

# CCRecord Professional PRI23 Recording

Application Notes

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# Overview

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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: CRecord Pro can be integrated with the CPro, CView, CView Lite and PBXMon Pro software solutions.**

## Target Customers

The *CRecord 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 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

# Using 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 PRI23 Recording* software solution uses Synway analog and digital tapping boards for real-time conversation recording for Panasonic KX-TDA/TDE/NCP IP-PBX systems.

The *CCRecord Pro PRI23 Recording* product is compatible with various Synway analog and digital boards. Please find below a detailed list of the supported Synway boards:

- *DTP Boards Series* - the DTP is widely used as a reliable tool for call logging applications developers to passively tap E1/T1 trunks in high-density telephony environments. DTP has been used by many call center applications developers for its multiple signaling capabilities and high compatibility with international standards. Synway's DTP is software configurable for E1/T1 interfaces.

The table below describes the *CCRecord Pro PRI23 Recording* supported DTP board models:

| Model                     | Form Factor | G.729A | GSM | DMA | E1  |      |     | T1  |      |     |
|---------------------------|-------------|--------|-----|-----|-----|------|-----|-----|------|-----|
|                           |             |        |     |     | SS7 | ISDN | CAS | SS7 | ISDN | RBS |
| SHD-30B-CT/PCI/FJ (1 PRI) | PCI-X       | √      | -   | -   | √   | √    | √   | -   | √    | -   |
| SHD-60B-CT/PCI/FJ (2 PRI) |             | √      | √   | √   | √   | √    | √   | -   | √    | -   |

- *SHT Boards Series* – with the open access framework, the SHT series is a powerful and versatile analog telephony interface platform with on-board DSP resources to process fax, conferencing and voice processing. It saves cPCI/PCI/USB slots over traditional designs by combining 2~16 analog Loopstart/Subscriberloop connections with DSP-based enhancements such as fax, conference and voice processing capabilities.

The table below describes the *CCRecord Pro PRI23 Recording* supported SHT board models:

| Model                           | Form Factor | Conference | FSK | DTMF | FAX | EC | A/u | IMA ADPCM | CT-BUS |
|---------------------------------|-------------|------------|-----|------|-----|----|-----|-----------|--------|
| SHT-8B/PCI<br>(8 ports, 5V PCI) | PCI         | √          | √   | √    | -   | √  | √   | √         | -      |
| SHT-8B/PCI<br>(4 ports, 5V PCI) |             | √          | √   | √    | -   | √  | √   | √         | -      |
| SHT-16C-CT/PCI/EC<br>(16 ports) | PCI-X       | √          | √   | √    | -   | √  | √   | √         | √      |
| SHT-16C-CT/PCI/EC<br>(12 ports) |             | √          | √   | √    | -   | √  | √   | √         | √      |

- *DST Boards Series* - the DST is all-in-one resources with modular structure for logging and monitoring behind PBXs and fits into a variety of PBXs extension tapping environments, including connection between the PBX and the proprietary handsets providing passive monitoring of the voice conversation and D-channel (call control).

The table below describes the *CCRecord Pro PRI23 Recording* supported DST board models:

| Model                     | Form Factor | Max Ports | DMA | D Ch. | Tone Detection | DTMF | A / u | ADPCM | G. 729A | GSM | CT-BUS |
|---------------------------|-------------|-----------|-----|-------|----------------|------|-------|-------|---------|-----|--------|
| DST-24B/PCI<br>(24 ports) | PCI-X       | 24        | √   | √     | √              | √    | √     | √     | -       | -   | -      |

## 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, SHT or DST, 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 Windows98, Windows 2000, Windows 2003, Windows XP and Windows NT.
- 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.

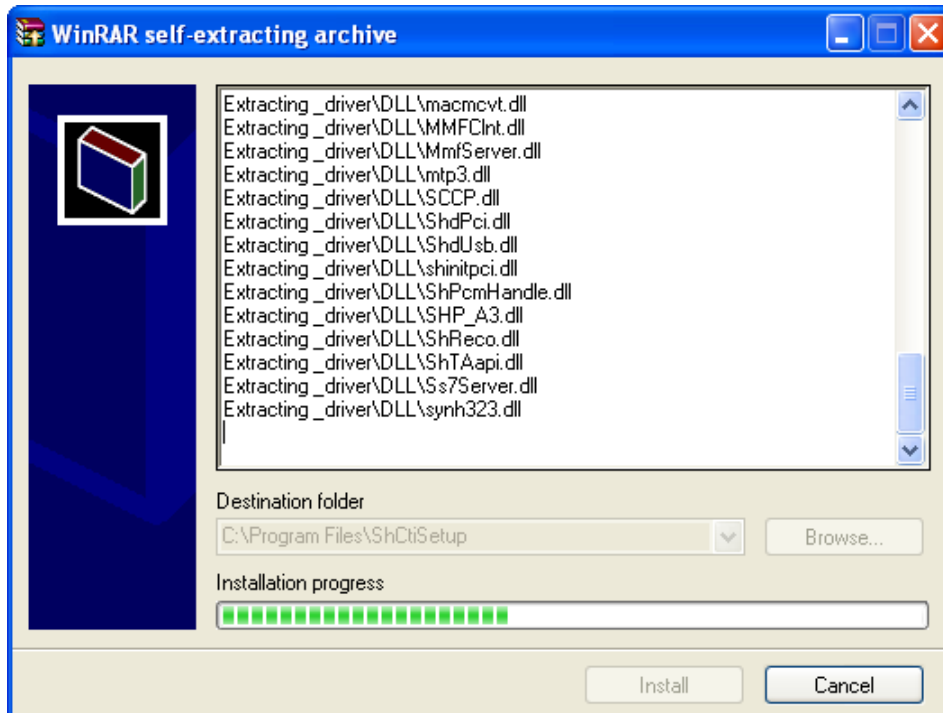
Now, you can step forward to its installation. Follow one of the three procedures described below, according to your needs:

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

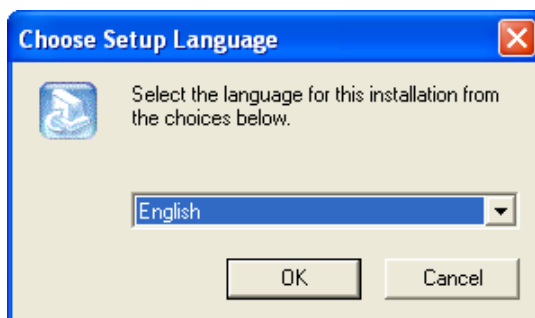
## New Installation

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:

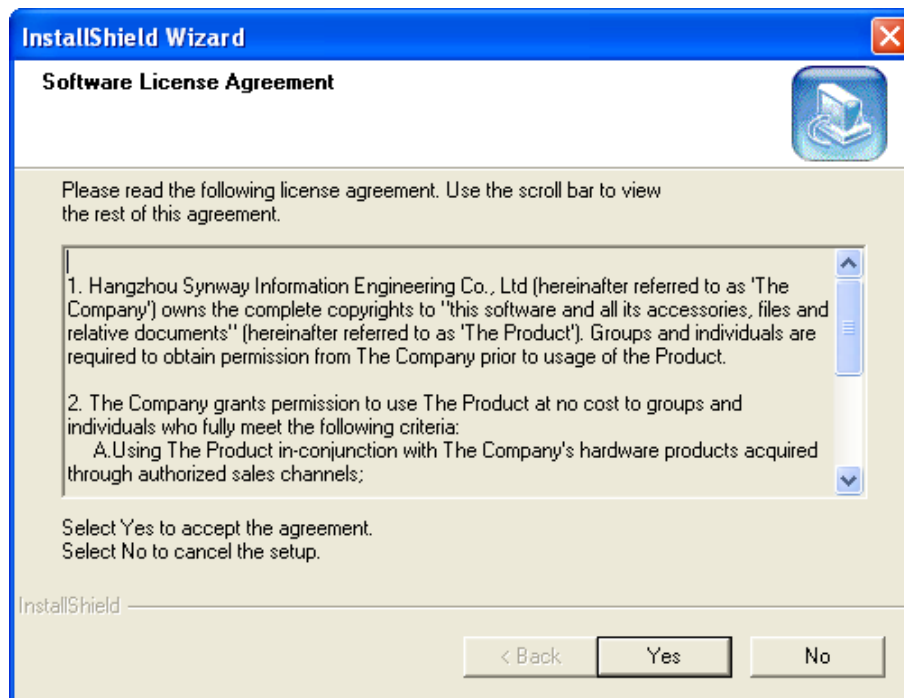
1. Double-click on the **Synway\_PCI\_xxxx.exe** from the board's CD in order for the installation to begin. Wait for the *WinRAR self-extracting archive* to finish the extracting process



