# Call Recorder Access System Manual

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# Contents

# 1   Introduction

The Call Recorder Access System is a PC application for playing and archiving of recorded calls and their call properties.

Using recorded calls or call properties on a PC can be necessary for various reasons. This can be if back-ups of the calls should be made for security reasons, to be able to e-mail someone a recorded call or just to be able to play a recording a PC. For this purpose all Call Recorders are equipped with an Ethernet interface. The Call Recorder Access System can connect to the Call Recorders through the Ethernet interface to retrieve call properties or the recordings of the calls.

The Call Recorder Access System can be used to archive the call properties and recorded calls. The Call Recorder Access System has a few other features that are described shortly below.

The Call Recorder Access System primarily retrieves a list of call properties from the Call Recorder. These properties are stored in a database and displayed as a list of calls. This list of calls is referred to as **Archive**. All call properties like date and time of a call are displayed as a single row in the list. A row is referred to as **record** of a call. In the archive queries can be made according to call properties. This way one can find a specific call quickly or come to a quick overview of records.

Records in the archive can be assigned a name according to specific call property like the number called. The Call Recorder Access System will automatically assign the same name to all the corresponding records. This feature can be used to come to a quick overview of calls sharing corresponding properties in a more intuitive way.

For playback of a recorded call it is necessary that the recording of the call be transferred to the PC first. This can be done easily by selecting the specific record and calling the download function. When the recording has been downloaded to the PC the playback of the call can be started. The icon in the column Source in the archive shows if the recording has been downloaded. If you try to play a recording that is not downloaded yet you will be prompted to do so.

For back-up purposes of recorded calls the Call Recorder Access System can make a special kind of archive. These archives are called **CD Archives** and are dedicated to be copied to recordable CD's. Recordings can be copied from normal archives to the CD Archive. A special feature of these CD Archives is that their size is monitored constantly to make sure they fit on a recordable CD. Once the size of a CD Archive nears the maximum size of

the recordable CD a new CD Archive is created. Moving the CD Archives to a recordable CD is done with common CD burning applications.

Call Recorders compress the recordings in the G723 High rate format. The G723 High rate compression format was developed especially for the compression of speech. The Call Recorder Access System can play this format.

Call Recorders can be used to make encrypted recordings with the CryptoCard option. The Call recorder Access System can play these encrypted recordings using a separate available card reader. To play an encrypted recording the card corresponding to the recording needs to be inserted in the card reader. The Call Recorder Access System can remove the encryption from encrypted recordings in a similar way using the card reader and the CryptoCard corresponding to the recording.

## 1.1 The Call Recorder Access System

There is a special version of the Call Recorder Access System software aimed at the Call Recorders with CD drive. This version has an extra feature where recordings are downloaded from the Call Recorder when you want to play a single recording. The reason behind this feature is that the CD drive is used to create Archives and Backups rather then doing that on the PC. Another advantage of working this way is that the storage capacity of your PC is not used up. Calls that are played from the database are downloaded and stored in a in a special part of the memory. If you want to play the recordings again they are readily available. The special version with this feature is called the Call Recorder Access System software.

## 1.2 The Fax converter

All Call recorders the Call Recorder Access System is able to  communicate with can be used to record fax traffic. See the manual of your Call Recorder for the appropriate settings.

A special version of the Call Recorder Access System has a function that can reconvert recordings of fax transmissions back to the original document. Converted fax images remain in the archive as documents. The build in viewer allows the user to scroll through the documents in the archive. Chapter 7 has a detailed description of the fax conversion option.

## 1.3 Configuration

For the Call Recorder Access System to be able to connect to Call Recorders it is necessary that a network connection exist between the PC and the Call Recorder. This can be in a way where both the Call Recorder

and the PC are connected to the same network, but it can also be that the Call Recorder is connected straight to the network interface of the PC with a crossed cable. Chapter 9 has a more detailed description of the possible way's to connect to a Call Recorder. For the network connection of the Call Recorders we refer to the manual of the Call Recorder.

In all configurations the Call Recorder will always serve as a server. The Call Recorder Access System always connects to the Call Recorder as a cliënt. Retrieving data and recordings from a Call Recorder is therefore always referred to as downloading from the Call Recorder.

# 2   The program

The delivery of the Call Recorder Access System includes a CD with the program on it. Placing the CD in the CD player of your PC will start installation automatically. If this doesn't happen automatically then locate the setup.exe file on the CD and activate it by double clicking it.

## 2.1  Start

Click **Start**. Choose **Programs**, choose **Vidicode** and select **Call Recorder Access**.
The Call Recorder Access System will now launch. The Call Recorder Access System will start up in English. Change the language as follows.

- Choose **Options** in the menu.
- Select the **Language** tab.
- Select the desired language by selecting the corresponding flag.
- Close the **Options** by clicking **Apply**.

The Call Recorder Access System is displayed as follows:
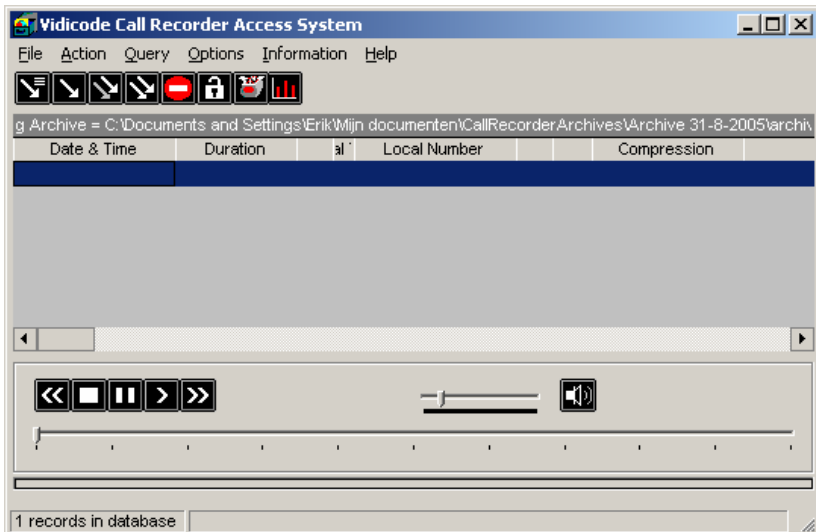


The Call Recorder Access System.

## 2.2  Lay-out of the program

The lay-out of the program is split up over three separate sections. The archive, the download and the playback sections.

