



Telephone Recording Equipment

This instruction book refers to the individual connectors and / or recorder of your kit, not the kit's part number. Please refer to the part number printed on the connector and / or recorder you have and turn to the relevant page for usage instructions. If you are not sure of the part number then there is a clear picture of each item on the relevant page.

701149 Retell Standard Recorder	1
156 Retell Record and Play Easy Fit HANDSET Connector	2
145 Retell BT Telephone Wall Socket Connector	3
157 Retell Record and Play Easy Fit HANDSET Connector for use with Computers	4
142 Retell BT Telephone Wall Socket Adaptor for use with the Easy Fit Computer Connector part 157	5
160 Retell WatsonMike™	6
163 Retell Lapel Microphone	7
650 Retell Intelligent Recording Interface	8
Compatibility of connectors	8
Accessories	10
Other Products.....	10
Self Help Guide	11
Legality of Recording.....	12
Guarantee	12
R&TTE Directive.....	12
Support	13
Customer Comments	13

701149 Retell Standard Recorder

Standard
Cassette



1. Connect mains adapter to socket marked "DC 3V" or insert batteries in the battery compartment at the base of the recorder. Do not leave batteries in the recorder for long periods without use. Change the batteries regularly to avoid slow down of playback.
2. Insert cassette and ensure it is the right way round. The tape unwinds in the direction of the arrow on the recorder's lid. When first using your recorder start with side 'A' facing you.
3. For automatic recording ensure that the record and play buttons are both pressed in and that AUTO (VOX) is switched to 1 (on). When using the micro recorder the volume should be turned to maximum. Every time that you lift your telephone handset the recorder will record. If you want to record manually move the AUTO (VOX) switch to 0 (off) and then press the record button each time that you want to make a recording.
4. REWind (REView) or FFwd (CUE) allows you to find recordings quickly. You can also use this function whilst playing back recordings to move to a part of the tape where you missed something or to find a space at the beginning or end of a recording.
5. To pause playback simply press the PAUSE button in. To commence playback release the PAUSE button.
6. If you have purchased your recorder as part of a Retell call recording kit it will include a call recording connector, part no 145, 156, 157, 160 or 650. Insert the 3.5mm (silver) jack plug of the call recording connector into the socket on the recorder marked with a "•". The other end of the connector is attached to your telephone (see following pages on how to do this)
7. Recordings can be monitored live on the earpiece. Plug the earpiece into socket marked with the "📞" symbol. Do not plug a call recording connector into this socket.
8. Slow speed recording will extend the recording time on your cassette (at the expense of sound quality.) On the standard cassette recorder position the switch to normal speed or slow (one third speed). On the micro cassette recorder position the switch to "2.4" for normal speed or "1.2" for slow (half speed). Note: Recordings should be played back at the same speed they were recorded.
9. The recorder has a built-in microphone for recording meetings but we recommend the use of the lapel microphone (Retell part 163) for higher quality recordings.
10. There is a tape counter on the Micro cassette recorder and it is optional on the Standard cassette recorder to help you search for and locate recordings quickly.

IMPORTANT NOTES:

The Standard cassette recorder has a switch built into the battery compartment (located below the battery spring) that alters the sensitivity of the automatic record function.



If you find that your recorder keeps on recording even when you are not using the telephone or does not switch on when you make a call try moving the switch either towards the battery spring or away from the spring. You should find a more suitable level of sensitivity that allows your recorder to switch on and off automatically. If you still experience difficulties then please call our Technical Support Dept on 01932 773849 to have your

recorder adjusted accordingly.

156 Retell Record and Play Easy Fit HANDSET Connector

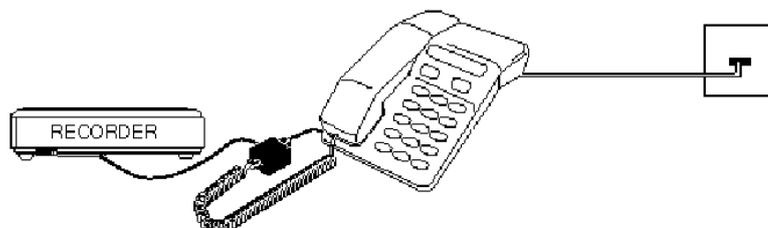


For connecting between the handset and the phone. It is not designed to work between the phone and the wall socket.

