



# Backup Recording Viewer for NS

Installation and Operation Manual

Version 1.0

Poltys, Inc.

3300 N. Main Street, Suite D, Anderson, SC 29621-4128

+1 864 642 6103, [sales@poltys.com](mailto:sales@poltys.com)

[www.poltys.com](http://www.poltys.com)

© 2013 Poltys, Inc. All rights reserved.

The information contained in this manual is based on information available at the time of publication and is subject to change without notice. Accuracy and completeness are not warranted or guaranteed.

No part of this manual may be reproduced or transmitted in any form or by any means, including electronic medium or machine-readable form, without the express written permission of Poltys, Inc. Brand or product names are trademarks of their respective owners.

October 2013

# Contents

<b>OVERVIEW .....</b>	<b>5</b>
INTRODUCTION .....	5
CONFIGURATION.....	5
<b>INSTALLING BRV CLIENT .....</b>	<b>7</b>
SYSTEM REQUIREMENTS .....	7
SOFTWARE INSTALLATION STEPS .....	7
<b>USING BRV CLIENT .....</b>	<b>11</b>
INTRODUCTION .....	11
STARTING BRV .....	11
EXPLORING THE MAIN MENU .....	12
<i>File Menu .....</i>	<i>13</i>
<i>Skins Menu.....</i>	<i>13</i>
<i>About Menu .....</i>	<i>13</i>
USING QUICK ACCESS TOOLBAR .....	13
CONFIGURING THE BRV SETTINGS .....	15
<i>Configuring Backup Folders .....</i>	<i>15</i>
<i>Configuring the Mailboxes .....</i>	<i>18</i>
MANAGING CALL HISTORY INFORMATION .....	22
<i>Handling Call Recordings .....</i>	<i>23</i>
<i>Sorting Call Records .....</i>	<i>28</i>
<i>Grouping Call Records.....</i>	<i>29</i>
<i>Filtering Call Records .....</i>	<i>30</i>
<i>Building Advanced Filters .....</i>	<i>35</i>
<i>Exporting Call History List .....</i>	<i>38</i>
<i>Printing Call History List .....</i>	<i>38</i>

- Blank Page -

# Overview

---

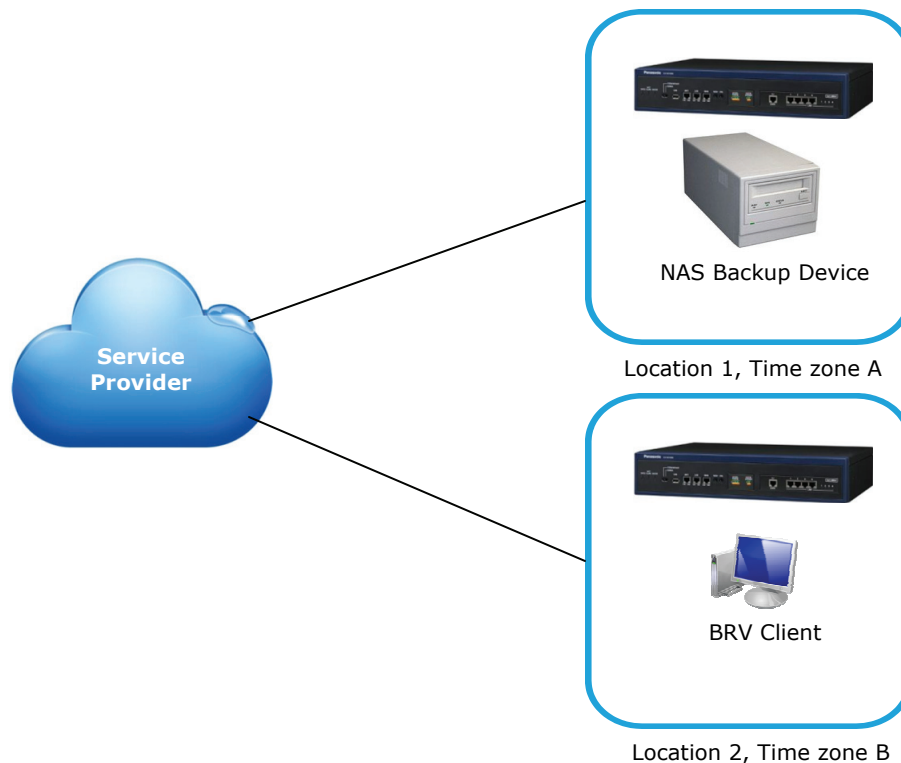
## Introduction

Poltys **Backup Recording Viewer for NS** (BRV) is a standalone client application that provides the following features:

- Compatible with Panasonic NS1000 version 3 and up
- Support for NS1000 backup data
- Windows based client application compatible with Windows 7 and Windows 8
- Import the backup files when the user starts the application
- Audio files are presented along with the time of day, extension, caller ID, caller Name.
- Up to 16 different backup locations can be set in the application in order to support up to 16 NS1000 in the same time
- Time synchronization and time zones set per each backup folder, in case the NS1000 PBXs are spread geographically on different time zones
- Audio files are stored as G711 Alaw / Ulaw wave files, depending on the NS1000 setting
- No CTI License required in NS1000
- No 24x7 Server required

## Configuration

The diagram below presents the BRV functional environment.



- Blank Page -

# Installing BRV Client

---

## System Requirements

### Panasonic PBX

PBX Model	Required Software File Version
KX-NS1000	Firmware Versions 3.0 or later

### Operating System

OS	32-bit	64-bit	Notes
Microsoft Windows 7 Professional	Yes	Yes	UAC disabled
Microsoft Windows 8	Yes	Yes	UAC disabled

### Hardware Configuration

<b>CPU</b>	Intel® Core™ i3-530 2.93 GHz or better
<b>RAM</b>	2 GB or more
<b>HDD</b>	40 GB free disk space
<b>Network</b>	100 Mbps or better

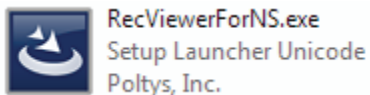
## Software Installation Steps

### NOTE:

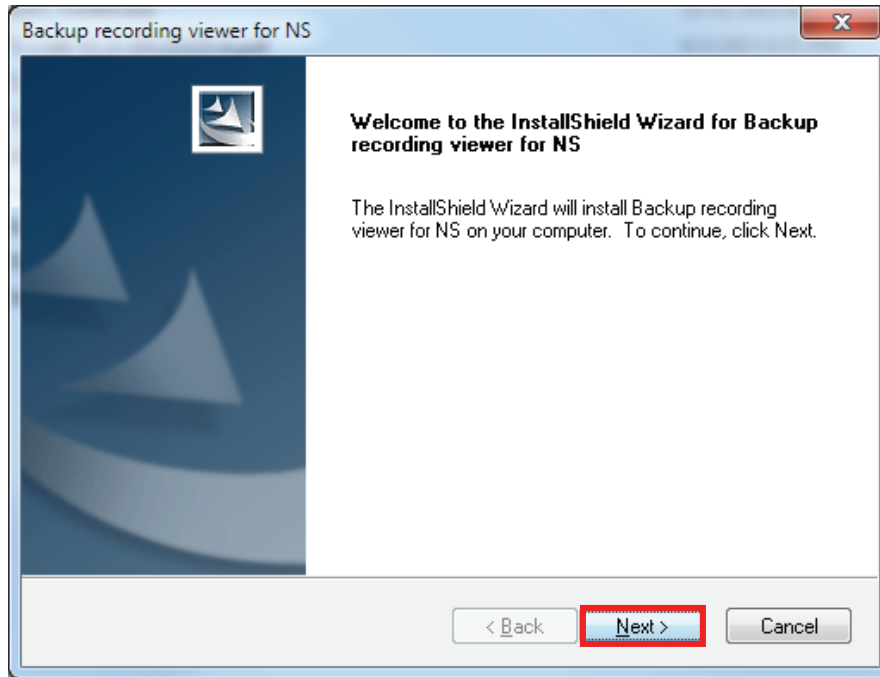
Make sure that the PC on which you want the BRV Client to install onto has network connectivity with NAS Device containing NS1000 backup recordings.

As prerequisite, Microsoft .NET 4.5 Framework requires to be installed before BRV Client. Therefore, the installer requests to connect to Microsoft .NET 4.5 download site. If the target PC has no connection to Internet, the installer cannot finish the BRV Client installation normally.

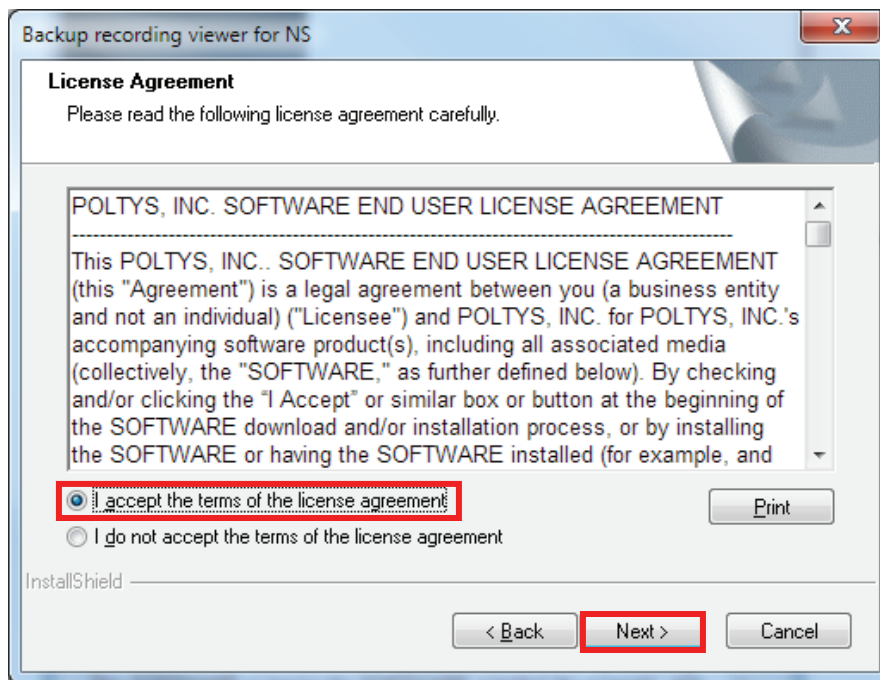
1. Double-click the **RecViewerForNS.exe** to start the BRV installer application.



2. The installation process starts. Click the **Next >** button to continue.

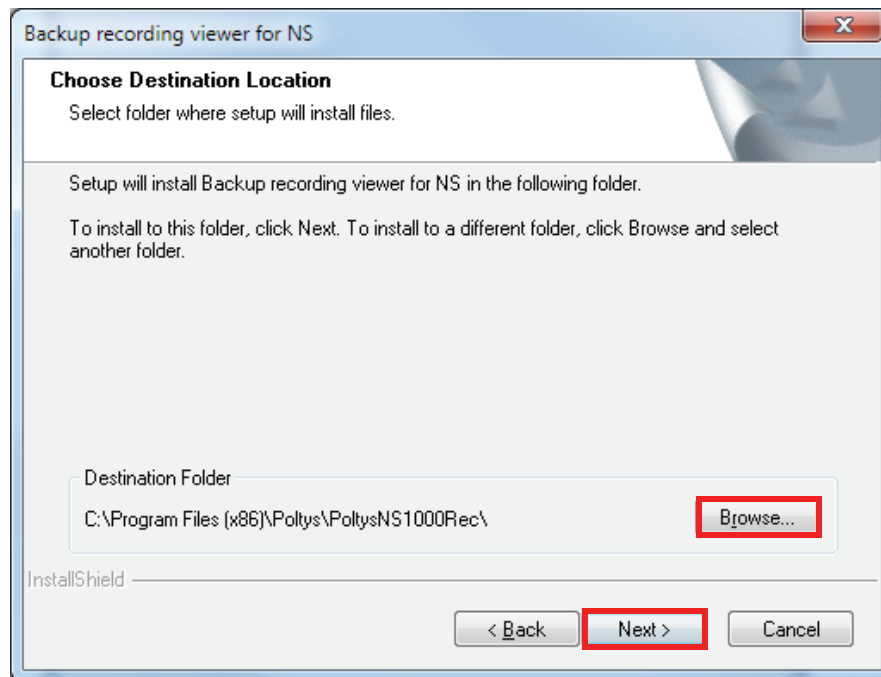


3. The *License Agreement* window displays. Select *I accept the terms of the license agreement* option and click on **Next >** button to continue.

