digital-loggers.com) or FAX to **(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 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.



## 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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#5,777,811 and #5,680,555. Additional patents pending.  
Manual release Personal Call Recorder 1.5.84 February 6, 2004



## FCC Approval

### FCC PART 68 INFORMATION

This logger may be connected to either an inside (handset) or an outside (network) connection. In the event that an outside line 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 State 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 lightning transients, are very destructive to customer terminal equipment.

**Attn: PERSONAL LOGGER SERVICE**  
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**2695 Walsh Avenue**  
**Santa Clara, CA 95051**