

USB Telephone Recording System

User Manual

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The first chapter: System Introduction

Thanks for using Phone Recording System!

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

By our many years of experience in voice technology and the most advance digital technology, We develop Phone Recording System,which can run Win7 system 32,64bit), and can record, monitor and inquire multi-routes phone call at the same time.

Phone Recording System is widely 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. Operation System

Supporting Windows98/ 2000/NT/XP /win7 Simplified Chinese Version, Traditional Chinese Version, English operation system.

2. Unanswered Call

It can record the unanswered call number if your telephone line is applied for caller id function.

3. Multi-way of starting record

The system has Voltage 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.

4. Detect Direction

It can auto detect the incoming call and outgoing call number direction .

5. Real time monitoring

Can monitor every real-time conversation of extension.

6. Auto recording circularly

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 .

7. Backup automatically

It can back up some important information by the customer need. According to the user 's demand ,it can backup the recording file to any catalog or CD.

8. Call Management

Advanced call management function-Can list ,print and statistical all incoming and outgoing call number .

9. Log Operation

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

10. Business Management

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.

11. 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.

12. LAN Query

It can query and listen the recording file in the other PC by LAN after you installing the telephone recording system.

13. User Management

The system has multilevel user management function, do relative operation according to different authorization.

14. Using Range

Telephone line for outside line, extension line, ISDN and analog lines.

15 AGC

Telephone Recording System can solve the problem about both sides conversation sound no imbalance, like one side sound small, and the other side is too big.

The Third chapter: Technical Parameter

- Compression times:1/2/4
- The most consume power: $\leq 10W$
- Temperature: 5°C-40
- Signal Noise Proportion :60dB
- Humidity: 5%-85%
- Frequency:300~3400HZ $\pm 3dB$
- Resistance:DC<8 M Ω ,AC<100k Ω .
- Data rate: 16 Kbps:32Kbps.64kbps/1s.
- Interface way:RJ11.
- Recording distortion: $\leq 2\%$
- Main call number: FSKD,TMF.
- FSK concoct mode:Logic 0: 2200Hz $\pm 1\%$ Logic 1: 1200Hz $\pm 1\%$.
- Calling monitor: Sgnal tone,Voice,Parity reversal.
- DTMF code: 0~9,*,#,A,B,C,D
- Exchange function:256 Channel exchange.
- Voice file:WAV,TS2,TS4.
- Phone voltage standard:40-120V(ringing) 18-48(Idle) 5-17V(Hook off)
- 3.2V(power off)

The Fourth chapter:System Installation

In order to make [USB Phone Recording System](#) operate normally, we recommend PC requirement according the following.

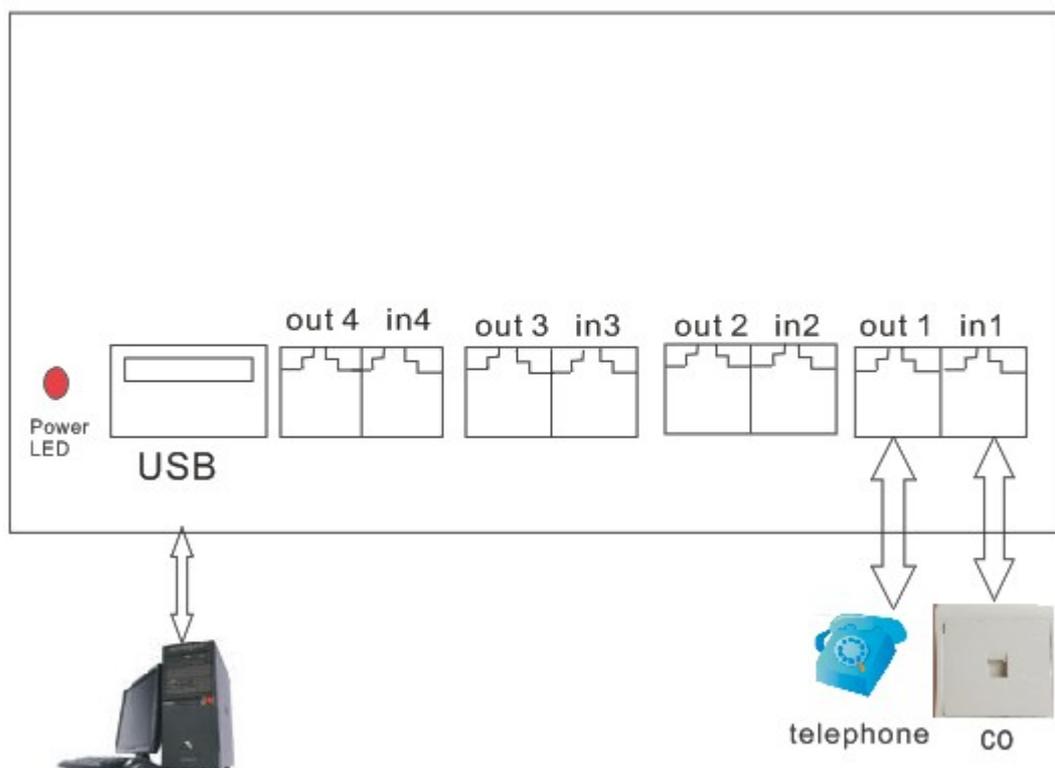
4.1 PC Configuration

- CPU Speed > 800MHZ Pentium
- 1 USB interface above.
- Memory :512M
- Harddisk>160G(In compression 1:1,35hour/G,. if 1:4 , 140hour/G.,5600hours/40G,12000hours/80G.)
- Audio

4.2 Installation step:

4.2.1 Connecting the USB voicelogger system with the PC,as pic shown.

4.2.2 The connecting mode as below.



Pic 1

4.2.3 Insert the CD into PC, and install the system driver.

a. Dblclick “USB_Driver_Setup.exe” in CD to install the driver, as pic:

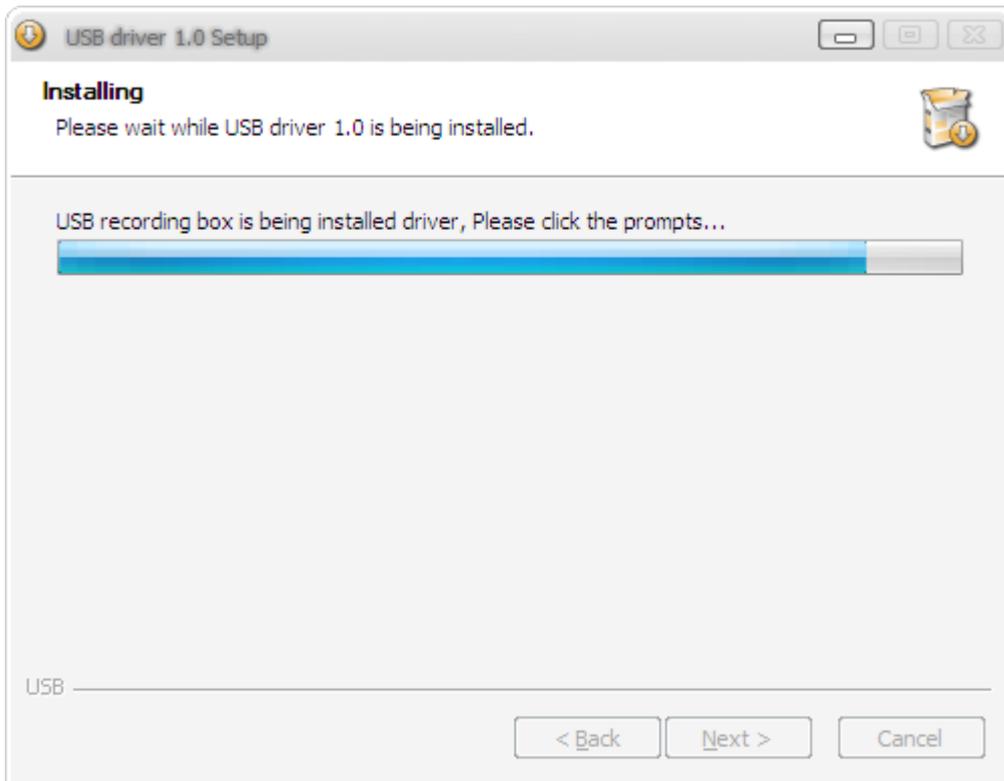


b. Click “OK”, as pic below.

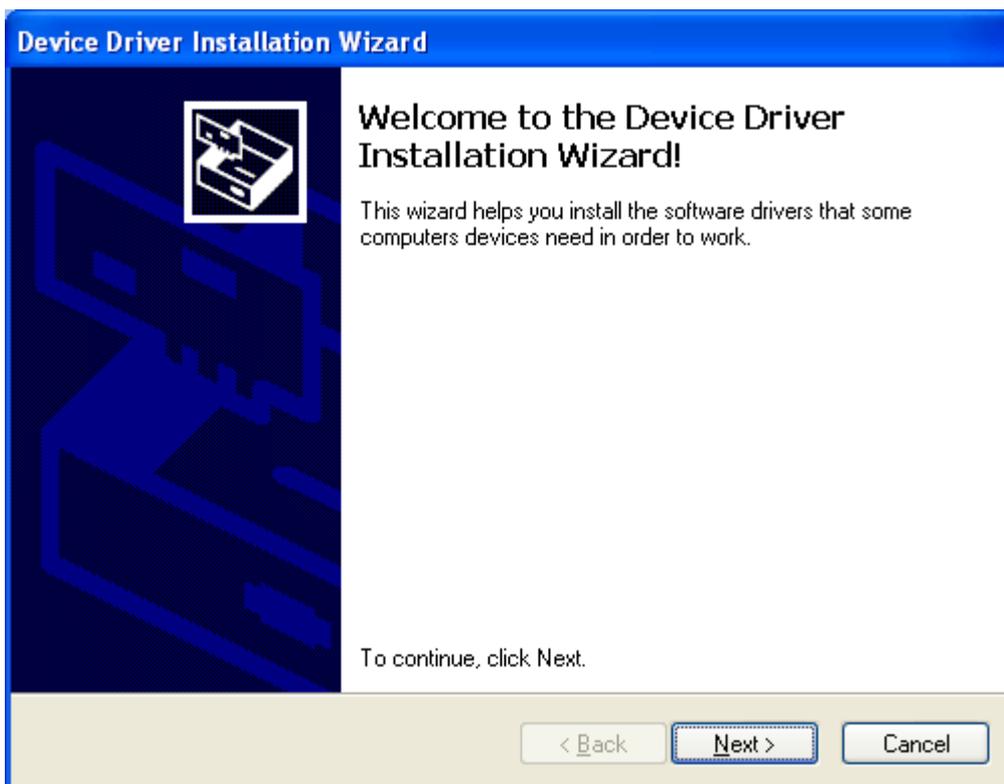


c. Click “install”, as pic below.





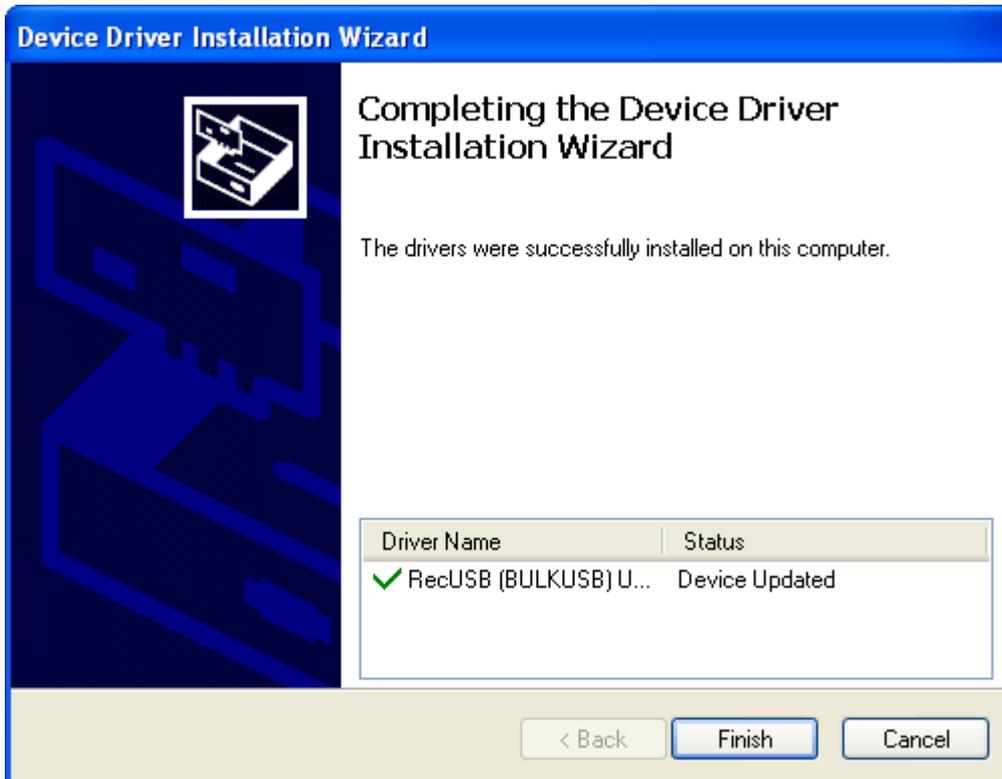
d. Click "next"...



e. Click "Continue", as below.



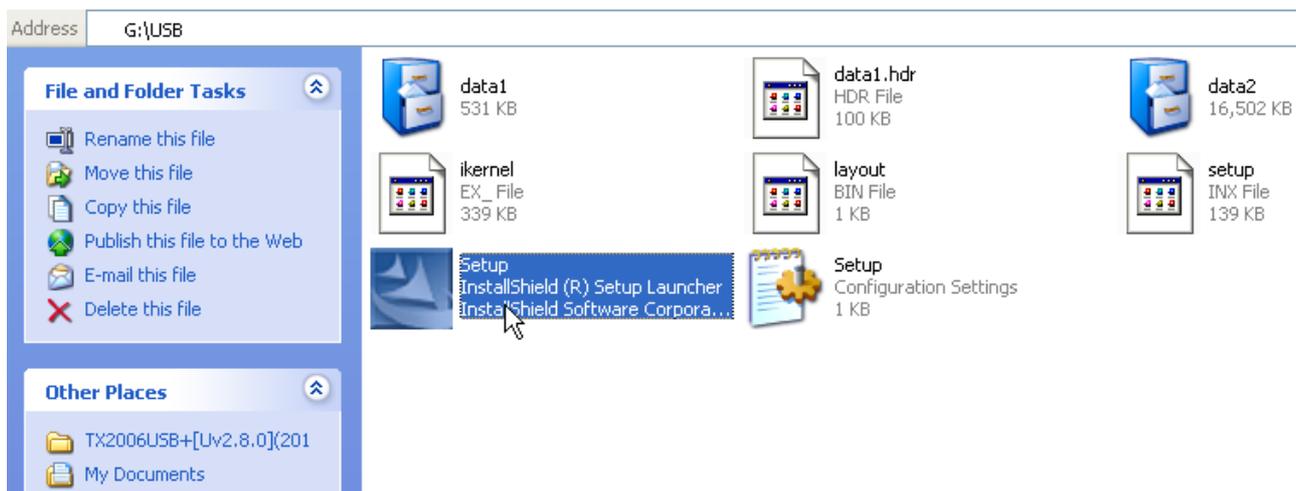
f. Then click “Finish” .As below.