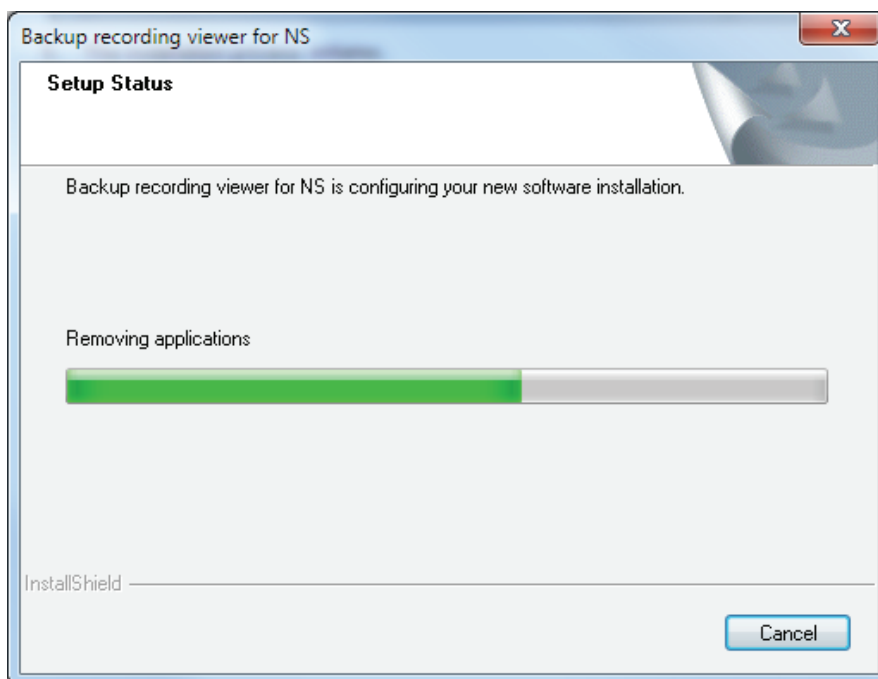




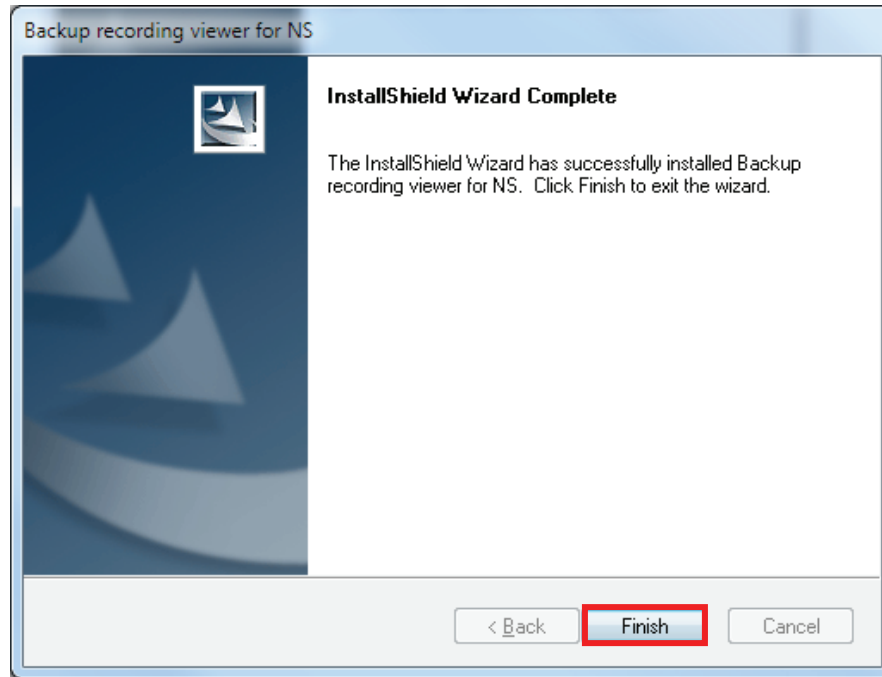
- The *Choose Destination Location* window displays. Browse for the folder in which you want the BRV Client to install in. Click the **Next >** button to continue.



- The installation process initiates.



6. The BRV Client installation completes. Click the **Finish** button to exit the *InstallShield Wizard*.



# Using BRV Client

---

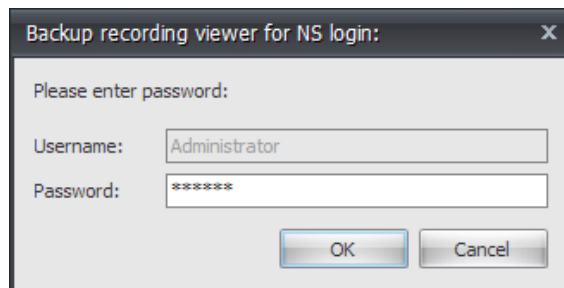
## Introduction

This section is intended as a guide for end-users that describes the operations provided by the Poltys BRV application. The following topics are covered:

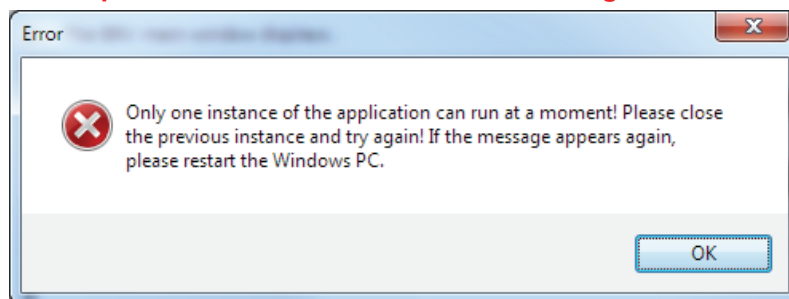
- [Starting BRV](#)
- [Exploring the Main Menu](#)
- [Using Quick Access Toolbar](#)
- [Managing Call History Information](#)

## Starting BRV

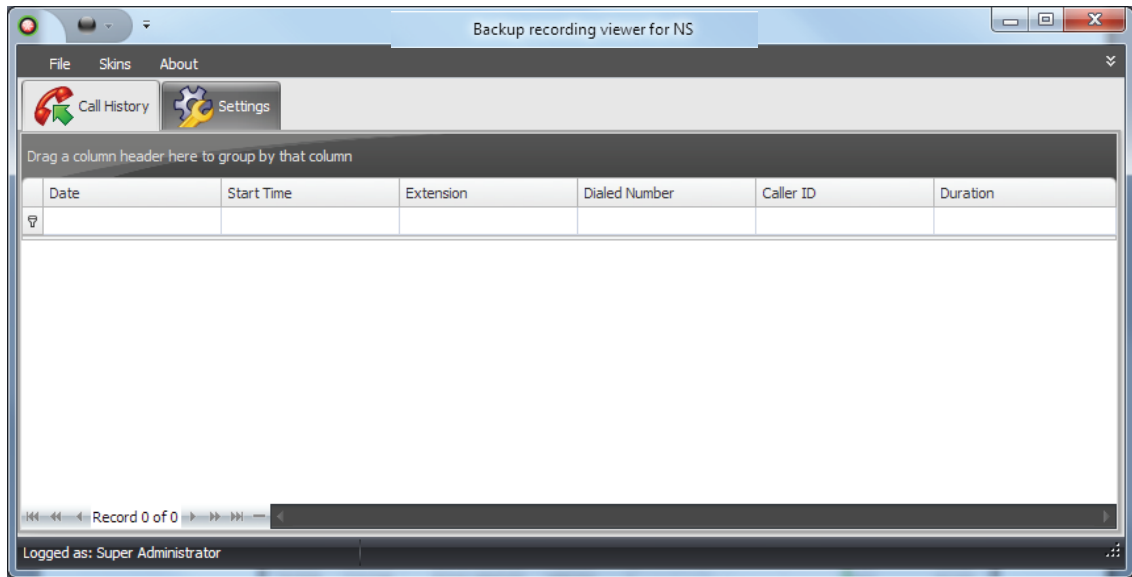
1. Double-click on the *Backup Recording Viewer for NS* shortcut on the desktop, or run BRV application from *Start | All Programs | Poltys | Backup Recording Viewer for NS | Backup Recording Viewer for NS*.
2. Login using default password (i.e. **poltyS**) and then click on **OK** button.



**NOTE: If you accidentally start the second instance of BRV, an error message displays. Please proceed like advised in the error message.**



3. The BRV main window displays.

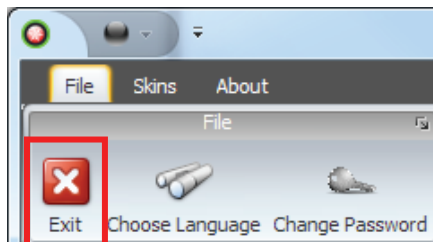


Within the main window, you can navigate between the two following sections:

- **Call History** – presents and allows you to manage the audio recordings imported from NAS backup device(s).
- **Settings** – allows you to add NAS devices and configure Voicemail boxes to be looked at.

**NOTE: There is only one user (i.e. Super Administrator) allowed using the application at a time.**

To exit Poltys BRV application, press **Alt+F4** or click the *File* menu option and click on **Exit** button.








## Exploring the Main Menu

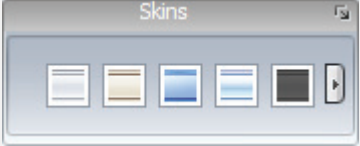
The following options are available within the BRV application:

- [File](#)
- [Skins](#)
- [About](#)


## File Menu

Menu Option	Description
 Exit	Shutdown the Poltys BRV Supervisor application.
 Choose Language	Choose the language of your choice. There are two languages available: English and Spanish.
 Change Password	Change the Administrator password.
 Export...	Allow you to export the Call History list to CSV or PDF files.
 Print	Allow you to print the Call History records to the selected printer.

## Skins Menu

Menu Option	Description
	<p>Allow you to select Poltys BRV GUI appearance out of the 23 predefined skins available.</p> <p>The default skin is <i>Black</i>.</p>

## About Menu

Menu Options	Description
 About	Opens the <i>About</i> window that presents the Poltys BRV additional information like product version and copyright details.

## Using Quick Access Toolbar

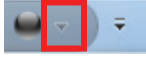
Find the *Quick Access Toolbar* in the left upper part of the Poltys BRV main window.

The following menu tabs are available:

- *Change Skin* – choose the skin for the Poltys BRV GUI. There are 23 predefined skins available. The default skin is *Black*.

## 14 Installing BRV Client

---



- *Show Quick Access Toolbar Below the Ribbon* – change the position of the Quick Access Toolbar below the ribbon and above the Poltys BRV Main Menu.