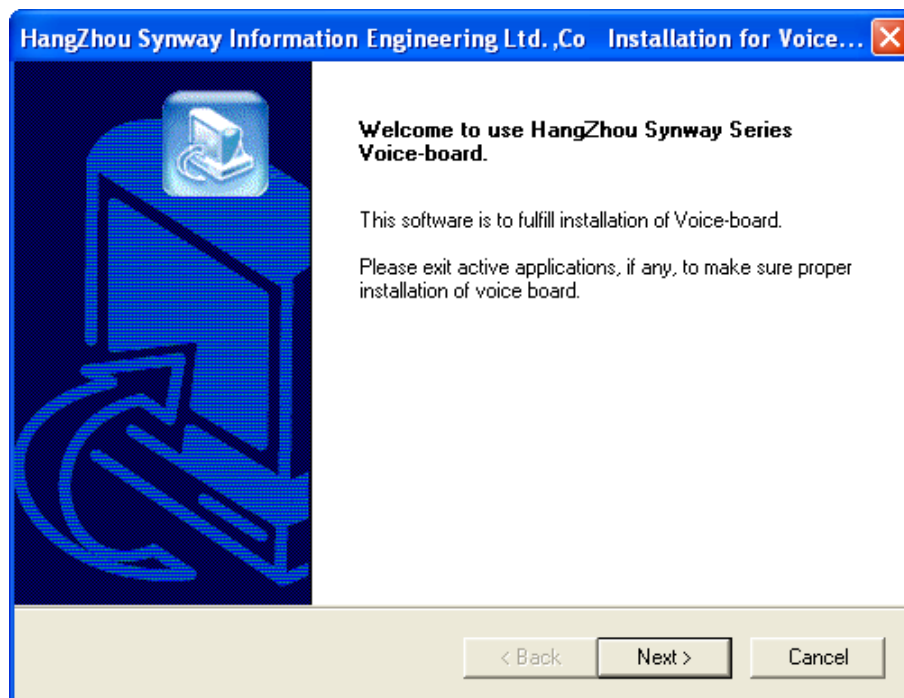
2. The *Choose Setup Language* window is displayed. Choose the language and click on the **OK** button



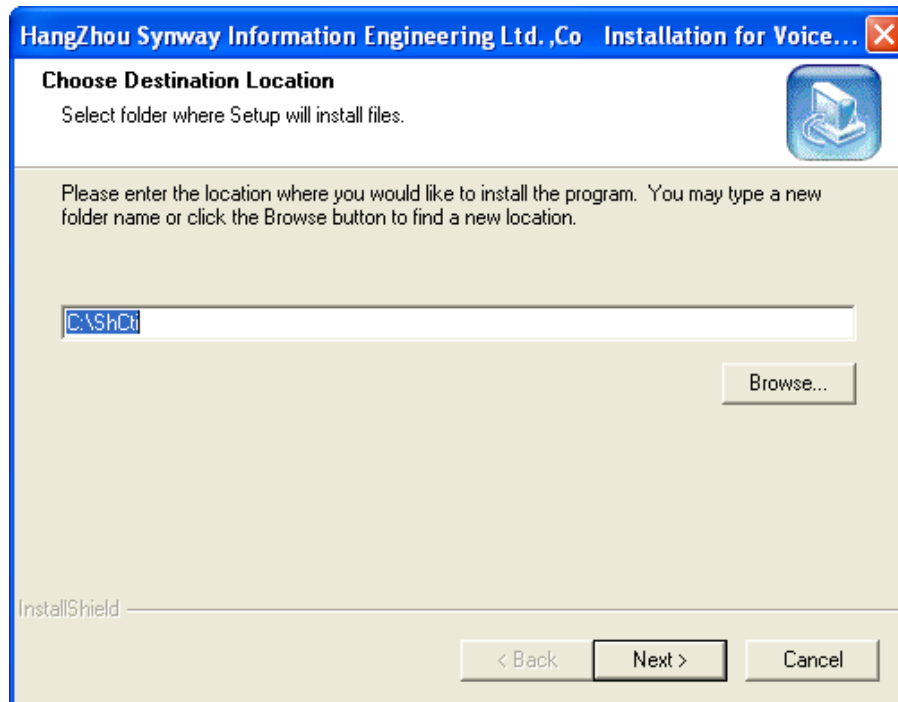
3. Read the license agreement shown in the *Software License Agreement* window and if you agree click on the **Yes** button to continue



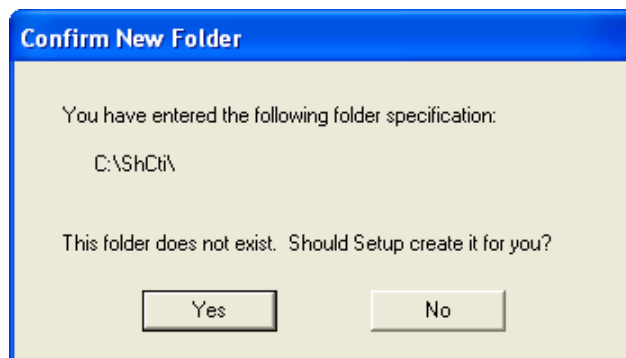
4. Follow the prompt given by the *InstallShield Wizard* and close the other active applications. Then, click on the **Next** button



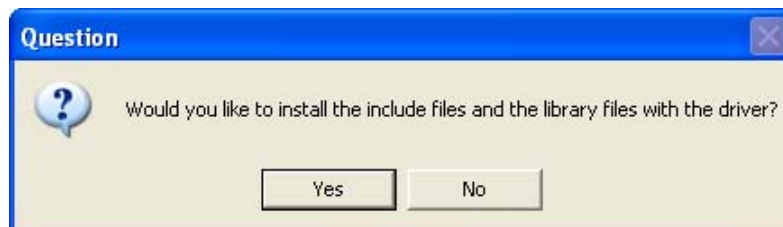
5. Choose the installation files location and click on the **Next** button



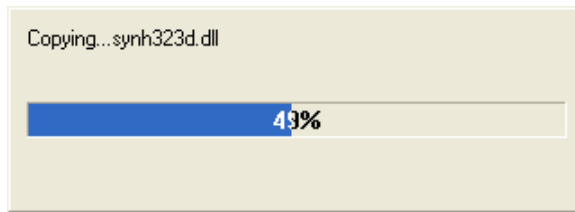
6. If the folder you have selected doesn't exist, confirm the new created folder and click on the **Yes** button



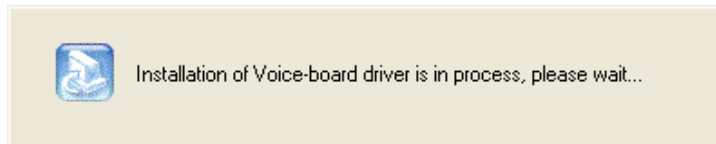
7. If it is necessary for you to install the API header and the library files, click on the **Yes** button



8. The installation process begins



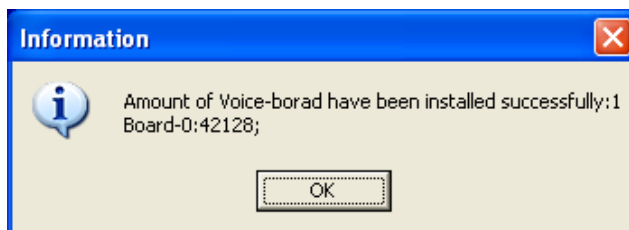
9. The board driver is installed



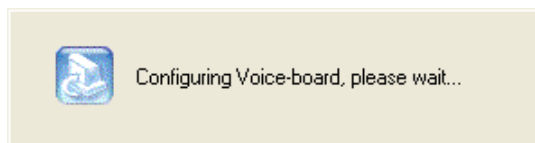
10. If the warning message presented below is displayed, click on the **Continue Anyway** button to continue



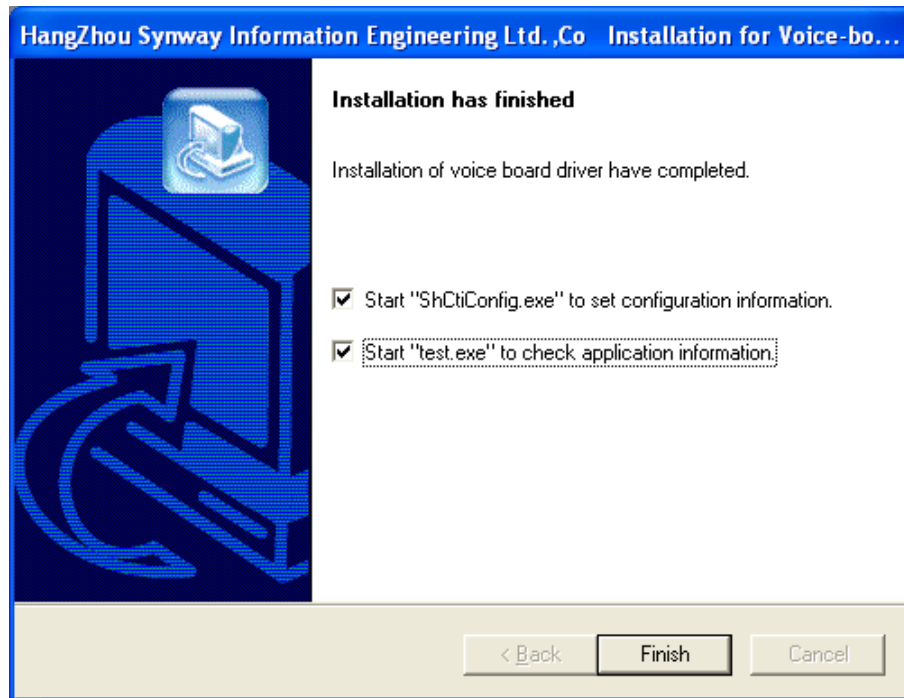
11. The board is now installed. Click on the **OK** button



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.

