



# CRU3

## USER GUIDE



**For Technical Assistance  
Please Phone: (07) 5596 5128**

**National Communications (Aust.) Pty Ltd.**  
Units 11-12, 39 Lawrence Dr NERANG QLD 4211  
[www.natcomm.com.au](http://www.natcomm.com.au)

# REGULATORY INFORMATION

## About Telephone Call Recording

It is an offence, under the Telecommunications (Interception) Act 1979, to record a telephone call without both parties knowledge.

There is also State and Territory legislation relating to the recording of communications over the Telecommunications network which should be adhered to by the user of this equipment.

A document entitled 'Telephone Recording Guidelines', written by the Australian Communications Industry Forum (ACIF) is saved to the enclosed CD.

This document provides information and recommendations regarding telephone call recording and the acceptable methods of advising the other party.

You should read this document to ensure that you comply with appropriate state and federal regulations. This document also provides contact details (Appendix A) for Federal, State and Territory departments responsible for Telephone Call Recording, should you require further clarification or assistance.

ACIF recommend that you provide ORAL notification by automatic or manual means BEFORE you commence recording. ACIF also advise that you should cease recording if requested by the other party.

CRU3 does not have the ability to provide automatic ORAL notification. You must do so manually before commencing your Call Recording.

Our Model CRU4 has the ability to provide Automatic ORAL notification.

Should you wish to change your product for the CRU4 model, please contact your supplier or National Communications.

# PACKING LIST

Before commencing installation, please ensure the following items have been provided with your unit.

DESCRIPTION	QTY
CRU3 CALL RECORD Unit	1
CRS Voice Record Software CD	1
12VAC Plug Pack (Power supply)	1
Double adaptor unit	1

## **Handset Connection Cables** 2

- 1) one cable has a straight through connection
- 2) this alternative cable has a crossed connection, with a white band on one end (is required for some handsets)



## **PC Connection Cable** 1

This cable has an AUDIO plug only, and should be used if you DO NOT wish to inject recording tones.

This cable connects CRU3 to :

- 1) the PC 'Line In' facility



## **Alternative PC Connection Cable**

This cable is supplied on request

This cable has an AUDIO and COM port plug and should only be used if you wish to inject recording tones.

This cable connects CRU3 to :

- 1) the PC 'Line In' facility
  - 2) the PC Com Port
- (only required if you wish to inject recording tones)



## DESCRIPTION

Our **Model CRU3** CALL RECORD UNIT is designed to provide a powerful and cost effective Personal Telephone Call Recording facility, when used in conjunction with a PC.

It is designed to operate with a PC fitted with a SOUND CARD which is used as the recording Device. Easy to use CRS PC software is provided with this device.

**CRU3** can be connected to ANY telephone handset including those used with ALL PABX, Commander, VOIP or Residential telephones. It can even connect to a headset.

Telephone Call Recordings are STARTED and STOPPED, by clicking the RECORD icon and STOP icons on the supplied CRS software. Your recordings 'or files' can be individually named, auto-named or stored by time and date, in a nominated folder located on a local or networked drive.

Recorded calls are saved in MP3 format, which minimises memory usage and facilitates easy replay, storage and email transfer. Your MP3 Recordings can then be replayed through your normal PC Music Player, emailed or archived to a CD or other permanent storage medium.

## WINDOWS 7 USERS

If you are using Windows 7, then you will need to CHANGE the folder that your call recordings are stored to after installation of the CRS3 software. Failure to do so will cause files to not be saved.

The default installation folder for your CRS3 software is :

c:\Program Files\RecordSoftware

The default destination folder for your recordings is:

c:\Program Files\RecordSoftware\MP3Store

Please change your destination folder for your recordings to any folder outside of the "Program Files" folder (see page 15).

e.g., c:\CRU3 Recordings

If your recordings are of an important nature, we suggest that you make your destination folder on your server to guarantee that your files are backed up during your normal backup process.

