



Established ~ 1972

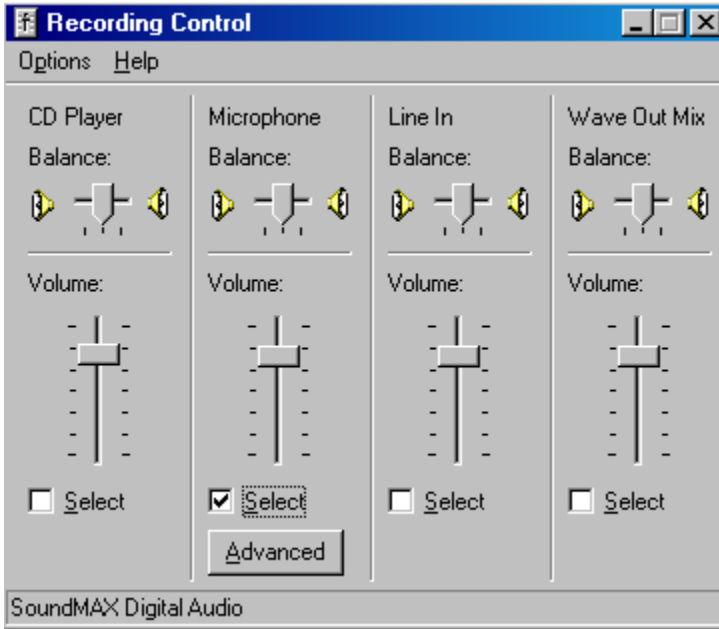
Coordinated Systems, Inc. / CSI.net

Hardware / Software / Networking / Support

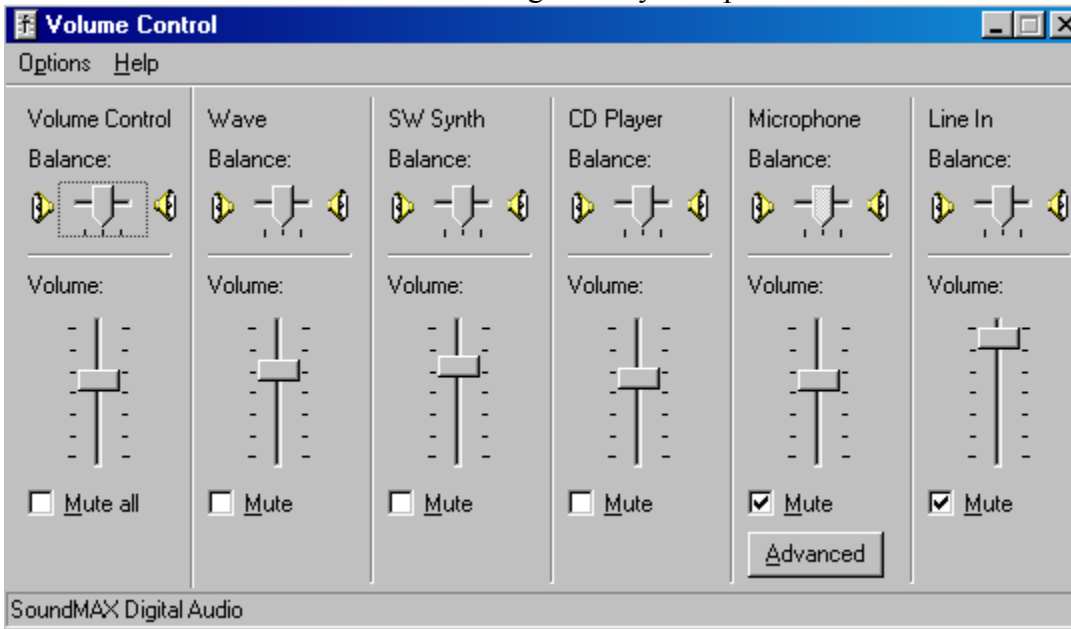
165 Burnside Avenue, East Hartford, CT 06108 Ph (860) 289-2151 Fax (860)289-4462
Web: <http://www.coorsysinc.com> Email: info@coorsysinc.com

Subject: Installation Instructions for RecordNow!

