

# **VoiceLink Express**

## **User's Manual**

## Preface

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## Chapter 1. VoiceLink Introduction

### 1.1 Introduction

This program is the personal recording system which can store call data in the computer at your home or offices. You can store important business transactions or necessary calls for work and play recordings with a simple and easy way.

### 1.2 System Minimum Requirements

- ☞ CPU: Intel Pentium 200MHz or higher
- ☞ Memory: 64MB or higher
- ☞ OS: Windows 98 SE, Windows Me, Windows 2000, Windows XP Home/Professional

### 1.3 Components


- ☞ Interface module
- ☞ Installation CD
- ☞ User manual

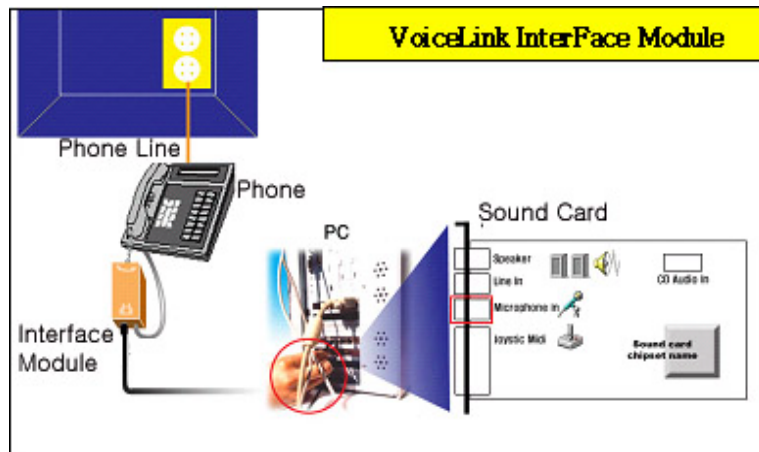
### 1.4 Suggestions for Usage

- ☞ Do not use the product for any other uses.
- ☞ Do not give any immoderate shock or do not separate, repair the product as user's intention.
- ☞ Without consent of a party, recording and use thereof for other purpose may be in conflict with the Protection of Communications Secrets Act.
- ☞ Do not touch cable lines when there are lightning and thunder.

## Chapter 2. Installation

### 2.1 Interface Module Installation (H/W)

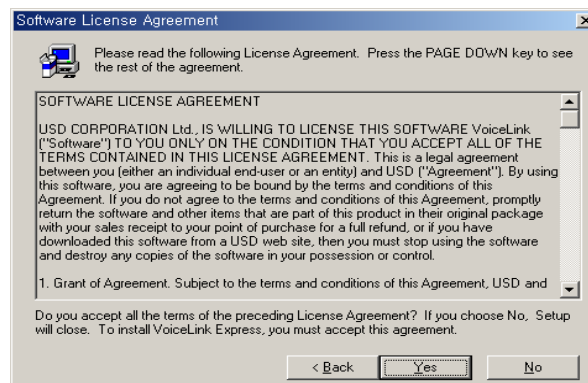
1. If a phone and a phone line are prepared, install module as follows.
2. After separating a phone receiver from the phone, connect the jack of receiver to the jack port(  ) of interface module.
3. Connect the jack of module to the jack port that a receiver is separated from.
4. Connect the audio jack of module to MIC port of sound card.



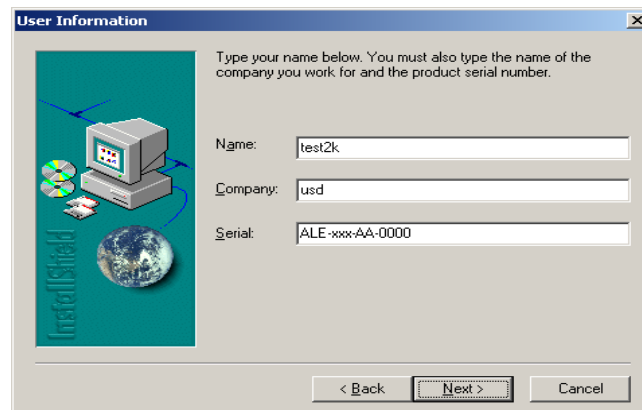
< Interface Module Connecting Configuration >

