

Call Recorder Apresa User Manual

V2.1

VC2004



vidicode

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Care and Maintenance

	<p>Keep the CR Apresa dry. If it gets wet, wipe it dry immediately with a soft, clean cloth. Liquids might contain minerals that corrode the electronic circuits.</p>
	<p>Use and store the CR Apresa only in temperature conditions between 0 and 40 degrees Celsius. Temperature extremes can shorten the life of electronic devices and distort or melt plastic parts.</p>
	<p>Keep the CR Apresa away from excessive dust and dirt.</p>
	<p>Do not use aggressive chemicals, cleaning solvents or strong detergents to clean CR Apresa.</p>

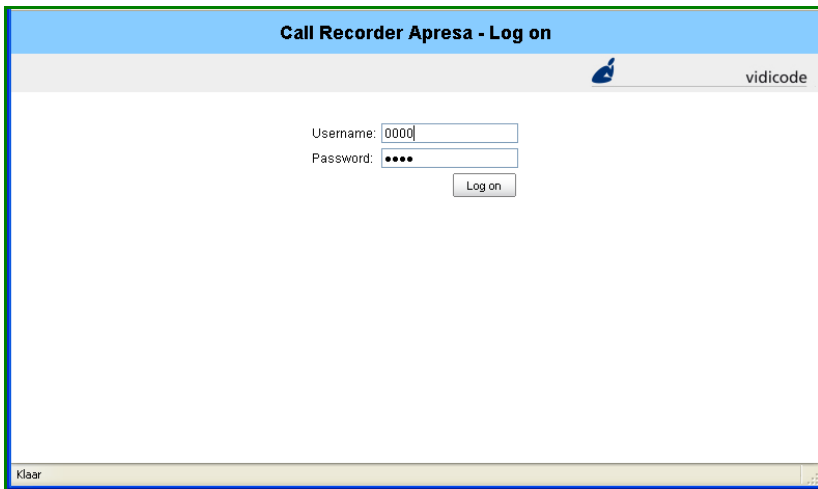
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1 Introduction

This is the manual of the Vidicode Call Recorder Apresa web interface. The Call Recorder Apresa is a system for systematically recording VoIP (Voice over IP) and digital TDM telephone calls. The Call Recorder Apresa can be configured in three different ways: to record every call coming in or going out, but not the local to local calls, to record every call coming in or going out, including the local to local calls and to record on demand, using dial code actions.

All recorded calls are saved to the Call Recorder Apresa's internal hard disk. The web interface allows the user to view, playback and download recordings made by de Call Recorder Apresa.

Recordings can be e-mailed manually. There is an option for encryption of the recordings and with the Apresa Client software 'Screen recording' and 'Store on demand' are possible.



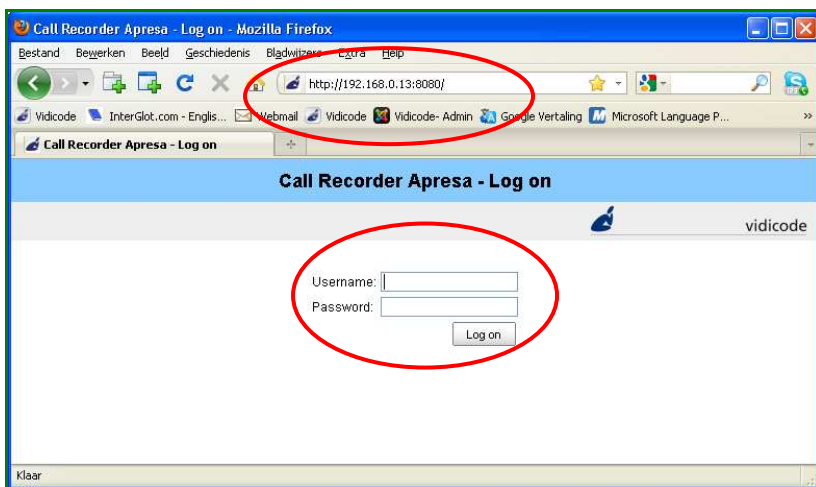
The screenshot shows the login page for the Call Recorder Apresa web interface. The page has a light blue header with the text "Call Recorder Apresa - Log on" and a "vidicode" logo on the right. Below the header, there are two input fields: "Username:" with the value "0000" and "Password:" with four dots. A "Log on" button is positioned below the password field. At the bottom left of the page, the text "Klaar" is visible.

