201-Type Module Recorder Interface

User's Guide

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Overview

The 201-type Module Recorder Interface is an optional device that, when installed with the Avaya 2420 Digital Telephone, allows you to record telephone conversations.

In addition, this module allows you to use the two headset jacks on the 20-type stand rather than a single headset jack directly connected to the 2420 telephone.

NOTE: Disconnect the 2420 telephone from the wall jack and remove power before removing and/or installing the 201-type module. Refer to the *20-Type Stand, 200-Type Module Analog (U.S.) Adjunct Interface, and 201-Type Module Recorder Interface Installation and Safety Instructions* (555-233-132) for more information.

Requirements

The 201-type module requires the installation of the 20-type stand. Refer to the *20-Type Stand, 200-Type Module Analog (U.S.) Adjunct Interface, and 201-Type Module Recorder Interface Installation and Safety Instructions* (555-233-132) for more information.

Switch Settings

Two sets of switches are provided on the 201-type module, allowing you to:

- enable/disable the "beep tone" that alerts callers when you are recording the call in progress
- specify whether the single headset jack on the 2420 telephone or the dual headset jacks on the 20-type stand are active

    NOTE: The headset jacks on the 20-type stand and the one on the 2420 telephone cannot be active simultaneously.

Refer to the *20-Type Stand, 200-Type Module Analog (U.S.) Adjunct Interface, and 201-Type Module Recorder Interface Installation and Safety Instructions* (555-233-132) for more information.

Headsets Supported

The headset adapter cord used with the 2420 telephone is not compatible with the headset jacks on the 20-type stand. When the 20-type stand is installed, a separate adapter cord (Quick Disconnect to Black RJ, part ID 407721034) is used with the headset jacks on the 20-type stand. Unlike the headset jack on the 2420 telephone, the headset jacks on the 20-type stand are intended for use without an auxiliary amplifier base unit (M12LUCM) or amplifier adapter cord (HIC-1). (The Quick Disconnect to Black RJ adapter cord is not compatible with the headset jack on the 2420 telephone.) The following headsets are supported:

- Starset top H31
- Mirage top H41
- Mirage top H41N
- Supra Monaural top H51
- Supra Monaural NC top H51N
- Supra Binaural top H61
- Supra Binaural NC top H61N
- Encore Monaural Voice Tube H91
- Encore Monaural NC top H91N
- Encore Binaural Voice Tube H101
- Encore Binaural NC top H101N

- Tristar Voice Tube top H81
- Tristar Noise Canceling top H81N
- Duoset (Supra Starter) Voice Tube H141 Headband only
- Duoset (Supra Starter NC) Noise Canceling top H141N Headband only
- Duoset (Earset Starter) Voice Tub top H141 Earhooks only
- Duoset (Earset Starter NC) Noise Canceling top H141N Earhooks only
- Duoset (Starter Special VT) Voice Tube top H141 Headband & Earhooks
- Duoset (Starter Special NC) Noise Canceling top H141N Headband & Earhooks

Using the 201-Type Module Recorder Interface

The following sections explain how to use the features of the 201-type Module Recorder Interface. For more information, consult your system manager.

Adjusting Headset Volume

When you are using headset jacks connected to the 20-type stand, use the volume control buttons on the 2420 telephone to adjust the volume of these headsets. The volume control buttons are located to the left of the numeric dialpad on the 2420 telephone. For more information, see the *2420 Digital Telephone User's Guide* (555-250-701).

NOTE: When you are using dual headsets, use the Headset and Mute buttons on the 2420 telephone to control these headsets.

Recording a Telephone Conversation

If a recording device is connected to the 201-type module, you can record your telephone conversation by pressing the Record button on the device. Depending on the 201-type module switch setting, the caller may hear a "beep tone" when you are recording a conversation. This tone alerts the caller that the conversation is being recorded.

201-Type Module Recorder Interface

The 201-type Module Recorder Interface is designed for recording calls on a standard tape recorder. (A recorder with AGC [Automatic Gain Control] is recommended.) With this interface, a warning tone, a soft beep repeated every 13.5 seconds, notifies the agent and the calling party that the call is being recorded. *Be aware that this tone may be a legal requirement*.

IMPORTANT:
The use of service observing features and call recording features may be subject to federal, state, and local laws, rules, or regulations and may be prohibited pursuant to the laws, rules, or regulations or require the consent of one or both of the parties to the conversation. Customers should familiarize themselves with and comply with all applicable laws, rules, and regulations before using these features.

Troubleshooting

Visual Power Indicators

The 2420 telephone display provides visual indication whether the module has power. To view the power status, select the **Options** softkey from the 2420 telephone Home screen, and then select the **Self Test** feature button. "-" indicates that the module is not receiving power or is not operating properly. "1" indicates that a single module is receiving power and is operating properly. "2" indicates that two modules are receiving power and are operating properly.

Resolving Problems

If the module is not receiving power or you do not receive dial tone, refer to the following information to resolve the problem.

PROBLEM: MODULE DOES NOT HAVE POWER

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1   Verify that all cords are securely connected at both ends.

2   Verify that the line cord connecting the auxiliary supply to the telephone is an 8-wire cord.

3   Verify that the 20-type stand is connected to the 2420 telephone.

PROBLEM: THE MODULE DOES NOT HAVE DIAL TONE

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1   Verify that the module has power. (Check the visual indicator on the telephone display.)

2   Verify that all cords on the module, the 20-type stand, and the auxiliary power supply are securely connected at both ends.

3   Verify that the switches on the module are set correctly. For more information, refer to the *20-Type Stand, 200-Type Module Analog (U.S.) Adjunct Interface, and 201-Type Module Recorder Interface Installation and Safety Instructions* (555-233-132).

4   Check with your system manager to make certain that the 2420 telephone has been administered correctly.

5   Connect the affected module with another 2420 telephone that has a working module. If the module being tested still does not work, it is faulty.

   If the module being tested works with the other telephone, try the working module taken from the other telephone and connect it to the telephone experiencing the problem. If this module does not work, the telephone is faulty.

PROBLEM: THE 2420 TELEPHONE DOES NOT HAVE DIAL TONE

1   Make sure the handset and line cords at your 2420 telephone are securely connected at both ends.

2   If there is still no dial tone, check with your system manager to verify that your telephone is administered correctly.

3   If the telephone is administered correctly but there is still not dial tone, remove power. Remove the module and refer to the *20-Type Stand, 200-Type Module Analog (U.S.) Adjunct Interface, and 201-Type Module Recorder Interface Installation and Safety Instructions* (555-233-132). If the 2420 telephone, without the module, has dial tone, connect the module to another telephone.

    a.   If the module works in the new telephone, the 2420 telephone to which the module was originally connected is faulty.

    b.   If the new 2420 telephone, after the module has been connected, does not work, the module is faulty.

4   If the original 2420 telephone, without the module, still does not work, find a working 2420 telephone. Unplug this telephone from its modular wall jack. Plug your 2420 telephone into that jack and verify that it gets dial tone.

5   If the original 2420 telephone still does not work, plug the working 2420 telephone into your modular wall jack. If the working 2420 telephone has dial tone, your own telephone is faulty. See your system manager.

Problems Related to External Recorders

The following problems may occur with some external recording devices connected to the 201-type module.

PROBLEM: RECORDING DEVICE DOES NOT START OR STOP

The recording device should be set to "voice activated" mode. Refer to the recording device's user instructions.

PROBLEM: LEVEL OF RECORDING IS TOO LOW OR HIGH

Adjust the volume control on the 2420 telephone during the recorded conversation. A recording device with AGC (Automatic Gain Control) is recommended.