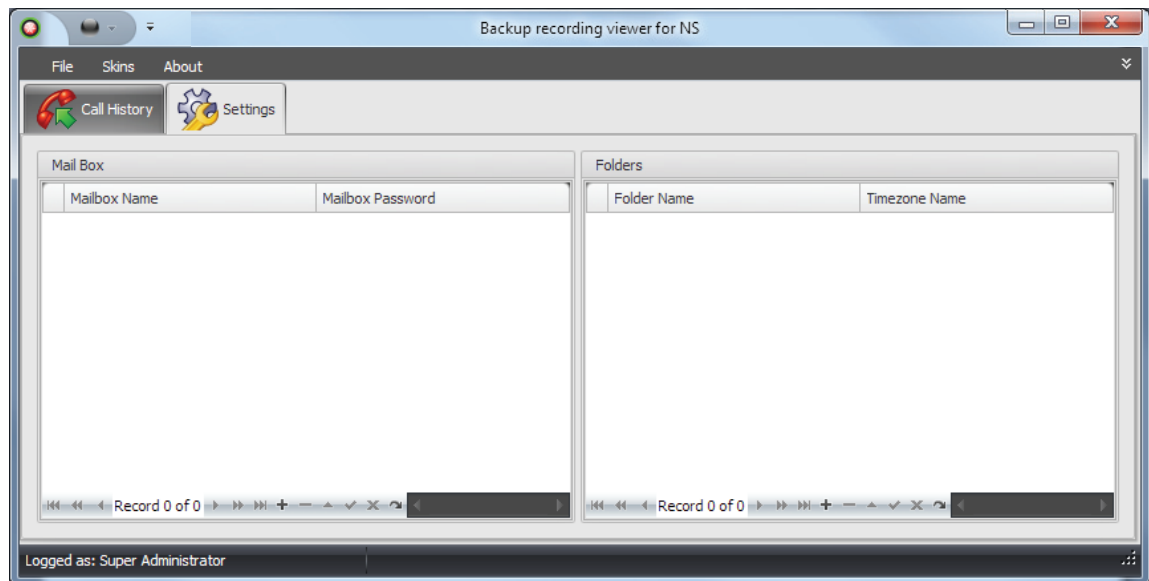
## Configuring the BRV Settings

First of all, you need to configure the BRV Settings. This section covers the following topics:


- [Configuring Backup Folders](#)
- [Configuring the Voicemail Boxes](#)

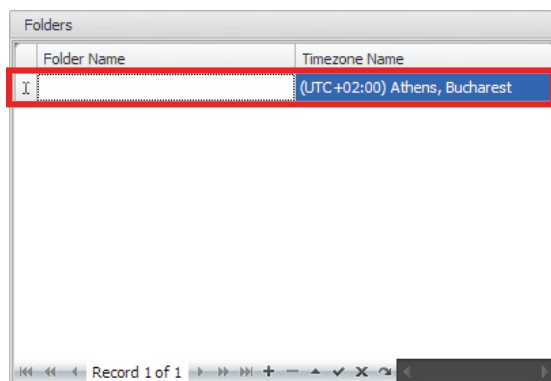
### Configuring Backup Folders

Click on *Settings* tab. The *Settings* window displays.

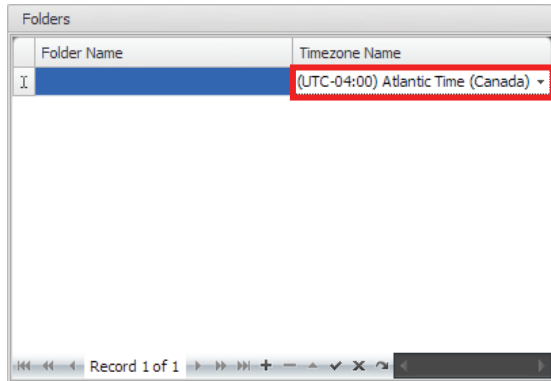


#### To add NAS device backup folders:

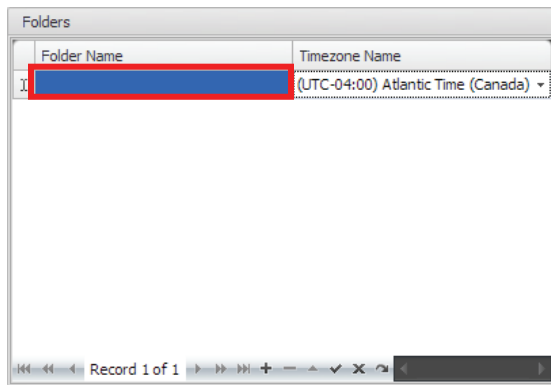
1. Click on **Add**  button placed at the bottom of *Folders* list. A new item is added to the list.



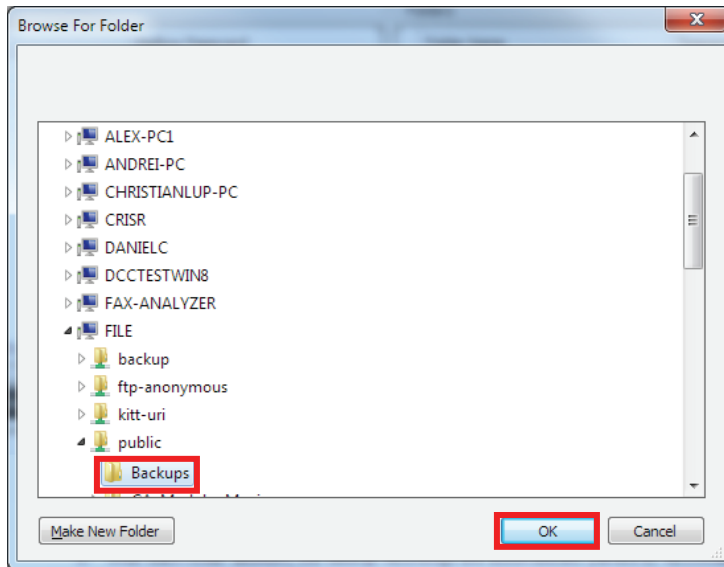
- Click on the *Timezone Name* part of the item and select the time zone of the corresponding NS1000 PBX recordings stored on the NAS device form the list.



- Click on *Folder Name* part of the item to browse for the backup folder.

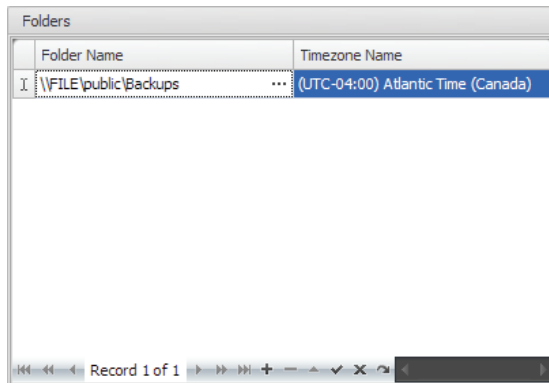


- The *Browse for folder* window displays. Select the local or remote folder and click on **OK** button.



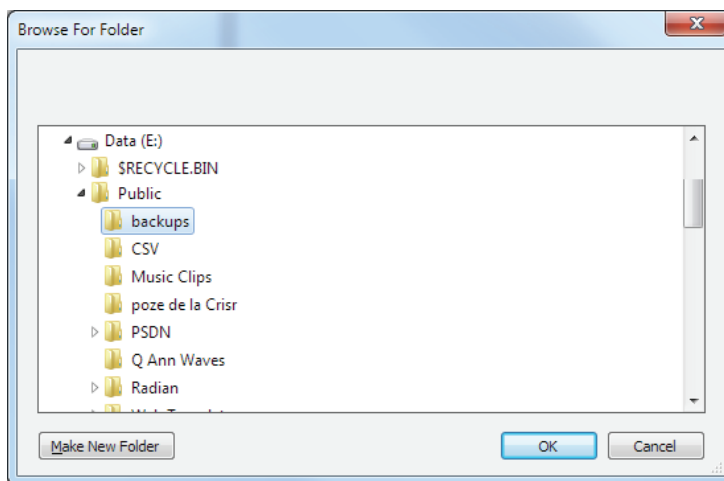


5. After each folder addition, the backup recordings stored in that folder are automatically parsed by BRV and added to the Call History list.



**NOTE:** Once the folder was added and parsed by Poltys BRV, both the *Folder Name* and the *Timezone Name* fields cannot be changed anymore. If any information is incorrect, you need to delete the current item and add it again to the list.

6. Repeat Step#1 to Step#4 for each NS1000 PBX you have geographically spread on different time zones.



**NOTES:**

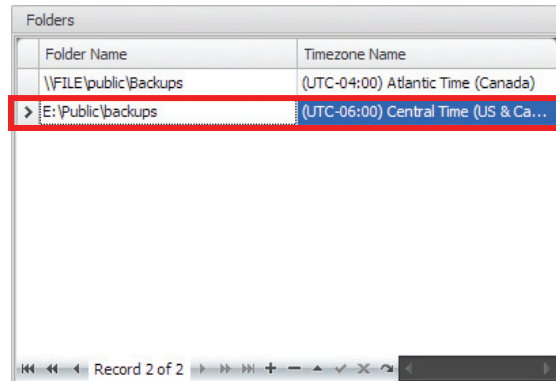
The backup recordings are presented in the Call History list normalized at current PC time zone.


7. Click on **Apply** button located at bottom of the list for changes to take effect.

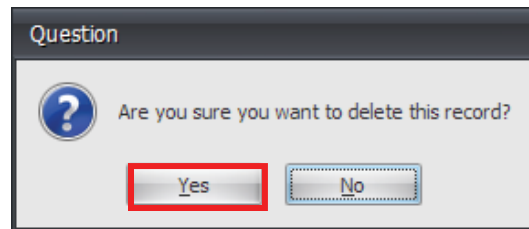
**If Poltys BRV application is restarted, the Call History list is reset and the backup recordings stored in the configured folders are automatically reparsed and re-added to the Call History list.**


**To delete a NAS device backup folder:**

1. Select the item to delete from the Folder list.



2. Click on **Delete**  button placed at the bottom of *Folders* list. A confirmation window displays. Click on **Yes** button to delete the folder from the list.



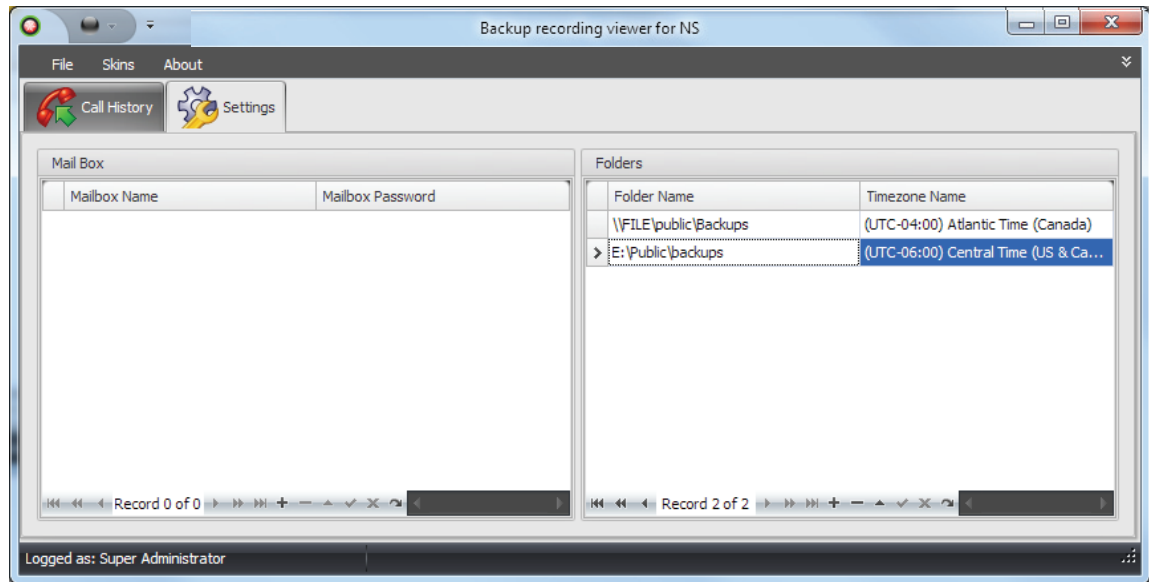
3. Click on **Apply**  button located at the bottom of the list for changes to take effect.

