

CR Access System Manual

V4.8

VC1597



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Introduction

The CR Access System is a PC application that gives access to Vidicode Call Recorders on a network.

The program can retrieve the contents of Call Recorders and present them as a database. A selection of the recordings or all recordings can be downloaded to the PC and can be played using the loudspeakers of the PC. Using the software is the most common way to work with and listen to the recordings.

The Access System can be used as a back up system for the Call Recorders. It supports automated transfers to network drives and it can be used to give other users on the network access to stored databases of recordings.

The software includes various tools to work with the recordings such as a statistics module to analyze the telephone traffic of an organization, a tool to make back-ups on CD's and an optional module to convert recordings of fax transmissions back into the original document.

The Access System also supports the use of Call Recorder Crypto Cards in a USB card reader.

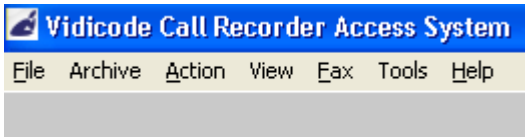
To use the software a network connection is required. Normally this will be a connection to recorders on the same network. Alternatively it can be to databases of recordings stored on network drives.

1 Menu and buttons

To be able to work with this software in an effective way, it is necessary to know what can be found where. Although we have tried to make the software as intuitive as possible, we think it is useful to provide some explanation.

1.1 Menu

The Call Recorder Access System has 7 menu's
See figure below:



How to work with the menu is described in § 3 "Working with the Acces System" The Tools menu option is described in § 2.2 Configuration.

1.2 The Play back section

The software has recorder buttons, volume controls and buttons to access and handle the database, CD's, statistics etc.

1.2.1 Recorder buttons



1 2 3 4

1. Rewind 60 sec.
2. Play/pause
3. Stop
4. Forward 60 sec.

The playback tool buttons basically have the same functionality as in all standard media players

1.2.2 Display and volume control



1

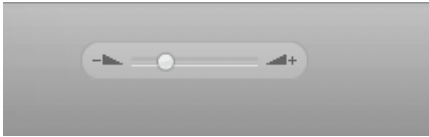
2

3



1. Display
2. Volume control
3. Mute



The **display** will show the Name and Telephone number of the recording being played, the position in the recording you are at and the total duration of the call.



The playback section has a **slider** and a button in the slider. The slider is used to adjust the volume. The button in the slider can be used to change the playback position.

The **mute** button alternates between Mute off  and Mute on .

1.2.3 The tool buttons

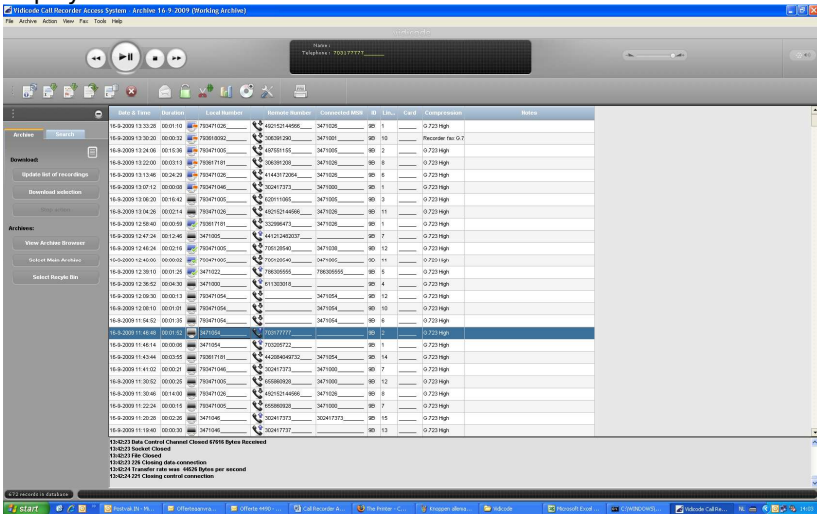
The tool buttons perform the following functions:



1. Update database
2. Transfer to PC, Selected records
3. Transfer to PC, Marked records
4. Transfer to PC, All records
5. Delete selection
6. Stop ongoing transfer of records or recordings
7. Send in e-mail
8. Lock program
9. Open in Sound Editor
10. Statistics
11. Add to CD Archives
12. Options
13. View Fax

1.2.4 Status icons

Once the list of recordings has been retrieved, it is possible to tell whether a recording has been downloaded or not, if it is marked to be downloaded and if it was an incoming or an out going call, by the icons displayed next to the other information.



is the icon for "In recorder". The recording has not (yet) been downloaded to the PC.



is the icon for "Marked". The recording has been marked to download to the PC any other time.



is the icon for "Downloaded". The recording has been downloaded to the PC and can be played back, attached to an e-mail etc.



is the icon for "Outgoing call"



is the icon for "Incoming call"

2 Software installation and configuration

2.1 Installation

The CR Access System has been tested on Microsoft Windows XP, Windows Vista, Windows 7 & 8.

To install you must run the setup module from CD (the Vidicode Application Disk) or from our web server. To install the software, first select the language for the setup program. The initial dialogue may appear in another language (usually the language of your system).

The next steps are the acceptance of the license agreement, entering user information and the Licence Key. This Licence Key can be found on the letter accompanying the Installation disk and manual.

Next you will be prompted to enter the location of the program files, the program's shortcuts and if you want the Setup program to create a desktop icon for the CR Access System or not.

NOTE: Consider where you want to store the Database and Settings

The option is to store the Database and Settings in a custom location. The default location is in your 'My Documents' folder. There are three possible reasons to opt for a custom location:

- If you are working on a PC that has more than one user and you want to avoid that there will be different databases and configurations for different users
- If you plan to store a large amount of data, many recordings, in the databases and you expect that the amount of data will not fit into your 'My Documents' Folder
- If you plan to give others remote access to the database, which normally will not be possible with your My Documents folder

Usually the 'My Documents' folder will be the right choice.

Now the Setup program will present your choices and ask you if you are ready to install the program. When you accept the program will be installed on your PC.

2.2 Configuration

The configuration that is required depends on the way the program is used.

Normally you will use the Access System to connect to the Call Recorders on your network. In this case the network address, the password and the name of the recorder must be set.

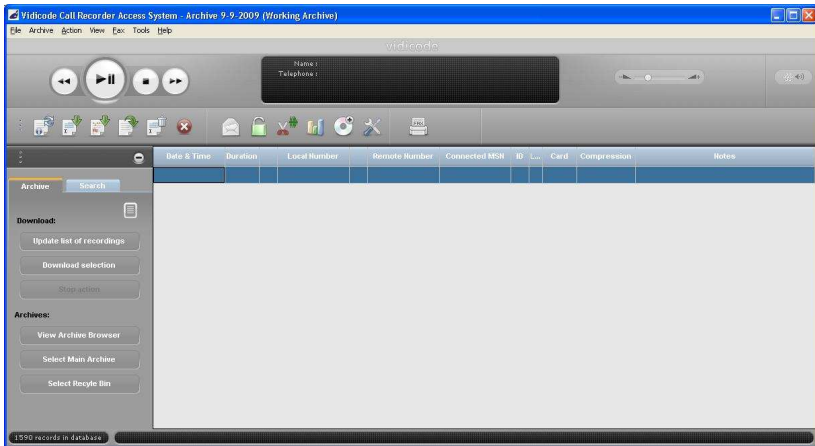
The alternative way to use the program is to open a remote database created by another user of the CR Access System.

2.3 Connections

To connect to a Call Recorder a network connection between the PC and the recorder is required. Provided all the links are made and there are no firewalls that prevent the access, even a connection across the internet is possible.

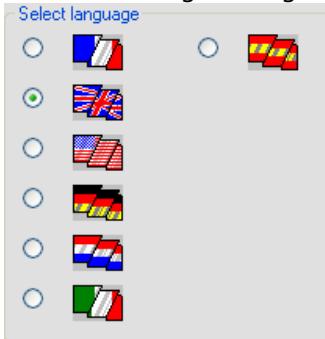
Start the Call Recorder Access System by clicking the Icon on the desktop.

It will look similar to the picture below. The call database is still empty.



2.4 Language

If you want the software to be displayed in any other language than English, start with changing the language before you go ahead with the configuration. The software's language can be changed on any given moment, but for the purpose of the configuration it may be easier to start with setting the language.



- Open the Menu Tools – Language and click on the desired language.

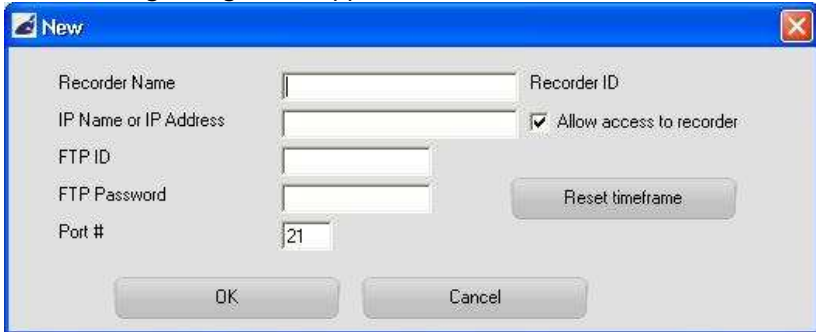
At this moment you can choose: French, UK English, US English, German, Dutch, Italian and Spanish.

2.5 FTP Profile

The software has to communicate with the call Recorder. The first thing you need to do is make the FTP connection as described below.

- Select Tools from the menu.
- Select Options
- Select FTP Profiles.
- Click New

The following dialogue will appear:



The dialog box is titled "New" and contains the following fields and controls:

- Recorder Name: [Empty text box]
- Recorder ID: [Empty text box]
- IP Name or IP Address: [Empty text box]
- FTP ID: [Empty text box]
- FTP Password: [Empty text box]
- Port #: [21]
- Allow access to recorder:
- Reset timeframe: [Button]
- OK: [Button]
- Cancel: [Button]

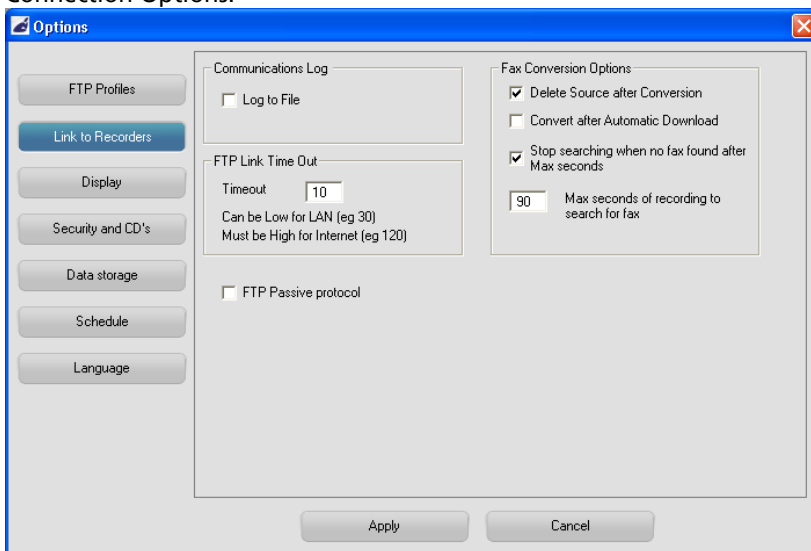
Here you must fill in the fields that contain the Recorder name, IP name or address, FTP ID, FTP Password and Port number (default 21).

