

CCRecord Professional Trunk Recording

Application Notes

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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: CCRecord 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

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.

Poltys *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 <u>New Installation</u> 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
050	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:

- <u>New Installation</u>
- 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

📅 WinRAR self-ex	xtracting archive	
	Extracting _driver\DLL\macmcvt.dll Extracting _driver\DLL\MMFCInt.dll Extracting _driver\DLL\MmfServer.dll Extracting _driver\DLL\mtp3.dll Extracting _driver\DLL\SCCP.dll Extracting _driver\DLL\ShdPci.dll Extracting _driver\DLL\ShdPci.dll Extracting _driver\DLL\ShdUsb.dll Extracting _driver\DLL\ShdUsb.dll Extracting _driver\DLL\ShFCmHandle.dll Extracting _driver\DLL\ShFCmHandle.dll Extracting _driver\DLL\ShFCec.dll Extracting _driver\DLL\Synh323.dll	
	Destination folder	
	C:\Program Files\ShCtiSetup 💽 🛛 😽	rowse
	Installation progress	
	(***********************	
	Install	Cancel

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

HangZhou Synway Information	n Engineering Ltd. ,Co 🛛 Installation for Voice 🗙
	Welcome to use HangZhou Synway Series Voice-board. This software is to fulfill installation of Voice-board. Please exit active applications, if any, to make sure proper installation of voice board.
	< Back Next > Cancel

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

HangZhou Synway Information Engineering Ltd. ,Co	Installation for Voice 🔀
Choose Destination Location Select folder where Setup will install files.	
Please enter the location where you would like to install the pro folder name or click the Browse button to find a new location.	gram. You may type a new
C:\ShCti	
	Browse
InstallShield	
< Back	Next > Cancel

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

Confirm New Folder
You have entered the following folder specification:
C:\ShCti\
This folder does not exist. Should Setup create it for you?
Yes No

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

Question	n 🛛 🕅
2	Would you like to install the include files and the library files with the driver?
	Yes No

8. The installation process begins

Copyingsynh323d.dll	
	<mark>4</mark> 9%

9. The board driver is installed

2	Installation of Voice-board driver is in process, please wait
---	---

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 \mathbf{OK} button

Informa	tion 🔀
i)	Amount of Voice-borad have been installed successfully:1 Board-0:42128;
	<u></u>

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 <u>New Installation</u> 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 <u>New</u> 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:

hasic setup Advanced setup Advanced tone setup Debugview setup System Setting Total AppCh: 2 SS1 Fax FSK ISUP Total AppCh: 70 ISDN SS7 and TUP Spy Set PCM Board to supply clock: 1 Set AppCh SIP H323 Board Setting ePCi ID Board Model PCI Serial Activat Total Ch ePCi ID Board Model PCI Serial Activat Total Ch o SHR-24DA-CT/PCI / 42032 2.4 2.4 1 SHD-30B-CT/PCI/F4 17728 4.6 Add Board Modify Board Delete Board Exchange ID1 (==> ID2							
System Setting Total boards: 2 SS1 Fax FSK ISUP Set AppCh: 70 ISUN SS7 and TUP Spy Set AppCh SIP H323 Board Setting Image: CPCI ID Board Model PCI ID Board Model PCI ID Board Model PCI ID Board Model PCI StiD=30B-CT/PC/F=1 T/20 46 46 Add Board Modify Board Delete Board Exchange ID1 ID2	asic setup Advanced setu	ıp Advanced tone	setup Debugvie	w setup			1
Total boards: 2 SS1 Fax FSK ISUP Total AppCh: 70 ISDN SS7 and TUP Spy Set PCM Board to supply clock: 1 Set AppCh SIP H323 Board Setting CL CPCI ID Board Model PCI Serial Activat Total Ch	System Setting						De
Total AppCh: 70 ISDN SS7 and TUP Spy Set PCM Board to supply clock: 1 Set AppCh SIP H323 Board Setting ID Board Model PCI Serial Activat Total Ch Image: Clock of the set of the s	Total boards:	2	SS1	Fax	FSK	ISUP	
Board to supply clock: 1 Str AppCh SIP H323 Board Setting CPCI ID Board Model PCI Serial Activat Total Ch 0 SHR-24DA-CT/PCI 42032 24 24 SHD-30B-CT/PCI/FJ 17728 46 46 NI F Add Board Modify Board Delete Board Exchange ID1 ▼ <=> ▼ ID2	Total AppCh:	70	ISDN	SS7 and TUP	Spv	Set PCM	بم 🎇 🖌
Board Setting PCI ID Board Model PCI Serial Activat Total Ch 0 SHR-24DA-CT/PCI 42032 24 24 1 SHD-30B-CT/PCI/FJ 17728 46 46 Add Board Modify Board Delete Board Exchange ID1 ▼<=> ▼ ID2	Board to supply clock:	1	Set AnnCh	SID	H323		
Board Setting		<u> </u>					· · · · ·
cPCI ID Board Model PCI Serial Activat Total Ch 0 SHR-24DA-CT/PCI 42032 24 24 1 SHD-30B-CT/PCI/FJ 17728 46 46 ▲dd Board Modify Board Delete Board Exchange ID1< ▼ <==> ▼ ID2	Board Setting						
Add Board Modify Board Delete Board Exchange ID1 V<=> VID2	CPCI ID Board M	fodel PCI S	Serial Activat	. Total Ch			👗 U
Add Board Modify Board Delete Board Exchange ID1 <<=> ID2	1 SHD-30	B-CT/PCI/FJ 1772	8 46	46			
Add Board Modify Board Delete Board Exchange ID1 V<==> VID2							
Add Board Modify Board Delete Board Exchange ID1 T<==> TID2							
Add Board Modify Board Delete Board Exchange ID1 T <=> TID2							
Add Board Modify Board Delete Board Exchange ID1 <<=> ID2							
Add Board Modify Board Delete Board Exchange ID1 V<==> VID2							
Add Board Modify Board Delete Board Exchange ID1 T<=> TID2							
Add Board Modify Board Delete Board Exchange ID1 <<=> ID2							
Add Board Modify Board Delete Board Exchange ID1 << => ID2							
Add Board Modify Board Delete Board Exchange ID1 <							
Add Board Moony Board Delete Board Exchange ID1 T <=> T ID2							
		Moduby Board	Delete Board	Exchange	ID1 ▼ <==>	III ▼ III 2	
	Add Board	mouny bound					
	Add Board	mouny Board					
	Add Board	mouny bound			,		
	Add Board	Mouly Board					
	Add Board	mouny Board					
	Add Board						
	Add Board						
	Add Board						
	Add Board						
	Add Board						
	Add Board						