# PC REQUIREMENTS

## OPERATING SYSTEM

The supplied CRS software is designed to operate on a Windows based PC, running Windows 95 or later. It is not designed for operation on Apple Macintosh based computers.

If you are using the Windows 7 operating system, please refer to page 4 for important information.

## SOUND CARD

The PC must be fitted with a Sound Card, which is required for use with our CRS Call Recording Software.

## COM PORT

If you wish to inject recording tones into the telephone call during recording, then you will also need to have a SPARE Serial (COM) port.

If a spare COM port is not available, you should either fit one to your PC or you will need to use a USB to SERIAL (COM) Port adaptor, which will convert an existing USB port to a Serial COM port.

Should you need to fit a USB to SERIAL (COM) Port adaptor to your PC, we recommend use of the KEYSpan brand device, which we have tested with the CRU3 device.

This product is available from many popular PC Retail outlets or direct from National Communications (ph 07 55965128).

## INSTALLATION OVERVIEW

- A) CONNECT TO YOUR TELEPHONE HANDSET
- B) CONNECT TO YOUR PC WITH SOUND CARD  
(COM PORT connection is optional)
- C) CONNECT POWER
- D) INSTALL THE CRS SOFTWARE

**CRU3 MUST BE INSTALLED BEFORE THE CRS SOFTWARE**

# INSTALLATION PROCEDURE

## **A. TELEPHONE HANDSET CONNECTION**

- 1) Disconnect the 'curly cord' telephone handset cable from the point that it connects to the telephone.
- 2) Connect this cable to the supplied Double Adaptor unit.
- 3) Connect the short cable of the Double Adaptor unit to your telephone, where the 'curly cord' was previously connected.
- 4) Locate the supplied telephone cable without the white band at one end, and connect it to the other outlet of the Double Adaptor unit. Note - depending on your handset curly cord configuration, you may need to use the alternative supplied cable with the white band. You will need to do this if you cannot hear the other party in a call recording. See details on page 16.
- 5) Connect the other end of this cable to the port labelled HANDSET CONNECTION on your CRU3.

## **B. PC CONNECTION**

- 1) Connect the supplied PC cable to your PC as follows :
  - i) The BLUE audio connector should plug into the LINE IN port of your sound card. This is often colour coded in blue.

If there is no LINE IN port, connect it to the MIC port (usually pink).

Note - If you have to use the MIC input, you should carefully implement the recommendations made on page 19.

