

User Manual

Replay Workstation VC-MDx

Version 1905

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1 Document History

Version	Date	Changed
1.0	01.08.2018	Basic version
1812	12.12.2018	VC Version
1905	10.05.2019	VC Version updated

2 General

The VC-MDx (replay) workstation is a remote client software, which allows the remote connection via LAN / WAN to the VC-MDx Recorder. The main functions of the software are:

- Playing calls
- Filtering functions for the calls
- Export calls
- Reading DVD-RAM media, RDX and NAS
- Multiple play and Call scenario

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

3 Start the workstation application

- Double-click on the icon in the desktop named “VC-MDX Workstation”

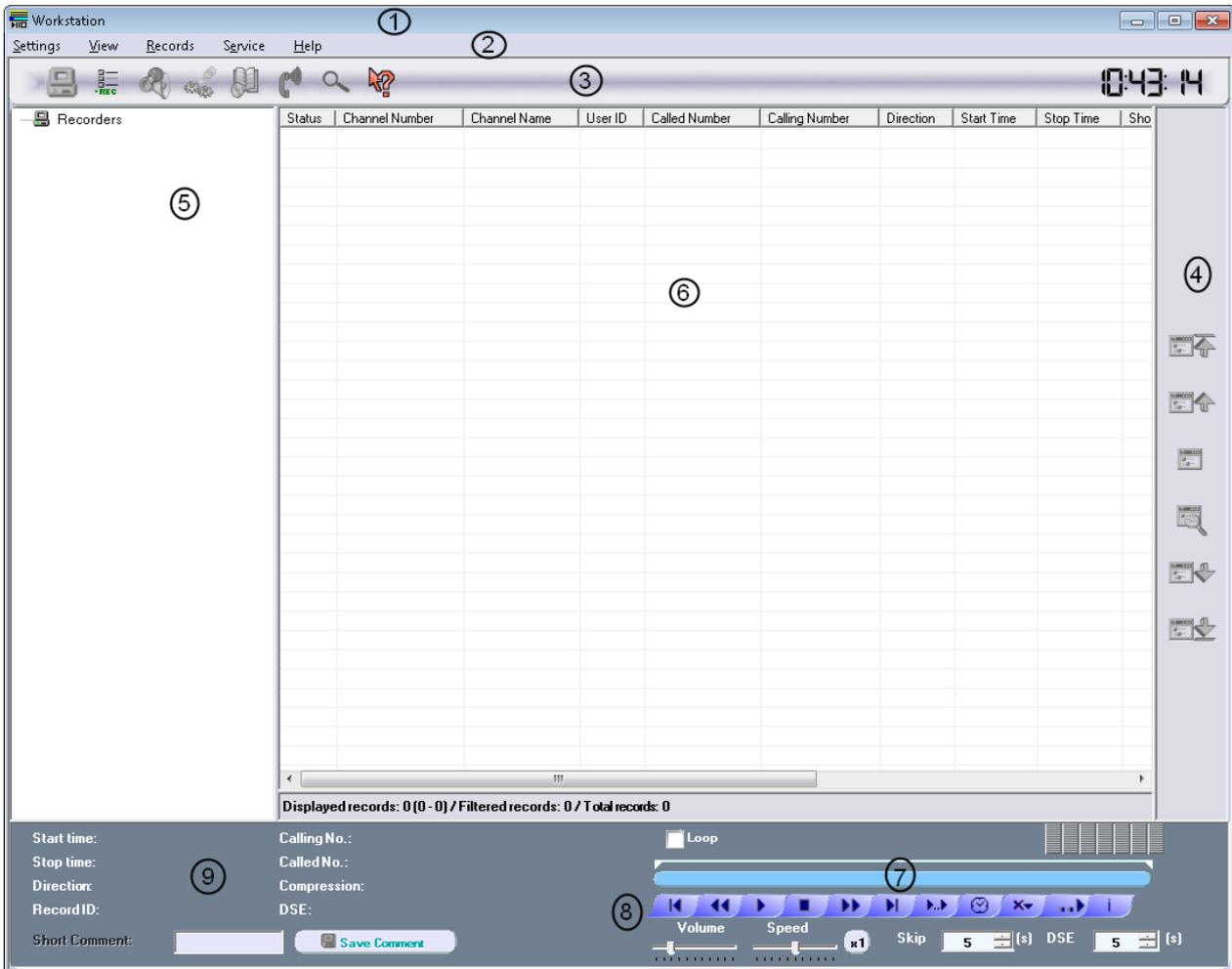


The language selection window appears:



- Select your preferred language
- Click “OK”

The VC-MDX Workstation window opens:



1 : Title bar
 2 : Menu bar
 3 : Toolbar

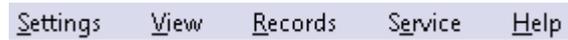
4 : Database bar
 5 : Recorders list
 6 : Records list

7 : Playback bar
 8 : Playback operating elements
 9 : Record information

3.1 Navigate in the application

3.1.1 The title bar

The VC-MDX Workstation software has the following menus:



Menu	Sub Menu Items
Settings	Recorder List * Application settings * Alias Table Audio Center User Management User Management
View	Toolbar View Channels Map
Records	Parallel Paly * Call Scenario * Filter
Service	Log Management *
Help	About VC-MDx Workstation

*: An icon is available in the toolbar

3.1.2 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
-  : Log management



: Use marker function



: Quick search



: About VC-MDx workstation



: Impound

3.1.3 The database bar

This database bar is exactly the same as the Recorder.



: New calls available



: Last records



: Next records



: All records or refresh the list with the new records



: Search database



: Previous records



: First records

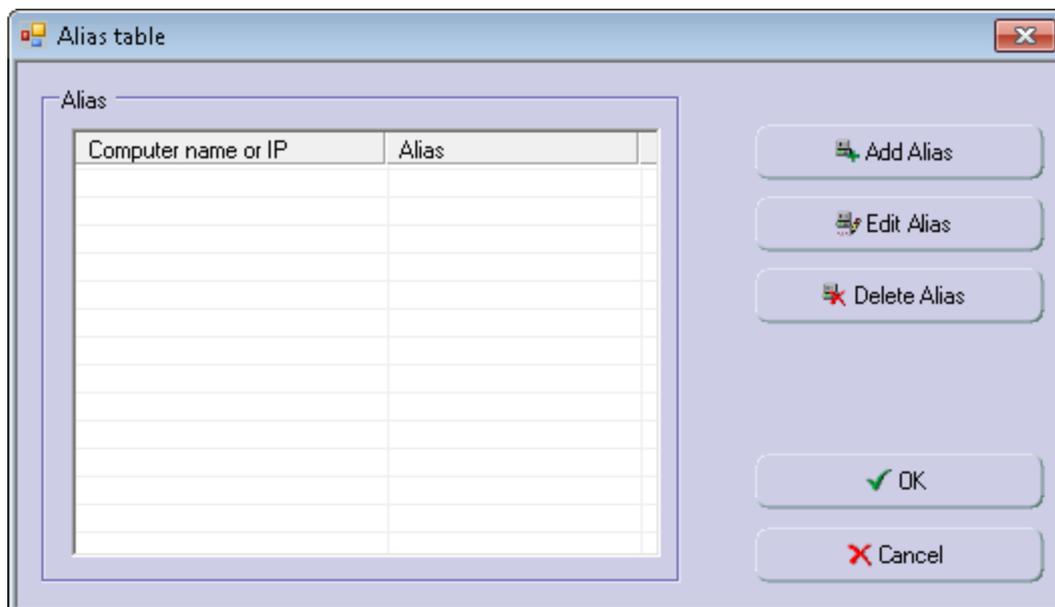
3.2 Create an Alias

This section describes how to define, edit and remove aliases of the Recorder. 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”

The “Alias table” window appears:

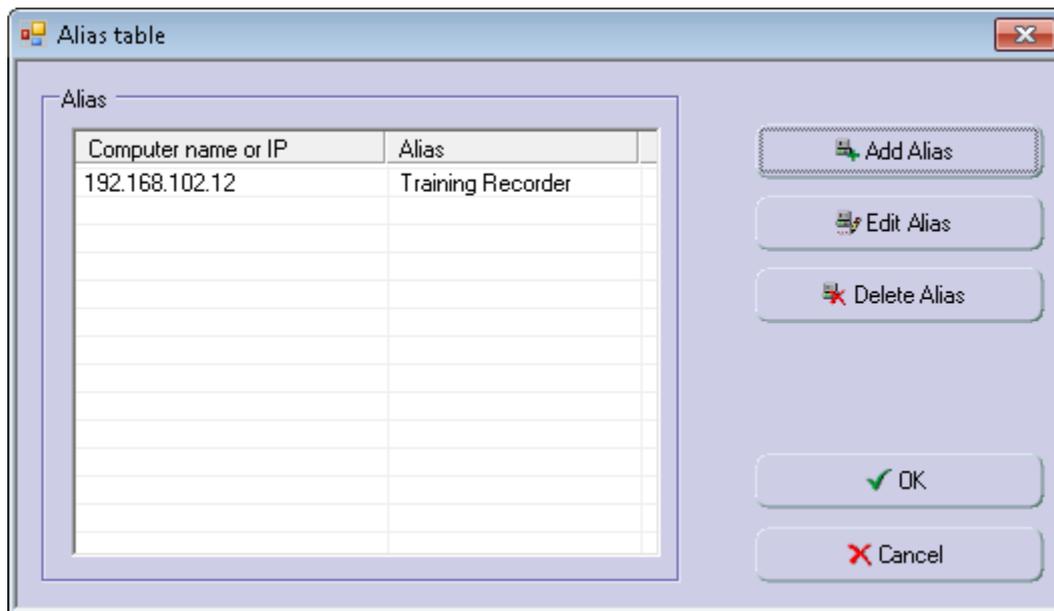


- Click “Add Alias”



- 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 or delete an alias from the list. Click “OK”.

3.3 Define a Recorder to connect

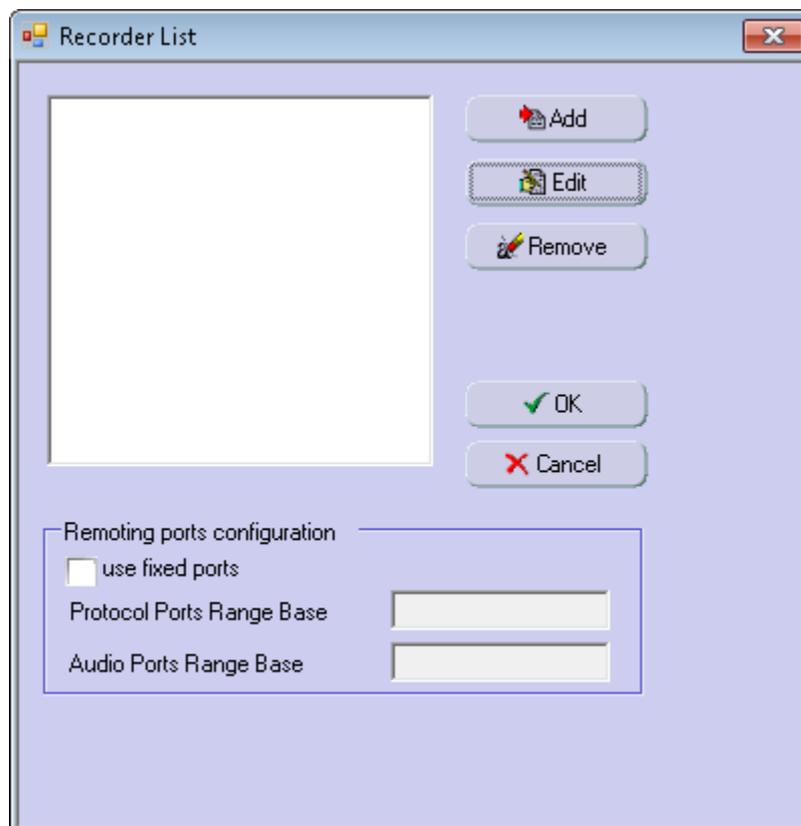
There are 2 solutions to open the menu to define the recorders:

- 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:

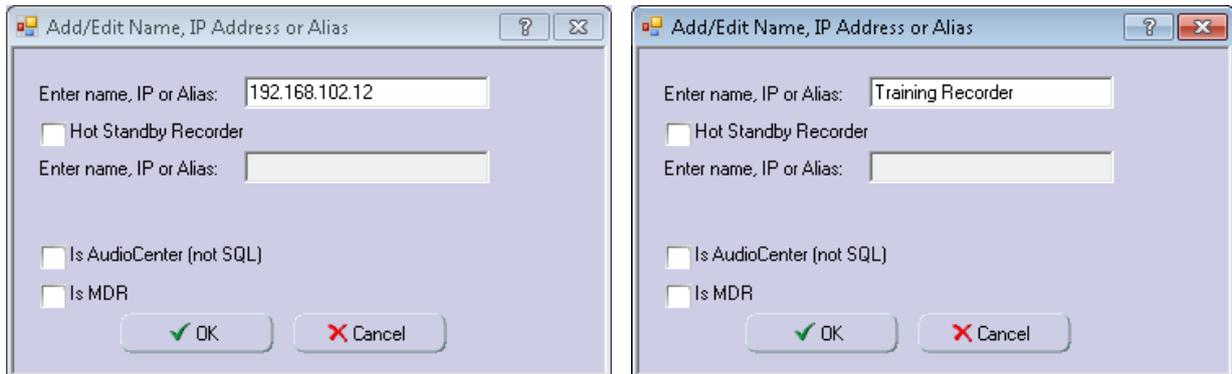


To add a Recorder, do the operations below:

- Click “Add”

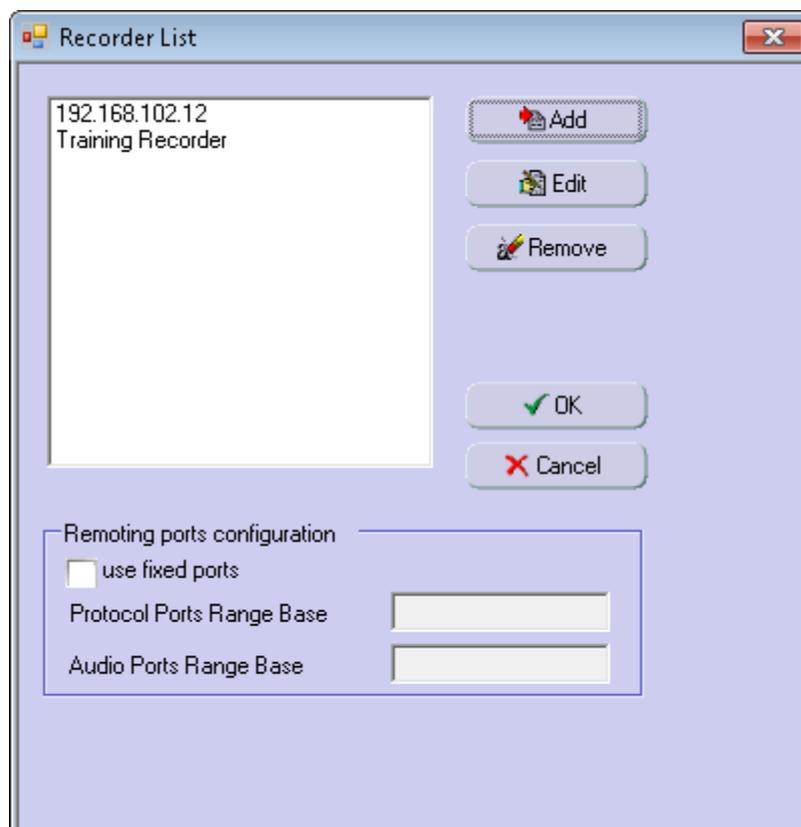


The “Add/Edit Name, IP Address or Alias” window appears:



- Enter the IP address or the Alias in the input box
- If you have a Hot standby Recorder, please activate the option and enter the IP address or the Alias in the input box.
- Click “OK”

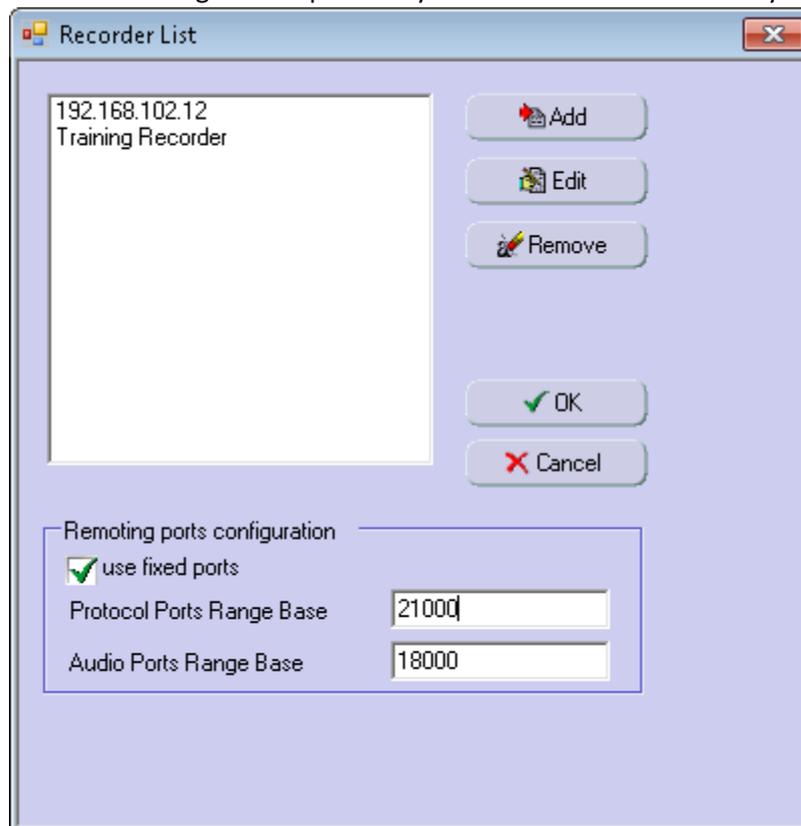
Now the new Recorder appears in the “Recorder list” window:



If you made a mistake in the IP Address, in this window it's also possible to edit or remove a Recorder from the list. Click "OK" to accept this configuration and insert the Recorder in "Records list" tree in the main window.

When the workstation connects to a Recorder, the latter itself connects back to a couple of random ports of the Workstation. These reverse connections can cause problems with firewalls, for example, and frequent disconnections.

In the configuration of the Recorder list, there is an option for defining specific ports. This allows a better control over these connections and gives the possibility to establish correct rules in your firewall, routers...

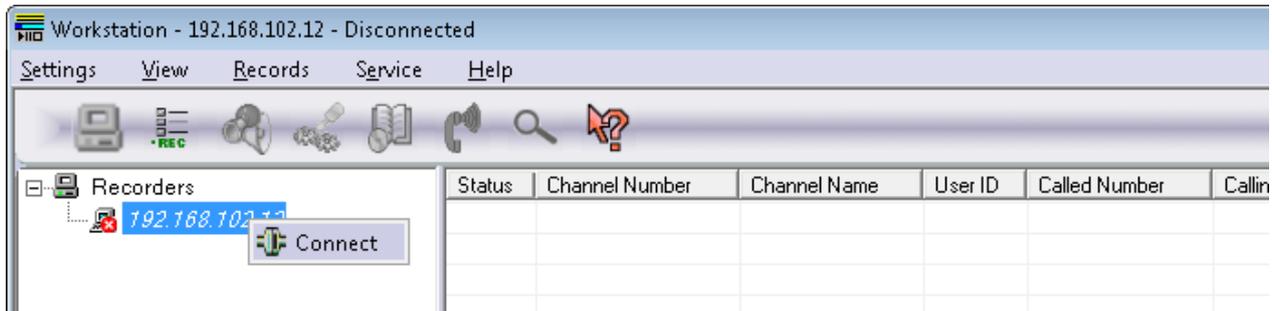


- Activate "Use fixed ports"
- Modify in the input boxes the ports for the protocol and the audio
- Click "OK" to save

We recommend to use a free port and a port higher than 1000.

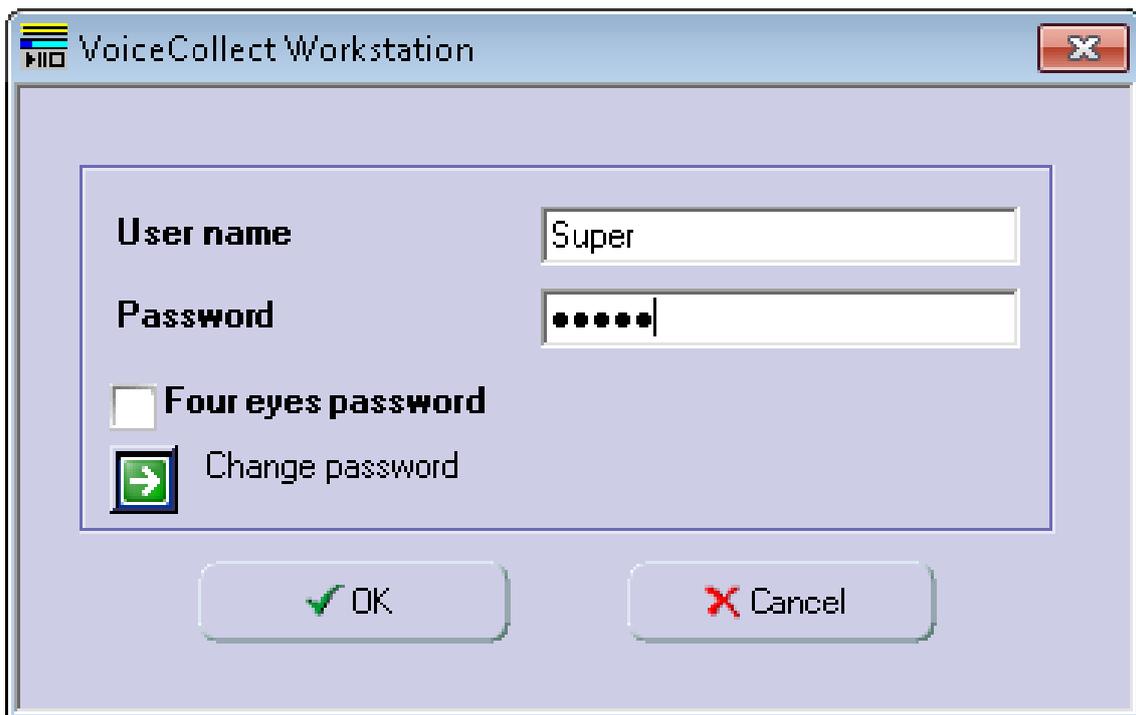
3.4 Connect to a Recorder

Select the desired Recorder in the “Record list” tree and right-click on it:



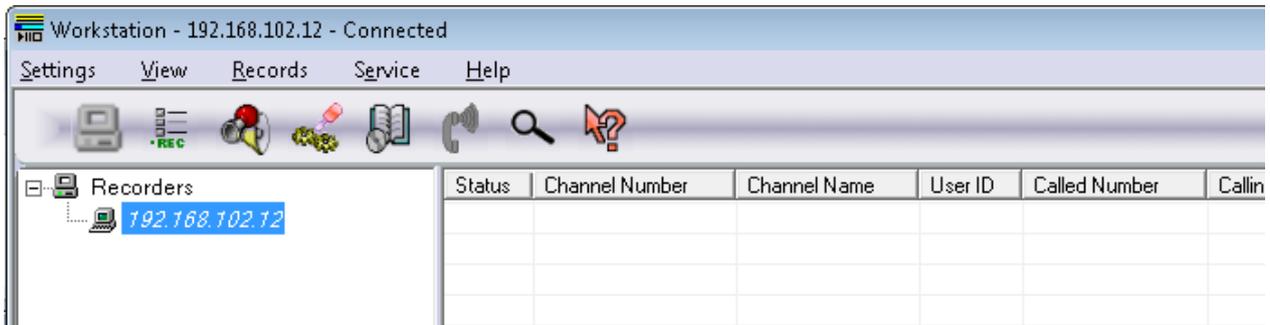
- Click “Connect”

The connection window appears:



- Enter the username and the password in the input boxes
- Click “OK” to validate

In the main window the Recorder is now connected:



To check the good connection, in the Recorders tree, the logo in front of the IP Address or the Alias change. Now click "All records" in the database bar and the latest records will appear in the record list.