2 Working with Apresa

2.1 Logging in

To access the Call Recorder Apresa, you have to open a browser first.

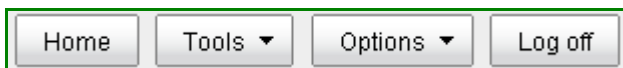
- Enter the default IP address for the Apresa web interface.
- Enter your user name and password.



After Log in your Call listing will be displayed. Alternatively, you can click the **HOME** button to view the Call Listing.

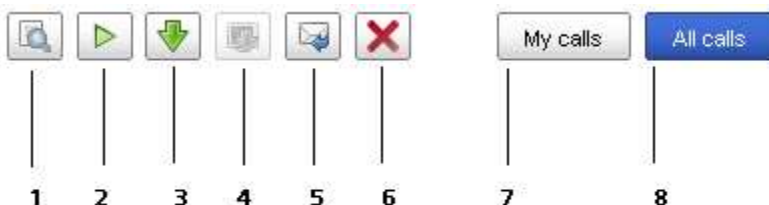
The main call listing displays the list of recorded calls for which you have the "View listing" permission. Permissions are granted by the Administrator of your organisation.

Menu buttons on the main screen



The Options button may not be visible to you depending on the permissions you were granted by the organisations administrator.

The Tool buttons on the main screen

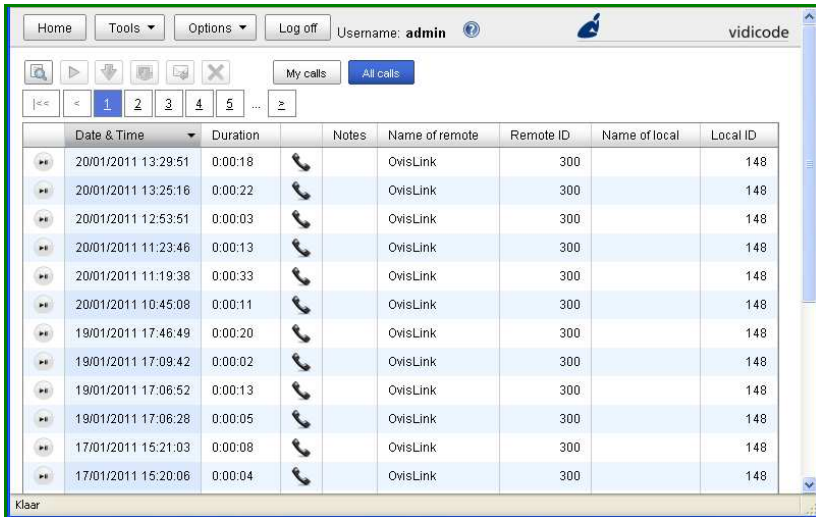


1. Search
2. Play
3. Download recording
4. Download screen recording *)
5. E-mail
6. Delete
7. Display 'My calls only'
8. Display all calls on the call recorder **)

*) This button will only be active if a screen recording has actually been made. It will be greyed out if there is no screen recording associated with the call.

***) This button will display all calls made in the group or groups the user has permission to see.

In the example below the user has 'Administrator' permission. This means he or she has access to all calls, the Options menu and the Tools menu.



2.2 Store on demand

There are different ways to configure the recording in Apresa. Usually all calls coming in and going out of the organisation will be recorded, including local to local calls. It is however a possibility to record on demand.

With Apresa this means that a dial code action has to be defined. The Apresa records everything, but will only save a call if the user orders it to by using a dial code action *5. Alternatively The 'Store this call' button in the Apresa client can be used.

Should the user decide that it is necessary to record a certain call, he or she presses *5 (or any other code your Apresa Administrator has configured) on his telephone and the whole conversation will be stored on the Apresa server.

2.3 Screen recording

The Call Recorder Apresa Client is PC software for screen recording. The Apresa Client communicates with the Apresa server.


