.: www.totalrecallvr.com :.

Total Recall VR RoD Client

User Guide

May, 2017
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Related Documents:

[1] Prolancer Pty Ltd, Total Recall VR web site. Available from:
http://www.totalrecallvr.com/.

[2] Prolancer Pty Ltd, Prolancer web site. Available from:
http://www.prolancer.com.au/.

[3] Prolancer Pty Ltd, Total Recall VR Overview User Guide, 18.0, May 2017

[4] Prolancer Pty Ltd, Total Recall VR Embedded GUI User Guide, 18.0, May 2017

[5] Prolancer Pty Ltd, Total Recall VR Remote Manager User Guide, 18.0, May 2017

Table of Contents

1. Preface

1.1. Conventions

Our guides use several conventions to highlight certain words and phrases and draw attention to specific pieces of information.

1.1.1. Notes & Warnings

We use the following visual styles to draw attention to information that might otherwise be overlooked:

Notes are tips, shortcuts or alternative approaches to the task at hand. Ignoring a note should have no negative consequences, but you might miss out on a trick that makes your life easier.

Important boxes detail things that are easily missed: configuration changes that only apply to the current session, or services that need restarting before an update will apply. Ignoring the information will not cause data loss, but may cause irritation and frustration.

Warnings should not be ignored. Ignoring warnings will most likely cause data loss.

1.1.2. Typographic Conventions

We use typographic conventions to call attention to specific words and phrases. These conventions, and the circumstances they apply to, are as follows.

Example	Meaning
Select Guide to display ...	Locate the link named "Guide" on the screen, position the cursor over the link and then depress the appropriate mouse button to follow the link.
Select **Add** to create a new ...	Locate the button or menu item named "Add" on the screen, position the cursor over the button or menu item and then depress the appropriate mouse button to initiate an action.

Enter *Commission* ...	Locate the field named "Commission" on the screen, position the cursor over the field and then depress the appropriate mouse button to select the field. Once the cursor appears in the field, enter a value.
Choose *Country* ...	Locate the field named "Country" on the screen, position the cursor over the field and then depress the appropriate mouse button to display the available options. Then position the cursor over the desired option and depress the appropriate mouse button to select it.
Tick *Active User* ...	Locate the check box named "Active User" on the screen, position the cursor over the check box and depress the appropriate mouse button to place a visual tick in the box.
Un-tick *Active User* ...	Locate the check box named "Active User" on the screen, position the cursor over the check box and depress the appropriate mouse button to remove the visual tick in the box.
Enter *$30.95* ...	Enter "$30.95" using the keys on your keyboard.

1.1.3. Procedures

We use numbered sequence of steps to define procedures for performing certain tasks. For example:

> *Procedure Title*
>
> 1. This is the first step of the procedure.
> 2. This is the second step of the procedure.
>   a. This is the first sub-step of step 2.
>   b. This is the second sub-step of step 2.
> 3. This is step three.

1.2. We Need Feedback

If you find a typographical error in this guide, or if you have thought of a way to make this guide better, we would love to hear from you.

Please submit your feedback using the feedback form on our web site: http://www.prolancer.com.au/contact/feedback.

If you have a suggestion for improving the guide, then try to be as specific as possible when describing your suggestion. Otherwise, if you have found an error, please include the section number and some of the surrounding text so we can find it easily.

2. Introduction

2.1. About This Guide

This guide describes the Total Recall VR RoD Client application. RoD Client is a small taskbar Java^{TM} based PC software application, included with unlimited licenses as part of your Total Recall VR system.

The guide is intended for Total Recall VR end users. It describes how to use RoD Client to control recording (start/stop) and add notes to recordings in progress. In addition, it shows systems and network administrators how to configure Total Recall VR for use with RoD Client.

Please keep a copy of this guide handy for quick reference.

2.2. What is Total Recall VR?

Total Recall VR is a professional audio logging and call recording system which is self-contained, fully featured and cost-effective. Enterprises and governments worldwide use it to create electronic records of many forms of audio communication including telephone, 2-way radio, broadcast radio, public address, room microphones and much more.

Total Recall VR is the ideal solution for:

- Recording business telephone conversations;

- Recording agent calls in contact centres;

- Logging emergency response communication;

- Logging business operations communication;

- Logging radio broadcasts;

- Logging public announcements;

- Creating audio records of meetings, legal proceedings, public enquiries and similar events; and

- Creating compliance records to meet duty of care and legal requirements.

Total Recall VR captures all audio in digital format and stores it in a proprietary, secure and tamper proof file format in its on-board hard drive storage. The file format preserves

the originality of the audio that it stores and has a number of built-in mechanisms that aid quick and reliable detection of tampering. However, for ease of access, Total Recall VR client applications can generate copies of recordings in a number of popular and everyday formats such as Microsoft's Wave (.wav) and MPEG Layer-3 (.mp3).

Storing audio by itself does not help when looking for one recording in a store that can hold hundreds of thousands of recordings. That is why, in addition to audio, Total Recall VR captures and then stores information related to each recording and audio source in its database such as start time, end time and duration of recordings, calling and called numbers on telephone calls, DTMF digits during calls, user configurable notes and much more. This information is the backbone of a powerful search capability which can pin point a single recording in a set of hundreds of thousands of recordings which reside either on the on-board hard drives of a Total Recall VR or in one of many types of off-system archives of recordings.

In addition to the audio recorder and the on-board storage, each Total Recall VR system comes with a built-in media player with comprehensive player controls (start, stop, fast-forward, rewind …). The player can play audio stored in files directly on the system or stream audio to a remote client application which then outputs the sound to the PC speakers of the PC that it runs on.

While audio recording, storage and re-play are the main functions of Total Recall VR, every Total Recall VR offers many more advanced, professional-grade features. For example:

- Ability to capture audio from different types of audio sources (analogue, VoIP, RoIP, AoIP and ISDN), at the same time – hybrid recording.

- Live and real-time monitoring (listening) of recordings in progress on the system itself or on a remote PC with the aid of a PC client application.

- Feature-rich archiver which can create searchable archives of recordings on CD, DVD or BD discs, USB keys or drives and network drives, either automatically or on-demand.

- Automated self-cleaning mechanism that removes obsolete recordings automatically and on regular intervals to keep the system operating endlessly.

- Automated transcoder which compresses audio to free space on the on-board hard drives.

- SNMP agent capable of generating SNMP alarms (traps).

- SMDR integration for a number of popular PBXes.

- Fully internationalised user interface; all menus and software available in multiple languages.

- Role based access control.

- On-board LCD display and control keypad on selected models.

- A number of PC client applications with unrestricted use license.

When audio records are critical to your operations, Total Recall VR delivers. It is professional, reliable and fully self-contained solution for audio logging and call recording that comes at an affordable price.

> The Total Recall VR Overview [1] guide contains a comprehensive description and overview of Total Recall VR.