### 2.2 Program Installation

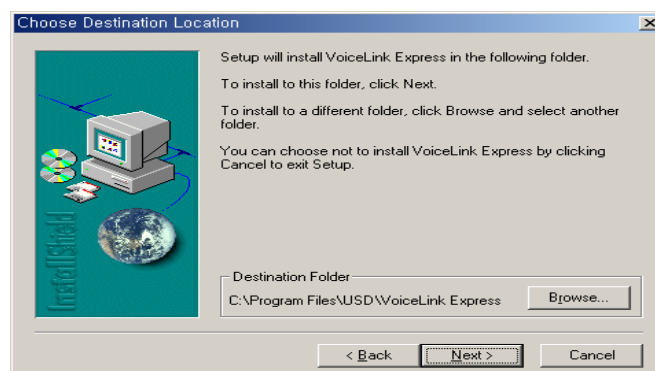
1. Insert VoiceLink program installation CD into CD drive.
2. If it doesn't get executed automatically, click CD drive(assuming it's D drive) on Windows Explorer, then click Setup.exe file which is in the folder double.
3. If the program gets ready for installation as executing, the following screen appears and click <Next> button on dialog box.



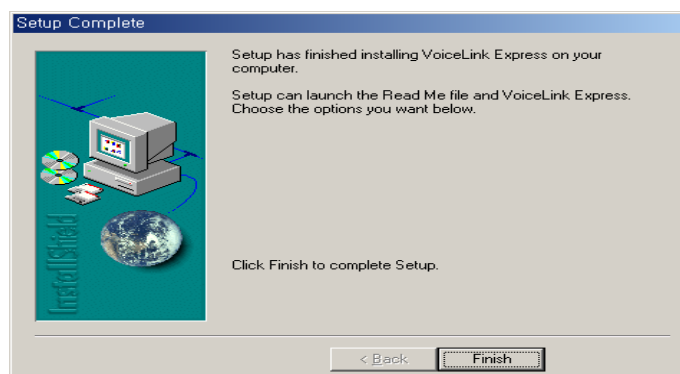
4. Input user information and serial key written on CD.



5. After selecting a folder for program installation, click <Next> button.



6. If you selected a folder, start installing this recording program and the installation will be completed when the following screen appears as below.










7. According to each computer system, you can execute the program normally after rebooting a computer.

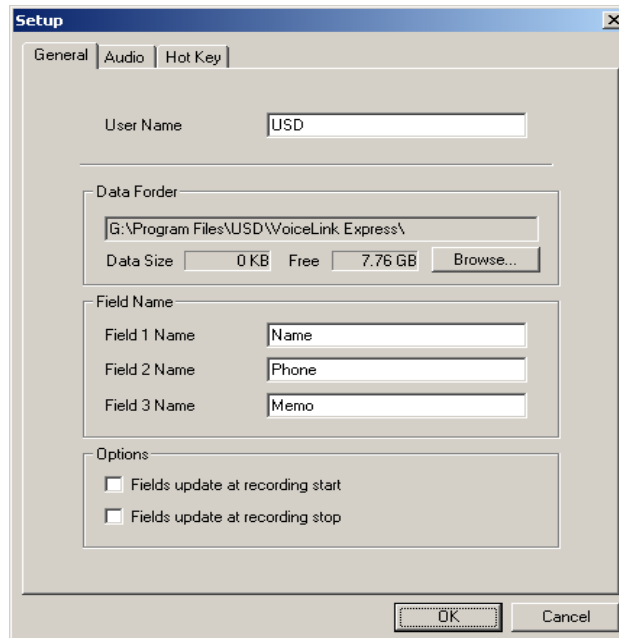
## Chapter 3. Screen Configuration

### 3.1 Initial Screen



Icon	Name	Description
	Recording Start/Stop button	
	Level Meter	It displays the level of input signal.
	Liquid Crystal Monitor	It shows general messages and information of recording system.
	Fields Update button	It is used to input relevant information for recordings.
	Mark Special button	It is used to mark special points on recording for quick playback later.
	Recording Playback button	It enables you to play directly as soon as you finish recording.
	Recording Search button	It is used for searching stored recordings.

