

Manual

VC-MDx

Workstation

2022-08

General

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Document History

Version	Date	Author	Remarks
1.0	09.08.2022	MR / PE	Basic version based on 14.4.x.x

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VC-MDx Workstation application

The main functions of the software are:

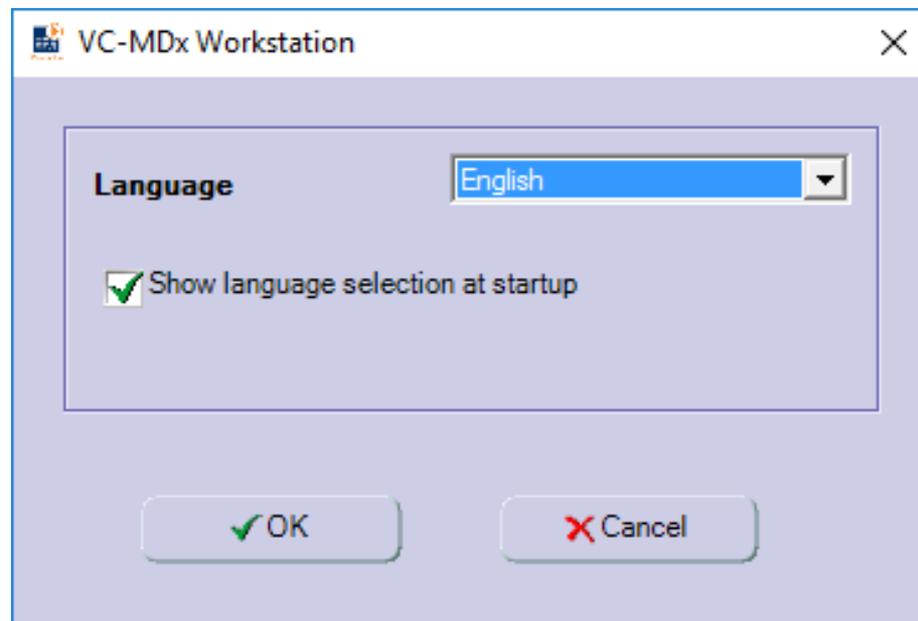
- **Playing calls**
- **Filtering functions for the calls**
- **Export calls**
- **Reading RDX media, NAS buffer and Atis format file export**
- **Multiple play and Call scenario**
- **Synchronize Playback with Radar system**

Note: Only one Recorder can be connected at the same time.



Start the Workstation application

- Select **Start > All Programs > VoiceCollect > VC-MDx Workstation, Or**
- Double-click on the icon in the desktop named **“VC-MDx Workstation”**



Workstation Main Window



Workstation Navigation

□ The Title bar

The VC-MDx Workstation software has the following menus:



Menu	Sub-menu items
Settings	<ul style="list-style-type: none"> - Record list * - Application settings * - Alias table - MDR Users Management - SIP play settings
View	<ul style="list-style-type: none"> - Toolbar - View channels map
Records	<ul style="list-style-type: none"> - Parallel play * - Call scenario * - Filter
Service	<ul style="list-style-type: none"> - Log management *
Help	<ul style="list-style-type: none"> - About VC-MDx Workstation *

*: An Icon is available in the toolbar

Workstation Navigation

□ The Toolbar

The VC-MDx Workstation software has the following toolbar:



The toolbar in details:



: Display slave list (for AudioCenter slave buffer)



: Recorder list



: Parallel Play/Call scenario



: Channels activity



: Application settings

Workstation Navigation

□ The Toolbar

The VC-MDx Workstation software has the following toolbar:



The toolbar in details:



: Log management



: About VC-MDX workstation



: Use marker function



: Virtual Channels



: Quick search



: Multicast Messages (Indra)

Workstation Navigation

This database bar is exactly the same as the Recorder.

□ The Database bar



: New calls available



: Last records



: Next records



: All records or refresh the list with the new records



: Search database



: Previous records

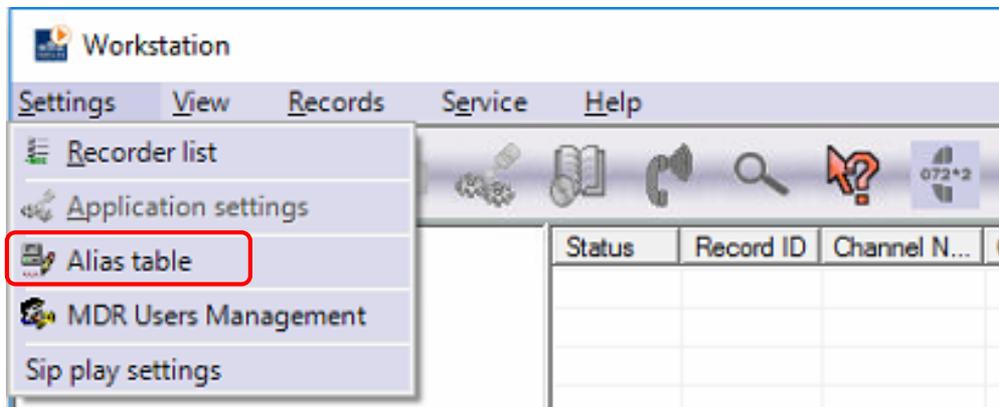


: First records

Create an Alias

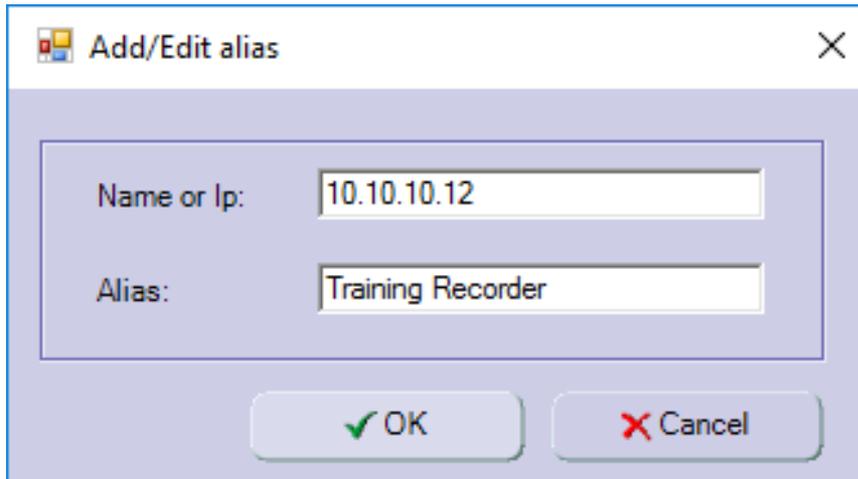
The defined aliases can be used in the Recorder definition.
To recognise the Recorder is more easy to use the alias than an IP address.

- To open the menu to define the alias:
 - Click **“Settings”** and **“Alias table”**



Create an Alias

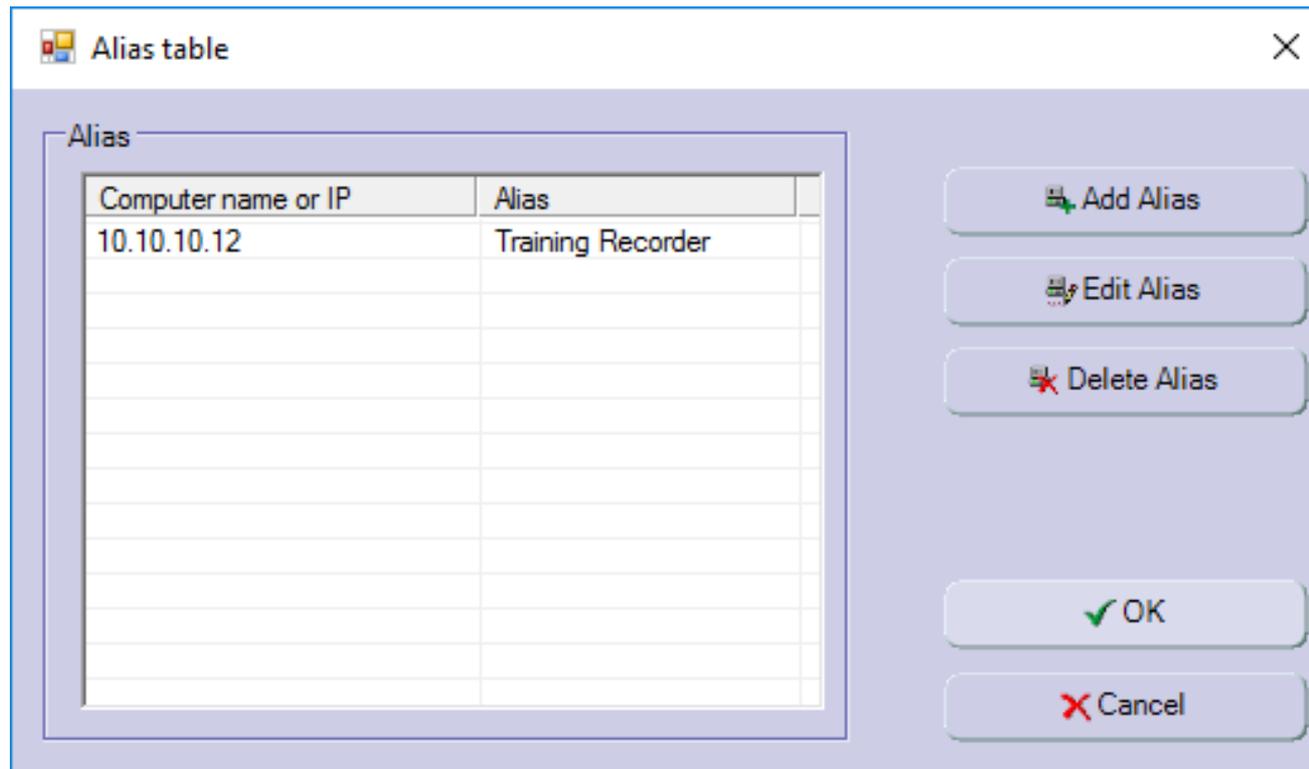
- Click “Add Alias”



The screenshot shows a dialog box titled "Add/Edit alias" with a close button (X) in the top right corner. The dialog contains two input fields: "Name or Ip:" with the value "10.10.10.12" and "Alias:" with the value "Training Recorder". At the bottom of the dialog, there are two buttons: "OK" with a green checkmark and "Cancel" with a red X.

- Enter the IP address and the Alias in the input boxes
- Click “OK” to validate the new alias

The “**Alias table**” window appears with the new alias created in the table:



If you made a mistake in the IP Address or the Alias name, in this window it's also possible to edit/delete alias from the list. Click “**OK**”.

Define a Recorder to connect

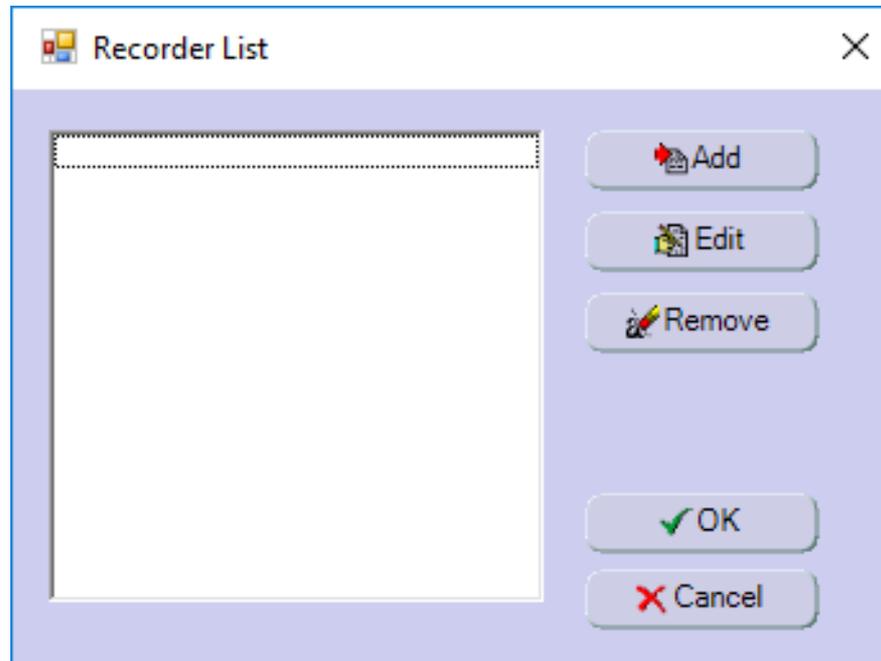
There are 2 ways to open the menu to define the Recorders:

- Click on the button **“Recorder List”** in the toolbar:



- Or in the menu bar, go to **“Settings”** and **“Recorder List”**

The “**Recorder List**” window appears:



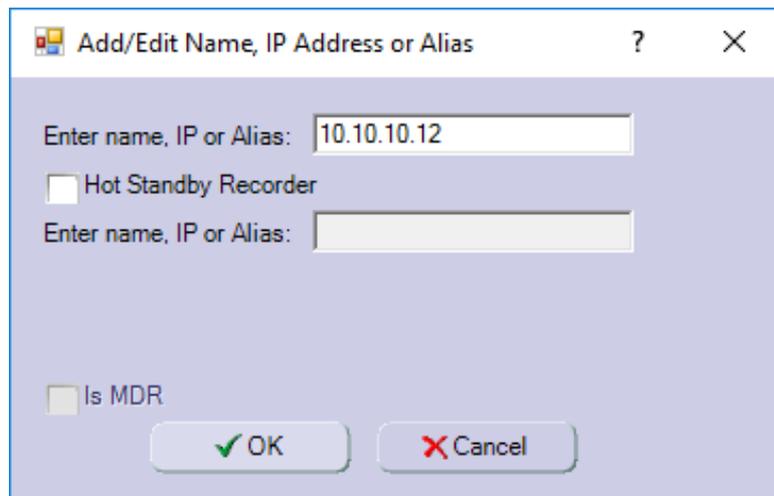
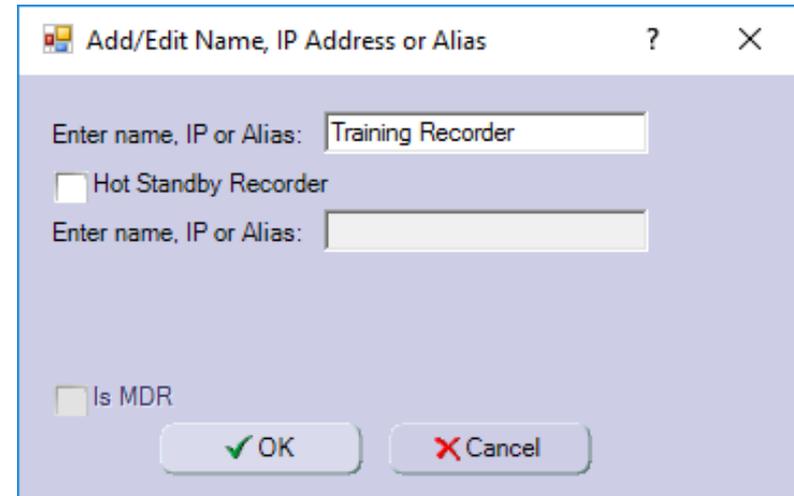
Define a Recorder to connect

❑ To add a Recorder :

➤ Click “Add”

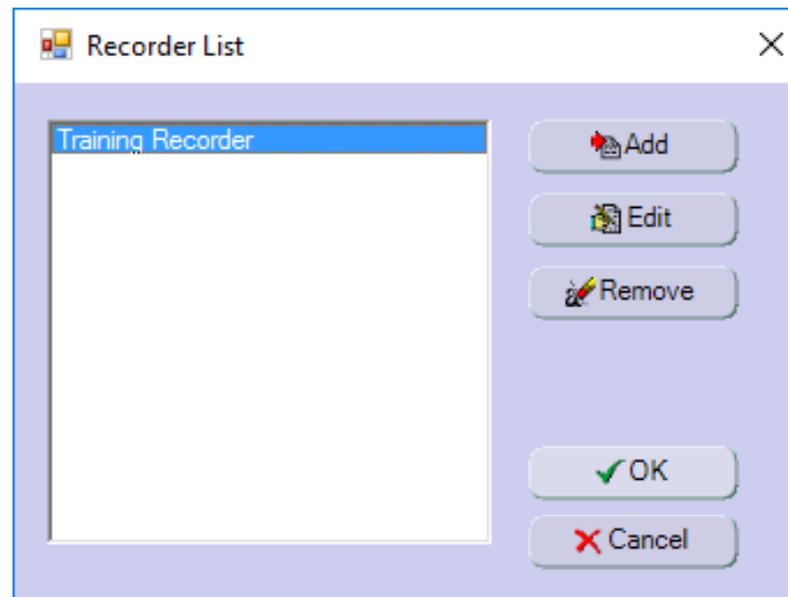


The “Add/Edit Name, IP Address or Alias” window appears:

A screenshot of a dialog box titled 'Add/Edit Name, IP Address or Alias'. The dialog has a light blue background and a dark blue border. It contains two text input fields. The first field is labeled 'Enter name, IP or Alias:' and contains the text '10.10.10.12'. Below it is a checkbox labeled 'Hot Standby Recorder' which is unchecked. The second field is also labeled 'Enter name, IP or Alias:' and is empty. At the bottom left, there is a checkbox labeled 'Is MDR' which is unchecked. At the bottom right, there are two buttons: 'OK' with a green checkmark icon and 'Cancel' with a red X icon.A screenshot of a dialog box titled 'Add/Edit Name, IP Address or Alias'. The dialog has a light blue background and a dark blue border. It contains two text input fields. The first field is labeled 'Enter name, IP or Alias:' and contains the text 'Training Recorder'. Below it is a checkbox labeled 'Hot Standby Recorder' which is unchecked. The second field is also labeled 'Enter name, IP or Alias:' and is empty. At the bottom left, there is a checkbox labeled 'Is MDR' which is unchecked. At the bottom right, there are two buttons: 'OK' with a green checkmark icon and 'Cancel' with a red X icon.