2.3. What is RoD Client?

RoD Client is a small taskbar Java^{TM} based PC software application, included with unlimited licenses as part of your Total Recall VR system.
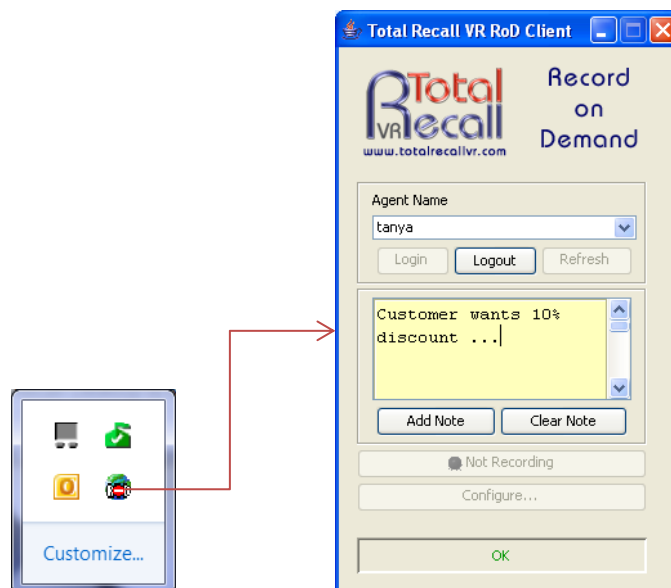
Compatible with Windows 7/8/10, RoD Client allows you to control which of your calls will be recorded and kept and which will be discarded.

Rod Client offers:

- Single click recording control which allows users to choose whether their current call will be recorder in full, in parts or not recorded at all.

- Interface for adding notes to calls in progress. The notes are stored in the metadata associated with the recording. As a result, users can use key-words that appear in the notes to locate recordings when using Remote Manager.

Go to http://www.totalrecallvr.com/downloads to download the installation files for RoD Client, or use the CD supplied with your system.

3. Start Here

3.1. System Requirements

RoD Client is a Java based application designed to run on a PC with Windows 7, 8 or 10.

RoD Client should be installed on a PC with (minimum specification shown):

- 100Gb free hard disk space.

- 2Gb memory (RAM).

- Display hardware that supports the 1024x768 resolution.

- 10Mbps Ethernet network interface (NIC) hardware.

3.2. Compatibility

RoD Client will connect to a Total Recall VR. The software version of RoD Client must match the software version of the application that runs on the Total Recall VR.

> If there is a mismatch between the software versions of RoD Client and the Total Recall VR, then RoD Client will either fail to connect to the Total Recall VR or if it connects, it will exhibit problems with some functions.

3.3. Pre-Installation

RoD Client requires 3rd party software and drivers which you must install before installing RoD Client.

3.3.1. Java SE Runtime Environment

RoD Client is a Java application and as such it requires a Java SE runtime environment to run.

> You must install a 32bit, version 7 or better Java SE Runtime Environment on your PC to use RoD Client.
>
> You can download a Java SE Runtime Environment installer from http://www.oracle.com/technetwork/java/javase/downloads/index.html.

You may already have a Java SE runtime environment on your PC. Ask your friendly technical staff to help you determine this if you are not sure how to check.

If your PC is running a 64bit version of Windows, then you may already a 64bit Java SE runtime environment on your PC. If this is the case you must install the 32bit Java SE runtime environment on your PC as well in order to use RoD Client. Ask your friendly technical staff to help you if you are not sure what to do.

3.3.2. Visual C++ 2015 Redistributable

RoD Client uses native Windows libraries and as such it requires the Visual C++ 2015 redistributable to run.

> You must install the 32bit Visual C++ 2015 redistributable on your PC to use RoD Client.
>
> You can download an installer for the 32bit Visual C++ 2015 redistributable from https://www.microsoft.com/en-au/download/details.aspx?id=48145.

You may already have a Visual C++ 2015 redistributable on your PC or server. Ask your friendly technical staff to help you determine this if you are not sure how to check.

If your PC or server is running a 64bit version of Windows, then you may already have a 64bit Visual C++ 2015 redistributable on your PC or server. If this is the case you must install the 32bit Visual C++ 2015 redistributable on your PC or server as well in order to use RoD Client. Ask your friendly technical staff to help you if you are not sure what to do.

3.4. Application Installation

A RoD Client installer is supplied on the USB key that is included in the box with your Total Recall VR system. The installer is a single self-extracting executable named TRVRRoDClient-Setup-x.y.z.yyymmdd.exe, where x.y.z.yyyymmdd is the software version of the application.

The file is located in the RoDClient folder on the supplied USB key as shown on the subsequent screen capture.
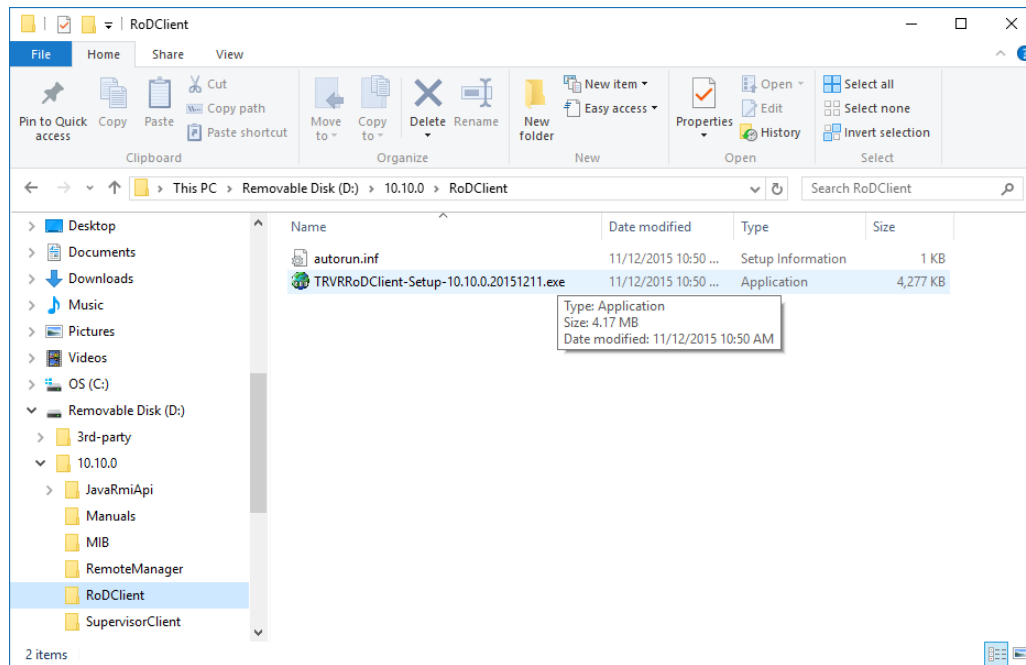
*Figure 1: RoD Client Installer Location on the Software CD*

> If you have misplaced the software USB key that came with your Total Recall VR, then go to http://www.totalrecallvr.com/downloads to download the installer for RoD Client.

