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The first chapter: Introduction

Thanks for choosing **VoiceSoft** Phone Recording system. Please read this user manual before you installing and using **VoiceSoft** Phone Recording System.

VoiceSoft Phone Recording System is a modern enterprise management tool. It can monitor and manage the call and with incoming call number popup, call charge with pbx, extension record, voice mail and so on functions. **VoiceSoft** Phone recording system is one kind with the hardware and software. It carves up **VSP** Normal version, Standard version, Senior version. **VSP** Normal version with Phone Recording , Monitor real time, Out-going call record, Unanswered call, Incoming call number popup, Business management, Network inquiry, Long-distance management, Extension record. and so on functions. Standard version adds Call charge function. Senior version is add voice mail function. From the hardware , it carves up USB box, PCI Card, Embedded and 3 kinds. According to different user's need, the system from channel 1 , channel 2 , channel 4 , channel 8, channel 16, channel 32 and so on. Stand-alone use channel 1.

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.

Our company keep the right of amending the user manual, please pay some understand if delay to inform you after our products make some renew. And if need some technic service you can visit our website "www.tmtvn.com", or call our technic department number +84 8 3511 9567. Our **VoiceSoft** will make great efforts to improve our user manul, and if you have any important idea you can tell us by any way. Thanks!

THIEN MINH TELECOM CO., LTD

V2.1

The second chapter: Main Function

1-Multi-language

Supporting Window2000/NT/XP/2003/VISTA Simplified.

2-Phone Recording

The system has Pressure Control, Key Control, Sound Control and so on..Start time of recording can be set freely –can record some duration , or record whole a day. 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 .

3-Monitor real time

Supports Lan\Internet, The recording box not supports network monitor. Can monitor every real-time conversation of Extension. Recording clearly to make sure that coversation party do not feel other people recording or monitor.

4-Caller ID

It will display incoming call number of dialling call. It can do some record when recording, so that it can be inquiry in future.

5-Operation Log

The system has the integrity operation log, it can record all of the system operation.

6-Unanswered Call

It will display in the unanswered call database if the call not unanswer of incoming. So that you can find out the customer incoming call information and deal with them in time.

7-Extension Record (*, #)

After the recording system is connected to PBX, it will record the extension particular information and can designate which extension in not recording status. Extension record function can make you save much expenses.

8-Incoming call number popup

Notice: If the user want to use this function , its telephone line will apply Caller ID (FSK/DTMF).

Open this function, it will popup the incoming call number of client so that the service worker can know the client status.

9-Business management (POPUP)

If the user want to use this function , its telephone line will apply Caller ID (FSK/DTMF).

It can pop up the client's detail information of incoming call if you add the client information to your information bank.. It also can record your client's address, telephone number, business record and so on contents.This system becomes your business helper.

10 -Local internet

If you install the phone recording system in the PC with local internet, and it can inquiry the recording in the other PC with local internet.

11-FTP backup (Long-distance inquiry)

Through the FTP backup function, it can backup the recording file to the server directly.

12-Call Charge

It can do some call charge if you connecting with PBX, and not need to buy charge software.

13-Voice mail

The Voice Mail Box function likes the Phone Respond Machine;the user can setup the ringing times freely of voice mail box. When the call is not unanswred of incoming , and also the call times reach you setup before, the system will prompt the user to leave a message . There are four section for user to leave a message .The system can record the content of incoming call and number, then send out the leave message inform.

14-Voice prompt

It can play some voice prompt of you setting when answering the call..For example: Ext.101 do some service for you.

Remark: Number * stands for Standard version. Number # stands for Senior version.

The third chapter: Installation and Connection**About installation**

- Installing hardware and driver.
- Connecting line.
- Installing software.

3.1 PC Configuration

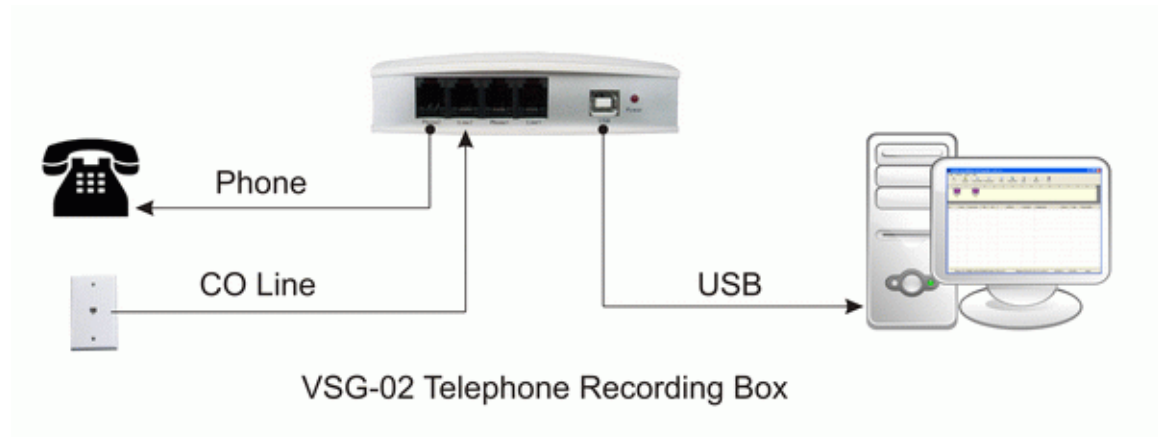
- Window NT,Windows2000 or Windows XP\Vista operation system.
- CPU Speed > 800MHZ Pentium
- more than one USB connection.
- Memory : 256M
- Harddisk > 40G (*In compression proportion 1:4, 140hour/G, 5600/40G, 12000/80G*)
- Other equipments of PC. Assuring to using the recording system well, we advice the user to do some PC connection line with earth.For example protecting from mine.If other important industry (As Bank, Police, Insurance agent, Service hotline), please use industry PC.

Notice:Because the Phone Recording system moving for a long time when without people to operation commonly, and you must close CMOS and Windows operation system's power management about CPU, Hard disk and so on .Make of the computer in a moving condition, or it will bring on the performance descend or get a suddenness error.

3.2 Recording Box VSG- 02 Installation and Connection:**3.2.1-Hardware Installation:**

A- Install your recording BOX to USB Port.

B- According to the way of box recording connection, the line source connect with recording Box by LINE port, from PHONE port of Box recording connect with phone or terminal unit. Such as pbx outside line port



Channel 2 appearance pic

3.2.2 Software installation

For example model VSG-02, Windows XP, other model's installation way please refer to the "installation user manual" file in CD. The software installation divides into driver installation and main program installation two parts.

- Driver installation.
 - A- The USB recorder driver installation can not be installed by windows built-in installation wizard. After installing the USB recorder, it will appear "find out the new hardware" wizard, please cancel this wizard.
 - B- Doubleclick "USB_Driver_Setup.exe" in CD to install the driver, as pic:



- C- Click "OK", as pic below :



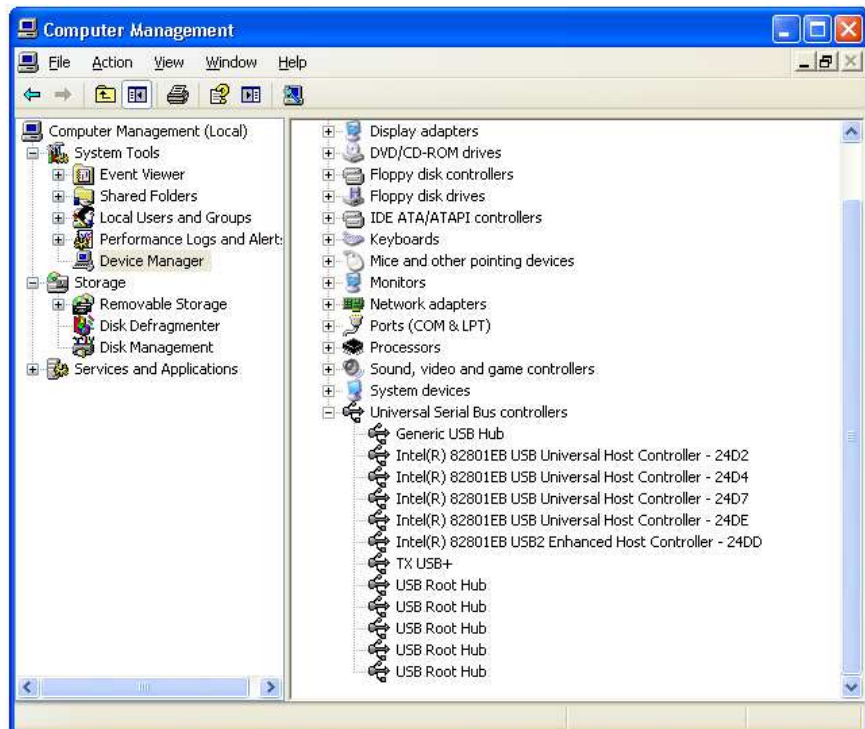
D- Click “install”,as pic below.



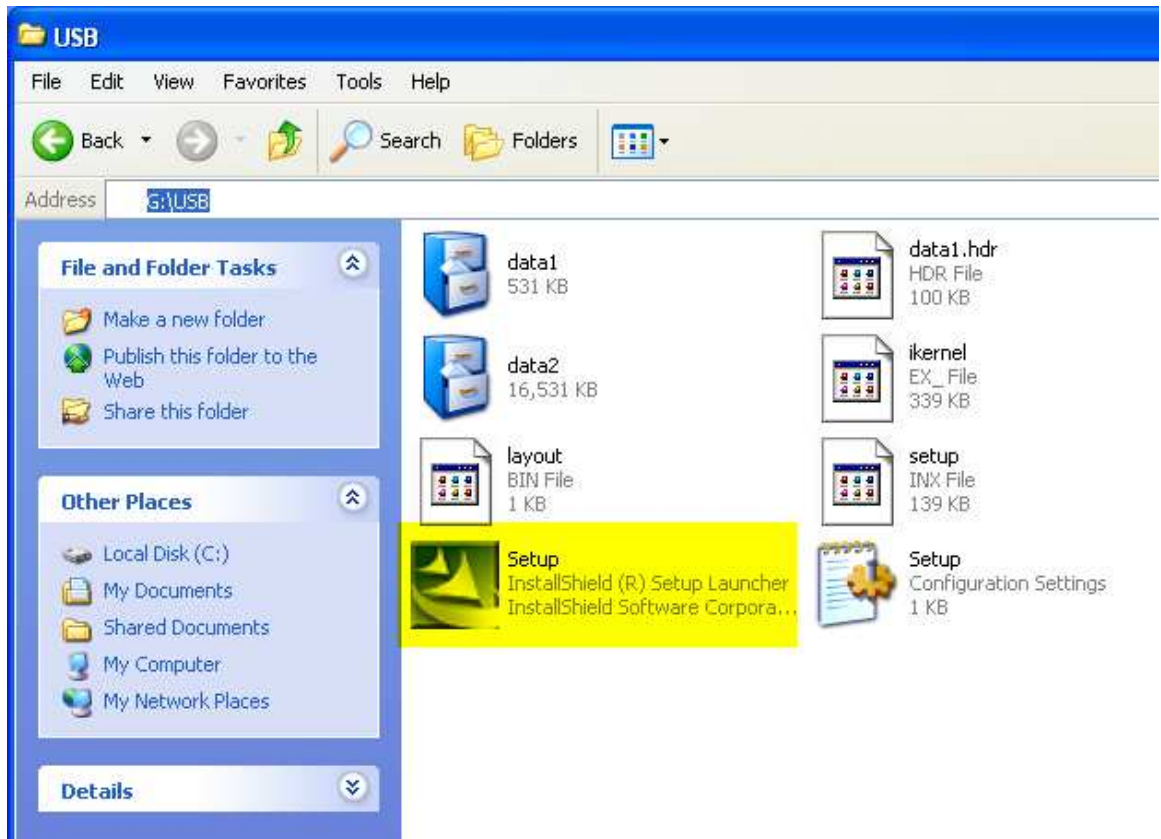
E- Click “next”.....