3.5 Application settings

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

3.5.1 Configuring the options

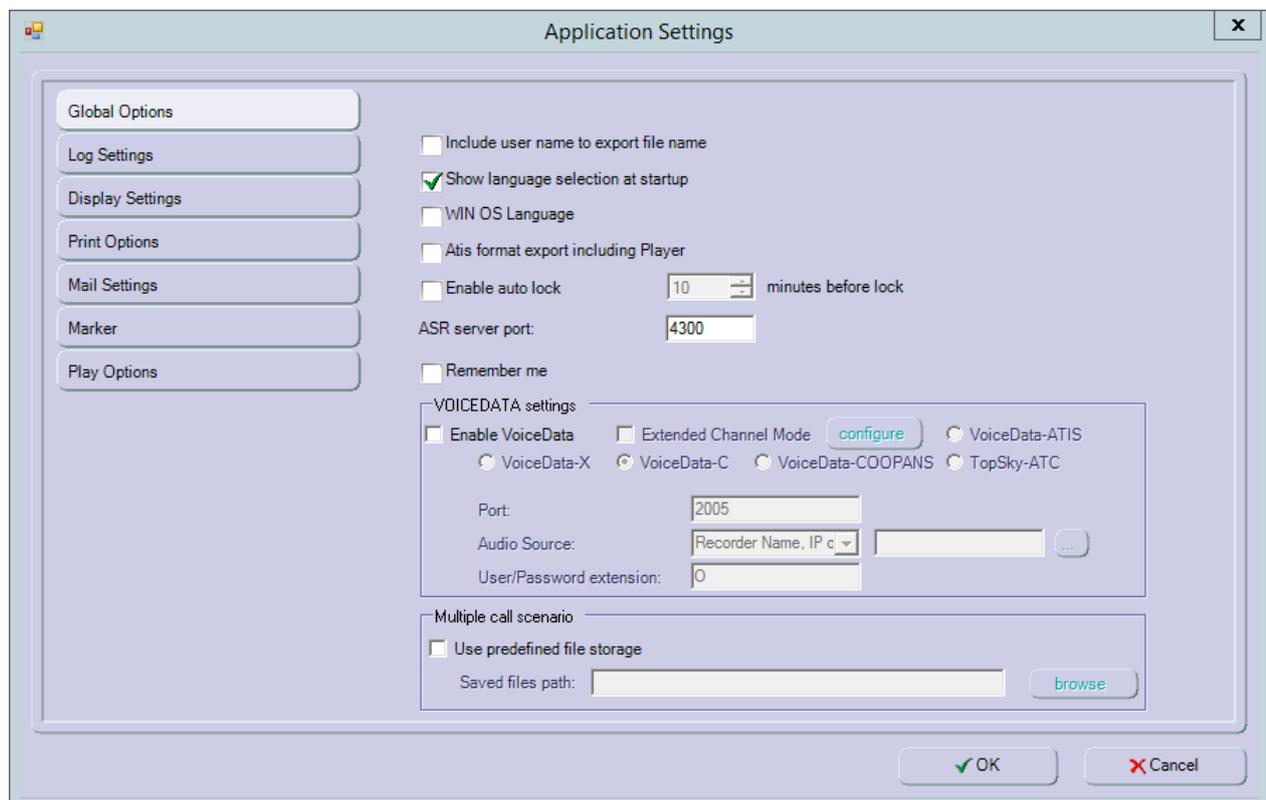
There are 2 solutions to open the menu to configure the options:

- Click on the button “Application settings” in the toolbar :

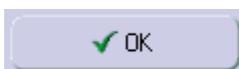


- Or in the menu bar, go to “Settings” and “Application settings”

The “Application settings” window appears:

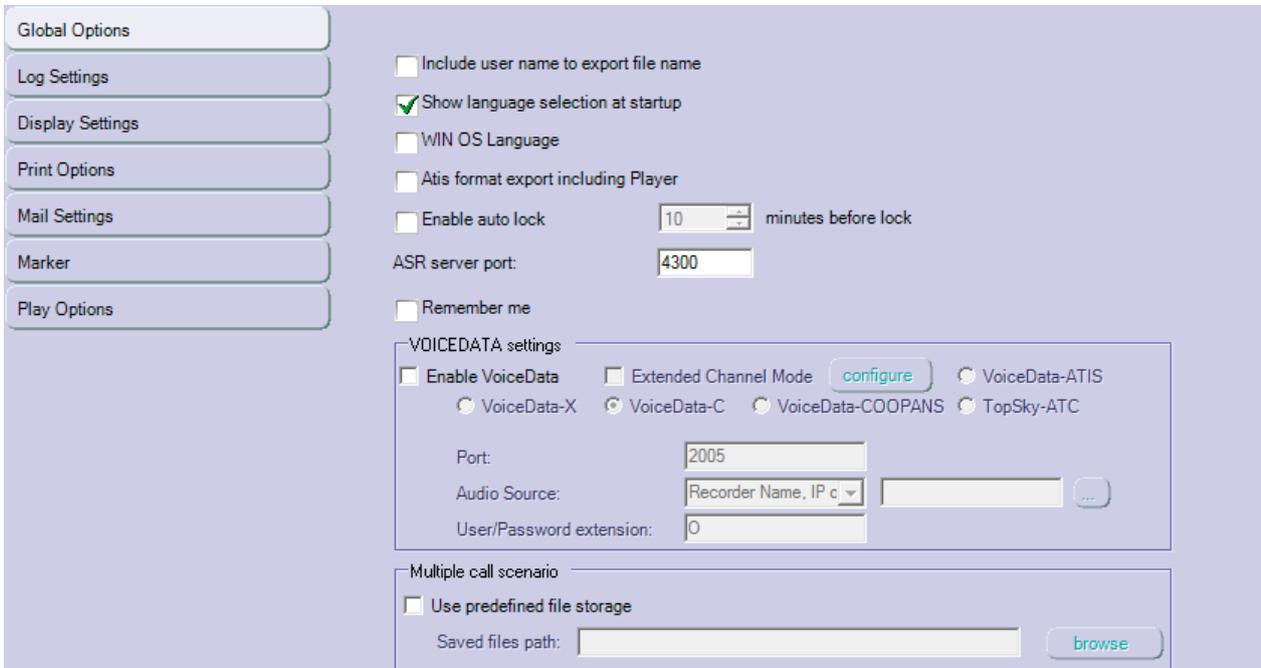


- Select the section desired
- Modify the options according to your requirements
- Click “OK”



3.5.2 Configure global options

In the “Application settings” window, click in the section “Global options”:



Parameter	Description
iTunes language	Select your iTunes language (English, German, French or Spanish).
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 startup	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 "Atis 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	Keep in memory the user and password for the Recorder (it's 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

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

3.5.3 Configure the log settings

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

The screenshot shows the 'Log Settings' section of the 'Application settings' window. On the left, there is a vertical menu with buttons for 'Global Options', 'Log Settings', 'Display Settings', 'Print Options', 'Mail Settings', 'Marker', and 'Play Options'. The 'Log Settings' button is highlighted. The main area contains the following settings:

- Log service: Activity (dropdown menu)
- Time to live: 999 (spin box) Day(s)
- Length: 4 (spin box) MB
- Number of messages on a page: 50 (spin box)

- Select the log for which the settings should be valid for.
- Define the "Time to live" of the protocol in days (from the start of the log).
- 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”

3.5.4 Configure the display settings

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

The screenshot shows the 'Display Settings' section of the 'Application settings' window. On the left, there is a vertical menu with buttons for 'Global Options', 'Log Settings', 'Display Settings', 'Print Options', 'Mail Settings', 'Marker', and 'Play Options'. The 'Display Settings' button is highlighted. The main area contains the following settings:

- Number of records on a page: 25 (spin box)
- Auto refresh record list
- Refresh Interval: 30 (spin box) Seconds
- No fixed positions and size
- Call Related Data (grouped box):
 - Number of records on a page: 25 (spin box)
 - Number of displayed sessions: 25 (spin box)

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”

3.5.5 Configure the print options

In the “Application settings” window, click in the section “Print options”:

Global Options

Log Settings

Display Settings

Print Options

Mail Settings

Marker

Play Options

Print options:

- Status
- Record ID
- Channel Number
- Channel Name
- User ID
- Called Number
- Calling Number
- Direction
- Start Time
- Stop Time
- Duration
- Ring Duration
- Protected
- DSE
- Compression
- Short Comment
- Long Comment
- Malicious
- DTMF
- Disc Label
- Action Number
- Marked
- Recorder
- Exported by
- CRD

Move Up

Move down

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

3.5.6 Configure the mail settings

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

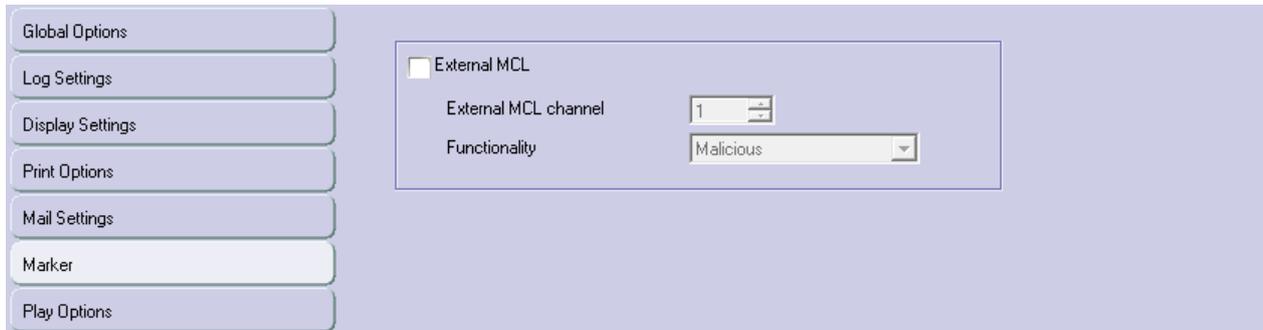
Parameter	Description
Server name	Address of the SMTP server, to which all outgoing e-mail messages are sent to. You can enter the URL or a numerical IP address.
Port	Port number used by the SMTP protocol (preset is 25)
User name	Name of the sender (your name) which appears in the message header.
Password	Password for the SMTP server
E-mail	E-mail address of the sender
To	Recipient e-mail address
CC	Recipient e-mail address (carbon copy)
BCC	Recipient e-mail address (blind carbon copy)
Subject	Subject of the e-mail
Attachments	Standard attachments to be sent with
Message	Standard message of the e-mail

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

3.5.7 Configure the 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":



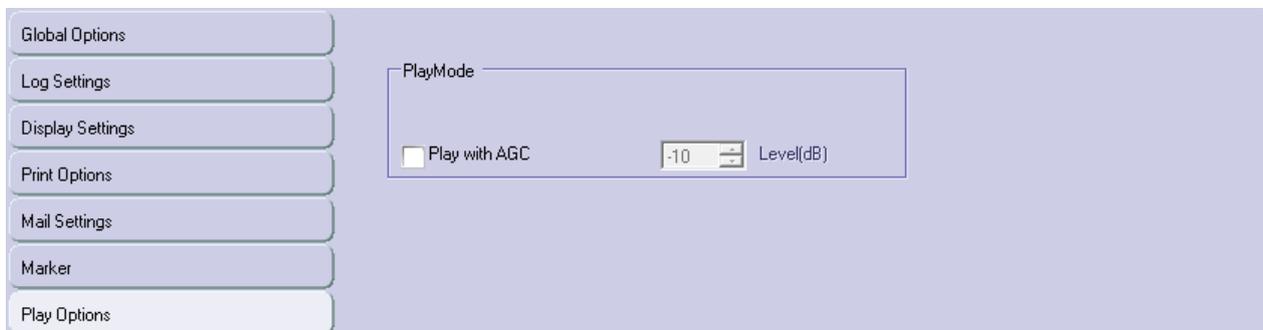
The screenshot shows the 'Marker' settings window. On the left, there is a sidebar with the following options: Global Options, Log Settings, Display Settings, Print Options, Mail Settings, Marker (selected), and Play Options. The main content area is titled 'Marker' and contains the following settings:

- External MCL
- External MCL channel: 1
- Functionality: Malicious

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

3.5.8 Configure the Play options

In the "Application settings" window, click in the section "Play Options":



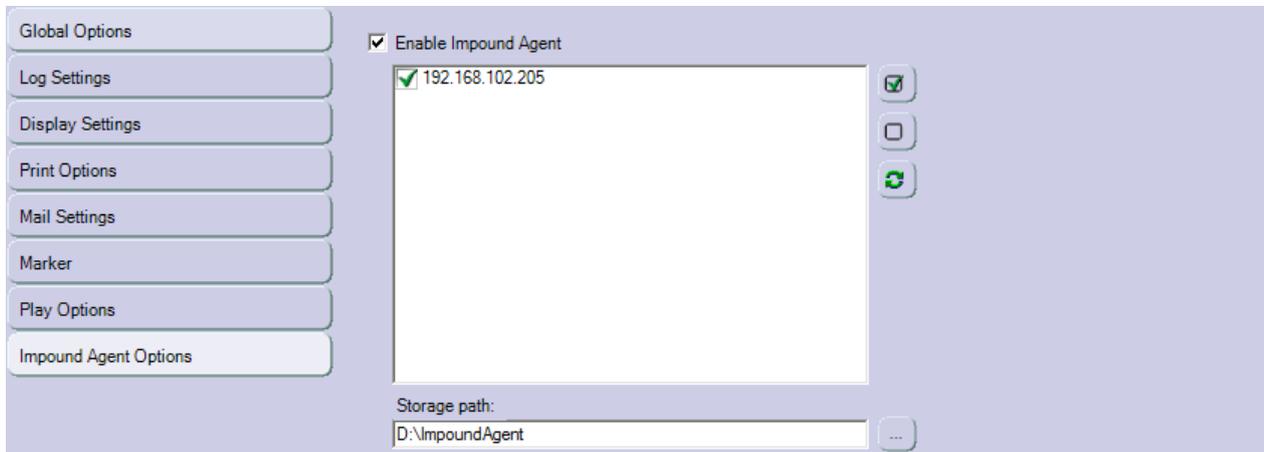
The screenshot shows the 'Play Options' settings window. On the left, there is a sidebar with the following options: Global Options, Log Settings, Display Settings, Print Options, Mail Settings, Marker, and Play Options (selected). The main content area is titled 'PlayOptions' and contains the following settings:

- Play with AGC
- Level(dB): -10

- Tick option "Play with AGC".
- Select the level desired

3.5.9 Configure the Impound Agent options

In the “Application settings” window, click in the section “Impound Agent Options”:



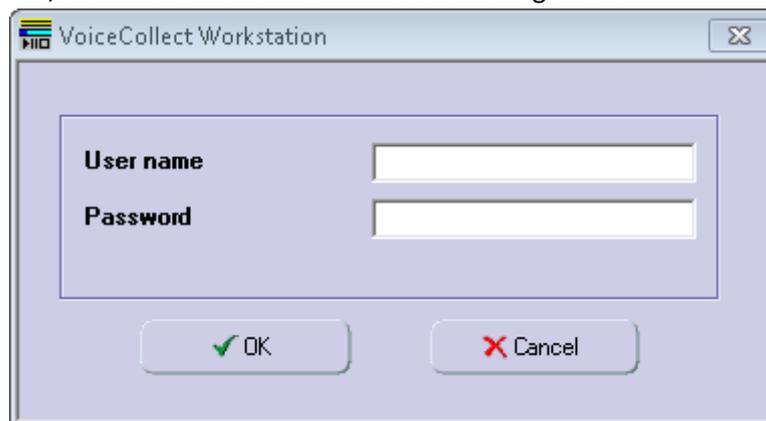
- Tick option "Enable Impound Agent".
- Select the Recorder to export the calls (the Recorder must be already declared in the recorder list)
- Select the path to export the calls

Now the agent is configured. From the main window the new Icon “Impound” is activated and ready to export.

3.5.10 Configure the VC-MDx users

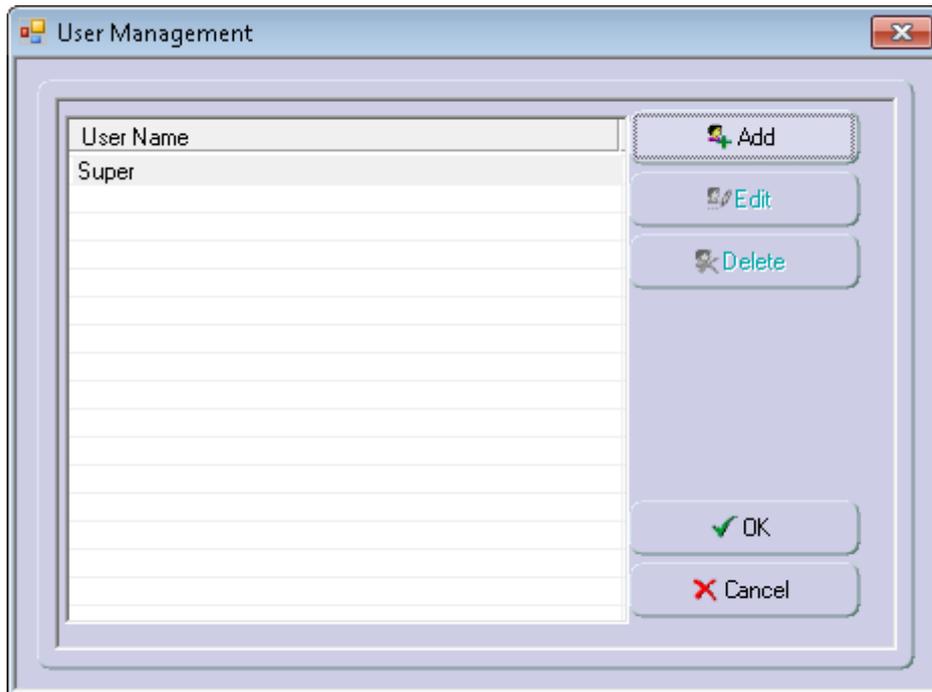
In this menu, it’s possible to configure the users to connect to an old Recorder. To configure the users, you don’t need to be connected to a Recorder.

In the “Settings” window, click in the menu “VC-MDx Users Management”:



- Enter your user name and password, use the following data for the first logon to the system:
 - User name : Super
 - Password : Super
- Click “OK”

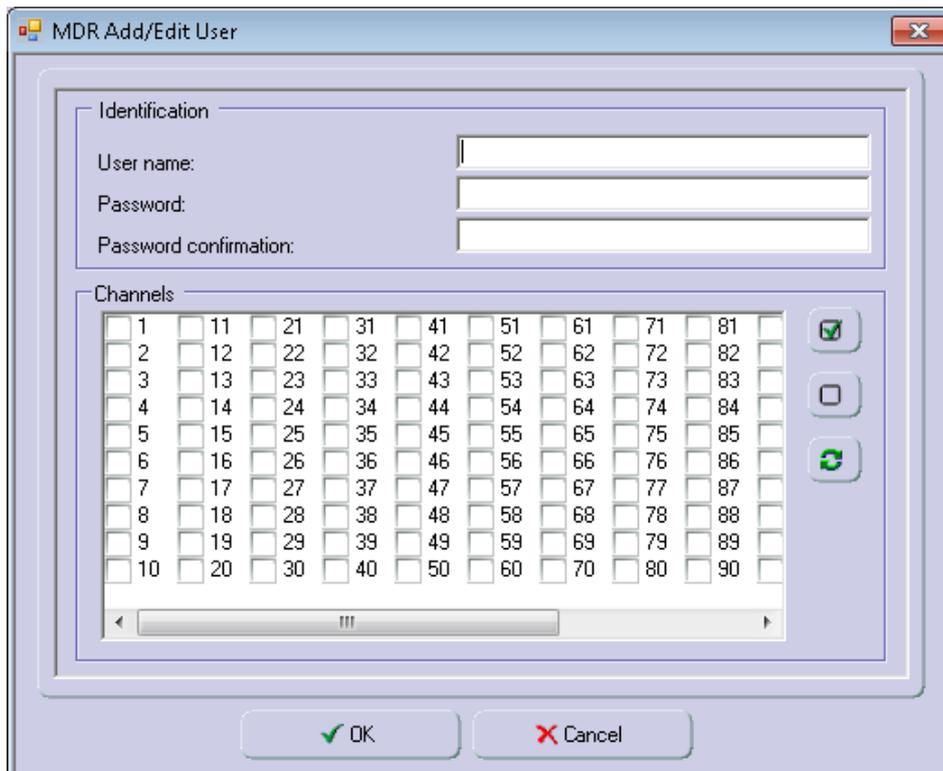
The User Management window opens.



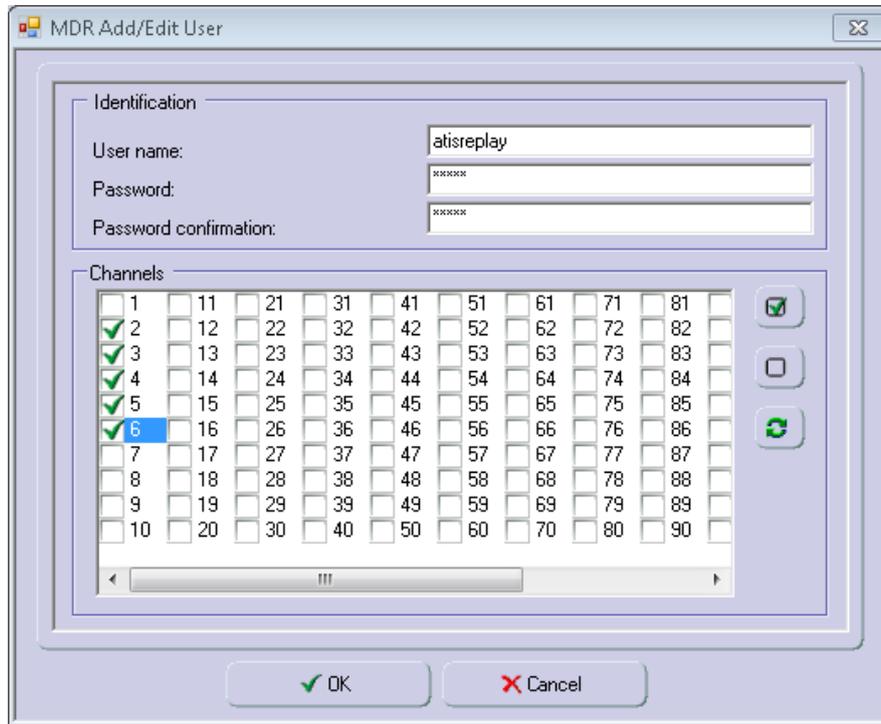
In the “User Management” window:

- Click “Add”

The window below appears:

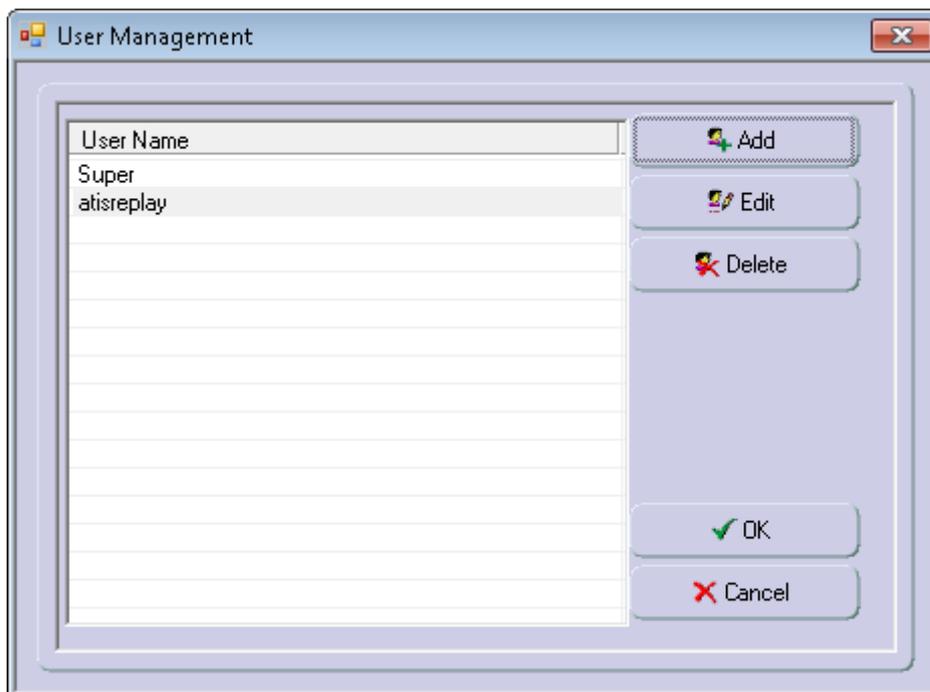


Insert the user and password and select the channel desired for playback.



The password must have at minimum 5 characters.

- Click "OK" to add the user



Now the new user appears in the list and you can connect to a Recorder with this user.

- Click “OK” to save the changes

If you don't press “OK”, your new users will not be added to the users table.

TIP: Don't forget to create this user in the VC-MDx recorder.

