# Voicesoft Telephone Recording System VSP-E1 User Manual

Thien Minh Telecom Co., Ltd

# The First Chapter System Introduction

Thanks for choosing Voicesoft Series Telephone Recording System!

On some special occasion, must save phone call content. Therefore, it is very important to install a good Phone Recording System. A good Phone Recording System must record correct, high quality call content, which is easy to inquire.

Voicesoft VSP-E1 Telephone Recording System can slove the problem about both sides conversation sound no imbalance, like one side sound small, and the other side is too big, it also can solve the problem of recording data more and the database (ACCESS) speed deal with slow. Now, it can support more kinds database to use.

Voicesoft Phone Recording System is widely used in few lines user. It used in commercial call, electric power dispatch, hotline call, complain call, financial and stock, traffic and transportation, and so on.

# The Second Chapter Main function

1.Supporting **WindowsXP/WIN2003/VISTA/WIN7/WIN2008** Simplified Chinese Version, Traditional Chinese Version, English operation system.

- 2. Supporting 192 channels telephone recording at the same time in one PC.
- 3. Adopt the newest PCI interface recording card.
- 4. Recording clearly to make sure that coversation party do not feel other people recording or monitor.
- 5. Can monitor every real-time conversation of Extension
- 6. Can inquire and play phone recording and backup file swiftly according user's condition.
- 7. System has auto back-up function, extension record, calls charge and no record and so on functions.

8. Incoming call and Out-going call number automatically detection.

9. Advanced call management function , can list , print and statistical all incoming call and out-going call number.

10. Can set 4 disk at most, which is harddisk or subarea. If system hard disk will be fully occupied, it will delete previous record content so that system can operate continuously.

- 11. Multi-way of starting record –pressure control, Key control, Soud control.
- 12. Start time of recording can be set freely, can record some duration , or record whole a day.
- 13. Applies to ISDN, PRI, SS1, SS7, R2 and so on .

14. If system hard disk will be fully occupied, it will delete previous record content so that system can operate continuously.

- 15. .Direction confirmation.Can discriminate Calling --in and Calling --out direction.
- 16. 2 classes of password adopted, do relative operation according to different authorization.
- 17. Complete recording log-can record all system operation.
- 18. Network query and listen recording.
- 19 Channels AGC function.

20. Support more kinds free database mode, ACCESS-MDB/MSSQL/MYSQL and more kinds data.

# The Third Chapter System default status

- 1. User name: admin Password: admin.
- 2. Can monitor all the channels.
- 3. The recording direction is all recording .
- 4. The save route of recording file is:C\TxRec\. (Advise No save the recording file in C disk)
- 5. The recording duration is 24hours.
- 6. The startup way of recording is voltage control.

### The Fourth Chapter Technic Parameter

- Size : 205mm X 106mm X 15mm
- Resistance : > 8 M  $\Omega$
- Signal Noise Proportion : >= 38dB
- Recording distortion : =< 2%
- Frequency : 300 3400 Hz
- Date rate : ADPC 16 Khz
- Collection rate :8 Kbps each channel
- Sound Output rate >= 50mW (earphone driver)
- Echo suppression ratio playback ≥ 40Db
- Recording and playback decode format: CCITT A/µ-Law 64kbps,
- Recording time: No limit
- Temperature : -20  $^{\circ}$ C ÷ + 85  $^{\circ}$ C
- Humidity : 5% ÷ 85%

# The Fifth Chapter System Installation

In order to make Voicesoft Phone Recording System operate normally, we recommend PC

requirement according the following :

- Windows XP operation system above.
- CPU Speed > Pentium Dual-core E5800 3.2GHz
- Can use PCI slot, more than one USB connection.
- Memory :2 GB
- Harddisk>500G (1 CH can recording 35hr in 1GB)
- Audio box
- Other equipment for PC normal operation.

### 5.1 Hardware installation:

### Installation step:

- 1. Power off, then plug out power connector.
- 2. Screw off the screws of computer lid, and debus the computer box.
- 3. Install your recording card to PCI slot and fixup well.
- 4. Insert your USB software dog into the USB port of PC.
- 5. Connect the telephone line to corresponding phone interfact .

### **5.2 Connection**

#### 5.2.1 Connection 1:





Pic 2, Connectting the telecommunication office input line with recording card by parallel, another port connecting with PBX or terminal unit. Light of the recording card for the connection is correct.

### 5.2.2 Connection 2:



**Notice:** All the settings should be in power off the PC. Because the Telephone Recording system will operate for a long time when without people to operate commonly, and you must close CMOS and Windows operation system's power management about CPU, harddisk and so on .Make the computer in running status, or it will lead to the capability descend or get a suddenness error.

