VUB-100T

Voice Logger for Analog & Digital Phones

User's Manual

Revison 1.0

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Overview

VUB-100T is a low cost, PC based single-line voice logger designed to record telephone calls for small to medium businesses. It is compact in size and easy to operate. A host PC is required for operation as the logger saves all record files on it in real time. The host PC is also used for record file access.

Recording starts automatically when the handset is lifted from the base, and stops when the handset is put back. This is achieved by fixing a small magnet on the handset and a small magnetic sensor on the base, so that the handset position is known to the logger. Thanks to this scheme the VUB-100T can operate with most, if not all, analog/digital/IP phones.

Manual gain controls are provided to accommodate different application environments. The software-based signal strength meter makes the gain control adjustments quick and easy.

Call-recording notification (e.g. "Your call may be monitored or recorded for quality and training purposes."), if needed, may be configured to play automatically at the beginning of the call, or manually at the user's discretion.

Package Contents

QTY	ITEM DESCRIPTION
1	VUB-100T
1	MicroUSB Cable
1	Telephone Cord (RJ-9 on both ends)
1	Hook Sensor
1	Magnet
1	User's Manual

If any item is missing or broken upon opening of the package, please contact your dealer immediately.

Hardware Installation
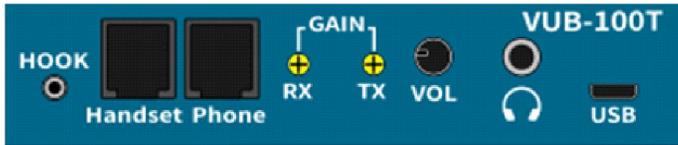
HOOK   Plug in the hook sensor here. Attach the self-sticking sensor to the phone base as close to the handset as possible. Attach the self-sticking magnet to the handset as close to the sensor as possible. The logger sees the hook sensor as a hook off/on indicator and starts/stops the recording accordingly.

Handset   Unplug the handset from the phone base and plug it in here.

Phone   Connect to the phone base with the supplied telephone cord.

GAIN RX   Handset inbound signal gain control.

GAIN TX   Handset outbound signal gain control.

VOL   Internal speaker volume control (for realtime monitoring).

USB   MicroUSB for host PC connection.

🎧   Headphone jack (for realtime monitoring).

On the top side of the unit:

LED   Power and signal strength indicator.

Monitor   Press/lock down this button to turn on the internal speaker.

Power   Press/lock down this button to turn on the logger.

Typical Connection Diagram

Software Installation

The system software supports Windows 7 and above. It can be downloaded from: www.eletech.com/download/VUB100T.zip

No installation is needed - simply unzip the file into a folder of your choice.

The system program is called VUB100T-RS_v?.?.?.exe (?.?.? is the version number) found in the installation folder. To start the program, double click its icon.

If there is a hardware issue then the following dialog box will appear:

Click OK. If a screen similar to the following appears:
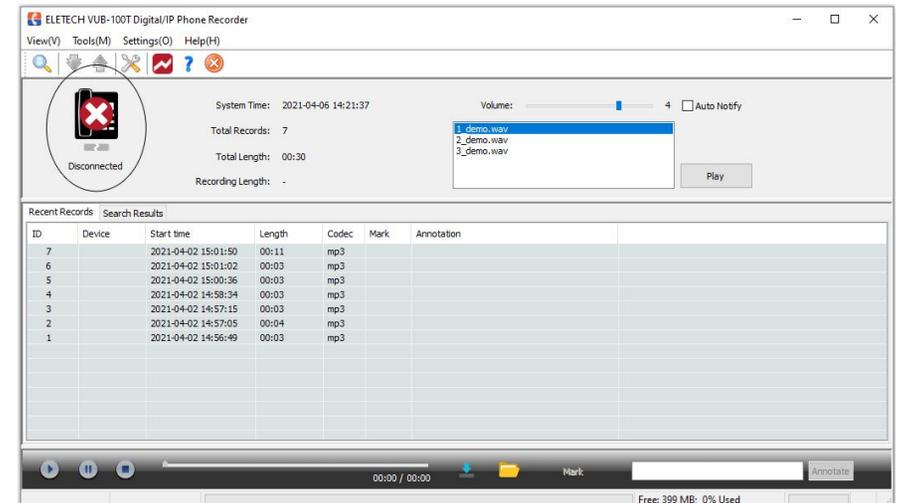
This indicates hardware issues - refer to the Trouble Shooting section and resolve the issue(s).