F- Click “Continue”.

G- Then click “Finish” ..

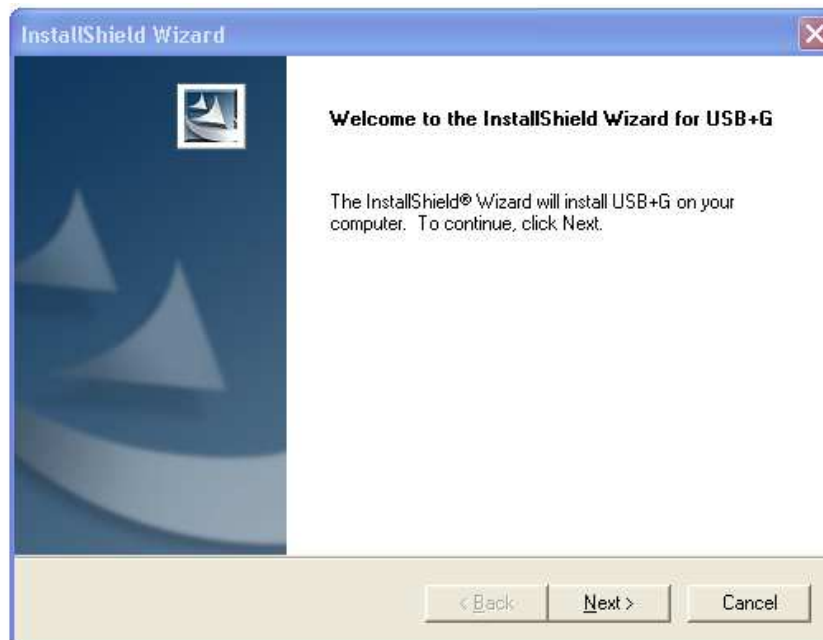


- Main program installation (*Must be install*)
For example VSG-02, Windows XP Operation system.
A- Open CD and run folder “setup.exe”file in CD VSG, as pic 3.2.2-5.



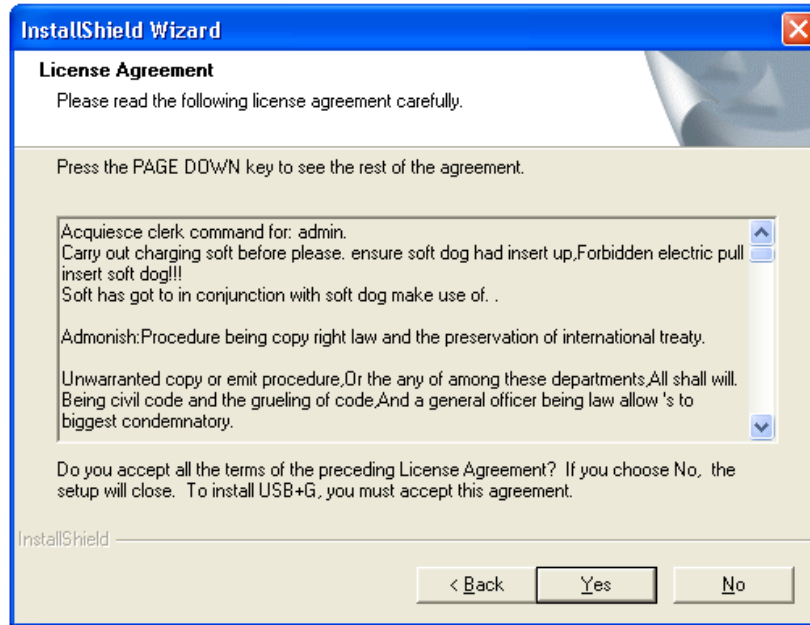
Pic 3.2.2-5

B- One moment, it appears pic 3.2.2-6, and click “Next”.



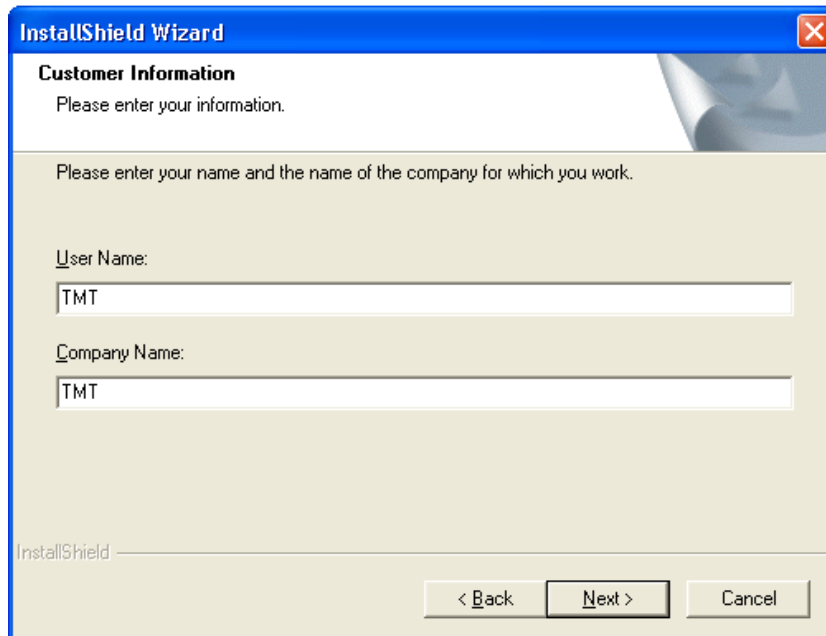
Pic.3.2.2-6

C- It appears pic 3.2.2-7, click “Yes”.



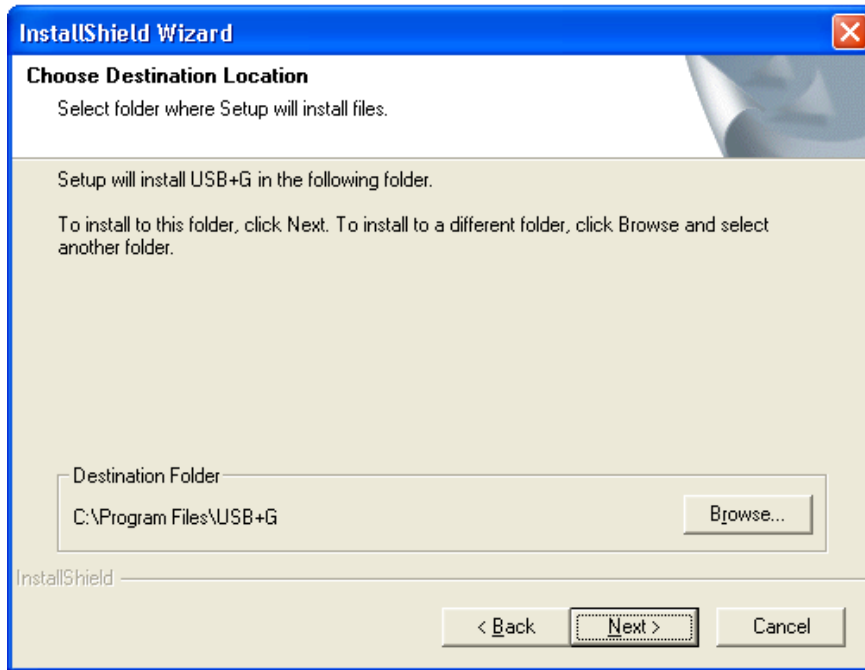
Pic.3.2.2-7

D- In pic 3.2.2-8, input “User Name” and “Company Name”, or as default “User Name” and “Company Name” it will ok, and click “Next”.



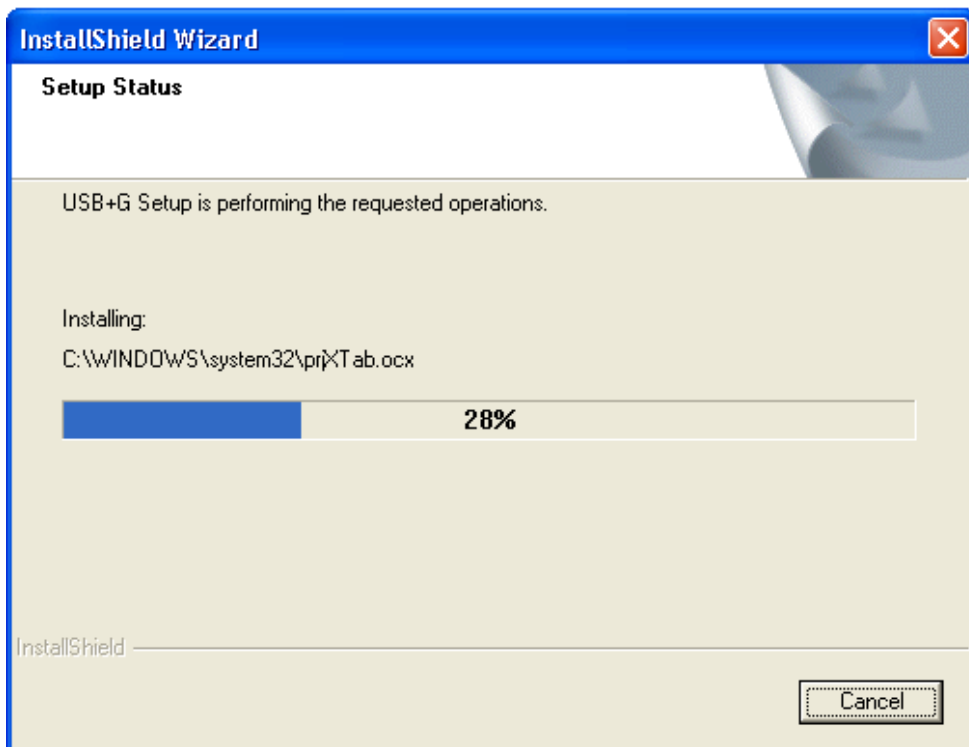
Pic.3.2.2-8

E- It will appear pic 3.2.2-9, currently is the default installation route, if you need to amend the installation route of recoding box, please click”Browse”, If not need to amend it, it can click”Next” directly.



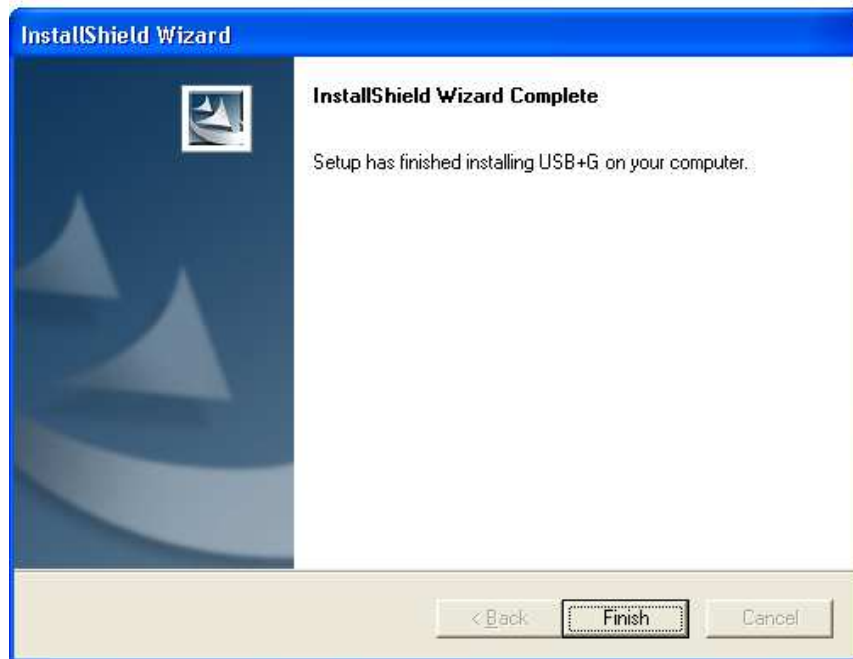
Pic.3.2.2-9

F- One moment, it will appear the installation schedule, as pic 3.2.2-10



Pic.3.2.2-10

G- After finishing the installation, click “Finish”, and finish installation. As pic 3.2.2-11.



