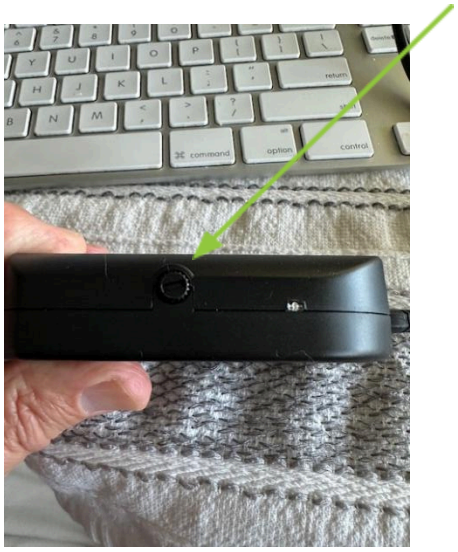
This is a quick install guide for TVOD and Face to Face setup with the old TVOD dongle and the new one by VEC.

VEC Unit looks like this:

- It has one end that plugs into the PC USB port and the other 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.
    - Accommodates both digital and analog telephones
    - Incorporates a handset selector switch that matches multiple handset wiring configurations
    - 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.

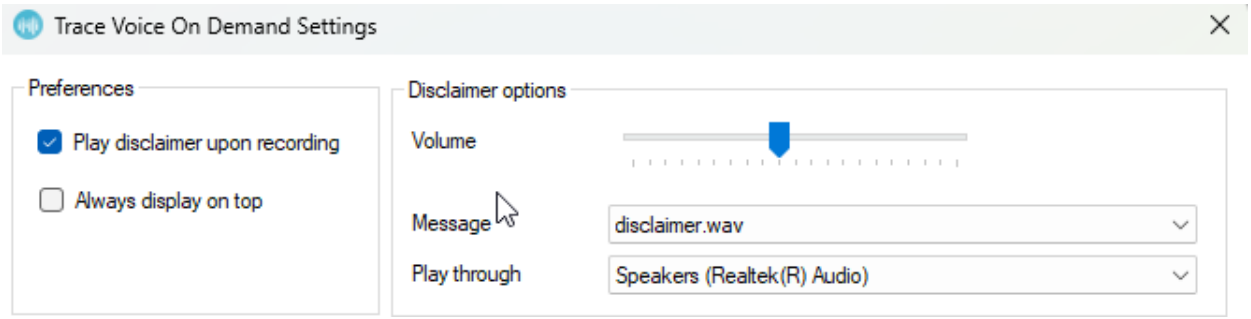
There is a volume control on this device and you can turn it all the way left or right. Recommend turning it about half way and then leave it alone as you will be using the volume control on the PC that this is hooked up to.



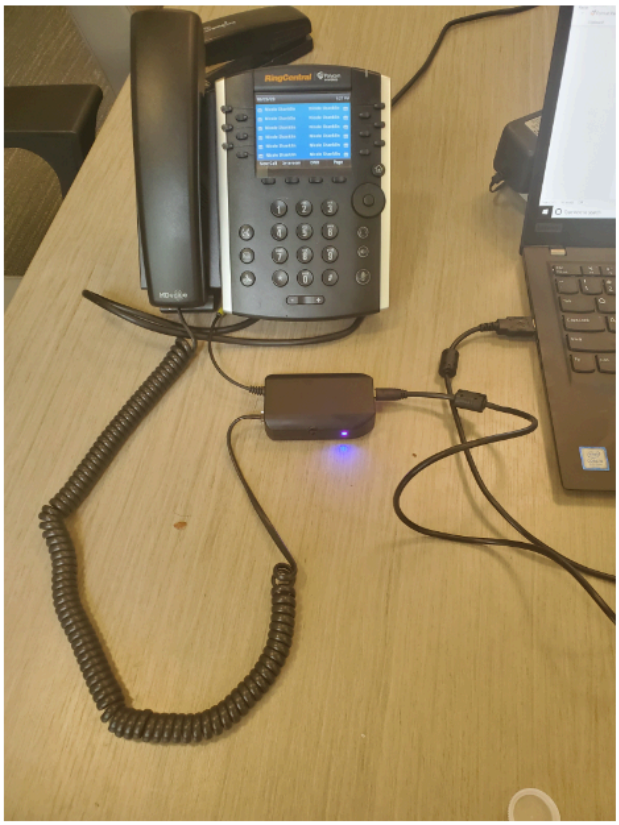
- Testing using Plantronics CS540 Wireless headset and the Plantronics C054 Cradle
  Picture of the bottom of the cradle for the Plantronics C054. You will need to have the customer make sure they pair the wireless Bluetooth headset with the cradle before you set up TVOD or F2F.