The installer is a wizard based installation program which will guide you through the installation steps. To install RoD Client on your PC:

Install RoD Client

1. Double-click on the TRVRRoDClient-Setup-x.y.z.yyyymmdd.exe file to launch the installer.

2. The installer will start and display the Select Setup Language dialog:
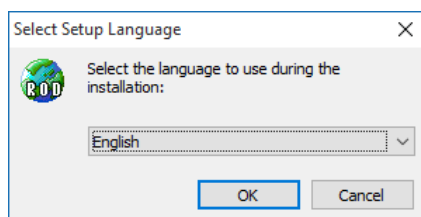
3. Choose the language that you wish to use during the installation. Then select **OK** to display the initial dialog of the installation wizard.
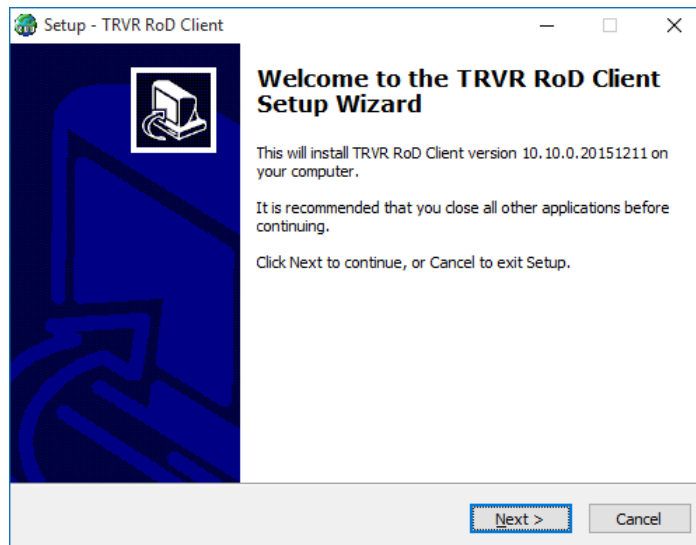
4. Select **Next>** to display the License Agreement dialog:
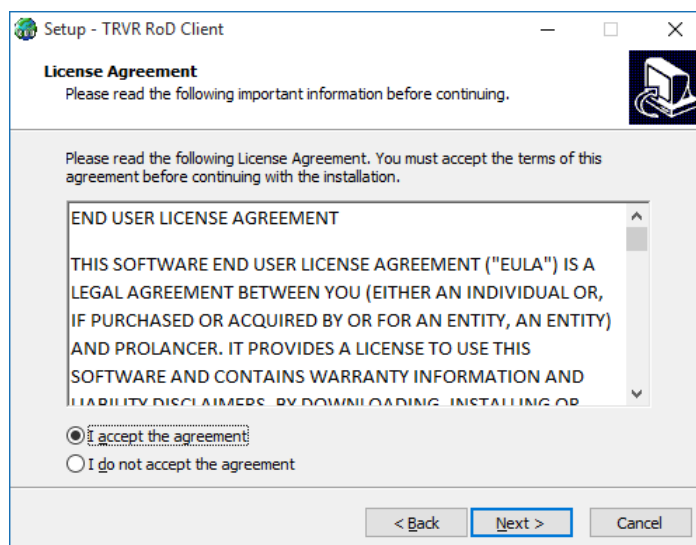
5. Read and understand the license agreement. Then tick *I accept the agreement* to continue the installation.

    You must accept the agreement as written in order to install RoD Client on your PC.

6. Select **Next>** to display the Destination Location dialog:

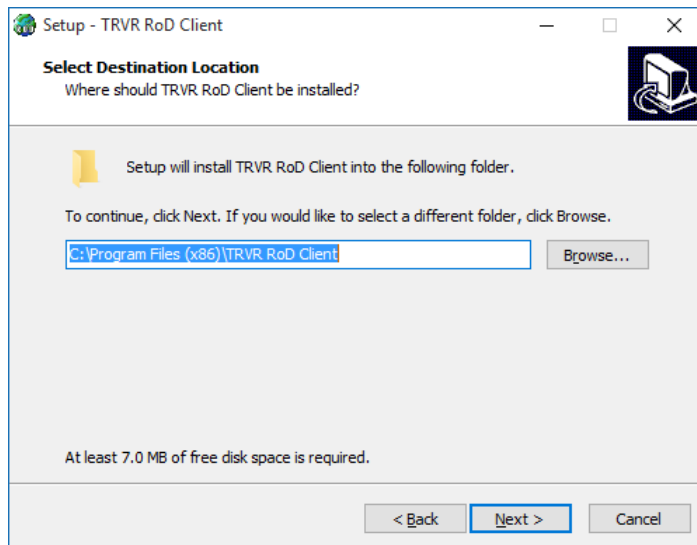This dialog allows you to select the root folder where the installer will place the RoD Client application files. By default, the installer places application files in:

- Windows 7 64 bit system: 'C:\Program Files (x86)\TRVR RoD Client'.

- All other systems: 'C:\Program Files\TRVR RoD Client'.

If you wish to change the root folder where the installer will place the RoD Client application files, then select **Browse** to display the Browse for Folder dialog:
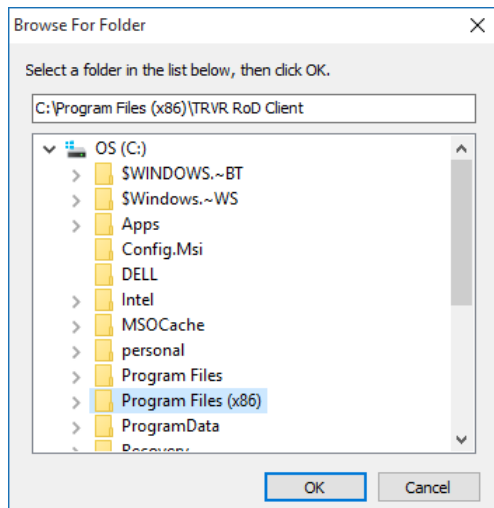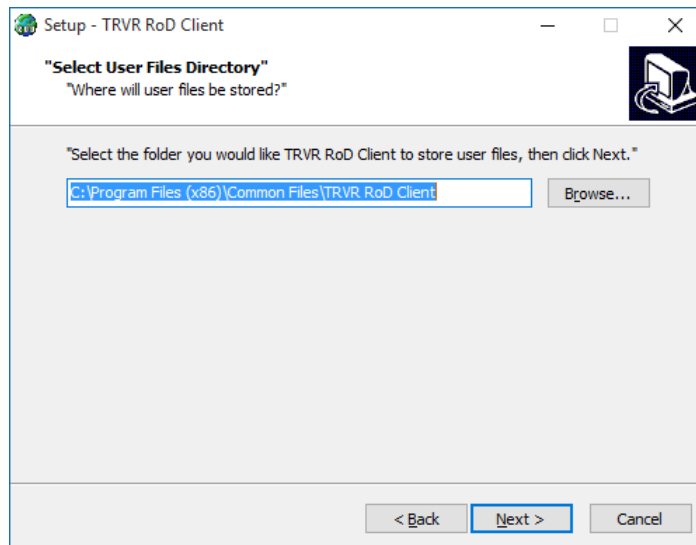

Then select a folder and select **OK.**

7. Select **Next>** to display the User Files Location dialog:

This dialog allows you to select the root directory where RoD Client will store its configuration. By default, the installer will configure RoD Client to use:

- Windows 7 64 bit system: 'C:\Program Files (x86)\Common Files\TRVR RoD Client'.

- All other systems: 'C:\Program Files\Common Files\TRVR RoD Client'

If you wish to allow multiple Windows users to use RoD Client, then leave the default or select a directory with read and write access for all Windows users that will use RoD Client.