- Fill in the Recorder name, This can be any name it is usually easier to remember a name than a number.
- Fill in the IP Name or IP address. Your systems operator can give you the IP address of the recorder or you must find it yourself using the LAN menu of the recorder(s).
- The FTP ID is usually 0000
- The FTP password can be a general password for this recorder or a password specific for you, which will restrict the downloads you can make to only your own conversations. Further information on this topic can be found in de Call Recorder's manual.
- By default the check box "Allow access to the recorder" is checked.
- The port number is usually 21, ask your Systems operator which number is should be if 21 does not work.
- The Reset timeframe button allows you to change the first date from which the software will list the recordings.
- Click OK if you are satisfied with the FTP profiles.

2.6 Link to Recorder

Now you have linked the software, via FTP to one or more specific Call Recorders. The specifications of the connections can be set in Options – Link to Recorders

There are four windows in this dialogue: Communications Log, FTP Link Time out, FTP Passive Protocol and Fax Connection Options.



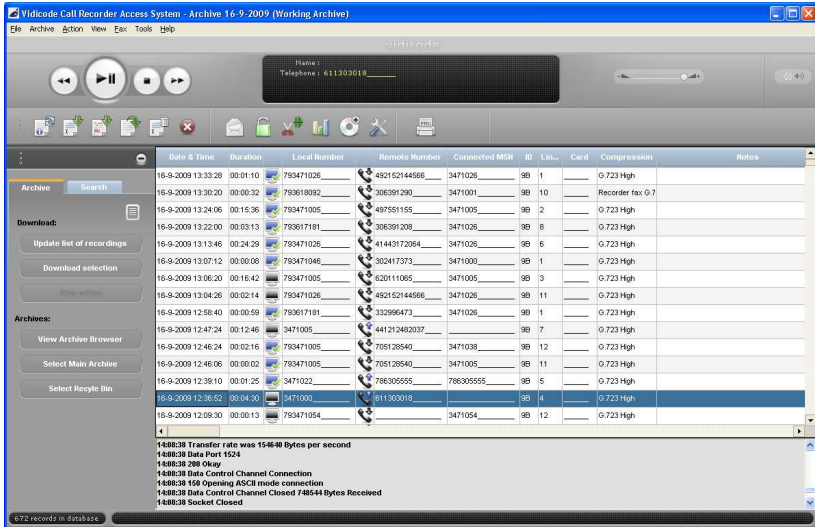
2.6.1 Communications Log

To keep track of the network communication taking place between the PC and the Call Recorders, it is possible to show the network communication (FTP) details at the bottom of the main window.

- In the menu choose View – Network Communication Details to enable this feature.
- Check Log to File to make a copy of the logging.

The log file is called 'FTP.log' and is usually located in the Archives directory (default My Documents\CallRecorderArchives). Every time the application is started, the log file is cleared.

With the Menu option View – Network Communication Details it is possible to follow the transfer on screen. You will see:



In the figure above the lower part of the dialogue shows the Network Communication Details.

2.6.2 FTP Link Time out

The Time out for the FTP connection to the recorders can be set. FTP time out can be low if you are on a local network (LAN), e.g. 10 -30. When connecting to recorders on a large network the time out should be raised to 60 or 90, when the connection is via Internet, raise the time out to 120.

2.6.3 FTP Passive protocol

Enable FTP passive protocol only when the software has a problem accessing the call recorder because of a firewall locking the FTP communication.

2.6.4 Fax options

When the option Fax recording is installed on the call recorder, recordings of fax transmissions can be converted by the Call Recorder Access System back to the original image. The following options are available.

2.6.5 Delete Source after conversion

This will delete the audio record after successful conversion to fax image. The fax image will be attached to the record in the database.

Convert after automatic download

Will convert all the recordings of fax transmissions into the original image after automatic download of the recordings.

2.6.6 Stop searching when no fax found after Max seconds.

Set a maximum time for the converter to probe a recording for a fax transmission. When a combined answering machine / fax machine is in use, it could take a relatively long time for a fax transmission in a recording to start.

- Click Apply after you are satisfied with the options set.

2.6.7 Configure the recorder and the software for fax

Faxes can only be reproduced from the original audio signal of the fax transmission. Therefore in the configuration of the Call Recorder audio compression must be switched off for the fax lines.

In the database Faxes will be identifiable by Compression, it reads Recorder Fax G 7.11

2.6.8 Change the access to a listed recorder

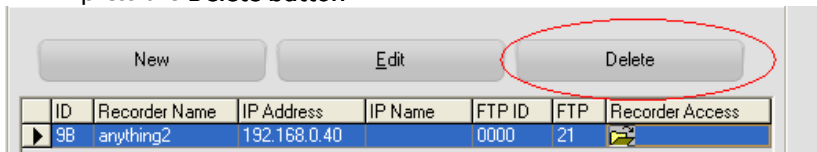
To change access to a recorder

- Click on the folder icon.

When open, the recorder can be accessed with the access system. When closed, the software can not access the recorder. The recorder will however remain listed in the database of recorders and the access can be re-established by opening the folder icon.

2.6.9 Remove a recorder

- Select a recorder in the list
- press the **Delete button**.



The program will ask for acknowledgement before clearing the profile from the list.

2.6.10 Reset Timeframe

The CR Access System keeps track of the last retrieved record while updating the database. This is used to be able to add new calls only to the database.

When you start a new database, you may want to reset the timeframe for the recorder. Please refer to § 4.3.1 for more information.

2.7 Display

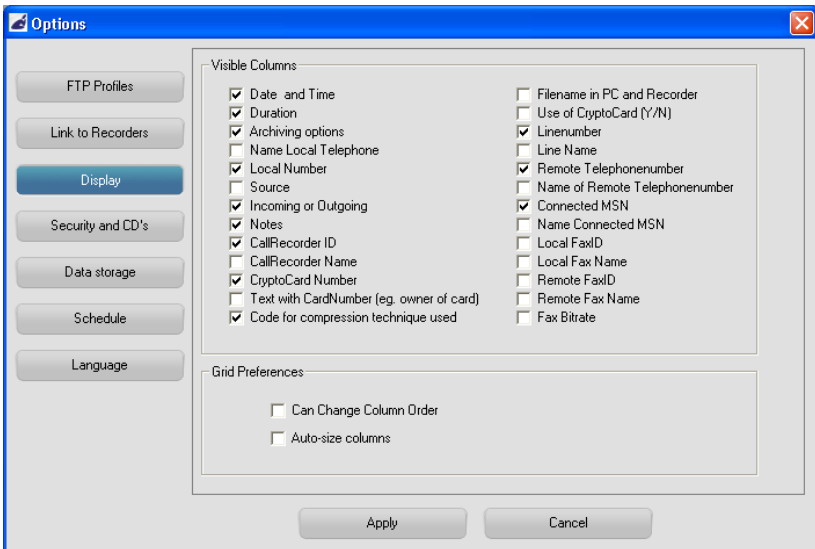
In the display dialogue the user can specify which database columns he wants to be visible. For instance: Date & time, Internal number, Note's etc.

In the lower part of the dialogue the Grid Preferences can be set.

- Check "Can change Column Order" if you want to be able to put columns more to the right or left.

After changing the column order this check will disappear, should you want to change the column order again, you have to check this option again.

- Check the option "Auto Size Columns" if you want the software to size the columns to fit the window.
- Click Apply after you are satisfied with the options set.



2.8 Security and CD's

The security and CD's part is an important part of protecting the Call Recorder Access System from unauthorised usage.

Protecting the actual recordings can be arranged using encryption, this is possible if you purchased one or more CryptoCard sets.



2.8.1 Password software

To set a password for entering the software, the user must be identified first. By default User 0 is the supervisor. The Supervisor can set usernames and passwords for other users. Initially the password for supervisors is 000000. This should be altered by the supervisor at first use.

- Select a user (that has not been named yet) from the dropdown box
- Click the Edit User button
- Enter the Username
- Enter the Password (6 positions use at least 2 digits and 2 characters)
- Enter the Password again for confirmation
- Click the Save user button

Repeat this sequence for every user.

2.8.2 Password Options

- Check the checkboxes Ask on Start up and Ask to Unlock.

NOTE: Should you not check these checkboxes the users will still be able to open the Application without entering the Password.

Once a password has been set, and the check boxes checked, it will be asked for on start up of the software and to unlock the application after it has been locked manually using the Lock button in the tool bar.



2.8.3 CryptoCard Functions

If you purchased CryptoCards as an option with your call recorder, and you use an external (USB) Crypto Card Reader, you should check the checkbox "Use Card Reader". The PIN code timeout is set in minutes, It allows you to perform several actions on one or more encrypted recordings before the PIN code is asked again. The PIN code will be asked again after the specified time.

2.8.4 Building CD Archives

With this option the maximum size of the CD archive can be set. This value is set at 700Mb by default, because that is the most common CD-R size. Should you use CD-R with another capacity, it is advised to modify the maximum CD size to match the capacity of the CD-R you are using.

2.9 Data Storage

The Archives directory is the default location where new Archives are created. The path will be set to C:\ Documents and Settings\user\My documents\CallRecorderArchives. If you want the Archives to be stored at another location, specify the path here.

The Options path is the location where the main settings of the Call Recorder Access System itself are stored.

- Use the Browse button to find another location.
- After changing the Data storage location, you will have to restart the Call Recorder Access System.

