



CCRecord Professional Trunk Recording

Application Notes

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Overview

Introduction

CCRecord Pro is a powerful end-user call management tool that provides:

- Non-intrusive voice recording
- Historical voice streams management and playback
- Call signaling and voice archiving
- Playback via default Windows Media Player

The recorded conversations are useful in improving call quality, Customer relationship management, Agent training, and evaluation or to preserve important information & questions from Customers. Each recorded conversation is saved in a .wav format and playable by your computers default media player.

NOTE: CCRRecord Pro can be integrated with the CCPro, CCView, and CCView 2012 products.

Target Customers

The *CCRecord Pro* program is ideal for:

- Government Institutions
- Insurance and financial services
- Call Centers and Customer Services
- Attorney Offices
- Law Enforcement Force
- Medical Centers

Key Features

- Real-time conversations recording
- Easy saving and playing
- Scalable from 4 to 120 analog channels and 8 to 120 digital channels per server
- Digital and analog station-side recording
- Supervisor right to record specific extensions
- Manual/ Automatic Recording
- Custom selection of the type of calls to be recorded: CO ACD, CO Non ACD, CO Outgoing and Intercom
- Stamp recording with caller ID, ANI and Agent information

- CO/Intercom Call Log comprehensive information for recorded calls: Date, Time, Customer Name, Caller ID and so on
- Export Voice Records
- No time limit for recording
- Variable number of simultaneously recorded calls with the number of installed tapping boards
- Expandable anytime by adding extra tapping boards
- Compatible with Panasonic KX-TDA/TDE/NCP/ NS IP-PBX systems

Benefits

- Increase Customer confidence, maximizing productivity and dramatically improving employee performance
- Improve call quality control through Agent answering time, customer hold time and lost calls number
- Help evaluate and analyze agent-customer interactions
- Accurate record of what was said, by whom and when. It avoids the need for repetition or speaking slowly
- Focus and improve customer service level and information management, offering reliable data necessary to refine call-handling processes
- Perfect aid to Agent training
- Minimize technology expenditure

Installing Synway Voice Boards

Introduction

Synway specializes in designing hardware/software building blocks for use in Computer Telephony Integration (CTI) applications, such as IVR, Call Center, Recording, Unified Messaging and Value-Added Service (VAS) in both PSTN and IP environments. Our products feature rich media processing resources including Fax, conferencing, Codecs, echo cancellation and call control with an array of signaling capability for SIP, SS7 packets, ISDN and CAS in worldwide IP/T1/E1/Analog networks.

Polys *CCRecord Pro Trunk Recording* software solution uses Synway analog and digital tapping boards for real-time conversation recording for Panasonic KX-TDA/TDE/NCP IP-PBX systems.

Synway Boards Supported

The *CCRecord Trunk Recording* product is compatible with various Synway analog and digital boards, as follows:

Digital PRI23/ PRI30

- SHD-30A-CT/PCI/FJ
- SHD-60A-CT/PCI/FJ

Analog

- SHT-2(4)B/USB
- SHT-4A/PCI 2.0
- SHT-8A/PCI 2.0
- SHT-8B/PCI
- SHT-16B-CT/PCI
- SHT-16B-CT/PCI/MP3

Driver Installation

Getting Ready

Before installing the Synway voice board driver, take in consideration the following:

- No matter what type of Synway voice board is used, DTP or SHT, the Synway driver you have to install is the same for the all boards. For more details, please see the [New Installation](#) section.
- Each version of the driver has two installation packages: one for PCI boards and the other for cPCI boards. PCI indicates the installation package is applicable to the board with PCI bus and cPCI indicates the installation package is applicable to the board with cPCI bus.

Below is a list of driver installation packages for different voice boards from Synway, classified on bus type.

Bus Type	Driver Installation Package	Notes
PCI	Synway_PCI_xxxx.exe	
CPCI	Synway_cPCI_xxxx.exe	
USB	Synway_PCI_xxxx.exe	Using the USB voice box on a PCI PC
	Synway_cPCI_xxxx.exe	Using the USB voice box on a cPCI PC

NOTE:

Using a wrong installation package may cause improper running of the voice board. Make sure that the driver version to be used matches your computer type (PCI computer or cPCI computer).

- The driver supports Microsoft Windows98, Windows 2000, Windows 2003, Windows XP and Windows NT operating systems.
- Check if all hardware devices have been properly installed according to the hardware manual for the installed voice board. Remove any fault or error before you turn on the computer for the safety of your PC and other devices.
- After the computer is booted up, the operating system will search for new hardware automatically. Once the *Found New Hardware* dialog box appears, click on the **Cancel** button to close it.

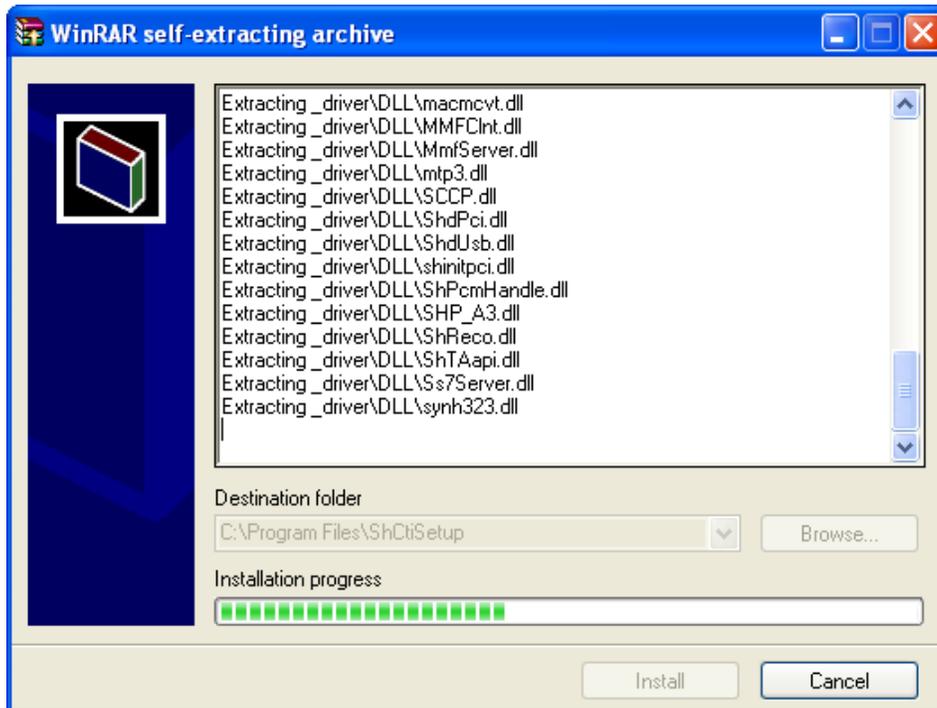
Now, you can step forward to the installation. Follow one of the three procedures described below, according to your needs:

- [New Installation](#)
- [Upgrade/Reinstallation](#)
- [Add/Replace Board or Change Slot.](#)

New Installation

You will now install for the first time the SynCTI driver in your system. Please follow the procedure below in order for Synway Analog Voice Board to be installed:

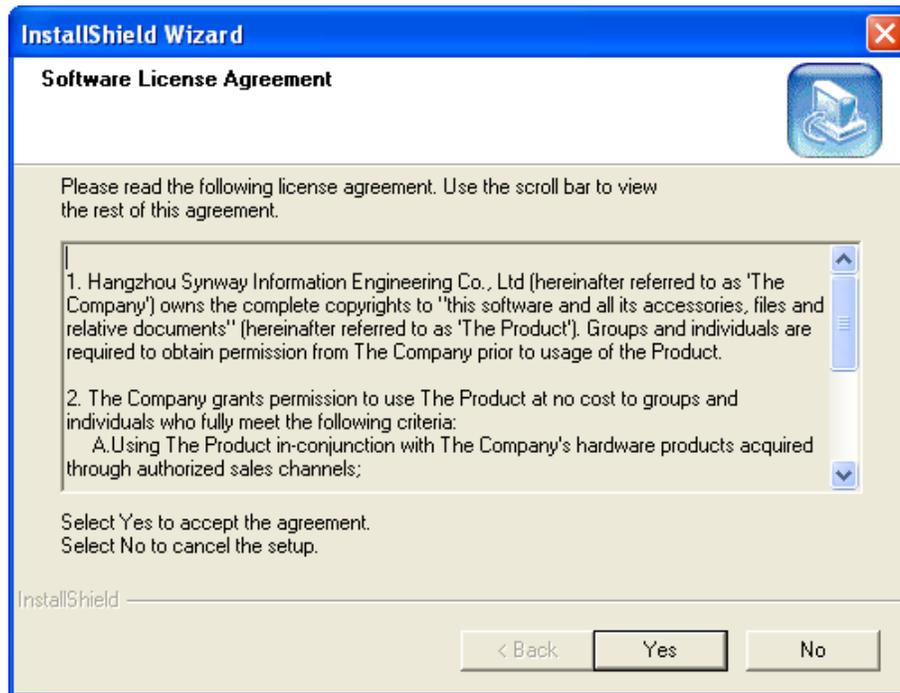
1. Double-click on the **Synway_PCI_xxxx.exe** from the board's CD in order for the installation to begin. Wait for the *WinRAR self-extracting archive* to finish the extracting process



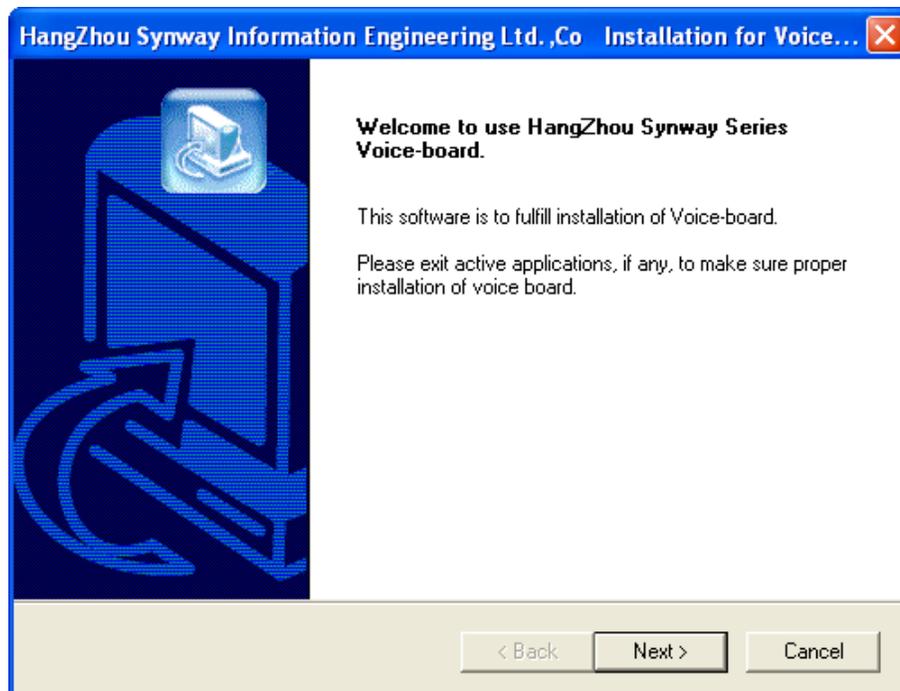
2. The *Choose Setup Language* window is displayed. Choose the language and click on the **OK** button



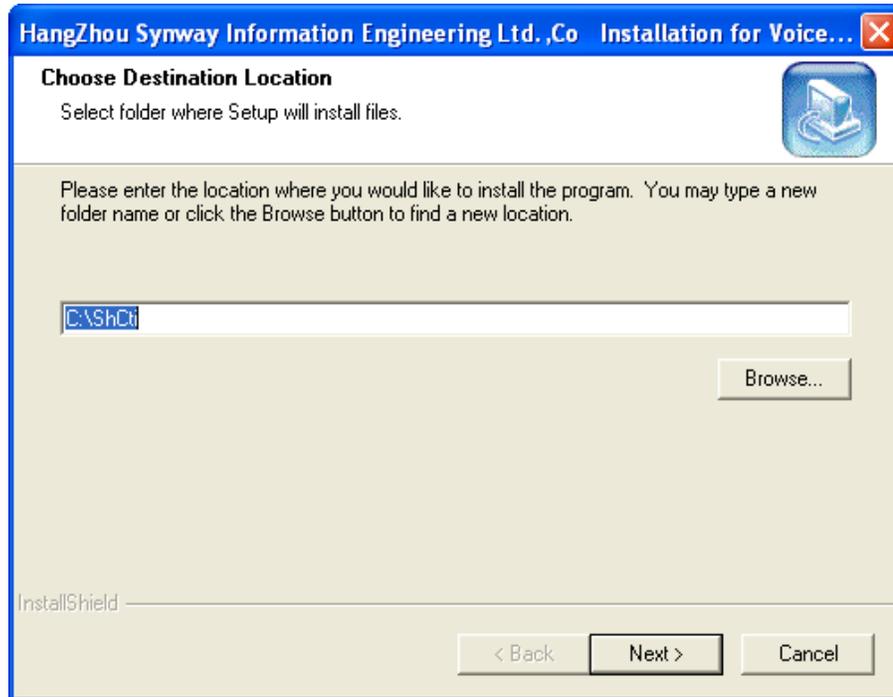
3. Read the license agreement shown in the *Software License Agreement* window and if you agree click on the **Yes** button to continue



