

Phone Recording System

User manual

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The first chapter: System Introduction

Thanks for choosing Phone Recording System!

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

By our many years of experience in voice technology and the most advance digital technology, we now develop Phone Recording System, which can record, monitor and inquire multi-routes phone call at the same time.

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

The second chapter:Main function

1、 Operation System

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

2、 Unanswered Call

If your telephone line has the Caller ID ,when has the new unanswered call number,the system will auto to record the incoming call number.

3、 Multi-way of starting record

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.

4、 Distinguish Direction

It can auto distinguish the incoming call direction whether is incoming call or outgoing call,and auto detect the incoming call is FSK or DTMF.,then record the incoming call and outgoing call number.

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 through this function automatically,so that the information can be resumed when the system get some trouble. According to the user 's demand ,you can backup the recording file to you want the 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. Extension record function can make you save much expenses. For example:There are 8 Outside line and 48 Extension line in company,it will need to buy Phone Recording System with Line 48 if the system without function of Extension Record.But if the system has Extension Record function,you only need to buy Phone Recording System with line 8 ,so that you can save the expenses of Phone Recording System line 40.

12、 User Management

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

13、 Voice Mail Box(The function of 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 . 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、 Appropriate Situation

Routes are suitable for direct Outside lines,Extension lines,ISDN analogue lines.

The Third chapter: Technical Parameter

- | Compression multiple:1/2/4
- | The most consume power: $\leq 10W$.
- | Temperature: $5^{\circ}C-40^{\circ}C$ 。
- | Signal Noise Proportion : 60dB
- | Humi di ty: 5%-85%。
- | Frequency: 300~3400HZ
- | Resistance: $> 8M \Omega$
- | Data rate: 16 Kbps、32Kbps、64kbps/1s。
- | Interface way:RJ11.
- | Recording distortion: $\leq 2\%$ 。
- | Main call number: FSK、DTMF。
- | FSK concoct mode:Logic 0: $2200Hz \pm 1\%$ Logi c 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(without electricity).

The Fourth chapter: System Installation

In order to make **Phone Recording System** operate normally, we recommend PC requirement according the following:

4.1 PC Configuration

- | Windows98SE2(at least), Window NT、 Windows2000 or Windows XP operation system.
- | CPU Speed > 800MHZ Pentium
- | Can use PCI slot, more than one USB connection.
- | Memory :256M
- | Harddisk>40G(In compression proportion 1:4,140hour/G,5600/40G,12000/80G)
- | Audio

4.2 Hardware Installation:

- 1、 Power off, then, plug out power connector.
- 2、 Screw off the screws of computer lid,and debus the computer box.
- 3、 Install your recording card to PCI slot and fixup well.
- 4、 Insert your USB software dog into the USB port of PC.
- 5、 Connect the telephone line to corresponding phone interfact . (Please read 4.7 chapter)

4.3 Software Installation(Example 16 Channels)

- 1、 After installing the PCI recording card ,when you startup the PC,it will appear the guide with “find out the new hardware”.(As Pic1)
- 2、 Choose “searching the driver program is the same with my PC”item,click “next”.
- 3、 Choose “designate a position”,press “next”,it will appear “find out the new hardware guide”.
- 4、 Insert the recording card CD,click “browse” button and find the file “TXRecord16.sys”in catalog of CD driver “Driver16”.,and click “open”,then click “confirm”.(As pic 2). If you install the card correctly,it will as Pic3.

Notice:The 8channels recording card driver is not the same with 16channels.The driver file of 8channels recording card is “TxRecord08.sys,it can’t use one another if the recording card with different version.Different type, different driver.

5、Installing the main program of recording system,finding PhoneRec folder in CD, and running “Setup.exe” file,according the guide to finish the installation of main program.After finish the installation of software,it will has CDX2010RS shortcut in your desktop automatically and you can dblclick to startup.



Fig.1



Fig.2

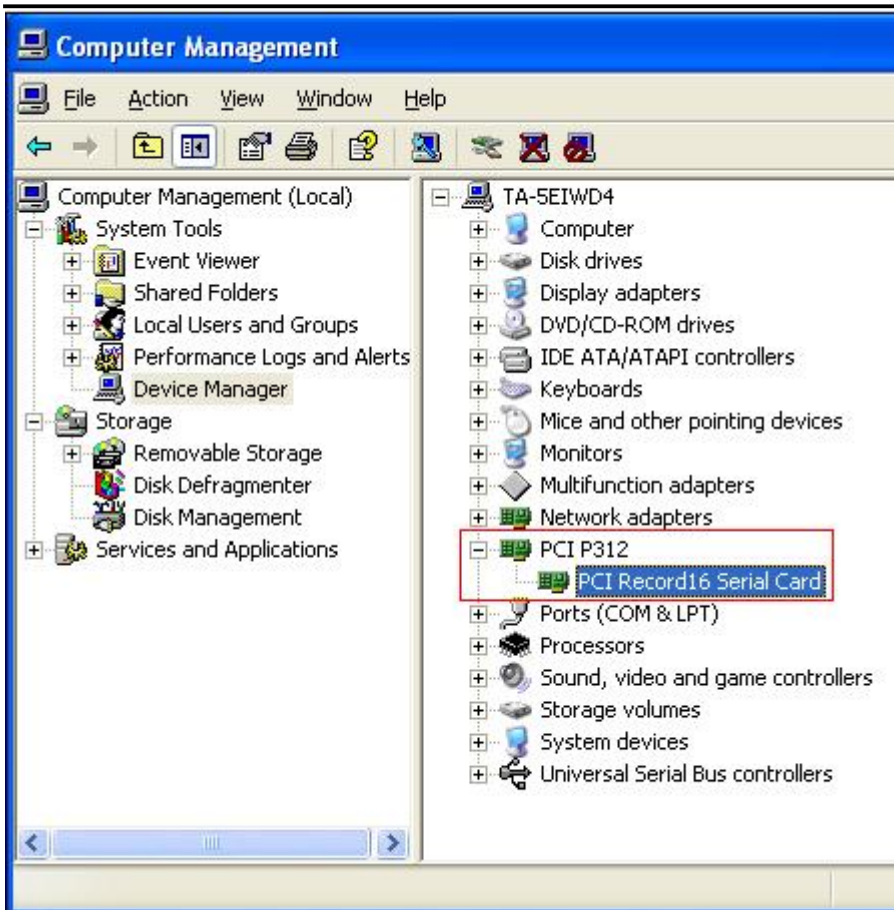


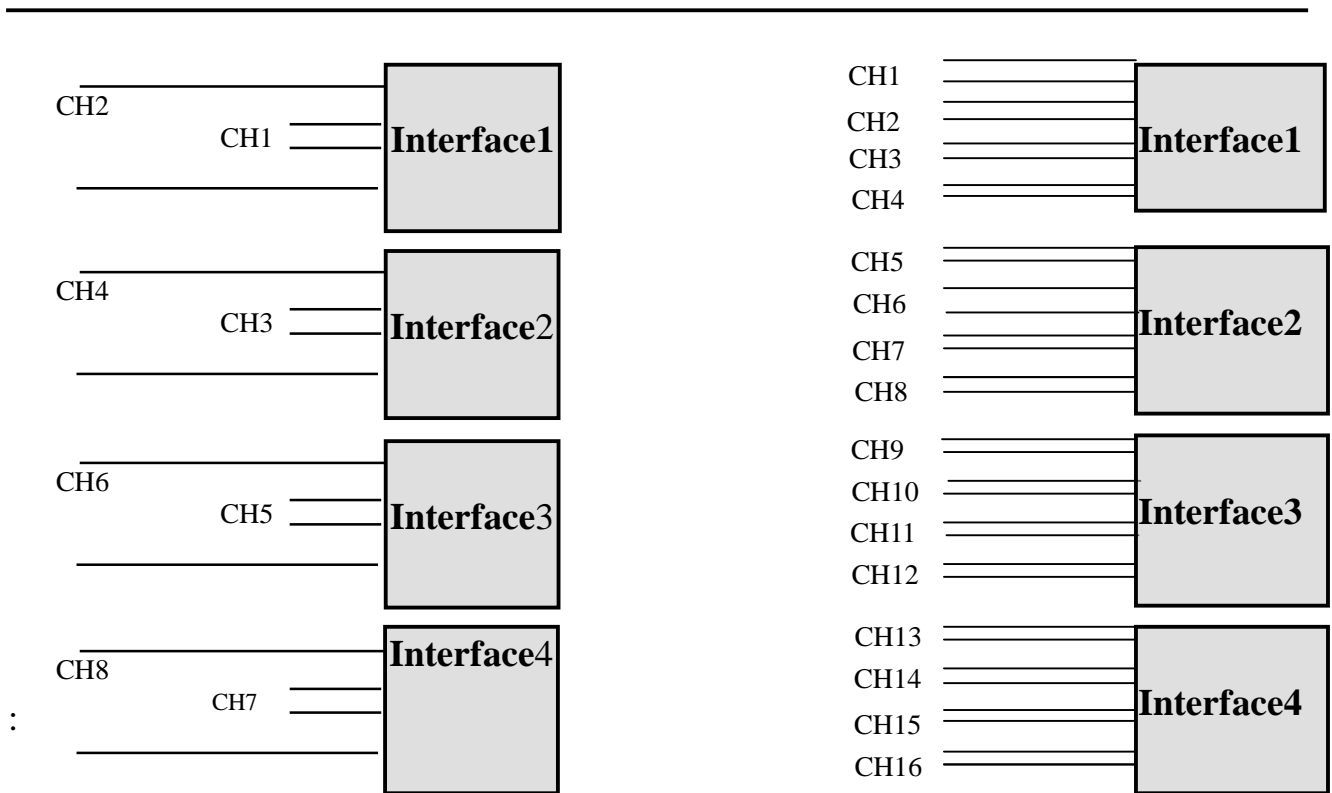
Fig.3

4.4 How to uninstall the software

You can uninstall the software like this :Click “startup” —> “Program” —>“CDX2010RS” —> “Uninstall CDX2010RS” .After uninstalling the software ,and some file of database(*.mdb) and recording file can’t be deleted.If want to uninstall the software completely ,please delete the file by man-made.

4.5 The sketch map of connecting the recording card

Distribution of import line(RJ11) for 8 ports PCI Phone Recording Card (from up to down) on the left:,Distribution of import line (RJ11) for 16 ports PCI Phone Recording Card (from up to down) on the right:



8 Channels of audio card (Fig. 4):

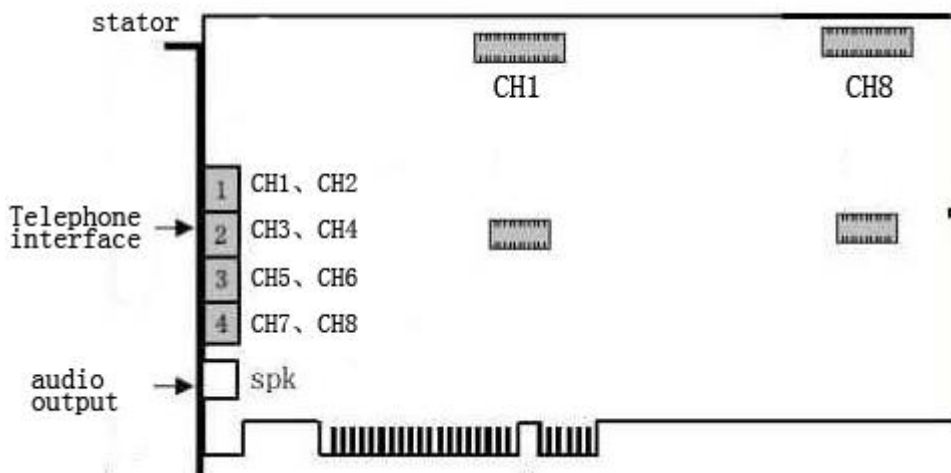


Fig.4

16 Channels of audio card (Fig. 5):

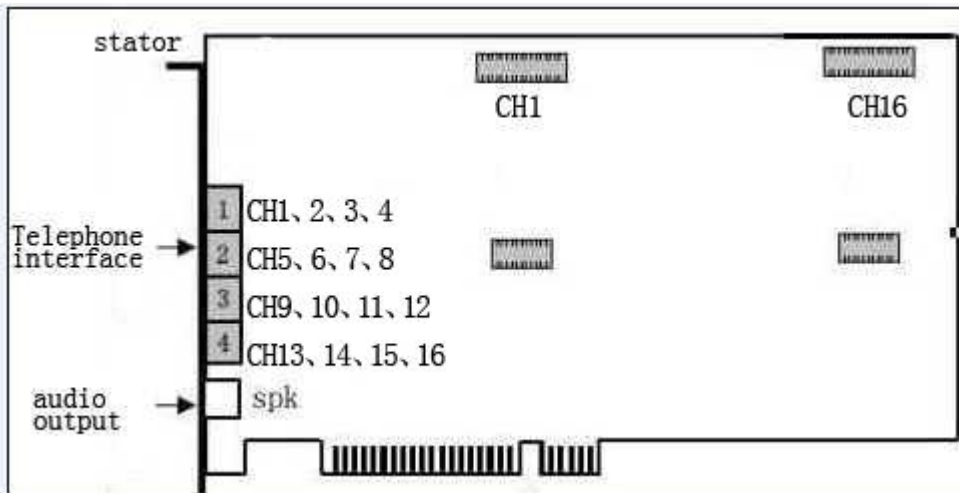


Fig.5

Play Recording :Insert connection of audio box into playing output of phone recording (Refer to Pic5)

Attention:Because Phone Recording System normally operate very long when off duty,must shut off “save time”item of CPU,hardware disk of CMOS and WINDOWS.So that CPU can operate in all speed .Otherwise,will cause to low down performance or happens suddenness.

4.6 Connection



(Fig.6)



(Fig.7)



(Fig.8)

For example,inputting wire of PCI 8 channels Phone Recording Card is illustrated at Fig.6.There is two routes for one port of every wire.Different port of PCI Phone Connection Card stands for different meaning:The first port connected with PCI Phone Recording Card L1 stands for the first route,L2 stands for the second route.The second port connected with PCI card L1 stands the third route,L2 stands for the fourth route.The third port connected PCI L1 stands for the fifth route,L2 stands for the sixth route.The fourth port connected with PCI L1 stands for the seventh route,L2 stands for the eighth route.

For example, inputting wire of PCI 8 channels Phone Recording Card is illustrated at Fig.7., There is four routes for one port of every wire. L1 stands for the first route, L2 stands for the second route, L3 stands for the third route, L4 stands for the fourth route. The second port connected PCI L1 stands for the fifth route, L2 stands for the sixth route, L3 stands for the seventh route, L4 stands for the eighth route.

Must make assure the connection between PCI card and outside line port is right so that system can operate normally. In order make link-more easily, three-port crystal connection such as Fig.8, one port connected to socket such as Fig 8, other port connected with outside line , another port connected phone. Insert crystal connector of phone recording line into socket of Phone Recording card. Once “da” is heard, that means finished connection.

The Fifth chapter: Software operation

5.1 Startup System

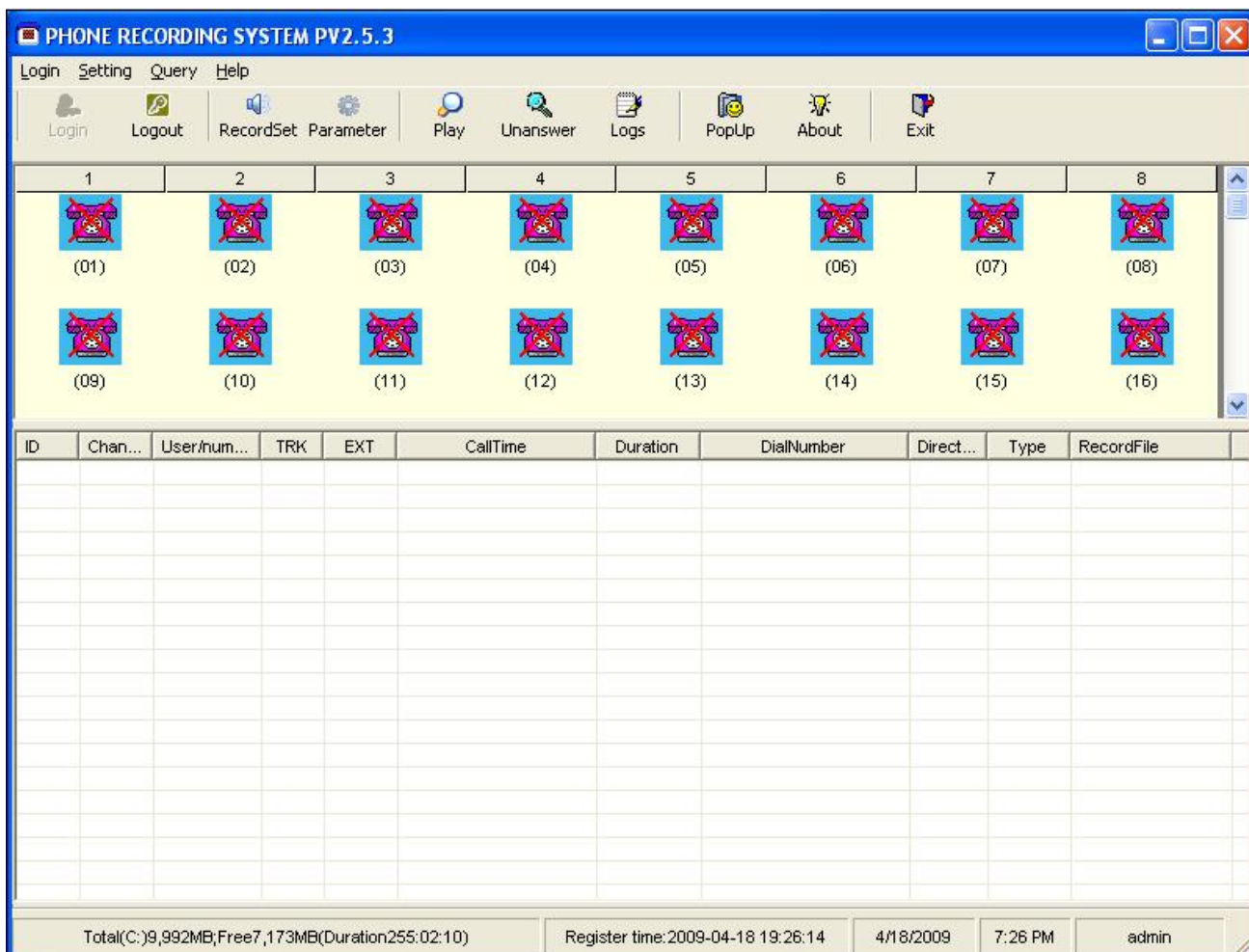
Enter into WINDOW operation system, then click twice CDX2010RS shortcut mode on the desktop to enter into recording system.

