

# ***CallPad™-100***

## ***User's Guide***

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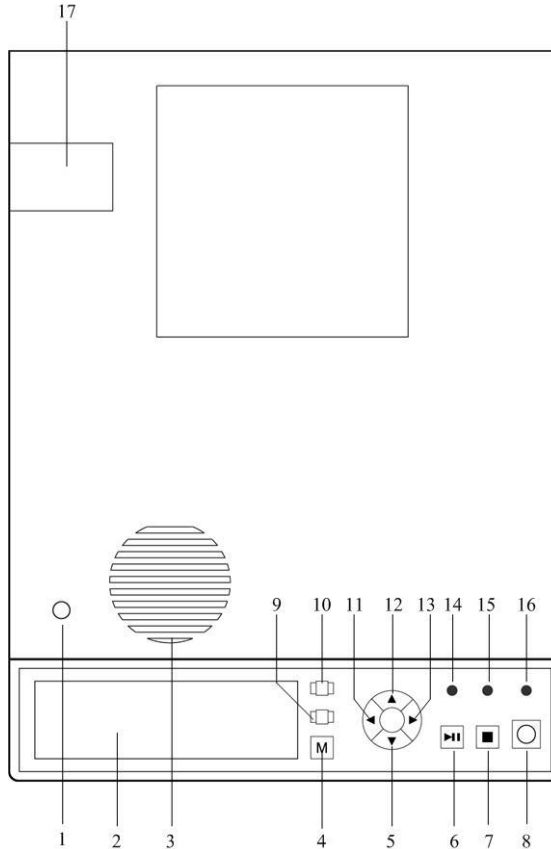
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# 1. Package Contents

- 1 x logger unit with 8GB memory
- 1 x RJ-9 patch cord
- 1 x Ethernet cable
- 1 x user's manual
- 1 x hook sensor
- 1 x power supply

## 2. Panel Descriptions

### Top View



1. Internal Microphone
2. LCD Panel
3. Speaker
4. Headset Microphone Mute
5. Down Key
6. Play Key
7. Stop Key
8. Record Key (with LED)
9. Handset/Headset Switch
10. Phone/Microphone Switch
11. Left Key
12. Up Key
13. Right Key
14. Delete Key
15. Mark Key
16. Unlock Key
17. Handset/Headset Configuration Block

1. Internal Microphone  
For recording memos and off-the-phone conversations (such as a meeting). It is usually used in the Manual Mode where recording is started manually instead of automatically.
2. LCD Panel
3. Speaker
4. Headset Microphone Mute (with LED)  
To mute and unmute the headset microphone. When the headset microphone is muted, the key lights up in red.
5. Down Key  
To turn up the speaker volume (Play State) or decrease the item value (Setting State).
6. Play Key  
To start, pause or resume playback.
7. Stop Key  
To end recording (Manual Mode) or playback.
8. Record Key (with LED)  
To start recording (Manual Mode) or enter/exit the Standby State (Auto Mode). The Record LED turns solid green in the Standby State, solid or flashing red in the Record State.
9. Handset/Headset Switch  
To select the recording source. This switch has no effect if the Phone/Microphone Switch is set to Microphone (the internal microphone).
10. Phone/Microphone Switch  
To select the recording source. If this switch is set to Phone, then the Handset/Headset Switch further selects which one to record.
11. Left Key  
To rewind (Play State), move the LCD cursor left (Setting State) or go to the previous file (Idle State).
12. Up Key  
To turn down the speaker volume (Play State) or increase the item value (Setting State).
13. Right Key  
To forward (Play State), move the LCD cursor right (Setting State) or go to the next file (Idle State).

14. Delete Key To delete files.

15. Mark Key To mark/unmark files. Files are marked to prevent them from deletion.

16. Unlock Key

To unlock the logger if it's locked (to prevent unauthorized access). A locked logger has most keys disabled, and a password is required to unlock it. A logger is locked by enabling Lock Mode in the configuration. If Lock Mode is enabled, an unlocked logger will automatically be locked again after 30 seconds of inactivity.

17. Handset/Headset Configuration Block

If a headset is to be used then both Handset Settings and Headset Settings must be set properly.

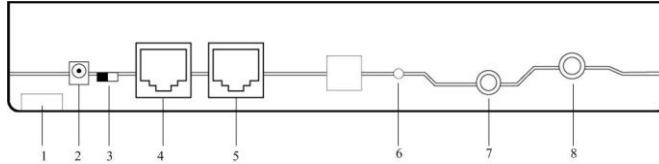
If a headset is not to be used then only the Handset Settings needs to be set properly.

Handset Settings					
	A	B	C	D	E
TX	1-4	2-3	2-4	1-3	1-2
RX	2-3	1-4	1-3	2-4	3-4

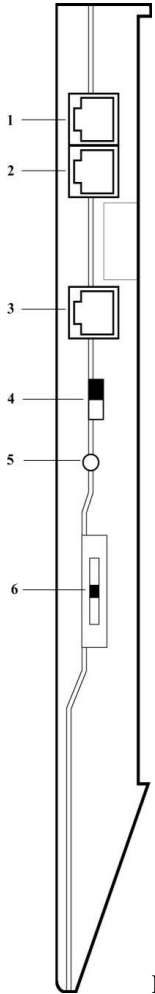
Headset Settings					
Setting \ Line	Line1	Line2	Line3	Line4	
1	TX +	RX +	RX -	TX -	
2	TX -	RX +	RX -	TX +	
3	RX +	TX +	TX -	RX -	
4	RX -	TX -	TX +	RX +	
5	RX +	TX +	TX -	RX -	
6	RX +	TX -	TX +	RX -	
7	RX -	TX +	RX +	TX -	
8	RX -	TX -	RX +	TX +	

## Rear View

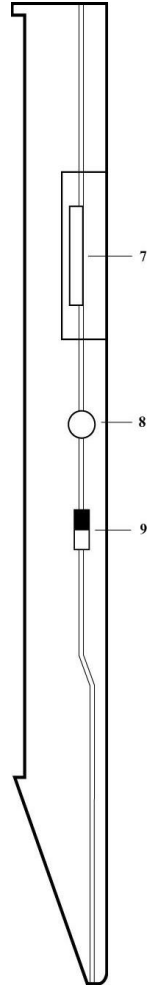


1. Lock Hole  
For physically locking down the unit to deter theft.
2. Power Jack  
Use the original power supply only – not used if PoE is used.
3. PoE Switch  
Switch to PoE (Power Over Ethernet) if PoE is to be used.
4. LAN1  
LAN jack #1 (PoE if applicable). Two LAN jacks are provided: LAN1 is for the logger and LAN2 is for the user PC (if any). This way both the logger and the PC can share a single Ethernet connection.
5. LAN2  
LAN jack #2 for the user PC (if any).
6. Internal Microphone Sensitivity Adjustment
7. Hook Sensor Jack  
The optional Hook Sensor allows the logger to automatically start/stop recording when the handset goes off-hook/on-hook. The Hook Sensor consists of a magnetic switch and a small magnet. The magnetic switch is to be mounted on the phone base, and the magnet somewhere nearby but on the handset. When the handset is lifted up, the magnetic switch opens and the logger starts recording. When the handset is put back, the magnetic switch closes and the logger stops recording.
8. External Record Indicator Jack  
The optional External Record Indicator lamp, with a 1.8 meter cable, is usually mounted on top of an office cubicle so that the supervisor can easily see whether the agent is on the phone or not.

1. Lock Hole
2. Power Jack
3. PoE Switch
4. LAN1 (PoE)
5. LAN2 (to PC)
6. Internal Microphone Sensitivity Adjustment
7. Hook Sensor Jack
8. External Record Indicator Jack



