TelINF/USB Instructions

The Telephone Interface device supports USB audio connection on Windows 10, 8, 7, Mac, and Linux. The TelINF/USB allows industry standard Bantham style headsets to be used with computer based software applications such a VoIP, RoIP and call center ACD applications. Once installed the device will remain connected to the computer host unless ejected. Binary signals are also available to signal headset status and activity.

Installation

Once the TelINF is physically mounted and secured to a non-obtrusive location on the workstation, connect the power cube to a UPS Filtered source and connect the USB cable to an unused port on the host computer. Connection through USB hubs or similar devices is not recommended. Proper grounding techniques should be followed to ensure reliable operation. A device such as TelINF V2 may be slaved to the TelINF/USB via the LINK ports.

Host System Connection

Upon connection, the TelINF/USB device will appear as an additional resource in the host computer's USB device list. Take note of the generic device allocation name as it appears in the computer's device list. Once connection is confirmed, rename and close application.
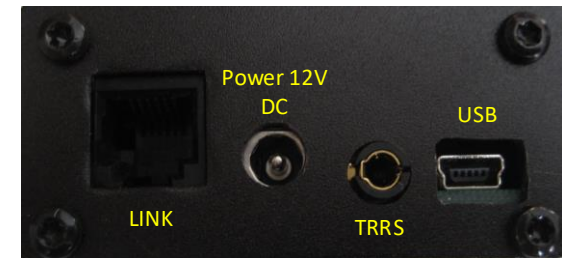
Application Software Configuration

Using the configuration control of the application software being used (VoIP, RoIP etc.), select the generic device name previously noted as the desired communication path and apply changes. The TelINF/USB should now be connected and operational.

Level Settings

The host computers' OS audio control application is used to adjust inbound (receive) and outbound (transmit) audio levels. Experience has suggested default receive levels are adequate for comfortable listening and transmit levels. Set balance control to R=0/L=100. A technician will place a test call and make adjustments empirically or by using a software tool of your choice. Once the audio levels are acceptable, no further adjustments should be necessary.

USB Headset Interface

LINK – to connect to (1) Standard TelINF slave unit (6 pin modular connector / straight through cable)

POWER 12DC center positive / 200ma

TRRS jack Binary outputs: Jack sense– (standard) switch closure indicating headset is inserted VOX – (option) or form A NO relay - closed when audio presented to headset.

USB – Mini B USB 2.0 to host processor

VOX

Jack Sense

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