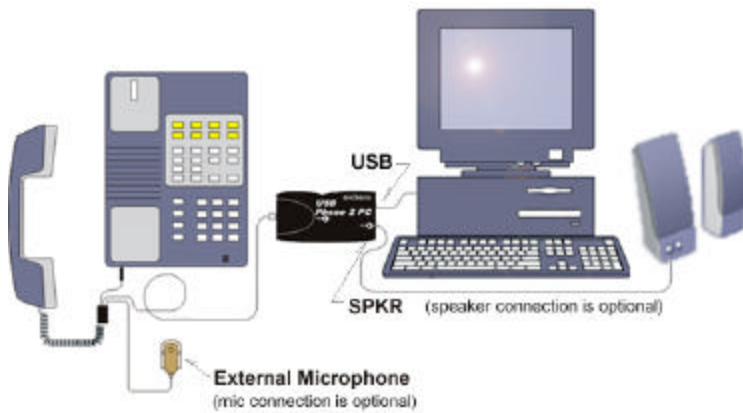


# Konexx USB Phone 2 PC Products

Version 4.5

## White Paper



**Konexx USB Phone 2 PC  
Affordable Telephone Call  
Recording Solutions**



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# Konexx USB Phone 2 PC

## **Introduction**

Konexx has been designing and manufacturing computer to telephone interface products for more than 20 years. In 1999 Konexx expanded its computer to telephone product line to include a suite of cost effective telephone conversation recording solutions called Phone 2 PC. This recording solution suite consisted of an easy to install telephone to computer sound card interface device and a suite of recording software programs. The software programs were developed to satisfy the recording needs for various business applications.

The USB Phone 2 PC is a recording solution consisting of the USB Phone 2 PC interface and recording software. The USB Phone 2 PC interface is a combination telephone to computer interface and sound card combination. The USB Phone 2 PC interface obtains its power from the computer's USB port and does not require any other power source, making it ideal for laptop users. The USB Phone 2 PC is compatible with computers running Microsoft Windows 2000, XP, Vista and Windows 7 32 bit or 64 bit Operating System (OS).

With the USB Phone 2 PC solution, you can record telephone conversation, conference calls via a speakerphone, dictations or meetings. The USB Phone 2 PC comes with hardware to connect to your telephone handset or headset port for recording phone conversations. An optional connection for the supplied external microphone is provided for recording calls made on the speakerphone, meetings or dictation. The USB Phone 2 PC enables the playback of audio files through the telephone set for parties at the other end of your call to hear them. User's of the USB Phone 2 PC can also enable a recording "Beep Tone" generation to comply with the "two party notification" recording laws in some states.

The USB Phone 2 PC solution is easy to use and easy to install. The software comes with an installation wizard to walk you through the install process. The software registration is coded into the USB Phone 2 PC interface, eliminating the need to register the software on-line or via telephone and making it simple to relocate the software from one computer to another.

The USB Phone 2 PC records conversations directly to your computer. Recordings can be saved directly to your hard drive or a server. The recordings are stored in the form of a "wav" file. 1 hour of recording consumes only 5.6 MB of disk space. Recordings can be archived to a CD or DVD. Over 100 hours of recordings can be archived to a CD.

## **Software**

The USB Phone 2 PC recording solution suite offers different software solutions for your recording needs. There are three (3) main software editions to select from and four (4) specialty editions. The three main software editions are:

- Basic
- Advanced
- Call Center

The four specialty software editions are:

- Secure
- Law Enforcement
- Law Enforcement with Transcription
- Basic with Transcription

The USB Phone 2 PC software requires Microsoft Windows 2000, XP, Vista and Windows 7 32 bit or 64 bit Operating System (OS) and will not run unless the USB Phone 2 PC hardware is attached to the computer.

All editions of the USB Phone 2 PC software includes an easy to follow "Installation Wizard" that steps the user through the entire process of installing the hardware and software. The "Installation Wizard" also provides the installer with steps to test the connections to ensure proper operation.

The following provides a brief description of the various software editions. Information on the feature details of the various software editions will be covered in the "Features" section of this document.

### **Basic Edition**

Basic Edition is an "On Demand" recording solution. "On Demand" means the user must manually start and stop the recording function by clicking on an icon. The Basic Edition contains (as the name implies) the basic recording functions and is absent of some of the features such as "Book Marking", "Annotation" and "Voice Activation" contained in our more advanced recording software. The Basic Edition does provide the ability to:

- ✍ Record telephone calls or from the external microphone.
- ✍ Email recordings directly from the program.

## Konexx USB Phone 2 PC

- ✘ Select automatic file naming.
- ✘ Name recordings with a date and time stamp.
- ✘ Ability to play audio files through the telephone to parties at the other end of your call.
- ✘ Enable “Beep Tone” insertion to alert that calls are being recorded.
- ✘ Records in a highly compressed good sound quality GSM mode, which only consumes 5.6MB of disk space per hour of recording.
- ✘ Announcement Manager – Allows an easy to use file selection table for selecting audio files to play through the telephone, even while recording. This is a great utility for automatically making announcements, presentations or any repetitive statements to the called party.

### Advanced Edition

Advanced Edition contains all the capabilities of the Basic Edition, which are:

- ✘ Record telephone calls or from the external microphone.
- ✘ Email recordings directly from the program.
- ✘ Select automatic file naming.
- ✘ Name recordings with a date and time stamp.
- ✘ Ability to play audio files through the telephone to parties at the other end of your call.
- ✘ Enable “Beep Tone” insertion to alert that calls are being recorded.
- ✘ Records in a highly compressed good sound quality GSM mode, which only consumes 5.6MB of disk space per hour of recording.

Advanced Edition also includes the following additional capabilities:

- ✘ Voice Activation option – which automatically starts the recording process when sound is detected and automatically stops the recording process when a user-defined period of silence is detected.
- ✘ Annotation – the ability to append a recorded note or message to the end or beginning of a recording.
- ✘ Book Marking – the ability to insert a visible mark on a recording “time line” during the recording or playback process. The “Book Marking” of important points in the recording is a great tool for training purposes or to save time when playing long recordings by enabling the listener to go straight to the salient points in the recording.
- ✘ Announcement Manager – Allows an easy to use file selection table for selecting audio files to play through the telephone, even while recording. This is a great utility for automatically making announcements, presentations or any repetitive statements to the called party.
- ✘ File Editor – allows the editing (cutting or cropping) of recordings.
- ✘ Minimized Screen Mode – allows the application to be run in a reduced screen mode, taking up less space on your computer monitor.

### Call Center Edition

Call Center Edition is designed for use in a location where management does not want the user to have any control over the recording process or have access to any of the feature settings, such as a call center agent’s desk. Call Center Edition contains all the capabilities of the Advanced Edition, which are:

- ✘ Record telephone calls or from the external microphone.
- ✘ Email recordings directly from the program.
- ✘ Select automatic file naming.
- ✘ Name recordings with a date and time stamp.
- ✘ Ability to play audio files through the telephone to parties at the other end of your call.
- ✘ Enable “Beep Tone” insertion to alert that calls are being recorded.
- ✘ Records in a highly compressed good sound quality GSM mode, which only consumes 5.6MB of disk space per hour of recording.
- ✘ Voice Activation option – which automatically starts the recording process when sound is detected and automatically stops the recording process when a user-defined period of silence is detected.
- ✘ Annotation – the ability to append a recorded note or message to the end or beginning of a recording.
- ✘ Book Marking – the ability to insert a visible mark on a recording “time line” during the recording or playback process. The “Book Marking” of important points in the recording is a great tool for training purposes or to save time when playing long recordings by enabling the listener to go straight to the salient points in the recording.
- ✘ Announcement Manager – Allows an easy to use file selection table for selecting audio files to play through the telephone, even while recording. This is a great utility for automatically making announcements, presentations or any repetitive statements to the called party.
- ✘ File Editor – allows the editing (cutting or cropping) of recordings.

## **Konexx USB Phone 2 PC**

- ✍ Minimized Screen Mode – allows the application to be run in a reduced screen mode, taking up less space on your computer monitor.

Call Center Edition also includes the following additional capability:

- ✍ Has an optional screen mode called “Agent Logger Mode” which takes all control and intervention away from the user. The “Agent Logger Mode” only presents a small (.38 “ X .38”) icon on the monitor and activates the voice activated recording and auto naming functions of the program.

### **Secure Edition**

Secure Edition was developed for applications that require recordings to be resistant to tampering or that may be used for evidentiary purposes. Such as private investigators, insurance companies, etc.. Much like Basic Edition, Secure Edition is an “On Demand” recording solution. “On Demand” means the user must manually start and stop the recording function by clicking on an icon.

Secure Edition contains the following capabilities:

- ✍ Record telephone calls or from the external microphone.
- ✍ Email recordings directly from the program.
- ✍ Select automatic file naming.
- ✍ Name recordings with a date and time stamp.
- ✍ Recordings are “Voiced Stamped”. This means that when a recording is made, the program encapsulates the original recording between a pre and post recording announcement. Encapsulating the original recording between a pre and post announcement helps to maintain the integrity of the original recording for evidentiary purposes.
- ✍ Annotation – the ability to append a recorded note or message to the end or beginning of a recording (before or after the “Voice Stamps”).
- ✍ Book Marking – the ability to insert a visible mark on a recording “time line” during the recording or playback process. The “Book Marking” of important points in the recording is a great tool for training purposes or to save time when playing long recordings by enabling the listener to go straight to the salient points in the recording.
- ✍ Ability to play audio files through the telephone to parties at the other end of your call.
- ✍ Records in a highly compressed good sound quality GSM mode, which only consumes 5.6MB of disk space per hour of recording.
- ✍ Minimized Screen Mode – allows the application to be run in a reduced screen mode, taking up less space on your computer monitor.
- ✍ Announcement Manager – Allows an easy to use file selection table for selecting audio files to play through the telephone, even while recording. This is a great utility for automatically making announcements, presentations or any repetitive statements to the called party.

### **Law Enforcement Edition**

Law Enforcement Edition was developed specifically for Law Enforcement Agencies. Konexx will only sell Law Enforcement Edition to “official” law enforcement agencies not to other businesses or agencies. Law Enforcement Edition recordings are resistant to tampering which makes the recordings more useful for evidentiary purposes. Much like Basic Edition, Law Enforcement Edition is an “On Demand” recording solution. “On Demand” means the user must manually start and stop the recording function by clicking on an icon.

Law Enforcement Edition contains the following capabilities:

- ✍ Record telephone calls or from the external microphone.
- ✍ Email recordings directly from the program.
- ✍ Select automatic file naming.
- ✍ Name recordings with a date and time stamp.
- ✍ Recordings are “Voiced Stamped”. This means that when a recording is made, the program encapsulates the original recording between a pre and post recording announcement. Encapsulating the original recording between a pre and post announcement helps to maintain the integrity of the original recording for evidentiary purposes.
- ✍ Annotation – the ability to append a recorded note or message to the end or beginning of a recording (before or after the “Voice Stamps”).
- ✍ Book Marking – the ability to insert a visible mark on a recording “time line” during the recording or playback process. The “Book Marking” of important points in the recording is a great tool for training purposes or to save time when playing long recordings by enabling the listener to go straight to the salient points in the recording.
- ✍ Ability to play audio files through the telephone to parties at the other end of your call.

## Konexx USB Phone 2 PC

- Records in a highly compressed good sound quality GSM mode, which only consumes 5.6MB of disk space per hour of recording.
- Minimized Screen Mode – allows the application to be run in a reduced screen mode, taking up less space on your computer monitor.
- Announcement Manager – Allows an easy to use file selection table for selecting audio files to play through the telephone, even while recording. This is a great utility for automatically making announcements, presentations or any repetitive statements to the called party.

### Law Enforcement with Transcription

Law Enforcement with Transcription has the same software as the Law Enforcement Edition only a special foot pedal control function is enabled allowing the use of an included 3 key foot pedal to control the playback feature. Also enabled in the software is a convenient counter to keep you informed of the current position in the playback. See Law Enforcement Edition information (above) for the software capabilities beyond the foot pedal control and counter. The Law Enforcement with Transcription purchase includes a separate “play only” software program with the intent of having the “play only” software installation at the Transcriber’s computer with the included foot pedal. The other, “full capability” software is for use at the recorder’s computer where phone calls, meetings, interviews or dictation can be recorded then sent to the transcriber for transcription.

Figure A is a picture of the foot pedal and the convenient counter window included with the Law Enforcement with Transcription package.



**Figure A**

### Basic with Transcription

Basic with Transcription has the same software as the Basic Edition only a special foot pedal control function is enabled allowing the use of an included 3 key foot pedal to control the playback feature. Also enabled in the software is a convenient counter to keep you informed of the current position in the playback. See Basic Edition information (above) for the software capabilities beyond the foot pedal control and counter. The basic with Transcription purchase includes a separate “play only” software program with the intent of having the “play only” software installation at the Transcriber’s computer with the included foot pedal. The other, “full capability” software is for use at the recorder’s computer where phone calls, meetings, interviews or dictation can be recorded then sent to the transcriber for transcription.

Figure A (above) is a picture of the foot pedal and the convenient counter window included with the Basic with Transcription package.

### Computer Requirements

Konexx recommends the following computer requirements for using the USB Phone 2 PC product:

*Operating system* - Microsoft Windows 2000, XP, Vista or Windows 7 (32 bit or 64 bit)<sup>1</sup>

*Processor* – Pentium II @350 MHz, 128 MB RAM and 1 GB free hard disk space.<sup>2</sup>

*USB Port* – 1.0, 1.1 or 2.0 and either OHCI or UHCI serial bus controller.<sup>1</sup>

<sup>1</sup> These attributes are required for using Konexx USB Phone 2 PC product.

<sup>2</sup> These attributes are only recommendations for optimized performance. Konexx USB Phone 2 PC will run quite well on systems with less capability than those recommended.

# Konexx USB Phone 2 PC

## Hardware

The Konexx USB Phone 2 PC recording solutions come with the following hardware:

- USB Phone 2 PC Interface
- Telephone to Interface connection cable.
- External microphone
- External microphone to Interface connection cable.

### USB Phone 2 PC Interface

This device connects the telephone to the computer. The interface unit contains a USB audio (USB sound card) circuit and components to interface a telephone set (the telephone's handset port) to the computer. Playing of audio files through the telephone is supported with this interface. The interface is compatible with any telephone set (analog or digital) that has a "modular handset connection"<sup>3</sup>. The product can also interface between a headset and the telephone in lieu of the handset port. An optional connection to an external microphone is included for dictation purposes or to record conference calls or meetings.