Main Menu

If the hardware is properly installed and turned on, a screen similar to the following will appear:
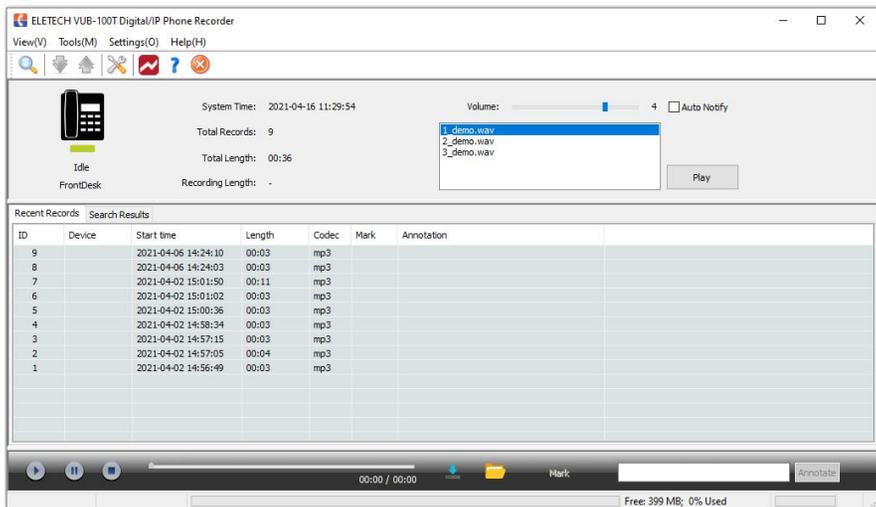
System Status (displayed under the phone symbol)

Idle = ready but not recording
Recording = recording

Device Name

Device name, if assigned, will be displayed under system status.

System Time

Displays the current time.

Total Records

Total number of records in system

Total Length

Total length of all records combined.

Recording Length

Current recording length (when system is recording).

Recent Records

This tab lists up to 32 entries of the latest records.

Search Results

This tab lists the search results.

Call recording starts automatically when the handset is lifted, and stops when either the handset is replaced or the sound intensity is below the threshold for a certain period of time.

Sound Intensity Meter

Sound Intensity Meter is a software tool for checking the integrity of the audio signal path. It's also helpful when adjusting the manual gain controls.

To activate the Sound Intensity Meter, either click the ⤴ symbol, or select *Settings (S) > Sound Intensiry Meter (I)*. A dialog box similar to the following will appear:
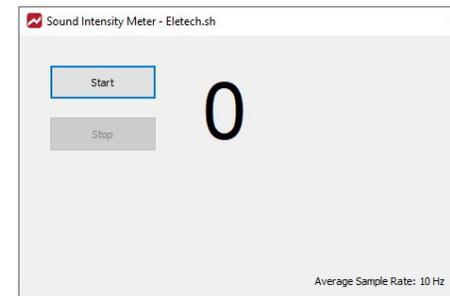
Click 'Start'/'Stop' to start/stop the meter. The signal intensity is updated 10 times per second. Speak into the handset and see how the number changes.

Search Records

To search records, either click the 🔍 symbol, or select **Tools (M) > Search Records (S)**. A dialog box similar to the following will appear:
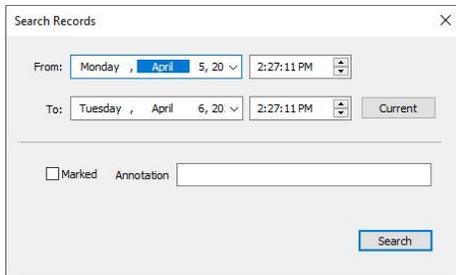
Enter the time range to search, then click 'Search'.

Current
Click this button to set 'To' to current time.

Marked
Search marked records only.

Annotation
Search records with the same annotation only.