1. 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.
2. 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 PRI23 Recording* to proper function.

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

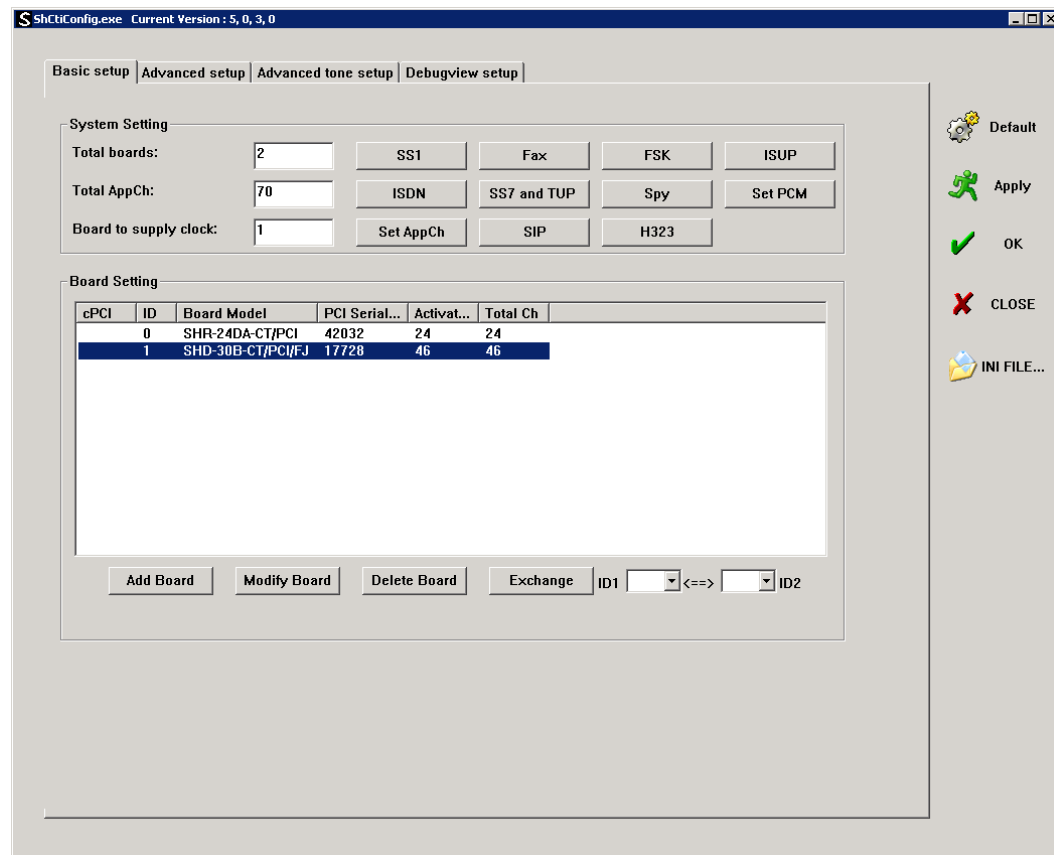
- **ALaw Recording** – *Europe CODEC format* – assign the value 6 when required
- **ULaw Recording** – *US CODEC format* - assign the value 7 when required

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

### DTP Boards

The *CCRecord Pro PRI23 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.

**Others Setting**

Magnet-module indicator:

Joint-module indicator:

Enable echo cancellation:

Caller ID Style:

Maximum fax channels:

InVoiceToBus:

Phone Type:

Wrong FSK Caller ID elimination:

Default Voice Format:

DSP Codec:

DSP working mode:

☒ Reset Board On Close

☒ In Voice To Bus

- 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.

**board[ID:0]**

Total PCM :  ☐ Run in spy mode ☐ Enable tone detector

**PCM Information**

| 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.

modify[PCM:D]

PCM Setting

SSX: U-side

Signaling TS: 16

Clock module: LineSyncMaster

Link module: twisted pair

CallInTS: 0,0

Ss7Circuit Map: 0xffffffff

☒ EnableAutoCall

☒ UseTS16AsSSx

OK 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.

modify[PCM:D]

PCM Setting

SSX: U-side

Signaling TS: 16

Clock module: SlaveClock

Link module: twisted pair

CallInTS: 0,0

Ss7Circuit Map: 0xffffffff

☒ EnableAutoCall

☒ UseTS16AsSSx

OK 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 PRI23 Recording, apply the settings presented above to all Synway DTP voice boards in use.**

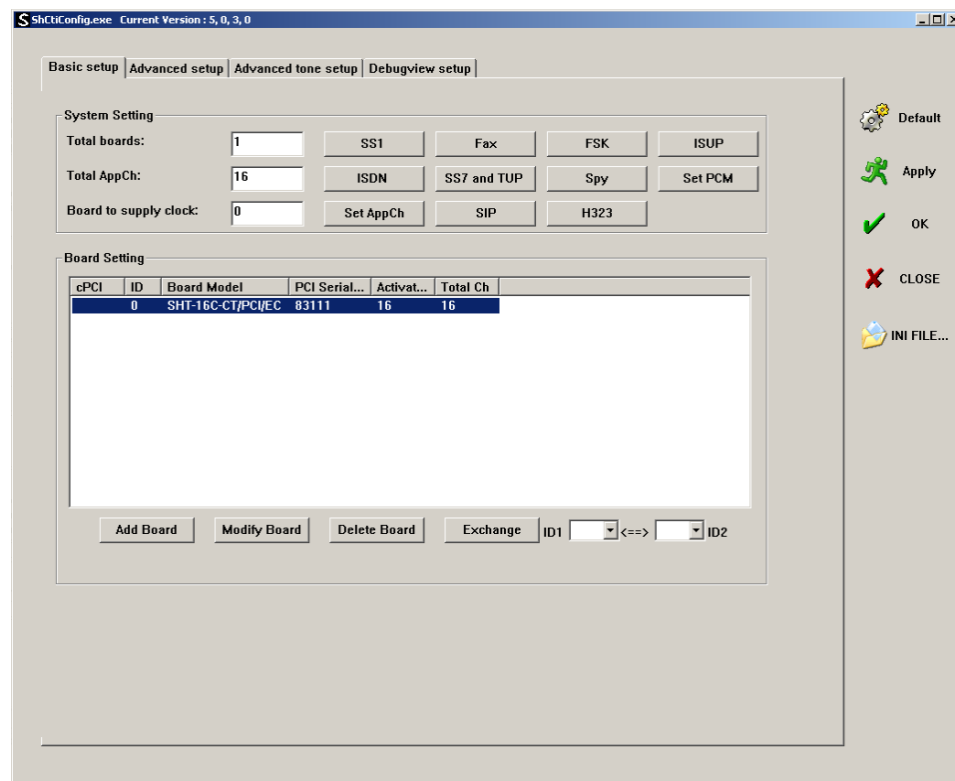
## Non-DTP Boards

The *CCRecord Pro PRI23 Recording* Synway supported non-DTP boards are the SHT and the DST 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