# The Sixth Chapter Driver Installation

6.1 After installing the PCI recording card, it will appear the guide "find out the new hardware", when you startup the PC, and it can cancel this guide.

6.2 Open the CD, and dblclick the file "Driver\_Setup.exe".

- 6.3 Click "OK".
- 6.4 Then click "Install".

6.5 Then click "Next", it will appear the pic 6.1 after moment, Stands for the driver install succeed, and click "Finish". Or it mean the driver install fail.

After install the driver, the system setting as pic 6.2.



Pic.6.1



Pic.6.2

# **The seventh chapter Server Installation** (Must be installed)

7.1 Open CD, doubleclick the file "Server\_Setup.exe", and click "OK".

7.2 Click "Next".

7.3 Click "I accept".

7.4 The system default installation route is : C:\Program Files\T3\_E1\_S , if not need to change installation catalog, then click "Install", then according to the guide finish the install.

## The Eighth Chapter Software Operation

#### 8.1 Startup System

Enter into WINDOWS operation system, then doubleclick "T3\_E" shortcut icon on the desktop to enter into recording system. After running the system it can see the current status. For using safety, it need to login system to do some setting.

#### 8.2 Main Interface

The system has four kinds interface display mode, as pic 4, pic 5, pic 6, pic 7 below. Interface 1: Pic 4 (System default mode).

Channels	Status	Rec	Rings	Dial	ling		Rec time	Conversa	Dire	Line No			1
(01)	Idle												
<b>(</b> 02)	Idle												
(03)	Idle												-
(04)	Idle												
(05)	Idle												
(06)	Idle												
(07)	Idle												
(08)	Idle												
(09)	Idle												~
Real-time recor	rding Inter	net users											
Read Seri	Cha	Line No	Ri	nas	TRK	Ext	Rec time	Conve	rsa E	Dialling	Dire	Memo	Re
		1		7			1			1111			

Pic.4

Interface 2: (As pic 5)

Login	Setting	Inquiry	Language	e Log	About					
T Logir	a system	🔒 Logou	t 🛛 🔛 Mode	Rec	:Inquiry 🗍	Rec Set	tting 🥜 S	ystem Setti	ng 🛄 E	dt system
(01)	(02)	(03)	(04)	(05)	(06)	(07)	(08)	(09)	(10)	(11)
(12)	(13)	(14)	(15)	(16)	(17)	(18)	(19)	(20)	(21)	(22)
(23)	(24)	(25)	(26)	(27)	(28)	(29)	(30)			
1										
Real-time	e recordin	0 Interne	tucoro				******			
Real-time	e recordin	9 Interne	tusers	Disc		2 Est	Destin			
Real-time Read	e recordin Seri	9 Interne Cha	t users	Ring	gs TR	< Ext	Rec tim	IE	Co	nversa
Real-time Read	e recordin Seri	g Interne Cha	t users	Ring	gs TR	< Ext	Rectim	ie	Co	nversa
Real-time Read	e recordin Seri	g Interne Cha	t users	Ring	gs TR	< Ext	Rectim	le	Co	nversa
Real-time Read	e recordin Seri	9 Interne Cha	t users	Ring	gs TR	< Ext	Rec tim	IE	Co	nversa
Real-time Read	e recordin Seri	g Interne Cha	t users	Ring	gs TR	< Ext	Rectim	e	Co	nversa
Real-time Read	e recordin Seri	g Interne Cha	t users	Ring	gs TR	< Ext	Rectim	IE	Co	nversa
Real-time Read	e recordin Seri	g Interne Cha	t users	Ring	gs TR	< Ext	Rectim	IE	Co	nversa
Real-time	e recordin Seri	g Interne Cha	t users	Ring	gs TR	< Ext	Rectim	18	Co	nversa

### Pic.5 Interface 3 (As pic 6)

Login	Setting	Inquiry	Language	Log	About						
Login	n system	& Logout	Mode	Rec	Inquiry	@₽	Rec Setting	g 🧬 System Se	etting 🗍 🔔 Exit system		
(01)	(10)	(19)	(28)								
(02)	(11)	(20)	(29)								
(03)	(12)	(21)	(30)								
(04)	(13)	(22)									
(05)	(14)	(23)									
(06)	(15)	(24)									
(07)	(16)	(25)									
(08)	(17)	(26)									
(09)	(18)	(27)									
Real-time	e recordin	g Internet	users								
Read	Seri	Cha I	Line No	Rin	gs -	<b>IRK</b>	Ext	Rec time	Conversa	Dialling	Din
											_
<									1		>
	HDD c	apacity(C)4	4.90GB(130	77:59:08	),Total c	apacit	y(C)50.00	3B,Free44.90GB	9 2012-0	4-18 16:33:56	admin ,:

#### Pic.6

### Interface 4: (As pic 7)

Setting	Inquiry	Langu	lage	Log Abr	out						
system	🔒 Logo	ut 🛛 🌆 M	ode	🔄 Rec Inqu	uiry   🏩	Rec Set	ting 🥜 Syst	tem Setting	L Exit system		
	(02)		(00)	8	(04)		(00)	(00)	(07)	(00)	^
	50	i 1	60		50		150	60	60	8	
	9	1	0		25	4	2		0	0	11
	(10)		(11)		(12)		(13)	(14)	(15)	(16)	
	60	i 1	600	2				- CON			
	0		9		2	1	2/9	0	0	<u>e</u>	
	(18)		(19)		(20)		(21)	(22)	(23)	(24)	
	60	а ( <u>т</u>	60	a) 👘	60		And a	67			
	0		9		2/9		2				
	(26)		(27)		(28)		(29)	(30)			×
recordin	g Intern	et users									
Seri	Cha	Line No		Rings	TRK	Ext	Rec time		Conversa	Dialling	Dire
	Setting svstem	Setting Inquiry system Logor (10) (10) (10) (10) (18) (18) (26) a recording Intern Seri Cha	Setting Inquiry Langu	Setting Inquiry Language System Logout Mode C (02) (03) (10) (11) (10) (11) (11) (18) (19) (26) (27) recording Internet users Seri Cha Line No	Setting       Inquiry       Language       Log       Abo         system       Logout       Mode       Recinquiry       Recinquiry         (027       (037       (037       (037       (037         (10)       (11)       (11)       (11)       (11)       (11)       (11)         (18)       (19)       (19)       (19)       (19)       (10)       (11)       (11)         serecording       Internet users       Seri       Cha       Line No       Rings	Setting       Inquiry       Language       Log       About         System       Logout       Mode       Rec Inquiry       Image: Cost of the set o	Setting       Inquiry       Language       Log       About         System       Logout       Mode       Rec Inquiry       Rec Setting         (027       (037       (037       (037       (037         (10)       (11)       (12)       (13)       (19)       (20)       (20)         (18)       (19)       (20)       (20)       (20)       (20)       (20)       (20)         (26)       (27)       (28)       (28)       (28)       (21)       (21)       (21)         serior       Cha       Line No       Rings       TRK       Ext	Setting       Inquiry       Language       Log       About         System       Logout       Mode       Rec Inquiry       Rec Setting       Sys         (027)       (037)       (047)       (037)       (037)         (10)       (11)       (12)       (13)         (18)       (19)       (20)       (21)         (26)       (27)       (28)       (29)         erecording       Internet users       Rings       TRK       Ext         Seri       Cha       Line No       Rings       TRK       Ext	Setting       Inquiry       Language       Log       About         System       Logout       Mode       Rec Inquiry       Rec Setting       System Setting         (027       (037       (037       (037       (037       (037       (037         (10)       (11)       (12)       (13)       (14)         (18)       (19)       (20)       (21)       (22)         (26)       (27)       (28)       (29)       (30)         a recording       Internet users       Rings       TRK       Rec time	Setting         Inquiry         Language         Log         About           System         Logout         Mode         Rec Inquiry         Rec Setting         System Setting         Exit system           (22)         (03)         (04)         (05)         (04)         (05)         (07)         (05)         (07)           (10)         (11)         (12)         (13)         (14)         (15)           (10)         (11)         (12)         (13)         (14)         (15)           (18)         (19)         (20)         (21)         (22)         (23)           (26)         (27)         (28)         (29)         (30)         (20)           Erecording         Internet users         Internet users         Internet users         Internet users         Internet users         Internet users	Setting         Inquiry         Language         Log         About           Setting         Logout         Mode         Rec Inquiry         Rec Setting         System Setting         Lexit system           (027         (037         (047         (037         (047         (037         (047         (0

#### Pic.7

#### Description of the status of icon

The line isn't connected with recording card or touch well, it display off line status. As pic 8.

Lo <u>gi</u> n	<u>S</u> etting	Inguiry	<u>L</u> an	guage	Log	<u>A</u> bout							
🕴 🎠 Logir	n system	🔒 Logo	ut 🛛 🏊	Mode	Q Rei	nquiry	🎲 Rec	Setting	🧬 System Se	tting 🛛 ᆚ Exit sy	stem		
Channel	ls	Status	Rec	Ring	js	Dialling			Rec time	Conversa	Dire	Line No	^
(01)		Break											_

Pic.8

The line is connected with card well. As pic 9.

