

HomeTech Telephone Interview Recorder

Setup and Operating Instructions

Contents

1 – Startup Kit	1
2 – About HomeTech	1
3 – Getting Started	2
Supported Operating Systems	2
System Requirements	2
4 – Installing the Telephone Interview Recorder	3
5 – Recording an Interview	4
Do you want to listen to the interview?	6
Do you want to record another interview?	6
Closing the Software	6
Sending the File to HomeTech for transcription	6
6 – Equipment Replacement	7
7 – Troubleshooting Guide	8
Volume Adjustment	8
8 – FCC Registration	11
9 – HomeTech Turnaround Times	12
Standard Turnaround	12
Rush Turnaround	12
Tips from HomeTech for Great Recorded Statement Transcriptions	14

Thank you for purchasing the HomeTech Telephone Interview Recorder (patent pending), the first digital recording solution specifically designed for the insurance industry.

With the HomeTech Telephone Interview Recorder, you can record interviews directly to your computer!

This manual will guide you through the simple installation and recording process.

1 Start-up Kit

Your start-up kit includes the following items:

1. HomeTech Telephone Interview Recorder software CD
2. HomeTech Telephone Interview Recorder Instruction Manual
3. HomeTech Tele/Comp Connector™ phone adapter

2 About HomeTech

HomeTech, Inc., based in Seattle, Washington, built its reputation in the property and casualty insurance industry with its national Recorded Statement Transcription (RST) service. HomeTech's clients include over 70 property and casualty insurance companies with branch claims offices in over 400 cities across the nation.

**HomeTech, Inc.
PO Box 9160
Seattle, WA 98109
206-217-9417**

3 Getting Started

Before installing the HomeTech Telephone Interview Recorder on your computer...
Determine that your computer and operating system are compatible with the Recorder software.

Supported Operating Systems

- Windows XP Home or Professional
- Windows Vista
- Windows 7

System Requirements

Minimum:

- 200 MHz processor, such as a Pentium with MMX
- Windows 98 Second Edition
- 32 MB of RAM
- 256 color video card
- 16 bit sound card

Recommended:

- 300 MHz processor or higher, such as a Pentium Interviewee is inaudible. or Advanced Micro Devices (AMD) processor
- Windows XP Home or Professional, Windows 7 or Windows 8
- 128 MB of RAM or more
- 24-bit true color video card
- 16-bit sound card

Is the software already installed? Your company may have installed the Recorder software on your claims network. Check with your IT Department to verify. If the software is already installed, ignore steps 1-5 and proceed to Step 6, "Setting up the HomeTech Tele/Comp Connector™."

4 Installing the Telephone Interview Recorder

Step 1

Make certain that your computer and monitor are turned on.

Step 2

Insert the Recorder CD in the CD drive.

Step 3

Select RUN from the START menu.

Step 4

Type <CD Drive letter>:\setup.exe

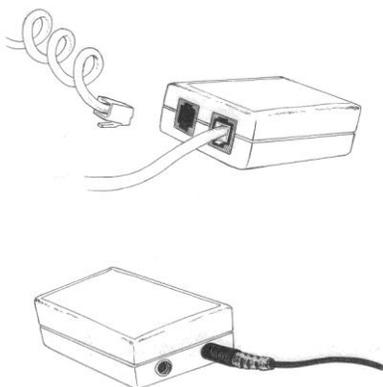
Note: The CD Drive is typically named the letter D.

Step 5

Follow the instructions on the screen; you may need to restart your computer to complete the installation.

Step 6

Setting up the HomeTech Tele/Comp Connector™



1. Unplug the handset cord from the telephone base. In place of the handset cord, plug in the short phone line from the HomeTech Tele/Comp Connector™.
2. Take the end of the handset cord you unplugged from the base of the telephone, and plug it into the empty telephone jack on the Tele/Comp Connector™.
3. Connect the cable to the Mic-In port on your computer.