Pic 3.2.2-11

- H-** It will build up one shortcut key on the desktop after you finish installation. as pic 3.2.2-12. Double click the shortcut key and run the recording system. The software operation please refer to the sixth chapter.



Pic 3.2.2-12

The Fourth chapter: Function Setting and index

4.1 About login system:

Default user name and password: admin.

In system default status , if not login the system and it can not to do any operations.

4.2 How to rejigger the storage place of recording file.

After finish install the recording system well, system default the recording file storage place in disk C In normally, disk C is the windows system disk, and it is not good for to advice disk C as the recording file storage disk. So how to rejigger the route of recording file storage.

Open "Parameter Setting" → "Recording Option" → "Storage place" rejigger the recording storage place.

Rules of recording file storage: It can set 4 disks to store the recording file at mostly, When the "Catalog-" memory store fully, it will auto switch to "Catalog two" and go on storing. So analogy. When all the working disk of setting store fully, the system will clean out the recording data of earliest so that the system can continue to working always.

The system will build up one folder to store the recording file each month. At the months folder , it will build up one folder to store everyday. For example 20050809 stands for the recording file of Aug.09th, 2008 in this folder.

4.3 How to rejigger the system login password.

The system default login password is :admin, about how to rejigger this password is:

Open "Parameter Setting" → "Password Option" → "Operator password table" → "Rejigger user password".

4.4 If only recording the "out-going" call, the "Dial-in" call will no need recoding, about this setting is:

Open "Recording Setting" → 'Recording "table, and choose "pull out"

4.5 About how to set the extension function;

Please refer to 5.3.5 chapter.

4.6 About how to inquire the recording:

Please refer to 5.4 chapter.

4.7 About how to startup the popup function

Using this function it need to apply for the Caller ID (FSK/DTMF)

A-Open "Parameter Setting" → "Extension Option" → "Open IP interface ".Remark

B-Then add " IP address of extension PC", if gets the IP of PC automatically, then input '127.0.0.1" and click 'Save'

C-After finish the second step above, then "Startup the popup" it will ok.

The detailed introduction please refer to the sixth chapter.

4.8 About how to set "User /Number":

For example, I have installed one pcs recording system of 2 ch, and I want to make the user of 02ch is "Market department Mr.Xiaowang", about the setting is :

A - Open "Recording Setting".

B - Double click 02ch "User /Number" cote and input "Market department

Mr.Xiaowang”, then input “Enter”.

After finish setting, it can see the conversation status of Market Mr.Xiaowang in the recording system working interface directly.As pic 4.9-2.

Channel	User/Number
1	
2	Market department Mr.Xiaowang
3	
4	

Pic4.9-1



Pic4.9-2

The fifth chapter: Software operation

5.1 Main working interface and channel status

The screenshot shows the main interface of the VoiceSoft Phone Recording System. At the top, there is a menu bar with 'Login', 'Setting', 'Query', and 'Help'. Below the menu is a toolbar with icons for 'Login', 'Logout', 'RecordSet', 'Message', 'Parameter', 'Play', 'Query', 'Unanswer', 'Logs', 'CHplay', 'About', and 'Exit'. The main area is divided into two sections: 'Channel monitoring windows' and 'Conversation records monitoring windows'. The 'Channel monitoring windows' section shows a grid of channels, with channel 2 selected and displaying a phone icon and '(01)hotline'. The 'Conversation records monitoring windows' section is a large table with columns for 'ID', 'Chan...', 'User/hum...', 'CallTime', 'Duration', 'DialNumber', 'Direct...', 'Type', and 'RecordFile'. The table is currently empty. At the bottom of the interface, there is a status bar with the following information: 'Total(C:)23,752MB;Free19,381MB(Duration689:06:17)', 'Register time:2014-02-25 08:50:37', '2/25/2014', '8:51 AM', and 'Do not Login'.

Channel status :

For Dialing-call, "0000100" is Incoming call, Green color stands for

Blue stands for outgoing calls, "6664777" stands for the outgoing calls number, "01" stands for the channel number of the lines, and can set the number of the users of channel name.

Stands for conversation time

Total(C:)51,199MB,Free47,647MB(Duration1694:06:26)	Register time:2013-03-23 14:50:26	3/23/2013	2:50 PM	Do not Login
Recording disk	Disk memory	Recording time (Memory can be used=disk memory-reserve memory)		

A - When system start main interface , recording system is in working status.

B - Icon interpretation of Channels:

Idle(line is routed)	Monitor	Incoming call	
Hooking off	USB Disconnection	Sound Control Recording	Sound control

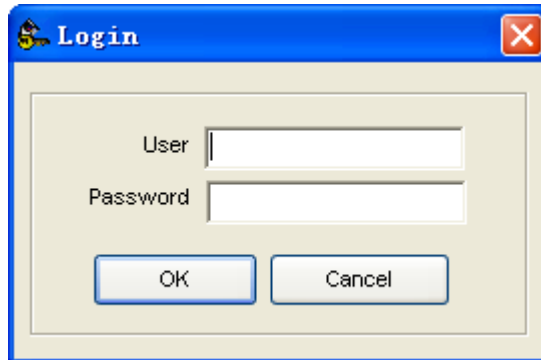
5.2 Login

1-Login:After input user name and password, can login.Different users have different authorization.

Default

user name : admin

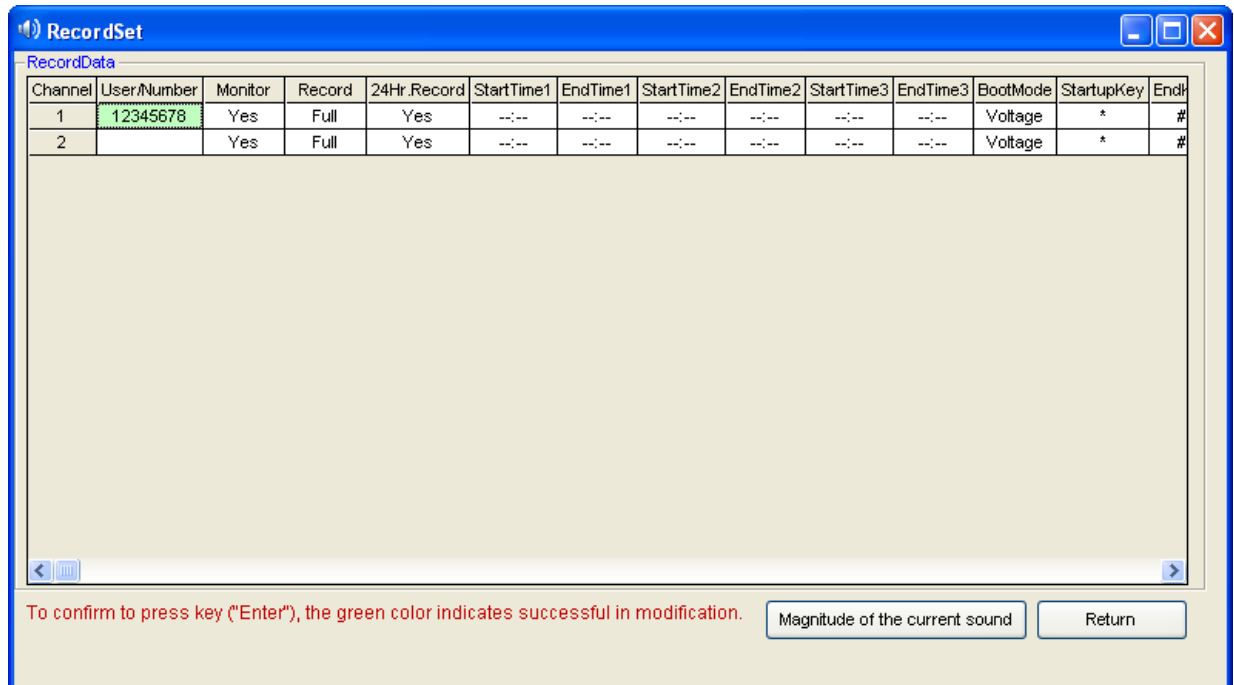
password : admin



5.3 SoftwareSetting

5.3.1 Recording Setting

In “Recording Setting” it can set each channel’s attribute, such as the channel’s line number or user name, or whether the channel can recording by time-sharing.

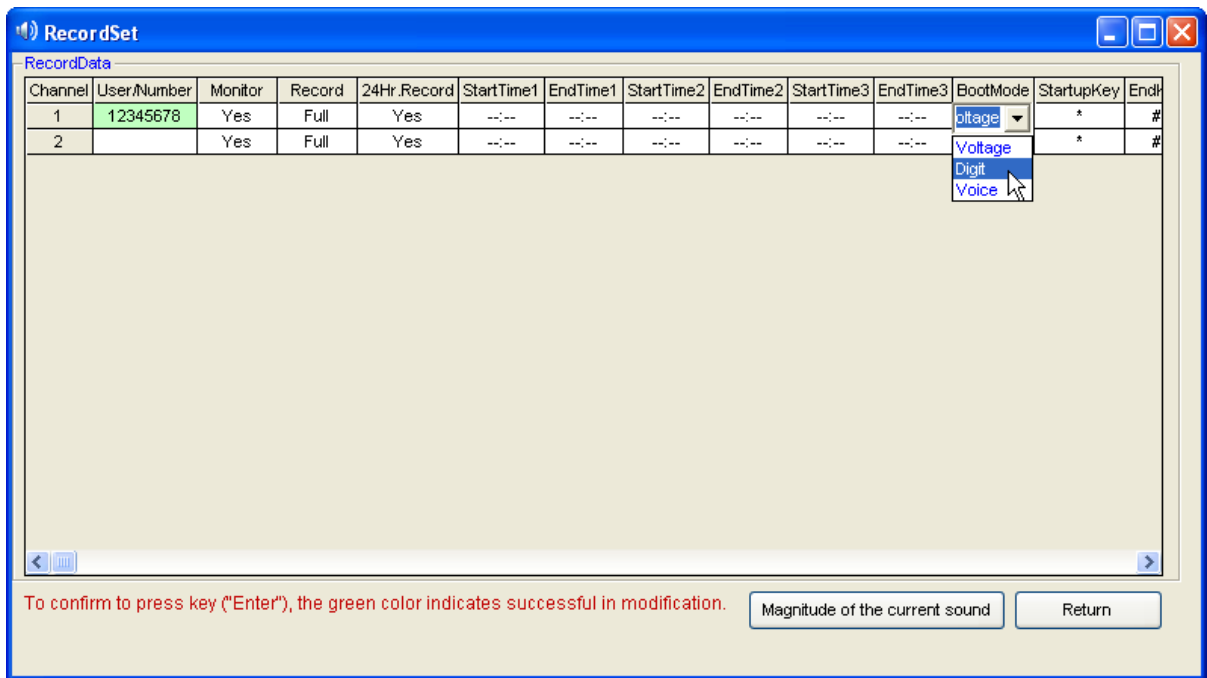


Pic 5.3.1-1

- *User / call number:* Dblclick to input user and call number of the channel, it can be inputed Chinese, English and so on.As pic 5.3.1-1
- *Monitor:* Can set to monitor one route or not to do.
- *Recording :* Can set to record one route or not to do.
- *24-hour recording :* If want to record at different time section, set “24hours recording”to be “no”.
- *Time section:* “--:--:--”stands for not setting. Time can be divided into three paragraphs.For example, some customer only want to record at 8:00-12:00, 14:00-18:00.It can input “08:00”at “Start time1”, “12:00”at “End time1”, “14:00”at “Start time2”, “18:00”at “End time2”.
- *Startup mode:*There is Pressure Control, Key Control, Sound Control, but default“ Pressure Control”.
- Start-up the recording according to voltage of phone line.That means hooking off

to record, hooking on to stop recording .The mode is mostly used at analog line.