To use the Apresa Client the user must have an enabled Apresa account. Only the organisations Administrator can create or edit user accounts.

To create a user account open the Apresa web interface and log in as administrator. Open the Tools menu and go to the User screen. When creating the new account, also specify the telephone or telephones associated with the user. The administrator should also enable screen recording in the Options menu in the Client software (Please refer to the separate manual for the Apresa Client).


1.2.3 How it works

Calls to and from this telephone will be reported to the Apresa Client to trigger Screen recording. The Apresa Client has to be active, but can be put in the system tray.

Screen recording starts when a call is initiated or answered and stops automatically. The file is then uploaded to the server and removed from the clients PC. In the Apresa server the screen recording is associated with the audio recording and will be stored with the audio recording.

To playback the audio and video together, use the 'Download screen recording'  button to download both files to your PC and use the default media player to play back. You will be able to see what happened on the users screen while he had his conversation on the telephone.

2.4 Search

To search for a recording with certain properties, click the **Search**  button.

A search criteria window will open in which you can insert your parameters.

Search options include: Date, Date range, Time, Time range, Direction, Notes, Local or Remote Name, Local or remote Telephone number or ID, Local or remote IP address. It is possible to search a specific text string in the Notes field and it is possible to search for an exact match.

Fill in as many properties as necessary to find the call or calls needed.




Then click the Search button

To cancel the search click the **Cancel your query** button.


Date:	From:	<input type="text"/>		Till:	<input type="text"/>	
Time of Day:	From:	<input type="text"/>		Till:	<input type="text"/>	
Direction:	<input type="text"/>					<input type="button" value="v"/>
Notes:	<input type="text"/>					
Name:	<input type="text"/>	<input type="button" value="Local or remote"/>	<input type="button" value="v"/>	<input type="checkbox"/>	Search for exact match	
Telephone number or ID:	<input type="text"/>	<input type="button" value="Local or remote"/>	<input type="button" value="v"/>	<input type="checkbox"/>	Search for exact match	
IP Address:	<input type="text"/>	<input type="button" value="Local or remote"/>	<input type="button" value="v"/>	<input type="checkbox"/>	Search for exact match	
					<input type="button" value="Search"/>	<input type="button" value="Cancel your Query"/>

2.5 Playback

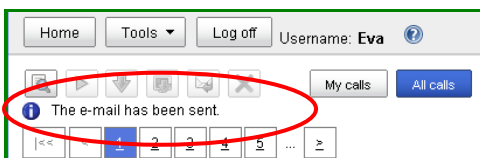
What you see in the web interface is a listing of the calls. The actual calls are on the Call Recorder Apresa. In order to playback a call, it needs to be downloaded to your PC first. There are different ways to do that.

1. Clicking on the Play symbol  in the first column of the table,
2. by selecting the call, and clicking the "Play"  button. The call will then be downloaded to a temporary location on your computer and played back by your default audio player, this can be a standard media player or the Vidoplayer.
3. In some browser configurations, it is necessary to use the "Download"  button instead. When the call has been downloaded, open the file, to start its playback.

2.6 E-mail

When an e-mail address is configured for your user account, it is also possible to have the system e-mail the recorded call to you, by clicking the "E-mail" button .

A confirmation will show up in the Apresa web interface





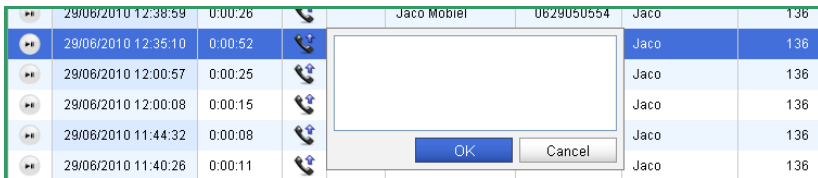
The e-mail has been sent by Apresa. It will show up in your mailbox with the source address your System administrator has specified (Options – System settings – E-mail tab – Source address) with the attached recording.

In the e-mail the search criteria for the recording are stated. The name of the recording contains the date and time of day.

2.7 Notes

To each recorded call, a note can be attached. To write a note, click inside the Notes column, type the note, and click **OK**.