4.2.4 Install the system server.

a. Open the USB file in CD, and dblink the file “ Setup.exe”,then according to the guide to finish installation.



4.3 Remove the device safely

1. Dblink “delete the hardware safety”,as below.



2. Click “ stop” and remove the equipment.



Notice: All of the above settings should be done on the PC turned off. It must be shut down CMOS and the WINDOWS operating system power management in relation to CPU, hard disk and other options so that computer is always running at full speed, or it may cause unexpected errors.

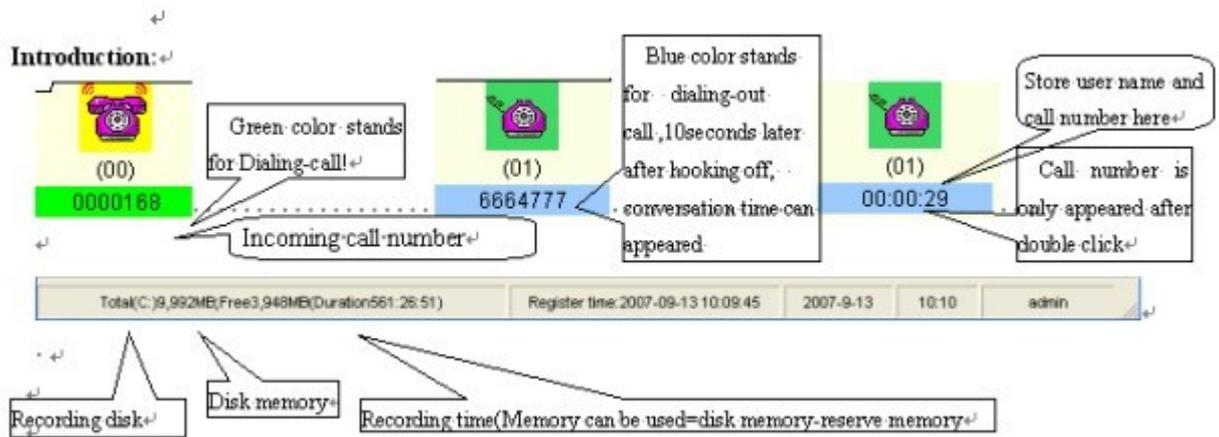
The fifth chapter Software Operation

5.1 Startup System

Enter into WINDOW operation system, then click twice "USB+" shortcut mode on the desktop to enter into recording system.

Initialization state of system:

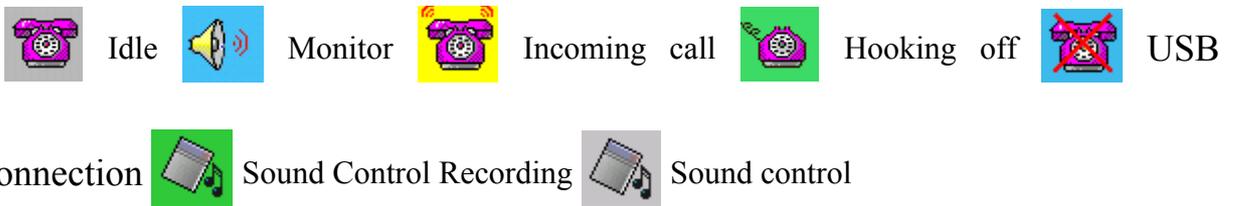
1. User name: admin Password: admin.
2. Can monitor all the channels.
3. The recording direction is all recording
4. The storage route of recording file is: C:\TxRec\.
5. The recording file compression ratio is :1:1.
6. The recording duration is 24hours.
7. The startup way of recording is Pressure control.



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

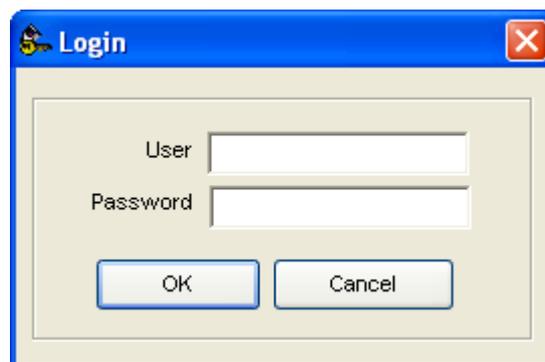
2. Monitor: System can monitor lively. User dbleclick the icon to monitor the conversation. Only can monitor one port at one time.

3. Icon interpretation of Channels:



5.3 Login

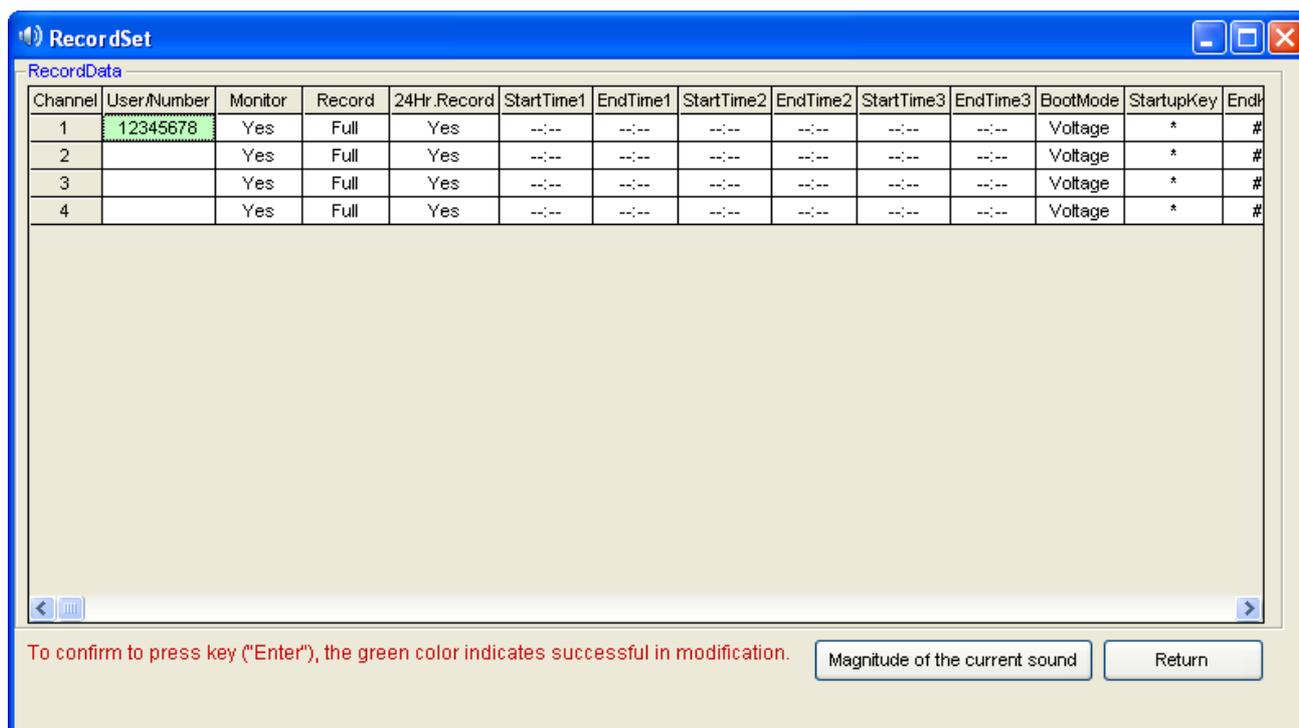
1. Login: After input user name and password, can login. Different users have different authorization.



Default user name: admin, Password: admin

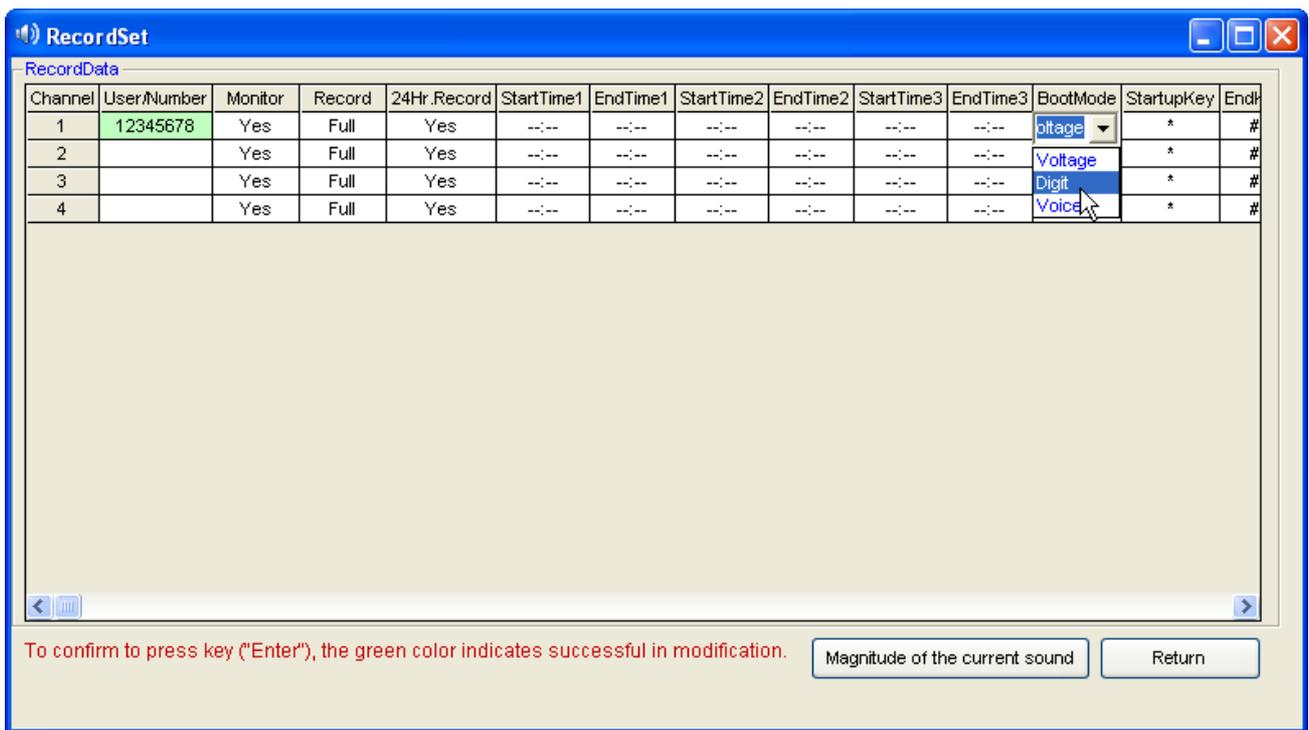
Logout: After finish operation, can logout. Other user must login before enter into system.

5.4 Recording Setting



Pic.9

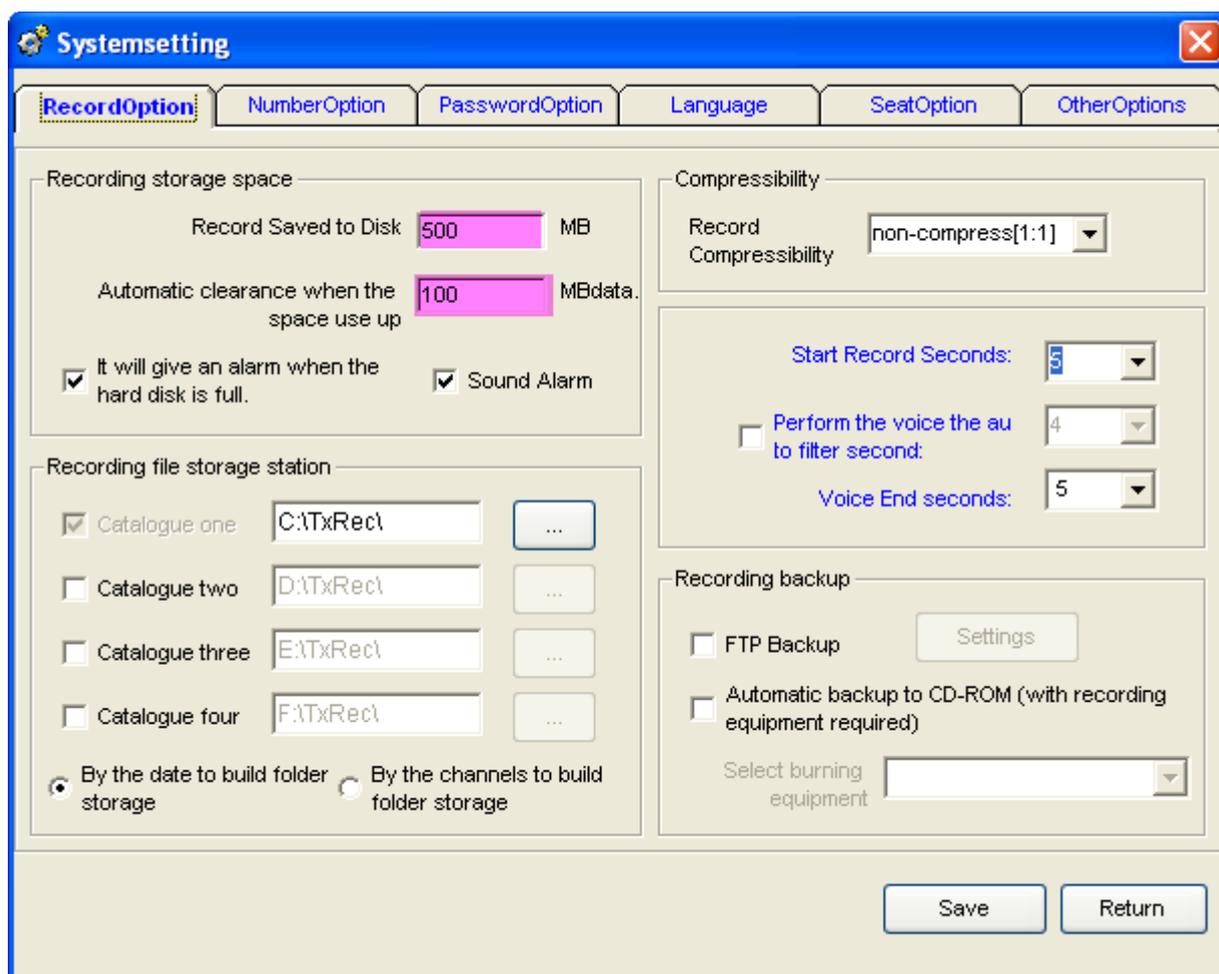
- User/call number: Dbleclick to input user and call number of the channel, it can be inputted Chinese, English and so on. (Fig.9)
- Monitor: Can set to monitor or not. Default all the ports can be monitor.
- Recording : Can set to record or not. Default all the ports can be monitor.
- 24-hour recording : If want to record at different time section, set "24hours recording" to be "no".
- Time section: "--:--:--" default no set. 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 Voltage Control, Key Control, Sound Control, but default "Voltage Control".
- Voltage 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 click "*" and stop recording when you click "#" in your conversation. But if not click any key, it will not record. As pic 10 below.