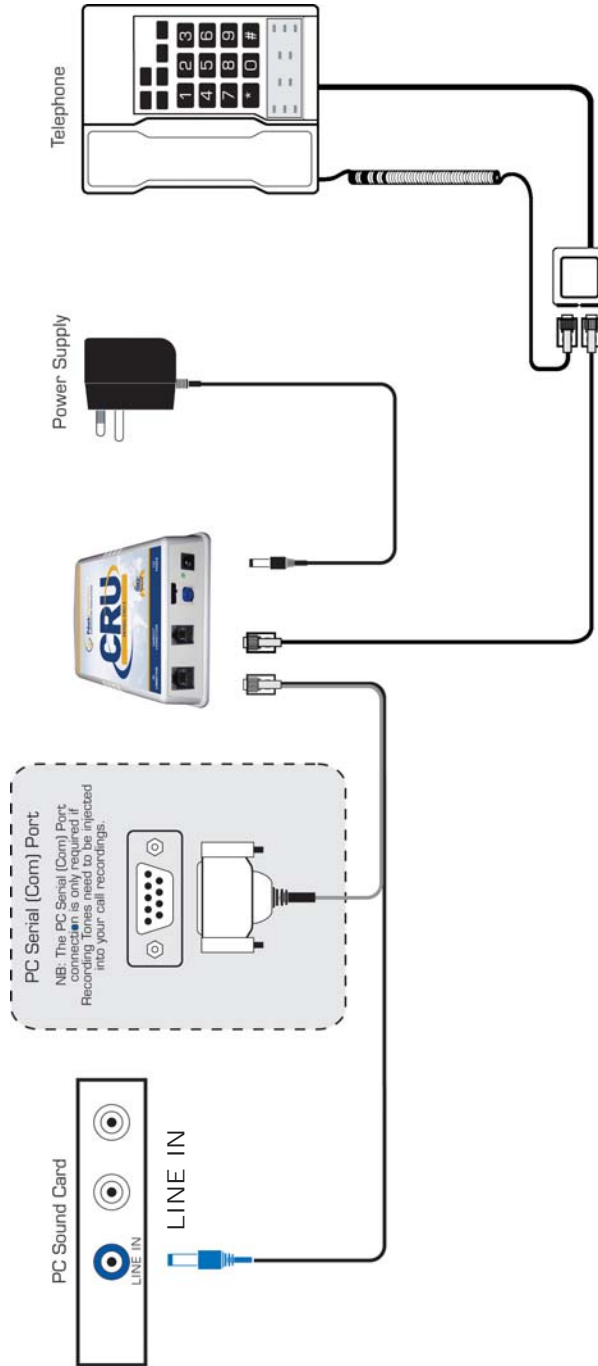
- ii) If you wish to inject recording tones into the telephone call during recording, then you should call ph 07 55965128 and request the 'alternative PC cable' mentioned on page 2. You should connect the 9 PIN serial connector of this cable to an unused COM (Serial) port of your PC, then tighten the 'locking screws'.

- 2) Connect the other end of this cable to the port labelled PC CONNECTION on your CRU3 device.

## **C. POWER CONNECTION**

- 1) Connect the supplied 12V power pack to CRU3 and turn it on.

# INSTALLATION DIAGRAM



# CRS SOFTWARE INSTALLATION

1. Insert the CD into your CD drive.
2. Open windows explorer and select your CD drive.
3. Double Click the file 'setup.exe'.
4. The CRS program will begin to load.

You can now select or deselect options to load the program into your start up folder and also your desktop.

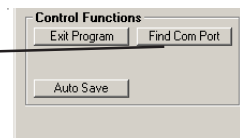
It is recommended that you leave both options selected, as the program will then be loaded ready for use each time you start up your PC and also it will be available for opening from your desktop should you need to close it.

5. Follow the prompts until the installation is complete.
6. Run the CRS program clicking the CRS icon on your desk top. You will need to accept the licence agreement to continue and the program will now load.

## IF YOU PLAN TO INJECT RECORDING TONES INTO CALLS

7. You will need to use the OPTIONAL ALTERNATIVE supplied cable which has a COM port PLUG connected to it. Please call 07 55965128 and request this no charge cable.
8. The COM port used to connect CRU3 should have been automatically detected and displayed.

If a COM port number is not displayed click, **Find Com Port**. If a COM port number is still not displayed, Go to page 19.





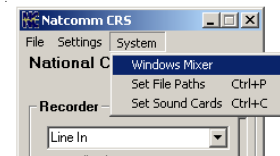
9. You must now advise the CRS software where the telephone call input is connected.

Select **Line In** from the drop down box or  
 Select **Mic** (if the Microphone Input has been used)

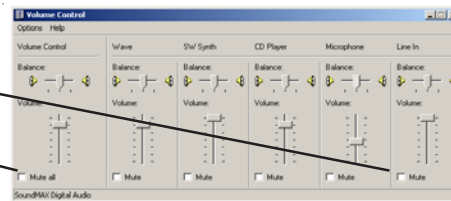


10. Disable audio feed to your speakers while recording calls.

Some Sound Cards may play your telephone conversation back through the PC speakers. If this is occurring on your setup, you can prevent this by loading Windows Mixer and then selecting :



- a) Mute on **Line In**
- or
- b) Mute on **Volume**



If possible you should use Mute on **Line In**. If you use Mute on **Volume**, then you may have to DESELECT Mute whenever playing Audio files through your speakers.