**NOTE: The backup information stored in the removed folder is not deleted.**

**Configuring the Mailboxes**

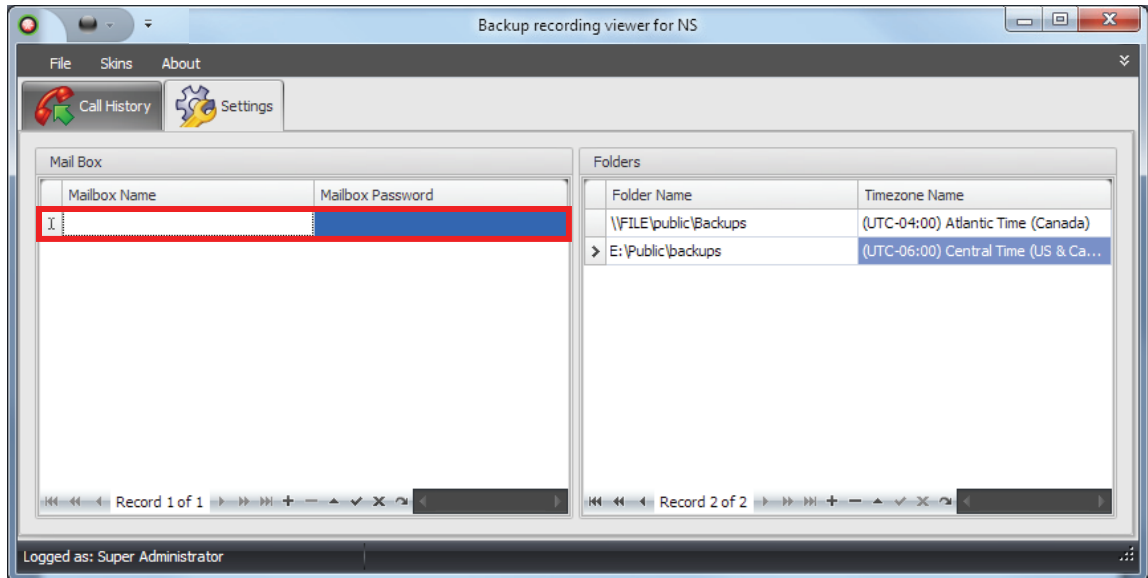
The BRV Client allows you to define the Voicemail boxes that you want to import from the backup folders.

Click on *Settings* tab. The *Settings* tab displays.

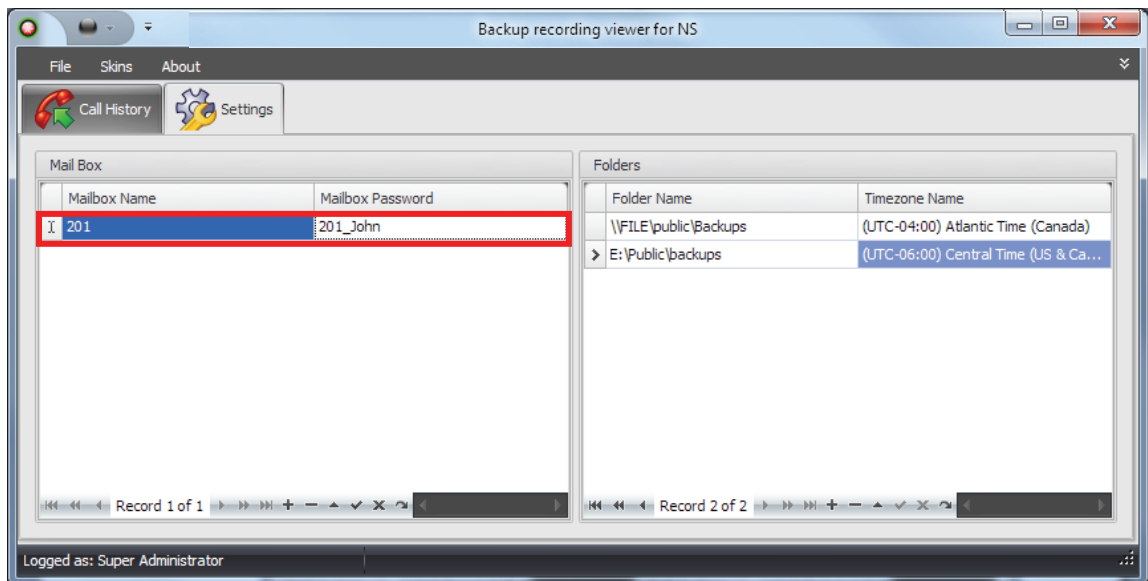


**To add Mailboxes:**

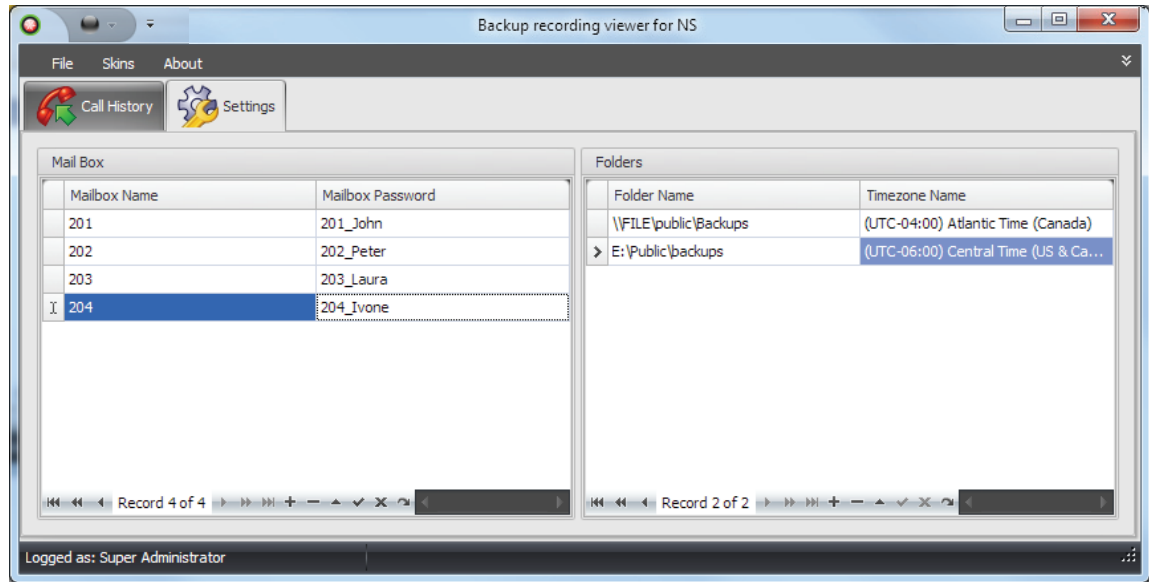
1. Click on **Add +** button placed at the bottom of *Mail Box* list. A new item is added to the list.




2. Enter the *Mailbox Name* and *Mailbox Password*.



- Repeat Step#1 and Step#2 for each Voicemail box.




- Click on **Apply**  button located at bottom of the list for changes to take effect.

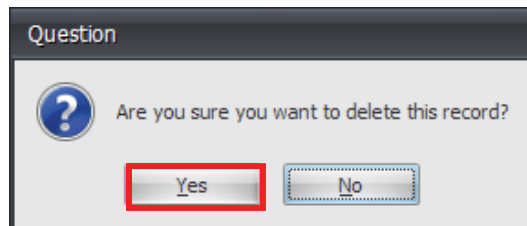
#### NOTES:


**Only the Voicemail recordings that match the *Mailbox Name* and *Mailbox Password* information defined are presented in the Call List.**

**The two-way recordings are not affected by the Mailbox settings.**

#### To delete Mailboxes:

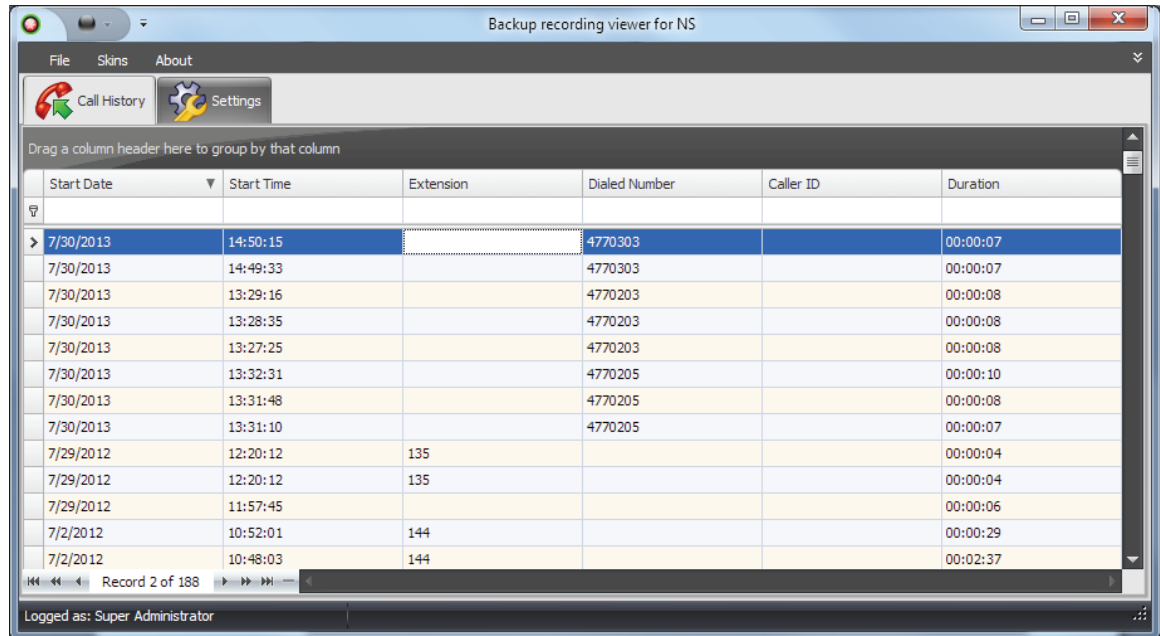
- Select the mailbox you want to remove from the list.
- Click on **Delete**  button placed at the bottom of *Mail Box* list. A confirmation window displays. Click on **Yes** button to delete the mailbox.



- Click on **Apply**  button located at bottom of the list for changes to take effect.

## Managing Call History Information

To view the call recording history section click on *Call History* tab. In this section you will find information about all calls parsed by BRV from the backup folders configured in the system.



The call history records consist of the following read-only database fields:

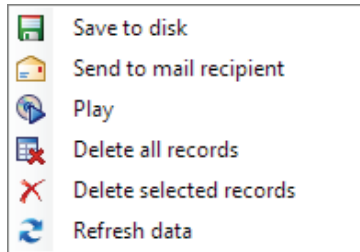
Field	Description
<b>Start Date</b>	The call starting date stamped by NS1000.
<b>Start Time</b>	The call starting time stamped by NS1000.
<b>Extension</b>	The extension number as tapped by NS1000 from the call control information exchanged.
<b>Dialed Number</b>	The dialed phone number as tapped by NS1000 from the call control information exchanged.
<b>Caller ID</b>	The Caller ID phone number as tapped by NS1000 from the call control information exchanged.
<b>Duration</b>	The total call duration including both the call control and the voice conversations.

