USB
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.

High Quality Digital Recording
Recordings are perfect. Copies can be made without loss of quality. Recording to disk is instant. No downloading is required. Sound quality beats most flash recorders.

Automatic Recording Operation
Recording starts automatically. Calls are displayed at a glance. A voice activated switch (VOX) system with adjustable trigger level places 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 easily emailed and 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, sorting and finding calls and screen shots, and PBX call detail (SMDR) recording.

Package Contents

1. Personal Logger recording module — This module converts telephone audio into a format compatible with your PC USB port. One side connects to your phone, the other to the USB port.

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

3. RJ-12 Handset cord and connector kit — This cord and Y connector has smaller jacks for connection to handsets. It's handy for VoIP and proprietary phones. The Y connector has a short "pigtail" cable.

4. USB Cable — Snap the USB cable between the logger and any USB port on your PC.

5. Software installation CD — Wait for the USB drivers to load automatically first. Then insert the CD to start program installation.

System Requirements

Operating System
Windows 8, 7, Vista, XP, 2003, or later.
Early systems should be upgraded to the latest version of Direct-X from www.microsoft.com/directx

Processor
P-3 or faster with CD drive and USB.

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. Use the handset connection for VoIP phones.

Quick Setup

Use these shortcuts for a quick install. If this is your first installation, please skim the whole manual before proceeding.

1. Select the correct cable bag. Note that handsets use smaller plugs than outside lines.

2. Attach the USB cable between the logger and your PC.

3. Wait for Windows to detect the logger and install USB drivers automatically. Wait for drivers to load before inserting the CD.

4. Install the software CD and select Install Recording Software.

5. Click the DLI Personal Logger icon.

6. 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.

7. 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 record from an outside line. If you're recording a digital PBX extension, you'll want the handset connection.

Outside Line Connection

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 USB cable to any available USB port on your PC.

Cable and Adapter for Outside Phone Lines

<- USB To PC

Larger RJ-11 Plugs

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.

Cable and Adapter for Handset Connection

<- USB to PC

Smaller RJ-12 Handset Plugs

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 USB cable to any available USB port on your PC.

Software Installation

Insert the CD. The installation window appears:
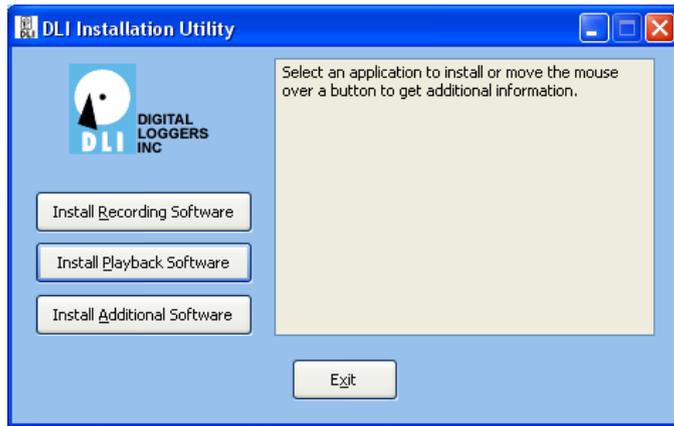
Click **Install Recording Software,** then **Install Personal Logger**

Select a destination folder for the program, and a location for the recording files. For best streaming audio performance, record calls 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. A terabyte stores 34,000 hours. Utilities are available to compress recordings.

After installation, restart your PC. Then start the Personal Call Recorder by clicking the DLI icon. The main screen looks similar to this (*see top of next page*):

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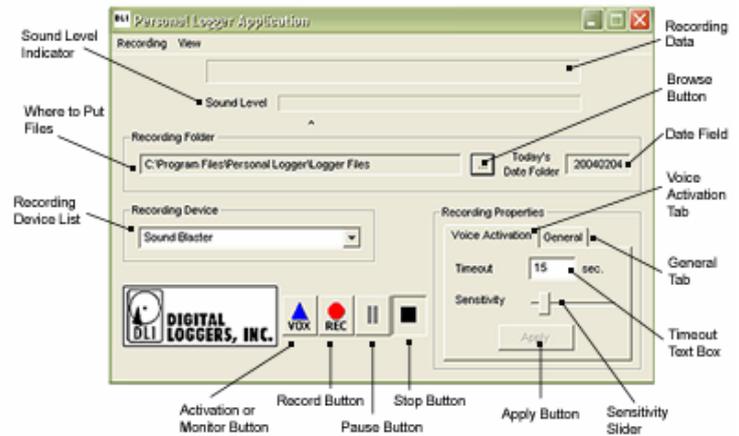
adjust both the MIC level slider in the Windows Audio Control Panel and the slider on the Personal Logger for best audio quality. If either level is set too high, touch-tones and caller-ID won't decode properly.

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, the wrong audio device may be selected. Use the Windows control panel to select "AK5371" as the default recording device.