Not all PC sound cards interact with Windows Mixer as described above and some experimentation may be required to meet your needs.

11. You are ready to **TEST** your Call Recording Software :

a) Pick up your handset, select a telephone line and then press the RECORD icon.

b) Speak into your handset for a short period and then press the STOP icon.

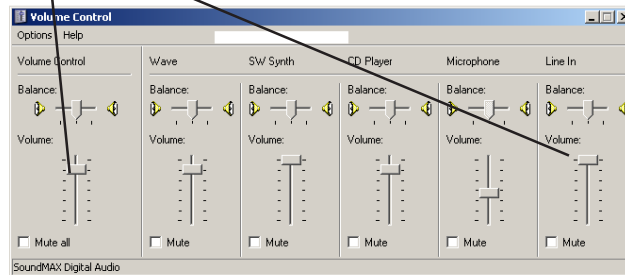


12. Using Windows Explorer or My Computer, navigate to :

**C:\Program Files\RecordSoftware\MP3Store**

You will see a single MP3 file in this folder. Double Click this file. Your PC's Music Player will begin to open and then this recorded call should play back through your speakers.

a) You can adjust the playback volume by using the slide bar(s) in Windows Mixer.



b) If you can hear yourself and the telephone dial tone, and the volume is correct proceed to page 11.

c) If you CANNOT hear yourself and the telephone dial tone, proceed to page 16.

---

**Note - If you can hear YOURSELF through your PC Speakers whenever you are on the telephone including when you are not recording :**

You need to MUTE LINE IN (or MIC if used instead of Line In) :

- 1) Navigate as follows : System/Windows Mixer/Options/Properties
- 2) Select Playback, then Press OK
- 3) Tick the MUTE BOX for LINE IN (or MIC if MIC is used instead of Line In)
- 4) Close Mixer Screen and return to Main Menu

# USING CRS SOFTWARE

## IMPORTANT NOTE :

The CRS Program is loaded by default into your Start Up folder. If you elect to not have it installed in your Start Up folder, you will need to RUN the CRS program, each time you start your computer (ie; you will need click the CRS icon on your desktop).

## RECORDING CALLS

Recording of your telephone calls is STARTED by pressing the **Record** icon on the CRS software.



Recording of your telephone calls is STOPPED by pressing the **Stop** icon on the CRS software.

Your recorded telephone calls are automatically converted to MP3 format. A selection of MP3 conversion sampling rates are provided, which will allow you to select the most appropriate balance between recording quality and memory used, for your application (see pages 14-15 for further details).

## PLAYING RECORDED CALLS

After recording, you can **Play** your recorded telephone calls by :

Using Windows Explorer or My Computer, navigate to :

**C:\Program Files\RecordSoftware\MP3Store**

You should then Double Click the desired file in this folder. Your PC's Music Player will open, and then play this recorded call back through your speakers.

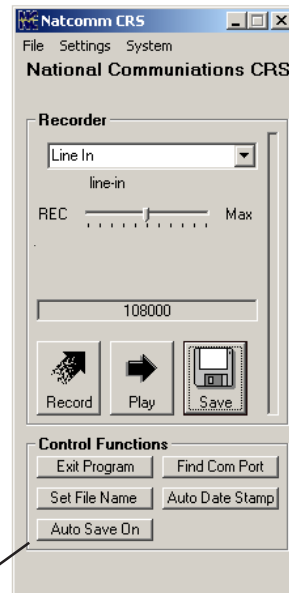
MP3 format is used, as this provides you with maximum flexibility and convenience when PLAYING files or FORWARDING files to other parties.

Your recorded calls are AUTOMATICALLY SAVED in the :

**C:\Program Files\RecordSoftware\MP3Store**

directory which was set up on your PC's hard drive during installation of this software.