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

sic setting		Advanced Setting	
lect a board:	SHD-30B-CT/PCI/FJ	Record and play	DTMF
erial number of	17728	User Channel	AGC
ard Type:	T1 💌	Bassed Channel	Porcelo Detector
ink with ChannelB	ank: OYes 🖲 No	Record Chaimer	
		Tone Detector	Others
		Tone Generator	РСМ
Total Used Ch:	46		

- 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:

Record and Play Setting		×
Playing volume:	0	
Playing format:	2	
Recording volume:	0	
Recording format:	7	
Mixing volume:	-7	
HangUpStopRecord:	0	
HangUpStopPlay:	0	
	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.

- 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 Alaw/U-law CODEC format utilized.

Others Setting		×
Magnet-module indicator:		1
Joint-module indicator:		Ĩ
Enable echo cancellation:	1	-
Caller ID Style:		Ĩ
Maximum fax channels:		
InVoiceToBus:	1	-
Phone Type:		
Wrong FSK Caller ID		
Default Voice Format:		
DSP Codec:	131	
DSP working mode:	Y	
🔽 Reset Board On Close		
🔽 In Voice To Bus		
ОК	Cancel	

- 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.

bo	ard[ID:0]									×
٦	Fotal PCI PCM Inf	vi :	2	ſ	Run in sp	oy mode	🗖 En	able tone	detector	
	PC	Signaling	Signali	Ts16	ClockM	Interf	CallInTS,Num	Auto	Ss7Circuit	1
	0	U-side U-side	16 16	SS× SS×	LineSy SlaveCl	twist twist	0,0 0,0	Yes Yes	0×###### 0×#######	
	1			м	odify PCM		ОК			

- 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.

mo	dify[PCM:D]			X
	PCM Setting			
	SSX:	U-side	•	
	Signaling TS	16	~	
	Clock module:	LineSyncMaster	•	
	Link module:	twisted pair	•	
	CallInTS:	0,0		
	Ss7Circuit Map:	0×######		
	🗹 EnableAutoCall			
	₩ UseTS16AsSSx			
	ОК	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.

mo	dify[PCM:D]		×
	PCM Setting		
	SSX:	U-side 🔹	
	Signaling TS	16 💌	
	Clock module:	SlaveClock 🔹	
	Link module:	twisted pair 💌	
	CallInTS:	0,0	
	Ss7Circuit Map:	0×1111111	
	💌 EnableAutoCall		
	✓ UseTS16AsSSx		
	ОК	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 CCRecord Pro Trunk Recording apply the settings presented above to all Synway DTP voice boards in use.