The interface obtains its power from the computer's USB port. The interface contains the software license, making it easy for the user to relocate the Phone 2 PC recording solution from one computer to another, eliminating the email or phone software registration process.

The USB Phone 2 PC interface contains 3 connections (see Figure 1). The connections are:

- ✎ USB -  
This connection is a cable approximately 8 inches long and has a fixed termination to the USB Phone 2 PC interface at one end. The other end terminates to a USB type A plug. The USB cable connects to the computer's USB port.
- ✎ SPKR -  
This connection is a 3.5mm stereo jack. This jack is for connection of external speakers. If your computer already has speakers connected to an existing sound card, it is not necessary to relocate them to the USB Phone 2 PC interface, the USB Phone 2 PC software allows you to use the existing sound card for audio playback.
- ✎ HANDSET -  
This connection is a RJ11 (6P6C) jack. The "HANDSET" jack is used in conjunction with the "Telephone to Interface connection cable", connecting the telephone set to the USB Phone 2 PC interface. It can optionally be used to connect an external microphone only utilizing the supplied "External Microphone to Interface" connection cable.

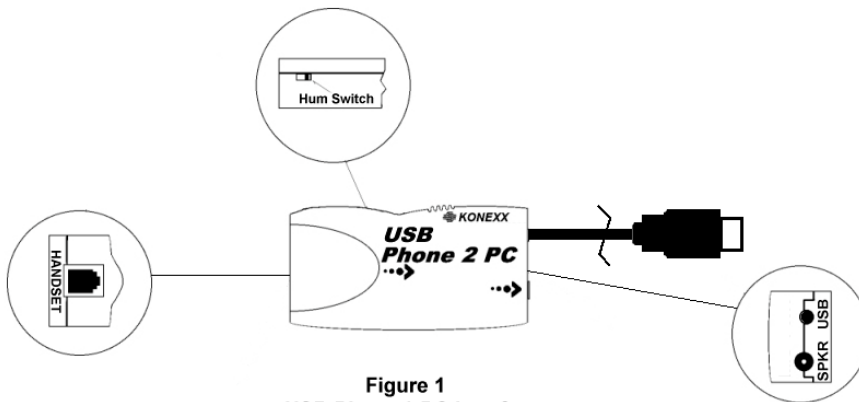


Figure 1  
USB Phone 2 PC Interface

The USB Phone 2 PC interface has a small-unlabeled slide switch located on the side of the unit. This switch is called the "Hum Switch" (ref. Figure 1). The "Hum Switch" is normally not used. In some installations users may experience a hum or buzz in the recordings or on their telephone's receiver when the interface is connected. If this hum or buzz is experienced, the "Hum Switch" should be switched to the opposite side.

### Telephone to Interface connection cable

This cable connects your telephone set to the USB Phone 2 PC interface. This cable also has a jack to optionally connect the supplied external microphone if you wanted to alternate between telephone recording and dictation without reconnecting cables. The "Telephone to Interface connection cable has 4 connectors (see Figure 2). The 4 connectors are:

- ✎ P1 -  
This is a RJ11 (6P6C) plug. This plug connects to the USB Phone 2 PC interface jack labeled "HANDSET".

<sup>3</sup> A "modular handset connection" means that the handset-coiled cord unplugs from the telephone base.

## Konexx USB Phone 2 PC

✎ P2 –

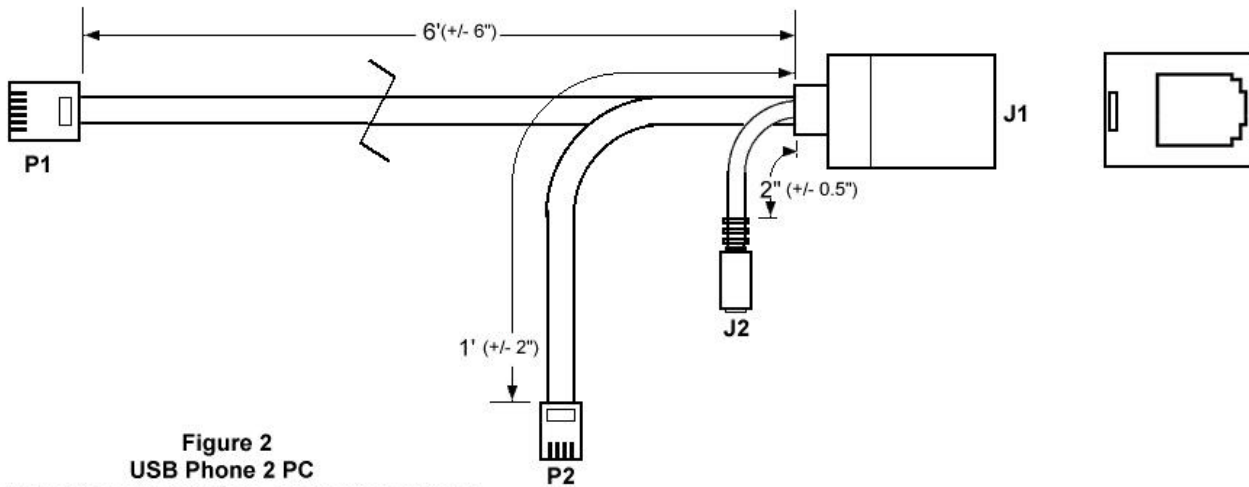
This is a RJ22 (4P4C) plug. This plug connects to the telephone base unit where the handset-coiled cord normally connects. Alternately, if you are using a headset with an amplifier box, this plug connects to the telephone set where the headset amplifier box would normally connect.

✎ J1 –

This is an RJ22 (4P4C) jack. This jack is where the telephone handset (with coiled cord attached) should be connected. Alternately, if you were using a headset with an amplifier box, the headset amplifier box would connect to this jack.

✎ J2 –

This is a 3.5mm stereo jack. This jack is provided for connecting the supplied external microphone. Connection of the external microphone is optional.



### External Microphone

This microphone has good sensitivity and comes with a "saddle" for the microphone to set in. The "saddle" can be affixed to your computer monitor or the telephone set. The microphone has a cable approximately 6 foot long with a 3.5mm stereo plug (see Illustration 1).



**Illustration 1**  
USB Phone 2 PC  
"External Microphone"

### External Microphone to Interface connection cable

The use of this cable is optional. It is supplied for the user that wants to dictate, record conference calls, meetings or interviews and does not need to record phone conversations. The cable has two connectors (see Figure 3). The connectors are:

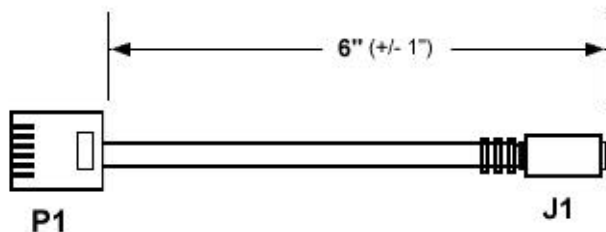
✎ P1 –

This is a RJ11 (6P6C) plug. This plug connects to the USB Phone 2 PC interface jack labeled "HANDSET".

✎ J1 –

This is a 3.5mm stereo jack. This jack is provided for connecting the supplied external microphone.

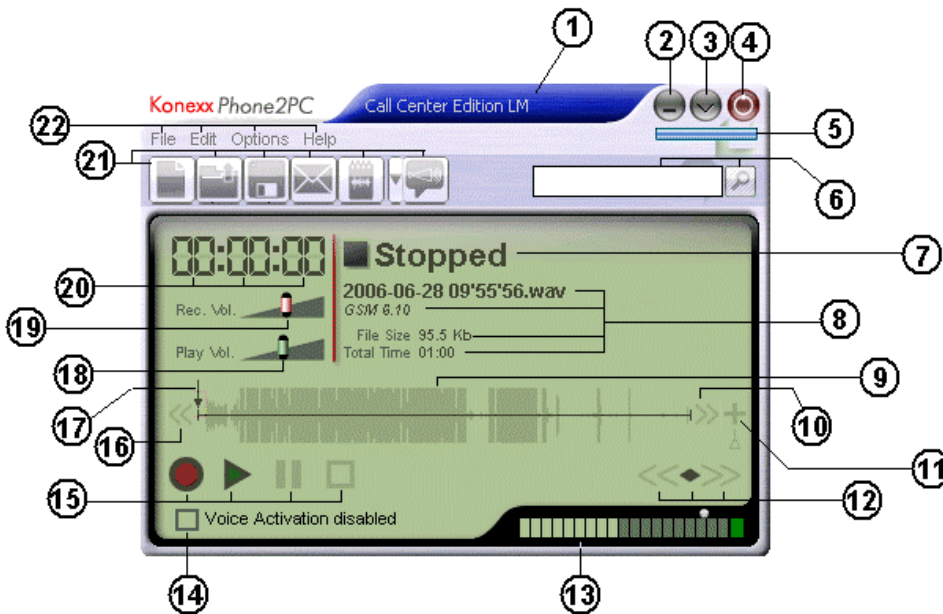
## Konexx USB Phone 2 PC



**Figure 3**  
**USB Phone 2 PC**  
**"External microphone to Interface connection cable"**

### Main Graphical User Interface (GUI) Road Map

The following is a screen shot of the Phone 2 PC Version 4.0.X.XXX main GUI. The various elements presented in the main GUI are identified with ballooned numbers. The ballooned numbers correspond to text identifying what the particular element is. In later sections of this document more detail on the various elements is provided. The Konexx USB Phone 2 PC product line includes many different software editions. The edition presented in this document is the Call Center Edition, which has more functions and features than the other software editions. If a specific element shown in this document is absent in a particular software edition, it will be noted in the text identifying that element.














- ① This section will contain text indicating the software edition and is also an area you can place your cursor on to reposition the GUI on your desktop.
- ② Minimize control – clicking on this icon will minimize the GUI to the task bar.
- ③ Switch to Mini Skin – clicking on this icon will take the GUI from Main Screen Mode to a small user interface with limited controls. *(not available in Basic Edition)*



#### Mini Skin

- ④ Exit – clicking on this icon will exit the application.
- ⑤ “In Focus” indicator – When this bar is blue the Phone 2 PC GUI is the current Windows application in “focus”.

## Konexx USB Phone 2 PC

- ⑥ Search For Text – This is a text search utility created by Konexx. It can be used to find files (recordings) containing the text you are searching for. This utility will only search “wav” files. It will search for the indicated text in file names, the file properties data and in the bookmark data.
- ⑦ Application State Indication – Displays the state of the application (i.e. Stopped, Playing, Recording, etc.).
- ⑧ Current File Data – Displays the current (opened) file data (i.e. File Name, File Format, File Size and Total Time).
- ⑨ Current File Wave Form Representation Display – When a recording is opened or “loaded” in the Phone 2 PC program a visual representation of the recording will be displayed here. If bookmarks are created for the recorded file, they will also be displayed in their assigned position in this area. The visual representation of the recording will not show during the recording process, when the recording process is stopped the visual representation will be displayed.
- ⑩ Fast Forward – This control is to fast-forward the playing of a recording. This control is only active when playing a recording.
- ⑪ Add Bookmark – Click on this icon to add Bookmarks to a recording. Bookmarks can only be added during the play process. An alternate method of adding a Bookmark is by pressing the Numpad “+” key during the play process. *(not available in Basic Edition)*
- ⑫ Playback Speed Setting Control – This set of icons enables the setting of the recording playback speed. There are five different playback settings; Very Slow, Slow, Normal, Fast and Very Fast. If just the center diamond icon is bold, then the playback speed is set for “Normal” *(not available in Basic Edition)*.
- ⑬ Audio Input Indicator – This bargraph indicator displays incoming audio (recording audio level), provides a visual indication of threshold setting and amplitude of the incoming audio. This display is active during recording and playback functions.
- ⑭ Voice Activation Check Box – Provides one of two methods for enabling or disabling the Voice Activation function. This area also provides text indicating whether voice Activation is enabled or disabled. *(not available in Basic Edition)*
- ⑮ Main Function Control Icons – These four icons are the main function controls. Click on  to record. Click on  to play. Click on  to pause. Click on  to stop playing or recording.
- ⑯ Reverse/Rewind – This control is to reverse/rewind the playing of a recording. This control is only active when playing a recording.
- ⑰ Play Position Indicator – This pointer indicates the play position on the recording time line. It will show the playing position of the opened file when playing a recorded file.
- ⑱ Play Volume – This control is the volume adjustment for the play audio.
- ⑲ Record Volume – This control is the record volume adjustment. It is used to adjust the recording level (volume of the audio being recorded).
- ⑳ Elapsed Time Indicator – This display shows elapsed time during the record or play process. The time is displayed in Hours/Minutes/Seconds.
- ㉑ Function/Feature Tool Bar Icons – These icons are for commonly used functions or features. The functions or features are (from left to right):  
 Prepares for a new recording , Opens a file , Saves current file , Send E-mail ,  
 Add annotation  *(not available in Basic Edition)*, Announcement menu  *(not available in Basic, Secure or Law Enforcement Editions)*, Play announcement  *(not available in Basic, Secure or Law Enforcement Editions)*.
- ㉒ Functions and Features Selection Menus – Clicking on any of these four text elements (File, Edit, Options and Help) will expose a drop down menu to access various features and functions.

# Konexx USB Phone 2 PC

## Getting Started

The USB Phone 2 PC software requires Microsoft Windows 2000, XP, Vista and Windows 7 (32 bit or 64 bit) operating systems and will not run unless the USB Phone 2 PC hardware is attached to the computer.