Left side



Right side

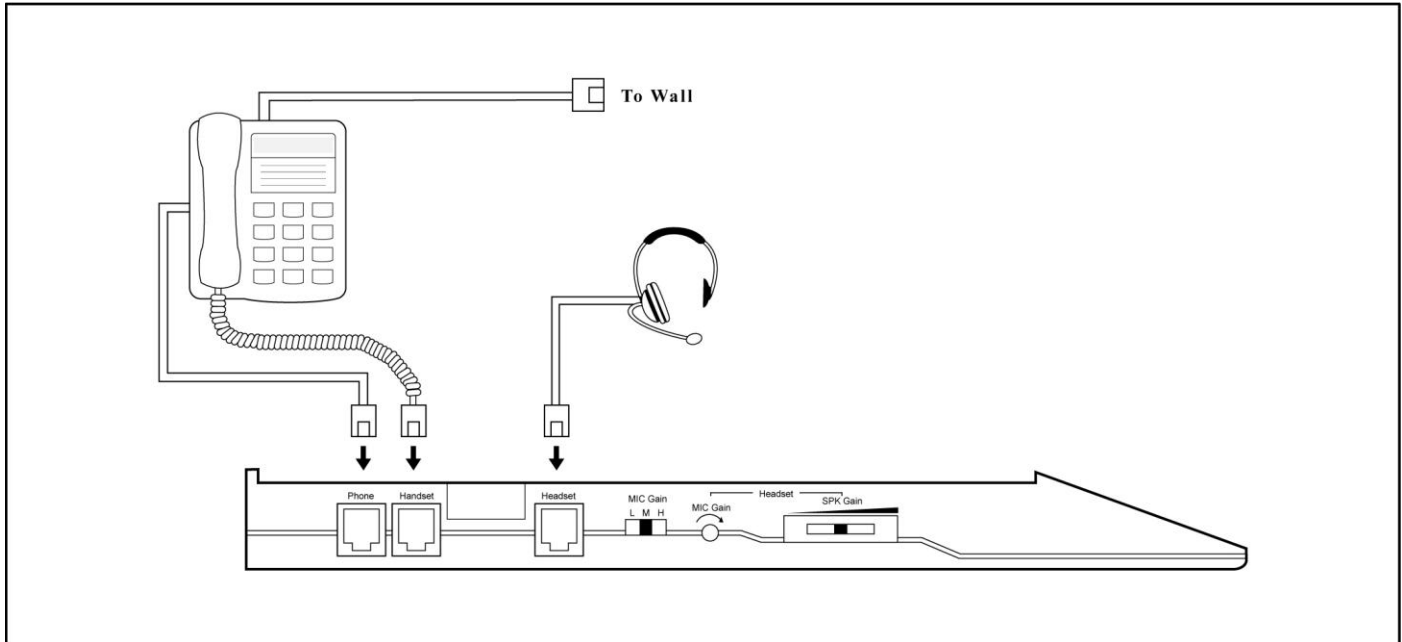
## Side Views

1. Phone Jack
2. Handset Jack
3. Headset Jack
4. Handset Microphone Gain
5. Headset Microphone Gain
6. Headset Speaker Gain
7. SD Card Slot & Reset Button
8. Earphone Jack
9. Record Mode Switch



1. Phone Jack  
Unplug the handset cord from the phone base. Connect this jack to the phone base using the short phone cord supplied,
2. Handset Jack  
Following the step above, plug the handset cord in here.
3. Headset Jack  
If a headset is to be used, plug it in here and set the Handset/Headset Switch to 'Headset'.
4. Handset Microphone Gain  
The settings are Low/Medium/High. It is for recording only and does not affect the listening volume.
5. Headset Microphone Gain  
Turn the little potentiometer clockwise/counter-clockwise to increase/decrease the gain. It is for recording only and does not affect the headset listening volume.
6. Headset Speaker Gain  
A slider for adjusting the headset listening volume. It does not affect the recording level.
7. SD Card Slot & Reset Button  
Remove the cover to access the SD card and the Reset Button.  
To remove the SD card, push it once to pop it out.  
To reset the logger, see *Hardware Reset* below.
8. Earphone Jack  
An earphone can be optionally plugged in here to monitor the phone conversation in real time, or the file playback.
9. Record Mode Switch  
Select either Manual or Auto. Auto includes Auto-VOX and Auto-HookSensor to be further defined by Auto Mode Control in the configuration.

### 3. Telephone/Headset Connection Diagram



## 4. System States and Key Definitions

### System States

There are five different system states: Idle, Standby, Record, Playback and Setting.

#### Idle State

The Idle State is what the logger powers up into. The logger is idle and the Record LED is off. In this state, the user can:

- Adjust the speaker volume.
- Select the file to play.
- Select and delete files.
- Display current free memory amount.
- Enter the Record State by pressing the Record Key (Manual Mode).
- Enter the Standby State by pressing the Record Key (Auto Mode).
- Enter the Playback State by pressing the Play/Pause Key.
- Enter the Setting State by pressing the Setting Key.

If the Auto Mode is enabled, the system will automatically exit the Idle State and enter the Standby state if no keys are pressed for 30 seconds.

#### Standby State

Applicable to the Auto Mode only, the Standby State indicates that the logger is ready to start recording. In this state the Record LED is solid green, and the user can:

- Enter the Idle State by pressing the Record Key – the Record LED will turn off.

### **Record State**

The Record State is entered either automatically (Auto Mode) or by pressing the Record key (Manual Mode). It is the state when recording is going on. The Record LED is either solid red (Need Confirmation disabled) or blinking red (Need Confirmation enabled). In this state, the user can:

- End recording by pressing the Stop Key (Manual Mode).
- Mark/unmark the file by pressing the Mark Key.
- Confirm recording by pressing the Record Key (if Need Confirmation is enabled).

### **Playback State**

The Playback State is the state when playback is going on. In this state, the user can:

- Fast forward or fast rewind.
- Jump to the beginning or the end of the file.
- Jump to the previous or the next file.
- Pause, resume and end the playback.
- Mark and unmark files.
- Change the speaker volume.

When the Stop Key is pressed to end playback, the system goes back to the Idle State.

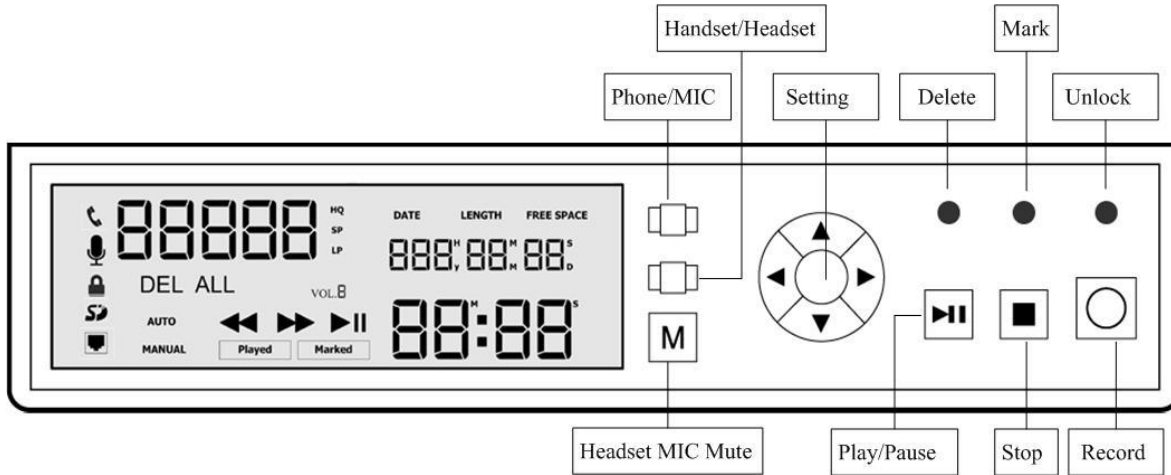
### **Setting State**

In the Setting State, the user can:

- Set system configuration items such as date and time.
- Get the firmware version.
- Format an SD card prior to usage.

The system automatically goes back to the Idle State if no keys are pressed for 30 seconds.


## Key Definitions



[Key]	short press of the key
[L_Key]	long press of the key

Note: The same key may function differently in different system states.

## Record State Key Definitions

Key	Function
[■]	Stop recording (Manual Mode)
[Mark]	Mark /Unmark file
	User confirm (Auto Mode with Need Confirmation)


The Stop Key is used to stop recording in the Manual Mode. It has no effect in the Auto Mode.

If Auto Mode with Need Confirmation is enabled, the Record LED will be blinking red while the logger is recording. In this case the Record Key must be pressed (turning the Record LED solid red) in order for the file to be saved.

## Playback State Key Definitions

Key	Function
[◀]	Beginning of file
[▶]	End of file (actually a few seconds before the end)
[◀][◀]	Previous file
[▶][▶]	Next file
[▶II]	Play/Pause
[■]	Stop
[Mark]	Mark / Unmark file
[L_◀]	Fast rewind
[L_▶]	Fast forward
[▲]	Increase speaker volume
[▼]	Decrease speaker volume
[L_▲]	Keep increasing speaker volume
[L_▼]	Keep decreasing speaker volume

## Idle State Key Definitions

Key	Function
[◀]	Previous file
[▶]	Next file
[L_◀]	Repeat [◀]
[L_▶]	Repeat [▶]
[▲]	Increase speaker volume
[▼]	Decrease speaker volume
[L_▲]	Keep increasing speaker volume
[L_▼]	Keep decreasing speaker volume
[Delete][Delete]	Delete current file (marked files will not be deleted)
[L_Delete][L_Delete]	Delete all files (marked files will not be deleted)
[■]	Show free memory amount
	Start recording (Manual Mode) Enable/Disable auto recording (Auto Mode)

If Auto Mode is enabled, the system will go from Idle State to Standby State if either the Record Key is pressed or no keys are pressed for 30 seconds.