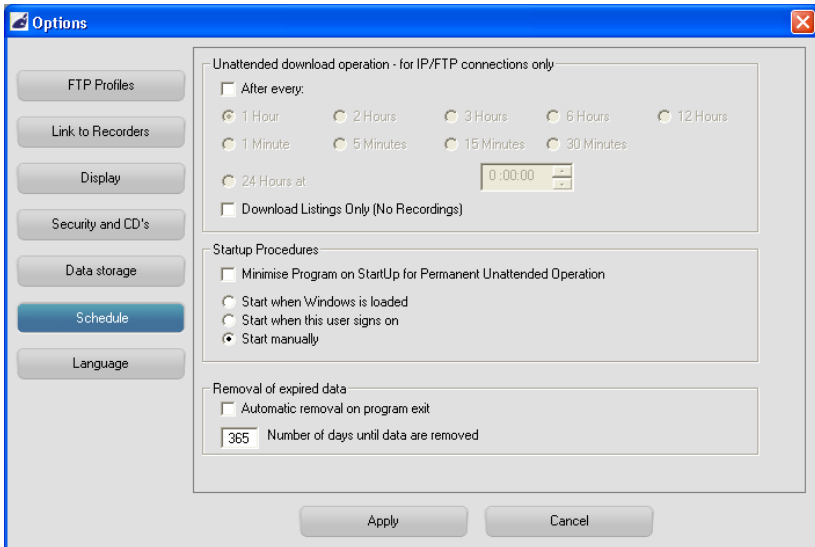
(Secondary settings are stored in APPDATA%\Vidicode\CRAccess)

Multi User

If an Archive is to be shared between to people using different PC's, both users should set the same paths for Data Storage and Options. Both Archives and Options should be stored on your PC or Network.

2.10 Schedule

Some options can be scheduled, like Unattended download of recordings, or unattended download of Listing of recordings and the deletion of expired data. The start up procedure can be specified.



- Check 'After every' and
- Choose the desired interval.

If you want to download only the Listing, not the actual recordings, also

- check Download Listings only.

Startup procedures

'Minimize program on start-up' places the application in the System Tray. The program can be started in three different ways.

- Automatically when any user signs on
- Automatically when the current user signs on
- Manually

The program can not start if no user signed on in Windows.

Removal of expired data

In some countries and situations it is obligatory to remove recordings after a set amount of time.

In the Call Recorder Access System there are two options for automatic removal:

- Automatic removal on program exit.

Which means all recordings will be erased from the database when you close the application, and

- Number of days until data are removed.

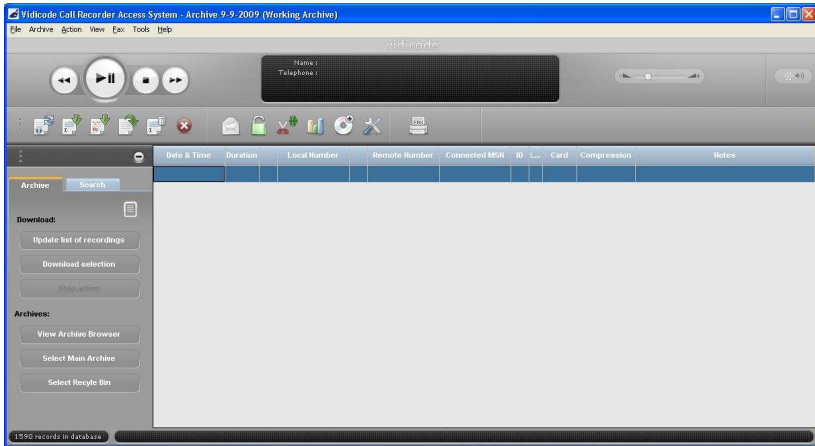
Specify the amount of days before the recordings are erased from the system.

Click Apply after you are satisfied with the options set.

3 Working with the Access system

When you have completed the installation and configuration of the application, you can start working with it.

First of all you will have to download the listing of recordings from the Call recorder(s) your Access system is connected to.



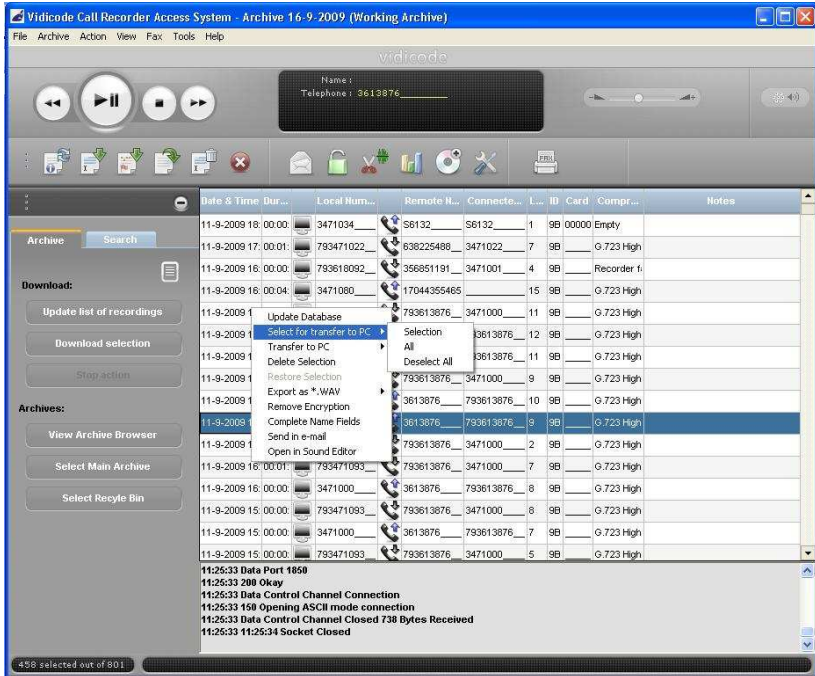
Now you can use the [Update Database] button

or the [Update list of recordings] button in the Download section of the left menu, to download the listing (not the actual recordings) to the PC.

Once you have downloaded the listing, several different actions can be done on the database.

Some or all recordings can be downloaded to the PC (note that downloading all recordings might take a considerable amount of time).

All actions can be started from the Main Menu or using the right mouse click or using the tool buttons above the listing.



3.1.1 Lay-out of the program

The lay-out of the program is divided in five sections. The menu bar, the playback section, the tool buttons, the archive and search tabs and the listing in the main screen.

3.2 The Archive tab

The archive tab has two sections and six shortcut buttons.

In the **Download** section the short cut buttons are:
 [Update list of recordings],
 [Download selection] and
 [Stop action].

In the **Archive** section of the tab the shortcut buttons are:
 [View archive browser],
 [Select main archive] and
 [Select recycle bin]

3.2.1 View Archive Browser

The archive browser is used to select archives. It allows you keep track of four types of archives.

The **Main Archive** is the archive that you are working with when you are connected to one or more Call Recorders

The **Closed Archives** are earlier used main archives. It is a list of all archives in your archive directory. The idea is that, after a while, you close an archive so it doesn't become too large to handle.

The **Remote Archives** are read only archives. Usually remote archives are archives placed on a server. They can be the Main Archive and Closed Archives of another user. This can be useful if many users want to have access to the recorded calls.

The **Recycle Bin** is an archive used as the intermediate state when you delete a recording from an archive.

3.2.2 The selected archive

The selected archive is shown as a list of all recordings. The archive is a database. Every row in the archive represents a record of a call. The various properties of the records are distributed over corresponding columns.

Use the Shortcut button [Select Main Archive] to go back to the main archive.

3.2.3 To open a remote archive

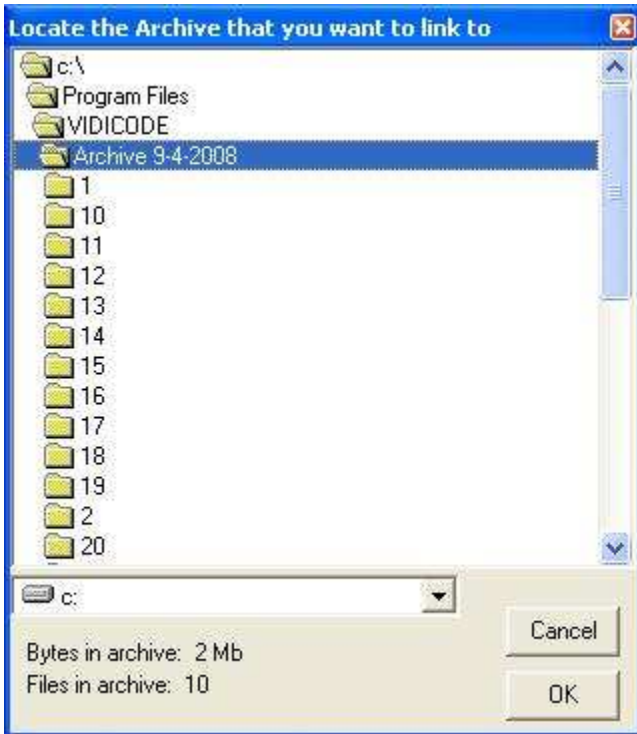
Remote Archives are read-only archives for viewing and play back. When an archive is shared by multiple users, only one of them should update the database.

To open a remote archive, you must create a link to it.

- Select 'Archive' from the menu bar and then 'Remote Archives' and 'Add link to Archive Browser'.

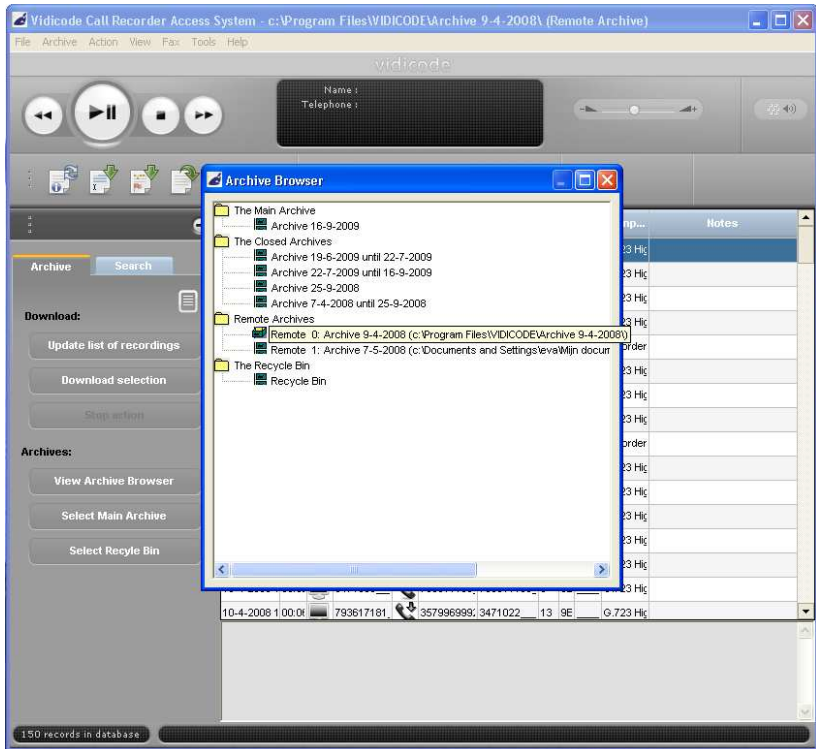



- Select a directory where the dialogue indicates an archive. If there is no valid archive in the directory, the dialogue will indicate 'No archive in this directory'.