	Lo <u>gi</u> n	<u>S</u> etting	In <u>q</u> uiry	<u>L</u> ang	guage	L <u>og</u>	<u>A</u> bout								
	🎠 Login	system	🔒 Logo	ut 🛛 🏬	Mode	🔍 Re	c Inquiry	🎲 Rec	Setting	🧬 System	Settir	ng 🛛 🚨 Exit sys	stem		
(	Channel	з	Status	Rec	Rii	ngs	Dialling			Rec time		Conversa	Dire	Line No	^
6	<b>(</b> 01)		Idle												_
6	(02)		Idle												=

Pic.9

Dial a call or pickup call it is conversation status. Dial -out number, time and duration of conversation and so on information it will be recorded. It can select the icon and click right to monitor when in conversationAs pic 10.

Lo <u>gi</u> n	<u>S</u> etting	In <u>q</u> uiry	<u>L</u> an	guage L	<u>og A</u> bout						
🏋 Logir	n system	🌡 Logou	ut 🛛 🏊	Mode   🍳	Rec Inquiry	🏟 Rec S	etting  System Setti	ng 🛛 土 Exit sy	stem		
Channel	s	Status	Rec	Rings	Dialling		Rec time	Conversa	Dire	Line No	^
(01)		Conv	Rec		7123468	0	2012-04-18 16:36:55	00:00:32	In	13901234567	_

pic10

After finish the call, it will become one recording in the interface below. Dbclick to play back recording content .Click right, it can select the designated to play or Save As. As pic 9, 10, 11 show:

已误	序号	通道	线路号码	振铃次数	中继	分机	记录时间		通话时长	: 拨号	1
2	256	16		.07			2011/3/20 13 29	9:57	00:00:38	3 910	300
、											
,											
Rea	l_time	record	ling Inter	motuco							
nca	11-1111C	FIECON	ing me	meruse	ars						
D	bee	Cori	Cha	Lino	No		Dinge	Т		bet	
	eau	oen	.   Cila	Line	INU		Rings	1 10	n   E	EXI.	
		001	01	7123	4680		00				
					PI	av Fi	le				
						ayıı					
					S	ave A	s WAV				

pic10

🖃 Playe	c in the second s	×
	Channels:01 Out:13901234567 (00:00:46.4)	
C:\REC2	01203\20120301\01-71234680- <mark>B-</mark> 1390123456720120301	172119.wa
Memo		Save
П		4
	:05.1	

#### pic11

The system can show the space of HD capability, the storage of recording times, system time , login system user name and so on..

pic12

1. When the system run main interface , recording system is in working status.

2. Monitor:System can monitor lively. The user can click the icon of the line , and click right to select monitor .Then cancel or stop to monitor when click right again.It just can monitor one channel at one time.

3. Icon interpretation of Channels:



#### 8.3 Login and logout system

Click "login system" menu to login the system, it will display the interface as pic 13, 14.

Login Betting	Inguny.	Language
Login system	& Logout	Mode
Channels	Status	Rec
(01)	Idle	
(02)	Idle	

1	
	User name
200	admin
1	Password
	*****
	Auto login
	Confirm <u>C</u> ancel

pic14

1. Login:Input the user name and password to login.Different users have different authorization. Default user name:admin, Password:admin Remark:It can tick the "Auto Login" in selection box, if not want to input the user name and password every time. It can select and change in the menu of software "System Setting' --- "Password option', then click 'Enter ' to save the changes. The input user name and password can be Chinese, English, digital and so on. After finish input, it will give the user proper limits of authority. It means it is allowed to use when you see the tick function.As pic 15 shown:

1 admin       ******       ✓       ✓       ✓       ✓         a dd in the second s		User	Password	Recording Setting	System Setting	Recording Inquiry	Recording delete
Add X Delete X Save modification         work logon permissions         User       Password         IP       Channel         1 admin       *****	1	admin	*****				
User         Password         IP         Interface         Interface </th <th></th> <th></th> <th>ssions</th> <th></th> <th></th> <th></th> <th></th>			ssions				
1. admin *****	two	rk logon permi:		Authorized	Monitor	Querv	Line
	two	rk logon permi: User	Password	Authorized IP	Monitor channel	Query channel	Line number
	two 1	rk logon permi: User admin	Password	Authorized IP	Monitor channel	Query channel	Line number
	two 1	rk logon permi: User admin	Password *****	Authorized IP	Monitor channel	Query channel	Line number

2. Logout: The user need input user name and password to do some operatation, then it can manage the system effective. It can click the menu of "Logout " or click the key F3 to logout. It will show grey when the system can not be operated. As pic 16, 17 shown.

