



E1000
Digital Voice Recorder
User Guide

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1.2 About this Guide

THIS USER GUIDE CONTAINS IMPORTANT INFORMATION CONCERNING SET-UP AND OPERATION PROCEDURES. PLEASE READ THE GUIDE CAREFULLY BEFORE ATTEMPTING TO USE THE PRODUCT.

Reference is made throughout this guide to the LCD display screen and the five soft keys on the Recorder Front Panel (Paragraph 2.1). Where status messages are referred to in text they are shown in the format *Select Source To Search*. Where they appear as part of an operational sequence, they are shown as below:



The bottom line of the screen normally describes the function of the five soft keys immediately below the screen.

Where the guide requires a function or command to be entered from the soft keys they are shown as either **DISK**, **TOP**, **BOTTOM**, etc. in the text or as above in an operational sequence. The key to be pressed is indicated by a black box as shown by the **BOTTOM** key above.

For some commands the user must hold down the key to access the required information, or to move quickly to a new location. Where applicable this will be stated in the Guide.

NOTE: Selecting the **EXIT** key in any of the menus, except the Search, Password, Date and More menus, returns the user directly to the Main Menu.

1.3 Warnings and Cautions

1.3.1 Warnings

Warnings are included to highlight possible hazards, which if ignored, may cause loss of life, or injury.

WARNING: THIS EQUIPMENT MUST BE CONNECTED TO AN EARTHED SUPPLY, APPROVED TO EN60950.

WARNING: THIS UNIT MUST OPERATE FROM A POWER SOURCE NOT EXCEEDING THE VOLTAGE STATED ON THE REAR PANEL.

1.3.2 Cautions

Cautions are included to highlight possible hazards which may cause damage to, or malfunction of the equipment.

CAUTION: Leave the Recorder powered up in the operating environment for a MINIMUM of two hours before inserting a DAT tape in any of the drives.

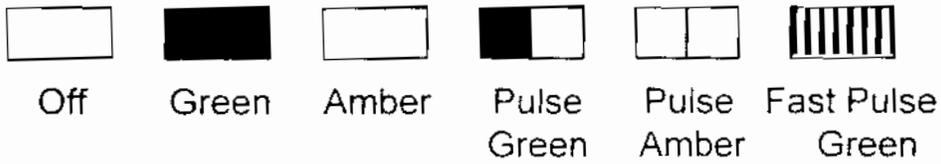
CAUTION: To ensure correct operation of the DAT Drive and that the data is stored and recovered reliably:

Only use Hewlett-Packard DDS Data Cartridges.

Ensure that only one label is stuck firmly to the label area of the tape. Only use the labels supplied with the tape.

Tapes exposed to temperatures outside the operating environment must be stabilised before use. Leave the cartridges in the operating environment temperature for a MINIMUM of two hours.

KEY:



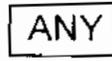
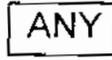
Tape	Clean/ Attention	Meaning
		No power/ No tape loaded
		Tape load/ unload/ Self test
		Tape loaded/ drive ready
		Tape loaded/ activity
		DAT Drive Heads cleaning needed
		Error condition

Figure 2-2 DAT Drive Status Lights

NOTE: For instructions on cleaning the DAT Drive heads refer to Paragraph 5.6.

2.2.1 No Tapes Loaded

If there are no tapes loaded the status message *Setting Up Top DAT Drive* appears briefly on the screen, followed by *Setting Up Bottom DAT Drive* if the Recorder is a dual DAT Drive system. The LCD then displays the message *Checking Disk Index*. When the Recorder is ready, the LCD displays the Main Menu:

```
Top:Empty  Bot:Empty  05/05/96  21:38:16
STATUS  SEARCH  MONITOR  OPTIONS  EJECT
```



The top line indicates that there are no tapes loaded in the DAT drives and gives the system date and time, which is updated every second. For a single DAT system, the status of the Bottom DAT Drive is not displayed.

2.2.2 Tapes Loaded

If there are blank tapes in the DAT drive(s) the LCD on the Recorder displays the message *Setting Up Top DAT Drive*, followed by *Locating Top DAT Block : 0000*. The LCD then displays the message *Setting Up Bottom DAT Drive*, followed by *Locating Bottom DAT Block : 0000*.

When the DAT Drives have been set up the LCD displays the message *Checking Disk Index*, followed by *Checking Top DAT Index* and *Checking Bottom DAT Index*.

If tape labelling is enabled, all blank tapes must be initialised before use. If a blank tape in either DAT Drive has not been initialised, an alarm is sounded. The message *Top DAT Must Be Initialised Before Use* is displayed and the tape is ejected. To initialise the DAT tape refer to Paragraph 3.1.2.

If tape labelling is not enabled, the Main Menu is displayed when the Recorder is ready. During normal operation, the Main Menu status line displays the time remaining on each DAT, in hours. The hours remaining on each tape varies according to the type of drives fitted and the tapes used.

The message displayed on the LCD status line depends on the activity being performed by the DAT drives. The possible messages displayed can include:

Replay	Tape available for replay only.
Full	Tape is full.
Blank	Switch recording mode; Tape currently not recording.
Empty	No tape in the DAT Drive.
Wait	The drive is completing a load, eject or tape cleaning cycle.
Load	The drive is currently loading a tape.
Eject	The drive is currently ejecting a tape.
Clean	A cleaning tape is present in the drive.
xxxhrs	The tape is available for recording and has xxxhrs available on it.
xxmins	The tape is available for recording and has xxmins available on it.
Fault	A fault has occurred on the tape or DAT drive. Inform the System Manager.

If the top status line reads *Recording Disabled*, recording is currently disabled by the timer. Refer to Paragraph 8.1 for more information.

If, in any of the cases, the bottom line reads:

```
Top:Empty Bot:Empty 05/05/98 21:28:16
KEYPAD IS LOCKED
```



then the function keys and numeric keypad will not function. Insert the key in the lock, located at the bottom centre of the front panel. Turn the key counter-clockwise to the **UNLOCK** position to enable these functions.

2.3 Changing the Date and Time

If the system date and time are incorrect the user will need to change them from the Options menu. At the Main Menu select **OPTIONS**. The screen changes to:

```
Please Enter Password #####
EXIT
```



All selections from the Main Menu, except *STATUS*, are protected by this password menu. If the password has not been changed since installation, the default password is *11111*.

The user has three attempts to enter the password correctly, after which the system is locked for 5 minutes and the alarm is sounded. At the Option menu:

```

                Select Option
    MORE      TAPE      SETUP      PRINT      EXIT
  [ ]       [ ]       [█]       [ ]       [ ]

```

The screen displays the set-up options. Select:

```

                Select Setup Option
PASSWORD  DATE  PARALLEL      EXIT
  [ ]     [█]   [ ]           [ ]       [ ]

```

The following message appears:

```

                05/05/96 09:28:16
                                ENTER  EXIT
  [ ]       [ ]       [ ]       [ ]       [ ]

```

Using the numerical keypad, enter the correct date and time. If a mistake is made use the arrow keys to position the cursor over the error and enter the correct digit. When sure the date and time are correct select **ENTER**.

The screen reverts to the *Select Setup Option* menu. If no further options are required select **EXIT** to return to the Main Menu.

2.4 Changing the Password

This facility is also available from the *Select Setup Option* menu:

Select Setup Option				
PASSWORD	DATE	PARALLEL	EXIT	
<input type="checkbox"/>				

The following message appears:

Please Enter New Password #####				
				EXIT
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Enter the new password using the numerical keypad.

