

Aprisa Client Manual

V3.0
VC2005



vidicode

Vidicode

Blauw-roodlaan 140
2718 SK Zoetermeer
The Netherlands

Phone

+31(0)79 3471000

Fax

+31(0)79 3618092

Sales

+31(0)79 3471010

Support

+31(0)79 3471005

Email

info@vidicode.com

Internet

www.vidicode.com

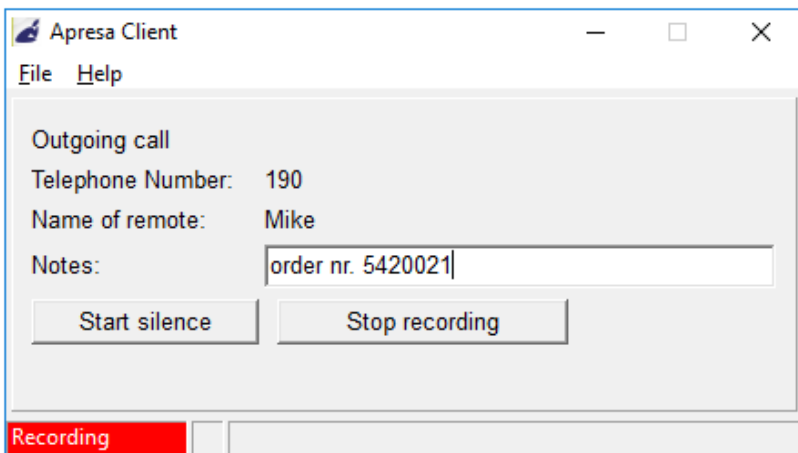
Contents

1	Apresa Client	3
1.1	Apresa Client Introduction	3
1.1.1	Configuration in the Apresa web interface	3
1.1.2	Screen recording	4
1.1.3	Blank a Part of a Screen Recording	4
1.1.4	Adding notes during a call.....	5
1.1.5	Closing the Apresa Client.....	5
1.2	Apresa Client Menu	5
1.3	Apresa Client Options.....	6
1.3.1	Apresa Client: account settings.....	6
1.3.2	Apresa Client: server connection with Apresa	7
1.3.3	Apresa Client: Screen	7
1.3.4	Apresa Client: Actions.....	9
1.3.5	Hotkey	11
1.3.6	Display	12
1.3.7	Start / Exit.....	12
1.3.8	Security	13
1.4	Apresa Client PRO Licensing	13
2	Free Seating and the Apresa Client.....	14
2.1	When you don't need the Seats Configuration	14
2.2	Configuring the Seats Configuration	14
2.2.1	Summary of the Seats Configuration	17

1 Apresa Client

1.1 Apresa Client Introduction

This is the manual of the Apresa Client, a client for Vidicode Call Recorder Apresa. Apresa Client is PC software that can be used to do screen recording, start and stop recordings, make notes, and perform other actions on active calls. The Apresa Client communicates with the Apresa server machine. It is intended to be used by users or agents that have a telephone that is recorded by the Apresa server. You can use Apresa Client for [Free Seating](#).




1.1.1 Configuration in the Apresa web interface

Options → Users

For users to use Apresa Client, they must have an enabled Apresa account. To create a user account, open the Apresa web interface and log in as administrator, and go to the users screen. When creating the new account, also specify the telephone (or telephones) belonging to the user. Calls that involve these telephones are reported to the Apresa Client, to trigger, for example, screen recording.

1.1.2 Screen recording

Apresa Client for Windows → File → Options → Screen

To enable screen recording, the "Screen recording" option must be enabled in the Options of the Apresa Client. Screen recording starts when a call is initiated or received, and stops when the call stops. The screen recording is then uploaded to the Apresa server. You can download the screen recording of a call in the **Home** tab of the Apresa web interface. Select a call and click on the 'Download screen recording'  button.

Options → Recording settings

Note: In the call listing of the Apresa web interface, you will easily see which recordings have screen recordings attached to them, if you enable the Visible Column "Special properties of the recording" in the Recording Settings.