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 line inside the level meter is the trigger level. Recording starts whenever the sound level moves to the right of the line. 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, and then adjust 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 (Normalizing)

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 audio recording files.

Storing Recording Files

The recording storage location can be changed. To change it, first click STOP. Then click Browse to select a directory:
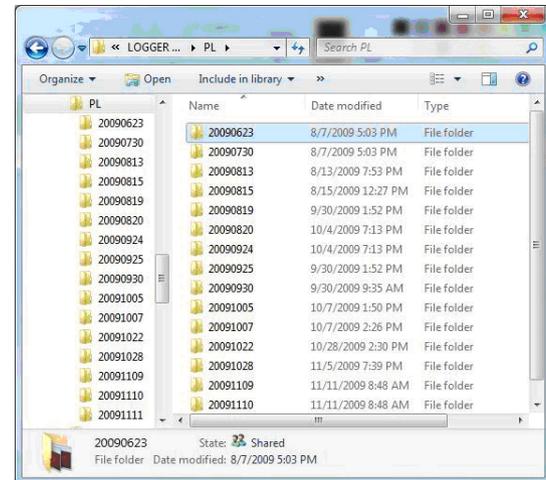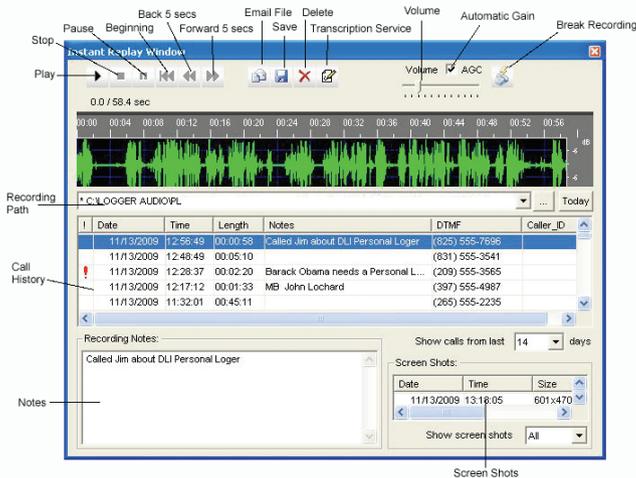
Select a new folder and click OK.   Recordings are grouped into daily sub-folders like this:
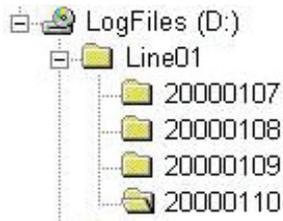
Instant Replay

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.

Capturing Screen Shots

Personal logger provides a handy way of capturing the information on your screen. For example, you may want to save order information along with the call itself.

Press **CTRL-SHIFT-S** to capture the active window. Press **CTRL-ALT-S** to capture the entire desktop. Shortcut keystrokes may be changed. Captured screen images are listed in the Instant Replay Window. Right click on a screen shot to email it.

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 the AK5371 input is enabled and selected for input. Most computers have just recording device. All devices appear in the Recording Device List. Select "AK5371" USB audio device in the Windows control panel.

Cabling check OK, AK5371 selected, still no audio.
Use the "properties" tab to select recording devices. Adjust recording levels in the Windows control panel –and- using the black slider control. Make sure the AK5371 MIC is not "muted" in the Windows control panel.

Cables are connected properly, AK5371 is selected, but I don't get any audio or indication on the level meter.
The most likely cause is that the audio input source is turned off or muted. If you haven't used your logger before, it may not be enabled. Use the control panel to enable it. To open the control panel, double-click the speaker icon, or use the shortcut below.
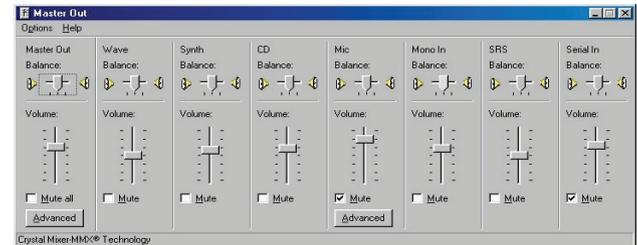
Slide the volume up on the MIC level, and uncheck MUTE. If your control panel has a SELECT box, select only the microphone, and de-select the others. Windows Audio Control Panel Shortcuts
In XP, click Start then Run and enter sndvol32 –r
In Vista or Windows 7, click Start then Run then mmsys.cpl ..1

I get a 'Device already in use' error message.
Another program, such as Skype, Windows Recorder or Real Player is locking out AK5371, microphone or speaker resources. Close that application.

Tech Support

To save time and effort, please read this manual completely before requesting tech support. Feel free to e-mail questions to support@digital-loggers.com or FAX to (408) 970-3491.

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.

Play it safe. Inform all parties. If there is any doubt, 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. 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 USB 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.

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Download a Manual

Frequently Asked Questions

Register Online for:
• Free Tech Support
• Free Upgrades

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