Pic.10

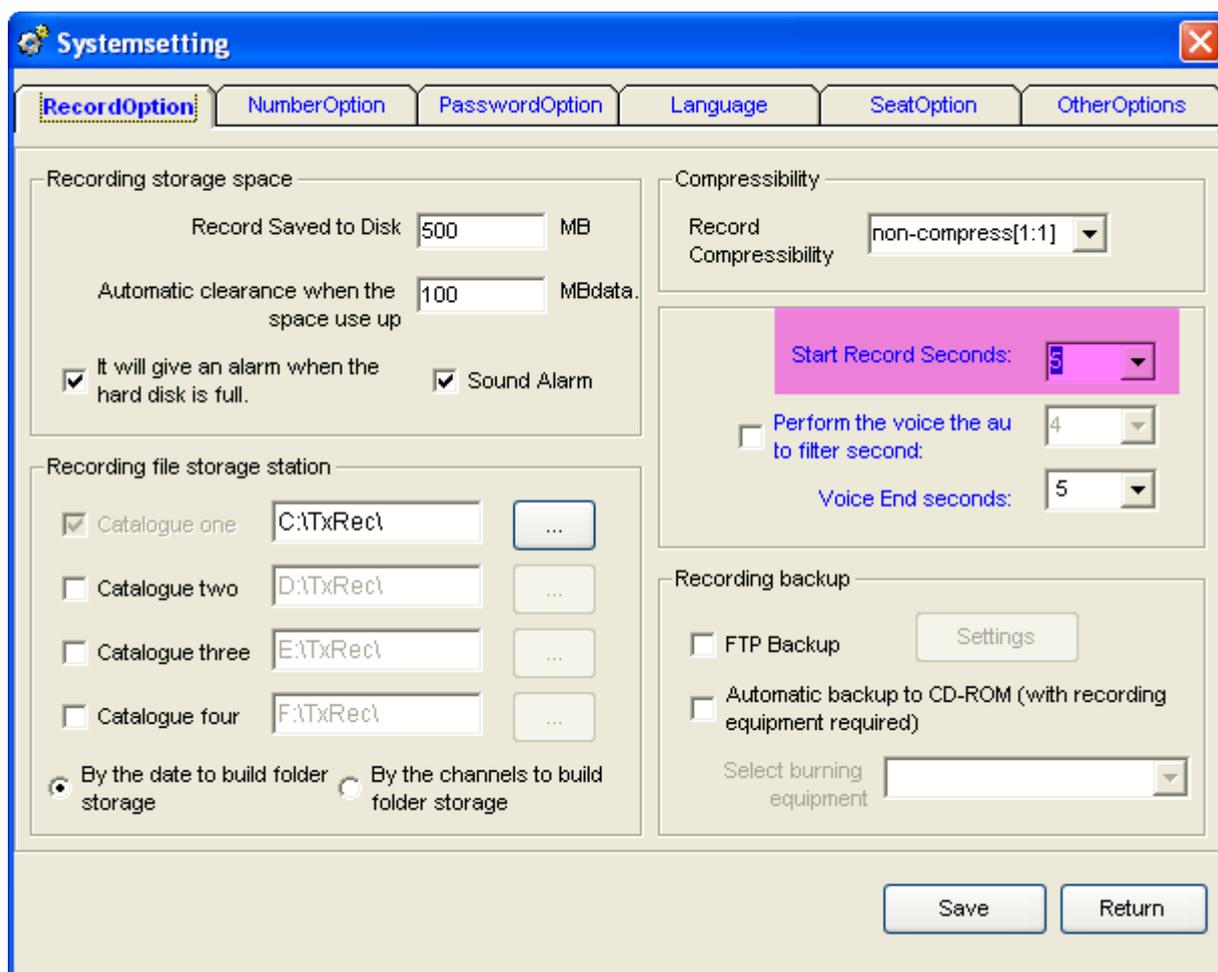
5.5 Parameter Setting

5.5.1 Recording Option



Pic.14

- To ensure space for each disk is not fully occupied, it can set the reserved space according to the customer's need. When the system memory will be full, it will auto delete the foremost file 100MB, so that to ensure the system can save file at any time. For example pic14, 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..
- Sec for beginning to record :When hooking -off or hooking-on duration, or delay time of Sound Control only reach a certain time set by system, system will record. As pic15, it will begin to record when your conversation reach 5sec;



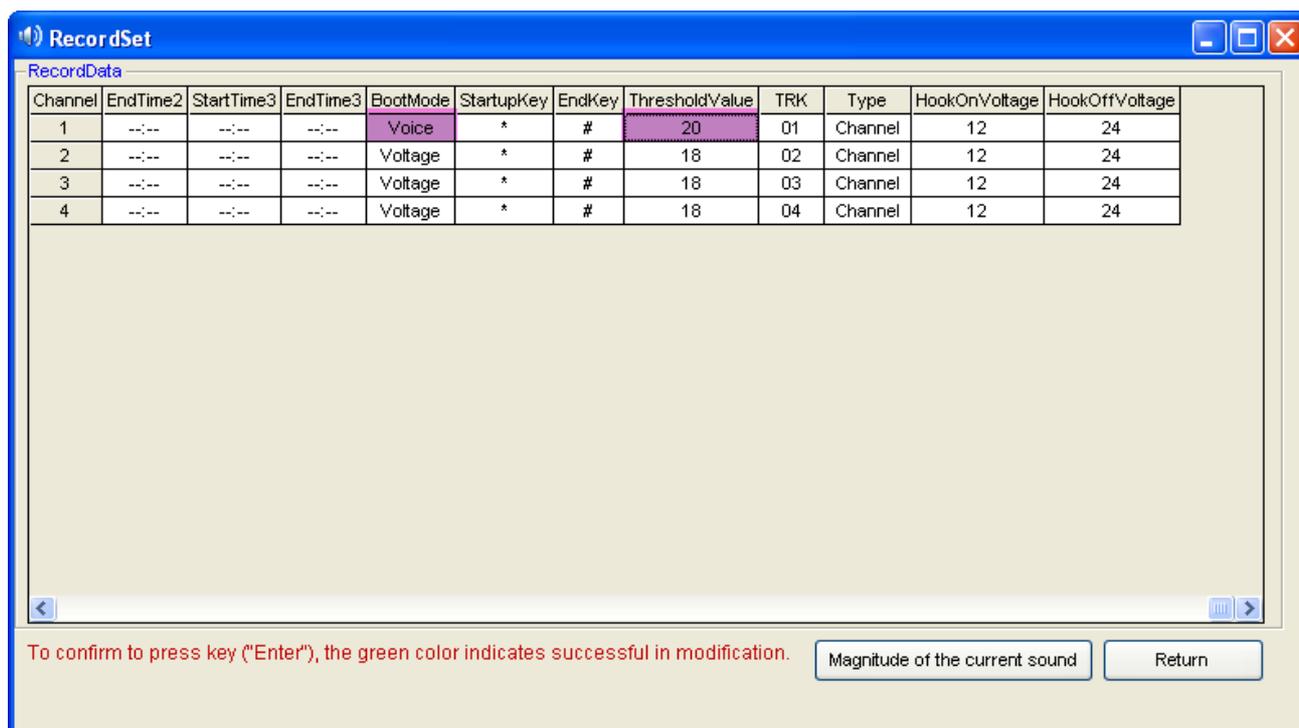
Pic15

- Auto filtrate seconds by using sound control:After you open this function,the recording file will be saved when the conversation time more than the end time of sound control.For example : pic.15: The filtration seconds of sound control is 10 sec.,but the recording file can be saved when the conversation time more than 10sec.after you using the sound control.

The example of “Sound control”:The channel 01 must use sound control to record.The condition is :
 1、 It will start recording when the voice reaches 20db and 5 sec. 2、 It can’t recording if the conversation less than 10 sec. 3、 It will stop recording if the sound less than 20db and 3sec.

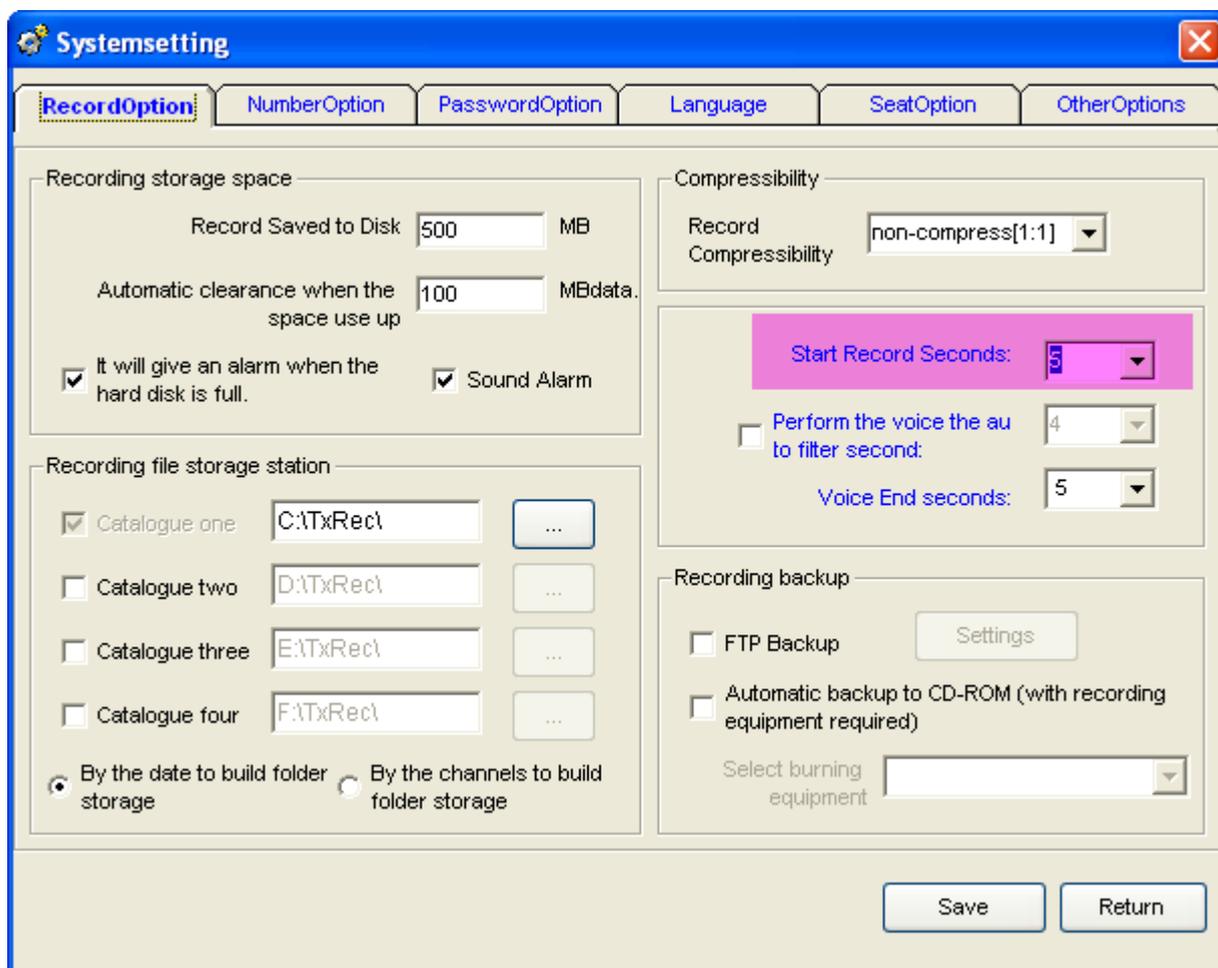
Operation steps:

1. Open “Recording setting” and change channel 01 recording startup mode to “Sound Control”,and adjust the sound sensitivity is “20”.After your setting ,please exit and restart the system,so that the system can validate modifications.As pic16:



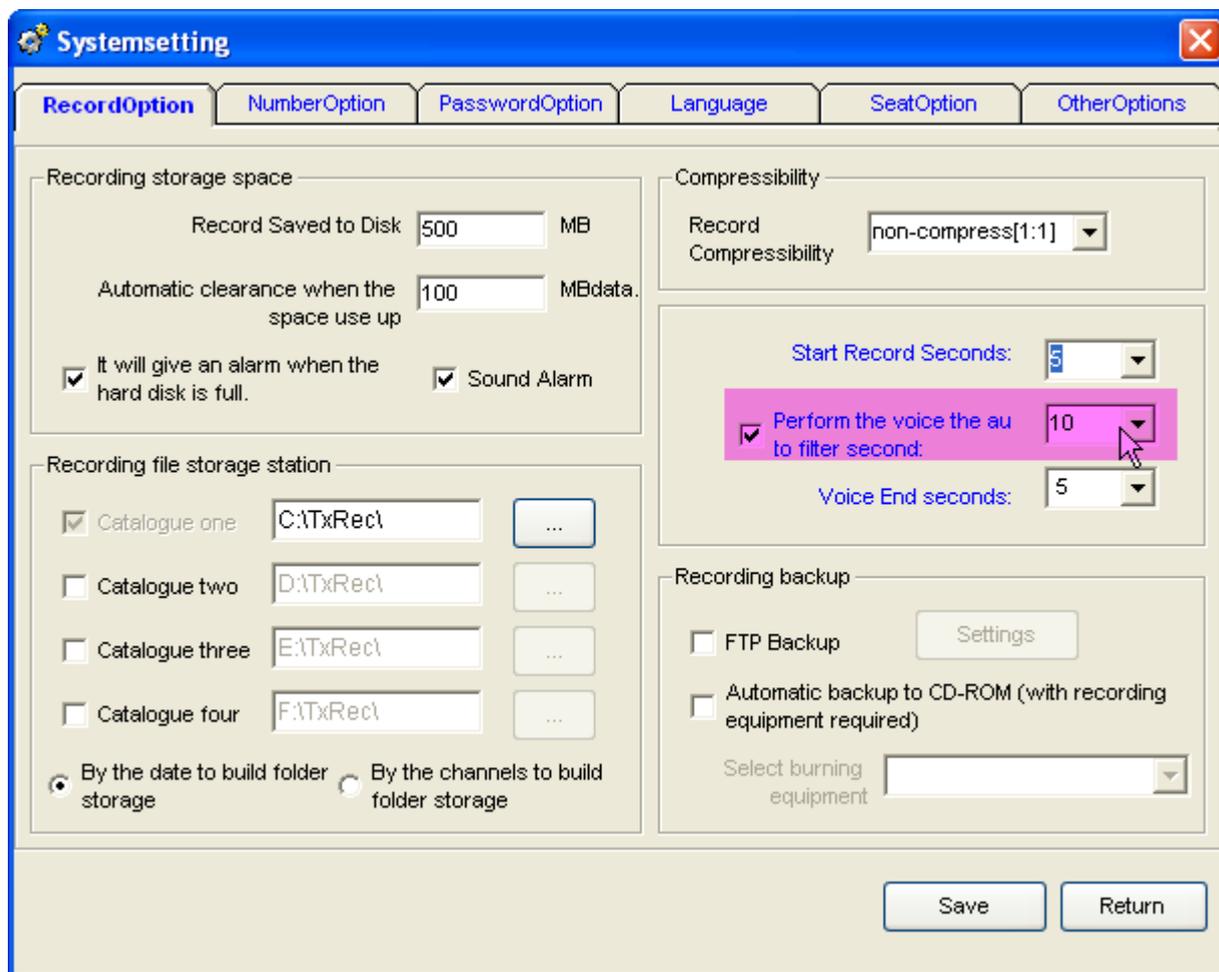
Pic.16

2.Open : “ Parameter Setting”→“ Recording Item”→“Start recording seconds” and set “5”. (As pic.17)