Non-DTP Boards

The *CCRecord 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

tiConfig.ex	e Curre	nt Version :	5, 0, 3, 0									_
Basic set	up Adv	anced set	up Advan	ced tone :	setup Debugy	view setup						
System	Setting	I ————									200 B	efai
Total b	oards:		1		SS1	Fax		FSK	ISUP			
Total A	ppCh:		16		ISDN	SS7 and T	UP	Ѕру	Set PCM	1	- 💐 ^	ppl
Board	to supp	ly clock:	0		Set AppCh	SIP		H323			1	ΩK
Beerd												
- Board a	setting-	Board	Andel	PCLS	erial Activa	t Total Ch				_	🛛 🗶 сі	_0
	0	SHT-16	C-CT/PCI/E	C 83111	16	16				-		
	Add B	oard	Modify E	Board	Delete Board	d Exchar	ge I	D1 <==	D2			

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

	on no on our our o	•	Record and play	DTMF
erial number of	83111		User Channel	AGC
ard Type:		~	Record Channel	Bargeln Detector
			Tone Detector	Others
			Tone Generator	PCM
fotal Used Ch:	16			

- 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:

Record and Play Setting		X
Playing volume:	0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0	
Playing format:	7.	
Recording volume:	0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0	
Recording format:	1.	
Mixing volume:	-1,-1,-1,-1,-1,-1,-1,-1,-1,-1,-1,-1,-1,-	
HangUpStopRecord:	0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0	
HangUpStopPlay:	0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0	
	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. All settings are now done. Inside the Modify Board window, click the OK button
- 6. Under the *ShCtiConfig.exe* window, hit the **Apply** button to save all modifications performed.

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

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

oysteni d	etting —												1 6	🤌 р
Total boa	ards:		1		:	SS1	Fax	:	FSK	1	ISUF	,	142	r -
Total App	oCh:		24	-		SDN	SS7 and	TUP	Spy		Set PC	м	9	A
Board to	supply cla	ock:	0		Set	AppCh			H323					,
Deced Co	···		-											
Board Se	ung In B	oard Ma	del	PCI	Corial	Activat	Total Ch	1					X	С
	0 D:	ST-24B/	PCI+	103	715	24	10tal Cli 24					_		
													E) INI
													Ĕ) INI
	Add Board		Modify B	loard	Dele	ete Board	Excha	ange	D1 🔽	==>	T ID	2	Ĕ) INI
	Add Board		Modify B	loard	Dele	ete Board	Excha	ange	D1 <	==>	ID	2	Ľ) INI
	Add Board		Modify B	}oard	Dele	ete Board	Excha	ange	D1 💽 <	==> [ID	2	2) INI
	Add Board		Modify B	Board	Dele	ete Board	Excha	ange II	D1 💽 <	==>	ID	2	8) INI

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

Modify board[ID:0]		×
Basic Setting	Advanced Setting	
Select a board: DST-24B/PCI+	Record and play	DTMF
Serial number of 103715	User Channel	AGC
Card Type:	Record Channel	Bargeln Detector
ClockReferenceLine	Tone Detector	Others
	Tone Generator	PCM
Total Used Ch: 24	SetModuleType	
ОК	Cancel	

- 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:

Record and Play Setting		×
Playing volume:	0	
Playing format:	7	
Recording volume:	0	
Recording format:	7	
Mixing volume:	-7	
HangUpStopRecord:	0	
HangUpStopPlay:	0	
	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

Note	×
i)	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.
	ОК

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

YES PANASONIC 1 YES PANASONIC 1 YES PANASONIC 1 SET PBX AND PHONE Image: Comparison of the second se	Modu	Installed	Туре	Version	
YES PANASONIC 1 YES PANASONIC 1 SET PBX AND PHONE Image: Comparison of the sector of the secto)	YES	PANASONIC	1	
SET PBX AND PHONE Set Pbx Type PANASONIC DEvent Updates Set Phone Type 1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.		YES	PANASONIC	1	
SET PBX AND PHONE Set Pbx Type PANASONIC DEvent Updates Set Phone Type 1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.		YES	PANASONIC	1	
SET PBX AND PHONE Set Pbx Type PANASONIC DEvent Updates Set Phone Type 1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.					
SET PBX AND PHONE Set Pbx Type PANASONIC DEvent Updates Set Phone Type 1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.					
SET PBX AND PHONE Set Pbx Type PANASONIC DEvent Updates Set Phone Type 1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.					
Set Pbx Type PANASONIC Set Pbx Type PANASONIC DEvent Updates Set Phone Type 1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,					
Set Pbx Type PANASONIC DEvent Updates Set Phone Type 1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,	SET PE	IX AND PHON	IE		
Set Phone Type 1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,	S	et Pbx Type	PANASONIC	•	🗖 DEvent Updates
Set Phone Type 1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.					·
Bin Voice Format Support © A-law © U-law	Set Ph	ione Type	1.1.1.1.1.1.1.1.1.1.1.1	1,1,1,1,1,1,1,1,1,1,1	,1,1,1,1,1
Bin Voice Format Support O A-law © U-law			1		
T Rec Raw Mode				~	
E Rec Raw Mode	Bin V	oice Format S	Sunnort 🔿 A-law	(•) ∐-โลน/	
	Bin V	oice Format S	Support 🔿 A-law	• U-law	
	Bin V	oice Format S	Support 🔿 A-law	• U-law	
	Bin V □ Re	oice Format S c Raw Mode	Support C A-law	• U-law	
	Bin V	oice Format S c Raw Mode	Support C A-law	• U-law	
	Bin V □ Re	oice Format S c Raw Mode	Support C A-law	• U-law	
	Bin V	oice Format S	Support C A-law	(• U-law	N