Included in Retell kit 125

To RECORD from the telephone:

1. Make sure the switch on the connector is set to 'RECORD'.
2. Unplug the telephone's handset (or headset) from the base of the phone (you may need something sharp to press down the little lever that holds the plug in place) and plug the record and play handset connector its place.
3. Plug the handset/headset into the socket on the record and play connector. Put the silver 3.5mm jack plug into the socket on the recorder marked "•" or MIC.



4. Press the RECOrd button down to start recording. Switch AUTO/VOX to 1 (on) to switch the recorder on and off automatically for each call.

To PLAY-BACK recordings down the telephone:

1. Switch the connector to 'PLAY' and plug the silver 3.5mm jack plug from the connector into the socket on the recorder marked with the "🔊" symbol or EAR.
2. Press the PLAY button down to start playback of recordings. You can alter the playback volume by adjusting the position of the volume control. Whilst you playback recordings the microphone on the handset (or headset) will be deactivated which means the far party will not be able to hear you.
3. To speak just press STOP on the recorder.

If you cannot hear the far party in your recordings then please switch the connector to Play and try a test recording to see if this cures the problem.

As with all Easy Fit connectors, the Record and Play Easy Fit connector is not recommended for connection to computers. Please use the Easy Fit connectors suitable for use with a PC (Retell part number 157 or 650) instead.

If this connector does not give excellent sound quality then please refer to page 11 for compatibility chart

145 Retell BT Telephone Wall Socket Connector



For connection of analogue telephones between the wall socket and the line plug of the telephone. It will record from analogue PABX extensions sockets but it will not work on digital PABX extension sockets

Included in Retell kit 120

If your connector is supplied with two double adaptors then one is for use with BT style sockets and one for use with analogue extensions with RJ45 sockets.

1. Take the white cable and plug the smaller of the two clear plugs into the socket on the black connector box (it has the writing 'Retell Telephone Recording Connector' on it). Plug the other clear plug into the white adapter BT double adaptor or the beige RJ45 double adaptor depending upon your telephone socket.
2. Unplug the line cord of the telephone you wish to connect from the telephone wall socket and plug the telephone plug into the spare socket on the white adapter. Plug the white adapter into the telephone wall socket - your telephone will now be connected to the telephone wall socket through the white adapter. Plug the silver 3.5mm jack plug from the 145 connector into the socket on the recorder marked with a "•" or MIC.
3. Press the RECOrd button down to start recording. Switch AUTO/VOX to 1 (on) to switch the recorder on and off automatically for each call.

As with all Easy Fit connectors, the BT Telephone Wall Socket Easy Fit connector is not recommended for connection to computers. Please use the Easy Fit connector suitable for use with a PC (Retell part number 157 with 142) instead.

If this connector does not give excellent sound quality then please refer to page 11 for compatibility chart

157 Retell Record and Play Easy Fit HANDSET Connector for use with Computers



This connector is suitable for connection to both computers and other types of recorder.

For connecting between the handset and the base of the phone. If you want to record from the telephone wall socket you will need an additional connector, part 142.

Included in Retell kits 957Pro, 957 Lite

To RECORD from the telephone:

1. Make sure the switch on the connector is set to 'RECORD'.
2. Unplug the telephone's handset (or headset) from the phone (you may need something sharp to press down the little lever that holds the plug in place) and plug the Easy Fit connector in its place. Plug the handset into the socket on the Easy Fit connector.
3. Insert the silver 3.5mm jack plug into the MIC socket on your PC's soundcard. It is often marked as below.



