

Zibosoft Voice Logger System User Manual

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1. INTRODUCTION

Zibosoft Voice Logger System is a multiple channels voice logger utilised the power of industrial PC and voice recording card to record telephone conversation.

Zibosoft Voice Logger System is a modular designed and cost effective voice logger support from 1 to 160 channels that records secure telephone conversation in a compressed audio files and stored over 100,000 hours of calls with 500GB hard disk space (22,400 hours per 80GB HDD).

It is a user friendly and easy to operate system. User can find and plays recorded data by just clicking on the Find and Play icon. The system support local operate and remote access via LAN and WAN (Optional). Remote access client software via LAN is bundled and available in the installation CD.

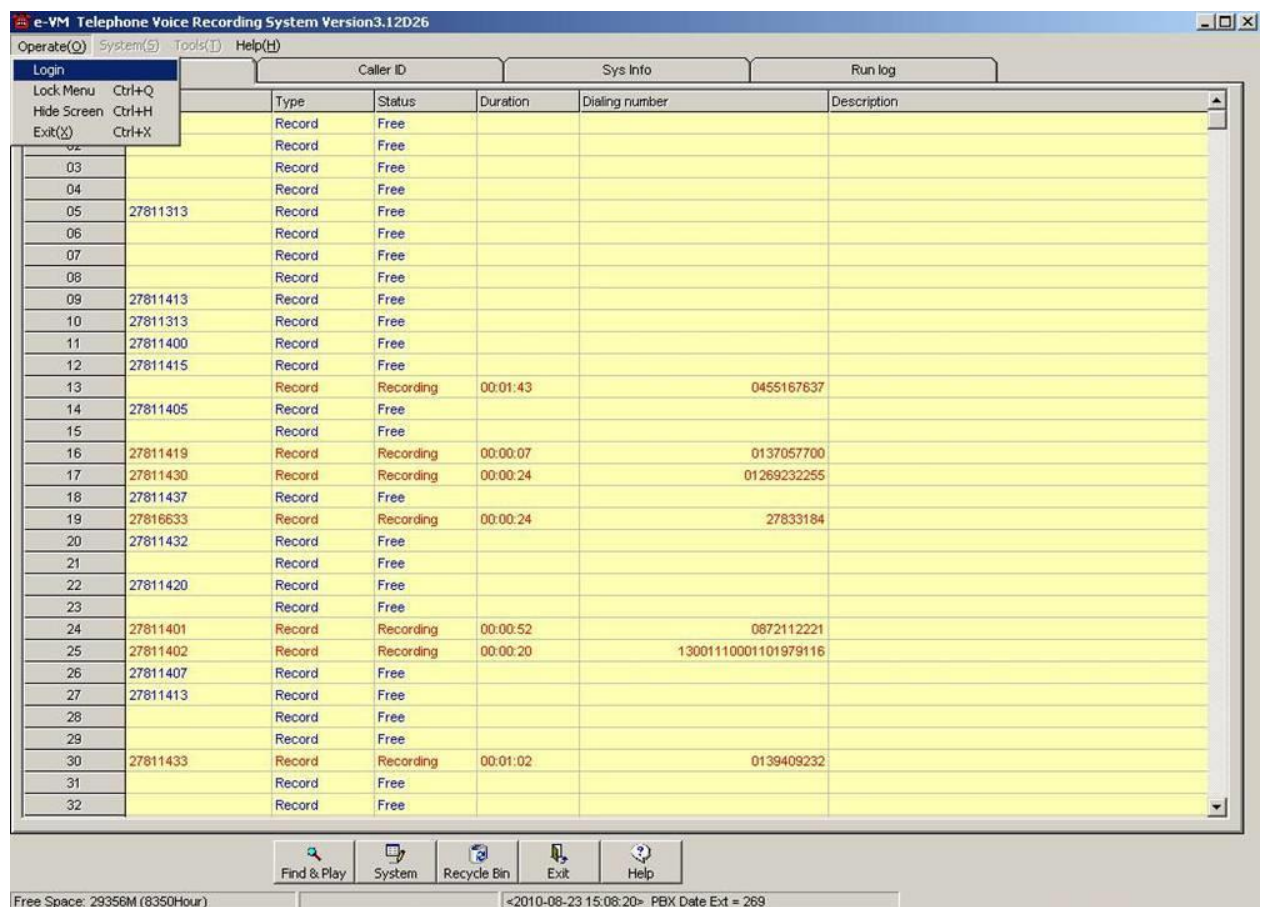
General system requirement

- i) Zibosoft Telephone Voice Recording PCI card.
- ii) Telephone Voice Recording System software CD come with orange license dongle.
- iii) Industrial PC with Pentium 4 2.8G or higher processor come with minimum 2 PCI slots, 2GB RAM or higher, 2 units 80GB HDD or higher, 1 unit CD ROM drive, keyboard, mouse, speaker and monitor.
- iv) Support Windows XP (32 bit), Windows 2003 Server (32 bit) and Windows 7, Windows 8, Windows 10.

2. USER INTERFACE

The user interface consisted of menu bar, channels status monitoring screen, status bar and button bar. The buttons bar consisted of 5 buttons:

- Find & Play
- System
- Recycle Bin
- Exit
- Help



Free hard disk space

PBX date & time

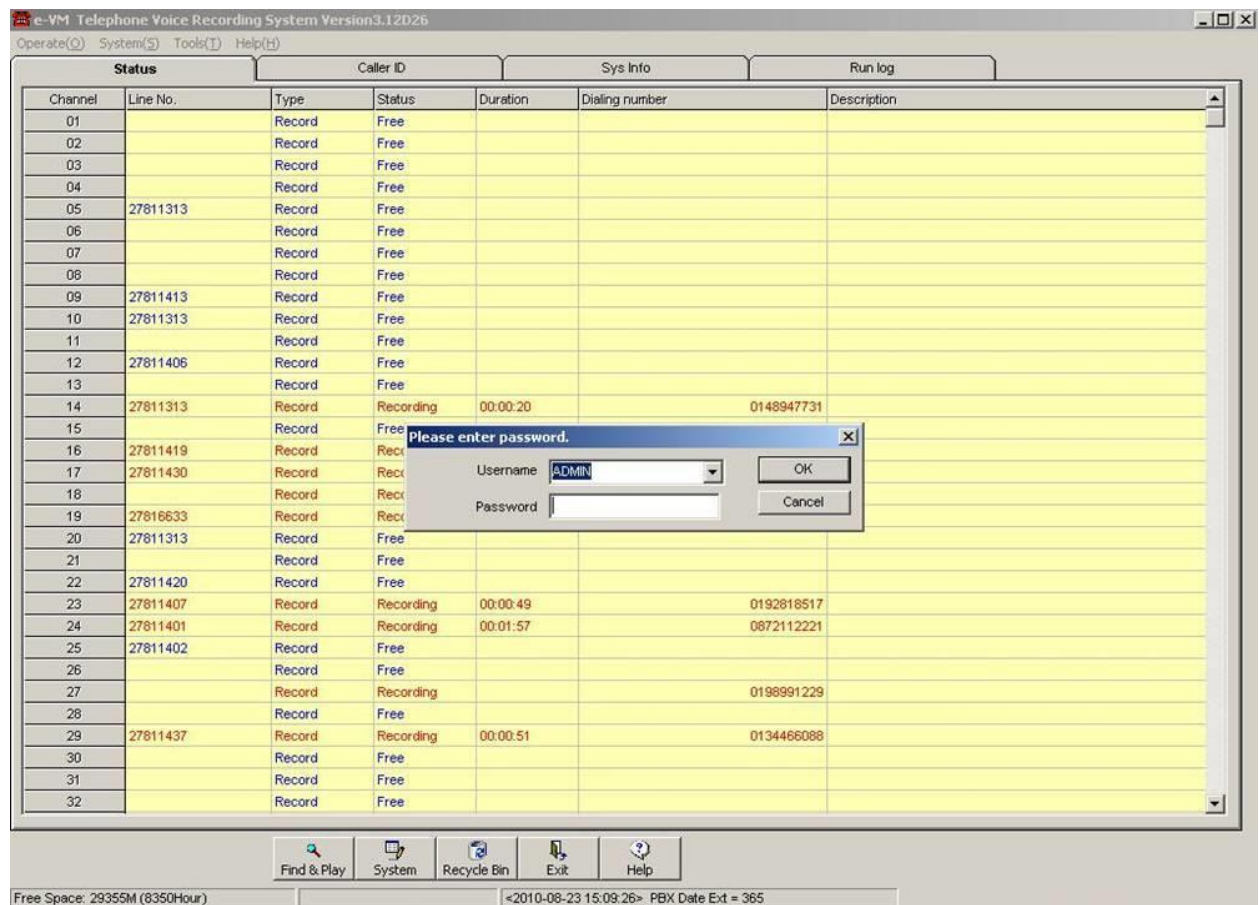
Channels status shows the system real time operating status of each channel either is in free (idle) state or recording state. During recording, the monitoring screen shows dial number or caller ID with duration of recording.

Status bar shows the remaining free space of hard disk with recording hours and PBX current date and time.

3. USER OPERATION

3.1 Administrator login

Administrator has full access rights to the system. To login, click **Operate** from the top menu bar and select login. The default admin password is 88888.



3.2 System Setting

System Setting consists of Special Number Management, Auto Back-up, Recording Work Time, Advanced Setup, Channel Setting, Hard Disk Management, Extension Management, Password Setup, PBX Setting, Alarm and Seats Setup.

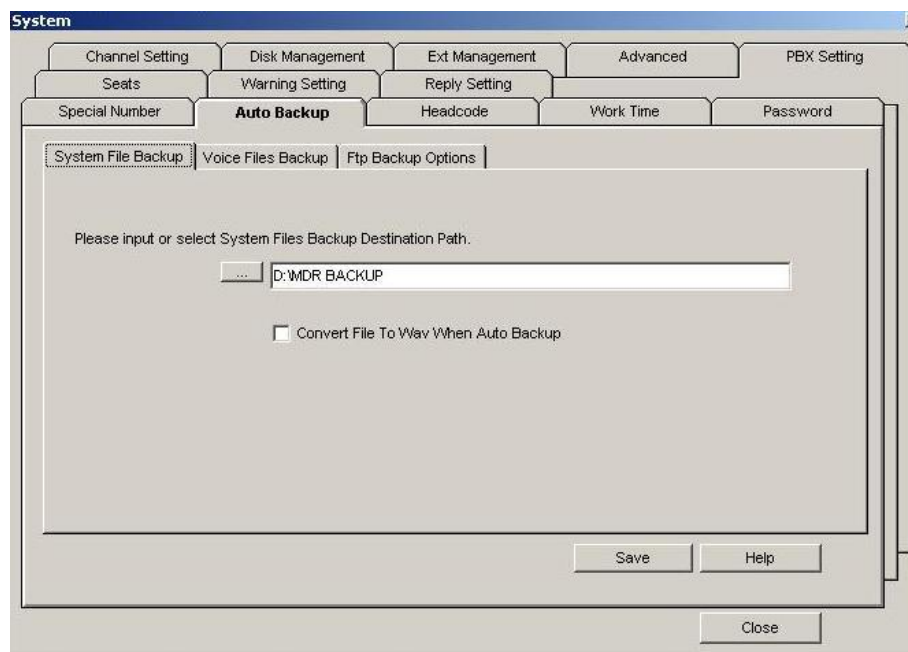
Important! Please refer to your system provider should you require to make any changes or setting for **Channel Setting, Disk Management, PBX Setting and Advanced Setup**. Any changes of these setting will change the operation behaviour of the system.

3.2.1 Special Number Management

This feature allows user to choose either to record or not to record specific telephone numbers.