### 2.2.1   The archive section

Below you will see a list of records, which is the current archive. The location of the archive is shown at the top the archive section.

| Date & Time | Duration | | | | Remote Number | Name of Remote Number | Connected |
|---|---|---|---|---|---|---|---|
| 2-10-02 10:55:54 | 00:03:40 | | | | 03510666_____ | Sales | |
| 2-10-02 10:09:10 | 00:22:25 | | | | 03510666_____ | Sales | |
| 2-10-02 9:46:24 | 00:22:56 | | | | 03510666_____ | Sales | |
| 25-9-02 8:55:38 | 00:02:21 | | | | 00306391219_____ | Support | |
| 24-9-02 11:32:14 | 00:00:08 | | | | | John | |
| 24-9-02 10:58:06 | 00:06:22 | | | | 00651274733_____ | | |
| 20-9-02 13:52:54 | 00:01:01 | | | | 03510666_____ | Sales | |
| 20-9-02 10:55:16 | 00:01:03 | | | | | John | |

Main Archive = C:\Program Files\Call Recorder IP Archiving System\Archive\archive.mdb

The archive section.

Every row in the archive represents a record of a call. The various properties of the records are divided over corresponding columns. Chapter 3 has complete description of the archive.

### 2.2.2   The download section

Above the archive and to the right you will find the download section. The download section consists of a number of tool buttons that refer to the downloading of records and recordings from the Call Recorder(s).

The download section

The tool buttons perform the following functions:

Retrieves records of the new recordings from the Call Recorder.

Retrieves recordings of the selected records in the archive.

Retrieves recordings of the selected records in the archive.

▶ Retrieves recordings of all the records in the archive.

⛔ Stop all communication with the Call Recorders.

🔒 Locks all functions of the program with a password.

🗑 Moves the selected records to the Recycle Bin.

📊 Creates a graph of the selected Query

All these functions can also be found in the main menu of the program. Below the tool buttons there is a status bar. All executing functions are displayed in this status bar.

## 2.2.3   The playback section

Above the archive and to the left you will find the playback section of the program.
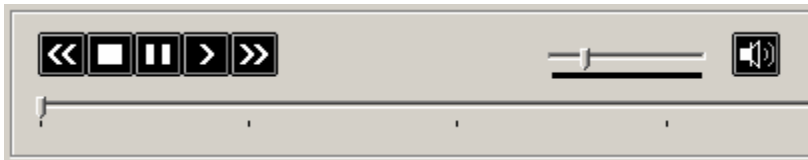


The playback section.

The playback tool buttons basically have the same functionality, as they are known from e.g. the VCR.

▶ to start or resume playback.

⬛ to stop playback.

⏸ to pause playback.

⏪ to rewind 60 secs.

⏩ to forward 60 secs.

 to mute or unmute the speakers. this tool button is alternating replace with the  button.

The playback section has two sliders. The smaller slider is used to adjust the volume. The larger slider can be used to change the playback position.

Red LED's appear in the display when playback of a recording is started. The lower timer shows the duration of the call, the upper timer shows the total elapsed time of the call.

# 3 The Archive

All the records of the recordings on the Call Recorders are displayed in the database. The archive may look like the following:
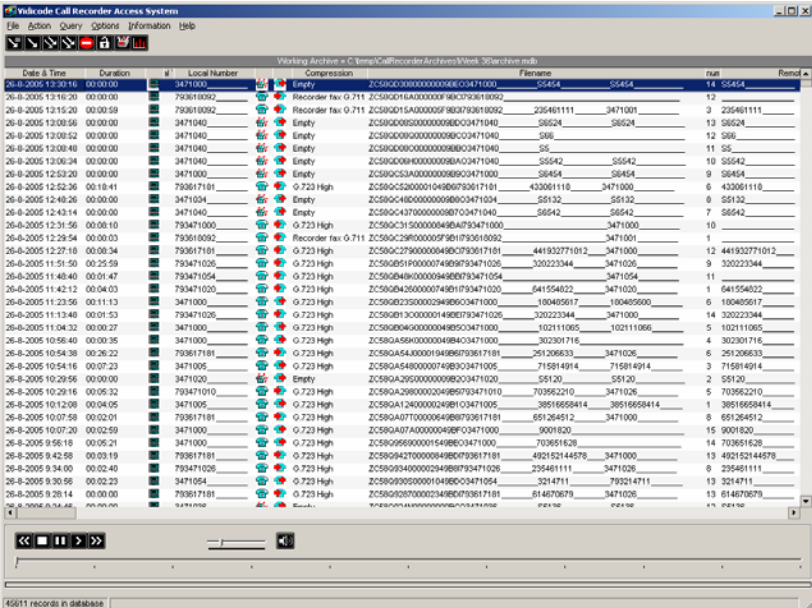


The Call Recorder Access System.

## 3.1 Update Database

The function **Update database** retrieves all the new records from the Call Recorders.

- Choose **Action** in the menu.
- Select **Update Database**.

or

- Press ![icon] (The **Update Database** tool button).

The Call Recorder Access System keeps track of the records that are present in the database. The **Update Database** function retrieves only the

new records from the Call Recorders. See § 8.1.3 for a detailed explanation of the recorder history.

## 3.2  Records and Recordings

Primarily the program will add records only to the database when the **Update Database function** has been executed. A record only constitutes the data regarding the call and not the recording itself. A selection of records can be made of which you want to download the actual recordings. A record is depicted with the ▤ icon in the **Archiving Options** column. Once the recording of the record has been downloaded the icon is replaced with the ▣ icon.

## 3.3  Download recordings at once

Downloading a recording can be done in two different ways.

- Select the records that you want to download the recordings from.

It is possible to select more then one records at the same time.
To start downloading the recordings at once:

- Choose **Action** in the menu.
- Choose **Transfer to PC**.
- Select **Selected records**.

or
- Press ◥ (The **Download selection** tool button).

## 3.4  Download recordings later

It is also possible to mark a selection of records to download the recordings at a later time.

- Select the records that you want to download the recordings of.
- Choose **Action** in the menu.
- Choose **Select for transfer to PC**.
- Select **Selection**.

Of the selected records the ▤ icons will be replaced with the ▣ icon.

The actual downloading can be started as follows:

- Choose **Action** in the menu.

- Choose **Transfer to PC**.
- Select **Marked records**.

or

- Press  (The download marked records tool button).

All records marked with the  icon the recordings will be downloaded.

## 3.5 Playing recordings

Once a recording has been downloaded to the PC the recording can be played as follows.

