

VoiceLink Express

User's Manual

(VLU-04)

Chapter 1. VoiceLink USB's Features

1.1 Features

VoiceLink Express is to record telephone conversation by connecting telephone and the PC together thru the USB port. All of the recording files will be stored in PC's hard drive or network directory and can be retrieved anytime. VoiceLink Express is compatible with telephone of all kinds and voice detection is used for start/stop recording. In the case of using analog telephone, voice recording can be done with on/off-hook signal. DTMF tone can also be detected in analog environment when dialing outbound call, which can give user more reference on the recording.

1.2 System Environment

- ☞ CPU: Intel Pentium 200MHz or higher
- ☞ Memory: 64MB or higher
- ☞ OS: Windows 98 SE , Windows Me, Windows 2000, Windows XP Home/Professional
- ☞ USB 1.1 or higher
- ☞ Phone Line: PSTN (Analog Line) or PBX (Analog Line)

1.3 Components

- ☞ VLU-A04 (USB Telephone Interface Module)
- ☞ USB cable, Line tapping cord (Straight line type), Handset tapping cord (Curly line type)
- ☞ Installation CD, User's manual

Chapter 2. Installation



2.1 VLU-A04 Installation (H/W)

Connect VLU-A04 to telephone line or handset. Then, connect VoiceLink Express and PC's USB port by a USB cable. Install the software as follow after finishing all of the physical connections.

1. Use Phone Line – For Analog telephone

- Disconnect the phone line from the telephone and connect it to at the back of VLU-A04 ④ <LINE>.
- Connect the line tapping cord with VLU-A04's front ③ <TEL> and the telephone.
- Make sure VLU-A04's bottom ⑦ < Selection Switch > is switched to the LINE direction.

2. Use Handset – For Analog/Digital telephone

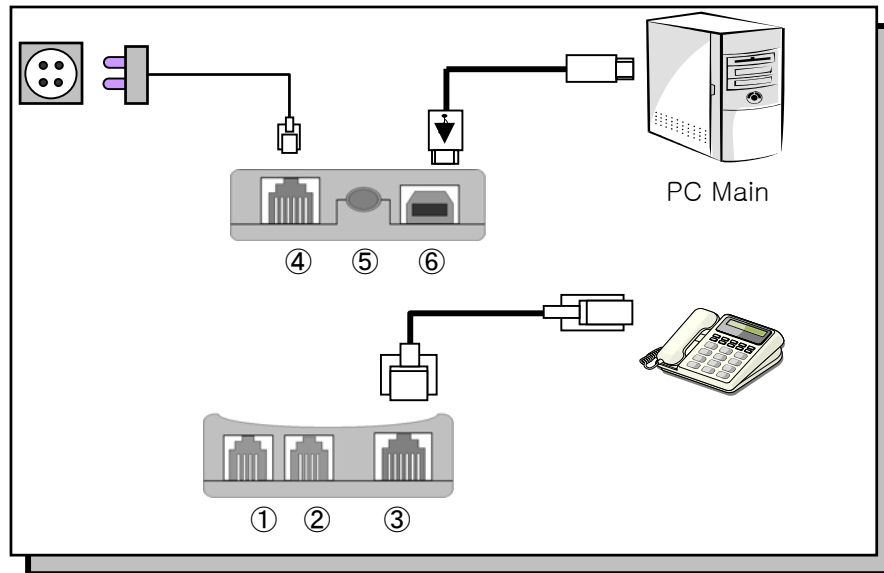
- Disconnect the phone receiver from the telephone.
- Connect a phone receiver to VLU-A04's front ② <  >.
- Connect a handset tapping cord with VLU-A04's ① <  > and the telephone.
- Make sure VLU-A04's bottom ⑦ < Selection Switch > is on to H/S direction.

※ Hook Detection is not available at handset uses.