If you wish to change the root directory where RoD Client will store its configuration, then select **Browse** to display the Browse for Folder dialog:

Then select a folder and select **OK.**

8. Select **Next>** to display the Start Menu Folder dialog:
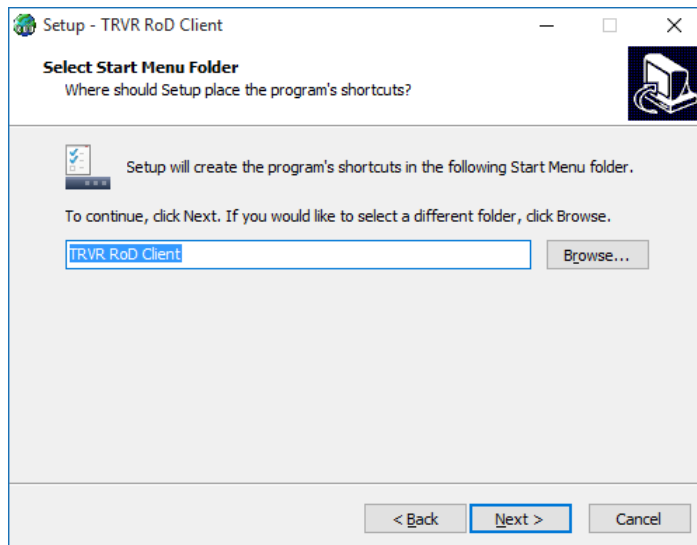
This dialog allows you to select the name of the Start Menu folder which will contain the shortcuts for the RoD Client application.

By default, the installer will create a folder named 'TRVR RoD Client' and place all application shortcuts in it.

To change the folder, either enter a name for it, or select **Browse** to display the Browse for Folder dialog:
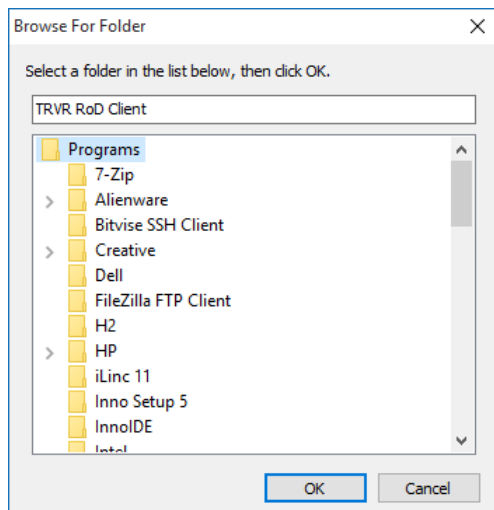
Then select a folder and select **OK.**
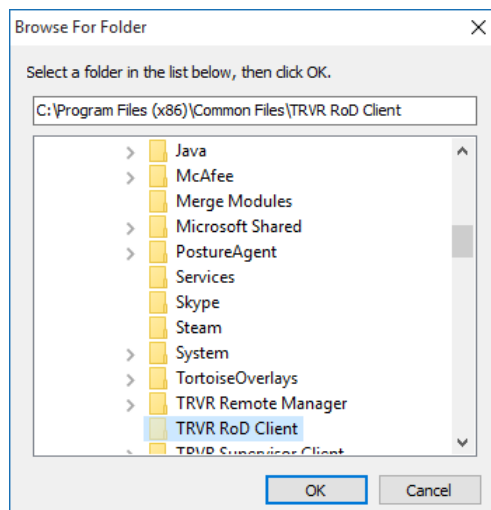
9. Select **Next>** to display the Additional Tasks dialog:
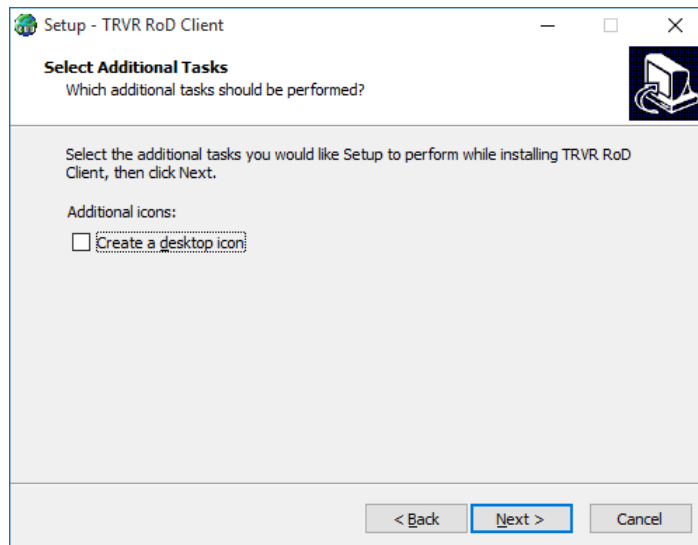
10. Optionally tick *Create a desktop icon* if you wish to have an icon on the desktop that will launch RoD Client.

11. Select **Next>** to display the Ready to Install dialog:
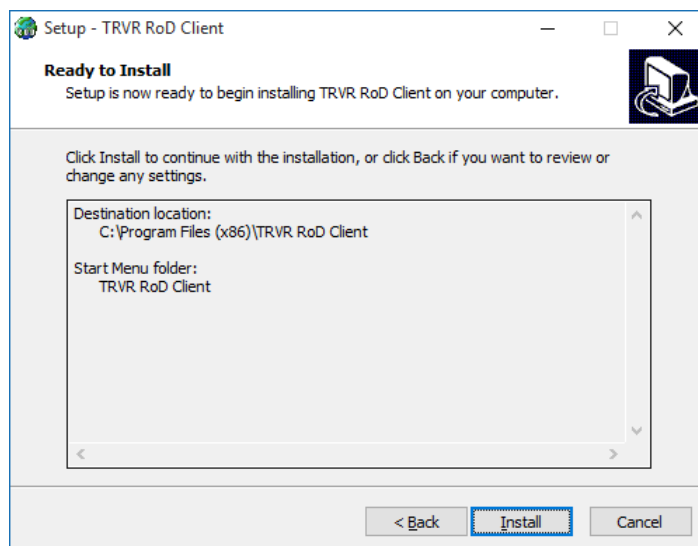
This dialog shows a summary of all settings that will guide the installer during the installation of RoD Client.

If you are unhappy with any of the settings, then select <**Back** until you reach the dialog that allows you to change them.