WRITE DOWN THE NEW PASSWORD IN A SECURE PLACE BEFORE PROCEEDING FURTHER.

NOTE: If password protection is not required, enter a new password of '000000'. The password screen is no longer displayed for future selections from the Main Menu.

If no further options are required select **EXIT** to return to the Main Menu.

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3. STARTING TO RECORD

CAUTION: Leave the Recorder powered up in the operating environment for a MINIMUM of two hours before inserting a DAT tape in any of the drives.

CAUTION: To ensure correct operation of the DAT Drive and that the data is stored and recovered reliably:

Only use Hewlett-Packard DDS Data Cartridges.

Ensure that only one label is stuck firmly to the label area of the tape. Only use the labels supplied with the tape.

Tapes exposed to temperatures outside the operating environment must be stabilised before use. Leave the cartridges in the operating environment temperature for a MINIMUM of two hours.

Tapes can be damaged by liquids and also by extreme of humidity. Avoid excessive damp environments.

Electrical discharge from the build-up of static can damage tapes.

When not in use store DAT tapes in their supplied protective container.

3.1 Loading Blank Tapes

NOTE: It is recommended that only Hewlett-Packard DDS Data Cartridges be used. Cartridges of an inferior specification can affect the integrity of the stored data.

The actions required to load a tape and the messages displayed on the LCD depend on whether or not Tape Labelling is enabled.

- If tape labelling is NOT enabled, proceed to Paragraph 3.1.1.
- If tape labelling IS enabled, proceed to Paragraph 3.1.2.

NOTE: Tape Labelling is only enabled under certain conditions.

3.1.1 Tape Labelling NOT Enabled

If there is not a tape in either of the DAT Drives the top line of the LCD indicates the status of that drive as empty.

Push a blank tape gently into the top DAT drive. The status of the top DAT drive changes from *Empty* to *Load*.

```
Top:Load   Bot:Empty   05/05/96 09:28:16
STATUS    SEARCH    MONITOR    OPTIONS    EJECT
```



If an alarm sounds and the LCD displays the message *Top DAT Must be Initialised Before Use* then Tape Labelling is enabled. The tape will be ejected. Refer to Paragraph 3.1.2.

The LCD displays the message *Checking Tape On Top DAT*: The message then changes to *Initialising Blank Tape On Top DAT*.

When the tape is ready the LCD displays the Main Menu. The top status line indicates the number of hours remaining on the DAT tape.

```
Top:xxxhrs Bot:Empty  @5/05/96 09:28:16  
STATUS  SEARCH  MONITOR  OPTIONS  EJECT
```



Repeat the procedure for the Bottom DAT Drive, if fitted. When the tape is ready the top status line of the LCD indicates the number of hours remaining on both DAT Drives.

3.1.2 Tape Labelling Enabled

NOTE: Tape Labelling is only enabled under certain conditions.

If Tape Labelling is enabled all blank tapes must be initialised before they are inserted into the DAT Drive. If a tape is inserted without being initialised, an alarm sounds and the LCD displays the message *Top DAT must be initialised for use*. The DAT is then ejected.

To initialise a tape for use, press the **OPTIONS** key. To initialise the tape:

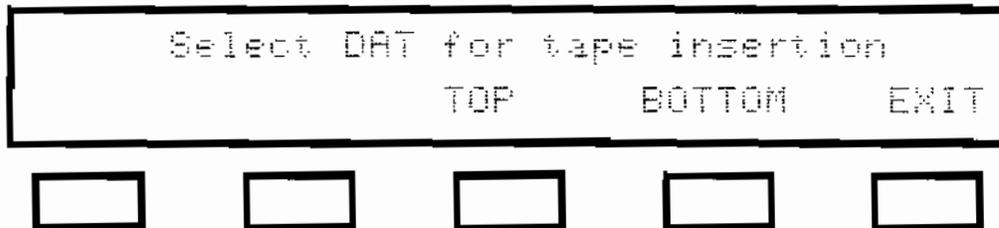
```
                Select Option  
MORE  TAPE  SETUP  PRINT  EXIT
```



The LCD displays the tape options:



to initialise the tape. The LCD displays the message:



Select **TOP**. The LCD displays the message *Please check m/c serial number: nnnnn*, where *nnnnn* is the serial number of the Recorder. The Serial Number of the Recorder is located on a label on the rear panel.

If the Serial Number is correct press the **ACCEPT** key.

If the Serial Number displayed is **NOT** correct press **EXIT** and inform the System Manger.

The LCD displays the message:



If the tape label is okay, press **ACCEPT** to continue.

To change the tape label number, press **CHANGE**. The LCD displays the message *Enter Label no. then ENTER 00000001*. Enter the required tape label number at the numeric keypad and then press **ENTER**.

The LCD displays the message:

```
Please insert in DAT1 Tape No. 00000001
                                ACCEPT  EXIT
```



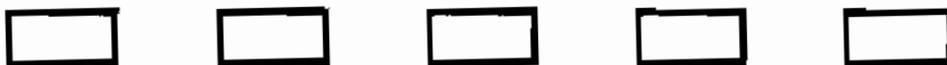
Insert the blank tape in the Top DAT drive. Press the **ACCEPT** key.

The Main Menu is displayed on the LCD briefly, showing the DAT Status as *Load*. The LCD displays the message *Checking Tape On Top DAT*, followed by *Initialising Blank Tape On Top DAT*.

Each tape is labelled with the Serial Number of the Recorder and the Tape Label Number. The tape label number of a tape loaded in the DAT drive can be viewed at any time, using the **TAPE - VIEW** command. Refer to Paragraph 3.1.3.

When the tape is ready the LCD displays the Main Menu. The status line indicates the number of hours remaining on the DAT tape.

```
Top:xxxhrs Bot:Empty 05/05/96 09:28:16
STATUS SEARCH MONITOR OPTIONS EJECT
```



Repeat the Tape Insert operation for the Bottom DAT Drive. When prompted to insert Tape no. nn in DAT2 insert the tape in the Bottom DAT Drive and press the **ACCEPT** key.

The Main Menu is displayed on the LCD briefly, showing the DAT Status as *Load*. The LCD displays the message *Checking Tape On Bottom DAT*, followed by *Initialising Blank Tape On Bottom DAT*.

When the tape is ready the LCD displays the Main Menu. The status line indicates the number of hours remaining on the DAT tape.



3.1.3 Tape View Function

The Tape View function enables the user to view the details of the DAT tapes loaded in the Top and Bottom DAT Drives. To view the tape details, press the **OPTIONS** key. The LCD displays the Options menu.



to display the tape options.

```
                Select Tape Operation
INSERT  ERASE  VIEW  EXIT
```



First the details of the tape in the Top DAT Drive are displayed:

```
Top: Tape#n Unit#nnnnn V3.00
                                MORE  EXIT
```



The display gives the tape label number and the serial number and software version for the unit that the tape was recorded on. Press **MORE** to continue.

```
Call#nnnnn 10/10/96-11/11/96
                                MORE  EXIT
```



The next display gives the number of calls on that tape and the date range of the calls on the tape. Press **MORE** to continue.

The display then gives the tape label number, the unit serial number and software version for the tape in the Bottom DAT Drive. Press **MORE** to continue.

The display gives the number of calls on the Bottom tape and the date range of the calls.

Press **MORE** to display the Top tape details again or **EXIT** to return to the tape options menu. Press **EXIT** a second time to return to the Main Menu.