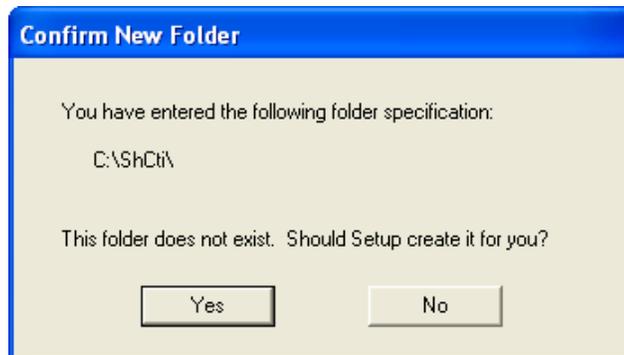
4. Follow the prompt given by the *InstallShield Wizard* and close the other active applications. Then, click on the **Next** button



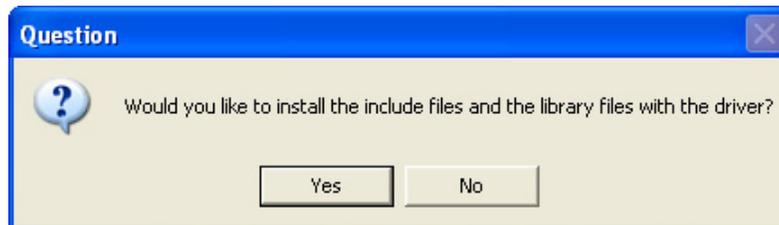
5. Choose the installation files location and click on the **Next** button



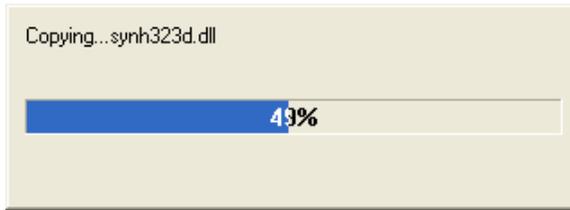
6. If the folder you have selected doesn't exist, confirm the new created folder and click on the **Yes** button



7. If it is necessary for you to install the API header and the library files, click on the **Yes** button



8. The installation process begins



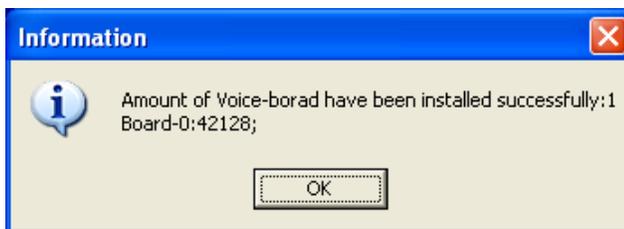
9. The board driver is installed



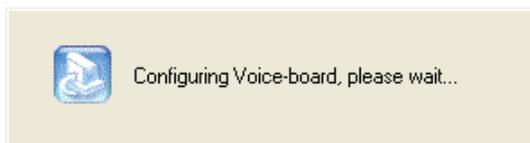
10. If the warning message presented below is displayed, click on the **Continue Anyway** button to continue



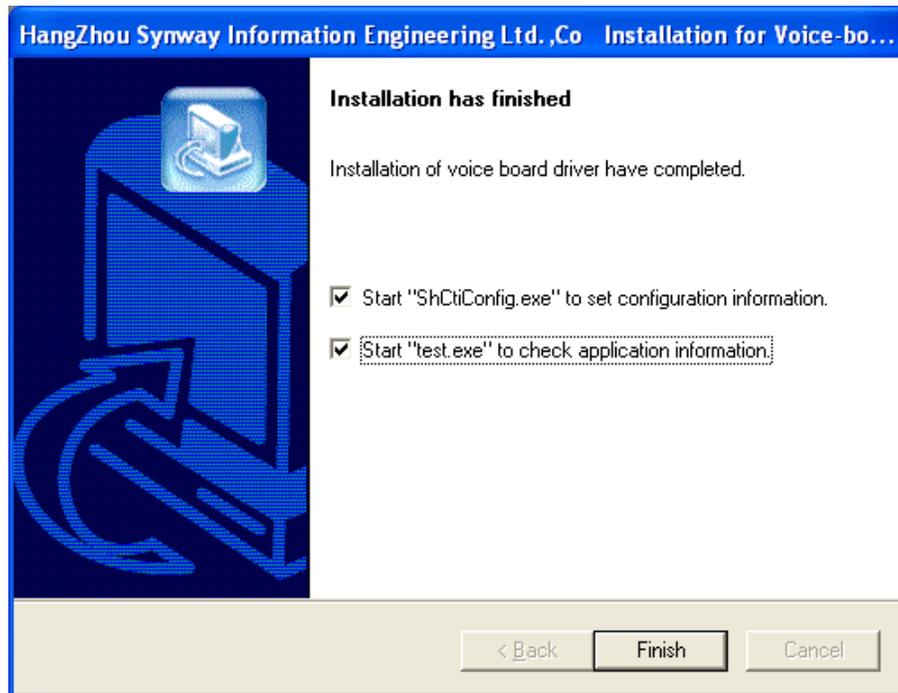
11. The board is now installed. Click on the **OK** button



12. The configuration of the board proceeds



13. The installation process is finished. Click on the **Finish** button to exit the *InstallShield Wizard*.



NOTE: If you want ShCtiConfig.exe to run automatically after the installation is complete, check the first option on the dialog box from above.

Upgrade/Reinstallation

If you wish to upgrade or reinstall the Synway voice driver, take into consideration that the installation program will not uninstall the old driver version detected but replace it with the new one.

NOTE: We recommend you to uninstall the driver before attempting to reinstall it. After the Uninstall process, go to the [New Installation](#) section.

Add/Replace Board or Change Slot

When you are adding or replacing a board, there are two situations as shown below, depending on the board model and the operating system.

14. The driver is automatically installed for the newly inserted board and the user only needs to run ShCtiConfig.exe to configure the board, not having to run the driver installation package.

15. The driver is not automatically installed for the newly inserted board. This way, the user is required to run the driver installation package to install the driver. For more details, please go to the [New Installation](#) section.

Synway Voice Boards Configuration

For each mentioned Synway voice board, different settings must be done in order for the *CCRecord Pro Trunk Recording* to properly function.

Mainly, the settings reside in configuring the A-law/U-law properties for your board. According to your location, two options are available:

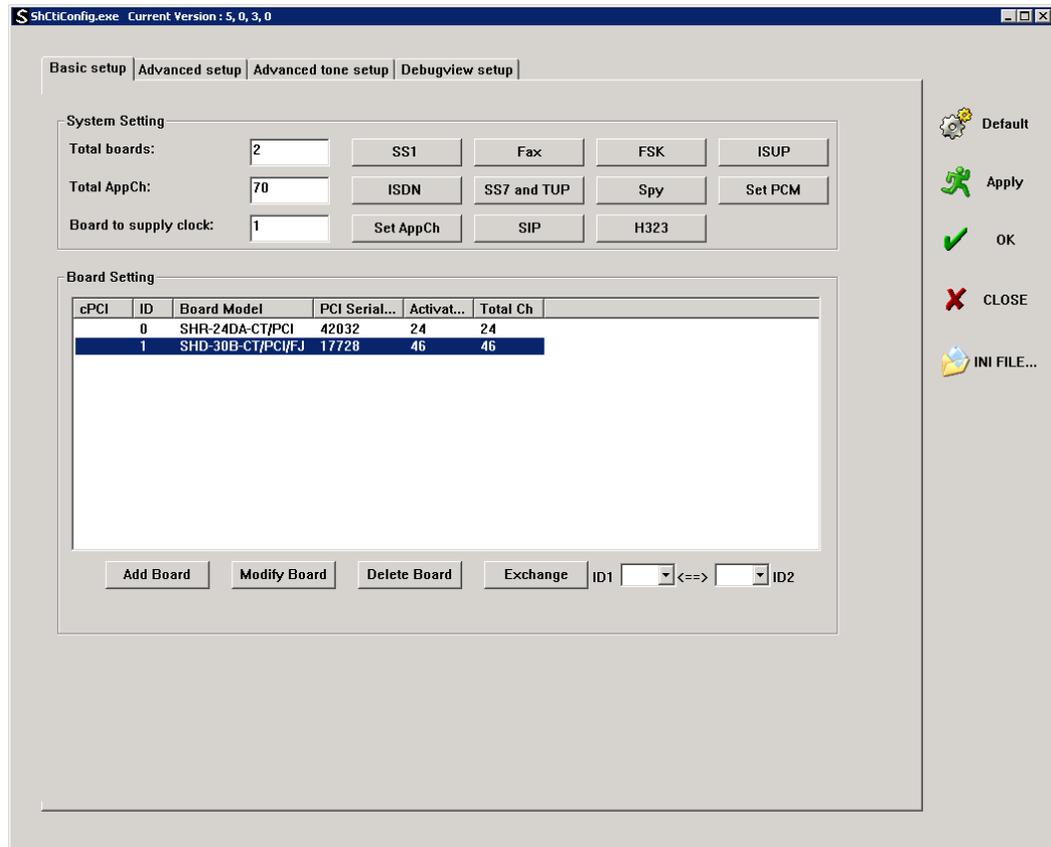
- **A-Law Recording** – *Europe CODEC format* – assign the value 6 when required
- **U-Law Recording** – *US CODEC format* – assign the value 7 when required

In the next sections, you can find the appropriated settings for your Synway voice board.

DTP Boards

The *CCRecord Pro Trunk Recording* supported DTP boards are the SHD boards. In order to make the proper A-law/U-law settings for your SHD board, follow the steps presented below:

1. Open *ShCtiConfig* application. The *ShCtiConfig.exe* window is displayed:



2. Double-click the digital board from the *Board Setting* list. The *Modify Board* window is displayed:

3. Modify the **Playing format** and the **Recording format** according to the A-law/U-law CODEC format utilized. The following operations are required:

- Inside the *Modify Board* window, click the **Record and play** button from the *Advanced Setting* section and the *Record and Play Setting* window is displayed like below:

- Edit the *Playing format* and the *Recording format* values according to the A-law/U-law CODEC format utilized.
- Click **OK** and return to the *Modify Board* window.

4. Edit the **Default Voice Format**. The following operations are required:
 - Inside the *Modify Board* window, click the **Others** button.
 - Inside the *Others Setting* window, check the *Default Voice Format* value according to the A-law/U-law CODEC format utilized.

- Press **OK** to save the setting.
5. Edit the **PCM Information**. The following operations are required:
 - Inside the *Modify Board* window, click the **PCM** button.

PC...	Signaling	Signali...	Ts16	ClockM...	Interf...	CallInTS,Num	Auto...	Ss7Circuit ...
0	U-side	16	SSx	LineSy...	twist...	0,0	Yes	0xffffffff
1	U-side	16	SSx	SlaveCl...	twist...	0,0	Yes	0xffffffff

- Inside the *board[ID:0]* window, select the first PCM ID and click the **Modify PCM** button.
 - Verify if the *SSX* field has the *U-side* value assigned.
 - Verify the *Clock module* field has the *LineSyncMaster* value assigned

- Verify if the *Link module* field has the *twisted pair* value assigned.
- Click the **OK** button.

The screenshot shows a dialog box titled "modify[PCM:D]". Inside, there is a section labeled "PCM Setting" with the following fields and values:

- SSX: U-side
- Signaling TS: 16
- Clock module: LineSyncMaster
- Link module: twisted pair
- CallInTS: 0,0
- Ss7Circuit Map: 0xffffffff

At the bottom of the dialog, there are two checkboxes: EnableAutoCall and UseTS16AsSSx. Below the checkboxes are two buttons: OK and Cancel.