- 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
- 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 DST voice board with the CCRecord Pro Trunk Recording, apply the settings presented above to all Synway DST voice boards in use.

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)
 - 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 CCRecord 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 *CCRecord Pro Trunk Recording* software solution:

- Stop the CCServer Service if it is already installed and running. Refer to <u>Start/ Stop the CCServer</u> <u>Service</u> 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
 - <u>SHT Boards</u>
 - <u>DST Boards</u>
- 5. Install the Poltys software (if not installed already)

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

- 6. The CCRecord 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 <u>Trunk Recording Settings</u> section.
- 8. Start the *CCServer Service*. Refer to <u>Start/ Stop the CCServer Service</u> 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 <u>support@poltys.com</u>.
- 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.

🚝 CC Server Config - LICENS	ED	
File Help		
E System Setup … Licensing … Change Password	Licensing	CC Server Config 1.0
	Current License Settings	
- System Monitor	Server Addrendeador (Key.	ADUSTIC - UUUUUWDTWCARKES4730T-D0123TTM
Email Notification	License Type:	Full License CC Pro with Advanced ACD Reports, Call Park and HW Record Ports Licenses: 23
	CC Supervisors Licenses:	10
	CC Agents Licenses:	10
	Update Licenses	
	Enter New License Key:	6B1855C56F2F027D168E38D0D26A03EF4A47673086A604ECE938001740CBA

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.

And Config - LICENSED	
File Help ■ GC Server Config ■ Correct System State ■ Recording Security ■ Advitements State ■ System Monitor ■ Debug Logs ■ Email Notification ■ PEX Connection: ■ USB Connec	

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.

CC Server Config - LICENSE	D				
File Help					
	Record Settin	gs			CC Server Config 1.0
Change Password					
	– Trunk List–––––			DID Filtering List	Caller ID / Dialled No Filtering List
Recording Security	Taurk Ma	Decidebring	Developer La	0051170012	0040040707
Maintenance Setup	Trunk No.	Board channel		8051178912	8649649787
System Monitor	2	1	DIP	8051178915	
Debug Logs	3	2	DTP	8051178916	
Email Notification	4	3	DTP		
	5	4	DTP		
	6	5	DTP		
	7	6	DTP		
	8	/	DIP		
	10	9	DTP		
	11	10	DTP	🗎 🗙 🖬 🔘	🛅 🗙 🔲 🔘
	12	11	DTP		
	13	12	DTP	DID 8051178916	Caller ID Dialla d Ma
	14	13	DTP		Dialed No
	15	14	DTP	Include/Exclude (Check for	Include/Exclude (Check for
	16	15	DTP	meiusiony	Inclusionj
	10	15		- Eutomaion Eiltoring List	
	10			Extension Filtering List	
			• •	1010	
	Trunk Settings-			1012	
	🗌 🕲 🖌 I			1036	
		- E	Board Type		
	Trunk No:	0	O DTP board		- Bec Type
			C 11 0701		
	Board channel n	ю. _О	O No DTP board		C ALaw Recording
					ULaw Recording
	Fill Trunk Setting	s			
	1			1 🖆 🗙 🖬 🔿	
		E	Board Type		
	Trunks 0	To 0	C DTP board	Ext 0	
	Channel 0	To O	O No DTP board	Include/Exclude (Check for	
	From			Inclusion	Apply
P					

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 <u>Saving</u> <u>Changes on Server</u> 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:

Taunk Ma	Deniel alsonnal	Deard time
	Board channel	Board type
1	U	
2	1	
3	2	
4	3	
5	4	
5	5	
/	5	
8	/	
9	8	
10	9	
10	10	
12	10	
13	12	
14	13	
10	14	
15	15	
10	15	
10	16	
•		•
-Trunk Settings		Roard Tupe
Trunk No:	0	
Trank IVO.	P	
Board channel n	o. 0	O No DTP board
- Fill Trunk Setting:	3	
1		
Taunha		Board Type
From	To U	O DTP board
Channel 0	То О	O No DTP board

e(E) Disconnect(D) Tool(T) Utility((U) View()	Y) Window(W) Hel;)(H)	~1				
मे 🔄 🛃 🥵								
stem Menu X	1.1 Slot	10.1 CO Line Settin	igs					
Configuration			- 1					
lystem	C	K(O) Cancel() App	ly(<u>A</u>)				
Froup								
xtension								
Intional Device		CO Line Musher	Chalf	C1-4	Deut	Court Trans	CO Nerra (20 elementaria)	Turali Orana Markan
esture	-	CO Line Number	Shelf	Slot	Port	Card Type	CO Name (20 characters)	Irunk Group Number
salure	🕥	1	Physical	1	1	PRI23		1
15		2	Physical	1	1	PRI23		1
RS		3	Physical	1	1	PRI23		1
ivate Network		4	Physical	1	1	PRI23		1
:0 & Incoming Call		5	Physical	1	1	PRI23		1
1.CO Line Settings		6	Physical	1	1	PRI23		1
2.DIL Table & Port Settings		7	Physical	1	1	PRI23		1
3.DDI / DID Table		8	Physical	1	1	PRI23		1
4.MSN Table		9	Physical	1	1	PRI23		1
5.Miscellaneous		10	Physical	1	1	PRI23		1
		11	Physical	1	1	PRI23		1
		12	Physical	1	1	PRI23		1
		13	Physical	1	1	PRI23		1
		14	Physical	1	1	PRI23		1
		15	Physical	1	1	PRI23		1
		16	Physical	1	1	PRI23		1
		17	Physical	1	1	PRI23		1
		18	Physical	1	1	PRI23		1
		19	Physical	1	1	PRI23		1
		20	Physical	1	1	PRI23		1
		21	Physical	1	1	PRI23		1
		22	Physical	1	1	PRI23		1
		23	Physical	1	1	PRI23		1
		24	Physical	6	1	LCOT8		2
	•			-	<u>_</u>	L COTO		
laintenance								
active Mode : LAN	Type : TDE1	100	Level:	Installer		Versi	on002-000 Rec	ion002-002

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 Trunk List table
The 🗙 Delete trunk button	Delete the selected trunk from the Trunk List table
The 日 Update trunk button	Update the selected trunk number from the Trunk List 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 Chan	nel Setup							×
BoardID	BoardCh	AppCh			AppCh	BoardID	BoardCH	
0	0	0			0	0	0	
0	1	1			1	0	1	
0	2	2		Use Default	2	0	2	
0	3	3			3	0	3	
0	4	4			4	0	4	
0	5	5			5	0	5	
0	6	6			6	0	6	
0	7	7		Cancel All Mapping	7	0	7	
0	8	8		11 3	8	0	8	
0	9	9			9	0	9	
0	10	10			10	0	10	
0	11	11			11	0	11	
0	12	12		or	12	0	12	
0	13	13		UK	13	0	13	
0	14	14			14	0	14	
0	15	15			15	0	15	
0	16	16			16	0	16	
0	17	17			17	0	17	
0	18	18		Cancel	18	0	18	
0	19	19			19	0	19	
0	20	20			20	0	20	
0	21	21			21	0	21	
0	22	22			22	0	22	
0	23	23			23	0	23	
1	0	24			24	1	0	
1	1	25			25	1	1	
1	2	26			26	1	2	
1	3	27			27	1	3	
1	4	28			28	1	4	
1	5	29			29	1	5	
1	6	30			30	1	6	
1	7	31			31	1	7	
1	8	32			32	1	8	
1	9	33			33	1	9	
1	10	34	_		34	1	10	_
Assign Lu Warning: If you cha	Assign Logical Channel for Choosen 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.

2. Click the **Fill Trunk List 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 <u>Saving</u> <u>Changes on Server</u> 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
I
12 × 🖬 🖸
DID 8051178916
Linclude/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/Dialled No Filtering List-						
8649649787						
Caller ID Dialled No						
Linclude/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.

Extensio	on Filte	ring List	t			
1010						
1012						
1036				-1		
				4		
				-1		
1						
1	\times					
			-			
Ext	0					
	ude/E>	kolude (Check for			
Inci	usionj					

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	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

Open	<u>?</u>	×
Look in: 📔	CC Server 💽 🔶 🖆 🖽 -	
🚞 Backup	🗀 Support	
Counters?	Save 🛅 TrunkVoiceRecords	
📄 database	is usbdrivers	
Logs	C voicerecords	
Consciention	editor 📋 DID list.txt	
a serverdef	fault	
File <u>n</u> ame:	DID list.txt	
Files of <u>type</u> :	Text File (*.txt) Cancel	

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 <u>Saving</u> <u>Changes on Server</u> 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

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
- 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.