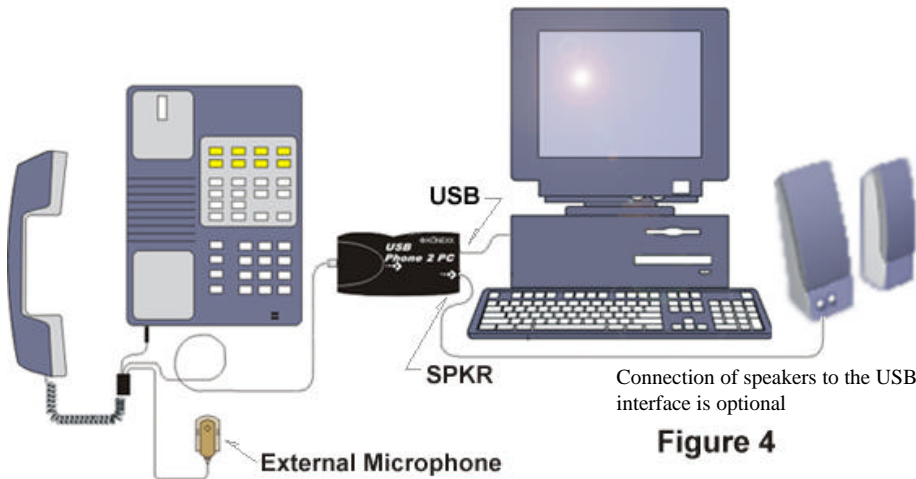
All editions of the USB Phone 2 PC software include an easy to follow “Installation Wizard” that steps the user through the entire process of installing the hardware and software. The “Installation Wizard” also provides the installer with steps to test the connections to ensure proper operation. The following Hardware Installation diagrams are provided as reference, Konexx recommends you follow the easy steps provided by the Installation Wizard on the provided CD.

## Hardware Installation

Connecting the USB Phone 2 PC hardware is simple.

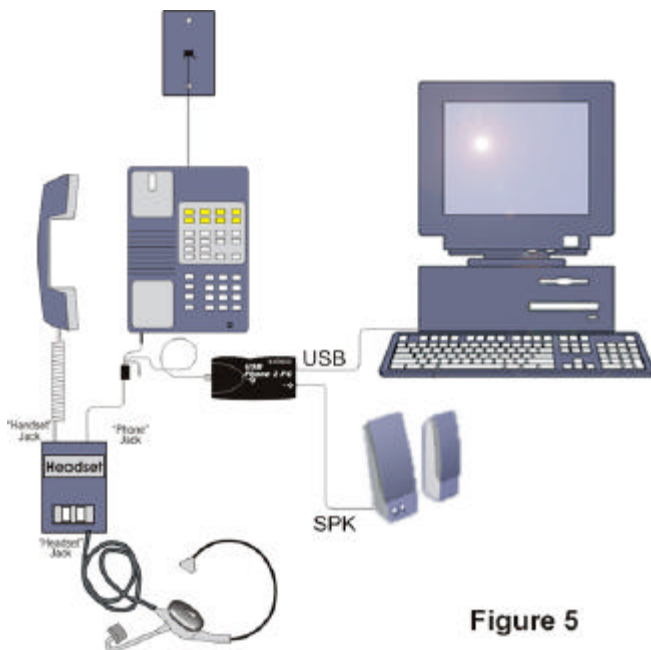
Figure 4 is a connection diagram showing the hardware connected to a desktop computer using the Interface for the speaker connection and the external microphone connected to the “Telephone to Interface connection cable”.

- ✍ The connection of external speakers to the USB interface jack labeled “SPKR” is optional. Most users will elect to use the speakers connected to their existing soundcard and direct the Phone 2 PC application to play audio through their existing soundcard.



**Figure 4**

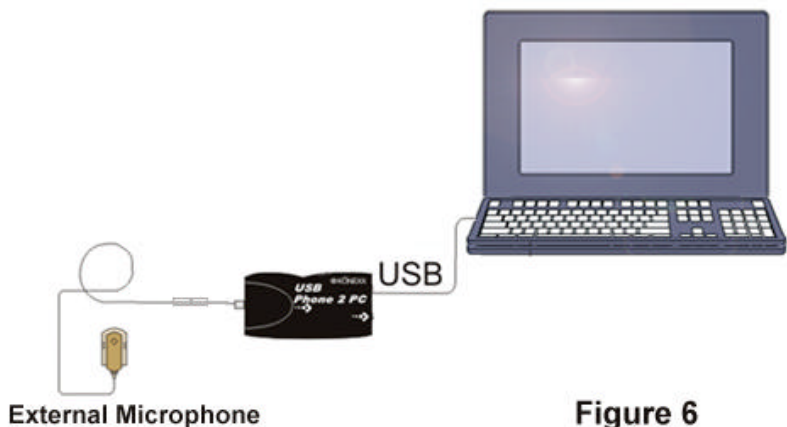
Figure 5 is a connection diagram showing the hardware connected to a desktop computer using the Interface for the speaker connection and the use of a headset.



**Figure 5**


## Konexx USB Phone 2 PC

Figure 6 is a connection diagram showing the hardware connected to a laptop computer using the External microphone connected to the interface with the “External microphone to interface connection cable”. This is a typical installation when the product is being used for recording dictation, meetings, interviews or conference calls.



### Software Installation


As previously mentioned, the Installation Wizard will automatically install the software application on the computer. The software installation process will prompt you for certain responses, in most installations, using the default response (responding with “Next”) is recommended.


After successful installation of the software application, the Konexx icon  will be placed on the computer’s desktop. Double clicking on the icon will open the application.

### Basic Operation

This section will describe the “basic” operations, i.e. recording, pause and playing of a recording. The method of recording described in this section will be “On Demand” recording (starting a recording by clicking the Record icon and stopping the recording by clicking on the Stop icon). This “Basic Operation” section is intended to be a “quick start” guide, using the “voice activation” recording as well as use of the various special features, options and utilities will be discussed in detail under the “Features” section of this document.


### Recording

To start a recording, click on the recording icon  located in the lower left corner of the Phone 2 PC GUI. The text in the “Application State Indicator” section should now read “Recording”. When recording the GUI’s “Audio Input Indicator” should be lighting (modulating) when either party in the call is talking. The “Audio Input Indicator” displays incoming audio (recording audio level) and provides a visual indication the amplitude of the incoming audio. If the “Audio Input Indicator” is not lighting up (modulating when someone is speaking), the program is not recording the conversation. Check your settings and connections.

The “Record Volume” control  slider is used to adjust the recording level. An ideal recording level is when someone is speaking, the yellow boxes of the “Audio Input Indicator” light up (peak) close to the small white dot above the bar graph.


⚠ Note that this indicator will modulate (move with the level of the speaker’s voice) and not stay lit up to a certain point all the time.



To stop the recording, click on the stop icon . When the recording is stopped, a “Save As” window will open enabling you to name and save the recording (unless you have selected “Auto file naming” in the Preferences section of the program).



# Konexx USB Phone 2 PC


## Pause

You can pause recording or playback. To pause click on the pause icon . To resume playing or recording, click on the pause icon again. Alternatively you can click the play icon if paused during the play function to resume playing or the record icon to resume recording if paused during the record function.

## Play

To play a recording with the Phone 2 PC program, a recording must be opened (loaded). To open a recording with the Phone 2

PC program, click on the “Open a File” icon , select the recording you want to play, then click on the play icon . Alternatively, to open a file (recording), you can click on the “File” drop down menu, select “Open”, then select the file you want to play.

You can adjust the play volume (loudness) using the “Play Vol.” adjustment  in the GUI.

⚡ The recordings made by the Phone 2 PC program do not have to be played using the Phone 2 PC program. Almost any media player can play them. If you double click on the file you want to play, your Windows default player will open and allow you to play with that program.

## Features

The following sections will describe the various features, utilities and options available in the Phone 2 PC program. The Konexx USB Phone 2 PC product line includes many different software editions. The edition presented in this document is the Call Center Edition, which has more functions and features than the other software editions. If a specific element shown in this document is absent in a particular software edition, it will be noted in the text identifying that element.

### “File” drop down menu



### New

If a recording is open (loaded into the Phone 2 PC), the opened recording is unloaded.

### Open

Used to open (load into the Phone 2 PC) a recording.

### Save As

Used to save an opened recording by another name. The original file will still exist if it had been saved.

### Send by e-mail

Used to send the opened recording to someone else via e-mail. This requires that you have a MAPI compliant email program on your computer.

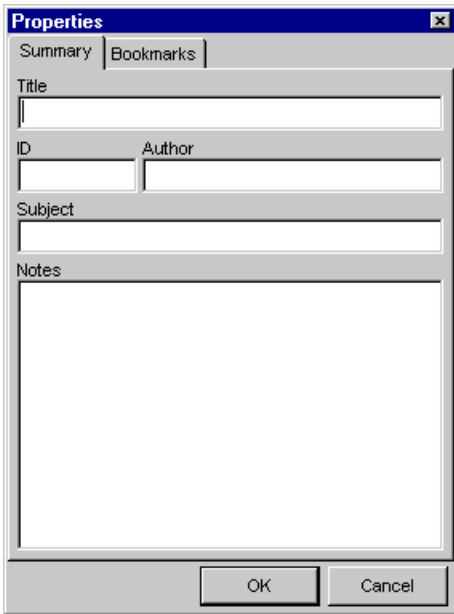
### Rename

Used to save an opened recording by another name. The renamed file will replace the original file.

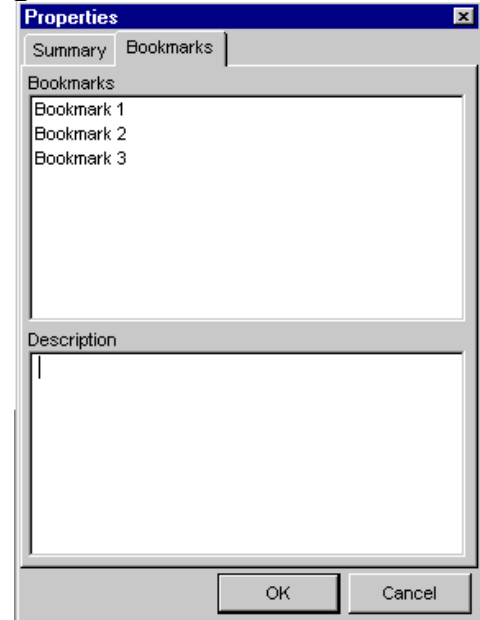
### Properties

(Not available in Basic Edition) This function is a utility that will allow you to view, edit or add properties in the form of text for the loaded file (recording) and for the Bookmarks. This utility will be useful for entering specific data (text) that can be used by the Phone 2 PC “Search” utility to locate files, because the “Search” utility will look for text in the Properties and Bookmarks of a recording. When the Properties function is selected, the following screen will be displayed:

## Konexx USB Phone 2 PC

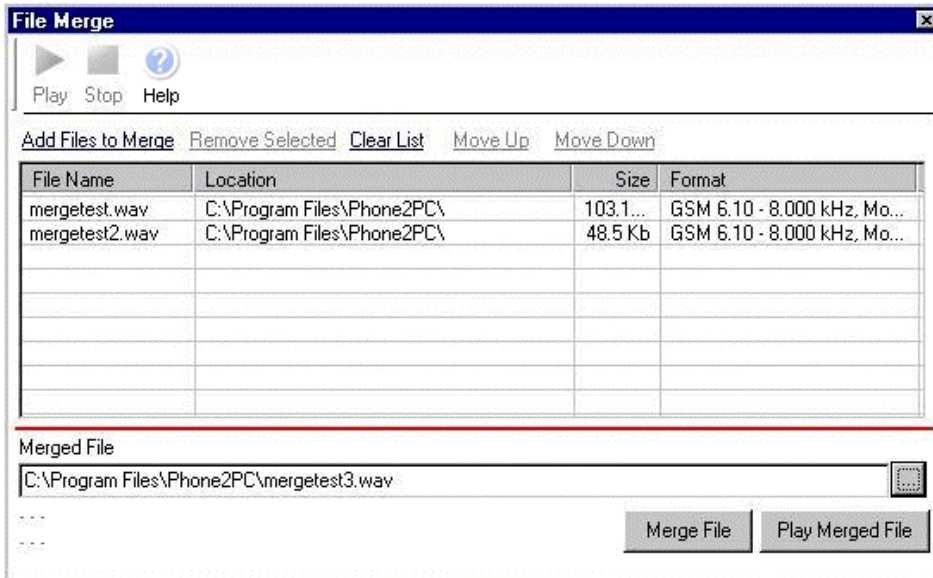


If you click the “Bookmarks” tab the screen to the right will be displayed.




### File Merger

This function is a utility that will allow you to merge two or more recording files into a single recording (file). When the File Merger function is selected, the following screen will be displayed:



To select recording files to merge together, click “Add Files to Merge”, an “Open” window will display. Select the recordings you want to merge into one file. You can re-arrange the sequence the selected files will be merged in by using “Move Up” or “Move Down”. Once the recordings to be merged have been opened (selected), type the path and file name in the “Merged

File” box or select the  “Browse” icon and navigate to the directory you want to save the merged file to, then select or type the name you want to save the merged file as. Next, click the “Merge File” button. The files will then be merged. You can play the merged file from this screen by clicking the “Play Merged File button.

### File Converter


(not available in Basic Edition) This function is a utility that will allow you to convert a file or batches (several files) from one codec/format to another codec/format (i.e. GSM 6.10 8 kHz Mono wav to PCM 8.00 kHz, 8bit, Mono wav). There are limitations on codecs and formats this utility can convert files to.