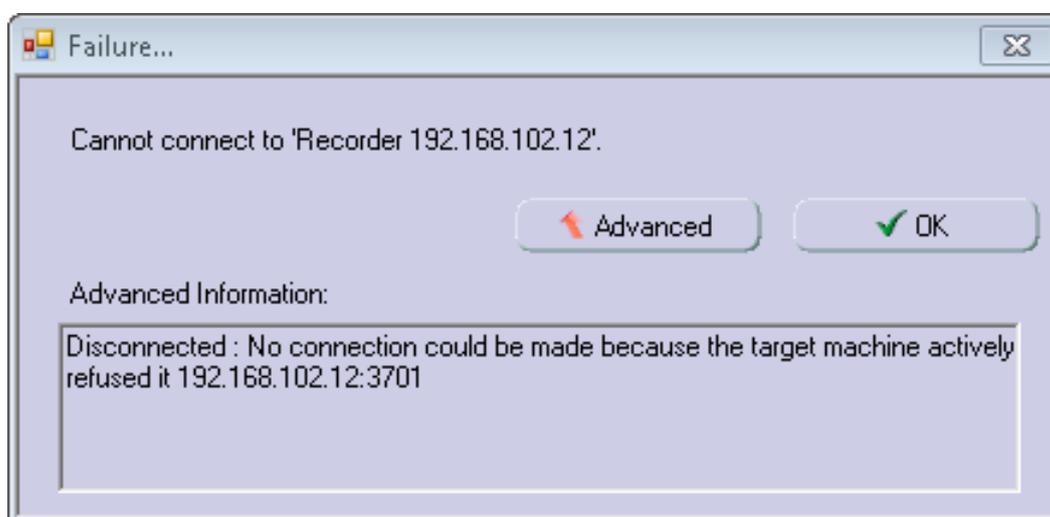
3.6 Connection failed or no records

Sometimes the connection failed to the Recorders, below you will see the main raisons.

3.6.1 Basics errors

In most of times, in the advanced information's of the failure dialog box, you will have the reason of the failure. Please open it to try to fix your problem.

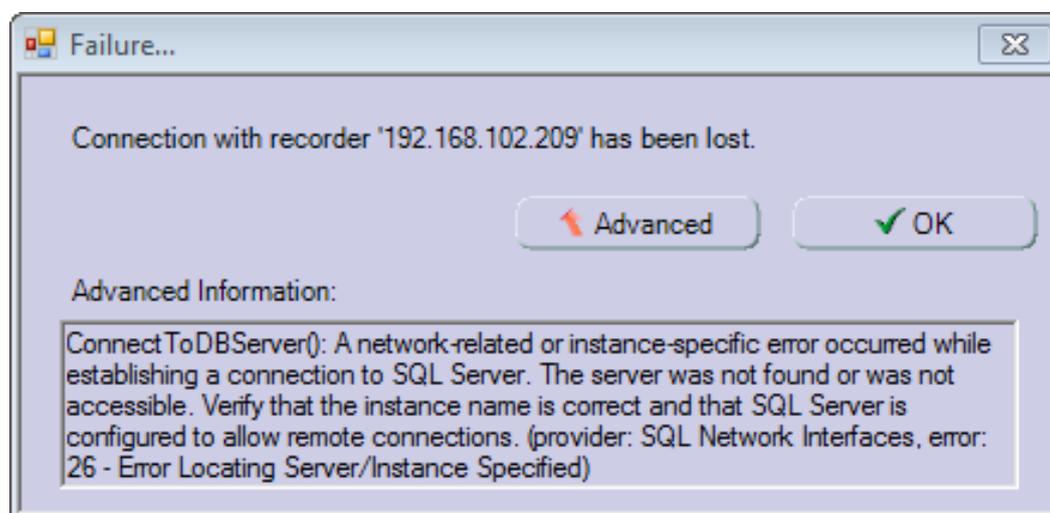
Please see the example below:



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

3.6.2 Database error

You connect in to the Recorder for few seconds (Seen in the network connections), but after you will be automatically disconnected:



To fix this problem, you need to check you firewall or your network in the Recorder side. Check if the rules SQL server and browser are allowed in Recorder Firewall.

3.6.3 Dongle configuration

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 buying an extension.

3.6.4 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 bad configuration in the Recorder. Please contact the administrator of the Recorder and request to verify your rights in the user's management.

3.7 Impound agent export

This option is available only if it was purchased.

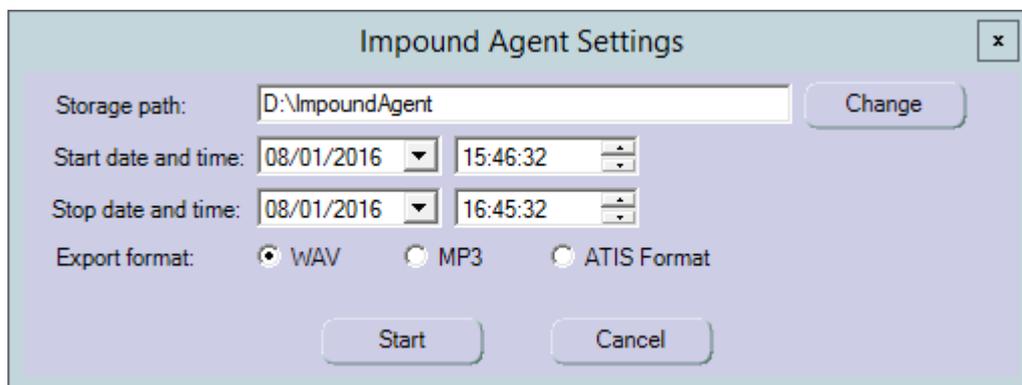
This feature will export all calls defined in a time range to a defined path. It's possible to choose between 3 different formats.

First, it's necessary to configure this agent in the options of the workstation.

- Click on the button “Impound” in the toolbar :

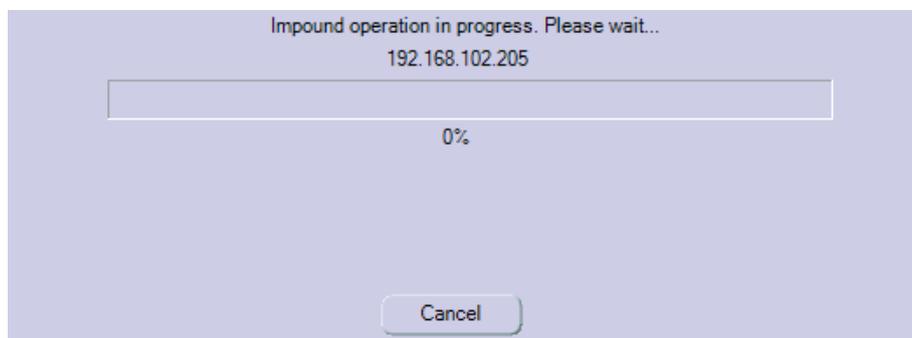


The “Impound agent” window appears:

The 'Impound Agent Settings' dialog box is shown. It has a title bar with a close button (x). The 'Storage path' field contains 'D:\ImpoundAgent' and has a 'Change' button to its right. Below this are two rows for 'Start date and time' and 'Stop date and time'. The start date is '08/01/2016' and the start time is '15:46:32'. The stop date is '08/01/2016' and the stop time is '16:45:32'. Under 'Export format', there are three radio buttons: 'WAV' (selected), 'MP3', and 'ATIS Format'. At the bottom are 'Start' and 'Cancel' buttons.

The storage already defined was pre-configured in the options of the workstation. To change this path, please press the button “Change” and choose a new path.

Select the desired “Start date and time” and “Stop date and time”, maximum 1 hour for the time range. Select the format and press “Start”:



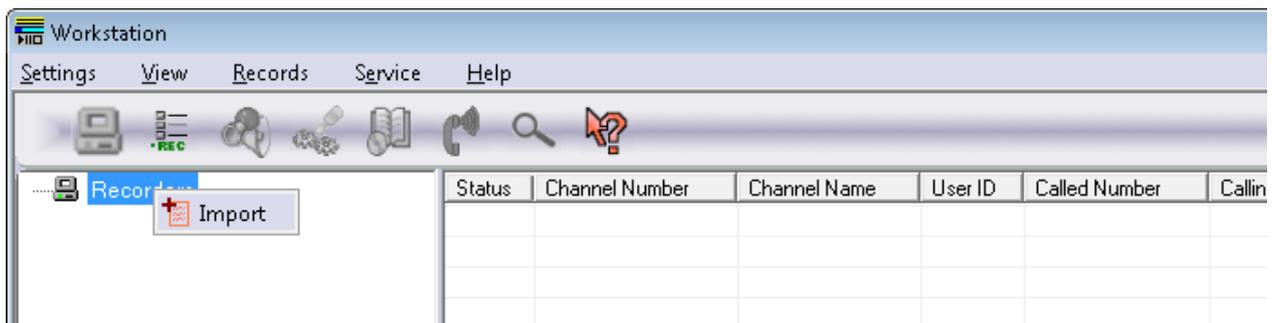
At the end, all files will be export in the path defined.

To provide the best security, we recommend exporting in “ATIS Format”. This format can't be modified and can be only read by an proprietary software (Workstation or portable player).

3.8 Import and connect to an external buffer

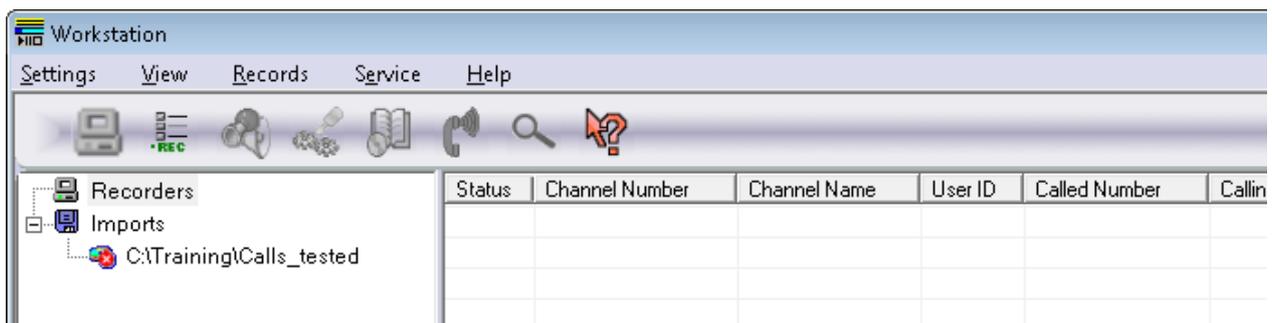
In the VC-MDX Workstation you can analyse recorded data from different sources. This includes data from buffers, NAS or slave buffers.

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

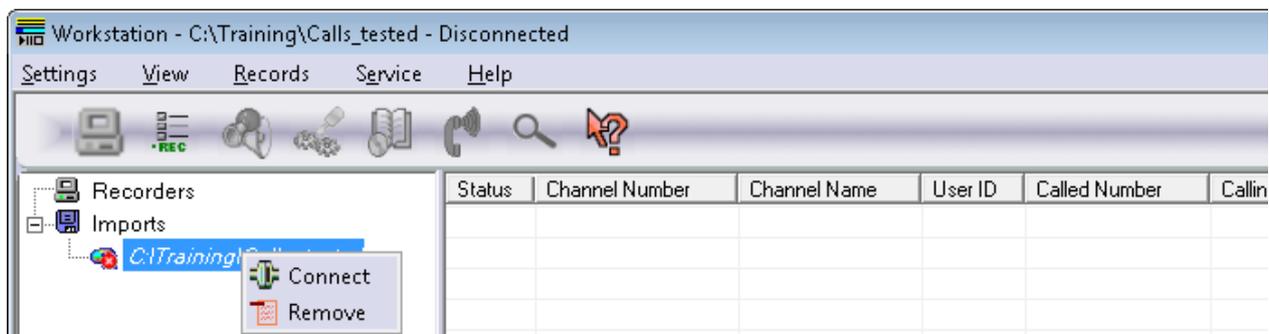


- Click "Import"
- In the open dialog, select the path and your buffer file.
- Click "Open"

Now the new buffer appears in the Recorder list:



In the new buffer added, right-click and the following menu appears:

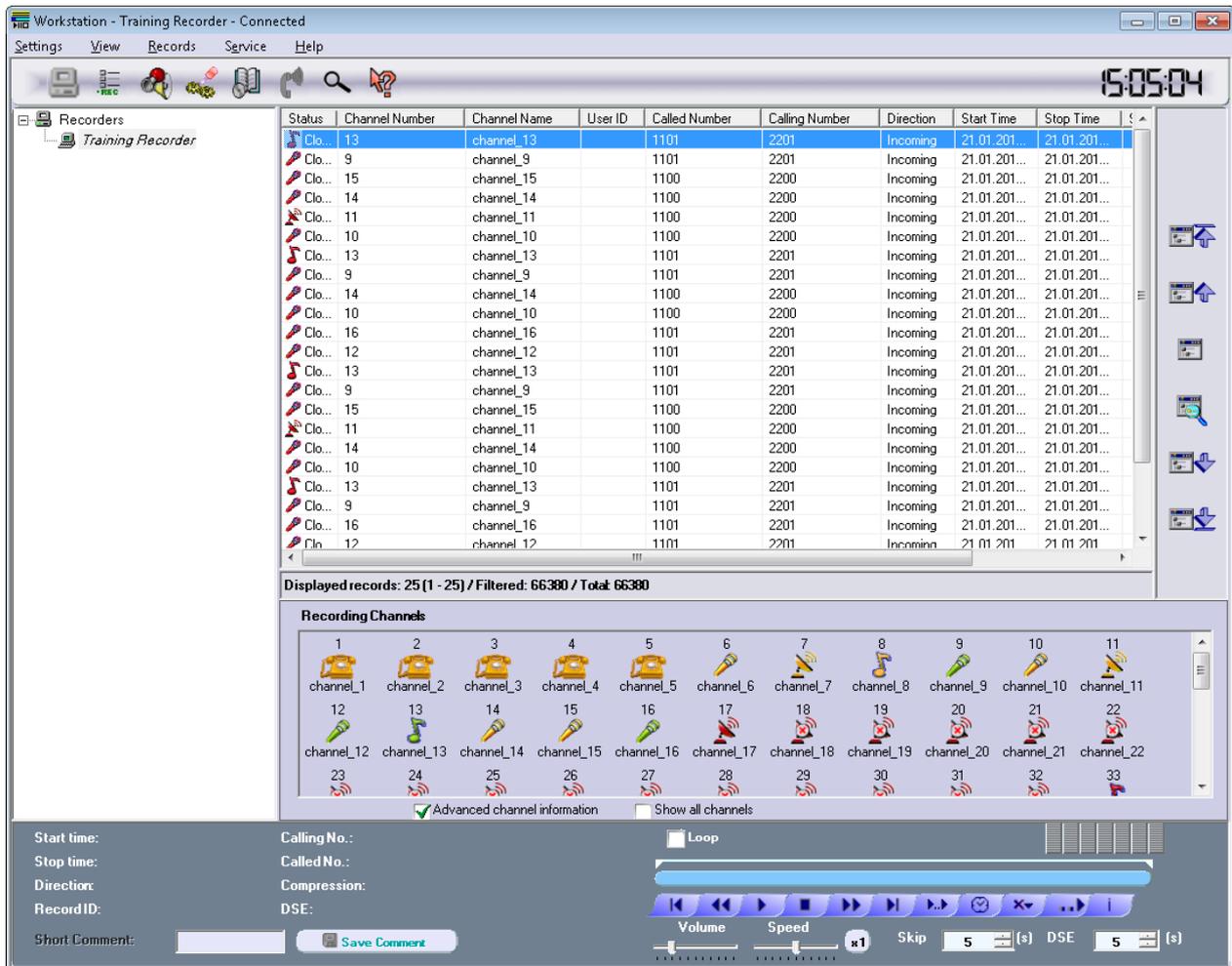


- Click "Connect" enter the user and password (if requested)
- Click "All records" in the database bar

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

3.9 See the channels status

In the workstation, it's possible to see the channels status, this option is only available when you are connected to a Recorder. To activate this option go to "View" and "View channels map":



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.

4 Records & Data analysis

User rights to perform specific tasks depend on the user role and associated rights. For further information on user rights, refer to “**Error! Reference source not found. ser Management**”.

4.1 The Record List

Status	Record ID	Channel Nu...	Channel Name	User ID	Called Number	Calling Number	Direction	Start Time	Stop Time	Duration	Compress...	Short Comment	Long Commen
Closed	386216	57	S2M-E1	Florin	213425	092343434	Incoming	29/05/2017 12:50:37	29/05/2017 12:50:50	00:00:13	1:1		
Closed	386215	6	AI24K	Paul C	14245	123456	Incoming	29/05/2017 12:50:34	29/05/2017 12:51:51	00:01:16	1:1		
Closed	386214	36	S2M-E1	Catalin	332222	092444555	Incoming	29/05/2017 12:50:27	29/05/2017 12:50:43	00:00:11	1:1		
Closed	386213	13	AI24K	Catalin	332222	092444555	Incoming	29/05/2017 12:50:31	29/05/2017 12:50:44	00:00:13	1:1		
Closed	386212	75	S2M-E1	Af	3456	8889999	Incoming	29/05/2017 12:50:31	29/05/2017 12:50:56	00:00:25	1:1		
Closed	386211	39	S2M-E1	Catalin	332222	092444555	Outgoing	29/05/2017 12:50:27	29/05/2017 12:50:35	00:00:08	1:1		
Closed	386210	5	AI24K	Vil	8678686	094414141	Incoming	29/05/2017 12:50:26	29/05/2017 12:51:56	00:01:30	1:1		
Closed	386209	3	AI24K	Paul Gr	5364732	094234432	Unknown	29/05/2017 12:50:25	29/05/2017 12:51:10	00:00:46	1:1		
Closed	386208	8	AI24K	Catalin	332222	0924444	Incoming	017 12:50:24	29/05/2017 12:50:32	00:00:08	1:1		
Closed	386207	73	S2M-E1	Catalin	332222	0924444	Incoming	017 12:50:22	29/05/2017 12:50:33	00:00:11	1:1		
Closed	386206	27	S2M-E1	Af	3456	8889999	Incoming	017 12:50:21	29/05/2017 12:52:11	00:01:50	1:1		
Closed	386205	67	S2M-E1	Veronica	787653	2523603	Incoming	017 12:50:19	29/05/2017 12:52:52	00:02:34	1:1		
Closed	386204	16	AI24K	Paul Gr	5364732	0942343	Incoming	017 12:50:18	29/05/2017 12:51:49	00:01:31	1:1		
Closed	386203	39	S2M-E1	Florin	213425	0923432	Incoming	017 12:50:18	29/05/2017 12:50:21	00:00:03	1:1		
Closed	386202	24	S2M-E1	Af	3456	8889999	Incoming	017 12:50:16	29/05/2017 12:52:34	00:02:18	1:1		
Closed	386201	74	S2M-E1	Catalin	332222	0924444	Incoming	017 12:50:14	29/05/2017 12:50:51	00:00:37	1:1		
Closed	386200	78	S2M-E1	Paul C	14245	123456	Incoming	017 12:50:12	29/05/2017 12:50:59	00:00:48	1:1		
Closed	386199	50	S2M-E1	Af	3456	8889999	Incoming	017 12:50:11	29/05/2017 12:50:50	00:00:38	1:1		
Closed	386198	20	S2M-E1	Catalin	332222	0924444	Incoming	017 12:50:10	29/05/2017 12:50:41	00:00:31	1:1		
Closed	386197	66	S2M-E1	Bogdan	12425	1113333	Incoming	017 12:50:08	29/05/2017 12:51:27	00:01:19	1:1		
Closed	386196	44	S2M-E1	Florin	213425	0923432	Incoming	017 12:50:06	29/05/2017 12:50:14	00:00:08	1:1		
Closed	386195	70	S2M-E1	Marius U	2341	4435521	Unknown	29/05/2017 12:50:04	29/05/2017 12:50:38	00:00:34	1:1		
Closed	386194	61	S2M-E1	Vil	8678686	094414141	Incoming	29/05/2017 12:50:01	29/05/2017 12:51:43	00:01:42	1:1		
Closed	386193	58	S2M-E1	Florin	213425	092343434	Unknown	29/05/2017 12:50:01	29/05/2017 12:50:20	00:00:19	1:1		

Displayed records: 300 (511 - 810) / Filtered: 386724 / Total: 386724

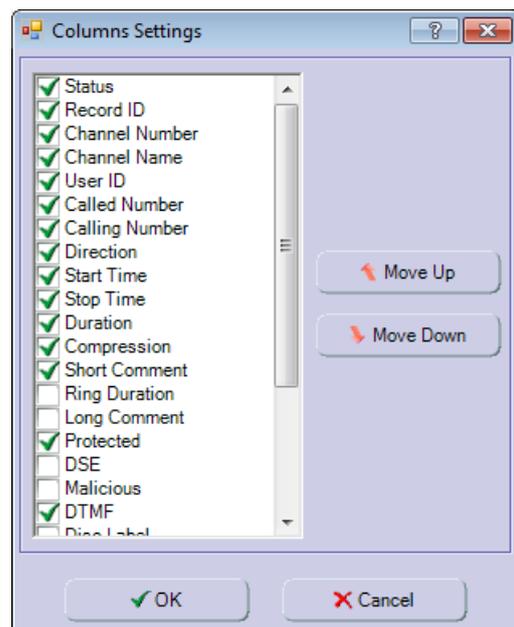
4.1.1 Configuring Columns

Right-click on a column name in the header of the list.

The **Columns Settings** window is displayed. Columns to be displayed can be selected by marking the checkboxes.

Column selection can be modified according to user requirements.

- It is possible to change the position and order of the columns by using the buttons **Move Up / Down** after having selected the column name.
- Columns are shown or hidden depending on the state of their respective checkboxes.
- Click on **OK** to confirm the changes.

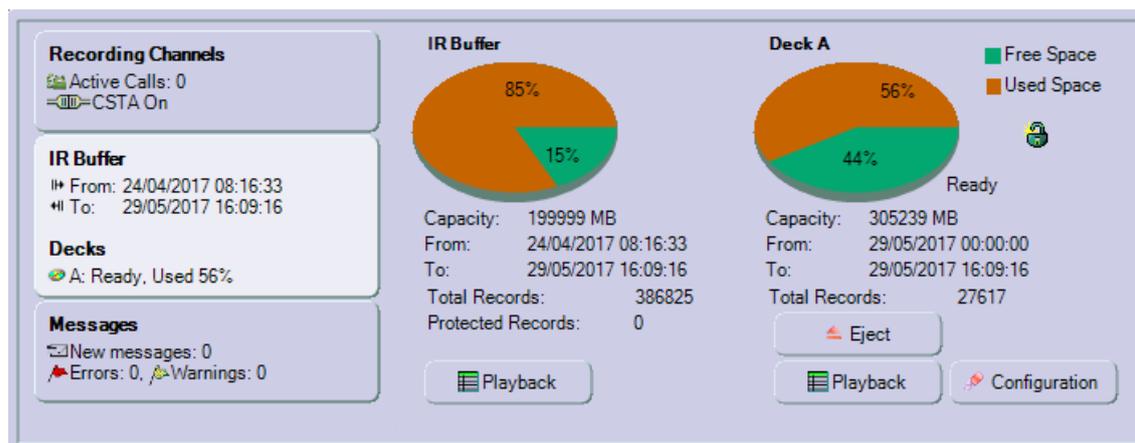


4.1.2 Selecting Record Source

By default, the record list is displayed after the start of the **Recorder**.

As recordings can be stored on different media directly accessible from this user interface, it is necessary to select the source of the recordings to be displayed in the record list.

Select the **IR-Buffer and Decks** view by using the corresponding button.



- Below the pie chart representing each storage space is a **Playback** button.
- Click on the Playback button of the source of the records required. The **Records filter** window appears.
- Click on the button **All Records**. The corresponding calls are displayed in the record list.

On storage spaces such as removable media, recordings are saved in specialized buffers called **week-folders**. The **Recorder** software can only access the current week-folder (starting with Monday).

When copying non-current week-folders to removable media, the **From** and **To** information indicated just below the pie chart is not displayed.

4.1.3 Refreshing Records

Click **All records (4)** on the database bar to refresh the record list and display the latest records.

Or, click **Search database (5)** and then **All records** in the **Filter records** window.

The calls of the record list appear listed by time of recording (latest record first).

As an option it is possible to enable the automatic refresh of the record list.

When new calls are available but not yet displayed in the list, a blinking lamp symbol appears (1). Clicking **All Records** allows viewing the new calls immediately.

4.1.4 Scrolling Records

Use the following 4 buttons of the **database bar** to scroll the record list and display the appropriate records.

Last records (2) displays a page with the most recent records

Next records	(3)	displays the following page of more recent records
Previous records	(6)	displays the previous page of older records
First records	(7)	displays the first page of oldest records

The number of records per page is defined in the display options.

As soon as the number of records per page is greater than the number of records that can be displayed in the window, a scroll bar appears besides the database bar.

4.1.5 Exporting Records



The user right **Export / Archive** is required.

This function allows exporting the content of the current page of the record list.

- Only currently displayed columns of the list will be exported (**txt** format).
- You can also use filters to define which calls will be taken into consideration.

Right-click in the record list to access the context menu and select the option **Export Records List**. The standard save dialog box appears for saving the list.

4.1.6 Printing Records



Prerequisite: a printer must be installed.

This function allows printing the content of the current page of the record list.

- Moreover, only the columns that have been selected in **print options** will be printed.
- You can also use filters to define which calls will be taken into consideration.

Right-click in the record list to access the context menu and choose the option **Print Records List**. The record list is then printed on the current standard printer.