Initialization state of system:

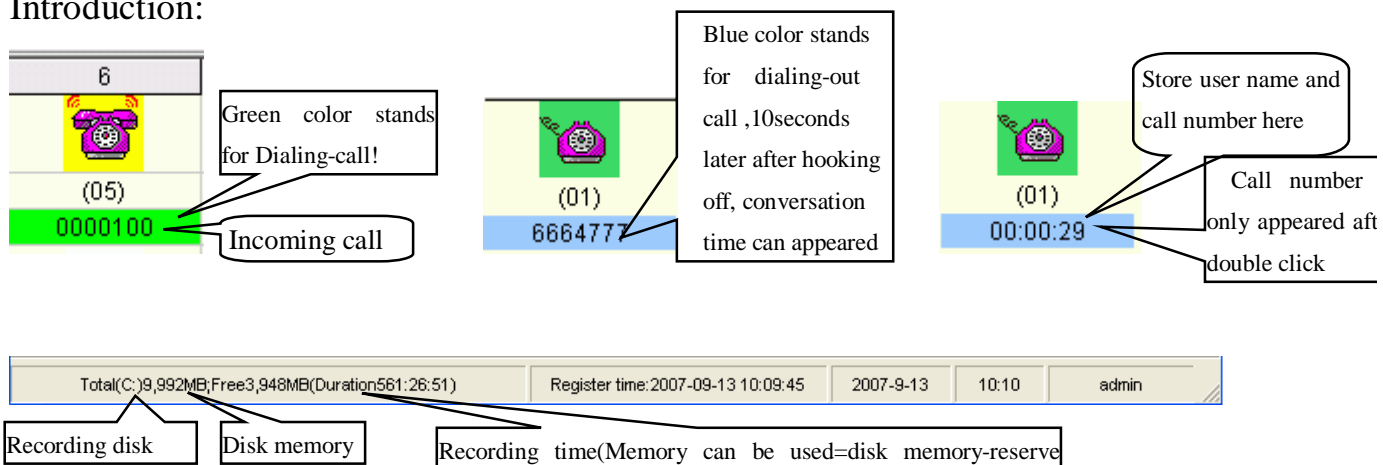
- 1、 User name:admin Password:admin.
- 2、 Can monitor all the channels.
- 3、 The recording direction is all recording .
- 4、 The storage route of recording file is:C\TxRec\.
- 5、 The recording file compression ratio is :1:1.

- 6、 The recording duration is 24hours.
- 7、 The startup way of recording is Pressure control.

5.2 Main interface



Introduction:



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

2、 Monitor:System can monitor lively.Once user click icon of one line twice,can monitor conversation at the line.Click twice to cancel monitor.Onlycan monitor one route at one time.

3、 Icon interpretation of Channels:



Idle(line is routed)



Monitor



Incoming call



There is route, but no recording module.



Hooking off



There is recording module, but line connection is wrong.



Sound Control Recording



Sound control

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

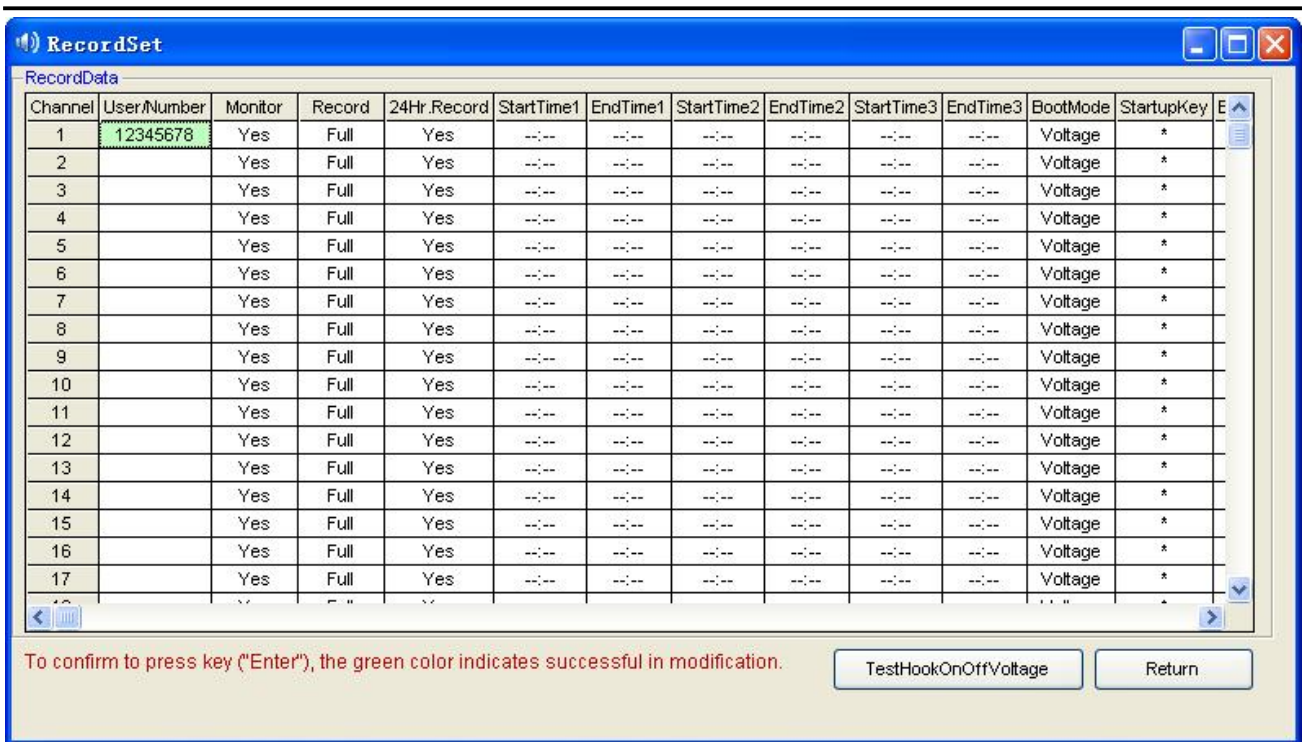


Fig.9

- I User/call number:Dblick to input user and call number of the channel,it can be inputed Chinese,English and so on.(Fig.9)
- I Monitor:Can set to monitor one route or not to do.
- I Recording :Can set to record one route or not to do.
- I 24-hour recording :If want to record at different time section,set “24hours recording” to be “no” .
- I 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”.
- I Startup mode:There is Pressure Control,Key Control,Sound Control,but default “ Pressure Control”.
- I 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.
- I 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 “#” .(Fig.10)

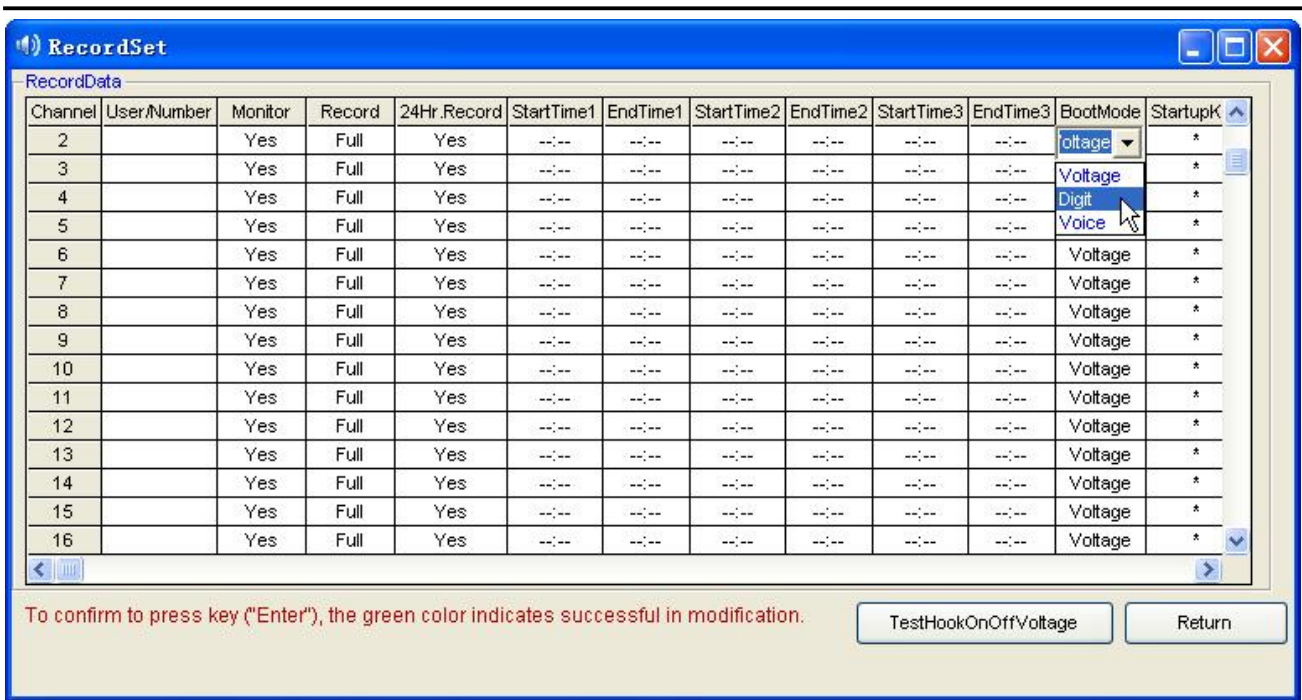


Fig.10

I 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.

Notice: Recording system with Senior Version after you use "voice mode",and it can't to use the leave message function.

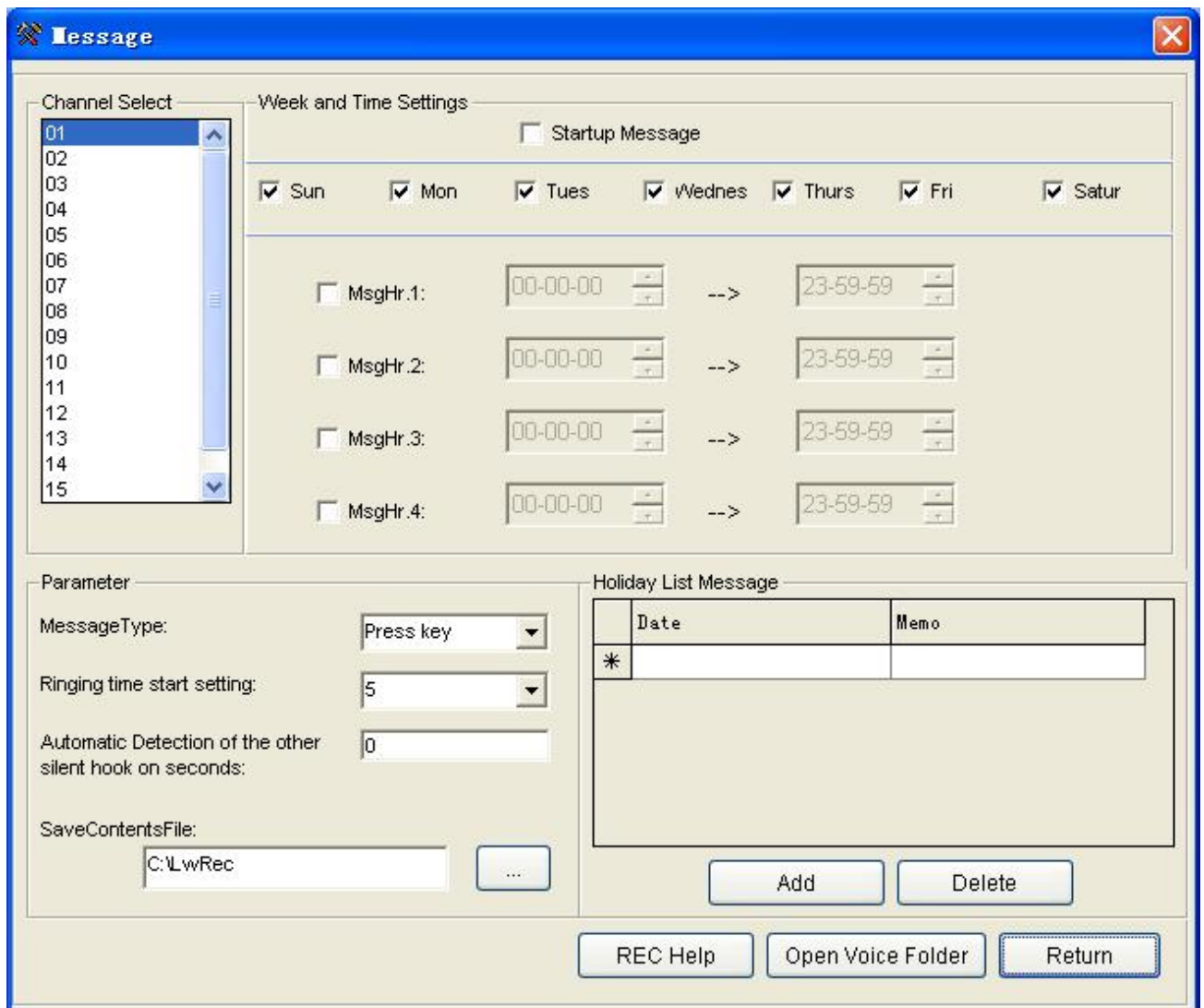
Sound Sensitivity: Adjust sound sensitivity to start recording of sound control.Default is 18 decibel.After you choosing the "Sound control",it will start-up recording when the recording system sound reach 18 decibel.It will stop recording when it under 18 decibel and 5 sec.(Parameter Setting –Recording Item-begin to count recording seconds.)

5.5 Message Setting

This function is the same with Tansonic 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 .

According to different time,and play different welcome message.For example: Duration Message,Week Message,Holiday Message.(Fig.11)



(Fig.11)

- | 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 unanswred of incoming ,and also the call times reach 5times,the system will startup to leave a message automatically.(Fig.11)
- | Save contents of message file:All of the message of customer are saved in “C:\LwRec” ,message file is WAV format.(Fig11)
- | Week and time setting:It means week and time have opened the voice mail box function if the item by √.(Fig.11)
- | Use message function:Open the item with √ ,it stands for the channel use message function; It is without message function if the system set channel 01on initialization.
- | Holiday message list: Append the holiday time list.

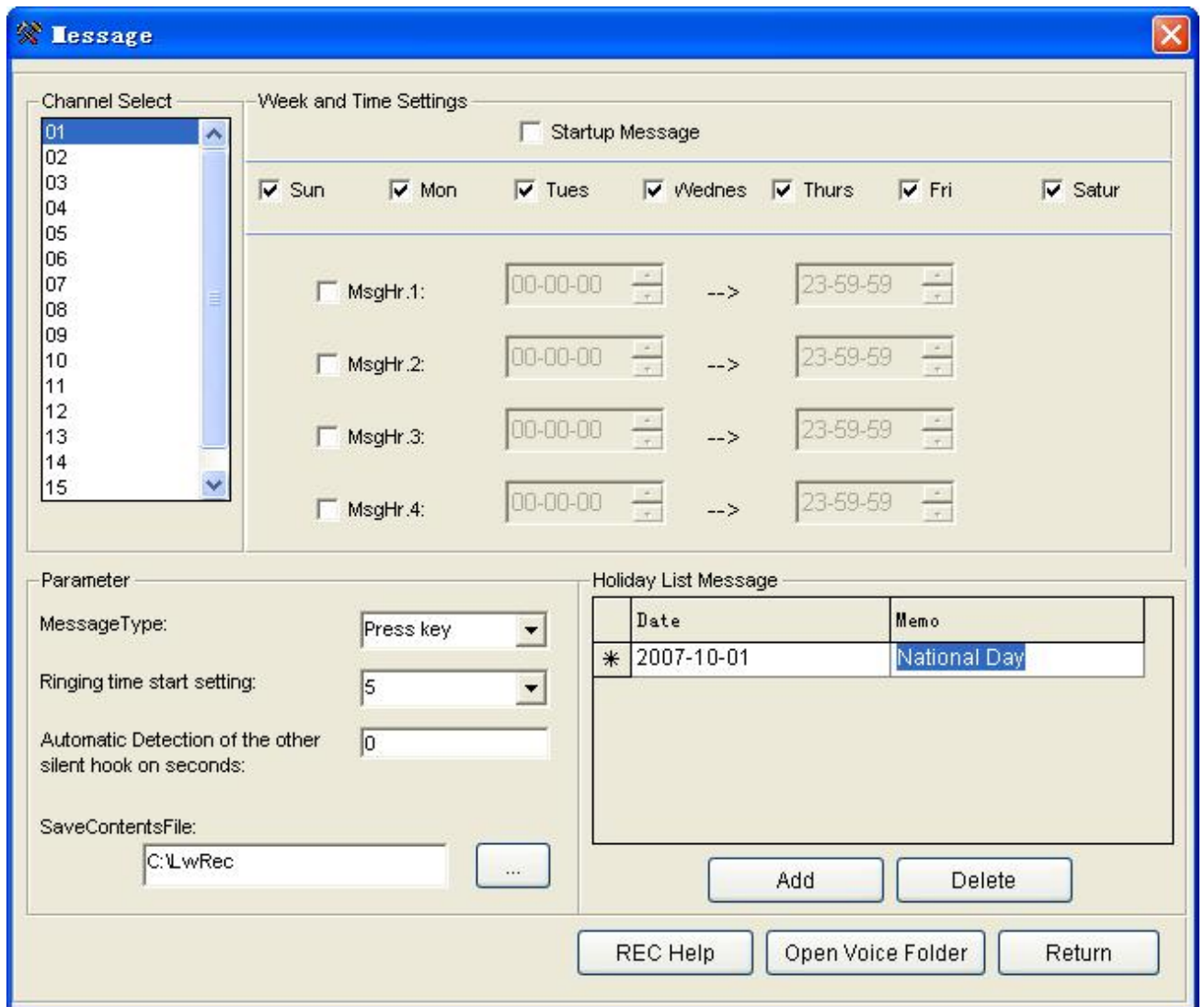


Fig.12

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."(Fig.12)

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” .(Fig.13).