4. You can now use your 957 recording software as normal to record your calls

To PLAY-BACK recordings down the telephone:

1. Connect the Easy Fit connector to the telephone handset (or headset) and telephone base as above.
2. Switch the connector to 'PLAY' and insert the silver 3.5mm jack plug from the Easy Fit connector into the speaker socket on your soundcard (the socket your computer speakers are plugged into).
3. Find the recording you wish to play back and click on Play to start playback. You can alter the playback volume by adjusting the position of the volume slider. Whilst you playback recordings the microphone on the handset (or headset) will be deactivated which means the far party will not be able to hear you. To speak click STOP.

If you cannot hear the far party in your recordings then please switch the connector to Play and try a test recording to see if this cures the problem.

If this connector does not give excellent sound quality then please refer to page 11 for compatibility chart

142 Retell BT Telephone Wall Socket Adaptor for use with the Easy Fit Computer Connector part 157



For connection of analogue telephones between the wall socket and the line plug of the telephone.

It will work on analogue PABX extension sockets but it will not work on digital or PABX telephone systems.

Unplug the telephone you wish to record from the wall socket and plug the BT plug from the Telephone Wall socket adaptor into the wall socket. Plug the telephone into the back of the Wall socket adaptor.

1. Plug the clear plug from the Wall socket adaptor into the socket on the Easy fit computer connector (part 157). Plug the jack plug from the Easy Fit computer connector into the MIC socket of your soundcard.
2. You will now be able to record from any telephone extension on the same line as the Wall Socket adaptor – for example if you have a telephone downstairs and one upstairs that is on the same line then you can record from either.

160 Retell WatsonMike™



For recording from mobile, cordless, payphone or any telephone handset.

Included in Retell kit 126

1. Put the soft foam into your outer ear where personal stereo headphones normally fit (not actually down the ear canal). Let the lead just hang down naturally in front of you and insert the silver 3.5mm plug into the socket on the recorder marked "•".
2. Press the RECOrd button down to start recording. You cannot use AUTO/VOX to switch the recorder on and off for each call with the WatsonMike™.
3. Although it is immune to interference from the radio emissions of mobile and cordless phones, recorders are not, so keep the recorder away from such phones or you will get buzzing on the recordings.
4. For the clearest recordings do not seal the phone tightly over your ear and don't knock or rub against the grey lead deliberately.
5. The WatsonMike™ needs power from the recorder's microphone socket to work. Many recorders provide this (all of Retell's do) but if you try to use it with your own recorder and the Watsonmike™ appears dead contact your supplier for a Connector Power Supply (Retell part 217).

If this connector does not give excellent sound quality then please refer to page 11 for compatibility chart

163 Retell Lapel Microphone



1. Pin the lead onto your clothing making sure that the microphone is not covered by clothing or place the lapel mic nearby to where you wish to record.
2. Plug the 3.5mm silver jack plug into the socket on the recorder marked with "•" or MIC.
3. Press the RECOrd button down to start recording. You cannot use AUTO/VOX to switch on and off for each recording if you have the lapel mic attached to your clothes.
4. The Lapel Mic needs power from the recorder's microphone socket to work. Many recorders provide this (all of Retell's do) but if you try to use it with your own recorder and the Lapel Mic appears dead contact your supplier for a Connector Power Supply (Retell part 217).

650 Retell Intelligent Recording Interface

(Please see separate manual for installation instructions)



- A breakthrough in call recording technology
- Superior balance between recorded parties
- Noise free 'agent observe' recording
- Prevents activation of recorder by room noise
- 6-level selector for all types of handsets
- Privacy button with LED (lockable mute)
- In use indicator light, shows when person talking
- On/off hook detection
- Stereo output socket
- Compatible with all handsets that unplug (RJ11)