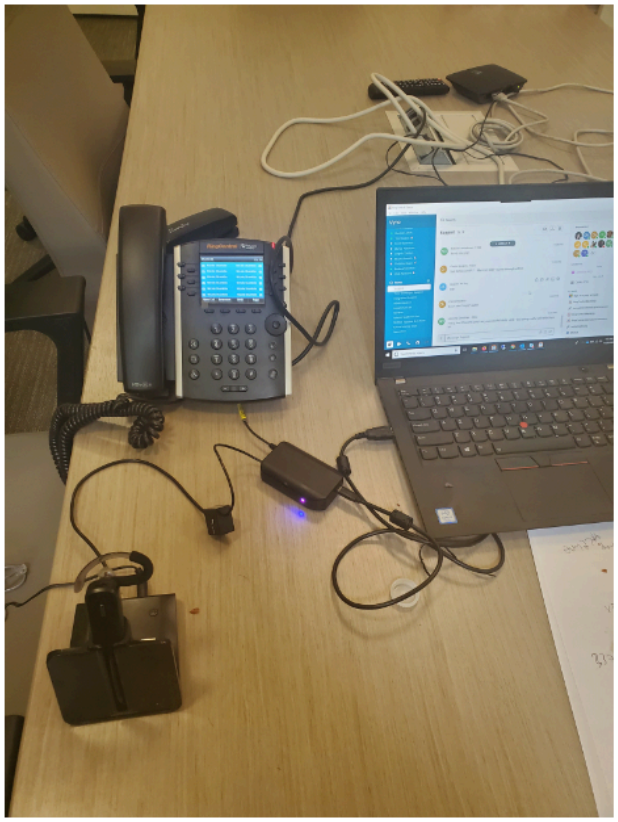
  Link to how to pair is here:
  https://headsetadvisor.com/blogs/blog/2-step-plantronics-c054-pairing-guide?srsltid=AfmBOor68_Nt7r2QvnUndPhsN0J3B5JXzx0yNAARJtKjBZw94rAxVNXb

- 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.

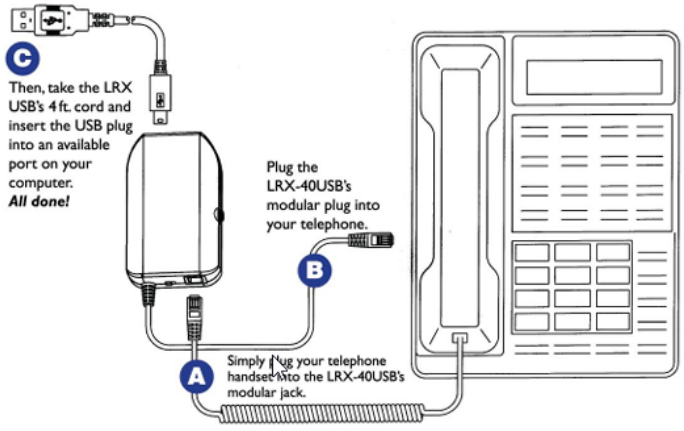


- The hook up is the same as it was with the old device except that the new device has the port built into it. See below screenshot on the left. It will attach something like the pictures below:





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.



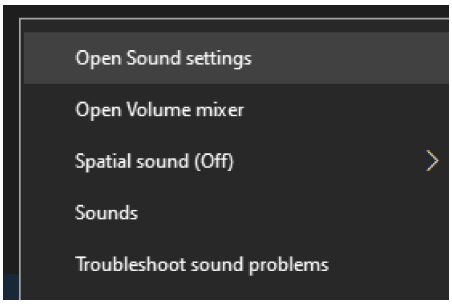
Face to Face

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.