- Click OK to confirm.

This Archive can now be chosen to be the main archive.



In the example we have opened the Archive browser. Click on the Archive Icon  to open the remote archive.

Once you have opened the archive, you can make it the Main Archive

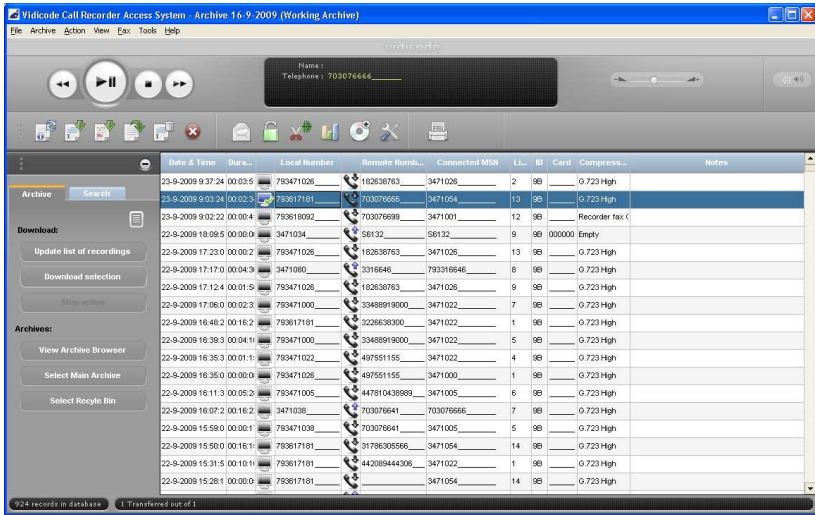
- Go to main Menu -> Archive -> Remote Archives and
- select the option Remote is my main Archive.

3.2.4 Select Main Archive

The Shortcut button Select Main Archive can be used to go back to the Main Archive immediately, after you have selected a Closed or Remote Archive earlier, for instance to search for a specific recording. Read more about the search function in §5.2

3.3 Working with the Archive

What you see is a listing of the records in the database. The listing provides information about the recording. (Date and Time, Duration etc) The icons show whether a recording is on the Call Recorder or has already been downloaded to your PC. An archive may look like the following:



Archives can be quite large. Therefore you may want to reduce the number of records shown in the list by applying a query as explained in § 5.2

3.3.1 Update Database

There are four different ways to Update the list of recordings. Automatically, Via the menu, Using the shortcut button or Using the tool button.



The function **Update database** retrieves all new records from the Call Recorders

If you selected automatic downloading of recordings, or listing or recordings in Tools -> Options -> Schedule (see also §2.10) the download will be automatically.

Otherwise

- Choose **Action** in the menu.
- Select **Update Database**.

or

- Press  (The Update Database tool button).
- or
- Press  (Update list or recordings shortcut).




The CR Access System keeps track of all records in the database. The Update Database function retrieves only the new records from the Call Recorders.

This function only works when there is a connection to one or more Call Recorders and when the Main Archive is selected. Remote and Closed archives are for Viewing and Play back only.

3.4 Records and Recordings

When updating the list of records manually the recordings are not downloaded yet.

If you want to download one or more of the actual recordings, there are different ways to go about it.

A selection of records can be made of which you want to download the actual recordings. A record is depicted with the  icon, the actual recording has not been downloaded. Once the recording of the record has been downloaded the icon is replaced with the  icon. Records marked to be downloaded later are depicted with the  icon

3.4.1 Download recordings immediately

Downloading a recording can be done in three different ways. Using the shortcut button, using the Tool button or using the Menu.

- Select the records that you want to download the recordings from.

A selection can be made using the PC's mouse and keyboard,

- Select the first record, keep the CTRL key pressed and select the next records,

or

- Select the first record, keep the SHIFT key pressed and select the last record, all records in between the first and the last will be selected as well.

or

- Make a selection using the Search tab. (see § 5)

To start downloading the recordings:

- Choose **Action** in the menu.

- Choose Transfer to PC.
- Choose Selected records.

or

- Press the  (Transfer to PC, Selected records Tool button)

or

- Press the  (Download selection shortcut button)

The status bar, below the listing will keep you informed about the download action. (see figure below)




3.4.2 Mark to download later


It is also possible to mark a selection of records to download the recordings at a later time. See § 3.4.1 and § 5 on selecting and searching) To mark a recording to be downloaded at a later time.

- Select the records you want to download the recordings of.
- Choose Action in the menu.
- Choose Select for transfer to PC.
- Choose Selection.

Or

- Select one or more recordings,
- Right click
- Choose Select for transfer to PC
- Choose Selection.

The marked records can be identified by the  icon.
The actual downloading can be started as follows:

- Either use the  (transfer to PC, Marked records tool button)

or

- Choose Action in the menu.
- Choose Transfer to PC.
- Choose Marked records.

Or

- Right click
- Choose Transfer to PC
- Choose Marked Records

All records marked with the  icon the recordings will be downloaded.

NOTE: It is always possible to deselect records.

- Choose Action in the menu.
- Choose Select for transfer to PC.
- Choose Deselect All.

Or

- Right click
- Choose Select for transfer to PC.
- Choose Deselect All.

3.4.3 Download all recordings

NOTE: Downloading all recordings may take a considerable amount of time, depending on the number of recordings and the duration of the recordings.

There are three different ways to download all recordings.

- Press the  (Transfer to PC, All records tool button)

or

- Choose Action in the menu
- Choose Transfer to PC
- Choose All records


or

- Right click
- Choose Transfer to PC
- Choose All records

3.4.4 Removing records

It is possible to delete one or more records. They will be put in the program's 'Recycle Bin'. This is not the Windows Recycle bin.

- Make a selection of records you want to delete.
- Choose Action in the menu.
- Choose Delete selection.

This action can also be performed using the tool button  [Delete Selection] or by right clicking and choosing the option Delete Selection.

All selected records will be moved to the 'Recycle Bin' of the program. See § 4.6 for explanation about the 'Recycle Bin'.

In the same way records in the 'Recycle Bin' can be restored to the current archive.

- Make a selection of records that you want to restore.
- Choose Action in the menu.
- Choose Restore selection.

or

- Right click or and choose the option Restore Selection.


NOTE Restored records are moved to the current (read most recently activated) archive.

3.4.5 Play back of recordings

A recording can be played back from the Call Recorder or from the PC. .

There are two options to play back a recording; using the play back section in the Call Recorder Access System, or using the Sound editor.

Play back using the Call Recorder Access System Recorder buttons

- Select the recording
- Press  (the Play / pause button) to start playback.

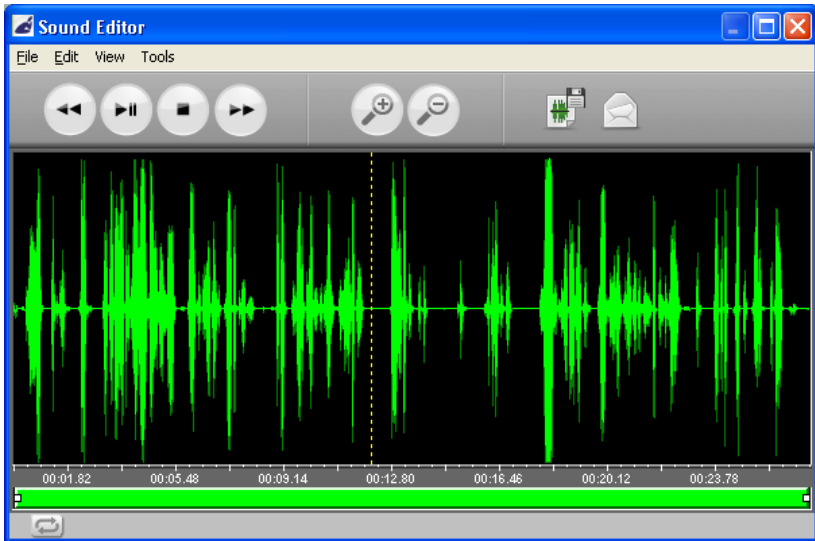
When the recording is already downloaded to the PC it will play immediately. A recording that has not been downloaded can be played if there is an enabled network connection with the recorder. The recording will be stored in the cache of the PC. It only takes a moment to download one recording.

Play back in the Sound editor

- Select a recording
- Choose Action from the menu
- Choose Open in Sound Editor

or

- Select a recording
- Right click
- Choose Open in Sound Editor



3.5 Using the Sound Editor

The Sound Editor displays the audio wave from the recording. It allows you to edit in a copy of the recording, not in the original. The (edited) recording can be saved to disk or sent by e-mail.

Before attaching the file to an e-mail message, the compression will be changed to GSM 6.10.

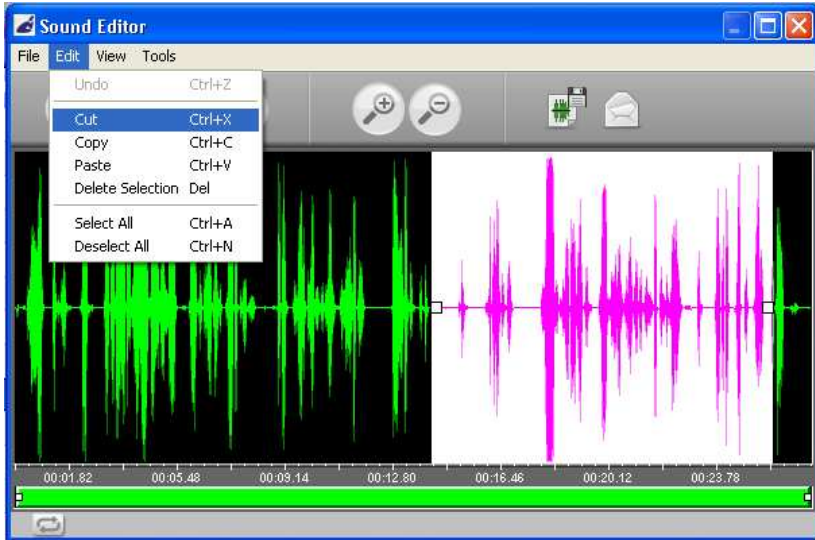
Use the Audio buttons to play back, pause, 60 sec forward or 60 sec. backward in the recording.

3.5.1 Edit the (copy of) the recording


Cut, Copy or Paste a section from the recording by selecting it with the mouse, clicking and dragging.