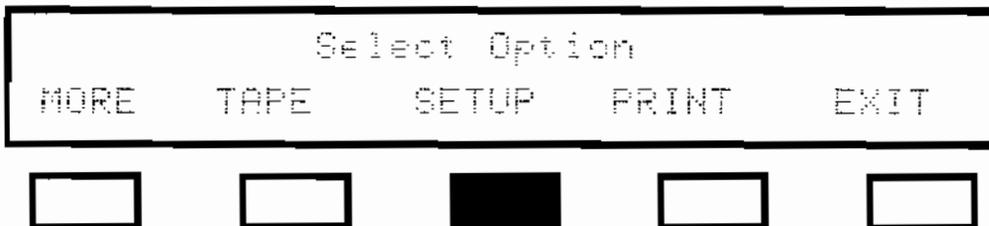
3.2 Selecting Use for Second DAT

In a dual DAT drive system, the bottom DAT can be selected to record in either parallel or switch mode.

The default selection is parallel mode. The unit records simultaneously on the top and bottom DATs. The top DAT is the main record DAT and continues to record when *SEARCH* is selected for the bottom DAT.

In switch mode the unit initially records on the top DAT and when full, switches to recording on the bottom DAT. The system therefore records for up to 1100 hours without the need to change a tape. The main record DAT is the one which is currently recording.

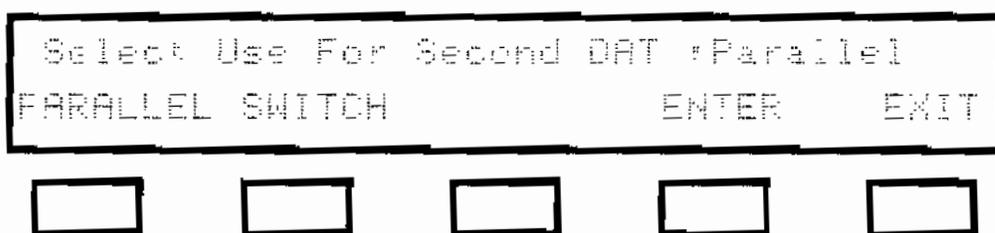
To change the use for a second DAT select the **OPTIONS** soft key from the Main Menu and enter the password.



to display the Setup options.



The display is as follows:



The default setting for the second DAT Drive is Parallel recording. To change to Switch recording select **SWITCH** and then **ENTER**.

To change to Parallel recording from Switch Recording select **PARALLEL** and then **ENTER**.

Select **EXIT** to return to the Main Menu.

3.3 Automatic Recording

On installation, the system will have been connected to the appropriate telephone lines or extensions and recording set to be triggered by either Line Sensing, VOX activation, Continuous Recording or some method of External Switching.

Provided that the unit has the line connectors plugged in, power is switched on and a tape loaded with spare recording capacity, no intervention is necessary by the user for recording to take place.

When recording is in progress a red LED lights up on the front panel for each channel on which there is activity. In Line Sense mode the LED lights immediately on removing the handset, remains steadily lit during the conversation and extinguishes on replacing the handset.

In VOX mode the LED lights and remains lit when a dialling tone, conversation or other noise is detected on the line, the light flashes steadily when recording but no channel activity is present (that is, VOX run-on time), and extinguishes if no activity is present after the pre-set run-on time.

In Continuous Recording mode the channel indicator LED is lit all the time, and in External Switching is lit only when the switch is set to ON.

3.4 Monitoring a Recording

During a recording the user can listen in real-time to any channel, either through the integral speaker or through the headphone socket. At the Main Menu:

```
Top:xxxhrs Bot:xxxhrs 05/05/96 09:28:16
STATUS  SEARCH  MONITOR  OPTIONS  EJECT
```



Enter the password. The display is as follows:

```
Select The Channel To Monitor : --
DOWN    UP    NUMBER  INFO    EXIT
```



Use the **DOWN/ UP** soft keys to move between channels 1 and 48 (or to the maximum channel number available). The CHANNEL ACTIVITY LEDs indicate the channels that are currently active. Releasing the **DOWN/ UP** key automatically switches the channel indicated on the top status line to the speaker.

Press and hold **INFO**. The LCD gives the database line of information as seen during search.

```
CHAN 0015 05/95/96 16:37:41-      IN
DOWN      UP      NUMBER  INFO  EXIT
```



Release the **INFO** key.

Press and hold **NUMBER** to reveal any number dialled on the selected channel. Release the **NUMBER** key. If an inactive channel is selected, pressing the **NUMBER** or **INFO** keys displays the message *This Channel is Not Active*.

Plugging headphones into the socket stops output to the speaker. The volume control knob adjusts volume for both speaker and headphone output.

Select **EXIT** to end the monitoring session and return to the Main Menu.

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4. STATUS MENU

4.1 Recording Status

To ensure that the equipment is set up or functioning properly, the user may wish to find out exactly what is happening on the tape drives or hard disk buffer. This is possible in the Status menu, accessed directly from the Main Menu without the need for a password.

```
Top:xxxhrs Bot:xxxhrs 05/05/96 09:28:16
STATUS SEARCH MONITOR OPTIONS EJECT
```



The display is as follows:

```
Top = Recording Bottom = Parallel Rec F
DISK TOP BOTTOM EXIT
```



The display above indicates that the top DAT is currently recording and that the bottom DAT is set for parallel record mode.

Other possible status messages are:

- | | |
|---------------|--|
| Not Installed | If this message appears there is either a hardware or installation set-up fault which needs investigation by the System Manager. |
| Blank Tape | Indicates the Drive containing the blank tape in 'Switch' (Serial) recording. |

No Tape	No tape present in the DAT Drive.
Tape Full	No more recording possible on this tape. Eject the tape and replace with another or erase if archiving not required.
Replaying	Tape present for replay.
Not Ready	Appears briefly when the DAT Drive is loading, ejecting or cleaning.
Fault	Tape or drive is faulty. Consult the System Manager.
Loading	The time taken to load a tape varies depending on the data held on it. If the message remains after a considerable period (5-10 min), eject the tape using the push button on the right hand side of the DAT Drive and retain for inspection by the Authorised Dealer.
Ejecting	Wait for the tape to complete its ejecting cycle (normally 2-3 min). If it fails to eject, consult Authorised Dealer.
Cleaning	Appears when cleaning tape has been inserted.

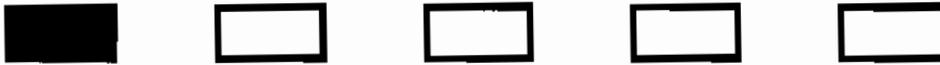
At the end of the top line the status message displays a *P* if the Recorder is operating in Parallel Mode or a *S* if operating in Switch Mode.

Select **EXIT** to return to the Main Menu.

4.2 Time Remaining

To view the capacity of the hard disk buffer or the recording time remaining on the tapes in the Top and Bottom DAT Drives.

```
Top:xxxohrs Bot:xxxohrs 05/05/96 09:28:16
STATUS SEARCH MONITOR OPTIONS EJECT
```



The display is as follows:

```
Top = Recording Bottom = Parallel Rec F
DISK TOP BOTTOM EXIT
```



Press and hold **DISK**. The display gives capacity of the Hard Disk Buffer overwrite in minutes. The buffer is a circular buffer, that is, when the buffer is full it records any new calls over the oldest calls.