- Select the recording that is to be played.
- Press  (the playback tool button) to start playback.

The other playback tool buttons can be used to stop resume or pause playback. See § 2.2.3 for a detailed description of the playback tool buttons.

## 3.6 Assigning names to recordings

The various properties of records are displayed in the corresponding columns. For a number of properties it is possible to assign a name to a value of that property.

For instance the column Remote number the remote number of the call is displayed if available.  In the next column to the right Name remote number a name can be assigned to a specific remote number. The program is now able to assign the same name to all the records that share the same remote number. If the program does not perform this function automatically the function can be called as follows.

- Choose **Action** in the menu.
- Select **Complete name fields**.

All name fields will be updated where a name can be assigned. For a detailed explanation of the columns of the database see § 8.4.

## 3.7 Remove records

It is possible to remove one or more records to the Recycle Bin.

- Make a selection of records that you want to delete.

- Choose **Action** in the menu.
- Select **Delete selection**.

All selected records will be moved to the Recycle Bin of the program. See § 3.10 for explanation about the Recycle Bin.

In the same way records in the Recycle Bin can be restored to the current archive in very much the same way.

- Make a selection of records that you want to restore.
- Choose **Action** in the menu.
- Select **Restore selection**.

**Beware!** Records that are being restored are moved to the current (read most recently activated) archive.

## 3.8 Compression and the CryptoCard

By default Call Recorders store recordings in the G723-H format. G723-H is a compression standard especially developed for the compression of speech and has a good balance between sound quality and compression. It reduces the size of a standard recording to 1/10th of the original size. That is why compression of the recordings is of vital importance to the recording capacity in terms of recording time. The same goes for the Call Recorder Access System. Storing compressed recordings on the hard disk of the PC is much more efficient then storing uncompressed recordings. The Call Recorder Access System does support the use of other recording formats but the G723-H standard is the most efficient one.

## 3.9  Open a new archive

In some cases it can be necessary to open a new archive when a certain period has been passed. Open a new archive as follows.

- Choose **File** in the menu.
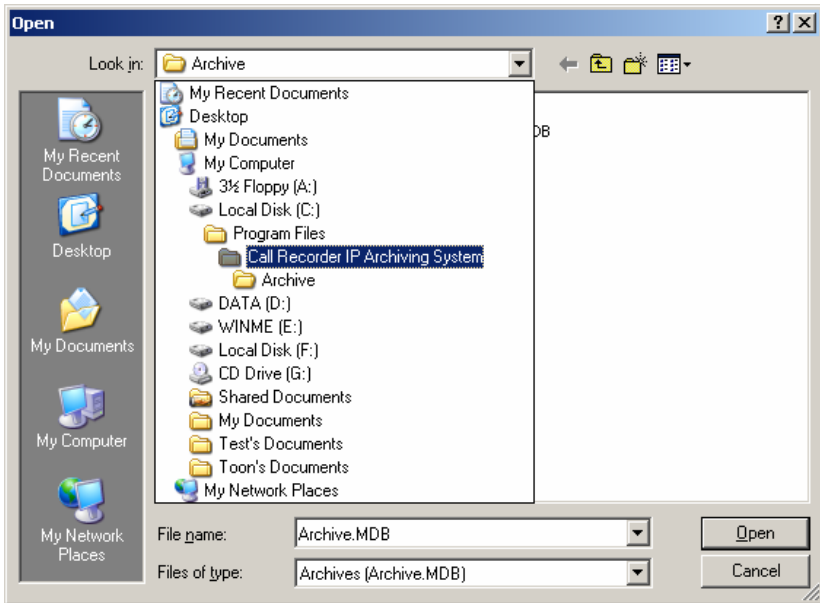- Select **Current Archive**.

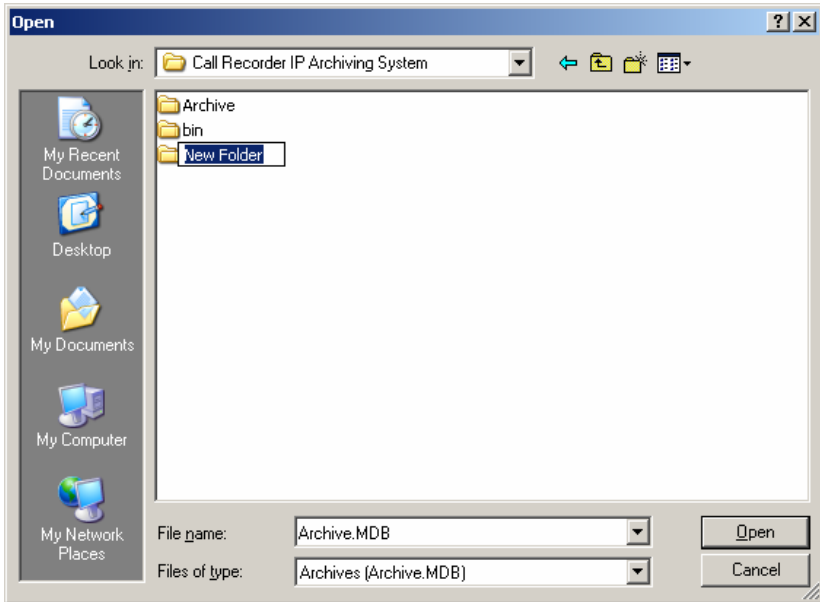The following dialog will open.
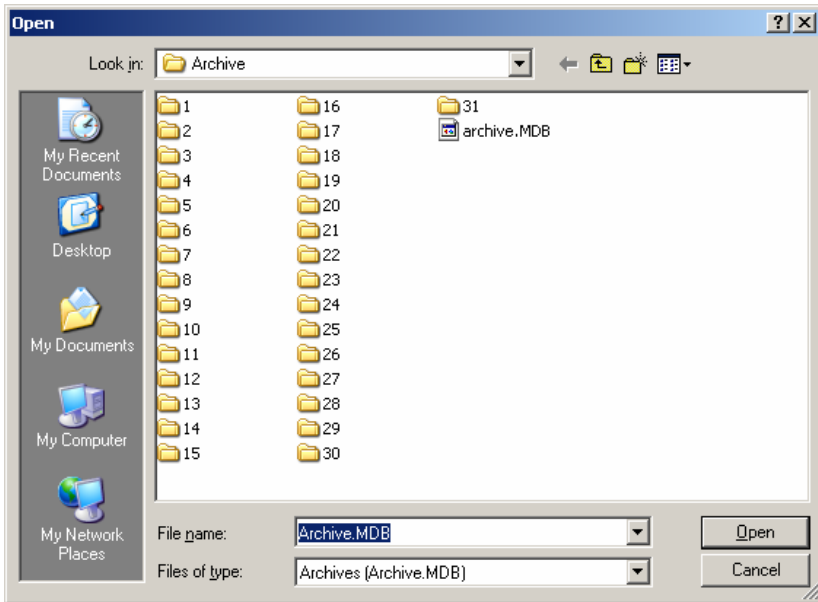


Opening a new archive.