This section presents the following topics:

- [Handling Call Recordings](#)
- [Sorting Call Records](#)
- [Grouping Call Records](#)
- [Filtering Call Records](#)
- [Building Advanced Filters](#)
- [Exporting Call History List](#)
- [Printing Call History List](#)

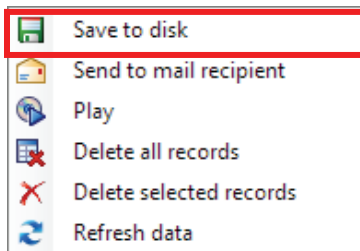
## Handling Call Recordings

By right clicking on a Call History record, you have access to the following options:

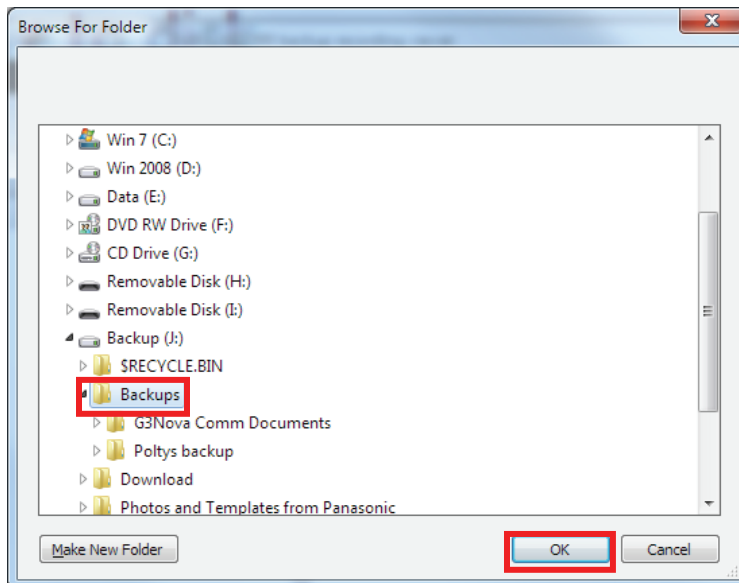


### To save the recorded audio conversation to the disk:

1. Select *Save to disk* option:



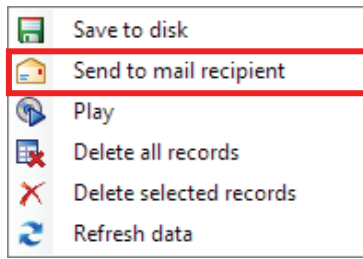
2. The *Browse For Folder* window displays. Select the destination folder and click on **OK** button.



3. The recorded audio conversation is saved as wave file, PCM linear, 16 bits/sample, 8000 Hz, mono.

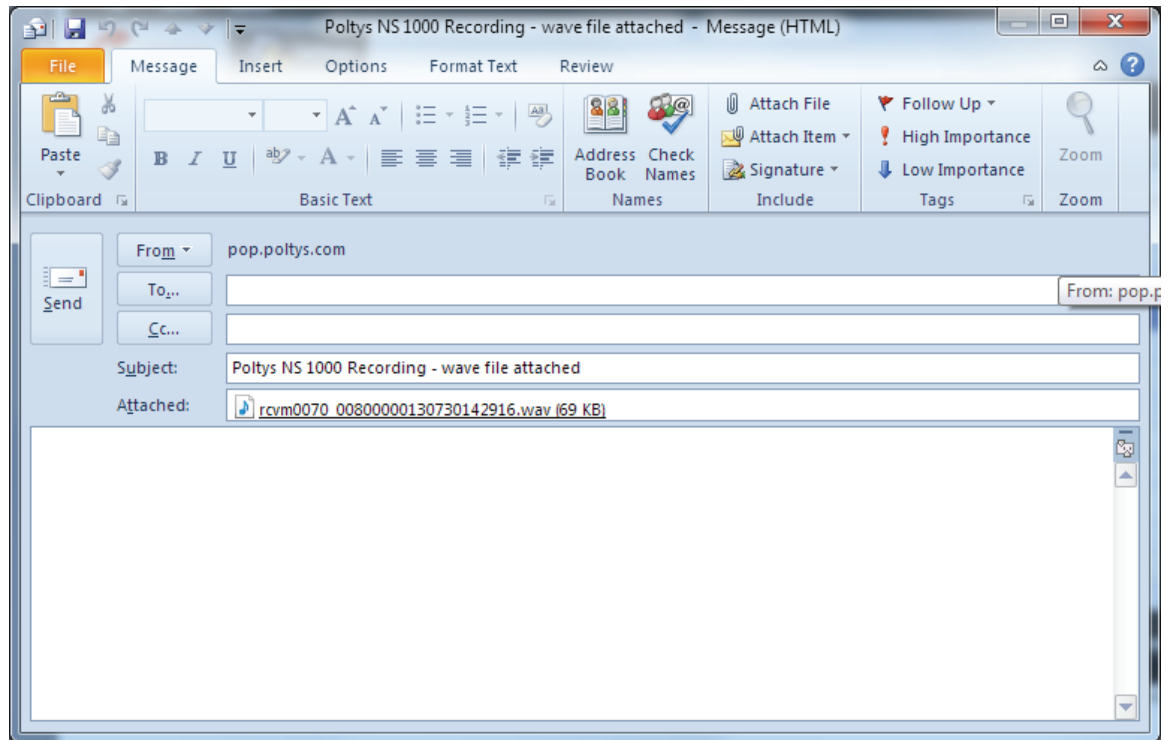
### To send the recorded audio conversation via email:

1. Select *Send to mail* recipient option:





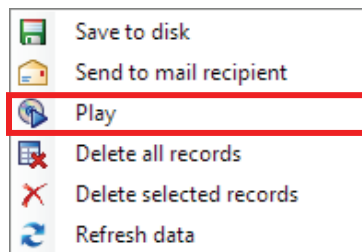
- The E-mail message window displays having the recorded audio conversation attached.



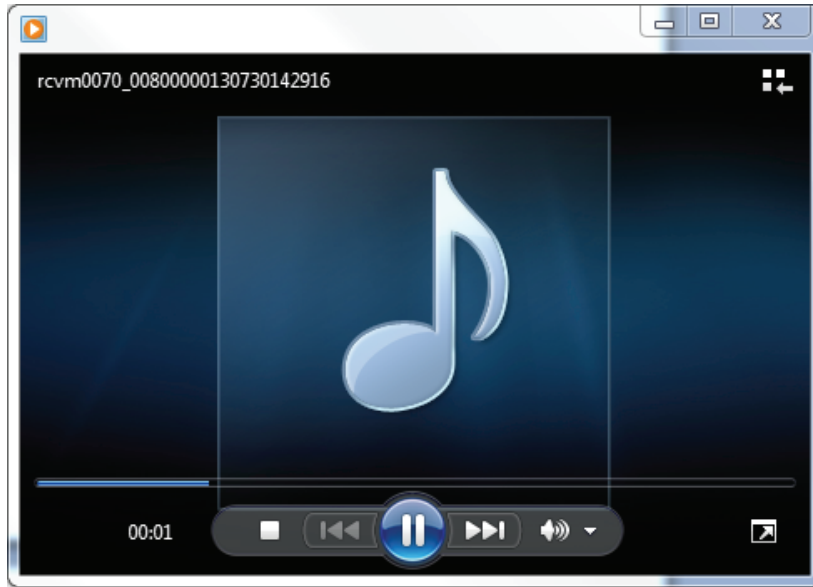
- Fill in the recipient address(es) and click on **Send** button.

**To listen to the recorded audio conversation:**

- Select *Play* option:



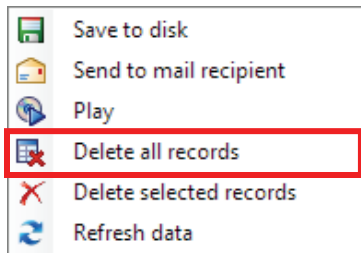
2. Your default Windows Media Player is started and the audio conversation is played back.



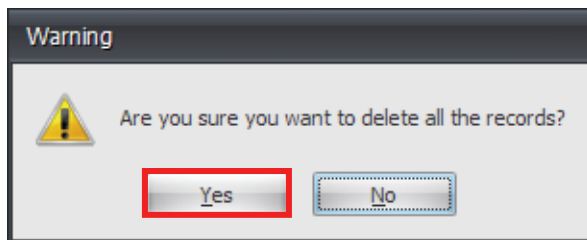
3. Close the media player when you are done.

**To delete all records:**

1. Select *Delete all records* option:



2. A Warning window displays. Click on **Yes** button.

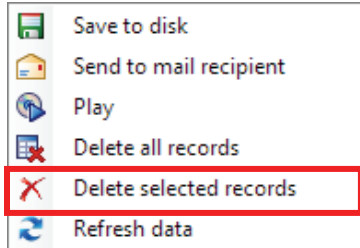


3. All records are deleted from the Call History list.

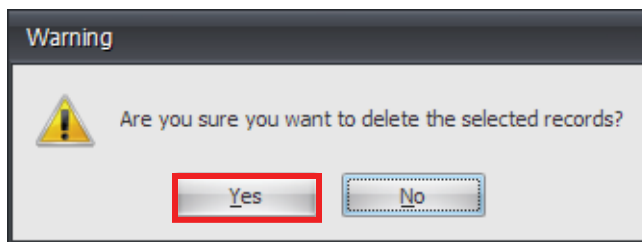
**NOTE: If Poltys BRV application is restarted, the Call History list is reset and the backup recordings stored in the configured folders are automatically reparsed and re-added to the Call History list, disregard of the previously deleted items.**

**To delete selected records:**

1. Select the items in the Call History list you want to delete. Multiple item selection in the Call History list is allowed.
2. Select *Delete selected records* option:



3. A Warning window displays. Click on **Yes** button.

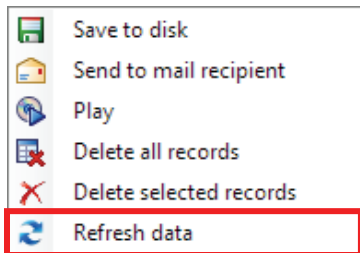


4. The selected records are deleted from the Call History list.

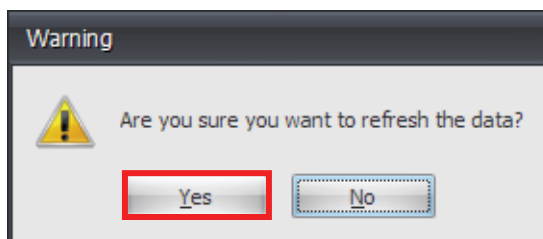
**NOTE: If Poltys BRV application is restarted, the Call History list is reset and the backup recordings stored in the configured folders are automatically reparsed and re-added to the Call History list, disregard of the previously deleted items.**

**To refresh the entire Call History list:**

1. Select *Refresh data* option:



2. A Warning window displays. Click on **Yes** button.



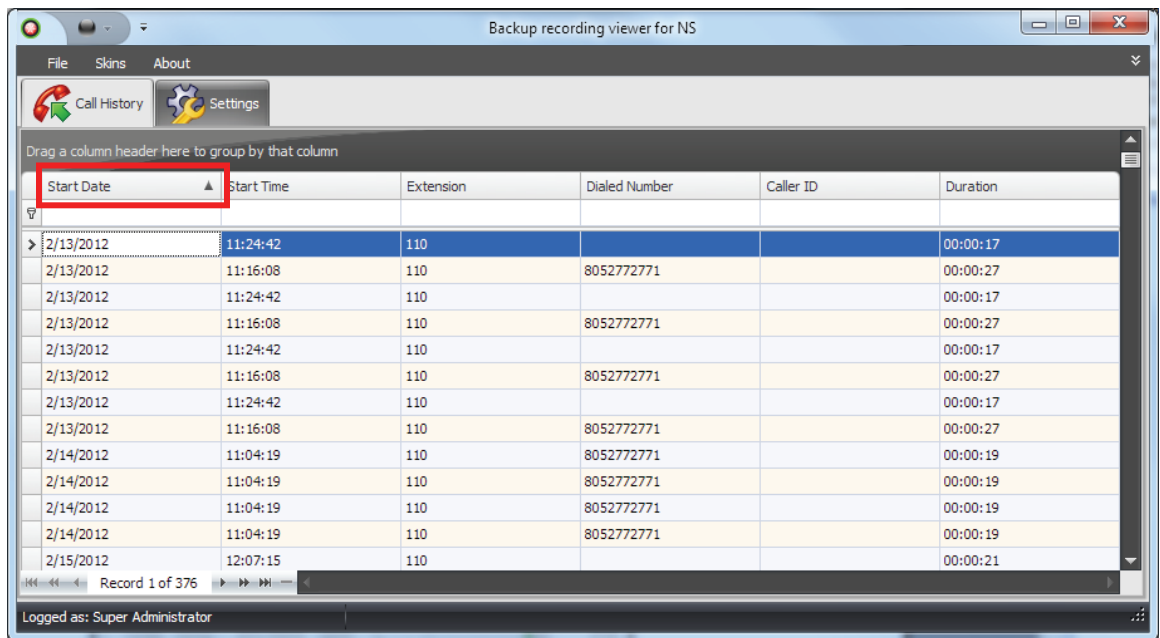
3. The Call History list is reset and the backup folders are reparsed and the identified recordings are appended to Call History list.

