

1) What is the TEAC VP-101N Voice- Recorder / Voice Logging System?

VP-101N is a voice-logging system, expandable to up to 24 channels that could be managed from one PC. VP-101N is the only voice-logging solution in its class that features Ethernet / LAN access for expandability and scalability. It is network-attached and could work as part of a total solution or system configuration or even independently as an expandable voice recording solution.

2) How many hours could be recorded with VP-101N?

VP-101N has an internal storage; However, it could use the server storage as well if needed, for recording, which is a unique feature of the VP-101N. It could record up to 130 hours on its internal storage alone. It could record on the server, as long as the server has storage space.

3) What is the benefit of the internal storage if VP-101N could use the server storage to record calls?

If the server is down or damaged, VP-101N will switch to the internal storage to continue recording. It senses the server's failure and will automatically switch to its internal storage to continue recording. This is a unique feature of the VP-101N.

4) Does VP-101N use triggers?

Yes. There are 3-Mode triggers: VOX (Voice-operated recording), External and Command triggers or a combination of the 3 modes.

5) Does VP-101N include any software to record and monitor calls?

Yes. VP-101N comes with complete software suite to record, log and monitor calls.

6) Does VP-101N record in "Stereo"?

Yes. VP-101N records in "Stereo". VP-101N records one voice in the "Right" channel and the other in the "Left" channel. This makes it possible to play it in complete "Stereo". It is easier to differentiate and monitor the voices as they are recorded in stereo.

7) What does “Tamper-Resistant” mean on the brochure?

VP-101N has no “ON / OFF” recording switch on the unit itself to prevent tampering. The recording can not be altered by the person who is being recorded.

8) What does “Monitors and records missed calls or disconnects” mean on the brochure?

Some voice-logging systems lose the conversation recorded if the line is accidentally lost or disconnected. With TEAC VP-101N all the conversation is recorded and saved even if the line is suddenly or unintentionally disconnected or if the power is lost due to other external factors.

9) What is the difference between 8 KHz and 24 KHz “Sampling Rate” for recordings?

Most voice-logging system record only in 8 KHz sampling which is the lowest quality sound recording today. VP-101N records in “24 KHz” which is the **highest** sound quality available for recording. No other unit in this class records in 24 KHz sampling rate.

10) What is the application for having a LAN / Ethernet access?

VP-101N is the only single-channel voice-logging system in the market that offers LAN access / Ethernet. The system could be expanded easily and quickly if needed with centralized control. VP-101N is expandable and scalable. Up to 24 units can be managed (24 channels) from one PC alone. Competitors’ units operate through USB connection only which is neither expandable nor scalable and are limited in their applications. 24 VP-101N units can be hooked-up to the same network or to different networks.

11) What does “Endless hours of recording” mean on the brochure?

VP-101N can record the data on both its internal storage and also on the server’s storage. No other product in this category offers a similar feature as competitors’ units store the recorded data *on their internal storage alone*. This is limited and risky. VP-101N can store the data on the server which then can be searched and monitored from centralized location.

12) What is the “Fail-Safe” mode on VP-101N?

With the special “Fail-Safe” mode on VP-101N, you can be assured that VP-101N will continue to record even if the server storage fails. VP-101N has a switch that will sense the failure automatically, and will switch to internal storage to continue the recording. No other unit in its class offers this unique feature.

13) Regarding the Automatic Gain Control (AGC) - What is the input level and range?

Automatic Gain Control (AGC) is manually adjusted as the voltage can vary by handsets.

14) Which data formats are supported by VP-101N?

“WAV” is the data format VP-101N supports but in several different compression modes and it can be as small as MP3. Compression codec can be selected (ADPCM / mu-Law/ A-Law / No Compression).

15) What is CTI Command for?

The CTI command is on VP-101N’s firmware and this can be used for “Record-on-demand” purpose. The application software will need to be developed.

16) What are the “Alarm” conditions?

You can set this as below either by hour (no conversation) or by minute (lengthy conversation):

- No conversation time (0 to 120hr)
- Long conversation time (0 to 120min)

17) Does VP-101N application software have SQL?

VP-101N uses “mdb” (Microsoft Access Data Base) format, not SQL.

18) What is the “LOAD” of each device on the network when VP-101N sends data for playback and/or storage via the network to which it is connected?

The LOAD on the network depends on the compression mode (CODEC) and sampling frequency of VP-101N.

Minimum: 64 kbps (mono, ADPCM @ 8 KHz sampling)

Maximum: 768 kbps (stereo, no-compression @ 24 KHz sampling)

19) How does the VP-101N connect to the phones it records? Does it need a logger patch?

It is not necessary to use a logger patch to record. It connects directly to the handset.