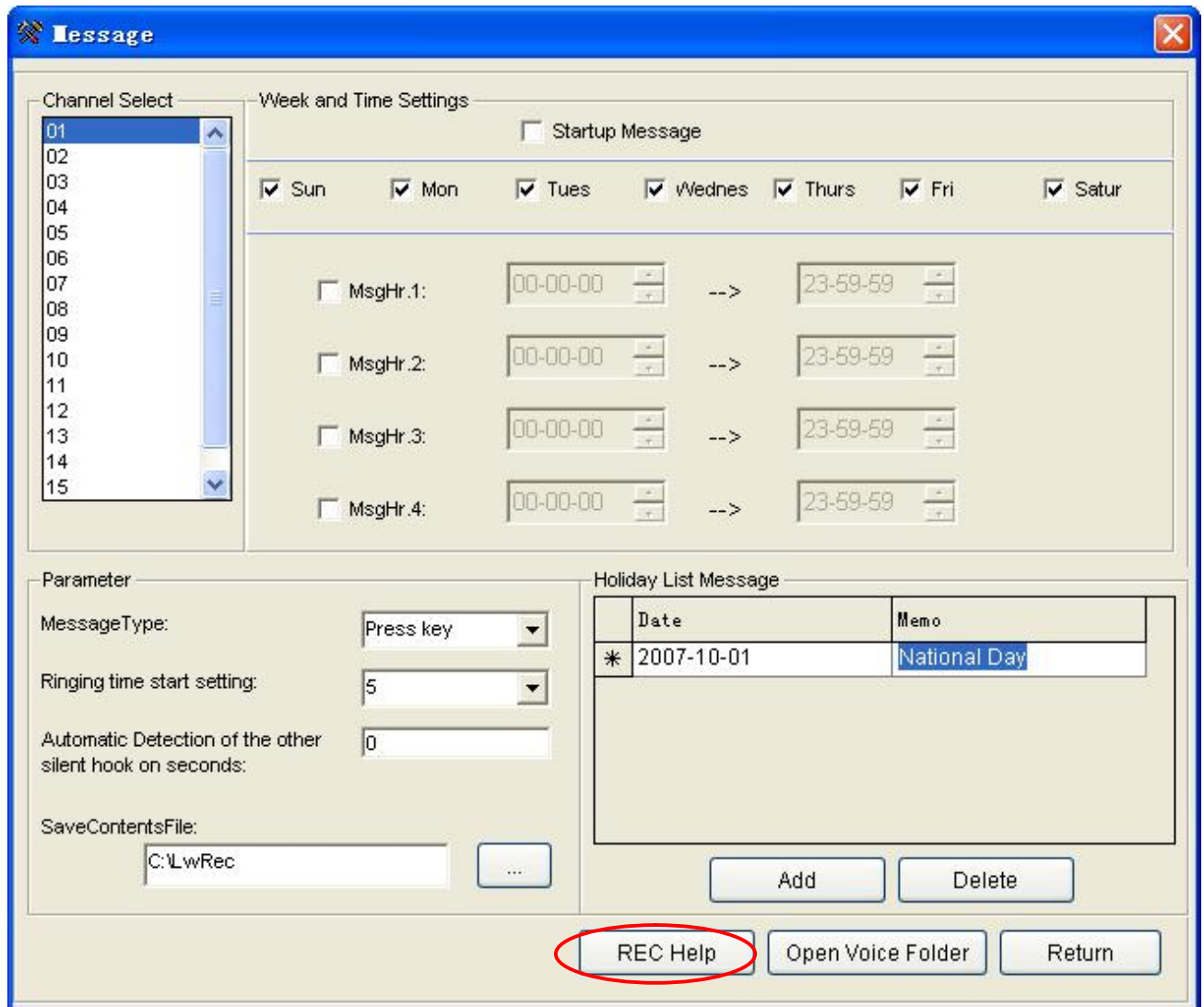


Fig.13

Introduction of voice file in Voc folder

1. Voice mail box:

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

-
1. Play by holiday:
 2. Play by week:
 3. Play by time section
 4. Play by channels:

2. The way of playing voice:

The sequence of playing voice: 1. Holiday Voice 2. Time Voice 3. Week Voice
4. Channels Voice

1. Introduction:

1.1 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.

H08.voc—“Hello, Welcome to phone XX company ,in order to improve our service quality ,and your conversation will be recorded”.

---- It means that channel 08 will auto play the voice when somebody answer the call.

H128.voc—“Hello, Welcome to phone XX company ,in order to improve our service quality, and your conversation will be recorded”.

-----It means that channel 128 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 mean channels 02 will auto play the voice when somebody answer the call. Please remember that the file name must :H+channel number.VOC.

1.2 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:L08.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 .”-----08 Channel will play the voice when nobody answer the call.-----08 Channel will play the voice when nobody answer the call.

.....

For example:L128.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.”----- Channels 128 will play the voice when nobody answer the call.---Channels 128 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===== 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 section1.

Mhr2_01.voc===Stands for 01 channel play voice within section2.

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 for02 channels play voice within section1

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:

- I 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.Vocs----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.HXX.VOC----Stands for XX will play voice when somebody answer the call.

- I 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.

- I 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.

Click_paly.voc=== “dripping” 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,byebye!

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 .

二、 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 .

- 1、 You can use the telephone which is connect to the recording system to record the voice file.(Because the recording file is WAV format.)
2. 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.
3. Then transform the system play recording tool to VOC format file.
4. Exactly to name the VOC file and save it to the VOC folder.

5.6 Parameter Setting

5.6.1 Recording Option

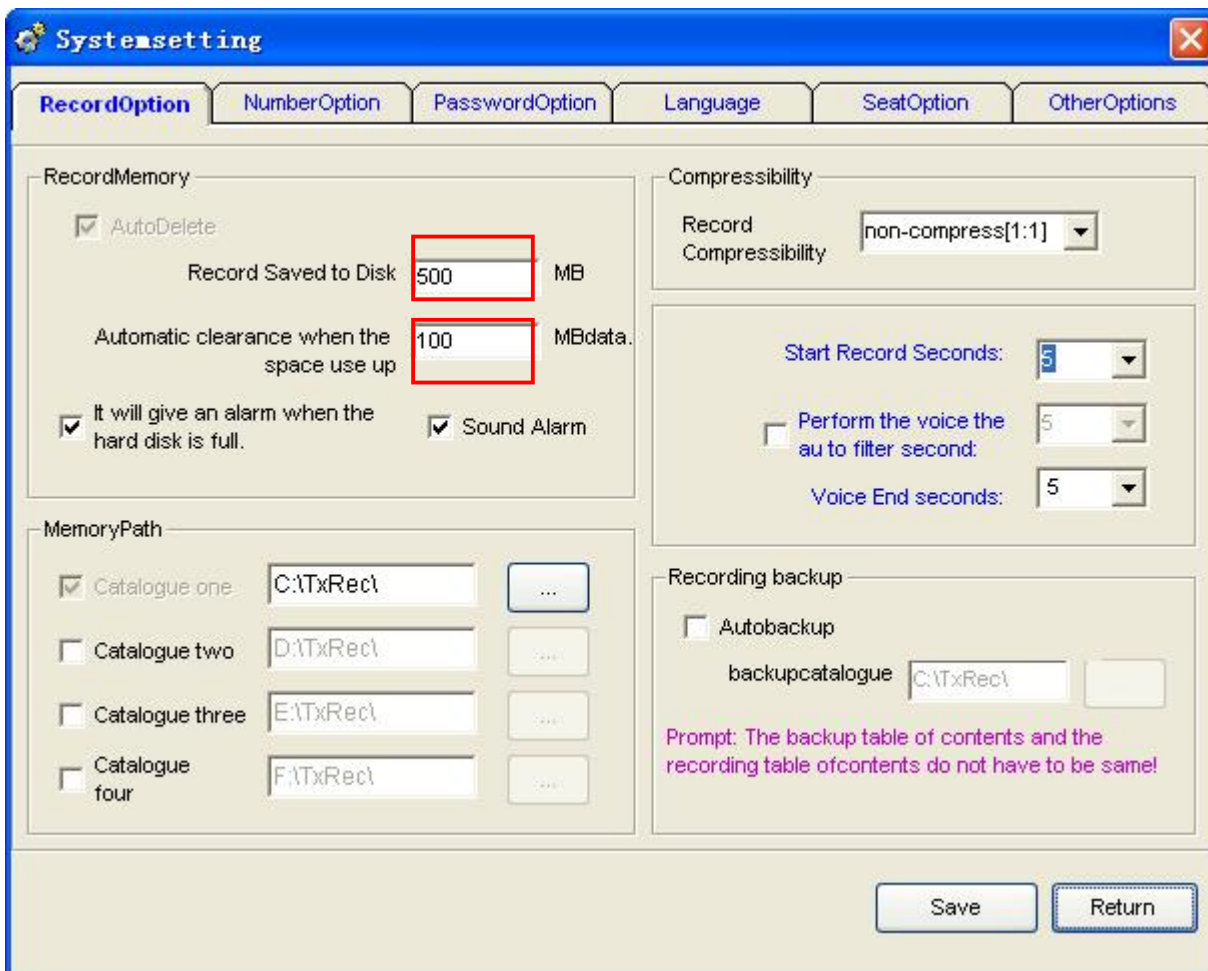


Fig.14

- 1 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 .

- I 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.
- I Seconds 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;

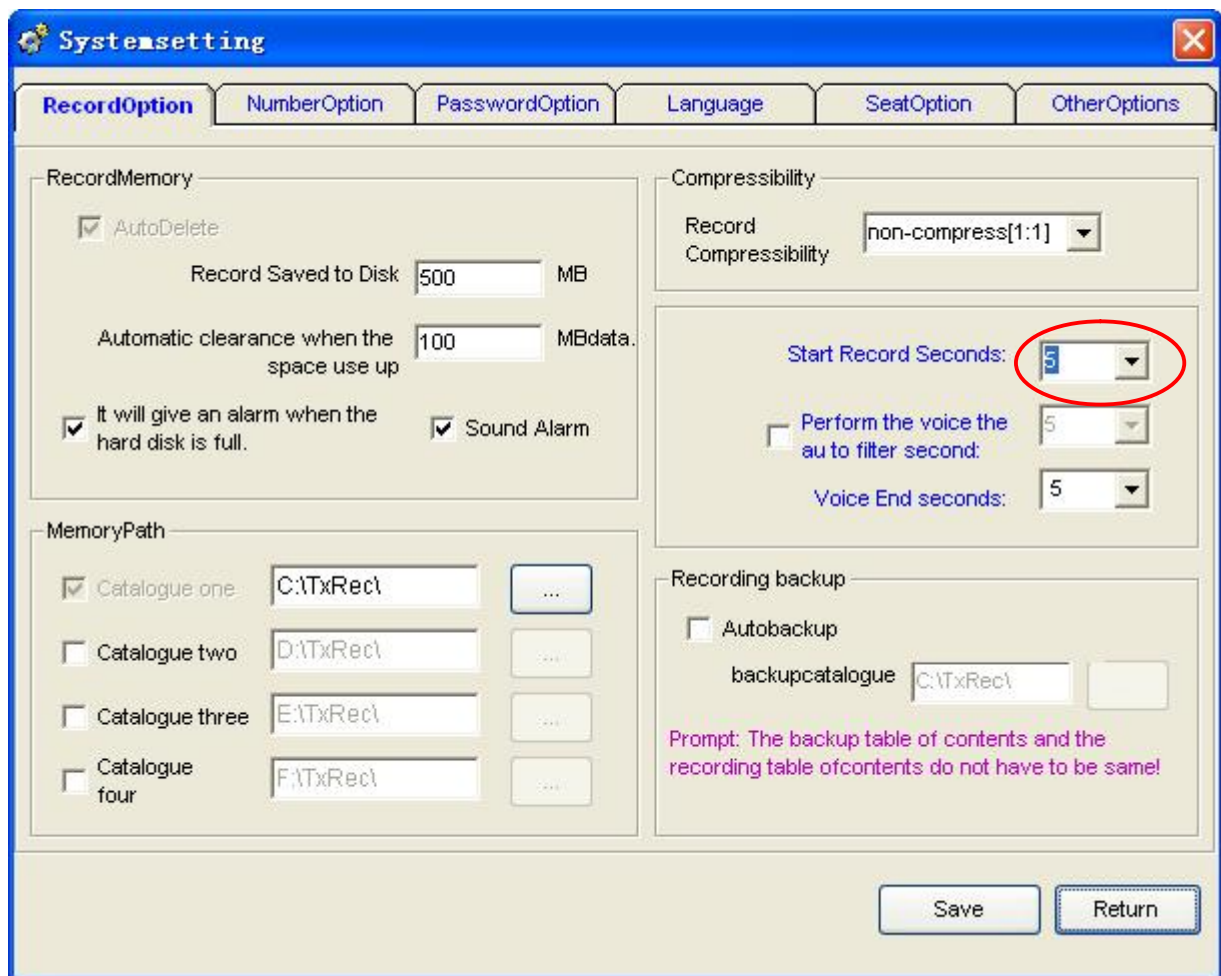


Fig.15

- I 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 Fig.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:

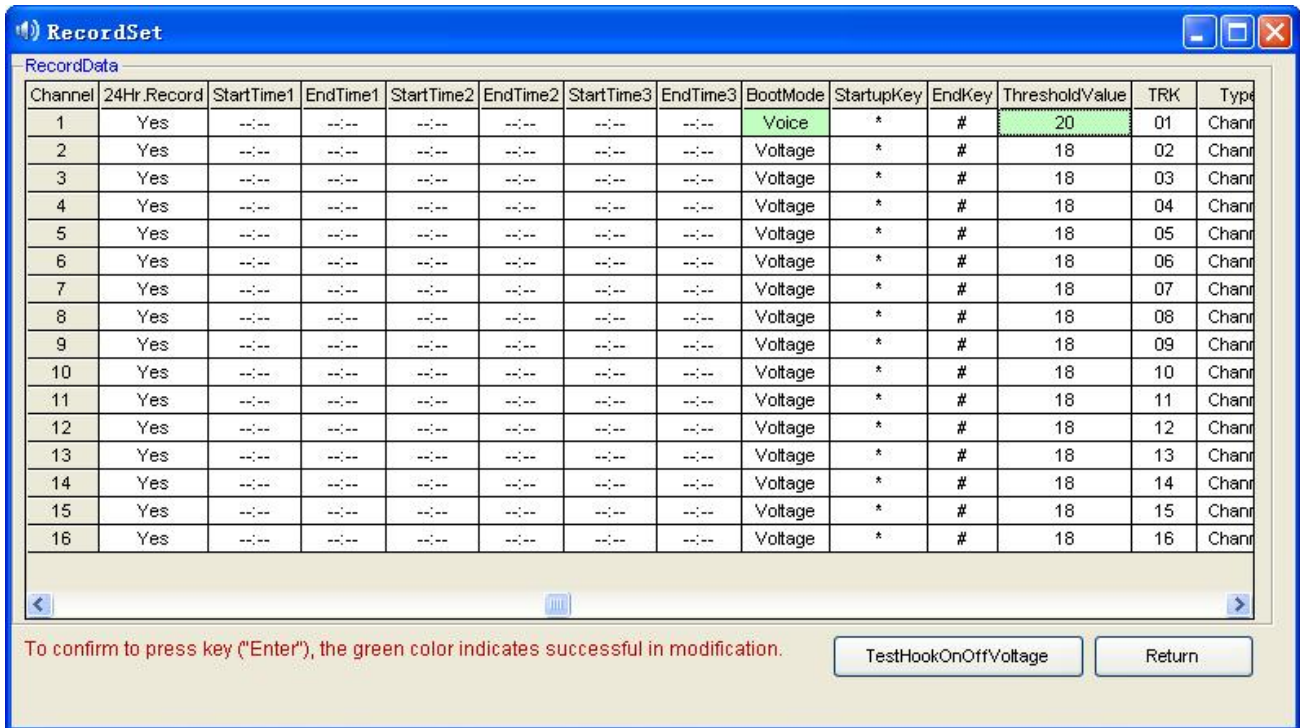


Fig.16

- 2、 Open : “ Parameter Setting” → “ Recording Item” → “Start recording seconds” and set “5”. (As picture5.5-4)