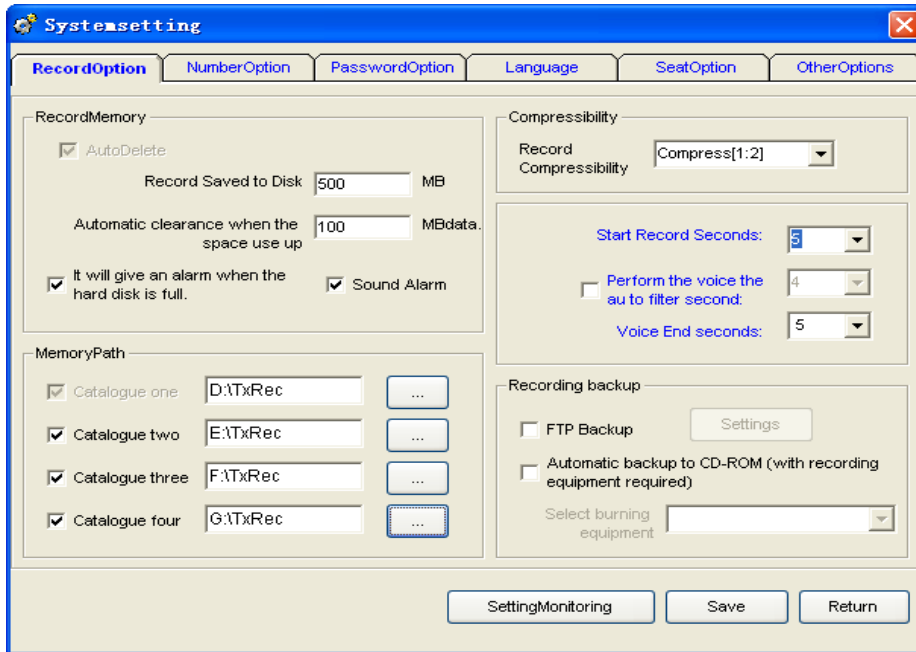
- *Key control:* Start-up or stop recording according to key of user’s phone. After you setting with “key control”mode, it will start to record when you press “*” and stop recording when you press “#”in your conversation.But if not press any key, it will not record. For example: if set with “Key control” at channel 1, when in the conversation, it will start recording when press “* ”, and stop recording by “#”.(As pic5.3.1-2)



Pic.5.3.1-2

- *Sound Control:* Start-up or stop recording according to sound of line. For example:If you want to recording the Microphone, you can choose Sound Control.
- *Sound Sensitivity:*Adjust sound sensitivity to start recording of sound control.Default is 18 decibel.After you choosing the “Sound control”, it will start-up recording when the recording system sound reach 18 decibel.It will stop recording when it under 18 decibel and 5 sec.(Parameter Setting –Recording Item-begin to count recording seconds.)

5.3.2 Harddisk management

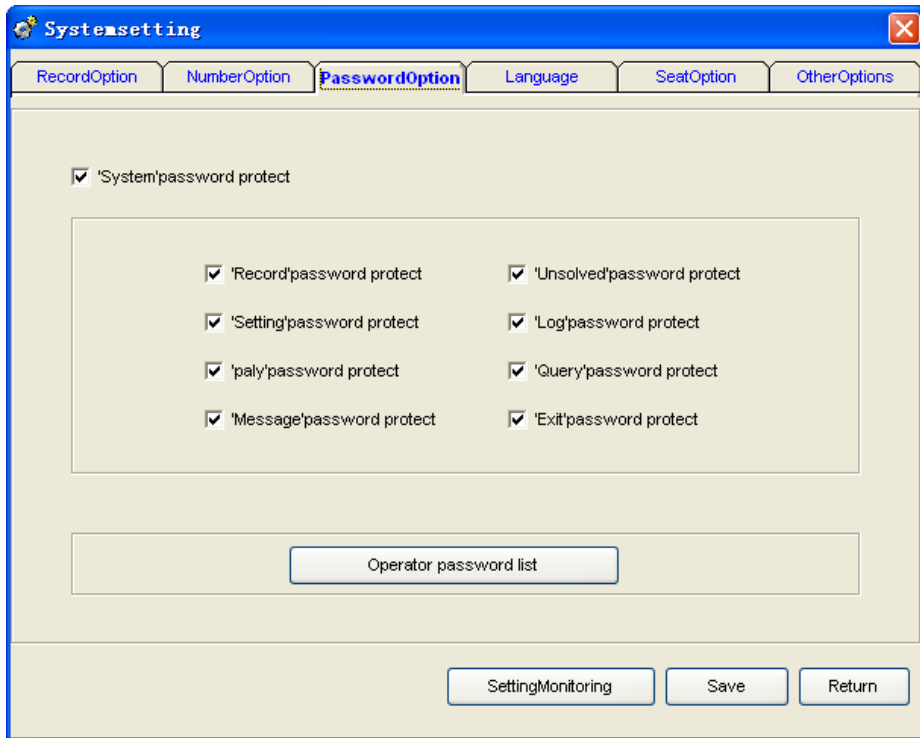


- **Recording memory:** Empty memory of every system of operation disk is less than reserve memory set by system, system will delete foremost file, of which memory is equal to deletion memory set by system. For example: Picture 1.4, the recording file is saved in catalog "C:\TxRec\ ". When the memory of disk C less than 500MB, the system will delete 100M foremost file .
- Can set 4 directory at most, which is different memory at different disk. Don't keep the directory in C disk, and protect the system from virus.
- **Give an alarm when the hard disk is lack:** When the harddisk is lack , it will make a sound and the dialog box will give you some display, but "harddisk memory is fully and give an alarm" and "voice alarm " this two options will must be opened then it can become effective.
- **Recording compression rate:** It can set 1:1, 1:2, 1:4 times compression , default is 1:1 compression , and build up the recording file format is WAV, if 1:2 times compression the build up recording file format is TS2, if 1:4 the build up file format is TS4.

5.3.3 Password setting and authority distribution

a-Rejiggering the administrators password

Setting way: Open parameter setting—>"Password option" —>"Operator password table"—>"Rejiggering user password".



Description of password option:

Use system password protection: If choosing the option , System can enter when instruction protectionis needed automatically.

Other option: It means it is protected if the option marked, so that the admin can operate.

Password list of operator: It can be added, amended some administrators.

Authority distribution:The system have two user, is admin (administrators) and user1 (Operator), for user 1 only open recording inquiry function and make user1 can not set the other parameter, about this setting is :

A-"Parameter setting" —>"Password Option" —>"Using system password protection" (Remark).

B-"Parameter setting" —>"Operator password table" —>"Add", add "user1".

C-"Parameter setting" —>"Password option" —>"Recording inquiry using password protection" (not open).

After finish the three steps above, "User1" only can inquire recording, and can not use the other option is protected .

5.3.4 Extension Setting (POPUP incoming call number popup system)

Open IP interface : After open this function, the system will send out the incoming call information by the extension table IP address and it will receive by the POPUP Client.The detailed using way please refer to the sixth chapter.

Extension option introduction:

Open IP interface: If you want to use POPUP function, you must open this option.

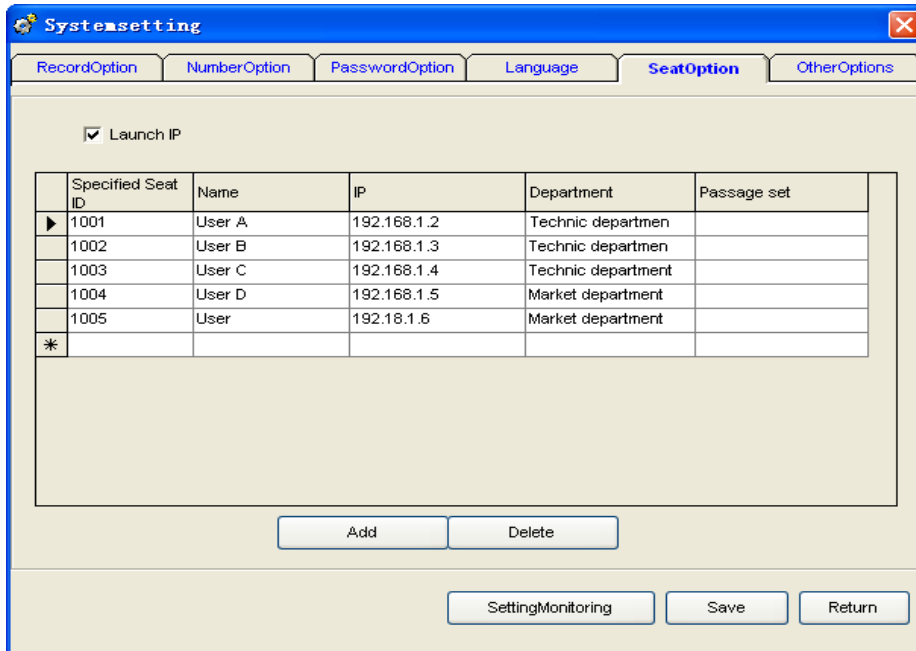
Extension number: About the extension number, advise using Arabic numerals or English.

User: Extension user name.

IP address of Extension PC: Input the IP address of Extension PC.

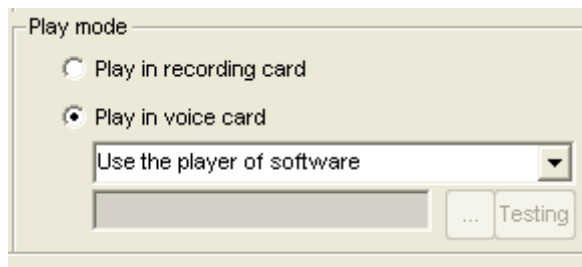
Department: The department of extension.

Channels: Stands for extension channel. For example extension “1001” channel is “01,02”, and stands for 01ch and 02 ch will popup the client information of “1001” when it has incoming call of outside line..And it will not popup ther incoming call if iother channels about “1001”.Please use “,” to block off if it has more channels in DBC case states. As picture:



5.3.5 Voice play way setting

The system have two kinds voice play mode, it is “Recording card audio output play” and “Voice card play audio port”play, this function not use for Recording box.As pic:



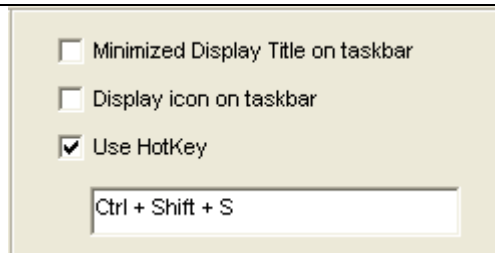
Operation step: ”Parameter Setting” —>”Other option” —>”Play mode”.