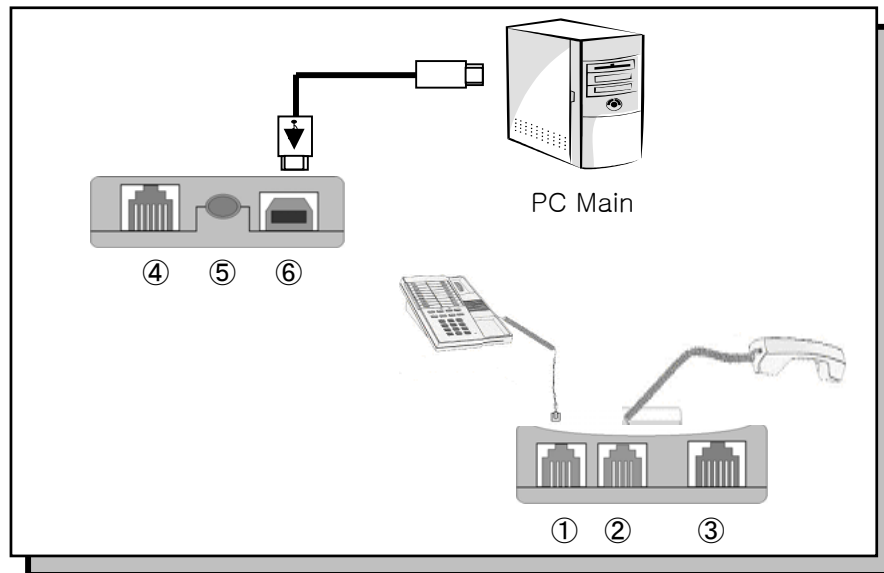


3. Configuration

◆ Use Phone Line



◆ Use Handset



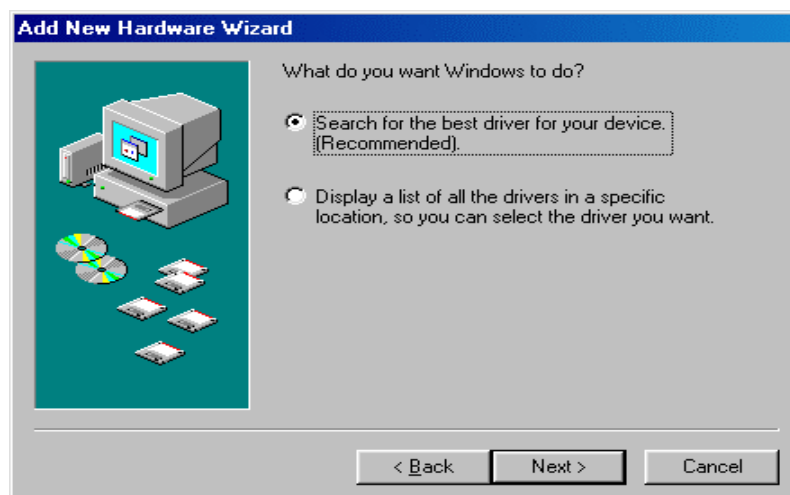
2.2 Installation for Device Driver

For Windows ME / 2000 / XP, the device driver will automatically be installed once the system detects that the USB device is connected. For Windows 98SE, please install the driver as per instruction on this manual. The following drivers have to be installed properly to run the program normally.

1. **HID Driver**
2. **USB Audio Driver**
3. **Composite Driver**

Installation for HID Driver

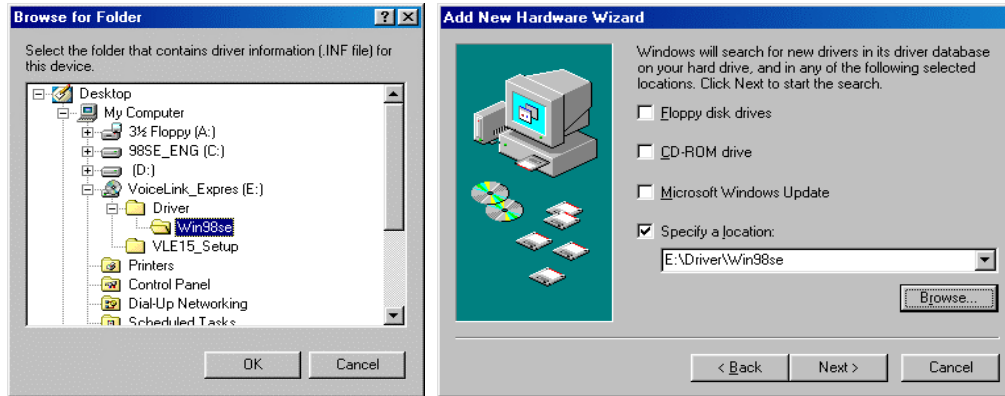
1. Click <Next> on "Add New Hardware Wizard" window. Click <Next> after selecting "Search for the best driver for your device. (Recommended)".