🚝 CC Server Config - LICENSE	D	
<u>File H</u> elp		
System Setup Licensing Change Password	Recording Security	CC Server Config 1.0
- Record Settings	User List DID Filtering List	
Recording Security	User Name Password 8057882341	
Maintenance Setup	John 1234	
- Debug Logs		
- Email Notification		
	DID 8057882341	
	Extension Filtering List	_
	1009	
	Liser Name: John	
	User 1234 Ext 1009	
	haszwoid	
Γ		

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

to a recorded call by *trunk* – the entire recorded call - and by *extension* – the segment of the recorded call handled by a specific extension.

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. A **DID restriction**, referred within this section as *DID*, represents a DID that is not recorded.

Each Agent from your Call Center uses a PBX **extension** and a telephone set. An **extension restriction**, referred within this section as *Extension*, represents an extension that is not recorded.

For each user, you can assign a password, and various DID and Extension restrictions. Multiple users can be defined, as needed.

NOTE: If no user is defined inside the *Recording Security* section, no recorded calls can be accessed by the CCSupervisor under the *CCSupervisor>CO Call Log* and the *Intercom Call Log* sections.

Users List

The User List table contains user related information such as name and password.

	Descoursed	1
	1224	
John	1234	
	User Name: John	
1 🗎 🗙 F		
	Deser 1234	
	passing	

In the table below, you can see the main operations you can perform on the User information:

Item	Description
The Add User button	Add a new user in the User List table
The 🗙 Delete User button	Delete the selected user from the User List table

Item	Description
The 日 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.

User Restrictions

A **user restriction**, referred within this section as *User Settings*, represents the DID and extension restrictions assigned to the selected user. For example: with a DID restriction defined, a user cannot access the recording corresponding to that DID. For more information on DID and extension restrictions, please return to the beginning of the <u>Recording Security</u> section.

For each user, you can add, delete and/or update the DID/Extension restrictions, like presented in the figure below:

Recording Security		
User List		DID Filtering List
User Name	Password	8057882341
John	1234	
		🛅 🗙 🖬
		DID 8057882341
		- Eutonaion Eiltoring List
		1009
User	Name: John	1a 🗙 📮
📋 🗙 🔚 User		Fyt 1009
pass	word 1234	

NOTE: Please note that DID value may be changed during TDA Processing of the incoming calls, depending on the settings in the numbering plan, Remove Digit, Additional Dial and others.

In the table below, you can see the main operations you can perform on user DID/extension restriction information:

Item	Description
The Hadd DID button	Add a new user DID restriction in the DID table
The 🗙 Delete DID button	Delete the selected user DID restriction from the DID table
The Update DID button	Update the DID number for the selected user DID restriction from the <i>DID</i> table
The 🔑 Add Ext button	Add a new user extension restriction inside the <i>Extension</i> table

Item	Description
The X Delete Ext button	Delete the selected user extension restriction from the <i>Extension</i> table
The 日 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

CO Call	Log - CO Based											
Lookup field:	Customer 💌	(enter lookup key)	Filter	Field Cho	oser <u>P</u> rint	Clear	?					
			Eurort	Cohodulo Euro	et Play Voice Berr	vd Europt)	(size Records					
			Export	Schedule Exp		Export v	Voice Necolus					
🕆 CO Ba	sed 😭 Agent Based		Records: Fro	om 1 To 925 Ou	t of 925		÷ •	→ →>				
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)	•
131	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	
U ³ 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	
	01/08/2007 09:41:58 PM	01/08/2007 09:42:01 PM	902102		Incoming	Lost A	N/A N/A	901601	16	00:00	00:03	
35	01/08/2007 09:51:54 PM	01/08/2007 09:51:55 PM	902102		Incoming	Lost A	N/A	901601	16	00:00	00:00	
36	02/08/2007 12:50:14 PM	02/08/2007 12:53:00 PM	N/A	N/A	Outgoing	Out	902101	N/A	16	02:37	00:00	
37	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	
1 38	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	
1 1 1 1 1 1 1 1 1 1	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	
210	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	
212	02/08/2007 12:55:54 PM	02/06/2007 12:57:17 PM 02/08/2007 13:57:34 PM	902102		Incoming	ACD	N/A N/A	901601	10	01:12	00:09	
313	02/08/2007 12:57:50 PM	02/08/2007 12:57:53 PM	902102	Alex Del arge	Incoming	Non á	N/A	901204	16	00.01	00.03	
314	02/08/2007 12:58:24 PM	02/08/2007 12:58:27 PM	902104	Alex DeLarge	Incomina	ACD	N/A	901601	16	00:01	00:01	
3 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	
316	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	Out	902103	N/A	15	02:16	00:00	
221	03/08/2007 02:56:22 PM	03/08/2007 03:00:04 PM	902102	NI 74	Incoming	ALD	N/A 002101	901603	16	03:37	00:02	
6923	03/08/2007 02:36:24 PM	03/08/2007 05:00:06 PM	902102	NZA	Incoming	Non A	502101 N/A	901204	16	01:25	00.00	
324	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	Out	902101	N/A	16	20:28	00:00	-
1	A0 000 0000 10 00 P1 P11	00 100 10003 40 00 PE BUI						~~~~~		~~ ~~		· _
Call Log ID	Date/Time	Completion Time	Agent Name	Extension	Ring Time (min)	Talk Time (min)) Wait Time (m	in) 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	
- 63 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	
1												