Notice: Continuously playing the recording function is not use for “sound card audio port play”, if need use Cyc play function, please use “Recording card play audio port”

5.3.6 How to hide recording system

This function it uses for the recording system workin background, and not need display .This function it is not use for the recording box.The setting steps;

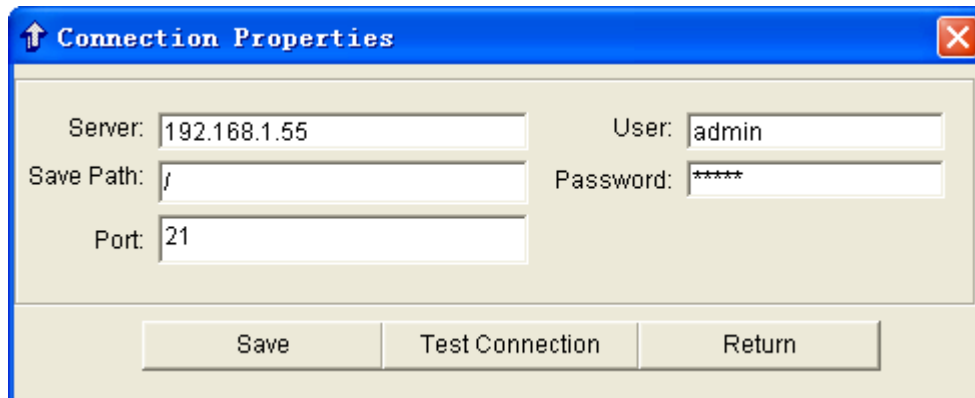
- A - Open “Parameter Setting” —>”Other Option”.
- B - As the pic setting, after setting please click “save”.



C - After setting the recording system will hide at background, it can use hot key “Ctrl+Alt+S” to find it.“

5.3.7 FTP Backup

This function use need “Internet”.



Open “FTP auto backup “function, then setting FTP server IP address, user and password, save place , port and so on. Normally is “21” port, FTP transport rate is restricted by net rapid.

For example : One insurance company HQ in Shenzhen, and have some branch company in Shanghai, Beijing, Guangzhou, then the Shenzhen HQ how to inquire the other branch company’s recording file , the setting is:

A - Setting one server in Shenzhen HQ.

B - Other branch company need to install phone recording system well, open “FTP auto backup “function, the mainframe inputs server IP address or domain name of Shenzhen HQ and setting well the other parameter, such as user, password or use port.

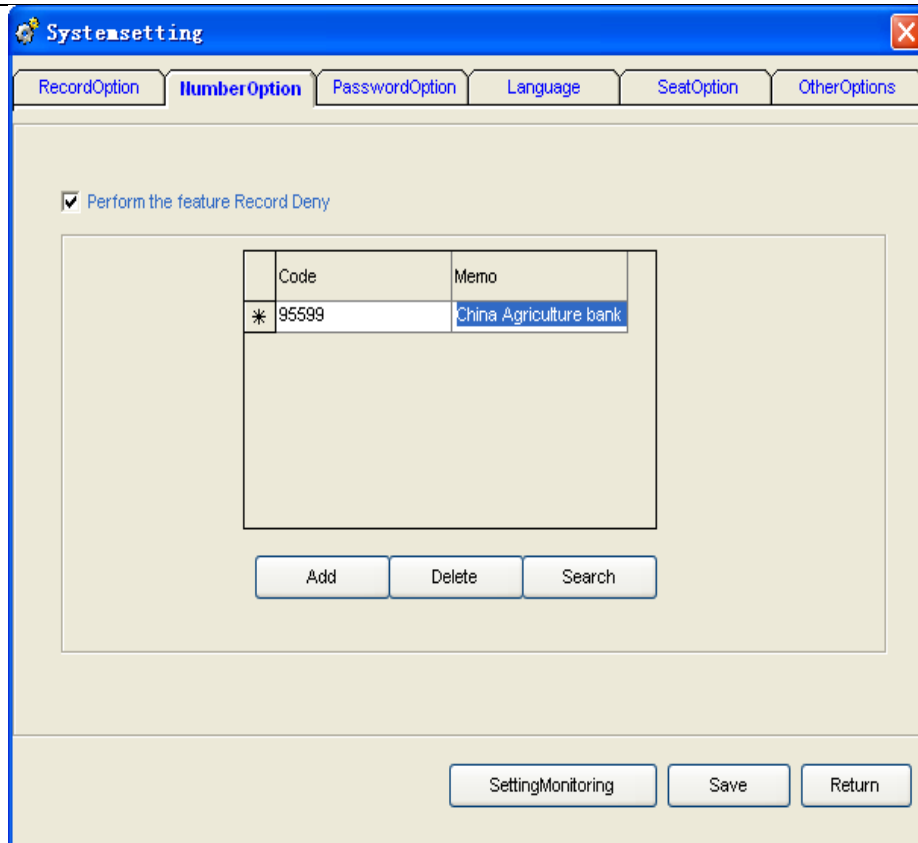
Please restart the recording system after you setting well, the system will auto upload the recording file to the appointed FTP router.

5.3.8 Special number disposal.

The function can set some special number not recording, the setting step is :

A - Open”Parameter Setting” —>”Number option”.

B - ”Use phone number forbid recording function”(Remark), and add the not need recording number. As pic, dial number is “95599” call record will not recording.



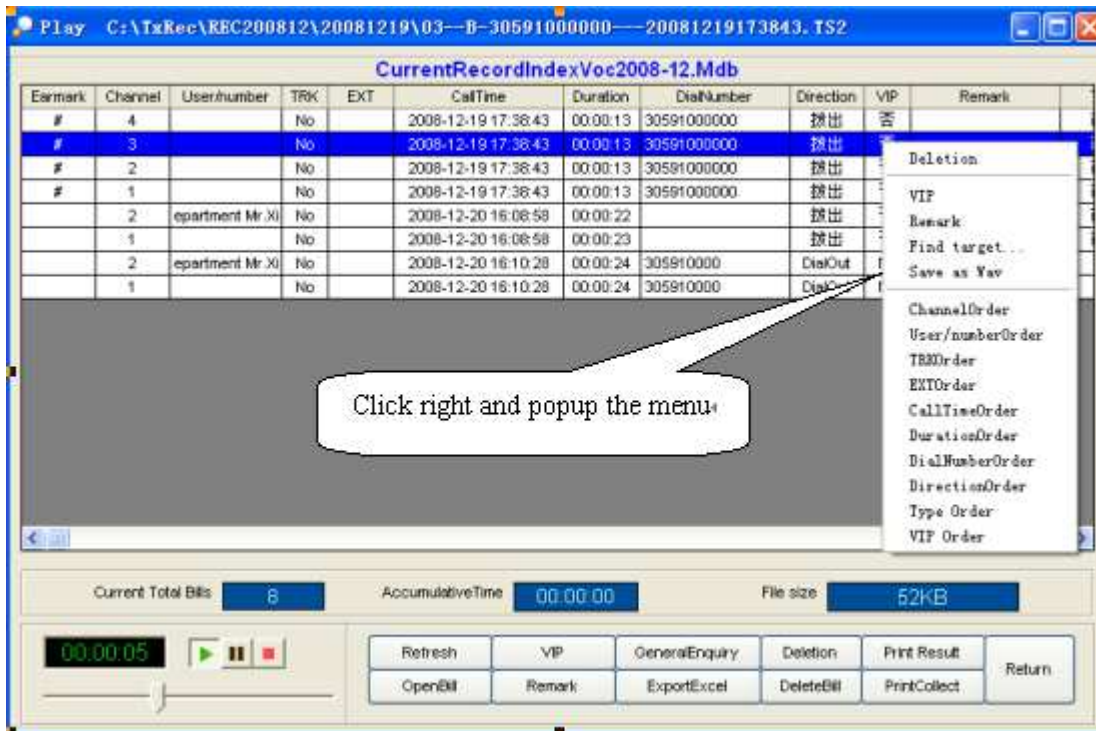
5.4 Recording Inquiry

By this function, user can play , delete, make interpretation, and print the recording file and so on..

Introduction:Only after clicking recording record, can play , make interpretation, back-up and delete the file and so on.If mark with “#”, it means the record has finished.

Play the recording automatically and continuously:The system play the recording file from blue row to the last row.

This system also supports LAN to inquire recording file, the detailed operation please refer to the eighth chapter Client (The recording system inquiry and listen end use)



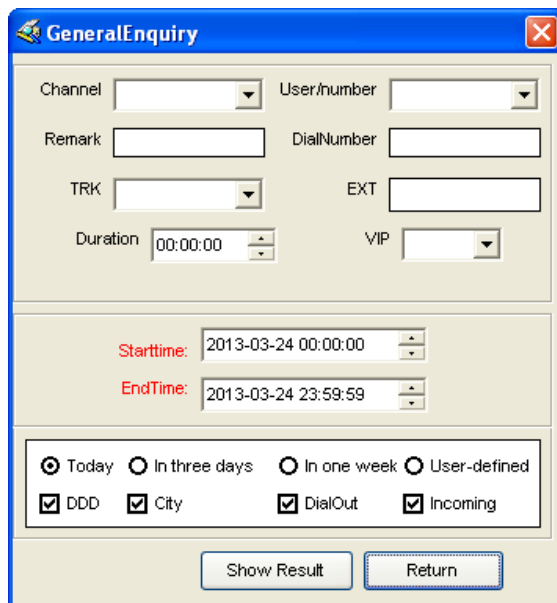
Pick-up file:If you want to copy one important recording log to the other colleague listen, and you can do as the step:

A - Open"Recording Inquiry".

B - Choose you need copy the recording log, click right and it will popup one menu, as pic above. and you will find the file if using "Search goal" command , then you can copy it.Or use the command "saved as WAV", then copy one counterpart of the recording file and copy it directly.

Voice file remark::It can add one text for the voice file.First need choose the remark recording file, and click "Remark " button, then it will appears remark dialog box, and input text, it will ok, as pic.

Filter condition of Inquiry:



Examples of inquiry:

A - If you want to inquire the number 6661, you can input “6661” in the “dial a number” cote , and click “display the result of inquiry”, then all the recording record of number “6661” will be filtrated.

B - In your inquiry, if the NO.5 is “0” , direction is “dialing-in and the conversation time is “Oct 8th, 2004”, you can inquire as pic: Input “????0” at “Dialing a number”, and keep blank of option “Out -going call”, Setting “2004-10-08 00:00:00” at “Start time”, “2004-10-08 59:59:59” at “End time”.

For example: The “Remark” information is “Incoming call of Mr zhang, and he talked about the exploitation market problem last time.”, If you want to inquire this record, you can input “% exploitation market” at “Remark”, and click “Display the result of inquiry”, then you can inquire the record of you need.

Recording file delete:

- Delete the file of choosing: Please choose the recording file, the recording file of choosing is blue, then click “delete the file of choosing”.
- Delete present library: Delete all record at present library.

Remark: Library without any mark is very important.

The rule of recording save:

A - The system will auto build up months database each month, for example voc2005-08.mdb, stands for the recording file database is Aug.2005.

B - When sell out the system, the system will auto save in the months folder in local hard disk’s “Txrec” folder. If it is the recording box series goods and it will save by the local disk root directory months folder.

C - Recording file introduction, for example one recording file name :

01-B-9075512345678-1001-20070510133327.wav” about this record stands for: 01 stands for channel number, B stands for dialing-out, A stands for incoming call, 9075526906661 stands for outside call or incoming call , 1001 stands for extension, 20070510133327 stands for 13:33:27 on 10th May, 2007.

5.5 Auto Reply And Leave Message

This function is the same with **VoiceSoft** Senior version.

The Voice Mail Box function likes the Phone Respond Machine; the user can setup the ringing times freely of voice mail box. When the call is not unanswred of incoming , and also the call times reach you setup before, the system will prompt the user to leave a message .The system can according to different time, and play different welcome message. For example: Duration Message, Week Message, Holiday Message. The setting interface as pic blow:

Channels number:

Please choose the channels number if you want to check and set the channels.