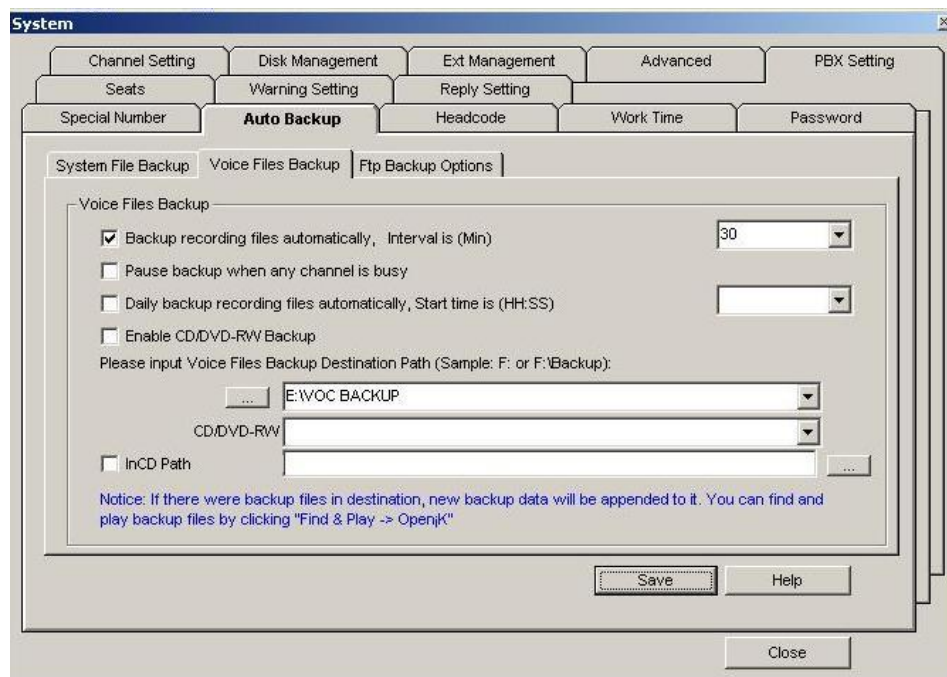
3.2.2 Auto Backup

System File Backup – The system stores call log data in **indexmain.mdb** file. This feature automatically back-up main index database to **MDR BACKUP** folder. **IndexYYYY-MM.mdb** is the default backup database file for **indexmain.mdb**. **YYYY-MM** represented the year and month of the index backup file (i.e. Index 2010-08.mdb). The system generate monthly index backup file automatically and save it into the MDR BACKUP folder. User can retrieve recorded data from the backup database when required.



The system default folder is set as **D:\MDR BACKUP**. If a back-up hard disk is installed, it is recommended to store backup index file at back-up hard disk (i.e. **E:\MDR BACKUP**).

Voice Files Backup – This feature automatically back-up and save all recorded voice files into designated backup hard disk installed or external storage connected to the system. It is flexible and user configurable by interval or by schedule.



FTP Backup Options – This is an optional feature. This feature allows user to have additional data and recorded voice files automatically uploaded to FTP server.

FTP Server Address - FTP Server IP Address (i.e. 192.168.0.222)

FTP Server Port – FTP Server Port Number (i.e. 21)

Username – FTP Server access user name

Password – FTP Server user access password

Backup Path On Server – FTP Server path/folder for uploaded data and voice files.

3.2.3 Head Code

This feature filtered dial number prefix and abnormal caller ID prefix.

Dial number – Let's considered dial number “**18008812340392842577**”. “**1800881234**” is the prefix (Outgoing Head Code) to filter and “**0392842577**” is the dial number to save.

Caller ID – Lets considered caller ID “**60392842577**”. “**6**” is the prefix (Incoming Head Code) to filter and “0392842577” is the caller ID to save.

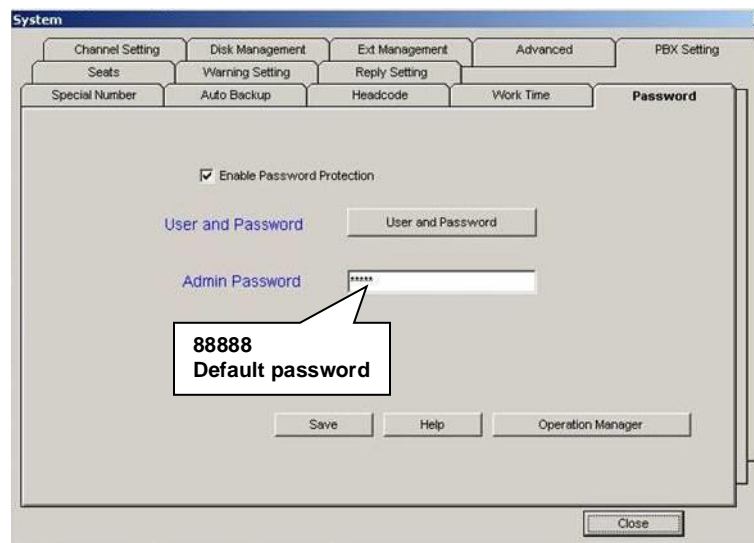
3.2.4 Extension Management

This feature allow administrator to set “record” or “no record” for selected extension numbers.

In addition, if user wanted to keep incoming and outgoing call records of a particular extension in the Indexmain.mdb file but without saving the voice recording file to VOC folder, administrator can set “If Record” to “N” and set “If Keep Info” to “Y”.

3.2.5 Password

This feature provides security protection and system access password for authorised users. “**88888**” is the default system administrator password.



User Password – This feature allows administrator to add and delete user password. Administrator can set “Y” (enable) or “N” (disable) on selected features and provides access right to selected channels or extension number for each user.