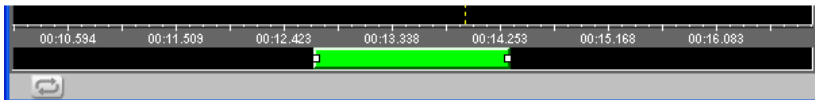
Then

- Choose Edit from the menu
- Choose Cut, Copy, Paste or Delete Selection



3.5.2 Zooming in on a file

To zoom in on a recording press the  Zoom in tool button. Use the slider at the lower part of the sound Editor to move from the beginning to the end of the recording.



3.5.3 Undo action

To undo the last action

- Press CTRL + Z


or

- Choose menu Edit
- Choose Undo

Note that only the last action can be undone. Pressing Undo twice will resulting redoing the last action after having undone it.

3.6 Export a selected file

To export a selected file

- Click the  Save to Disk tool button

(the Save As dialogue will open. Select a location for the file and give it a name. The file will be saved to in GSM 6.10 codec.)


or

- Choose Menu File (in the sound Editor)
- Choose Export as *.WAV

(the Save As dialogue will open. Select a location for the file and give it a name. The file will be saved to in GSM 6.10 codec.)

3.6.1 E-mail a file

To attach a recording, or the parts of it you did not cut out, to an e-mail message:

- click  (E-mail tool button).

If you use an e-mail program it will open and the file will be attached to it.

- Select the receiver
- Write your message and send the e-mail.

NOTE: If you use a web based e-mail program like MSN, Hotmail etc. You should first export the file and then attach it to your message.

3.6.2 Export and attach to e-mail

There are two ways to export a file. From the Sound Editor (described above in §3.6) and from the main Menu, described below.

- Select a recording
- Choose Menu Action
- Export as *.WAV
- Choose As Originally recorded or Converted to GSM 6.10 file format



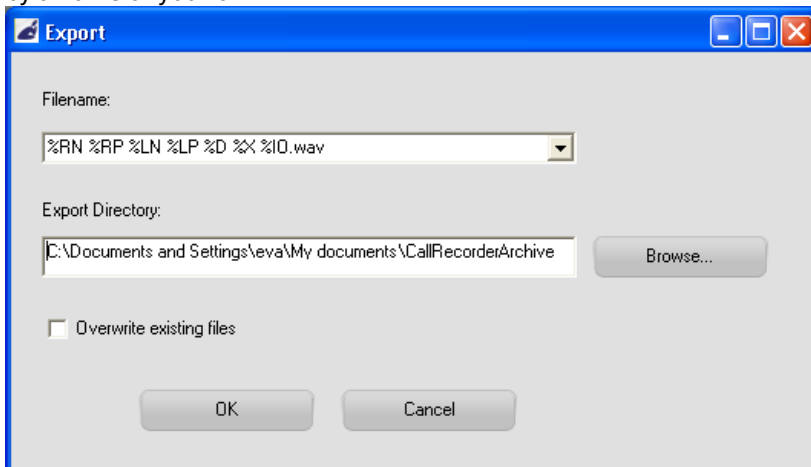
A dialogue opens in which you can specify a file naming scheme and location for the export.

The following tags are allowed in the file name and will be replaced with their content.

Tag	Meaning
%ORI	Original File name
%RN	Remote name
%RP	Remote phone number
%LLN	Local name
%LP	Local Phone number
%D	Date
%X	Duration
%IO	In or Out (direction)

The drop down box contains pre defined and recently used names.

When 'Overwrite an existing file' is not enabled, the file name will be appended with (2), (3) etc. necessary to create unique file names. It is also possible to replace the predefined name partially or completely by a name of your own.



- Click OK

Given you use the predefined name scheme, the file name will look like this: 33488919000____ 793471000____ 22-9-2009 16_39_30 00_04_10 l.wav

- Attach the file to your e-mail message as usual.

3.7 Assigning names to recordings

The various properties of records are displayed in the corresponding columns. For a number of properties it is possible to assign a name to a value of that property.

For instance the column 'Remote number' the remote number of the call is displayed if available. In the column 'Name remote number' a name can be assigned to a specific remote number. The program is now able to assign the same name to all records that share the same remote number. If the program does not perform this function automatically the function can be called as follows.

- Choose **Action** in the menu.
- Choose Complete name fields.

All name fields will be updated where a name can be assigned. For a detailed explanation of the columns of the database see § 2.7.

3.8 Remove encryption

This menu option removes encryption of the selected file(s).

The decrypted copy of the recording can be stored on your PC:

- Make a selection of one or any number of recordings
- Choose Action from the Menu
- Choose Remove Encryption
- Enter the PIN Code when prompted to do so

or

- Select one or more recordings
- Right click and
- choose Remove encryption from the pop up menu.

From then on the recordings are no longer protected. If you want to revert to the encrypted format on your PC, you must download the recording again from the recorders. Downloading with over writing only works with a selection of 1.

If you want to forward an encrypted recording as e-mail, you must first store it in decrypted format. It can only then be converted to GSM 6.10 and forwarded as e-mail.

3.9 Send in e-mail

Recordings can be attached to an e-mail message from the menu Action, from the pop up menu or using the tool button.


The recording has to be downloaded to the PC before it can be sent as attachment to an e-mail. The download will start automatically.

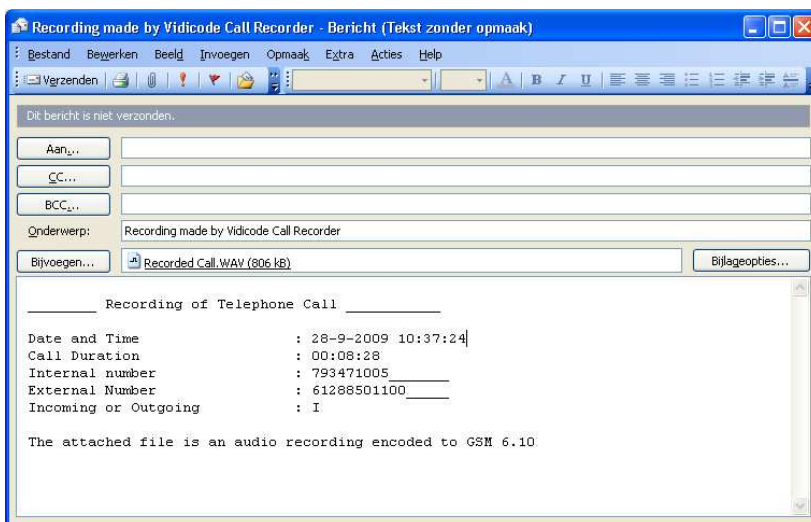
- Select a recording
- Go to menu Action -> Send as e-mail
- Wait for the recording to be downloaded and converted to GSM 6.10 format

- Select the receiver of the e-mail from the contacts in your e-mail program
- Write your message
- Send the item.

NOTE. This option does not work if you use web mail, like hotmail, Gmail etc. see § 3.5.1.

or


- click  (E-mail tool button).
- Wait for the recording to be downloaded and converted to GSM 6.10 format
- Select the receiver of the e-mail from the contacts in your e-mail program
- Write your message
- Send the item.



3.10 Fax converter

In the special version of the Call Recorder Access System one of the options is that it can convert fax recordings back to images. These images can be viewed with the built in Fax Viewer. There are fax recordings that can not be converted; 28k8 high speed faxes and colour faxes.

For a recording to be converted to a fax image, it has to be downloaded to the PC first, this automatically happens when you select a fax recording and press the View fax button.

Either select the recording and click the View Fax button  in the short cut button bar.

Or select the recordings you want to convert

- Choose Fax in the menu
- Choose Convert to image
- Choose Selected Recordings

The selected fax recordings will be downloaded and converted into images. The fax Viewer opens.

3.10.1 View Faxes

The fax viewer allows to view all converted faxes in the database.



To browse to other faxes in the database, use **1** and **2**.

To browse through the pages of a fax, use **3** and **4**

To rotate a fax, use **5**

To fit the fax image to the window or reset the zoom, use **6**

To zoom in and out , use **7** and **8**.

To print a fax, use **9**

To save a fax as a .tiff image, use **10**.

4 Managing your archives

The Call Recorder Access software can work with up to 250 Call Recorders of different models which can each handle up to 30 telephone lines. Therefore the archives may soon become very large.

Archives can be managed using the Archive menu. The options in the menu are: View Archive browser, Archive statistics, Export table to CSV, Export Archives to disk, Remote archives, Add the currently opened Archive to CD image, Delete the Archive, Recovery, Build CD Archives, Import Call Recorder CD.

The paragraphs below will explain how to work with the Archives.



The Archive browser can also be opened using the shortcut button

View Archive Browser

4.1 The Archive Browser

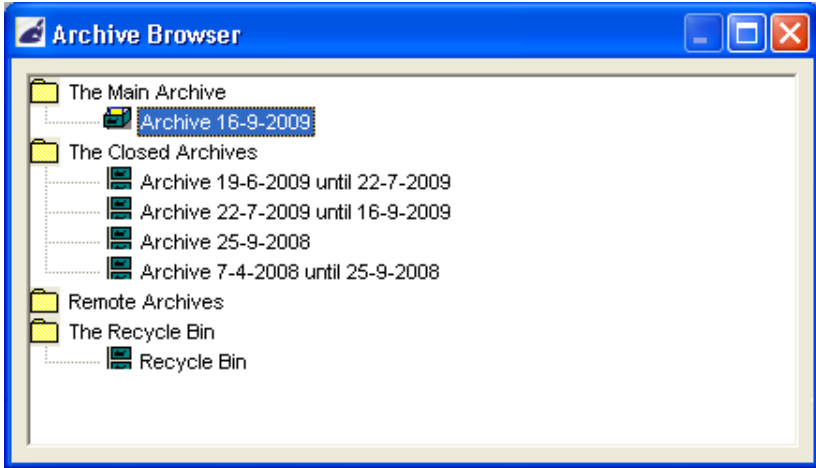
The Archive Browser is useful to work with more than one archive. It helps to find archives quickly.

The Archive browser has four standard directories: The Main archive, The Closed Archives, Remote Archives and Recycle Bin.

The Main Archive is the Working archive.

When you close an Archive and start a new one, the Closed Archive will show up in the list of closed archives.

Remote Archives can be either created by yourself or by others, placed somewhere on the network. To be able to connect to these Remote Archives a link should be made. See § 4.5 for a description.



In the example above the Archive started on 16-09-2009 is open.