Leave some message after reach ringing times:

When the call is not answered of incoming, and also the call times reach 5 times, the system will startup to leave a message automatically.

Save contents of message file:

All of the message of customer are saved in “C:\LwRec”, message file is WAV format.

Week and time setting:

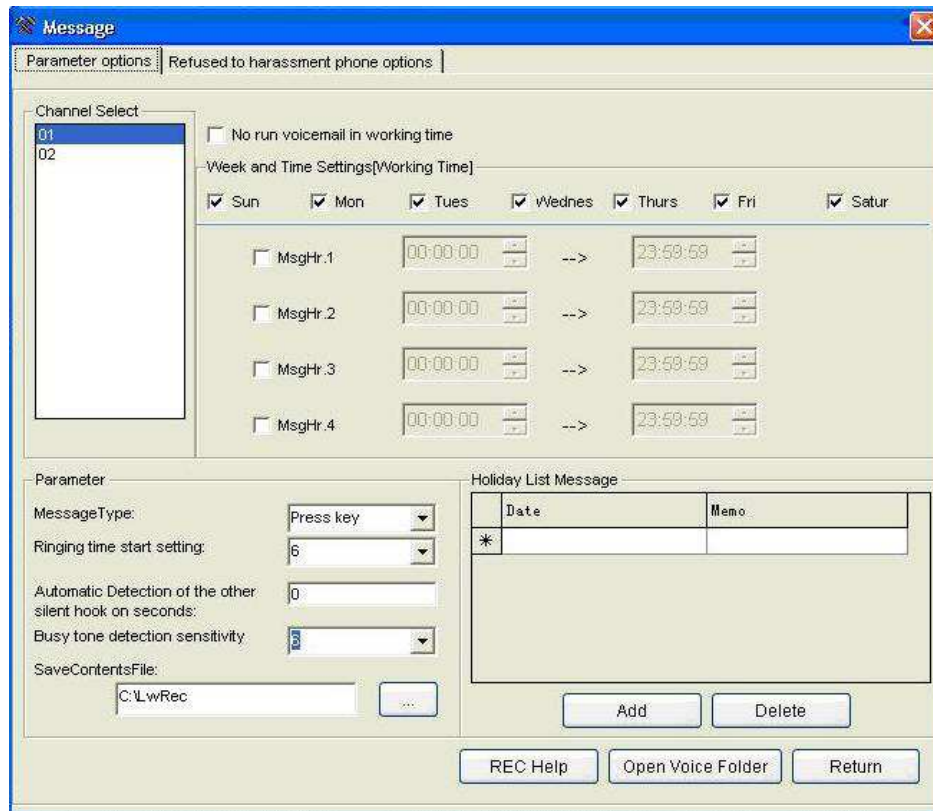
It means week and time have opened the voice mail box function if the item by √. As pic : From Monday to Friday has opened the voice mail function.

Using message function:

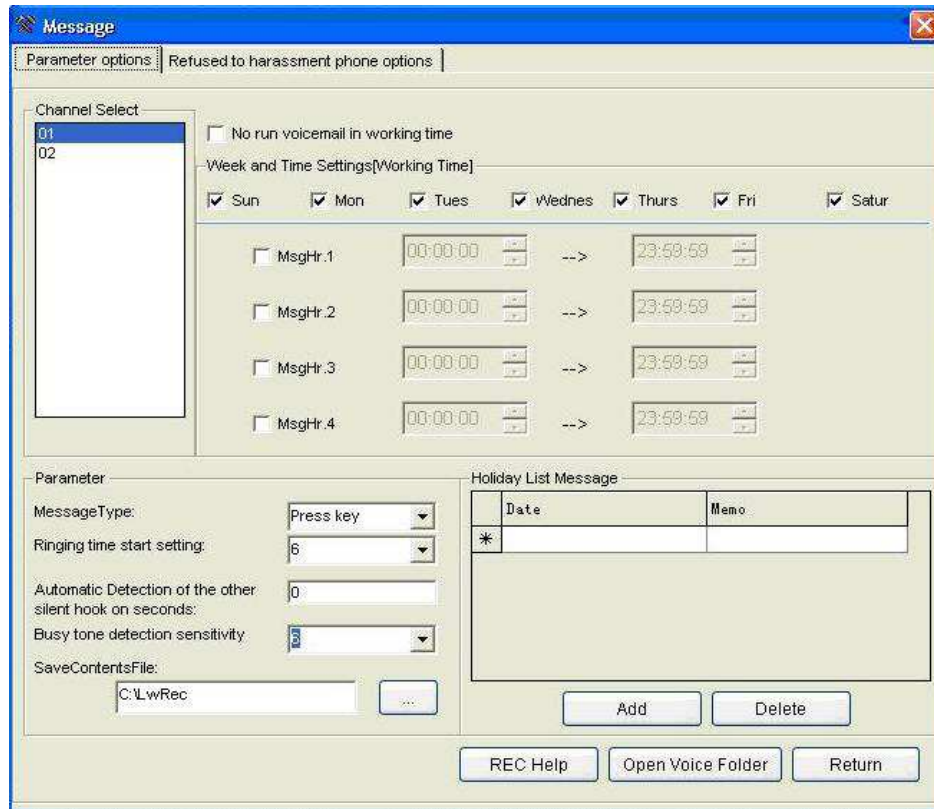
Open (√) this option, stands for this channel using the message function.

Holiday message list:

Append the holiday time list.



When has incoming call of customer , the system will send out some information : "Hello, welcome to call ## company, as it is during the National Day holidays, unable to answer your call. Please leave your message when you hear some tone, and end by '#'. Our staff will answer you as soon as possible, we wish you have a happy National Day."



After starting time, when has incoming call of customer , the system will send out some information “hello, as it is off work time, unable to receive your call, please leave a message when you hear the prompt tone and end by ‘#’. Our staff will answer you as soon as possible.

If you need some help of Message function, you can scan “Message setting” —>“Recording help”

5.5.1 Introduction Of Voice File In Voc Folder

5.5.1.1 Voice mail function:

Each channel can play different voice file freely , the play method is :

- a. Play by holiday:
- b. Play by week:
- c. Play by time section
- d. Play by channels: The sequence of playing voice:
 - a - Holiday Voice
 - b - Time Voice
 - c - Week Voice
 - d - Channels Voice

5.5.1.2. Introduction:

A - Play voice when somebody answer the call : Voice file format is “H channels number.Voc”(It can't play if you not find the voice file, then it will keep in conversation state.)

It will auto play the voice file when somebody answer the call, the voice is : *“Hello, Welcome to phone XX company, in order to improve our service quality, and your conversation will be recorded”*, and the user can record the conversation according to his demand.

H01.voc - *“ Hello, Welcome to phone XX company, in order to improve our service quality , and your conversation will be recorded”*.

---- It means that channel 01 will auto play the voice when somebody answer the call.

H02.voc - *“Hello, Welcome to phone XX company , in order to improve our service quality , and your conversation will be recorded”*.

---- It means that channel 02 will auto play the voice when somebody answer the call.

For example:The recording content is *“Hello , Welcome to phone XX company , in order to improve our service quality , and your conversation will be recorded”*., then name your voice file is “H01.voc” and copy to VOC folder. Like this , the 01 channel will auto play the voice when somebody answer the call..But if you name the voice file is “H02.voc”, it will means channels 02 will auto play the voice when somebody answer the call. Please remember that the file name must :H+channel number.VOC.

B - It will play the voice if the ringing times reach the predetermined value and system enter into message function.

.....

Voice file format is : L+ Channel number.Voc (If can't find the voice file L + Channel.Voc, it will auto play the file Lauto.Voc.

For example: L01.voc - *“ Sorry, you dial the number nobody answer at the moment, begin to leave a message when you hear tick sound, then press # key to finish .”*-----01 Channel will play the voice when nobody answer the call.

.....

For example: L02.voc - *“ Sorry, you dial the number nobody answer at the moment, begin to leave a message when you hear tick sound, then press # key to finish .”*-----02 Channel will play the voice when nobody answer the call.-----02 Channel will play the voice when nobody answer the call.

.....

Lauto.Voc - Please leave a message when you hear tick sound, then press # key to finish.-----All channels can use.

Introduction of other voice file:

Holiday voice format: Holiday_channel number.voc The format of playing the voice at Holiday time

Holiday_02.voc - The voice of 02 channel playing at Holiday time

Time section voice format:

MHr1_01.voc - Stands for 01 channel play voice within section 1.

Mhr2_01.voc - Stands for 01 channel play voice within section 2.

MHr3_01.voc - Stands for 01 channel play voice within section 3

MHr4_01.voc - Stands for 01 channel play voice within section 4

MHr1_02.voc - Stands for 02 channels play voice within section 1

To this analogizes..

Week voice format:

Sunday_01.voc - Stands for 01 channel play voice in Sunday

Monday_01.voc - Stands for 01 channel play voice in Monday

Tuesday_01.Voc - Stands for 01 channel play voice in Tuesday

Wednesday_01.Voc - Stands for 01 channel play voice in Wednesday

Thursday_01.Voc - Stands for 01 channel play voice in Thursday

Friday_01.Voc - Stands for 01 channel play voice in Friday

Saturday_01.Voc - Stands for 01 channel play voice in Saturday

Saturday_02.Voc - Stands for 02 channels play voice in Saturday

Channels voice:

- **H+channel number.Voc**—Stands for incoming call ringing , it will auto play the voice file at the channels after you hooking off the call. If the file is inexistence and can't be played , it will enter into conversation status.

- *For example:*

H01.VOC - Stands for 01 channel will play voice when somebody answer the call ;

H02.VOC - Stands for 02 channels will play voice when somebody answer the call.

- **L + Channels number.Voc** - Stands for it will play voice at the channel if the ringing times reach predetermined value. It will play the Lauto.voc voice file , if the voice file inexistence. Lauto.voc is message prompt, all the channel can use this voice.

- *For example:*

L01.VOC - Stands for 01 channel play voice when the ringing reach the enactment times.

Notice: The files is necessary in VOC folder below, and should not be deleted.

Msg_Paly.voc - begin to leave a message when you hear tick sound, then press # key to finish .

Click_paly.voc - “Tick” voice

Record Menu.voc - Press 1 to confirm, press 2 to cancel, press 3 to listen, press 4 to record again.

Record Ok.voc - The message is saved, thank you for your call, byebye!

Record Cancel.voc - The message is canceled, thank you for your call, goodbye!

Lauto.Voc - Please leave a message when you hear the sound “Tick”, then press # to finish.

Msg_Paly.voc - begin to leave a message when you hear tick sound, then press # key to finish .

5.5.1.3 The Method For Recording File:

Setting the recording is Wav format, then transform the recording tool in CD to VOC format.The VOC format request is (**Frequency : 8000, Timbre: single sound track, Compression ratio: 8-bit A-Law**), then copy it to the VOC folder .

A - You can use the telephone which is connect to the recording system to record the voice file.(Because the recording file is WAV format.)

B - To find the recording file in “Recording query” catalog, choose the file and click right key “Search goal” button, and you can find out the WAV file.

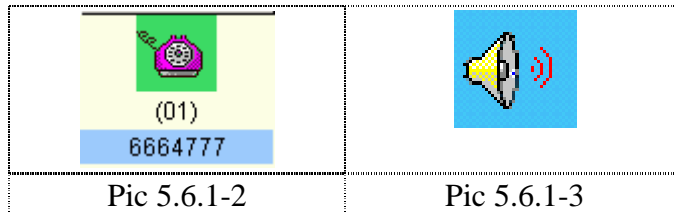
C - Then transform the system play recording tool to VOC format file.