1. ***System Requirements*** – The following system requirements must be met when installing RecordNow! – By Coordinated Systems, Inc.
Operating System: Microsoft Windows 98, Windows 2000 or Windows XP
Minimum RAM: 16 MB (32 MB for Windows 2000, Windows XP)
Recommended RAM: 32 MB or greater
Minimum hard drive space required for program: 10 MB
Sound Card & Speakers
CD-Rom Drive or network installation access
Media player (Windows Sound Recorder, Windows Media Player, Real Player Basic)
2. ***Hardware Installation Instructions***
 - a) **Setting up the telephone connection.** Your RecordNow! software includes a recording adaptor which must be connected between your phone and PC workstation for RecordNow! to record phone conversation. *This is the first thing to accomplish prior to any attempt at recording* (see Connectivity Diagram on back cover of CD).
 - First, disconnect your handset and its cord from the phone base and plug that connector into the Recording Jack in the socket labeled HAND SET.
 - Second, plug the phone connector located on the end of the black wire of the Recording Jack into the phone base where the handset was attached.
 - Third, plug the output cable from the Recording Jack 'RECORD OUT' into the Line Input (usually a blue jack) or Microphone Input (usually a red jack) of your sound card located in the back of your PC workstation.
NOTE: If the Audio interface cord is too short and you cannot get your phone and PC closer together, you will need to obtain an extension from a local store like Radio Shack. Bring the cord with you and they will be able to help you. CSI does not supply interface cords of different lengths.
 - b) **Setting up the soundcard.**
 - First, double-click on your taskbar icon for the soundcard and select ***Options>Properties>Recording control*** and check the appropriate box for Microphone or Line, depending where you plugged the audio jack in, then adjust the volume level, etc. If you are not sure how to do this, read your soundcard or Windows help text.



- Then, select **Options>Properties>Playback**, click okay and mute the source (line or microphone) you selected for recording. This way, you will not hear the recordings as they take place.