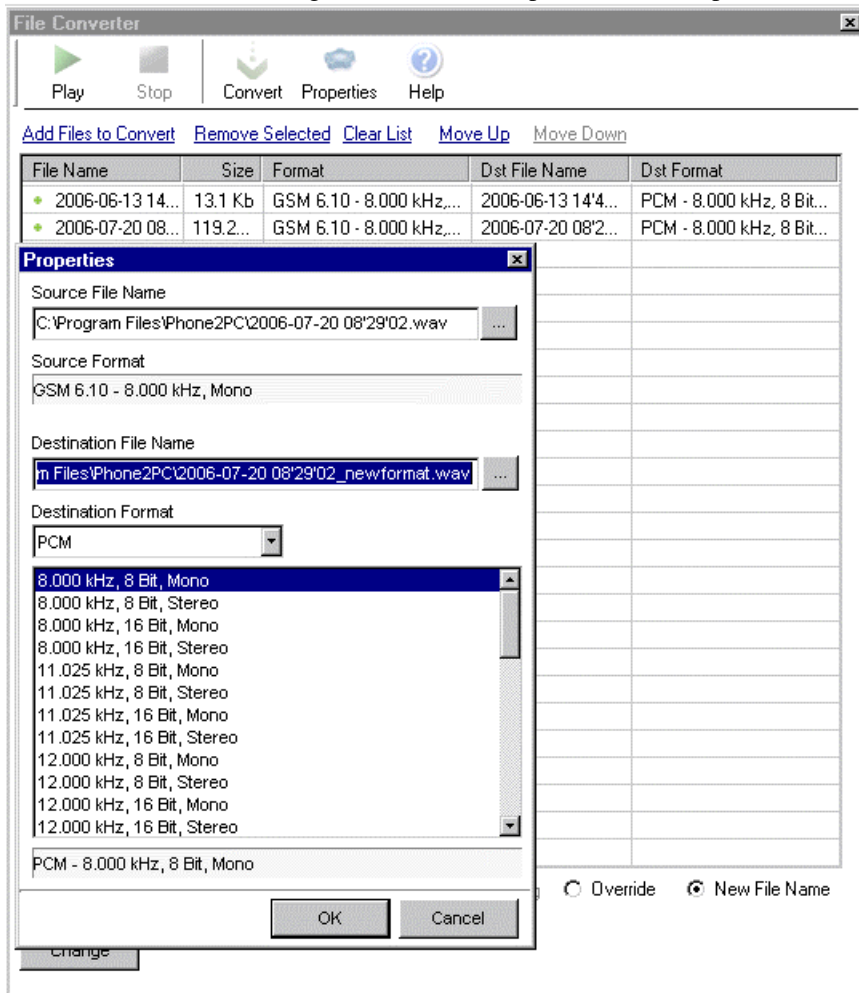
The limitation relative to the codec (i.e. GSM 6.10, PCM, MPEG layer 3, ADPCM, etc.) is that the codec you want to convert to must be installed and functional on the computer you are using. As an example, most generic Microsoft Windows Operating




## Konexx USB Phone 2 PC


Add the files (recordings) that you want to convert by clicking on the “Add Files to Convert” (located in the top left section of the File Converter screen). The files added should show in the chart.

You can customize the converted file name by highlighting (clicking) the file name and clicking the “Properties”  icon. When the “Properties” icon is clicked, a Properties window will open. The file name that will be used for the converted file is in the field called “Destination File Name”. You can change/customize the name there. Below is a screenshot of the File Converter with two recordings added and the Properties window opened.



To convert the recordings added in the File Converter chart, click the Convert  icon. When the files have been converted a red check will show in the chart “File Name” column.

This is the completion of the first conversion in this example, changing the recordings from the GSM 6.10 wav format to a PCM 8.000 kHz, 8 Bit, Mono format. The second conversion in this example will convert files we just converted to PCM 8.000 kHz, 8 Bit, Mono format to the PCM 44.100 kHz, 16 Bit, Stereo format needed for burning to an audio CD.

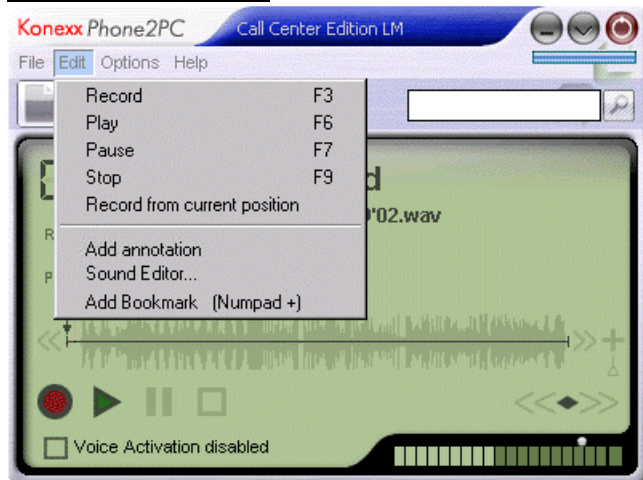
Clear the File Converter chart by clicking on the “Clear List” (located in the top center section of the File Converter screen). Add the files we just converted to PCM 8.000 kHz, 8 Bit, Mono format to the chart using the “Add Files to Convert” function (as described previously in this section). Then using the “Change” button , change the Default Target Format to PCM 44.100 kHz, 16 Bit, Stereo and complete the 2<sup>nd</sup> conversion as described previously (click the “Convert” icon). The files converted to the PCM 44.100 kHz, 16 Bit, Stereo wav format are now able to be burned to an audio CD.

- ⚡ The Konexx USB Phone 2 PC program does not include a CD burning application. You will have to get that from a third party if you do not already have one. Konexx does not provide support for problems you may encounter using the third party CD burning application – contact the maker of that application.
- ⚡ Note that the format required for burning recordings to an audio CD are high bit rate files (large size files) and a typical audio CD will only hold about 1 hour recordings.



# Konexx USB Phone 2 PC

## “Edit” drop down menu



### **Record**

Clicking on this item will start a recording. This is an alternate method (other than using the Toolbar icon) to manually start a recording. The Function 3 (F3) key is a hot key for the Record function, this hot key is only functional when the Phone 2 PC application is “in focus” (is the active window).

### **Play**

Clicking on this item when a file (recording) is opened will play the recording. This is an alternate method (other than using the Toolbar icon) to manually start the play function. The Function 6 (F6) key is a hot key for the Play function, this hot key is only functional when the Phone 2 PC application is “in focus” (is the active window). This item is only available if a file is loaded (opened) in the Phone 2 PC application

### **Pause**

Clicking on this item when a file (recording) is being played or when recording will pause the playing or recording. This is an alternate method (other than using the Toolbar icon) to manually pause the playing or recording function. The Function 7 (F7) key is a hot key for the Pause function, this hot key is only functional when the Phone 2 PC application is “in focus” (is the active window). This item is only available if a file playing or a recording is in process in the Phone 2 PC application.

### **Stop**

Clicking on this item when a file (recording) is being played or when recording will stop the playing or recording. This is an alternate method (other than using the Toolbar icon) to stop. The Function 9 (F9) key is a hot key for the Stop function, this hot key is only functional when the Phone 2 PC application is “in focus” (is the active window). This item is only available if a file playing or a recording is in process in the Phone 2 PC application.

### **Record from current position**

(not available in Basic, Secure or Law Enforcement Editions) Selecting this feature will enable the recording of audio starting from the current location of the main application’s “play position indicator”.

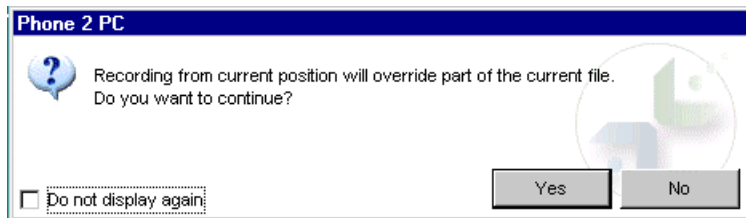
⚠ Note that if this feature is selected, any recorded audio to the right of the “play position indicator” will be replaced with the new recorded audio (overwritten).

To use this feature, open the recording you want to add to, or overwrite part of, from the main application. Play the recording until the playing (the “play position indicator”) reaches the spot you want to start the added recording, or the spot you want to over write with the new recording and pause the play process at that point. Select *Edit – Record from current position*, unless you had directed otherwise, the following message will display:



When the Ok button is clicked, the following message will display:

## Konexx USB Phone 2 PC



If the Yes button is clicked, the above message will go away and the main application will start recording from the current position of the “play position indicator”.

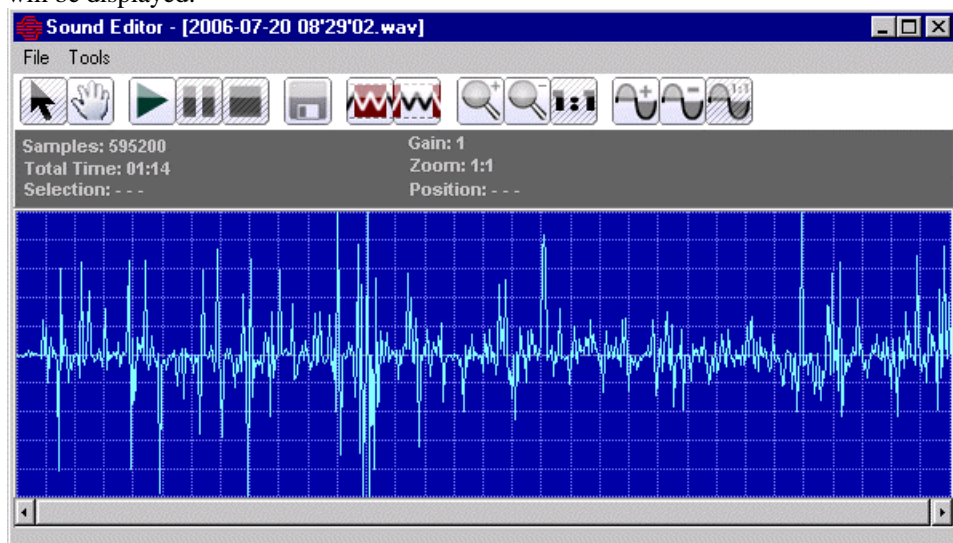
If the No button is clicked, the Record from current position function will be cancelled.

### **Add annotation**

(not available in Basic Edition) Clicking on this item when a file (recording) is opened will bring up a small recording control window which will let you add a voice annotation to the beginning or the end of the opened recording. This is an alternate method (other than using the Toolbar icon) to use the Annotation feature. The small recording control window will let you choose to save the annotated recording as a new file or as the original recorded file.

### **Sound Editor**

(not available in Basic, Secure or Law Enforcement Editions) Clicking on this item when a file (recording) is loaded (opened in the application) will open the Phone 2 PC Sound Editor. Use the "Konexx Phone 2 PC Sound Editor" to make changes to an existing recording. The Sound Editor will convert the recording from the GSM 6.10 compressed format to a PCM 8.000 kHz, 8 Bit, Mono format so the recording can be edited. The recording will be converted back to the GSM 6.10 format when the edited recording is saved or if the editor function is cancelled. When the Sound Editor function is selected the following screen will be displayed:



**CAUTION** – Using the tools and utilities in the Sound Editor may alter your recording. Konexx suggests making a copy of the original recording to work with in this area so you can revert back to the original, if you do not end up with the desired results of your editing.

With the "Konexx Phone 2 PC Sound Editor" you can cut and/or crop sections of the current recording. The Sound Editor also contains the following tools:

*Silence Remover* – This utility will remove periods of silence from a recording.

*Level Normalizer* – This utility will adjust audio in the recording, within a prescribed sound level (amplitude) window to be at an equal volume level.

*Increase Volume 10%* - This utility will increase the volume of the recording by 10%.

*Decrease volume 10%* - This utility will decrease the volume of the recording by 10%.


The Sound Editor will display the recording waveform in the o’scope area of the editor window. Information on the file to be edited is also shown in the text area of the Sound Editor screen.

## Konexx USB Phone 2 PC

The “Position” information displayed in the text information area can be useful in identifying the precise location to start and end the selected area when performing a Cut or Crop operation. This can be accomplished by playing the recording and noting the position information when the played audio reaches the part you want to cut or crop.


### Cut Recording

To cut portions of a recording, select the area you want to cut (delete) by placing the cursor at the beginning or end of the section to be cut, left mouse click and drag the cursor right or left to highlight the section you want to cut. Then

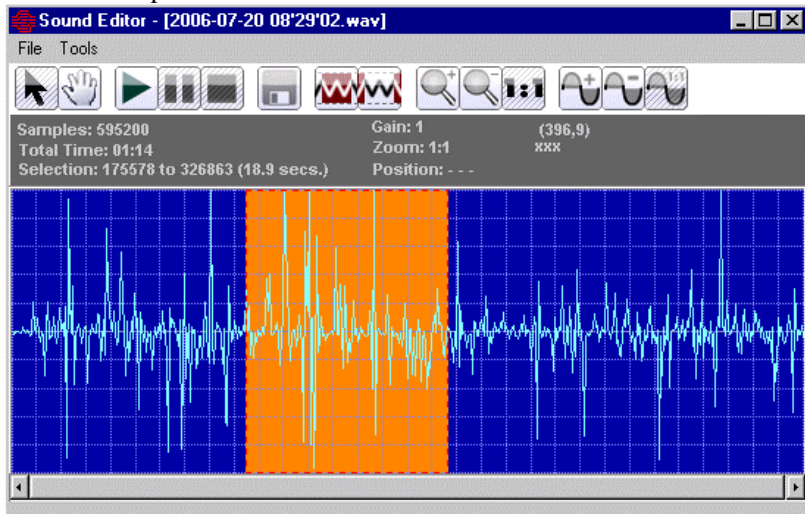
click the Cut icon . The highlighted section will then be deleted from the recording. You can save the edited recording as a new file or rename the edited recording.

### Crop Recording

To crop a recording select the area you want to keep by placing the cursor at the beginning or end of the section to be kept, left mouse click and drag the cursor right or left to highlight the section you want to keep. Then

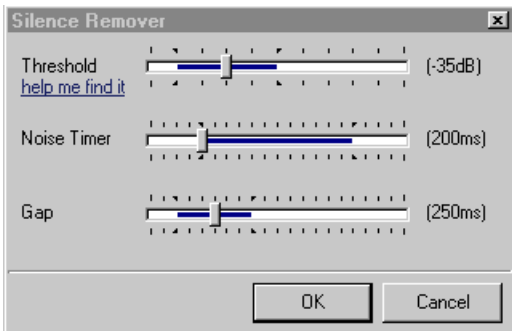
click the Crop icon . All audio in the original recording except the highlighted section will be deleted from the recording. You can save the edited recording as a new file or rename the edited recording.

The following screen shot shows the Sound Editor application with a selected (highlighted) section. If Crop function is chosen, all audio except the selected section will be deleted. If Cut function is chosen, the highlighted section will be deleted.



### Silence Remover

(not available in Basic, Secure or Law Enforcement Editions) This utility will remove periods of silence from a recording. The Silence Remover utility is accessed through the “Tools” drop down menu. When selected, the following control settings will be displayed:



The settings in this control panel enable the user to define the silence this utility will remove.

The “Threshold” control sets the maximum level of sound (amplitude) that will be removed. The setting units are decibels (dB). The blue line in the setting indication area is the recommended range to stay in. The [“help me find it”](#) uses an embedded analyzer algorithm to suggest a setting. Any sound lower than the selected “Threshold” will be targeted for removal dependant on the length of the sound relative to the “Noise Timer” selection as well as the position of sound lower than the selected threshold relative to the “Gap” selection.

## Konexx USB Phone 2 PC

The “Noise Timer” controls sets the maximum length of sound which is below the selected threshold, that the utility will use in identifying sound/silence which will be removed. The blue line in the setting indication area is the recommended range to stay in.