Face To Face and TVOD Recording Settings:

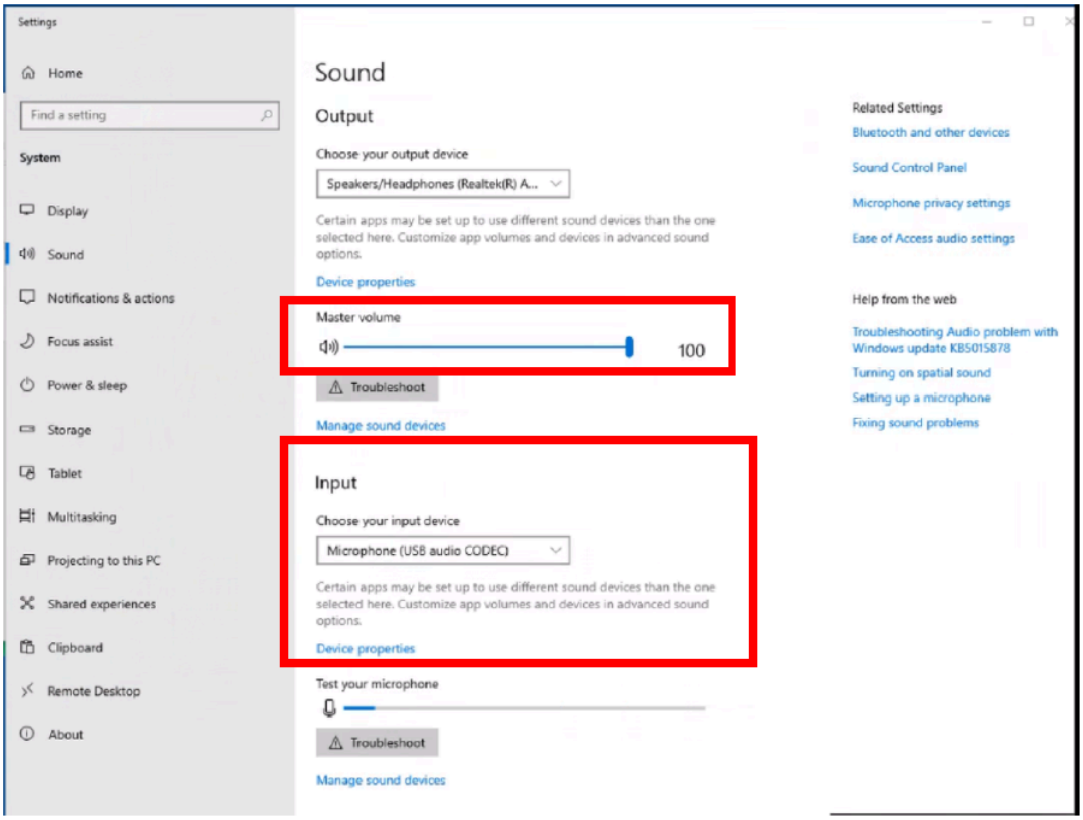
How to update your sound settings

1. Right-Click on your sound icon on your lower-right hand of the toolbar
    a. 

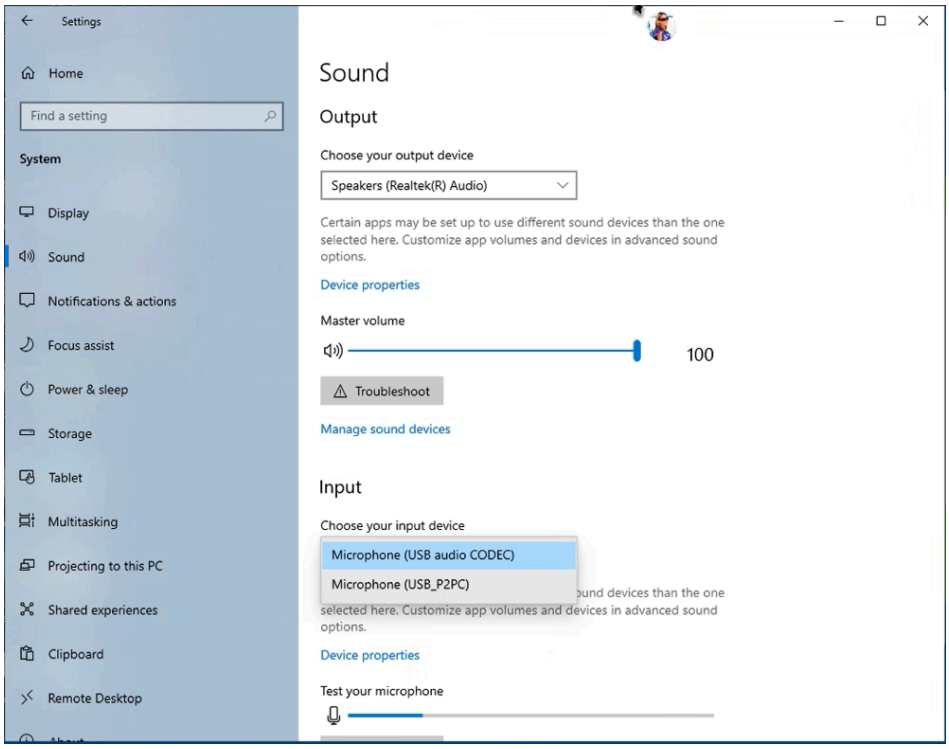
2. Click on Open Sounds Settings
    a. 

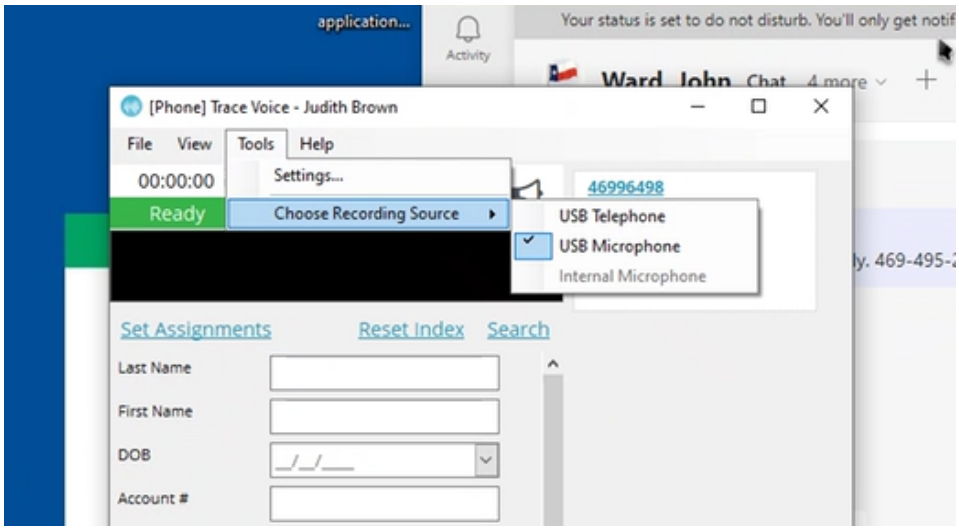
3. Select Microphone and have master volume up all the way to 100.
    a. In the “Choose your input device” section select the USB Audio device
        i. The option that needs to be selected will say Microphone and have the words USB Audio in parenthesis. The example below shows “Microphone (USB audio CODEC)”.
        ii. Face to Face users can also select “Microsoft LifeCam Cinema” as their default input device.
            1. If LifeCam or another 3rd party recording device is selected, please follow the instructions for “Optional Device Selection Method” below.
        iii. Users that are setup for both Face to Face and Voice on Demand recordings will see both a USB Audio Microphone and a Phone to PC Microphone. For example, you may see “Microphone (USB_P2PC)” or “Microphone (Konexx Phone2PC)”. The phone to PC options will also work with the TVOD client.