12. Select **Install** to install the application. This installer will start the installation and show progress as follows:
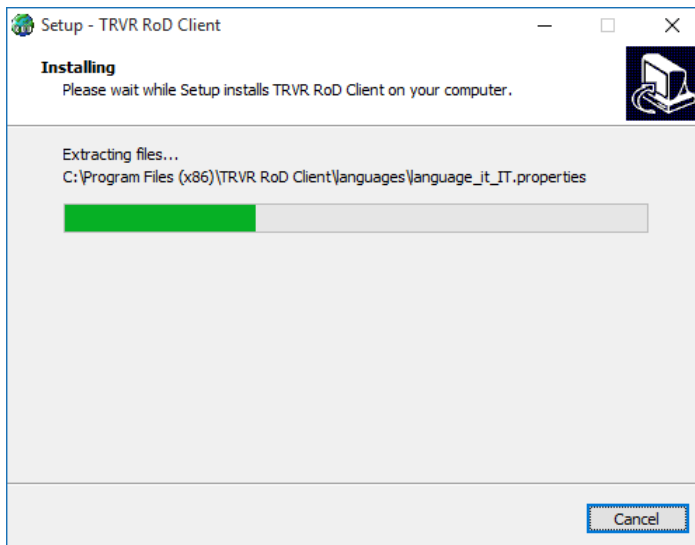
13. When done, the installer will show the final dialog:
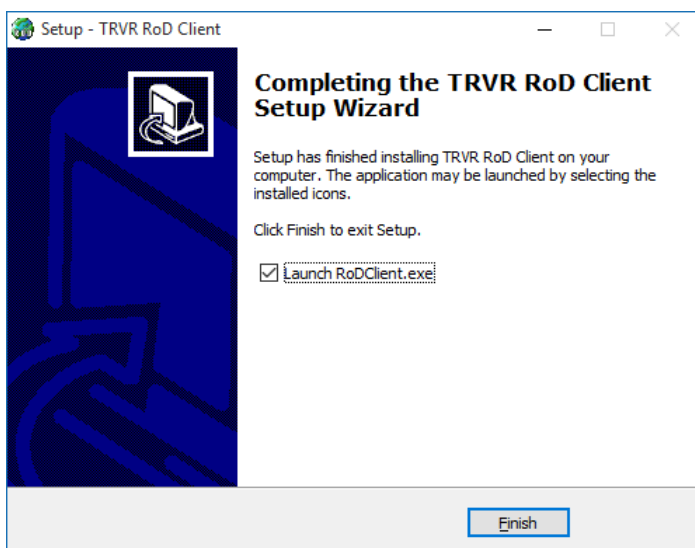
14. Optionally, tick *Launch RoDClient.exe* if you want to run RoD Client immediately after you select **Finish**.

15. Select **Finish** to complete the installation.

If you ticked *Launch RoDClient.exe* during step 14, then RoD Client will start immediately after the installer closes the last dialog.

3.5. Application Upgrade

To upgrade RoD Client, first uninstall the old version and then install the new version using the installation procedure.

When you uninstall RoD Client, the uninstaller does not remove the directory where RoD Client stores its configuration files. By default, this directory is:

- Windows 7 64 bit system: 'C:\Program Files (x86)\Common Files\TRVR RoD Client'.

- All other systems: 'C:\Program Files\Common Files\TRVR RoD Client'.

However, this can be any other directory as explained in step 7 of the installation procedure.

If you specify the same directory during the installation of the new version of RoD Client, then the new version will automatically inherit the settings of the previous version.

Otherwise, if you specify a different directory, then you will need to configure RoD Client again when you run the new version of RoD Client for the first time.

3.6. Total Recall VR Configuration

To use RoD Client with a Total Recall VR, you must first configure Total Recall VR. The configuration includes:

- Remote Manager Interface (use the Embedded GUI [4] or Remote Manager [5]).

- Signalling Mapping (use Remote Manager [5]).

- Internal Dial Plan (use Remote Manager [5]).

- Default and extension specific Recording Policies (use the Embedded GUI [4] or Remote Manager [5]).

- Analogue Channels (use the Embedded GUI [4] or Remote Manager [5]).

- RoD Agents (use Remote Manager [5]).

3.6.1. Remote Manager Interface

RoD Client uses the Remote Manager Interface provided by Total Recall VR systems to connect and interact with Total Recall VR system.

Section 6.5 Remote Manager Interface in the Total Recall VR Embedded GUI User Guide [4] explains how to configure the Remote Manager Interface on Total Recall VR models that feature a built-in screen.

Alternatively, see section 11.2.4 Remote Manager Interface in the Total Recall VR Remote Manager User Guide [5] which explains how to configure the Remote Manager Interface on all Total Recall VR models.

3.6.2. Signalling Mapping & Internal Dial Plan

The Total Recall VR Embedded GUI User Guide [4] and the Total Recall VR Remote Manager User Guide [5] explain the concept of Total Recall VR Extensions. In addition they explain how Total Recall VR uses its configuration (in particular Signalling Mapping and Internal Dial Plan) to classify identifiers for the source and the destination of recordings as Total Recall VR Extensions.

Total Recall VR Extensions are fundamental to the operation of RoD Client. If a recording is not assigned a Total Recall VR Extension, then RoD Client will simply ignore that recording.

Consequently, it is important to configure Signalling Mapping and Internal Dial Plan correctly. For details on how see the Total Recall VR Remote Manager User Guide [5].

3.6.3. Recording Policies

Recording policies define the behaviour of RoD Client.

When an agent logs in with RoD Client, they specify the Total Recall VR Extension that they wish to control with RoD Client. If a recording policy exists for that extension, then it will apply to the operation of the RoD Client. Otherwise the default Recording Policy applies to the operation of the RoD Client.

The following table explains how the setting of the **Recording Mode** parameter, which is part of every recording policy, modifies the behaviour of the RoD Client:

Recording Mode	RoD Client Operation
Record By Default	Allows manual control of recording retention. Users can decide, while recording is in progress, to keep or discard recordings at the end of calls. By default calls are recorded and recordings are kept. Allows adding notes to recordings while in progress.
Don't Record By Default	Allows manual control of recording retention. Users can decide, while recording is in progress, to keep or discard recordings at the end of calls. By default calls are recorded, however recordings are discarded when complete. Allows adding notes to recordings while in progress.
Add Notes Only	Does not allow manual control of recording and recording retention. By default calls are recorded and recordings are kept. Allows adding notes to recordings while in progress.

Record Partial Calls	Allows manual control of partial recording. Users can decide, while recording is in progress, which parts of calls to record and which not.
	By default complete calls are recorded and recordings are kept.
	Allows adding notes to recordings while in progress.
Disallowed	Does not allow manual control of recording and recording retention.
	By default calls are recorded and recordings are kept.
	Does not allow adding notes to recordings while in progress.

Consequently, it is important to configure Recording Policies for Total Recall VR Extensions which will be under RoD Client control.

3.6.4. Analogue Channels

It is important to configure analogue channels correctly when using RoD Client in environments where DTMF and CLI information is not available on the telephone lines that are connected to the analogue channels. This is typical of deployments where Logger Patches are used to connect desktop phones to Total Recall VR.

If DTMF and CLI information is not available, then Total Recall VR will not be able to determine Total Recall VR Extensions for recordings. As a result, RoD Client will simply ignore recordings.

The correct analogue channel configuration when CLI and DTMF information is not available is:

1. Set channels for VoX triggering.

2. Disable DTMF detection.

3. Set unique extensions for analogue channels.

The Total Recall VR Embedded GUI User Guide [4] and the Total Recall VR Remote Manager User Guide [5] contain details on how to configure analogue channels.

3.6.5. RoD Agents

Configure RoD Agents with Remote Manager [5] on Total Recall VR systems in order to use RoD Client with the Total Recall systems.

To add a RoD Agent to the configuration of a Total Recall VR:

Create a RoD Agent

1. Select a Total Recall VR:
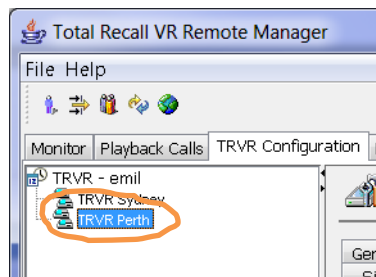
Note that you can only select a Total Recall VR if the connection icon is: 🖥️. If the icon is: 🖥️, then Remote Manager is not able to connect to the Total Recall VR.