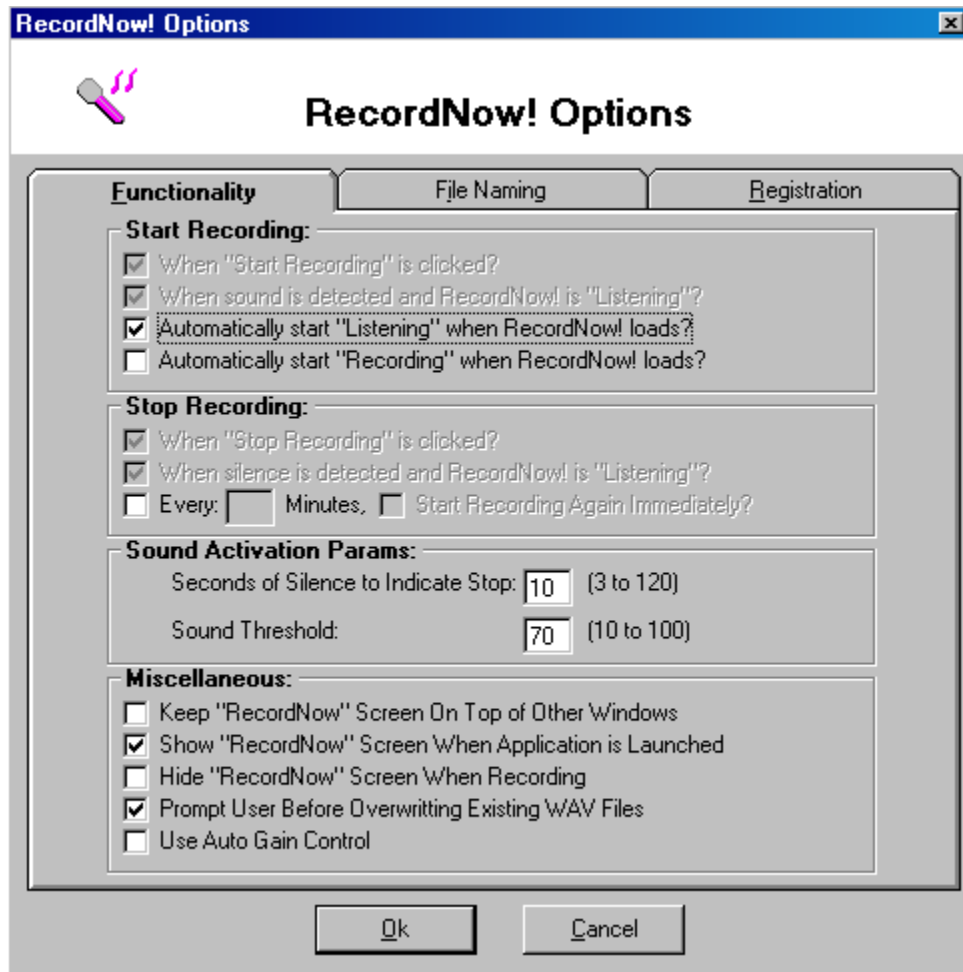


NOTE 1: CSI recommends that you install as administrator with full rights to the PC you are installing on. If you are in a network environment, please have a qualified IT representative perform your installation. Every IT department has their own way of installing software, many different operating systems, and has their own understanding and interpretation of Windows security issues. This is based on the user's Windows expertise, not our software. Our recommended install in an office environment is to install as administrator, and give rights to all users. You should then be able to copy the shortcut into the all users startup folder. For the typical small office-home office user, this may not matter if there is normally only one user.

You are now ready to install and register your RecordNow! software.

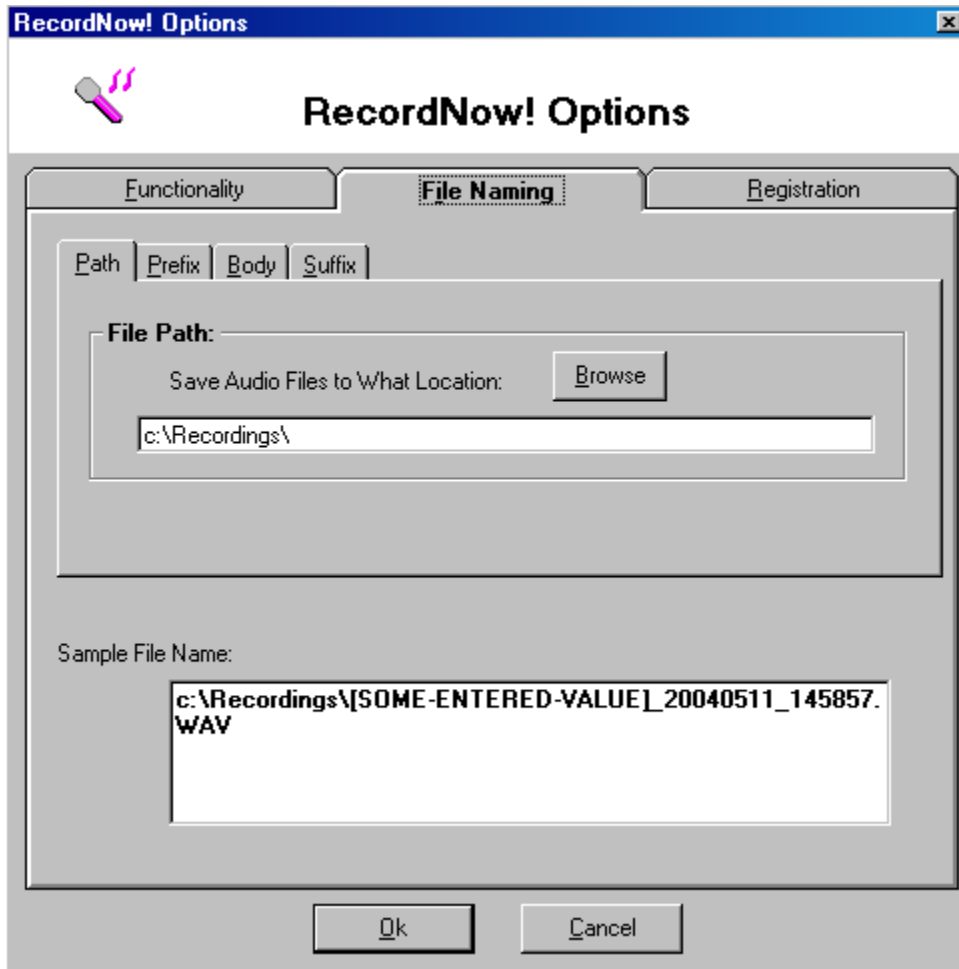
- Insert the RecordNow! CD-ROM into your CD Drive. The installation program should start immediately. If not, click on My Computer, then your CD Rom Drive. Follow the instructions that come up on the screen to install the software. When the Install is finished, remove the CD from the PC. Congratulations, you are now ready to record with RecordNow!
- Start the “RecordNow!” application, by clicking ***Start>Programs>RecordNow!>RecordNow!***.
- Follow the Registration instructions.
- After installation, consult the RecordNow! on-line Help Document for assistance on system configuration and use by right clicking on the RecordNow! Application and selecting help. Once you have read about the options, select Options to configure your application.