An archive is characterised by a group of folders numbered 1 through 31 and a file called **archive.mdb** as is shown above.

- Move the active folder up one level.
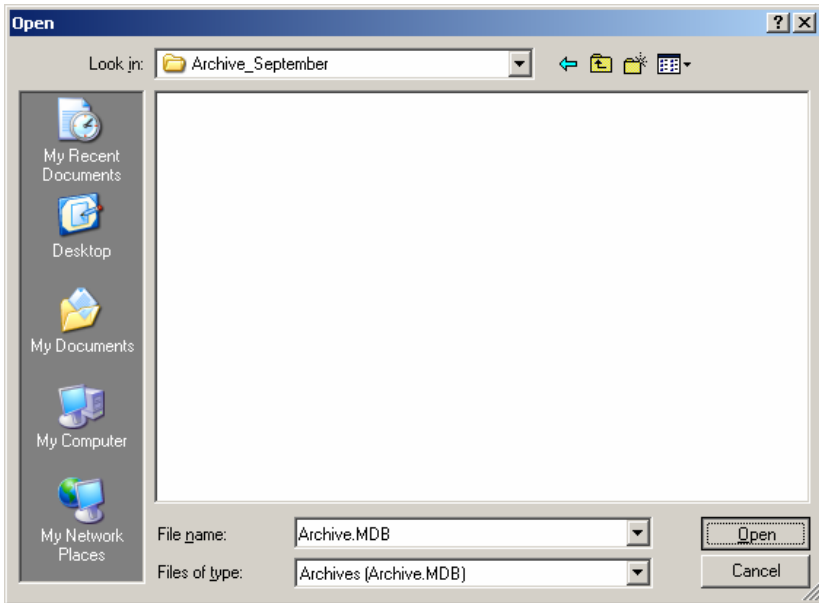


Move the active folder up one level.

- Use the ![button icon] button to create a new folder.



Create a new folder.

- Assign the new folder a relevant name (e.g. Archive_September).

- Open the new folder and press **Open** to create a new archive in the Archive_September folder.



Create a new archive in the Archive_September folder.

The program will now prompt you to acknowledge the opening of a new archive in said new folder. The program will continue to create a new archive. The location of the new archive is shown at the top of the archive section of the main dialog.



The new archive and its location.

When the Update database function (see § 3.1) is called all the new records of the Call Recorders will be placed in the newly created archive.

## 3.10 The Recycle Bin

The Recycle Bin is a special kind of archive with its own right. It very much resembles the Recycle Bin of the Windows O.S.. All records and recordings that are deleted from archives are placed in the Recycle Bin. The Recycle Bin looks like any other archive, recordings can be played in the same way as in a normal archive. Erroneously deleted records can be restored to the current archive as follows.

- Make a selection of records that you want to restore.
- Choose **Action** in the menu.
- Select **Restore selection**.

**Beware!** Records that are being restored are moved to the current (read most recently activated) archive.

Recordings that are deleted from the Recycle Bin cannot be retrieved anymore.

# 4  Sort and Query the database

All records in the database are sorted according todata and time as a standard. The sort can be reversed by clicking the head of the column. Click on the head of an other column to sort the database according to the column property. Click the column head again to reverse the sort.

The Call Recorder software has the ability to perform queries in the database to be able to locate a recording faster. The queries become more important when the database holds an exceeding amount of recordings. The definition of the querie is done in a separate query dialog.

- Choose **Query** in the menu.
- Select **Define your query**.

The following dialog is opened:

## 4.1 Query on date

There are two ways to define a query according to date.

On the left side of the dialog a number of predefined date intervals are displayed.

- Select an interval and click **OK** to execute the query.

Another option would be to define a date range by setting a beginning and end dat in the calendars.

- Select **Use Calendars** at the bottom of the predefined intervals.
- Select a start date in the left calendar.
- Select an end date in the right calendar.
- Click **OK** to execute the query.

In the calendars the current date is circled in red.

## 4.2 Search according to recording type

In the Recording type bevel several different recording types can be selected to further narrow down the search results. Incoming or outgoing calls can be selected, as well as microphone recordings or answering machine messages.
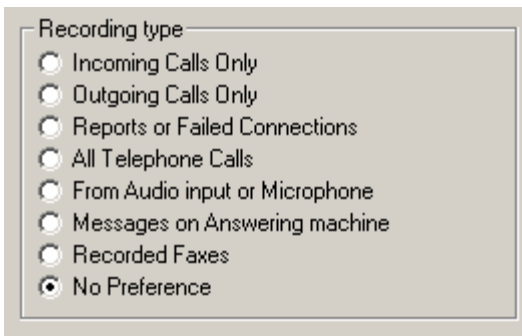


Search according to recording type.

## 4.3 Search according to properties

Finally a qeury can be done according to unique recording properties. For this purpose nine entry fields havebeen created where the recording properties to search for can be entered. The figure below has so examples.

| | |
|---|---|
| Name | Name Local Telephone |
| 064354768 | Local Number |
| Recorder1 | CallRecorder Name |
| Sales | Name of Remote Number |
| | Remote Number |
| | Name Connected MSN |
| | Connected MSN |
| 15-45 | Call Duration in Secs. (e.g. 60-180) |
| 12 | Channel Number (1 to 30 only) |

- Click **OK** to execute the query.

In combination with a date range and recording type recordings can be found even faster.

- Click **Cancel your query** to return to the main archive..

# 5   Creating CD Archives

The Call Recorder Access System has a special feature to classify archives for CD backup purposes. These archives are referred to as CD Archives. CD Archives are not necessarily archives on CD rather then archives whose size is limited to guarantee they can be copied to CD. CD Archives are stored on the hard disk of your PC. Use special CD burning software to copy the CD Archives to a CD recordable.

The foremost feature of CD Archives is that their size is monitored not to exceed the maximum size of a CD recordable. If the size of a CD Archive nears the maximum size of a CD the program will create a second CD Archive. This way you can always be sure that you can make a backup on CD if necessary.