Release the key to return to the Status menu. Press **EXIT** to return to the Main Menu.

Press and hold **TOP** or **BOTTOM** to display the time remaining on the tapes in the Top or Bottom DAT drive. The time is given in hours until the time remaining is less than 2 hours. The time remaining is then displayed in minutes.

Release the key to return to the Status menu. Press **EXIT** to return to the Main Menu.

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5. TAPE HANDLING

5.1 Tape Management

Different users will have different requirements regarding the period of time recordings have to be retained. A Tape Management System should be set up to ensure recordings are archived for the appropriate length of time and not accidentally over-recorded.

The following paragraphs are a guideline for a user whose tape lasts approximately two weeks and has a requirement to keep archives for six months:

Obtain twelve blank tapes and label them 1 to 12. Commence recording on Tape 1, having first labelled the tape with the start date and time. Use the top DAT drive in a Dual DAT Drive system.

When the tape is full, eject it and label with the finish time and date. Replace the tape with the next tape in sequence. After using Tape 12 go back to Tape 1 from the Archive and erase it following the procedure described in Section 5.4. Label the tape with the new start date and time. Insert the tape for recording to continue.

For a Dual DAT Drive System, **recording in parallel mode**, label at least three tapes A, B and C. Load Tape A in the bottom drive. This is the working tape, for listening to recordings while the top tape is still recording, and also the back-up if anything goes wrong with tapes 1, 2, 3 etc.

When the top tape is full there may still be space on the bottom tape. It is, however, advisable to eject the bottom tape at the same time as the top tape to ensure maximum compatibility with the recordings on the archive (top) tape. Use these A, B and C parallel record tapes in sequence and again re-use tapes A, B, C (after erasure) in sequence when they are all full.

The following table outlines the procedure:

Archive Tape	1	2	3	4	5	6	7	8	9	10	11	12
Parallel Tape	A	B	C	A	B	C	A	B	C	A	B	C

Always keep a log of start and end dates and times for each tape, for ease of retrieval, together with dates when a Cleaning Cartridge is used.

5.2 Tape Full Condition

When a tape reaches a pre-set level before full capacity an on/off warning tone is emitted, if this feature is enabled, through the integral loudspeaker. Additionally a visible warning is shown on the display panel:



A similar message appears for the bottom tape if nearing full capacity. Select **CANCEL** to switch off the alarm and return to the Main Menu.

The appropriate tape should be ejected and replaced with another. If the tape is not replaced it continues to record until completely full, at which time the alarm sounds again accompanied by the message:

```
Top Tape Full
                                CANCEL
```



Press **CANCEL** to cancel the alarm. The display is as follows:

```
Top:Full   Bot:Full   05/05/96 21:28:18
STATUS     SEARCH     MONITOR     OPTIONS     EJECT
```



No more calls can be copied onto the DAT tapes. The tapes must be ejected and replaced. If the calls are not to be archived the tapes can be erased.

Recording continues in the hard disk buffer. When the tapes are replaced, the recordings held in the buffer up to the main recording tape becoming full are downloaded to the next tape.

CAUTION: If the tapes are not replaced the Recorder continues to record onto the hard disk buffer. When the buffer is full an alarm is indicated. The buffer overwrites the oldest calls with any new calls.

5.3 Ejecting a Tape

The **EJECT** function is found on the Main Menu. To eject the tape:

```
Top:Full  Bot:Full  05/05/96 09:28:14
STATUS  SEARCH  MONITOR  OPTIONS  EJECT
```



Enter the password. The display is as follows:

```
Select The DAT To Eject
      BOTH      TOP      BOTTOM      EXIT
```



To eject both DAT tapes, select **BOTH**, or

To eject the Top DAT tape, select **TOP**, or

To eject the Bottom DAT tape, select **BOTTOM**.

The display requests confirmation before ejecting the tape(s):

```
Are You Sure?
      YES      NO      EXIT
```



If the tape currently recording is ejected, this is indicated by the message on the display:

- If **TOP** is selected and the top tape is currently recording, the LCD displays the message *This DAT is recording. Are You Sure?*
- If **BOTH** is selected and the top tape is currently recording, the LCD displays the message *Top DAT is recording. Are You Sure?*

Select **YES** to eject the DAT tape(s). The recorder displays the message:



The display indicates how many Mbytes of data remaining to be copied to the tape. The display counts down as the data is downloaded. When the count reaches 0MB the message *Please Wait While Rewinding Top DAT* is displayed. When the tape is rewound the Recorder ejects the DAT tape.

The Recorder then displays the message *Please Wait While Ejecting DATS*. When the tapes have ejected, the display returns to the Main Menu. The status line indicates that the Top and/ or Bottom DAT Drives are empty.

To cancel the **EJECT** command and return to the Main Menu, select either **NO** or **EXIT**.

5.4 Erasing a Tape

5.4.1 A Loaded Tape

To erase a loaded tape select the Options menu:

```
Top:Full Bot:Full 05-05-96 09:28:16
STATUS SEARCH MONITOR OPTIONS EJECT
```



Enter the password. The LCD displays the Options menu:

```
                Select Option
MORE    TAPE    SETUP    PRINT    EXIT
```



The LCD displays the tape options.

```
                Select Tape Operation
INSERT  ERASE   VIEW          EXIT
```



NOTE: **INSERT** is only displayed if Tape Labelling is enabled.

The **ERASE** key does not function if the tape erase function has been disabled. Select **EXIT** to return to the Main Menu and consult the System Manager.

To erase the tape:

```
                Select Tape Operation
INSERT  ERASE  VIEW  EXIT
```

```
                Select The DAT To Erase
                TOP  BOTTOM  EXIT
```

Select the DAT Drive the tape is in. If the tape in the selected DAT Drive is recording the LCD displays the message:

```
This DAT is recording. : Are You Sure
                        YES  NO  EXIT
```

If the tape in the DAT Drive is a replay tape or the parallel record tape, the LCD displays the message:

```
                Are You Sure?
                YES  NO  EXIT
```

In either case, to erase the tape select **YES**. The LCD displays the message *Please Wait While Erasing Tape*. When the tape has been erased, the system ejects the tape and returns to the tape options menu.

To cancel the tape erase command, select either **NO** or **EXIT**. The display returns to the tape options menu.

5.4.2 Fast Erase

It is possible to erase several tapes quickly in one session. Ensure that one of the DAT Drives is empty. At the Main Menu:

```
Top:Empty  Bot:xxxxhrs  05/05/96 09:28:16
STATUS  SEARCH  MONITOR  OPTIONS  EJECT
```



Enter the password. The LCD displays the Options menu:

```
                Select Option
MORE    TAPE    SETUP    PRINT    EXIT
```



The LCD displays the tape options:

```
                Select Tape Operation
INSERT  ERASE   VIEW      EXIT
```



NOTE: **INSERT** is only displayed if Tape Labelling is enabled.

The **ERASE** key does not function if the tape erase function has been disabled. Select **EXIT** to return to the Main Menu and consult the System Manager.

To erase the tapes:

```
          Select Tape Operation
INSERT  ERASE  VIEW                EXIT
```

```
          Select The DAT To Erase
                TOP  BOTTOM  EXIT
```

Select the empty DAT Drive. The LCD displays the message:

```
          Please Insert a Tape To Erase
                                                EXIT
```

Insert the tape to be erased in the drive.