Differences between video file formats

Apresa Client creates screen recordings in wmv format. Apresa Client Professional is able to create screen recordings in mp4 format. You can download wmv and mp4 files and watch them on your PC.

Note that wmv files are playable in Internet Explorer, while mp4 files are playable in modern browsers like Chrome, Firefox and Edge.

1.1.3 Blank a Part of a Screen Recording

Options → Recording settings

In the Recording settings of the Option menu, turn on Silence on Demand.

Apresa Client for Windows → File → Options → Hotkey

- Click on the Start Silence edit box and press a key, for example, F6.
- Click on the Stop Silence edit box and press a key, for example, F7.
- Start the call
- Before you are about to view privacy sensitive information, e.g. somebody's home address, press the "Start Silence" key you have chosen.
- Press the "Stop Silence" key you have chosen to continue the screen recording.

- End the conversation


Result: there will be a screen recording, with a blank part in it.

1.1.4 Adding notes during a call



Edit the notes field to add a note to the call.

1.1.5 Closing the Apresa Client

Go to the Apresa Client (in Windows). When you click on the close button  of the main screen, the main screen will close, but the application will remain active in the background. To close the application completely, right-click on the Apresa Client icon in the system tray, and choose Exit.

1.2 Apresa Client Menu

File


- Account: Set the username and password for logon to Apresa. This screen can be reached also when the options screen is locked with a password.
- Options: Change the configuration.
- Licensing: Only available in the Professional version for managing the license
- Log Files: Opens in explorer the directory that contains the log files
- Exit: Closes the application

Help

- Contents: Opens the inline manual.
- Check for update: Checks for updates online. Updates can be installed here too.
- About: Show version information.

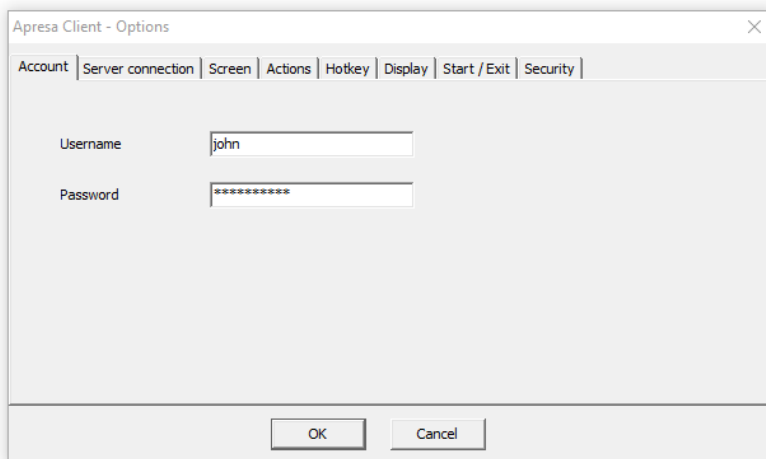
1.3 Apresa Client Options

Apresa Client for Windows → File → Options

To open the options screen of the Apresa Client, choose Options from the File menu or click on the  button.

1.3.1 Apresa Client: account settings

Apresa Client for Windows → File → Options → Account

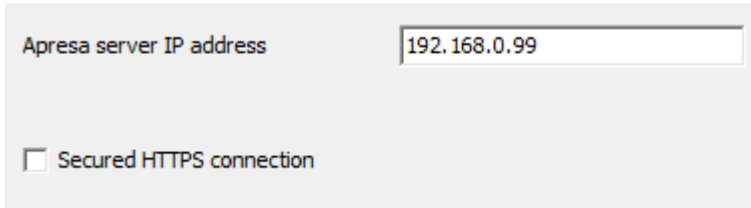


The screenshot shows the 'Apresa Client - Options' dialog box with the 'Account' tab selected. The dialog has a title bar with a close button (X) and a menu bar with the following tabs: Account, Server connection, Screen, Actions, Hotkey, Display, Start / Exit, and Security. The 'Account' tab is active, showing two input fields: 'Username' with the text 'john' and 'Password' with a masked password '*****'. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

On the account tab, input your Apresa username and password.