- Enter the IP address or the Alias in the input box
- Click **“OK”**

Now the new Recorder appears in the **“Recorder List”** window:



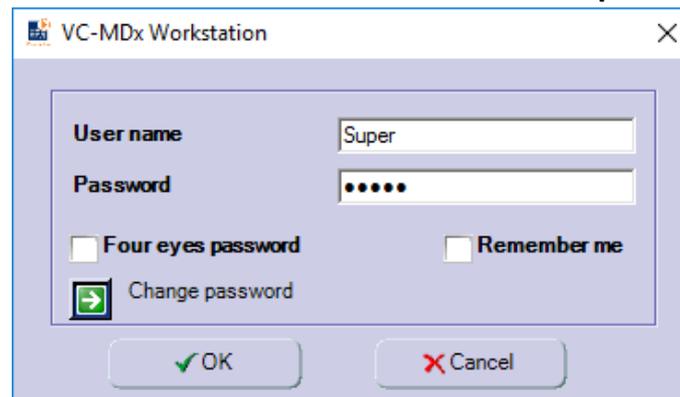
it's also possible to edit or remove a Recorder from the list, then click **“OK”**

Connect to a Recorder

Select the desired Recorder in the “**Record List**” tree and click on it:

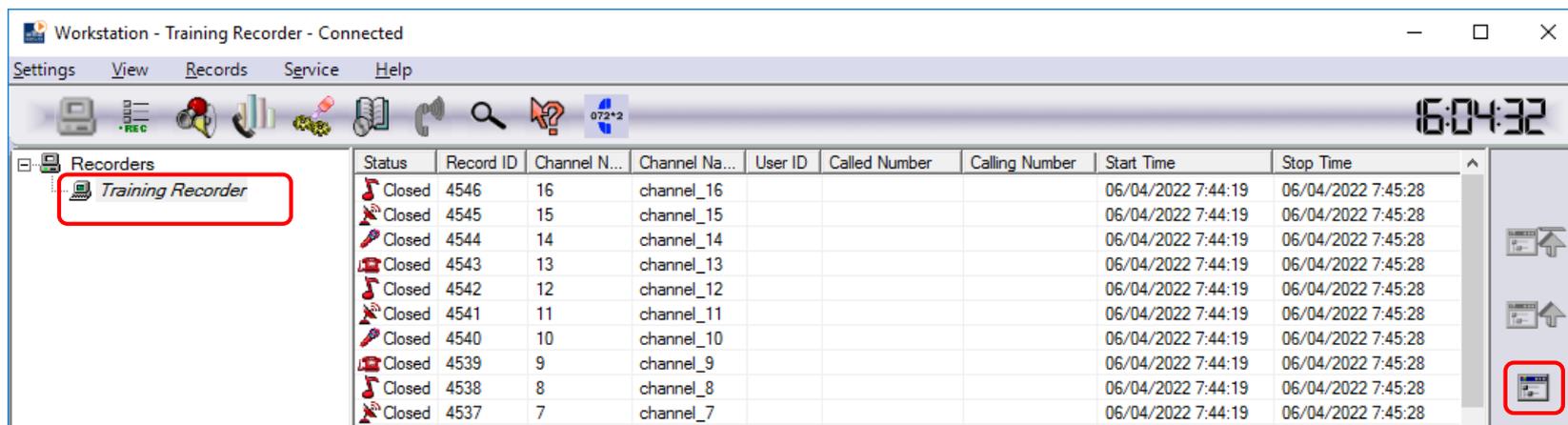


- Insert Username and Password in the input box and click “**OK**”



Connect to a Recorder

In the main window, the Recorder is now connected:



The screenshot shows the 'Workstation - Training Recorder - Connected' window. The interface includes a menu bar (Settings, View, Records, Service, Help), a toolbar with various icons, and a main display area. On the left, a 'Recorders' sidebar shows 'Training Recorder' selected and highlighted with a red box. The main display area contains a table of records with columns: Status, Record ID, Channel N..., Channel Na..., User ID, Called Number, Calling Number, Start Time, and Stop Time. The table lists 10 records, all with a status of 'Closed' and a start time of 06/04/2022 7:44:19 and stop time of 06/04/2022 7:45:28. A red box highlights the 'Training Recorder' icon in the sidebar and a small icon in the bottom right corner of the main display area.

Status	Record ID	Channel N...	Channel Na...	User ID	Called Number	Calling Number	Start Time	Stop Time
Closed	4546	16	channel_16				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4545	15	channel_15				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4544	14	channel_14				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4543	13	channel_13				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4542	12	channel_12				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4541	11	channel_11				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4540	10	channel_10				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4539	9	channel_9				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4538	8	channel_8				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4537	7	channel_7				06/04/2022 7:44:19	06/04/2022 7:45:28

- ✓ To check the good connection, the logo in front of the IP Address or the Alias change. 
- ✓ Click "**All records**" in the database bar and the latest records will appear in the record list.

Playback and Analyzing

Performing a playback from Recorder

The records displayed from Recorder IR Buffer archive.

Workstation - Training Recorder - Connected

Settings View Records Service Help

16:30:00

Recorders
Training Recorder

Status	Record ID	Channel N...	Channel Na...	User ID	Called Number	Calling Number	Start Time	Stop Time
Closed	4546	16	channel_16				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4545	15	channel_15				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4544	14	channel_14				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4543	13	channel_13				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4542	12	channel_12				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4541	11	channel_11				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4540	10	channel_10				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4539	9	channel_9				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4538	8	channel_8				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4537	7	channel_7				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4536	6	channel_6				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4535	5	channel_5				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4534	4	channel_4				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4533	3	channel_3				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4532	2	channel_2				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4531	1	channel_1				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4530	16	channel_16				06/04/2022 4:52:11	06/04/2022 4:52:14
Closed	4529	15	channel_15				06/04/2022 4:52:11	06/04/2022 4:52:14
Closed	4528	14	channel_14				06/04/2022 4:52:11	06/04/2022 4:52:14
Closed	4527	13	channel_13				06/04/2022 4:52:11	06/04/2022 4:52:14
Closed	4526	12	channel_12				06/04/2022 4:52:11	06/04/2022 4:52:14
Closed	4525	11	channel_11				06/04/2022 4:52:11	06/04/2022 4:52:14
Closed	4524	10	channel_10				06/04/2022 4:52:11	06/04/2022 4:52:14
Closed	4523	9	channel_9				06/04/2022 4:52:11	06/04/2022 4:52:14
Closed	4522	8	channel_8				06/04/2022 4:52:11	06/04/2022 4:52:14
Closed	4521	7	channel_7				06/04/2022 4:52:11	06/04/2022 4:52:14
Closed	4520	6	channel_6				06/04/2022 4:52:11	06/04/2022 4:52:14
Closed	4519	5	channel_5				06/04/2022 4:52:11	06/04/2022 4:52:14
Closed	4518	4	channel_4				06/04/2022 4:52:11	06/04/2022 4:52:14
Closed	4517	3	channel_3				06/04/2022 4:52:11	06/04/2022 4:52:14
Closed	4516	2	channel_2				06/04/2022 4:52:11	06/04/2022 4:52:14

Displayed records: 100 (1 - 100) / Filtered: 3424 / Total: 3424

Start time: Calling No.:
 Stop time: Called No.:
 Direction: Compression:
 Record ID: DSE:
 Short Comment:

Loop

Volume Back offset Duration Flexi Skip DSE

 10 (s) 60 (s) 5 (s) 5 (s)

Playback and Analyzing

❑ Function Buttons of Playback



Item	Parameter	Description
1.	Previous record	Play the previous record from the record list.
2.	Skip back	Skip back a defined interval.
3.	Play or Pause	Play call / Pause playback
4.	Stop	Stop playback
5.	Skip forward	Skip forward a defined interval.
6.	Next record	Play the next record from the record list.
7.	DSE	Switch DSE on/off
8.	Time speech	Use the time speech
9.	Delete all markers	Delete all markings
10.	Play mode	Change the play mode
11.	Call details	Open a window to show all information for the call
12.	AGC	Increasing the audio output of record

Playback and Analyzing

❑ Time Information as a Tool Tip

Hold the mouse pointer for a moment over the playback wave bar, the time of this position appears as a tool tip.



Playback and Analyzing

❑ Loop Playback Function



- By activating the “**Loop**”, the playback will be looped.
- To start the playback, click “**Play**”, the button change to “**Pause**”, click “**Pause**” or “**Stop**” if you want to stop the playback.
- In the “**Skip**” input, it’s possible to define the skip interval to skip back or forward.
- It is also possible to press in the progress wave bar and the play will jump to the time pressed.

Playback and Analyzing

❑ Playback with marker



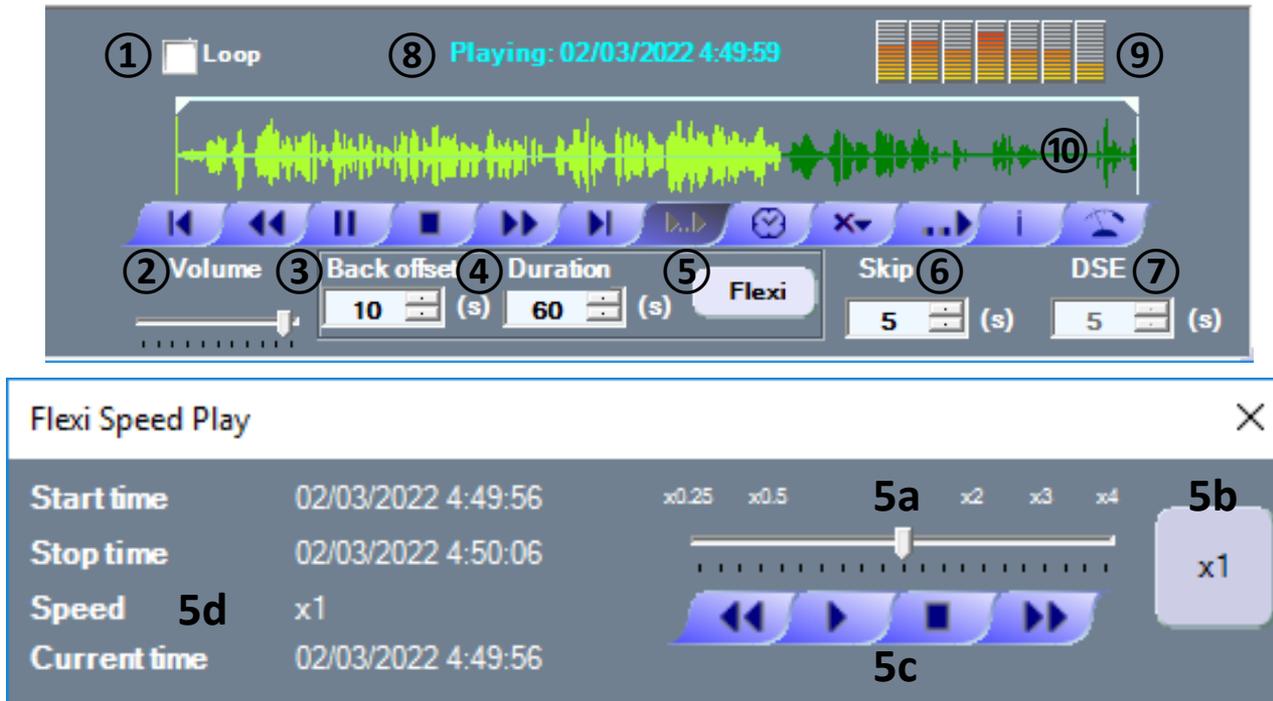
- During playing back, by right click in the progress bar, the red marker will be pinned, which intended as mark for the specific time record.
- The marker will be still keep pinned if you select another record or close the Recorder/Workstation application.
- The marker can be only removed manually by pressing “**Delete all markers**” button.

Playback and Analyzing

❑ Others Playback Functions



Item	Parameter	Description
1.	Loop	Starting loop playback.
2.	Volume	Control volume.
3.	Back offset	Reduce interval (in second) once Flexi Speed activated.
4.	Duration	Define maximum interval (in second) once Flexi Speed activated.
5.	Flexi Speed button	Shows " Flexi Speed Play " window.
6.	Skip	Define skip interval (in second).
7.	DSE	Define the playback of breaks (in second).
8.	Date and time	Shows date and time of the record.
9.	Channel level	Check the level amplitude of the channel.
10.	Playback progress wave bar	The playback progress bar displays the progress of the playback and allows setting markers on it.



- Once “**Flexi**” button (5) clicked, then “**Flexi Speed Play**” window displayed.
 - 5a. Set playback speed.
 - 5b. Set playback speed to initial normal speed.
 - 5c. Playback buttons
 - 5d. Playback information

Playback and Analyzing

❑ Zoom In/Out Playback Function



- During playing back, by select the specific time range (red arrow), then the record can be zoom-in by right click then choose “**Zoom In**” feature.



- The result record zoom, can be zoom-in again or zoom-out as per original record earlier, by select the specific time range (blue arrow).
- Select “**Zoom In**” if want to zoom in again or select “**Zoom Out**” if want to back to original record.

Playback and Analyzing

❑ Recognize recordings which have been played

In the record list it is visible which calls have already been played.
The colour of the records changes as follows:

Status	Record ID	Channel N...	Channel Na...	User ID	Called Number	Calling Number	Start Time	Stop Time
 Closed	4344	42	SIPPassive		10.2.133.108	10.2.115.60	02/03/2022 4:36:23	02/03/2022 4:36:47
 Closed	4343	41	SIPPassive		10.2.115.60	10.2.10.10	02/03/2022 4:36:20	02/03/2022 4:36:22
 Closed	4342	42	SIPPassive		10.2.133.108	10.2.115.60	02/03/2022 4:32:51	02/03/2022 4:33:09
 Closed	4341	41	SIPPassive		10.2.115.60	10.2.10.9	02/03/2022 4:32:43	02/03/2022 4:32:50
 Closed	4340	42	SIPPassive		10.2.133.108	10.2.115.60	02/03/2022 4:29:58	02/03/2022 4:30:13
 Closed	4339	41	SIPPassive		10.2.115.60	10.2.10.9	02/03/2022 4:29:49	02/03/2022 4:29:57
 Closed	4338	41	SIPPassive		6848777	+966126848778	02/03/2022 4:19:45	02/03/2022 4:19:53
 Closed	4337	41	SIPPassive		10.65.251.1	10.65.122.108	02/03/2022 4:19:28	02/03/2022 4:19:33
 Closed	4336	8	Analog				02/03/2022 2:35:32	02/03/2022 2:35:39

Attribute	Description
Black font	Record has not been played yet.
Purple font	Record has been played.
Progress bar light (e.g. light blue)	Record is being played at the moment or has been played already.
Progress bar grey	Record is selected (Current mouse position).

Record List Management

❑ Display the Latest Records

- Click “**All Records**” in the database bar



The latest calls will be available in the Record List.

If automatic refresh is deactivated (see the “**Recorder Options**”), the application reminds you in the “**Database Bar**” that new calls are available and that have not yet been loaded into the “**Record List**” with the icon:



Record List Management

❑ Scrolling between Older / Newer Calls

Use the following buttons in the “**Database Bar**”:

- **Last Records**, load the latest calls



- **Next Records**, scrolls up in the call list from the preselected number of calls.



- **Previous Records**, scrolls down in the call list from the preselected number of calls.



- **First Records**, load the oldest calls from the database



Record Filtering

□ Display the Filter Menu

There are 2 ways to open the menu to configure filtering:

- Click on the button **“Search Database”** in the Database Bar:



- Or in the menu bar, go to **“Records”** and **“Filter”**

Filter Records
? X

Search criteria

- Quick Search & Time
- Channel
- Phones
- Call Parameters

Quick Search

Phone Number
 Action Number
 Case
 Aux

Short Comment
 Channel Name
 User ID

Time

Quick search

Search mode: Continuous

From:

07/04/2022
▼

14:15:07
▼

To:

07/04/2022
▼

15:15:07
▼

start time in the selected interval

stop time in the selected interval

active recordings

Call Duration

Longer than

0
0
0
(hh:mm:ss)

Shorter than

0
0
0
(hh:mm:ss)

🔍 Search

📄 All Records

✖ Clear

📄 Load Filter

💾 Save Filter

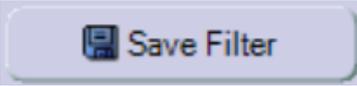
✖ Cancel

🎭 Call Scenario

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Record Filtering

-  Search : Display the current record list with the filtered calls
-  All Records : Remove all filters and show all records
-  Clear : Clear the filter configuration
-  Load Filter : Load a saved filter
-  Save Filter : Save the actual filter
-  Cancel : Close the actual window and delete the unsaved parameters
-  Call Scenario : Perform Call Scenario from the defined time frame

Record Filtering

❑ Quick Search and Time Filtering

- Click **“Quick Search & Time”** under **“Search criteria”**

Filter Records

Search criteria

- Quick Search & Time
- Channel
- Phones
- Call Parameters

Quick Search

- Phone Number
- Action Number
- Case
- Aux
- Short Comment
- Channel Name
- User ID

Time

Quick search

Search mode: Continuous

From: 07/04/2022 14:15:07

To: 07/04/2022 15:15:07

start time in the selected interval

stop time in the selected interval

active recordings

Call Duration

Longer than 0 0 0 (hh:mm:ss)

Shorter than 0 0 0 (hh:mm:ss)

Search All Records Clear

the first part “**Quick Search**”, it’s possible to quickly search a string in the database.

Record Filtering

❑ Quick Search and Time Filtering

- Enter the desired string in the input case.
- Click “**Search**”, the current record list appears with the filtered calls



Record Filtering

It's already possible to do the same quick search, with the button in the toolbar.

- Click **“Quick Search”** in the toolbar



Quick Search

- Phone Number - Action Number - Case - Aux

- Short Comment - Channel Name - User ID

Search for:

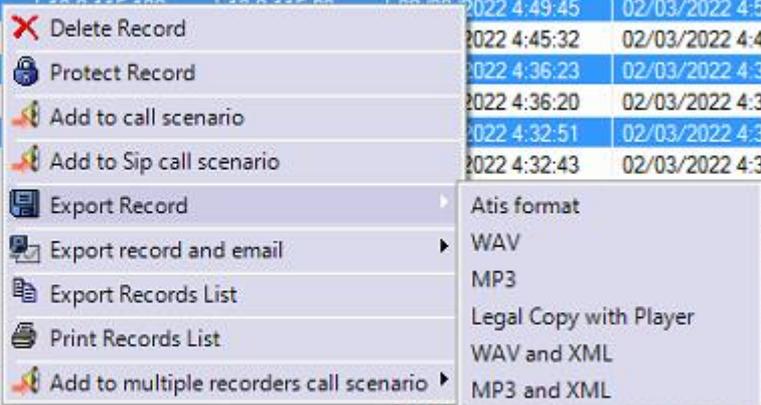
Search

- Enter the string in the input box and click **“Search”**

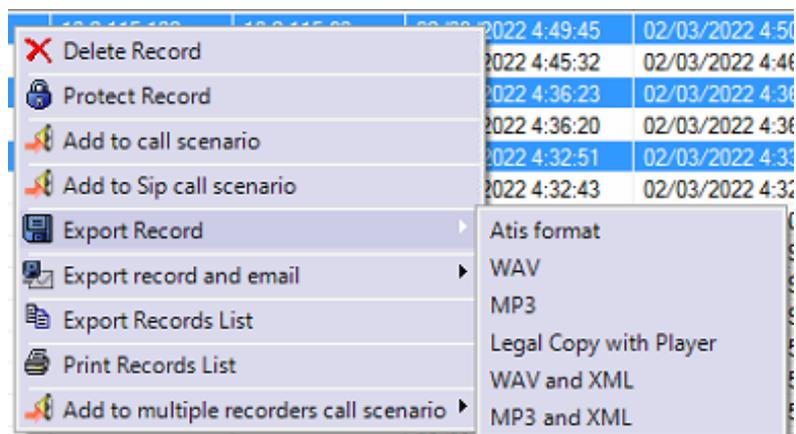
Export Record

- Select one or more recordings in the record list
- Right-Click in the selected records and select “**Export Record**” and choose the desired format as described below:

Status	Record ID	Channel N...	Channel Na...	User ID	Called Number	Calling Number	Start Time	Stop Time
Closed	4346	41	SIPPassive				02/03/2022 4:49:45	02/03/2022 4:50:06
Closed	4345	41	SIPPassive				02/03/2022 4:45:32	02/03/2022 4:46:12
Closed	4344	42	SIPPassive				02/03/2022 4:36:23	02/03/2022 4:36:47
Closed	4343	41	SIPPassive				02/03/2022 4:36:20	02/03/2022 4:36:22
Closed	4342	42	SIPPassive				02/03/2022 4:32:51	02/03/2022 4:33:09
Closed	4341	41	SIPPassive				02/03/2022 4:32:43	02/03/2022 4:32:50
Closed	4340	42	SIPPassive					02/03/2022 4:30:13
Closed	4339	41	SIPPassive					02/03/2022 4:29:57
Closed	4338	41	SIPPassive					02/03/2022 4:29:53
Closed	4337	41	SIPPassive					02/03/2022 4:29:33
Closed	4336	8	Analog					02/03/2022 4:25:39
Closed	4335	7	Analog					02/03/2022 4:25:39
Closed	4334	6	Analog					02/03/2022 4:25:39
Closed	4333	5	Analog				02/03/2022 2:35:32	02/03/2022 2:35:39
Closed	4332	4	Analog				02/03/2022 2:35:32	02/03/2022 2:35:39
Closed	4331	3	Analog				02/03/2022 2:35:32	02/03/2022 2:35:39



- Delete Record
- Protect Record
- Add to call scenario
- Add to Sip call scenario
- Export Record
 - Atis format
 - WAV
 - MP3
 - Legal Copy with Player
 - WAV and XML
 - MP3 and XML
- Export record and email
 - WAV
 - MP3
 - Legal Copy with Player
 - WAV and XML
 - MP3 and XML
- Export Records List
- Print Records List
- Add to multiple recorders call scenario

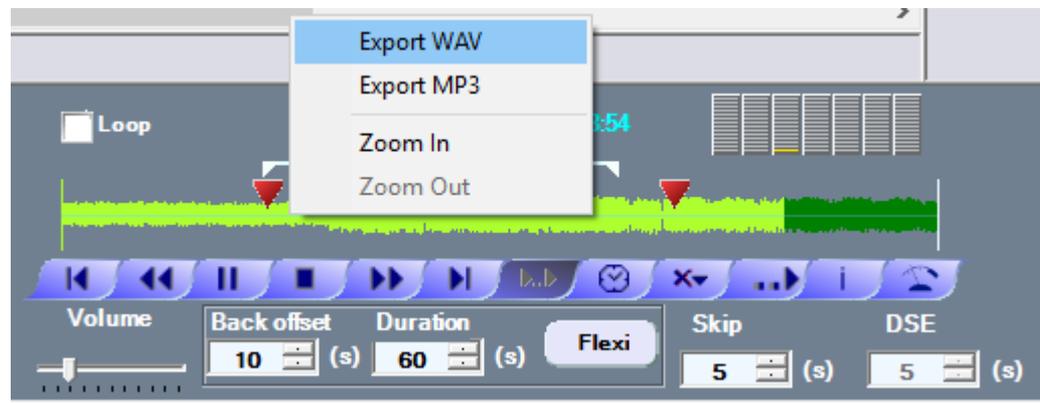


Format	Description
Atis format	Evidential format. Can be played in the VC-MDx Workstation application or the ATIS Player created with the export process.
WAV	Can be played with MS Windows Media Player.
MP3	Can be played with any MP3 player.
Legal Copy with Player	Evidential format with hash value verification including ATIS Player. Can be played in the VC-MDx Workstation application or the ATIS player created with the export process.
WAV and XML	Export to WAV format and additional export of call-related data in XML format.
MP3 and XML	Export to MP3 format and additional export of call-related data in XML format.