Lo <u>gi</u> n	<u>S</u> etting	Inguin	/ <u>L</u> ang	luage L <u>o</u> g	<u>A</u> bout	
A Login	system	🔒 Logo	out 🛛 🔝 I	vlode   🔍 R	ec Inquiry   🔅 Re	c Setting (
Channels	( I)	Status	Rec	Rings	Dialling	F
(07)		Idle				
(08)		Idle				
(09)		Idle				
(10)		Idle				
(11)		ldle				
(12)		Idle				

pic16

Login Set	Ing Ingun	y Lane	unge Log	About	
📉 Login syst	em 🤱 Llogi	nut 🔤 N	itode   🖳 R	ec Inquiry   🎄 R	ec Setting  System Setting
Channels	Status	Rec	Rings	Dialling	Rec time
<b>(01</b> )	Idle			71234680	2012-04-18 16:36:55
(02)	Idle				
(03)	Idle				
(04)	Idle				

pic17

#### 8.4 Setting of Database select

It supports more kinds database system according to the user's need, the system can connect Access/MSSQL/MYSQL and more kinds database to use. Default is Access-MDB database, If want to use MSSQL/MYSQL database, it need to install the database system well in your computer first, then select the correct database setting. It can use after you testing successful. Remark:Before you using the recording system, it should be selected the correct database system, or it will lost some data in you change the new database. As pic 18, 19 shown.



pic18

🔡 Dat abas	e connect	ion setting	
Connec	tion database		
۲	Access_MDB	9 🔿 MSSQL	O MYSQL
_ MYSQL	Server Setting		
SQL	Server	localhost	
User	name	root	
Pass	word		
Port		3306	Testing
MSSQL	Server Setting		
SQLS	Server	tansonic-wq05by	
Userr	name	sa	
Passv	vord		
Port		1433	
		Use Windows Authenticatio	on Testing
		<u>S</u> ave	<u>R</u> eturn

pic19

#### 8.5 Recording Settings

Lo <u>gi</u> n <u>S</u> ettin	g In <u>q</u> uiry	<u>L</u> anguage	L <u>og A</u> bout						
🗄 🎠 Login systen	n 🤱 Logout	🔛 Mode	🍳 Rec Inquiry	🎲 Rec Setting	🧬 System Setti	ng 🛛 ᆚ Exit sy	stem		
Channels	Status	Rec Rin	igs 🕴 Dialling	1	Rec time	Conversa	Dire	Line No	^
(01)	Idle		7123468	80 2012-0	04-18 16:36:55	00:02:29	In	13901234567	=
(02)	Idle								=

#### pic19

Click the menu 'Recording setting" enter into recording setting column. As pic 19, 20 shown:

-	😫 Reco	Recording Setting									
ſ											
		Channels	Line NO.	Dept.	Monitor	Rec type					
	▶ 1	01	LHi		<ul> <li>Image: A start of the start of</li></ul>	All	~				
	2	02	Jason		<b>~</b>	All	*				
	3	03	6888		<b>~</b>	All	*				
	4	04			<b>~</b>	All	*				

pic20

Click and select the location in the "Line NO.", and dblclick it will flash in the "Line NO." column, then input the line's information, (It can input the line's name and telephone number,

the input content can be Chinese, English, Digital and so on.)This function it is good for Stat.and search the correlative recording information .If need use department to do some manage, then it can input the name in "Dept." column. If want to forbid monitoring this channel,

then it can cancel the " 🗹 " in the "monitor" column. The system default every channel can monitor. There are four kinds recording item. There are: All, Out, In, NO. "ALL", stands for all calls will be recorded in this channel. The second kind is "OUT, stands for just recording the dial out telephone. The third kind is IN, stands for recording the dial in telephone , the fourth kind "OFF", stands for dial out and dial in telephone will be forbided recording.

1	Reco	rding Setti	ing									
ſ												
		Channels	Line no	Dept.	Monitor	Rec type		24Hr.Rec	Start time1	End time1	Start time2	Er
	1	01	LHi		<ul> <li>Image: A start of the start of</li></ul>	All	~	<b>~</b>	00:00:00	23:59:59	::	:
	2	02	Jason		<ul> <li>Image: A start of the start of</li></ul>	All	~	<b>~</b>	00:00:00	23:59:59	::	:
	3	03	6888		<b>V</b>	All	~	<b>&gt;</b>	00:00:00	23:59:59	::	:

pic21

As pic 21 shown, tick of 🗹 "24 hours recording", it means all day is openned recording,

If cancel the *is*, it stands for using time open or forbid recording. 1, 2, 3, 4 start time and end time of the period of time set by 24-hour input.