4.2 To open a new archive

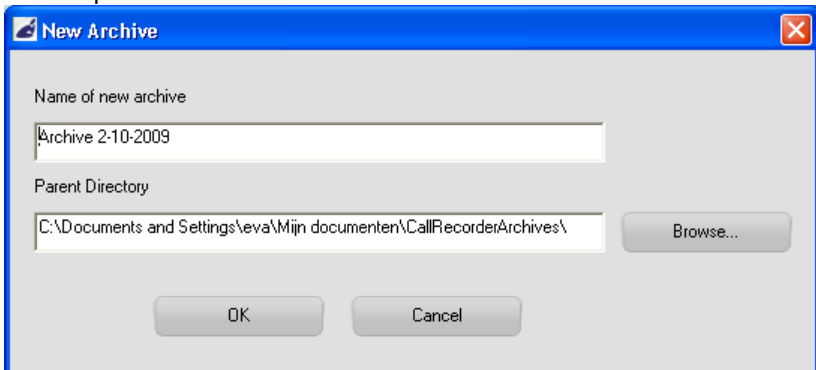
When you have installed the software a new archive is made. The archive is called 'Archive ' + date, e.g. 'Archive 19-3-2008'.

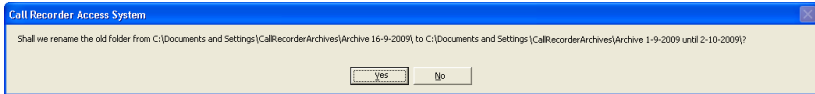
When starting a new Archive, the previous Archive will be transferred to Closed Archives and it will be given a logical name. For instance: Archive 16-09-2009 until 2-10-2009.

A new Archive can only be started as follows:

- Open the File menu
- Choose New Archive

A dialogue opens in which the name and location of the new Archive can be specified.





The old Archive will be closed and the system will ask for your confirmation to rename it. The first date in the new name will be the first day after the last day of the previous Closed Archive. If you do not want the name of the Archive to change, click No.

4.3 To begin a new archive at an earlier date

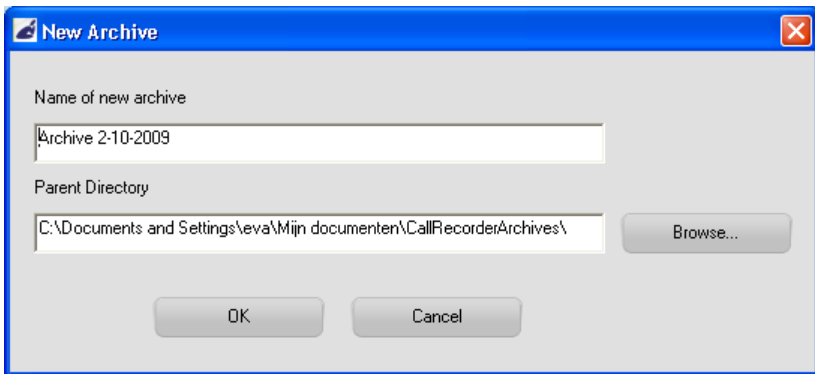
It is possible to reset the timeframe for an archive to any desired value. If you decide that the new archive should contain every recording from 1-1-2009, you can start the new archive at that date.

A new Archive can only be started as follows:

- Open the File menu
- Choose New Archive

A dialogue opens in which the name and location of the new Archive can be specified. Rename the Archive with the first date you want the Archive to contain.

NOTE: Before you download the listing of recordings in this new Archive, you have to reset the timeframe for the recorders you want to retrieve data from.



4.3.1 Reset Timeframe

It is important to reset the timeframe before you retrieve any data from the recorders. You must reset the timeframe for every recorder you are working with.

To reset the timeframe:


- Choose Tools,

- Choose Options
- Choose the FTP Profiles
- Select the recorder you want to reset the timeframe of
- Click Edit
- Click 'Reset timeframe'

A calendar opens in which the new first date of the timeframe can be set.

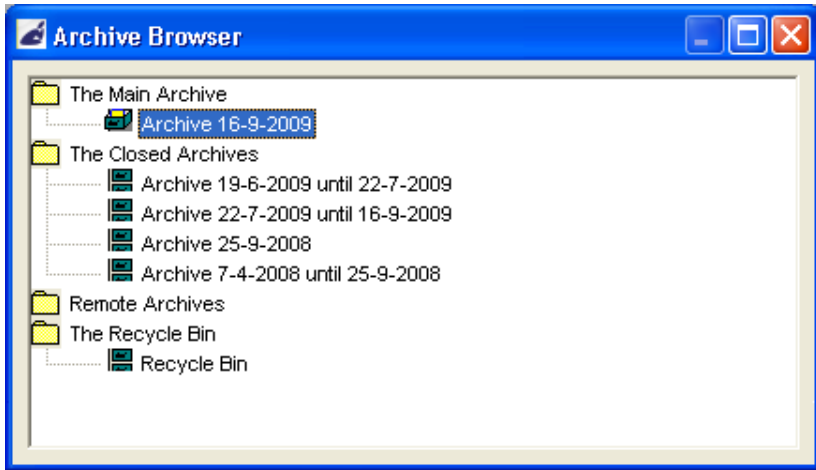
- Set the date and click OK in the calendar dialogue
- Click OK in the Edit dialogue
- Click Apply in the Options dialogue

Having gone through these steps you can now download the data to the

Archive by either clicking the Tool button  or choosing the Action menu and the option Update database.

4.4 Closed Archives

When you have opened a new archive, your earlier archive has become a 'Closed Archive'. On the Archive Browser tab, you can find a list of closed archives (if there are any).



- Click on the Archive icon to view a closed Archive.

The data will be visible in the main window of the Call Recorder Access System. The Archive is still closed, meaning that no records can be added.

4.4.1 To re open a closed Archive:

- Choose Set current Archive as working archive from the Archive menu.

Be aware that if an old Archive is re opened and set as Working Archive, the recordings made between the last day of the old archive and the current date will not be in the archive.

Without setting the closed Archive as working archive it is still possible to use it.

Download a (selection of) recording(s) to the PC (see § 3.4.1) and play it back (see § 3.4.5), send it by e-mail (see § 3.6.1),

4.5 Remote Archives

Remote Archives are stored outside your PC. They are not different from any other archive, but they are 'read only'.

One obvious way of using a remote archive, and the reason it is named so, is by placing an archive on a network location. The archive then is maintained from one user's PC and the other users can access it 'read only', just to find and listen to recordings.

4.5.1 Link to remote Archive



- Open Archives in the menu
- Choose Remote Archives
- Choose Add link to Archive Browser.

A window will open in which you can select the Archive you wish to connect to.

Connect to the archive by clicking on the icon. The data in the Archive will now be shown in the main window of the Call Recorder Access System.

4.5.2 Export an Archive

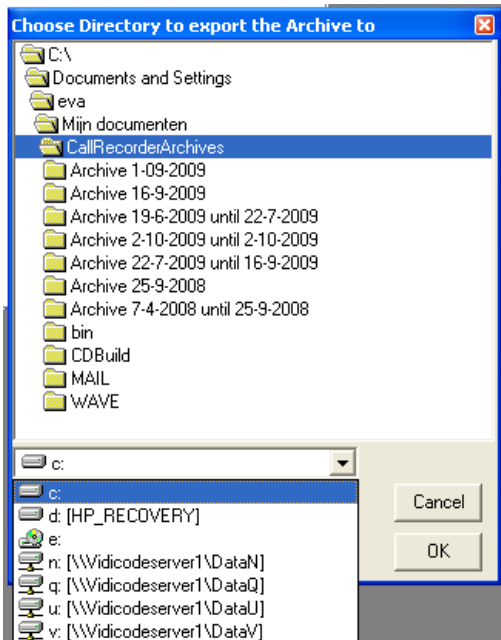
Another way of using remote archives is by exporting Closed Archives to a mass storage device, a network server or to the hard disk of the PC. The link to the exported archive will be added to your list of remote archives automatically.

- Choose Export Archive to disk from the Archive menu

A dialogue opens in which the location for the export can be selected.

- Click OK

The Exported Archive is now added to Remote Archives in the Archive Browser.



4.6 The Recycle Bin

The Recycle Bin is like the Windows Recycle Bin. All deleted records and recordings from archives are placed in the Recycle Bin. The Recycle Bin looks like any other archive, recordings can be played in the same way as in a normal archive. Erroneously deleted records can be restored to the current archive as follows.

- Make a selection of records you want to restore.
- Choose Action in the menu.
- Choose Restore selection.

NOTE: Restored records are moved to the Working Archive.

Recordings deleted from the Recycle Bin are permanently lost.

5 Search and sort

To be able to find a (selection of) record(s) quickly, the application has extended search and sort possibilities.

5.1 Sorting the listing

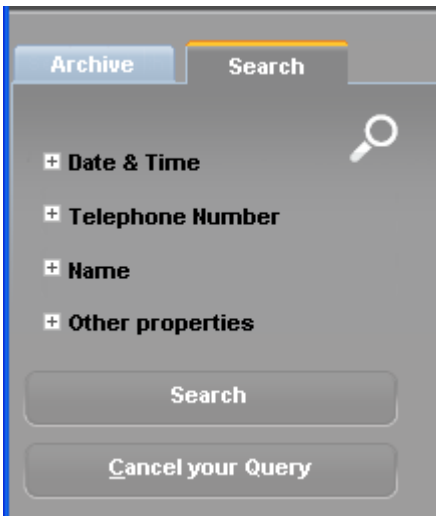
All records in the database are sorted according to date and time as a standard. The sort can be reversed by clicking the head of the column.

- Click on the head of another column to sort the database according to that column's property.
- Click the column head again to reverse the sort.

5.2 Searching for records

The larger the call database, the more important the search function becomes.

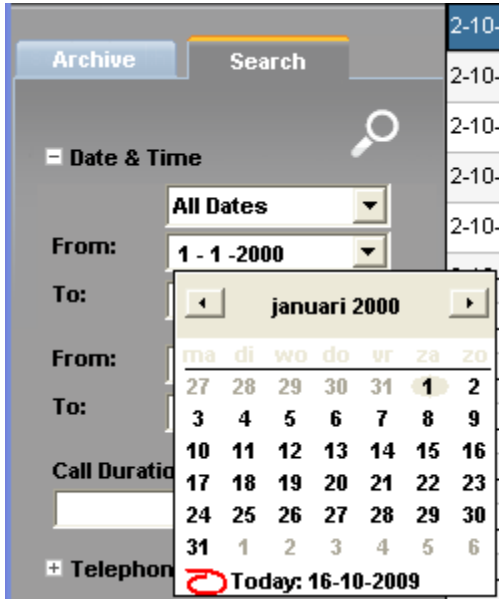
Open the Search tab to define your query.



The obvious properties to use in a query are: Date and Time, Telephone number and Name.

5.2.1 Search by Date and / or Call Duration

The properties for a Date and Time can be set by clicking the + in front of it and selecting the criteria you need.



There are two ways to define a query according to date.
In the drop box a number of predefined date intervals is displayed.

- Select an interval and click **OK** to execute the query.

Another option would be to define a date range by setting a 'from' and a 'to' date in the calendars.

