

COMMONLY ASKED QUESTIONS

Q. Will voice-activated recorders be turned on by phone line noise when a telephone is not in use?

A. Not normally. When properly installed and adjusted, the recorders rarely record between conversations. Phone line couplers used with Omnicron VLR recorders (LIC -390, etc.) help to minimize noise between calls. The digital recorders are designed for direct connection without external couplers. Our digital recorders feature off hook sensing to prevent recording when the line is not in use.

Q. Must there be an interface coupler between the telephone line and the recorder?

A. Digital recorders from Omnicron have built-in phone line couplers. Analog recorders require an external coupler between the recorder and the telephone line. The LIC-390 or LIC-39B are used when connecting directly to a telephone line to record all conversations on that line. The TSA-3, TSA-3B, TSA-3S, or TSA-3SB are used when connecting to the handset jack on your telephone. They allow you to record all conversations on that telephone. Phone line couplers also provide important isolation and control circuitry. Consult your Omnicron representative or your telephone company about special applications.

Q. Is a periodic beep tone required to inform callers that a recording is being made?

A. Not in most applications. Federal law 90-351 title 18, section 2511, sub section 2D, requires that only one participant in a recorded conversation be informed of the recording. Some organizations use the beep tone to discourage unnecessary conversations. Digital recorders include a beep option. With analog recorders, the beep is available as part of the LIC-39B, TSA-3B, and TSA-3SB interface couplers. State and local regulations should be checked to see if the beep tone is required in your area.

Q. At the beginning of a conversation, how long does it take for the recorder to start recording?

A. Digital recorders start instantly. The motors in analog recorders require about 1/4 of a second to reach full speed. When using voice activation with a microphone, the first syllable of the first word may not be recorded in its entirety. Voice-activated recorders have a turn-off delay to prevent stopping during conversations.

Q. Is it necessary to have a technician install the recorders?

A. No. The recorders are easier to install than a FAX or hi-fi system. Most installations involve either plugging into existing jacks or connecting a cable to the audio you wish to record. Cables, couplers, and adapters are available to help make installation easy.

Q. In the event of a power failure, will I still be able to record?

A. Yes. Analog recorders will automatically switch over to internal rechargeable batteries (optional). With digital recorders you will need an external standby power source. Since they do not consume much power, one of the inexpensive uninterruptible back-up power units sold for use with computers will keep your recorders running for hours. Rechargeable batteries will be automatically charged when the equipment is powered by AC and take over when external power is lost.

Q. Can conversations on extension telephones be recorded?

A. Yes. As long as the extensions are in the same building as the recorder. Off-premise extensions, such as an answering service across town, will not normally be recorded.

Q. I have a multi-line telephone system. Can I record all conversations on all lines with one recorder?

A. Yes and No. With a single channel recorder you can connect to the handset of a multi-line phone or switchboard and record all calls regardless of which line is used. However, when the recorder is installed in this manner, calls made from or transferred to another telephone will not be recorded. If you wish to record all calls on all lines regardless of which extension is used, you have to record each line or extension individually.

Q. I wish to record both telephone calls and two-way radio messages. Can it be done with one single channel recorder?

A. Not in most applications. Since single channel recorders can only handle one audio source at a time, you will not be able to simultaneously record more than one conversation without additional channels or recorders.

For help in the selection of equipment best suited for your application and a review of system operation, consult your Omnicron representative.

Assistance is also available via:

Phone: (860) 928-0377 Fax: (860) 928-6477

Email: support@omnicronelectronics.com

Web: www.omnicronelectronics.com

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