2. Select the SHT 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:

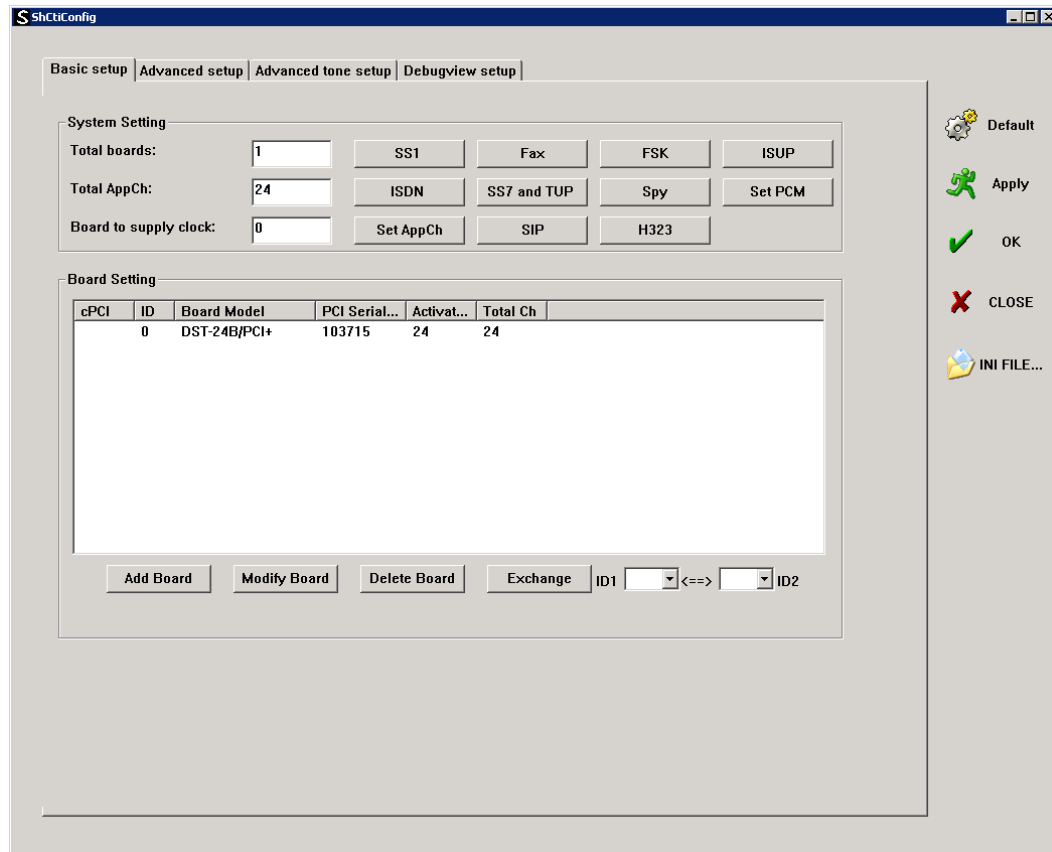
- Edit the *Playing format* and the *Recording format* values according to the A-law/U-law CODEC format utilized.
  - Click **OK** and return to the *Modify Board* window.
5. All settings are now done. Inside the *Modify Board* window, click the **OK** button
  6. Under the *ShCtiConfig.exe* window, 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 PRI23 Recording, apply the settings presented above to all Synway SHT voice boards in use.**

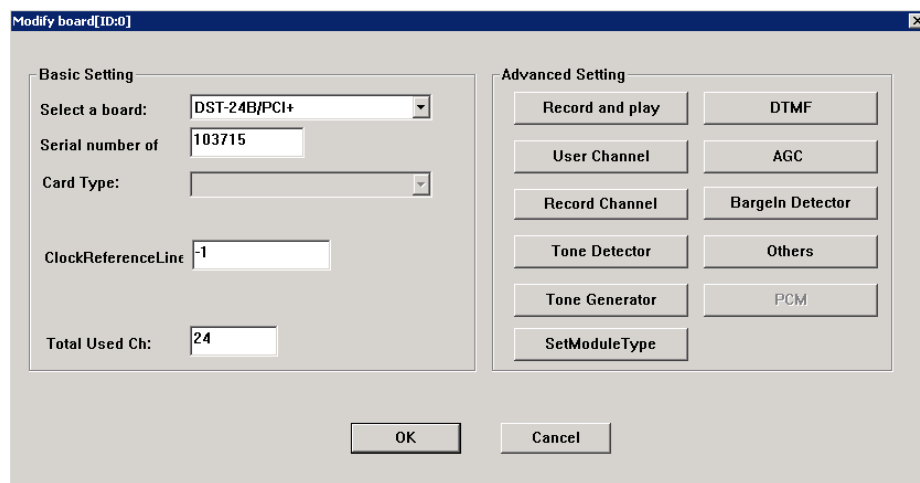
## Setting the DST Board

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

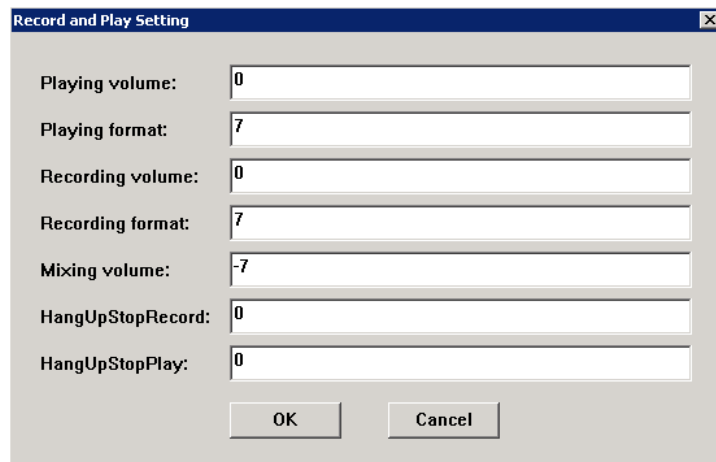
1. Go to `C:\ShCtiConfig.exe` and the *ShCtiConfig* window is displayed



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:

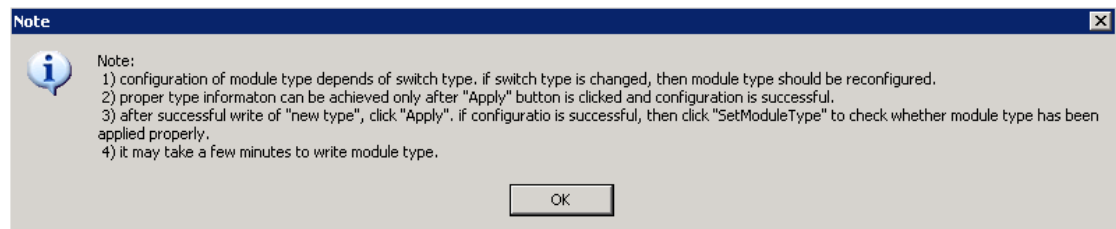


The *Record and Play Setting* dialog box contains the following fields and buttons:

| Field             | Value |
|-------------------|-------|
| 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



**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.

OK



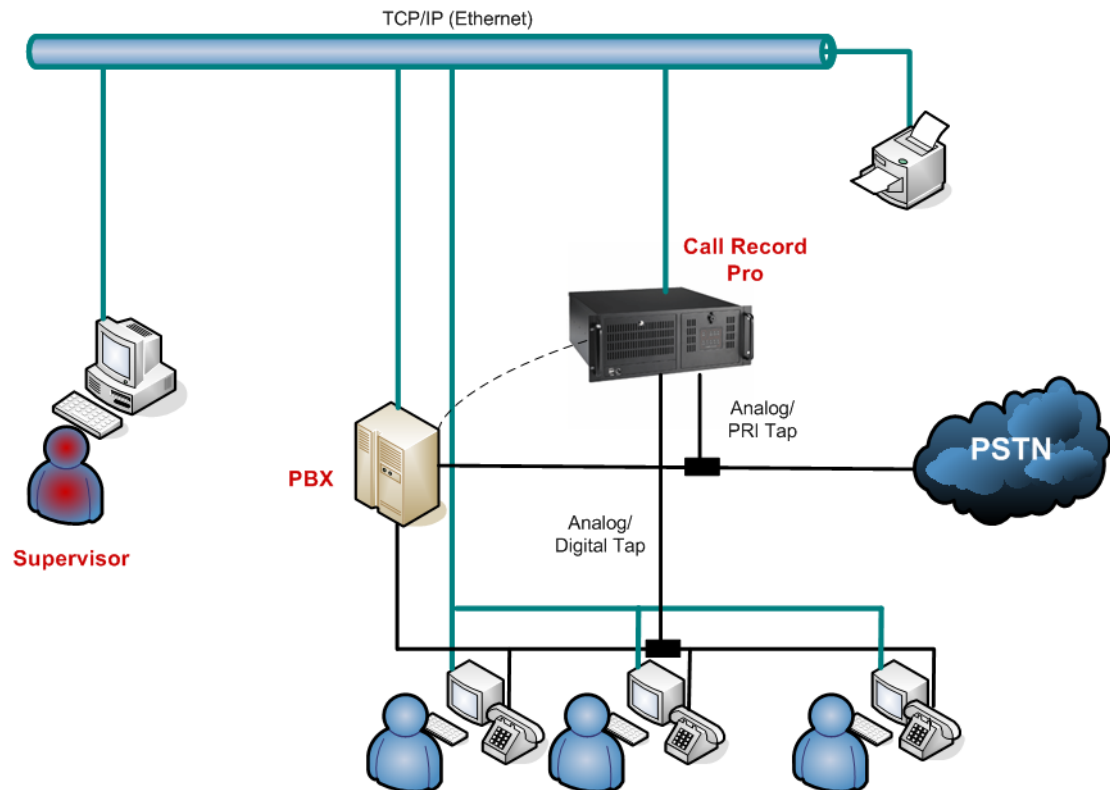
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# Using CCRecord Pro PRI23 Recording