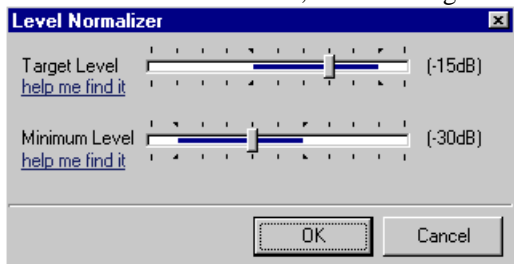
The “Gap” control sets the margin between sounds higher than the threshold selection and sounds lower than the threshold selection. Any sounds lower than the threshold selection that are positioned (located) closer than the “Gap” selection to sounds high than the threshold (sound in the margin) will not be removed.

Settings shown in the above Silence Remover screen shot, will cause the utility to remove any sounds or silence periods which meet all three of the following criteria:

- Below (quieter than) the threshold setting of  $-35\text{dB}$
- Have a duration longer than 200ms (milliseconds)
- Are no closer than 250ms to sounds louder than the threshold setting.

### Level Normalizer

*(not available in Basic, Secure or Law Enforcement Editions)* This utility adjust audio in the recording, within a prescribed sound level (amplitude) window to be at an equal volume level. The level Normalizer utility is accessed through the “Tools” drop down menu. When selected, the following control settings will be displayed:



The settings in this control panel enable the user to define parameters the utility will use to identify and adjust audio levels, resulting in an equal level for those sounds within the set parameters.

The “Target Level” control sets the loudness (target amplitude) which sounds will be adjusted to.

The “Minimum Level” sets smallest sound this utility will adjust up in amplitude to the target level.

Settings shown in the above Level Normalizer screen shot, will cause the utility to increase audio that is equal to or louder than  $-30\text{dB}$ , up to a loudness level of  $-15\text{dB}$ .

### Increase Volume 10%

Each time this item is clicked it will increase the volume of all audio in the recording by 10%.

⚠ Caution – All audio including background and system noise will be increased when this utility is used.

### Decrease Volume 10%

Each time this item is clicked it will decrease the volume of all audio in the recording by 10%.

### Add Bookmark

*(not available in Basic Edition)* Clicking on this item when a file (recording) is being played or when recording will insert a Bookmark. See “Bookmarks” below for more details on Bookmarks. This is an alternate method (other than using the Toolbar icon) to add Bookmarks. The Numpad + key is a hot key for adding Bookmarks.

# Konexx USB Phone 2 PC

## “Options” drop down menu



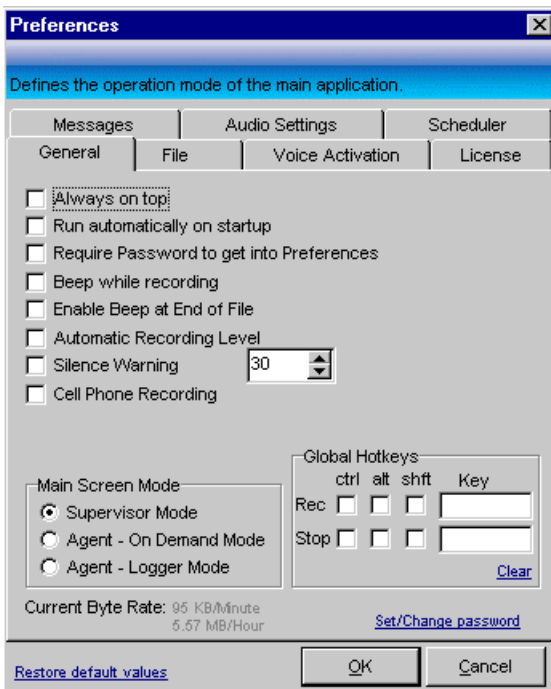
## **Preferences**

Preferences allow you to define how you would like the Phone 2 PC program to run on your computer. "Preferences" are divided into the following sections:

- ✎ General
- ✎ File
- ✎ Voice Activation
- ✎ License
- ✎ Messages
- ✎ Audio Settings
- ✎ Scheduler

## **General Preferences**

Allows you to define how the Phone 2 PC program operates. Each option is described below:



### *Always on Top*

Maintains Phone 2 PC on top of all other applications running on your PC.

### *Run Automatically at Startup*

Tells Windows to launch Phone 2 PC automatically when your computer starts.

## Konexx USB Phone 2 PC

### *Require Password to get into Preferences*

Does not allow access to the Preferences dialog unless a password is given.

### *Beep while recording*

If this option is checked, Phone 2 PC will generate a periodic beep tone. This feature was conceived in order to comply with some states regulations for recording telephone calls. Please check your state laws regarding telephone conversation recording requirements.

### *Enable Beep at End of File*

Generates a "Beep" tone when playback is stopped.

### *Automatic Recording Level*

Enables the ARL mechanism to automatically control the recording volume according to the input level.

### *Silence Warning*

If this element is selected a warning message will appear during the recording function if no input sound is detected for the time (in seconds) that is set in the box to the right of this item. The purpose of this function is to assist in preventing the recording of a "silent file" due to problems in the selection of the appropriate input source or a hardware connection issue.

### *Cell Phone Recording*

This function should be checked if you are going to record cell phone calls using the Konexx accessory USB Phone 2 PC Cell Phone Cable. Do not check this function unless you are using the optional USB Phone 2 PC Cell Phone Cable to record cell phone calls.

### *Main Screen Mode*

"Supervisor Mode" sets the application to full rights - full screen mode.

"Agent - On Demand Mode" sets the application to work with feature restrictions, in a smaller window. This mode will only provide the agent capability to record or pause the recording function.

"Agent - Logger Mode" sets the application to work as a logger. The agent will see a small icon that can be positioned anywhere in the desktop and it will blink when the application is recording. The Agent has no control of when to start or stop the recording. Voice Activation will start and stop recording when voice is sensed according to the parameters on the Voice Activation tab. Administrators can restore to "Supervisor Mode" by using a special password.

### *Global Hotkeys*

Enables the setting of "Hotkeys" for the start and stop recording function. The "Hotkeys" assignments will be "Global" meaning they will work regardless of the Phone 2 PC application being in focus (active window) or not the in focus application. Careful consideration should be taken when assigning the Global Hotkeys – if you assign Hotkeys already used by another application; the assigned Hotkeys through this function will override the other applications Hotkeys. When assigning the Global Hotkeys in addition to the choosing of the "Key", you must choose at least one ctrl, alt or shft keys (just choosing a single "Key" will not be recognized by the Phone 2 PC application). To clear the assigned Global Hotkeys, click "[Clear](#)" located at the bottom right of this section.

### *Current Byte Rate*

Indicates how large recording files will be for every minute of recording time.

### *Set/Change password*

Enables the changing or setting of the password.

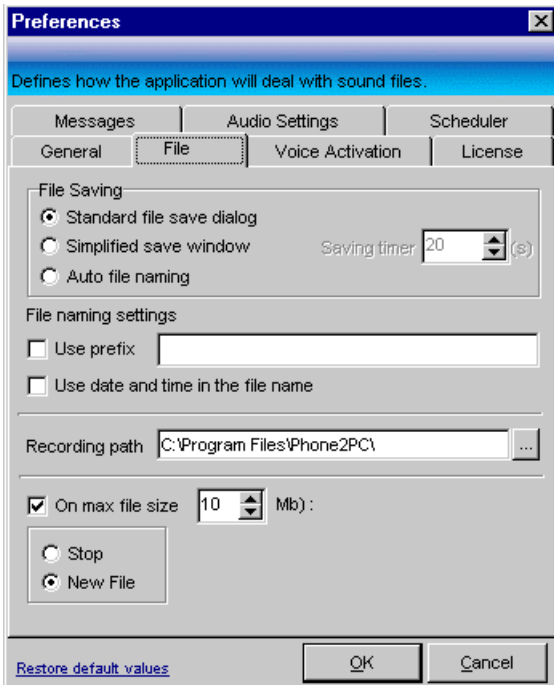
### *Restore Default Values*

Resets all preferences to the default values.

# Konexx USB Phone 2 PC

## File Preferences

Defines how recording files are saved. Each option is described below:



### File Saving

*Standard file save dialog:* Sets Phone 2 PC to open the regular "File Save Dialog" when a recording is stopped.

*Simplified save window:* Sets Phone 2 PC to open a "Simplified save window" when a recording is stopped. This window allows saving only to the specified "Recording Path" and it has an embedded timer that will force the saving of that file in a given amount of time. The timer interval is defined in the "Saving timer" box.

*Auto file naming:* Sets Phone 2 PC to automatically save the recording to the Recording Path. If nothing is set for prefix or date and time, it gives the file a sequential name, starting at 001.wav.

### File naming settings

These settings will be used in "Auto file naming" to automatically name the file, or as a naming suggestion for the other file saving options.

*Prefix:* Sets a text prefix as part of the file name.

*Using Date and Time:* "Using Date and Time" appends the current date and time to the file name. Format is YYYY-MM-DD HH'MM'SS.

### Recording Path

"Recording Path" specifies the directory where you store your recordings. The default is the directory in which Phone 2 PC was originally installed.

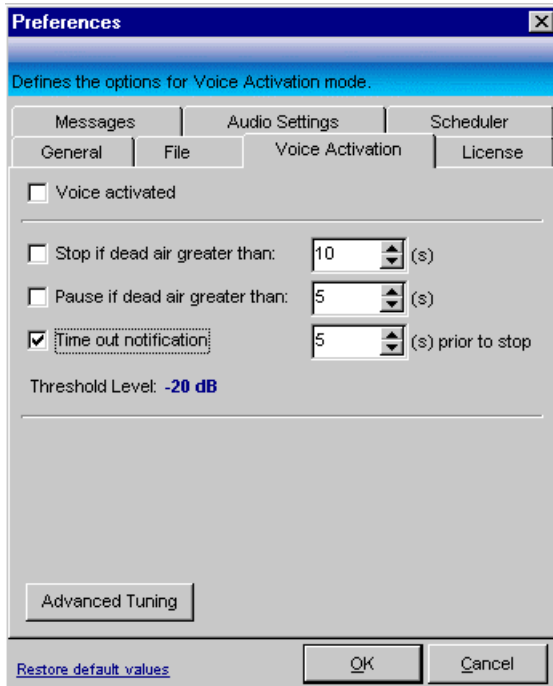
### On max file size

"On max file size" tells the Phone 2 PC what to do when the maximum file size (defined in the box) is reached. The options allow you to direct Phone 2 PC to "Stop" recording or to automatically create a "New File" when the maximum file size is reached. This is "per recording" (remember 1 hour of recording consumes only 5.6M of disk space).

# Konexx USB Phone 2 PC

## Voice Activation Preferences

(not available in Basic Edition) Allows setting Voice Activation parameters such as threshold of activation and silence interval. Each option is described below:



### *Voice activated*

Enables Voice Activation.

### *Stop if dead air greater than*

Directs the Phone 2 PC program to stop recording if it does not detect a signal (sound) for the specified period of time. When the recording is stopped, the application will go to a “Ready” state waiting for sound level greater than the “Threshold level” to trigger the start of a new recording.

### *Pause if dead air greater than*

Directs the Phone 2 PC program to pause the recording if it does not detect a signal (sound) for the specified period of time. When sound level is greater than the “Threshold level” is detected during the application will resume recording in the same file (a new recording will not be created).

⚠ Both the “Stop if dead air greater than” setting and the “Pause if dead air greater than” setting can not be selected at the same time. Select one or the other.

### *Time out notification*

Sets the amount of time when the "Time out notification window" will show up before the recording is stopped.

### *Threshold Level*

Displays the current Threshold Level for Voice Activation. When Phone 2 PC detects a sound signal louder than this threshold for a time period longer than specified in the "Advanced Tuning – Noise Timer” dialog, it starts recording.

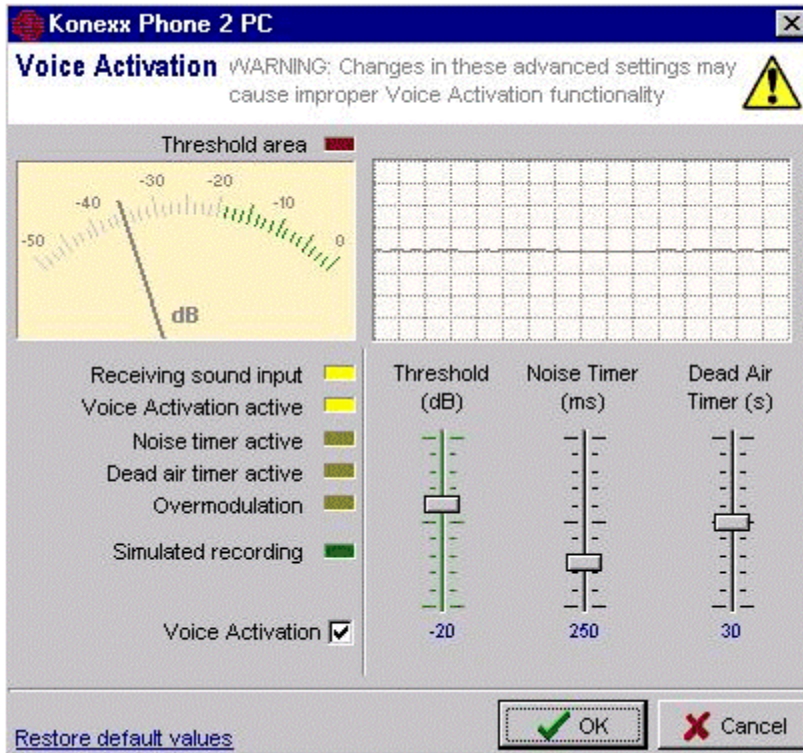


*Time out Notification Window*

## Konexx USB Phone 2 PC

### Advanced Tuning

The “Advanced Tuning” button is located in the “Voice Activation” section of the Preference settings. Advanced tuning provides detailed controls for adjusting voice activation parameters. When using “Voice Activation” it may be necessary to make adjustments to the settings to optimize the parameters for your specific environment.



#### *VUE Meter*

This scale in dB displays the current level of sound on the input channel. The green marks represent the threshold area.

#### *Oscope*

Allows for quick visualization of the sound frequency format on the input channel.

#### *LED's*

Represent the current state of the Voice Activation engine.

#### *Threshold Slider*

Sets the threshold level, from -50 dB (very low sound level) to 0 dB (very high sound level). The threshold level is the level sound must cross (exceed) in order for the voice activation function to determine a call is in process and start the recording process.