The HomeTech Tele/Comp Connector™ can remain hooked up to your phone and computer without interfering with their operation. Please note, the Tele/Comp Connector™ cannot be used with cellular, cordless or portable phones.

5 Recording an Interview

Step 1

Open the HomeTech Telephone Interview Recorder software by double-clicking on the shortcut icon.



Step 2

Once the software is open, click on **New Recording**.



Step 3

- **Navigate:** Use the Windows Explorer window to select the directory where you want to save the file.
- **Name the File:** Enter the file name. The file name format is **claim number – interviewee name**. When you finish entering this information, hit the **Enter** key on your keyboard, or click on **Open** to complete the file name process and return to the Recorder.



Step 4

Select **Record**, and that's it. You're recording your interview!

How do you know the software is recording?

1. The red circle on the **Record** button will flash on and off.
2. The recording volume level bar on the right-hand side of the screen will show recording action. If it shows:
 - **green**, the volume recording level is low;
 - **yellow**, the recording level is medium;
 - **red**, the recording level is at the maximum.
 -

What do you do if you can't get the recording level out of the green?

1. Check the Tele/Comp Connector TM to make sure it is fastened securely to the telephone and computer.
2. See the troubleshooting section of the manual under "Adjusting the Recording Volume."

Step 5

When you've completed your interview, select **Stop**. The interview file is automatically re-saved into the directory you selected in Step 2.



Do you want to listen to the interview?

When you have selected **Stop** to end the interview and want to listen to what has just been recorded, select **Play**.

Note: If you want to listen to an interview after the Recorder software has been closed, simply go to the directory where the interview is saved and double-click on the file.

Do you want to record another interview?

If you want to start recording another interview, simply click **New Recording** and repeat steps 1-5 of the Recording an Interview section of this manual.

Closing the software

To close the HomeTech Telephone Interview Recorder, click on the **X** in the upper right-hand corner.

Sending the File to HomeTech for Transcription

When you want the interview file to be transcribed, send it to HomeTech for fast accurate service.

1. Make sure the file name format is **claim number – interviewee name**. HomeTech needs this information for tracking and billing purposes.
2. Email the file as an attachment to **typeme@hometechinc.net**.

If you have a question about the email address, please call HomeTech at 800-326-5096, Monday through Friday, 7:00 a.m. to 5:00 p.m. Pacific Standard Time, or email **rst.files@hometechinc.net**.

See the back of this manual for a complete listing of turnaround times.

6 Equipment Replacement

If your HomeTech Tele/Comp Connector™ is broken, simply return it to HomeTech and we will send a replacement connector to you via UPS Overnight Delivery within 24 hours of receipt in our Seattle office. The replacement cost is \$30.

Our shipping address is:

HomeTech, Inc.
4039 21st Avenue W
Suite 300
Seattle, WA 98199

7 Troubleshooting Guide

Volume Adjustment

My volume recording isn't loud enough!

So you're setting up your HomeTech Telephone Interview Recorder software and you can't get the recording volume to register above the green level. What do you check, and what can you adjust to increase the recording volume?

- 1. Phone Volume**

Does your phone have a volume control on it? If it does, turn up the volume on your phone. The louder the input to the recording software, the better.

- 2. Mic-In Volume**

The Mic-In volume adjustment on your computer might be turned down. To check the Mic-In setting, click on the **Volume** button at the bottom right-hand corner of the Recorder software. This will bring up a **Recording Control** screen where you can check your Microphone volume level. For the best results, the Microphone volume level should be set at just over the midpoint.

The software isn't recording anything!

You've named the file and selected Record. You can see the Time Counter logging the minutes and the red Record button is flashing on and off, but nothing is registering on the volume level graph.