## 5.1  Add recordings to CD Archives

It is possible to add a selection of records or a complete archive to the CD Archive. This can be done in the following way:

- Make a selection of recordings you want to add to the CD Archive.
- Choose **Action** in the menu.
- Choose **Build CD Archive**.
- Select **Add Selection**.

To add a complete archive to the CD Archive there is no need to make a selection of records. Choose **Add Complete Archive** in the **Build CD Archive** menu to add the entire current archive.

**Beware!** As is the case in the current archive the program does not monitor the files that are copied to the CD Archives. It is therefore possible to add the same recordings to the CD Archives twice! This would be detrimental to storage capacity of your hard disk.

## 5.2  View CD Archives

CD Archives are very much like normal archives. As long as the CD Archives are on your hard disk these archives can be opened and viewed as follows.

- Choose **File** in the menu.
- Choose **Current Archive**.
- Select the folder **CDBuild** in the **Call Recorder Access System** folder.
- Select folder **CD0**.
- Open the archive in the folder **CD0**.

In the CD Archive it is only possible to view the records. It is not possible to play recordings from a CD Archive. Only when the CD Archive is copied to a CD recordable the recordings can be played. If the CD Archive has already been copied to CD the archive can be opened as follows:

- Choose **File** in the menu.
- Choose **Archive on CD**.
- Select **Open archive on existing CD**.

A similar dialog to the current archive dialog appears in which the archive on CD can be selected and opened.

## 5.3  Make back-up on CD

The CD Archives as they are made by the program will always fit on your CD recordables (see also the following paragraph). To copy the CD Archives to CD you need to use your own CD burning application. The location of the CD Archive files can be found as follows:

- Choose **File** in the menu.
- Choose **Archive on CD**.
- Select **Path for CD Archives**.

A dialog will appear stating the exact location of the CD Archive files.

## 5.4  Setting the size of the CD Archives

Because there are differences in storage capacity of CD recordables the maximum size of the CD Archives can be set to a desired value.

- Choose **Options** in the menu.
- Select the **Security and CD's** tab.

At the bottom of the tab you will see the **Building CD Archives** item. Here you can set the **maximum bytes on CD** value. Standard this value is set to 700 Mb (700000000).

## 5.5  Statistics

The program also has a statistical function. Open the statistical function as follows.

- Choose **Information** in the menu.
- Select **Statistics**.

The following dialog will open.
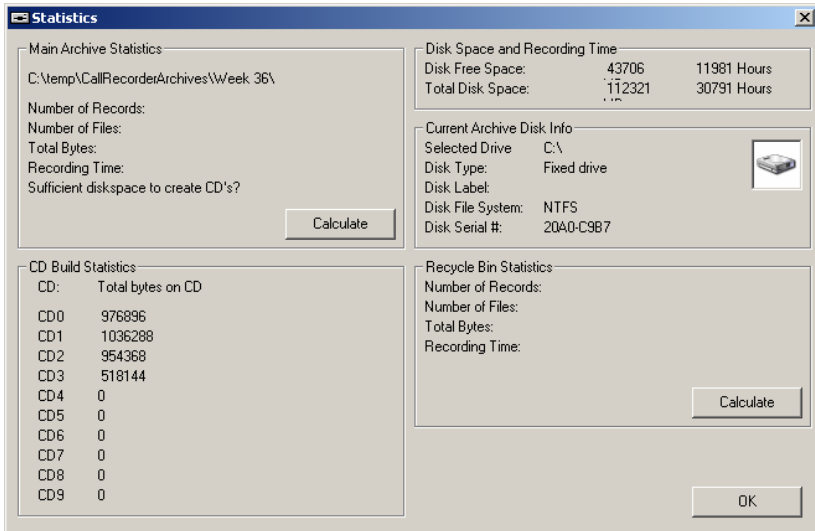


Calculate statistics.

Statistics of the Current Archive and the Recycle Bin can be calculated from this dialog. The number of files indicates the number of recordings in the archive. Total bytes is the amount of memory used by the current archive. If a backup on CD has to be made of the current archive the hard disk should at least have as much storage capacity as is used by the archive itself. Sufficient disk space to create CD's? answers this question.

- Press **Calculate** to calculate the statistics.

Regarding the CD Archives the total amount of bytes used by the CD Archives is displayed. The distribution over the different CD Archives is displayed as well. Here you can see how many CD Archives have been made already and whether it is necessary to copy the CD Archives to CD.

A couple of PC and hard disk properties are displayed as a standard overview.

# 6  Other database applications

The program has a few other database applications that allow for an easier use of the program.

## 6.1  Convert recordings to .WAV format

The Call Recorders use the Digitalk format as a standard setting for its recording (see § 3.8). The Call Recorder Access System has the ability to convert the recording format of the recordings to .WAV format. The .WAV format is a well-known format that can be played by most PC's. By converting recordings to .WAV format the recordings can be shared with other people.  Convert recordings to .WAV format as follows.

- Select the recordings that you want to convert.
- Choose **Action** in the menu.
- Choose **Export**.
- Select **As ADPCM(*.WAV)**.

A dialog will open to assign a name to the converted recordings. Converted recordings do not show up in the archive but are saved in the **Wave** folder in the **Call Recorder Access System** folder.

## 6.2  Complete name fields

As described in § 3.6 various record properties can be assigned names. When a name is assigned to a specific property of a record not all records acquire the same assignment straight away. The program has a special function to revise all the name fields.

- Choose **Action** in the menu.
- Select **Complete name fields**.

With the execution of the **Complete name fields** function all assigned names will be assigned to corresponding records.

## 6.3  Import CallRecorder CD

Its possible to import recordings from a Call Recorder CD into the Archive. Note: The CD needs to have a "directory" created on it on a Call Recorder.

- Choose **Action** in the menu.
- Select **Import Call Recorder CD**.

A new dialog will open where the recordings on the CD can be selected. Select a recording and click Open. All recordings will be imported. Note: It is not possible to import a selection of recordings.

# 7  The Fax converter

All recorders the Call Recorder Access System can communicate with can be used to record fax traffic. A special version of the Call Recorder Access System has an option which will enable you to reconvert the recordings of fax transmissions back to the original fax images. This special version of the software has an extra item called **Fax** in the main menu of the program.

Keep in mind though that using the fax converter will not convert all the recordings of fax transmissions in the archive. Sending a fax is not always successful, the remote fax may be busy. The reason why certain fax recordings are not converted is vitually impossible to find out.