Account Name	Employee ID	Password	System	Monitor	Delete Recording	Find & Play	Exit	Effective Date
Guest	12345678		N	N	N	Y	N	2010-08-10
law	1234		N	Y	N	Y	N	2010-08-19
Sally	12345678		N	Y	N	Y	N	2010-08-10

3.2.6 Seat Setup (Popup Screen)

This feature provides user with incoming calls alerting function. By enabling this feature, system will send customer information to designated IP address that matching pre-assigned caller ID prefix (Head Code). “1972” is the default port used.

3.2.7 Warning Setting

This is feature can be activated after enabled channel warning. The system will send alarm information by email to the designated email address.

3.2.8 Work Time

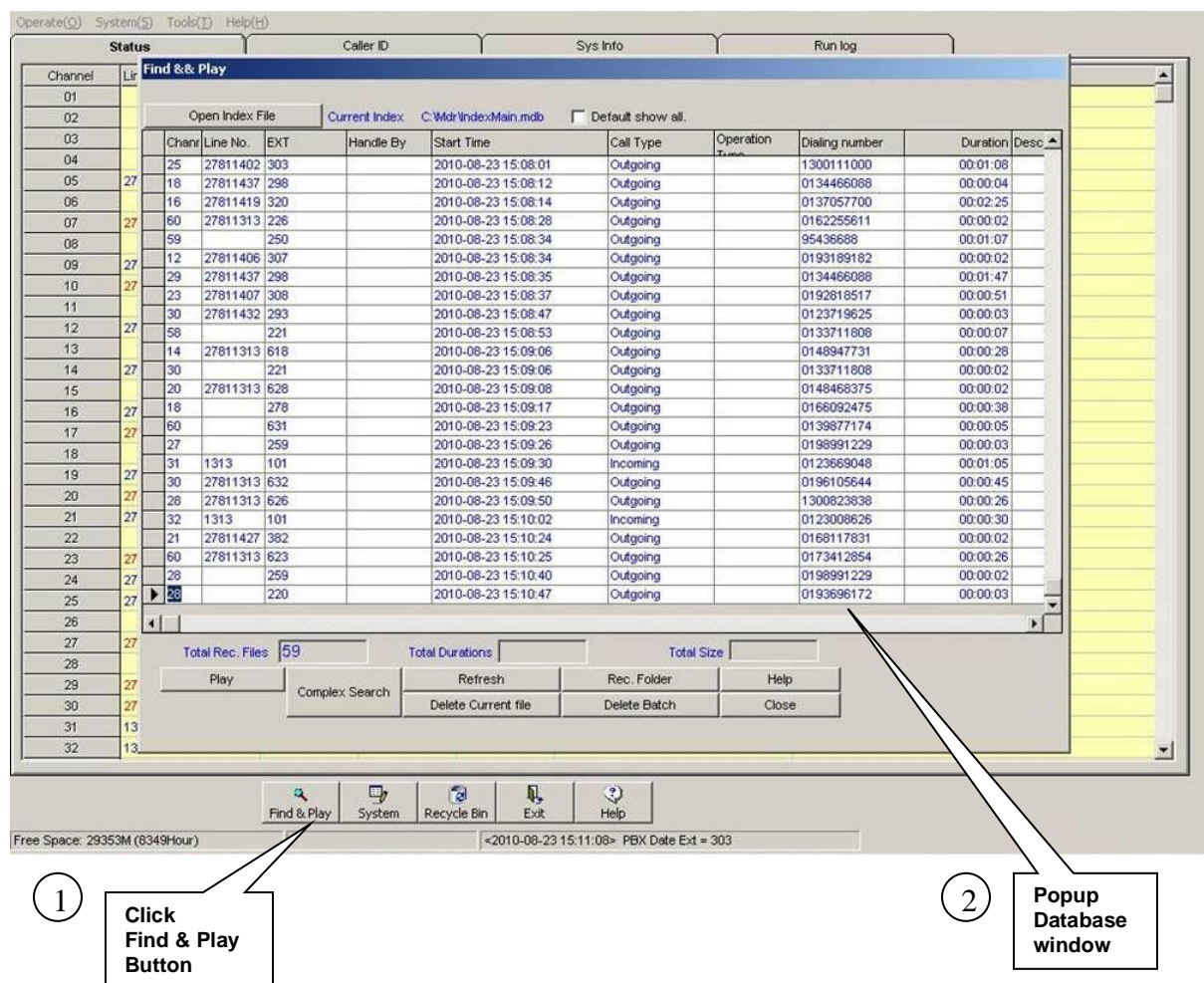
This feature allows user to set desired system operating hour. The default operating hour is set to operate 24 hours continuously.

3.2.9 Reply Setting

This page reserved for future development.

3.3 Find and Play

This feature provides user search and play function. User can search and play a desired recorded voice file from system database (Indexmain.mdb). To operate, click “Find & Play” button, a database window will popup. To play any of the recorded voice file, move your mouse cursor to select any one of the file listed in the database and click play.



Search a desired recorded voice file – Click “Complex Search” button, a Complex Search window will popup. User may search by dial number, extension number, recording date and time, line number, channel number etc. After key in desired search criteria, click “Show Result” button. If the search criteria match with the system database, search result list will popup on the screen.