Sound Settings Example 1:



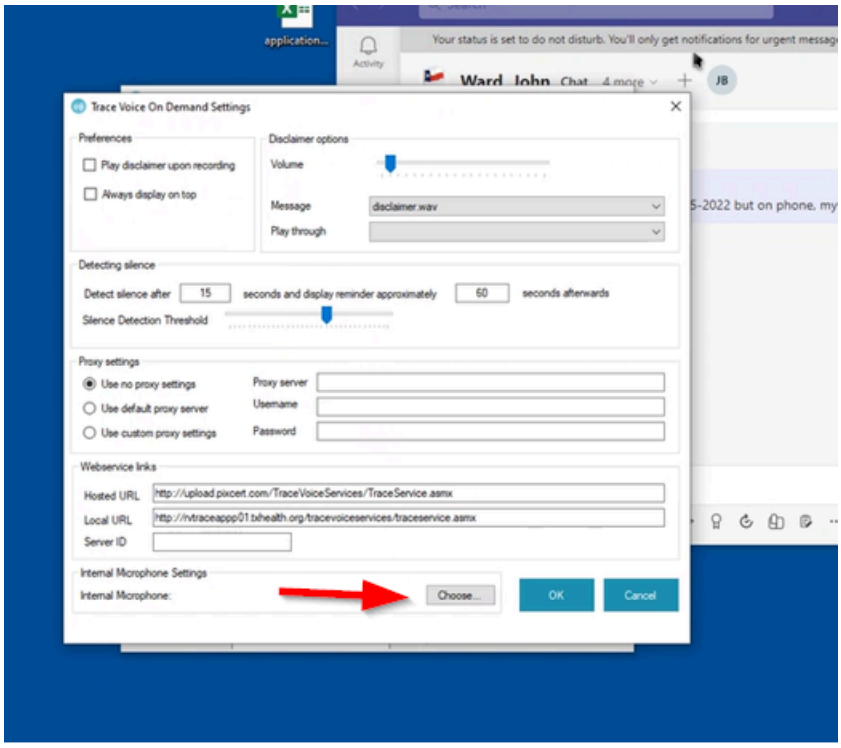
Sound Settings Example 2:

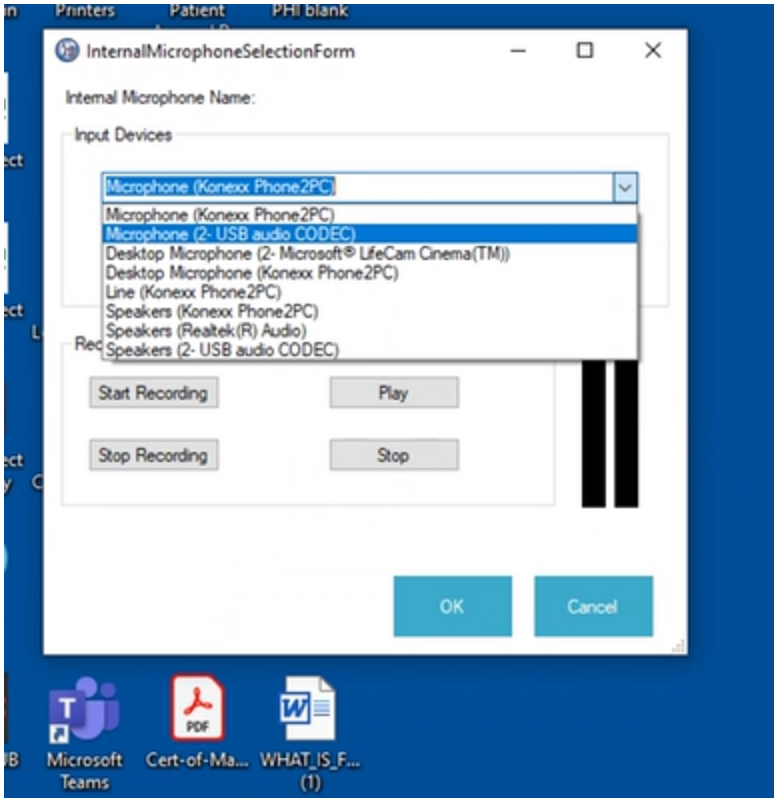




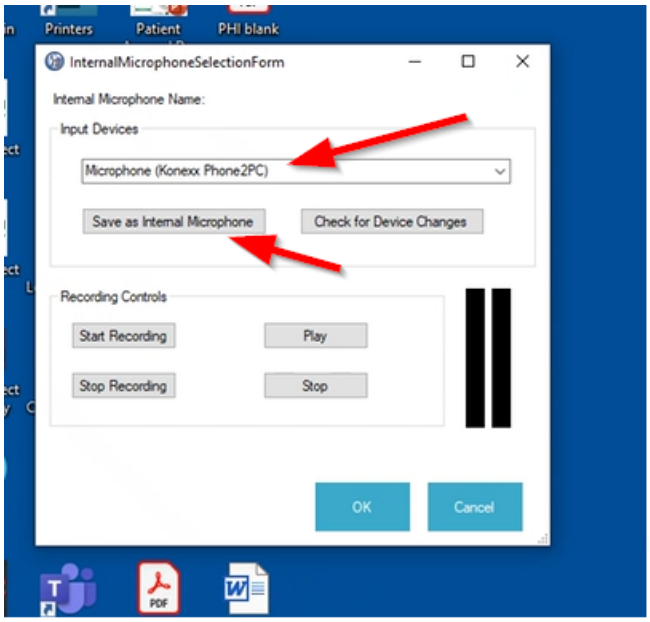
Optional Device Selection Method

1. You can also select a 3rd party recording device (ex. LifeCam) by using the TVOD settings under the Tools tab:



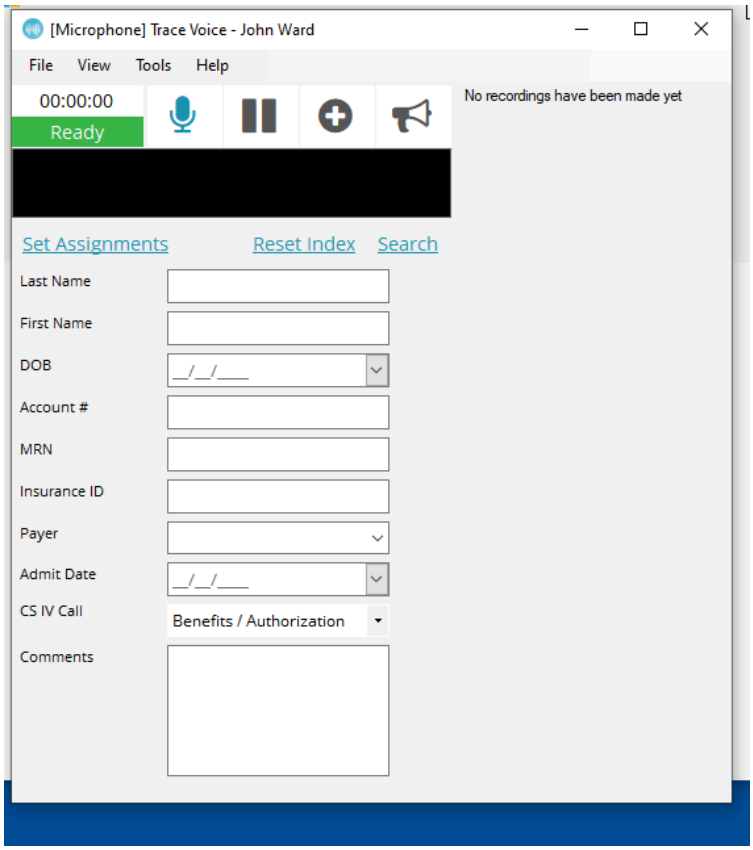


