

INTELLIGENT LINE TAPPING DEVICES

4 Channel Call Logger - Recorder

LineTap Parts/Accessories

Each LineTap unit comes with the following items:

1. (1) LineTap unit
2. (1) Software Key (USB or Parallel Port/Printer Port)
3. (1) USB cable
4. (4) Splitter Jacks
5. (4) Telephone Patch Cords
6. (1) LineTap Installation CD
7. (1) LineTap Administration Manual (located on the Installation CD)



System Requirements

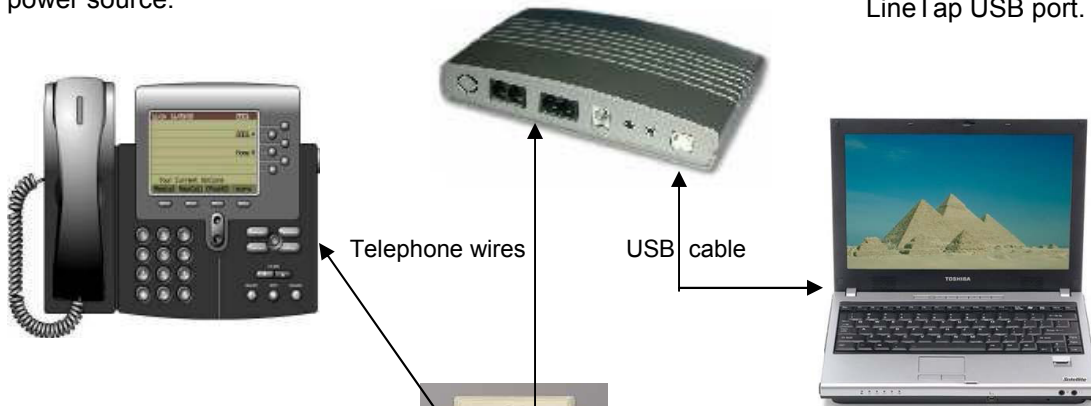
The minimum system computer requirements for the LineTap application are as follows:

- Windows 2000/XP Professional
- Celeron/Pentium 4 processor
- 512MB of RAM
- 5MB of available disk space to install the LineTap application
- CD/DVD drive
- Audio Output Device (sound card)

Connection Diagram

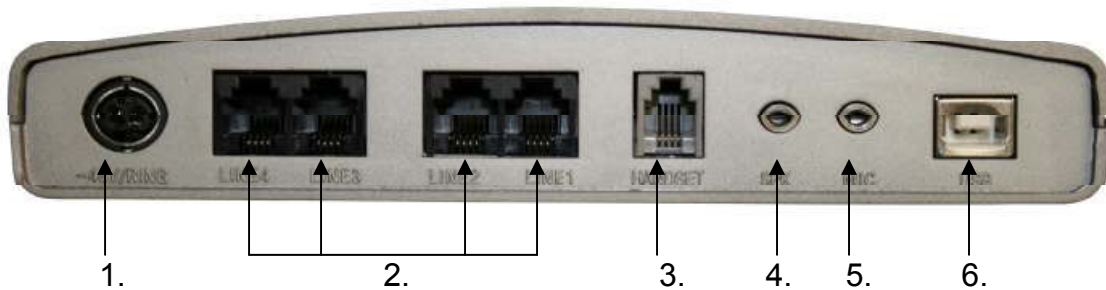
The LineTap unit has 4 telephone line connections, 1 audio output and a USB connection for data transfer and power source.

3) Insert the supplied USB cable from your USB port on your Laptop or PC to the LineTap USB port.



1) Unplug the telephone line that is connected to your wall jack and insert the supplied 2-way splitter into the wall jack.

2) Connect your existing telephone wire into one of the splitter ports and connect one of the supplied telephone wires into the other splitter port. Connect the other end of the supplied telephone wire into the 1st port of the LineTap unit.