6. REPLAYING CALLS

6.1 Indexing

Each incoming or outgoing telephone call is indexed with the Date, Start Time, Finish Time and Channel Number. If the facility is available to detect the outgoing telephone number dialed and/or the call direction (incoming/outgoing), these will also be contained within the index.

Number 18018412700				
PREV	NEXT	PLAY	TIME	EXIT
<input type="checkbox"/>				

The Date and time are taken from the system clock, so it is important to check occasionally that this coincides with real-time and should be changed by the System Manager at the start and end of Daylight Saving Time.

The Channel Number relates to either the exchange line to which it is connected or the individual extension, depending on the system installation. It is therefore possible for the user to identify calls to or from a given telephone line (for example, a particular department) or even attributable to a specific person.

Under most circumstances each call is indexed separately. The obvious exceptions are where Continuous Record is selected, or possibly when an External On/Off switch is used. However, in VOX mode, a call may be split between one or more files when a period of silence in the conversation exceeds the selected run-on time.

Conversely, two or more calls may be resident in one file if the gap between them is less than the selected run-on time.

6.2 Searching for a Call

To replay a call it is first necessary to search the indices on the hard disk buffer or the DAT tape to locate the call required. The Search menu is accessible from the Main Menu:

```
Top:xxxhrs Bot:xxxhrs 05/05/96 09:29:16
STATUS SEARCH MONITOR OPTIONS EJECT
```



Insert the password. The following message is displayed:

```
          Select Source To Search
DISK          BOTTOM          EXIT
```



It is first necessary to search the index on the selected storage source, that is, the hard disk or the tape. Select either **DISK** to search the hard disk, or **BOTTOM** to search the tape in the Bottom DAT Drive. If the tape in the Bottom DAT Drive has only just been loaded, the calls on the hard disk buffer may not have been downloaded to tape.

Calls contained on the DAT tape take an average of thirty seconds to locate and play. The calls on the tape consist of the calls recorded since the tape was inserted.

Calls contained on the hard disk are played back virtually instantly. The calls on the disk are stored on a first in, first out basis, within the recording capacity of the disk. When the disk is full it records new calls over the oldest calls.

The Date/Time entry screen appears on the screen in DD/MM/YY (MM/DD/YY can be selected for USA) and Hrs:Mins:Secs format:

Date **/**/**	Time **: **: **			
* FIRST LAST ENTER EXIT				
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

where *Time* is the start time of the recorded call. Pressing **LAST** automatically selects the last call on the selected source. Pressing **FIRST** followed by **ENTER** automatically selects the first call on the selected source. This saves the operator the time of entering the date and time.

6.2.1 Display All Calls

The '*' symbol is a wildcard and does not limit the search in any way. Leaving the '*' symbol in place for all sections of DD/MM/YY and Hrs:Mins:Secs selects calls with any date or time index. At the Date/Time entry screen select **ENTER**.

Channel ***	Call Direction	EITHER		
* OUT EITHER ENTER EXIT				
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

NOTE: The **OUT** key on this screen toggles between *OUT* and *IN*.

In this instance leave the '*' symbol in place for the *Channel* and *EITHER* as the *Call Direction* so as not to limit the search to outgoing/ incoming calls. Select **ENTER**.

```

Number *****
* CLEAR ENTER EXIT

```



Leave the '*' symbol in place for the *Number* to avoid limiting the search to a specifically dialled number. Select **ENTER**.

If the message *No Records Found* is displayed select **EXIT**. If **BOTTOM** was selected as the search source and the tape in the Bottom DAT Drive has just been loaded, the calls on the hard disk buffer may not have been downloaded to tape. Repeat the search on the Hard Disk.

```

CHAN 0001 10/10/96 09:10:00-09:14:00 OUT
PREV NEXT PLAY NUMBER EXIT

```



The display shows the Call Database screen and is positioned at the first call recorded on the searched media. In this example the call was on Channel 1 on 10th October 1996, beginning at 9:10 am, ending at 9:14 am. and was outgoing.

To replay this call press **PLAY**. The system locates the call and outputs to audio.

If this is not the required call, press **NEXT** to go to the next call in sequence, or press and hold **NEXT** to scroll quickly through the calls until the required call is located.

Press **PREV** or to go back through the calls. Press and hold **PREV** to scroll quickly through the calls.

```
Date 10/10/96      Time 10:45:00
*   FIRST      LAST      ENTER      EXIT
```

Check that the details have been entered correctly, altering where necessary using the arrow keys and numeric keypad. Select **ENTER**.

```
Channel *** Call Direction EITHER
*   OUT      EITHER      ENTER      EXIT
```

```
Number *****
*   CLEAR      ENTER      EXIT
```

The screen displays the call, either started at exactly 10.45 a.m. on 10th October 1996, or the nearest subsequent call.

```
CHAN 0006 10/10/96 10:58:12-11:08:16 OUT
PREV      NEXT      PLAY      NUMBER      EXIT
```

If necessary use the **PREV** or **NEXT** keys to locate the correct call.

6.2.3 Adding Search Parameters

The user may be aware of more details regarding the call to be replayed. For example, the call on 10th October 1996 was known to be on Channel 6 and was outgoing to a London number (0171 dialling code). From the Date/Time entry screen enter the parameters:

```
Date 10/10/96      Time 10:45:00
*   FIRST      LAST      ENTER      EXIT
```

```
Channel 0006      Call Direction EITHER
*   OUT          EITHER    ENTER      EXIT
```

```
Number 0171*****
*   CLEAR          ENTER      EXIT
```

The screen displays the first call that matches these parameters.

```
CHAN 0006 10/10/96 10:53:12-11:00:10 OUT
PREV      NEXT      PLAY      NUMBER      EXIT
```

Selecting a specific channel and/or number **EXCLUDES** all calls that do not match these parameters. If there is not a match on a combination of these three parameters the display returns to the Date/Time entry screen. This does not mean that the system has failed to record that call, it is more likely that one or more of these three 'exclusive' parameters are wrong.

For example, the call to London may have been an 0181 number, not an 0171 number. It may have been incoming not outgoing call, or the call may have been on a different channel altogether.

The user can re-enter the search parameters from the Date/Time entry screen and use the **PREV** or **NEXT** keys to locate the required call.

NOTE: It can be seen that certain combinations of search parameters can be counter-productive. For example, specifying a Dialed Number together with *IN* is an impossible combination and results in no calls being found.

6.3 Playback

When the required call has been located select **PLAY**. If the call is being replayed from the buffer the call is located almost instantaneously. If the call is being replayed from the DAT Tape, the message:

```

Please Wait While Locating Call
Y2 REVERSE FORWARD PAUSE STOP

```



may be displayed. This message remains on the screen for an average of 30 seconds while the Recorder locates the required call on the DAT tape.

When the call is located, the display is as follows:



and audio replay commences from the internal speaker. Use the Volume control to adjust the volume level.

The time on the right of the status line indicates the original recording time through the call as it is played back. The dots on the left hand side of the display indicate the position through the recording. The shorter the duration of the call, the faster the dots appear across the screen.

The call continues to the end and automatically stops if no further keys are depressed. Selecting **STOP** at any time exits from playback and returns to the call database screen.

6.3.1 Moving Through the Audio Replay

The speed of copying and audio replay can be doubled by holding down the **X2** soft key. Fast forward or rewind is possible during replay using the **REVERSE** and **FORWARD** keys.

Press **REVERSE** at any time to instantaneously rewind by 5 seconds. Press and hold **REVERSE** to rewind in 5 second increments. Releasing the key immediately restarts audio playback at the point reached in the call.

