Start-Stop Call-In Recorder

## Quick Install Guide

Minimum Requirements

Pentium 4 (or AMD equivalent)
512MB RAM
200MB Hard Drive space to store dictation (500MB recommended - 15MB for application itself) *
1 USB port (1.0 or higher)
CD-ROM drive (to run the installer)
Internet access (to activate Start-Stop Call-in Recorder)
Windows XP or Vista

* This is only needed if the program is configured to store the dictation files on the local computer, or has the backup feature enabled. The minimum of 200 MB is determined by a user averaging 30 minutes of dictation a day with a retention period of 14 days. A higher retention period or more than 30 minutes a day would require more than the minimum stated here. You need 480K for every minute of dictation stored.

Software Installer

Step 1. Insert the CD. This will begin the setup.

Step 2. Accept the software agreement. Now select which model of the Start-Stop Call-in Recorder you have: 2 or 4 ports.
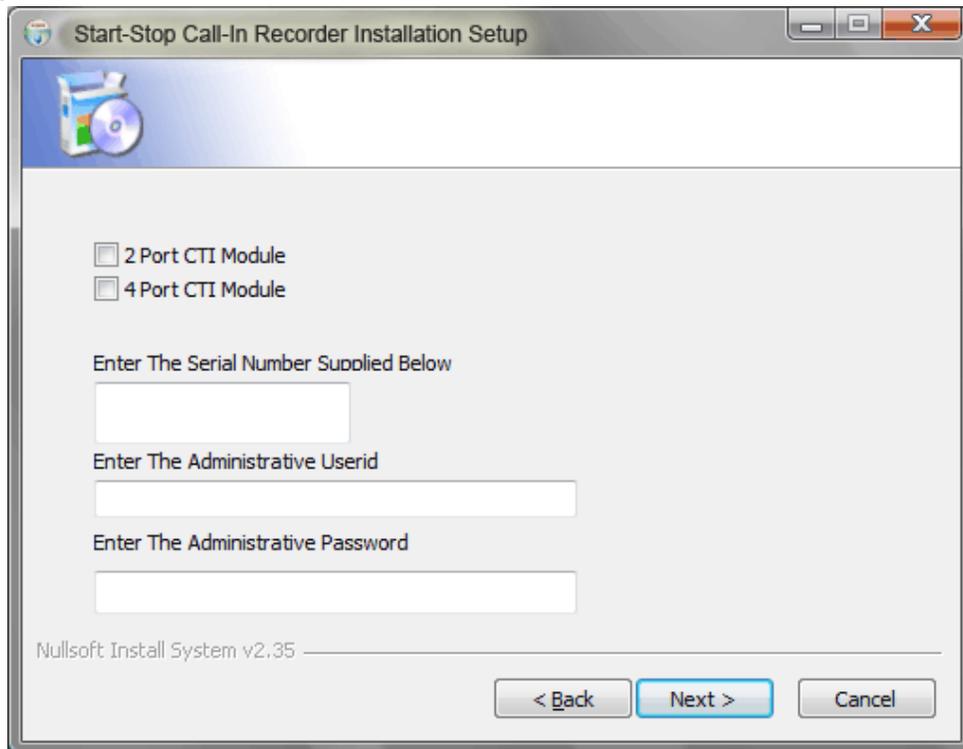

Step 3. Enter the serial number. This is on the bottom of the voice card and is the last 5 numeric digits (e.g. the sticker might read: **SHT-2B/USB G0012345**, with **12345** being the serial number).

Step 4. Enter a Windows administrative username and password. This can be the local account you are logged into if it has administrative rights on the computer, or another user account. Click **Next**.
Note: If you don't know the administrative username and password, this information can be entered after the installation is finished.