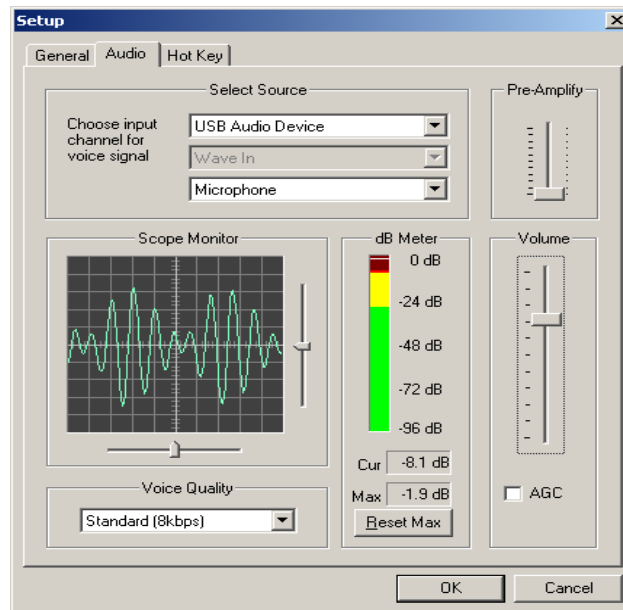
## 3.2 Setup



< Setup\_1 Screen >

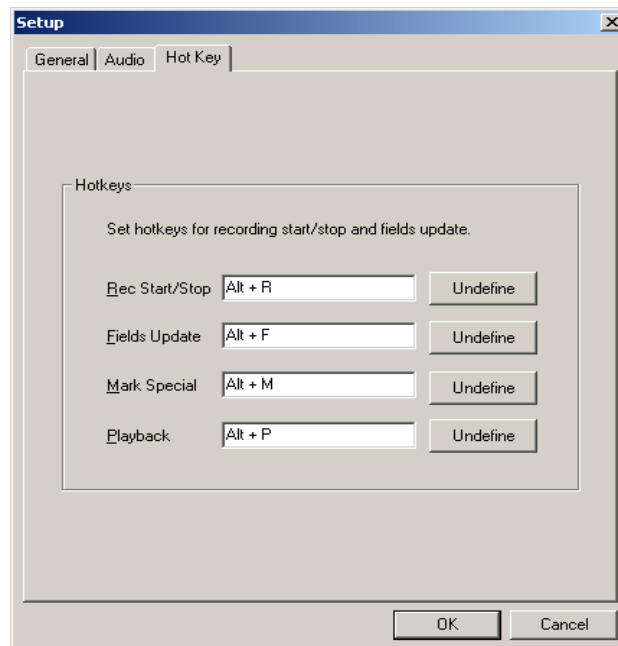
- ☞ User Name: This is to set a user name to distinguish each user.
- ☞ Data Folder: This is to set a folder to store recording data. You can store recording data by sparing the capacity of other storages connected to network as well as hard disk of my computer.
- ☞ Field Name: This is to set field names for each data to search recordings quickly.
- ☞ Options: It enables you to input the relevant information for each call at the start or stop of recording automatically. Also you can input additional information anytime even during calling, but only the last information will be remained.





< Setup\_2 Screen >

- ☞ **Select Source:** As installing a device(sound card) which will be used for audio input, select mixer source(microphone) to adjust signal input through this.
- ☞ **Pre-Amplify:** You use this option when input signal is low, but it is not recommended generally.
- ☞ **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. As performing recording using VOX(voice operated transmitting), you can set the standard dB(minimum dB for recording) of signal.
- ☞ **Mixer Settings:** This is to adjust the level of input voice signal coming through the interface module. You can adjust the ultimate level of voice signal by utilizing scope monitor on the left.
- ☞ **Voice Quality:** Select voice quality of recording. 'Standard' is selected usually but 'High Quality' can be selected for better voice quality. It requires more space to store than 'Standard'.