#### 8.6 System Settings

cording option	NO.option	Password option	Prefix option	Alarm option	CRM option	other opt	ion
Recording data -				)thers			
Description		I		Cancel the	current calls c	ommand	
Record S	saved to Dis	к <u>1000</u> МІ	B space.	Diali	out (sound cor	ntroßstart	2
Runs out o	f space,it wi	II 100 ME	9data.	5.557.5	recol	ding sec	
	auto clea	r!		Er	nd sec of sour	id control	2
				Allow the	shortest lengt	h of each	2
Recording file st	orage statio	n			record	ing (sec)	
🗹 Catalog one	C:1			bot	Jup sec of our	going no.	4
-							
Catalog two	<u>[0.1</u>		B	ecording file ba	ackup		
📕 Catalog three	C:1			🔲 File backu	p store positio	n	
	1			сA			
Catalog four	[C:1			ETP auto b	ackup	Settir	ia
					·····		
Record Compres	sibility			equipment	p to the CD (N )	leed to ins	tall the nero
non-com	press[1:1]	~	S	elect nero equi	pment		~
Linkour and							
			ſ	Save		1	Return

To ensure space for each disk is not fully occupied, it can set the reserved space according to the customer's need. The system default 1000MB, it will auto delete the foremost recording file if this space is used up. The system default delete space is 100MB. Please backukp the important recording file on time. As pic 25 shown.

🗳 System setting	
Recording option NO.option	Password option Prefix option
Recording data	C°
Record Saved to Dis	sk 1000 MB space.
Runs out of space,it w auto clea	rill 100 MBdata. ar!
Runs out of space,it w auto clea	rill 100 MBdata.

#### pic 2 5

<ul> <li>Recording file stor</li> </ul>	age station	
Catalog one	C:1	
🔽 Catalog two	Dů	
🗹 Catalog three	E3	
🗹 Catalog four	FΔ	

Advise don't keep the recording file catalogue in C disk, and protect the system from virus. Recording file catalogue should be keep in the other disk, it can keep safety even if you reinstall the system in future. Can set 4 catalogue at most, which is different memory at different disk. When the recording file is fulled in catalogue one, then system will auto save the recording file in catalogue two.When the recording file is fulled in catalogue three, and so on catalogue three and four. But when the recording file is fulled in catalog four, the system will auto delete the foremost file 100MB of each disk. (The system default value, it can change in the menu 'Recording Data''. As pic26 shown.

If the file is more important, please use the double backup. Tick off "Backup file storage place" in the menu "Recording File Backup".. In the place of select to save file, advise not set two folder at the same recording catalogue) .As pic 27 shown.

pic 2 6

Recording file backup
File backup store position
c:1
FTP auto backup Setting
Auto backup to the CD (Need to install the nero equipment )
Select nero equipment

Pic27

💣 FTP setting				X
Server:	202.96.128.68	] User:	0755	
Port:	21	Password	1234	
Save	1			
	Save	Connection	test Return	

#### Pic28

FTP is an automatic backup of remote management capabilities, it can auto send the recording file to remote server after you set the FTP server. Please tick off  $\checkmark$  the FTP auto backup in the menu of "Recording file backup". (As pic 27), , and click setting, it will appear the pic 28), then input the correct server IP address, user name, password , port and save place and so on parameter setting . After testing successful, it will can use. Or please check the network or server problem.

Backup to CD automatically it means backup the recording file by CD mode, it need use CDRW and some CD software when use this feature.

System setting			
Recording option NO.option	assword option Prefix option	Alarm option CRM option other option	
Number prefix	For line number	rs Explanation	
▶ 1 12345678		The number not need record	
🗄 🕂 Add 🗙 Delete 🕞	ave modification		

pic37

System se	tting			
Recording opt	ion NO.option Password o	option Prefix option Alar	m option CRM option other optio	on
	Number prefix	For line numbers	Explanation	
1	12345678		The number not need record	
<i>I</i> 2	26906661	✓		
	14 🗙 Delete 🔓 Save modif	fication		

Pic38

" Number option" setting examples:

a If you want to set the number "12345678" not be recorded, and it will forbid the number no be recorded by dial in or dial out. As pic 37 show.

b Setting the "26906661" line in dial in or dial out not be recorded. As pic 38 show.

	User	Password	Recording Setting	System Setting	Recording Inquiry	Recording delete
1	admin	*****				
two	rk logon permis	sions				
	User	Password	Authorized IP	Monitor channel	Query channel	Line number
1	admin	*****			ĺ.	