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

- KX-TDA 30, 50, 100, 200 and 600 PBXs with Firmware Versions 2.0080 and up, KX-TDE 100 and 200 PBXs with Firmware Versions 1.0 and 2.0, KX-NCP 500 and 1000 IP-PBXs, USB or TCP/IP connection to CCServer Host
- 1U, 2U or 4U rack mounted industrial chassis
- P4 2.8 GHz, 512 MB RAM, 80 GB HDD, 100BaseT NIC
- Analog/ digital tapping boards
- Microsoft Windows XP Professional Service Pack 3

In the table below, you can see the PBXs and the telephones compatible with CCRRecord Pro PRI23 Recording:

| PBX           | Telephone                    |
|---------------|------------------------------|
| KX-TDE100/200 | KXT-7230/7625/7630/7665/7433 |
| KX-TDA200/600 | KXT-7625/7630/7665           |
| KX-TDA50/100  | KX-T7431/7433/7453/7630/7665 |

## Recorded Call Properties

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

### NOTES:

**The occupied disk space for a recorded minute of conversation is equal to 480 KB.**

**If 36 hours of conversation are recorded, 1 GB space is occupied.**

## Prerequisites

The following prerequisites are **mandatory** before creating the configuring and using the CCRRecord Pro PRI23 Recording software solution:

1. Close the *CCServer* application if already installed and running
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.

- Continue with performing the actions described within the [PRI23 Recording Settings](#) chapter.

## PRI23 Recording Settings

### NOTES:

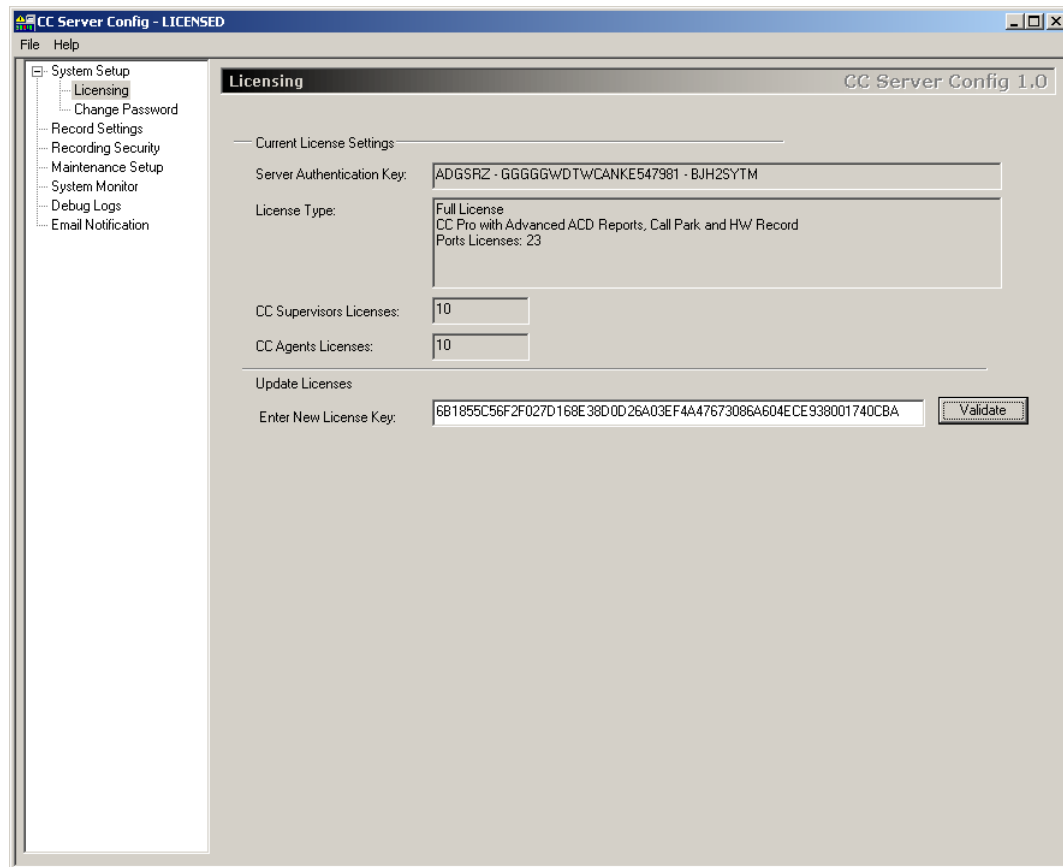
The PRI23 Recording Settings are available only with the CCRRecord Pro PRI23 Recording solution.

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

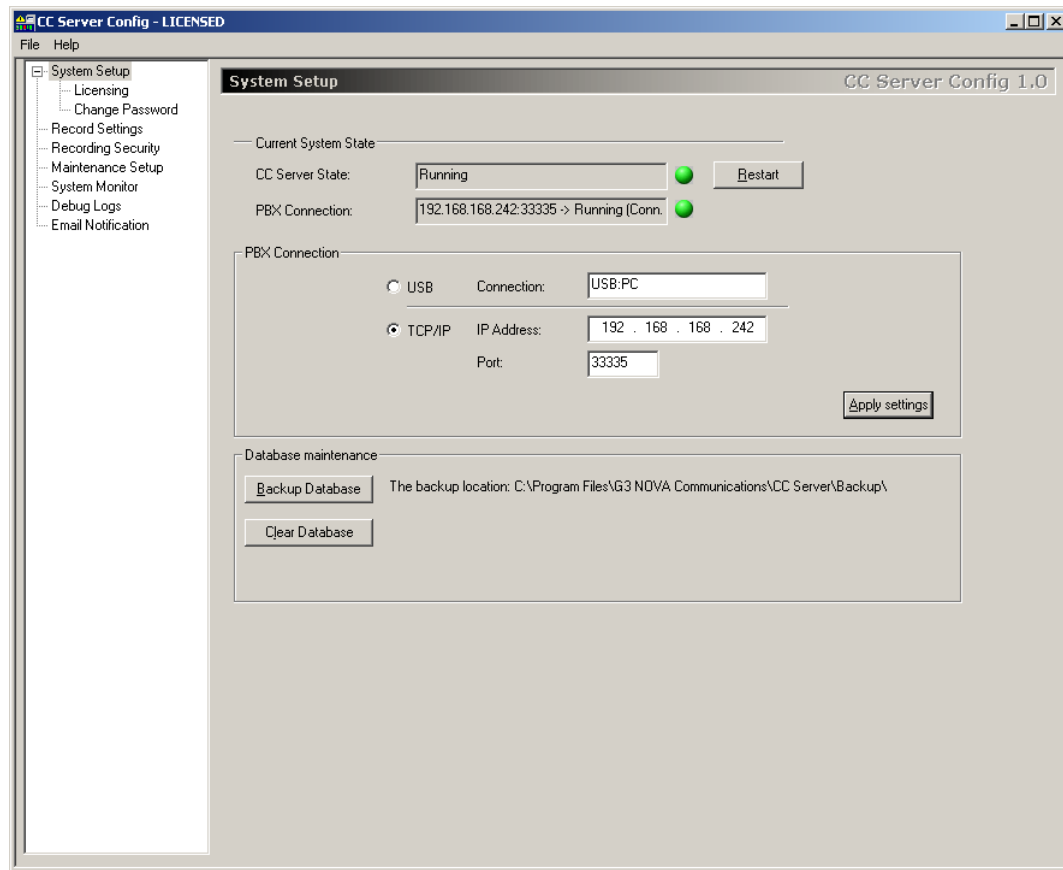
To license the product, please follow the steps:

- License your product by entering the *CCServer* application and going to the *Licensing* section.
- The licensing procedure is very simple: copy and send us the **Server Authentication Key** by email at [support@poltys.com](mailto:support@poltys.com).
- We will send you the **License Key**.
- Copy/paste the received **License Key** in the *Enter New License Key* field and click on the **Validate** button.



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

- Hit 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.