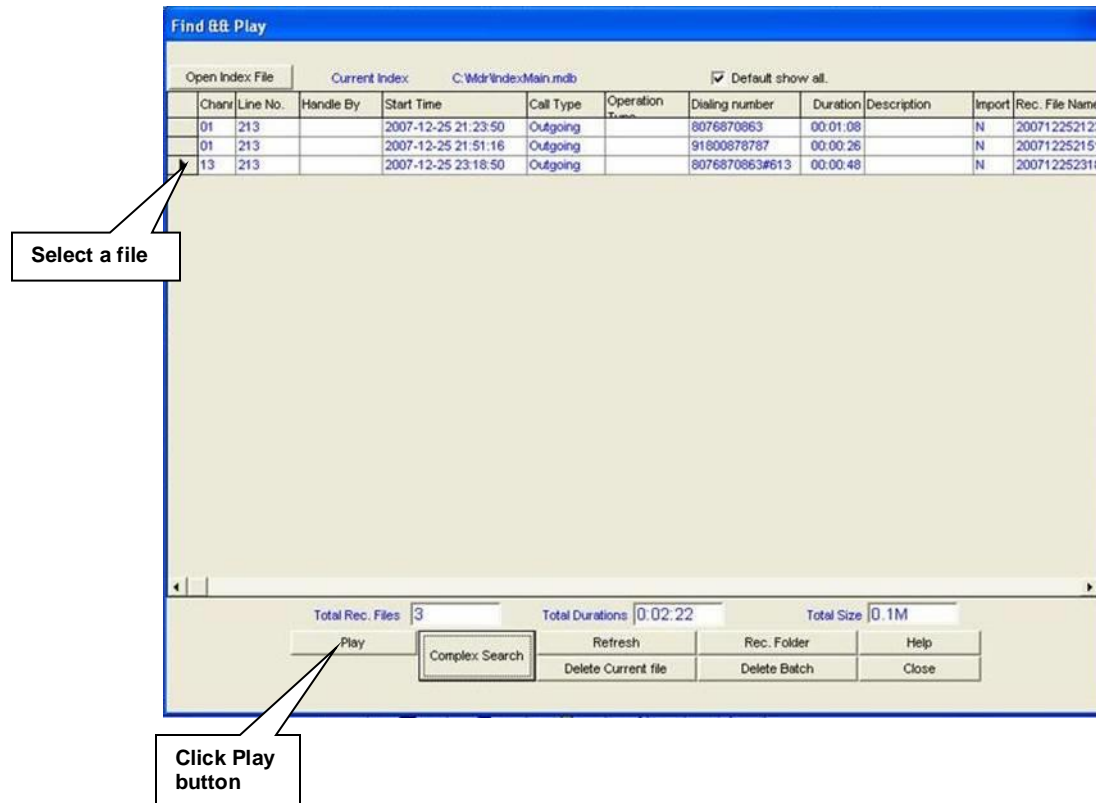
The screenshot shows the 'Complex Search' window with various search criteria fields. Annotations highlight specific fields and buttons:

- Key in dial number**: Points to the 'Dialing number' text field.
- Key in ext. number**: Points to the 'EXT' text field, which contains the value '213'.
- Click Show Result**: Points to the 'Show Result' button at the bottom left.

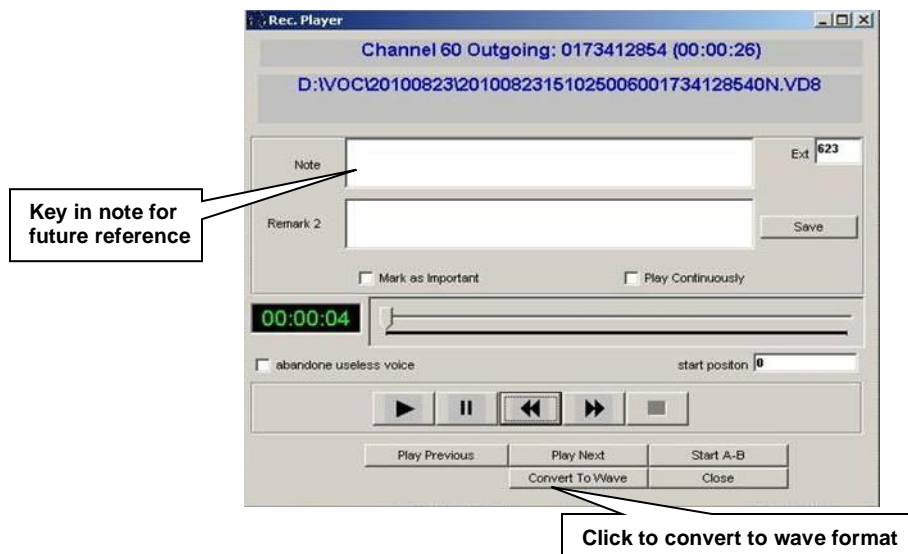
The window contains the following fields and controls:

- Line No.**: Dropdown menu set to 'All'.
- Channel**: Dropdown menu set to 'All'.
- Duration**: Spinner set to '00:00:00'.
- Handle By**: Text field.
- EXT**: Text field containing '213'.
- Number of Playing**: Spinner set to '0'.
- Area**: Text field.
- Username**: Text field.
- Dialing number**: Text field.
- Note**: Text field.
- Operation Type**: Text field.
- Password**: Text field.
- Number of Ring**: Spinner set to '0'.
- Last Play**: Section with 'Start Date' (2010-09-03), 'End Date' (2010-09-03), 'Start Time' (00:00:00), 'End Time' (23:59:59), and a 'Check Last Play Time' checkbox.
- Record Start Time**: Section with 'Start Date' (2010-09-03), 'End Date' (2010-09-03), 'Start Time' (00:00:00), and 'End Time' (23:59:59).
- Filters**: Checkboxes for 'Incoming', 'Outgoing', 'RecordMessage', 'No Answer', 'Audio', 'Normal', and 'Important'.
- Search in Wide Area Network**: Checkbox.
- Buttons**: 'Show Result', 'Backup To ...', 'Call List Report', 'Channel Sum Report', 'Help', and 'Close'.