Pic39

	User	Recording delete	Recording table	Recording save	Log inquiry	Interface language
1	admin					V
two	rk logon permis	sions				
	User	Password	Authorized	Monitor	Query	Line
1	admin	*****	(10)	channer	channer	Automber.
		iii				>

pic40

igin	User	Recording	Recording table	Recording save	Log inquiry	Interface
1	admin			Image: A state of the state		
🕆 A	dd 🗙 Delete	🚽 Save modificatio	on .			
etwo	rk logon permis User	Password	Authorized	Monitor	Query	Line
1	admin	*****		channer.	channel	namber
₽ A	.dd 🗙 Delete	IIII I Save modificatio	on			

Pic41

" Password option " it sets the user using software permissions and management. Click "add" button , and input the new user name and password, then gives different levels of management authority. If the user want to use please open the permissions .. The user can click "delete" option to delete the user .It need to click "Save modify" after finish the operation. Authority area can be divided into 9 levels of management . (As pic39, 40, 41)

🔗 System setting	
Recording option NO.option Password option Prefix option Alarm option CRM option other option	
Auto load the data in recording inquiry	
🔿 Today 💿 In three days 🔿 In one week 🔿 In one month	
Play mode	
Sound card audio play	
Using other player C.\Program Files\Windows Media Player\wmplayer.exe Testing	
Using other player C\Program FilesWyindows Media Player\wmplayer.exe Testing	
Recording volume setting Mixer volume[0] Volume[0]	
Automatic     Image: Automatic     Image: Automatic       gain(AGC)     Image: Automatic     Image: Automatic	
Launch Computer TANSONIC PHONE RECORDING SYSTEM when Startup	
<u>Save</u> <u>R</u> eturn	

#### Pic43

Select the default time query in menu "Auto load the data in recording inquiry" of "Other option". Time setting longer, the query data will bigger and memory source more and more.

Tick off <sup>III</sup> "Launch Computer Voicesoft PHONE RECORDING SYSTEM when startup", the software will run auto when you open PC.

# The Ninth Chapter Recording Query

1	Inqu	iry Cur	rent re	cording in	dex documents	s¥oc2012-	03. <b>n</b> db			Ē	
Ċ,	Play file	has selec	ted :01-71	234680-B-139	0123456720120	1301172119.	wav				
		Read	Channel	Line No	Dept.	Rings	TRK	Ext	Rec time	Conversatior	Dialling
	▶ 1	1	01	71234680		00			2012-03-01 17:21:	00:00:45	139012
	2	2	01	71234680		00			2012-03-01 17:23:	00:02:52	139012
	,				·					1. n	
	٢			-				-			2
Ľ	72.10										
ļ		-		۷ 💌	Total current	2	Cum	ulative tim	e 00:03:37 Files	size 363KE	3
	00:00	46.4			E	0.02					
	-				Display al	I Se	arch	Delet	e Current print	t Saved as	a wav
	1							E-mark			7
					VIP		emo	Export ex	ceil Current collec		n
1											

#### Pic44

Recording Query interface display "Total current, Cumulative time, File size and information. Select and dbclick to playback the recording content, it will remark " read " after you finish playing.

Image: Contract of the second secon	Anternational Anternationa Anternational Anternational Anternationa Anternational Anternational Ante				
start to playback ;	stop playback ;	playback th	ne last	record	►
playback the next re-	cord				
Playback Cyc					
<b>00:00:02.4</b> Display the play tin	ne dynamic				
	Playback progress bar, it	can playback	at any po	osition.	

1	Volume co	ontrol			
R	Search Resul	lts			
	Channels		 *	TRK	
	Rings			Ext	
	Line No				
	Dept.				
	Dialling				
		L			

		×
Dept.		~
Dialling		
Memo		
Inquire time range		
Display a call longer than equal to	00:00:00	\$
Inquiry the start time	1920-04-05 00:00	:00 🗢
Inquiry the end time	2011-04-07 14:15	:42 🗘
O Today O In three	e days – O ne we	eek 💿 User-defined
VIP VISS	ed 🔽 Out	☑ In
Open months database	Show Resu	lt Return

1

General inquiries is by "Channels, TRK, Rings, Ext., Lines No., Department, Dialling, Memo, Time, Dial in, Dial out, Unanswered call, Importance" and some condition to inquire. It will display the result when it contain this condition. The condition smaller, the inquire time shorter. It will display the query results after enter the condition. It can open the months file database if want to inquire the other months data. The inquiry result can be printed out the reports or exported the EXCEL.(As pic 45, 46, 47shown.)