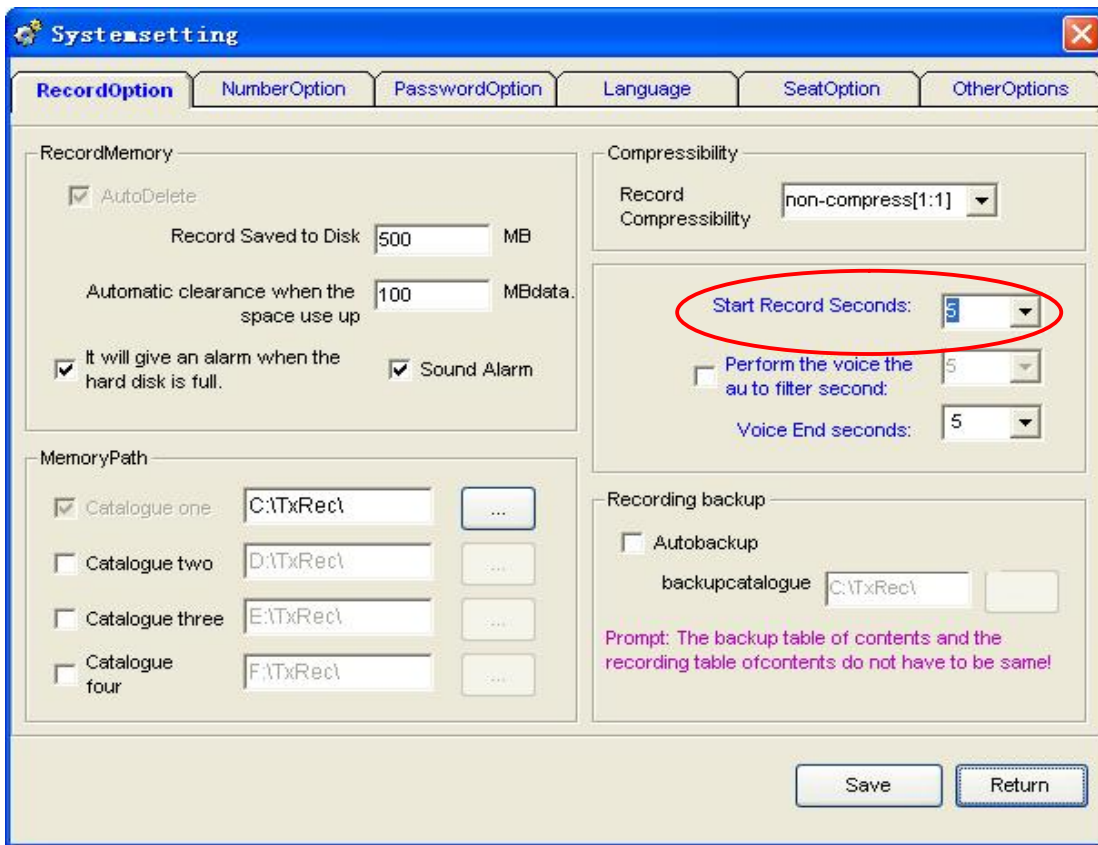


Fig.17

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. Fig.18

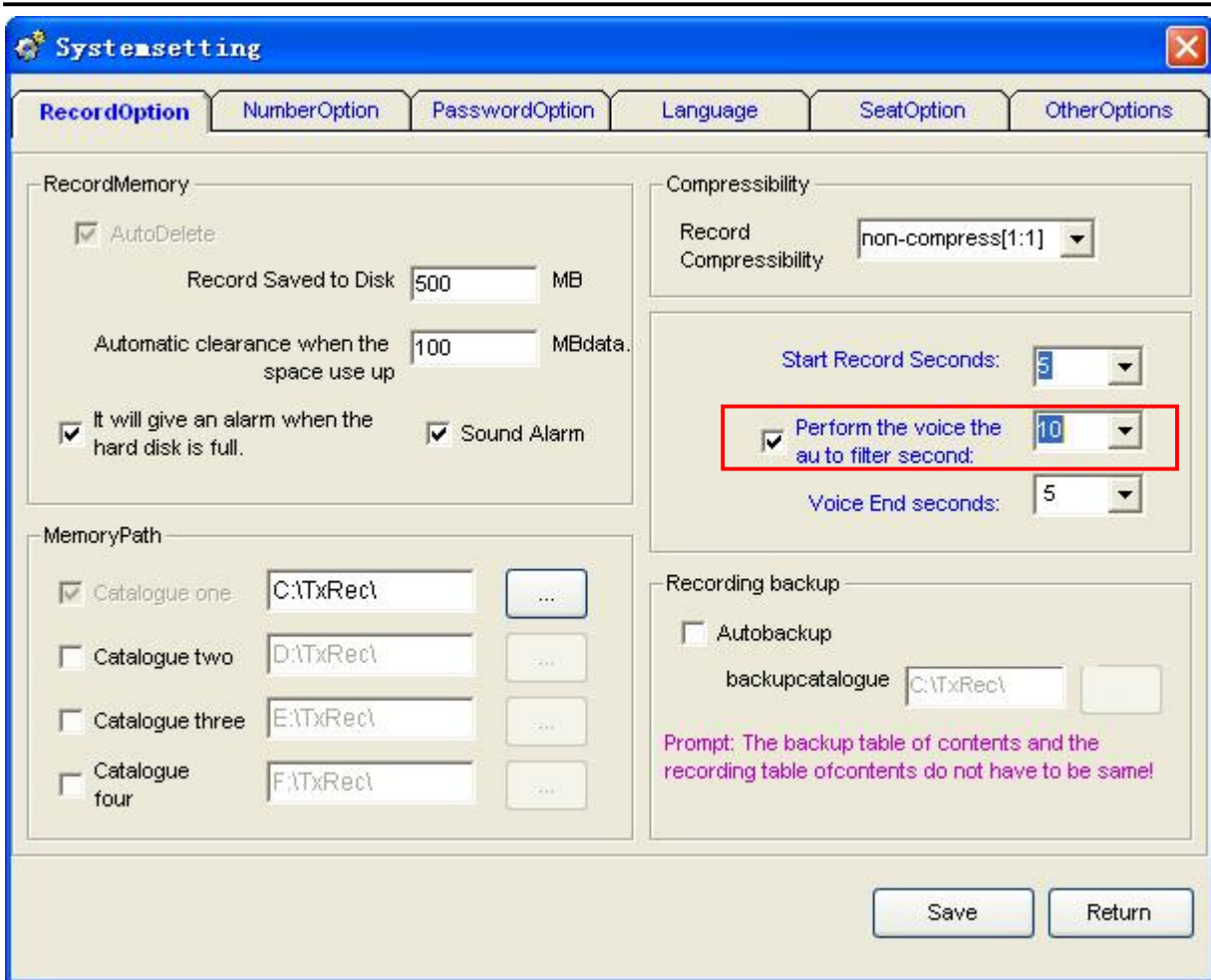


Fig.18

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)

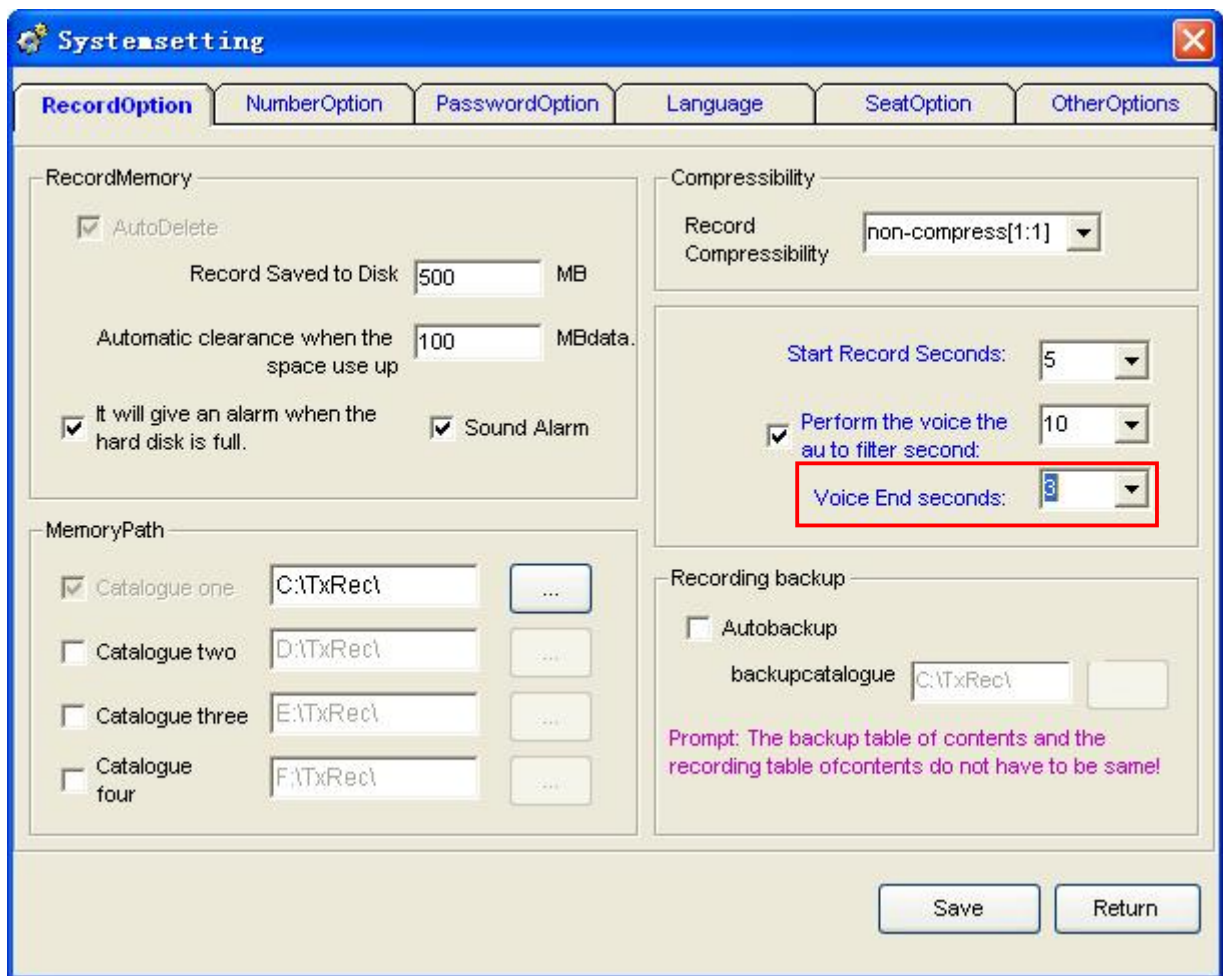


Fig.19

- I Backup automatically:While system record ,it can backup the recording data automatically .(Notice:Don't set two folder at the same recording directory.) Please mark the item of “Allow backup automatically”,then choose directory of backup.

5.6.2 Call Number Option

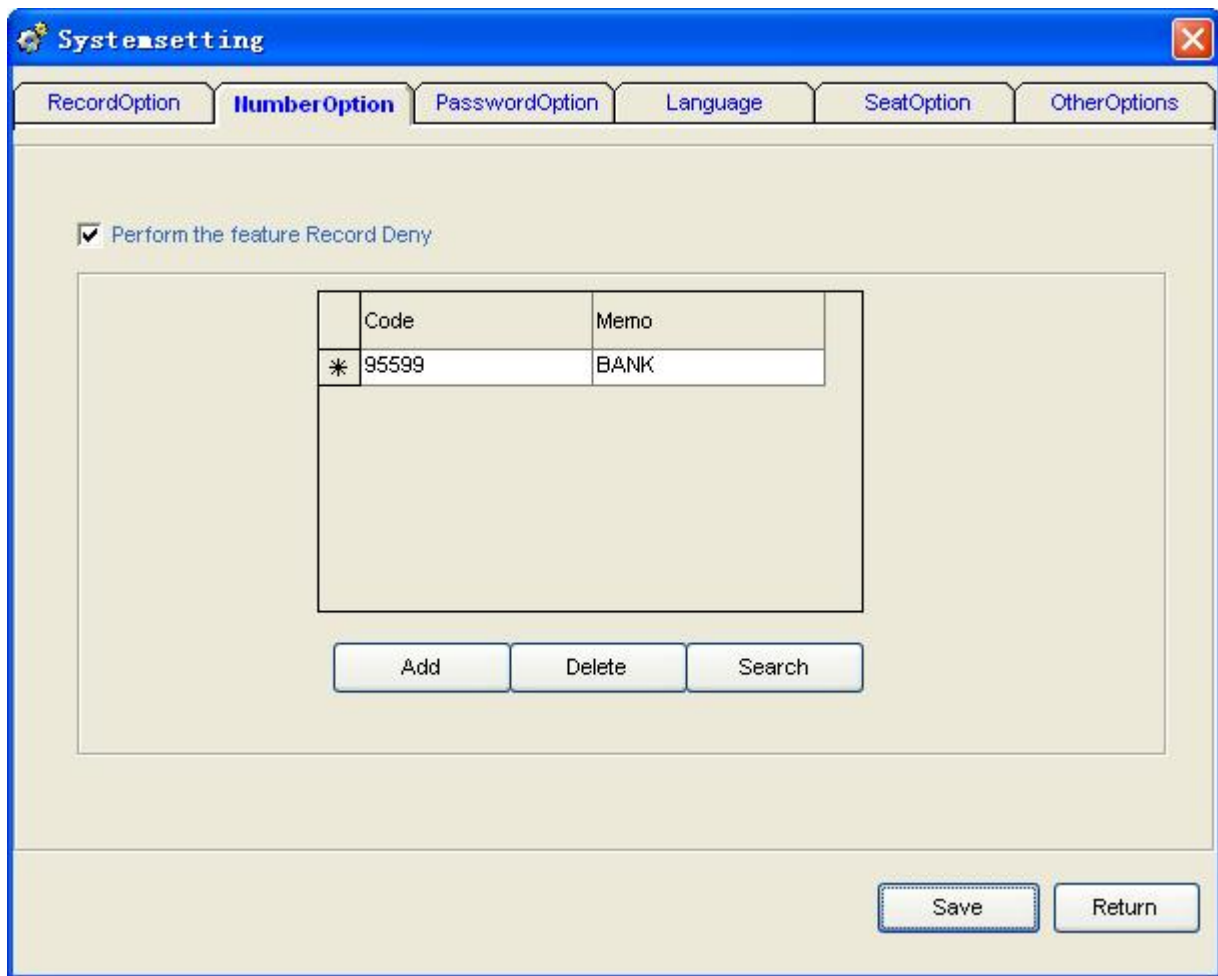


Fig.21

Description of call number:

Prohibiting recording by special number: If want to prohibit recording by special number, please choose the option.

Call number prohibited to record: Can add or delete call number prohibited to record.

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. Fig.21:

5.6.3 Password Option

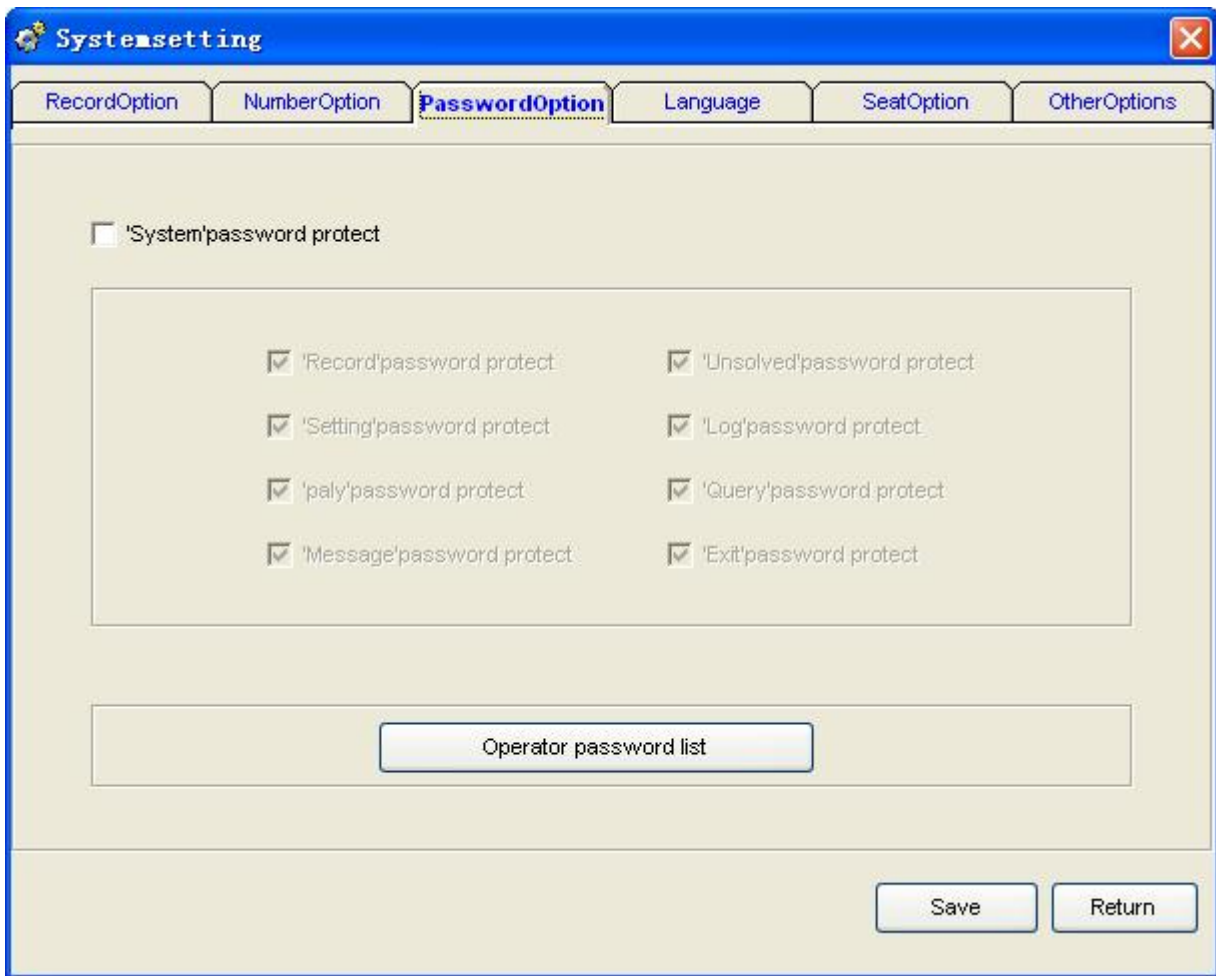


Fig.22

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.