## Setting State Key Definitions for Item Selection

Key	Function
[▲]	Next item
[▼]	Previous item
[L_▲]	Repeat [▲]
[L_▼]	Repeat [▼]
[▶]	Next 10 items
[◀]	Previous 10 items
[L_▶]	Repeat [▶]
[L_◀]	Repeat [◀]
[Setting]	Switch to Item Edit
No keypress for 10 seconds	Exit Setting State

## Setting State Key Definitions for Item Edit

Key	Function
[◀]	Move cursor left
[▶]	Move cursor right
[▲]	Increase value
[▼]	Decrease value
[L_▲]	Repeat [▲]
[L_▼]	Repeat [▼]
[Setting]	Switch to Item Selection
No keypress for 10 seconds	Exit Settings State

## 5. Configuration Settings

ID	Name	Value Range	Default
01	Logger ID	001~999	001
02	Current Year	2013~2100	
03	Current Date MM:DD	MM (month) 01~12, DD(day) 01~31	
04	Current Time HH:MM	HH (hour) 00~23, MM (minute) 00~59	
05	Recording Quality	01 = LP (low) 02 = SP (medium) 03 = HQ (high)	02
06	Playback Volume	0~9	5
07	Recording Gain (local)	0~10 (in 3 db increments)	5
08	Recording Gain (remote)	0~10 (in 3 db increments)	5
09	Recording AGC	0 (disabled), 1 (enabled)	1
10	VOX Stop Delay (second)	1~5	4
11	VOX Sensitivity	1 (most sensitive) ~ 9 (least sensitive)	6
12	Minimum File Length (second)	1~60	1
13	Maximum File Length (minute)	1~60	30
14	IP Address Octet 1	0~255	192
15	IP Address Octet 2	0~255	1

16	IP Address Octet 3	0~255	168
17	IP Address Octet 4	0~255	100
18	Subnet Mask Octet 1	0~255	255
19	Subnet Mask Octet 2	0~255	255
20	Subnet Mask Octet 3	0~255	255
21	Subnet Mask Octet 4	0~255	0
22	Lock Mode	0 (disable), 1 (enable)	0
23	Unlock Password	0000~9999	1111
24	Keypress Sound	0 (disable), 1 (enable)	1
25	Disk Full Override	0 (disable), 1 (enable)	0
26	Time Stamp Announcement	0 (disable), 1 (enable)	0
27	Auto Mode Control	0 (disable), 1 (enable)	0
28	Trace Back (5 seconds)	0 (disable), 1 (enable)	0
29	Need Confirmation (Auto Mode )	0 (disable), 1 (enable)	0
30	Firmware Version	0000~9999 (read only)	
31	System Command	1: Restore Default Settings 2: LCD Test 3: SD Card Format 4: Signal Meter	

Most configuration items can also be viewed/changed on a PC with a web browser if the logger is connected to the network. Refer to the Network Access section for more information.

#### 1. Logger ID

This is for the user's own reference. Each logger is usually assigned with a unique ID.

#### 2~4. Current Year, Date, Time

Daylight Saving Time (if applicable) must be manually adjusted unless the logger is connected to the Internet with the NTP Server enabled. The NTP Server can only be enabled through Network Access.

#### 5. Recording Quality

Choose HQ for best voice quality, LP to save storage space , SP for a compromise.

#### 6. Playback Volume

The speaker volume for playback.

#### 7. Record Gain for Local

The recording gain for the voice of the local person.

#### 8. Record Gain for Remote

The recording gain for the voice of the remote caller/callee.

#### 9. Record AGC

If enabled, AGC (automatic gain control) will balance the record gain between the local voice and the remote voice.

#### 10. VOX Stop Delay

This item applies to the Auto-VOX Mode only. In the Auto-VOX Mode, recording ends when the sound level drops below the VOX Sensitivity for longer than this period. If the phone conversation resumes later then it will be recorded in a new file. Therefore, in the Auto-VOX mode, a single call may be recorded into multiple files if there are long pauses in the conversation.

#### 11. VOX Sensitivity

This item applies to the Auto-VOX Mode only. In the Auto-VOX mode, recording starts when the sound level gets above this level (conversation starts). When the sound level drops below this level for a period longer than the VOX Stop Delay (conversation ends or pauses), recording ends.

#### 12. Minimum File Length

Recordings shorter than this length are not saved.

### 13. Maximum File Length

Recordings longer than this length will be saved into multiple consecutively numbered files, with each file not exceeding the maximum length.

### 14~21. IP Address and Subnet Mask

Set these items if the logger is to be connected to a network for web access.

### 22. Lock Mode

If this mode is enabled, all keys on the logger will be disabled (to prevent unauthorized access) except for the Record Key and the Unlock Key. Therefore a locked logger can still record in either the Auto Mode or the Manual Mode. To unlock a logger, press the Unlock Key and enter the password. Note that after a logger is unlocked, it will automatically lock itself if no keys are pressed for 30 seconds.

### 23. Unlock Password

In case the unlock password is forgotten, there are two ways to reset it back to default:

- Restore default settings via Network Access.
- Hardware reset the logger (see *Hardware Reset*).

### 24. Key Press Sound

If enabled, a confirming sound will be played for each key press.

### 25. Disk Full Override

By default if the SD card is full or the maximum number of files has been reached, the logger will not record until the card is replaced. If Disk Full Override is enabled, the logger will keep recording by deleting the oldest file before recording a new one. Files are re-numbered in the process, with the oldest file being file number one always.

### 26. Time Stamp Announcement

If enabled, the time stamp will be announced when playing the file.

## 27. Auto Mode Control

This item applies to the Auto mode only. This item defines which Auto mode to use: 0 = Auto-VOX, 1 = Auto-HookSwitch. The Auto-VOX mode is voice activated, while the Auto-HookSwitch is Hook Switch Sensor (optional) activated.

## 28. Trace Back

This item applies to the Manual mode only. In the Manual mode, sometimes the user would have pressed the Record key a little too late and missed an important piece of conversation. If Track Back is enabled, the file will include the 5 seconds before the Record Key is pressed.

## 29. Need Confirmation

This item applies to the Auto mode only. If enabled, the Record LED will be flashing red (instead of solid red) while recording. The user must confirm by pressing the Record Key sometime before the recording ends, otherwise the file will not be saved. This item is often enabled to save storage space by saving important calls only.

## 30. Firmware Version

This item is read only.

## 31. System Command

Restore Default Settings – All items (except for Year, Date and Time) will be reset to factory default.

LCD Test – Force the LCD to display all symbols for visual inspection.

SD Card Format – Prepare a new SD card before it can be used.

Signal Meter – Display current audio levels.

# 6. Operations

## Record Mode

There are two record modes selectable with the Record Mode switch located on the right side of the unit: the Auto Mode (includes Auto-VOX and Auto-HookSensor) and the Manual Mode.

### Auto Mode

The Auto Mode is further defined by the configuration item Auto Mode Control into the Auto-VOX Mode and the Auto-HookSensor Mode(default).

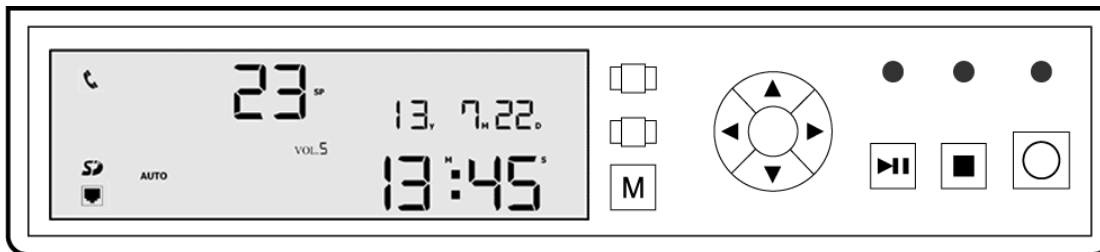
The Auto-VOX Mode is voice activated. Recording starts automatically when the voice level exceeds a preset threshold (VOX Sensitivity), and stops automatically when the voice level drops below the same threshold for longer than a preset period (VOX Stop Delay). It is possible for a single call to be recorded into multiple files due to long pauses in the conversation. If this is not desirable then the Auto-HookSensor Mode may be used instead.

The Auto-HookSensor Mode is Hook Switch Sensor activated. The Hook Switch Sensor consists of a magnetic switch and a small magnet. The magnetic switch is connected to the logger and mounted on the phone base, while the small magnet is mounted somewhere near the magnet switch but on the handset. When the handset rests in the cradle the magnet causes the magnetic switch to stay closed. When the handset is lifted out of the cradle the magnetic switch opens up. Based on the state of the magnetic switch the logger starts or stops recording. Therefore a single call is always recorded into a single file unless it's longer than the Maximum File Length.

When the logger is recording in the Auto Mode, pressing the Stop Key will not cause the logger to stop recording. In order to stop recording, either the line needs to be quiet for awhile (Auto-VOX Mode) or the handset needs to be hung up (Auto-HookSensor Mode).



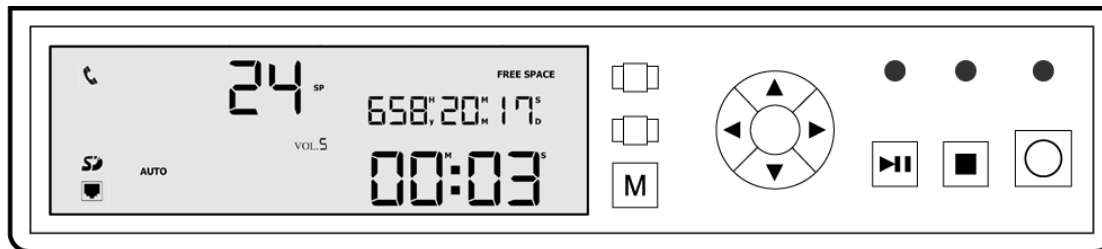
Set the Record Mode Switch to Auto. The logger will automatically enter the Standby State in 30 seconds. Or you can press the Record Key to immediately enter the Standby State.



- The symbol at the upper left corner indicates the recording source: the handset/headset (phone symbol) or the internal microphone (microphone symbol).
- The SD card symbol indicates the SD card status: ready (solid) or busy (blinking).
- The Ethernet symbol indicates that the unit has network connection.
- 'AUTO' indicates the Auto Mode is enabled.
- '23' is the current file number. The file number shown is not necessarily the number of the last file.
- 'SP' indicates the voice quality.
- Current speaker volume is 5 as indicated by "VOL. 5".
- Current date is 2013-Jul-22.
- Current time is 13:45.
- The Record LED is solid green.