Search results will be listed under the "Search Results" tab:
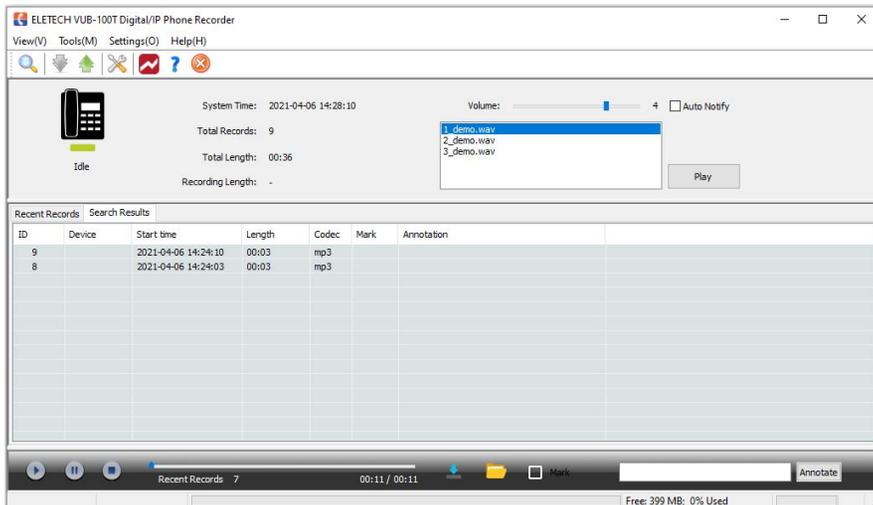
The display order of the search results may be changed by selecting either **Tools (M) > Descending List (D)** or **Tools (M) > Ascending List (U)**.

Play/Copy/Mark/Annotate Records

On either the "Recent Records" tab or the "Search Results" tab:

Play
Double click a record to play it. Use the buttons on the bottom to stop/pause/resume. You can also click on the progress bar to rewind or fast forward.

Notice the triangle pointer to the left of the ID. It indicates that the record has been 'selected'.

Copy
With the record 'selected', click 📥 to copy it to a different folder.

Mark
With the record 'selected', check the Mark box to mark it. Mark can be used as a search key.

Annotate
With the record 'selected', add annotation and click Annotate to save it. Annotation can be used as a search key.

Open Records Folder
Single click 📁 to open the folder where the 'selected' record is stored.

Call-Recording Notifications

Pre-recorded call-recording notifications can be set up to play automatically at the beginning of the call (e.g. "This call may be monitored or recorded for quality assurance and training purposes.") or manually at the user's descretion.

All notifications need to be recorded in the following file format:
- Windows WAV uncompressed PCM
- 22.05 KHz sample rate
- 16-bit resolution
- stereo

To set up automatic notification, name the notification file Auto_Notice.wav and save it in VUB-100T's installation folder. Then check the Auto Notify box:
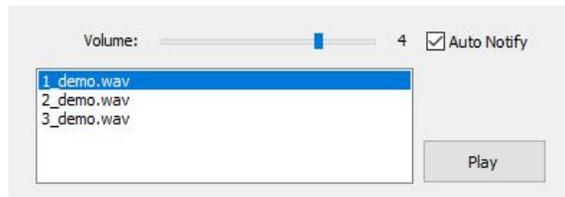
To set up manual notification, save all manual notification files in the MultiNotice subfolder in VUB-100T's installation folder. A list of files will appear similar to what's shown below.
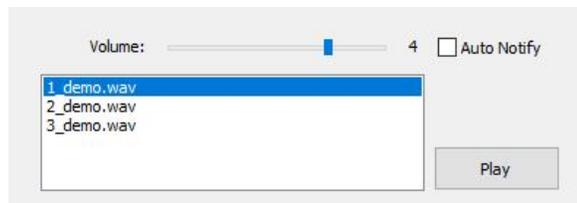
When it's time to play the notification, make sure the correct entry is high-lighted (single click) and click Play. Be sure the Auto Notify box is unchecked so that the automatic notification will not play.

The Volume bar can be used to set the notification loudness. The range is 1 to 5.

Settings - VUB Settings
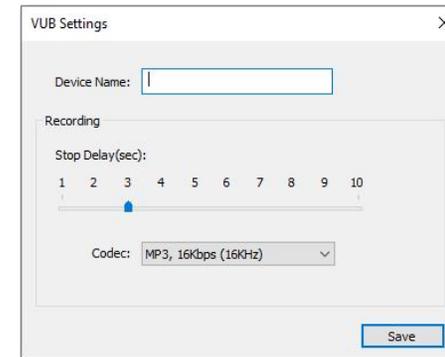
Device Name
Enter a device name for your own identification purposes.

Recording Stop Delay
The system stops recording a call if either one of the following is true: (a) the handset is placed back on the base, (b) the sound intensity is below a certain threshold for a period of time. This period of time is called the Recording Stop Delay, and can be set to a value from 1 to 10 seconds.