To edit a note, the "Edit notes" permission is needed. Permissions are granted by your organisations Administrator for Apresa.



2.8 Identifying callers

It is possible to fill in the names of the external and internal callers in the call listing. To attach a name to a telephone number, click inside the "Name of remote" or "Name of local" column, and type the name.

The system will automatically update with the new information. It will state the name you gave in this one instance to all instances it finds with the same number.

To remove a Name, just click inside the Name column, the same window will open, with the name in it. Simply delete the name and click OK. The name will be deleted globally.

To edit or delete names, the "Edit names" permission is needed.

The call direction can have four different values:



Incoming

The call was initiated by the remote party.



Outgoing

The call was initiated by the local party.



Internal

The call was between two local parties. The one who initiated the call, is found in the local columns, the one who received the call is found in the remote columns. Note: The remote columns actually contain a local party in this case.


Unknown

This happens when the system can detect audio data only, but no call signalling.

If the "Caller/receiver columns" option (Display Settings) is enabled, the caller columns always contain the one who initiated the call.

For call direction detection configuration, see the related options on **the VoIP** tab in the **System options**. The columns displayed in the call listing can be configured in the **Display Settings** page. This can only be done by your organisations Administrator for Apresa.

2.9 Deleting

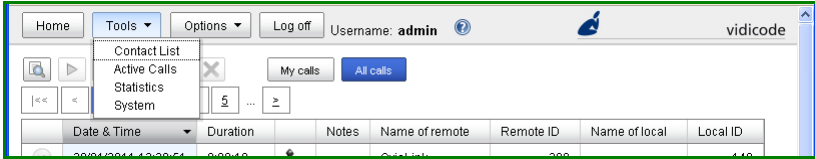
If you have the "Delete recordings" permission, a call can be deleted by first selecting it and then clicking the Delete button .



NOTE: The Apresa does **not** have a Recycle Bin, when deleted, a call can not be put back.

3 The Tools menu

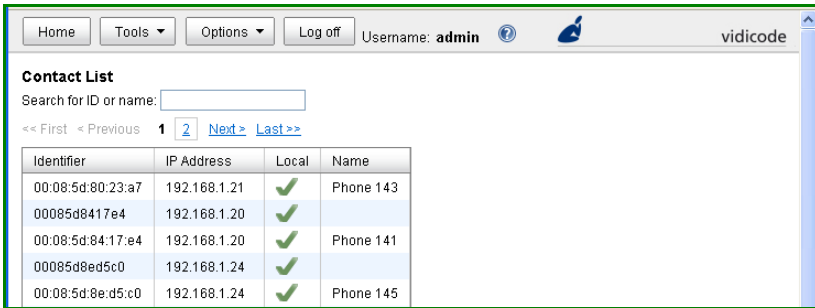
The Tools menu consists of four options: Contact List, Active Calls, Statistics and System.



3.1 Contact list

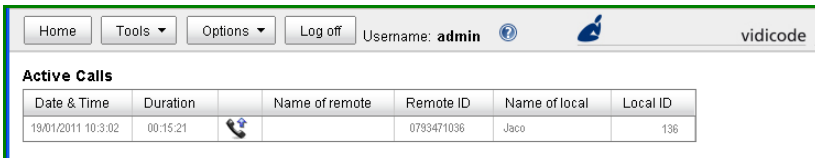
The Contact list page can be reached from the Tools menu, when the user has the "Access Contact list" permission

The Contact list lists all internal and external callers whose calls have been recorded. It is possible to edit the names in this list, provided you have the "Edit names" permission.