Note:
The file name is automatically created, it's recommended to leave it because it's unique.

Export Record

❑ Export selection part of recording



- During playing back, it can select the specific time record for export the audio.
- Right click in the middle of progress wave bar and selection, then can be exported to WAV/MP3 for that selected record time.

Playback Recording

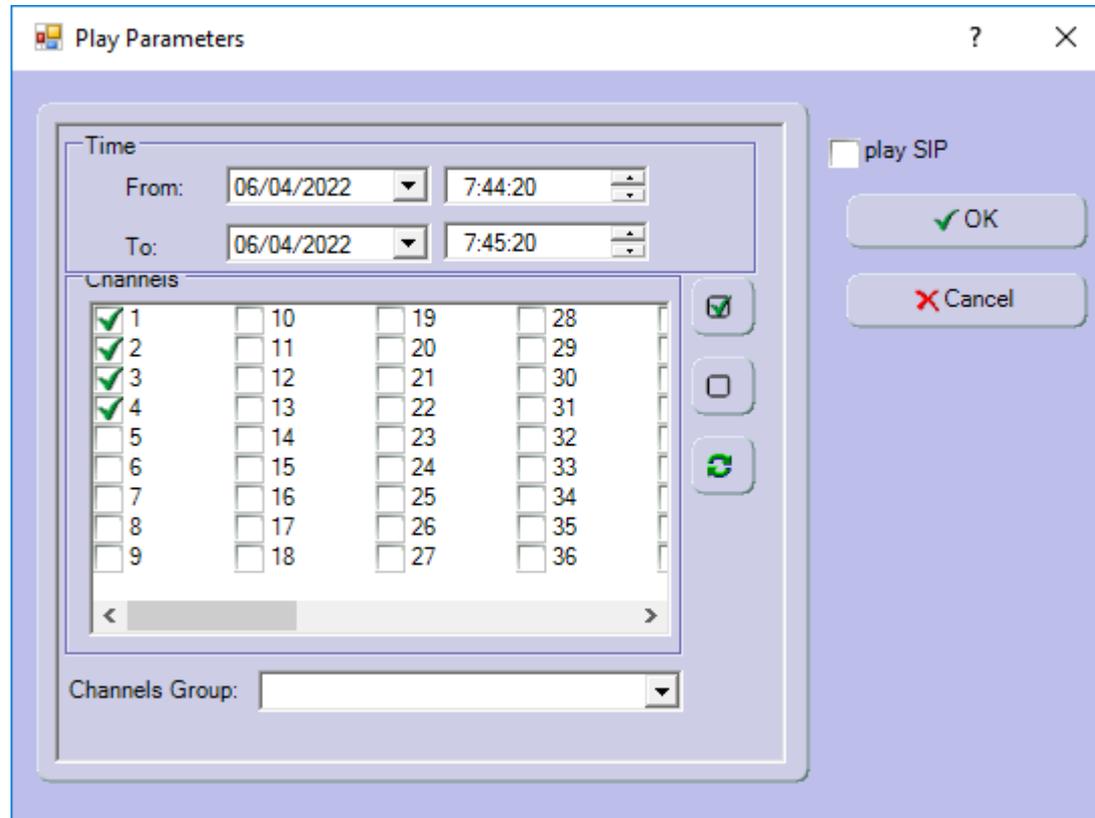
1. Parallel Playback

During the parallel playback, you specify a time period, then select a maximum of 16 channels for playback out of the channels active during this time period.

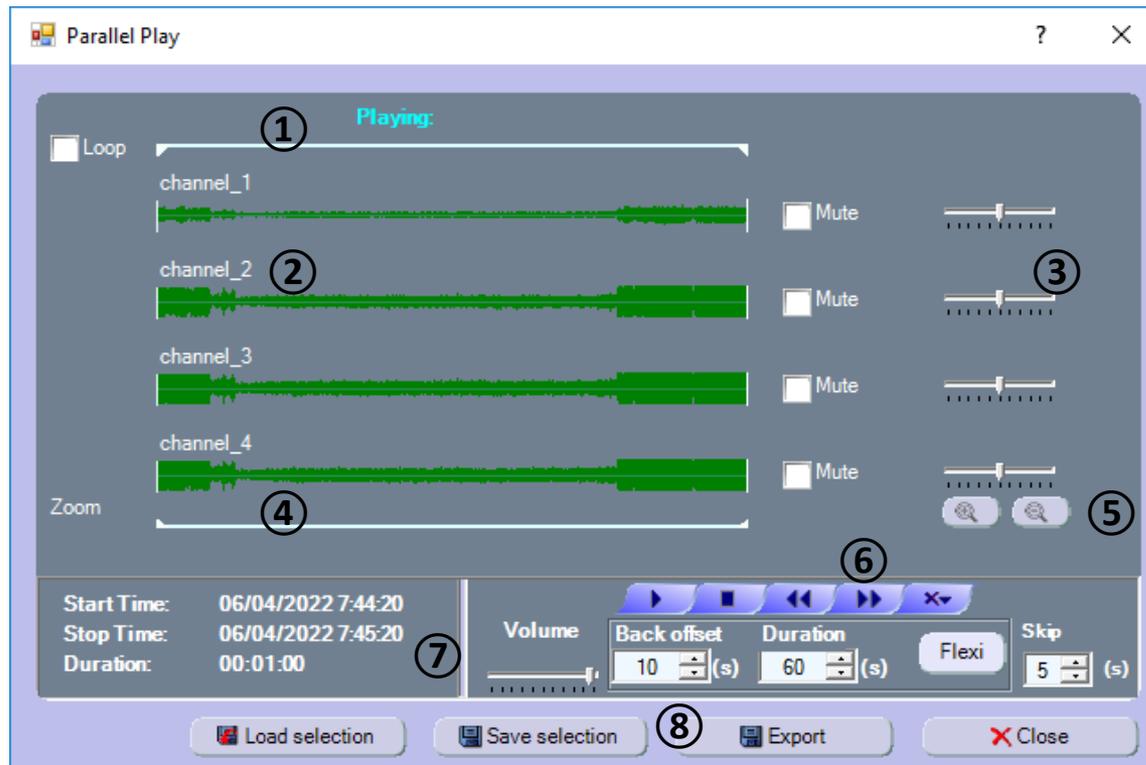
- There are 2 ways to open the menu **Parallel Play**:
 - Click on the button **“Parallel play/Call scenario”** in the toolbar :



- Or in the menu bar, go to **“Records”** and **“Parallel play”**



- Define the Time desired in the line “**From**”
- Define the Time desired in the line “**To**”
- Select the channels desired and press “**OK**”



1. Element to define loops.
2. Playback area for the selected channels (max. 16).
3. Volume control for all channels and the mute option.
4. Element to define zoom.
5. Zoom in / out function of the selected playback area.
6. Buttons to control the playback.
7. Details on the parallel playback.
8. Various buttons to **Load**, **Save** and **Export** this scenario.

❑ Save this Parallel play to replay it later

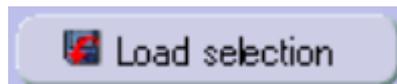
- Press the button “**Save selection**”:



- Select the path in which you would like to save the audio files and choose a desired name for this parallel play and press “**Save**”

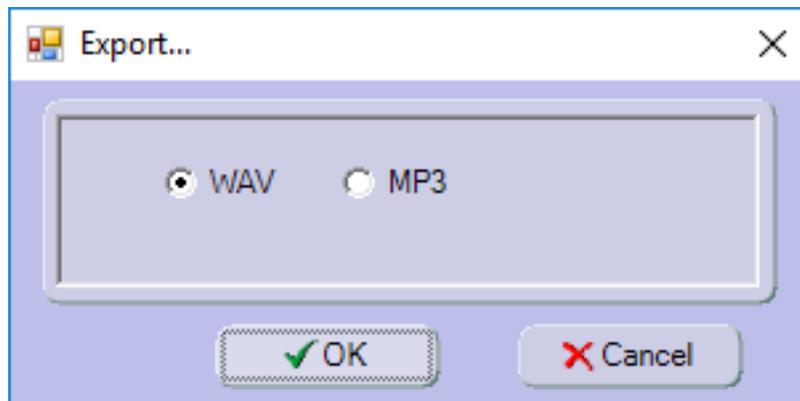
❑ Load a Parallel play

- Press the button “**Load selection**”



❑ Export the selected records of the Parallel playback.

➤ Click “Export”:



- Select the desired export format and click “**OK**”
- The save dialog opens, then select the path (The file name is automatically created), then Click “**Save**”

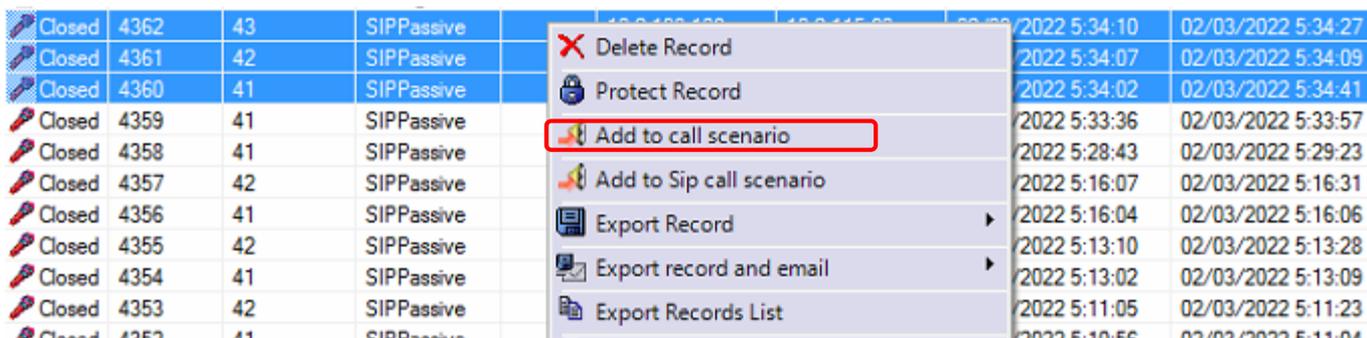
Playback Recording

2. Call Scenario

The call scenario focuses on the selection of completed calls to combine them in a group to assist investigation.

You can create call scenarios from different calls in the record list.

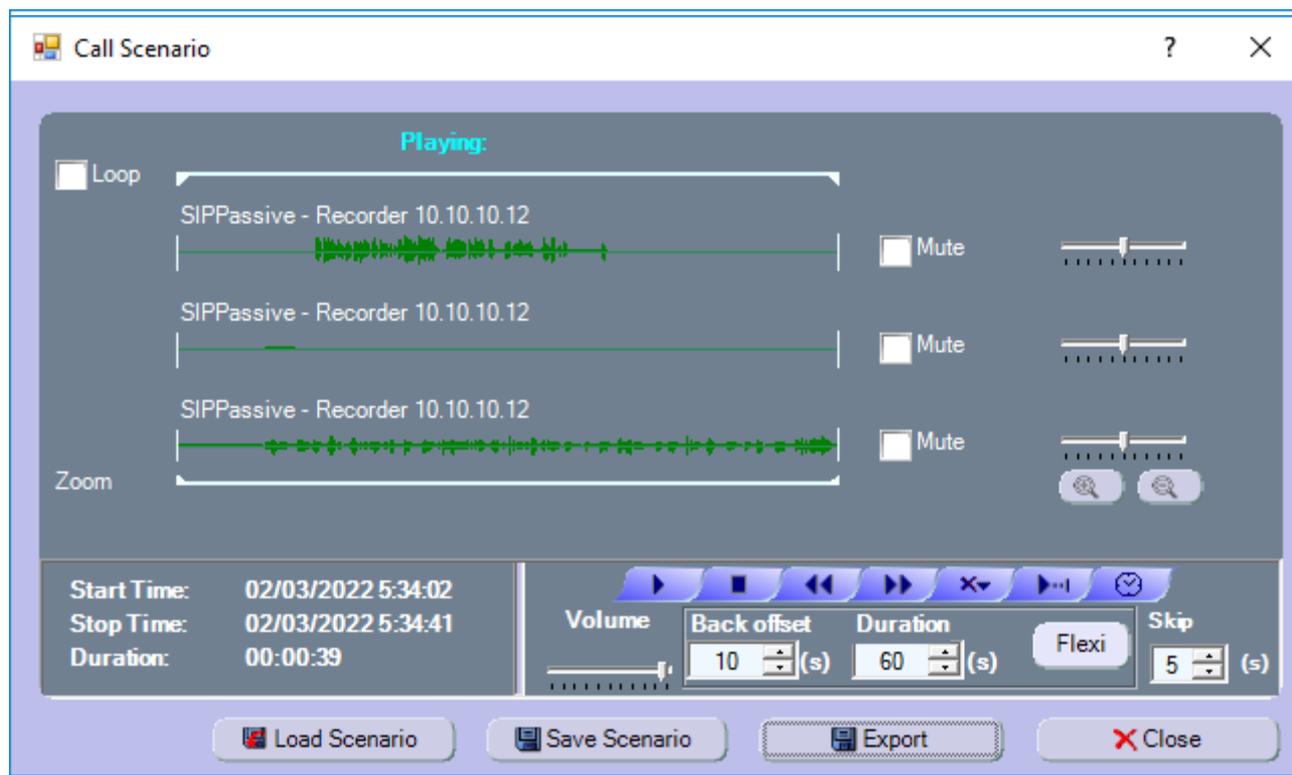
- Select the calls in the record list



	Closed	4362	43	SIPPassive				2022 5:34:10	02/03/2022 5:34:27
	Closed	4361	42	SIPPassive				2022 5:34:07	02/03/2022 5:34:09
	Closed	4360	41	SIPPassive				2022 5:34:02	02/03/2022 5:34:41
	Closed	4359	41	SIPPassive				2022 5:33:36	02/03/2022 5:33:57
	Closed	4358	41	SIPPassive				2022 5:28:43	02/03/2022 5:29:23
	Closed	4357	42	SIPPassive				2022 5:16:07	02/03/2022 5:16:31
	Closed	4356	41	SIPPassive				2022 5:16:04	02/03/2022 5:16:06
	Closed	4355	42	SIPPassive				2022 5:13:10	02/03/2022 5:13:28
	Closed	4354	41	SIPPassive				2022 5:13:02	02/03/2022 5:13:09
	Closed	4353	42	SIPPassive				2022 5:11:05	02/03/2022 5:11:23
	Closed	4352	41	SIPPassive				2022 5:10:55	02/03/2022 5:11:04

- Delete Record
- Protect Record
- Add to call scenario
- Add to Sip call scenario
- Export Record
- Export record and email
- Export Records List

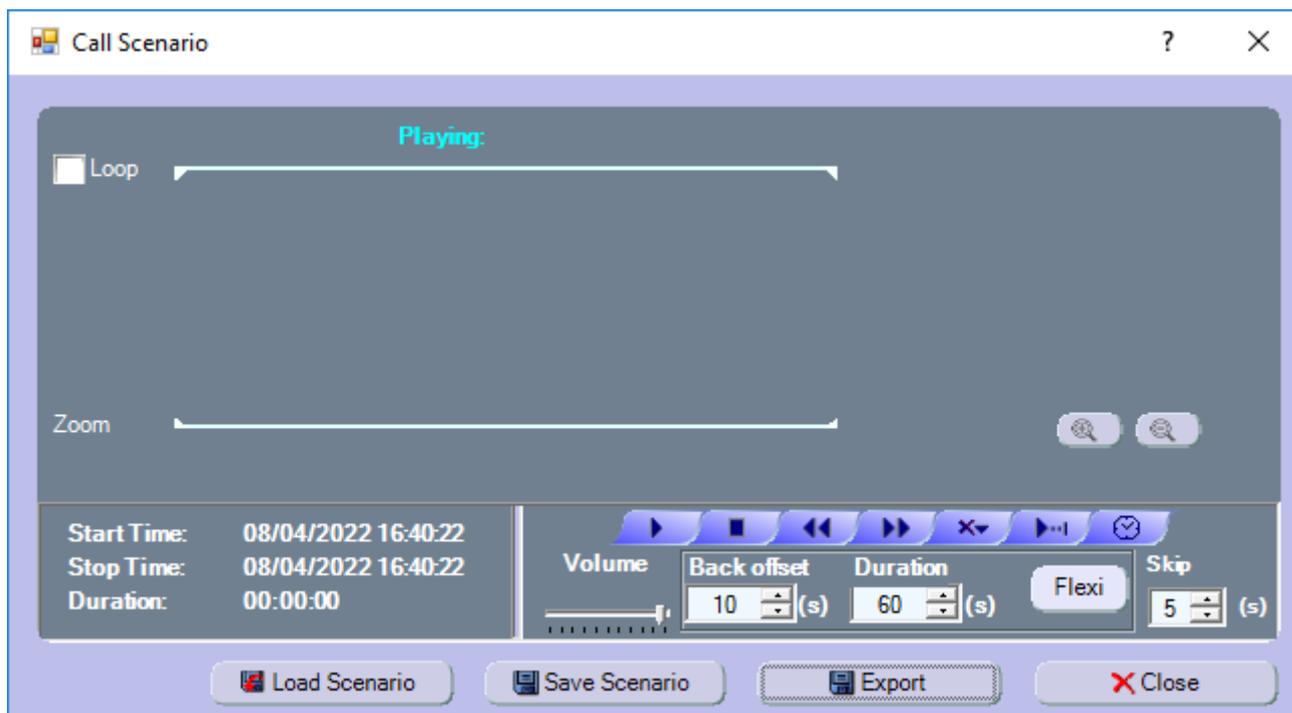
- Right-click in the selected records and select **“Add to call scenario”**



The functions in this window are the same as the parallel play.

- There are 2 ways to open the menu **Scenario Play**:
 - Click on the button **“Parallel play/Call scenario”** in the toolbar :

 - Select **“Call Scenario”** and press **“OK”**
 - Or in the menu bar, go to **“Records”** and **“Call Scenario”**



You can load your Scenario.