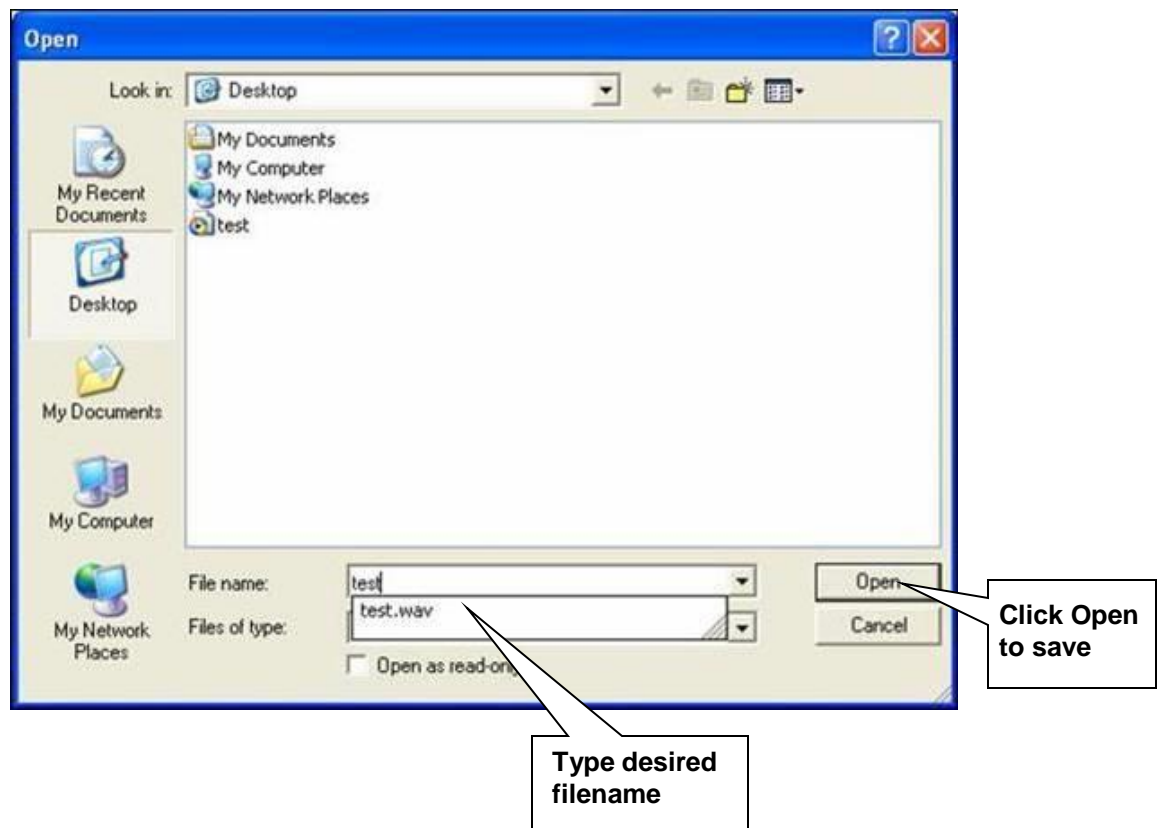
Search result – Move mouse cursor to select a voice recorded file from the list of search result and click “Play” button, a record player will popup and user can listen to the recorded voice.



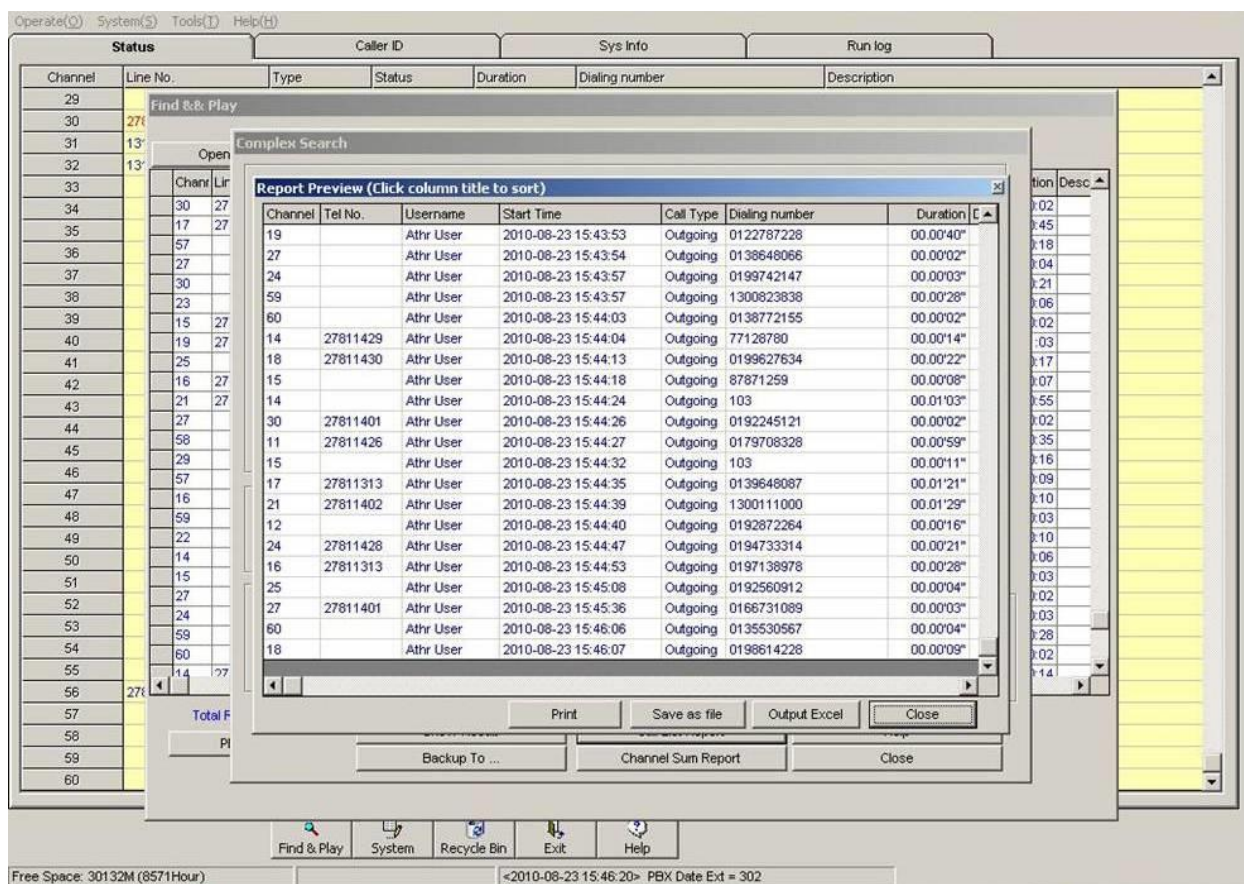
Record Player – It plays compressed recorded voice file and provides user to make a note and remark for future reference so that user can search by note to replay.