## Sorting Call Records

By clicking on a column header, the Call History information is automatically upward sorted by that column. Click again on the column header and the call history is downward sorted by that column.

### Example:

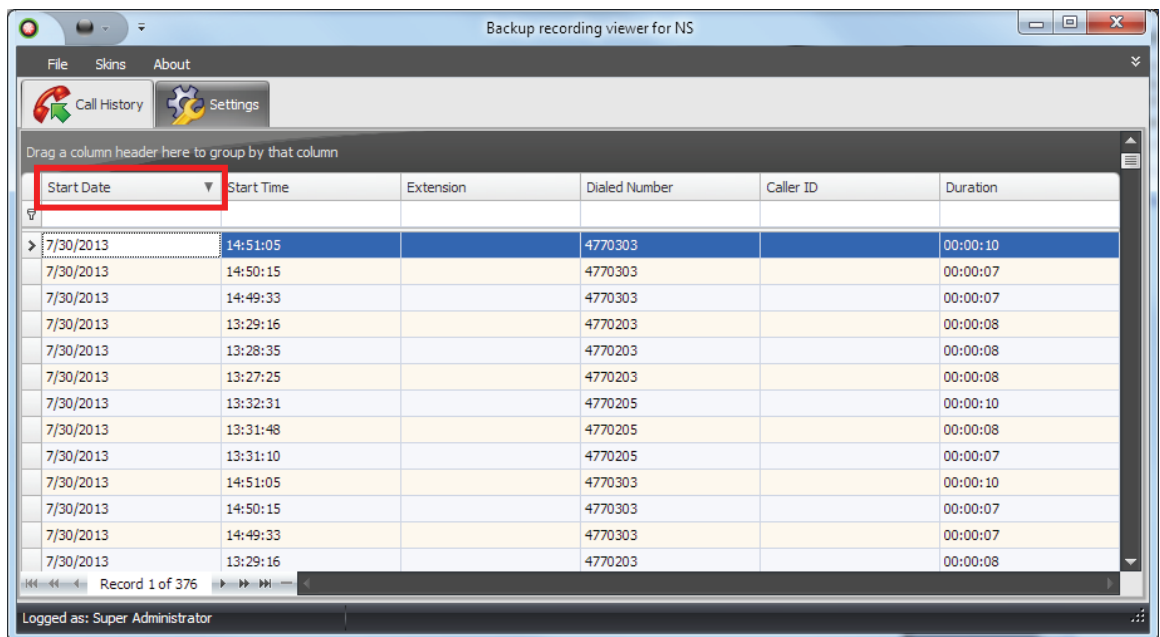
1. Click on the *Start Date* column header to get the Call History information sorted ascending by this column.



The screenshot shows the 'Backup recording viewer for NS' application window. The 'Call History' tab is active. The 'Start Date' column header is highlighted with a red box. The table below shows call records sorted by Start Date in ascending order.

Start Date	Start Time	Extension	Dialed Number	Caller ID	Duration
2/13/2012	11:24:42	110			00:00:17
2/13/2012	11:16:08	110	8052772771		00:00:27
2/13/2012	11:24:42	110			00:00:17
2/13/2012	11:16:08	110	8052772771		00:00:27
2/13/2012	11:24:42	110			00:00:17
2/13/2012	11:16:08	110	8052772771		00:00:27
2/13/2012	11:24:42	110			00:00:17
2/13/2012	11:16:08	110	8052772771		00:00:27
2/14/2012	11:04:19	110	8052772771		00:00:19
2/14/2012	11:04:19	110	8052772771		00:00:19
2/14/2012	11:04:19	110	8052772771		00:00:19
2/14/2012	11:04:19	110	8052772771		00:00:19
2/15/2012	12:07:15	110			00:00:21

2. Click again on the same column header to get the information sorted descending.



The screenshot shows the 'Backup recording viewer for NS' application window. The 'Call History' tab is active. The 'Start Date' column header is highlighted with a red box. The table below shows call records sorted by Start Date in descending order.

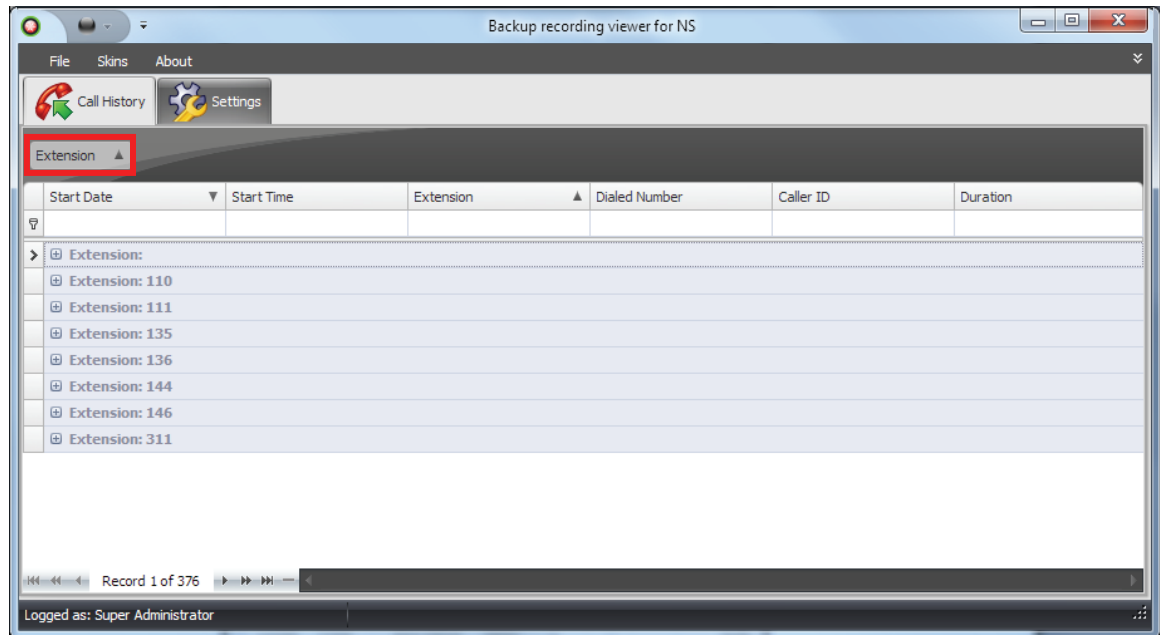
Start Date	Start Time	Extension	Dialed Number	Caller ID	Duration
7/30/2013	14:51:05		4770303		00:00:10
7/30/2013	14:50:15		4770303		00:00:07
7/30/2013	14:49:33		4770303		00:00:07
7/30/2013	13:29:16		4770203		00:00:08
7/30/2013	13:28:35		4770203		00:00:08
7/30/2013	13:27:25		4770203		00:00:08
7/30/2013	13:32:31		4770205		00:00:10
7/30/2013	13:31:48		4770205		00:00:08
7/30/2013	13:31:10		4770205		00:00:07
7/30/2013	14:51:05		4770303		00:00:10
7/30/2013	14:50:15		4770303		00:00:07
7/30/2013	14:49:33		4770303		00:00:07
7/30/2013	13:29:16		4770203		00:00:08


## Grouping Call Records

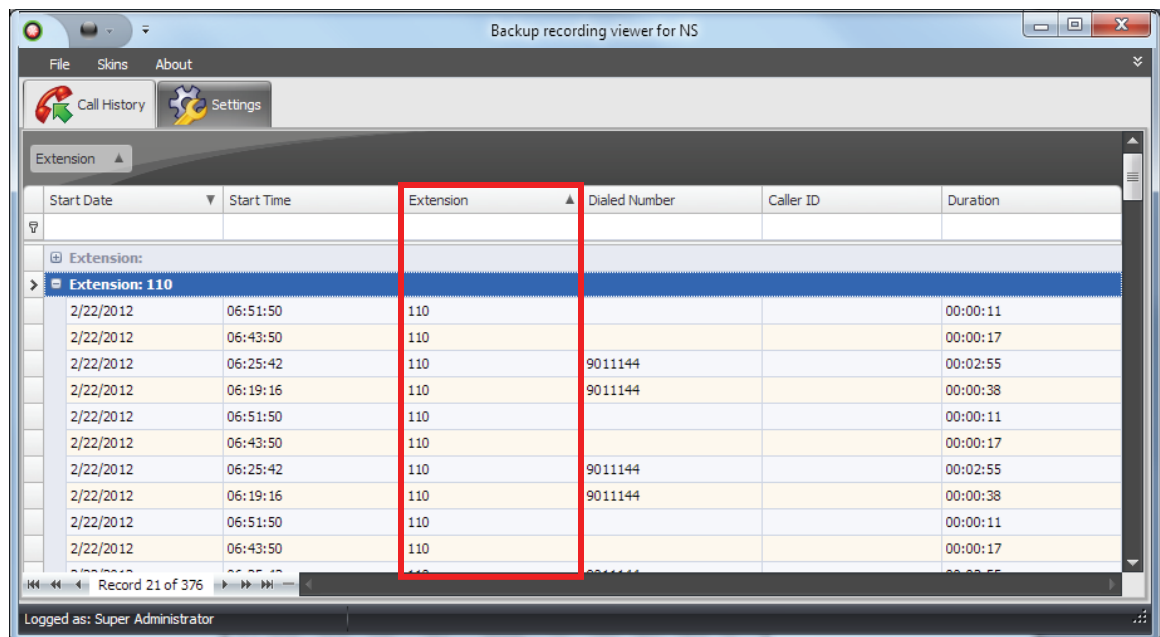
You can create a grouping rule by dragging a column header above the Call History list. To disable the grouping rule, drag the column header back to its original position.

### Example:

1. Click on the *Extension* header and drag it above the list. *Extension* information now groups the Call History information.