#### *Noise Timer (in milliseconds)*

Sets the noise window length used by the voice activation engine to identify real sound against bursts of sound. In the figure above, voice activation will only start recording if the sound persists more than 250ms (milliseconds or a quarter of a second) above the threshold level. It goes from 0ms (any burst of sound will trigger the recording) all the way up to 1000ms (1 second).

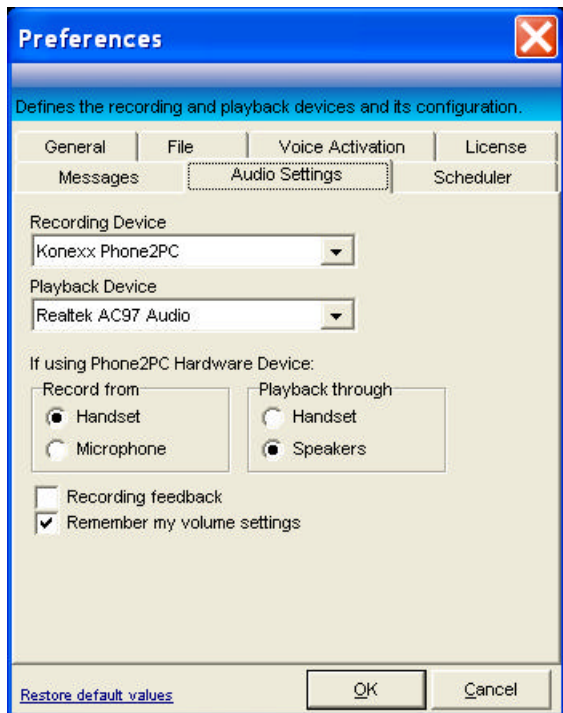
#### *Dead Air Timer (in seconds)*

Sets the silence period length used by the voice activation engine to identify intervals of silence long enough to stop the recording. In the figure above, Phone 2 PC will stop recording after a silence period of 30 seconds.

# Konexx USB Phone 2 PC

## Audio Settings Preferences

Allows you to choose which recording/playback device you will use with Phone 2 PC and if using the Phone 2 PC hardware device, what channels you will use. Each option is described below:



### *Recording Device*

From the list of all Audio Devices available in your system, you can select here which one you will use to make recordings.

### *Playback Device*

From the list of all Audio Devices available in your system, you can select here which one you will use to playback sound files.

### *Record from*

When you are using the USB Phone 2 PC hardware device, you have the additional choice of selecting which channel you will record from. The choices are handset or microphone. The choice you make will depend on how you have physically connected the USB Phone 2 PC Interface to your input sources.

*For example:* If you have connected your telephone set to the USB Phone 2 PC interface, then you should select "Handset". If you have connected both the telephone set and a microphone into the additional input jack, then you should select the option that you will use most often by default.

There is also another wiring scheme proper for interviews, where only a microphone is connected to the USB Phone 2 PC interface; in this case, you should select "Microphone".

### *Playback through*

Very similar to "Record from", you can also choose which output channel will be used if the current playback device is the USB Phone 2 PC. If Handset is selected, all Phone 2 PC playback is redirected to the telephone line in use. Both you and the far side can hear what is being played. If Speakers is selected, then all Phone 2 PC playback is redirected to the speakers (if any) connected to the "Speaker" port of your Phone 2 PC hardware device.

### *Recording Feedback*

If this item is checked (turned on), during the recording process any audio input into the interface will be sent out the "SPKR" jack on the USB Phone 2 PC interface.

**Note:** The configurations (in the Audio Settings area) are local to your Phone 2 PC software. They will not change your Windows settings. For instance, if your Windows playback device is an existing sound card, then choosing another device in Phone 2 PC will not alter your Windows preferred audio device.

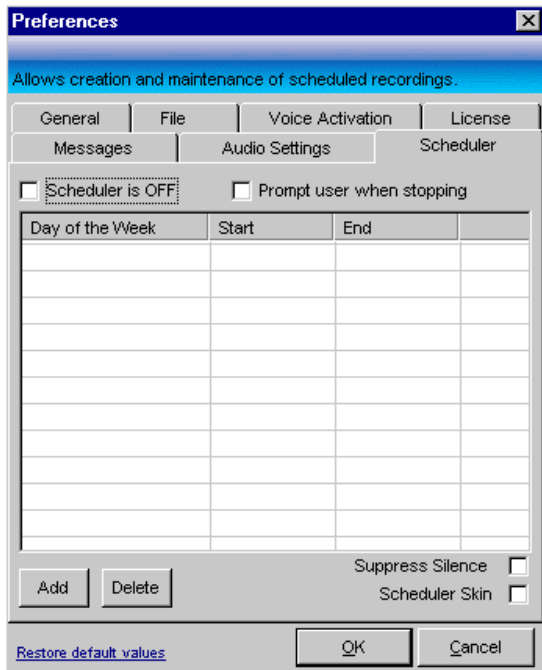
### *Remember my volume settings*

If this item is checked (turned on), adjustments you make to the recording volume or play volume will be remembered and the next time you open the application, those settings will be retained.

# Konexx USB Phone 2 PC

## Scheduler Preferences

(not available in Basic Edition) Scheduler allows you to schedule a recording session by defining a day and time to start and stop the recording function. The settings and options available in the scheduler are described below:



### Scheduler is ON/Off

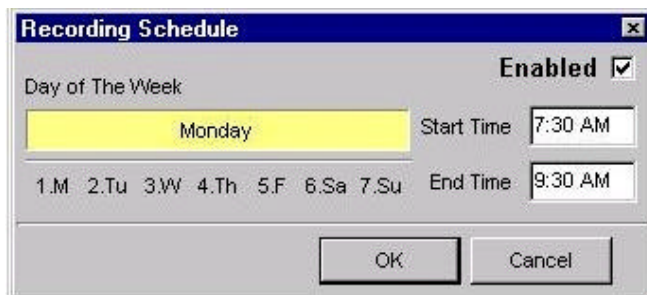
Used to turn the scheduler function on or off.

### Prompt user when stopping

If checked a message will pop up on the user's monitor advising that the scheduled recording session has ended.

### Add

Click this button to add a scheduled day and time. When the "Add" button is clicked, the following Recording Schedule entry screen will be displayed:



Use this entry form to set a scheduled day and time for the recording to start and stop.

- ⚡ An alternate method for setting a scheduled recording event from a networked computer will be described later in this section.
- ⚡ Existing scheduled events can be edited by double clicking on the event line of the main form

### Delete

Click this button to delete a scheduled event. Only the selected (highlighted) event will be deleted.

### Suppress Silence

If this item is checked, the program will utilize the "Stop if Dead Air Greater Than" function of the voice activation feature to stop recording and go to a "Ready" mode when the defined period of silence (dead air) is encountered. When in the "Ready" mode, any sound (conversation) on the telephone will trigger the start of a new recording. This selection may create more than one recording for the scheduled event time period. If this item is not checked a scheduled event will be one recording for the entire scheduled event period including time periods when there are no telephone conversations taking place (silence).

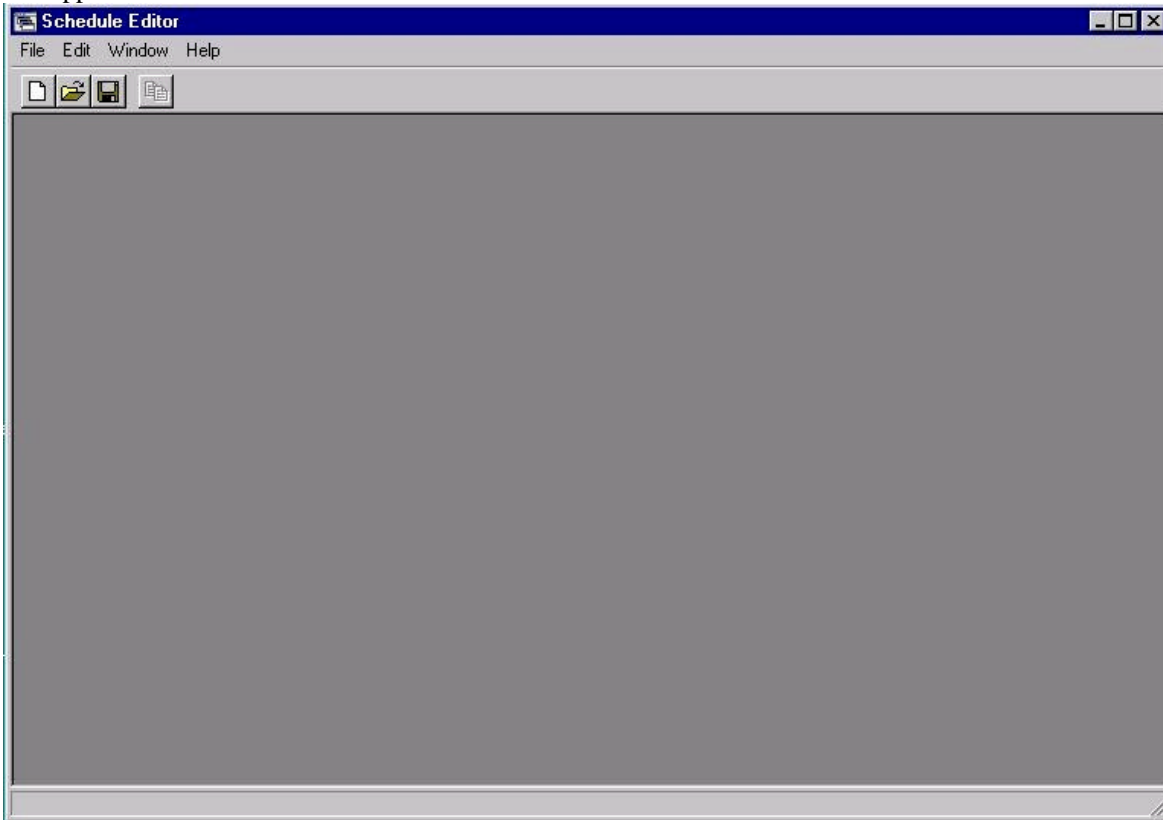
## Konexx USB Phone 2 PC

### *Scheduler Skin*

Enabling this function (checking the box) will cause the program's Graphical User Interface (GUI) to become a very small icon. To enter this mode a password must be assigned and entered when prompted. This mode (selection) is useful when the user or user's supervisor does not want the Phone 2 PC GUI to be accessed by the person at the computer. If the Scheduler Skin is active and the you want to change the GUI back to the Standard Mode (view), right click on the icon, select "Standard Mode" and enter the appropriate password.

### *Remotely adding or changing Scheduler Events*

When Phone 2 PC software is installed on a computer, a small application program which provides a template for setting a scheduled recording event from a networked computer will be included in the Phone 2 PC folder. This application program is named ScheduleEditor.exe. The person wanting to set, change or add events to a remote computer running the Phone 2 PC program should copy this application program to their computer. The Schedule Editor provides an easy way to edit the schedule.ini file that Phone 2 PC uses to perform scheduled events. When the ScheduleEditor.exe is launched the following will appear:



Use the File Open command to open the schedule.ini file from the computer you want to set, change or add events for.

✍ Remember the schedule.ini is located in the Phone2PC folder.



## Konexx USB Phone 2 PC

If you want that message to be displayed again, after checking the message checkbox causing it not to be displayed, you can access this preference area and double click over the message you want to restore and make the desired changes/restoration settings in the dialog message that will pop up.

You can also click on the [Restore default values](#) at the bottom left of this preference screen to restore all messages settings back to the factory default settings.

### License Preferences

This preference window has no settings and merely displays the End User License Agreement (EULA) for the application.

### Recording Source

Placing your cursor on this item will expose a sub-menu.

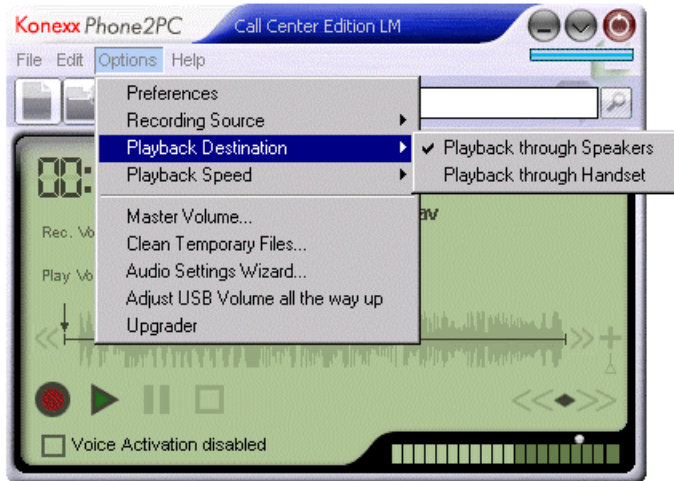


The Recording Source sub-menu allows you to select the source you want to record from. Select “Record from Microphone” to use the external microphone to record from (typically used for recording interviews or dictation when not on a phone call). Select “Record from Handset” to record calls on the telephone.

If you want to record telephone calls on a speakerphone, use the supplied external microphone and select “Record from Microphone”.

### Playback Destination

Placing your cursor on this item will expose a sub-menu.



The Playback Destination sub-menu allows you to select the destination you want to play a recording to. Select “Playback through Speakers” to play a recording through your speakers. Select “Playback through Handset” to play recordings through the telephone so the called party (person at the other end of your phone call) can hear the recording being played. This is an alternate method (other than using the selection in the “Preferences/Audio Settings area) to select the playback destination.

## Konexx USB Phone 2 PC

### ***Playback Speed***

(not available in Basic Edition) Placing your cursor on this item will expose a sub-menu.



The Playback speed sub-menu allows you to select the playback speed. This function will let you speed up or slow down the speed a recording is played at. The playing of a recording at fast or slow speed will not adversely change the pitch of the audio file, so the sounds in the file being played will sound pretty close to the original sounds even when playing at slow or fast speed.

### ***Master Volume***

Clicking on this item will open the Microsoft Multi-media master volume control panel.

### ***Clean Temporary Files***

Clicking on this item will open a window that enables the deleting of files in the Phone 2 PC/Temporary folder or in the Phone 2 PC folder.