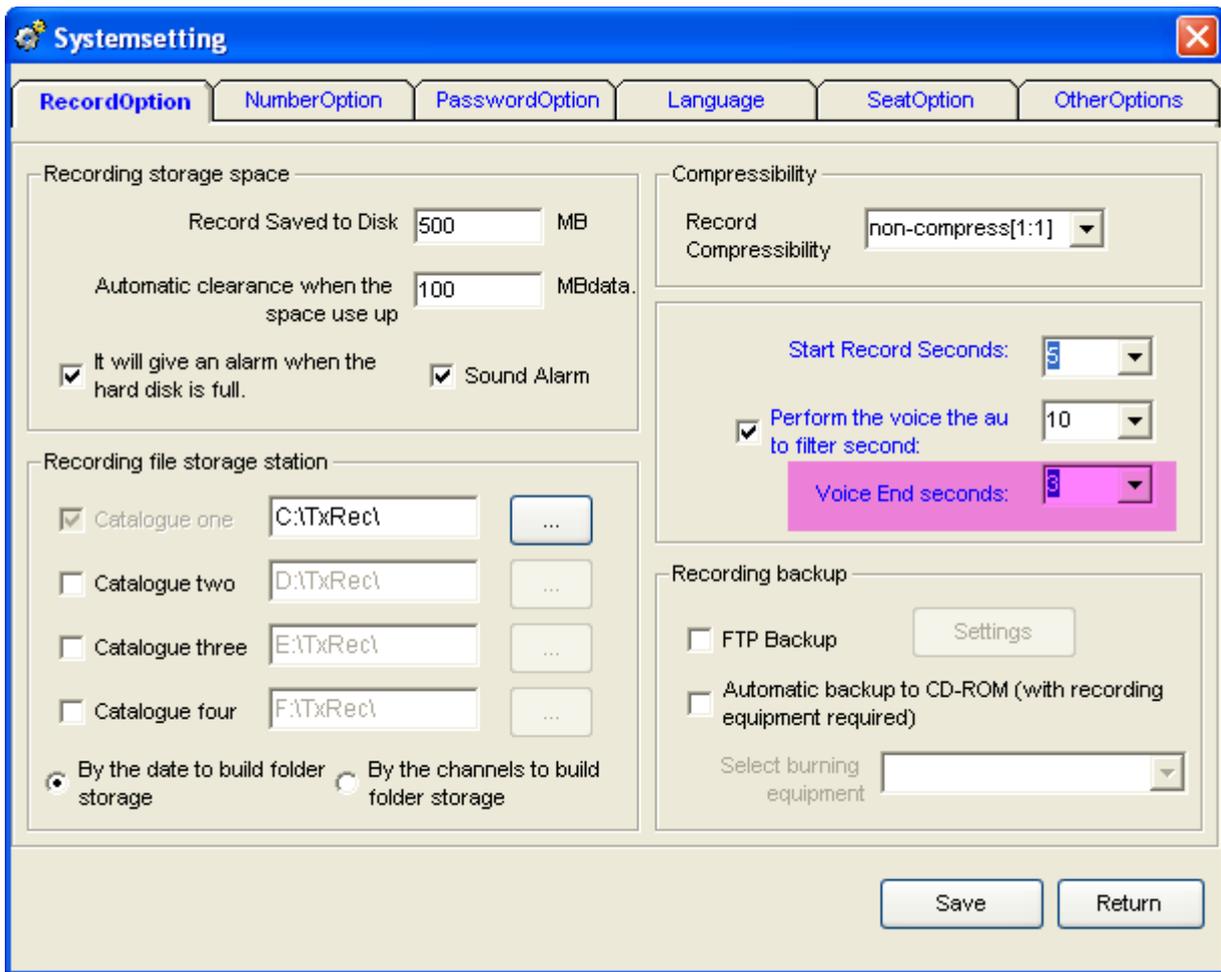
Pic.17

3. Open “Parameter setting” —> “Recording Item” —> “The end seconds of sound control” and set “10”, and the recording file can’t be saved if conversation less than 10 sec. Pic.18



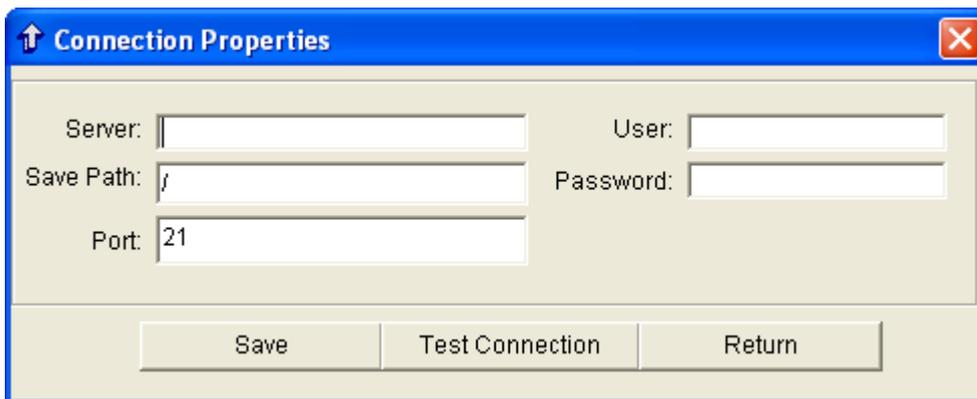
Pic.18

4. Open “Parameter setting”, and set “the end seconds of sound control” is “3”. It will stop recording if the sound less than 20db and 3 sec. (Fig. 19)

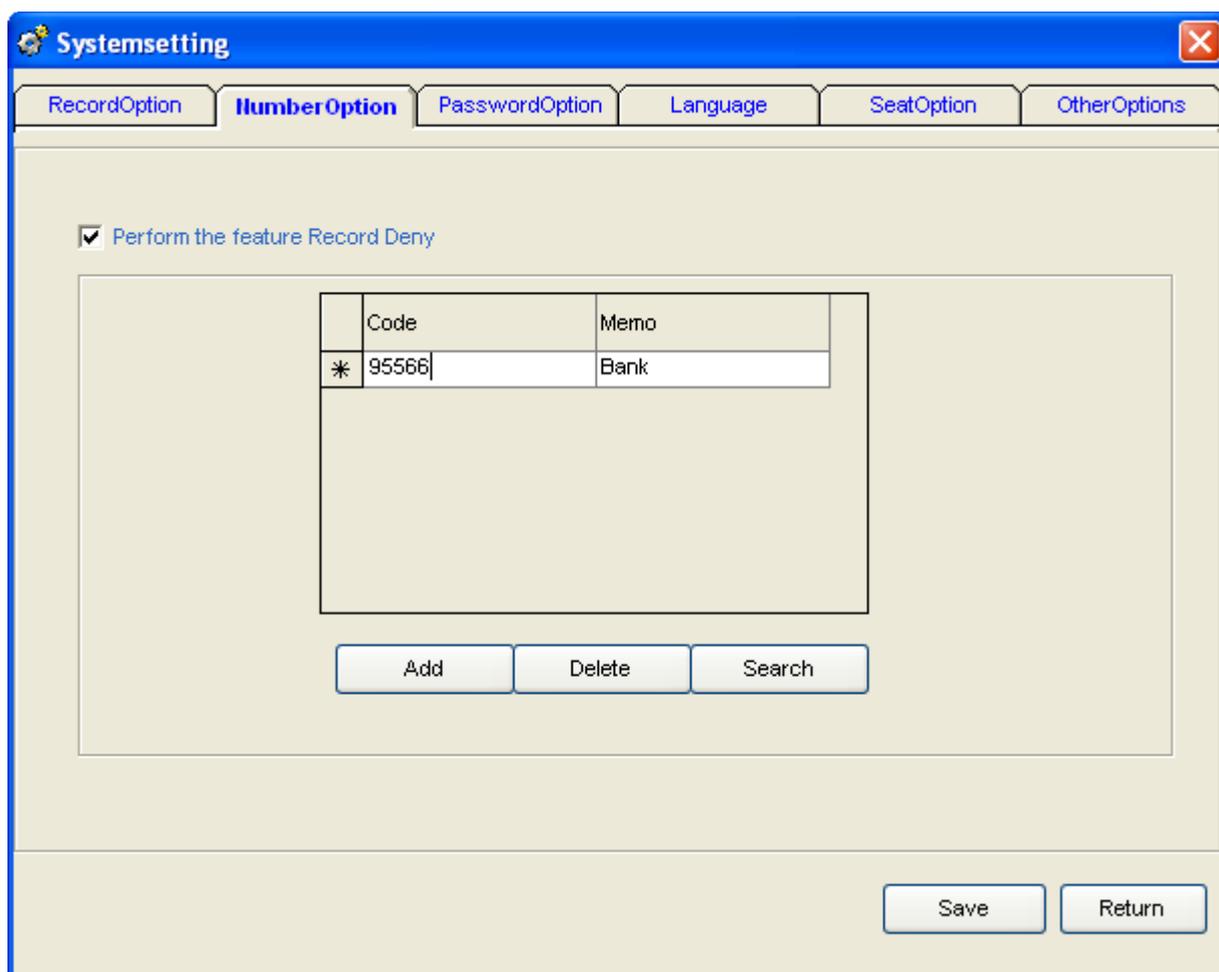


Pic.19

- FTP auto backup: After open FTP setting, it can backup the recording file to the PC by internet/Lan.



5.5.2 Number Option



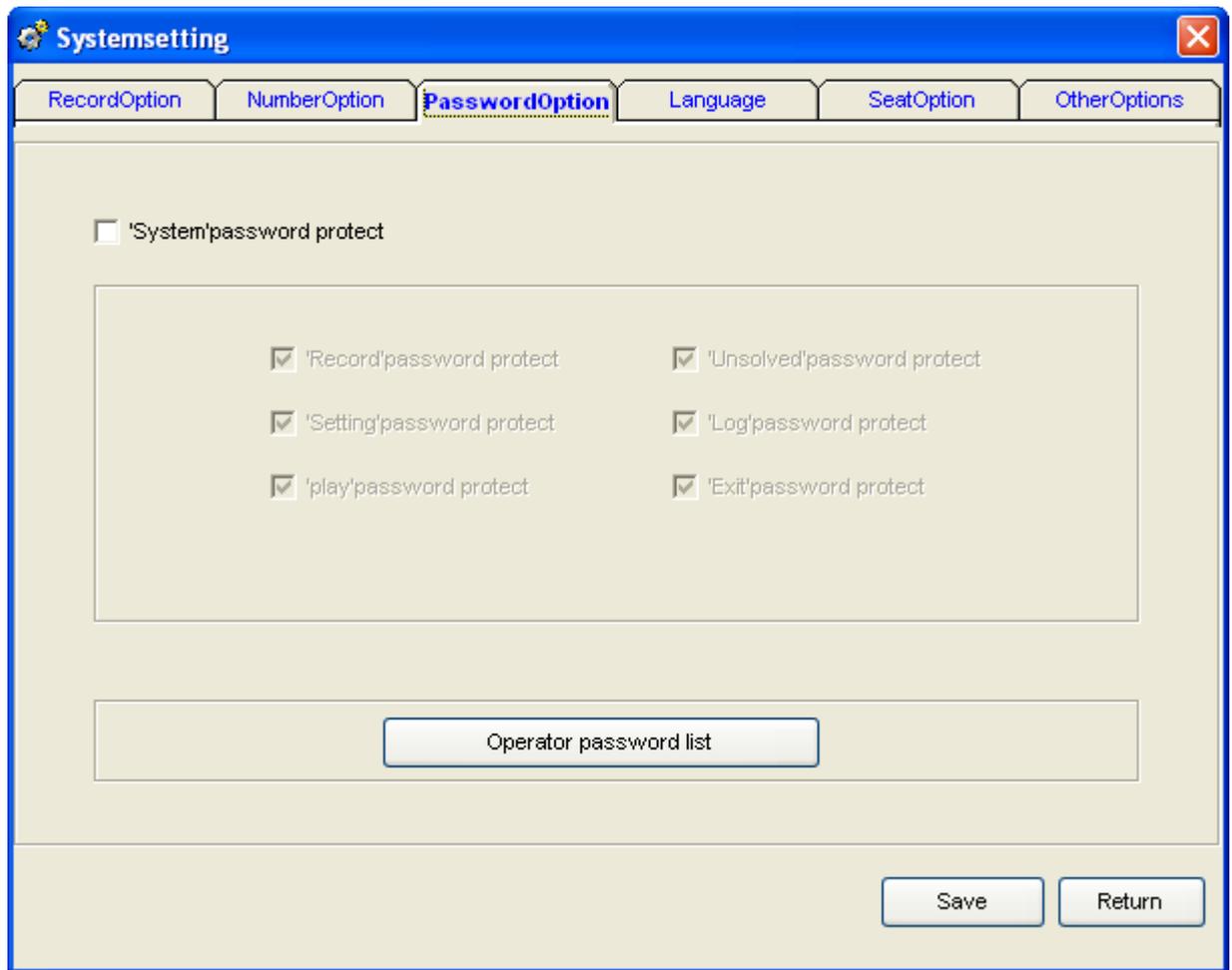
Pic.21

Description of call number:

Prohibiting recording by special number:It can set to prohibit recording by special number.

For example: The Bank of China in the Call service number "95566", in order to avoid leakage of personal data and do not wish to be recorded,It can click "Add"button in the number list and input "95566".After you finish setting and click "save",the number "95566" will not be recorded .Pic.21:

5.5.3 Password option



Pic.22

Description of password option:

Use password protection:If open the option,it need input password to login the system.