Playback Recording

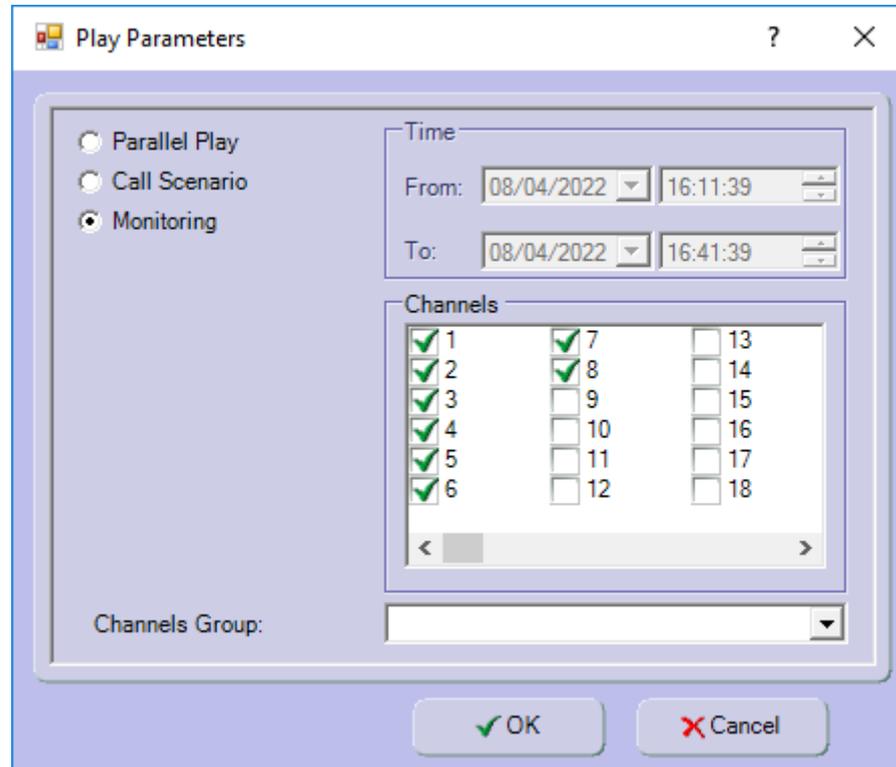
3. Monitor Multiple Channels

It's possible to monitor multiple channels at the same time, to do this operation:

- Click on the button "**Parallel play/Call scenario**" in the toolbar :



- The “**Play Parameters**” window appears:



- Select “**Monitoring**”, select the desired channels and press “**OK**”

- The “Monitoring” window appears:



- Now you have the level of each channel selected and when a channel starts, you can listen in live the several channels at the same time (maximum of 8 channels at the same time).

Log Management

➤ There are 2 ways to open the menu **Log Management**:

- Click on the button “**Logs**” in the toolbar :



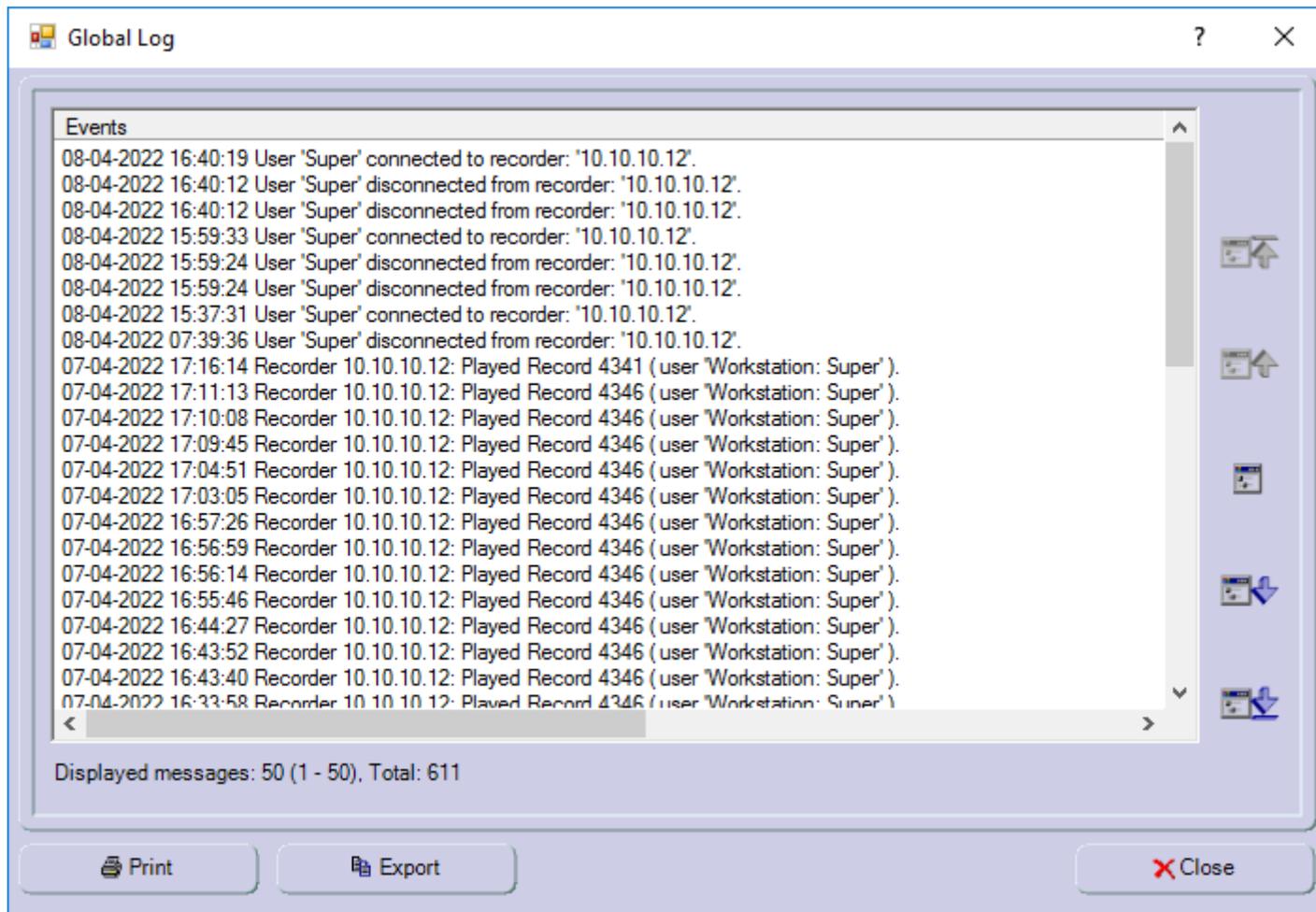
- Or in the menu bar, go to “**Service**” and “**Log management**”

1	2	3	4	5
Activity	03-06-2021 16:04:17			
User	03-06-2021 16:04:17			
Error	13-01-2022 08:52:36			
Network	03-06-2021 16:10:10			
Global	03-06-2021 16:04:17			
Playback	07-06-2021 11:01:10			

1 : Log name
2 : Start date

3 : View contents
4 : Delete contents

5 : Stop Log service



Select the right log to open and press the button “Views Contents”.

To navigate in the logs, use the buttons in the data bar:



: Last messages



: Next messages



: Refresh



: Previous messages



: First messages

It's also possible to print the log (only possible if a printer is installed) or export the log to analyse it later. To do this operation, click on the desired button.

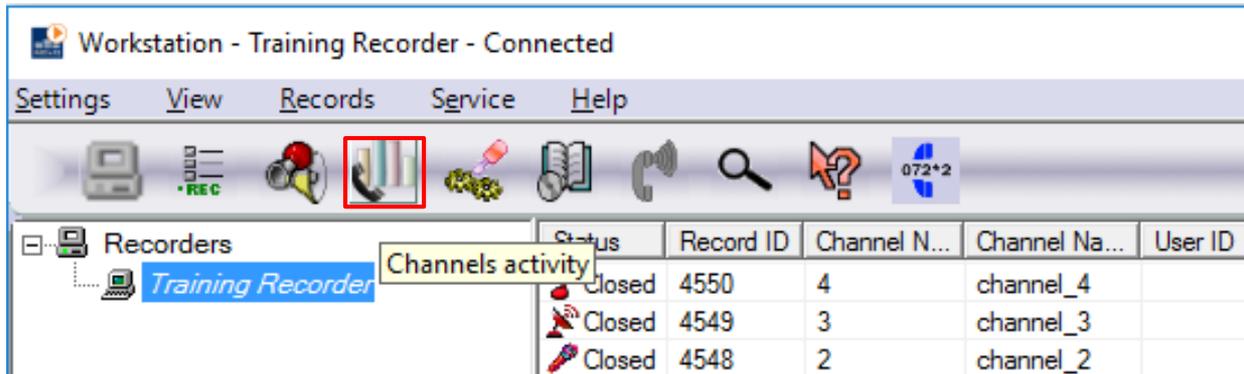
The following logs may be available:

Log name	Description
Activity	Registers system activities such as logging in.
User	Registers Start and Stop Workstation application
Error	Registers errors of Workstation application
Network	Registers network connections.
Global	Registers global setting changes.
Playback	Registers the channels on which playback are made.

Channels Activity

The status of channels can be seen and check using “**Channels Activity**” feature.

- Click “Channels activity” icon in the toolbar



Workstation - Training Recorder - Connected

Settings View Records Service Help

Channels activity

Status	Record ID	Channel N...	Channel Na...	User ID
Closed	4550	4	channel_4	
Closed	4549	3	channel_3	
Closed	4548	2	channel_2	

- Define the time frame and channel(s) to check the activity.

Channel Activity

Time

From: 06/04/2022 0:00:01

To: 06/04/2022 23:59:59

Quick time selection

Period: Today

Channels

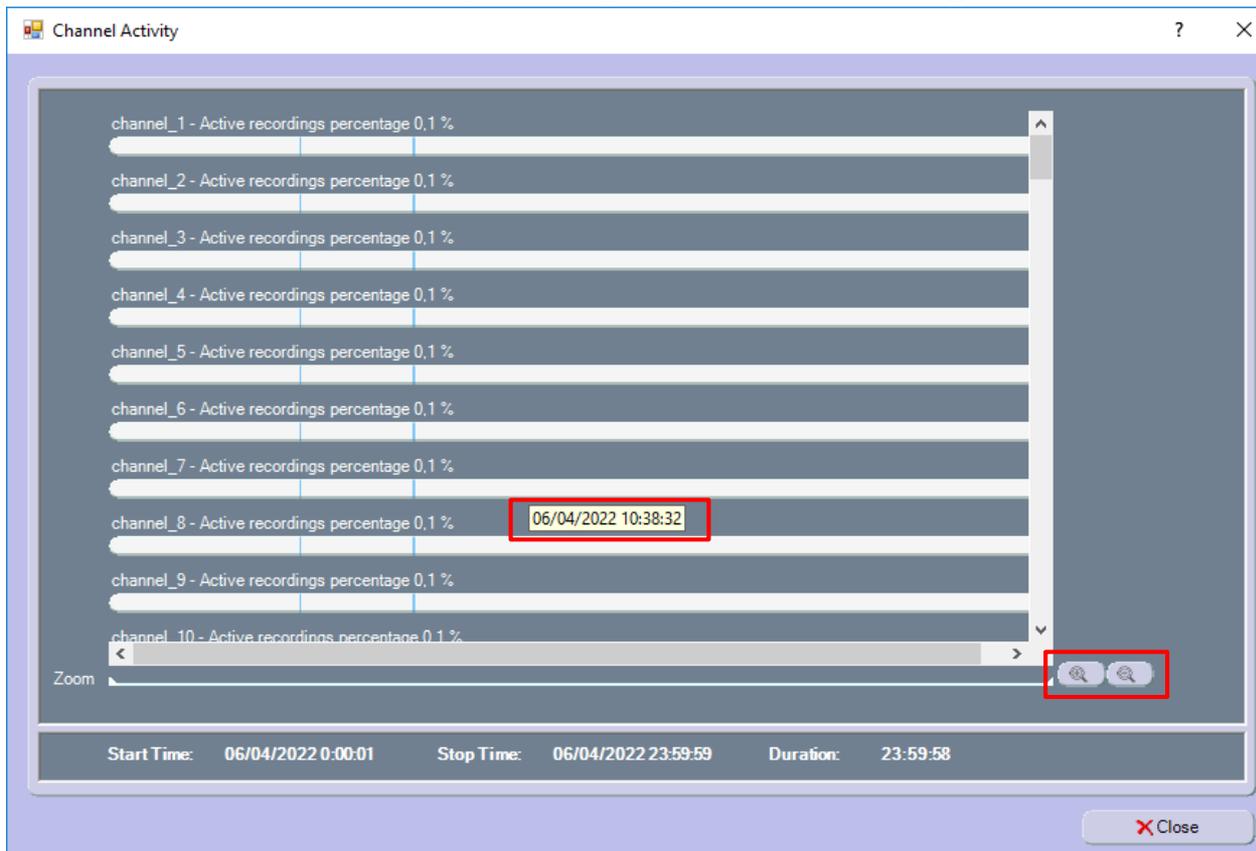
<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 10	<input checked="" type="checkbox"/> 19	<input checked="" type="checkbox"/> 28
<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 11	<input checked="" type="checkbox"/> 20	<input checked="" type="checkbox"/> 29
<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 12	<input checked="" type="checkbox"/> 21	<input checked="" type="checkbox"/> 30
<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 13	<input checked="" type="checkbox"/> 22	<input checked="" type="checkbox"/> 31
<input checked="" type="checkbox"/> 5	<input checked="" type="checkbox"/> 14	<input checked="" type="checkbox"/> 23	<input checked="" type="checkbox"/> 32
<input checked="" type="checkbox"/> 6	<input checked="" type="checkbox"/> 15	<input checked="" type="checkbox"/> 24	<input checked="" type="checkbox"/> 33
<input checked="" type="checkbox"/> 7	<input checked="" type="checkbox"/> 16	<input checked="" type="checkbox"/> 25	<input checked="" type="checkbox"/> 34
<input checked="" type="checkbox"/> 8	<input checked="" type="checkbox"/> 17	<input checked="" type="checkbox"/> 26	<input checked="" type="checkbox"/> 35
<input checked="" type="checkbox"/> 9	<input checked="" type="checkbox"/> 18	<input checked="" type="checkbox"/> 27	<input checked="" type="checkbox"/> 36

Select and Filter

OK

Cancel

- The channels activity is displayed according to time selected.



- Also can be zoom and there is “**Tool Tip**” for date and time information

- Define the time frame and channel(s) with activate **“Select and Filter”**

Channel Activity

Time

From: 06/04/2022 0:00:01

To: 06/04/2022 23:59:59

Quick time selection

Period: Today

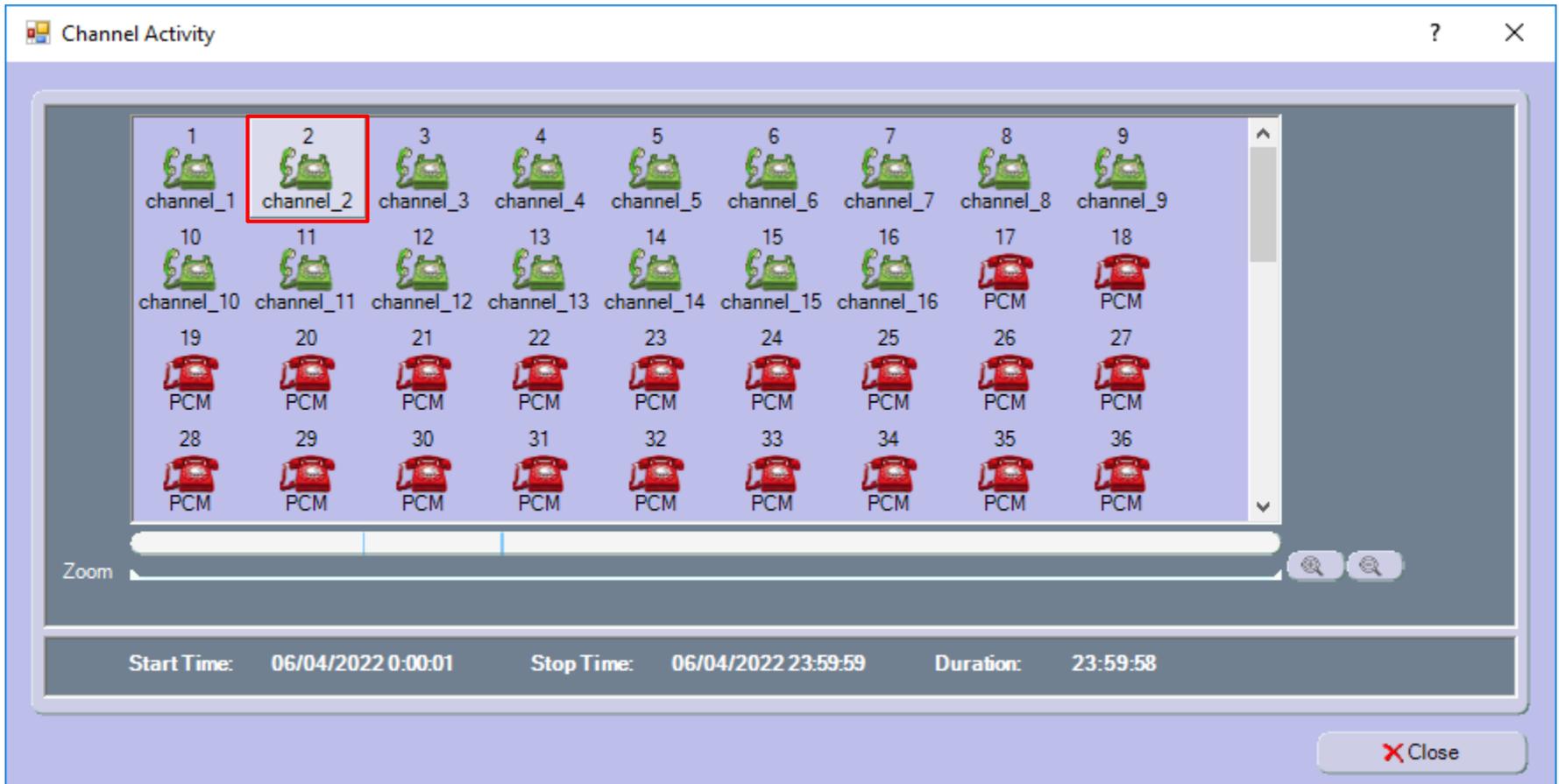
Channels

<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 10	<input checked="" type="checkbox"/> 19	<input checked="" type="checkbox"/> 28
<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 11	<input checked="" type="checkbox"/> 20	<input checked="" type="checkbox"/> 29
<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 12	<input checked="" type="checkbox"/> 21	<input checked="" type="checkbox"/> 30
<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 13	<input checked="" type="checkbox"/> 22	<input checked="" type="checkbox"/> 31
<input checked="" type="checkbox"/> 5	<input checked="" type="checkbox"/> 14	<input checked="" type="checkbox"/> 23	<input checked="" type="checkbox"/> 32
<input checked="" type="checkbox"/> 6	<input checked="" type="checkbox"/> 15	<input checked="" type="checkbox"/> 24	<input checked="" type="checkbox"/> 33
<input checked="" type="checkbox"/> 7	<input checked="" type="checkbox"/> 16	<input checked="" type="checkbox"/> 25	<input checked="" type="checkbox"/> 34
<input checked="" type="checkbox"/> 8	<input checked="" type="checkbox"/> 17	<input checked="" type="checkbox"/> 26	<input checked="" type="checkbox"/> 35
<input checked="" type="checkbox"/> 9	<input checked="" type="checkbox"/> 18	<input checked="" type="checkbox"/> 27	<input checked="" type="checkbox"/> 36

Select and Filter

OK Cancel

- The channels activity is displayed with activate **“Select and Filter”**



- Select a channel to see the activity of it.

The screenshot shows the 'Workstation - Training Recorder - Connected' window. The main area displays a table of recording records. Channel 2 is selected, and its records are highlighted in blue.

Status	Record ID	Channel N...	Channel Na...	User ID	Called Number	Calling Number	Start Time	Stop Time
Closed	4532	2	channel_2				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4516	2	channel_2				06/04/2022 4:52:11	06/04/2022 4:52:14

Displayed records: 2 (1 - 2) / Filtered: 2 / Total: 3424

The playback control panel at the bottom includes fields for Start time, Stop time, Direction, Record ID, and Short Comment. It also features a 'Loop' checkbox, a volume slider, and controls for Back offset (10 s), Duration (60 s), Skip (5 s), and DSE (5 s).