- Click the arrow in the drop box 'From'
- Select a From date in the calendar.
- Click the arrow in the drop box 'To'
- Select a To date in the calendar.
- Click **Search** to execute the query.

Alternatively, enter the date in the From and To boxes and click Search, or further define your query using Telephone number, name or other options.

In the calendars the current date is circled in red.

To refine your query according to Call Duration enter the range of seconds (e.g. 120 – 180 for 2 to 3 minutes etc.)

5.2.2 Search by Telephone number

There are 3 ways to search by Telephone number; Remote number, Local number or connected MSN.

- Enter the Telephone number you want to search for
- Click Search

Or further define your query using Name and / or Other properties.

5.2.3 Search by Name

There are 3 ways to search by Name; name of Remote, Name Local Telephone and name connected MSN.

- Enter the Name you want to search for
- Click Search

Or further define your query using or Other properties.

5.2.4 Search by Other properties

There is a number of other properties to use or refine the query by; Notes, CallRecorder Name, Channel Name, Incoming or Outgoing, Recording type.

- Enter a word or words in the Notes field you want to search for
- Click Search

Or further define your query using one or more properties .

- Choose a Call Recorder from the list in the drop box
- Click Search

Or further define your query using one or more properties.

- Enter the Channel number
- Click Search

Or further define your query using one or more properties.

- Choose Incoming or Outgoing
- Click Search

Or further define your query using one or more properties.

- Select a recording type from the drop box.

Archive Search

To: 23:59:59

Call Duration in sec.
123-180

+ Telephone Number

+ Name

- Other properties

Notes

CallRecorder Name

Channel Number

Incoming or Outgoing

Recording type

- All Telephone Calls
- Calls not answered
- Calls Answered and Recorded
- From Audio input or Microphone
- Messages on Answering machine or Recorded Faxes

On 'Recording type' a recording type can be selected to further narrow down the search results.

All Telephone Calls, Calls not answered, Calls Answered and Recorded, From Audio input or Microphone, messages on Answering machine or Recorded faxes.

Incoming or outgoing calls can be selected, as well as microphone recordings or answering machine messages.

- Click **Cancel your Query** to return to the main archive.

6 Archiving recordings on CD's

The CR Access System has a special feature to classify archives for CD backup purposes and an integrated CD burner module. The archives are referred to as 'CD Archives'. CD Archives are not necessarily archives on CD rather than archives whose size is limited to guarantee that they can be copied to CD. CD Archives are stored on the hard disk of your PC. CD archives have a different structure and are therefore limited to 12000 entries.

Quite often when you want to place an archive on CD it must be spread across multiple CD's. The software will therefore create several databases. This will allow you to open the CD's one by one as a complete archive from the software. It is not necessary to copy them all back to the PC.

CD archives can be used for other purposes. You could create larger sub archives to fit on DVD, or you could copy the archive to another medium such as a memory card.

The most important feature of CD Archives is that their size is monitored not to exceed the maximum size of a CD recordable. If the size of a CD Archive nears the maximum size of a CD the program will create a next CD Archive, up to a maximum of 10 archives.

6.1 Add recordings to CD Archives


There are several ways to add recordings to the CD archives:

Add a selection such as the currently selected recording.

Make a query, then add the archive, which will only add the query

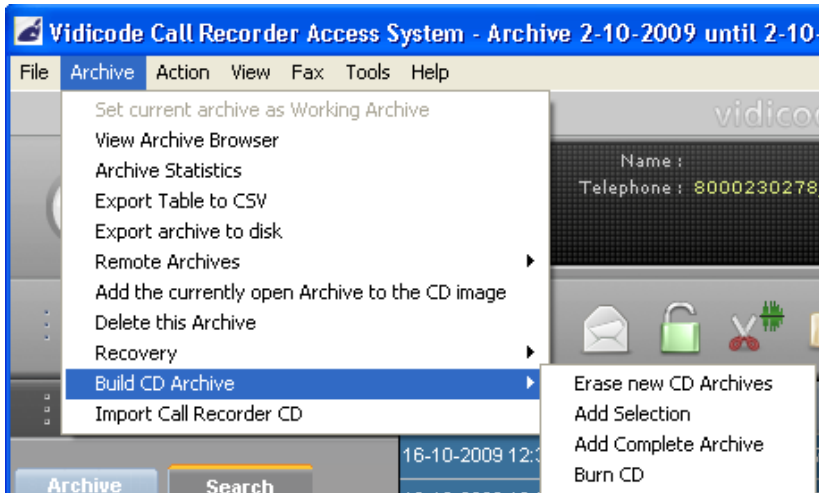
Add the full archive, usually as a full back up

To add a selection of recordings to the CD Archive:

- Make a selection of recordings you want to add to the CD Archive.
- Click Add to CD Archive Tool button .

or

- Open the Archive menu
- Choose Build CD Archive.
- Choose Add Selection.



To add a query to the CD archive:

- Make a query.
- Click Add to CD Archive Tool button .

or

- Open the Archive menu
- Choose Build CD Archive.
- Choose Add Complete Archive.

To add queries from several archives to the CD archive open the Archive browser, select another archive and repeat the actions:

NOTE As is the case in the current archive the program does not monitor the files copied to the CD Archives. It is therefore possible to add the same recordings to the CD Archives twice!

6.2 View CD Archives

CD Archives are very much like normal archives. As long as the CD Archives are on your hard disk these archives can be opened and viewed as follows.

- Choose **File** in the menu.
- Choose Archive on CD.
- Choose Open Database on CD.
- Select folder CD0 to CD9.
- Open the archive in the selected folder.

In the CD Archive it is only possible to view the data of the recordings. It is not possible to play recordings from a CD Archive. Only when the CD Archive is copied to a CD recordable the recordings can be played. If the CD Archive has already been copied to CD the archive can be opened as follows:

- Choose **File** in the menu.
- Choose Archive on CD.
- Select Open database on existing CD.

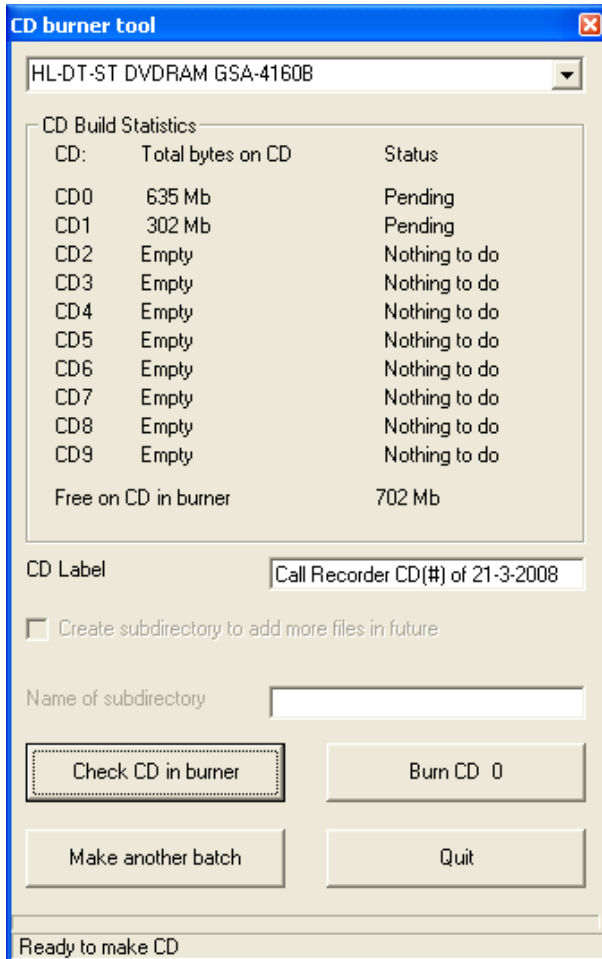
A dialogue similar to the Working archive dialogue appears in which the archive on CD can be selected and opened.

6.3 Make back-up on CD

The CD Archives as they are made by the program will always fit on your CD recordable (see also the following paragraph). To copy the CD Archives to CD:

- Choose **Archive** in the menu.
- Choose Build CD Archive.
- Choose Burn CD

You will see the following:



In the example above the CD Archive is for only 2 CD's. The user has already clicked the Button 'Check CD in burner' and the software reports in the 'Status' line it is ready to make the CD.

- Now click the button 'Burn CD 0'.

The burning process will start. The status column will keep you informed about the phase of the burning and the progress bar will show you the progress. When the first CD is finished it will open the CD drive and prompt you to insert the next CD. This will repeat until all CD's are finished.

Since the software takes care of the progress, you cannot make more CD's until you click the button 'Make another Batch'.

The CD burner can also handle small back-up archives that you may want to place on a sub directory on the CD. This option will only appear when only one CD is to be made.

- Select the option
- Enter the name of the subdirectory on the CD.

You can add one or more archives to the same CD at any time before actually burning the CD.

6.4 To clear the CD Archives

It is important to clear the old archives after making the CD's. This will help you to avoid duplications:

- Choose **Archive** in the menu.
- Choose Build CD Archive.
- Choose Erase new CD Archives

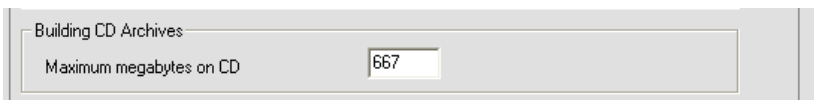
Because of the risk of duplicates if you do not keep track of the contents of the CD Archives, in every session the first time you add something to CD Archives from earlier sessions, a warning will be displayed.

6.5 Setting the size of the CD Archives

Because there are differences in CD recordable storage capacity the maximum size of the CD Archives can be set to a desired value.

- Open the **Tools** menu
- Choose Options.
- Select the Security and CD's tab.

In **Building CD Archives** you can set the **Maximum megabytes on CD** value. Standard this value is set to 700 Mb.



6.6 Import Call Recorder CD

This refers to CD's made by a Call Recorder with an integrated CD drive.

It is possible to import recordings from a Call Recorder CD into the Archive.

NOTE: The CD must have a 'directory' created on it by a Call Recorder.

- Choose **Archive** in the menu.

- Select Import Call Recorder CD.

A new dialogue will open in which the recordings on the CD can be selected.

- Select a recording
- click Open.

The selected recording will be imported in the archive you are working with at that moment. .

NOTE: It is not possible to import a selection of recordings.

7 Encrypted recordings

All Vidicode Call Recorders have the option to store recordings in an encrypted format. This is always done using the so called Crypto Card, which is an IC card, very similar to a credit card.



To decrypt and play the recordings a card from the same set is required. To open that card for decryption a PIN Code must be entered.

The encryption is considered safe and hard to break. The security level can be compared with the security of electronic banking systems.

There are several encryption systems with slightly different purposes, such as privacy protection, network security and evidence of authenticity. There is no difference between them for the Software.