**CC Server Config - LICENSED**

File Help

- System Setup
  - Licensing
  - Change Password
- Record Settings**
  - Recording Security
  - Maintenance Setup
  - System Monitor
  - Debug Logs
  - Email Notification

**Record Settings** CC Server Config 1.0

| 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        |

**Trunk Settings**

Trunk No: 0 Board Type: ☐ DTP board ☐ No DTP board

Board channel no: 0

**Fill Trunk Settings**

Trunks From: 0 To: 0 Board Type: ☐ DTP board ☐ No DTP board

Channel From: 0 To: 0

**DID Filtering List**

8051178912  
8051178914  
8051178915  
8051178916

DID: 8051178916

☐ Include/Exclude (Check for Inclusion)

**Caller ID/Dialled No Filtering List**

8649649787

Caller ID:  Dialled No:

☐ Include/Exclude (Check for Inclusion)

**Extension Filtering List**

1010  
1012  
1036

Ext: 0

☐ Include/Exclude (Check for Inclusion)

**Rec Type**

☐ ALaw Recording ☒ ULaw Recording

Apply

## 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:

The screenshot shows a window titled "Trunk List" with a table of trunk mappings and configuration options below.

| 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        |

Below the table are two sections: "Trunk Settings" and "Fill Trunk Settings".

**Trunk Settings**

Trunk No:  Board Type: ☒ DTP board ☐ No DTP board

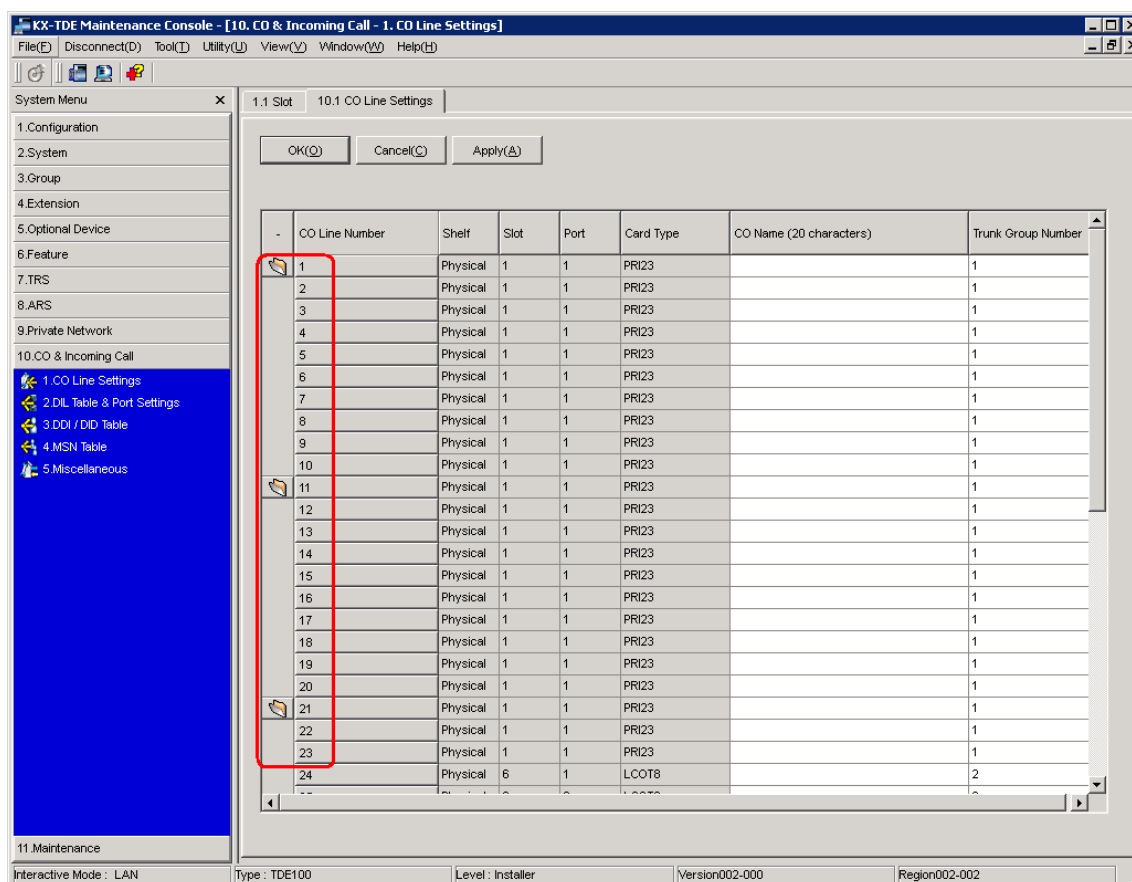
Board channel no:

**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  <b>Add trunk</b> button       | Add a new trunk in the <i>Trunk List</i> table                                                                     |
| The  <b>Delete trunk</b> button    | Delete the selected trunk from the <i>Trunk List</i> table                                                         |
| The  <b>Update trunk</b> button    | Update the selected trunk number from the <i>Trunk List</i> table                                                  |
| The  <b>Fill Trunk List</b> 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 DTP 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 DTP 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    |

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.

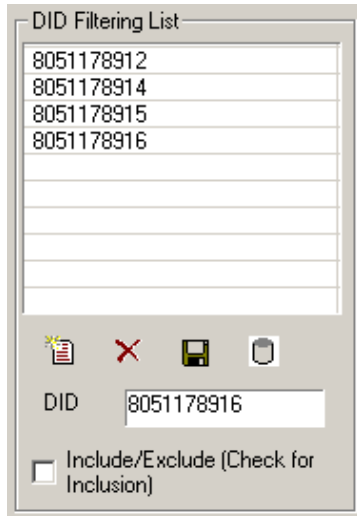
Check the type of your Synway board at the following web link:  
<http://www.synway.net/products.asp?info kind=002003004>.

- 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 8051178916

☐ 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.





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 |
|------|-------------|
|------|-------------|

| Item                                                                                                                                             | Description                                                                                                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| The  <b>Add DID/Caller ID or Dialed No/ Extension</b> button    | Add a new filtering rule in the corresponding list based on DID/Caller ID or Dialed No/Extension.               |
| The  <b>Delete DID/Caller ID or Dialed No/ Extension</b> button | Delete the selected rule from the corresponding list.                                                           |
| The  <b>Update DID/Caller ID or Dialed No/ Extension</b> button | Update the rule in the corresponding list.                                                                      |
| The  <b>Import DID/Caller ID or Dialed No/ Extension</b> 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:**

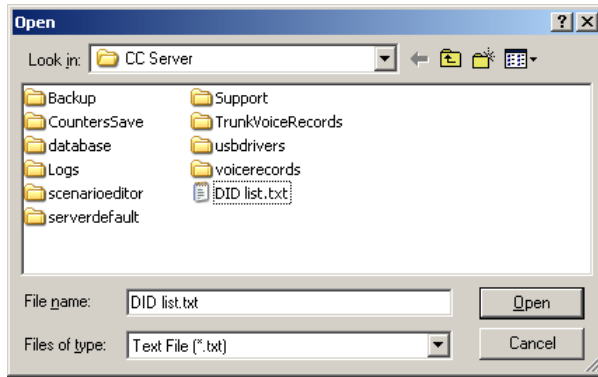
1. Select the DID/Caller ID or Dialed No/ Extension to be removed from the corresponding list
2. Click  **Delete** button to remove the selected item