- 1) Optional Power Connector
- 2) Telephone Line Inputs
- 3) Not Used
- 4) Audio Output
- 5) Not Used
- 6) USB Data and Power Connection to PC

LineTap Call Recorder Hardware and Software Setup

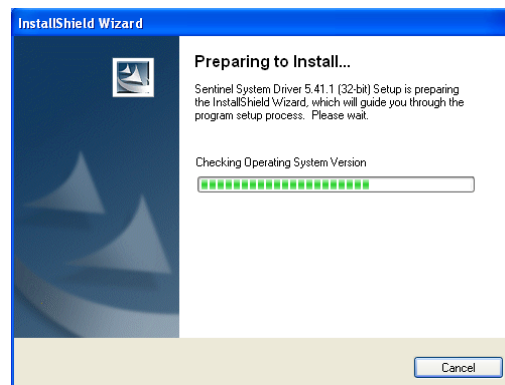
Wiring Instructions:

Before beginning the setup process situate the LineTap in a controlled environment at room temperature between 18°C (64°F) to 23°C (73°F) with sufficient airflow to ensure system stability.

1. Connect one of the supplied Phone Line Splitters into each wall jack/phone jack that will be used to connect incoming telephone lines to the LineTap. Each unit is capable of recording up to four separate analog phone lines. For example; if you had four telephone lines/numbers wired to four separate wall jacks, you would remove the existing connected telephone and connect a phone splitter in each wall jack.
2. Reconnect your telephone connection into one of the two phone splitter ports.
3. Connect one end of the supplied Telephone Patch Cords to the other port of the splitter and the other end of the patch cord to the first port of the LineTap Unit.
4. Follow steps 1-3 for each subsequent connection.
5. Insert one end of the supplied USB cable into the USB connection on the LineTap unit.
6. Connect the other end of the USB cable to an available and enabled USB port on your PC or laptop. This USB connection supplies power to the LineTap Unit.

Software Installation:

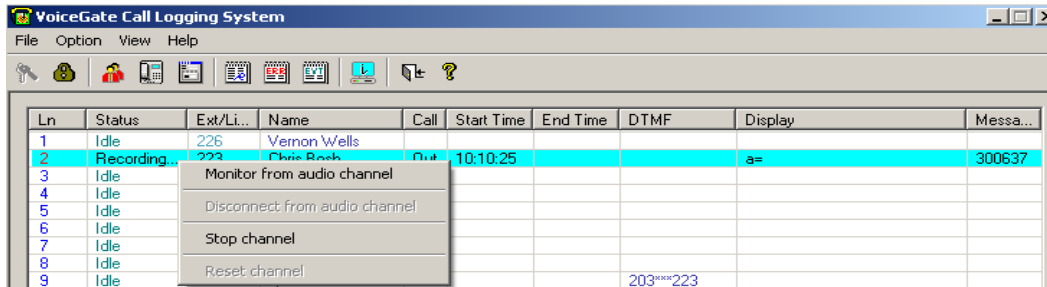
Once all the hardware wiring is complete, insert the installation CD into the laptop or PC where you would like the LineTap Call Recorder program to be installed and the install process will start automatically. The install process is detailed and will guide you through a trouble free LineTap Call Recorder installation:



Quick Reference to the Graphic User Interface (continued)

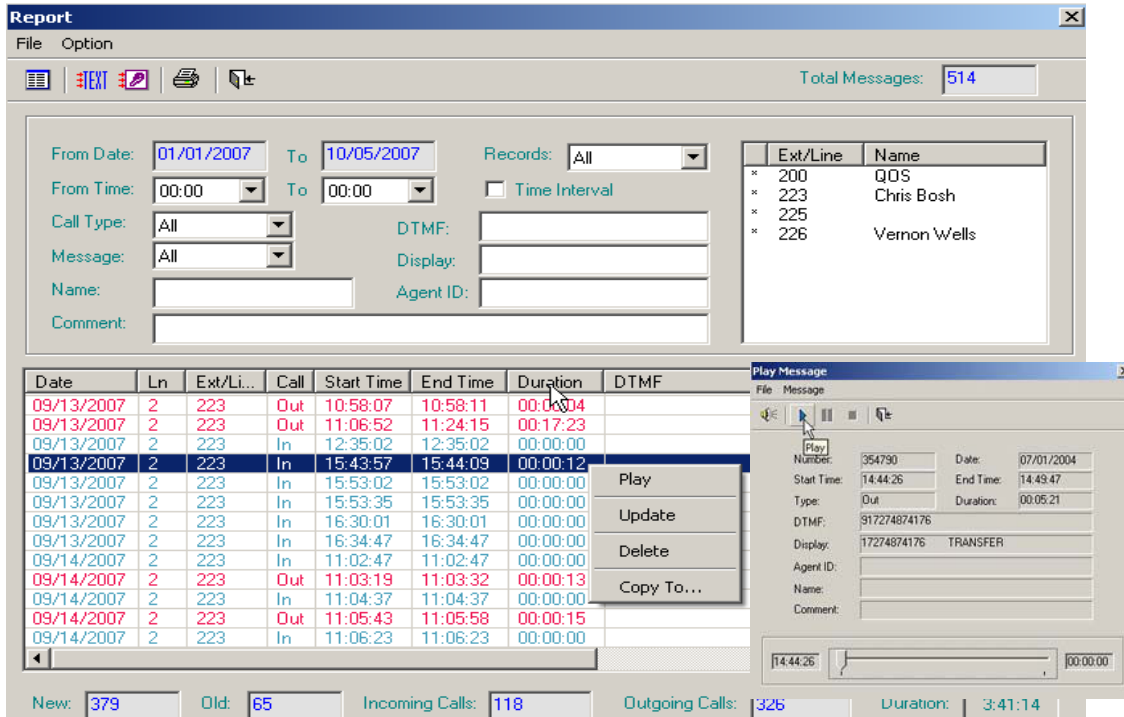
Port Options:

Each enabled port has the following right-click options available to it during a recorded or monitored call.



Generate Reports and Playback Conversations:

The Report section allows users to view detailed listings of call records for any of the configured telephone lines. Several search options enable you to fine-tune reports to a specific Extension or Telephone Line, Time and Date, Call Type, and Display (caller ID). Simply right click and playback the call when needed.



LineTap Flash Voice Recorder Frequently Asked Questions

What type of media can I archive recorded messages to?

Depending on your LineTap hardware and software configuration, backing up recorded data may be stored on local drives, network drives or removable media (CD, DVD, Floppy).

How do I play back files that have been backed up?

The LineTap Flash Recorder implements the CLRpt module to playback recordings from a restored backup. Please refer to the “Backup and Restore Procedures” section of the LineTap manual.

How can recordings be automatically purged from the LineTap Voice Recorder?

The LineTap system will start to delete recordings on a first-in/first-out basis after the pre-determined amount of time (1-12 months) specified in the port settings. Please refer to the “Port Configuration” section of the LineTap manual.

Should customers and employees be made aware that their calls may be recorded?

Laws surrounding recording of conversations are different in every jurisdiction. It is recommended that employers seek out legal counsel to advise as to laws pertaining to their jurisdiction. Companies often have an extension available for personal calls that is not connected to the LineTap Voice Recorder. To facilitate this, the LineTap Unit has a “Do not record” feature where employees can submit to management a list of telephone numbers that the LineTap will recognize as a personal conversation and therefore not initiate the recording of such call.

How long can recordings be stored for?

Recordings will be stored within the LineTap database for a maximum on 12 months. Please refer to the “Port configuration” section of the LineTap manual.

How does the LineTap Call Recorder physically connect to the phone system or telephone lines?

The LineTap system uses standard RJ-11 type telephone cords. Please refer to the “Wiring” section of the LineTap manual.

How can I listen in on a real time call involving an employee and customer?

A call may be monitored through the “Live Monitor” feature.

Live Monitor involves connecting PC speakers or a headset into the audio jack located on the backside of the LineTap Call recorder and activating the feature from the LineTap line status screen.

What types of devices can be tapped for recording purposes?

The LineTap system is capable of tapping Central Office telephone lines (POTS) and Analog PBX extensions

How many hours of storage will I be able to keep on my hard drive?

Storage capacity for a 40GB hard drive is approximately 6,800 hours. How long can a single recording be?

How long can a single recording be?

There is no time limit when recording a conversation as long as there is sufficient storage space.

Is caller ID captured by the LineTap system?

The LineTap system will capture any and all information that is shown on a users display set or passed by a Central Office telephone line. This call information can be viewed in real time within the Display field on the main LineTap screen.

Can analog and digital telephone sets be monitored at the same time?

The LineTap Call Recorder is capable of tapping only Analog connections such as Central Office telephone lines.

What type of call record information does the system collect?

The LineTap Voice Recorder displays and stores the Call Type, Date, Time and Duration of the call, the Caller ID and Display set information.

Can I save recorded messages to my local computer?

A recorded message may be copied to a different folder on your PC by way of the "Copy To..." command within the Report section. In order to play the copied message the file extension must be changed from .SPC to .WAV.