5.6.4 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” :As picture 23:

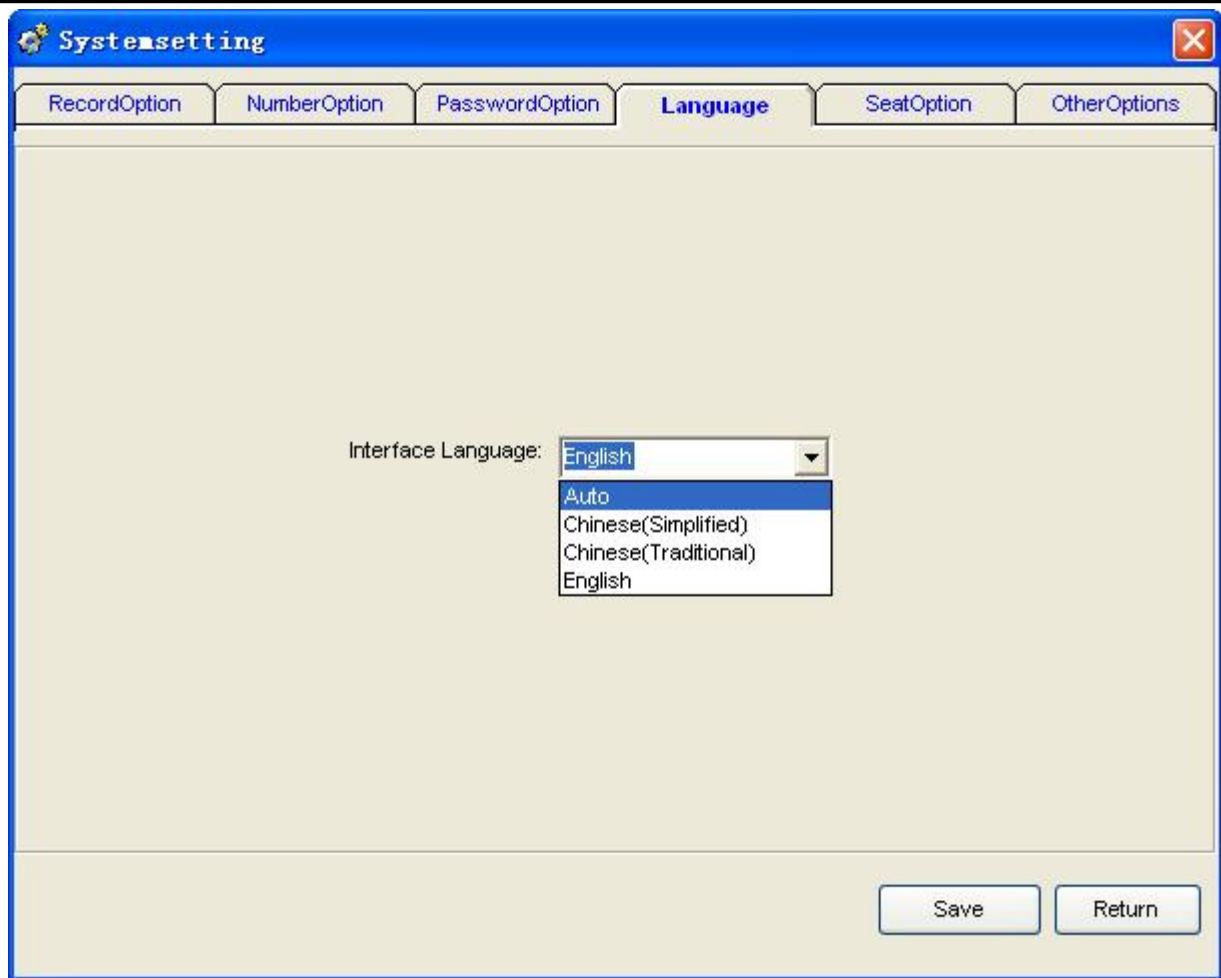


Fig.23

5.6.5 Extension option introduction:

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

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

User: Input the 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:

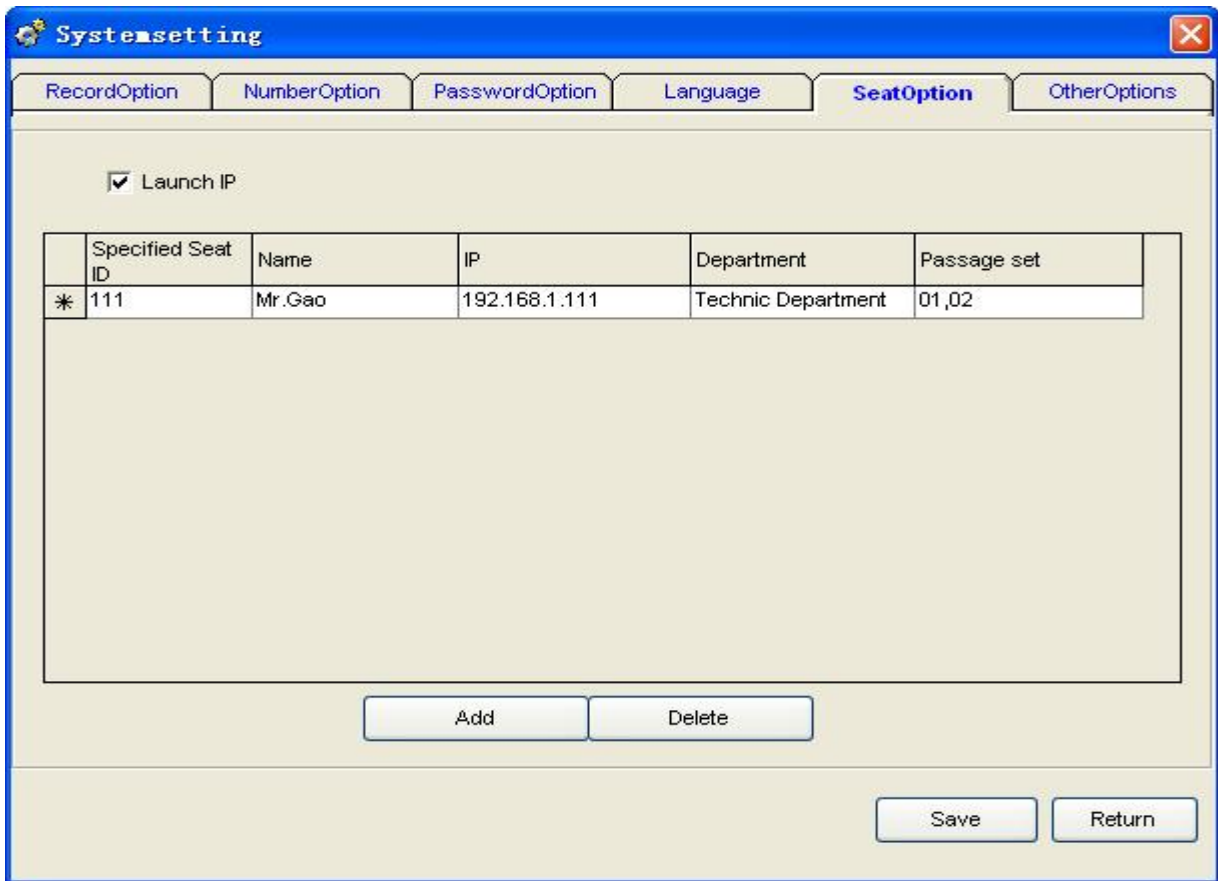


Fig.24

Input the false channels,as picture

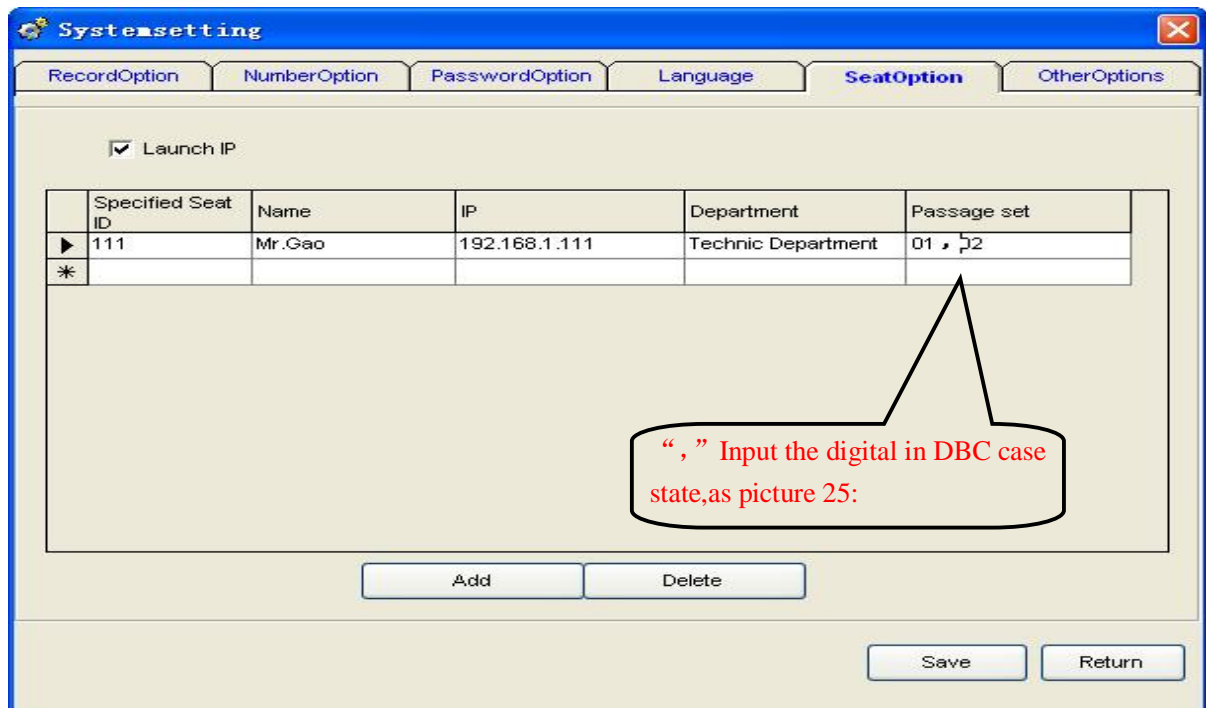


Fig.25

5.6.6 Other Option

Description of other option:

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

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

Setting the frequency of telephone in busy status : The system default 450 Hz. After the user hooking on the call ,but the recording system also display the hooking on status,it will need to set the frequency .

5.7 Recording Inquiry

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

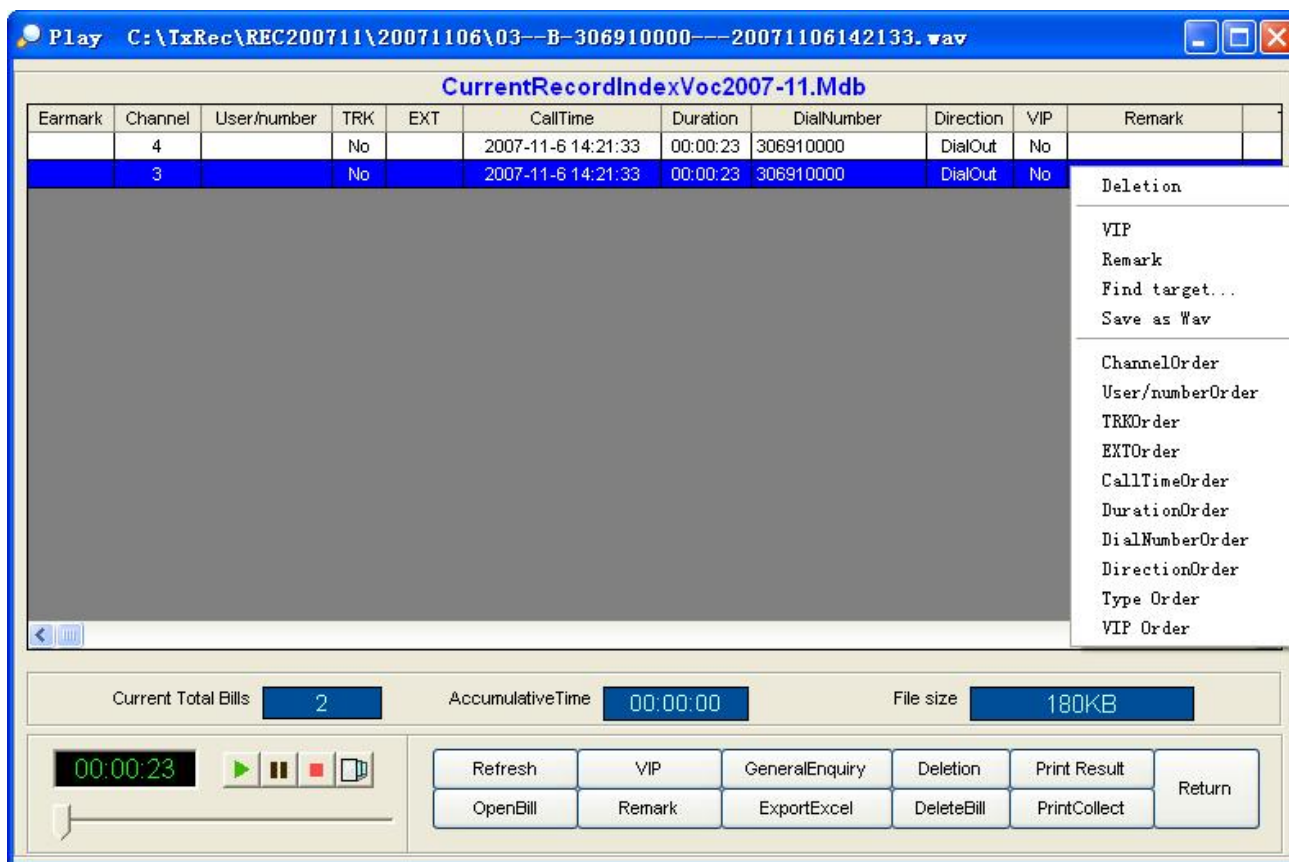


Fig.26

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 through the recording box to play the recording default,please connect the audio box to the recording box,and double click the recording file as you want to listen, then press “play”button to play the recording .
- | Time format:“ Length”means play recording time,recording time can be displayed at counting screen; “ scale”means play recording time,play recording time can be displayed at counting screen.
- | Delete present library: Delete all record at present library.(Library without any mark is very important.)
- | Delete present low: Delete single row record and recording file.
- | Conversation time accumulation: Display conversation time inquired by complex inquiry!
- | Educe Excel:Please educe the data to Excel.
- | Refurbish record: Refurbish the record of recording .
- | Open month library:Open the history file of month library.
- | Importance:It means “Important” and can’t to delete if the record is marked .But if want to delete,please click cancel,then delete.
- | Synthesis Inquiry:Open the inquiry of windows.Fig.27.

File size chosen: Choose recording file,which unit is KB.If the file is deleted of removed,“the file 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 incoming call, 9075526906661 stands for outside call or incoming call , 1001 stands for extension,20070510133327 stands for 13:33:27 on 10th May,2007.

You can inquire the recording as pic 27:

- | Channel: Can choose channel inquired,empty means all channels..
- | Uers/number/: Can choose user/call number ,which will be inquire,empty means all user/call number.
- | Note: Can inquiry according to note set by user.
- | Time: Can set beginning or finishing time of inquiry.

- I Call number: Stands for dialing-in or dialing-out call number. % stands for all characters,? stands for only one character.
- I Conversation time: Inquire according conversation time.

Filter condition of Inquiry:

Fig.27

Examples of inquiry:

1、 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.

2、 In your inquiry,if the NO.5 is “0” , direction is “dialing-in and the conversation time is “Oct8th,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”.

Fig.28

- 2、 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.

I 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);

1、 Click “Recording Inquiry” → “Synthesis Inquiry” →input “02” in the “channels” and set the inquiry 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: 2004-04-23 03:33:45

EndTime: 2020-10-23 15:19:01

DDD DialOut

City Incoming

[Show Result] [Return]

Fig.29

PrintCollect 2007-11 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]

Fig.30

5.8 Message Inquiry

This function is the same with Senior Vesion.