< Setup\_3 Screen >

- ☞ Recording Start/Stop: You can control record start and stop anytime using hot keys in window (Hot key can be used with Function keys such as Ctrl, Alt, Shift key).
- ☞ Fields Update: Input relevant information for recordings using hot keys.
- ☞ Mark Special: Put a mark during calling to find the important part of recording quickly.
- ☞ Playback: This is used to play your own recording straight after you record.
- ☞ Undefine: Click <Undefine> button to cancel previous settings.

## Chapter 4. Execution

### 4.1 Record




1. Click double the personal recording system icon on your desktop to execute the program.
2. If a call is made, click **REC** button (  ) on the screen to start recording.



< Standby mode >

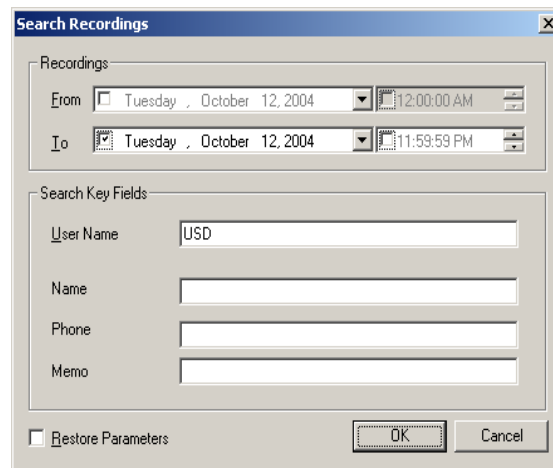


< Recording mode >

3. Click the fields update button (  ) to input necessary information for calling.
4. Click the mark special button (  ) to mark the important point during calling.
5. If a call is completed, click **STOP** button (  ) to finish recording.

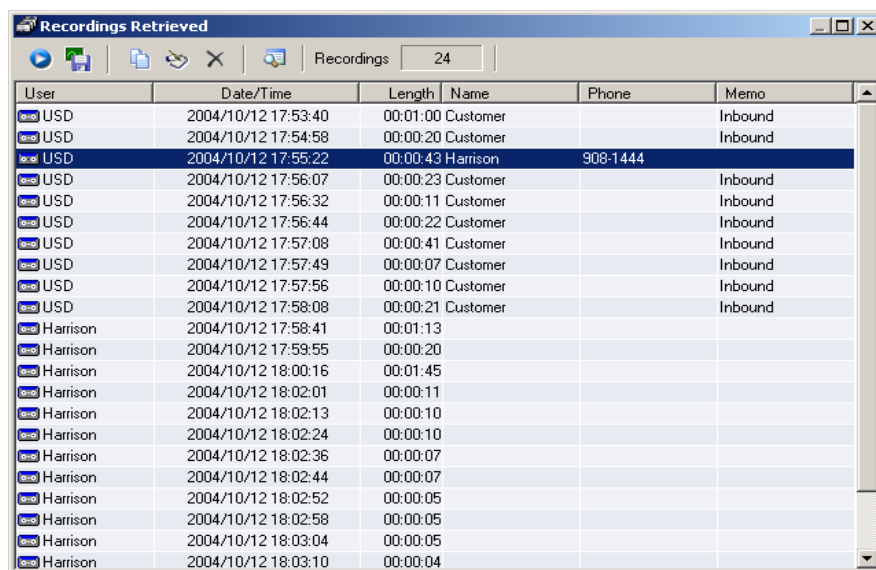
### 4.2 Search & Play

1. Click search recording button on initial screen or click the right button of mouse to select <Search recordings> on popup menu.



< Searching recordings screen >

2. Select the data and time range you want to search.
3. Search recordings by user name on <Search Key Fields> and the information you already input during calling.
4. <Restore Parameters> is used to restore previous conditions.
5. If the information input is completed, click <OK> button.