➤ Channel 2 is displayed after selected.

Workstation Settings

❑ Configuring the Options

To have access to the options, it's necessary to be connected to a Recorder.

➤ **There are 2 ways to open the menu to configure the Options:**

- Click on the button **“Application Settings”** in the toolbar :



- Or in the menu bar, go to **“Settings”** and **“Application Settings”**

The “Application Settings” window appears:

Application Settings

Global Options

Log Settings

Display Settings

Print Options

Mail Settings

Marker

Play Options

Include user name to export file name

Show language selection at startup

WIN OS Language

Atis format export including Player

Enable auto lock 10 minutes before lock

ASR server port: 4300

Remember me on NAS/Atis export

VOICEDATA settings

Enable VoiceData

VoiceData-X

VoiceData-C

VoiceData-COOPANS

VoiceData-ATIS

TopSky-ATC

TopSky ATC-IF-16

Extended Channel Mode

Audio Source: Recorder Name, IP c...

Port: 2005

User/Password extension: 0

Multiple call scenario

Use predefined file storage

Saved files path: browse

Multicast Messages (Indra)

Use Multicast Messages

System ID:

Group (IP): 224.0.0.1 Port: 11000

Network Interface:

OK Cancel

- Select the section desired
- Modify the options according to your requirements, Click “OK”

Workstation Settings

❑ Configure Global Options

In the “**Application Settings**” window, click in the section “**Global Options**”:

- Modify the options according to your requirements
- Click “**OK**”

Global Options

Log Settings

Display Settings

Print Options

Mail Settings

Marker

Play Options

Include user name to export file name
 Show language selection at startup
 WIN OS Language
 Atis format export including Player
 Enable auto lock minutes before lock
 ASR server port:
 Remember me on NAS/Atis export

VOICEDATA settings

Enable VoiceData
 VoiceData-X Extended Channel Mode
 VoiceData-C
 VoiceData-COOPANS

 VoiceData-ATIS
 TopSky-ATC
 TopSky ATC-IF-16

Audio Source:
 Port:
 User/Password extension:

Multiple call scenario

Use predefined file storage
 Saved files path:

Multicast Messages (Indra)

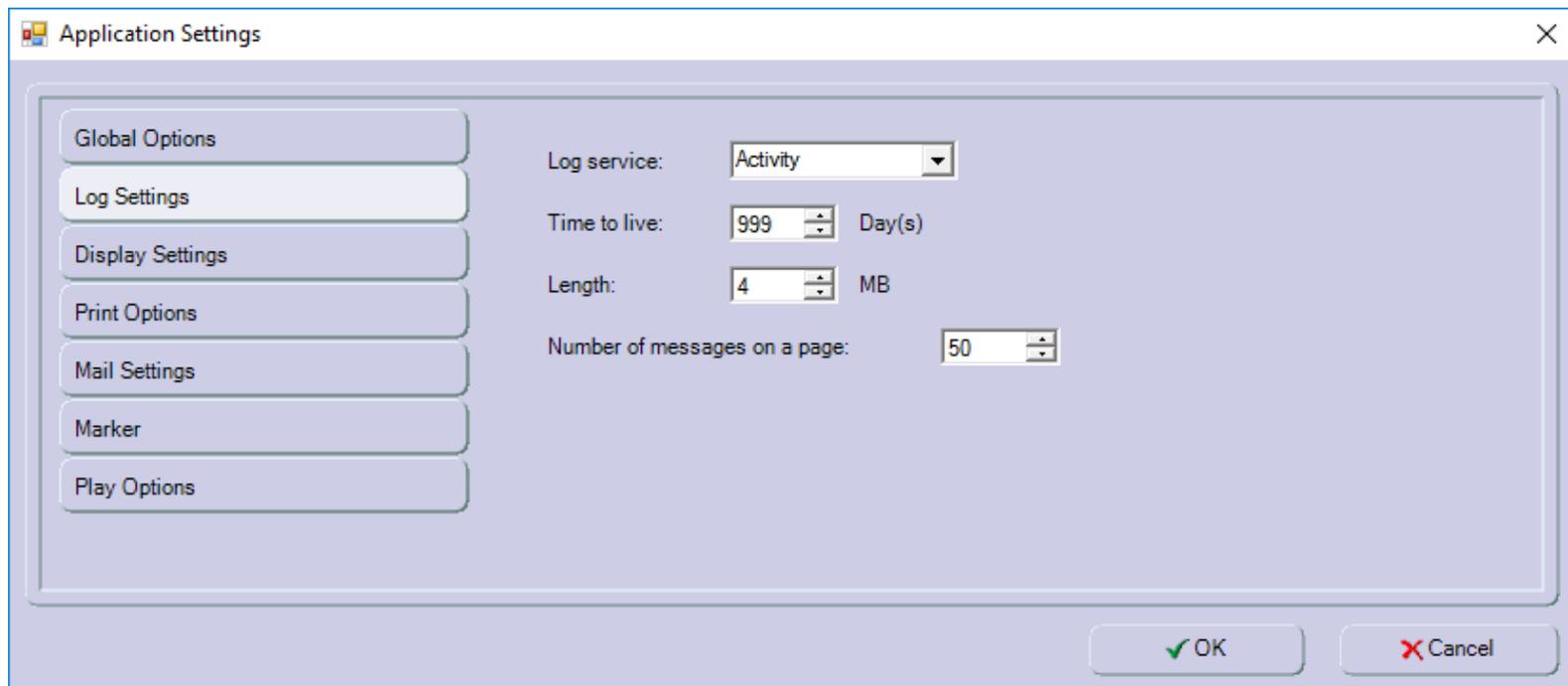
Use Multicast Messages
 System ID:
 Group (IP): Port:
 Network Interface:

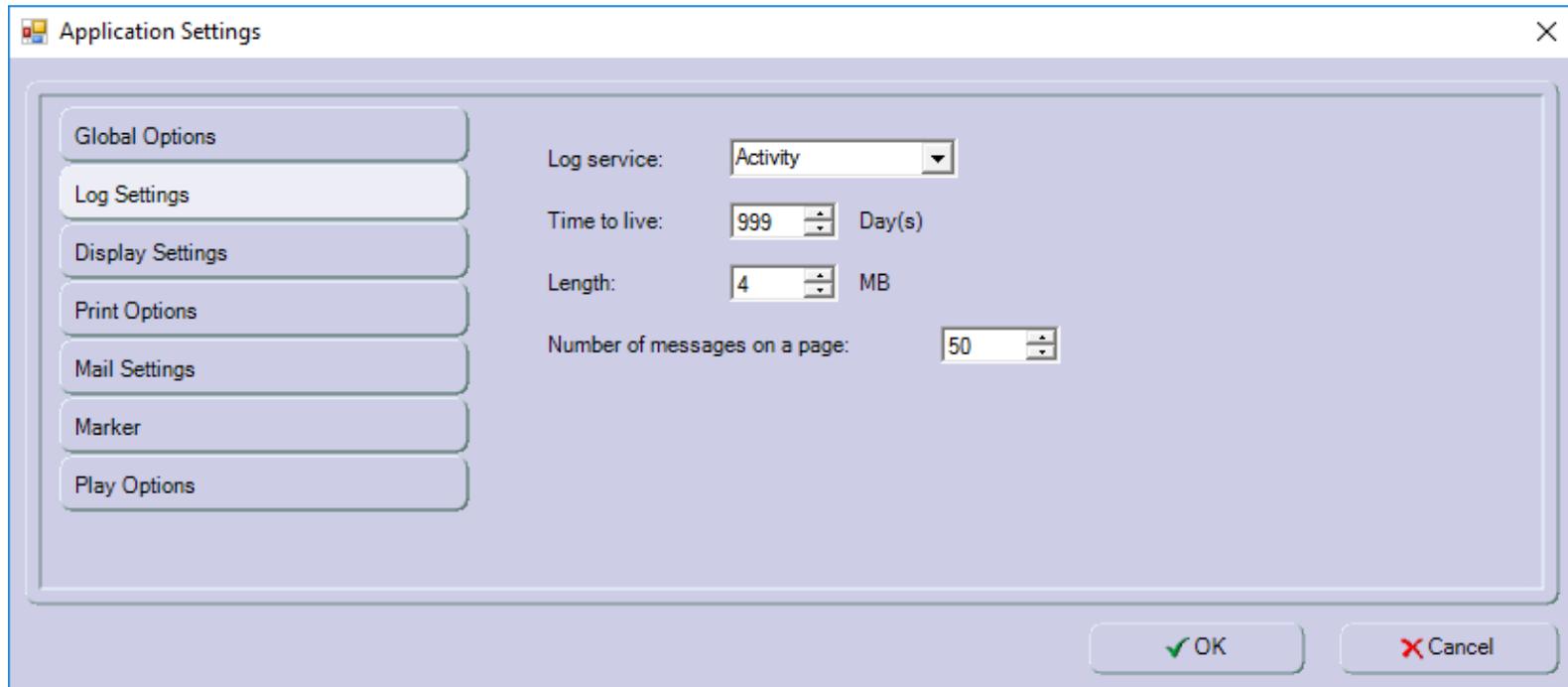
Parameter	Description
Include user name to export file name	Tick this checkbox if you want the name of the audio export file to start with the initials of the current user.
Show language selection at start-up	Activate the language selection at start-up.
WIN OS Language	Activate the language of the Windows operating system.
Atis format export including Player	Activate the export includes a player to play the records (only available for the "Proprietary format").
Enable auto lock	Enable the automatic lock and the minutes until the automatic lock.
ASR server port	Enter the ASR server port, ATIS Synchronized Radar protocol (ASR).
Remember me on NAS/Atis export	Keep in memory the user and password for the Recorder (it is not recommended to use this option for security reasons).
VOICEDATA settings	Enter VoiceData configuration (radar simulation).
Multiple call scenario	Play from Media for COOPANS option.
Multicast Messages (Indra)	Activate the multicast message.

Workstation Settings

❑ Configure the Log Settings

In the “**Application Settings**” window, click in the section “**Log Settings**”:



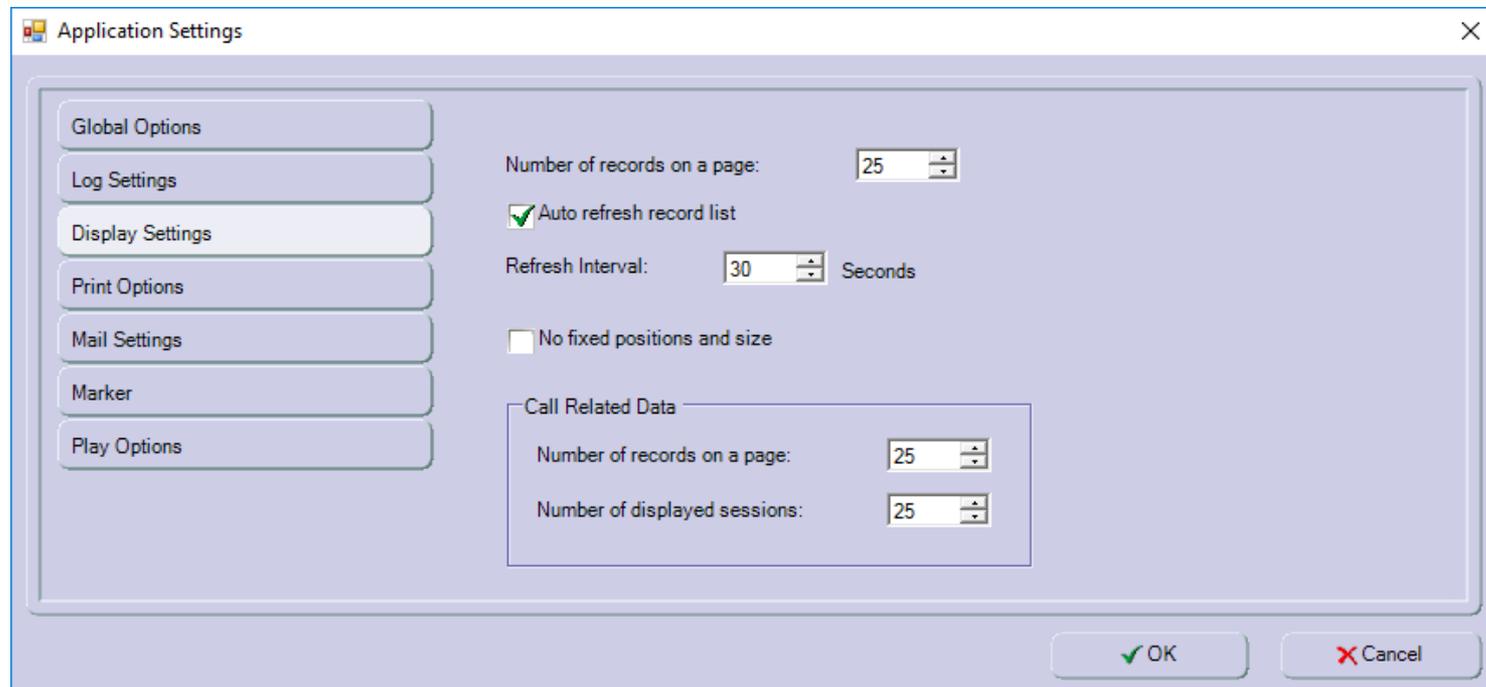


- Select the log for which the settings should be valid for.
- Define the "**Time to live**" of the protocol in days
- Define the maximum protocol "Length". When exceeding this length, the oldest entry will be overwritten automatically.
- Select the "**Number of messages on a page**" or rather, how many messages are displayed at one log page, Click "**OK**"

Workstation Settings

❑ Configure the Display Settings

In the “**Application Settings**” window, click in the section “**Display Settings**”:



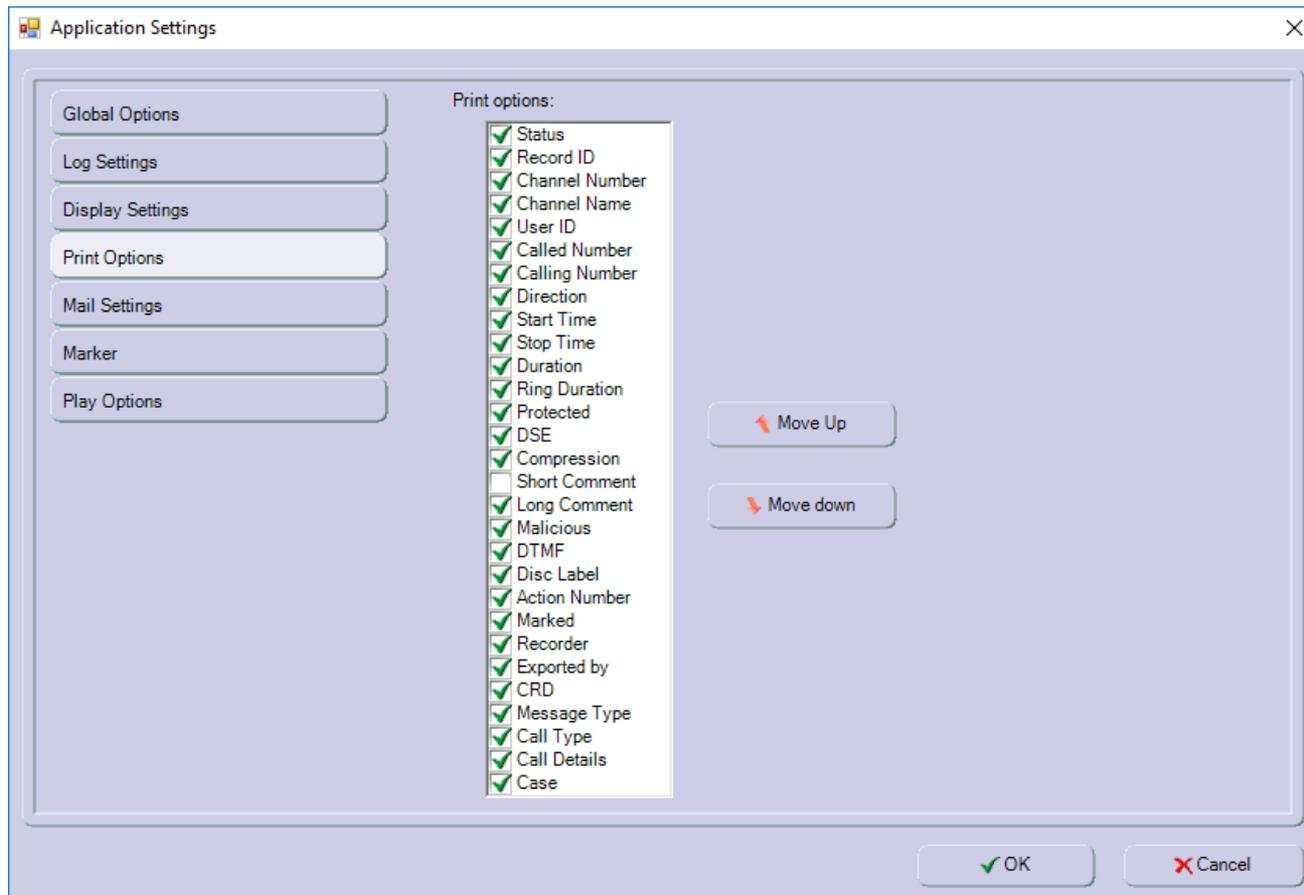
Parameter	Description
Number of records on a page	Select the number of records to be displayed (max. 2000 per page).
Auto refresh record list	The record list is automatically refreshed after a defined period. If this option is activated, the number of records displayed are limited to 300 per page.
Refresh interval	Fix the refresh interval in seconds. (max. 1 day = 86400 seconds).
No fixed positions and size	Enable customizing the position of recorder list and record list. This option will be activated after a restart.
Call related data	Options for the crdDB windows

- Modify the options according to your requirements
- Click **“OK”**

Workstation Settings

Configure the Print Options

In the “**Application Settings**” window, click in the section “**Print Options**”:



- Tick the columns to be printed
- Select an entry and click on **“Move Up”** or **“Move Down”** to change the column position.
- Click **“OK”**

Workstation Settings

Configure Mail Settings

In the “**Application Settings**” window, click in the section “**Mail Settings**”:

The screenshot shows the 'Application Settings' dialog box with the 'Mail Settings' tab selected. The dialog is titled 'Application Settings' and has a close button (X) in the top right corner. On the left side, there is a vertical list of settings categories: Global Options, Log Settings, Display Settings, Print Options, Mail Settings (highlighted), Marker, and Play Options. The main area contains the following sections:

- Enter the name of the server for the outgoing messages:**
 - Outgoing Server (SMTP) Settings:** Server name: [text box], Port: [25] * Default: 25, Use SSL.
 - User Info:** User name: [text box], Password: [text box], Email: [text box] *.
 - Mail Info:** To: [text box] *, Cc: [text box], Bcc: [text box], Subject: [text box].
 - Attachments:** [text box] with a '+' icon and a '-' icon.
 - Message:** [text box].

At the bottom of the dialog, there is a note: 'the marked fields with * are mandatory'. At the bottom right, there are two buttons: 'OK' (with a green checkmark) and 'Cancel' (with a red X).