**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:

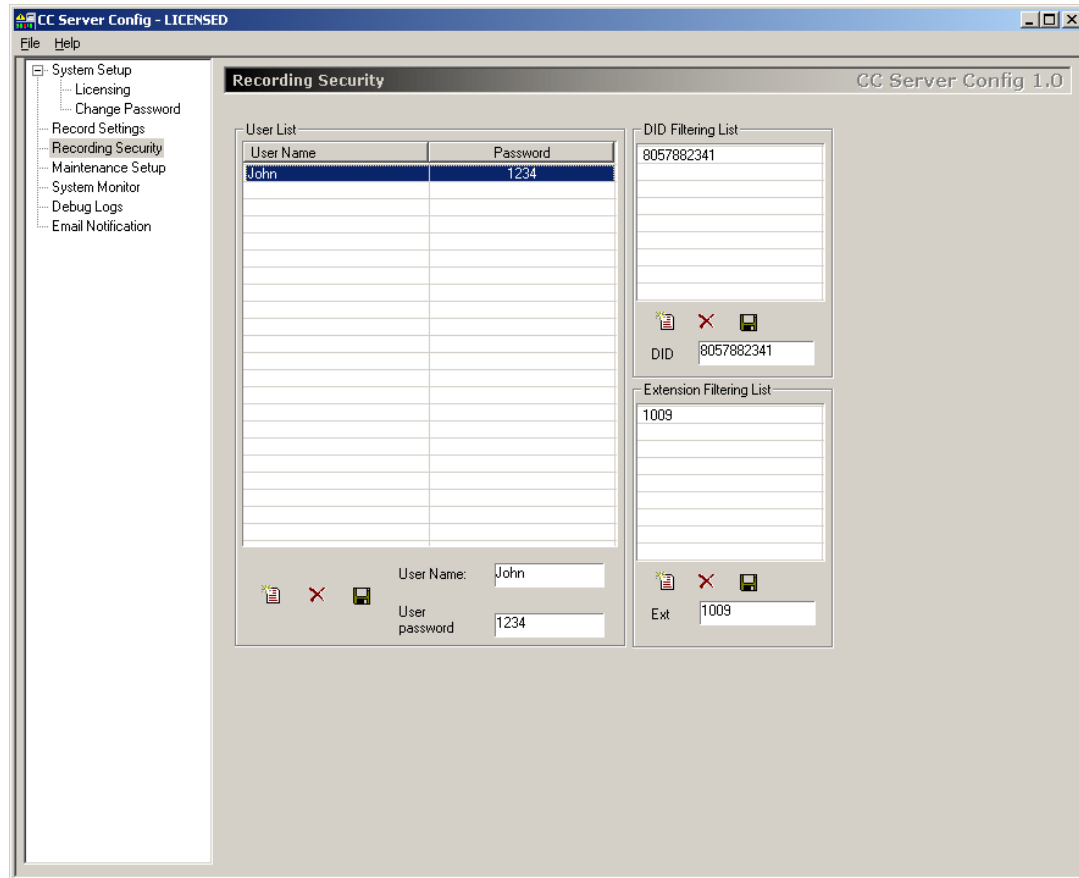
1. Click the  **Apply** button to save the changes on the server
2. A warning message is displayed informing you to restart the CCServer in order for the modifications to be saved:



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 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.

The screenshot shows a window titled "User List". It contains a table with two columns: "User Name" and "Password". The first row contains the text "John" and "1234". Below the table, there are three icons: a document with a plus sign (Add User), a document with a minus sign (Delete User), and a floppy disk (Update User). To the right of these icons are two text input fields: "User Name:" with the value "John" and "User password:" with the value "1234".


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

| Item                                                                                                              | Description                                                                |
|-------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| The  <b>Add User</b> button    | Add a new user in the <i>User List</i> table                               |
| The  <b>Delete User</b> button | Delete the selected user from the <i>User List</i> table                   |
| The  <b>Update User</b> button | Update the selected user information by modifying the name and/or password |

#### To add new user:


- 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.**


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

#### To delete an existing user:

- Inside the *User List* table, select the user you want to delete

- Click the  **Delete User** button and the selected user is deleted.

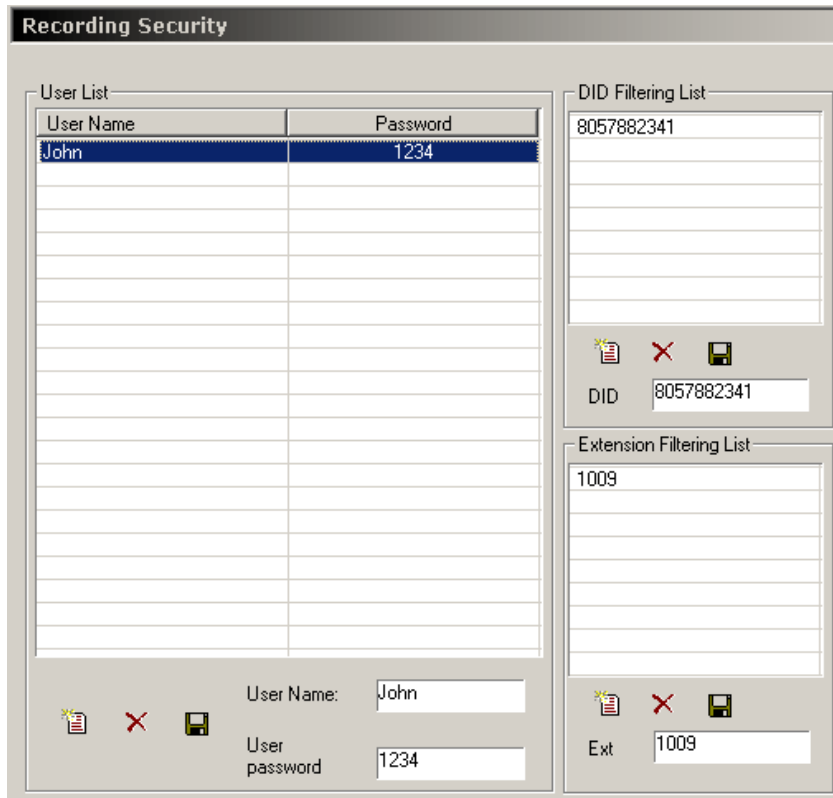
**To update the information for an existing user:**

- Select the user from the *User List* table
- Modify the user's name and/or password
- 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 [Recording Security](#) section.

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








The **Recording Security** window is divided into several sections:

- User List:** A table with columns 'User Name' and 'Password'. The first row shows 'John' and '1234'.
- DID Filtering List:** A list box containing '8057882341'.
- Extension Filtering List:** A list box containing '1009'.
- User Information:** At the bottom, there are input fields for 'User Name' (containing 'John') and 'User password' (containing '1234').
- Buttons:** Each section (User List, DID Filtering List, Extension Filtering List) has a set of icons: a document with a star (Add), a red X (Delete), and a floppy disk (Save/Update).


**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  <b>Add DID</b> button    | Add a new user DID restriction in the <i>DID</i> table                                                    |
| The  <b>Delete DID</b> button | Delete the selected user DID restriction from the <i>DID</i> table                                        |
| The  <b>Update DID</b> button | Update the DID number for the selected user DID restriction from the <i>DID</i> table                     |
| The  <b>Add Ext</b> button    | Add a new user extension restriction inside the <i>Extension</i> table                                    |
| The  <b>Delete Ext</b> button | Delete the selected user extension restriction from the <i>Extension</i> table                            |
| The  <b>Update Ext</b> 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.

## Agents Settings

The Agents settings can be performed from the *CCSupervisor* application. Under *Configuration>Agent Data*, fill in the required information for the recorded extension 303. Please refer to the picture below.

**Name: Unnamed Extension (303)**

Import Export ?

| Name           | Extension | Department | HW Channel | HW Board | Voice Record    |
|----------------|-----------|------------|------------|----------|-----------------|
| Eugen St...    | 101       |            |            |          | Manual Start    |
| Vasile Ille... | 102       |            |            |          | Manual Start    |
| 103            | 103       |            | 1          | 1        | Automatic Start |
| 104            | 104       |            |            |          | Manual Start    |
| Nini           | 105       |            |            |          | Manual Start    |
| Unnamed...     | 106       |            |            |          | Manual Start    |
| Unnamed...     | 107       |            | 3          | 1        | Automatic Start |
| Unnamed...     | 108       |            |            |          | Manual Start    |
| Unnamed...     | 201       |            |            |          | Manual Start    |
| Unnamed...     | 202       |            |            |          | Manual Start    |
| Unnamed...     | 203       |            |            |          | Manual Start    |
| Unnamed...     | 204       |            |            |          | Manual Start    |
| Unnamed...     | 205       |            |            |          | Manual Start    |
| Unnamed...     | 206       |            |            |          | Manual Start    |
| Unnamed...     | 207       |            |            |          | Manual Start    |
| Unnamed...     | 208       |            |            |          | Manual Start    |
| Unnamed...     | 301       |            |            |          | Manual Start    |
| Unnamed...     | 302       |            |            |          | Manual Start    |
| Unnamed...     | 303       |            |            |          | Manual Start    |
| Unnamed...     | 304       |            |            |          | Manual Start    |
| Unnamed...     | 305       |            |            |          | Manual Start    |
| Unnamed...     | 306       |            |            |          | Manual Start    |
| Unnamed...     | 307       |            |            |          | Manual Start    |
| Unnamed...     | 308       |            |            |          | Manual Start    |
| Unnamed...     | 109       |            |            |          | Manual Start    |
| Unnamed...     | 110       |            |            |          | Manual Start    |
| Unnamed...     | 111       |            |            |          | Manual Start    |
| Unnamed...     | 112       |            |            |          | Manual Start    |
| Unnamed...     | 113       |            |            |          | Manual Start    |

Name: Unnamed Extension (303) Password: HW Channel: HW Board: ☐ Automatic Start Voice Record ☒ Manual Start Voice Record

Extension: 303 Confirm password: HW Board: Department:

<< Prev Next >> Initial Date: 24/07/2008 02:33:37 PM Update Date: 24/07/2008 02:33:37 PM Apply

For extension 303, configure the following.

- **HW Channel:** 1
- **HW Board:** 1

### NOTES:

The above settings must be entered for all Agents or extensions that are to be recorded. The HW Channels are unique for each Agent.