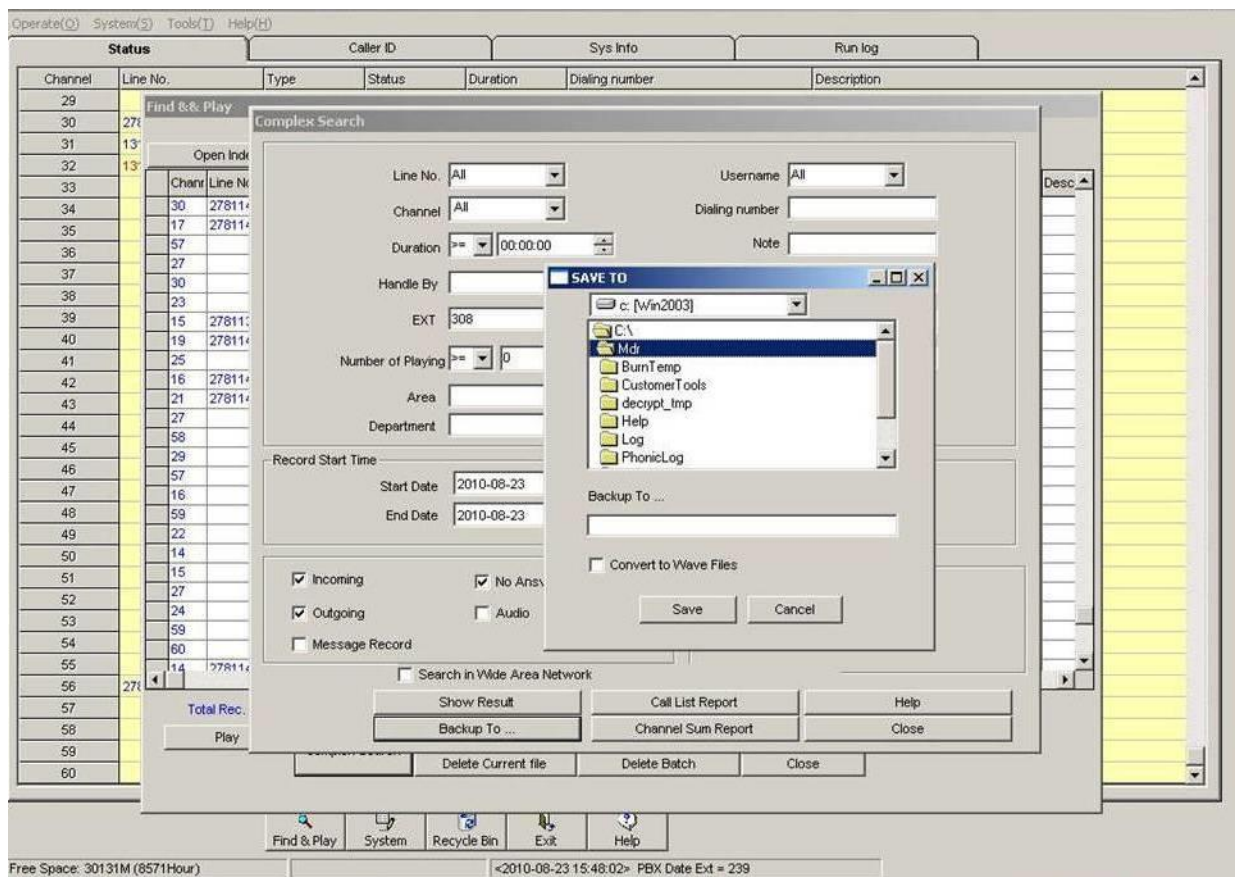
Convert to wave – This function converts compressed recorded voice files to wave format so that it can be played using windows media player. To convert compressed voice file to wave format, click “Convert to Wave” button on the record player, an Open window will popup on the screen. Typed desired filename and select desired path to save and click “Open” to save the converted wave format voice file.



Reports - The “Complex Search” generates two (2) types of reports, “call list report” and “channel summary report”. Enter the search criteria (i.e. start date and end date) and click “Call list Report” button or “Channel Summary Report” button. User can sort by channel, duration etc by clicking on the column header. Click “Print” button to print the report or click “Save” button to save the report.



Backup – The “Complex Search” provides a facility to backup selected original compressed or convert to wave files to an external storage. Enter the search criteria and click “Backup to...” on the “Complex Search” window, select desired path, tick “Convert to Wave File” if required to backup in wave format and click “Save” button on the “SAVE TO” popup window.



Below is an example format of backup file in wave format:

Example file name **2007101109173100070392842577.wav**
20071011 - Year, Month, Day
091731 - Hour, Minute, Second
0007 - Channel 7
0392842577 - Dial number

3.4 Monitoring Conversation

This feature allows user to monitor live conversation. Turn on system speaker, double click on any of the recording channel, the channel will highlight in red and user can listen to live conversation of the selected channel.

The screenshot displays the Zibosoft Voice Logger System interface. At the top, there are menu options: Operate(O), System(S), Tools(T), and Help(H). Below the menu is a table with columns: Status, Caller ID, Sys Info, and Run log. The main table lists recording channels with columns: Channel, Line No., Type, Status, Duration, Dialing number, and Description. Channel 20 is highlighted in red, indicating it is selected for monitoring. A callout box points to this channel with the text: "Double click on the recording channel to monitor live conversation".