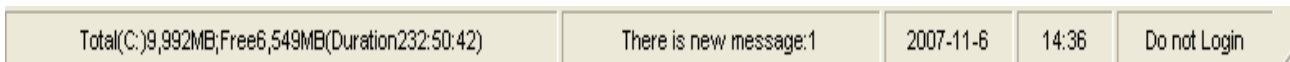
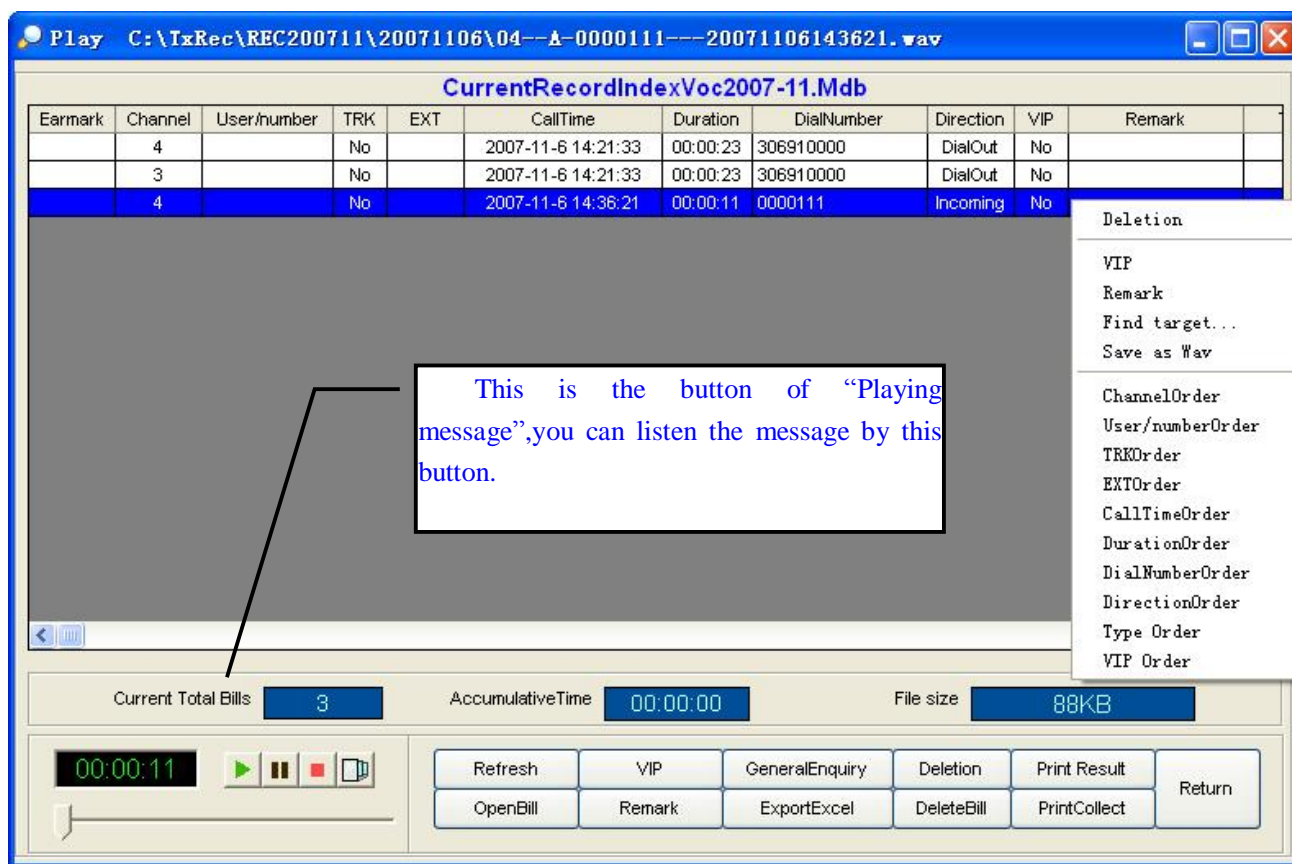


Fig.31

The system will send out the notice if has new message,such as pic31,there is two new message.Please click “Message Inquiry” button to inquire and listen.



The windows of Message Inquiry,(Fig.32),the operation way is the same with “Recording Inquiry”,please scan Chapter 5.7:

Message file introduction: 02--A-0000115---20050810163824.wav , “02” stands for Channels, “A”stands for dialling-in, 0000115 stands for Incoming call number, “20050810163824” Stands for message time is 16:38:24 on 10th Aug,2007.

5.9 Unanswered Call

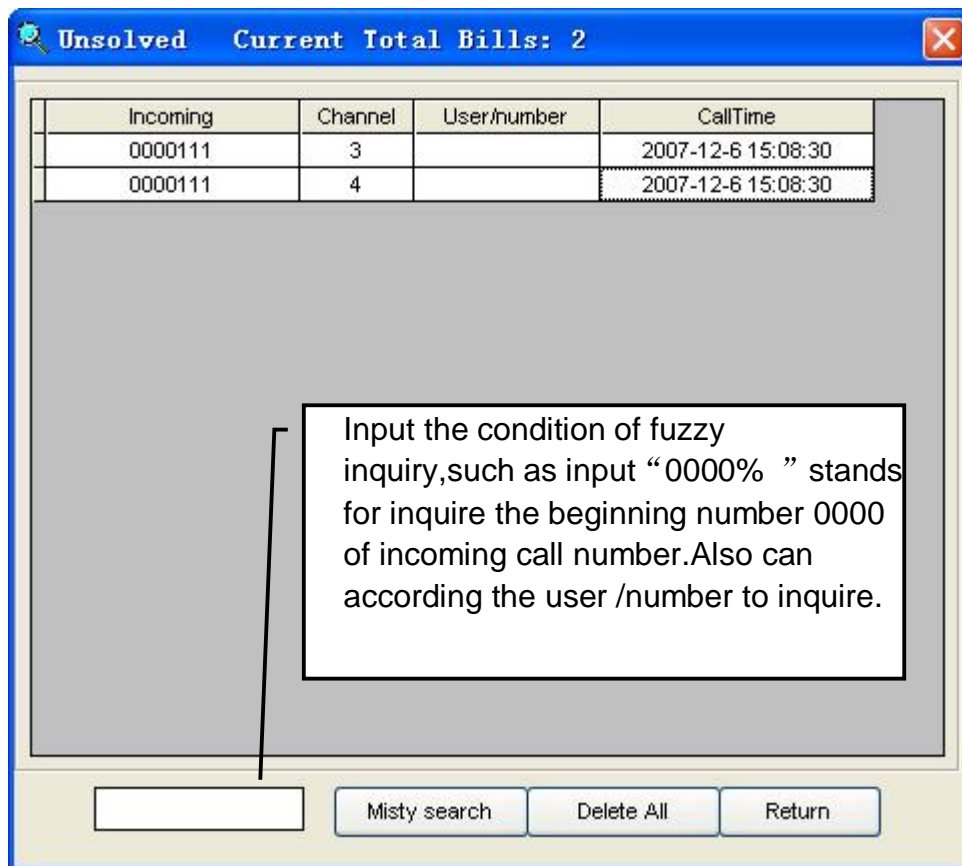


Fig.31

Delete: Delete all record.

5.10 Log Browse

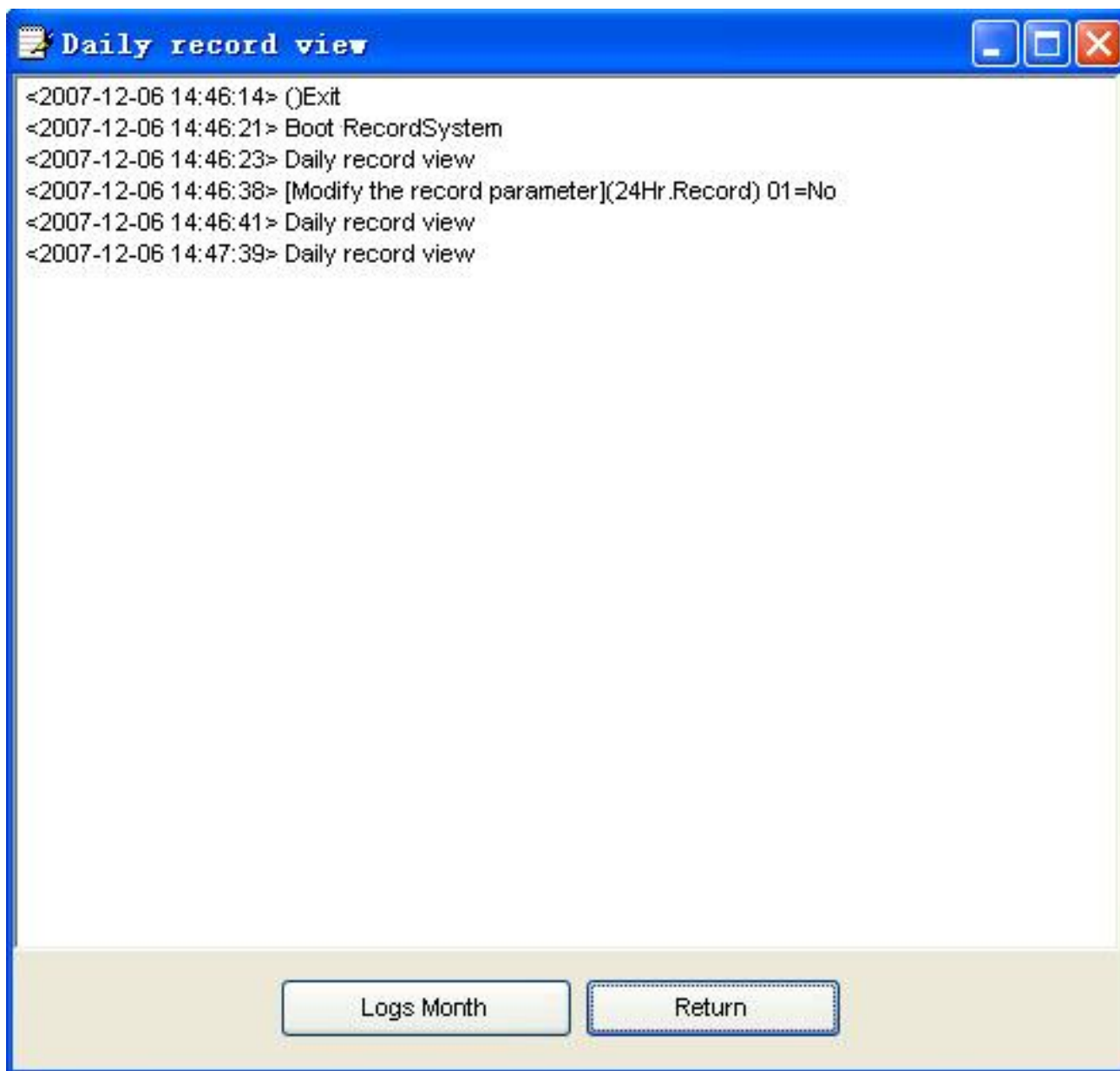


Fig.32

Recording all diary record!

5.11 Start-up popup

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

5.11.1 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 function 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.

5.11.2 Installation Step:

1、 Install the main program of Phone Recording system on the server computer, then partake the catalog of installation, default “C:\Program Files\CDX2010RS\”。

2、 Find out the CDX2010RS catalog of recording server partaking on the network, then place POPUP.EXE to the desktop or other position, and double click to open the POPUP.EXE with keyboard shortcuts .

Notice: This method is used for partaking the database. Please install the CD POPUP system on the Client computer if you want to use the unaided POPUP database. The operation way is: Click “start”-choose “run”E:\Popup\setup.exe”. Then you can finish the installation according to the guide.

Notice: This method is used for partaking the database. Please install the CD POPUP system on the Client computer if you want to use the unaided POPUP database. The operation way is: Click “start”-choose “run”E:\Popup\setup.exe”. Then you can finish the installation according to the guide.

Use method:

Running recording system-» Parameter setting-» Extension Option-» Startup IP interface According the prompt to input each extension's information, extension number, explanation, IP address and so on information.

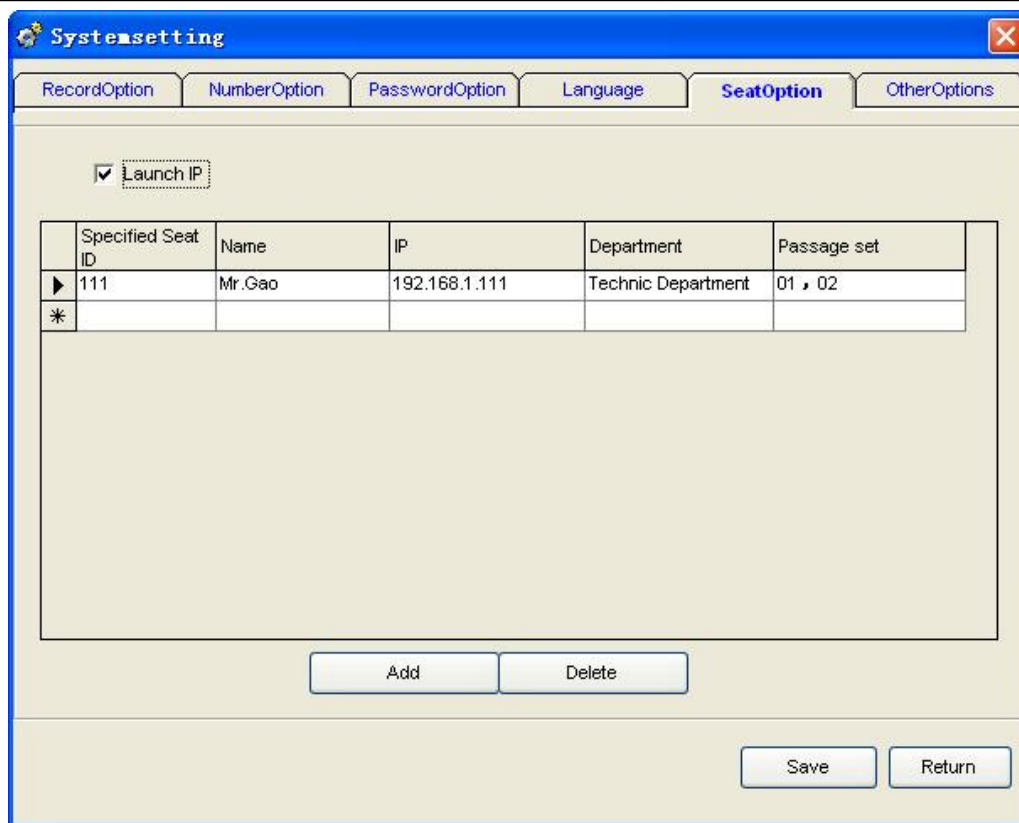


Fig.33

5.11.3 Examples of setting:

For example: Some client has Client and Service department, Market department has two department ;The client and service department has 4 extensions, market department has 2 extensions. Use the phone recording system's POPUP can to do this function. When has incoming call of trunk line, it only can display the incoming call message of customer in some operator or the Market department's computer.

1、Parameter Setting -» Extension option -» Startup IP interface (☑). Running POPUP .exe at setting-» You can according the prompt to input the extension's information on network setting. For example: Extension (market department), and the market department IP address is : 192.168.0.11, Extension number is: 001, market department telephone line is the 01 route of recording . Fill in the handle Extension 001 at the message of customer "Basic information", the handle department is market department, when has incoming call it will pop up the market department's message in the poput system ., As pic34:

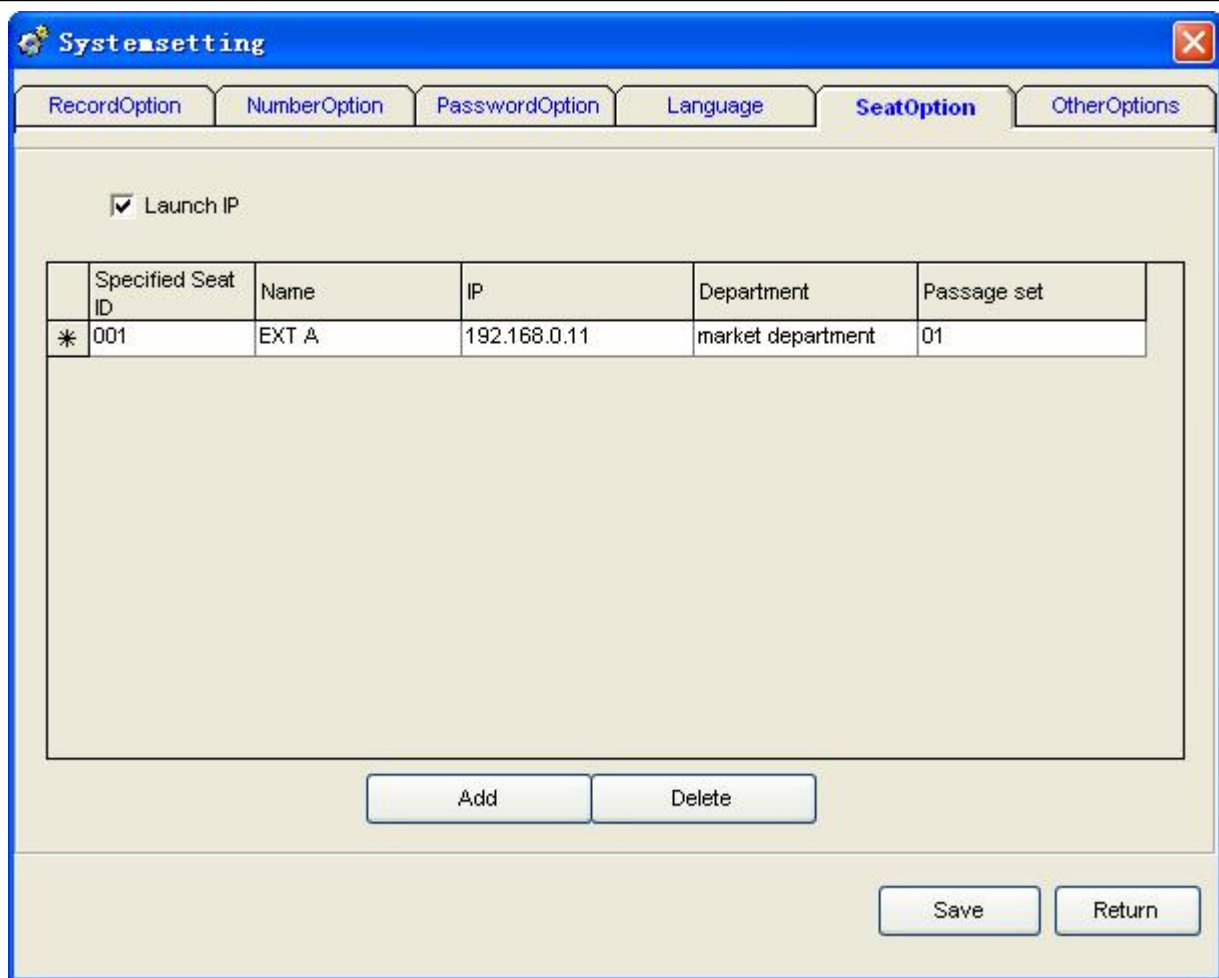


Fig.34

2、 Fill in the handle Extension 001 at the message of customer “Basic information”, the handle department is market department,when has incoming call it will pop up the market department’s message in the poput system . As pic 36,it will pop-up the incoming call number 075512345678 in the Extension number “001”.