2. After making the selection, you'll need to save it then close and relaunch the application

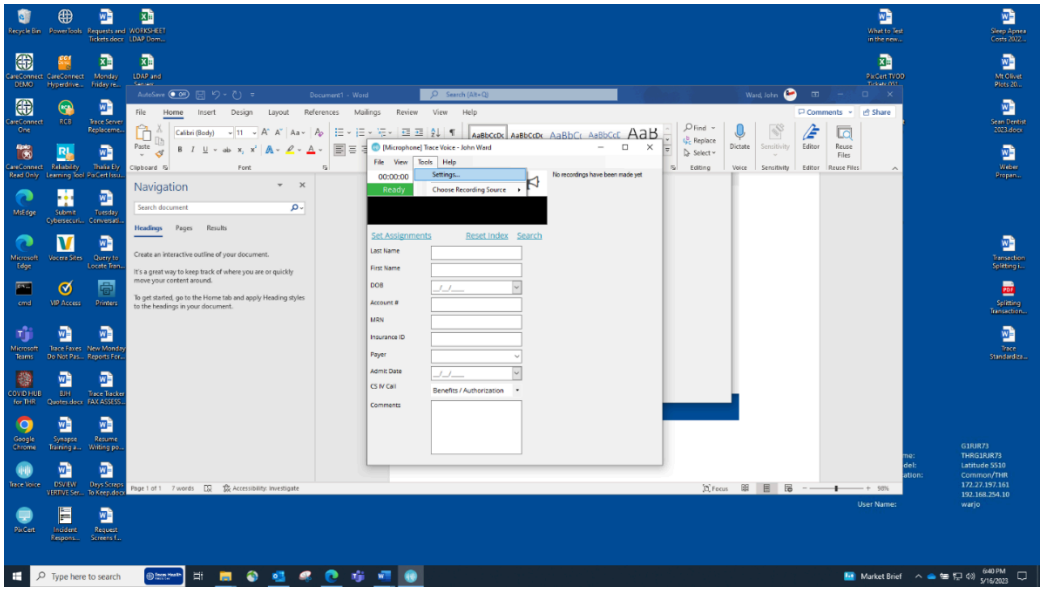


How to Keep Your Recordings From Skipping or Stopping after “14 seconds”, etc.

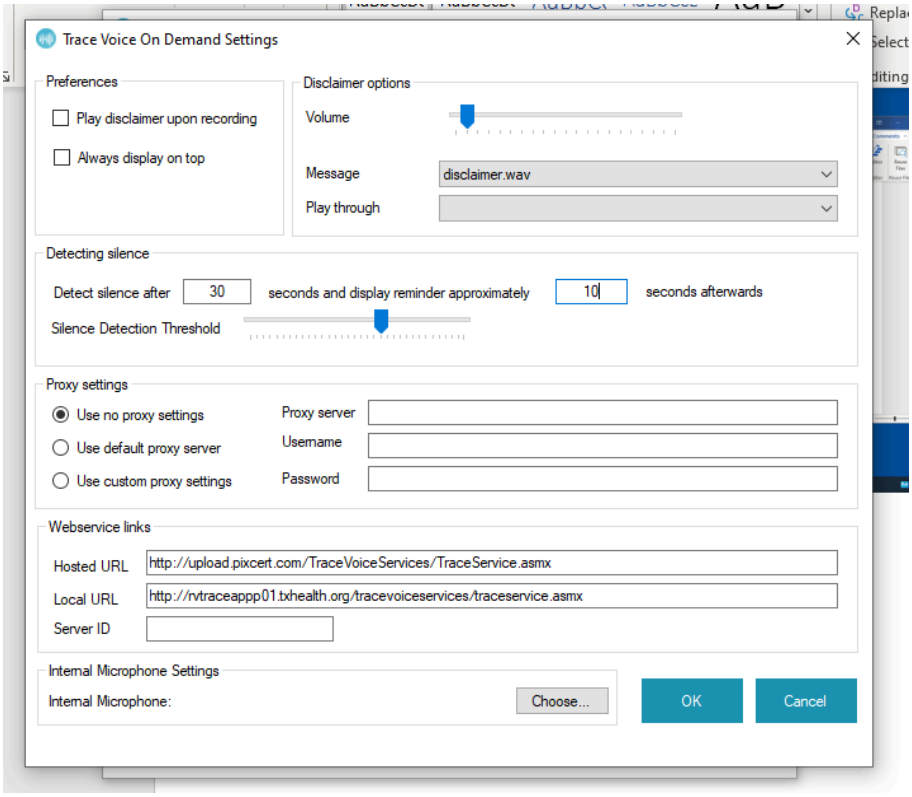
1. From the TVOD main screen, click on “Tools”