This option allows exporting in **PDF** format if a PDF-printer has been installed.

4.1.9 Time Filters

The following picture shows the filter view when the selected search criterion is **Quick Search & Time**.

The screenshot shows the 'Filter Records' dialog box. On the left, under 'Search criteria', 'Quick Search & Time' is selected with a checkmark. Below it are 'Channel', 'Phones', and 'Call Parameters', all with checkmarks. The main area is divided into three sections: 'Quick Search', 'Time', and 'Call Duration'. In 'Quick Search', there are six checked options: 'Phone Number', 'Action Number', 'Case', 'Short Comment', 'Channel Name', and 'User ID'. Below these is an empty text input box. The 'Time' section has a 'Quick search' checkbox (unchecked), a 'Search mode' dropdown set to 'Continuous', and checked 'From' and 'To' options. The 'From' date is '29/05/2017' and the 'To' date is '29/05/2017'. Below the dates are time pickers for '08:00:00' and '12:00:00'. The 'Call Duration' section has two checked options: 'Longer than' and 'Shorter than'. Each has three spinners for hours, minutes, and seconds. For 'Longer than', the values are 0, 1, and 0. For 'Shorter than', the values are 0, 5, and 0. Both are followed by '(hh:mm:ss)'. The dialog title is 'Filter Records'.

The check symbol in front of a search criterion indicates that a filter is activated.

The **Quick Search** area can be used to quickly search for a string in the database based on selected options.

No filter is applied when the input box is empty.

The **Time** area gives different possibilities for defining a period:

- When the **Quick Search** box is checked, predefined time ranges can be selected in the dropdown list, as shown in the following image.

This close-up shows the 'Time' section of the dialog. The 'Quick search' checkbox is checked. Below it is a 'Period:' label and a dropdown menu. The dropdown menu is open, showing a list of predefined time ranges: 'Today', 'Since Yesterday', 'Last 7 days', 'Current week', 'Last 31 days', and 'Current month'. 'Today' is currently selected in the dropdown.

- Alternatively, the desired period can be defined by checking the boxes “**From**” and “**To**” as required, and entering the time limits.

The **Call Duration** area allows for filtering the calls by duration:

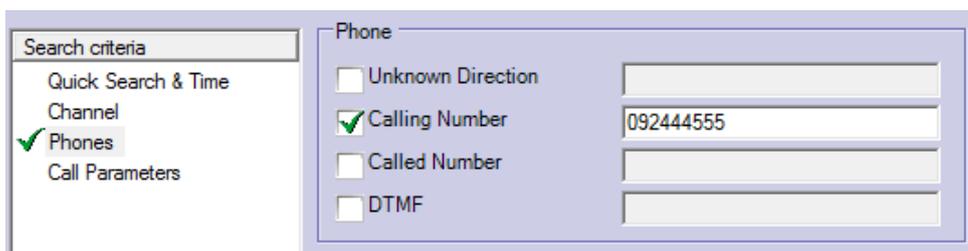
- Check the checkboxes **Longer than** and/or **Shorter than**, then adjust the required values.

All criteria presented in this window filter can be combined with each other.

Note that certain combinations produce no search results if the conditions are incompatible.

4.1.10 Phone Number Filters

The following image shows the filter view when the selected search criteria is **Phones**.



The following parameters are available:

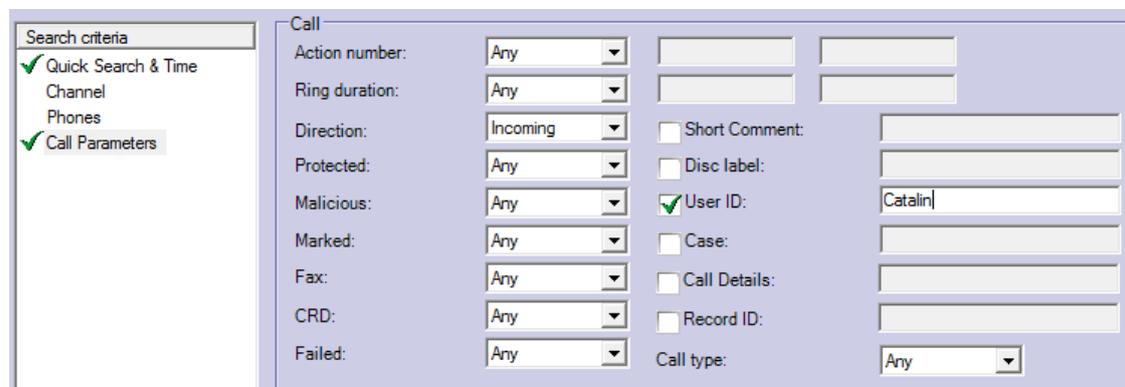
- **Unknown Direction:** mark this option to filter by calls with unknown direction.
- **Calling/Called Number:** enter a phone number or IP address (VoIP).
- **DTMF:** enter DTMF digits.

The following wildcards are supported:

- ? (question mark) stands exactly for one character.
- * (asterisk) replaces any string of characters.

4.1.11 Call Parameter Filters

The following picture shows the search filter view when the selected search criteria is **Call Parameters**.



This search groups different types of information that can be used as a filter.

According to the type of filter, the following items are available:

- A dropdown list with options
- One or two input boxes
- Due to the wide variety of information at disposal, attention should be paid while combining different options.
- A filter with an associated dropdown list is disabled only if the information **Any** is displayed.
- A filter with an associated checkbox is disabled only if the checkbox is **not checked**.

4.1.12 Saving and Loading Filters

Complex filters require time to be created. You can use the buttons **Save Filter** and **Load Filter** to save created filters and load save filters for use.

This information is saved in a file with the extension **[.flt]**. The default location is the Recorder folder, what can be changed in the dialog box while saving.

4.1.13 Quick Search

The **Quick Search** button of the Toolbar provides rapid access to some of the most current criteria used for filtering.



Enter your search criteria corresponding to one of the 6 categories indicated in the **Quick Search** box.

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

Search for:

4.2 Investigating and Playing Calls

 The user right **Playback** is required for this function.

Operating and informative elements for playing and investigating the calls are below the record list of the Recorder main window:

- Operating elements area:



- Informative elements area:



4.2.1 Playing Calls

The usual buttons and other functions described below are available.



1	Previous record	2	Skip back (predefined value)
3	Play / Pause (alternately)	4	Stop
5	Skip forward (predefined value)	6	Next record
7	DSE (on / off)	8	Time speech (add)
9	Delete all markers	10	Play mode (define)
11	Record Information	12	AGC (Automatic Gain Control, on / off)

Start / Stop Playback

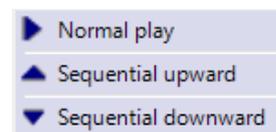
- There are two ways to start playback:
 - 1) Double-click a call in the record list.
 - 2) Select a call in the list and click **Play (3)**.
- Every time the **Play / Pause** button is clicked, it changes to show the next possible action.
- Playback can be stopped at any time by clicking **Stop (4)**.
- In the record list, specific font colors are used to distinguish if the calls have already been played.
 - Black** record has not yet been played
 - Purple** record has already been played
- Clicking on a call highlights it with a **blue** color. This color changes to **grey** during playback.
- On selecting another call, the previous item returns to **light blue**.

Options during playback

- During playback, the recording time is indicated above the progress bar. It is possible to move the mouse cursor over the progress bar to get the corresponding recording time displayed in the tool tip.
- Playback volume can be adjusted at any time by adjusting the **Volume** slider forward or backward (see image of operating elements area above).
- Playback speed can also be changed while playing by using the **“Speed”** slider (see image of operating elements area above). Clicking **x1** resets the speed.

4.2.2 Changing Play Mode

The Play mode button (10) gives access to three modes in a drop-down list:



	Normal Play	Default mode. Playback is stopped after each record
	Sequential upward	Playback continues automatically with the previous record in the list until stopped manually
	Sequential downward	Playback continues automatically with the next older record in the list until stopped manually

4.2.3 Jumping Forward or Backward

The location of playback can be adjusted in two ways:

- Use the mouse to move to the location indicated by the cursor.
 - Start playback then click on the progress bar to continue from this point.
- Use the skip buttons to jump of a predefined interval, whose value can be selected in the skip field.



- Use the "Skip forward"  (5) and "Skip backward"  (2) buttons as required.

4.2.4 DSE

DSE (Digital Silence Encoding) is an option to replace pauses during recording by an encoded value. This feature allows considerable reduction of filesize, saving storage space.

During playback, the real duration of the pauses can be replaced by the value defined in the DSE field when the silence period is greater; if the silence period is smaller, the real duration remains unchanged.



- If DSE has been activated for a channel, it will be possible to enable DSE during playback by means of the DSE button:  (7).
 - DSE on: pauses are replaced by a fixed value defined with the DSE field.
 - DSE off: real pauses are reconstructed during playback.
- As soon as playback is in progress, the DSE button and DSE field are disabled. So, changes can only be made before starting playback.

4.2.5 Time Speech

When time speech is activated, recording start time and channel number are announced automatically at the beginning of the playback.

Click **Time Speech**  (8) to activate this function.

The color of the button changes from light to dark when it is activated.

4.2.6 Markers

It can be useful to set markers on the playback progress bar in order to highlight particular points in time.

These markers are lost once you have selected another recording.

Start playback or pause to be able to set markers.

Right-click on the progress bar at the point of interest to define a marker.

A red triangle appears to symbolize the marker.

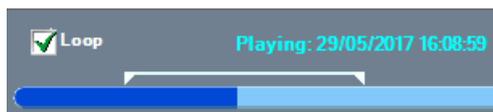


Right-click again on an existing marker to delete it.

Markers can be cleared by clicking **Delete All Markers**  (9).

4.2.7 Loop Playback

Use the **Loop** tool to continuously play between two selected points of the progress bar.



First check the **Loop**.

Then move the beginning and end of the loop bar (white bar above the progress bar) to the appropriate position by means of the mouse and start playback.

Uncheck the **Loop** to stop looping playback.

4.2.8 Call Details

In addition to the informative elements (see image above) displayed when playback has started, all information related to the selected call can be presented in a separated window.

Click **Call Details**  (11) to show the information window.

4.2.9 AGC Playback

The AGC (Automatic Gain Control) playback is used to increase low level signals during playback. The recording level is not changed by this function. AGC recording can be activated independently.

Click **AGC**  (12) to activate this function.

AGC can be activated / deactivated only before starting playback.

4.2.10 Exporting Calls

This function is used to export one or more calls into different audio formats. Each call is exported to its own file.

A single call can be exported to a ZIP file.



You need the following user right to execute this function: **Export / Archive**.

It is possible to configure some export options.

Records with the DSE option activated will have their DSE encoded silence replaced by the real duration.

Select the desired call(s) in the record list and right-click to access the context menu.

Select **Export record** and the appropriate audio format in the drop-down list (if proposed).



ATIS format

This proprietary format can only be played by means of the **Workstation** application or the player (optional) created during the export process.

WAV

This format can be played with the Windows Media Player.

MP3

This format can be played with any MP3 player.

Legal Copy (option)

This proprietary format can only be used with VoiceCollect applications in the same manner as the ATIS format, with an additional verification to prove authenticity of the recording.

WAV/MP3 and XML

In addition to the WAV or MP3 formats an XML file with call meta-data is provided.

Enter the desired path and file name in the dialog box then save your entries.

If the **Custom export directory** option of the export options is active and the path and audio format are defined in the channel configuration, the calls are exported **automatically**.

With larger files a progress bar will be shown.

For exports other than single WAV or MP3 files, the following message is displayed:

Export completed successfully

Single WAV or MP3 files can be exported in ZIP format.

4.3 Parallel Playback

This function enables the playback of up to 16 channels at the same time.

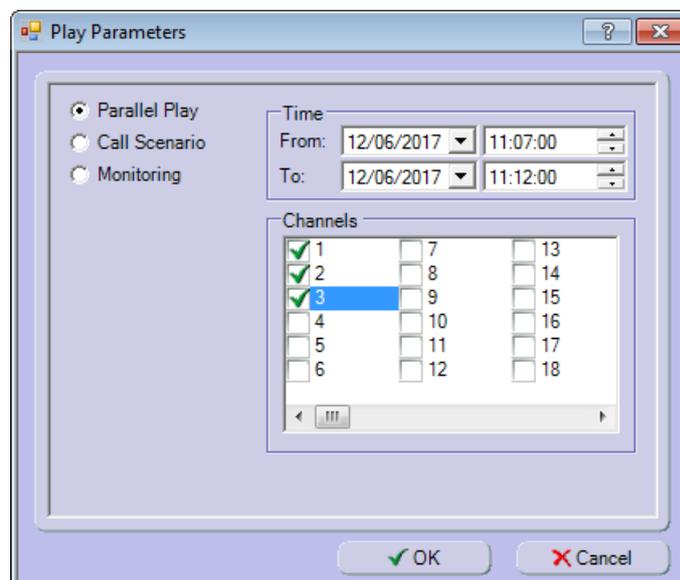
For example, parallel playback can be used to listen to separate recordings that make up a unique conversation.