- Inside the *board[ID:0]* window, select the second PCM ID and click the **Modify PCM** button.
 - Verify if the *SSX* field has the *U-side* value assigned.
 - Verify the *Clock module* field has the *SlaveClock* value assigned
 - Verify if the *Link module* field has the *twisted pair* value assigned.
 - Click the **OK** button.

The screenshot shows a dialog box titled "modify[PCM:D]". Inside, there is a section labeled "PCM Setting" with the following fields and values:

- SSX: U-side
- Signaling TS: 16
- Clock module: SlaveClock
- Link module: twisted pair
- CallInTS: 0,0
- Ss7Circuit Map: 0xffffffff

At the bottom of the dialog, there are two checkboxes: EnableAutoCall and UseTS16AsSSx. Below the checkboxes are two buttons: OK and Cancel.

- Press **OK** to save the settings.
6. All settings are now done. Inside the *Modify Board* window, click the **OK** button.
 7. Under the *ShCtiConfig.exe* window, hit the **Apply** button to save all modifications performed.

NOTE: If you are using more than one Synway DTP voice board with the CCRRecord Pro Trunk Recording apply the settings presented above to all Synway DTP voice boards in use.

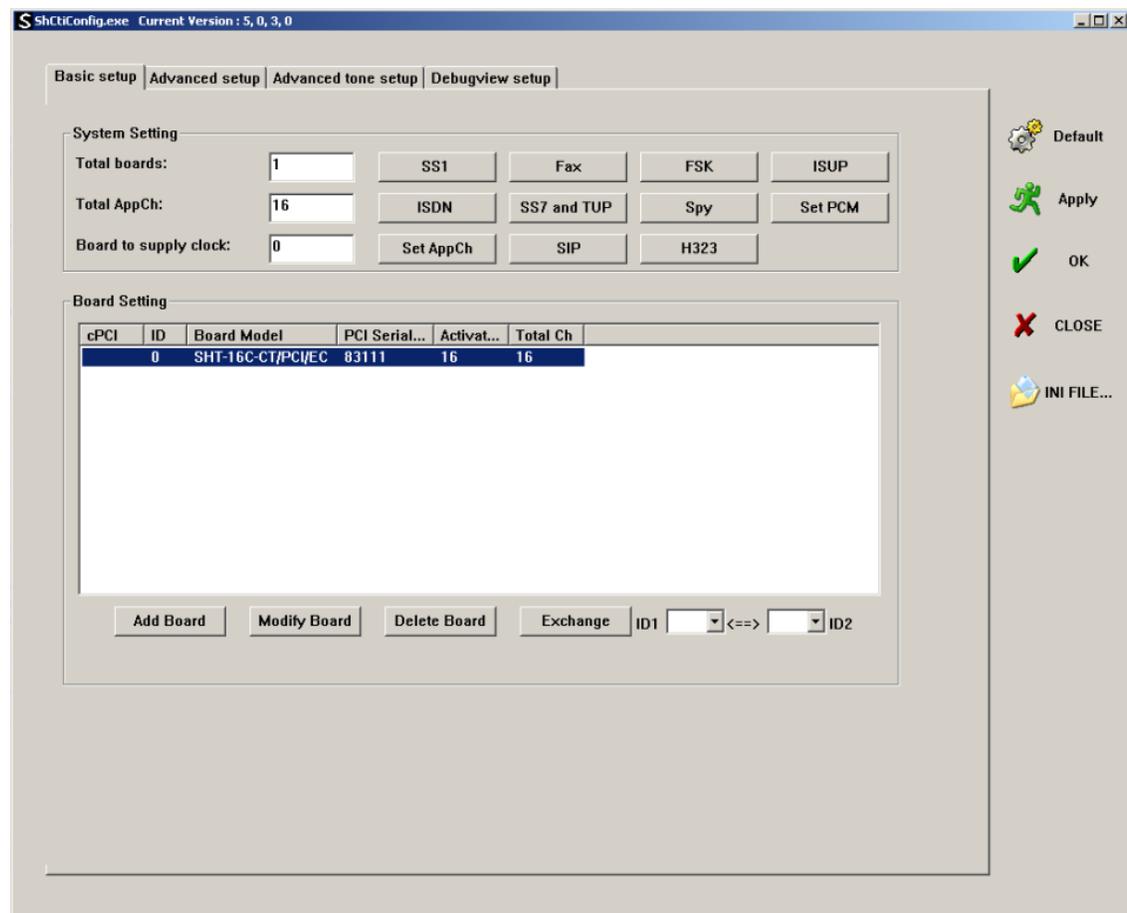
Non-DTP Boards

The *CCRRecord Pro Trunk Recording* Synway supported non-DTP boards are the SHT boards. Please find more information on how each board is configured in the following sections.

Setting the SHT Board

Please find more information on how to make the proper A-law/U-law settings for your SHT board in the following section:

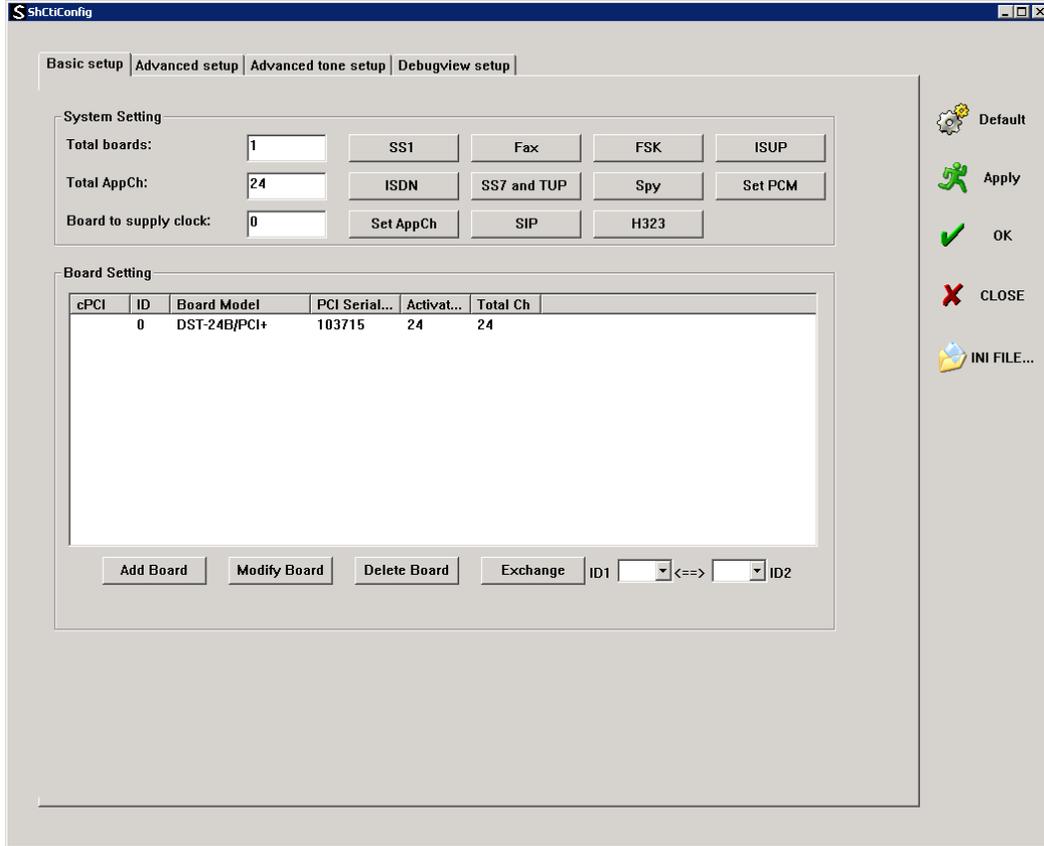
1. Go to `C:\ShCtiConfig.exe` and the *ShCtiConfig* window is displayed



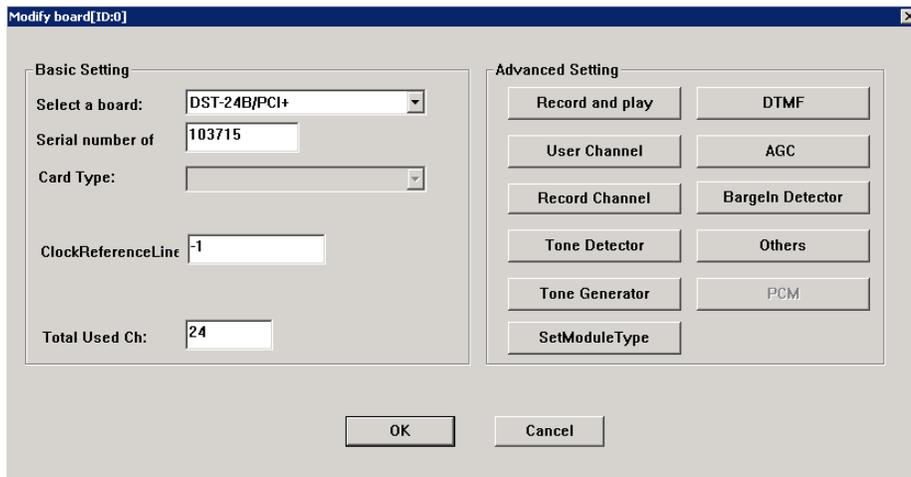
Setting the DST Board

In order to make the proper A-law/U-law settings for your DST board, follow the steps presented below:

1. Go to *C:\ShCtiConfig.exe* and the *ShCtiConfig* window is displayed



2. Select the DST board and click on the **Modify Board** button
3. The *Modify board[ID:0]* window is displayed



4. Modify the **Playing format** and the **Recording format** according to the A-law/U-law CODEC format utilized. The following operations are required:
 - Inside the *Modify Board* window, click the **Record and play** button from the *Advanced Setting* section and the *Record and Play Setting* window is displayed like below:

The screenshot shows a dialog box titled "Record and Play Setting". It contains the following fields and values:

Playing volume:	0
Playing format:	7
Recording volume:	0
Recording format:	7
Mixing volume:	-7
HangUpStopRecord:	0
HangUpStopPlay:	0

Buttons: OK, Cancel

- Edit the *Playing format* and the *Recording format* values according to the A-law/U-law CODEC format utilized.
 - Click **OK** and return to the *Modify Board* window.
5. Edit the **Module Type** according to the A-law/U-law CODEC format utilized. The following operations are required:
 - Inside the *Modify Board* window, click the **SetModule Type** button from the *Advanced Setting* section
 - A note is displayed to detail the procedure

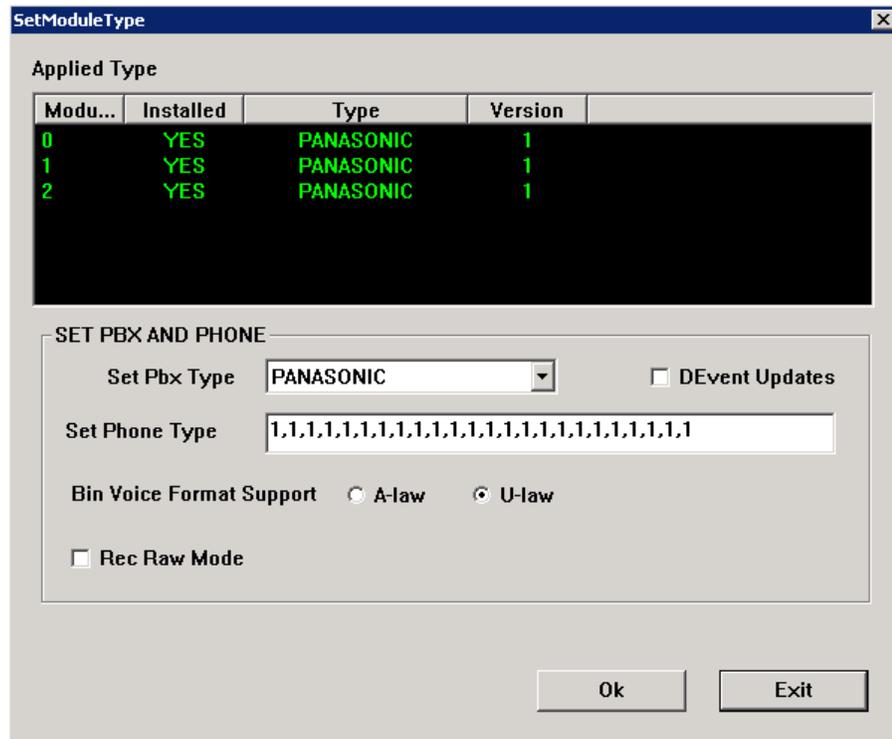
The screenshot shows a dialog box titled "Note". It contains the following text:

Note:

- 1) configuration of module type depends of switch type. if switch type is changed, then module type should be reconfigured.
- 2) proper type informaton can be achieved only after "Apply" button is clicked and configuration is successful.
- 3) after successful write of "new type", click "Apply". if configuratio is successful, then click "SetModuleType" to check whether module type has been applied properly.
- 4) it may take a few minutes to write module type.