Other option:It stands for the option has been protected if the option is ticked ,

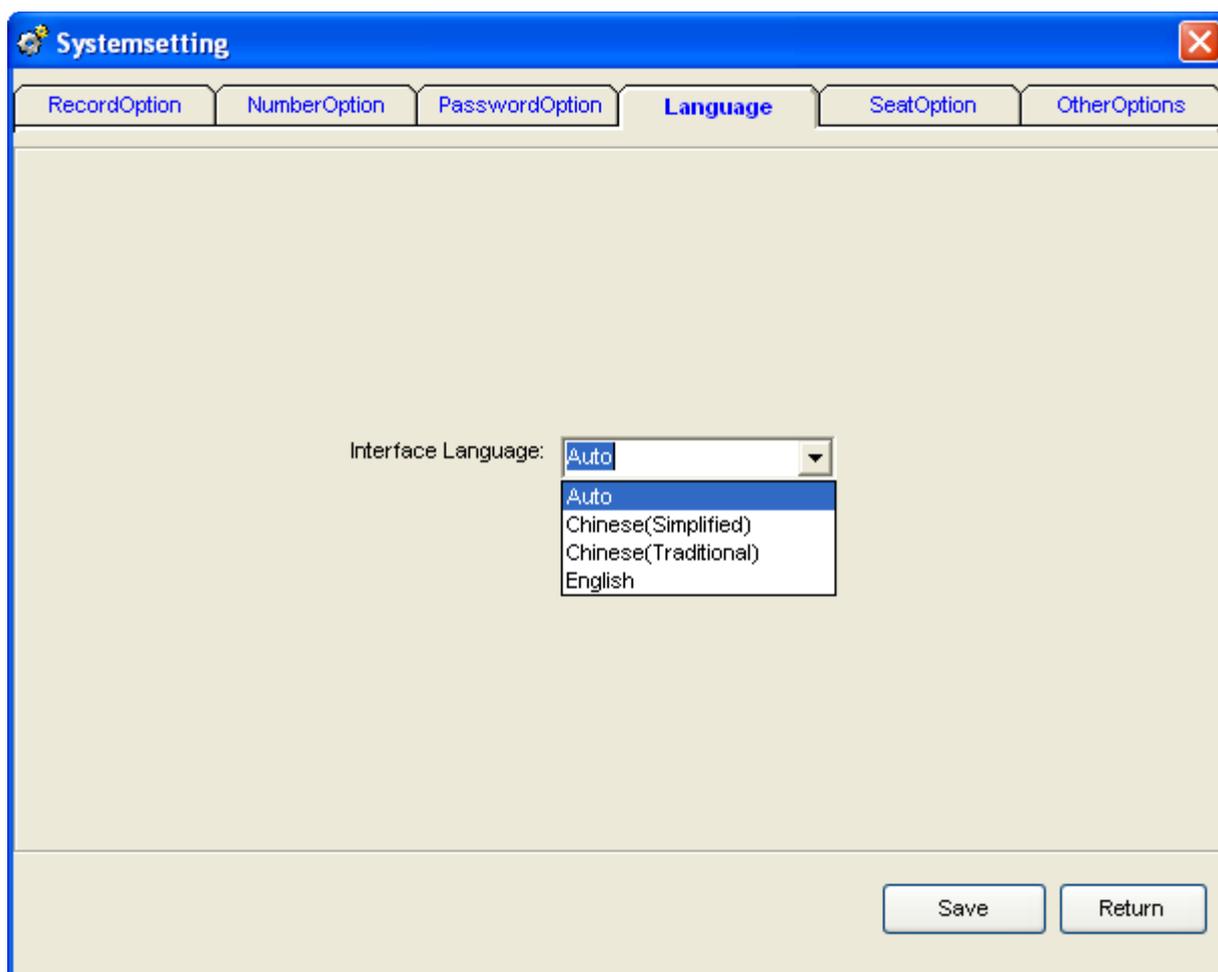
Admin password table: It can add,amend the operation password.

5.5.4 Language Option:

Four Language Option:

1. Automation Discrimination: Auto
2. Simplified Chinese Version:CHS
- 3.Traditional Chinese Version: CHT
- 4.English: ENG

Notice:The system default language is “Auto” .



Pic.23

5.5.5 Extension Option :

Open IP interface:Please mark “Launch IP” and use the POPUP function.

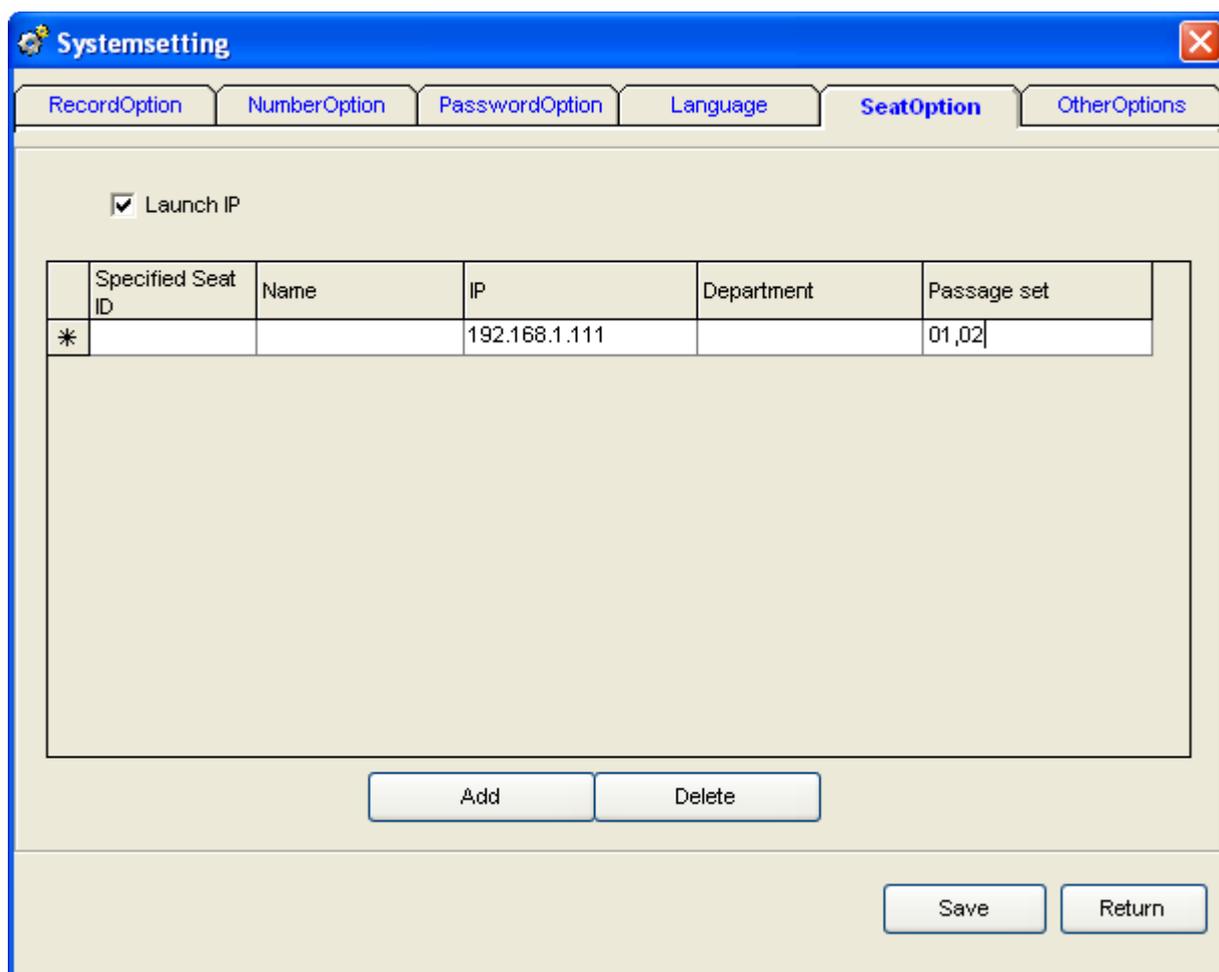
Extension number:Advise to use Arabic numerals or English numerals.

User: Extension user name.

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

Department:Input the department of Extension.

Channels:Stands for popup channel.If you input “01,02”,it will pop-up the extension correlation information of channel 01 and channel 02. Please use “,” to block off if it has more channels in DBC case states.As picture24:



Pic.24

5.6.6 Other Option:

Description of other option:

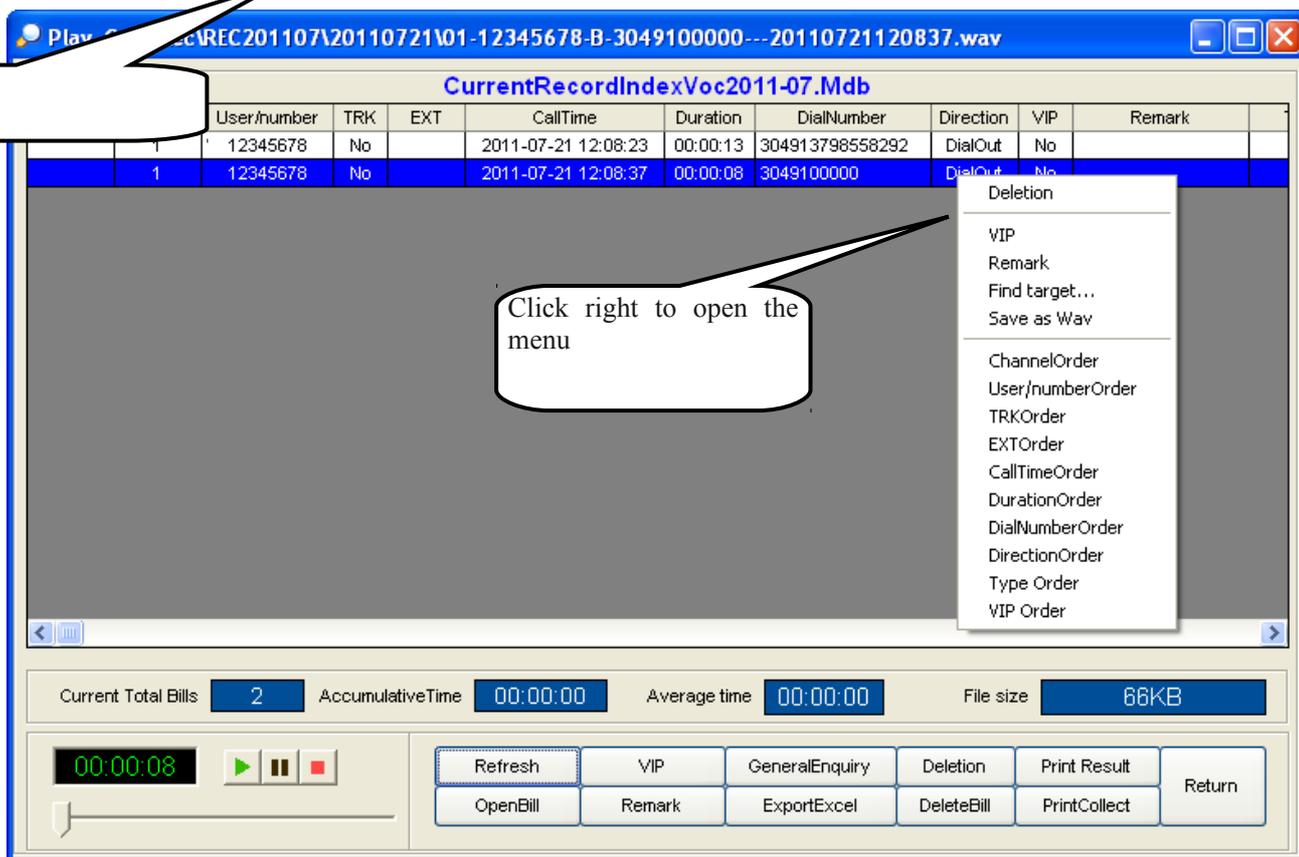
The table of extension prohibited to record:After the system is connected to the PBX ,Can add the extension call number prohibited to record here.For example:It can input Extension1001 at the option,if you want Extension 1001 not be recorded.

The discriminating value of DTMF :The system default"3".For example if it gets some mistake in dial a call in some telephone or telecommunication line, ,it can set discriminating value of DTMF here.

Setting the frequency of telephone in busy status :The system default 450 Hz.

5.6 Recording Query

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



Pic.26

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.
- Play recording :The system plays recording by recording card default,please connect the audio box to the recording card SPK,and double click the recording file as you want to listen, then click “play”button to play the recording .
- Time format:“Length”means play recording time,it can be displayed at counting screen; “scale”means play recording time,it can be displayed at counting screen.
- Delete present library: Delete all record at present library.(Library without any tick is very important.)
- Delete the selected file: Delete the selected recording file.
- Export Excel: Export the data to the Excel.
- Refurbish record: Refurbish the recording .
- Open month library:Open the history file of month library.
- Importance:It means “Important” and can’t to delete if the record is ticked .But if want to delete,please click cancel,then delete.
- Synthesis Query:Open the query of windows.pic27.

File size selected:Select the recording file,which unit is KB.If the file is deleted or removed,“the file is displayed doesn’t exist”.

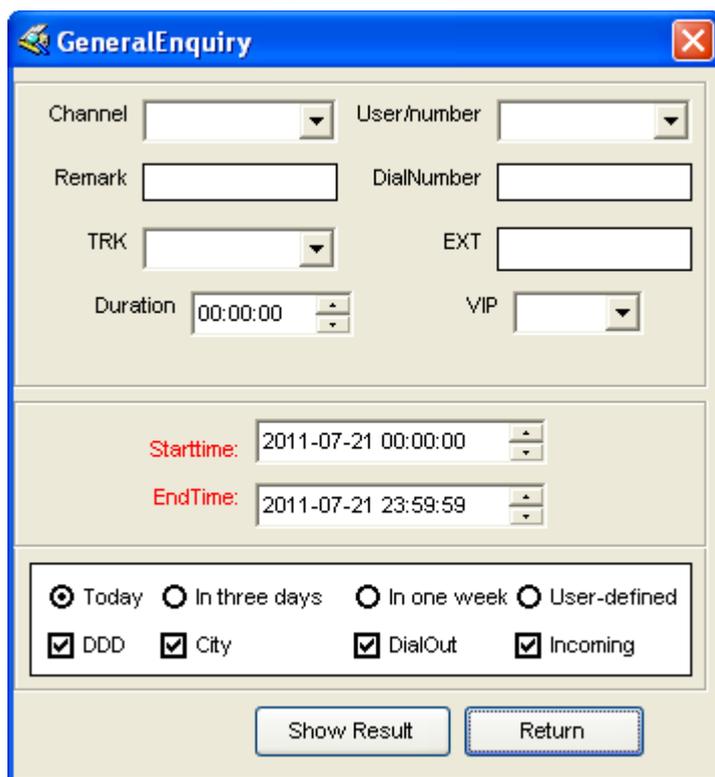
For example: Recording file interpretation: 01-B-9075526906661-1001-20070510133327.wav.

01 stands for channel number,B stands for dialing-out,A stands for dial-in, 9075526906661 stands for dial-out or dial-in , 1001 stands for extension,20070510133327 stands for 13:33:27 on 10th May,2007.

You can query the recording by condition as pic 27:

- Channel: Input the query channels number,Blank means all channels..
- Users/number:Can select the query user/call number,blank means all users/call number.
- Remark: Can query by the user remark information.
- Time:Can set beginning or finishing time of query.
- Call number: Stands for dialing-in or dialing-out call number.% stands for all characters,? stands for only one character.
- Conversation time:Query by conversation time.