3.2 Active Calls

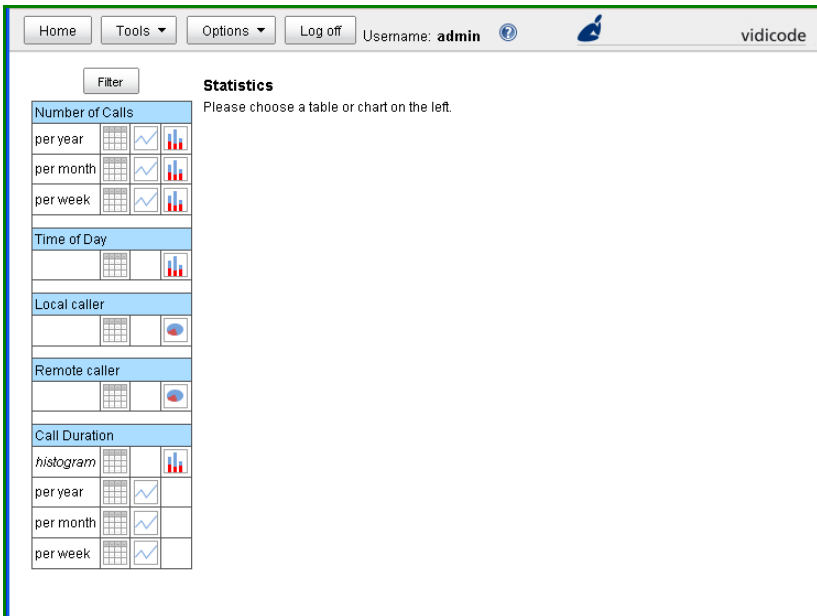
The Active Calls page can be reached from the Tools menu. In this page the calls that are currently active are listed. The page updates automatically, showing the new current list of active calls.



Active calls can be played back only after they have finished. Then, they will be listed in the main call listing.

3.3 Statistics

The **Statistics** page can be reached from the Tools menu. The following statistics are available:



Number of calls: a time line of the number of calls in subsequent periods.

Time of day: the number of calls at different hours of the day (e.g. between 7 AM and 8 AM)

Local caller: the local callers (employees) that made or received the most telephone calls

Remote caller: the remote callers that called or were called most often

Call duration: a histogram of the duration of calls (for example: how many calls were shorter than 10 seconds), or alternatively, a time line of the average duration of calls in subsequent periods

To filter the statistics to a certain time range or other characteristics, click the Filter button. The filter functionality is similar to the Search function on the main page.

- Click the Filter button again if you are satisfied with the parameters, or click Cancel your query if you want to start over.

Home Tools Options Log off Username: admin vidicode

Date: From: [] Till: []

Time of Day: From: [] Till: []

Direction: [v]

Notes: []

Name: [] Local or remote [v] Search for exact match []

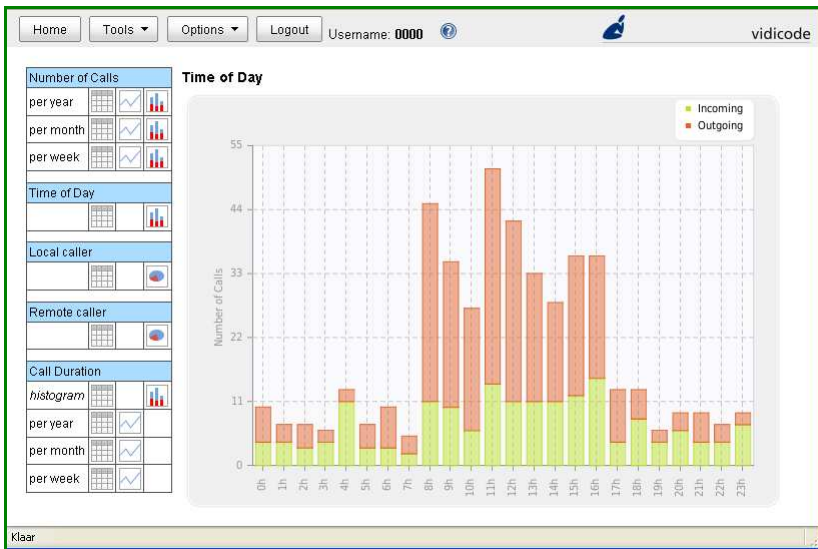
Telephone number or ID: [] Local or remote [v] Search for exact match []

IP Address: [] Local or remote [v] Search for exact match []

Filter Cancel your Query

All statistics make a distinction between incoming and outgoing calls. The statistics are available in tables and charts. Tables can be exported to CSV for import in spreadsheet software.

- Click on the icon of the bar chart, histogram, pie chart or table to open the statistics page of your choice.



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