Press **FORWARD** to fast forward by 5 seconds. Press and hold **FORWARD** to fast forwards in 5 second increments.

The message:

```
Please Wait While Locating Call
X2 REVERSE FORWARD PAUSE STOP
```



may be displayed for a few seconds until that section of the recording has been found on the tape.

To stop replay at any time without exiting the call press **PAUSE**. The screen displays:

```
..... 11:01:20
GOTO NUMBER INFO PAUSE STOP
```



Holding down the **NUMBER** key displays the number stored for the call. Holding down the **INFO** key displays the full call information.

Press **PAUSE** to restart the audio at the point at which it was stopped (the time indicated on the right of the screen) and return to the normal replay screen, or **GOTO**.

Selecting **GOTO** results in the following screen:

```
Start 10:53:12 End 11:09:10 11:01:20
ENTER EXIT
```



The times shown on the left of the screen are the start and finish times of the call. The time shown on the right is the current position in the call. The user can select any time to go to within the call by entering that time on the right of the display, using the numeric keypad.

Enter the time and press **ENTER**. Replay resumes at the selected time and returns to the replay menu, or press **EXIT** to cancel the *GOTO* command and revert to the pause menu.

Select **PAUSE** to continue the replay, or **STOP** to cancel the replay and revert to the Call Database screen.

6.3.2 Stopping the Audio Replay

To stop the audio replay, at the Replay menu press **STOP**. The display reverts to the Call Database screen.

Select **EXIT** to revert to the Date/Time entry screen.

Select **EXIT** a second time to revert to the Main Menu.

If the replay was from the Bottom DAT Tape the screen displays the message *Repositioning to end of Bottom DAT*, while the Recorder locates the end block. The display then.

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7. PRINTING

If a PC compatible printer (a standard 80 column dot-matrix is adequate) is connected to the printer port on the rear panel, the *PRINT* option may be used to print out the call files list between selected limits.

```
Top:xxxhrs Bot:xxxhrs 05/05/96 09:28:16
STATUS SEARCH MONITOR OPTIONS EJECT
```



Enter the password.

```
                Select Option
MORE    TAPE    SETUP    PRINT    EXIT
```



to display the following screen:

```
****/****/**** **;****;**** TO ****/****/**** **;****;****
*                                ENTER    EXIT
```



The user can set a start date and time and an end date and time for the call records using the numeric keypad. As in *SEARCH*, the '*' represents a wildcard.

For example:

```
01/05/96 **:**:** to 10/05/96 10:00:00
*                               ENTER   EXIT
```

selects the call records between 1st May 1996 and 10.00 a.m. on 10th May 1996. Select **ENTER**. The display is as follows:

```
Channel *** Call Direction EITHER
*          OUT   EITHER   ENTER   EXIT
```

Entering a channel number selects all the records for that channel within the date and time parameters.

Entering **OUT** in conjunction with the channel number limits the records printed to only outgoing calls for that channel within the date and time parameters.

NOTE: The **OUT** soft key on this screen toggles between *OUT* and *IN*.

Selecting **OUT** on its own selects all outgoing calls on ALL channels within the date and time parameters.

When the search criteria have been specified, press **ENTER**.

```
Number *****
*                               ENTER  EXIT
```

The user has the option to select calls with a specific number, or starting with a sequence of numbers, or to leave in the wildcards. Select **ENTER**.

The system prints a list of the call records which meet the parameters entered. If no call records can be found which meet the parameters, the system automatically returns to the Date/Time entry screen. If call files are found the following screen appears:

```
Please Wait While Printing Database
                                           EXIT
```

If the user selects **EXIT** the system stops printing and return to the Print Date/Time entry screen. After the database has been printed the system returns to the Main Menu.

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8. TIMER AND ACCESS OPTIONS

8.1 Timer Option

Section 2 of this guide deals with the Options menu for setting the password and the date and time. Additional options are available by selecting the **MORE** key.

```
Top:xx:xxhrs Bot:xx:xxhrs 05/05/96 09:28:16
STATUS SEARCH MONITOR OPTIONS EJECT
```



Enter the password.

```
Select Option
MORE TAPE SETUP PRINT EXIT
```



Reveals a further sub-menu:

```
Select Option
ACCESS TIMER EXIT
```



The Timer set up routine allows you to disable recordings during certain times, when it is not necessary or desirable to record conversations, such as after office hours or lunch breaks where relevant. If this routine is not selected and set, the recorder automatically records all calls.

The following menu is displayed:

Choose Timer Option				
7 DAY	5 DAY	1 DAY	REVIEW	EXIT
<input type="checkbox"/>				

Select:

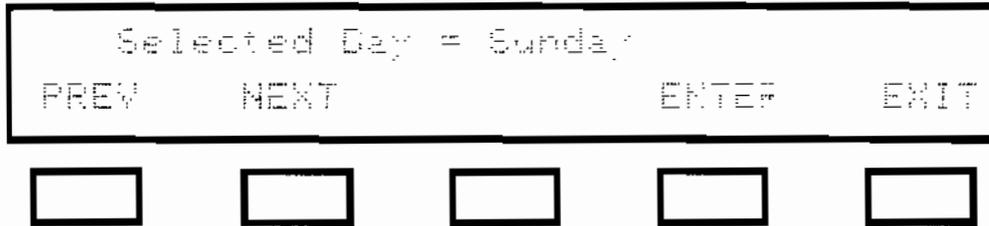
- 7 DAY** To enable recording for up to two time periods, each day including Weekends, at the same times each day.
- 5 DAY** To enable recording for up to two time periods, Monday to Friday, and disabled the whole of the Weekend.
- 1 DAY** To enable recording for up to two time periods on an individual daily basis, that is, at different time periods each day as required.
- REVIEW** To examine the times set on an individual daily basis, Sunday through Saturday, to ensure that the correct times have been selected.

EXTREME CAUTION SHOULD BE USED WHEN SETTING THE TIMER. USE THE REVIEW FUNCTION TO ENSURE THAT THE CORRECT ENTRIES HAVE BEEN MADE.

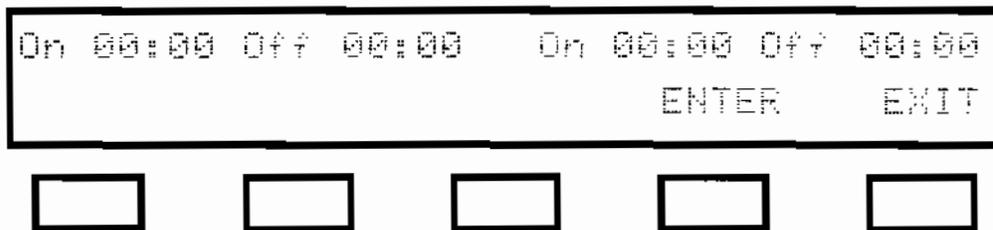
Selecting the 7 or 5 day options, the screen is as follows:

On 00:00	Off 00:00	On 00:00	Off 00:00	
		ENTER	EXIT	
<input type="checkbox"/>				

Selecting the 1 day option, the screen shows:



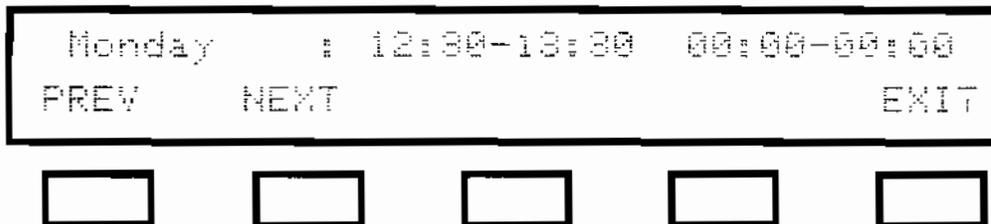
Press the **NEXT** key to scroll through the days of the week, from Sunday through Saturday. The **PREV** key scrolls back to Sunday. When the required day is displayed, select **ENTER**. The display is as follows:



If you only require recording to be enabled for one time period per day, then the second On/Off period should remain showing zeros.