No manual operation is allowed in the Auto Mode Standby State as recording starts and stops automatically, with the only exception of pressing the Record Key to exit the Standby State and enter the Idle State.

The following is a screen example for the Record State.

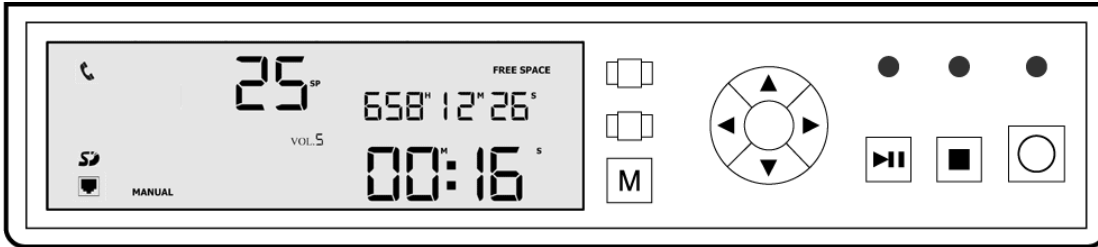


- The file number is changed to 24 as the new file is being created.
- The display shows the SD card free space (658 hours, 20 minutes and 17 seconds) counting down and the recording time (00:03) counting up.
- The Record LED is either solid red (Need Confirmation disabled) or blinking red (Need Configuration Enabled). If Need Confirmation is enabled, the Record Key must be pressed in order for the file to be saved, otherwise the recording will be discarded.
- If desired, press the Mark Key to mark/unmark the file being recorded.
- Pressing the Stop Key has no effect during Auto Mode recording.
- After the phone is hung up, recording stops either immediately (Auto-HookSensor Mode) or after the VOX Delay Time (Auto-VOX Mode).
- The ringing sound of an incoming call will be record in the Auto-VOX Mode, but not in the Auto-HookSensor Mode.
- If the VOX Sensitivity is set too high, it is possible for some phones to cause the logger to start recording even when the handset is hung up. In this case the VOX Sensitivity needs to be reduced in order to eliminate this kind of bogus recording.

## Manual Mode

Set the Record Mode switch to Manual. Unlike the Auto mode, the record LED stays off and does not turn green. Press the Record key to start recording. The record LED turns red during recording. Press the Stop key to stop recording.

Like in the Auto mode, the display shows SD card free space counting down and the recording time counting up.



Press the Stop key to stop recording. Note that if the Stop key is not pressed, manual recording will continue indefinitely till the Maximum File Length is reached.

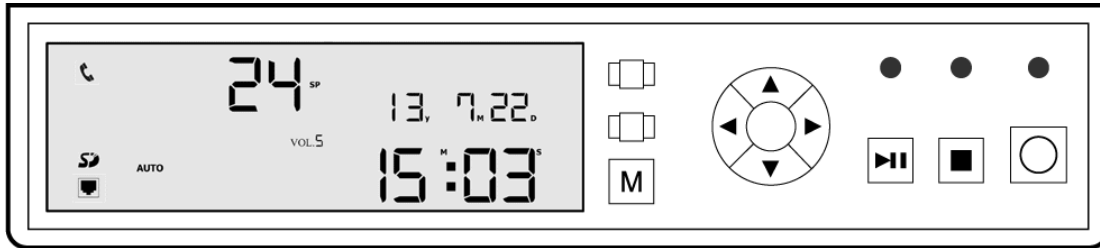
## Notes for Both Auto and Manual Modes

1. A call will not be recorded if the duration is shorter than the Minimum File Length.
2. A recording, if not terminated earlier in due course, will stop automatically when the duration reaches the Maximum File Length.
3. The recording source is determined by a combination of both the Phone/Microphone switch and the Handset/Headset switch. If the Phone/Microphone switch is set to Microphone, then the internal microphone is selected. If the Phone/Microphone is set to Phone, then the Handset/Headset switch selects between handset and headset.

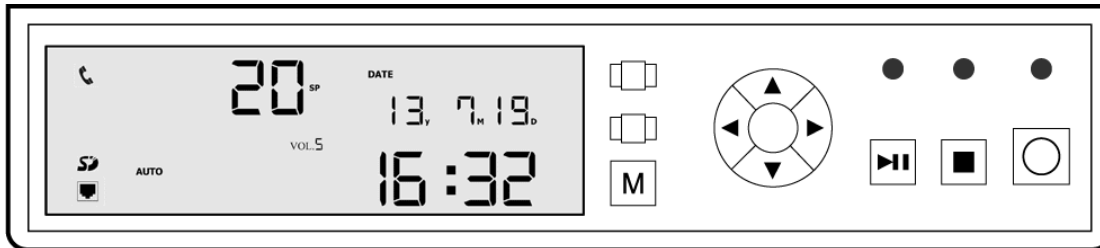
## Play Mode

The logger cannot record and play at the same time. It must enter the Play mode from the idle state (Record LED off). Make sure the logger is not recording and, if necessary, press the Record key to turn the Record LED off.

The screen below shows the idle state with the current file number being 24.

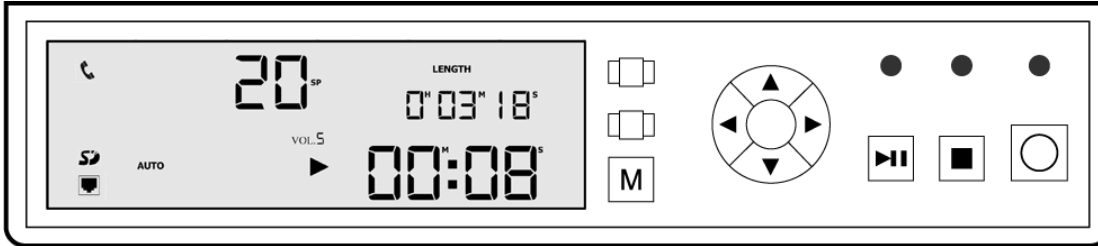


Press ◀ or ▶ to select the previous or the next file. For example, press ◀ four times to select file #20 which was created on 2013 July 19 at 16:32.



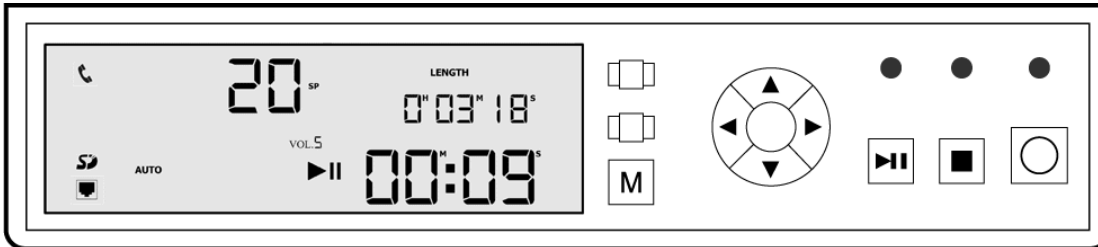
## Play

Press ►II to play the file. The screen shows the record length being 3 minutes and 18 seconds, and the current playing position at 0:08.



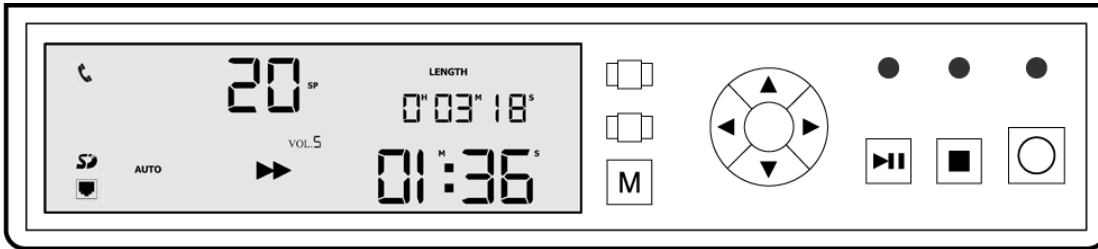
## Pause/Resume

Press ►II again to pause/resume playback.



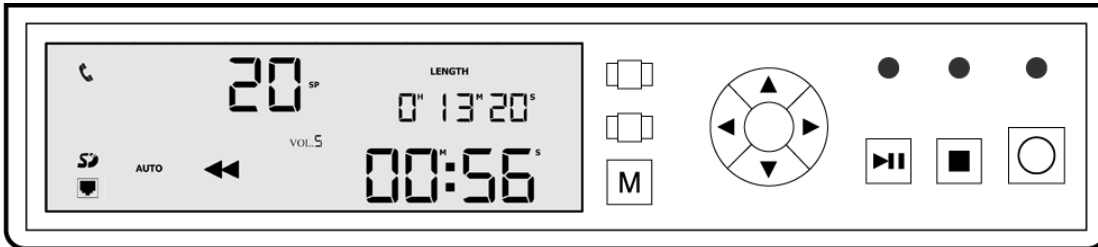
### Fast Forward

Press and hold ► to fast forward. Notice the fast forward symbol on the LCD.



