

This is a quick install guide for TVOD and Face to Face setup with the old TVOD dongle and the new one by VEC.



VEC Unit looks like this:

- It has one end that plugs into the PC USB port and the another cord that plugs into the port on the handset of the phone or cradle of the Bluetooth Headset if applicable. The other handset or cradle cord will plug into this Trace Dongle.
 - o Accommodates both digital and analog telephones
 - o Incorporates a handset selector switch that matches multiple headset wiring configurations
 - o Record level control dial on the side to adjust the audio level of the calling party not the agent.
- View of handset port on our Trace device: Handset compatibility selector switch may need to be moved depending on the headset type.



There is a volume control on this device and you can turn it all the way left or right. Recommend turning it about half way and then leave it alone as you will be using the volume control on the PC that this is hooked up to.

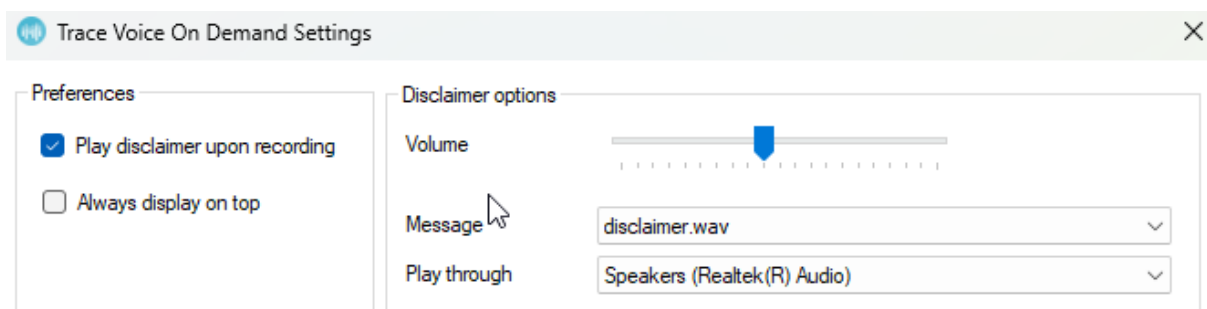


- Testing using Plantronics CS540 Wireless headset and the Plantronics C054 Cradle
Picture of the bottom of the cradle for the Plantronics C054. You will need to have the customer make sure they pair the wireless Bluetooth headset with the cradle before you set up TVOD or F2F.

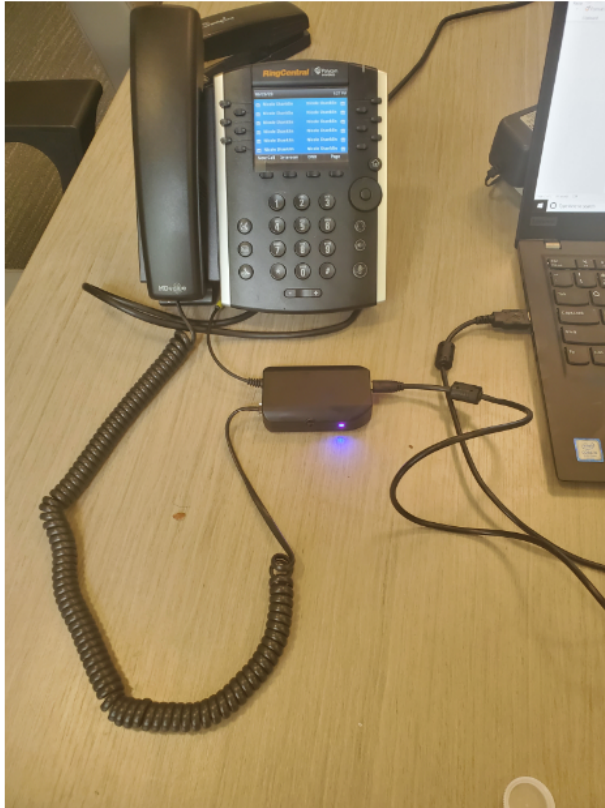
Link to how to pair is here:

https://headsetadvisor.com/blogs/blog/2-step-plantronics-c054-pairing-guide?srsId=AfmBOor68_Nt7r2QvnUndPhsN0J3B5JXzx0yNAARltKjBZw94rAxVNXb