Channel	Line No.	Type	Status	Duration	Dialing number	Description
01		Record	Free			
02		Record	Free			
03		Record	Free			
04		Record	Free			
05	27811313	Record	Free			
06		Record	Free			
07	27811313	Record	Free			
08		Record	Free			
09	27811413	Record	Free			
10	27811313	Record	Free			
11		Record	Free			
12	27811406	Record	Free			
13		Record	Free			
14		Record	Free			
15		Record	Free			
16	27811313	Record	Recording	00:00:58		0126434940
17	27811313	Record	Free			
18	27811313	Record	Recording	00:00:02		0197420711
19		Record	Recording	00:00:14		0126391609
20	27811426	Record	Recording	00:00:37		0195204687
21		Record	Free			
22	27811313	Record	Recording	00:01:37		096246222
23	27811313	Record	Free			
24	27811313	Record	Free			
25	27811416	Record	Recording	00:02:17		052914064
26	27811402	Record	Recording	00:00:49	13	00001101929909
27	27816633	Record	Free			
28		Record	Recording	00:00:14		01470088
29		Record	Free			
30		Record	Free			
31	1313	Record	Recording	00:00:06		01460
32	1313	Record	Free			

Free Space: 29349M (8348Hour) <2010-08-23 15:22:10> PBX Date Ext = 236

Find & Play System Recycle Bin Exit Help

Double click on the recording channel to monitor live conversation

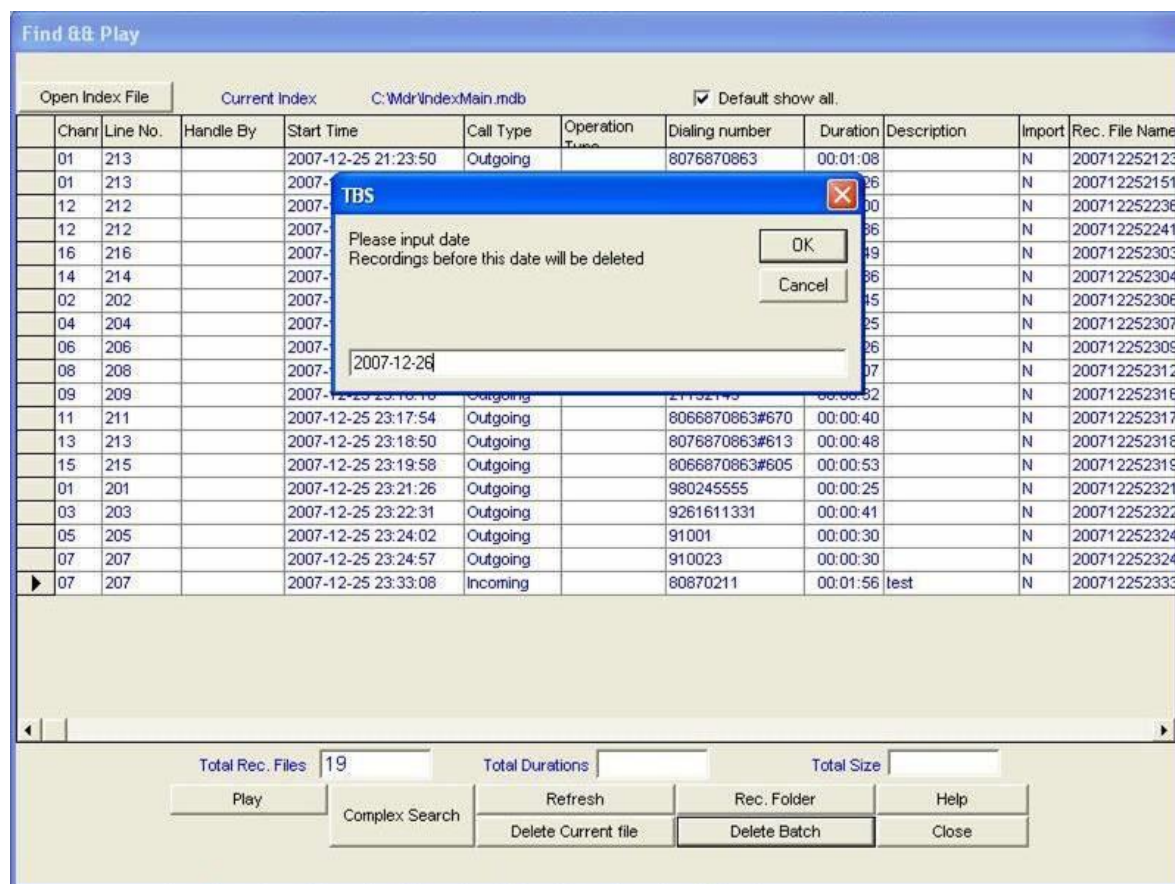
3.5 Tools and Advance Tools

Important! Please refer to your system provider should you require to make any changes or setting for **Advance Tools**. Any changes of these setting will change the operation behaviour of the system.

4 DATABASE MANAGEMENT

User can delete unwanted database and recorded voice file and kept only current database to free the hard disk space for continue recording operation. It is recommended to keep the Indexmain.mdb not greeter than 1GB to have smooth operation of the system. To achieve this objective, the followings are recommended.

Rename Indexmain.mdb – The system automatically backup database Indexmain.mdb and kept monthly backup index file as described in section 3.2.2. In addition, user can rename the backup index file in C:\MDR and VOC BACKUP folders at the end of the month (i.e. used date as filename). System will create the new Indexmain.mdb file automatically after restart. This will keep the system in a smooth operation without deleting the recorded voice file. User can still search the recorded voice file by open the rename database index file or the monthly backup index file.



Delete current file – Click “Find and Play” button, select a file from the database and click “Delete Current File” to delete. The selected database and recorded voice file will be deleted together.

Delete Batch – Click “Delete Batch” button and the system will popup a window for user to enter a date (YYYY-MM-DD). All database before this date will be deleted once user click “OK”.

5 CLIENT ACCESS

Install Client software on client computer, share MDR and VOC folders. User can access the voice logger via LAN to operate “Find and Play” feature.

6 WEB ACCESS (Optional)

In order to have web access, refer to your system provider to install web server. To access via Internet Explorer, web address is http://ip_address/trs-web