The CR Access System will automatically recognise encrypted recordings and display the following warning: "CryptoCard needed but not found"

7.1 Configuration for decryption

To play encrypted recordings the following is needed:

- A chip card reader installed on the PC

- A Crypto Card with the same number as used in the recorder
- The PIN Code of the card

Most Chip Card readers are for connection to the USB port. A compatible card reader can be ordered from your Vidicode dealer as part number 1359.

Other card readers may work as well. They must be compatible with the ISO 7816 T=1 protocol. It is recommended to install the drivers of the card reader before connecting the reader.

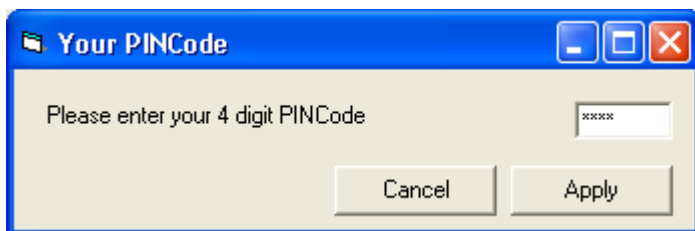
The software will only load the drivers for the card reader after you enabled this in the program options:

- Select Tools from the Menu
- Select Options
- Choose Security and CD's
- On Crypto Card functions, enable 'Use Card Reader'

The reason this must be enabled is that, when no card reader is connected the software may take a long time to boot because it searching for the reader.

7.2 To play a recording using the Crypto Card

The recording will play as usual, but first prompt you for the PIN Code.



Various errors may occur:

- You are using a card that does not match the recording
- You entered the wrong PIN Code
- A wrong PIN Code has been used 4 times and therefore the card is blocked, and has to be unlocked

In case this happens you will be informed with the appropriate error message and instructions.

One of the CryptoCard settings in Program Options is the timeout of the PIN Code in minutes. When working with many recordings from the same set of cards you do not want to enter the PIN Code every time. The software will use the same PIN Code but it will expire when you do not use it for a certain number of minutes.

7.3 To store a recording in decrypted format

Recordings can be stored in a decrypted format on your PC:

- Make a selection of one or any number of recordings
- Choose Action from the Menu
- Choose Remove Encryption
- Enter the PIN Code when prompted to do so

From then on the recordings are no longer protected. If you want to revert to the encrypted format on your PC, you must download the recording again from the recorders. Downloading with over writing only works with a selection of 1.

If you want to forward an encrypted recording as e-mail, you must first store it in decrypted format. It can only then be converted to GSM 6.10 and forwarded as e-mail.

8 Charts and Tables

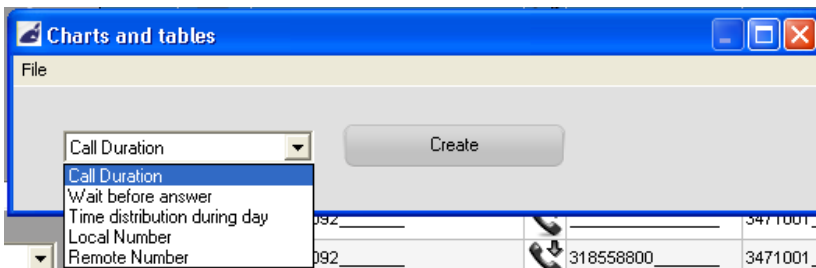
The software has a Charts and Tables option to analyze the telephone traffic.

- Open the Tools menu
- Select Charts and Tables

or

- Click the Tool bar button 

A dialog will open in which you can specify what kind of information you want to display. The displayed information will be about the entire database, or about a pre defined selection. Learn more about how to make a selection in § 5.2



The options are: Call duration, Wait before answer, Time distribution during day, Local number, Remote number.

- Choose one of the options
- Click Create

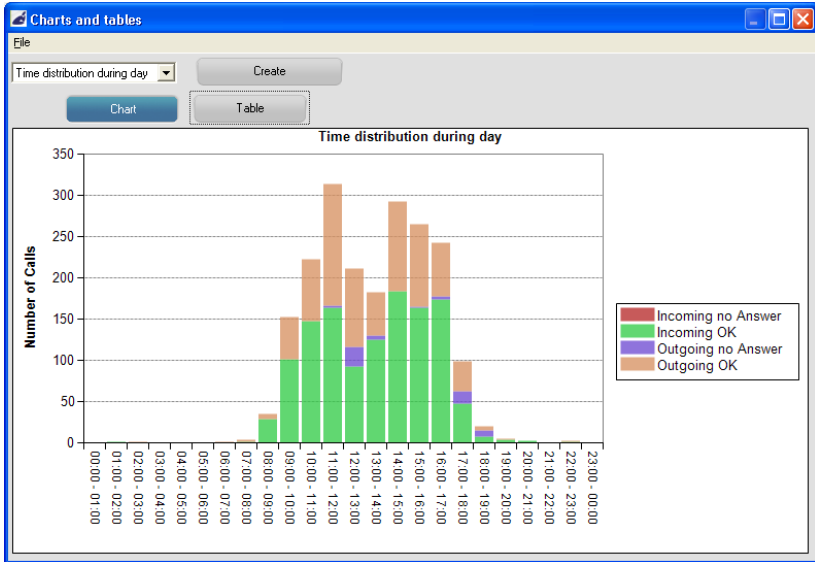
The example in the picture below is the distribution in time over the day of all office calls in a certain period as a Stacked bar chart.

There are three different display options: Stacked bar chart, Clustered bar chart or Table.

- Open File in the Charts and Tables window and make your choice.

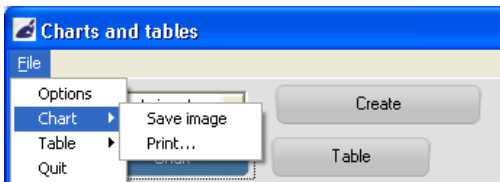
The charts show:

- Incoming calls answered
- Outgoing calls answered
- Incoming calls unanswered
- Outgoing calls unanswered



The information displayed by the chart can show different aspects of call behaviour directly and problems apparent if the input data is properly selected.

The information displayed can also be printed or saved as a .csv file, which can then, in turn, be opened in an Excel sheet.



- Select Chart from the File menu
- Choose Save image or Print...

Or

- Select Table from the File menu
- Choose Export table to csv or Print..

The image can be saved in a number of standard file formats in a directory you choose. The .csv file can be stored in a directory of your choice as well.

9 Other Program options

A number of options has not been described yet, because they have a function not directly related to archiving recordings or play back of recordings.

9.1 File menu

All options in the file menu have been described.

New Archive can be found in § 4.2.

Open Archive is described in § 4.4.1.

The options are to open the Working Archive, or an Old Archive § 4.4.

The section Archive on CD is described in § 6

9.1.1 Print list of recordings

The File menu also has an option **Print list of recordings**.

- Make a selection of recordings as described in § 5.2
- Choose Print list of recordings
- Select the printer you want it to be printed by

The list will be an image of the list you see on screen.

9.2 Archive menu

View Archive browser is described in § 4.1

Export table to .csv is described in §

Export Archive to Disk is described in § 4.5.2

Remote Archives is described in § 4.5

Add currently open Archive to CD image is described in § 6

Build CD Archives is described in § 6.1

Import Call Recorder CD is described in §6.6

9.2.1 Archive statistics

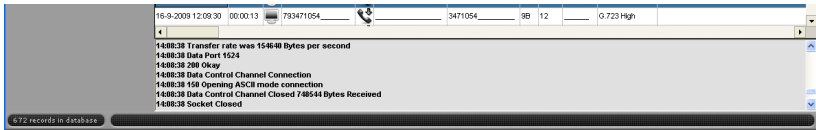
This option gives information on the currently selected Archive

As shown in the figure below.



9.3.3 Network communication details

Enable this option to see the network communication details at the bottom of the main window.



9.3.4 Move to system tray.

Moves the program to the Windows System tray. The program is active, but invisible until you restore it by clicking the icon in the System tray.

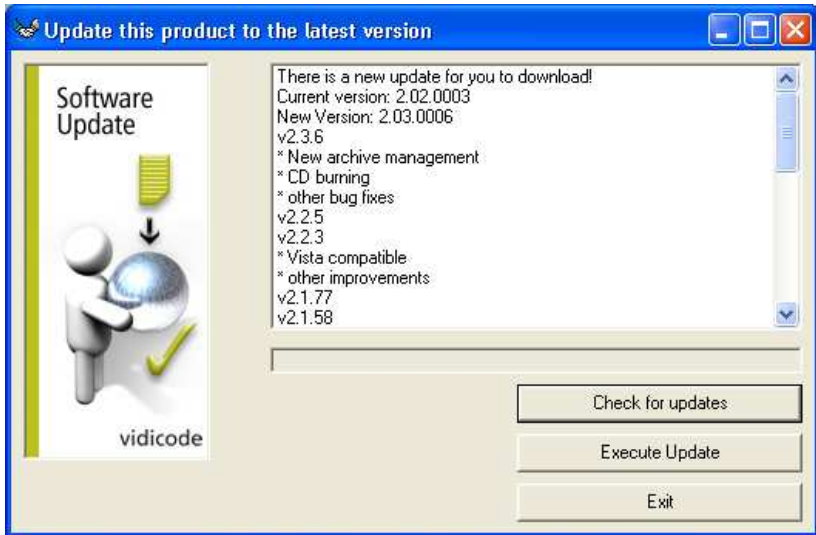


10 On Line Product Update

Like most software products the CR Access System can be updated on line to the latest version.

From the menu select 'Help' and 'On Line Product Update'.

The update dialogue will open. Click 'Check for Updates'. You will see something like this:



Click 'Execute Update' when you want to install the update.

11 Acknowledgements

Use of the CR Access System in combination with a certain number of Call Recorders bears a certain reasonability with it. Below you will find a discussion about this subject and our view upon using the program.

11.1 Privacy

When recording telephone conversations the privacy of your conversation partner must be considered.

In some countries there is an obligation to notify your conversation partner of the recording. Check your national legal obligations on this and other issues concerning the use of the CR Access System.

In the United States, the Federal government requires that only one person involved in a conversation must know the call is being recorded. However, each state has its own legislation. The vast majority of states have laws complying with the Federal 'one party' requirement. A few states, e.g. Florida, do require both parties to be aware the call is being recorded.

Call Recorders can comply both with the one party or two party requirements. One party simply means the person with the Call Recorder knows the call is being recorded. Compliance is made with two party requirements by sounding a notification tone during the call.

11.2 Liability

Recorded calls can be of vital importance to companies or other organizations. We cannot guarantee the correct functioning of the program under all circumstances. We deny any responsibility for the loss of information or other damages due to the use of the CR Access System.

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