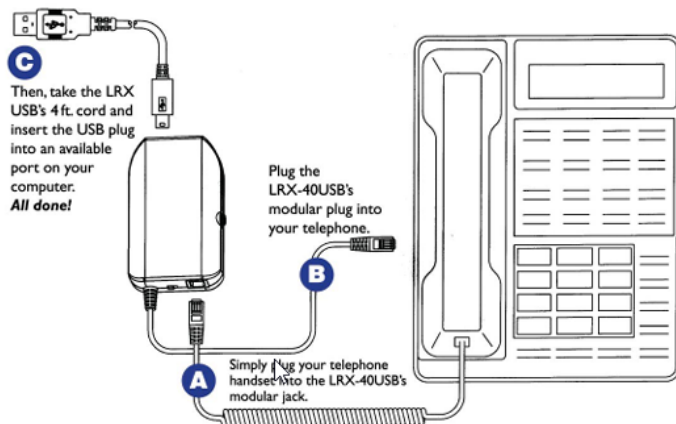
- The new device records both sides perfectly on the CS540 Wireless headset. The disclaimer is a little low on the caller side but plays perfect for the called party, so recommend that if they use the disclaimer, to set it per the screenshot below under Settings in the application. Make sure to choose the correct Play Through setting as well. Example is set to play through the computer speakers. That would not be the case if your hooked to a headset.



- The hook up is the same as it was with the old device except that the new device has the port built into it. See below screenshot on the left. It will attach something similar to the pictures below:



The picture below is a closeup of the new Dongle setup and the older hook up of the older TVOD Units with a splitter cable to a Plantronics handset still out in the field.

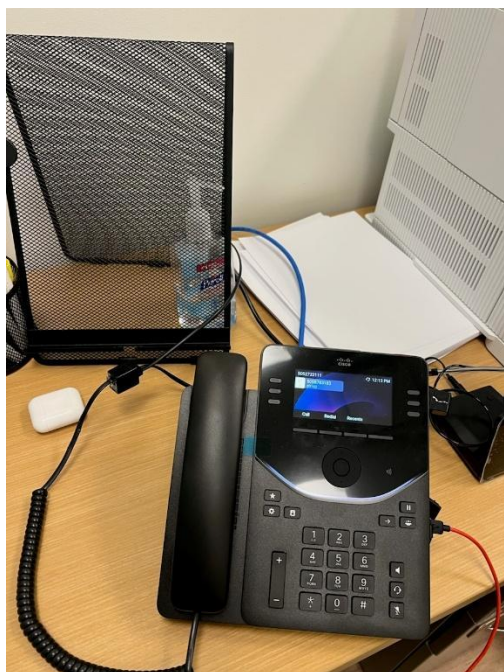


Face to Face

The Face to Face microphone unit plugs directly into the PC via a USB cable and is your microphone for recording voice transactions. You can plug a headset into this as well and it uses a 3.5 mm audio Male plug into the female port on the F2F unit noted by the white headphone icon. Volume controls are managed by the PC it is plugged into and or the headset. You may need to review your headset instructions to adjust these headset instructions. This should be placed in between the area a patient would sit and also the agent who would be recording the conversation.



If you are trying to hook up a Cisco VoIP Softphone with the below set up, you can only hook up to the handset of this type of device as we do not have a USB C port on the current TVOD unit. This is identified by the red colored headset cord that plugs directly into the side of the phone. This is for both old and new versions of the TVOD Dongle.



Troubleshooting call volume recording and Back feed or echo.

The call volume issue with garbled recordings can be difficult however, there are some recommendation settings for the Plantronics handset and wireless Bluetooth headset.

PC Volume found under the computer Settings should be set to the following:

Inbound (where the callers voice can be heard) is set to 45-50.

Outbound (where the agent's voice can be heard by the caller) can be set a bit higher at 75 to 80.

If either is set too high the voice in the recording will be garbled or there could be an echo created by the microphone setting being too high. There is also an adjustable volume on the bottom of the Plantronics C054 headset stand (see below screenshot) for both speaker and microphone on the left. This could be adjusted with along with the computer settings volume to dial in the perfect sound both in and out. The settings shown below are what was found to be ideal at another Vyne site.