Compatibility of connectors

<p>Intelligent Recording Interface (Retell part no 650)</p> <p>Included in Retell kits 957Adv & 703N</p>	<p>Recommended by Retell for use on all types of handset or headset that unplug from the base of the phone (RJ11 clear plastic plug) Works with unconventional handset wiring e.g. reverse wired handsets in Cisco, Ascotel, Lucent Callmaster II. Six level selector switch overcomes most problematical installations Noise free 'agent observe' recording Recommended for use with call recording software.</p>
<p>Record and Play Easy Fit telephone handset connector for PC use (Retell part 157)</p> <p>Included in Retell kit 957 Pro & 957 Lite</p>	<p>For recording direct to a PC using Retells call recording software. It is compatible with most telephone handsets that unplug from the base of the phone. A separate adaptor is required for connection to an analogue BT telephone socket.</p>
<p>Record and Play Easy Fit telephone handset connector (Retell part 156)</p> <p>Included in Retell kit 125</p>	<p>Suitable for home use. It will work with most handsets. For office handsets Retell recommends the intelligent Recording Interface.</p>
<p>BT Telephone Wall socket connector (Retell part 145)</p> <p>Included in Retell kit 120</p>	<p>It will only work with analogue BT style telephone wall sockets (with the connector supplied – we can supply adaptors for use with Analogue telephone extensions from a telephone system). If you do not have analogue telephone wall sockets then you will have to connect via the handset.</p>
<p>Watsonmike Connector (Retell part 160)</p> <p>Included in Retell kit 126</p>	<p>This is suitable for short to medium length recording from virtually telephone. Especially useful whilst abroad or travelling if you are unsure of the type of phone to be used. It is compatible with mobile, cordless and payphones. For comfort reasons we recommend the use of another compatible connectors for extensive recordings.</p>

Accessories

Headphones



Designed for long term listening of calls (Retell part number 216)

Cassettes



10 pack of C110 Standard cassettes (Retell part 224)



10 pack of MC60 Micro cassettes (Retell part 212)

Mains adaptors



UK Specification mains adaptor suitable for use with Retells' standard and micro cassette recorders (Retell part 804)

Also available in Euro specification (Retell part 805)

Loudspeakers



Designed for group listening of calls (Retell part number 218)

Other Products

Retell also sell a wide range of call recording solutions

- Direct to PC telephone recording
- Answer phones
- Stand-alone hard disc recorders
- Multi-line

Self Help Guide

If you are not entirely satisfied with the record quality you are getting from your kit and you are confident that the connector you are using is best suited to your equipment then please check the self-help guide below. If you still experience problems then please call Retell on 01932 773849

Question	Answer
My recorder does not start recording.	Make sure that the mains adaptor is plugged into the socket marked DC3V on the recorder. Make sure you have both the record and play buttons pressed down firmly Check that the cassette is inserted correctly If you are using AUTO on the Micro recorder make sure the volume is turned up to maximum Check that the pause has not been left on accidentally. If none of the above help then please contact Retell
When using my phone on "Agent-observe" I pick-up a lot of background noise on my recordings.	As you record the telephone conversations because your handset is off the hook then (depending upon the characteristics of your phone system) your mouthpiece will pick-up any noise in the area around you even though your phone system stops the agent and customer from hearing you. The easiest solution is to try the Retell Intelligent Recording Interface (part 650).
The light on the end of my standard recorder keeps flashing on and off whilst recording calls and it does not come on when playing back tapes.	The light on the end of the recorder is a record light only, so consequently it will not come on when playing tapes or when the recorder is on stand-by.
When the handset is down or the telephone is on-hook the recorder still records even when on AUTO.	Play back the recording and if the background noise is from the surrounding environment this means your microphone is live all the time. The Retell Intelligent Recording Interface over comes this problem.
When I record a conversation, only my voice is recorded with a lot of background noise.	Make sure the telephone connector is plugged into the socket marked with a telephone symbol (·).
When recording a conversation the two sides of the conversation are not balanced.	The Retell Intelligent Recording Interface overcomes this problem.
When I am using the 156 Record and Play EasyFit connector only my voice is recorded but not the far party.	Make sure that the connector is plugged into the recorder socket marked with the telephone symbol (·) and <u>NOT</u> the socket marked with an ear symbol and the switch is on 'Record'. Also make sure that the connector is connected in between the handset curly cord and the base of the phone. If this still does not solve the problem try recording with the switch set to Play. If this does not work then please try the Retell Intelligent Recording Interface.
When using the 156 Record and Play EasyFit connector and the recorder is recording, one side of the conversation goes dead in the handset earpiece or the other party cannot hear me.	Try the connector switch to Play, not record.
When using the 156 Record and Play EasyFit connector it picks up background noise in between speaking during a recording	Contact Retell as you may need to upgrade to a Retell Intelligent Recording Interface (part 650).
Near party recordings are quiet whilst using a headset with a voice tube	The voice tube on your headset is most probably blocked, try cleaning/replacing it.