2. Expand the groups by clicking to the  button



3. To disable the grouping rule simply drag back the column header to its original position.

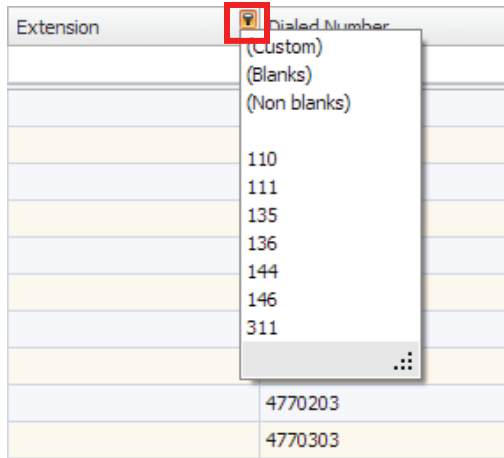
## Filtering Call Records

### Quick Filter

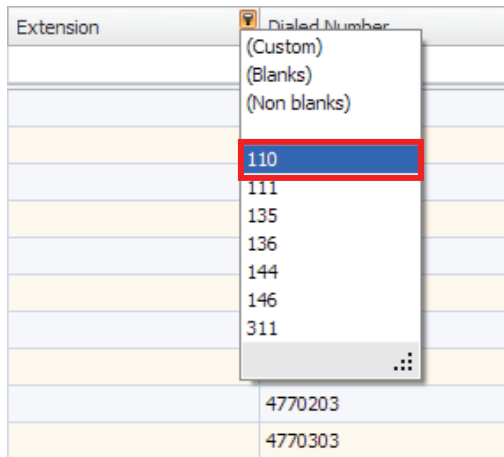
You can easily filter the Call History list by any record column.

#### Example:

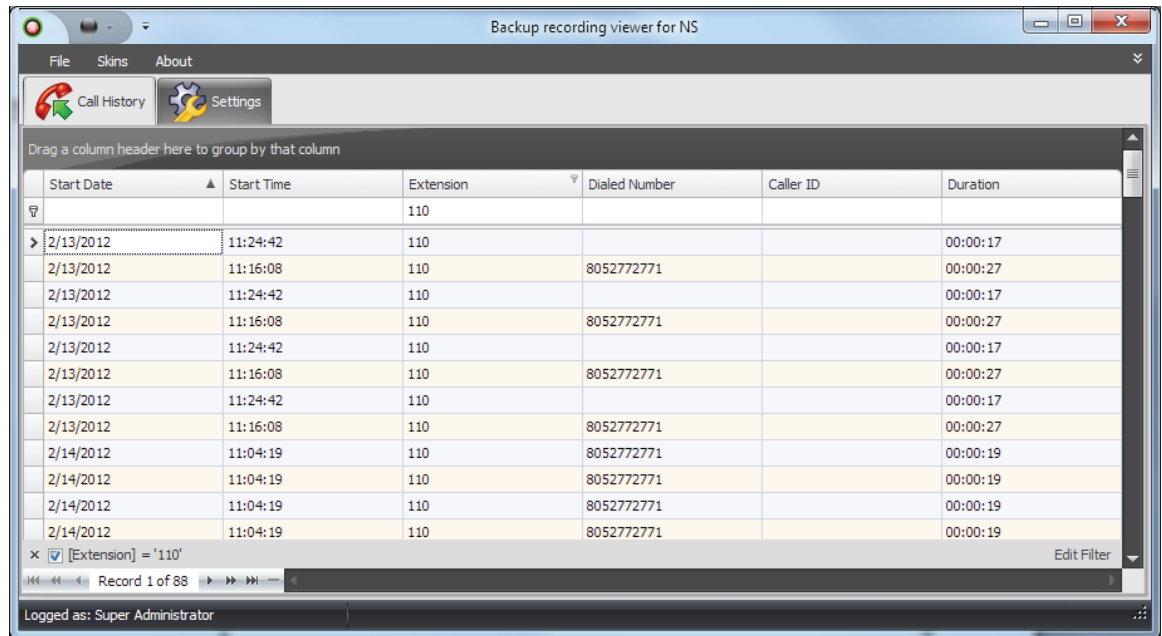
1. Drag the mouse pointer to the *Category* header and click on the arrow icon. A popup window is displayed containing all available filter options.



2. To filter the Call History list, select the desired value to be applied in the corresponding record column.



- The Call History list presents all records that have the selected filter value in the corresponding field.



The filter rule is displayed at the bottom of the Call History list.

[Extension] = '110'

- To disable the filter, click on  button.
- To delete the filter, click on  button.

**NOTE: All columns in the Call History list offer the quick filtering feature.**

#### Custom Filter

You can define custom filters using multiple criteria for any record field.

#### Example:

- By placing the mouse cursor on the *Extension* column header you will see an arrow button. A popup window is displayed containing all available filter options.



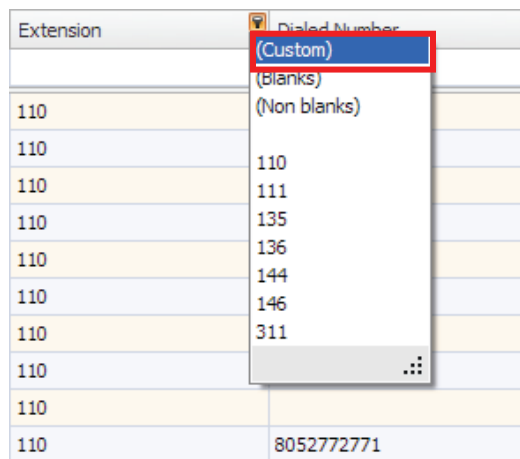
## 32 Installing BRV Client

---

Extension	Dialed Number
	(Custom)
	(Blanks)
	(Non blanks)
110	
110	110
110	111
110	135
110	136
110	144
110	146
110	311
110	⋮
110	
110	8052772771



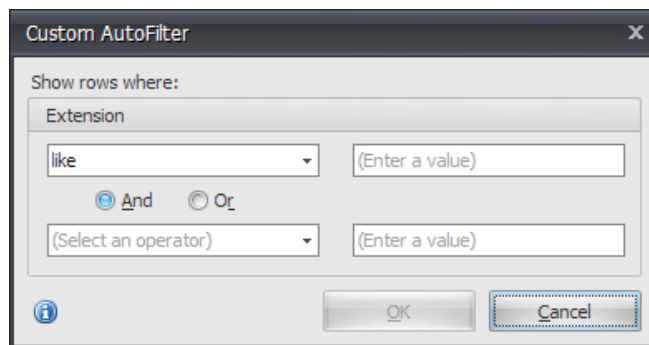
2. Click on *(Custom)* option.



The screenshot shows a table with a column labeled 'Extension'. A dropdown menu is open over the first few rows, showing options: '(Custom)', '(blanks)', '(Non blanks)', '110', '111', '135', '136', '144', '146', and '311'. The '(Custom)' option is highlighted with a red box. The table contains several rows with the value '110' in the 'Extension' column, and one row with the value '8052772771'.

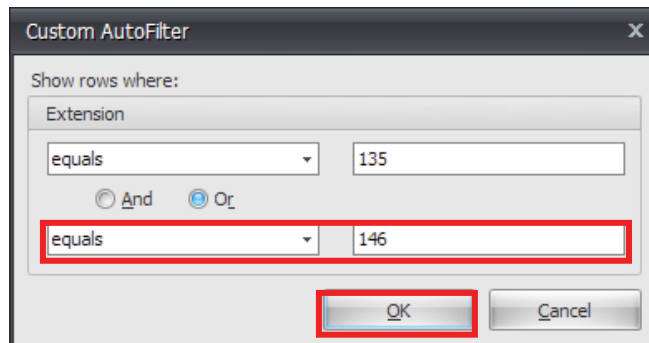
Extension
110
110
110
110
110
110
110
110
110
110
110
8052772771

3. The *Custom AutoFilter* window displays. Specify the filter criteria for the *Extension* column.



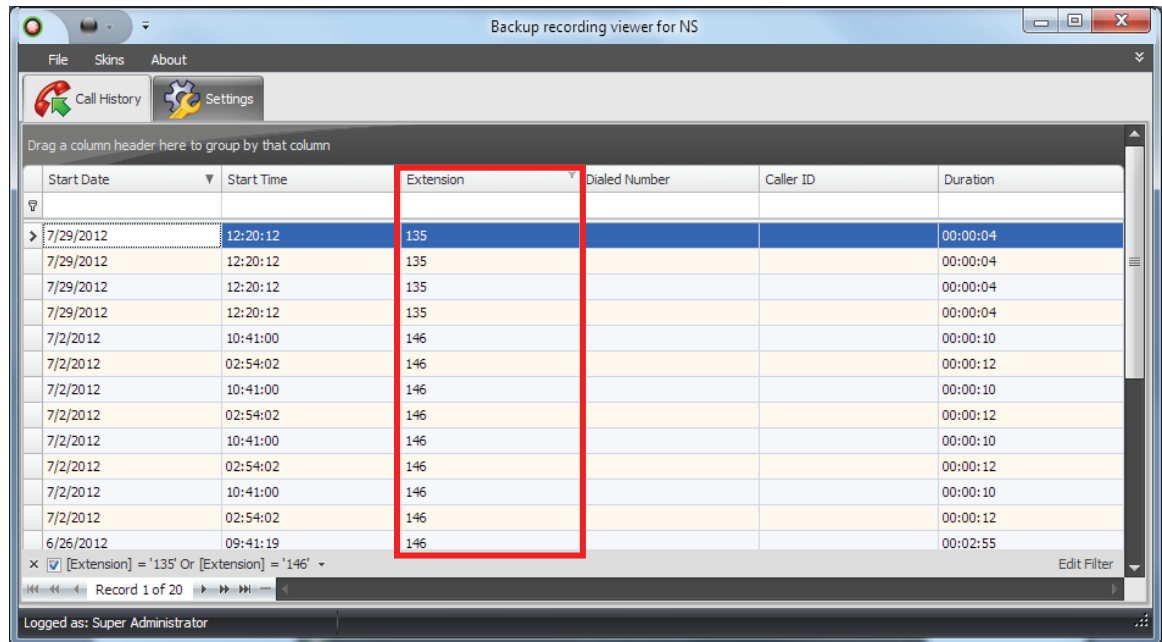
The screenshot shows the 'Custom AutoFilter' dialog box. The 'Show rows where:' section is expanded to show the 'Extension' column. The first condition is 'like' with a text input field containing '(Enter a value)'. The 'And' radio button is selected. The second condition is '(Select an operator)' with a text input field containing '(Enter a value)'. The 'OK' and 'Cancel' buttons are visible at the bottom.

4. You can add additional condition to the filter. Click on **OK** button.



The screenshot shows the 'Custom AutoFilter' dialog box with two conditions. The first condition is 'equals' with a text input field containing '135'. The 'Or' radio button is selected. The second condition is 'equals' with a text input field containing '146'. The 'OK' button is highlighted with a red box.

5. The Call History list presents all records that correspond to the selected filter criteria.



The filter rule is displayed at the bottom of the Call History list.

x  [Extension] = '135' Or [Extension] = '146'

6. To disable the filter, click on  button.
7. To delete the filter, click on  button.

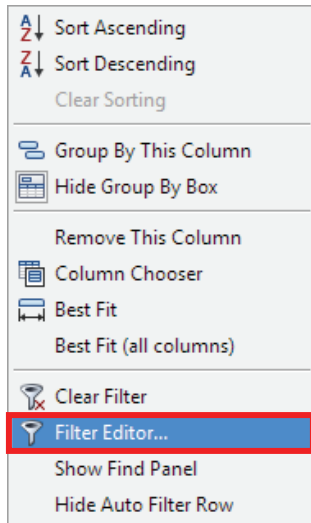
**NOTE: All columns in the Call History list offer the custom filtering feature.**

## Building Advanced Filters

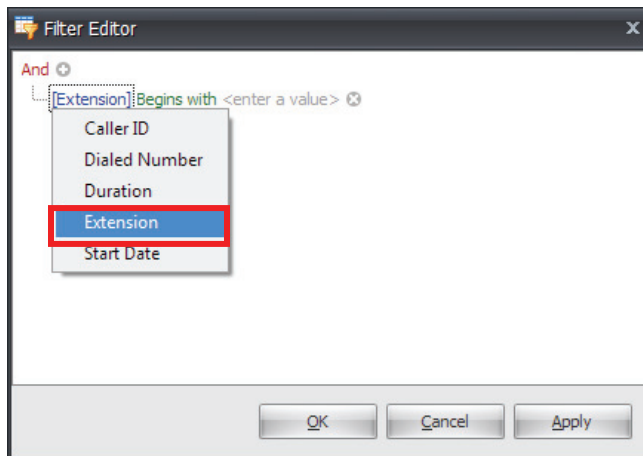
Polys BRV allows you to define advanced filters based on combined conditions applied to the record columns.