20) Can VP-101N be directly connected to phone line as an alternate to handset audio?

VP-101N can not be directly connected to the phone lines. It has to be connected between the handset and phone.

21). Does VP-101N come with cables to connect to handset/headset audio of desk phone that picks up audio from both earpiece and mouthpiece so that both sides of a conversation will be recorded on phones with weak earpiece side-tone or VoIP phones that do not have side-tone? Does it record near and far side of conversations on separate channels? When playing recordings the near side audio would be on one speaker and far side on the other speaker? If recording a meeting, does VP-101N support stereo microphones?

VP-101N features “Stereo” recording. It means VP-101N can record earpiece and mouthpiece separately. It depends on the phone. If the phone has side-tone, earpiece channel has both earpiece and mouthpiece voices. So, both voices are recorded to the same channel. External microphone input has also stereo recording capability, so VP-101N can record near and far sides separately.

22) Is there an end-user process to change the recorders’ IP address if the default IP is not in a range supported by the users’ LAN?

IP address can be changed using the browser.

23) Does VP-101N store DTMF (Dial Tone Multi Frequency) numbers dialed with the recordings or just time/date and unit ID?

DTMF number is not stored. Just the time/date and unit ID is stored. Time/date is based on VP-101N's internal clock. It can be adjusted, but not automatically. It is necessary to adjust manually using the browser.

24) How many MB / Hr. is used with 24 KHz sampling rate? How many hours of back up if network store / share is down when using the 24 KHz?

It depends on codec. Typical case (ADPCM), around 57 Mbytes / hr. disk space is consumed. And VP-101N can back up around 32 hours data @ 24KHz sampling.

25) Are the recordings stored on server HDD in individual folders or one folder for searching by time and date using a single search for a recording from any phone with VP-101N on the network?

Data will be stored to separate folder based on date, one folder by one date.

26) What is the "Standby" option?

Status of standby is ready to power on or ready to power off. When you unplug power source, it is necessary to set standby before unplugging power. When switch is changed from on to standby, the shut-down process is started.

27) Can VP-101N be accessed from outside the office?

Yes, VP-101N could be accessed from the outside *via Internet*. Normally, the router has to support VPN. Windows PC has VPN client function. VP-101N could be remotely accessed from anywhere.

28) If VP-101N is deployed at SOHO where the infrastructure may not be as sophisticated as the office or corporate site, how slow can the Internet speeds be?

64 kbps or higher.

29) What does it mean VP-101N is “PoE”?

“PoE” means “Powered-over-Ethernet” or AC-powered.

PoE technology describes a system to safely pass electrical power, along with data, on “Ethernet” cabling. PoE requires category 5 cable or higher for high power levels, but can operate with category 3 cable for low power levels. Requires hub for VP-101N. VP-101N comes with AC power adapter. However, network hub is PoE capable. There is no need to use AC power adapter. Electric power is supplied via LAN cable from PoE hub.

30) Is there software to activate “Service Mode” for central storage?

VP-101N transfers recorded files using standard ftp (File Transfer Protocol). Only the server has to have ftp server as a service. Player software will be web-based. You can listen to recorded files using web browser. Httpd (http daemon: Web server) has to be IIS, not Apache.

31) What does DHCP capability mean for VP-101N?

As factory default setting, VP-101N will try to get IP address from DHCP (Dynamic Host Configuration Protocol) server first. If there is not DHCP on network, VP-101N will use the default IP address. If customer’s network has DHCP server, VP-101N can get the IP address from the DHCP server.

VP-101N’s player software which is provided as standard accessory can search and get list of the VP-101N units which are connected to the network.

32) Could you use the VP-101N to record with the “Security Camera” for “Video Surveillance”?

VP-101N could be used in conjunction with the Security Camera to record the highest quality voice and ambient sound recording. Currently, there are no solutions to record the highest quality audio with the Security Camera applications such as convenience stores, fast food places, etc. Current solutions are used for the highest resolution

Images and video, but not sound / voice. VP-101N could be used for this application to achieve the best audio recording possible. VP-101N can record both the conversation and also the “ambient sounds”. The unit records the ambient sounds and any voice conversations in 24KHz sampling rate, the best quality possible.

24KHz is the highest resolution voice/sound recording quality and is necessary in applications such as “Video Surveillance” for “Evidence Recording”. Highest video quality is important, but it needs to be accompanied with the quality audio for evidence. All these could be monitored through centralized location. Video surveillance camera equipment do not have good quality sound recording and VP-101N presents a solution for this application.

33) Does VP-101N have “Live Monitoring”?

Yes. VP-101N has a “Real-time” monitoring feature. Some applications such as “Public Safety” require the recorders to include this feature.