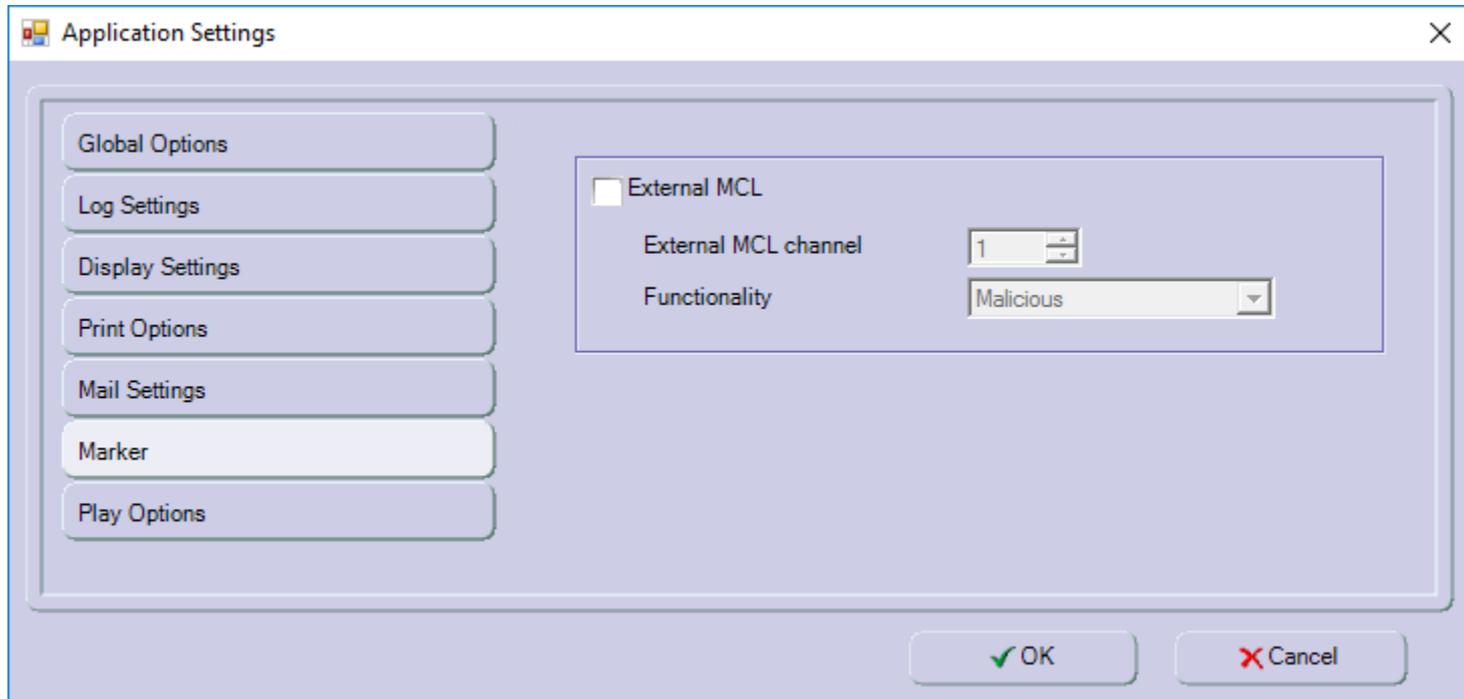
- Modify the options according to your requirements
- Click **“OK”**

Workstation Settings

Configure Marker Settings

First, the marker option "**Private**" or "**Malicious**" must be enabled for the channel. Refer to the Recorder.

In the "**Application Settings**" window, click in the section "**Marker**":

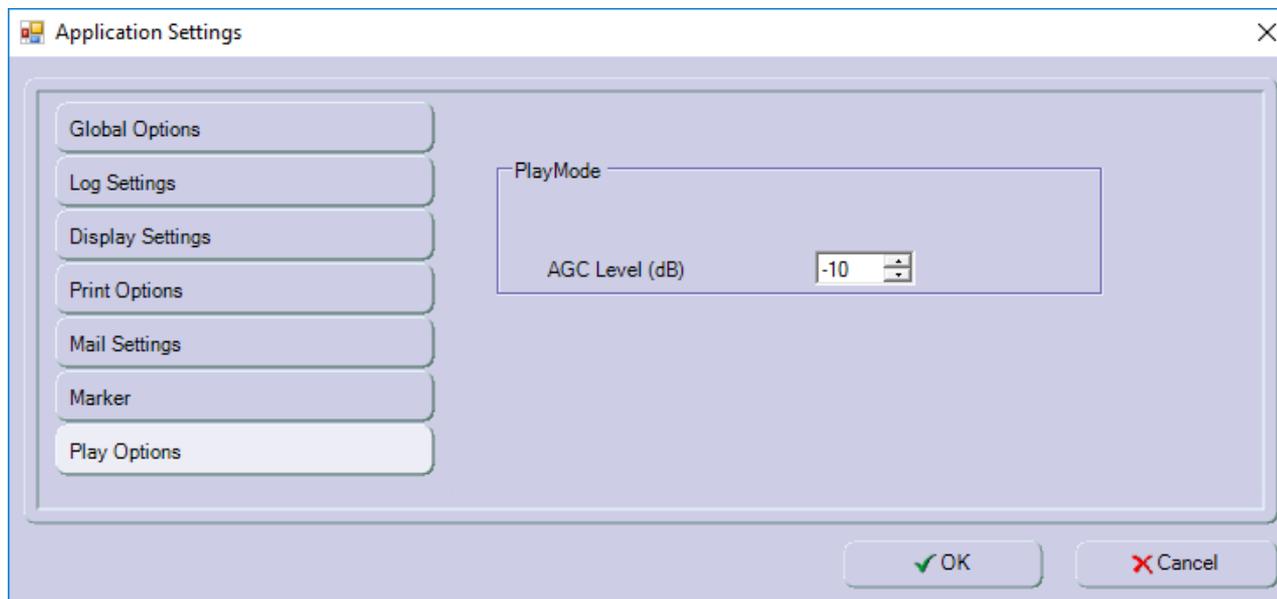


- Tick option "**External MCL**"
- Select the channel and the respective function "**Private**" or "**Malicious**" from the drop down menu.
- Click "**OK**"

Workstation Settings

❑ Configure the Play Options

In the “**Application Settings**” window, click in the section “**Play Options**”:

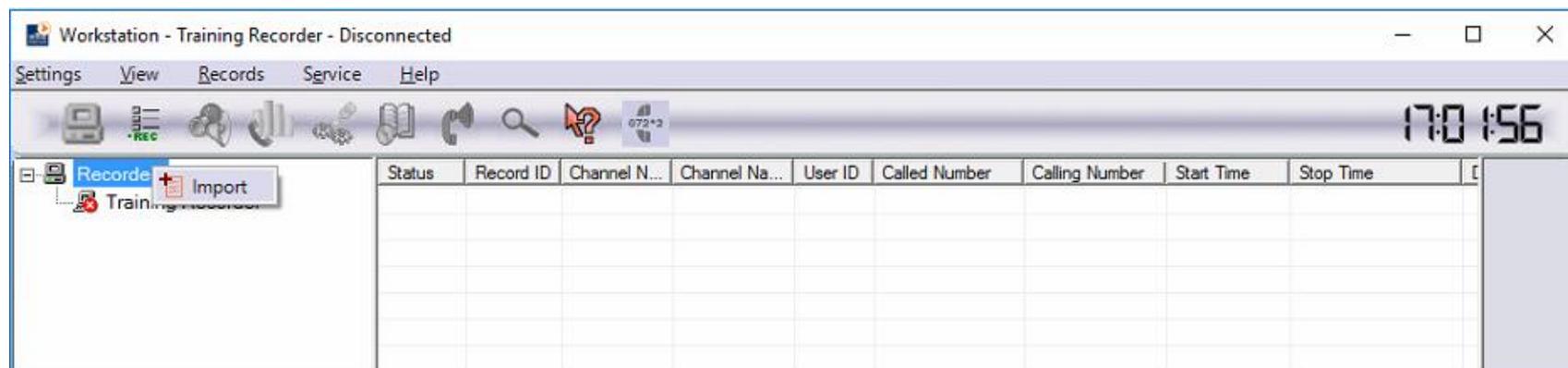


➤ Select the level desired and Click “**OK**”

Workstation Accessing to External Buffer

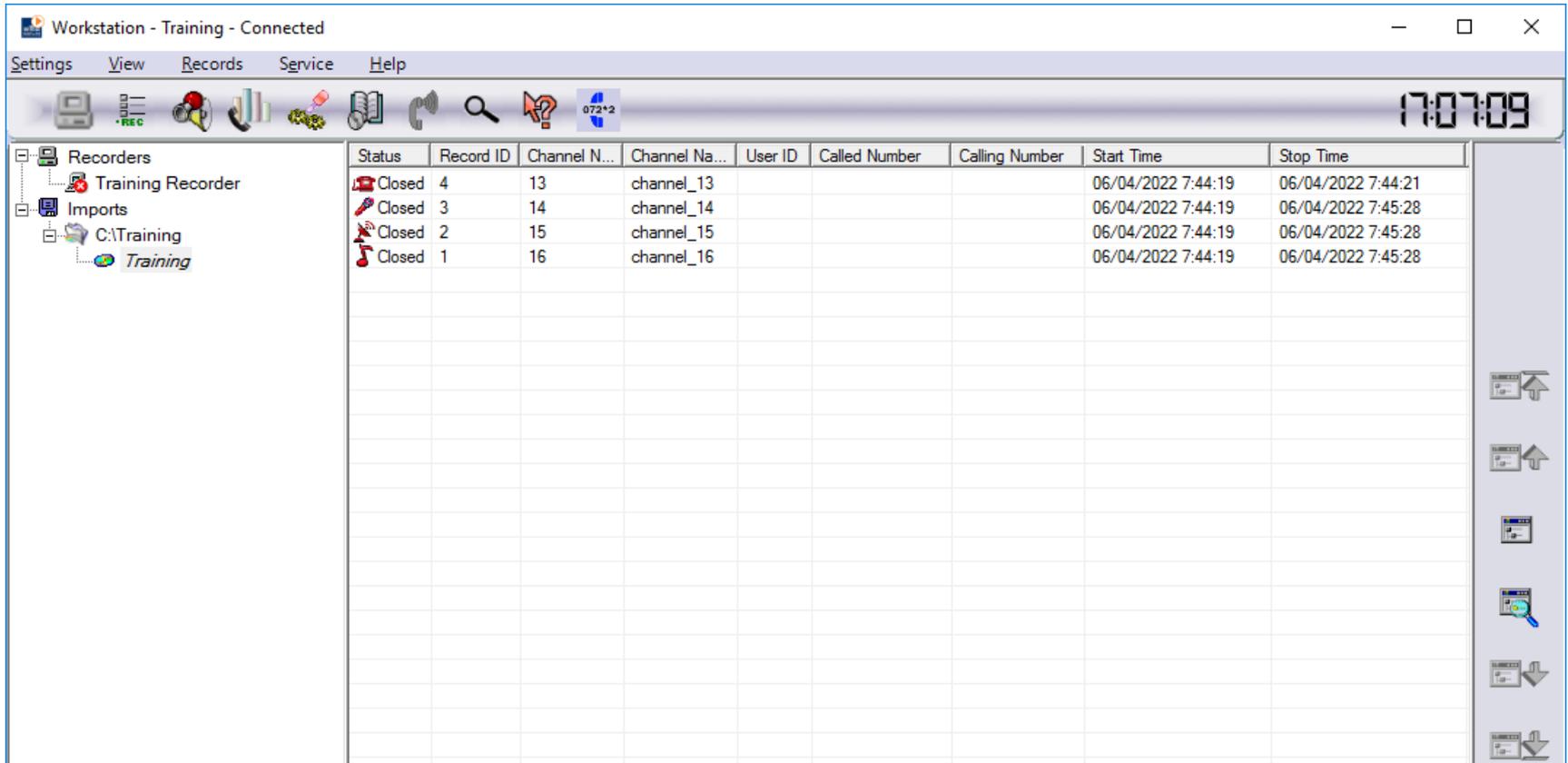
VC-MDx Workstation can analyse recorded data from different sources. This includes data from **Atis Format Buffer**, **RDX buffer** and **NAS buffer**.

In the Recorder list, right-click and the following menu appear:



- Click **“Import”**
- In the open dialog, select the path and choose the Buffer file.
- Click **“Open”**

In the new Buffer added, click it to open the records:



The screenshot shows the VoiceCollect software interface. The window title is "Workstation - Training - Connected". The menu bar includes "Settings", "View", "Records", "Service", and "Help". The toolbar contains various icons for recording, playback, and search. A digital clock in the top right corner displays "17:07:09".

The main area displays a table of records. The table has the following columns: Status, Record ID, Channel N..., Channel Na..., User ID, Called Number, Calling Number, Start Time, and Stop Time. The records are as follows:

Status	Record ID	Channel N...	Channel Na...	User ID	Called Number	Calling Number	Start Time	Stop Time
Closed	4	13	channel_13				06/04/2022 7:44:19	06/04/2022 7:44:21
Closed	3	14	channel_14				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	2	15	channel_15				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	1	16	channel_16				06/04/2022 7:44:19	06/04/2022 7:45:28

The left sidebar shows a tree view with "Recorders" expanded to "Training Recorder", "Imports", and "C:\Training" containing a "Training" folder. The right sidebar contains several icons for record management, including up and down arrows and a search icon.

Now, it's possible to replay all records from this Buffer.

Run Workstation as Synchronized Playback

VC-MDx Workstation application can run as Synchronized Playback client. The selected record(s) will be played back once received command from Radar console.

During Synchronized Playback, there's no interrupting of ongoing recording process while the system running for recording.

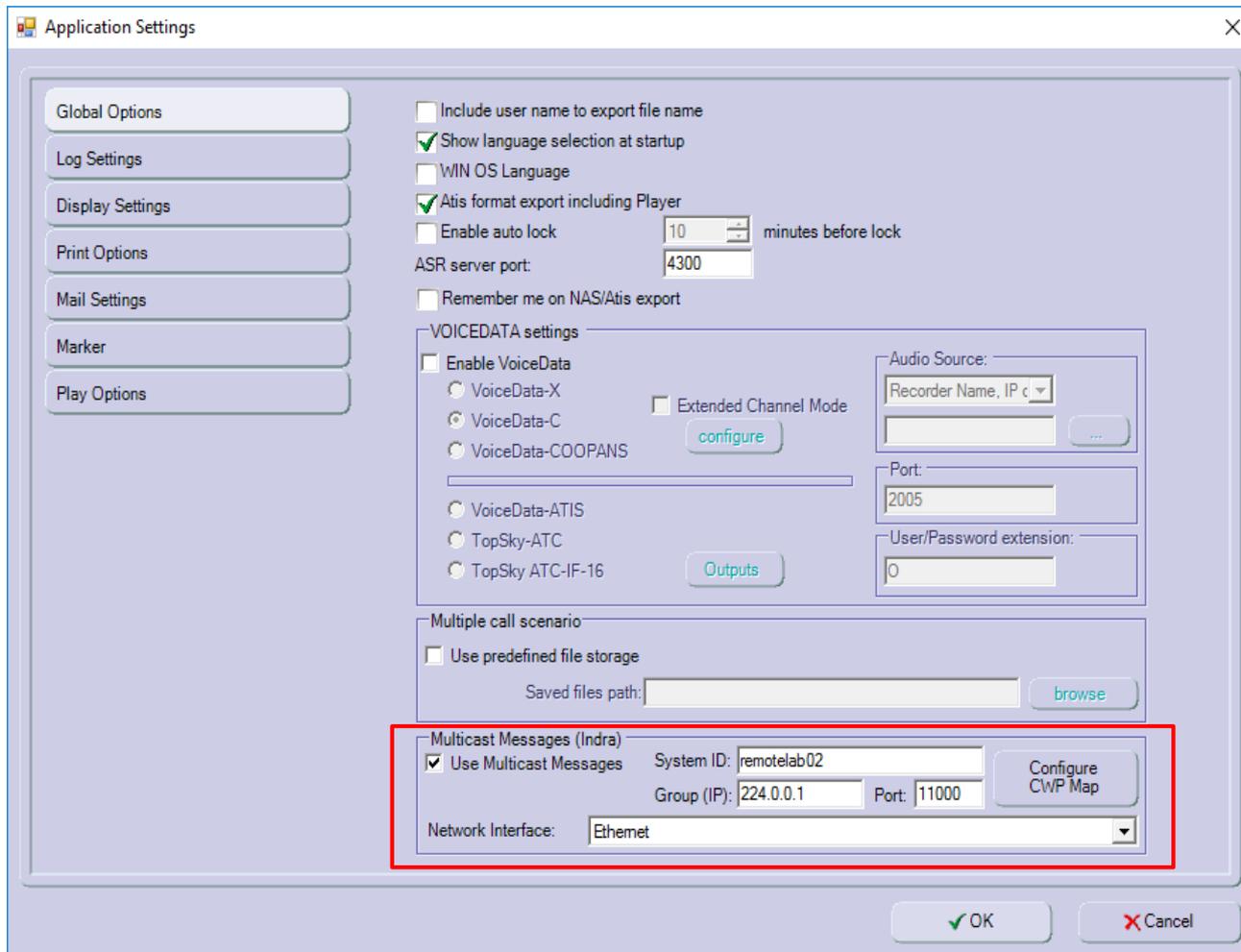
In this following is reference Synchronized Playback options provided by us:

- ✓ Synchronized Playback with Indra
- ✓ Synchronized Playback with Thales TopSky
- ✓ Synchronized Playback with Thales Eurocat
- ✓ Synchronized Playback with Thales IF16
- ✓ Synchronized Playback with COOPANS
- ✓ Synchronized Playback with SkySoft

Run Workstation as Synchronized Playback

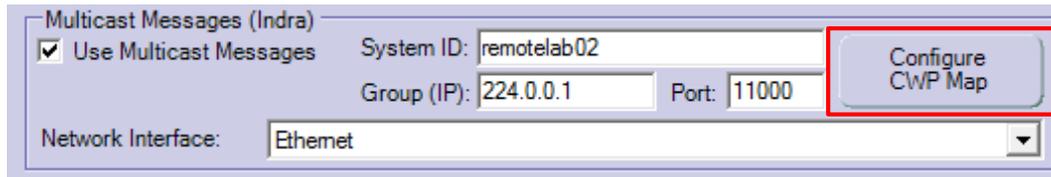
❑ Synchronized Playback with Indra Radar

- Open “**Application Setting**” of VC-MDx Workstation application
- Select “**Global Options**”
- Activate “**Use Multicast Messages**”
- Type a name for “**System ID**”
- Set multicast IP (default is 224.0.0.1) and Port (default is 11000).
- Select Network Interface



The setting of Synchronized Playback with Indra Radar.

- Click “**Configure CWP Map**” to set mapping.



Multicast Messages (Indra)

Use Multicast Messages

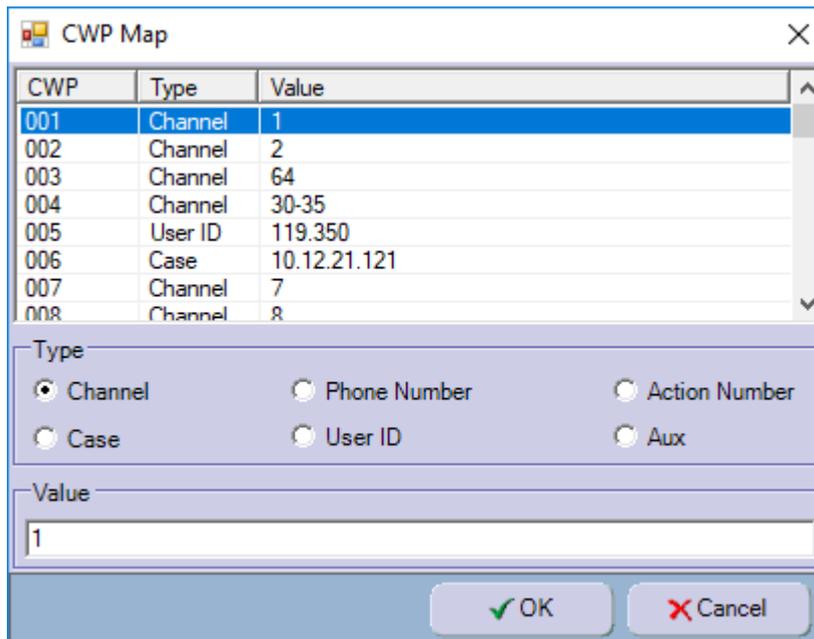
System ID: remotelab02

Group (IP): 224.0.0.1 Port: 11000

Network Interface: Ethemet

Configure CWP Map

- Select the desired setting for mapping between Radar position (CWP) and Recorder, then click “**OK**” to close the dialog box.