- 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:

Record Securi	ty
Username	
Password	
Remember	user name and password
	OK

 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 <u>Recording User</u> <u>Restrictions</u> 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

Intercom Call Lo	og						
Lookup field: Extension	<pre>enter lookup key></pre>	🛕 🕄 F	ilte <u>r</u> Field C <u>h</u> ooser	Print	Cļear	Export ?	Play Voice Record
		Records: Fro	om 1 To 22 Out of 22	4	+ +	\rightarrow \Rightarrow	Export Voice Records
🔺 Call Log ID	Date/Time		Completion Time	Exten	Agent	Incoming/Outg	Caller ID/Dia 🔺
S 1	19/09/2008 11:36:08 AM		19/09/2008 11:36:38 AM	137	EXT 137	Incoming	166
3 2	19/09/2008 11:36:07 AM		19/09/2008 11:36:38 AM	166	extension te	Outgoing	137
3 3	19/09/2008 11:36:40 AM		19/09/2008 11:36:57 AM	166	extension te	Outgoing	137
34	19/09/2008 11:36:42 AM		19/09/2008 11:36:59 AM	137	EXT 137	Incoming	166
3 5	19/09/2008 11:37:54 AM		19/09/2008 11:38:14 AM	137	EXT 137	Incoming	166
3 6	19/09/2008 11:37:53 AM		19/09/2008 11:38:16 AM	166	extension te	Outgoing	137
37	19/09/2008 11:39:52 AM		19/09/2008 11:40:13 AM	137	EXT 137	Incoming	166
1 38	19/09/2008 11:39:50 AM		19/09/2008 11:40:13 AM	166	extension te	Outgoing	137
13 9	19/09/2008 11:42:13 AM		19/09/2008 11:42:31 AM	137	EXT 137	Incoming	166
1 0	19/09/2008 11:42:11 AM		19/09/2008 11:42:32 AM	166	extension te	Outgoing	137
1 1	19/09/2008 11:43:43 AM		19/09/2008 11:43:43 AM	165	Agent A	Outgoing	166
1 2	19/09/2008 11:43:43 AM		19/09/2008 11:43:43 AM	166	extension te	Incoming	165
1 3	19/09/2008 11:42:37 AM		19/09/2008 11:43:48 AM	166	extension te	Outgoing	137
314	19/09/2008 11:42:38 AM		19/09/2008 11:47:13 AM	137	EXT 137	Incoming	166 💌
•							•

- 2. You can identify the recorded calls by their distinctive icons:
 - 🖌 🌃 Recorded call
 - Interpretation of the second se
- 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 Secu	rity
Username	
Password	
🗌 Remembe	r user name and password
	ОК

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 <u>Recording User</u> <u>Restrictions</u> 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.