### ***Audio Settings Wizard***

Clicking on this item will open the Konexx Audio Connection Wizard application. The Konexx Audio Connection Wizard sets the recording device and playback device that the Phone 2 PC application uses for the respective process. Typically you only need to run the Konexx Audio Connection Wizard once. This is usually accomplished when the product is installed on the computer through the Hardware Installation Wizard.

### ***Adjust USB Volume all the way up***

Clicking on this item will adjust the USB audio volume settings that are not accessible from the Phone to PC main panel all the way up, resulting in better adjustment control using the "Play" and "Rec" slider controls that are accessible from the main panel.

### ***Upgrader***

Clicking on this item will open the Upgrader window. The Upgrader is used to upgrade from one software Edition to another Software Edition. You will need a file from Konexx to upgrade to a different software Edition. Typically there is a fee for upgrading from one Edition to another.

# Konexx USB Phone 2 PC

## “Help” drop down menu



### ***Introduction***

Clicking on this item (or pressing the F1 key) will open the Phone 2 PC Help file Introduction page, which describes the contents of the Help file and some pointers on use of the Help file.

### ***Index***

Clicking on this item will open the Help file Index listing which enables you to search the Help file for key words.

### ***Keyboard***

Clicking on this item will open a page that describes the Phone 2 PC application’s “Global” hot keys and other keyboard keys that trigger functions in the program.

### ***View Statistics...***

Clicking on this item will open a window, which provides statistics on the application. The data shown are:

- ✘ Application Starts – the information in this field shows how many times the application was started (opened).
- ✘ Application First Started on - the information in this field shows the date the application was first started (opened).
- ✘ Hardware First Started on - the information in this field shows the date the hardware (the USB Phone 2 PC interface) was first connected.
- ✘ Application Last Started on - the information in this field shows the date the application was last started (opened).
- ✘ Recording counter - the information in this field shows how many recordings were made with the application.
- ✘ First Record Made on - the information in this field shows the date the first recording was made with the application.
- ✘ Last Record Made on - the information in this field shows the date the last recording was made .

### ***Diagrams...***

Clicking on this item will open a window enabling the selection of connection diagrams to view.

### ***About...***

Clicking on this item will open the Phone 2 PC “About” window which display the version (release revision) of the application and the USB interface’s serial number.

## Konexx USB Phone 2 PC



### Feature and Control Icons Available from Main GUI


The main GUI of the Phone 2 PC application contains several icons that control certain functions (i.e. record, play, stop, etc.) or provide access to many of the applications features.

Following is a definition of each of the icon's functions:

### *Icons located in the upper right corner of the main GUI*




Clicking the  icon will "minimize" the application GUI (cause the application to show only in the system tray). Clicking on the  icon (*not available in Basic Edition*) will cause the GUI to change to a mini skin mode. In the mini skin mode only the Record, Stop and Pause functions become available. In the Call Center Edition, the user will be prompted for a password when entering this mode. To

return to the Main GUI mode the user must click on the  icon. In the Call Center Edition, the user will be prompted for a password when changing from the mini skin mode to the Main GUI.



Mini Skin Mode


To relocate the mini skin GUI, place your cursor in the blue bar (left side of the GUI), hold the left mouse button down and drag to the desired position.


Clicking on the  icon will cause the application to close (exit).


### *Function/Feature Tool Bar Icons*





This set of Tool Bar icons are located in the upper left corner of the main GUI. Some of these icons will only be active (available) during certain "modes" in the use of the application. If diagonal lines show across the icon, the icon is not active.

The  "Prepares for a new recording" icon will release any recording that may be loaded in the Phone 2 PC application if it is clicked. This function icon is only active when the main application is in a "Stopped" mode. Clicking on this icon performs the same function as selecting "New" from the File drop down menu.


The  "Opens a file" icon will cause the "Open" window to be displayed if it is clicked, enabling the user to open a recording for playback or editing. This function icon is only active when the main application is in a "Stopped" mode. Clicking on this icon performs the same function as selecting "Open" from the File drop down menu.


The  "Saves current file" icon will cause the "Save As" window to be displayed if it is clicked, enabling the user to save the file that is currently loaded in the application. This function icon is only active when the main application is in a "Stopped" mode and a file is loaded in the application. Clicking on this icon performs the same function as selecting "Save As..." from the File drop down menu.

The  "Send E-mail" icon, if clicked, will open your default MAPI compliant email application (if you have one set up) and post the currently loaded (opened recording) file as an attachment, enabling a quick method of emailing the current recording to someone. This function icon is only active when the main application is in a "Stopped" mode and a file is loaded in the application. Clicking on this icon performs the same function as selecting "Send by e-mail" from the File drop down menu.

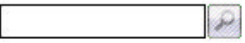
The  "Add annotation" icon (*not available in Basic Edition*), if clicked, will open the "Annotation Recorder" which enables the user to record audio which can be added to the beginning of the currently loaded recording or added to the end of the currently loaded recording. This function icon is only active when the main application is in a "Stopped" mode and a file is loaded in the application. Clicking on this icon performs the same function as selecting "Add annotation" from the Edit drop down menu.

## Konexx USB Phone 2 PC

The  “Announcement menu” icon, if clicked, will expose a “drop down menu”. If you have created announcements using the Announcement Manager or moved an audio file to the Phone 2 PC Announcements folder (a sub-folder to the Phone2PC folder), these recordings will be shown. This “drop down menu” will also enable access to the Announcement Manager, which is a utility application that allows you to create “Announcements”. The drop down menu also provides the ability to enable (turn ON), or disable (turn OFF) the Announcement function.

The  “Play announcement” icon, if clicked, will play an announcement that has the “assignment” of “On script button press”. For this function to work the “Announcements are On” must be set in the Announcement menu. This function icon is only active when the main application is in a “Stopped” mode, Record mode or Record mode –Paused.

### **Search For Text Icon**

 Use this utility to search for any recording (wav extension files) containing the search text. The search utility will search for the “search text” in the recording’s file properties, file name or bookmarks. Enter the text you wish the utility to search for in the box, then click the magnifying glass icon, a search window will be displayed. In this search window, select the folder or drive you wish the utility to search in and your search options, then click the “go” icon to start the search process. Files, which are found to contain the search text, will be displayed in the “Results” fields of the search window.

### **Volume Controls**





The “Rec. Vol.” control is used to adjust the recording level. Adjust this control by placing your cursor over the (red) slider and left mouse click while moving the slider. An ideal recording level is when someone is speaking (while recording), the yellow boxes of the “Audio Input Indicator” light up (peak) close to the small white dot above the bar graph.

The “Play Vol.” Controls the play volume (the loudness of the playing through the speakers). Adjust this control by placing your cursor over the (green) slider and left mouse click while moving the slider.

### **Rewind and Fast Forward Controls**



These controls are located to the left end and right end of the “Play Position Indicator”. The controls are only active when a file (recording) is opened and being played. Click on the Rewind icon  to rewind the playing of the recording. Click on the Fast Forward icon  to fast forward the playing of the recording.





### **Add Bookmark**



(not available in Basic Edition) Located to the far right of the “Play Position Indicator”, this control is used to insert bookmarks. Clicking on this icon when a file (recording) is being played or when recording will insert a Bookmark. An alternate method (other than using the Toolbar icon) to add Bookmarks is using the Numpad + key as a hot key for adding Bookmarks.

### **Main Function Controls**



These four icons are the main function controls. Click on  to record. Click on  to play. Click on  to pause. Click on  to stop playing or recording.

### **Playback Speed Setting Control**



(not available in Basic Edition) Located in the lower right corner of the main GUI, this set of icons enables the setting of the playback speed. There are five different playback settings; Very Slow, Slow, Normal, Fast and Very Fast. If just the center diamond icon is bold, then the playback speed is set for “Normal”.

# Konexx USB Phone 2 PC

## Voice Activation Check Box

Voice Activation disabled (not available in Basic Edition) Located in the lower left corner of the main GUI, this control provides one of two methods for enabling or disabling the voice activation function. This area also provides text indicating whether voice Activation is enabled or disabled. If this box is checked voice activation is enabled.

## Operations

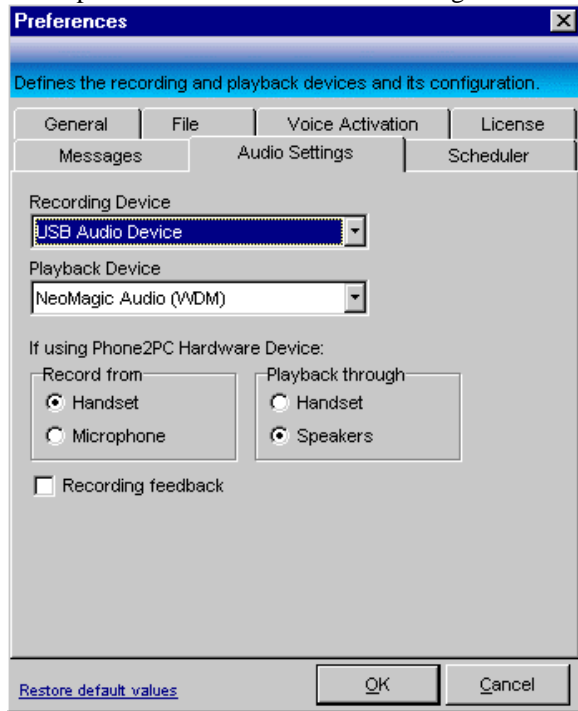
The following section describes operating the Phone 2 PC application. Topics covered in this section are:

- Selecting the device the Phone 2 PC application will use for recording and playback
- Setting the recording level
- Setting up and using Voice Activation
- Adding and using the BookMark feature
- Playing audio through the telephone

### Selecting the device the Phone 2 PC application will use for recording and playback

The controls identifying the device the Phone 2 PC application will use to play audio and record from are independent of the settings in the Microsoft Multimedia settings (“Sounds and Audio Devices” settings). The selection of the devices used by the Phone 2 PC application are performed during installation when the “Audio Connection Wizard” is run. These settings can be also be changed or reset using the Audio Settings Preferences (Options – Preferences – Audio Settings tab) or by launching the Audio Settings Wizard from the Options – Preference drop down menu.

This section will describe selecting your devices using “Options – Preferences – Audio Settings”. Following is a screen shot of the “Options – Preferences – Audio Settings” window:



### **Recording Device**

From the list of all Audio Devices available in your system, you can select here which device you will use for an audio input device. Unless you are using the Phone 2 PC application for some special application, you will chose the Phone 2 PC device. Labeled as “USB Audio Device” in Windows 2000 OS and labeled as “USB\_P2PC” in Windows XP OS.

### **Playback Device**

From the list of all Audio Devices available in your system, you can select here which one you will use to playback sound files through. Most people will leave their speakers connected to their existing soundcard and select their soundcard as the playback device. If you connected speakers to the USB Phone 2 PC interface and you want the application to play sound through the speakers connected to the USB Phone 2 PC interface, you should select that device as the playback device (Labeled as “USB Audio Device” in Windows 2000 OS and labeled as “USB\_P2PC” in Windows XP OS).

## Konexx USB Phone 2 PC

### **Record from**

When you are using the USB Phone 2 PC hardware device, you have the additional choice of selecting which channel you will record from. The choices are handset or microphone. The choice you make will depend on how you have physically connected the USB Phone 2 PC Interface to your input sources.

*Example:* If you have connected your telephone set to the USB Phone 2 PC interface, then you should select "Handset". If you have connected both the telephone set and a microphone into the additional input jack, then you should select the option that you will use most often by default.

There is also another wiring scheme proper for interviews, where only a microphone is connected to the USB Phone 2 PC interface; in this case, you should select "Microphone".

### **Playback through**

Very similar to "Record from", you can also choose which output channel will be used if the current playback device is the USB Phone 2 PC. If Handset is selected, all Phone 2 PC playback is redirected to the telephone line in use. Both you and the far side can hear what is being played. If Speakers is selected, then all Phone 2 PC playback is redirected to the speakers (if any) connected to the "Speaker" port of your Phone 2 PC hardware device.

### **Recording Feedback**

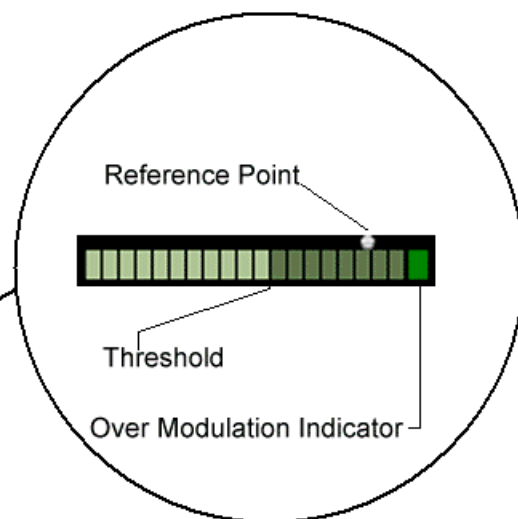
If this item is checked (turned on), during the recording process any audio input into the interface will be sent out the "SPKR" jack on the USB Phone 2 PC interface. Unless you have a unique application requiring monitoring audio being recorded through use of a speaker (or headphones) connected to the USB Phone 2 PC "SPKR" jack, Konexx recommends not checking (not enabling) this feature.

### **Setting the recording level**

Konexx highly recommends you set the recording level prior to attempting to make an important recording. Once the recording level is set, you should not have to constantly reset or adjust the settings, unless you made a change in the selection of the "Record from" device (see above), some other program changed your settings (unusual but possible) or you changed telephone sets.

The Phone 2 PC application GUI provides a visual indication of the recording level. This visual indication is by way of the "Audio Input Indicator", a bar graph display located in the lower right corner of the main GUI. The Audio Input Indicator will modulate (light up) when audio is detected during the record and playback operations. When inactive, the Audio Input Indicator is divided in two colors. A light green shade and a darker green shade. The start (left side) of the darker green shaded area indicates the "Threshold" setting used by the Voice Activation feature (discussed later in this section). When the Audio Input Indicator is active and audio is detected, the indicator will illuminate (modulate) from left to right. The very far right block of the Audio Input Indicator is an Over Modulation indicator which will light up red if the audio level is too high.

Just above the Audio Input Indicator is a white dot. This white dot is a reference point. Konexx has determined that setting your recording audio to a point where the Audio Input Indicator "peaks" around this dot during the recording process is an optimal setting.




**Audio Input Indicator**

## Konexx USB Phone 2 PC

Whether you are using the external microphone to record room interviews and/or dictation or you are using the telephone to record phone calls; the procedure for setting your recording level is the same. The following will describe setting the recording level when using the telephone.