Button: OK

- Click **OK** and the *SetModule Type* window is displayed like below:



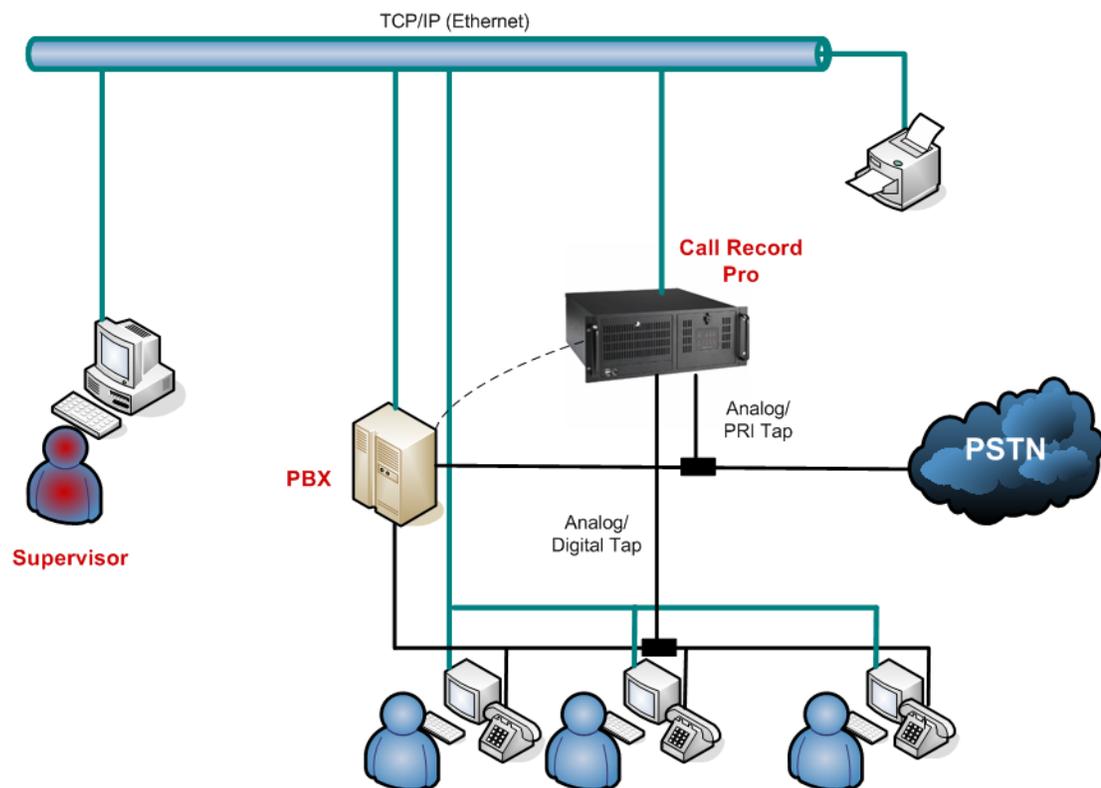
- Set PBX Type** by choosing one of the supported PBX types (e.g.: Panasonic)
 - Set Phone Type** by replacing the "0" sequence with a "1" sequence with the same length
 - Select the **Bin Voice Format Support** as *A-law* or *U-law*
 - Click the **Ok** button to save the settings
- All settings are now done. Inside the *Modify Board* window, click the **OK** button
 - Under the *ShCtiConfig.exe* window, hit the **Apply** button to save all modifications performed.

NOTE: If you are using more than one Synway DST voice board with the CRecord Pro Trunk Recording, apply the settings presented above to all Synway DST voice boards in use.

Using Trunk Recording

This chapter serves as a guide for installers in order for them to understand the product configuration, the system requirements, and the main settings needed to be done.

Configuration



System Requirements

Panasonic IP-PBXs supported

- KX-TDA 30/50/100/200/600
- KX-TDE 100/200
- KX-NCP 500 /1000
- KX-NS 1000

The minimum requirements for CC Server Windows host:

Operating Systems

1. Microsoft Windows XP Professional (Service Pack 3)

2. Microsoft Win2003 Server (Service Pack 1 and Service Pack 2) Domain Controller and Workgroup

- **CPU** – Pentium IV at 2 GHz
- **RAM** – 1 GB
- **HDD** – 2 GB free disk space
- **Network card 100BaseT**

The recommended requirements for CC Server Windows host:

- **Operating System**

1. Microsoft Windows XP Professional (Service Pack 3)
2. Microsoft Win2003 Server (Service Pack 1 and Service Pack 2) Domain Controller and Workgroup

- **CPU** – Pentium IV at 2.5 GHz
- **RAM** – 2 GB
- **HDD** – 10 GB free disk space
- **Network card 100BaseT**

Voice Recording Format

The recorded calls are saved in a *wav* format and are playable through Winamp or Windows Media Player 9 (or higher) applications installed on the host computer.

The *wav* files CCRRecord Pro works with hold the following properties:

- **Bit Rate** – 64 kbps
- **Audio Sample Size** – 8 bit
- **Channel** – 1 (mono)
- **Audio sample rate** – 8 kHz
- **Audio format** – CCITT A-Law/U-Law

NOTE: The disk space required for one minute of recording is 480 KB; if 36 hours of conversation are recorded, 1 GB space is required.

Prerequisites

The following prerequisites are **mandatory** before creating the configuring and using the *CCRRecord Pro Trunk Recording* software solution:

1. Stop the *CCServer Service* if it is already installed and running. Refer to [Start/ Stop the CCServer Service](#) section for details.
2. [Physically install the Synway Board in the local PC](#)
3. [Install the Synway Board driver](#)
4. Configure the Synway Board driver settings according to Synway board type
 - [DTP Boards](#)
 - [Non-DTP Boards](#)
 - [SHT Boards](#)
 - [DST Boards](#)
5. Install the Poltys software (if not installed already)

NOTE: For more information, please refer to the CCServer Getting Started Manual.

6. The CCRRecord Pro uses the Synway driver *.ini* files in order to proper function. Follow the path `<install dir>\ShCti` and copy all the *.ini* files from that location to the `<install dir>\CC Server` folder.
7. Perform the actions described in the [Trunk Recording Settings](#) section.
8. Start the *CCServer Service*. Refer to [Start/ Stop the CCServer Service](#) section for details.

Trunk Recording Settings

NOTES:

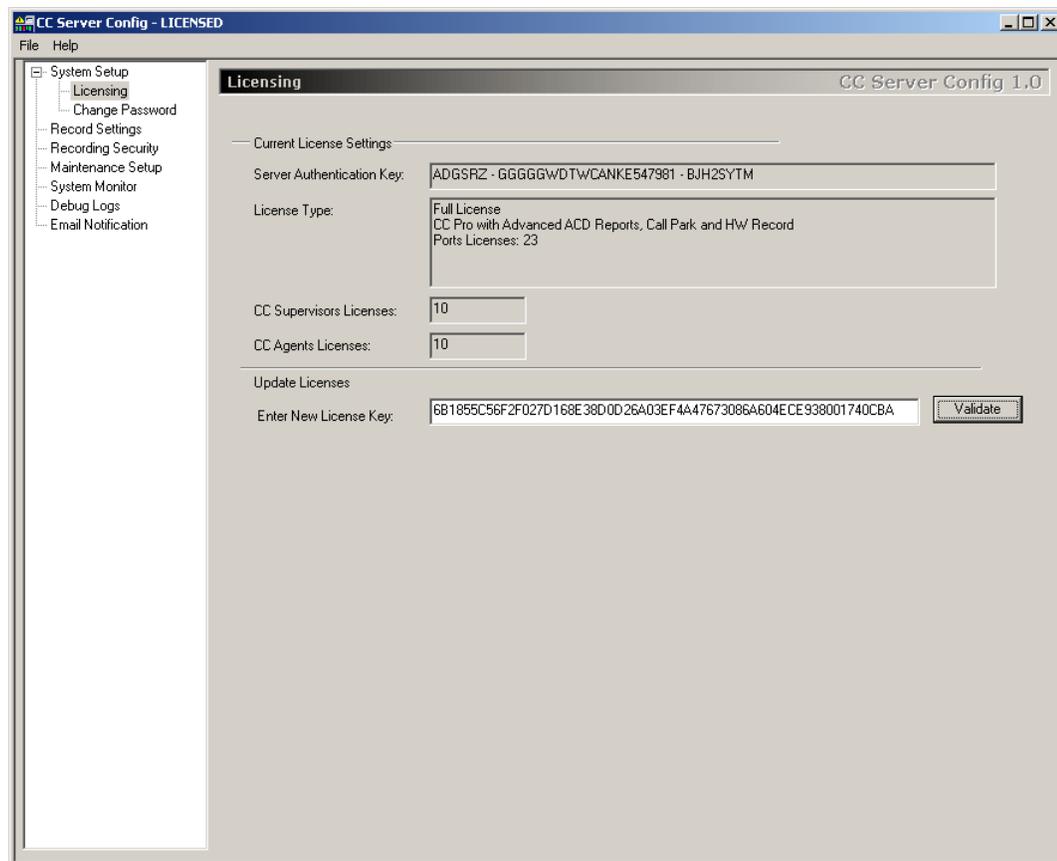
The Trunk Recording Settings are available only with the CCRecord Pro Trunk Recording solution.

Before making the following settings, please make sure the Synway Board and the Synway Board driver are already installed and configured on the local PC.

Software Licensing

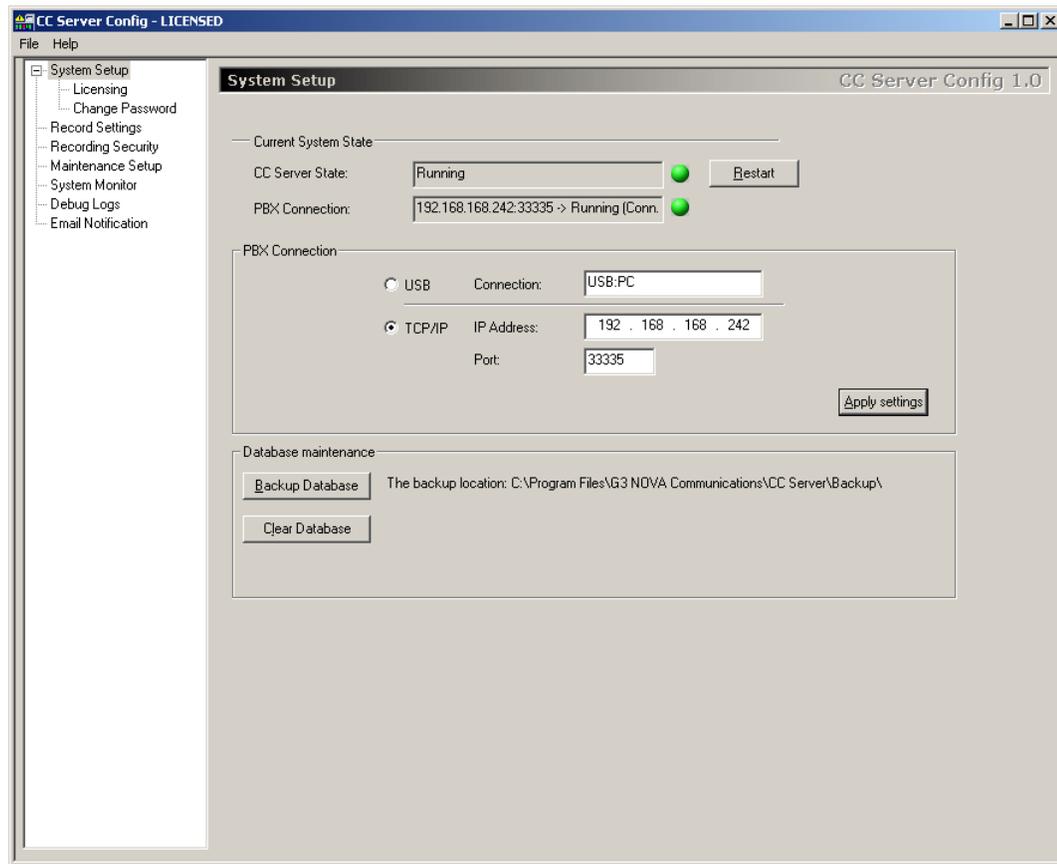
If the product is not licensed yet, please follow the steps:

8. Start the *CCServer Config* application and go to the *Licensing* section.
9. Copy and send us the **Server Authentication Key** by email at support@pollys.com.
10. We will send you the **License Key**.
11. Copy/paste the received **License Key** in the *Enter New License Key* field and click on the **Validate** button.