2. Navigate to the RoD Agent tab:
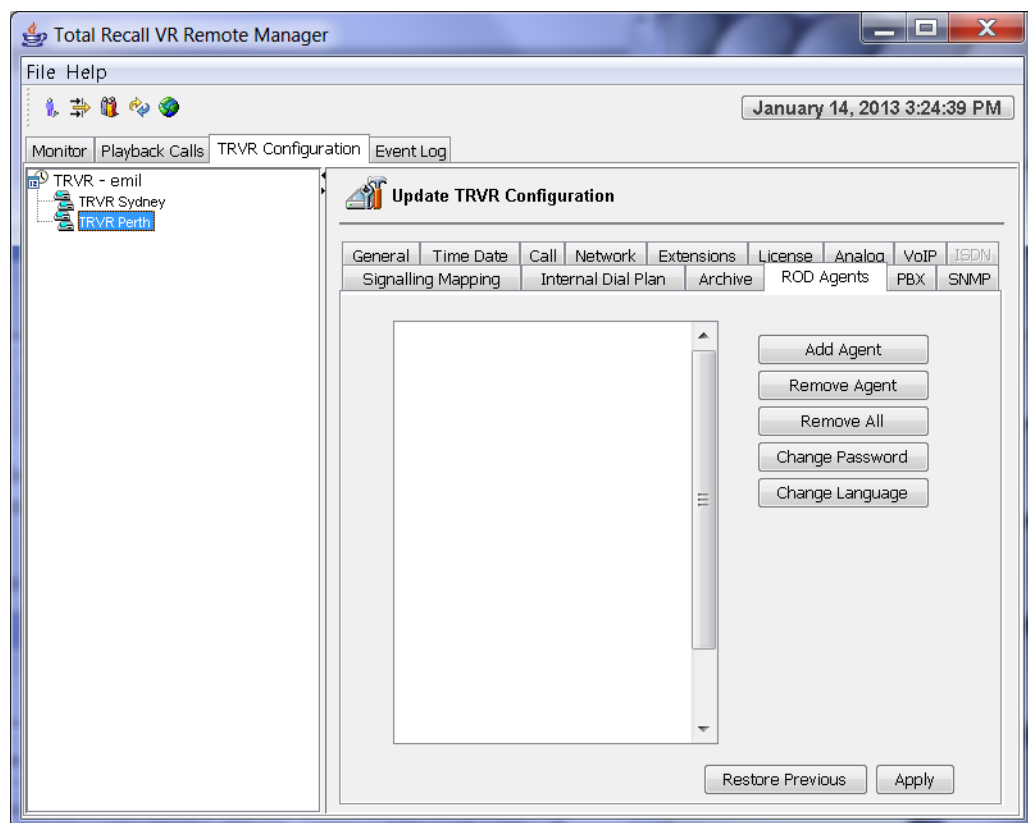
3. Select **Add Agent** to display the Add Agent dialog:

4. Enter *Agent Name*. RoD Client users will use this name to log in with RoD Client.

5. Enter *Agent Password* and *Confirm Agent Password*. Both must be the same. RoD Client users will use this name to log in with RoD Client.

6. Choose *Language*. This is the display language that RoD Client will use when the agent logs in.

7. Select **OK.** Remote Manager does not actually update the configuration of the Total Recall VR at this stage. It only remembers the new parameters.

8. Repeat steps 3 to 7 to add additional agents.

9. Select **Apply** to update the configuration of the Total Recall VR.

10. Alternatively, select **Restore Previous** to discard all changes.

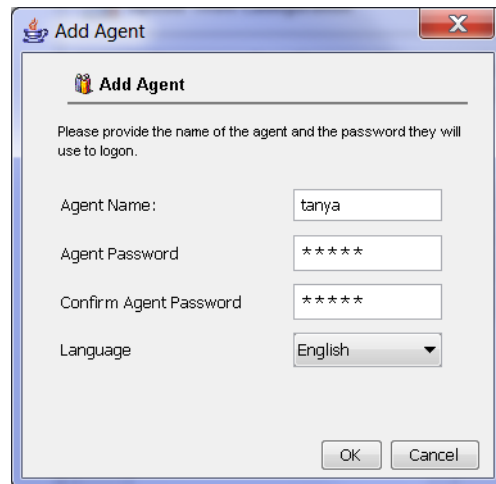The changes are immediate, i.e. users can log in with RoD Client which connects to the selected Total Recall VR immediately.

You can use the RoD Agent tab to manage (add, remove and change passwords) the configuration of agents.

3.7. First Run

RoD Client requires a connection to a Total Recall VR to run. As a result, when you run RoD Client for the first time, it will ask you to enter connection parameters.

To configure a connection to a Total Recall VR you must know the following information about the Total Recall VR:

1. The password of the Administrator on the Total Recall VR.

2. The configuration of the Remote Manager Interface on the Total Recall VR system.

The default Administrator password on Total Recall VR systems is 0000. Of course, it could be set to another value. Contact whoever is managing your Total Recall VR and obtain the correct password(s) from them.

You can determine (and if required, change) the configuration of the Remote Manager Interface on Total Recall VR systems with a built-in display from the Options Menu Screen. For example:
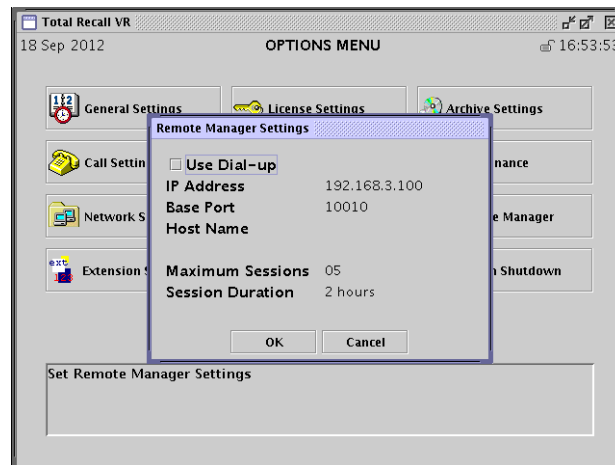
Figure 2: Total Recall VR Remote Manager Interface Configuration

The Total Recall VR Embedded GUI User Guide [4] explains the Options Menu Screen and the configuration of the Remote Manager Interface in detail.

Alternatively, use Remote Manager [5] to determine the configuration of the Remote Manager Interface on all Total Recall VR models from the Configuration tab. Visit the Network configuration tab as shown on the subsequent screen capture.
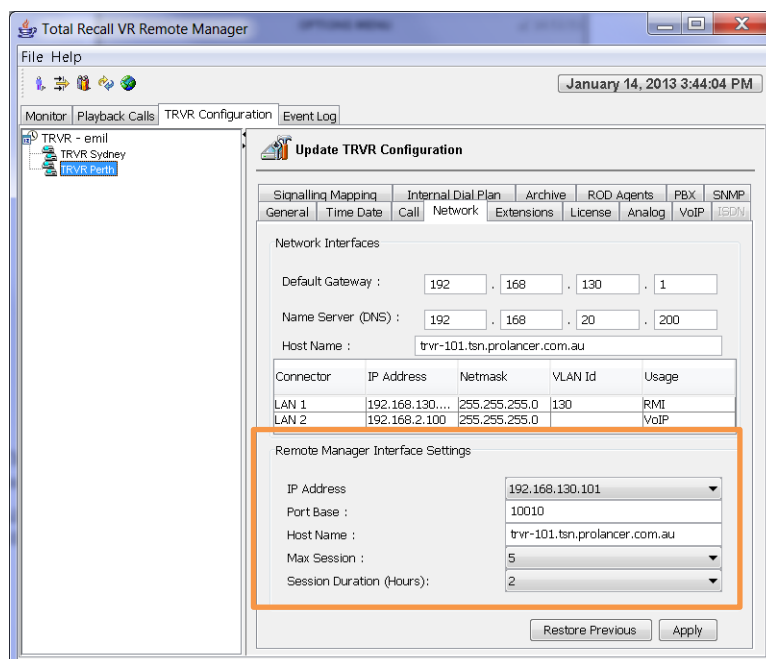
Figure 3: Total Recall VR Remote Manager Interface Configuration