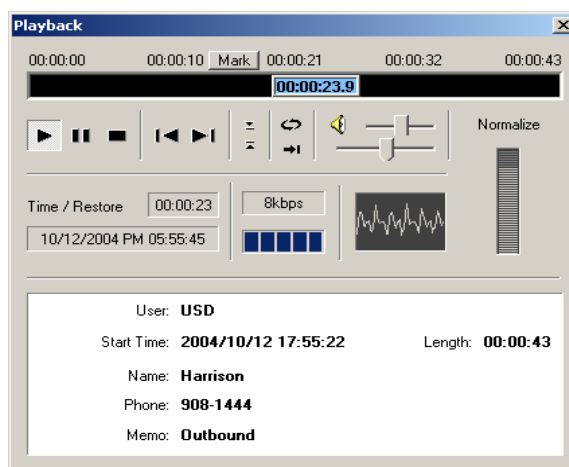
The screenshot shows a window titled "Recordings Retrieved" with a toolbar and a table of recordings. The toolbar includes icons for play, copy, delete, and search, along with a "Recordings" dropdown set to "24". The table has columns for User, Date/Time, Length, Name, Phone, and Memo.

User	Date/Time	Length	Name	Phone	Memo
USD	2004/10/12 17:53:40	00:01:00	Customer		Inbound
USD	2004/10/12 17:54:58	00:00:20	Customer		Inbound
USD	2004/10/12 17:55:22	00:00:43	Harrison	908-1444	
USD	2004/10/12 17:56:07	00:00:23	Customer		Inbound
USD	2004/10/12 17:56:32	00:00:11	Customer		Inbound
USD	2004/10/12 17:56:44	00:00:22	Customer		Inbound
USD	2004/10/12 17:57:08	00:00:41	Customer		Inbound
USD	2004/10/12 17:57:49	00:00:07	Customer		Inbound
USD	2004/10/12 17:57:56	00:00:10	Customer		Inbound
USD	2004/10/12 17:58:08	00:00:21	Customer		Inbound
Harrison	2004/10/12 17:58:41	00:01:13			
Harrison	2004/10/12 17:59:55	00:00:20			
Harrison	2004/10/12 18:00:16	00:01:45			
Harrison	2004/10/12 18:02:01	00:00:11			
Harrison	2004/10/12 18:02:13	00:00:10			
Harrison	2004/10/12 18:02:24	00:00:10			
Harrison	2004/10/12 18:02:36	00:00:07			
Harrison	2004/10/12 18:02:44	00:00:07			
Harrison	2004/10/12 18:02:52	00:00:05			
Harrison	2004/10/12 18:02:58	00:00:05			
Harrison	2004/10/12 18:03:04	00:00:05			
Harrison	2004/10/12 18:03:10	00:00:04			

< Recordings Retrieved Screen >

	Play recording		Convert to Wav file
	Copy the selective range to clipboard.		Edit information of recording
	Delete recording		Search recording data again

6. After selecting necessary recording data, click it double or click playback button to play.

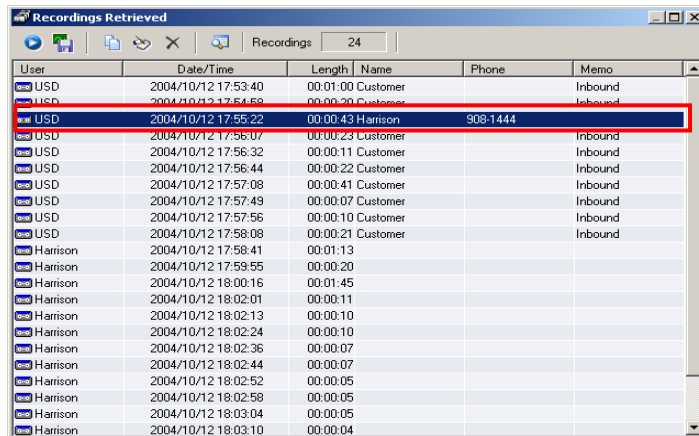


< Playback Screen >

## 4.3 Edit

You can edit the information input during calling or add relevant information later.