34) How do you use the VP-101N to record on the server?

VP-101N works as an ftp client. Set ftp server address to VP-101N for data storage. After recording data, VP-101N unit stores data file to the ftp server automatically.

35) Is there any place to set the recording “START” threshold?

Both Mic. and Ear can be set the recording “START” threshold. There are two variable resistors in the rear panel. AGC SPK for adjusting ear level, AGC MIC for adjusting Mic. level.

36) It seems that the VOX responds only to the local phone’s Mic. Is that correct?

VP-101N has two VOX settings both Mic. and Ear. In case the far party has a long period of talking, the call won’t be cut off.

37) Could more than 24 VP-101N units be managed from one PC?

Yes, if 24 units simultaneously transfer information, then 24 is the maximum number of units, however, rarely all 24 units will be transferring information at the same time.

38). Does single channel mean that VP-101N can only record one line at a time?

Yes. However, it can be expanded to *up to 24 channels per server*. The other single-channel recorders in the market do not offer this feature.

39). What is the advantage of *going through the headset instead of phone line*?

VP-101N is able to record calls regardless of the phone being a digital, analog or VoIP. This is not possible with a recorder that connects through the phone line only which all competitors' units do.

40). What happens once the internal storage is used up, will the VP-101N overwrite the oldest data? Will it sound an alarm to show the storage space is used up?

When the internal storage is used up, the oldest data is deleted and the latest data is overwritten. There will be no alarms, as if this happens, the alarm will continue to sound continuously.

41) Has the VP-101N been tested with “radio channels” or is it strictly a phone line recording device?

VP-101N will record radio communications. as well.

42) Will the VP-101N send a notification if someone unplugs the handset from the unit?

No, VP-101N will not detect the headset unplugging at this time.

43). Can I record meetings or conference calls with VP-101N?

Yes. VP-101N has a “MIC” connection and you can not only record your phone conversations, but also conference calls and meetings as well.

44). Will it be possible to listen to a recorded meeting from another location with VP-101N?

Yes. That is the unique feature of the VP-101N. You could have a meeting in one location and after the meeting is over, another person could listen to the entire recorded information in another location, through the server. No other competitor unit offers this unique feature.

45) What are the “connectors” on the VP-101N?



The rear port ① ■ AGC SPK: stereo handset and the [L] can adjust the input level.

② AGC MIC: the telephone microphone and stereo [R] can adjust the input level.

③ HANDSET: Connect the handset.

④ TELEPHONE: using the supplied cable to connect the phone.

⑤ MIC IN: ⑥ 3.5φ pin plug connector to connect the stereo microphone REC OUT: terminal output to the outside call recording (monitoring).

⑦ EXT TRIG: recording signals from the external ON / OFF.

Switch initialization ⑧: ⑨ button to reset the factory body LAN: network or PC ⑩ port connected to the DC IN: ⑪ port to connect the power adapter STANDBY / ON: Press to input an external microphone startup switch. Typically always ON.

46) What are the dimensions and weight of the VP-101N?

VP-101N weight is 1.37 lbs.

Dimensions are: 7.87” (W) x 9.05” (D) x 1.18” (H).

47) What are some of the product applications for the VP-101N?

The following are some of the VP-101N applications:

A). Small Offices / Branch Offices:

Insurance Companies, Law Firms, Banks, Brokerage Houses, Doctors' and Dental Offices, Clinics.

- Exchange and share the archived voice information in a digital format from many branch offices.

B). Small Office / Home Office (SOHO):

- Record daily phone conversations to potentially resolve any disputes saving you thousands of dollars by avoiding costly litigations.

C). Telemarketing:

- Record daily customer service calls to improve service and for training.
- People working from home.

D). Corporations:

Sales and Marketing Departments, Customer Service Centers, Tech Support and Distribution Centers.

- Improve service at all levels of the organization by recording calls and training sales and customer service teams.
- Record calls during conference calls and presentations to customers and vendors.

E). Video Surveillance / Security:

- Record the highest quality voice and ambient sound in conjunction with Surveillance / Security cameras for "Video Surveillance" or "Evidence Recording" applications at grocery stores, fast food stores, etc.

F). Other:

Small Call-Centers, CRM applications.

48) When will VP-101N be available?

VP-101N is available to be ordered. Demo units are available currently for testing and qualifications.

49) Is the complete Instructions Manual available for VP-101N?

Yes. Please email us your contact information and we will email you or send you the complete Instructions Manual and product specifications.

50) What is TEAC VP-101N's pricing?

Please contact your sales manager for the pricing information for VP-101N.

Please email us at datastorage@teac.com or call us at **323-727-4859** for more information.