The times selected may be reviewed and changed at any time by persons with the appropriate password access. To review the timer settings select **REVIEW**.

The display is as follows:



Press the **NEXT** key to scroll through the days of the week, from Sunday through Saturday. The **PREV** key scrolls back to Sunday.

8.2 Access

The E1000 software allows multi-user passwords. These enable or disable as many of the available functions as required on a per channel basis. The Access software is selected as follows:

```
Top:xxxhrs Bot:xxxhrs 05/05/96 09:28:16
STATUS  SEARCH  MONITOR  OPTIONS  EJECT
```

```
□      □      □      ■      □
```

Enter the password.

```
                Select Option
MORE    TAPE    SETUP    PRINT    EXIT
```

```
■      □      □      □      □
```

```
                Select Option
ACCESS  TIMER                                EXIT
```

```
■      □      □      □      □
```

The display is as follows:

```
                Setup User Password
NEXT                                ENTER    EXIT
```

```
□      □      □      ■      □
```

to set up to 48 numeric user passwords.

```
                Select User Number : 1
DOWN          UP          ENTER          EXIT
```



Press and hold **UP** to scroll through the User Numbers, 1 through 48. The **DOWN** key scrolls back down to 1.

When the required User Number is displayed, press **ENTER**. The display is as follows:

```
                Please Enter New Password #####
                                                EXIT
```



You can set all the user password numbers by pressing **EXIT** after the password number, followed by **UP**. This systematically takes you through the user numbers until you have a complete set of numbers for the various operatives who are allowed discriminate access to the different functions of the recorder.

An alternative method would be to enable or disable functions for users as you go along. A note of the users options should be made and stored in case of future alterations.

NOTE: The default password number may not be used as a User password number. This is reserved for the System Manager.

After you have set up the desired user number(s) press **EXIT**.
The original sub-menu appears:

Setup User Password				
NEXT		ENTER	EXIT	
<input type="text"/>				

to go to the next sequence:

Clear User Password				
PREV	NEXT		ENTER	EXIT
<input type="text"/>				

To clear a User Password press **ENTER**.

Select the User Number using the **DOWN/ UP** keys followed by **ENTER**:

Select User Number : 1				
DOWN	UP		ENTER	EXIT
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

The software confirms the password has been cleared by displaying:

User 1 Has Been Deleted				
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

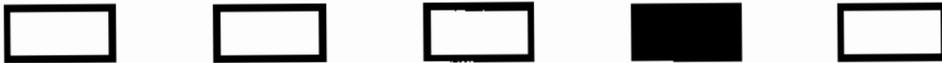
The screen reverts to the previous menu, allowing the process to be repeated for other User Passwords. When all the required User Passwords have been cleared press **EXIT**.

```
Clear User Password
PREV      NEXT      ENTER      EXIT
```



to go to the next sequence. The display is as follows:

```
Select Available Functions
PREV      NEXT      ENTER      EXIT
```



To select the available functions on a per user password basis, press **ENTER**.

```
Select User Number : 1
DOWN      UP      ENTER      EXIT
```



Select the required User Number using the **DOWN/ UP** keys. When the appropriate user has been selected press **ENTER**.

The display is as follows:

```
Select Available Functions
PREV      NEXT      ENTER      EXIT
```



to select the functions available to each individual.

A further sub-menu appears, to select the required user. Select the user using the **DOWN/ UP** keys. When the required user is displayed press **ENTER**.

The display is as follows:

```
User 1 : Erase = Disabled
PREV    NEXT    ENABLE  DISABLE  EXIT
```



If User 1 is to be allowed to Erase tapes, press **ENABLE**.
Press **NEXT**.

```
User 1 : Eject = Disabled
PREV    NEXT    ENABLE  DISABLE  EXIT
```



If User 1 is to be allowed to Eject tapes, press **ENABLE**.
Press **NEXT**.

```
User 1 : Replay = Disabled
PREV    NEXT    ENABLE  DISABLE  EXIT
```



If User 1 is to be allowed to Replay tapes, press **ENABLE**.
Press **NEXT**.

```
User 1 : Monitor = Disabled
PREV    NEXT    ENABLE  DISABLE  EXIT
```



If User 1 is to be allowed to Monitor calls in real time at the unit,
press **ENABLE**. Press **NEXT**.

```

User 1 : Setup = Disabled
PREV  NEXT  ENABLE  DISABLE  EXIT

```



If User 1 is to be allowed to set up Time and Date, DAT Drive mode etc. for the unit, press **ENABLE**.

This is the last user function choice. Press the **PREV** key to scroll through the entries made. Note that even though a User may have Replay and Monitor Enabled, these may be restricted to certain channels within the next sub-routine. When satisfied with your entries, press **EXIT**.

The *Select User Number* menu is displayed so that you can proceed to select available functions for other users by pressing the **DOWN/UP** keys.

```

Select User Number : 1
DOWN  UP  ENTER  EXIT

```

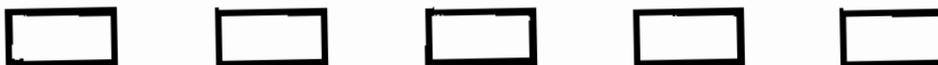


When the available functions have been selected for all of the users, and the display has returned to the above screen, press **EXIT**.

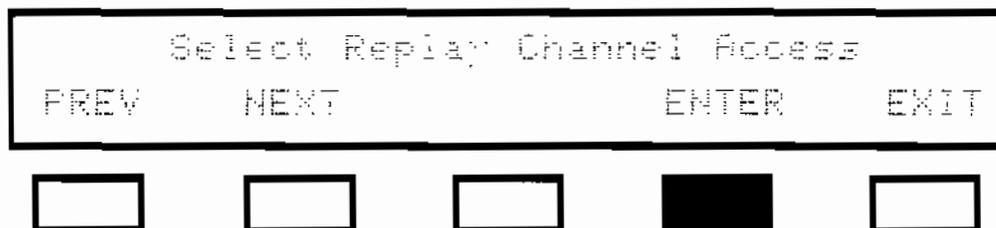
```

Select Available Functions
PREV  NEXT  ENTER  EXIT

```



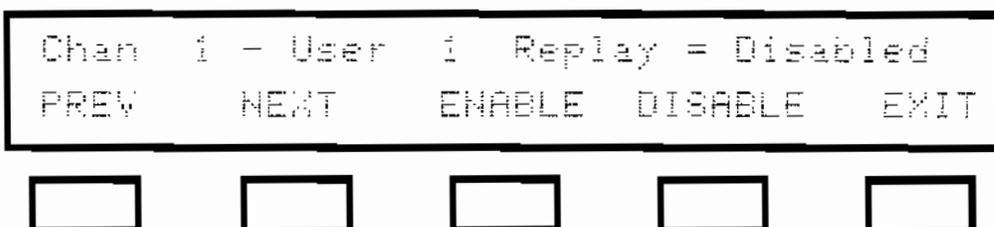
When selection of Available Functions is complete, press **NEXT**.