- 1. Mic-In Volume**

The Mic-In volume adjustment on your computer might be turned down. To check the Mic-In setting, click on the **Volume** button at the bottom right-hand corner of the Recorder software. This will bring up a **Recording Control** screen where you can check your Microphone volume level. For the best results, the Microphone volume level should be set at just over the midpoint.

- 2. Check the Tele/Comp Connector**

Perhaps the Tele/Comp Connector isn't firmly connected to the Mic-In port on the computer or the telephone handset and base. Check all of your connections.

- 3. Sound Card**

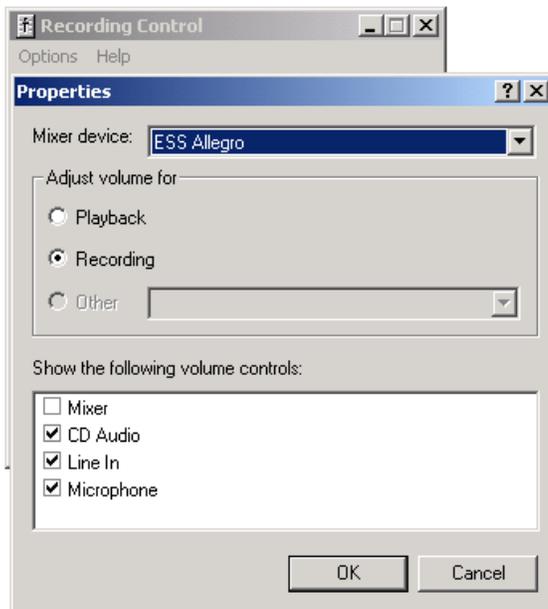
Have your IT Department verify the computer has a sound card. If it does not, the software will not record.

My playback volume isn't loud enough!

When you try to re-listen to the interview, you can barely hear it.

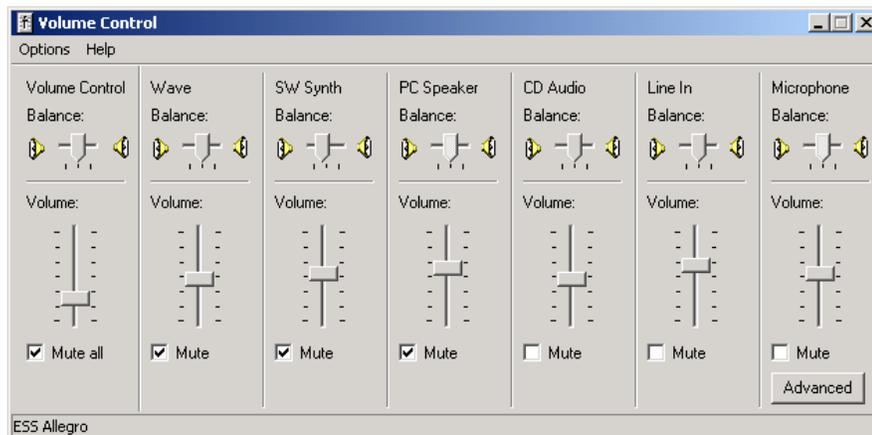
Turn up the volume and/or check the settings on your computer speakers. Your speakers might be turned down, or they might even be muted.

- Does your keyboard have a Mute button on it? If it does, first hit the Mute button and see if this fixes the problem.
- If it does not, select the Volume button on the HomeTech Telephone Interview Recorder.
- Click on Options. This will bring up the Properties screen. Recording is the default selection. Change it to Playback and select Okay.
- The next screen will be a large Volume Control display. If the Volume control is muted (as it is in the example below), uncheck the mute option.



To left: Set your volume controls to adjust for Playback.

Below: Make sure that the Mute box is not checked underneath the slider for Volume Control.



The recording is full of static!

While listening to the interview, you notice a lot of static in the recording. When this happens, your recording and playback settings might be interfering with each other. Try muting your microphone (see instructions on page 9).

The software doesn't like my file name!