12. Go to the *System Setup* section, set the *PBX Connection* and click on the **Apply Settings** button.

13. Click the **Restart** button in order for the CCServer to start. When the server is connected, all the lights turn green.



Backup Procedure

We recommend a periodically *Backup Database* operation to protect all the information stored in the system.

Inside the *System Setup* section from the *CCServer* application, click on the **Backup Database** button in order to create duplicates for the current *CCDatabase* and also for the voice recordings existing in the system.

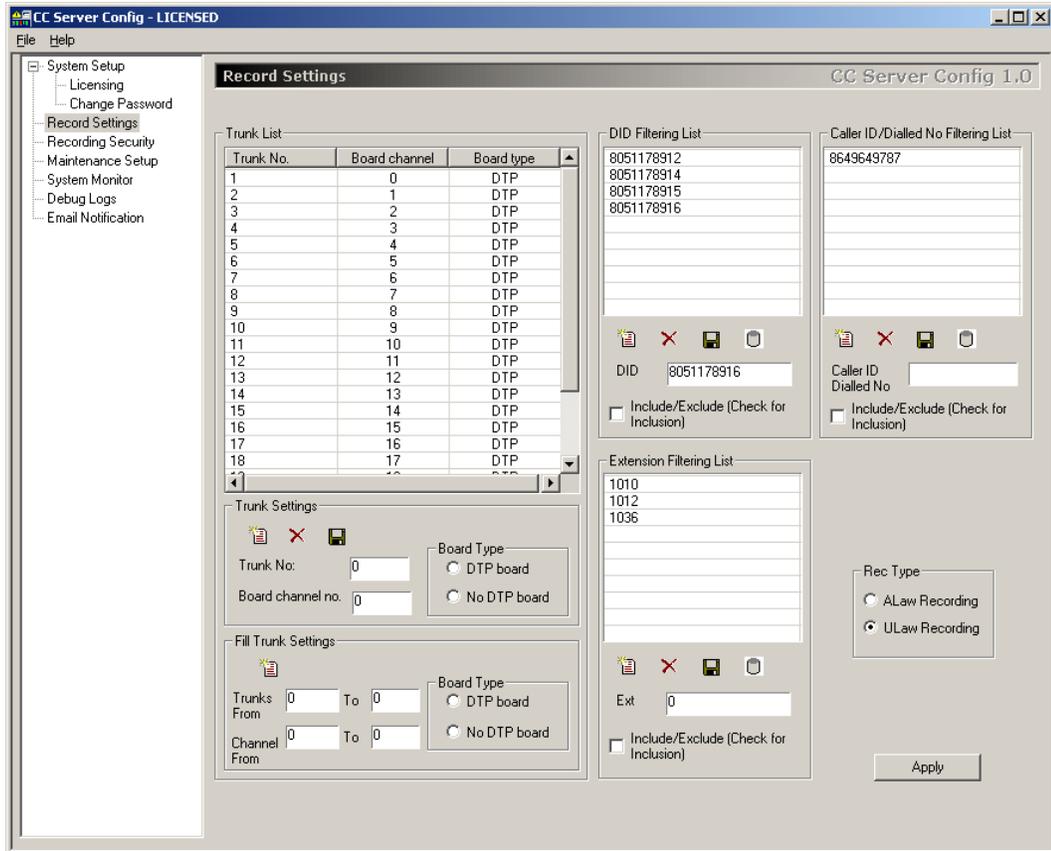
If necessary, you can restore the *CCDatabase* including the voice recordings any time by overwriting them with the previous backup files.

NOTE: The location for the backup files is

C:\Program Files\G3 Nova Communications\CC Server\Backup. Here, you can find the backup database, the Intercom Call Log voice records in the IntVoiceRecords folder and the CO Call Log voice records in the VoiceRecords folder.

Record Settings

Inside the *CCServer* application, find the *Record Settings* section that contains relevant data regarding the trunk-board channel recording mapping, the DIDs and the extensions not to be recorded, and also the recording type to be used.



Trunk List

NOTE: When all settings are performed inside the *Record Settings* window, please remember to save the changes on server. Find more information inside the [Saving Changes on Server](#) section.

The *Trunk List* section contains all configured trunk-board channel mappings for a specific board type and allows you to manually and/or automatically add, to delete and/or to update the trunk-board channel mappings.

In the example below, the trunks 1-23 are mapped according to the DTP board channels 0-22:

Trunk List

Trunk No.	Board channel	Board type
1	0	DTP
2	1	DTP
3	2	DTP
4	3	DTP
5	4	DTP
6	5	DTP
7	6	DTP
8	7	DTP
9	8	DTP
10	9	DTP
11	10	DTP
12	11	DTP
13	12	DTP
14	13	DTP
15	14	DTP
16	15	DTP
17	16	DTP
18	17	DTP
19	18	DTP
20	19	DTP
21	20	DTP
22	21	DTP
23	22	DTP

Trunk Settings

Trunk No: Board Type: DTP board No DTP board

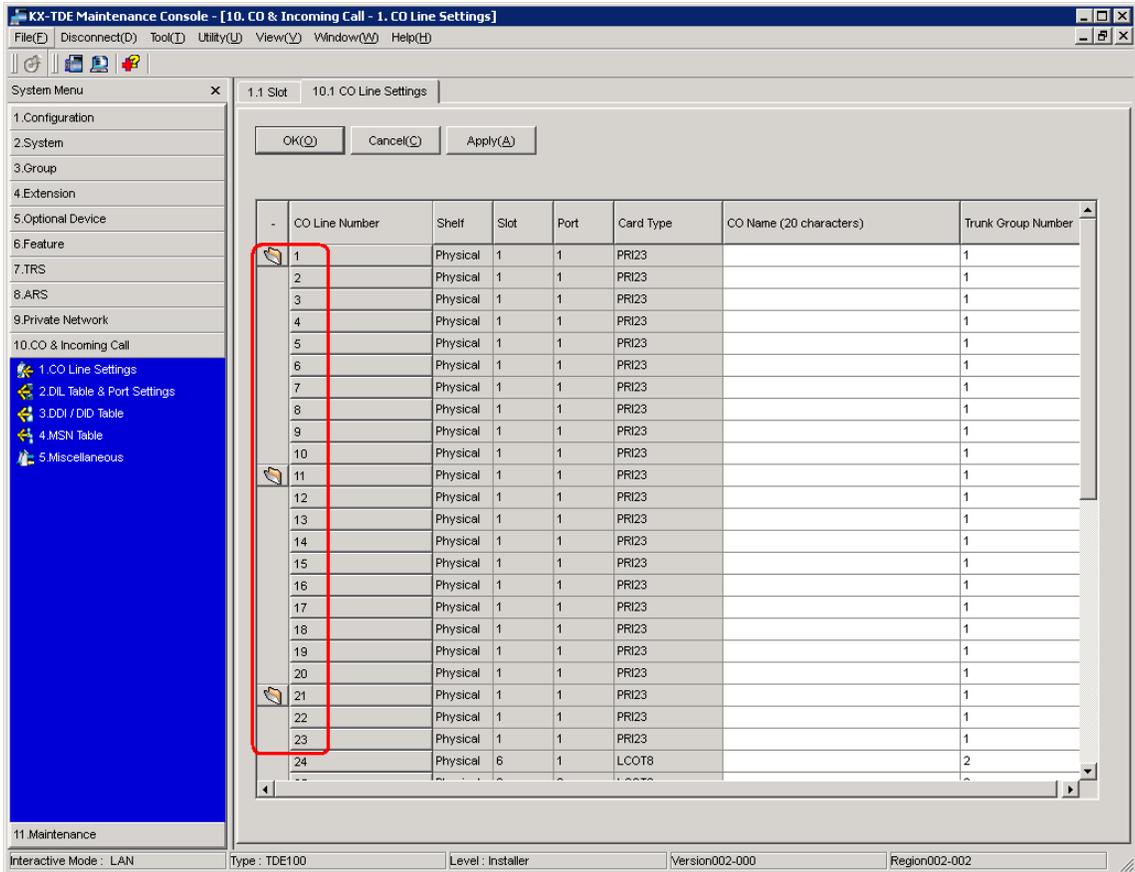
Board channel no:

Fill Trunk Settings

Trunks From To Board Type: DTP board No DTP board

Channel From To

NOTE: Please consider that if another CO Card is also installed in the PBX, the stating CO Line number for the PRI Channels may be shifted.



In the table below, find the main operations you can perform on trunks and board channels information:

Item	Description
The  Add trunk button	Add a new trunk in the <i>Trunk List</i> table
The  Delete trunk button	Delete the selected trunk from the <i>Trunk List</i> table
The  Update trunk button	Update the selected trunk number from the <i>Trunk List</i> table
The  Fill Trunk List button	Automatically add the trunk-board channel mappings by specifying the starting and ending trunks and board channels

To manually add a new trunk:

1. Inside the *Trunk Settings* section, populate the following fields:
 - **Trunk No.** – the number of the trunk to be added in the list
 - **Board Channel no.** – the number of board channel to be mapped with the prior mentioned trunk number
 - **Channel offset** – the channel offset, representing the total number of channels corresponding to the previous Synway Boards used and that are not part of the DPT series
 - **DTP board series** – the board you are using corresponds to a DTP series
 - **No DTP series** – the board you are using does NOT correspond to a DTP series
2. Click the  **Add trunk** button and the new trunk-board channel mapping is added in the *Trunk List* table.

To delete an existing trunk:

1. Select the trunk you want to delete from the *Trunk List* table
2. Inside the *Trunk Settings* section, click the  **Delete trunk** button and the selected trunk-board channel mapping is deleted from the *Trunk List* table.

To update an existing trunk:

1. Select the trunk you want to update from the *Trunk List* table
2. Inside the *Trunk Settings* section, modify any information from the fields:
 - **Trunk No.** – the number of the trunk
 - **Board Channel no.** – the number of board channel to be mapped with the prior mentioned trunk number
 - **Channel offset** – the channel offset, representing the total number of channels corresponding to the previous Synway Boards used and that are not part of the DPT series
 - **DTP board series** – the board you are using corresponds to a DTP series
 - **No DTP series** – the board you are using does NOT correspond to a DTP series
3. After finishing the modifications, click the  **Update trunk** button and the selected trunk-board channel mapping is updated inside the *Trunk List* table.

To automatically add trunk-board channel mappings inside the *Trunk List* table, you can use the *Fill Trunk Settings* section by following the procedure described below:

1. Populate the following fields with the appropriate information:
 - **Trunks From/To** – the number of the first/last trunk
 - **Channels From/To** – the number of the first/last board channel
 - **DTP board series** – the board you are using correspond to a DTP series
 - **No DTP series** – the board you are using does NOT correspond to a DTP series

NOTES:

Find the board channels information inside the *ShCtiConfig.exe>Basic setup>Set AppCh>Logical Channel Setup>BoardCh* section.

Logical Channel Setup

BoardID	BoardCh	AppCh
0	0	0
0	1	1
0	2	2
0	3	3
0	4	4
0	5	5
0	6	6
0	7	7
0	8	8
0	9	9
0	10	10
0	11	11
0	12	12
0	13	13
0	14	14
0	15	15
0	16	16
0	17	17
0	18	18
0	19	19
0	20	20
0	21	21
0	22	22
0	23	23
1	0	24
1	1	25
1	2	26
1	3	27
1	4	28
1	5	29
1	6	30
1	7	31
1	8	32
1	9	33
1	10	34

AppCh	BoardID	BoardCH
0	0	0
1	0	1
2	0	2
3	0	3
4	0	4
5	0	5
6	0	6
7	0	7
8	0	8
9	0	9
10	0	10
11	0	11
12	0	12
13	0	13
14	0	14
15	0	15
16	0	16
17	0	17
18	0	18
19	0	19
20	0	20
21	0	21
22	0	22
23	0	23
24	1	0
25	1	1
26	1	2
27	1	3
28	1	4
29	1	5
30	1	6
31	1	7
32	1	8
33	1	9
34	1	10

Buttons: Use Default, Cancel All Mapping, OK, Cancel

Assign Logical Channel for Chosen Channels

Warning: Please setup the type of all boards before setup logical channels.
If you change a board type or add/remove a board, the logical channels may be set to default value.