The following example shows one of the ways to configure RecordNow!, so it is “listening” on start-up. In this mode, RecordNow! is turned on and waiting to record at all times.



- You are set to automatically start listening when RecordNow! loads.
- The system will prompt you for a file name whenever you tell it to "Stop Listening" or the system hears silence for 10 seconds, if you try to replace a WAV file of the same name.
- It will then go back into listening mode.
- You have to put the RecordNow! shortcut in your startup folder for this the software to load when you boot your pc. Read your Windows Operating System Help Text if you do not know how to do this.

We changed your file settings so your files will be saved to C:\Recordings
And it prompts you for a file name.



Hope this memo helps you as you install RecordNow!

NOTE 2: *Windows XP permission issue* - We have found that some of our customers have received access denied issues after installing RecordNow! as administrator. The software works fine as administrator, but not as a user. This condition seems to be a result of XP security defaults. We recommend the following.

- Install as administrator, and complete a successful recording.
- Using Windows Explorer, browse to c:\PROGRAM FILES\CSI directory.
- Right click on the 'RecordNow!' folder and give full permissions to the users who will have access to this software, and also check the box to 'Allow inheritable permissions from parent to propagate to this object' then click on 'Advanced' and check 'Reset permissions on all child objects and enable propagation of inheritable permissions'.

In your environment, you may need to do this differently, but we have found that this issue occurs because of rights to the c:\PROGRAM FILES\CSI\RecordNow!\temp folder, and also rights to write to the c:\PROGRAM FILES\RecordNow!\RnCopyLog.txt file, that is created the first time a recording occurs. If the user does not have Write .txt authority, the file and/or any .tmp or .wav files can't be created.

NOTE 3: The RecordNow! recording adaptor is intended to work with phones that have standard curly wire attachments to the base unit, and the keypad as part of the base unit. If you are connecting to a phone with the keypad in the handset, headsets, wireless, the interface may not be able to “hear sound.” Also, this interface is passive, so any volume discrepancies between the two parties on a call are related to how your telephone amplifies the sound at either end of a conversation.

NOTE 4: RecordNow! is a recording interface between your telephone and your PC. Many customers want to “burn” these calls to a CD or DVD. Our recordings are .WAV files. Your ability to do this is dependent on your CD-Writer and its recording software and your expertise at its use. If you are having problems recording these .WAV files, this is not a RecordNow! issue. You will need to contact your CD-burning software company or consult your IT staff, if available.