2. Click <Browse> after selecting "Specify a location".



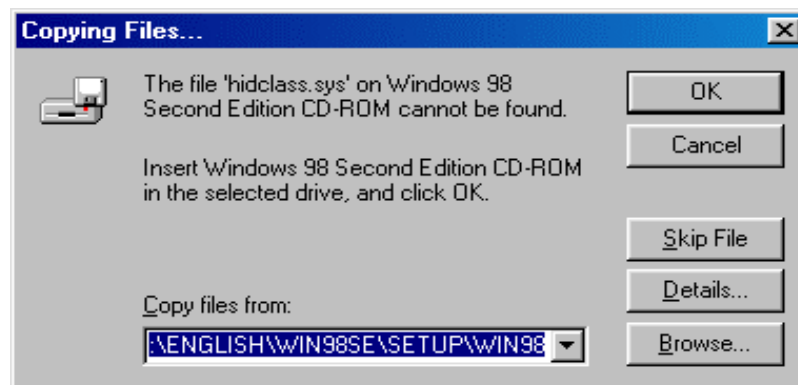
3. When the window of "Browsing for Folder" appears, click <OK> after selecting a location of the driver folder. The sub folder of VoiceLink Express program CD has to be selected.



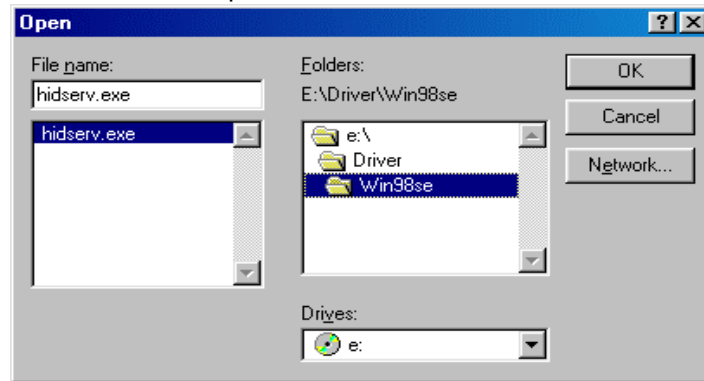
4. Click <Next> after selecting the location of driver. Installation will be started.



5. Insert Windows CD or VoiceLink Express program CD for installation. Click <OK> after inserting CD.



6. Click <OK> after selecting CD-ROM drive OS (Window 98SE) in driver selecting field to search hidserv.exe file when an extra window appears as shown below. Driver installation has been completed.



Installation for USB Audio Driver

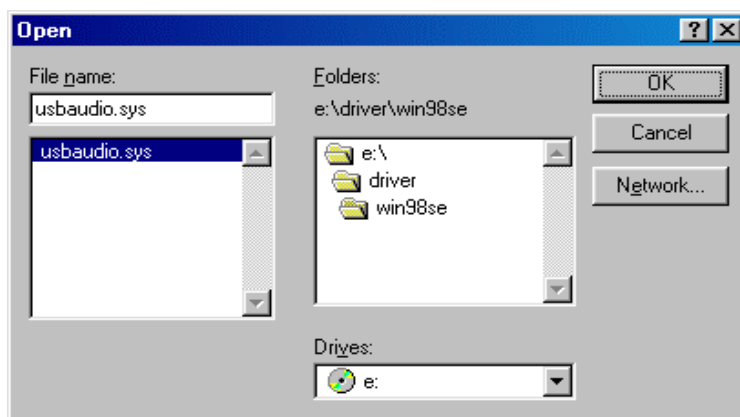
1. Click <Next> on "Add New Hardware Wizard" window. Click <Next> after selecting "Search for the best driver for your device.(Recommended)"



2. Click <Browse> after selecting "Specify a location".



3. Click <OK> after selecting "usbaudio.sys" in CD-ROM driver.



4. Click <Finish>.



Installation for Composite Driver

1. This window will appear automatically following the installation of USB Audio Driver. Click <Next>.



2. Click <Next> on "Add New Hardware Wizard" window. Click <Next> after selecting "Search for the best driver for your device.(Recommended)"