Select the user number by using the **DOWN/ UP** keys, then press **ENTER**. If the selected user has replay Disabled, the screen shows:



If the selected user has Replay Enabled, the screen shows:



The default disables Replay on all channels for all users. Using the **PREV/ NEXT** keys for channel selection, replay can be enabled for User 1 for as many of the recording channels required. When selection is complete, press **EXIT**.

The system returns to the user selection screen to allow the setting of other users access to Replay by using the **DOWN/ UP** keys.

Select User Number : 2				
DOWN	UP	ENTER	EXIT	
<input type="checkbox"/>				

When replay access is completed for all users on a per channel basis, press **EXIT**.

The display is as follows:

Select Replay Channel Access				
PREV	NEXT	ENTER	EXIT	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Select Monitor Channel Access				
PREV	NEXT	ENTER	EXIT	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The process for selecting users and either enabling or disabling real-time monitor on a per channel basis is exactly the same as for the Replay sub routines shown above.

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9. ALARMS

9.1 Alarm Outputs

The alarm operates under conditions where the E1000 has detected a condition which requires attention. If an alarm condition occurs the internal speaker sounds a tone. The alarm sounds even if the headphones are plugged into the front panel socket.

There is also a remote alarm option fitted to the E1000. This operates together with the internal alarm. The external alarm operates a relay contact pair which can be set to normally open or normally closed.

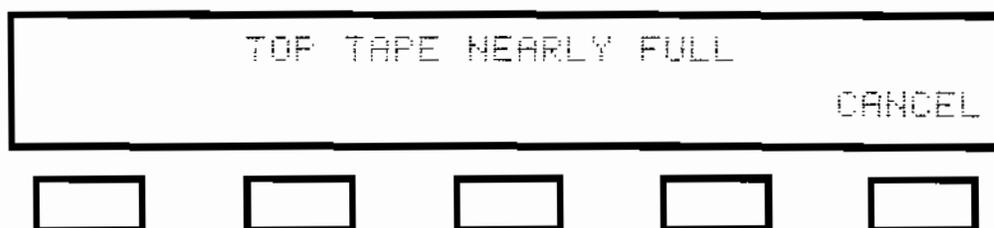
9.1.1 Alarm Conditions

9.1.1.1 Loss of Power

If power is lost from the E1000 the remote alarm contacts change state.

9.1.1.2 Tape Nearly Full

If there is less than five hours remaining on a tape the internal alarm sounds and the remote alarm relay contacts change state. The Recorder displays the following message.



To cancel the alarm press the **CANCEL** button.

9.1.1.3 Tape Full

If either tape fills up the internal alarm sounds and the remote alarm relay contacts change state. The Recorder displays the following message.



To cancel the alarm press **CANCEL**.

REPLACE THE TAPE IMMEDIATELY.

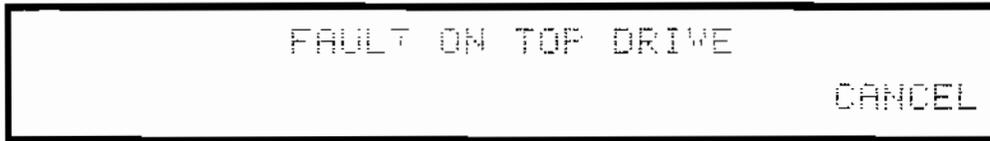
9.1.1.4 Tape Buffer Full

The hard disk buffer has separate partitioned buffer areas for the top and bottom tapes. If either tape is removed for any reason, calls are recorded into the relevant buffer area until the tape is replaced. When the tape is replaced the Recorder downloads the calls to the tape. If the buffer area fills up before the tape is replaced, the alarm sounds and the Recorder displays the message *Top (or Bottom) Tape Buffer Full*. To cancel the alarm press **CANCEL**.

REPLACE THE TAPE IMMEDIATELY.

9.1.1.5 Tape/ Drive Fault

If the E1000 experiences a problem while recording to a drive the internal alarm sounds and the remote alarm relay contacts change state. The E1000 display indicates the following message.



To cancel the alarm press **CANCEL** and seek advice from your dealer immediately.

INTENTIONALLY BLANK

10. COPYING TO ANALOGUE CASSETTE

To copy from the E1000 Recorder to an analogue cassette recorder first search and locate the call(s) to be copied from the Recorder. If more than one call is to be copied it is helpful to obtain a print out and highlight the calls on the paper.

Connect a mini-jack lead between the LINE OUT socket on the Recorder front panel and the audio input of the cassette recorder. Select play on the E1000 Recorder at the same time as Record on the cassette. The audio is transferred as heard through the E1000 speaker.

2. GETTING STARTED

2.1 Recorder Front Panel

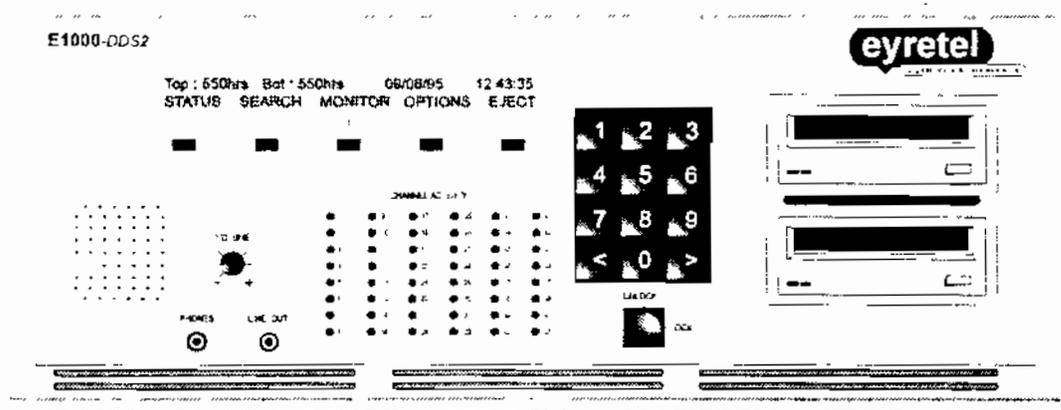


Figure 2-1 Recorder Front Panel

The Front Panel provides the user interface to the Recorder. The LCD and function keys provide set-up and control functions through a set of menu options which are explained in this guide. The numeric keypad is used to enter operator passwords.

A line out socket, a headphone socket, and a speaker to provide the audio interface: and LEDs with driver circuits indicate the recording activity.

Alarm conditions are sounded through the Loudspeaker and visually displayed on the LCD.

2.1.1 DAT Drive Status LEDs

The front panel of the DAT drive has two bicolour lights (LEDs) which display the status of the drive. During power up, diagnostic firmware self-tests the DDS-2 Drive for functionality. This is indicated by the Tape light (left) flashing green. If the self-test fails the Clean/ Attention light (right) shows steady amber.

The Tape LED (left) illuminates green to show tape activity as follows:

- Slow, flashing green indicates tape being loaded/unloaded.
- Steady green indicates tape loaded.
- Fast, flashing green indicates read/write operation.

The Clean/ Attention LED (right) illuminates amber to show the following conditions:

- Slow, flashing amber indicates heads need cleaning, or tape is near to end of useful life.
- Steady amber indicates a fault.

The possible combinations of LED display are given in Figure 2-2.