PIC45

🖶 Collect table					
🔒 🖪 🕉 🚼 K 🔸 🔸	н 🕃 🛛 🕅	AT •			
Main Report					
-					^
		Colloct	tabla		
Channelle Line ne	Winned Dislows	COLLECT		T-4-1 41	Tes .
	missed bialout	OutLength	Dial in in length	Total times	
	0 2	00:03:37	0 00:00:00	2	
Print time: 2012-3-1	17:53:50				
					_
					×
Current Page No.: 1	Total Page N	lo.: 1	Zoom Factor:	100%	

Pic46

🛃 Collect table					
🔒 🖪 📽 🚼 H 🔺 🔸	N 😫 🗷 🕅 (	₩ +			
Main Report					
[					^
		0-11+	+-b1-		
an a an		Correct	table		100
Channels Line no	Missed DialOut	OutLength	Dial In In length	Total times	Tot
1 LI li	0 2	00:03:37	0 00:00:00	2	
Print time: 2012-3-1	17:53:50				
					_
					~
Comment Dana Maria	Tabel Decembra		Territoria	10000	>
Current Page No.: 1	Total Page N	0.01	Zoom Factor:	100%	

Pic47

# The tenth chapter Client installation and use

#### **10.1 Client installation**

- a Openning the CD, dblclick the file "Client\_Setup.exe".
- b Click "OK"
- c Click "Next"
- d Click "I accept".
- e Then click "Install", and finish the installation according to the guide.

#### 10.2 Open ports:

Notice : Must be opened in Windows Firewall 8700 (TCP protocol), the steps are:

a Click the menu "Start" at the lower left corner..

b Click 'Control Panel".

c Click "firewall", and click the "Exceptions" tab, then click "Add Port", then click "OK" after adding .. (As pic 10.1, 10.2, )

Central de la constante de	🐸 Windows Firewall 🛛 🔀
Windows Firewall pic10.1	General Exceptions Advanced Windows Firewall is on and blocking incoming network connections with the exception of the programs and services checked below. Adding more exceptions to this list may increase your security risk.
	Programs and Services:          Name         File and Printer Sharing         Remote Assistance         Remote Desktop         UPnP framework
	Add Program       Add Port       Edit       Delete         ✓ Display a notification when Windows Firewall blocks a program         What are the risks of allowing exceptions?
Pic10	OK Cancel

### 10.3 Startup client

Add a Port		×
Use these settings number and protoc want to use.	to open a port through Windows Firewall. To find the port ol, consult the documentation for the program or service yo	u
Port number:	8700	
Name:	E1(Clinet)	
Change scope	OK Cancel	

Pic10.3

### 10.4 Startup Client program

1. Doubleclick the T3\_E1\_Client in desktop to run the client program, as pic 10.4 show.



### 10.5 Login the client program

As pic 10.5, click "login system ", and input the PC IP address, the default user name and password is :admin.

Channe	ie I	Statue	Rec	Rings	Dialling	1	Rec time	Converse	Dire	Memo			
Unannie	10	otatus	1100	rango	Diaming		Net une	Conversa	Dir6	Wento			_
Read	Seri	Cha	Line No	Ring	s TRK	Ext	Rec time	Convers	a Dia	alling	Dire	Memo	



#### **10.6. Client working interface:**

The client is nearly using mode as service, here not do the detail introduction.

Status	Rec	Rings	Diallir	ng		Rec time	Conversa	Dire	Memo		
Idle											
Idle											
Idle											
Idle											
Idle											
Idle											
Idle											
Idle											
Idle											1
Cha	Cha Line No Rin		gs TRK Ext		Ext	Rec time	Conversa	a Dia	alling	Dire	Mem
	Idle Idle Idle Idle Idle Idle Idle Idle	idle idle idle idle idle idle idle idle	Idle	Idle     Idle       Idle     Idle <t< td=""><td>Idle         Idle           Idle         Idle           Idle</td></t<> <td>Idle       Idle       Idle         Idle       Idle</td> <td>Idle       Idle       Idle         Idle       Idle</td> <td>Idle       Idle       Idle</td> <td>Idle       Idle       Idle</td> <td>Idle       Idle       Idle</td> <td>Idle       Idle       Idle</td>	Idle         Idle           Idle	Idle       Idle       Idle         Idle       Idle	Idle       Idle       Idle         Idle       Idle	Idle       Idle	Idle       Idle	Idle       Idle	Idle       Idle

# **The Eleventh Technic supports**

If you need some help in our recording system, you can connect with our agent or get some information in our website <u>www.tmtvn.com</u>