Legality of Recording

Ofcom says that you should make every reasonable effort to inform all parties to a call that it may or will be recorded, silently monitored or intruded into. They say that it is up to you how you do this and that acceptable options, depending on circumstances, might include warning tones, pre-recorded messages, spoken warnings by the operator or written warnings included in publicity material, telephone directories, contracts, terms of business, staff notices etc. Ofcom says that it may not always be possible to warn first time callers with whom you have had no previous contact but what is important is that you have a systematic procedure in place, which provides the necessary information where this is a realistic possibility. Ofcom also suggest following on a ruling from the European Court of Human Rights that staff are told of a phone that they can call from which will not be recorded. If you require further information or for the latest updates since this leaflet was printed contact www.ofcom.org.uk or contact them direct at: Phone: 0845 456 3000 or 020 7981 3040. Email: contact@ofcom.org.uk, Fax: 0845 456 3333

Post: Ofcom Contact Centre
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

(Note that Ofcom has taken over Ofcom's responsibilities) Check www.retellrecorders.co.uk for information on recording staff or individuals.

Legality of Connection to the Line

Retell products carry a CE mark and are subject to an EMC Declaration of Conformity and EC safety regulations. A copy is available on request. Old BABT green circle logos are now superseded by these new regulations. Retell products in most cases do not require connection into the Public Switched Telephone Network.

Guarantee

Retell undertakes to repair or replace (at Retell's option) equipment supplied that develops a fault within 1 year of the date of purchase subject to the following conditions:

1. The equipment has not been subject to misuse, liquid damage, accidental breakage, neglect or any other use other than for the purposes of recording conversations or memo's. The guarantee does not cover any batteries or cassette tapes supplied by Retell or any damage caused by leaking batteries. (We advise that batteries are taken out of the battery compartment where long periods without using the equipment are envisaged. e.g. holidays etc).
2. The equipment has not been tampered with or adjusted internally by anyone other than Retell or their appointed agents.

If a defect occurs the equipment should be returned to your supplier in the first instance. Alternatively you can return it pre-paid to Retell in protective packaging containing a full explanation of the fault and proof of purchase. Retell does not accept liability for damage in transit and we strongly suggest using Recorded Delivery to prove receipt.

This guarantee does not affect your statutory rights.
Retell's full terms and conditions are available upon request.

Liability

Retell expressly excludes to the extent permitted by law liability for any consequential loss, damage or injury arising from or in connection with any Retell product. No liability can be accepted for any loss of data or recordings or failure to record or consequences of such loss.

R&TTE Directive

We hereby declare that this product complies with the essential requirements of directive 99/05 (the R&TTE directive).

To obtain a full copy of the declaration associated with this product then please contact Retell at the address below
Retell, 53 Thames Street, Sunbury on Thames, Middlesex, TW16 5QH

Tel 01932 779755

Fax 01932 780383

E-mail admin.buying@retell.co.uk

Website www.retellrecorders.co.uk

Support

If you should require help setting up or operating your equipment then you can contact Retell by any of the following ways:

E-mail: technical.helpdesk@retell.co.uk

Phone: 01932 773849

Fax: +44(0) 1932 780 383

Post: Retell, 53 Thames Street, Sunbury on Thames, Middlesex TW16 5QH ENGLAND

Customer Comments

Retell aims to continually improve instructions. Please e-mail your comments to sales@retell.co.uk



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