Start by clicking the Options drop down menu and selecting “Adjust USB Volume all the way up”. This will ensure you have full range of the Rec. Vol. Slider adjustment

Make a call to someone, then start recording by clicking the record icon . While recording observe the Audio Input Indicator, you should see the bars light up (modulate when someone is speaking).

- ✎ If you do not see the bars of the Audio Input Indicator lighting up, there is a problem – see troubleshooting section or contact Konexx Support.

Using the Rec. Vol. Slider , adjust the recording level until the bars on the Audio Input Indicator light up to (peak out) the reference point (white dot).

- ✎ The blocks on the Audio Input Indicator will move with the speaker’s volume, you want to try and set the recording level to an approximate setting, there will be occasions when the bars will light up beyond the reference point and sometimes below it.



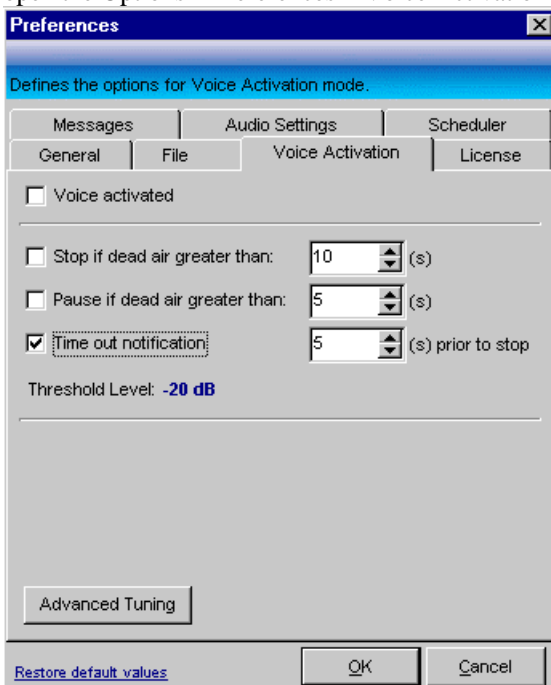
Audio Input Indicator with blocks lit up to the reference point

### Setting up and using Voice Activation

(not available in Basic Edition) Voice Activation is somewhat of a misnomer when used with many recording applications including Phone 2 PC. A better term may be “sound activation”. The Phone 2 PC Voice Activation feature uses sound present at the handset or headset to trigger the start of a recording and a user defined period of silence to determine a call has ended and stop the recording process, then go to a “Ready” state waiting for sound to trigger the start of a new recording.

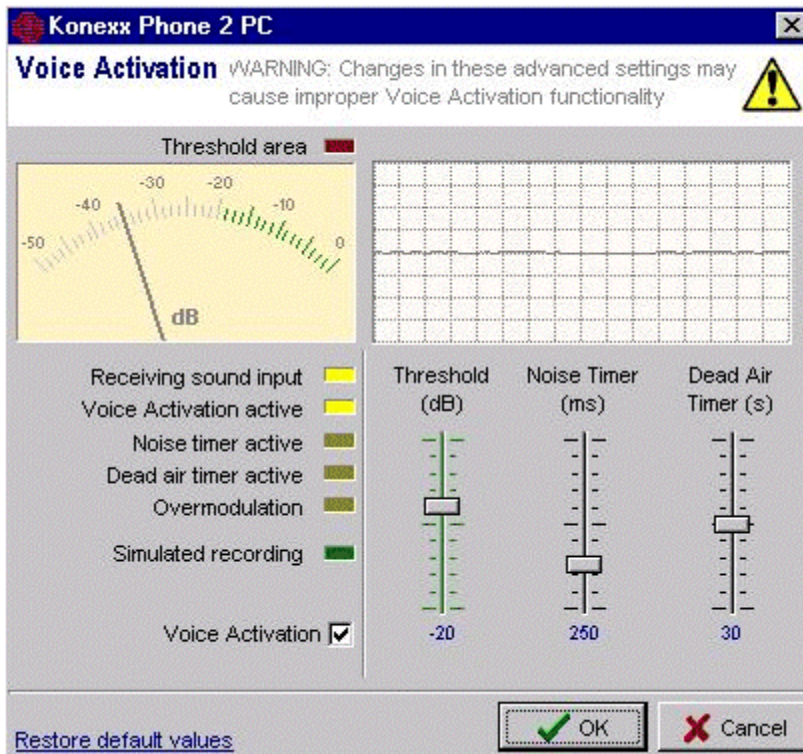
There are several adjustments available to the user in fine tuning the Voice Activation settings. In most applications, the default settings work well.

The first step is to adjust the recording level as described above (*Setting the recording level*). Once the recording level is set, open the Options – Preferences – Voice Activation window.



Prior to setting the elements in the Options – Preferences – Voice Activation window, click on the “Advanced Tuning” button located in the lower left of the Options – Preferences – Voice Activation window. The following “Advanced Tuning” window will be displayed:

## Konexx USB Phone 2 PC



Advanced tuning provides detailed controls for adjusting voice activation parameters.

- ⚡ Note the dB meter in the upper left corner of this window. The dB meter will provide useful information on the audio level received when not on a call and the level received when a call is in progress.

Observe the reading on the dB meter when the telephone is not in use, this reading will provide you with the level of sound detected when no call is in process. Normally, the reading will be  $-30\text{dB}$  or lower. If you are in a noisy environment and the reading is higher than  $-30\text{dB}$ , you may have to adjust the “Threshold” to a higher setting than the  $-20$  default setting.

Make a call to someone and observe the dB meter reading. If the recording level was properly set in the first step, the dB meter will read around the  $-10\text{dB}$  area when the parties in the call are speaking. The green “hash marks” in the dB meter represent the “Threshold” area. The threshold level is the level sound must cross (exceed) in order for the voice activation function to determine a call is in progress and start the recording process.

Unless you observed the dB meter reading higher than  $-30\text{dB}$  when a call was not in process you should not have to make any adjustments to the default settings in this area. If the dB meter read higher than  $-30$  when a call was not in process, you may want to adjust the “Threshold Slider” up a little bit.

The user accessible controls in the Advanced Tuning window are:

### **Threshold Slider**

Sets the threshold level, from  $-50\text{ dB}$  (very low sound level) to  $0\text{ dB}$  (very high sound level). The threshold level is the level sound must cross (exceed) in order for the voice activation function to determine a call is in process and start the recording process.

### **Noise Timer**

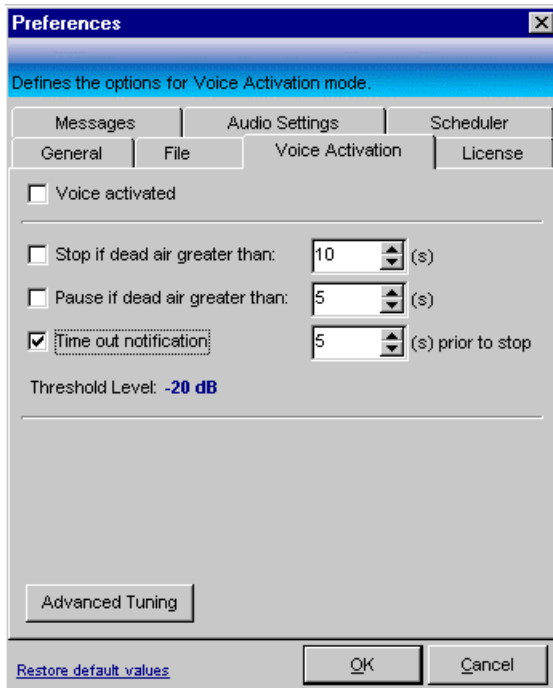
(in milliseconds) Sets the noise window length used by the voice activation engine to identify real sound against bursts of sound. In the figure above, voice activation will only start recording if the sound persists more than 250ms (milliseconds or a quarter of a second) above the threshold level. It goes from 0ms (any burst of sound will trigger the recording) all the way up to 1000ms (1 second).

### **Dead Air Timer**

(in seconds) Sets the silence period length used by the voice activation engine to identify intervals of silence long enough to stop the recording. In the figure above, Phone 2 PC will stop recording after a silence period of 30 seconds.

Close the Advanced Tuning window. When the Advanced Tuning window is closed the Options – Preferences – Voice Activation window should be displayed.

## Konexx USB Phone 2 PC



The Phone 2 PC Voice Activation function provides two methods of using voice activated recording.

One method is to have a recording file for each call established on the phone the product is connected to. This is accomplished by selecting (checking the box) "Stop if dead air greater than" element. The **"Stop if dead air greater than"** element directs the Phone 2 PC program to stop recording if it does not detect a signal (sound) for the specified period of time. When the recording is stopped, the application will go to a "Ready" state waiting for sound level greater than the "Threshold level" to trigger the start of a new recording. You may have to adjust the time associated with the "Stop if dead air greater than" element depending on whether your typical call will have longer pauses in the conversation (periods where no sound is made on either end of the call) that last more than the 10 second default setting.

The other method of voice activated recording is to have a single recording with all calls established on the phone until the program is closed or the voice activation is disabled. This is accomplished by selecting (checking the box) "Pause if dead air greater than" element. The **"Pause if dead air greater than"** element directs the Phone 2 PC program to pause the recording if it does not detect a signal (sound) for the specified period of time. When sound level greater than the "Threshold level" is detected the application will resume recording in the same file (a new recording will not be created).

✎ **Both the "Stop if dead air greater than" setting and the "Pause if dead air greater than" setting can not be selected at the same time. Select one or the other.**

## Konexx USB Phone 2 PC

### Setting up and using Announcements

Announcements in conjunction with the Phone 2 PC hardware device allow you to playback pre-recorded sound (announcements) through the telephone. This type of feature is very useful when there is a desire to play any pre-recorded audio (announcements). You can use the “Announcement” feature at any time, even when you are recording. Following is a brief explanation on the components in the “Announcement” feature:



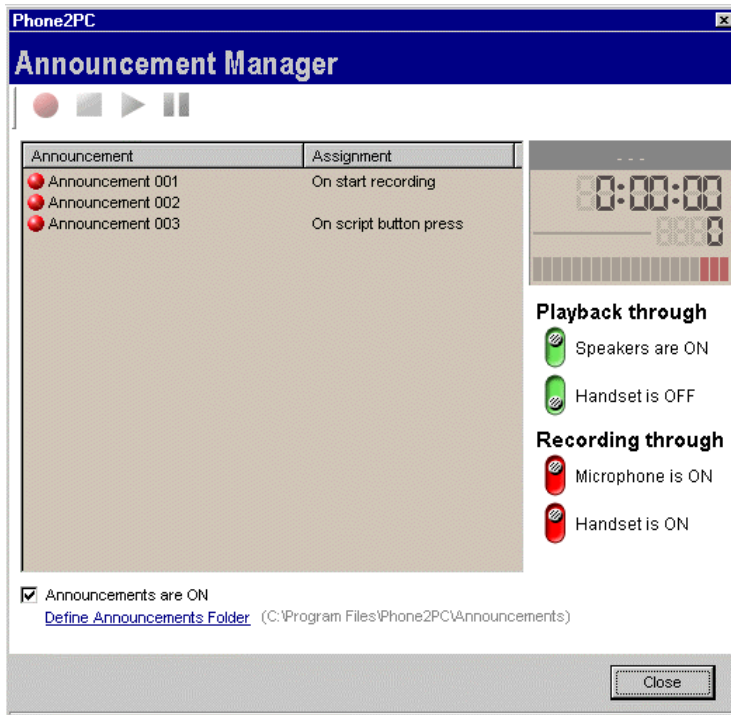
The “Announcement” button has double function, the first function is to give you access to the “Announcement” menu. The first part of this menu will display a list of all pre-recorded announcements in your announcement folder. It gives you a quick way to play any one of your announcements from the main screen. From this menu, you can also enable or disable the “Announcement” feature or launch the "Announcement Manager" dialog.

The second function of the Announcement button is when you click on it (as opposed to clicking on the down arrow). If announcement is enabled and there is an announcement assigned to the "On script button" event, then it will start playing the related recording. As an indicator of status, the announcement icon will change from the green “Play” icon to a black “Stop” rectangle while an announcement is being played. Clicking on this icon while the “Stop” sign is displayed will cause the application to stop playing that announcement.

## Konexx USB Phone 2 PC

### Announcement Manager

The "Announcement Manager" is accessible from the "Announcement" icon drop down menu. Using the "Announcement Manager", you can assign a sound file (announcement) to the "On Start Recording" event, and if "Announcements are ON" is enabled, every time you start a new recording, the associated file will playback while recording, and the person on the other side of the telephone will hear that announcement.



In the Announcement Manager dialog, you will be able to record and playback announcement files for later use. The toolbar is very simple and follows the same concept of the Phone 2 PC main screen.

To create a new announcement, simply press the red circle button (record), then record an announcement, press the black square (stop) and a new Announcement will be created and automatically put in your announcement list. Initially it will have the name "Announcement "n"", where n is a sequential number of announcements.

To rename a just created the announcement, select it with your mouse or keyboard and then click it another time to get into edit mode, then rename the recorded announcement. The F2 key produces the same effect when using the keyboard.

To playback an announcement, just double click it, or select it and then press the "Play" button on the toolbar.

You can also set the "state" of an announcement through this dialog (ON or OFF). Just check or uncheck the "Announcements are ON/OFF" check box.

By default, your announcement folder is set to ".\Phone 2 PC\Announcements", but you can define a new location by clicking over "Define Announcements Folder".

"Playback through" and "Recording through" buttons control the sound input or output source. For example, to playback an announcement to the far side of the conversation, set "Handset is ON" in the "Playback through" section.

You can also include access to audio files that you may already have on your computer for announcements. This can be accomplished by copying or moving the audio files to your "Announcement Folder" – *Note: These audio files must be "wav" files (files ending in .wav extension), MP3 or other formats will not be recognized or played by USB Phone 2 PC.*

### Event Assignment

To assign a given announcement to one of the two available events, just right-click the announcement you wish to assign and choose "Assign [on start recording] event" or "Assign [on script button] event". Your selection will be displayed in the Assignment column of the announcements list (see picture above). Any time a new recording is initiated in Phone 2 PC and announcements are ON, the announcement associated with "On start recording" event will playback through your phone.

Any time you click the "Announcement" button on the main screen, it will trigger the playback of the announcement file associated with "On script button press" event.