### To create an advanced filter:

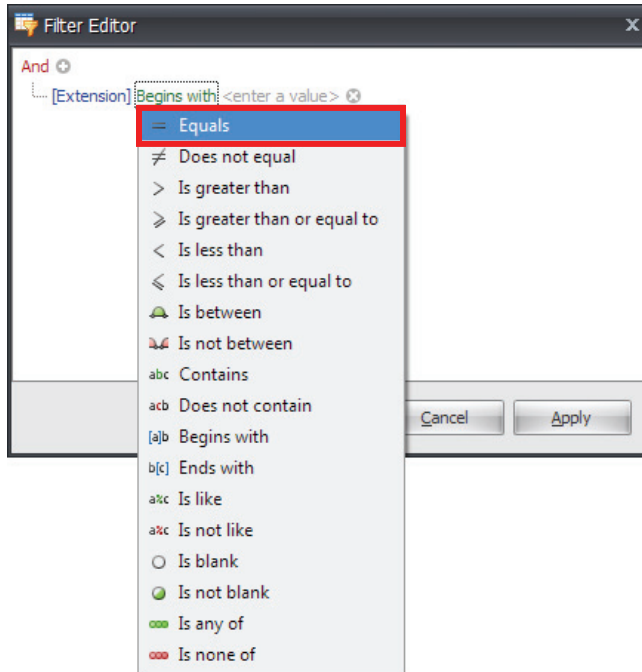
1. Right-click on any column header in the Call History list and select *Filter Editor* option.



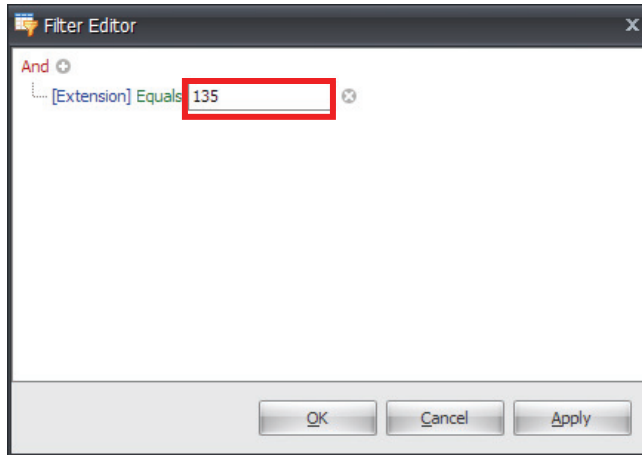
2. The corresponding window is displayed. Select *Extension* column.



3. Click on *Begin with* operator and select *Equals*.

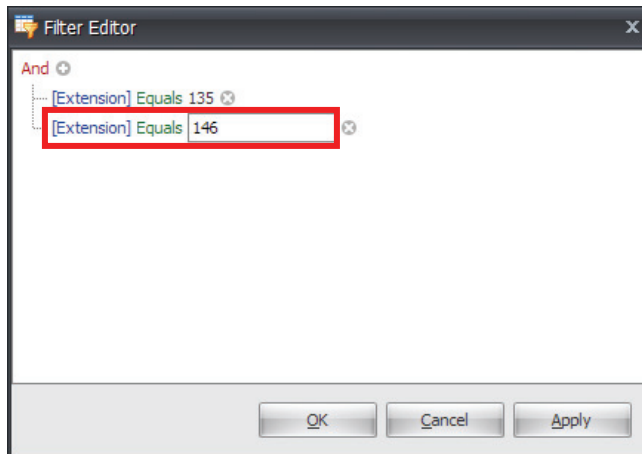


4. Click on *<enter a value>* option and enter a numeric value.

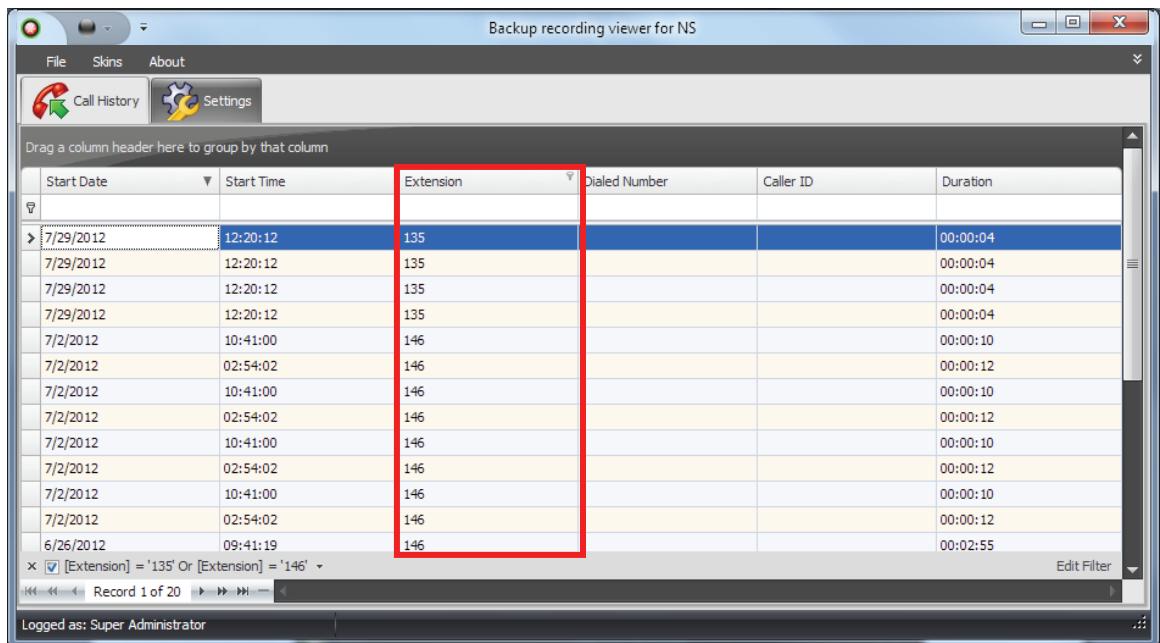


5. Click on **+** **Add** button to append a new condition to the filter.

6. Select *Extension, Equals* and enter the second numeric value. Click on **OK** button.



7. Poltys BRV presents all records in Call History list that meet the combined filter.



The filter rule is displayed at the bottom of the Call History list.

[Extension] = '135' Or [Extension] = '146'

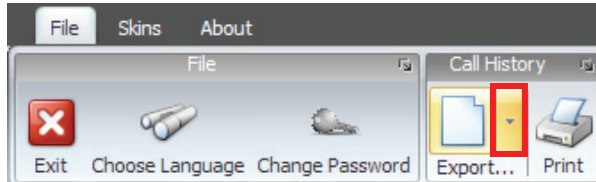
8. To disable the filter, click on  button.
9. To delete the filter, click on  button

## Exporting Call History List

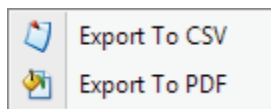
Polrys BRV allows you to export Call History information either as CSV or PDF file.

### To export Call History list:

1. Click on *File* menu and select the small arrow related to the *Export* option.



2. Select the file type from the related menu.



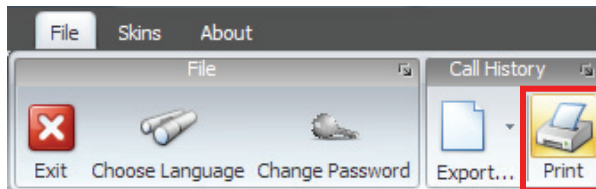
3. Choose the destination folder and set the file name. Click on **OK** button.

## Printing Call History List

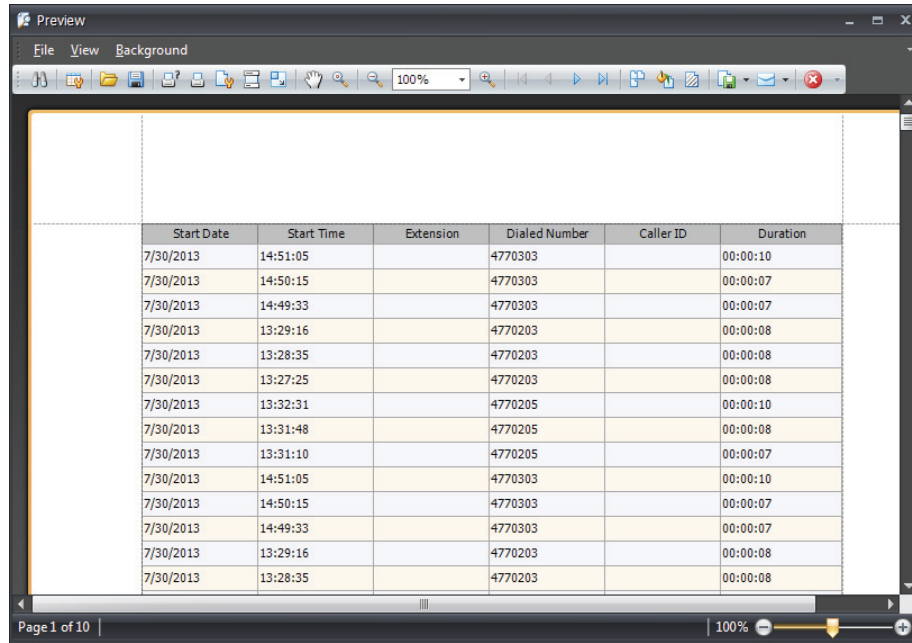
Polrys BRV allows you to print the information presented in the Call History list.

### To print Call History list:

1. Click on *File* menu and select *Print* option.



2. The *Preview* window displays.

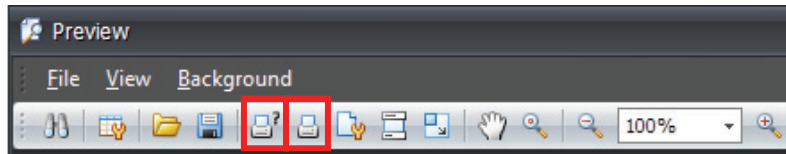


The screenshot shows the Preview application window with a menu bar (File, View, Background) and a toolbar. The main content is a table with the following data:

Start Date	Start Time	Extension	Dialed Number	Caller ID	Duration
7/30/2013	14:51:05		4770303		00:00:10
7/30/2013	14:50:15		4770303		00:00:07
7/30/2013	14:49:33		4770303		00:00:07
7/30/2013	13:29:16		4770203		00:00:08
7/30/2013	13:28:35		4770203		00:00:08
7/30/2013	13:27:25		4770203		00:00:08
7/30/2013	13:32:31		4770205		00:00:10
7/30/2013	13:31:48		4770205		00:00:08
7/30/2013	13:31:10		4770205		00:00:07
7/30/2013	14:51:05		4770303		00:00:10
7/30/2013	14:50:15		4770303		00:00:07
7/30/2013	14:49:33		4770303		00:00:07
7/30/2013	13:29:16		4770203		00:00:08
7/30/2013	13:28:35		4770203		00:00:08

The status bar at the bottom indicates "Page 1 of 10" and "100%".

3. Click on **Print...** or **Quick Print** button. *Print...* option lets you select the printer of your choice.



4. The Call History information is printed.