D - Exactly to name the VOC file and save it to the VOC folder.

5.6 Monitor

5.6.1 Local Monitor

If you do local monitor it not need to use monitor tool.When channel in conversation status (as pic 5.6.1-2), double click to start monitor, as pic 5.6.1-3, bugle status is monitor status, double click again to exit .



5.6.2 Network monitor (LAN\Internet)

The conversation monitor quality will get some influence if use the monitor function in network environment, It need use monitor real time tool to operate it.

Local area network (LAV) monitor real time.

For example: One company have two pcs PC, and their IP address is 192.168.1.2, 192.168.1.3, and the PC 192.168.1.2 install phone recording system, If I want to monitor the conversation contents in PC 192.168.1.3, about this setting is :

A-Find out the file “MONITORING.exe” from CD, this file is monitor real time tool, and copy it to the local disk.This file it can be used not need to install.

B-Double click “MONITORING.exe”and start running.As pic 6.6.1-1, and input 192.168.1.2 in “Remoted host computer (IP address)”, then click login, it can start monitor after you searching the channels.

Internet real time:

A-Find out the file “MONITORING.exe” from CD, this file is monitor real time tool, and copy it to the local disk.This file it can be used not need to install.

B-If have firewall, it need to open (1503,1504,1507) in appointed IP address in Router.

C-Double click “MONITORING.exe”and start running.As pic 6.6.1-1, and input 192.168.1.2 in “Remoted host computer (IP address)”, then click login, it can start monitor after you searching the channels.


The Sixth chapter POPUP Client information system

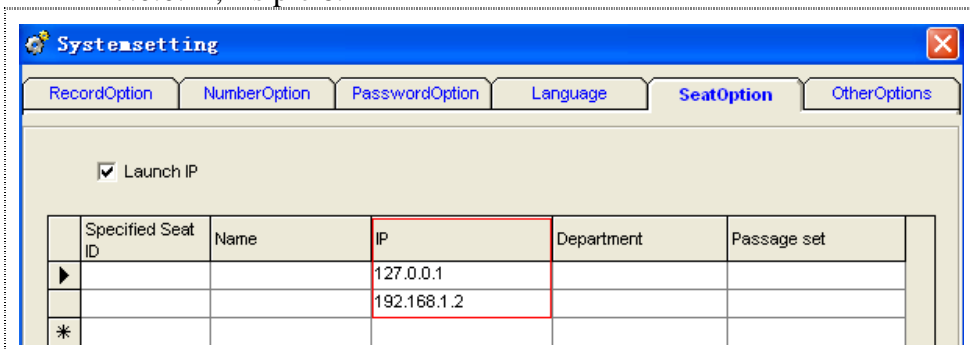

Notice : If the user want to use this function , it's telephone line will apply Caller ID (FSK/DTMF).

6.1 Introduction :

- Display incoming call number real time.
- Display the client information, such as name, history record and so on real time.
- Thumb through incoming call information and inquire the client message.
- Modify and renew the client information real time.
- Can remind the call number of blacklist automatically.
- Send out the incoming call information according to the designated extension.
- You can use the funcion above on the LAN.
- Provide the incoming call data interface for other CRM software real time.
- It will pop up the customer information when has incoming call.

6.2 Stand-alone version popup setting way:

A - Running the main program of recording system, opening “ Parameter Setting —> Seat option —> Startup IP interface () “. Then add this PC’s IP address in “ Extension PC’s IP address ”, the IP address can see in attribute on “network neiborhood” —>“Local connection” , if it is the auto get the IP of PC, and input “127.0.0.1”, As pic 6.2-1

 <p style="text-align: center;">Pic.6.2-1</p>	 <p style="text-align: center;">Pic.6.2-2</p>
---	--

B - Click ” Startup Popup ” at recording main program, and it will popup this system. As pic 6.2-2.

6.3 Network version(LAN)popup setting way:

For example VSG Recording Normal Version.

A - Each PC will install the main program in LAN, about the recoridng system server, click”start”---“running”, and input “G:\vsg\setup.exe” (in case of G is CD-ROM)

B - Running the main program of recording system, click “parameter setting” —>”extension option” —>”extension PC’s IP address” and add the IP address of each PC.It can get the each PC’s IP address from “Local connection”.

C - ”Parameter setting” —>“Extension option” —>“Open IP interface” (√)

D - Please setting in completely share in the installation catalog in Server (the PC has installed the recording system) The installation catalog default is “C:\Program Files\VSG”, if amend the installation route, and it will share the correct route.

E - If the PC install the recording system IP address is 192.168.1.2, then it can in other PC through network neighborhood search PC “192.168.1.2”and find “VSG “installation catalog. Then copy the shortcut way Popup.exe” to the desktop.

F - It can run the client information popup system if double click “POPUP shortcut”.

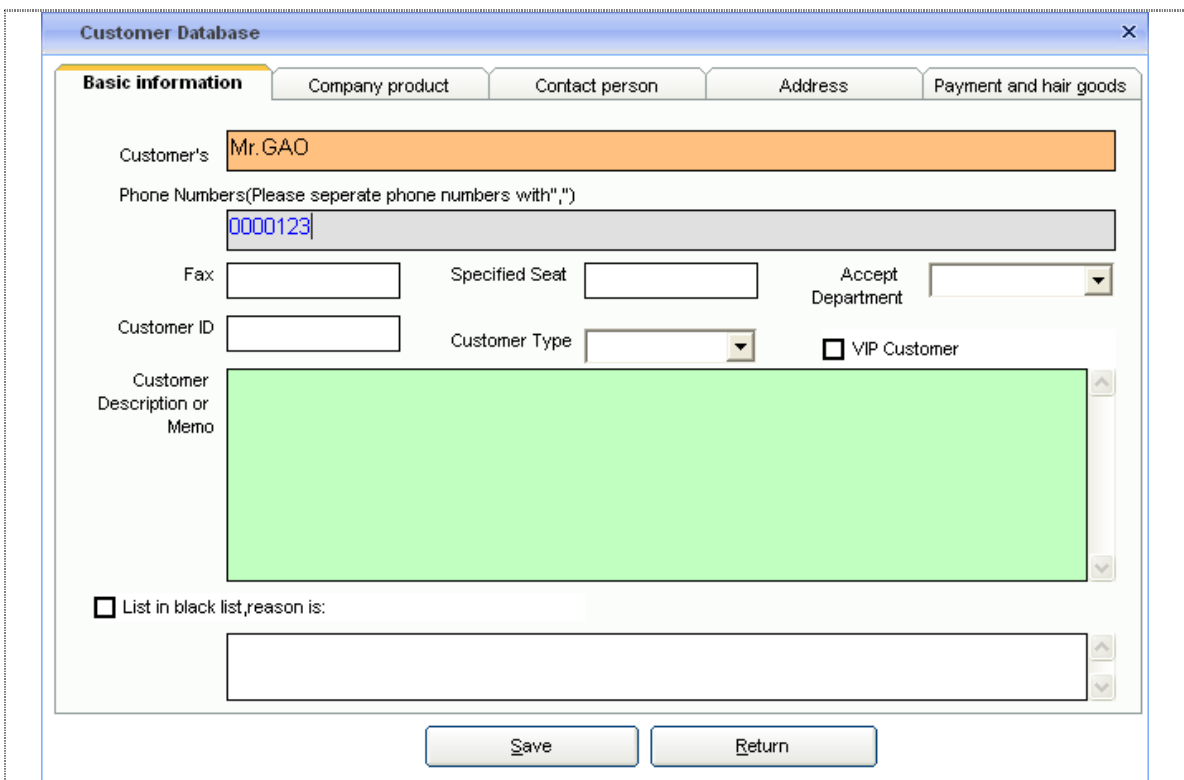
6.4 POPUP system setting

If you open the password protection, it need password to login POPUP system, the choosed option is the protected option.

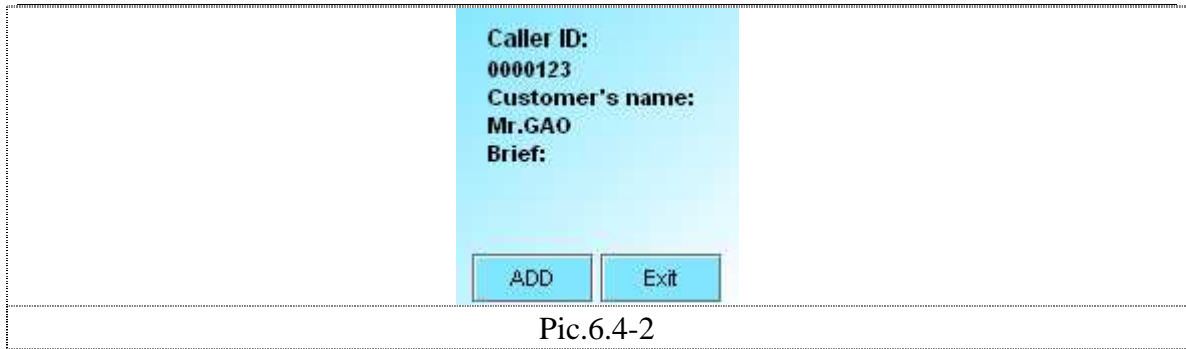
Interface language: Setting “popup”language interface.

Popup client information: Open this option, it can popup as pic 6.4-1 when enter incoming call. Or it only popup one prompt in the screen left corner.

Sound prompt: When enter incoming call, the system will make a sound to prompt.



Pic 6.4-1



Pic.6.4-2

6.5 Client management:

Add new client: Click” client informaion” ”—>“add”, and it can according to the content to add the client information.

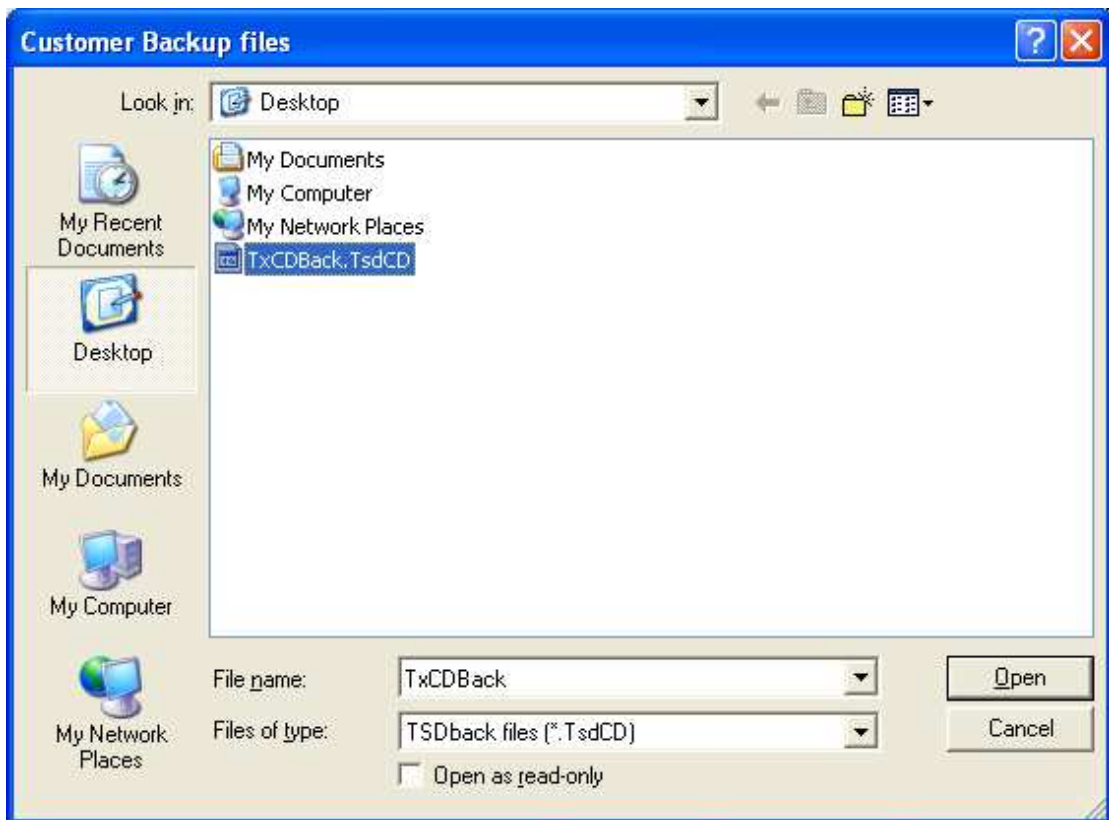
Editor: Double click the editing client, click” modification” after finish editing.