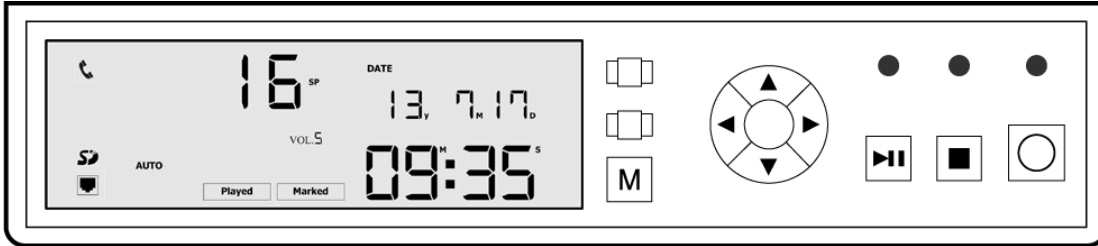
### Rewind

Press and hold ◀ to rewind. Notice the rewind symbol on the LCD.



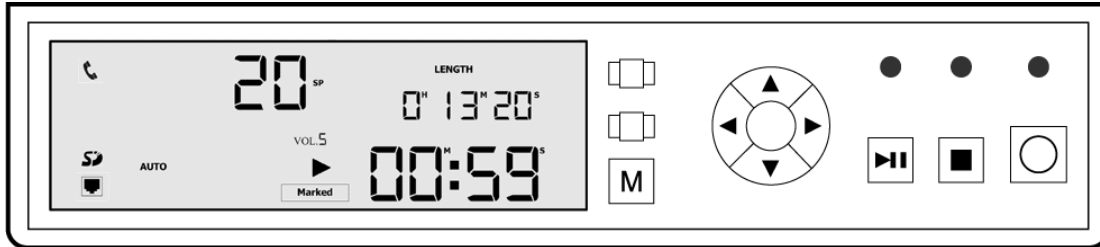
## Played Files

For files that have been played and/or marked before, the 'Played' and/or the 'Marked' symbol will be displayed on the LCD.



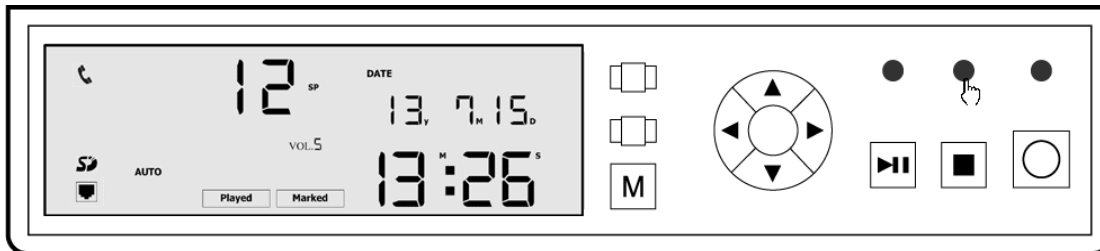
## Mark/Unmark Files

During recording or playback, you can press the Mark key to mark/unmark the file. The purpose of marking a file is to prevent it from being deleted. Marked files are also easier to find as the logger can be made to list marked files only (see *Search Marked Files* below). Marked files are indicated by the 'Marked' symbol on the LCD.



## Search Marked Files

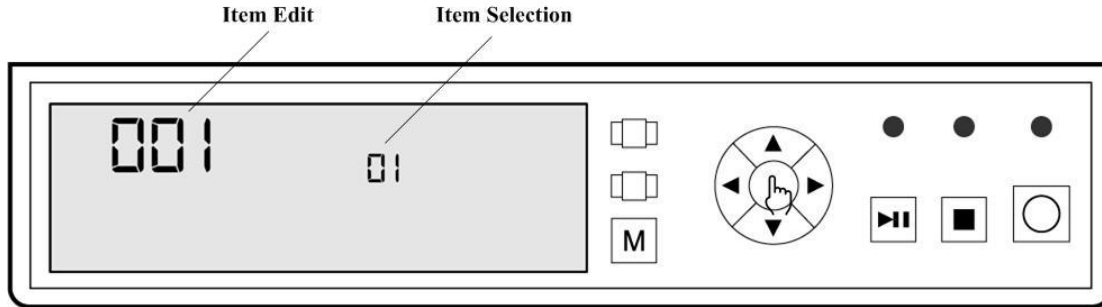
To search only the marked files, press the Mark Key first then press ◀ or ▶ to sequence through previously marked files. Press the Mark Key again to go back searching all files.





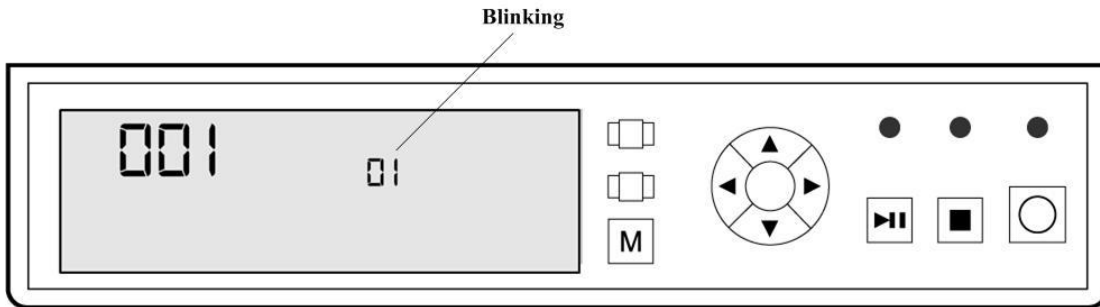
## Setting Mode

From the Idle Mode, long press the Setting Key to enter the Setting Mode. Then use the Setting Key to switch between Item Selection and Item Edit. When the target item number is blinking, press ▲ or ▼ to change its value.

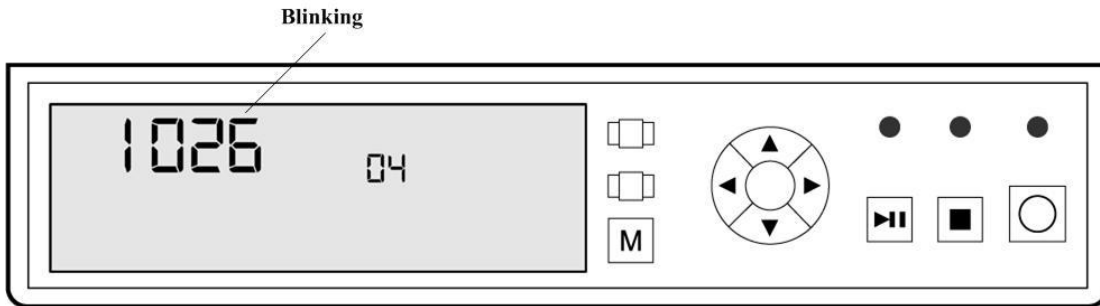


The following is an example for setting the current time.

Make sure the logger is idle (record LED off). Long press the Setting key to get into the Setting mode. A screen similar to the following will appear. The blinking '01' indicates that item 1 (Logger ID) is currently being selected.



Press **▲** three times to select item 4 (Time Setting), then press the Setting key to switch to Item Edit. On the screen below, the current time on the device is 10:26, and the last digit is blinking.



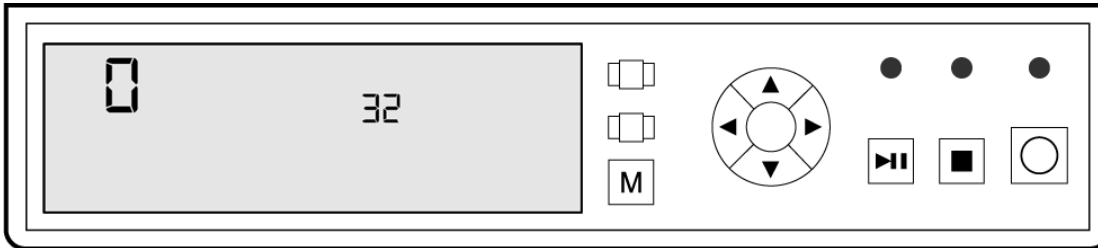
Assuming that we want to change the time to 10:18, press **▲** and change the last digit from 6 to 8. Then press **◀** to move left and change other digits accordingly.

To exit the Setting mode, simply wait 10 seconds without pressing any key.