Filter condition of Inquiry:



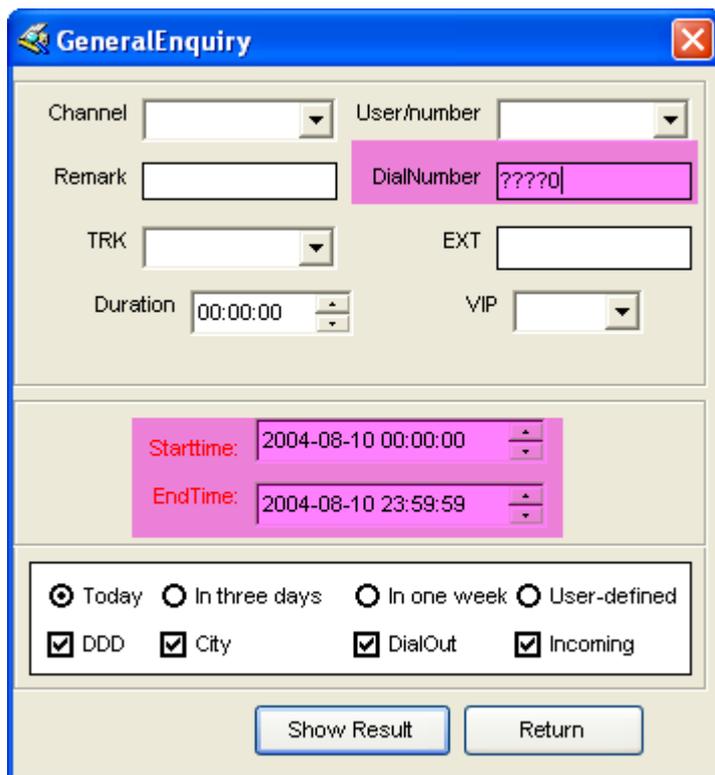
Pic.27

Examples of query:

a.If you want to query 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. If the NO.5 is “0” , direction is “dialing-in and the conversation time is “Oct8th,2004”,you can query 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”.



Pic.28

3. 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 query the record,you can input “% exploitation market” at “Remark”,and click “Display the result of inquiry”,then you can query the record of you need.

● **Statistic**

1.**Statistic all of the channels:** “Recording Inquiry” —>“Print and collect”,and it can statistic all of the channels.

2.Collect the designation channel:If you need statistical the recording file of each channel,you can do the step, (such as channel 02);

Click“Recording Inquiry” —> “Synthesis Inquiry” —>input “02” in the “channels” and set the query condition,such as time is “Dialling-- in ”or “Dialling –out”,then click “display the inquiry result”,(Fig.29),inquiry result (Fig.30),Only collect the data of channels02.

GeneralEnquiry

Channel: 02 User/number: []

Remark: [] DialNumber: []

TRK: [] EXT: []

Duration: 00:00:00 VIP: []

Starttime: 2011-07-22 00:00:00

EndTime: 2011-07-22 23:59:59

Today
 In three days
 In one week
 User-defined

DDD
 City
 DialOut
 Incoming

Show Result Return

Pic.29

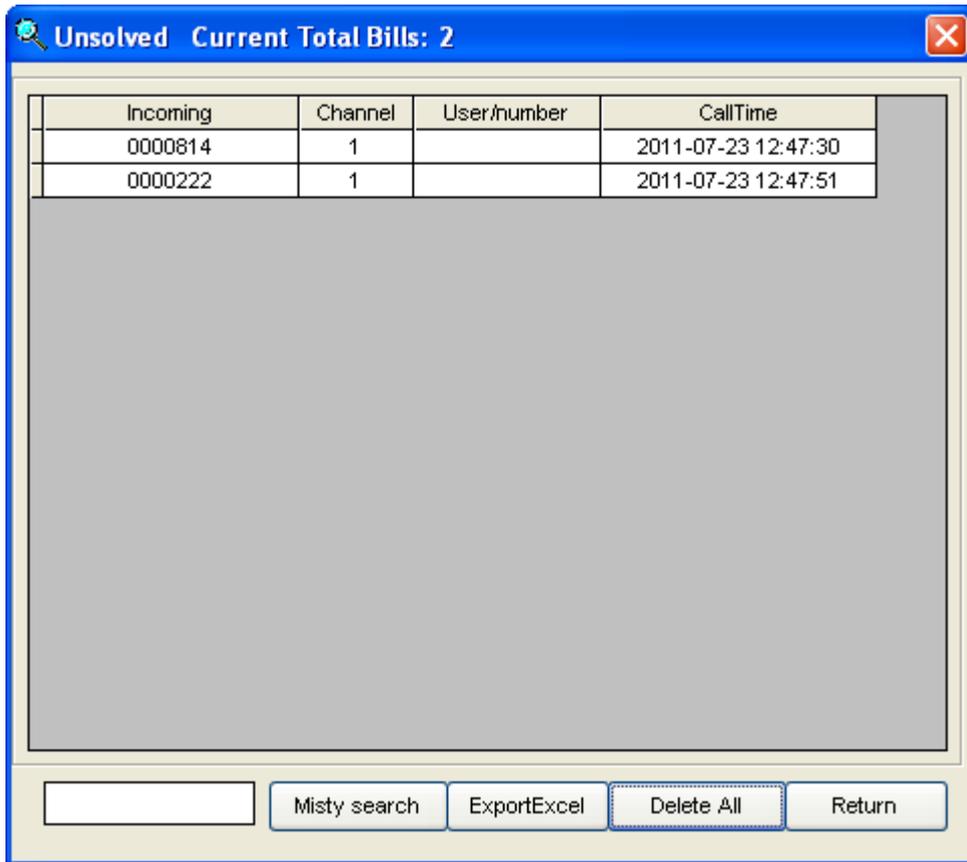
PrintCollect 2011-07 Month

Channel	User/number	Call	CallLength	City	CityLength	DDD	DDDLength	Incoming	InLength	DialOut	OutLength
2	[]	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00

ExportExcel Print ShutDown

Pic.30

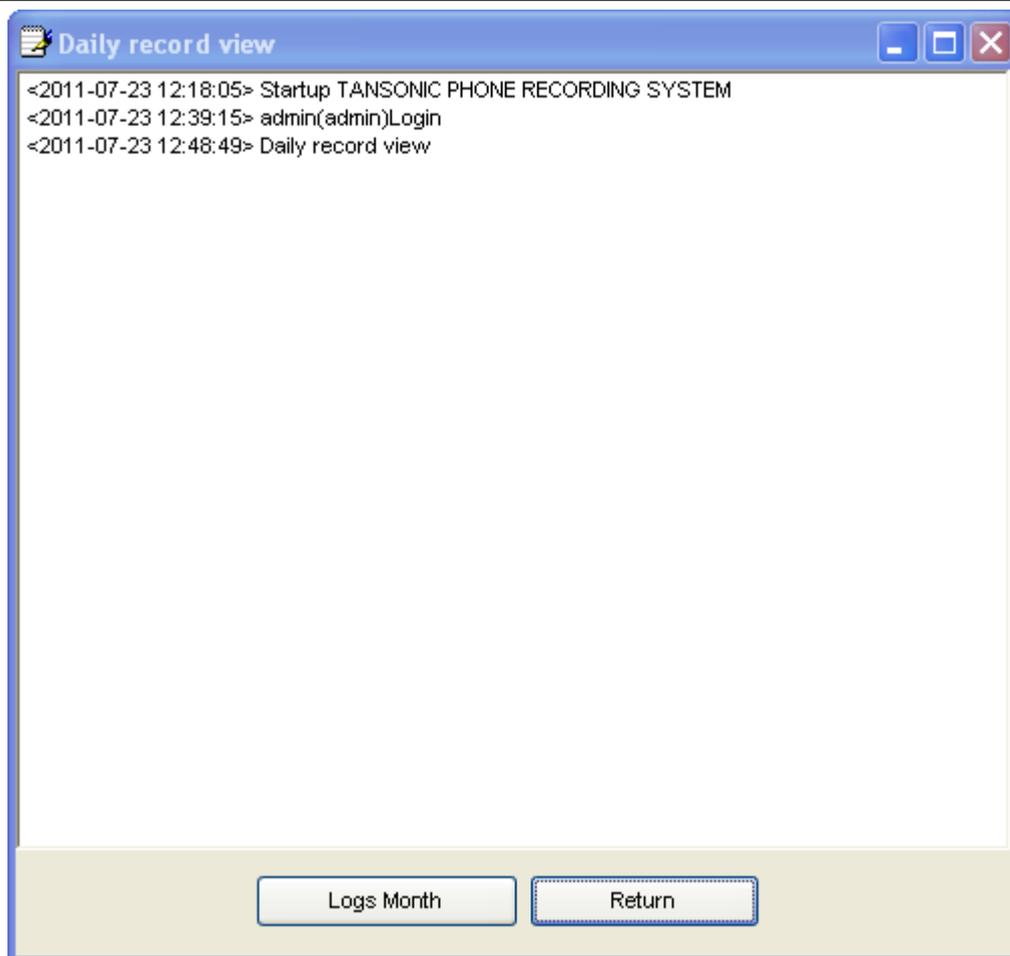
5.7 Unanswered Call



Pic.33

It will display the unanswered call number here .Click “delete all” it will delete all the unanswered call record.

5.8 Log Browse



Pic.32

Record all daily operations, it can click the log database to check the months log as you need.

5.9 Popup Client Information

Notice: The telephone line must be applied for Caller ID (FSK/DTMF) ,if need to use the feature about Popup.

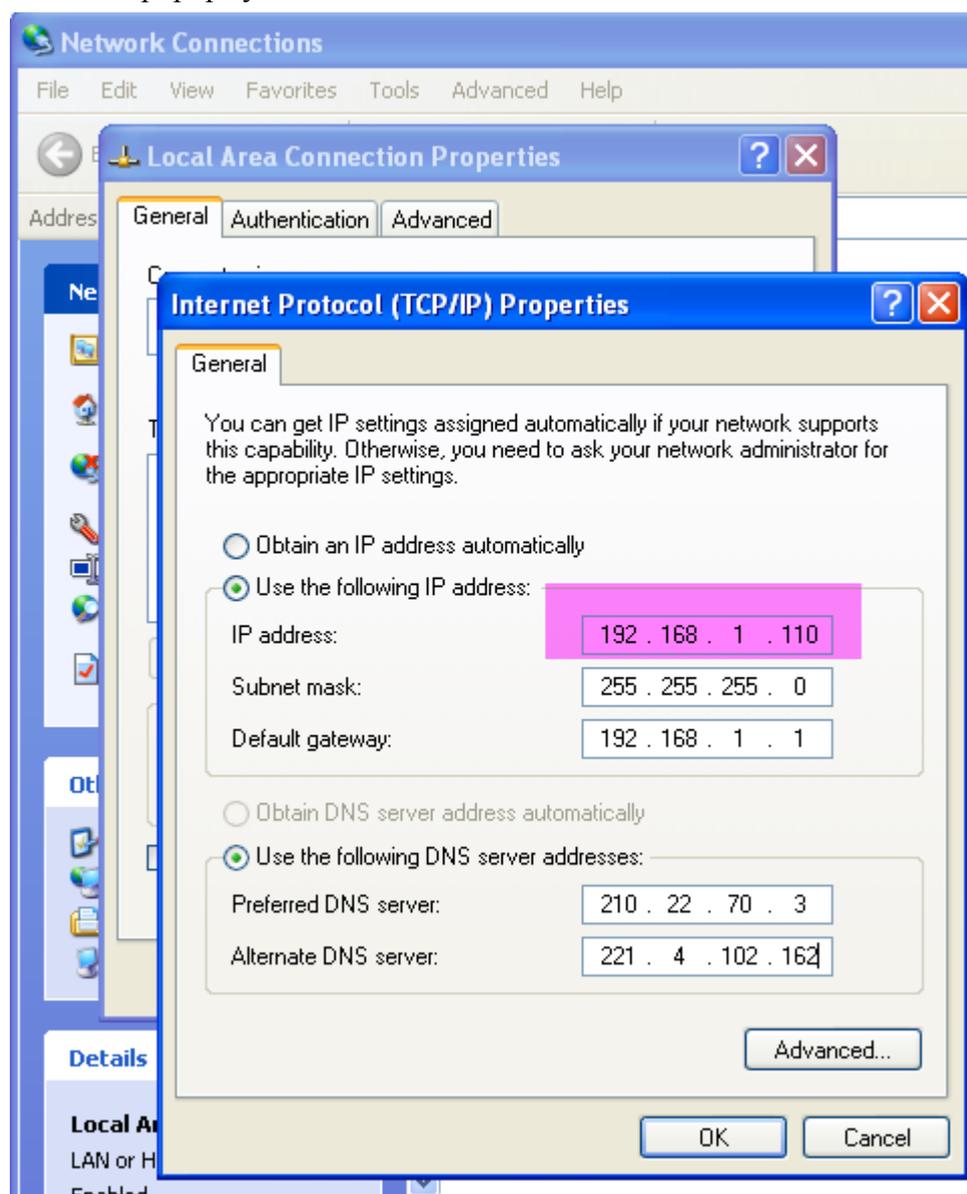
5.9.1 Description of POPUP system feature

- Incoming call number display real time
- Client information (Name,history and so on) display real time
- Incoming call information research and client data query
- Client information modification and upgrade
- Blacklist telephone number reminder
- Incoming call information sent out by specified agent
- Supports more user using the POPUP on LAN
- Offer the incoming call data interface to other CRM software real time.
- It will popup the client information when has incoming call.

5.9.2 Popup setting mode:

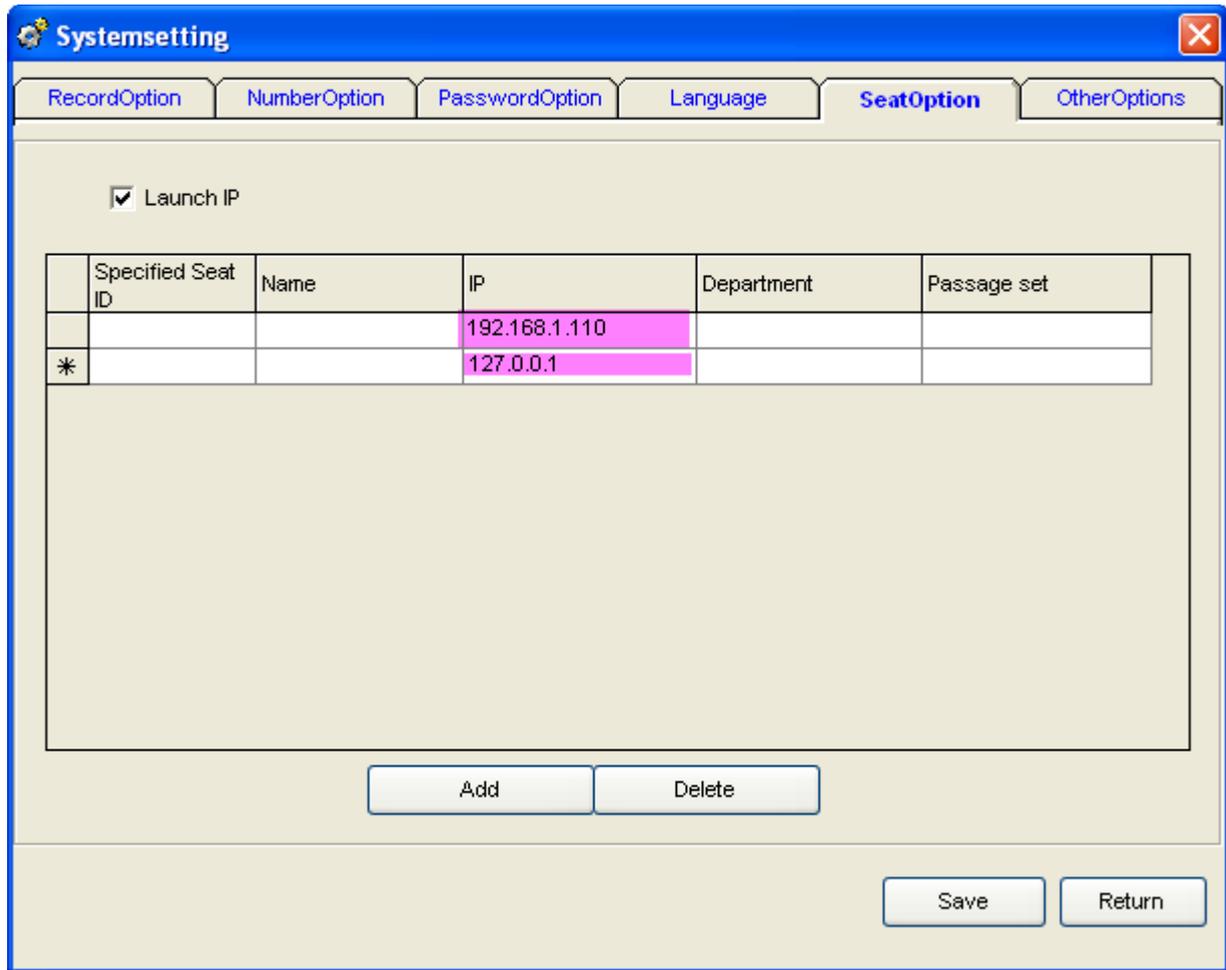
5.9.2.1 Insert the CD ,in case of G is the driver,and running G:\ POPUP \Setup.exe , then finish the installation by guide.