1.3.2 Apresa Client: server connection with Apresa

Apresa Client for Windows → File → Options → Server Connection



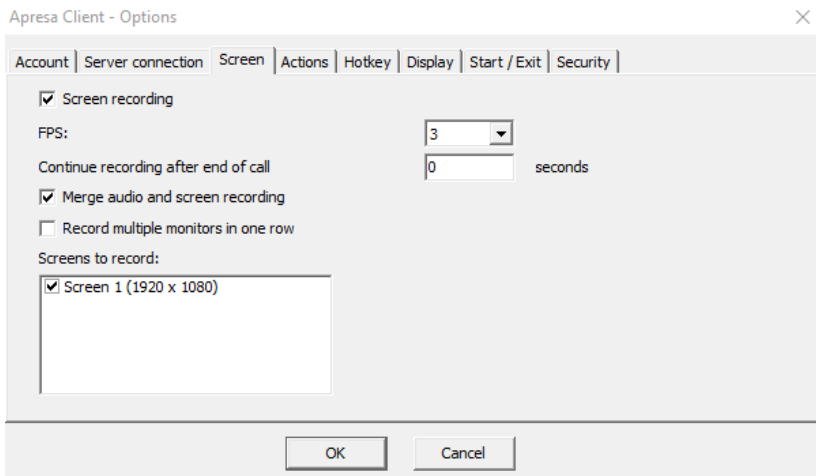
The screenshot shows a dialog box with the title 'Apresa server IP address'. It contains a text input field with the value '192.168.0.99'. Below the input field is a checkbox labeled 'Secured HTTPS connection' which is currently unchecked.

Apresa Server IP address: The IP address or IP name of the Apresa server. If a non-default port is used, add a colon and the port number, for example: 1.2.3.4:9000

Secured HTTPS connection: When this option is enabled, Apresa Client will communicate with Apresa using the HTTPS protocol. For this to work, it is needed that HTTPS is also enabled and configured on the Apresa server.

1.3.3 Apresa Client: Screen

Apresa Client for Windows → File → Options → Screen



The screenshot shows the 'Apresa Client - Options' dialog box with the 'Screen' tab selected. The dialog has several tabs: Account, Server connection, Screen, Actions, Hotkey, Display, Start / Exit, and Security. The 'Screen' tab contains the following options:

- Screen recording
- FPS: 3 (dropdown menu)
- Continue recording after end of call: 0 seconds (input field)
- Merge audio and screen recording
- Record multiple monitors in one row
- Screens to record:
 - Screen 1 (1920 x 1080)

At the bottom of the dialog are 'OK' and 'Cancel' buttons.

Screen recording: If this option is enabled, a recording of what is visible on the screen will be made during a call, and uploaded to the Apresa server afterwards.

Standard: The standard screen recording method is available by default. Recordings are in WMV format.

Advanced: The advanced screen recording method is available only in the Professional version. Recordings are made in MP4 format. A higher capture framerate might be possible.

FPS: The number of frames per second of the screen recording. A higher value gives a better quality video, but requires more CPU power and disk space.

Continue recording after end of call: The screen recording will continue until the specified number of seconds have elapsed, or until a new call starts.

Merge audio and screen recording: Merge the audio recording, as provided by the Apresa server, with the screen recording. This option is enabled by default. The merging process takes place after completion of the call, and uses much CPU power.

Record multiple monitors in one row: If multiple monitors are recorded, record all the monitors simultaneously in one (wide) row, in one file. For the advanced screen recording method, this is always done. Otherwise, monitors are recorded separately and stored in separate files, and combined together in a compressed zip file.