To configure a connection to a Total Recall VR:

RoD Client First Run

1. When you start RoD Client for the first time it will display the Connection dialog which will ask you to enter parameters that are required to create a connection to a Total Recall VR.
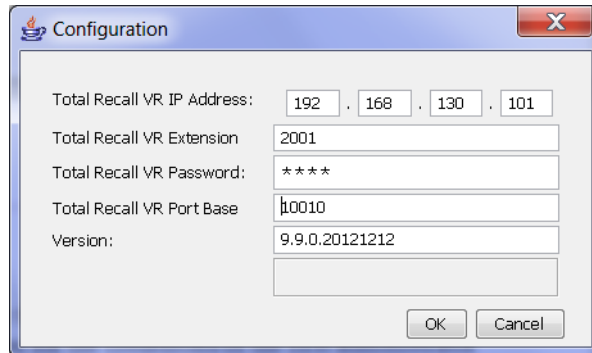
2. Enter *Total Recall VR IP Address*. This must be the IP address from the Remote Manager Interface configuration on the Total Recall VR.

3. Enter *Total Recall VR Extension*. This must be a valid Total Recall VR Extension as determined by the Total Recall VR and its configuration.

4. Enter *Total Recall VR Password.* This must be the Administrator password on the Total Recall VR.

5. Enter *Total Recall VR Port Base*. This must be the base port from the Remote Manager Interface configuration on the Total Recall VR.

6. Select **OK** to attempt a connection to the Total Recall VR and start the RoD Client application.

   If RoD Client fails to connect to the Total Recall VR, then it will show an error message:
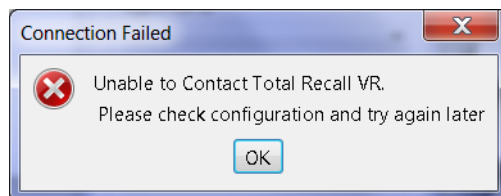
   In this case you have to correct the problem: configuration, networking etc. before you make another attempt to configure the connection. Select **Configure …** on the main dialog to display the Connection dialog where you can correct the configuration for the connection.

7. If RoD Client successfully connects to the Total Recall VR, then it will display its main dialog.
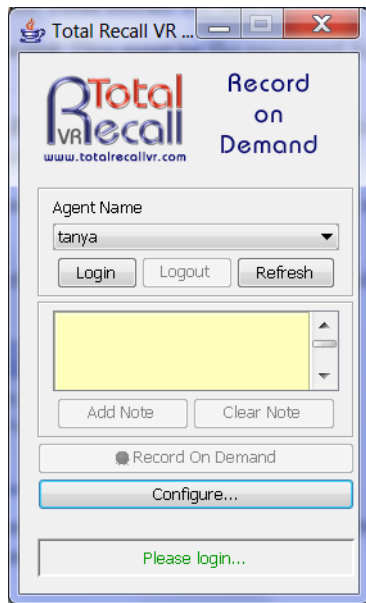
If you change the configuration of the Remote Manager Interface on a Total Recall VR system, then you must change the configuration of connections to that Total Recall VR in RoD Client.

4. User Interface

RoD Client has a simple user interface which comprises of:

1. Main Dialog.
2. Taskbar Icon.

4.1. Main Dialog

The Main Dialog has two operating modes: one when an agent is not logged in and another when an agent is logged in.
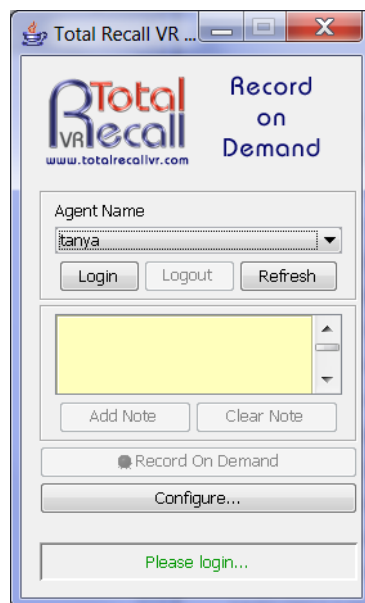
If an agent is not logged in, then RoD Client ignores all recordings in progress.

In this mode RoD Client shows a list of all agents that are configured on the Total Recall VR. Users can select an agent name and login with RoD Client (select **Login** to initiate the login process).

If an agent name does not appear in the list, then user can select **Refresh** to fetch an updated list of agents that are configured on the Total Recall VR.

Finally, users are given the opportunity to modify the connection to the Total Recall VR while an agent is not logged in with RoD Client (select **Configure …** to display the Connection dialog).

If an agent is logged in with RoD Client, then it is not possible to modify the connection to the Total Recall VR.

However, users can pre-type note text in the notes area and attach it as a note to a recording when recording starts and while recording is in progress.

Most importantly, in this mode RoD Client monitors recordings in progress and if a recording is assigned a Total Recall VR Extension which matches the extension in the RoD Client configuration, then RoD Client will activate the recording button. Users can use this button to control recording and retention of recordings when this button is active.

The recording button has two states:
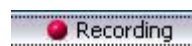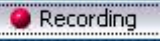
Recording recording state (red dot flashes) and
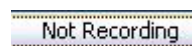
Not Recording discarding state (no red dot).
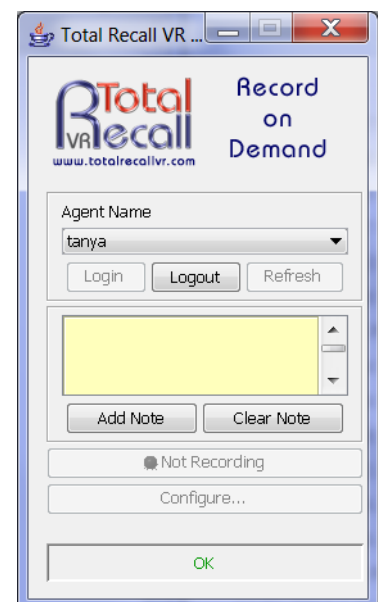
The meaning of each state depends on the setting of the **Recording Mode** parameter in the recording policy that applies to the recording. The following table contains a summary.

Recording Mode	● Recording	Not Recording
Record By Default	Audio is being recorded and the recording will be kept at the end of recording.	Audio is being recorded; however, the recording will be discarded at the end of recording.
Don't Record By Default	Audio is being recorded and the recording will be kept at the end of recording.	Audio is being recorded; however, the recording will be discarded at the end of recording.
Add Notes Only	Audio is being recorded and the recording will be kept at the end of recording.	Does not apply.
Record Partial Calls	Audio is being appended to the current recording which will be kept at the end of recording.	Audio is being discarded.
Disallowed	Audio is being recorded and the recording will be kept at the end of recording.	Does not apply.