You may enter an unlimited number of characters in your file name and it can include spaces. However, there are certain characters that cannot be in a file name. These characters are:

*	Asterisk
?	Question Mark
"	Quotation Mark
\	Backward Slash
/	Forward Slash
<	Backward Carat
>	Forward Carat
.	Period

The period can be used as part of a file name, as long as it does not stand alone. For example, you can name a file **100.4567** or **Roy G. Biv** or **ABC.12345**, etc.

8 FCC Registration

Your new HomeTech product has been registered with the Federal Communications Commission (FCC). This product complies with the standards in Part 68 of the FCC rules.

Connection and use with the nationwide telephone network

The FCC requires that you connect this telephone equipment to the national telephone network through a USOC RJ-11C modular telephone jack. This equipment may not be used with Party Line Service or Coin Telephone Lines. This equipment is hearing aid compatible.

Information for the telephone company

Upon request from your local telephone company, you are required to provide the following information:

1. The "line" to which you will connect the telephone equipment (that is, your telephone number), and
2. The telephone equipment's FCC registration number. This can be found on the bottom of your telephone equipment, and
3. The ringer equivalence number (REN) for this equipment.

The REN is used to determine the quantity of devices that will be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed 5.0. To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the local telephone company.

Repair Instructions

If it is determined that your telephone equipment is malfunctioning, the FCC requires that it not be used and that it be unplugged from the modular outlet until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents or by others who may have been authorized by the FCC. For repair procedures, follow the instructions outlined in the warranty section of the manual.

Rights of the telephone company

If telephone equipment is causing harm to the network, the telephone company may temporarily discontinue your telephone service. If possible, they will notify you before they interrupt service. If the advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem, and you will be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your HomeTech product. If such changes are planned, you will be notified by your telephone company.

9 HomeTech Turnaround Times

Standard Turnaround

Files received at HomeTech by 11:00 a.m. Pacific Standard Time will be returned via email on the fourth business day.

Files received after 11:00 a.m. will be processed the following business day.

For example, an interview file received by 11:00 a.m. on Monday will be transcribed and returned via email as a Word document on Thursday.

An interview file received after 11:00 a.m. on Monday will be transcribed and returned via email as a Word document on Friday.

Rush Turnaround

Files received at HomeTech by 11:00 a.m. Pacific Standard Time will be returned via email on the next business day.

Files received after 11:00 a.m. will be processed the following business day.

For example, an interview file received by 11:00 a.m. on Monday will be transcribed and returned via email as a Word document on Tuesday.

An interview file received after 11:00 a.m. on Monday will be transcribed and returned via email as a Word document on Wednesday.

When requesting RUSH service, please note RUSH in the subject line of your email.

For additional information on having your files transcribed by HomeTech, contact Jacob Alden at 800-377-5147 or Jacob.Alden@HomeTechInc.net.

Tips from HomeTech for Great Recorded Statement Transcriptions

1. Speak clearly.
2. Spell out proper names (first and last names, streets, cities, etc.)
3. Only one person should speak at a time.
4. If there are multiple people in the interview, identify by name everyone who is speaking.
5. Do a test recording to make sure the recording is started before you start the interview.
6. Make sure the recording is started before you start the interview.
7. Check the volume level of the recording. It should be loud and clear.
8. If the person giving the statement is mumbling or speaking softly, ask them either to speak more clearly or to speak more loudly.
9. Minimize background noises as much as possible.
10. If the person has a difficult accent, repeating what they said will help the transcriptionist understand what has been said.
11. If there is a poor phone connection (static, buzz or periods of silence), hang up and call again. The phone connection should be as clear as possible.
12. Avoid taking a statement with a person who is using a cell phone since cell phone connections are frequently poor.
13. Avoid taking a statement with a person using a speaker phone. Sometimes this is unavoidable, especially if there are multiple parties involved in the interview. In that case, if at all possible, make sure that all parties using the speaker phone speak loudly and clearly into the phone.