The user right **Playback** is required for this function.

4.3.1 Accessing Parallel Playback

Click  (Parallel play / Call scenario) on the tool bar or select **Parallel play** in the **Records** menu to open the **Play parameters** window as shown in the following image.



Select **Parallel Play**, the time range and a maximum of **16** channels.

Click **OK** to display the **Parallel Play** window.

The **default** time range defined in the **From** and **To** fields is the last **30 minutes** before the time when the window opens. Channels that are currently recording, i.e. not yet finished or closed can be selected along with those already closed.

4.3.2 Starting Parallel Playback

Each progress bar of the parallel play view represents one of the selected channels.

The **light-blue** part of each bar shows where audio activity is present.

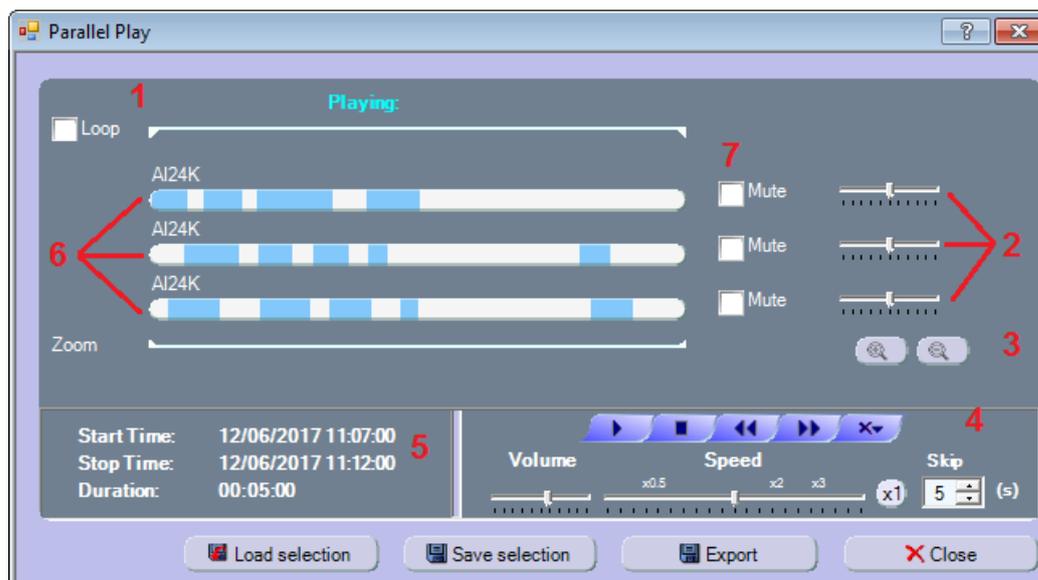
White areas show where there is no audio signal.

Start the parallel playback by clicking **Play**.

- The areas with audio that have already been played become **dark-blue** during playback.
- The **dark-blue** color disappears when the stop button is pressed.

The position of the progress bar is indicated by **light-grey** in the white no-audio areas.

The current time of the playback is displayed at the top of the window. The time is also indicated in a tool tip when the mouse is moved over the progress bars.



1	Loop playback	See 4.3.7 Using Loop Playback
2	Volume control	Individual adjusting for each channel
3	Zoom tool	Display of the details of a selected activity range
4	Operating elements	See 4.3 Investigating & playing calls
5	Time information	Display of the time range selected
6	Playback progress bars	Progress bars of the selected channels
7	Mute	Individual control for each channel

4.3.3 Zoom

When a large time range has been selected, a zoom tool may be necessary to facilitate analysis of important audio ranges without losing accuracy.

Move the beginning and end of the zoom bar (white bar below the progress bars) to the appropriate position using the mouse and then the  (3) (+) / (-) buttons to zoom in / out.

The time information area (5) corresponds to the initially selected time interval (unzoomed).

4.3.4 Saving / Loading

Use **Save selection** and **Load selection** to save and load the present selection of channels in order to continue investigation.

The current time interval displayed, which may be defined by zooming on the main selection, is the one that is saved.

While saving or loading a selection a directory and file name will be required.

- This directory can be chosen freely as well as the filename whose extension is [.ppar].

A progress bar is displayed during the export of the parallel play selection. At the end, a confirmation message appears: **Parallel play selection exported**.

To load a selection starting from the Play parameters dialog, accept the proposed time selection and add any channel to access the Parallel play window.

4.3.5 Exporting a Scenario

You can export the presently displayed selection to an audio file by clicking **Export**.

The export format can be either WAV or MP3.

- Enter a directory and filename (or accept the default one), then save your entries.
- As soon as the export is finished the following message is displayed:

Export completed successfully

As expected for a parallel play, all selected channels are combined into a single audio file.

- The default filename has the following structure:

Date_Time_Duration_ch1_ch2_ch3_...Chn.wav (or mp3)

4.4 Investigating a Call Scenario

To begin, a call scenario must first be created by selecting calls in the record list.

As opposed to the **Parallel Play** function (which focuses on the selection of channels in a given time range), the call scenario focuses on the selection of **completed** calls to combine them in a group to assist investigation.

All functions available for parallel play are also available for call scenarios.

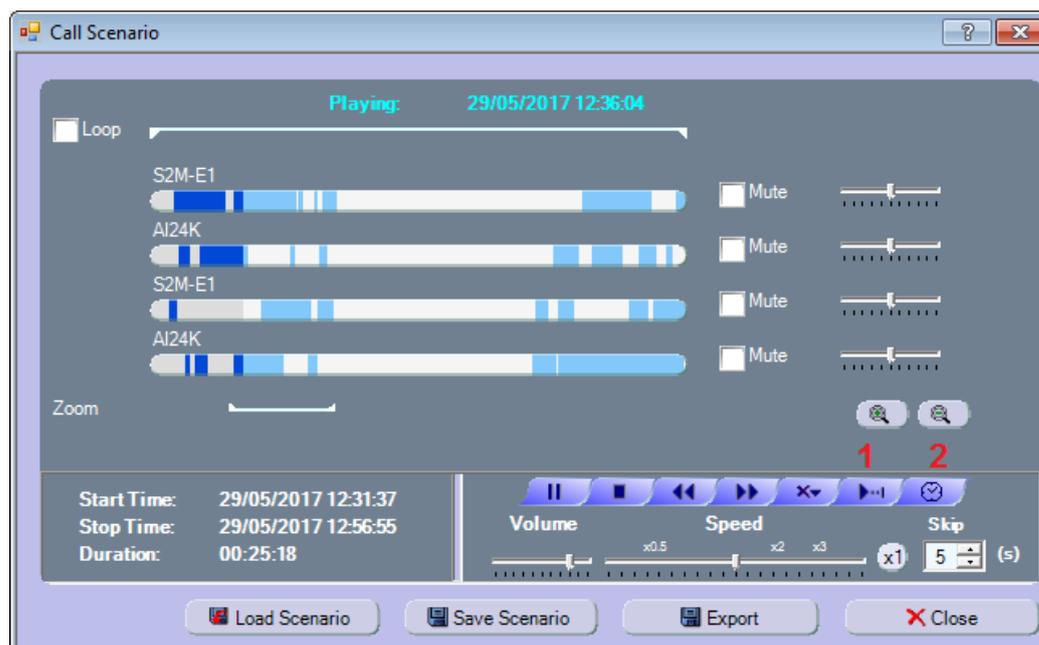


The user right **Playback** is required.

4.4.1 Creating a Call Scenario

It is recommended to use filters to select a maximum of **16** channels and a time period before trying to select calls directly from the record list. Selection will be made much easier.

Once the call selection is ready, right-click on it to access the context menu and then select **Add to call scenario**. The **Call scenario** window is displayed.



This differs with the **Parallel play** window by the presence of two supplementary buttons:

- 1) Next activity: skips to the next activity range among all selected channels.
- 2) Time speech: start and stop time are announced before each audio content.

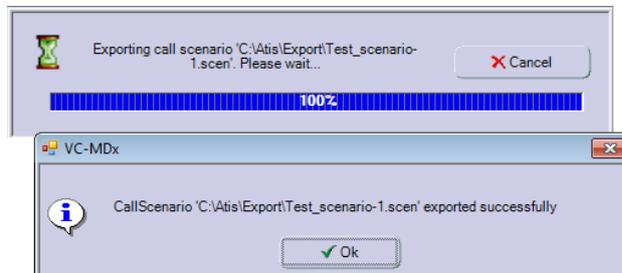
Click **Save scenario** to save the created scenario to continue the investigation later on.

While saving the scenario you will be asked for a directory and filename.

- This directory can be chosen freely as well as the filename whose extension is **[.scen]**.

A progress bar is also displayed while saving the call scenario and at the end a confirmation message is displayed:

CallScenario "Path_Filename.scen" exported successfully



⚠ Only the initial scenario will be saved but never the result of a zooming action.

4.4.2 Opening a Call Scenario

Click **Parallel play / Call scenario**  on the tool bar to open the **Play parameters** window.

- Click Call scenario then OK to open the Call scenario window.

Clicking the **Call scenario** link in the **Records** menu provides the same functionality.

- The progress bar area remains empty in this case until a scenario is loaded.
Click **Load scenario** to load an existing scenario.
Select the directory and filename (.scen extension), then click **Open**.

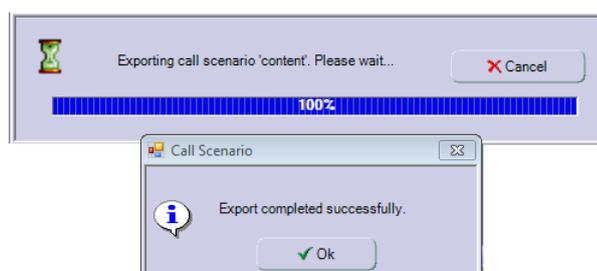
4.4.3 Exporting a Scenario

The current scenario (zoom result included) can be exported to an audio file by clicking **Export**.

The format must be either WAV or MP3.

- Select the directory and filename then click Save.
- A progress bar is displayed during the export.
- As soon as the export is finished the following message is displayed:

Export completed successfully



As with parallel play, all displayed channels are combined into a single audio file with the same file naming principle.

4.5 Parallel Monitoring

In the same way as for the parallel play, it is possible to listen in live several channels at the same time.



The user right **Monitoring** is required.

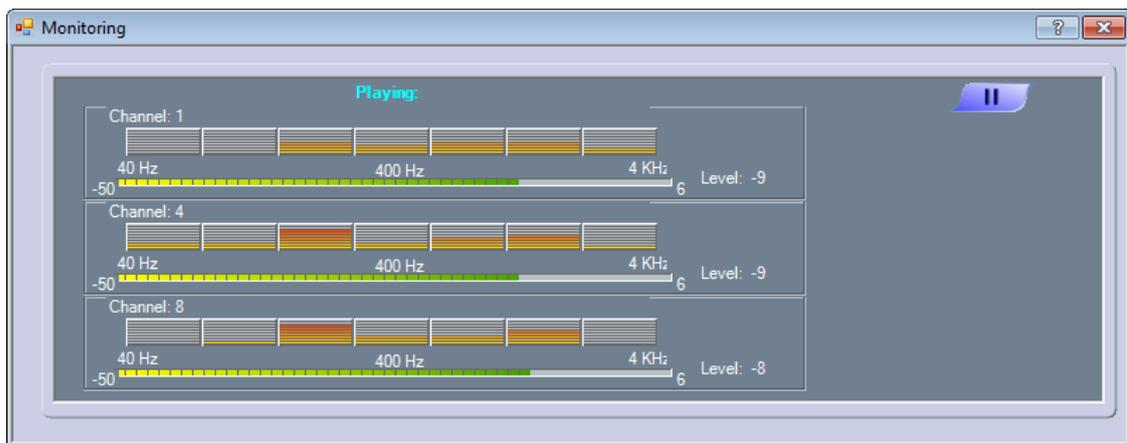
4.5.1 Accessing Parallel Monitoring

Open the *Play parameters* window as outlined for parallel play.

Select **Monitoring** and a maximum of **16** channels.

Click **OK** to display the *Parallel Monitoring* window.

4.5.2 Starting Parallel Monitoring



Parallel monitoring starts as soon as the window appears.

A single button is available to pause or restart the monitoring. The symbol of the button alternates to show the next possible action.