5.9.2.2 After finish the installation,it will build up “POPUP SYSTEM” on the desktop,it can dbleclick to run the popup system.



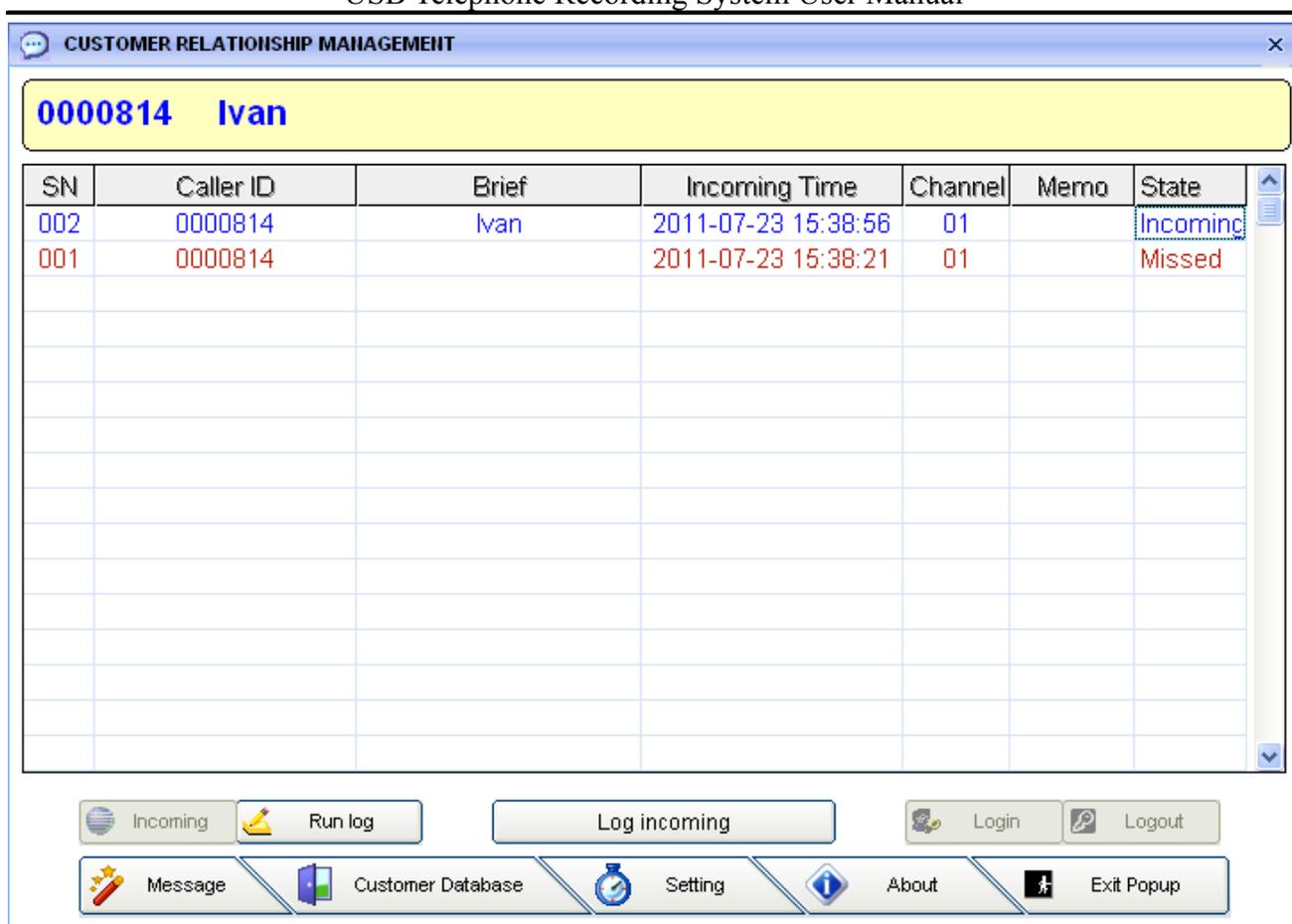
Pic.5.9.2.3-1

5.9.2.3 Running recording system—>“Parameter setting—>“Extension Option —>“ Launch IP (√),”and add the IP address on the Ext.PC. Notice: IP address can search in “network neighborhood” ——“Local connection”,as pic 5.9.2.3-1. If the computer auto get IP address ,it can add the default IP address: 127.0.0.1,as pic 33 below.

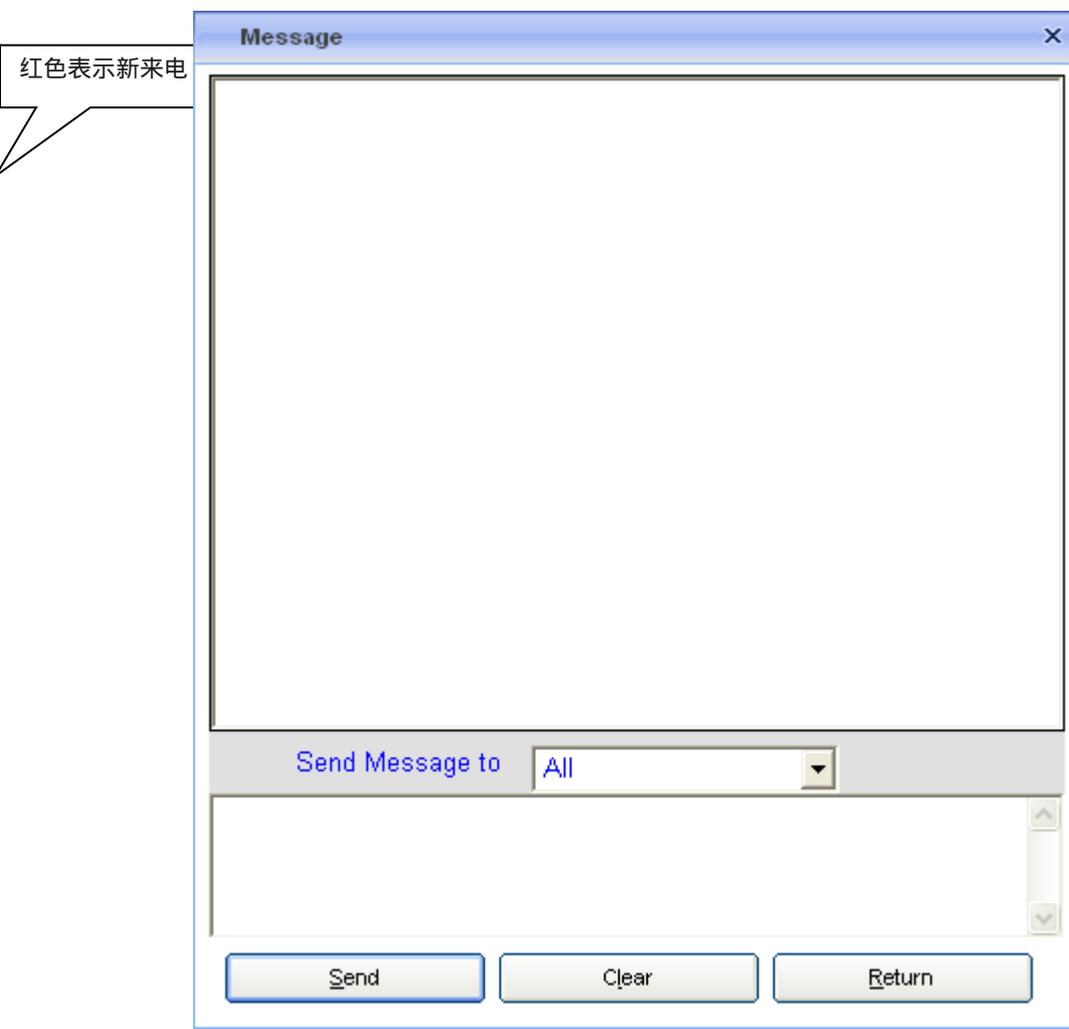


Pic.33

5.9.3 Description of Incoming Call information



Pic.38



Incoming call: Caller ID:It can see the detail Caller Id in the menu (As pic 38).

- Information:It can send the detail contents to the appointed ext , department or all IP,so that can backup the client's data.

Pic.39

Fig.39, If you want to send some information to the extension 001,it can input the content at “Information input section”.Then input 001 at “Information will be sent to” and click “send”,then you will finish the information. “All”stands for sending information to all of the extension.

- Client data: Display all the client data,it can add ,delete or edit the client data..
- Running Log: Browse the running log information of ‘POPUP’.
- Settings: After setting the menu “ popup client information”,it will popup the information of setting.
- Interface language has English,Chinese simplified character, Traditional and so on. Default:AUTO,it will set the language by the WINDOWS system default .

Exit: Click the"exit system" button.in lower right corner of the system.

5.9.4 Description of Incoming Call information

1.If the incoming call number is writed in the database before ,it will display the client information in “Brief Description”.Dblclick the record,it will display the detail information .

2. If get the new incoming call number,it can dblclick to add the number into client data database.

For example:If want to add the new telephone number of existed into client information database ,and it can input the client information feature field to do some fuzzy enquiry.After “confirm”,it can query the client information. Dblclick it can display the client detail information and add the new number into menu “telephone number”,and click “modify”. As pic 41,it add the number “0000123” in “zhang gong” of client information database. The detail step as below:

CUSTOMER RELATIONSHIP MANAGEMENT						
0000123						
SN	Caller ID	Brief	Incoming Time	Channel	Memo	State
003	0000123		2011-07-23 15:53:53	02		Missed

pic 41

1. Dblclick the new red record,for example “0000123” , and it will display the windows “select database”.
2. Then select “add into client information database”.As pic 44.
- 3.Input the client detail information,for example: “Zhanggong”,click ‘confirm” and find the record of him.
4. Dblclick the record of “Zhanggong”,the number “0000123”will add into the record,then click “modify”,as pic 43.

Choice database

0000123

Related contents of customer

Zhanggong

Customer Database

Basic information Company product Contact person Address Payment and hair goods

Customer's: Zhang gong

Phone Numbers(Please seperate phone numbers with",")
0000222,0000123

Fax: Specified Seat: Accept Department:

Customer ID: Customer Type: VIP Customer

Customer Description or Memo

List in black list,reason is:

Save Return

It will popup the black alarm windows if incoming the blacklist number.

The Sixth Chapter Examples of Popup using:

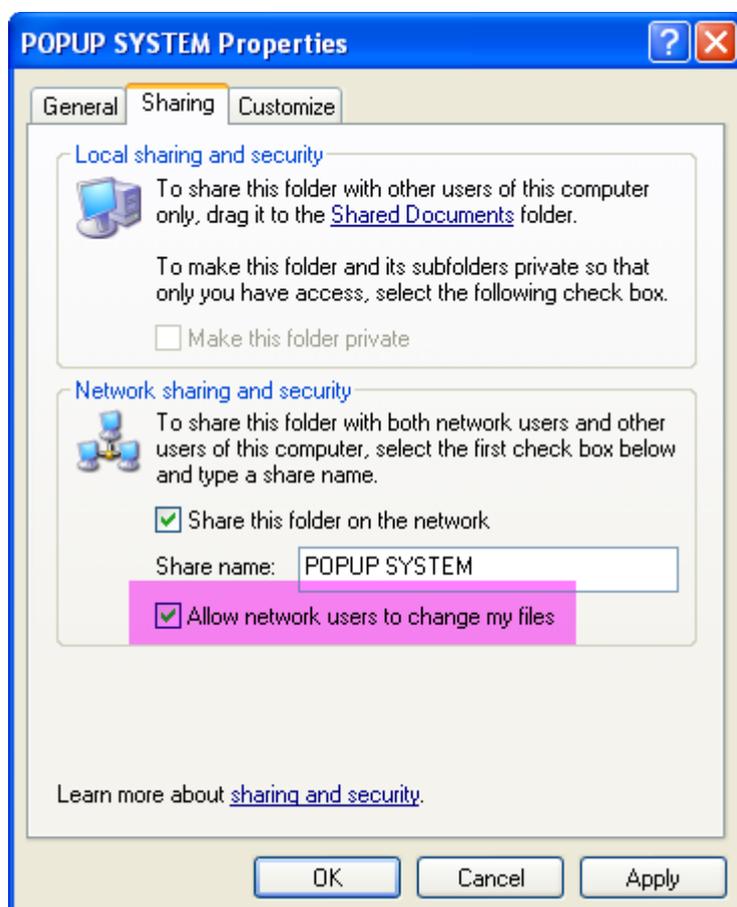
6.1 If 3 computer need to use popup, and the client information need to share.

Notice: If want to use the feature, all the computers need in the same LAN and can visit well.

For example: One company have three computers need to use popup, There are PC A, PC B, PC C. The PC A Ip address: 192.168.1.2, B IP address : 192.168.1.3, C IP address: 192.168.1.4, in case of the PC A is installed the recording card, it can do the steps as below:

6.1.1 Put the recording system CD into PC A, and open the folder of POPUP, then doubleclick "setup.exe" to finish the installation.

6.1.2 Then share completely the POPUP installation catalog on PC A, the installation catalog default C:\Program Files\POPUP SYSTEM", (examples of XP) as pic below.