										×
(-) 🔗 (//19	2.168.168.3	144/ccs/	ccstestpage.aspx#pack	://sit 🔎 🕶 🖻 🖒 🗙	🥖 SL.xap		×		6 🛣	÷
						s	cin Office2007B	lue 🝷 Welcome p	oltys logout	
🢏 CCS 2012	CO Ba	ased Ca	ll Log					Date Range Las	t Month 👻 🛃	<u> </u>
				Drag a colum	in header here to	group by t	hat column			
			-	- 1						
Monitoring 😞		ID	Time	End lime	Trunk	Type		Caller ID	Caller Name	
	Play	6	11/1/2011 11:12:17	11/1/2011 11:12:58	25	400		002117	5.4117	
	Play	7	11/1/2011 11:12:17	11/1/2011 11:12:30	35	ACD		902117	Ext117	
		, 8	11/1/2011 1:46:36 P	11/1/2011 1:47:02 P	35	Lost		902117	Ext117	-
Monitoring		9	11/1/2011 1:47:15 P	11/1/2011 1:47:25 P	35	Abno	rmal	902117	Ext117	-
	Play	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	Abno	rmal	902117	Ext117	
		12	11/1/2011 1:51:07 P	11/1/2011 1:51:19 P	35	Abno	rmal	902117	Ext117	-
Reports		13	11/1/2011 1:51:50 P	11/1/2011 1:52:20 P	35	Lost /	ACD	902117	Ext117	
	Play	14	11/3/2011 11:18:45	11/3/2011 11:20:26	35	ACD		902117	Ext117	
	Play	15	11/3/2011 11:20:51	11/3/2011 11:22:24	35	Non A	ACD	902117	Ext117	
	Play	16	11/3/2011 11:25:17	11/3/2011 11:30:35	35	ACD		902117	Ext117	
CO Based Call Log	Play	17	11/3/2011 12:05:25	11/3/2011 12:46:46	35	ACD		902117	Ext117	
	Play	18	11/3/2011 12:46:48	11/3/2011 12:48:38	35	ACD		902117	Ext117	
	Play	19	11/3/2011 12:48:40	11/3/2011 1:06:46 P	35	ACD		902117	Ext117	- 1
		Total C								
Agents Based Call Log	-								08	•
	< ──)	•
	ID		Time	End Time	Agent		Extension	Group	Туре	
			10 11/1/2011 1:47	:47 P11/1/2011 1:48	3:12 P Alex		1052	CC English	ACD	
Intercom Call Log										
Intercom Call Log										
										•
						_				•

- 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 Export Voice Records button.
- 3. The *Record Security* window is displayed:

Record Secu	rity
Username	
Password	
🔲 Remembe	er user name and password
	OK

4. Enter you 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 <u>Recording User</u> <u>Restrictions</u> section.

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

6. The Browse for Folder window is displayed:

Browse for Folder	4
Select a folder for export	
Desktop My Documents My Computer My Computer My Computer Solution Desktop My Computer Desktop My Computer Desktop Desktop	
OK Cancel	

- 7. Choose the location for the selected voice record(s).
- 8. 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

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

Run	? X
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	services.msc
	OK Cancel Browse

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

No. Services							
<u>File Action View</u>	Help						
) 🗈 😫 🖬 🕨 🔳 💷 🕨						
Services (Local)	🍇 Services (Local)	_					
	MAPService	Name 🔺	Description	Status	Startup Type	Log On As	
		🍓 Logical Disk Manager	Detects an		Manual	Local System	
	Stop the service	🍓 Logical Disk Manag	Configures		Manual	Local System	
	Restart the service	🍓 Macromedia Licensi	Provides a		Manual	Local System	
		MAPService		Started	Automatic	Local System	
		Service Messenger	Transmits		Disabled	Local System	
		🖏 Microsoft Office Dia	Run portio		Manual	Local System	
		🍓 MS Software Shado	Manages s		Manual	Local System	
		🤹 Net Logon	Supports p		Manual	Local System	
		🖏 Net. Tcp Port Sharin	Provides a		Disabled	Local Service	
		🖏 NetMeeting Remot	Enables an		Manual	Local System	
		Network Access Pr	Allows win		Manual	Local System	
		🖏 Network Connections	Manages o	Started	Manual	Local System	
		🤹 Network DDE	Provides n		Disabled	Local System	
		Network DDE DSDM	Manages D		Disabled	Local System	-
	Extended Standard						

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

🍇 Services							
<u>File Action View</u>	Help						
) 🗈 😫 🖬 🕨 🗉 🗉 🖦						
Services (Local)	🍇 Services (Local)						
	MAPService	Name 🔺	Description	Status	Startup Type	Log On As	
		🆏 Logical Disk Manager	Detects an		Manual	Local System	
	Start the service	🆏 Logical Disk Manag	Configures		Manual	Local System	
		🆓 Macromedia Licensi	Provides a		Manual	Local System	
		MAPService			Automatic	Local System	
		🆓 Messenger	Transmits		Disabled	Local System	
		🆓 Microsoft Office Dia	Run portio		Manual	Local System	
		🆓 MS Software Shado	Manages s		Manual	Local System	
		🆏 Net Logon	Supports p		Manual	Local System	
		🆏 Net. Tcp Port Sharin	Provides a		Disabled	Local Service	
		🍓 NetMeeting Remot	Enables an		Manual	Local System	
		🏶 Network Access Pr	Allows win		Manual	Local System	
		🏶 Network Connections	Manages o	Started	Manual	Local System	
		🆏 Network DDE	Provides n		Disabled	Local System	_
	ļ	🏶 Network DDE DSDM	Manages D		Disabled	Local System	•
	Extended Standard						

Using command line

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

Run	? X
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	cmd
	OK Cancel Browse

2. To stop the service type the following command: net stop mapservice



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



4. To start the service type the following command: net start mapservice



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



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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