Delete client information: Choosing the delete clent information , click “delete choosing” option.

Export Excel: Export the client information to Excel.

Export and backup: Export the client information and backup the file

Renew and backup: When the client information is deleted by by accident or after reinstalling the system, the client can throught the order to renew the information of backup before. As pic:



The client information popup by appointed extension:It can set as pic blow, when Mr Wu enter incoming call, it will popup by extension “1001” ‘s PC.

The screenshot shows a web-based form titled "Customer Database". It has several tabs: "Basic information", "Company product", "Contact person", and "Add". The "Basic information" tab is active. The form contains the following fields:

- Customer's: A text box containing "Mr.WU".
- Phone Numbers(Please separate phone numbers with",") : A text box containing "0000123".
- Fax: An empty text box.
- Specified Seat: A text box containing "1001", which is highlighted with a red border.
- Customer ID: An empty text box.
- Customer Type: A dropdown menu.

6.6 Incoming call log

It can save the detailed history incoming call record in the incoming call log database, the user also can choose to educe to Excel.

The seventh chapter Client (Recording system inquiry client using)

Remark: The function is not use for Recording box.

Recording system inquiry client: In LAN, after the user install the recording system, if other PC B need to inquire the recording, it can through the recording system inquiry to transfer the recording file to inquire.This function need has LAN, the pic as:

7.1 Recording system inquire client install

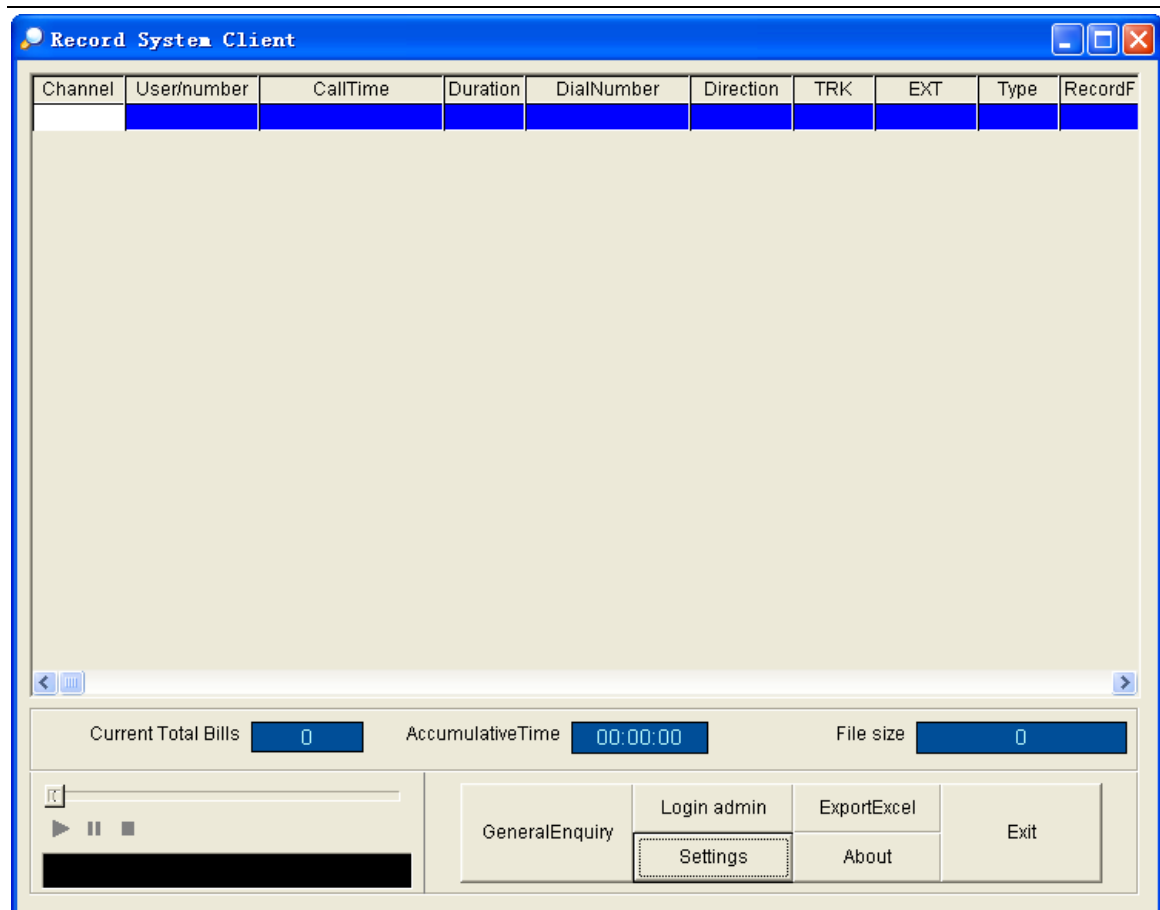
A - Insert the **VoiceSoft** recording system CD into CD-ROM, (in case of G is CD driver), click “Start” —>”Run” G:\ Client\Setup.exe, and finish the installation according to the guide.

B - After finish installing, the system will build up one VSG Client shortcut on the desktop, then it can run if you double click the shortcut.

7.2 How to use the recording system inquiry client recording :

A - Double click VSG_Client” shortcut way on the desktop, and run **VoiceSoft** recording system inquiry client.

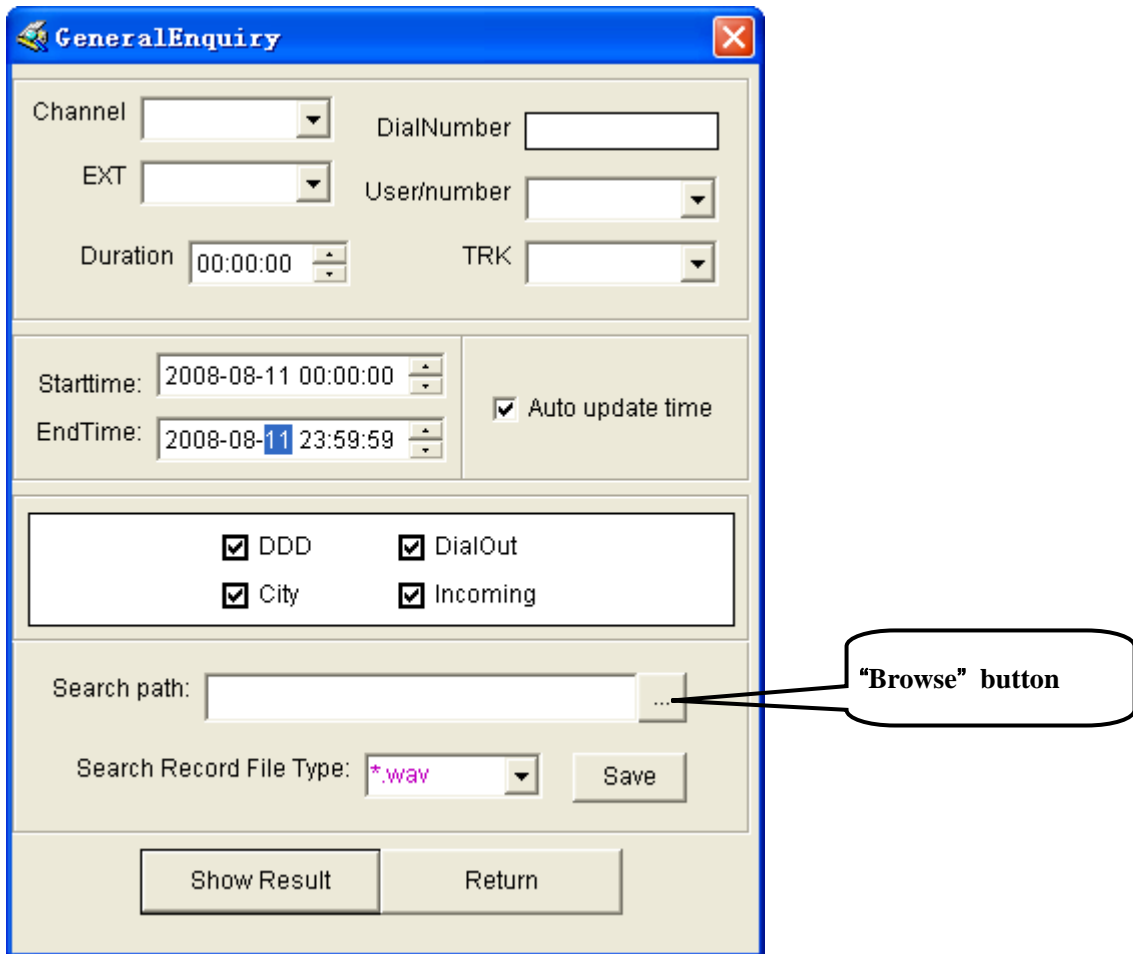
B - As pic7.2-1, click” Synthesis inquiry, as pic 7.2-2.



Pic7.2-1

C - As pic 7.2-1, please input the recording file memory route in “search scope” option. For example: The IP address of main program server is “192.168.1.2”, recording file memory catalog is “TxRec”. Then you can input [\\192.168.1.2\TxRec](http://192.168.1.2/TxRec) to option “search scope” or “Browse” at internet and setup its inquiry condition, such as “File Type” , “Time” then save. Like these, you can play the recording file.

Notice: PC A need share the folder “Txrec”, or it will display can not search in the network neighborhood.



Pic 7.2.2

Description of Synthesis Inquiry

- *Channels*: Can choose channels inquired, blank means all channels.
- *User/Number*: Can choose the user/number , which will be inquired, blank means all user/number.
- *Time*: Can set beginning or finishing of inquiry.
- *Dial a number*: For example:If you input 123, all numbers include 123 recordings were screened out.
- *Renew the time automatically*: It only can inquire the recording file intraday if you choose this option.
- *Search scope*: You can input the recording file of main program server, or can search in the internet.
- *The recording file type of search*: It has three types:WAV, TS2, TS4.(About Parameter, parameter setting—recording option-- compression ratio). (Compression ratio is 1:1, recording file is WAV format;1:2, recording file is TS2;1:4 , the recording file is TS4), then save.
- *Conversation time*: Inquire according conversation times.
- *Trunk*: When you connect the recording system to (Group phone), it can set the trunk, which is need to inquire.
- *Extension*: When you connect recording system to PBX (Group phone), it can set the extension, which is need to inquire.

7.3 According to the appointed channel inquire the recording system at recording system.

According to the popedom to inquire the recording in recording inquire client, for example, only inquire ch01 and ch02 recording , the steps is :

A - Double click the “VSG_Client” shortcut on the desktop, running recording inquire client.

B - Click”Parameter setting”, as pic 7.3-1.

C - Click ”Setting appointed channel inquiry”, and input the default admin password ”admin”, as pic 7.3-2, For example 02, click “save”, then the client can inquie the channel 02 recording.

Notice: Amending the admin ‘s password in time.