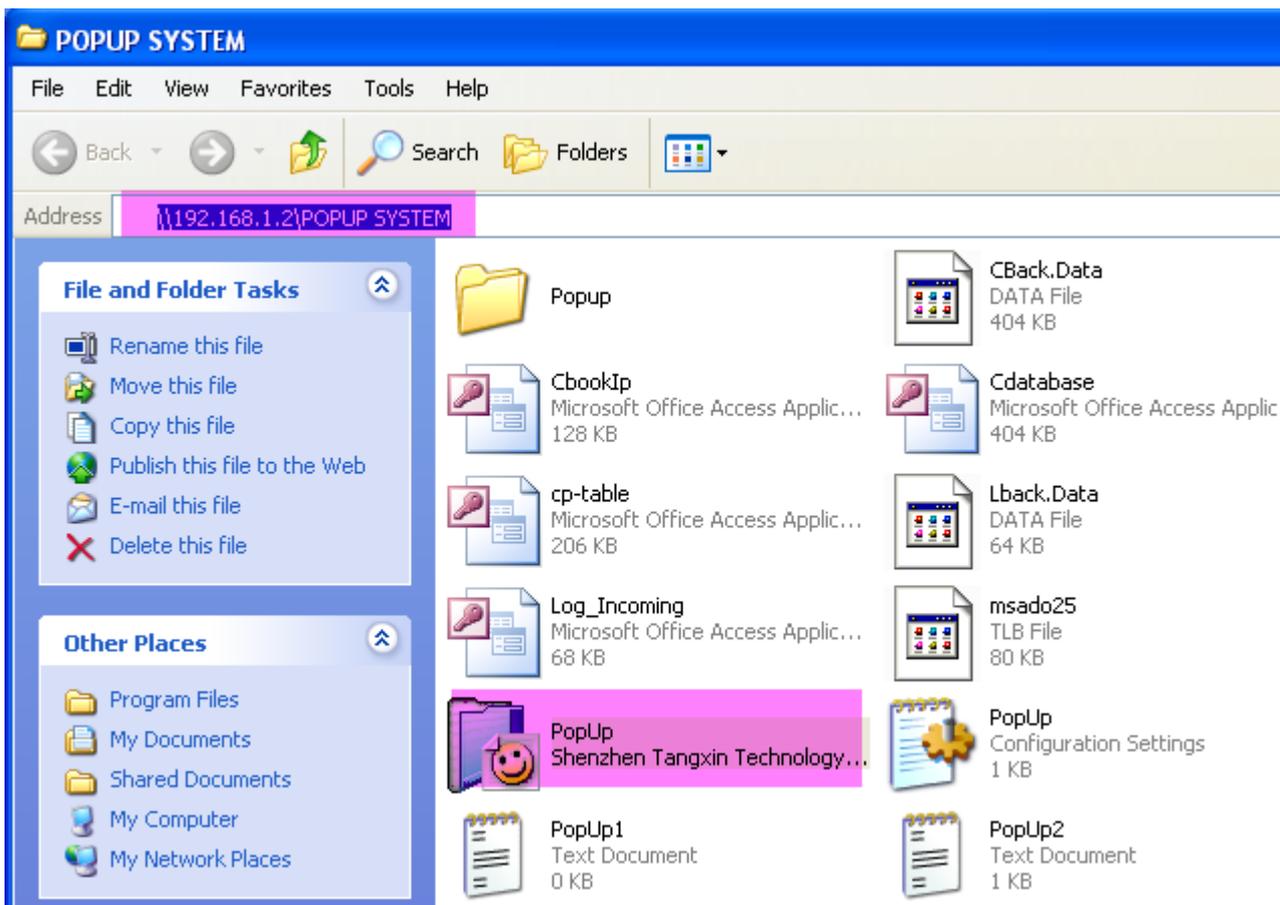
6.13 The B step as below:

6.1.3.1 Put the recording system CD on PC B, and open the folder “POPUP”,dblclick the file “setup.exe” to finish the installation.

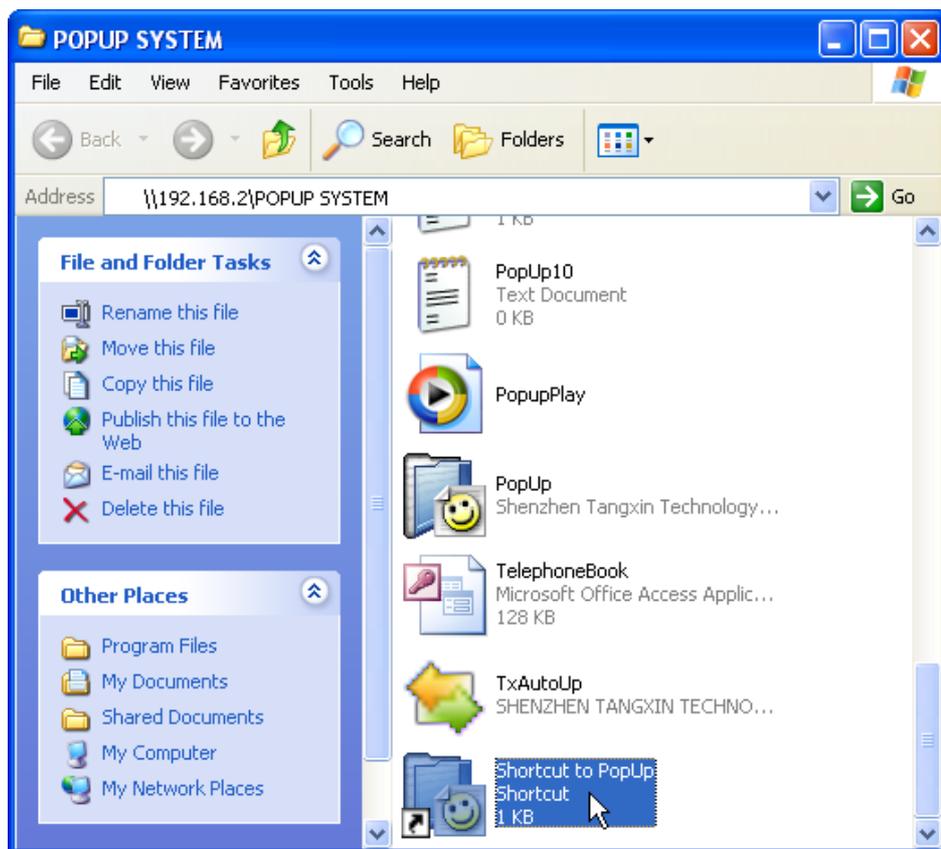
6.1.3.2 Click “network neighborhood” on the right, then click “search computer”,as pic 6.1.3-1. Searching the IP address 192.168.1.2 on PC A, then find out and open the catalog “popup system”. Select the “popup .exe” and click the command “build up the shortcut mode”, then it will build up the shortcut mode of Popup .exe ,and it can send to the desktop on PC.



Pic.6.1.3-1



Pic 6.1.3-2



Pic.6.1.3-3

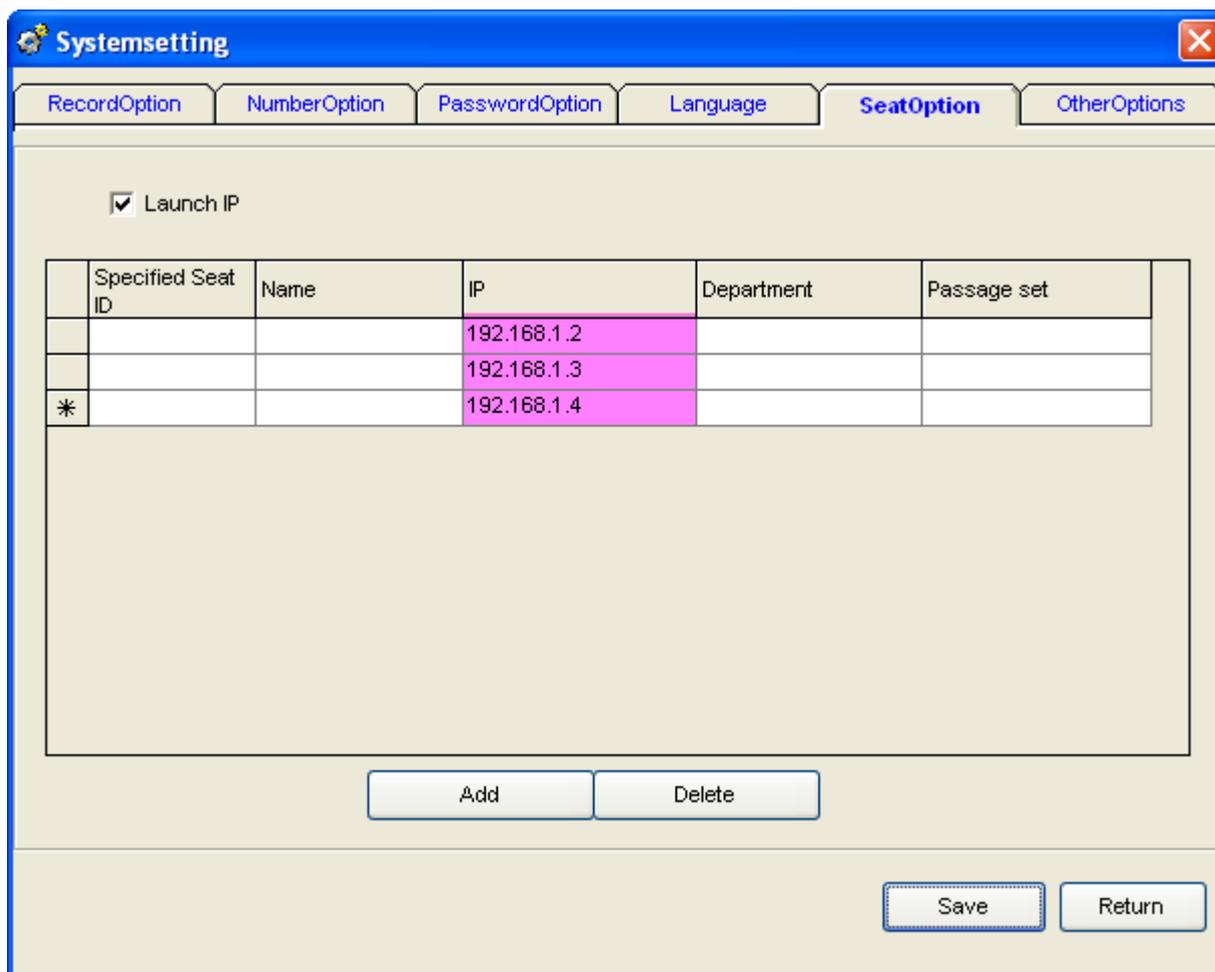
6.1.3.3 Then dblclick to open the “Popup.exe” on the desktop,as pic 6.1.3-4.



Pic.6.1.3-4

6.1.3.4 Popup on computer C, refer to 6.1.3.

6.1.4. Opening the “USB+” in computer A desktop → “Parameter setting” → “Ext. option”, then add the 3 IP address. As pic 6.1.4-1 below.

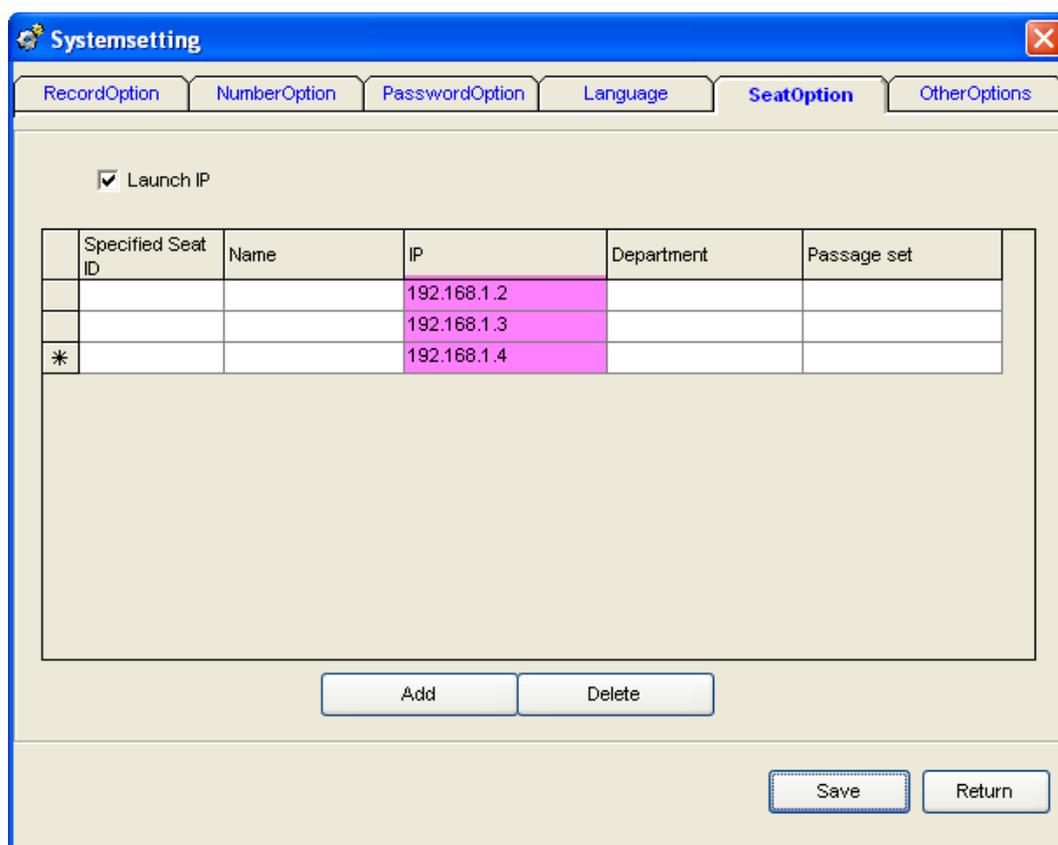


Pic.6.1.4-1

6.2 If 3 PC need to popup in company, and which PC it is stand alone database ,then it not need to share the client information .

Notice: If want to use the feature,all the computers need in the same LAN and can visit well.

For example: One company have three computers need to use popup ,There are PC A,PC B,PC C. The PC A Ip address: 192.168.1.2, B IP address : 192.168.1.3, C IP address: 192.168.1.4,in case of the PC A is installed the recording card,it can do the steps as below:



6.2.1 Then do the operation on PC A, open the Recording System Server ->”Parameter setting”----->”Ext. option” -----> “Launch IP (√,then add 3 IP address as the pic.

6.2.2 Installing the POPUP client information system on computer B,and C.

6.2.3 Then running the popup system on computer B and C.

6.3 Popup by appointed channels.

For example,If want to popup on computer 192.168.1.2 when channels 01 incoming call ,and popup on computer 192.168.1.3when channels 02 incoming call,then it can set as below..

Setting as the pic,it will popup on PC 192.168.1.2. and also popup on PC 192.168.1.3 when channels 02 incoming call. But there is no limit on PC 192.168.1.4,and it can popup at any channels.

Systemsetting

RecordOption NumberOption PasswordOption Language **SeatOption** OtherOptions

Launch IP

	Specified Seat ID	Name	IP	Department	Passage set
			192.168.1.2		01
▶			192.168.1.3		02
			192.168.1.4		
*					

Add Delete

Save Return