Codec
Two audio encoders are available, and the default setting is 'MP3'.
- MP3, 16Kbps (16KHz)
- WAV, 256Kbps (16-bit, 16KHz)

Settings - System Settings
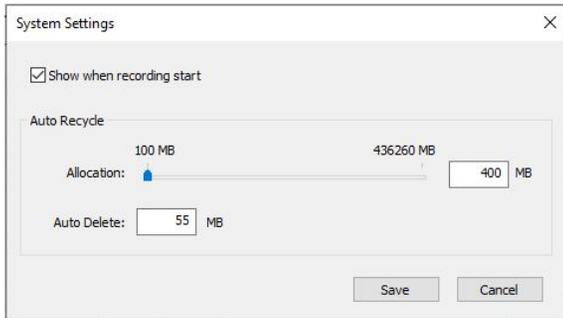
Show when recording start
If checked, the program will automatically pop up on the screen (if it's not already) so that the user may operate it. The default setting is 'checked'.

Auto Recycle
The host PC allocates a certain amount of memory for the storage of record files. When this memory is about full, the oldest files are automatically deleted in order to make room for the new ones.

Allocations
The amount of memory to allocate for the storage of record files.

Auto Delete
The amount of memory to delete and reuse per cycle.

Memory Usage Staus
Memory usage status is displayed on the lower right corner of the main menu, similar to the example shown below.

Program Version Info

Select **Help (H) > About (A)** to get the program version information.

Minimize/Exit Program

Minimize The Program
To minimize the program, either click the X on the upper right corner or select *View (V) > Minimize to Tray*.

Exit The Program
To exit the program, either click the ⊗ symbol or select ***View (V) > Exit (X)***.

Trouble Shooting

The system status shows "disconnected".
1. Make sure the USB cable is connected securely.
2. Make sure the power button is pushed/locked down.
3. For Windows 10, go to ***Start > Settings > Privacy > Microphone*** and make sure "Allow apps to access your microphone" is turned on.
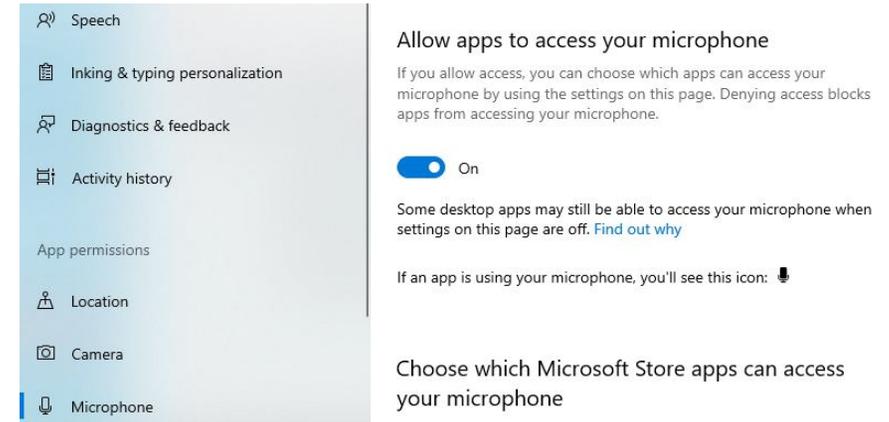
When playing files, the progress bar moves but no audio.
For Windows 10, go to ***Start > Settings > System > Sound*** and make sure Output is set to "Speakers (Voice Logger V2)".
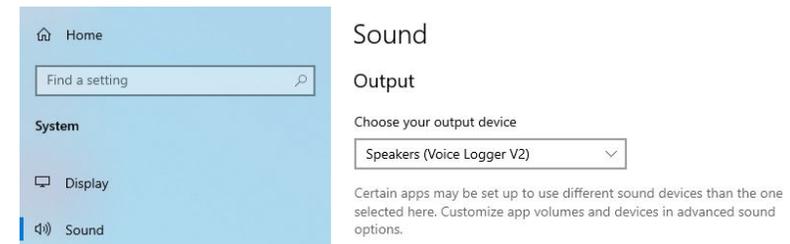
The system status shows "Idle" but cannot record.
1. Make sure the microphone is not muted in the PC's settings.
2. Verify the audio path/volume with either the built-in speaker or an earphone.

The "call-recording notification" is not loud enough.
Turn up the volume (see the **Call-Recording Notifications** section). If the volume is already at the highest level (5) then the audio file needs to be re-recorded at a higher level.