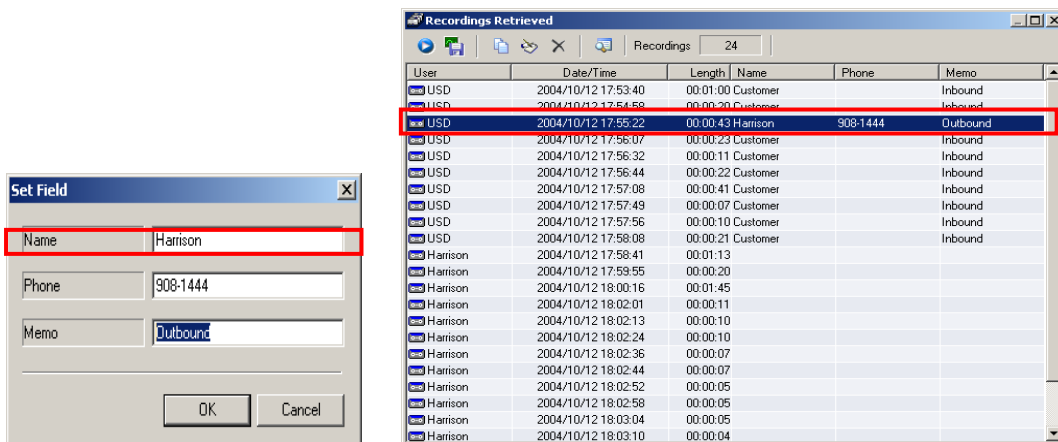
1. Select recording data which needs to be edited or added on <Recordings Retrieved> screen.



User	Date/Time	Length	Name	Phone	Memo
USD	2004/10/12 17:53:40	00:01:00	Customer		Inbound
USD	2004/10/12 17:54:58	00:00:20	Customer		Inbound
USD	2004/10/12 17:55:22	00:00:43	Harrison	908-1444	
USD	2004/10/12 17:56:07	00:00:23	Customer		Inbound
USD	2004/10/12 17:56:32	00:00:11	Customer		Inbound
USD	2004/10/12 17:56:44	00:00:22	Customer		Inbound
USD	2004/10/12 17:57:08	00:00:41	Customer		Inbound
USD	2004/10/12 17:57:49	00:00:07	Customer		Inbound
USD	2004/10/12 17:57:56	00:00:10	Customer		Inbound
USD	2004/10/12 17:58:08	00:00:21	Customer		Inbound
Harrison	2004/10/12 17:58:41	00:01:13			
Harrison	2004/10/12 17:59:55	00:00:20			
Harrison	2004/10/12 18:00:16	00:01:45			
Harrison	2004/10/12 18:02:01	00:00:11			
Harrison	2004/10/12 18:02:13	00:00:10			
Harrison	2004/10/12 18:02:24	00:00:10			
Harrison	2004/10/12 18:02:36	00:00:07			
Harrison	2004/10/12 18:02:44	00:00:07			
Harrison	2004/10/12 18:02:52	00:00:05			
Harrison	2004/10/12 18:02:58	00:00:05			
Harrison	2004/10/12 18:03:04	00:00:05			
Harrison	2004/10/12 18:03:10	00:00:04			