## 7.1  Convert a fax

For the conversion of a fax recording to the original image it is necessary that the recording is downloaded to the PC first (see § 3.3). If this is the case the recordings can be converted as follows.

- Select the recordings that contain the desired faxes.
- Choose **Fax** in the menu.
- Choose **Convert to Image**.
- Select **Selected Recordings**.

The selected recordings shall be converted to the original images one by one. Select the column **Source** in the **Database** tab of the settings  (see § 8.4) to show the result of the conversion in the database.

It is possible to check an entire archive for fax recordings. Select **All Recordings** in stead of **Selected Recordings** in the last step to check the entire archive for fax recordings.

Recordings should be recorded in G-711A format on the Call Recorder.

## 7.2  View a fax

Converted faxes can be viewed as follows.

- Select the record of a successful converted fax.
- Choose **Fax** in the menu.
- Select **View fax**.

The build in viewer will open and will show the image of the converted fax. The **Fax Viewer** allows you to browse through the database.

- The double arrowed buttons ⌃ and ⌄ let you browse through the records of the database.
- The single arrowed buttons ⌃ and ⌄ let you scroll through the pages of the fax.
- The buttons ▯ and ▯ respectively fit the width and height of the fax image to the size of the Fax Viewer.
- The printer button 🖨 allows you to print a fax.
- The rotation button ⊡ rotates the fax image a quarter turn clockwise.
- The save button 💾 lets you save the fax image as bitmap.
- The slider allows you to zoom in and out.

# 8 Settings

The settings of the program are divided over six subjects each having its own tab. The various tabs are:

- **FTP-profiles** is a list of recorders to connect to and retrieve data and recordings.
- **Link to Recorders** contains settings that relate to the connection of the recorders in the FTP-profiles list. This tab also contains settings with regard to the Fax conversion of recordings.
- **Database** contains settings regarding the display of record properties in the archive.
- **Security and CD's** contains settings of the Password protection and the size of the CD Archives.
- **Schedule** allows for the activation of automatic database updates.
- **Language** refers to the selection of the program language.

The following paragraphs the settings of the various tabs are described.

## 8.1 FTP profiles



FTP profiles tab.

This tab holds a list of recorders to connect to. The following properties are saved in the list:

- **Recorder Name** is a fictitious name to identify a Call Recorder with.
- **IP Name or address** is the IP address of the Call Recorder.
- **Allow access to recorder** determines whether the connection to the Call Recorder is allowed or not. (Can be useful when several recorders are in use)
- **FTP-user** is the FTP-user name as it is set in the Call Recorder.
- **FTP-password** is the FTP-password as it is set in the Call Recorder.
- **Port** is the FTP-port number as it is set in the Call Recorder.

The properties of the selected recorder from the list are displayed in the fields of the recorder profile.

### 8.1.1 Add a new recorder

Perform the following operations to add a new recorder to the list of recorders.

- Press **New**.

The fields of the recorder profile are cleared.

- Enter the recorder properties as described above. Indicate whether connection to the recorder should be allowed.
- Press **Update** to add the recorder to the list.

The **Update** function can also be used to modify the recorder properties in the list.

### 8.1.2 Remove a recorder

Select a recorder in the list and press **Clear profile**. The program will ask for acknowledgement before clearing the profile from the list.

### 8.1.3 Erase recorder history

The Call Recorder Access System keeps track of the last retrieved record while updating the database. This track is used to be able to add new calls only to the database. To be able to retrieve an entire database from a Call Recorder this said track should be removed. Removing the track is done by clicking the **Erase history** botton.

## 8.2 FTP and Fax settings

In the Link to Recorders tab a number of FTP and fax converter settings can be made.
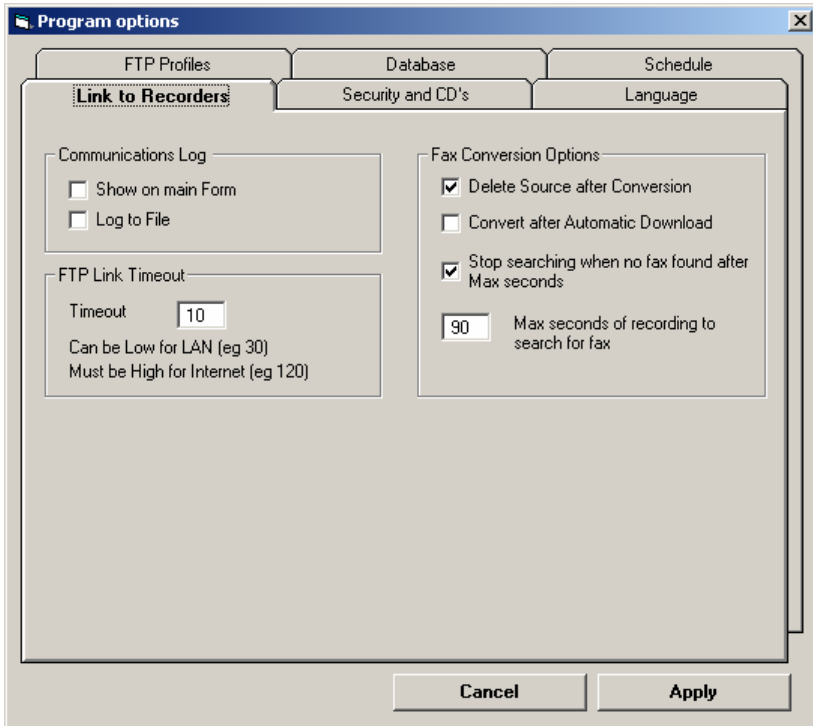


Link to Recorders tab.

## 8.2.1 FTP settings

To keep track of the FTP communication that takes place between the PC and the Call Recorders it is possible to show the FTP communication at the bottom of the main dialog of the program. Check Show on main form to enable this feature. Check **Log to File** to save a copy of the FTP communication to a log file. The log file is called **FTP.log** and is located in the **Call Recorder Access System** folder. Every time the program is started the logfile is cleared.

The timeout for the FTP connection to the recorders can be set also. FTP timeout can be low when you are on a local network e.g. 10-30. When connecting to recorders on a much larger network the timeout should be raised to 60 or 90.

## 8.2.2   Fax settings

As described in Chapter 7 recordings of fax transmissions can be converted by the Call Recorder Access System back to the original image. If the fax moule is not installed the **Fax conversion options** are is greyed out. The following settings can be made.