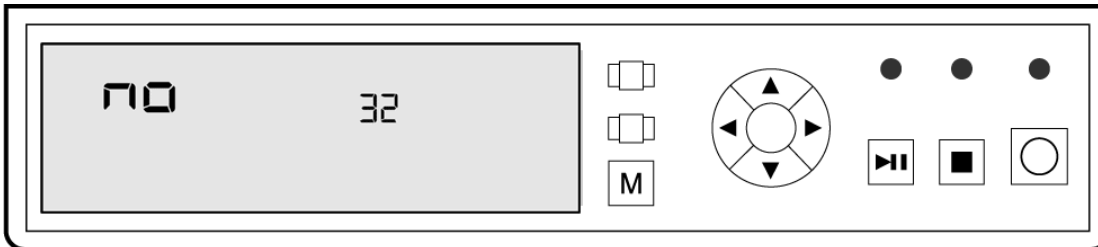
## SD Card Format

Select item 32 (System Command) in the Setting mode. Press [Setting] and switch to Item Edit. There are 4 options:

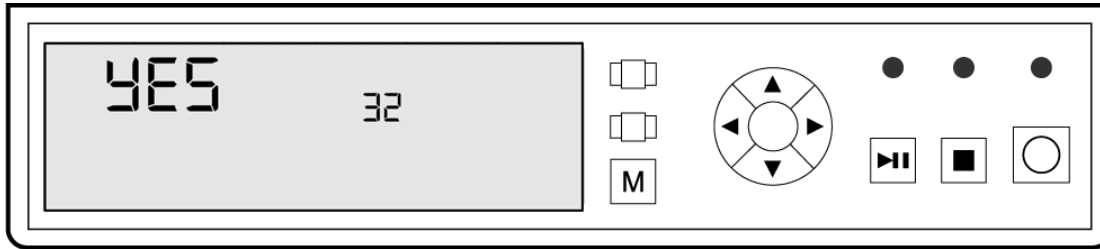
- 1- Restore Default Settings
- 2- LCD Test
- 3- SD Card Format
- 4- Signal Meter



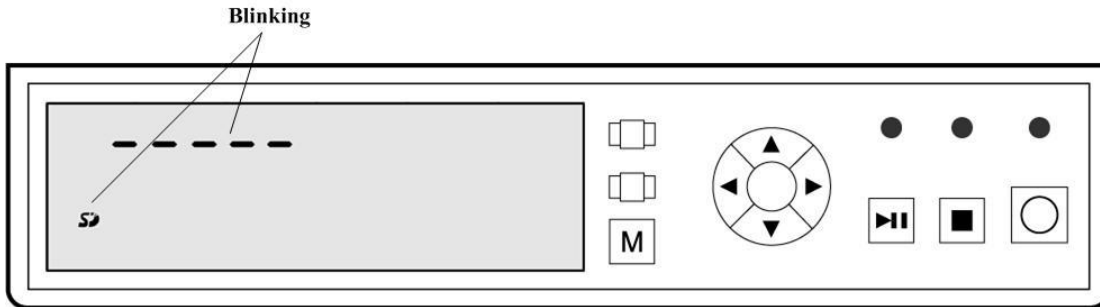
While '0' is blinking, press ▲ to advance to '3' (SD Card Format) and then press [Setting].



Press ▲ once to change ‘no’ to ‘yes’, then press [Setting] to confirm the formatting.



The logger starts to format the card, which may take several minutes.



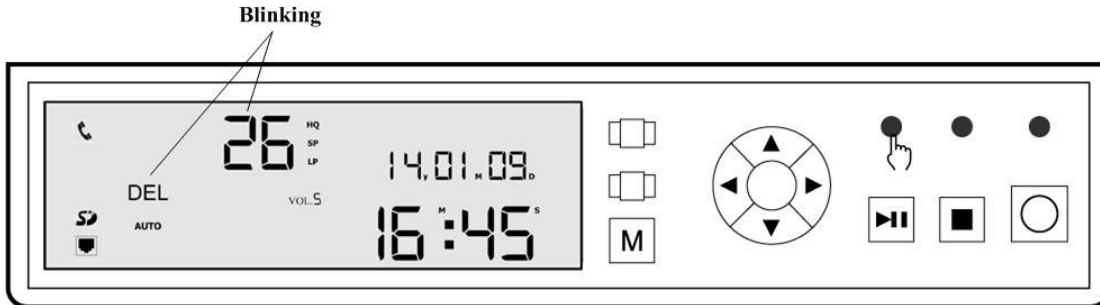
A typical reason for formatting the internal SD card is that when the Disk Full Override setting is disabled and the card becomes full, you back up the files to a PC via the Console program and re-format the card to regain full storage capacity. This is much more convenient than deleting all files manually. Optionally you may replace the old card (and save it as an archive) with a new one.

## File Deletion

There are 2 types of file deletions: single file or all files. However, files marked 'important' will not be deleted in either case. Deleted files cannot be restored.

### Delete A Single File

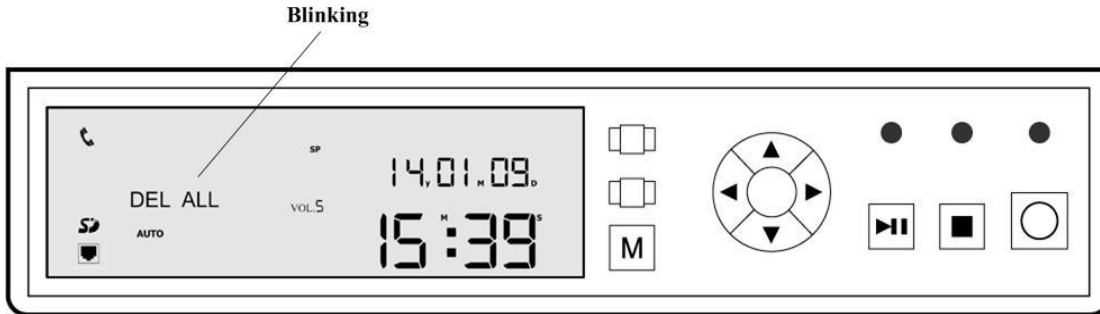
From the idle mode, press ◀ or ▶ and select the file to delete. Press [Delete]. The file number and the 'DEL' symbol will be blinking.



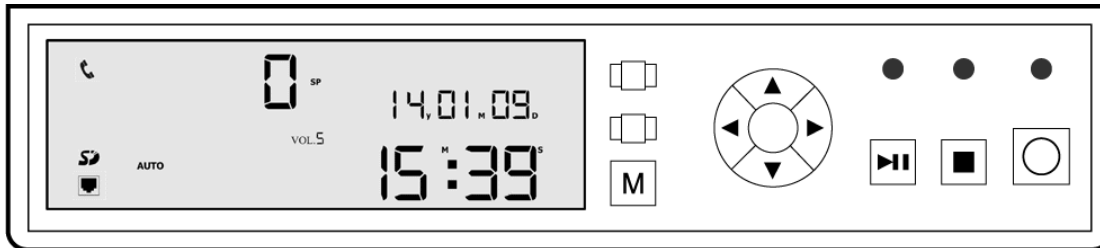
Press [Delete] again to confirm the deletion. Press any other key to abort.

## Delete All Files

From the Idle mode, long press [Delete]. The “DEL ALL” symbol will be blinking.



Long press [Delete] again to confirm the deletion. All files will be deleted and the file number will now show '0'. Press any other key to abort.



Note that marked files will never be deleted. A marked file must be unmarked first before it can be deleted.

## **Hardware Reset**

Sometimes it's necessary to hardware reset the logger in order to restore factory default settings due to lost login name and/or passwords.

To hardware reset the logger, press the Reset Button (located behind the SD card cover) for 5 seconds with the logger powered on. The LCD panel will turn blank and then re-initialize as the logger goes through the reset.

After a hardware reset, all configuration settings (including login name and password for network access) will be restored to factory default. The only exceptions are the date and time.

## 7. Network Access

The logger does not need to be connected to the Internet (or any network) in order to operate. However, a network connection allows the logger to be configured and status-checked remotely. It also provides the connection to a NTP server (for accurate time keeping) and facilitates firmware updating.

Most office desks are equipped with a single network connection which is usually used by a PC, leaving no network connection for other devices. To solve this problem the logger is equipped with two Ethernet connections: one for the network (with PoE if applicable) and the other for the PC. This way the logger and the PC can share a single network connection.

Before network access is possible, the logger needs to be assigned with a unique static IP address first. This IP address and the subnet mask must be initially configured into the logger via the keypad (see *Configuration Settings*). It may later be changed via network access if needed.

To access the logger via network, open a browser and enter the logger's IP address (for example 192.168.1.101). Enter the login name (factory default = admin) and the password (factory default = none – leave blank) when prompted.

If the login name or the password is lost, it may be restored to factory default by hardware-resetting the logger (see *Hardware Resetting*).



The first screen that shows up is the Status Screen which is quite self explanatory.

**CallPad 100**

**Status**

Network  
System  
Setting  
Calls  
Log

**Network**

IP Address	192.168.1.204
Subnet Mask	255.255.255.0
Gateway	0.0.0.0
MAC Address	00-01-6A-9C-0E-73

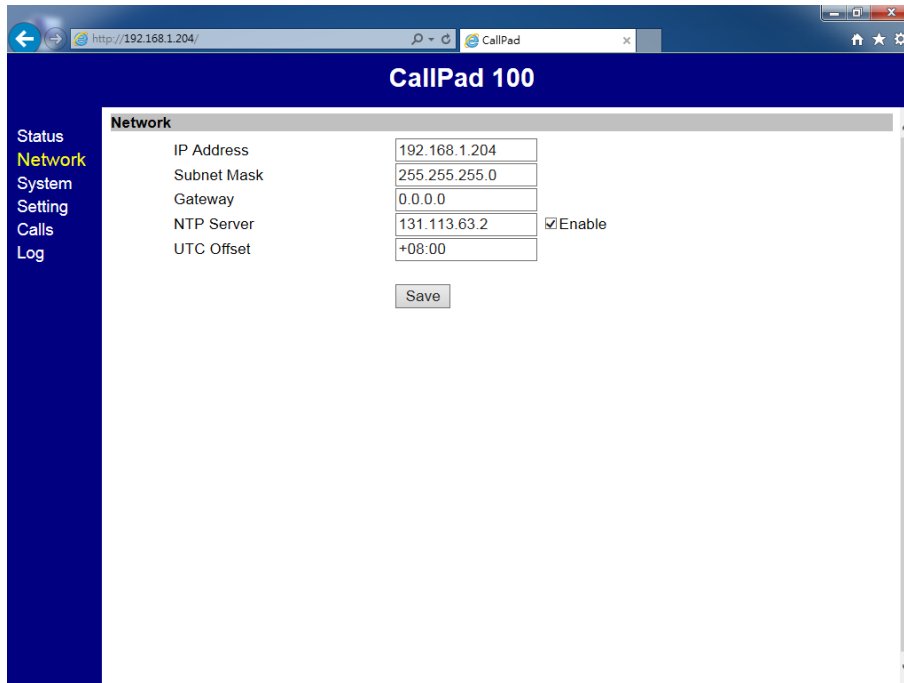
**Voice Logger**

SD Card	7580 MiB Total, 5974 MiB Free
File Count	19999
Recording Mode	Auto
Recording Source	Phone
Current Signal Level	226
State	Idle

**System**

Current Date/Time	2014/9/24 11:20:54
System Up Time	0 00:49:50
Firmware Release	2014/09/23 Build 5182
Serial Number	730E9C6A

Click 'Network' on the left pane to get to the Network Screen.