Step 5. The installer will begin copying files. If you are running the setup on a Microsoft Windows Vista computer, you may receive a prompt like the one below. Always click **Install this driver software anyway**. The progress bar will stop for a while about ¾ through the installation. This is *normal*.
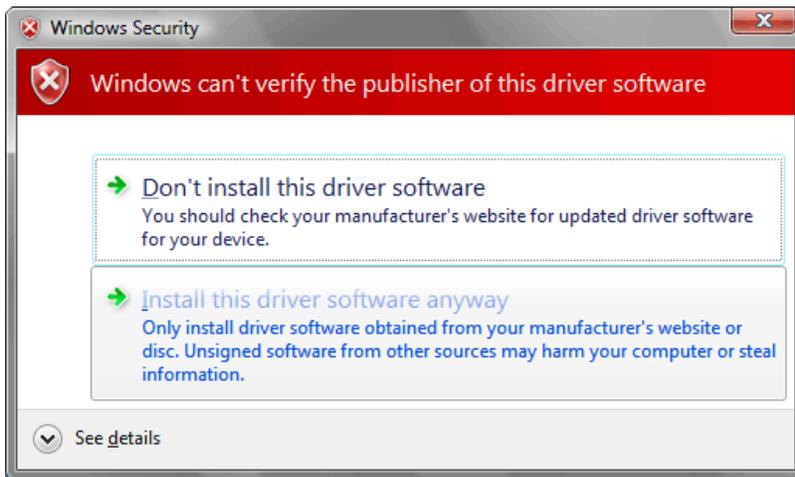
Step 6. The installer will finish and inform you to install the USB drivers and then reboot your computer. Plug the voice card into the USB port you intend to use on your computer.
Note: If you plug the voice card into another USB port in the future, you may have to repeat steps 7-11. Windows loads USB drivers on a per port basis.

Step 7. The computer will tell you it has found new hardware. The Found New Hardware Wizard will appear (below). Choose **No, not this time** and click **Next**.

Step 8. Choose **Install the software automatically (Recommended)** and click **Next**. Windows will install the drivers. Click **Finished** when done. ==You may receive an error that says a problem occurred during the installation, or that the drivers were not loaded successfully. If this happens, unplug the voice card and then plug it back into the same USB port again and follow steps 7 & 8 again.== The drivers should now load successfully.
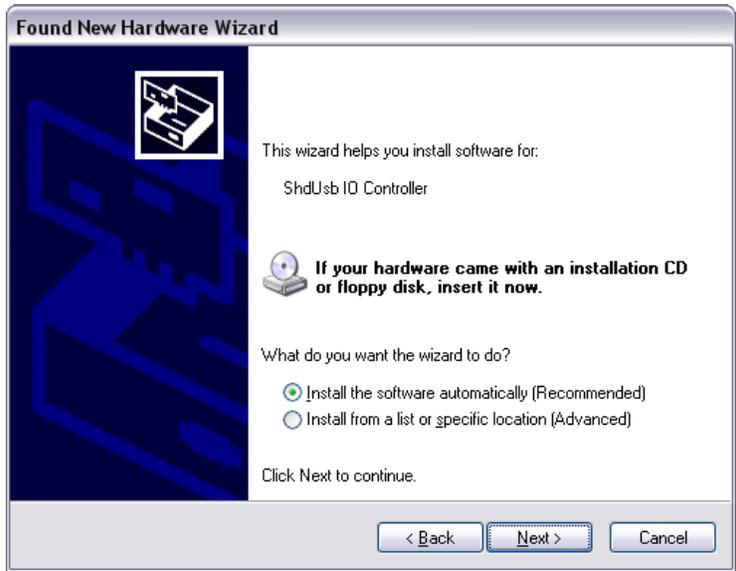
Step 9. You should now have a green light on the telephony card. Leaving the voice card plugged in, **reboot** the computer. (If the light is not green, see **Troubleshooting**)

Step 10. Once Windows has loaded, the voice card's green light should be blinking (if the light is not blinking, see **Troubleshooting**). This means the Recorder service is running (for more on this Windows service, see **Starting & Stopping the Recorder**).

Step 11. Only one port will be active until the Start-Stop Call-in Recorder has verified the serial number provided is valid. If the Internet is currently not available on the computer, connect it to the Internet and launch the Start-Stop Recorder Monitor. If the serial is valid, all remaining ports will be activated.

Hardware Setup

Step 1. Plug your telephone line(s) into the appropriate jack on the voice card. Below is a picture of the back of a 2 port voice card. Note that **Line 1 = Port 1**, **Line 2 = Port 2**, etc. Setup is complete!

Channel/Port 2   Channel/Port 1