**Delete sounce after conversion** will cause the recording to be deleted after ity has been successfully converted to a fax image. The record in the archive will remain in the archive, only now an image is attached to it rather then a recording.

**Convert after automatic download** will convert al the recordings of fax transmissions to the original images after each automatic download of recordings.

**Stop searching when no fax found after Max seconds** will set a maximum to the time the converter probes a recording for a fax transmission. Below the maximum seconds can be set. This can be usefull when a answering machine/faxmachine combination is used. The faxtransmission can take a while before it starts in the recording. Also if the number of rings before the faxmachine pickes up is relatively high it might take longer for the fax transmission to start.

## 8.3  Security and CD's

In the Security and CD's tab settings can be made regarding the use of password protection, the use of a card reader for CryptoCards and the setting of the maximum CD Archives size.
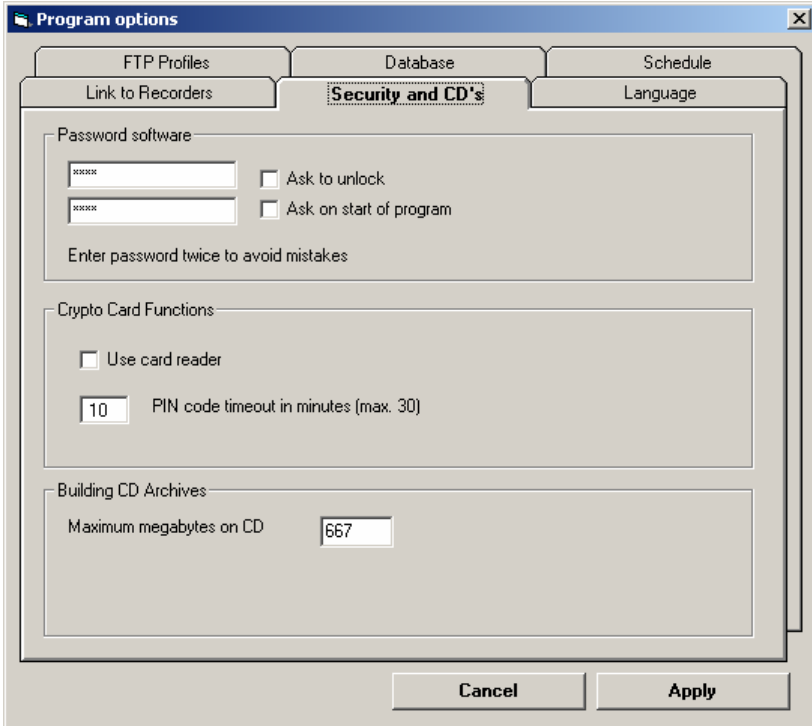


Security and CD's tab.

The program can be protected with a password. When the program is launched the user will be prompted for the password before it continues. When the program is running major functions of the program can be locked using the lock tool button. Check **Ask to unlock** to activate the password protection. Enter the desired password twice fro confirmation. Check **Ask on start of program** to start the program locked.

In case the program is used to archive and play encrypted recordings the **Use card reader** must be checked. A timeout can be set for the entry of the CryptoCard pincode. Enter a timeout in minutes. The maximum timeout is 30 minutes.

Using CD Archives the maximum size of the CD Archives can be set. Standard this value is set at 700 Mb (700000000). In case you use CD recordables with a different capacity it is advised that you modify the maximum size to match the CD recordables. See Chapter 5 for more detailes about the CD Archives.

## 8.4  Database settings

The database tab has settings regarding the display of the database.
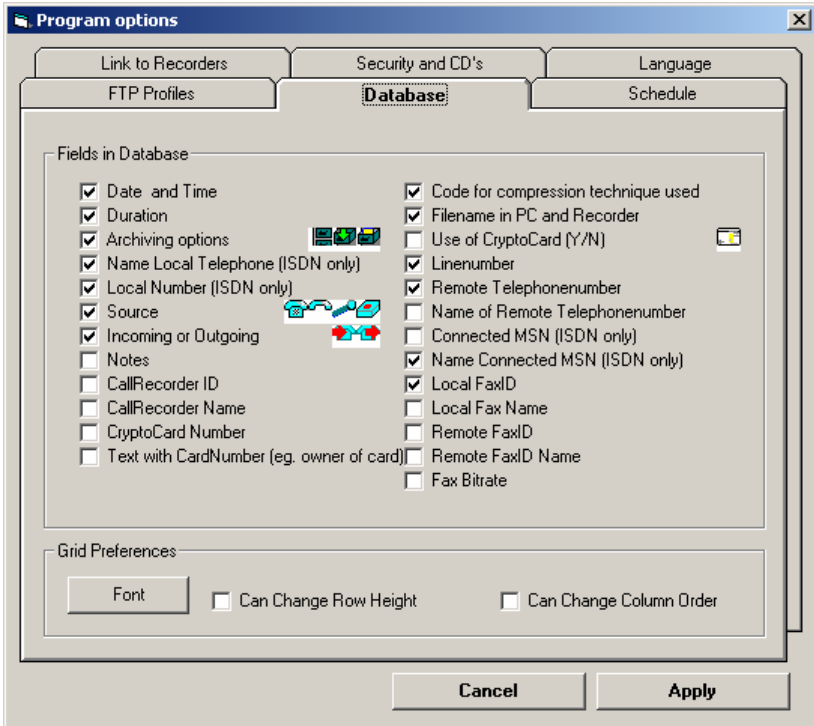


Database tab.

Every checkbox refers to a record property. Checking a checkbox will add a the corresponding column to the database display. For a number of record properties there is a second column that can hold a name assigned to the corresponding property. See § 3.6 for details.

Press Font to change the font of the database. Check Can Change Row height or Column order  to modify these properties in the database. Rowheigfht can be modified by dragging the seperators. Columns can be selected and dragged as well. Column width can be changed at any time.