Here you can change the network settings.

If enabled, the NTP Server synchronizes the logger's clock to UTC (Universal Time Coordinated), and you need to enter an offset value (hour:minute) based on your time zone. Note that NTP servers do not adjust for Daylight Saving Time, so you need to do it yourself manually. By the way, the Gateway IP address must be set correctly for the NTP server to work.

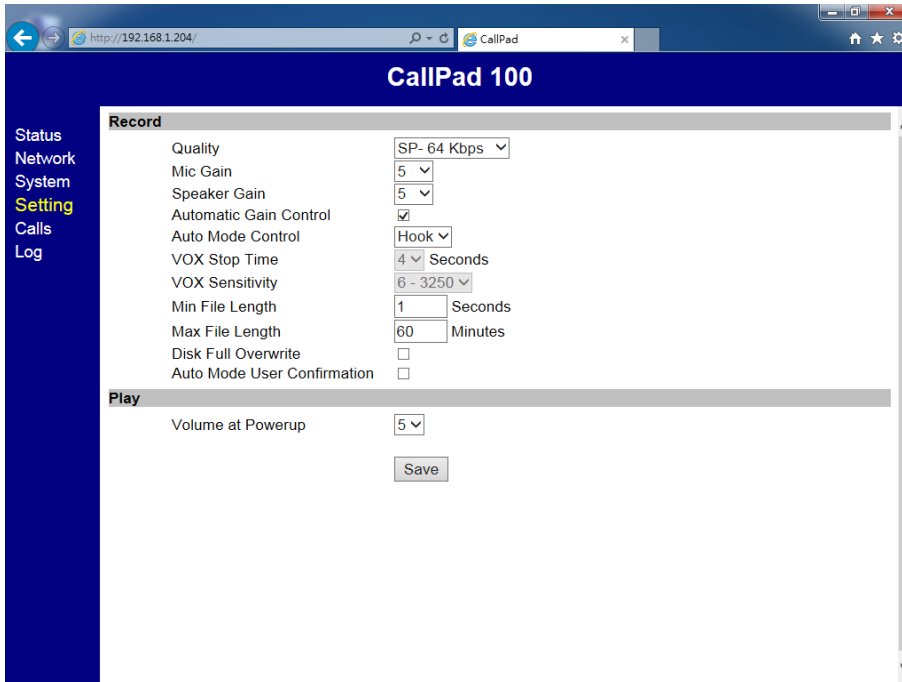
Click 'System' on the left pane to get to the System Screen.

The screenshot displays the CallPad 100 administration interface in a web browser. The browser's address bar shows the URL `http://192.168.1.204/`. The page title is **CallPad 100**. On the left, a vertical navigation menu includes **Status**, **Network**, **System** (highlighted in yellow), **Setting**, **Calls**, and **Log**. The main content area is organized into three sections:

- Administration:** Contains input fields for Administrator (filled with "admin"), Password (masked with dots), Product Name (filled with "CallPad"), Product Model (filled with "100"), and Node ID (filled with "1").
- Misc:** Contains an input field for HTTP Port (filled with "80") and a checked checkbox for Keyboard Sound.
- Tools:** Contains an input field for Current Date/Time with a "Set" checkbox, an input field for Ethernet MAC Address, and buttons for Backup, Update, Restore, Reboot, and Save.

Note that the current password is not displayed on this page. The blank Password field is provided for entering a new password if desired. Leave it blank if you don't want to change the current password.

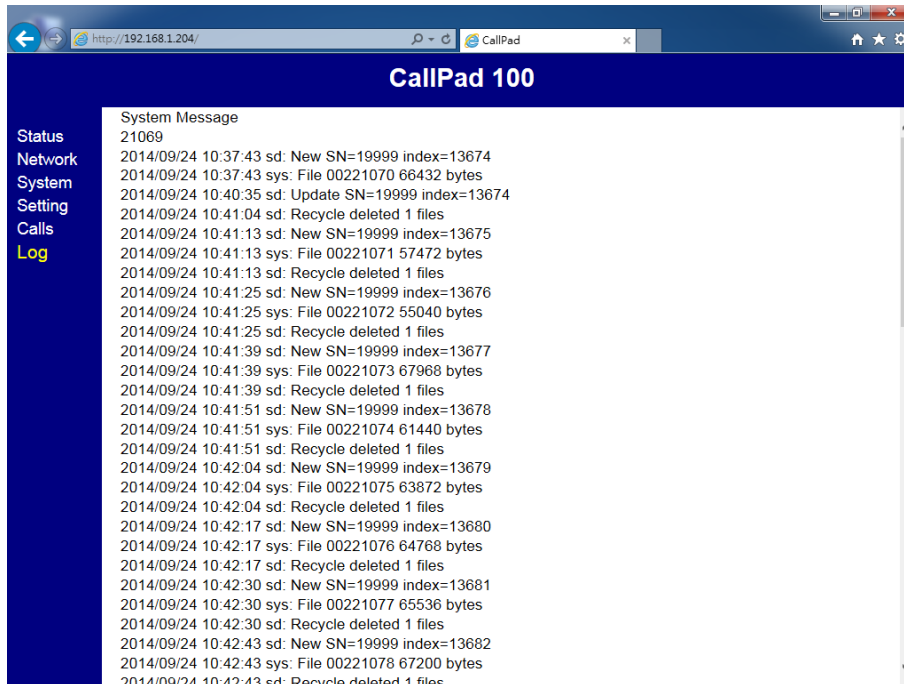
Click 'Setting' on the left pane to get to the Setting Screen with a listing of configuration settings.



Click 'Calls' on the left pane to get to the Calls Screen with a listing of files.

File#	Date	Time	Source	Important	Quality	Mode	Length
19999	2014/9/24	10:47:21	Phone		SP	Auto	0:08
19998	2014/9/24	10:46:16	Phone		SP	Auto	0:08
19997	2014/9/24	10:46:03	Phone		SP	Auto	0:08
19996	2014/9/24	10:45:51	Phone		SP	Auto	0:08
19995	2014/9/24	10:45:38	Phone		SP	Auto	0:06
19994	2014/9/24	10:45:26	Phone		SP	Auto	0:07
19993	2014/9/24	10:45:13	Phone		SP	Auto	0:07
19992	2014/9/24	10:45:01	Phone		SP	Auto	0:08
19991	2014/9/24	10:44:49	Phone		SP	Auto	0:07
19990	2014/9/24	10:44:37	Phone		SP	Auto	0:07
19989	2014/9/24	10:44:25	Phone		SP	Auto	0:07
19988	2014/9/24	10:44:13	Phone		SP	Auto	0:05
19987	2014/9/24	10:44:01	Phone		SP	Auto	0:05
19986	2014/9/24	10:43:39	Phone		SP	Auto	0:06
19985	2014/9/24	10:43:26	Phone		SP	Auto	0:07
19984	2014/9/24	10:43:13	Phone		SP	Auto	0:08
19983	2014/9/24	10:43:00	Phone		SP	Auto	0:08
19982	2014/9/24	10:42:46	Phone		SP	Auto	0:08
19981	2014/9/24	10:42:33	Phone		SP	Auto	0:08
19980	2014/9/24	10:42:20	Phone		SP	Auto	0:08
19979	2014/9/24	10:42:08	Phone		SP	Auto	0:08
19978	2014/9/24	10:41:55	Phone		SP	Auto	0:07
19977	2014/9/24	10:41:42	Phone		SP	Auto	0:07
19976	2014/9/24	10:41:29	Phone		SP	Auto	0:08
19975	2014/9/24	10:41:17	Phone		SP	Auto	0:06
19974	2014/9/24	10:41:04	Phone		SP	Auto	0:07
19973	2014/9/24	10:37:33	Phone		SP	Auto	0:08
10072	2014/9/24	10:34:30	Phone		SP	Auto	0:04
10071	2014/9/24	10:34:17	Phone		SP	Auto	0:04

Click 'Log' on the left pane to get to the Log Screen with a listing of system events.



## 8. Console Program

The Console Program is used to download a CallPad's record files via network to a PC for review and/or backup. It gets a copy of the files from the device without deleting or modifying the original. The Console Program allows a single PC to access up to 16 CallPad's from within the same subnet.

To install the Console Program, simply run *setup.exe* in the *CallPad Console Program Setup* folder on the CallPad Installation CD. Then follow the instructions on the screen.