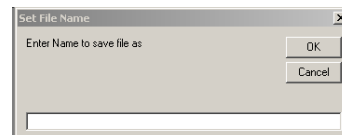
You can change this directory or you can select a Network hard drive for recorded file storage. (see page 15)



When selecting the **Auto Save** Facility, you have a choice of :

### 1) Using **Set File Name**

Once a file name is entered, your subsequent stored files will increment by 1.



ie:

C:\Recorded Telephone Calls\Jane Smith1.Mp3

C:\Recorded Telephone Calls\Jane Smith2.Mp3

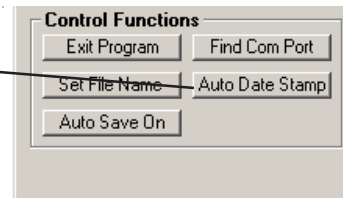
C:\Recorded Telephone Calls\Jane Smith3.Mp3

etc

## 2) STORING FILES by **DATE and TIME** using :

### **Auto Date Stamp**

The Time and Date file name relates to the time that the call was **SAVED**.



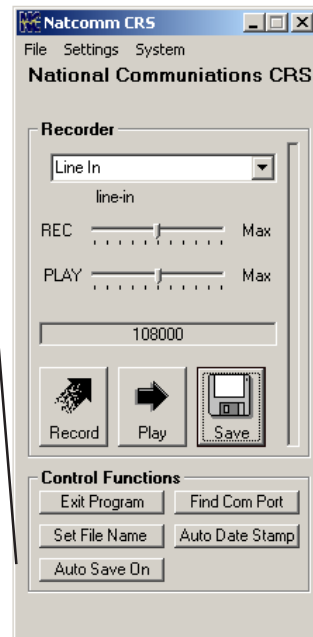
C:\Recorded Telephone Calls\5\_08\_2010\_12\_16\_55\_PM.Mp3  
C:\Recorded Telephone Calls\5\_08\_2010\_12\_22\_03\_PM.Mp3  
C:\Recorded Telephone Calls\5\_08\_2010\_12\_31\_18\_PM.Mp3

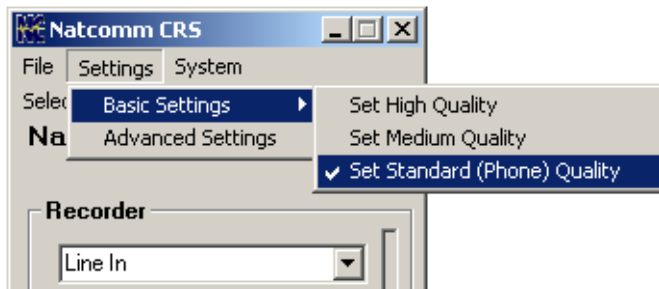
If you do not use the **Auto Save** facility, then files will **ONLY** be saved by 'clicking' the **Save Icon** displayed within the CRS menu.

You will then be prompted to save the file in a directory of your choice, which will be used for future Manual File Saves.

**Files saved in this manner can be saved in .mp3 format or .wav format.**

Important Note : In this mode, the current call is held in temporary memory and if you do not manually save a file, it will be overwritten by the next call you record and cannot be recovered.





You are provided with a choice of 3 pre-configured 'Sampling and Save' settings, for saving your recorded call.

**High Quality** samples and saves files with the Highest audio quality, (not necessary for phone calls) and uses the most memory.

**Medium Quality** samples and saves files with very good quality, using a moderate amount of memory (usually not necessary for phone use)

**Standard Quality** samples and saves files with a sampling rate which produces GOOD quality for most TELEPHONE LINE applications and uses the least amount of memory.

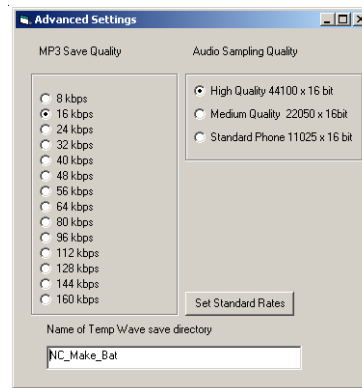
'Sampling Rate' is a term which describes the frequency that a sampling of audio is taken during the record period and saved. The more frequently this is done, the higher the quality of the recording, but the more memory used.