< Recordings Retrieved Screen >

2. Click data input button to edit or add information.



**Set Field**

Name: Harrison

Phone: 908-1444

Memo: Outbound

OK Cancel

User	Date/Time	Length	Name	Phone	Memo
USD	2004/10/12 17:53:40	00:01:00	Customer		Inbound
USD	2004/10/12 17:54:58	00:00:20	Customer		Inbound
USD	2004/10/12 17:55:22	00:00:43	Harrison	908-1444	Outbound
USD	2004/10/12 17:56:07	00:00:23	Customer		Inbound
USD	2004/10/12 17:56:32	00:00:11	Customer		Inbound
USD	2004/10/12 17:56:44	00:00:22	Customer		Inbound
USD	2004/10/12 17:57:08	00:00:41	Customer		Inbound
USD	2004/10/12 17:57:49	00:00:07	Customer		Inbound
USD	2004/10/12 17:57:56	00:00:10	Customer		Inbound
USD	2004/10/12 17:58:08	00:00:21	Customer		Inbound
Harrison	2004/10/12 17:58:41	00:01:13			
Harrison	2004/10/12 17:59:55	00:00:20			
Harrison	2004/10/12 18:00:16	00:01:45			
Harrison	2004/10/12 18:02:01	00:00:11			
Harrison	2004/10/12 18:02:13	00:00:10			
Harrison	2004/10/12 18:02:24	00:00:10			
Harrison	2004/10/12 18:02:36	00:00:07			
Harrison	2004/10/12 18:02:44	00:00:07			
Harrison	2004/10/12 18:02:52	00:00:05			
Harrison	2004/10/12 18:02:58	00:00:05			
Harrison	2004/10/12 18:03:04	00:00:05			
Harrison	2004/10/12 18:03:10	00:00:04			

## 4.4 Delete

You are able to delete unnecessary data and mis-recorded data.


After selecting the data you want to delete from <Recordings Retrieved> screen (one or multiple selection is available), click delete button, it will delete data with the dialog box which asks whether to delete.

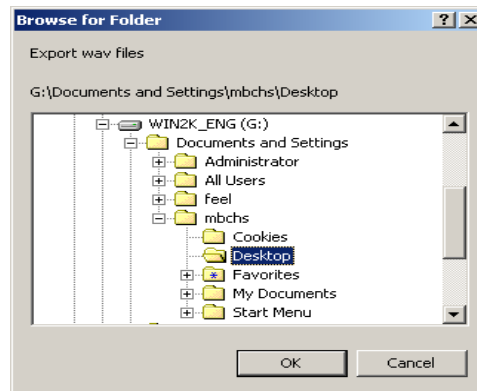
If the data is once deleted, it is impossible to restore it.

Please be careful with deleting.

## 4.5 WAV Conversion

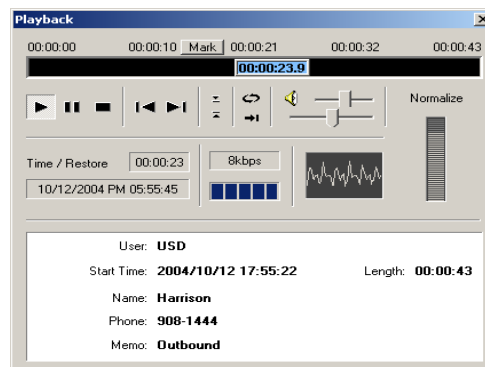
You also can listen to recording data through any media player in a normal computer.
















1. Click (  ) button on searching list.
2. Select the folder to save the file converted to WAV.



## 4.6 Playback Dialog

This is a dialog box for recording playback.



	Play		Select range for selective repeating
	Pause		Repeat selective range
	Stop		Repeat continuously
	Previous recording		Mark current point
	Next recording		Normalize the level of voice
	Adjust volume		Adjust speed of playback
	Display time and duration of recording		Level meter (showing the level of recording signal)
	It shows the current recording playback point. You can select the range for selective repeating by mouse dragging.		

## Chapter 5. Troubleshooting

### 5.1 Troubleshooting for installation

☞ Q) It doesn't deploy installation automatically although I inserted installation CD.

A) After inserting installation CD provided in CD Rom drive, Select CD drive in Internet Explorer and click Setup.exe file double to install it manually.

### 5.2 Troubleshooting for use

☞ Q) The volume is too soft. I want to make it louder.

A) There is an audio tap in program setup. You can make the ultimate recording input signal by adjusting the volume of audio tap.

☞ Q) I can't listen to any voice after recording.

A) You should check whether the interface module is connected to MIC of sound card properly. If it is connected properly, check whether <Mixer Settings>'s third item is selected as Microphone in audio tap of program setup.

☞ Q) I can't click the record button.

A) Recording isn't available if there are more than 10,000 recording data. Please try again after deleting unnecessary data.