CWP Map

CWP	Type	Value
001	Channel	1
002	Channel	2
003	Channel	64
004	Channel	30-35
005	User ID	119.350
006	Case	10.12.21.121
007	Channel	7
008	Channel	8

Type

Channel Phone Number Action Number

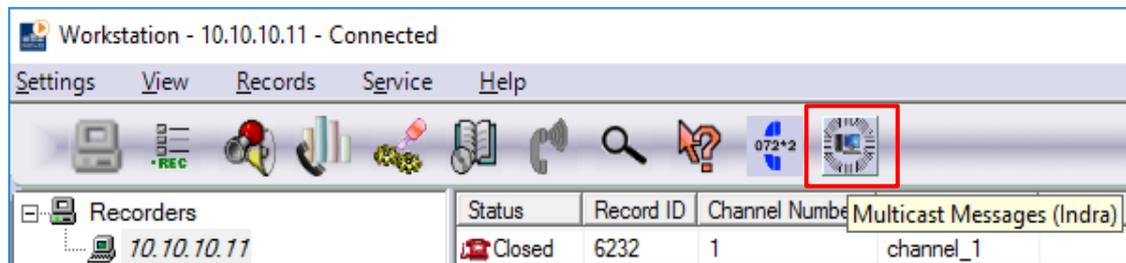
Case User ID Aux

Value

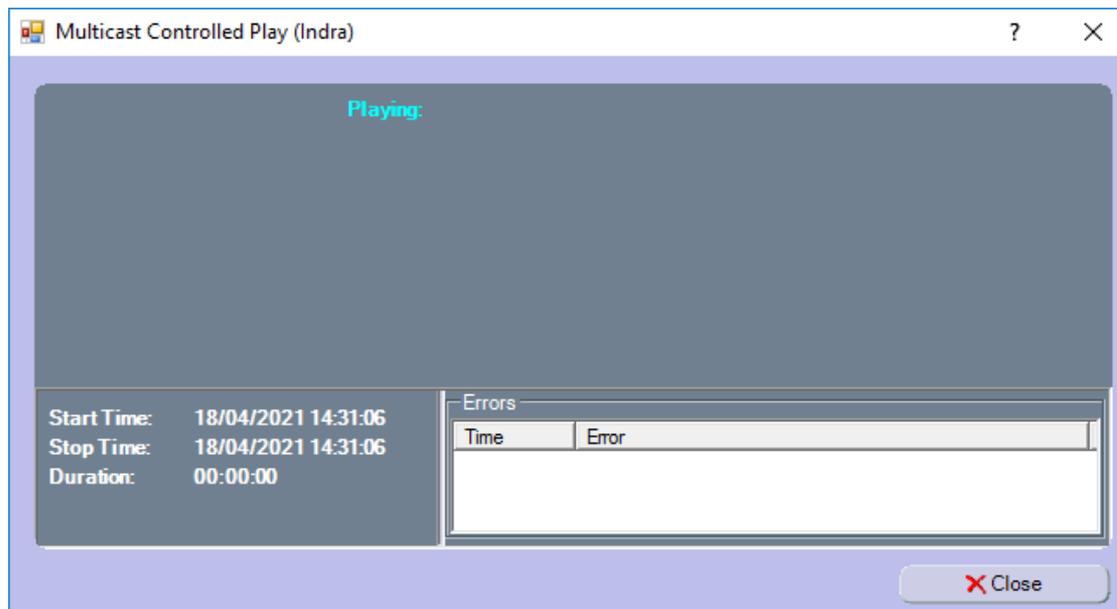
1

OK Cancel

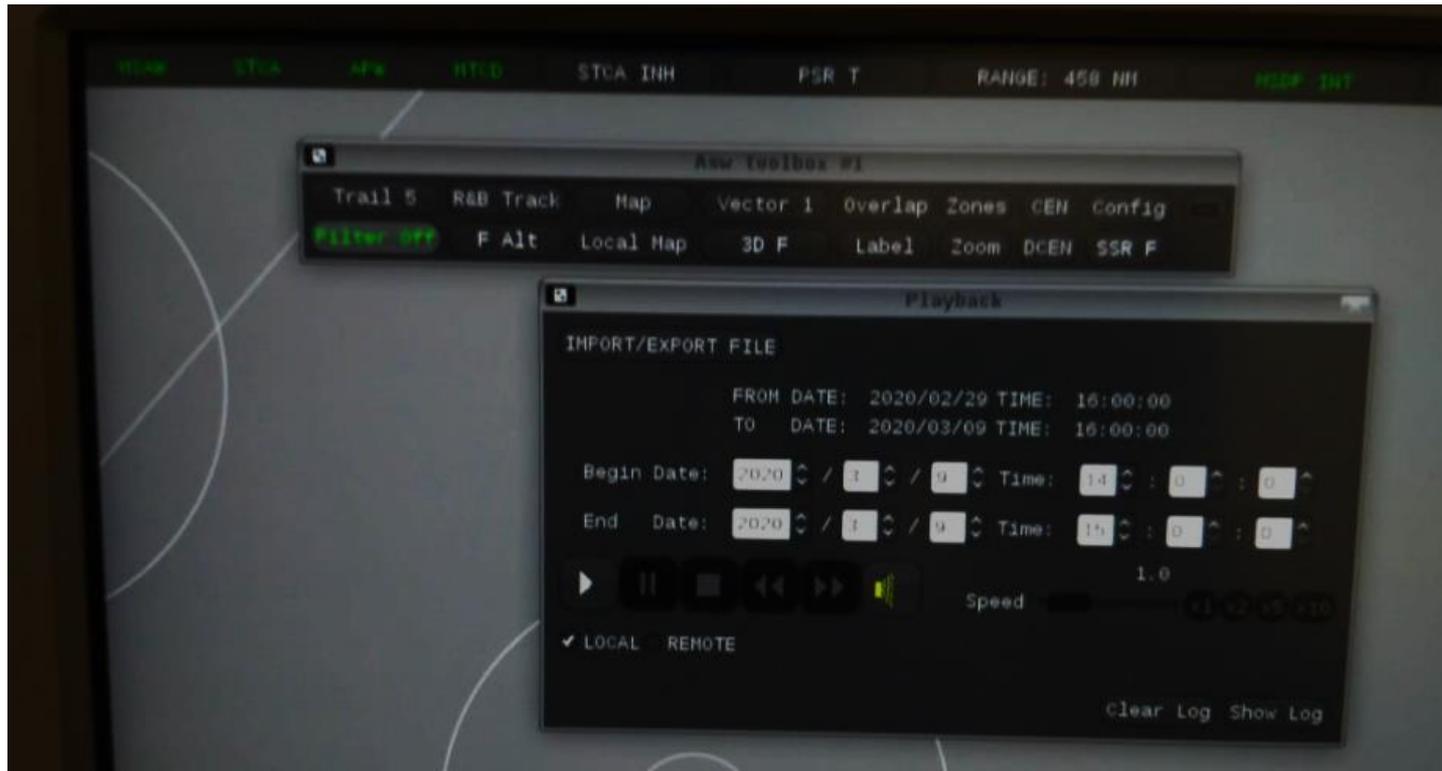
- At Workstation application, click icon “**Multicast Messages (Indra)**”.



- A dialog box displayed and ready for playback once receive command from Indra Radar.

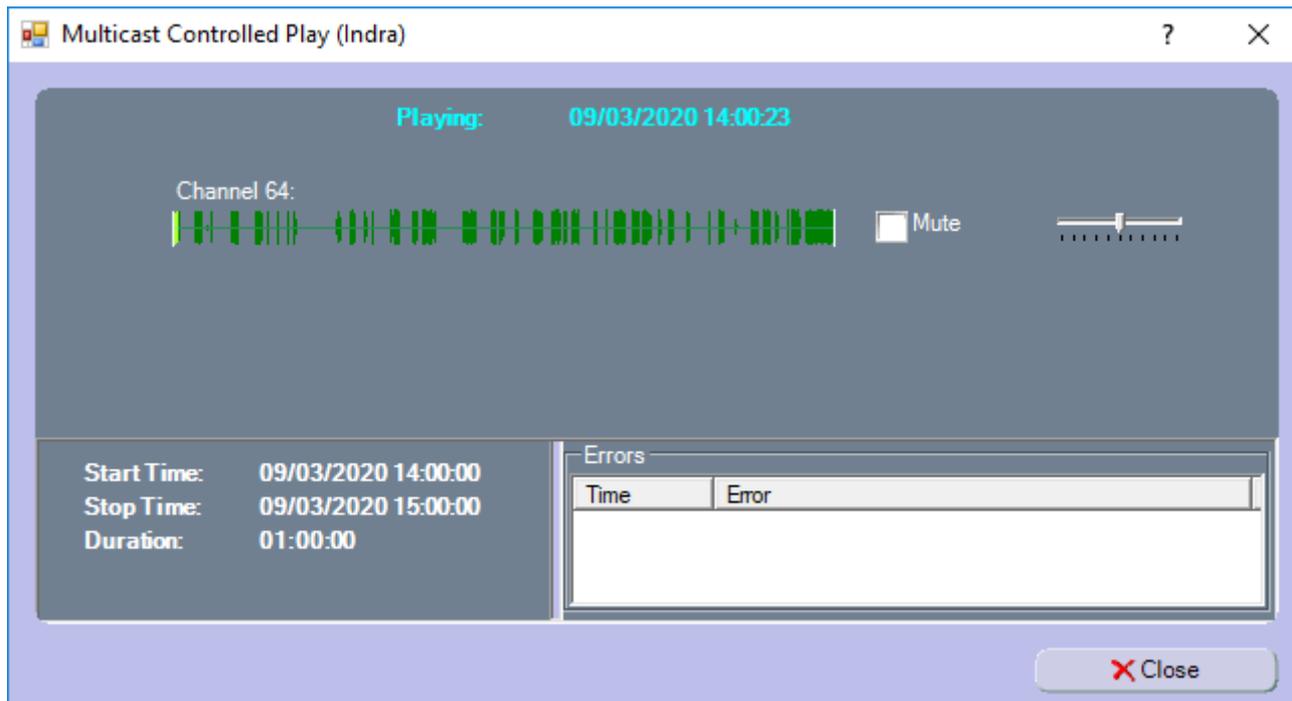


- At Indra Radar console, set for specific time and CWP (Control Work Position) number for sync playback.



Sample setting of Indra Radar console to send command Sync playback to VC-MDx Workstation application.

- Synchronized playback is running by triggered from Indra console.

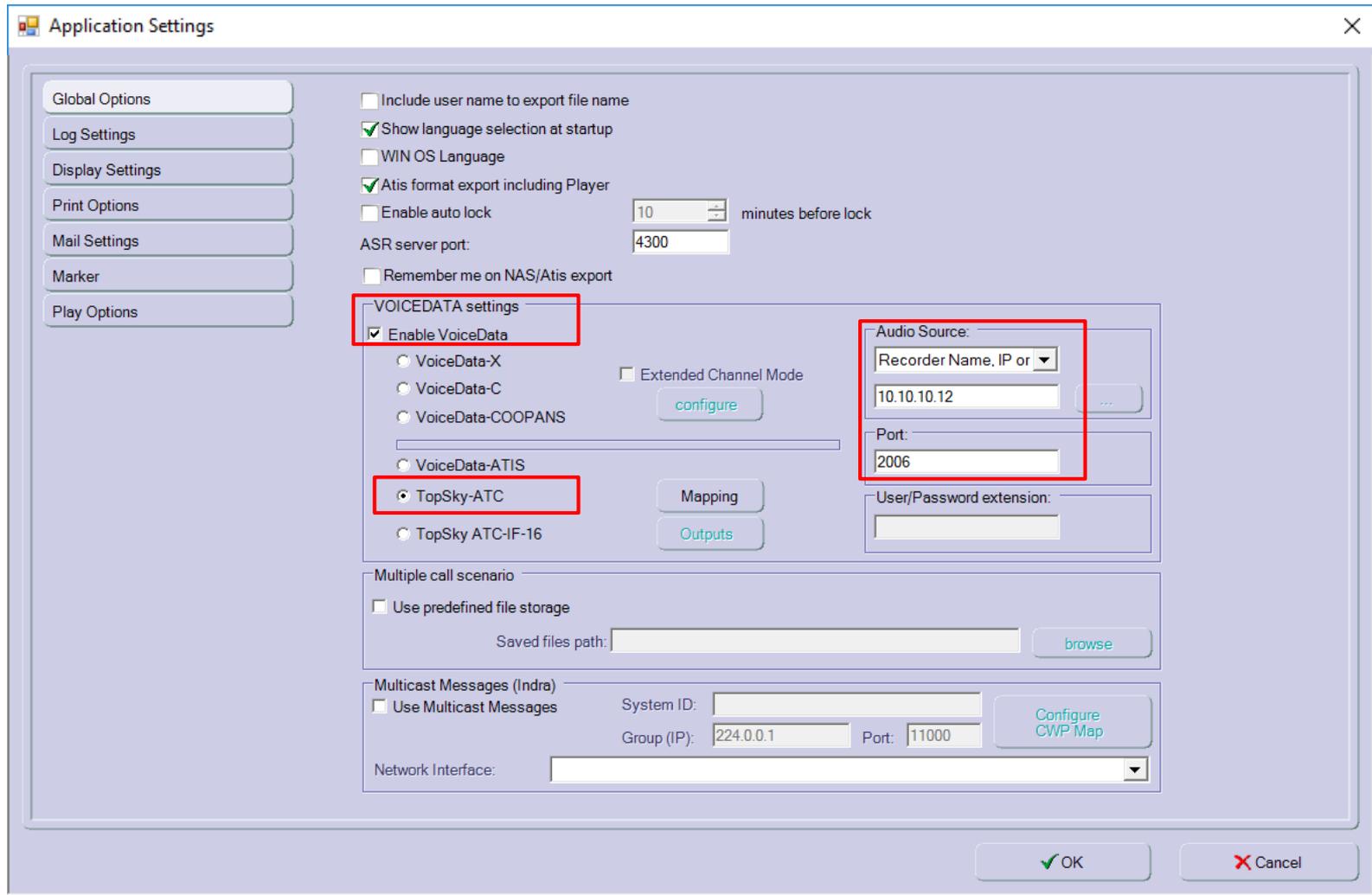


Sample of Synchronizing playback after received command/trigger from Indra console.

Run Workstation as Synchronized Playback

❑ Synchronized Playback with Thales Topsky Radar

- Open “**Application Setting**” of VC-MDx Workstation application
- Select “**Global Options**”
- Activate “**Enable VoiceData**”
- Select “**TopSky-ATC**”
- Select type of Audio Source “**Recorder Name, IP or Alias**” or “**Media**”
- Insert IP address or Alias of Recorder system.
- Insert port (default: 2006)



The setting of Synchronized Playback with Thales Topsky Radar.

- Click “**Mapping**” to set channels mapping.

VOICEDATA settings

Enable VoiceData

VoiceData-X

VoiceData-C

VoiceData-COOPANS

VoiceData-ATIS

TopSky-ATC

TopSky ATC-IF-16

Extended Channel Mode

[configure](#)

[Mapping](#)

[Outputs](#)

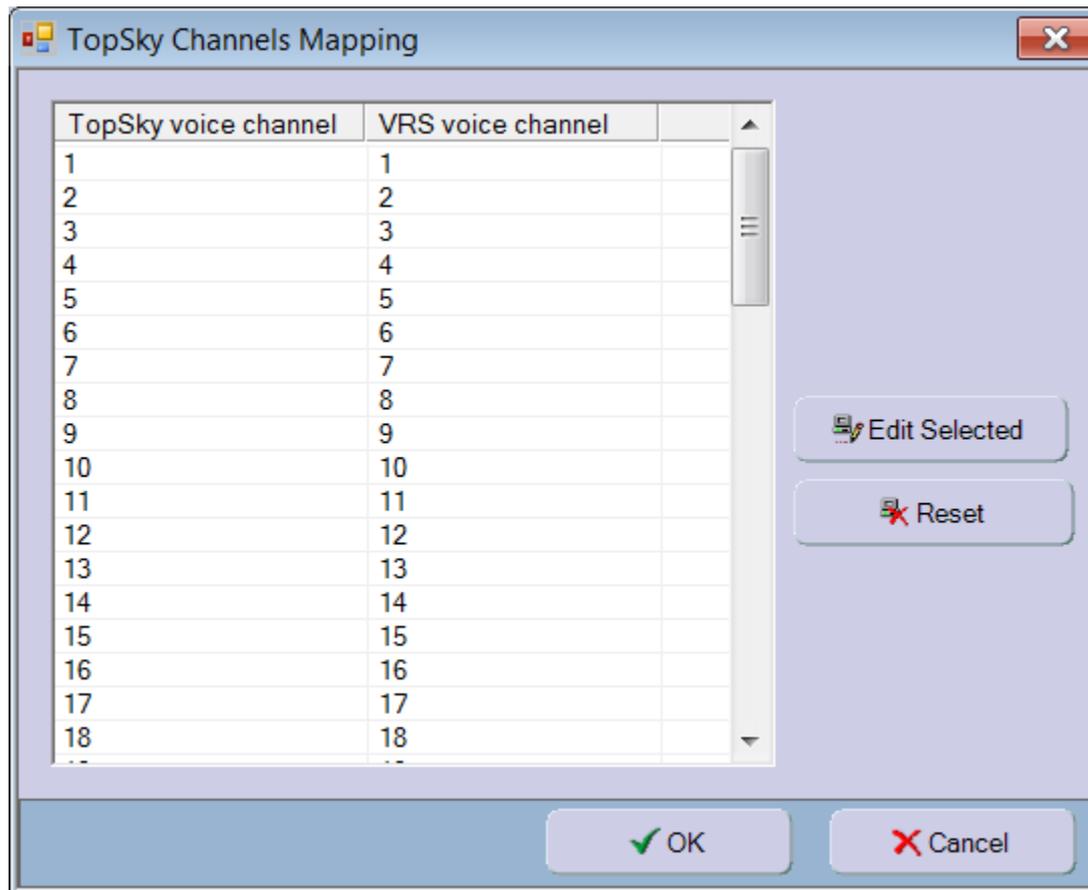
Audio Source:

Recorder Name, IP or

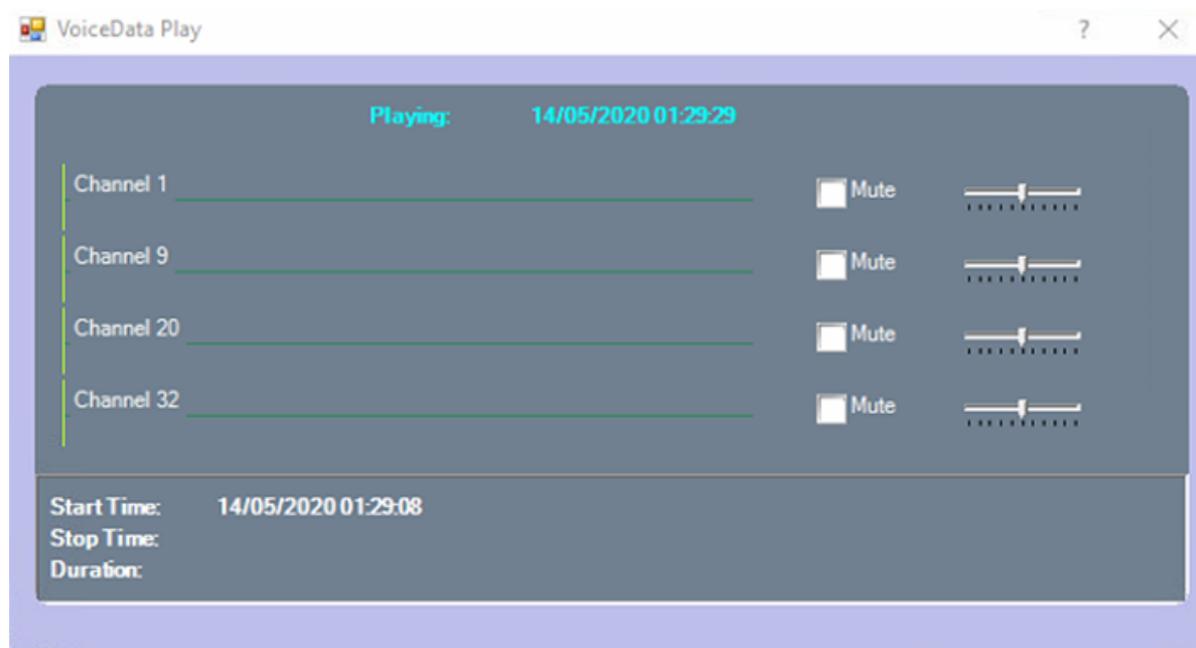
Port:

User/Password extension:

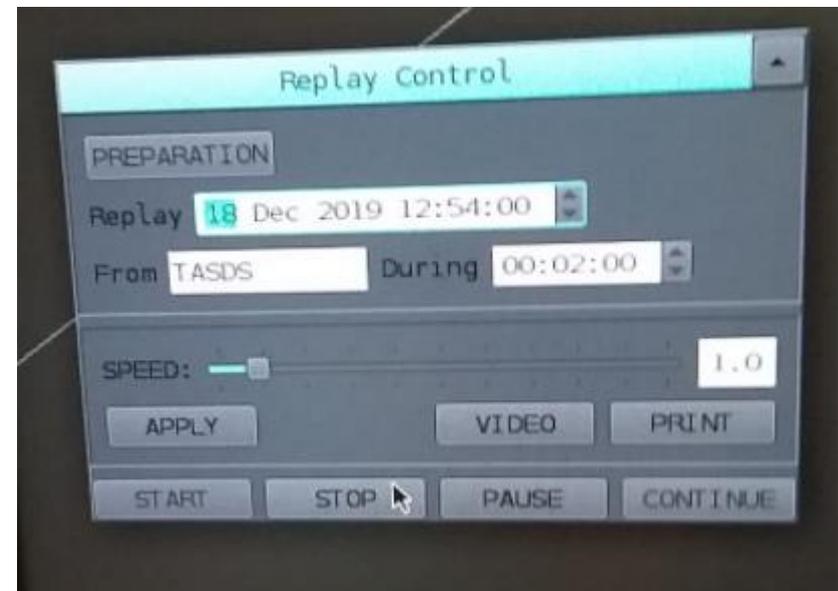
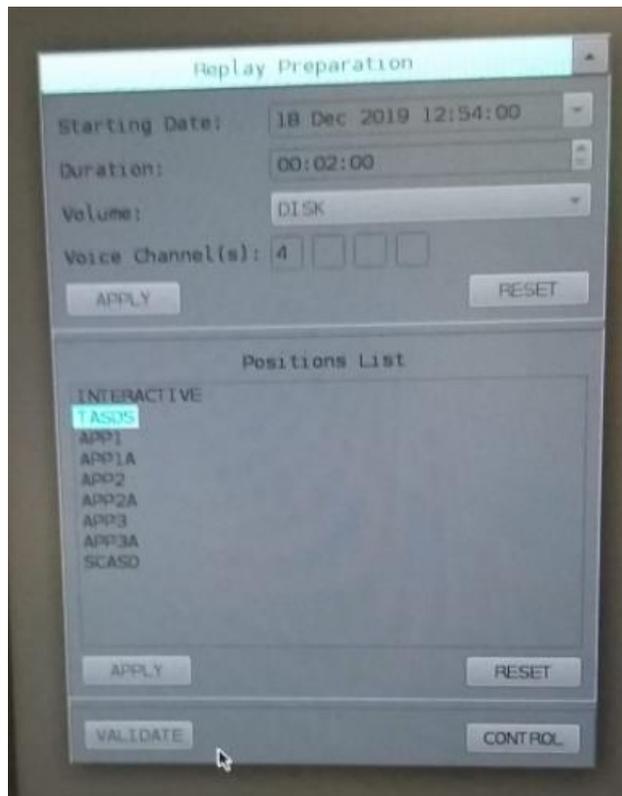
- Select the desired setting for mapping between Radar position and Recorder channel, then click **“OK”** to close the dialog box.



- At Workstation application, disconnect from VC-MDx Recorder application.
- Once received command from TopSky console, Workstation application will be connected automatically to Recorder application, then a dialog box displayed and ready for playback.



- At TopSky Radar console, set for specific date, time, duration and Voice Channel(s) number for Sync playback.



Sample setting of TopSky Radar console to send command Sync playback to VC-MDx Workstation application.

The screenshot displays the VoiceCollect Workstation interface. The main window shows a list of records with columns for Status, Record ID, Channel Number, Channel Name, User ID, Called Number, Calling Number, Direction, Start Time, Stop Time, Duration, and Short Comment. A 'VoiceData Play' window is overlaid on the list, showing a playback progress bar and controls for Channel 1, Channel 9, Channel 20, and Channel 32. The playback window also displays the Start Time (14/05/2020 01:01:30), Stop Time, and Duration. The bottom of the interface features a playback control bar with buttons for Play, Stop, Previous, Next, and other functions, along with a volume slider and a 'Save Comment' button.

Status	Record ID	Channel Number	Channel Name	User ID	Called Number	Calling Number	Direction	Start Time	Stop Time	Duration	Short Comment
Acti...	28325	8	channel_8					14/05/2020 13:54:02			
Acti...	28324	7	channel_7					14/05/2020 13:54:02			
Acti...	28323	6	channel_6					14/05/2020 13:54:02			
Acti...	28322	5	channel_5					14/05/2020 13:54:02			
Acti...	28321	4	channel_4					14/05/2020 13:54:02			
Acti...	28320	3	channel_3					14/05/2020 13:54:02			
Acti...	28319	2	channel_2					14/05/2020 13:54:02			
Acti...	28318	1	channel_1					14/05/2020 13:54:02			
Clo...	28317	8	channel_8					14/05/2020 13:48:56	14/05/2020 13:49:36	00:00:40	
Clo...	28316	7	channel_7					14/05/2020 13:48:56	14/05/2020 13:49:36	00:00:40	
Clo...	28315	6	channel_6					14/05/2020 13:48:56	14/05/2020 13:49:36	00:00:40	
Clo...	28314	5	channel_5					14/05/2020 13:48:56	14/05/2020 13:49:36	00:00:40	
Clo...	28313	4	channel_4					14/05/2020 13:48:56	14/05/2020 13:49:36	00:00:40	
Clo...	28312	3	channel_3								
Clo...	28311	2	channel_2								
Clo...	28310	1	channel_1								
Clo...	28309	8	channel_8								
Clo...	28308	7	channel_7								
Clo...	28307	6	channel_6								
Clo...	28306	5	channel_5								
Clo...	28305	4	channel_4								
Clo...	28304	3	channel_3								
Clo...	28303	2	channel_2								
Clo...	28302	1	channel_1								
Clo...	28301	8	channel_8								
Clo...	28300	7	channel_7								
Clo...	28299	6	channel_6								
Clo...	28298	5	channel_5								
Clo...	28297	4	channel_4								
Clo...	28296	3	channel_3								
Clo...	28295	2	channel_2								
Clo...	28294	1	channel_1								
Clo...	28293	8	channel_8								
Clo...	28292	7	channel_7								
Clo...	28291	6	channel_6					14/05/2020 13:38:46	14/05/2020 13:40:11	00:01:25	
Clo...	28285	8	channel_8					14/05/2020 13:35:20	14/05/2020 13:35:48	00:00:28	
Clo...	28284	7	channel_7					14/05/2020 13:35:20	14/05/2020 13:35:48	00:00:28	

Displayed records: 50 (1 - 50) / Filtered: 28325 / Total: 28325

Sample of Synchronizing playback after received command/trigger from TopSky console.

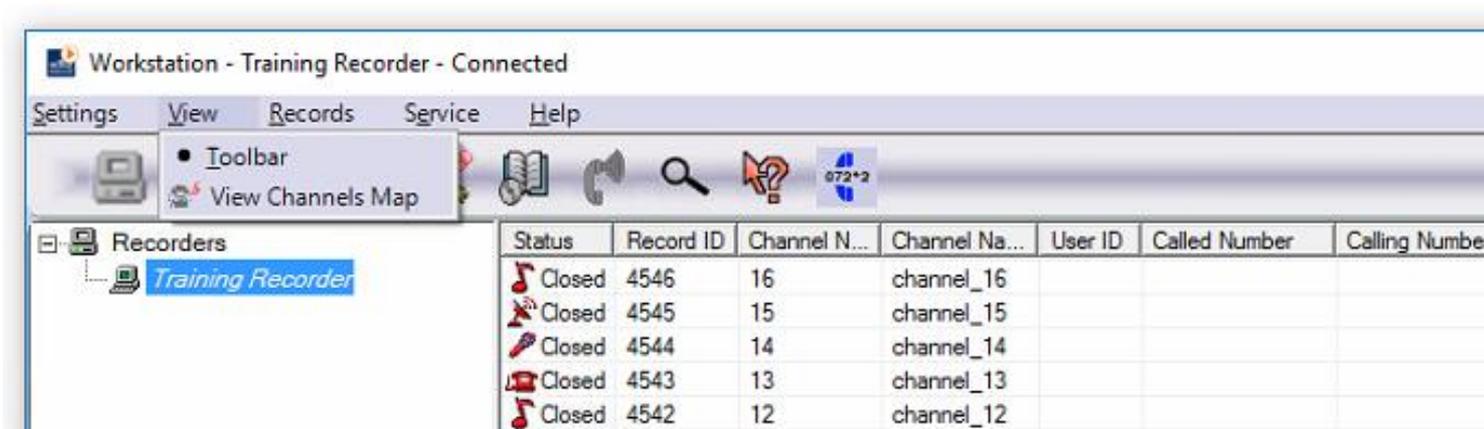
For the others of Synchronized Playback below, can refer to its manual guide of each option.

- ✓ Synchronized Playback with Thales Eurocat
- ✓ Synchronized Playback with Thales IF16
- ✓ Synchronized Playback with COOPANS
- ✓ Synchronized Playback with SkySoft

Channels Status of Workstation Connected

VC-MDx Workstation can see the channels status, this option is only available if MDx Workstation connected to MDx Recorder.

To activate this option go to **“View”** and **“View Channels Map”**:



The screenshot shows the 'Workstation - Training Recorder - Connected' window. The main area displays a table of recording records. Below the table is a 'Recording Channels' section with a grid of 33 icons representing different channels. The bottom of the window features a playback control interface with various buttons and settings.

Status	Record ID	Channel N...	Channel Na...	User ID	Called Number	Calling Number	Start Time	Stop Time
Active	4550	4	channel_4				08/04/2022 17:14:36	
Active	4549	3	channel_3				08/04/2022 17:14:36	
Active	4548	2	channel_2				08/04/2022 17:14:36	
Active	4547	1	channel_1				08/04/2022 17:14:36	
Closed	4546	16	channel_16				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4545	15	channel_15				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4544	14	channel_14				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4543	13	channel_13				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4542	12	channel_12				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4541	11	channel_11				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4540	10	channel_10				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4539	9	channel_9				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4538	8	channel_8				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4537	7	channel_7				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4536	6	channel_6				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4535	5	channel_5				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4534	4	channel_4				06/04/2022 7:44:19	06/04/2022 7:45:28
Closed	4533	3	channel_3				06/04/2022 7:44:19	06/04/2022 7:45:28

Recording Channels grid:

- Channels 1-11: channel_1 to channel_11 (various microphone icons)
- Channels 12-16: channel_12 to channel_16 (various microphone icons)
- Channels 17-33: PCM (red telephone handset icons)

Advanced channel information: Show all channels:

Playback controls: Loop, Volume, Back offset (10 s), Duration (60 s), Flexi, Skip (5 s), DSE (5 s)

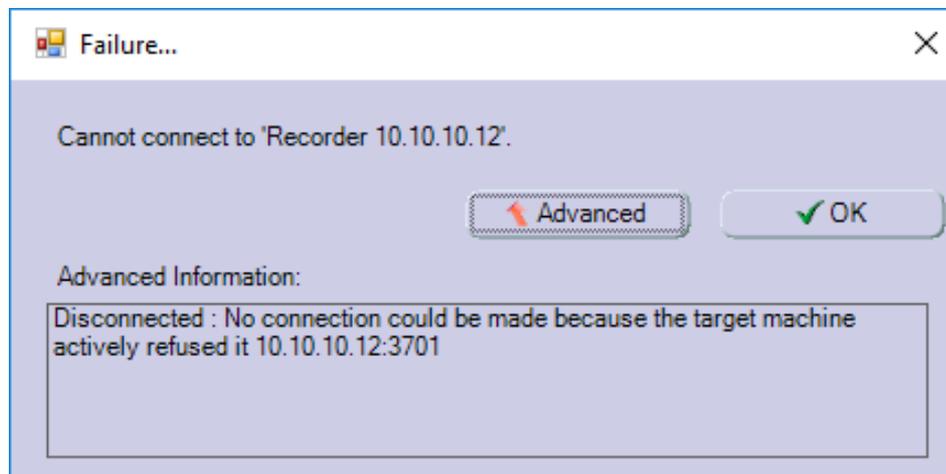
In this window, it's only possible to see the status. If you click on a channel, the records list will be filtered by the channel number.

Workstation Connection Issue

Sometimes the connection failed to the Recorders, main reasons:

❑ Basics issue

In most of times, in the advanced information of the failure dialog box, you will have the reason of the failure.

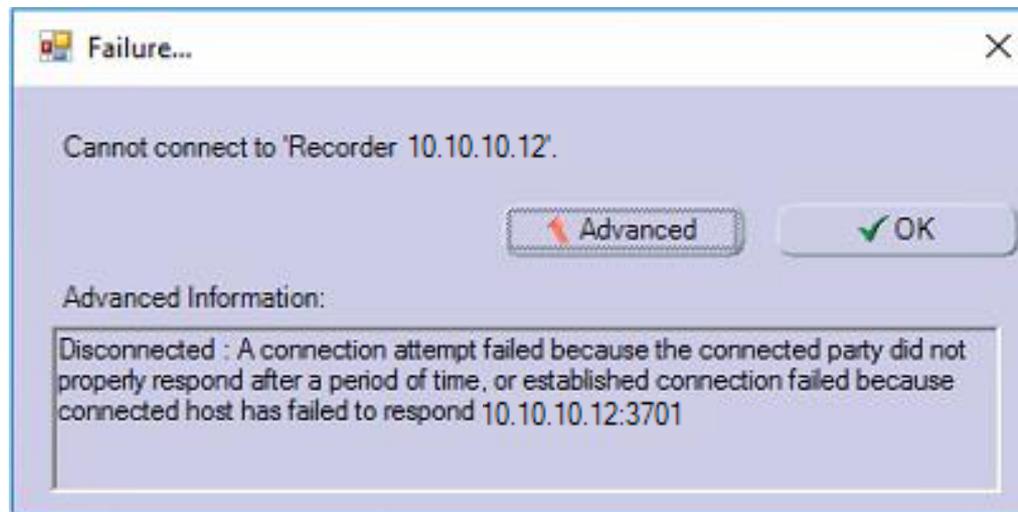


In this case, the VC-MDx Recorder application is not started.
Please start it before try to connect with the Workstation software.

Workstation Connection Issue

❑ Network issue

You are unable to connect to Recorder due to blocked by Windows firewall.

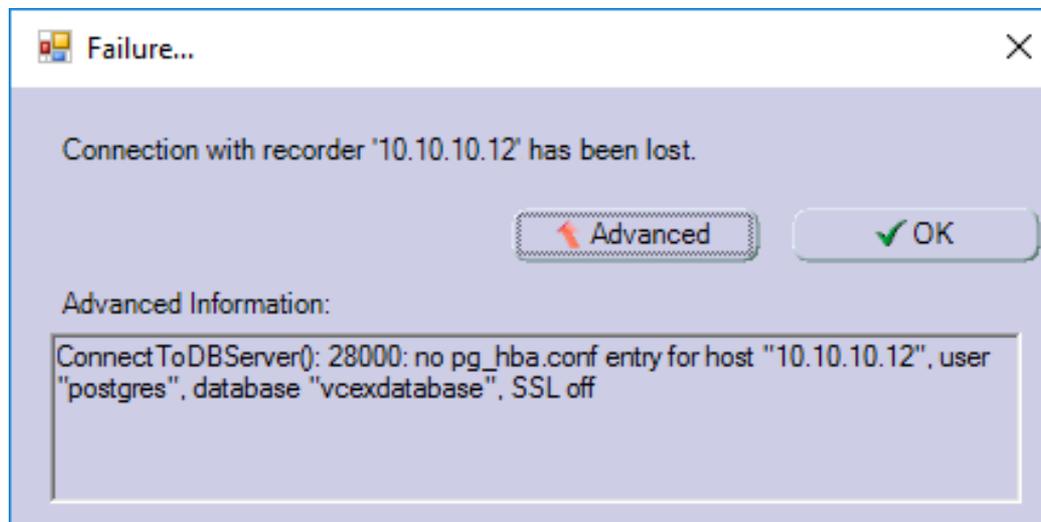


To fix this problem, you need to check Windows firewall or your network link in the Recorder side. Check if the rules for Recorder application are allowed in Recorder Firewall and network link is normal.

Workstation Connection Issue

❑ Database issue

You can't connect to the Recorder due to the IP host not included:



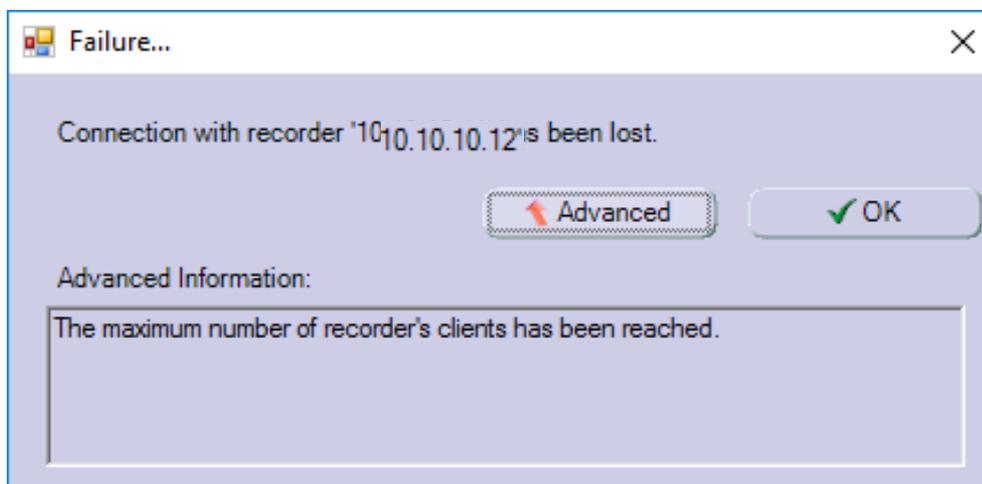
To fix this problem, you need to edit file **pg_hba.conf** and add in the last row:

```
host all all 0.0.0.0/0 md5
```

Workstation Connection Issue

❑ Dongle Limitation

If you reached the maximum of ordered connections, the message below will appear:



To fix this problem, you need to close a Workstation opened in a computer before, try again to open yours. It's also possible to increase the number of concurrent connections allowed by purchase an extension license.

Workstation Connection Issue

Connected, but no Records

You are connected and request “**All Records**” in the database bar but nothing appears in the Records list.

This is not an error, but a limitation of configuration in the Recorder.

Please contact the administrator of the Recorder and request to verify your rights in the user’s management.

Information

VoiceCollect GmbH assumes no guarantee for the actuality, correctness, integrity or quality of the information provided in its manuals. VoiceCollect GmbH regularly checks and updates the content of the released manuals for consistency with the described hardware and software. Nevertheless, deviations cannot be excluded.

The General Terms and Conditions for the Supply and License of VoiceCollect® Recording Products (T&C) of VoiceCollect GmbH are in particular also applicable regarding the VC-MDx Recorder and its software. These T&C are accessible under www.voicecollect.de.

In case of conflict the T&C shall prevail over this manual.

Further information is available from voicecollect@voicecollect.de