Please remember that the counting HW Channel starts from 0 (zero), which corresponds to physical PatchPanel Port 1.

## Recorded Conversations Playback

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 Chooser] [Print] [Clear] [Export] [Schedule Export] [Play Voice Record] [Export Voice Records]

Records: From 1 To 925 Out 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) |
|-------------|------------------------|------------------------|-----------|--------------|-------------------|-----------|---------------|-------------|-------|-----------------|-----------------|
| 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          | Out       | 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    | Alex DeLarge | 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          | Out       | 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          | Out       | 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          | Out       | 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*.

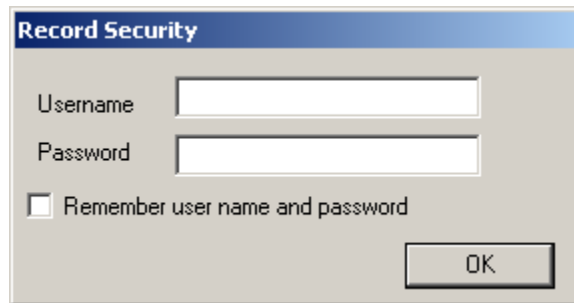
3. Inside the *CO Call Log CO Based*, you can identify the recorded calls by their distinctive icons:

-  - 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:



The **Record Security** dialog box contains the following fields and controls:

- Username:** A text input field.
- Password:** A text input field.
- ☐ **Remember user name and password**
- OK** button

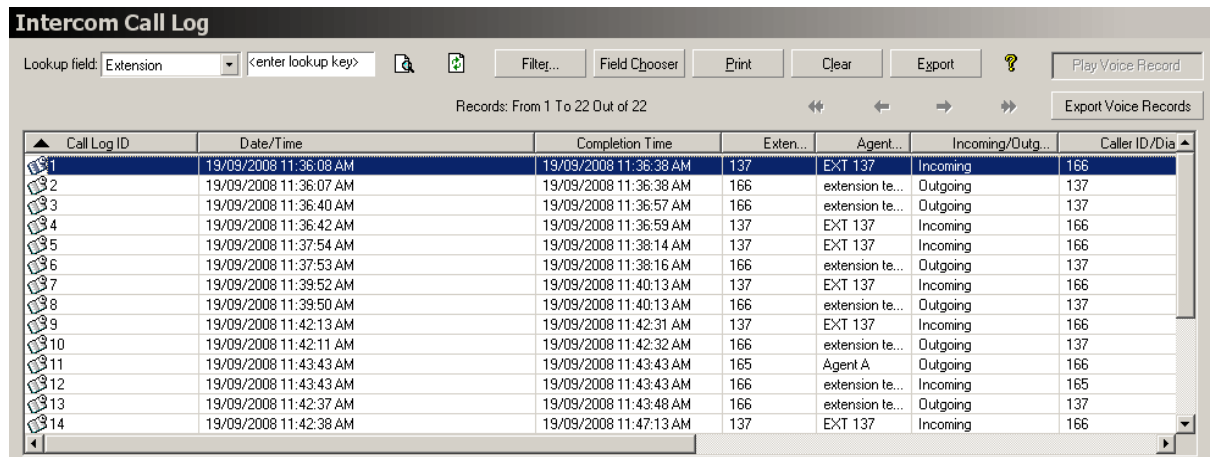
7. Enter your user credentials – the username and the password – in the corresponding fields and click the **OK** button.

**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



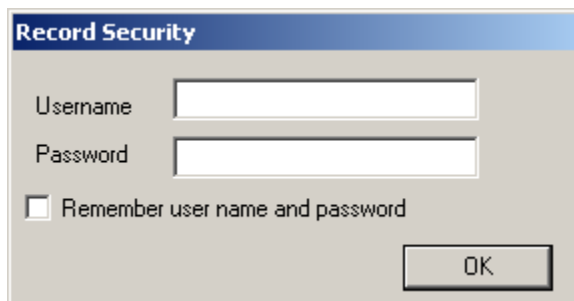
The **Intercom Call Log** window displays a table of call records. The table has the following columns: Call Log ID, Date/Time, Completion Time, Exten..., Agent..., Incoming/Outg..., and Caller ID/Dia... The records are listed below:

| Call Log ID | Date/Time              | Completion Time        | Exten... | Agent...        | Incoming/Outg... | Caller ID/Dia... |
|-------------|------------------------|------------------------|----------|-----------------|------------------|------------------|
| 1           | 19/09/2008 11:36:08 AM | 19/09/2008 11:36:38 AM | 137      | EXT 137         | Incoming         | 166              |
| 2           | 19/09/2008 11:36:07 AM | 19/09/2008 11:36:38 AM | 166      | extension te... | Outgoing         | 137              |
| 3           | 19/09/2008 11:36:40 AM | 19/09/2008 11:36:57 AM | 166      | extension te... | Outgoing         | 137              |
| 4           | 19/09/2008 11:36:42 AM | 19/09/2008 11:36:59 AM | 137      | EXT 137         | Incoming         | 166              |
| 5           | 19/09/2008 11:37:54 AM | 19/09/2008 11:38:14 AM | 137      | EXT 137         | Incoming         | 166              |
| 6           | 19/09/2008 11:37:53 AM | 19/09/2008 11:38:16 AM | 166      | extension te... | Outgoing         | 137              |
| 7           | 19/09/2008 11:39:52 AM | 19/09/2008 11:40:13 AM | 137      | EXT 137         | Incoming         | 166              |
| 8           | 19/09/2008 11:39:50 AM | 19/09/2008 11:40:13 AM | 166      | extension te... | Outgoing         | 137              |
| 9           | 19/09/2008 11:42:13 AM | 19/09/2008 11:42:31 AM | 137      | EXT 137         | Incoming         | 166              |
| 10          | 19/09/2008 11:42:11 AM | 19/09/2008 11:42:32 AM | 166      | extension te... | Outgoing         | 137              |
| 11          | 19/09/2008 11:43:43 AM | 19/09/2008 11:43:43 AM | 165      | Agent A         | Outgoing         | 166              |
| 12          | 19/09/2008 11:43:43 AM | 19/09/2008 11:43:43 AM | 166      | extension te... | Incoming         | 165              |
| 13          | 19/09/2008 11:42:37 AM | 19/09/2008 11:43:48 AM | 166      | extension te... | Outgoing         | 137              |
| 14          | 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
-  - 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:



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

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.

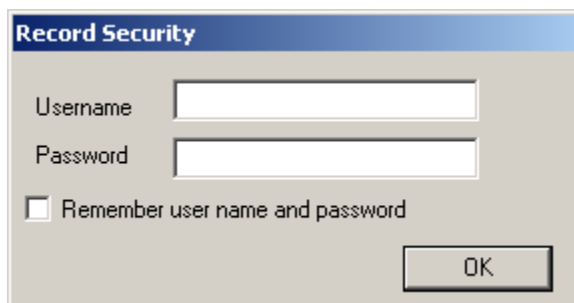
## **Recorded Conversations Export**

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:



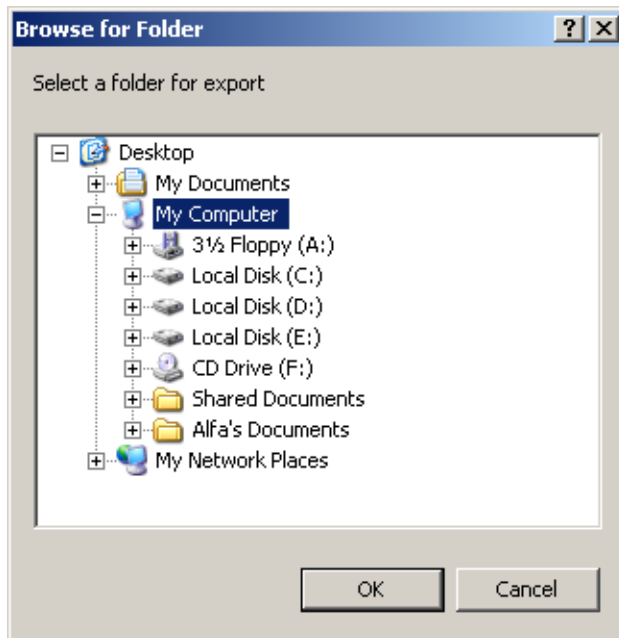
The *Record Security* dialog box has a blue title bar with the text "Record Security". Below the title bar, there are two text input fields: "Username" and "Password". Below the "Password" field is a checkbox labeled "Remember user name and password". At the bottom right of the dialog is an "OK" button.

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.

6. The *Browse for Folder* window is displayed:



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

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# Product Support

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

- US Phone number: +1 864 642 6103
- Email: [support@poltys.com](mailto:support@poltys.com)