Check the type of your Synway board at the following web link:
<http://www.synway.net/products.asp?info kind=002003004>.

- Click the **Fill Trunk List** button to add the trunk-board channel mappings in the *Trunk List* table.

Filtering Rules for Recording Operation

NOTE: When all settings are performed inside the *Record Settings* window, please remember to save the changes on server. Find more information inside the [Saving Changes on Server](#) section.

A **DID** (Direct Inward Dialing) represents a service of a local phone company that provides a block of phone numbers for calling into your company's PBX. Using DID, your company offer your customers individual phone numbers for each person or workstation within the company without requiring a physical line into the PBX for each possible connection. You can define filtering rules to either include or exclude a set of predefined DIDs for the recording operation.

DID Filtering List

8051178912
8051178914
8051178915
8051178916

DID

Include/Exclude (Check for Inclusion)

NOTE:

Remember that DID values may be changed during TDA Processing of the incoming calls, depending on the settings in the numbering plan, Remove Digit, Additional Dial and others.

You can also define filtering rules for the incoming/ outgoing calls based on either **Caller IDs** or **Dialed phone numbers** for the recording operation.

Caller ID/Dialed No Filtering List

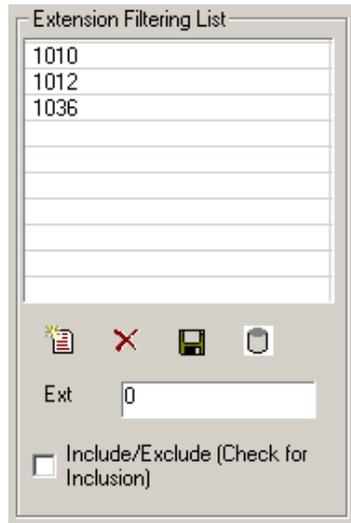
8649649787

Caller ID

Dialed No

Include/Exclude (Check for Inclusion)

Each Agent from your Call Center uses a PBX **extension** and a telephone set. You can define filtering rules to either include or exclude a set of predefined extensions for the recording operation.



You can toggle anytime any of the **Include/Exclude** options for the lists above in order to customize the recording rules according to your needs, as follows:

- **Include/Exclude** option is selected – None of the DID/ Caller ID or Dialed No/ Extension are recorded except of the items in the corresponding list
- **Include/Exclude** option is not selected – All of the DID/ Caller ID or Dialed No/ Extension are recorded except of the items in the corresponding list

In the table below, you can see the main operations you can perform on DID/Caller ID or Dialed extension restriction information:

Item	Description
The  Add DID/Caller ID or Dialed No/ Extension button	Add a new filtering rule in the corresponding list based on DID/Caller ID or Dialed No/Extension.
The  Delete DID/Caller ID or Dialed No/ Extension button	Delete the selected rule from the corresponding list.
The  Update DID/Caller ID or Dialed No/ Extension button	Update the rule in the corresponding list.
The  Import DID/Caller ID or Dialed No/ Extension button	Import a set of predefined items provided in a text file. The items imported are appended to the existing list.

To add a new filtering rule:

1. Type the DID/Caller ID or Dialed No/ Extension to be added in the corresponding list
2. Click  **Add** button to add the new item

To delete a filtering rule:

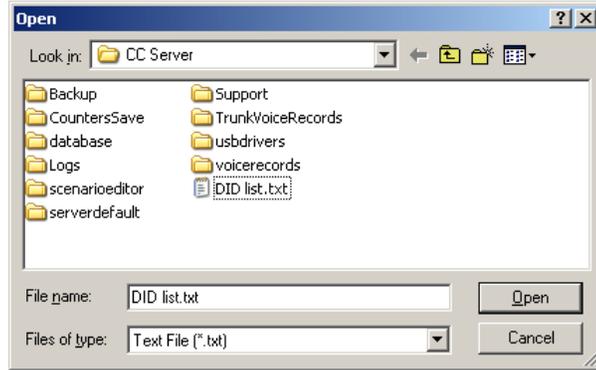
1. Select the DID/Caller ID or Dialed No/ Extension to be removed from the corresponding list
2. Click  **Delete** button to remove the selected item

To update an existing filtering rule:

1. Select the DID/Caller ID or Dialed No/ Extension to be updated in the corresponding list
2. Modify the number from the corresponding field
3. Click the  **Update** button to update the number in the corresponding list.

To import items from predefined text files:

1. Click  **Import** button to add new items from text files
2. Browse for the text file and click on **Open** button

**Recording Type**

NOTE: When all settings are performed inside the *Record Settings* window, please remember to save the changes on server. Find more information inside the [Saving Changes on Server](#) section.

Inside the *Recording Type* section, choose the type of PRI23 recording you prefer:

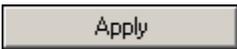


- **ALaw Recording** – Europe CODEC format
- **ULaw Recording** – US CODEC format

To set a recording type, choose the *Rec Type* between *ALaw Recording* and *ULaw Recording* options.

Saving Changes on Server

To save changes on server when all settings are performed inside the *Record Settings* window:

1. Click the  **Apply** button to save the changes on the server

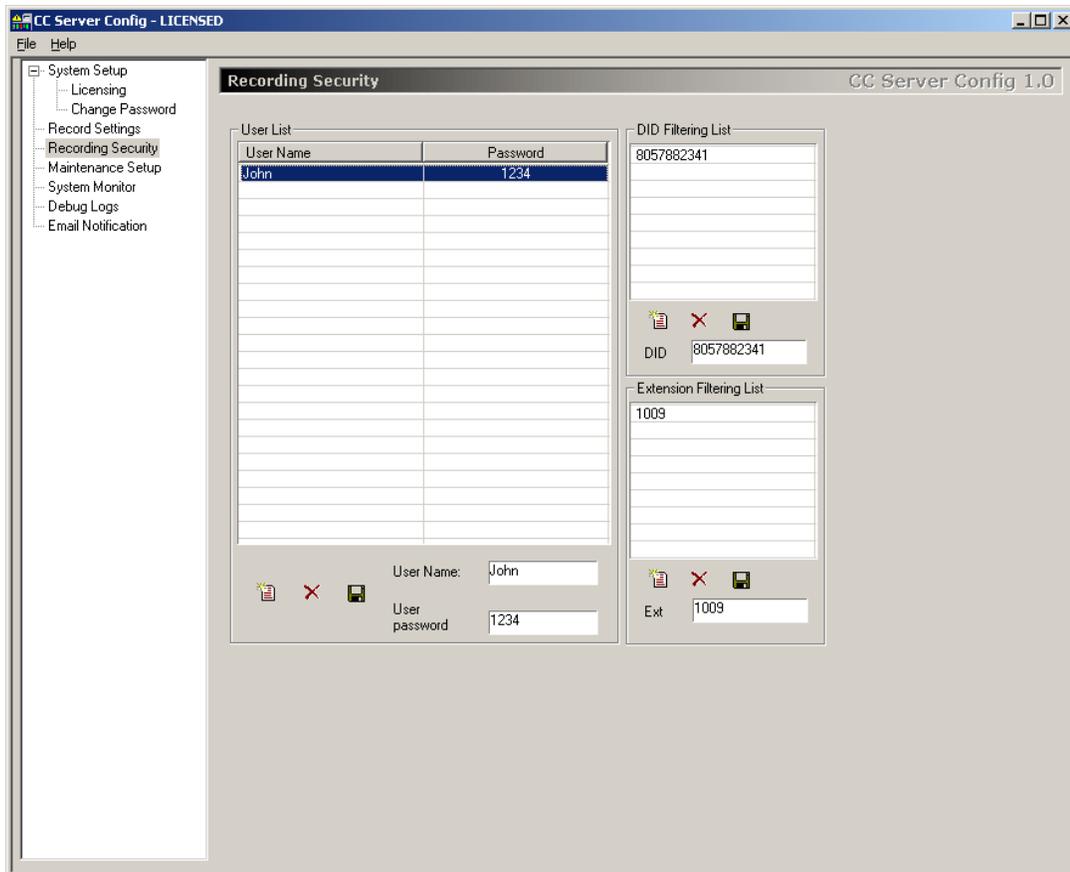
2. A warning message is displayed informing you to restart the CCServer in order for the modifications to be saved:



3. Click the **OK** button to accept the warning message
4. After all modifications are performed, restart the CCServer application by going to the *System Setup* pane and clicking the  **Restart** button.
5. The CCServer is reconnected within a few moments.

Recording User Restrictions

Inside the CCServer application, find the *Recording Security* section that allows you to add, delete and/or update the users' rights to access the recorded conversations from the *CCSupervisor>CO Call Log* and *Intercom Call Log* sections.



A **user**, referred within this section as *User*, represents a CCSupervisor user. The **user access rights** refer to listening and exporting actions. For example, with the appropriated user rights, you can listen

Item	Description
The  Update User button	Update the selected user information by modifying the name and/or password

To add new user:

1. Inside the *User* section, edit the following fields:
 - **User Name** – enter a name for the new user
 - **User password** – enter a password for the user

NOTE: Please take in consideration that the username and password strings are case sensitive.

2. Click the  **Add User** button to add the new created user in the *User List* table

To delete an existing user:

1. Inside the *User List* table, select the user you want to delete
2. Click the  **Delete User** button and the selected user is deleted.

To update the information for an existing user:

1. Select the user from the *User List* table
2. Modify the user's name and/or password
3. Click the  **Update User** button to modify the user information.

Item	Description
The  Delete Ext button	Delete the selected user extension restriction from the <i>Extension</i> table
The  Update Ext button	Update the extension number for the selected user extension restriction inside the <i>Extension</i> table

To create a new user DID/Extension restriction for a user:

1. Inside the *User List* table, select the user you want to create a restriction for
2. Type the DID/extension not to be accessed by the selected user inside the *DID/Ext* field
3. Click the  **Add DID / Extension** button to add the user DID/extension restriction in the *DID/Extension* list.

To delete an existing DID/Extension restriction for a user:

1. Inside the *User List* table, select the user you want to delete a restriction from
2. Select the DID/extension restriction to be deleted
3. Click the  **Delete DID / Extension** button to delete the user DID/extension restriction inside the *DID/Extension* list.

To update an existing DID/Extension restriction for a user:

1. Inside the *User List* table, select the user you want to update the restriction for
2. Select the DID/extension restriction to be modified
3. Change the number for the DID/extension inside the *DID/Ext* field
4. Click the  **Update DID/ Extension** button to update the user DID/extension restriction inside the *DID/Extension* list.

Recorded Conversations Playback for CCView and CCPro

Using the **CCSupervisor** application, you can listen to all recorded calls, including the internal calls, and also export the records to your chosen location.

To listen to the recorded conversations, Winamp or Windows Media Player 9 (or higher) must be installed in the host computer.