**The DEFAULT SETTING for CRS is STANDARD QUALITY.** You will only need to change this setting if the quality of the recorded file when played back is not adequate for your use.

You can change this setting by selecting :  
Settings  
Basic Settings  
and then 'clicking' your required choice

For Advanced Users, settings are provided for separate selection of the actual AUDIO SAMPLING RATE of the telephone conversation and also the MP3 BIT RATE SAVE QUALITY that you wish to apply to the sampling.

Note - Files can also be saved in .wav format, when the Auto-Save facility is disabled (see p13).



### **CHANGE FILE SAVE PATH**

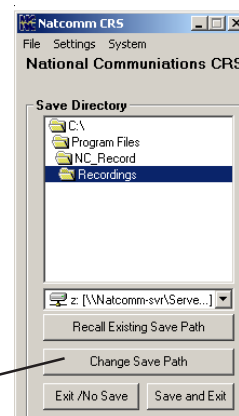
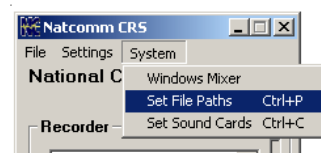
Your recorded calls are AUTOMATICALLY SAVED in

**C:\Program Files\RecordSoftware\MP3Store**

This directory has been set up on your PC's hard drive, during installation of this software.

You can change this directory or you can select a Network hard drive for recorded file storage, by navigating through to the required directory and then clicking :

**'Change Save Path'**

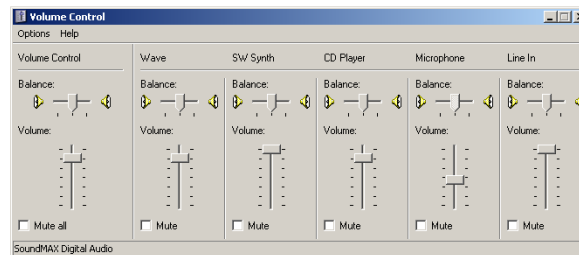


If you are using the Windows 7 operating system, please refer to page 4 for important information.

# TROUBLESHOOTING AUDIO PLAYBACK

**If your cannot hear ANYTHING or the volume needs adjusting :**

- i) OPEN 'Windows Mixer'.
- ii) Adjust the slide bars for Volume and Line In (or Mic) until the correct level is achieved.
- iii) Deselect any Mute settings that are ticked.



**If you can only hear YOURSELF :**

You need to exchange the telephone cable that connects into the HANDSET CONNECTION port of your CRU-3

This is because there are TWO different wiring configurations used in curly cord handsets and the handset you are using uses the less common configuration.

One cable has a white coded band on one end (this is the one you should have installed first). The other does not.

You should exchange your installed cable with the cable that does not have the small white band.



## TROUBLESHOOTING AUDIO PLAYBACK Cont.

### If you can only hear DIAL TONE :

If you cannot hear yourself, then you should adjust the BLUE knob in a clockwise position. Continue turning the knob until the correct volume for yourself is achieved.

Turn the BLUE KNOB in a clockwise direction until you can hear yourself clearly.



If you hear YOURSELF through your PC Speakers even when you are not recording : see bottom of Page 10.

### If you are still having AUDIO problems :

- 1) Check that you have correctly followed all HARDWARE INSTALLATION instructions as detailed on page 6.
- 2) Check that you have correctly followed all SOFTWARE INSTALLATION instructions as detailed on pages 8-9.
- 3) Check that your SOUND CARD is functioning CORRECTLY by playing a normal MP3 music file through your speakers.
- 4) In the event you are continuing to experience problems, please call National Communications for technical support on ph 07 5596 5128.