Screens to record: If the PC has more than one monitor, choose here which monitors should be recorded. The monitors are recorded separately, and the separate screen recordings are uploaded to the server in a combined .zip file. *Known problem:* The mouse cursor is not captured correctly in a multi-monitor setup.

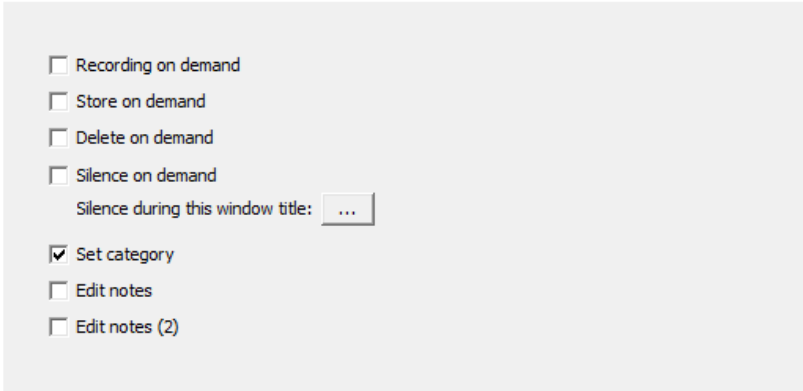
Extra settings for the Advanced screen recording method:

Show mouse clicks: Mouse clicks are visually shown in the screen recording using a colored circle.

GPU acceleration: This can improve the fluency and speed of the capture and lower main CPU usage (enabled by default). Disable in case of incompatibility.

1.3.4 Apresa Client: Actions

Apresa Client for Windows → File → Options → Actions



Recording on demand: Shows a button "Start recording" to start recording of a call "on demand" at the click of the button. For this to work, "Recording on demand" must be enabled for the local telephone number or channel.

Store on demand: If this option is enabled, a button "Store this call" is displayed in the main screen. When this button is pressed, the current call will be stored. This option is only relevant when the option "Store on demand" is enabled in the Recording options on the Apresa Server.

Silence on demand: If this option is enabled, a part of the recording of a call can be silenced by pressing the "Start silence" button during the call. To start recording audio again, press the "Stop silence" button. When portion of a call is silenced, the screen recording will be blanked out as well. This option only works if "Silence on demand" is enabled in the Recording options on the Apresa Server.

Silence during this window title: Click the [...] button to define the window titles to scan for. If an application window is found that contains the specified text in its title, silencing will be activated automatically. Screen recording is also blanked-out when silencing. The window title of browsers usually contain the title of the web page that is visited.

It is possible to let it scan for multiple window titles. If one of them is present, silencing is activated. When none are present anymore, silencing will again be deactivated automatically.

The screenshot shows a dialog box titled "Silence on demand". On the left side, there are three buttons: "Add", "Edit", and "Delete". On the right side, there is a text input field with a small drop-down arrow on its right side. Below the input field is a list of window titles: "Bank of America - Credit card transaction" and "Payment details - SecurePay". At the bottom of the dialog are "OK" and "Cancel" buttons.

Manually enter the window title in the text box, or choose from one of the currently detected window titles (click the small drop-down arrow button). Then press Add to add the window title to the list of items to scan for.

To edit an existing item, select it, edit it using the text box, then press the Edit button.

To delete an item, select it, then press Delete.

When the configuration is correct, press OK.

Set category: If this option is enabled, a call can be assigned to a category. Categories are defined on the Apresa server (Options, System settings, Category tab).

Edit notes: If this option is enabled, notes can be entered during a call and saved. The user must have the permission to edit the Notes field.