3. Click <Browse> after selecting "Specify a location".

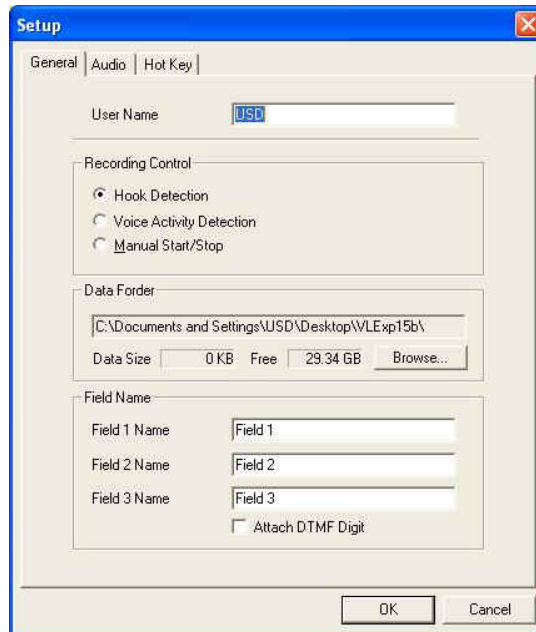


4. Click <Next> after selecting the driver's path. Installation will then be started.



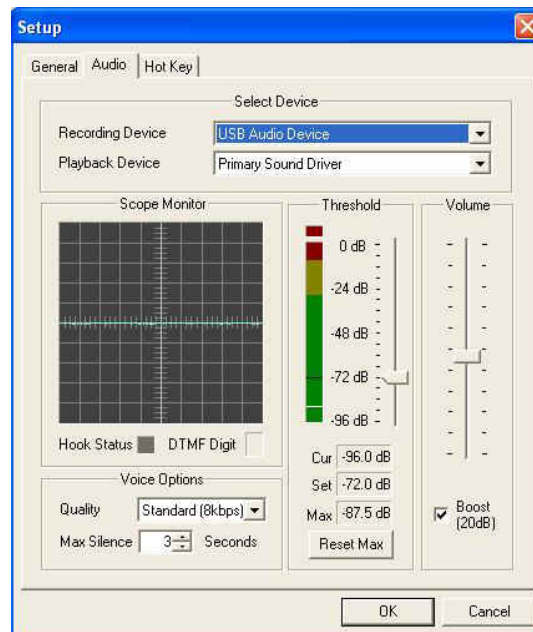
Driver installation has been completed!

3.2 Setup



< Setup_1 Screen >

- ☞ User Name: You can specify user name to recognize which user had made the recordings.
- ☞ Recording Control: Choose recording method.
 - Start/Stop control by detecting calls: It triggers recording automatically when a call is detected. It is recommendable for use in general telephones which are commonly used. (It is only available when using analog telephone.)
 - Start/Stop control by voice detection: It triggers recording automatically when voice signal is detected.
 - Start/Stop control manually: A user controls recording by using Start/Stop button manually.
- ☞ Data Folder: This is to set a folder to store recording data which were made over the phone. You may set this storage folder in the local directory of you PC or any accessible folder in the network.
- ☞ Field Name: Serve as an additional data for each recording. Field names are totally configurable and they can be searching criteria when retrieving call recordings.
 - Input DTMF Digit in field: Input phone number (Outbound) that made phone calls in field 3.



<Setup_2 Screen>

- ☞ **Select Device:** It recognizes the USB recording device automatically.
 - **Recording Device:** Install a USB recording device (VLU-04) and select the "USB audio device" in combo box in case the computer cannot recognize VLU-04 automatically.
 - **Playback Device:** Choose a sound driver which is used for recording playback. Basically, choose the playback sound driver which is originally set in Windows.
- ☞ **Scope Monitor:** This is to display input signal visually. You can check the ultimate recording status through this monitor.
- ☞ **dB Meter :** It shows the size of input voice signal.
- ☞ **Volume:** This is to adjust the level of input signal coming through USB recording device (VLU-04). You can adjust the ultimate level of input signal by utilizing the scope monitor on the left.
- ☞ **Option**
 - **Voice quality:** Select voice quality of recording. 'Standard quality' is usually selected but 'High quality' can be selected for better voice quality. It requires more space to store recording data than using 'Standard'.
 - **Silent Waiting:** If there is no voice signal for a specific length of time, recording will be stopped.

Chapter 5. Troubleshooting

5.1. Troubleshooting for Installation

☞ **Q)** There is no signal shown in scope monitor though USB recording device is connected.

A) Make sure whether 'Selection Switch' for LINE or H/S on the bottom of VLU-04 is on to the right direction you want.

☞ **Q)** Although USB recording device is installed properly, there is no signal shown in scope monitor.

A) Insert connectors again. Each contact point can be unstable due to dust and other substance.

☞ **Q)** There is no sound from the speakers after connecting USB recording device.

A) If USB recording device is installed, it's possible that it becomes the preferred audio device and replaces the audio device which was set before. This is because the sound comes out from the USB recording device instead of coming out from the sound card installed in the computer. Please follow below suggestion.

- Win 98

"Start" → "Setup" → "Control Panel" → "Multimedia"

Select "Audio" tab on the window shown then select the previous sound card which was set before as the preferred device in playback section.

- Win 2000/XP

"Start" → "Setup" → "Control Panel" → "Sounds & Multimedia"

Select "Audio" tab on the window shown then select the previous sound card which was set before as the preferred device in sound playback section.