# REGULATORY REQUIREMENTS OPTIONAL RECORDING TONES

**It is an offence to record a telephone call without both parties agreement.**  
Please refer to the information on page 2 and also the information copied to your CD.

**CRU3** can inject 'recording tones' into the telephone call, as per the Australian Communications and Media Authority technical standards requirements , as described on page 2.

If you wish to inject recording tones into the telephone call during recording, you will need to have a SPARE Serial (COM) port on your PC and you should contact us to send you a NO CHARGE ALTERNATIVE PC cable referred to on Page 3.

Once the alternative cable is connected to CRU3 and connected to a Serial (COM) port, then CRU3 can inject a Recording Tone into your telephone handset at intervals of 15 seconds, whenever calls are being recorded.

A small slide switch located next to the power input is used to Enable or Disable these recording tones.



To **ENABLE** the injection of call recording tones when recording calls, you should set your Slide Switch to the Right Hand side.

To **DISABLE** the injection of call recording tones when recording calls, you should set your Slide Switch to the Left Hand side.

**NOTE - Our ALTERNATIVE Model CRU4 device can also play a Recorded Voice Announcement prior to Recording the call.**

# GENERAL TROUBLESHOOTING

ENSURE YOUR SOUND CARD AND SPEAKERS ARE WORKING CORRECTLY BY TESTING WITH ANOTHER SOUND APPLICATION

The vast majority of PC based Recording installations take place without problem. On rare occasions, due to the wide range of sound cards available, problems can be experienced due to incompatible software settings within the sound card control software.

If you experience other problems with your sound card, that you are unable to rectify, we would recommend that you replace your sound card. A recommended, inexpensive and commonly available replacement sound card is the Soundblaster VIBRA 128 from Creative Labs.

CRS SOFTWARE FAILS TO START RECORDING

\* Ensure that the supplied PC cable is correctly connected to your PC's SOUND CARD and that the other end of this cable is correctly connected to the PC port of your CRU3 device.

\* Ensure that your CRS software has detected the correct COM port and that it is displayed on your CRS menu (see page 8).

FILES ARE RECORDED BUT ARE SILENT

\* Ensure that you have correctly selected LINE IN or MIC as your input source (see page 9).

\* Move the REC slide bar on the CRS menu towards MAX until the required record level is obtained (see page 10).

USING the MIC input instead of the LINE IN input.

\* The MIC input provides a much higher input level to your sound card than the LINE IN input. As a result, the recorded volumes will be much higher.



You will need to REDUCE the input volume setting on the slide bar of your software (or the MIC setting in Windows Sound Mixer).

## SPECIFICATIONS

Dimensions(all in mm)	:	106 (W) x 106 (D) x 43 (H)
Weight	:	225g
Power Supply	:	12VAC/500mA
Power Consumption	:	Idle - 0.5 Watts
Power Consumption	:	Call - 0.75 Watts
Handset Connector	:	RJ 4P4C 4 pin
PC output Connector	:	RJ 6P6C 6 pin
Power Connector	:	2.5mm barrel connector
ACMA COMPLIANT	:	Supplier Number N 782

## WARRANTY

This device is guaranteed against defects from workmanship for a period of two years (24 months) from the date of purchase. In the event of failure, you should return the product, along with proof of purchase date, and a written statement about the nature of the problem.

This Warranty shall not apply to any unit which has been subject to alteration, modification, abuse, negligence, accident, external voltage/ lightning surge or used in any manner contrary to these instructions.

The obligation is solely to repair or replace the product. The warrantor is not liable for any incidental or consequential damages due to such defects.

The user is responsible for freight costs to the repair point. The warrantor will be responsible for freight costs in returning this unit back to the user.

Damage caused to this device or attached equipment, by lightning strikes or over voltage surge is not covered under this warranty.

**CASE SEALED AT FACTORY  
OPENING THE CASE VOIDS THE WARRANTY**