To listen to all recorded calls except the internal ones, please follow the procedure:

1. Go to the *CO Call Log* section under the *Monitor* pane

Call Log ID	Date/Time	Completion Time	Caller ID	Caller Name	Incoming/Outgoing	Status	Dialed Number	DDI/DID/MSN	Trunk	Talk Time (min)	Wait Time (min)
1	01/08/2007 09:40:54 PM	01/08/2007 09:40:57 PM	902102		Incoming	Lost A...	N/A	901602	16	00:00	00:03
2	01/08/2007 09:41:09 PM	01/08/2007 09:41:11 PM	902102		Incoming	Lost A...	N/A	901603	16	00:00	00:02
3	01/08/2007 09:41:58 PM	01/08/2007 09:42:01 PM	902102		Incoming	Lost A...	N/A	901601	16	00:00	00:03
4	01/08/2007 09:42:10 PM	01/08/2007 09:42:30 PM	902102		Incoming	Non A...	N/A	901102	16	00:00	00:00
5	01/08/2007 09:51:54 PM	01/08/2007 09:51:55 PM	902102		Incoming	Lost A...	N/A	901601	16	00:00	00:02
6	02/08/2007 12:50:14 PM	02/08/2007 12:53:00 PM	N/A	N/A	Outgoing	Dut	902101	N/A	16	02:37	00:00
7	02/08/2007 12:51:09 PM	02/08/2007 12:54:57 PM	902104	Alex DeLarge	Incoming	ACD	N/A	901603	15	03:34	00:04
8	02/08/2007 12:53:13 PM	02/08/2007 12:54:50 PM	902102		Incoming	Non A...	N/A	901103	16	01:34	00:02
9	02/08/2007 12:55:17 PM	02/08/2007 12:57:12 PM	902104	Alex DeLarge	Incoming	Non A...	N/A	901204	16	01:23	00:03
10	02/08/2007 12:55:35 PM	02/08/2007 12:55:49 PM	902102		Incoming	Lost A...	N/A	901603	15	00:00	00:14
11	02/08/2007 12:55:54 PM	02/08/2007 12:57:17 PM	902102		Incoming	ACD	N/A	901601	15	01:12	00:09
12	02/08/2007 12:57:31 PM	02/08/2007 12:57:34 PM	902102		Incoming	ACD	N/A	901601	16	00:01	00:03
13	02/08/2007 12:57:50 PM	02/08/2007 12:57:53 PM	902104		Incoming	Non A...	N/A	901204	16	00:01	00:03
14	02/08/2007 12:58:24 PM	02/08/2007 12:58:27 PM	902104	Alex DeLarge	Incoming	ACD	N/A	901601	16	00:01	00:01
15	02/08/2007 12:59:57 PM	02/08/2007 01:00:06 PM	902102		Incoming	Abnor...	N/A	901601	16	00:00	00:00
16	02/08/2007 01:00:20 PM	02/08/2007 01:00:22 PM	902104	Alex DeLarge	Incoming	Abnor...	N/A	901204	16	00:00	00:00
17	03/08/2007 10:24:05 AM	03/08/2007 10:28:05 AM	902102		Incoming	ACD	N/A	901603	16	03:52	00:05
18	03/08/2007 10:25:35 AM	03/08/2007 10:27:58 AM	N/A	N/A	Outgoing	Dut	902103	N/A	15	02:16	00:00
21	03/08/2007 02:56:22 PM	03/08/2007 03:00:04 PM	902102		Incoming	ACD	N/A	901603	16	03:37	00:02
22	03/08/2007 02:58:24 PM	03/08/2007 03:00:06 PM	N/A	N/A	Outgoing	Dut	902101	N/A	15	01:25	00:00
23	03/08/2007 05:01:10 PM	03/08/2007 05:04:25 PM	902102		Incoming	Non A...	N/A	901204	16	02:46	00:02
24	03/08/2007 05:01:19 PM	03/08/2007 05:04:22 PM	902104	Alex DeLarge	Incoming	Non A...	N/A	901103	15	03:01	00:01
25	06/08/2007 12:15:53 PM	06/08/2007 12:16:08 PM	902102		Incoming	Non A...	N/A	901103	16	00:13	00:03
26	06/08/2007 12:18:36 PM	06/08/2007 12:18:50 PM	902102		Incoming	Non A...	N/A	901103	16	00:12	00:02
27	06/08/2007 12:22:03 PM	06/08/2007 12:42:52 PM	N/A	N/A	Outgoing	Dut	902101	N/A	16	20:28	00:00

Call Log ID	Date/Time	Completion Time	Agent Name	Extension	Ring Time (min)	Talk Time (min)	Wait Time (min)	Hold Time (min)	Queue Time (min)	Transferred
23	03/08/2007 05:01:10 PM	03/08/2007 05:02:53 PM	Dan	204	00:02	01:14	00:02	00:25	00:00	Yes
23	03/08/2007 05:02:53 PM	03/08/2007 05:04:25 PM	Eileen	201	00:00	01:31	00:00	00:00	00:00	No

2. The window is composed of two subsections:

- *CO Based* – contains the call information from the CO perspective. Using this subsection, you can listen to the entire recorded call from the moment it was first answered until it was at last ended – *by trunk*.
- *Agent Based* – contains the call information from the Agent perspective. Using this subsection, you can listen to the recorded conversation fragmented according to each Agent that handled the call – *by extension*.

3. Inside the *CO Call Log CO Based*, you can identify the recorded calls by their distinctive icons:

-  - Recorded call
-  - Not recorded call

4. Inside the *CO Call Log Agent Based*, both  and  are used for identifying the recorded calls for each extension.

NOTE: The  icon represents a recorded call **ONLY** if the corresponding *CO Based* entry has assigned a recorded call – identified through the  icon.

5. Select a call from the *CO Call Log CO Based* or *Agent Based* and click the **Play Voice Record** button to listen to the recorded conversation.
6. The *Record Security* window is displayed:



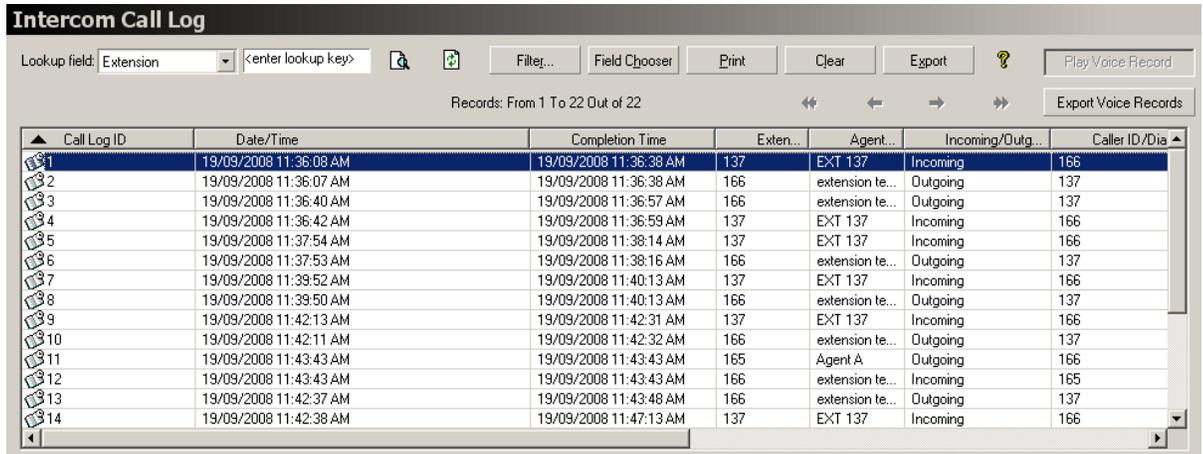
7. Enter your user credentials – the username and the password – in the corresponding fields and click the **OK** button.

NOTE: For more information on Record Security, please refer to the [Recording User Restrictions](#) section.

8. If needed, check the *Remember user name and password* option to save to credentials for later use.
9. The default media player starts playing the recorded conversation.

To listen to the internal recorded calls, please follow the procedure:

1. Go to the *Intercom Call Log* section under the *Monitor* pane



2. You can identify the recorded calls by their distinctive icons:
 - - Recorded call
 - - Not recorded call
3. Select a call from the *Intercom Call Log* and click the **Play Voice Record** button to listen to the recorded conversation.
4. The *Record Security* window is displayed:



Record Security

Username

Password

Remember user name and password

OK

5. Enter your user credentials – the username and the password – in the corresponding fields and click the **OK** button.

NOTE: For more information on Record Security, please refer to the [Recording User Restrictions](#) section.

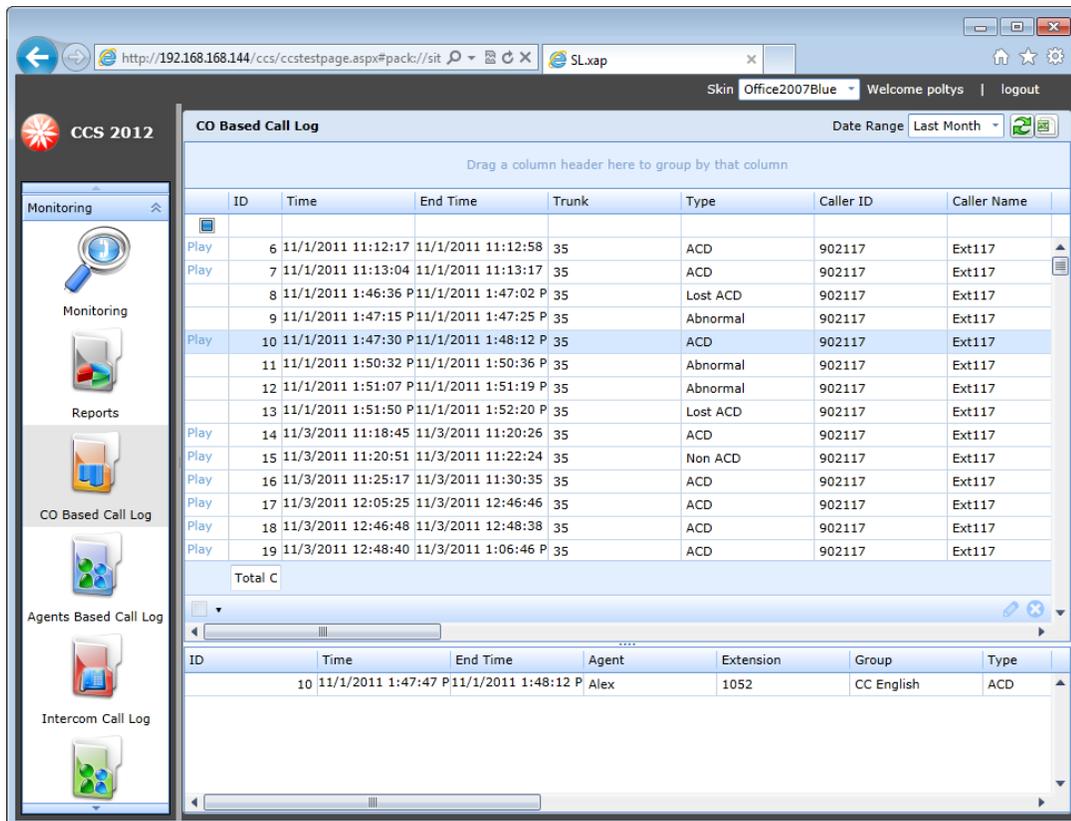
6. If needed, check the *Remember user name and password* option to save to credentials for later use.
7. The default media player starts playing the recorded conversation.

Recorded Conversations Playback for CCView 2012

Using the **CCSupervisor** web application for CCView 2012, you can listen to any recorded calls.

To listen to recorded calls, please follow the procedure:

1. Go to the *CO Based Call Log* section.



The screenshot shows the CCS 2012 web application interface. The main content area displays the "CO Based Call Log" section, which includes a table of call records. The table has columns for ID, Time, End Time, Trunk, Type, Caller ID, and Caller Name. The table contains 19 rows of call data, with a "Total C" row at the bottom. A "Play" button is visible next to each row. The interface also includes a navigation sidebar on the left with icons for Monitoring, Reports, CO Based Call Log, Agents Based Call Log, and Intercom Call Log. The top of the application shows the user's name "poltyis" and a "logout" link.

ID	Time	End Time	Trunk	Type	Caller ID	Caller Name
6	11/1/2011 11:12:17	11/1/2011 11:12:58	35	ACD	902117	Ext117
7	11/1/2011 11:13:04	11/1/2011 11:13:17	35	ACD	902117	Ext117
8	11/1/2011 1:46:36 P	11/1/2011 1:47:02 P	35	Lost ACD	902117	Ext117
9	11/1/2011 1:47:15 P	11/1/2011 1:47:25 P	35	Abnormal	902117	Ext117
10	11/1/2011 1:47:30 P	11/1/2011 1:48:12 P	35	ACD	902117	Ext117
11	11/1/2011 1:50:32 P	11/1/2011 1:50:36 P	35	Abnormal	902117	Ext117
12	11/1/2011 1:51:07 P	11/1/2011 1:51:19 P	35	Abnormal	902117	Ext117
13	11/1/2011 1:51:50 P	11/1/2011 1:52:20 P	35	Lost ACD	902117	Ext117
14	11/3/2011 11:18:45	11/3/2011 11:20:26	35	ACD	902117	Ext117
15	11/3/2011 11:20:51	11/3/2011 11:22:24	35	Non ACD	902117	Ext117
16	11/3/2011 11:25:17	11/3/2011 11:30:35	35	ACD	902117	Ext117
17	11/3/2011 12:05:25	11/3/2011 12:46:46	35	ACD	902117	Ext117
18	11/3/2011 12:46:48	11/3/2011 12:48:38	35	ACD	902117	Ext117
19	11/3/2011 12:48:40	11/3/2011 1:06:46 P	35	ACD	902117	Ext117
Total C						
ID	Time	End Time	Agent	Extension	Group	Type
10	11/1/2011 1:47:47 P	11/1/2011 1:48:12 P	Alex	1052	CC English	ACD

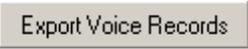
2. Inside the *CO Based Call Log*, you can identify the recorded calls by their distinctive marker *Play* in the related column.
3. For playback the conversation, click on the hyperlink *Play* of the corresponding item in list. A new web page is displayed containing links to the recorded wave files.
4. Click on the wave of your choice. The default media player starts playing the recorded conversation.