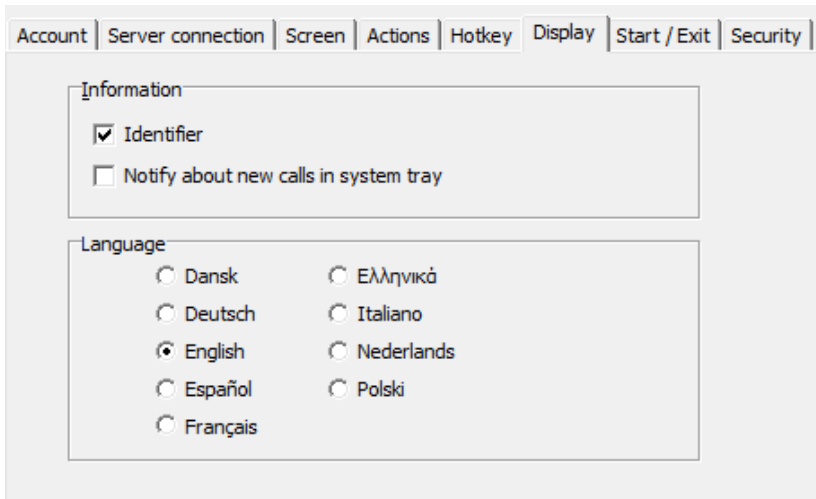
Edit notes (2): The same for the secondary notes field.

1.3.5 Hotkey

Start recording	Ctrl + Shift + F7
Stop recording	Ctrl + Shift + F8
Start silence	Ctrl + Shift + Alt + S
Stop silence	Ctrl + Shift + Alt + S
Delete	Ctrl + Alt + D
Store this call	None

Hotkeys are keyboard shortcut combinations to do an action (such as starting the recording), even when the program is in the system tray, and you are working in another application. The shortcuts can use Ctrl, Alt, and Shift, and a combination of those, plus another key on the keyboard, for example: Ctrl + Shift + X. Single keys are not accepted as hotkey. When using only the Shift key, only the function keys (F..) are accepted. When a hotkey is defined, the key combination might have no longer any effect in other applications, so choose carefully to avoid conflicts (for example, don't define Ctrl + S as hotkey). To define a hotkey, place the cursor in the edit box, and then press the key combination. To remove a hotkey, press Backspace. It is allowed to reuse a key combination for multiple purposes, for example, it is allowed to have one key combination for both starting and stopping the recording.

1.3.6 Display



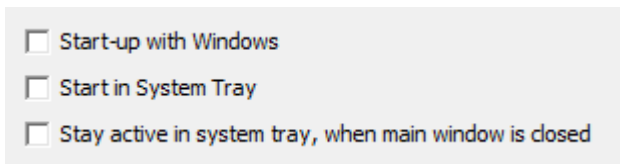
Information:

- Identifier: Displays a unique identifier (ID) of the call, that can be used later to lookup the call in the web interface.
- Notify about new calls in system tray: If the program is active in the system tray (main window closed), and a new call is detected, this is shown in a notification message. Clicking the message opens the main window.

Language:

- The interface language can be chosen here: Danish, German, English, Spanish, French, Greek, Italian, Dutch or Polish.

1.3.7 Start / Exit



Start-up with Windows: Start the program at logon in Windows.

Start-up in System Tray: Start the application in the system tray (the lower right area in Windows).

Stay active in system tray, when main window is closed: When this option is on, the software will move to the system tray and continue to record calls, when the main window is closed. To completely close the software, right-click on the system tray icon, and select Exit, or choose File, Exit from the main menu.

1.3.8 Security

Password for options: The specified password must be entered before this settings screen is opened.

1.4 Apresa Client PRO Licensing

This applies only to Apresa Client PRO.

Move a license to another PC

On the old PC, start the software, choose Menu, Licensing.

Then click the Deactivate button.

The uninstall program will also attempt to deactivate.

Then Activate the key on the new PC.

Offline activation of a license

Perform normal license activation. When the program detects it

Cannot reach the server, it will display information for offline activation.

2 Free Seating and the Apresa Client

When a company uses free-seating, employees don't have a fixed seat. For example, a seat consists of a PC and a telephone. The other employees work during other shifts or they have chosen other seats to work from.