Notice:If there is more call number,please use “,” to block off on DBC case states.Fig.35

Customer Database

Basic information Company product Contact person A

Customer's

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

Fax Specified Seat

Fig.35

Customer Database [X]

Basic information Company product Contact person Address Payment and hair goods

Customer's

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

Fax Specified Seat Accept Department

Customer ID Customer Type VIP Customer

Customer Description or Memo

List in black list,reason is:

Fig.36

Fig.36,If input “Technique department” at “Accept department” option,and “Accept department” is blank.When incoming call number “075512345678”, and all of the Extension’s PC of “Technique department” will popup.

Prompt:If you don’t want to popup the windows of “Client Information”,please click “Setting” — >“Popup the client information”(Not mark),then it will prompt at right corner if has some incoming call.(Such as Pic.38)

Caller ID:
 0000111
Customer's name:
 Zhang
Brief:

Fig.38

5.11.4 POPUP Introduction:

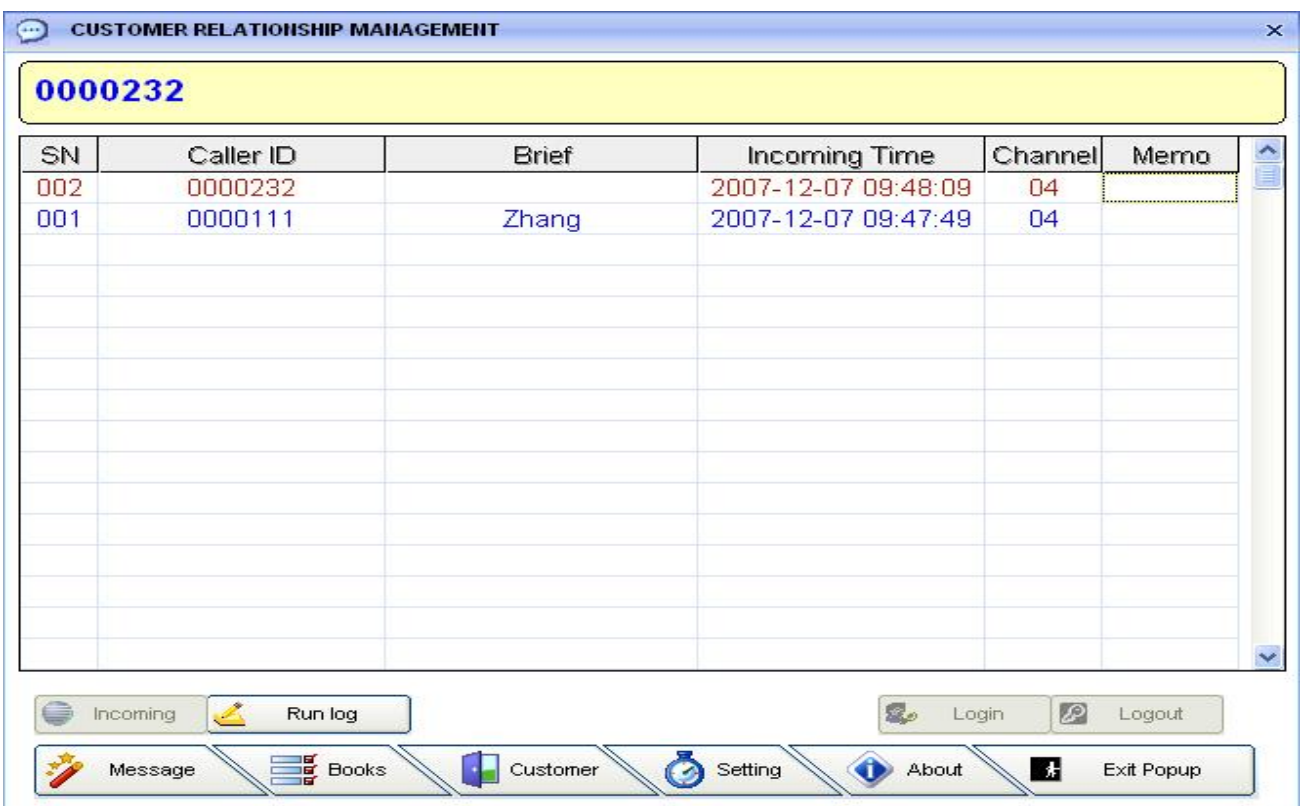


Fig.39

Incoming call number: It will display the Call ID and customer's information if has incoming call .(For example :picture 39)

Add to phone book: Likes the "Incoming call number"above,Red is the new number(picture40),Blue is the record number(old number).It will add the new number to your

telephone book after you click .(It is use for registering the common telephone number)(picture40)

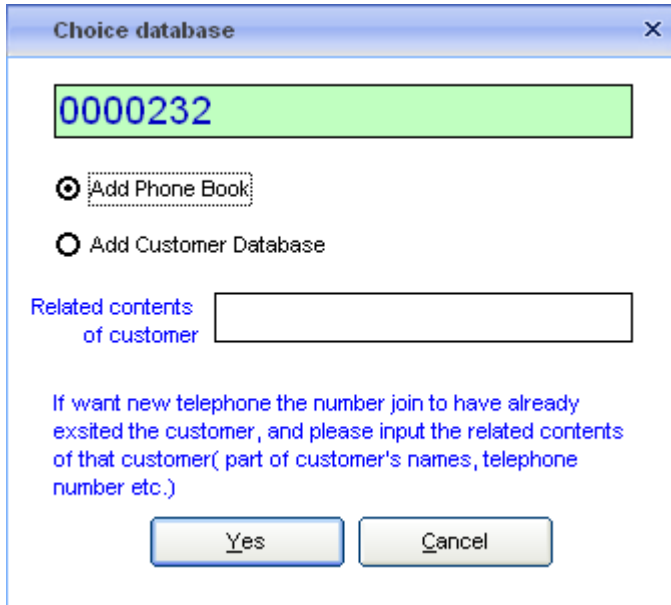


Fig.40

Click “confirm”,and can add the record to “Telephone book”,click“ confirm” and add the new record of telephone book.Fig.41:

The image shows a software dialog box titled "Add". At the top, there is a close button (X). Below the title bar, the text "Phone Numbers(Please seperate phone numbers with\",")" is displayed. A text input field contains the number "00002222". Below this is a text input field for "Name or Description", which is highlighted in yellow. Underneath are two checkboxes: "VIP" and "Black List". A section labeled "Details" contains a large, empty text area with a vertical scrollbar on the right. At the bottom of the dialog are two buttons: "Save" and "Return".

Fig.41

- l **Telephone Book:** Display all the telephone number of user.It can add , compile the telephone number,address and so on imformation.
- l **Information:** It can send the information to extension and department you want, and all of IP chat content , expediently to fill in the message of customer .

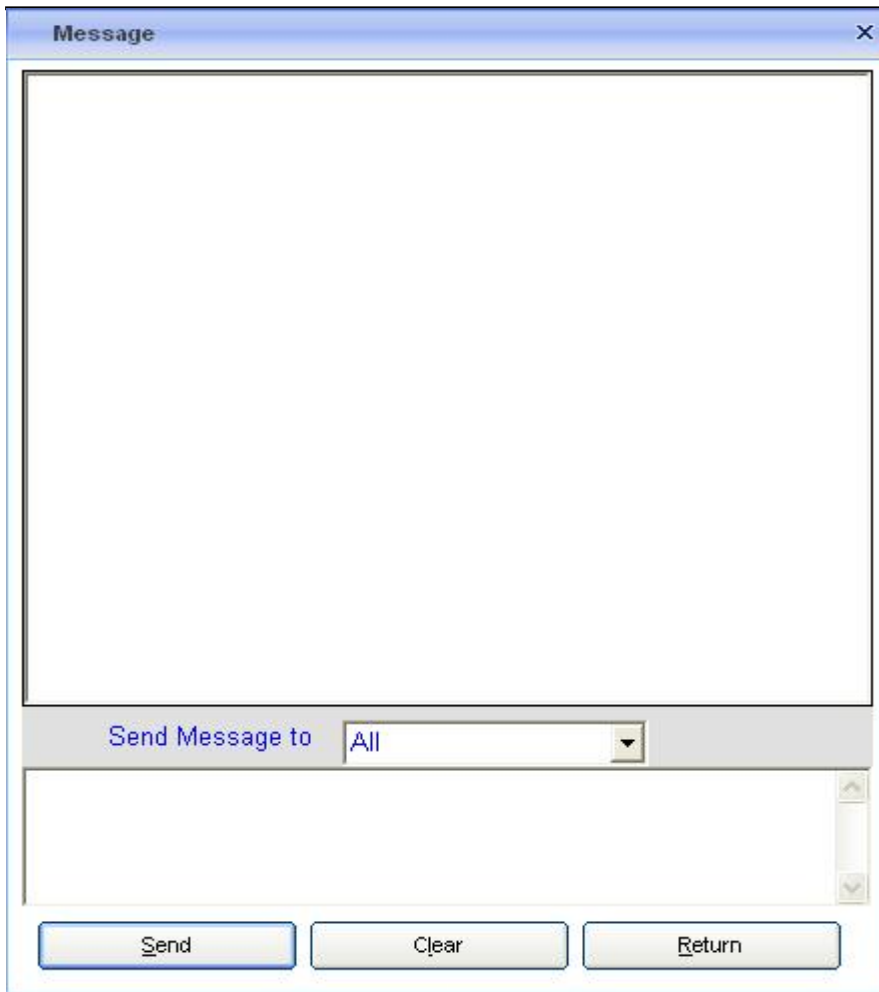


Fig.42

Fig.42, If you want to send some information to the extension 001,you can input at “Information input section”.It can input 001at “Information will send to” and click “send”,then you will finish the information. “ All” stands for sending information to all of the extension.

For example:It will inform all of the technicians to have a meeting on 6th of Feb,2007.You can input some information at “Information input section”,and input “Technique department” at “Send information to ”,then click “Send out”.Fig.43

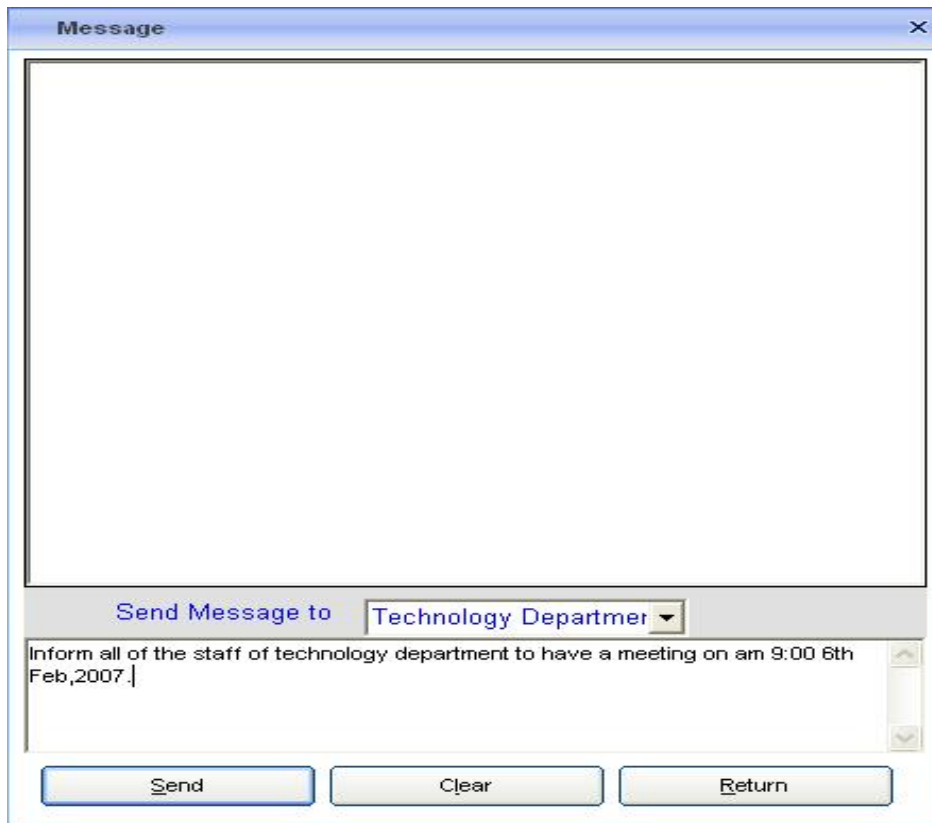


Fig.43

- l **Customer information:** It is not only can display the information of customer , but also can add ,delete and compile information.
- l **Operation Records:** Inquire and read the information of client popup.
- l **Setting:** After choosing “popup the number of incoming call” ,when enter incoming call number of you setting, It will popup the customer information.
- l Interface language is use for choosing the currently popup language,contains English,Simplified Chinese version,Traditional Chinese version.
- l **Exit System:** Clicking on the lower right hand corner of the system "exit system" button.

5.11.5 Incoming call information flow introduction:

.1.If the incoming call number has enregistered in the database before,It will display in the “Brief Introduction”.When you double-click the record ,it will display the customer information ,and support to compile.

- 1、 If the incoming call number is a new number,when you double-click the record ,the system will prompt you to add the number to phone book or customer information database.

For example:If the customer want to enregister the new number which has existent to his database.It can input the customer information in “client information” and can do some inquiry.After confirming,you can inquire the customer information ,and the new number will auto add to your phone book.(Fig.44)

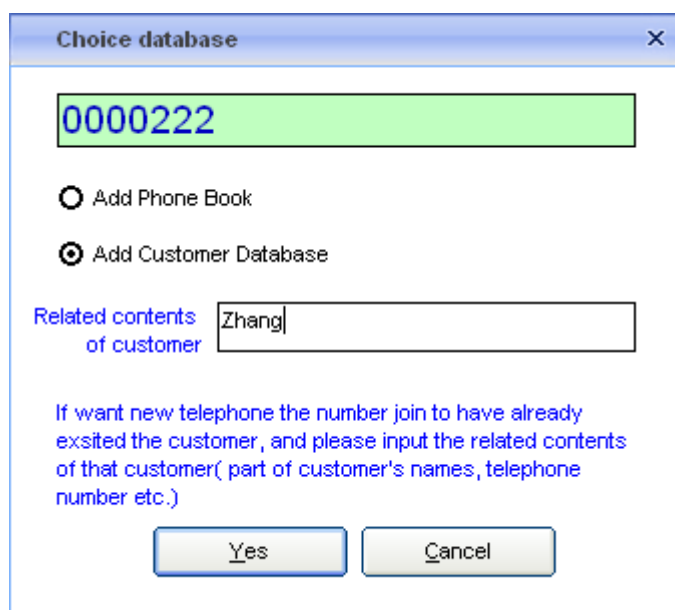


SN	Caller ID	Brief	Incoming Time	Channel	Memo
002	0000232		2007-12-07 09:48:09	04	

Fig.44

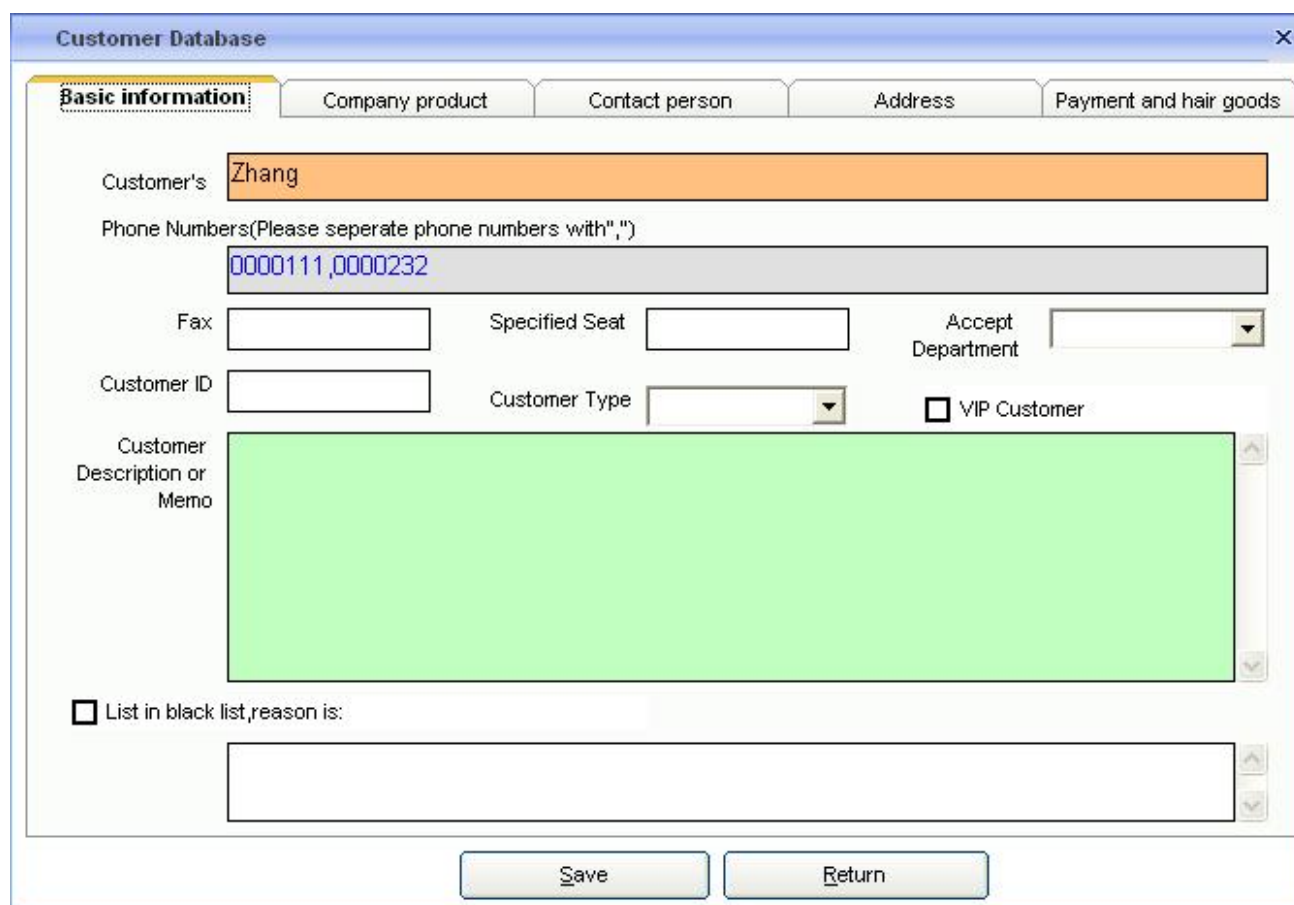
- 1、 Double-click the add record of red,such as “0000123” ,it will appear windows “ Choosing the data library”.
- 2、 Then choose “Add the client information to library”,Fig.45.
- 3、 Input some information of client,such as “Mr zhang” and click “confirm”,then it can find the record of“Mr zhang”.
- 4、 Double click the record of “Mr zhang”,then the number “0000123” will add to the record

automatically. Fig.46



The dialog box titled "Choice database" contains a text input field with the value "0000222". Below it are two radio buttons: "Add Phone Book" (unselected) and "Add Customer Database" (selected). A text input field labeled "Related contents of customer" contains the text "Zhang". A blue instruction text reads: "If want new telephone the number join to have already exsited the customer, and please input the related contents of that customer(part of customer's names, telephone number etc.)". At the bottom are "Yes" and "Cancel" buttons.