## 8.5 Automatic database updates

In the Schedule tab automatic database updates can be enabled. The interval between database updates can be chosen from a number of intervals.
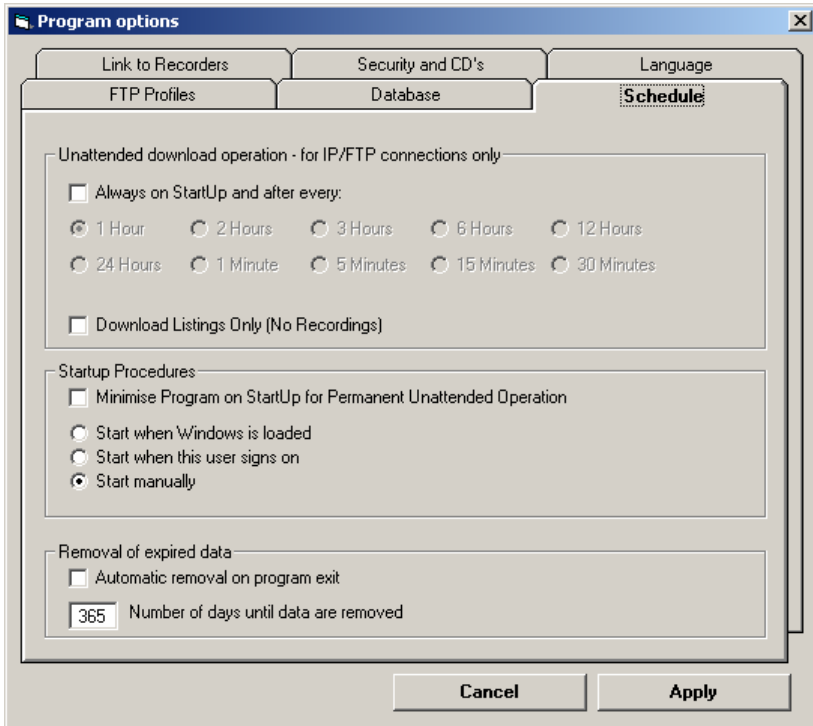


Schedule tab.

Check **Always on startup and after every:** to enable the automatic database updates. Select a desired interval for the updates to take place.

Under narmal circumstances it is desirable that all new recordings are downloaded after the database has been updated. To prevent recordings to be downloaded check **Download listings only**.

There is an option to start the program minimized in the systemtray after launching the program. Check **Minimize program on startup** to enable this function.

## 8.6 Language

The language tab allows the program to be displayed in a desired language.
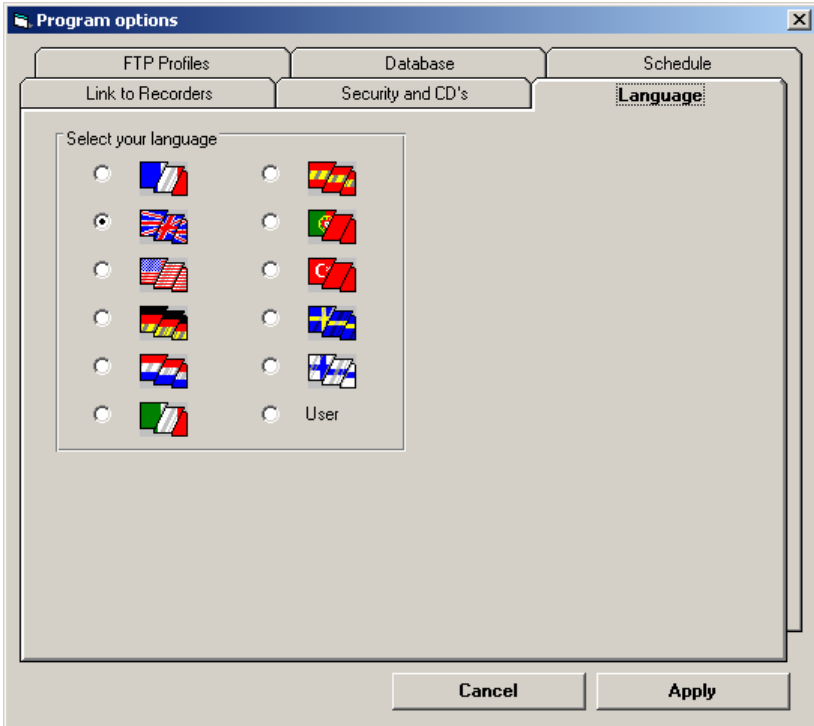


Language tab.

Select the desired language by cheking the corresponding flag.

# 9   Connecting a Call Recorder

For the use of the Call Recorder Access System it is vital that a FTP connection to Call Recorders can be made. In most cases the Call Recorders will be connected to a Local Area Network through the Ethernet interface of the Call Recorder. It is possible to connect a Call Recorder straight to a PC. The following paragraphs explain about the different connections.

## 9.1  Connecting a Call Recorder to a network

When a Call Recorder, of which the recordings are supposed to be archived on PC, is connected to a Local Area Network it is possible to connect to that Call Recorder from every workstation on the network. The correct networksetting for both the PC and the Call recorder are mandatory to allow for such a connection. For the network settings of the Call Recorder you are referred to the manaual of the device itself. The network settings of the PC is the responsability of the administrator of the network. What is relavant to the user of the Call Recorder Access System is the IP address of the Call Recorder, its corresponding FTP user name and the FTP password. These properties are set in the Call Recorder under the network settings. In case a DHCP server is used on the network the Call Recorder will be assigned an IP number. This number should be used as IP address, or the IP name should be used because that does not change with the assignment of the IP number. The settings to establish a connection to Call Recorders is described in § 8.1.

## 9.2  Connecting a Call Recorder to a PC

A Call Recorder can also be connected straight to a PC using a crossed network cable. The PC does require a free network port for such a connection. Both the PC and the Call Recorder need to have a static IP adress assgned to allow for such a connection.

For a detailed description of connecting a Call Recorder to a PC or network cunsult the documentation on our website www.vidicode.nl.

# 10  Acknowledgements

Use of the Call Recorder Access System in combination with a certain number of Call Recorders bears a certain responability with it. Below you will find a discussion about this subject and our view upon using the program.

## 10.1  Privacy

When recording telephone conversations the privacy of your conversation partner must be considered.

In some countries there is an obligation to notify your conversation partner of the recording. Check your national legal obligations on this and other issues concerning the use of the Call Recorder Access System.

In the United States, the Federal government requires that only one person involved in a conversation must know the call is being recorded. However, each state has its own legislation. The vast majority of states have laws complying with the Federal "one party" requirement. A few states, such as Florida and others, do require both parties to be aware the call is being recorded.

The CRQ can comply both with the one party or two party requirements. One party simply means the person with the CRQ knows the call is being recorded. Compliance is made with two party requirements by sounding a notification tone during the call.

## 10.2  Liability

Recorded calls can be of vital importance to companies or other organizations. Because the use of the Call Recorder Access System takes place in a miriad of applications we cannot guarantee the correct functioning of the program under all circumstances. We deny any responsibility for the loss of information or other damages due to the use of the Call Recorder Access System.

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