2.1 When you don't need the Seats Configuration

The Apresa will try to detect the user from the protocol data, for example when a user has his own unique telephone number, or when the Apresa can detect the log in of the user. Fill in the unique telephone number in the Apresa web interface, in the settings page of the user. You'll find the telephone number in the call listing of the Apresa, when this telephone made at least one call.

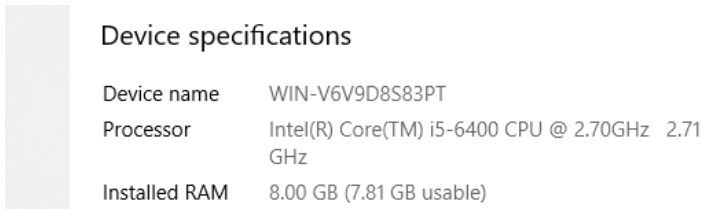
2.2 Configuring the Seats Configuration

See the Call Recorder Apresa manual for more information in this subject.

If the Apresa can't assign a call to a user in the ways described above, you might want to use the Seats Configuration.

The Seats Configuration only works if you install the Apresa Client for Windows on the PC of a seat. First make sure the Apresa Client works without the Seats Configuration. Then continue.

Find the exact name of the PC in the Windows Settings.



The image shows a screenshot of the Windows Settings application, specifically the 'Device specifications' page. The page has a light gray background and a white title bar. The title 'Device specifications' is at the top. Below it, there are three rows of information, each with a label on the left and a value on the right. The first row is 'Device name' with the value 'WIN-V6V9D8S83PT'. The second row is 'Processor' with the value 'Intel(R) Core(TM) i5-6400 CPU @ 2.70GHz 2.71 GHz'. The third row is 'Installed RAM' with the value '8.00 GB (7.81 GB usable)'. The background of the settings page is a light gray color.

Device specifications	
Device name	WIN-V6V9D8S83PT
Processor	Intel(R) Core(TM) i5-6400 CPU @ 2.70GHz 2.71 GHz
Installed RAM	8.00 GB (7.81 GB usable)

Find the caller ID of the phone in the Home Screen of the Apresa. In this example the local ID is "117", but in many cases it is a MAC address.

	Date & Time	Duration	↓↑	Local ID	Name of local
▶	12/06/2019 10:01:09	0:02:17	↑	117	Eric
▶	12/06/2019 09:39:50	0:01:46	↑	117	Eric

Go to Users of the Options menu and click on a user. Click the “Edit” button and click on the link to the Seats Configuration. Assign a telephone to a PC there. Fill in the exact name of the Windows PC (for example “WIN-V6V9D8S83PT”), and fill in a number that identifies the telephone. This can be:

- a channel number (non-VoIP)
- a caller ID (VoIP)

In this example PC “WIN-V6V9D8S83PT” and telephone “117” make up a seat. Fill in all seats, on separate lines, that you want to make available. Please note the extra comma.

The following CSV format is expected.

Name of the PC,ChannelNumber,Caller ID

Specify either a channel number (non-VoIP), or a caller ID (VoIP). [Show example](#)

Seats configuration

```
WIN-V6V9D8S83PT,,117
```

Save

✕ Cancel

Turn on "User account for free-seating" for every user that will use free seating.

User

Name:

User account: Enabled

Username:

Log on method: ▼
 Define new password

E-mail: Send e-mail to user

Member of: ▼, West

Telephones:

+ Add
× Delete

Telephone Number	Name
117	

User account for free-seating [\(Seats configuration\)](#)

Use custom Local ID when logged in with ApresaClient

The configuration is completed.

2.2.1 Summary of the Seats Configuration

The user chooses a seat to work from. With Apresa Client, running on the PC of this seat, he logs on to the Apresa with his username and password. Apresa Client will send the name of the PC (e.g. "WIN-V6V9D8S83PT") and the user name (e.g. "Eric") to Apresa. In the Seats Configuration "WIN-V6V9D8S83PT" and "117" make a seat. Therefore Apresa will assign calls made by telephone "117" to "Eric". This way Apresa is able to assign telephone calls to a user.