Recorded Conversations Export for CCView and CCPro

In both CCSupervisor sections, *CO Call Log* and *Intercom Call Log*, you have the option to **Export Voice Records** using the button with the same name:

1. Select one or more recorded calls to be exported.

NOTE: Please remember that multiple records selection is supported only inside the *CO Call Log Agent Based* and *Intercom Call Log* sections.

2. Click on the  **Export Voice Records** button.
3. The *Record Security* window is displayed:



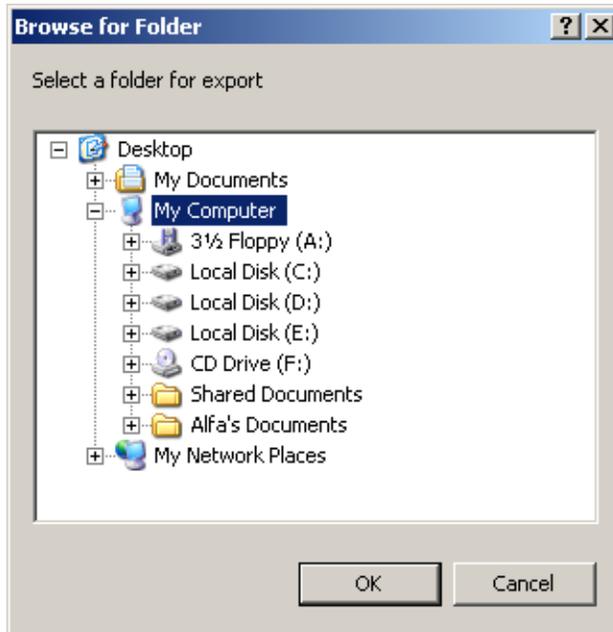
The image shows a dialog box titled "Record Security". It has a blue header bar with the title. Below the header, there are two text input fields: "Username" and "Password". Below the "Password" field, there is a checkbox labeled "Remember user name and password". At the bottom right of the dialog, there is an "OK" button.

4. Enter your user credentials – the username and the password – in the corresponding fields and click the **OK** button.

NOTE: For more information on Record Security, please refer to the [Recording User Restrictions](#) section.

5. If needed, check the *Remember user name and password* option to save to credentials for later use.

- The *Browse for Folder* window is displayed:



- Choose the location for the selected voice record(s).
- Click on the **OK** button to finalize the operation.

Start/ Stop the CCServer Service

The CCServer runs as a Windows Service, called Mapservice. To close the CCServer you have to stop the Mapservice.

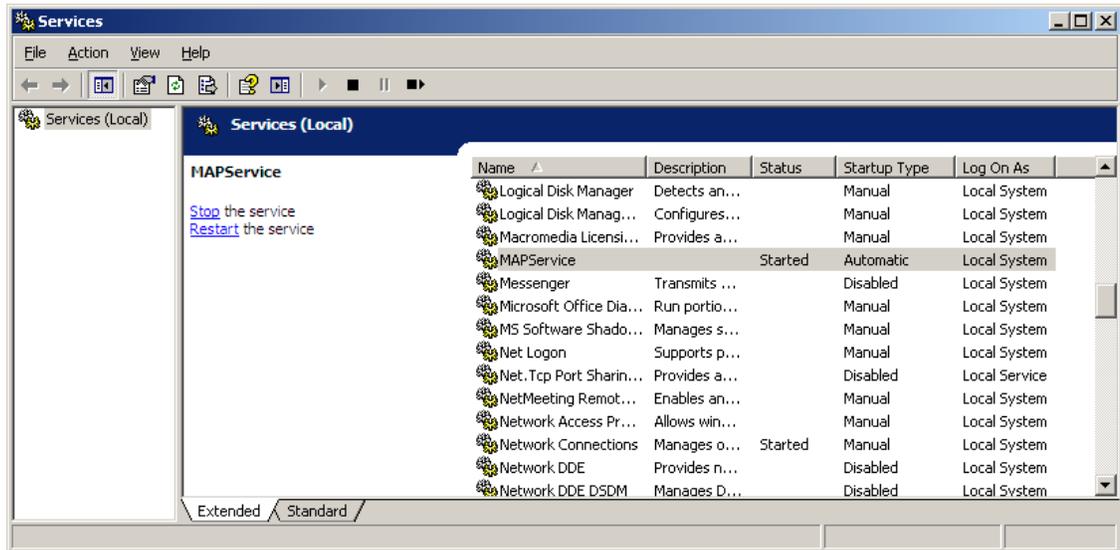
You can do this in two ways, either by opening the Services or from the command line.

Open the Services window

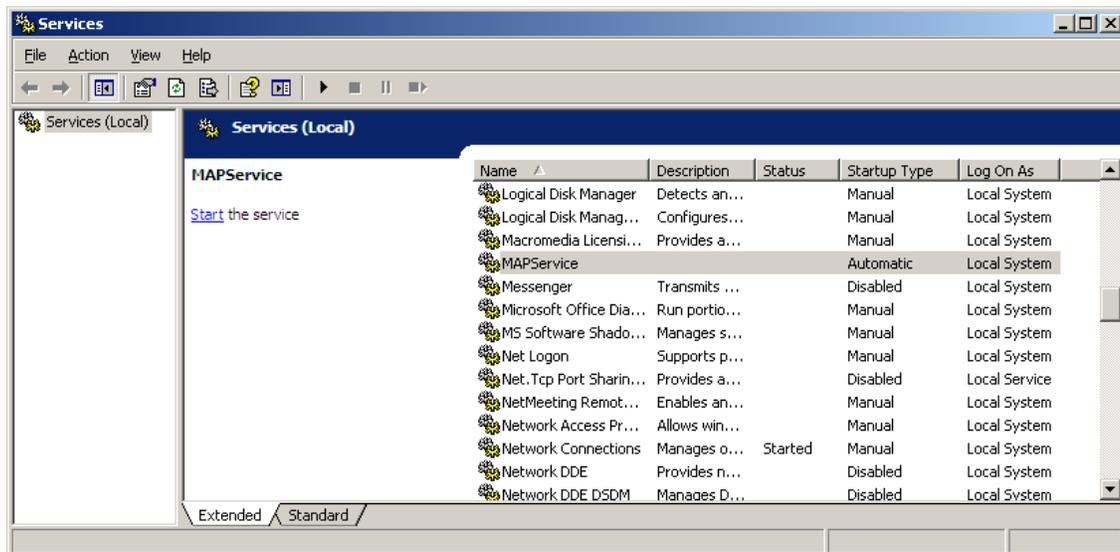
- From Start menu select Run and type *services.msc*.



- Look for MapService in the *Services* list. Click the **Stop** button.

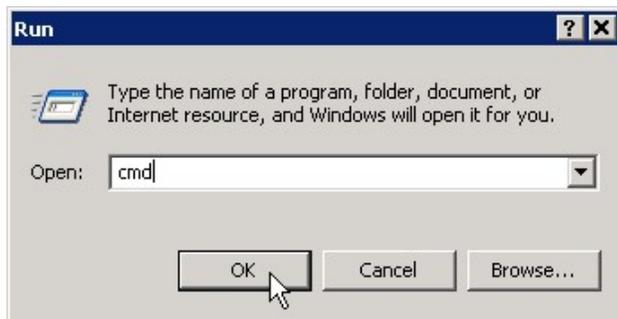


- To start the service, just click the **Start** button.



Using command line

- From *Start* menu select **Run...** and type `cmd` to open the Command Prompt session.



- To stop the service type the following command: `net stop mapservice`



```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\nicu>net stop mapservice_
```

- Wait for the service to stop. You should see a conformation message that the service was stopped successfully.

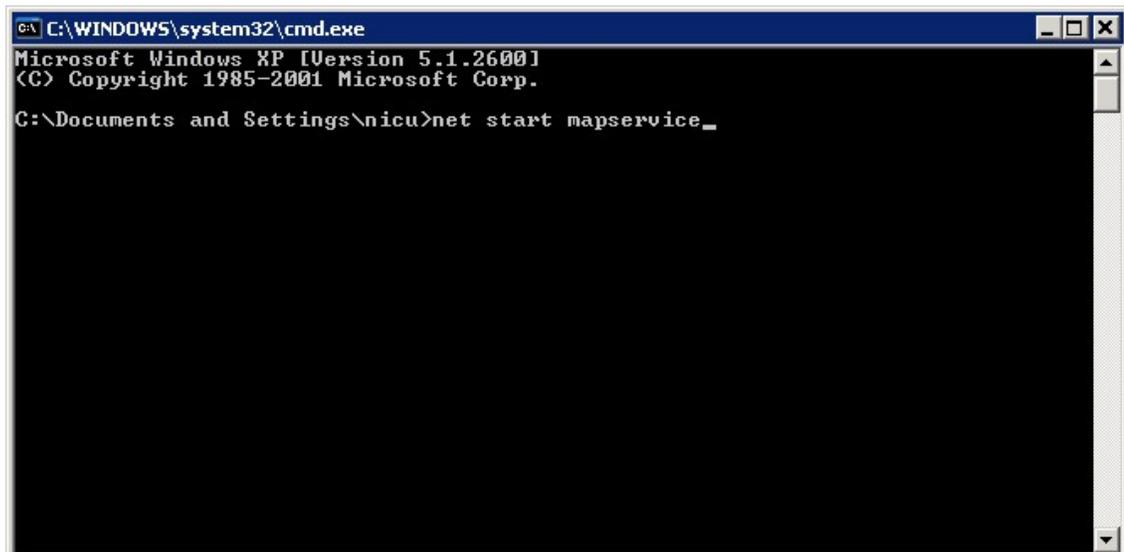


```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\nicu>net stop mapservice
The MAPService service is stopping..
The MAPService service was stopped successfully.

C:\Documents and Settings\nicu>_
```

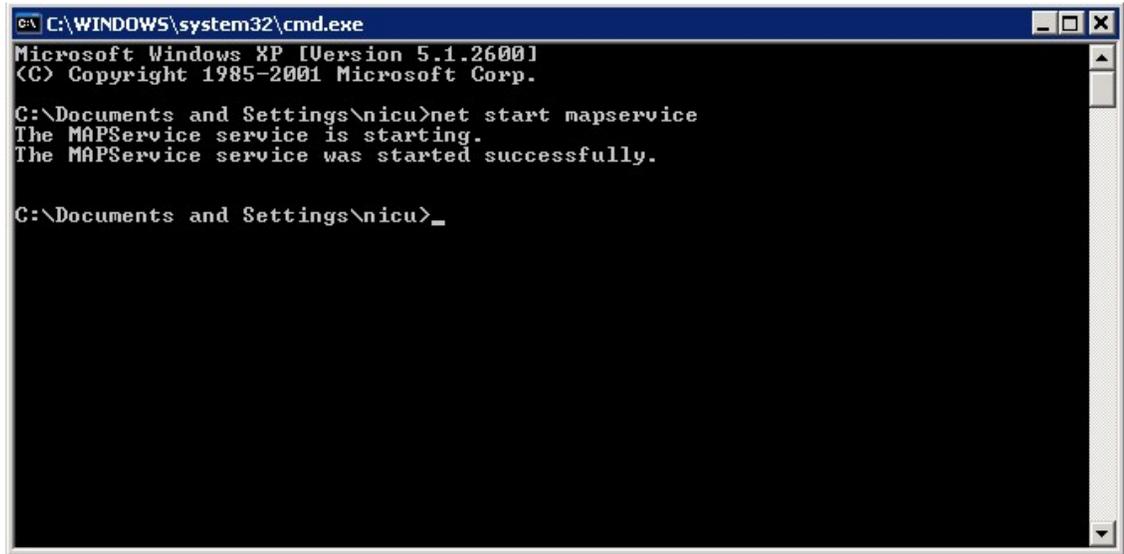
- To start the service type the following command: `net start mapservice`



```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\nicu>net start mapservice_
```

5. Wait for the service to start. You should see a conformation message that the service was started successfully.



```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\nicu>net start mapservice
The MAPService service is starting.
The MAPService service was started successfully.

C:\Documents and Settings\nicu>_
```

- Blank Page -

Product Support

Poltys tech support engineers are always available to answer your questions at:

- US Phone number: +1 864 642 6103
- Email: support@poltys.com