2. Then select “Settings”



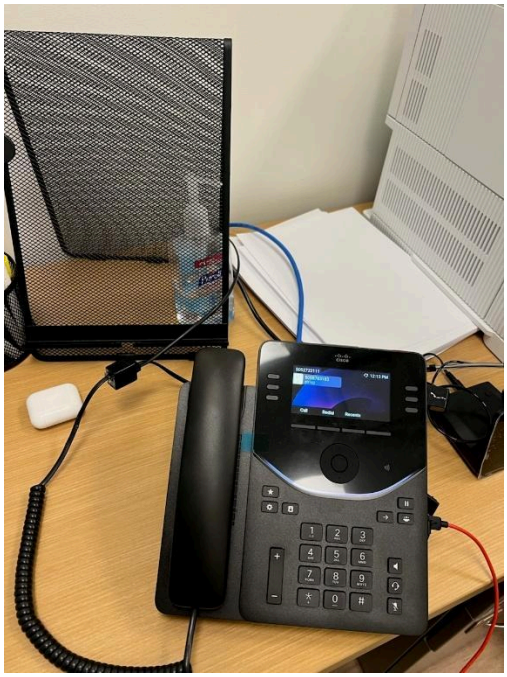
3. Change your “Detect Silence After” settings to 300 like you see below.
    a. Lower the “Silence Detection Threshold” by sliding the bar to the left.



4. Click on **“OK”.**

CISCO VOIP Phone

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.


CONFORMS TO UL STD 60950-1
plantronics C054
MADE IN MEXICO
61242
V28.10 SP2
1121
DECT security

Cisco 561 Headset troubleshooting:

Feedback or sound issues with a Cisco Headset 561 and multi-standard base often stem from **incorrect device selection in the soft client, outdated firmware, power/connection problems, or network interference;** troubleshooting involves checking headset pairing, power, connections, software settings, updating firmware, and verifying the headset base's selected call source.

1. Check the Basics

- **Power:** Ensure the headset base is plugged into a power source and the headset is seated in the cradle to charge.
- **Pairing:** Place the headset in the base to re-sync or pair it.
- **Connections:** Verify all cords are securely connected between the base and the call device.
- **Volume:** Confirm the headset's volume is turned up and the device's output is set to the Cisco Headset.

2. Verify Software & Device Settings

- **Correct Audio Device:** In your application (Webex, Jabber, Teams), go to settings and explicitly select "Cisco Headset" as the audio input and output device.
- **Close Other Clients:** Close any other calling applications that might be trying to use the headset.

- **Test Audio:** Use the built-in audio test in your calling app (e.g., Webex) to check mic and speaker functionality.

3. Address Firmware & Network

- **Firmware Update:** Ensure both the headset and the base have the latest firmware, as bugs causing audio issues are often resolved in updates. To update the firmware for your Cisco Headset 561 with a multi-standard base, use the **Cisco Accessory Hub** by connecting the headset to your computer via USB and following the on-screen prompts at **upgrade.cisco.com/accessories.**
    - **Using the Cisco Accessory Hub (Recommended for Standalone Updates)**
    - **Go to** upgrade.cisco.com/accessories in your web browser.
    - **Connect** your Cisco Headset 561 to your computer using the provided USB cable.
    - **Follow** the on-screen instructions to complete the firmware update.
- **Interference:** Check for other wireless devices or headset bases nearby, as interference can degrade sound quality.
- **Network Issues:** For choppy audio, check your network for high latency or packet loss, as this can affect call quality.

4. Specific to Multi-Standard Base

- **Call Source Selection:** Make sure the correct call source (e.g., your IP phone, soft client) is selected on the multi-standard base itself.

5. Advanced Steps

- **Power Cycle:** Unplug the headset base, wait a few seconds, and plug it back in.
- **Restart Headset:** Hold the power button for 4 seconds to power off, then place it back in the base to restart.
- **Check for Bugs:** If issues persist, search Cisco's community forums for known bugs related to the specific headset model and firmware version, as some issues may require waiting for a newer firmware release.