Fig.45



The "Customer Database" form has several tabs: "Basic information" (selected), "Company product", "Contact person", "Address", and "Payment and hair goods". The "Basic information" tab contains the following fields:

- Customer's: Text input field with "Zhang".
- Phone Numbers(Please sepearate phone numbers with",") : Text input field with "0000111,0000232".
- Fax: Text input field.
- Specified Seat: Text input field.
- Accept Department: Dropdown menu.
- Customer ID: Text input field.
- Customer Type: Dropdown menu.
- VIP Customer: Check box.
- Customer Description or Memo: Large text area.
- List in black list,reason is: Check box with a text input field below it.

At the bottom are "Save" and "Return" buttons.

Fig.46

Add to database: In database, it only has 5 fields that can be filled in the customer information. It is used for registering non-company customer information. For example: Noshery, Bank, Flower shop and so on. If the telephone is set up with a blacklist, when an incoming call to this number, it will pop up a caution with a blacklist.

Add to the client database: This database offers a mass of fields to fill in the client information.

5.12 Recording System Client

Client Inquire and Listen: After installing the recording system on the user computer server, other computers can use this function to inquire and listen to recordings.

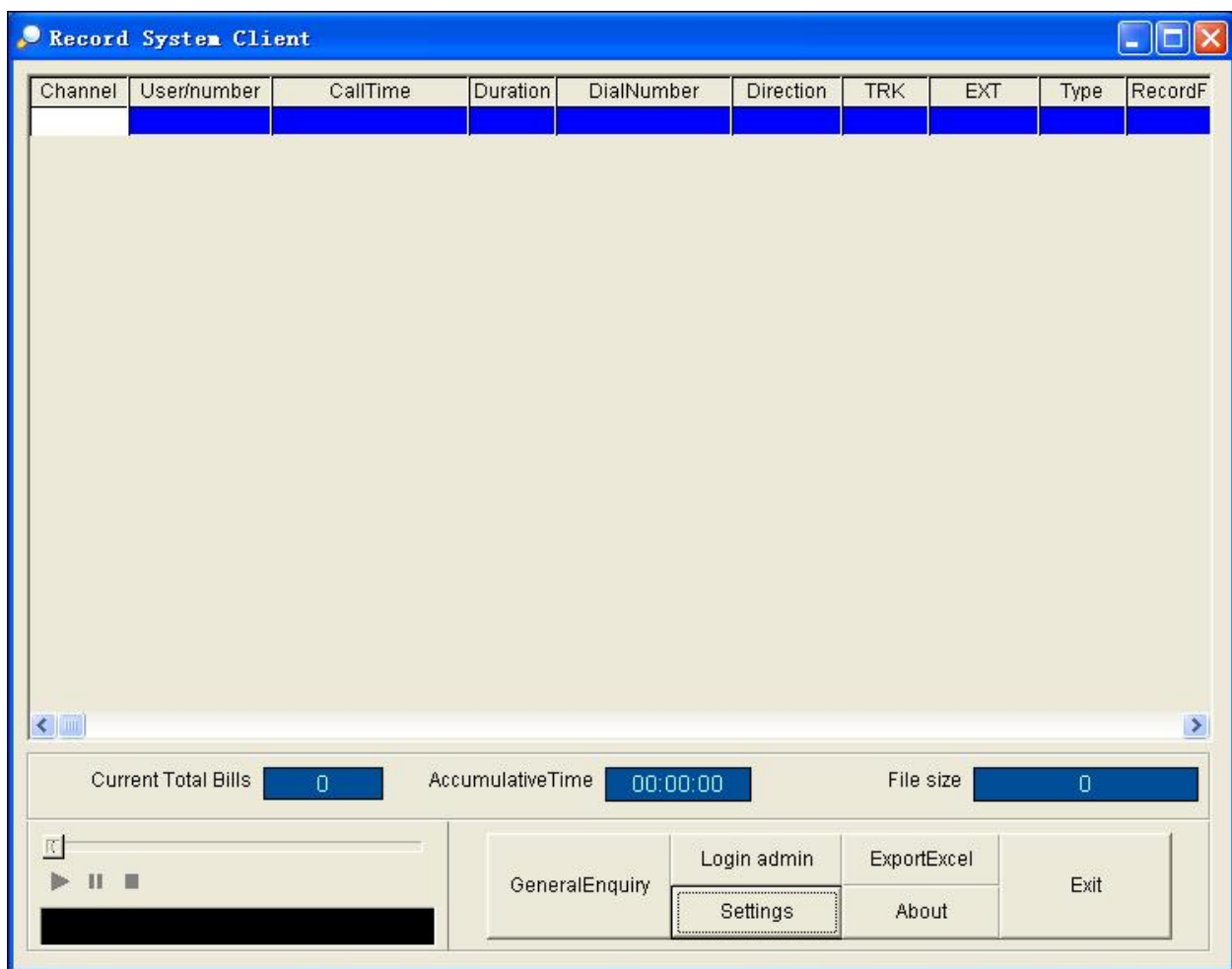


Fig.47

5.12.1 Installation :

1. Install the recording system CD to driver, (and in case of G is CD driver) ,click “Start” —>“operate” G:\ CDX2010RSBV\Setup.exe, then according the guide to finish.

2. Install the recording system CD to driver, (and in case of G is CD driver), click “Start” —>“operate” G:\ Client\Setup.exe, then according the guide to finish.

3. After finish installation, the system will build TX Client shortcut mode on the desktop, and you can startup by double- click.

Notice: If you want to inquire and listen recording system client on other computer ,you can repeat the step like above.

5.12.2 How to inquire and listen recording

1、 Double click “Tx_Client” shortcut, and startup Recording System Client.

2、 Fig.48, click “Synthesis Inquiry”, Fig.49

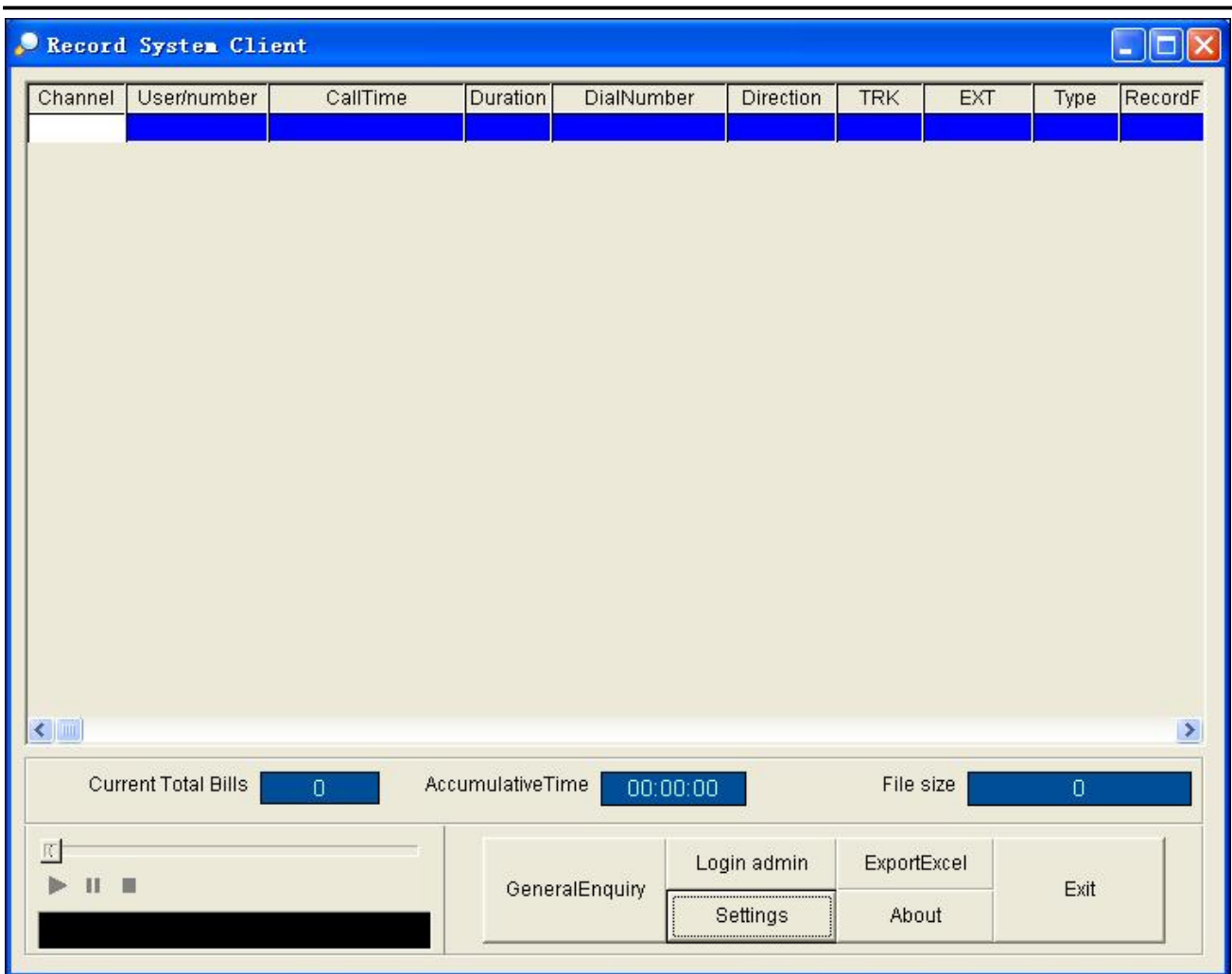


Fig48

3、 Fig.49, 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.

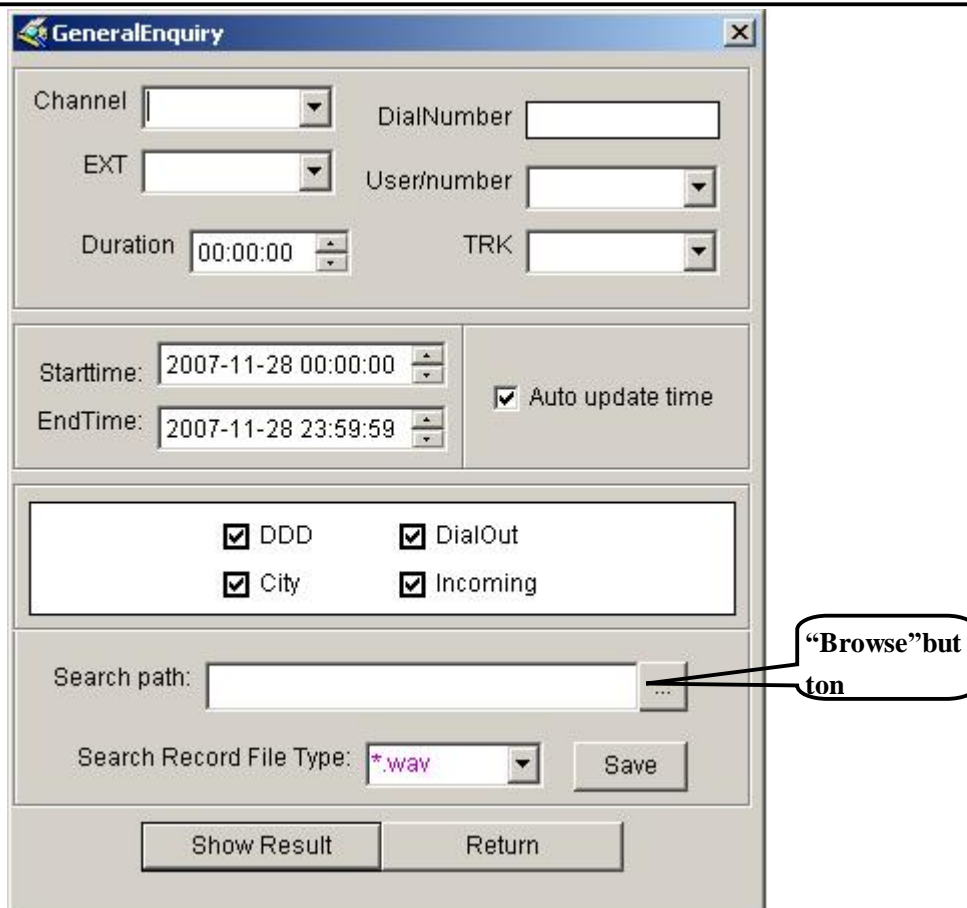


图 49

Description of Synthesis Inquiry

- I Channels: Can choose channels inquired, blank means all channels.
- I User/Number: Can choose the user/number , which will be inquired, blank means all user/number.
- I Time: Can set beginning or finishing of inquiry.
- I Dial a number: For example: If you input 123, all numbers include 123 recordings were screened out.
- I Renew the time automatically: It only can inquire the recording file intraday if you choose this option.
- I Search scope: You can input the recording file of main program server, or can search in the internet.
- I 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.

- I Conversation time: Inquire according conversation times.
- I Trunk : When you connect the recording system to (Group phone),it can set the turnk, which is need to inquire.
- I Extension: When you connect recording system to PBX (Group phone),it can set the extension, which is need to inquire.

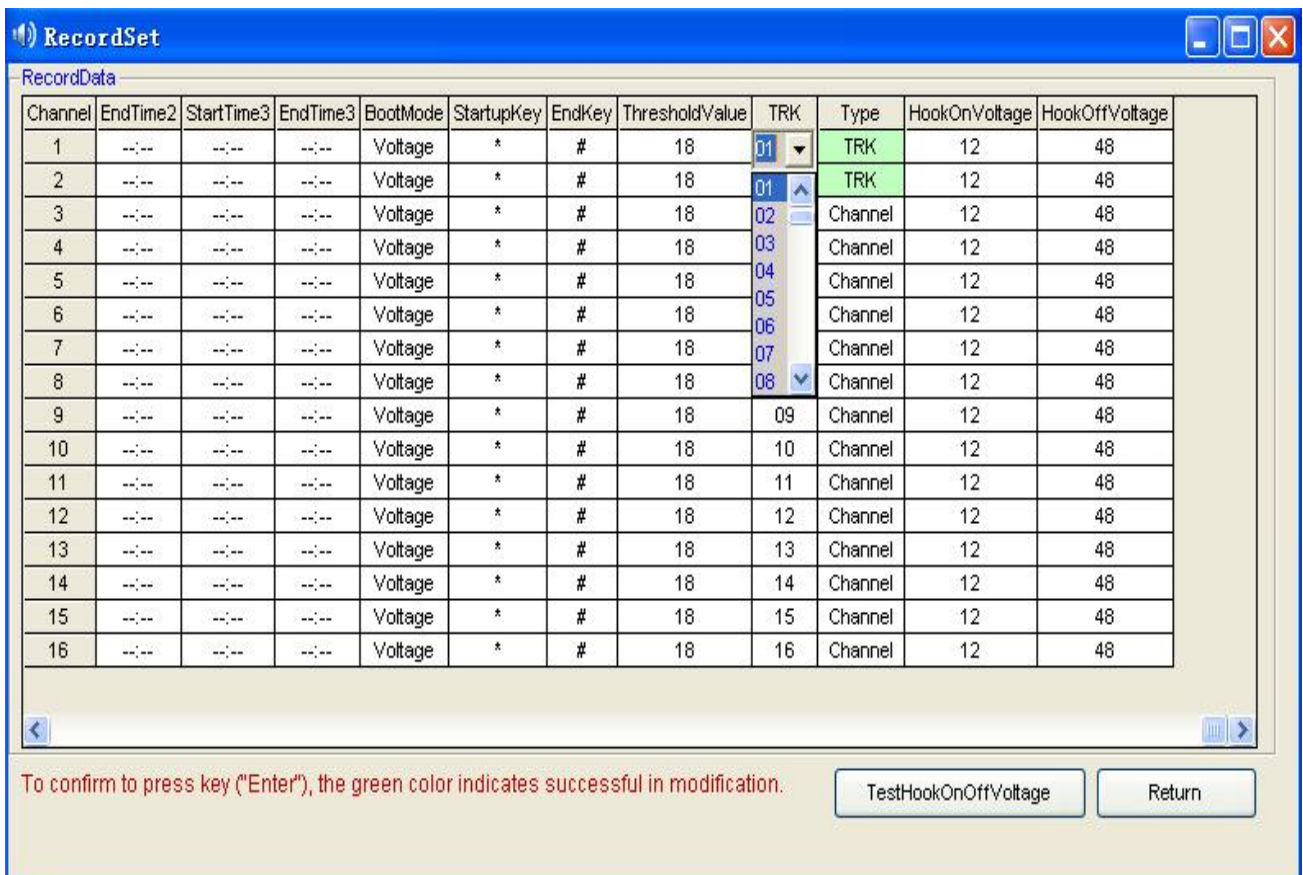


Fig.54