During installation the setup program may ask for permission to install .NET Framework 3.5 if it's not installed previously.

When executed for the first time the Console Program will ask for the storage path (where the downloaded files should be stored). It will then require a username/password to be created, which ensures only authorized personnel will have access to the files.

As the program starts you may see a Windows Security Alert saying "Windows Firewall has blocked some features of VoiceSafe Sniffer...". Click the "Allow Access" button to continue.

The program will automatically search CallPad devices on the network and come up with a New Device window similar to the one below.

## Add New Device

CallPad Sniffer 1.00

New Device

00-01-FA-DE-FC-5B[IP=192.168.1.108, ID=1]

Device's Information

MAC 00-01-FA-DE-FC-5B

IP 192 . 168 . 1 . 108

Subnet Mask 255 . 255 . 255 . 0

Gateway 192 . 168 . 1 . 1

Device ID 1

User Name admin

Password eletech

Refresh Device Add To System Update Device

This example shows that only one CallPad is found.



## 9. Specifications

Number of Channels	1
Telephone Interface	Digital/VoIP/Analog handset or headset
Internal Storage	SD/SDHC card (up to 8GB)
Recording Capacity (based on 8GB of storage)	LP = 543 hours (low voice quality) SP = 275 hours (medium voice quality) HQ = 137 hours (high voice quality)
Record Mode	Manual (push button) Auto-VOX (voice activation) Auto-HookSensor (hook sensor activation)
Maximum Number of Files	19999
Internal Microphone	Yes (for conference/memo recording)
Ethernet Port	100 Mbps x 2
Power Supply	5VDC or PoE
Dimensions	190mm (W) x 283mm (D) x 25mm (H)
weight	623g
Options	PoE on one Ethernet port
	External record indicator
	Hook sensor

# 10. Trouble Shooting & How-To Tips

## General

### **What kind of telephone/headset can be used with the logger?**

Nearly very kind, just be sure to configure the Handset/Headset Configuration Block properly.

### **Where do I plug in my headset amplifier?**

Plug in the headset itself without the amplifier. There is no need for the amplifier since the logger also serves as one.

### **My headset has a different kind of connector.**

An optional adaptor for your headset may be available. Please consult with your dealer.

### **Does the logger need to have network connection in order to operate properly?**

Not at all. The network connection is necessary only if you want to take advantage of the NTP server (for automatically time setting), or remotely configure/monitor the logger.

### **Which record mode should I use?**

It really depends on your particular needs, but the Auto-HookSensor Mode offers these benefits:

- Unlike the Manual Mode, it automatically records every call so no important calls will be missed.
- Unlike the Auto-VOX Mode, it always records a call into a single file (unless the call lasted too long).

### **How much storage space does the logger provide?**

It depends on the voice quality and the capacity of the SD card used. For example, an 8GB card can store 543 hours of low quality voice, 275 hours of medium quality voice, or 137 hours of high quality voice. Keep in mind the storage space is also limited by the Maximum Number of Files (see *Specifications*). If most files are small then the maximum number of files could be reached before the SD card gets full.

**What happens when the logger runs out of storage space?**

If the Disk Full Override setting is disabled, the logger will refuse to record until either some files are deleted or the SD card is erased (re-formatted) or replaced. If replacing the SD card (so that the old one can be saved as an archive), be sure the capacity is 8GB or smaller (otherwise the system will malfunction).

If the Disk Full Override setting is enabled, the logger will automatically delete the oldest unmarked files to make room for new files.

**How can I make the key press silent?**

By disabling the Key Press Sound setting.

**What's the purpose of the earphone jack?**

So that a earphone can be used for private listening, or to avoid disturbing others nearby. The earphone can also be used to listen in on the conversation in real time by, for example, a supervisor.

# **Record**

## **How to set the record mode?**

Manual Mode – Slide the Record Mode Switch to ‘Manual’.

Auto-VOX Mode – Slide the Record Mode Switch to ‘Auto’ and set the Auto Mode Control setting to 0.

Auto-HookSensor Mode – Slide the Record Mode Switch to ‘Auto’ and set the Auto Mode Control setting to 1. The optional hook sensor must also be installed.

## **In the Manual Mode, when does recording start?**

Recording starts at the moment when the Record Key is pressed, therefore all prior conversations would not be recorded. However, if the Trace Back setting is enabled then the file will include 5 seconds before the Record Key is pressed.

## **Is there a way to selectively record the entire call by pressing a key at anytime during the call?**

Yes, by setting the logger to the Auto Mode (Auto-VOX or Auto-HookSensor) and enabling the Need Confirmation setting. The Record LED will be flashing red and the call will not be saved unless the Record Key is pressed sometime during the call. The Record LED will then turn solid red and the entire call will be saved/recorded.

## **How do I tell whether the logger is recording or not?**

The logger is recording when the Record LED is solid red. Otherwise it is not recording.

## **How can I tell if the logger is in the Auto Mode, ready to record?**

The logger is in the Auto Mode, ready to record if the Record LED is solid green.

## **Why is the Record LED flashing red?**

The logger needs your confirmation because the Need Confirmation setting is enabled in the Auto Mode. The confirmation is done by pressing the Record Key once. If left unconfirmed, the call will not be saved.

**Sometimes a phone call is broken up and recorded into several files.**

If this happens in the Manual Mode, have the logger serviced.

If this happens in the Auto-HookSensor Mode, make sure the hook sensor is installed securely.

If this happens in the Auto-VOX Mode then it may be caused by long pause or weak voice in the conversation. If it's caused by long pause then the VOX Stop Delay setting may be adjusted. If it's caused by weak voice then the VOX Sensitivity setting may be adjusted.

**Sometimes the logger starts recording all by itself.**

If this happens in the Manual Mode, have the logger serviced.

If this happens in the Auto-HookSensor Mode, make sure the hook sensor is installed securely.

If this happens in the Auto-VOX Mode then it may be caused by the VOX Sensitivity setting being too sensitive. Set the VOX Sensitivity to a higher value (less sensitive). Note that the logger is always 'listening' even when the handset is placed in the cradle.

**My voice is always recorded too weak (or too strong).**

Adjust the Record Gain for Local setting.

**The caller's voice is always recorded too weak (or too strong).**

Adjust the Record Gain for Remote setting.

**There is always a few seconds of silence at the end of the file.**

This should happen in the Auto-VOX mode only. Enable the Tail Cut setting to eliminate the silence.

**Sometimes a call was not recorded in the Auto Mode.**

This happens if the call is shorter than the Minimum File Length setting.

**How to record a memo or a meeting in my office?**

Set the logger to the Manual Mode, slide the Phone/Microphone Switch to microphone, press the Record Key to start recording, press the Stop Key to stop recording.

## Play

### **Nothing happens when I pressed the Play Key or the Left (Right) Key.**

The logger is probably in the Auto Mode's Standby State (indicated by a solid green Record LED). Press the Record Key to turn off the LED and enter the Idle State first.

### **How to jump to a particular file?**

You can't, you must sequence through the files one by one. However, if the target file is marked then there is a way to sequence through marked files only (see *Play Mode / Search for Marked Files*).

### **I pressed the Right Key twice but it didn't go to the next file.**

Try pressing the Right Key twice rapidly.

### **Can the logger announce the date/time when playing a file?**

Yes, if the Time Stamp Announcement setting is enabled.

## **File Management**

### **How are files numbered and sorted?**

By creation date/time, with the oldest file being number 1.

### **Why do file numbers sometimes change?**

If a file is deleted then all files newer than that file will be re-numbered (minus one).

### **Can I play SD card files on a PC?**

No, because the file format is proprietary.

### **Can I get a playable copy of a particular file?**

Not until a special utility program becomes available for accessing logger files via the network. This software will convert files to standard WAV format.

### **How to archive files?**

The easiest way is to remove the SD card when it's full and put it somewhere safe. There is a write protection switch on the SD card for preventing accidental erasure.

### **How to restore deleted files?**

Deleted files cannot be restored.

## **SD Card Notes**

### **What kind of SD cards are supported?**

CallPad supports 8GB SDHC cards formatted with FAT32 file system and 4096 bytes allocation size. The card may be formatted on the Callpad or a PC.

## **Lock / Unlock**

### **There is no Lock key – how can I lock the logger?**

By enabling the Lock Mode setting in system configuration. When a logger is locked, it will still record (in Auto or Manual Mode) but most keys are disabled to prevent file access and other functions.

### **Why does the logger lock itself again after I unlocked it?**

If the Unlock Key is used to unlock the logger, the logger will automatically lock itself after 30 seconds of inactivity. To permanently unlock the logger, disable the Lock Mode setting.

### **How to unlock a logger when the Unlock Password is lost?**

If the Unlock Password is lost, the only way to unlock the logger is to perform a hardware reset (see *Hardware Reset*).

### **With the logger locked, can people steal the SD card and gain access to the files?**

The SD card can be stolen but the files on it are in a proprietary format, unplayable on most PC's.



## Network Access

### **Does the logger need to have network connection in order to operate properly?**

Not at all. The network connection is necessary only if you want to take advantage of the NTP server (for automatically time setting), or remotely configure/monitor the logger.

### **Can the files be accessed remotely?**

Not until a special utility program becomes available.

### **I lost the login name and/or password.**

The login name and password can be restored to factory default by doing a hardware reset on the logger (see *Hardware Reset*).