4.2. Taskbar Icon

When users start RoD Client, it starts and continues to run as a Windows taskbar application.

RoD Client taskbar icon.
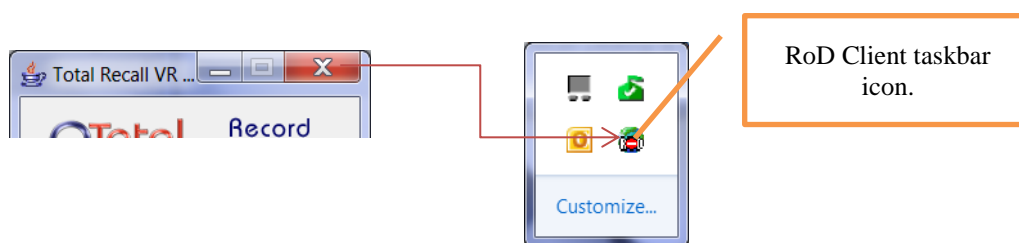
If users select the window close button on the Main Dialog, then RoD Client simply minimises to the Windows task bar; however, it continues to run in the background. Users need only click on the taskbar icon to display the Main Dialog again.

5. How to …

5.1. Configure the Connection to a Total Recall VR

Make sure that you are not logged in with RoD Client. Then to configure the connection to a Total Recall VR:

Configure the Connection to a Total Recall VR

1. Select **Configure …** to display the Connection dialog:
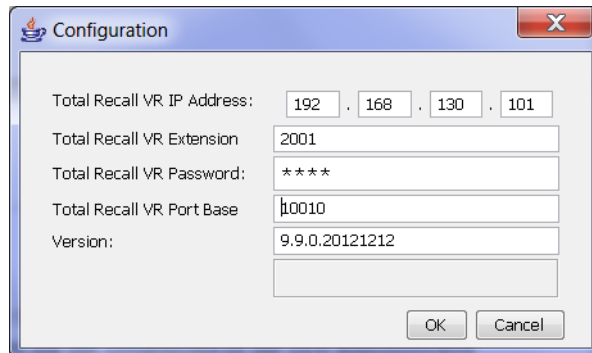
2. Enter *Total Recall VR IP Address*. This must be the IP address from the Remote Manager Interface configuration on the Total Recall VR.

3. Enter *Total Recall VR Extension*. This must be a valid Total Recall VR Extension as determined by the Total Recall VR and its configuration.

4. Enter *Total Recall VR Password.* This must be the Administrator password on the Total Recall VR.

5. Enter *Total Recall VR Port Base*. This must be the base port from the Remote Manager Interface configuration on the Total Recall VR.

6. Select **OK** to attempt a connection to the Total Recall VR.

If RoD Client fails to connect to the Total Recall VR, then it will show an error message:
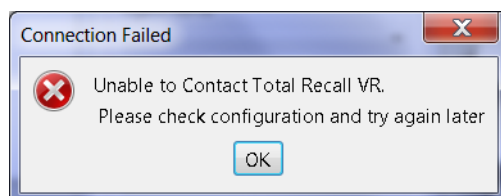
In this case you have to correct the problem: configuration, networking etc. before you make another attempt to configure the connection.

5.2. Login/Logout with RoD Client

Make sure that you have a working connection to a Total Recall VR before attempting to log in with RoD Client. Then to log in:

Login with RoD Client

1. Choose **Agent Name**.

2. Select **Login** to display the Enter Password dialog:
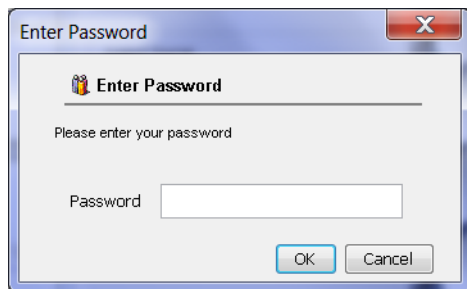
3. Enter *Password*. This must be the password that is assigned to the agent selected during step 1.

4. Select **OK** to attempt a log in. If successful, RoD Client will enable the note and recording buttons.
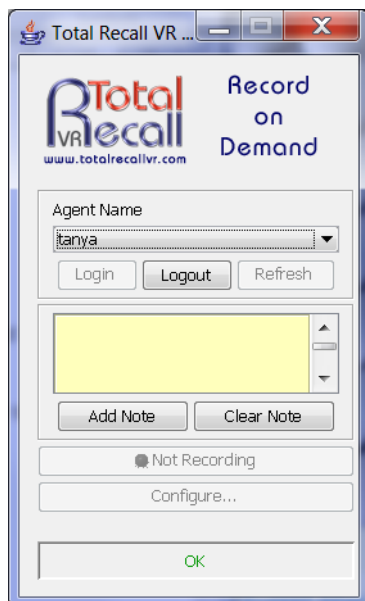
To logout simply select **Logout**.

5.3.   Control Recording

Make sure that you have a working connection to a Total Recall VR and to log in with RoD Client before attempting to control recording. Then to control recording:

Control Recording

1. RoD Client will activate the recording button when a recording with a matching Total Recall VR Extension is in progress.
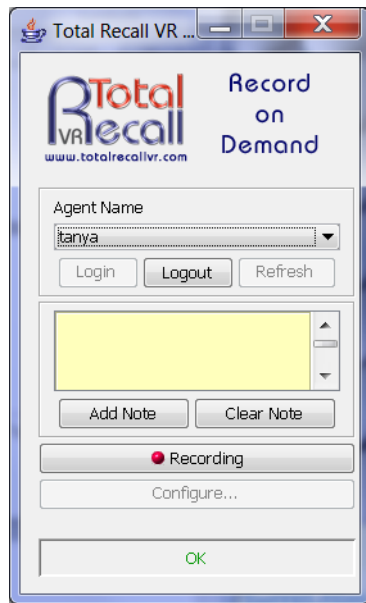
2. Select **Recording** to toggle to not recording mode:
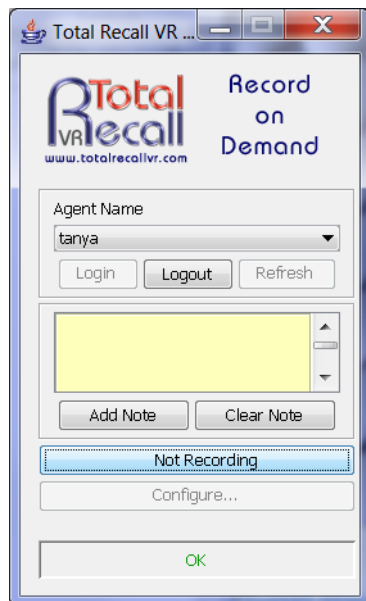
3. Repeat steps 1 and 2 as desired while recording is in progress.

The end result depends on the setting of the **Recording Mode** parameter in the recording policy that applies to the recording. For details see the table in section 4.1 Main Dialog.

5.4. Add Notes

Make sure that you have a working connection to a Total Recall VR and to log in with RoD Client before attempting to add notes to recordings. Then to add notes to recordings:

Add Notes to Recordings

1. RoD Client will activate the recording button when a recording with a matching Total Recall VR Extension is in progress.
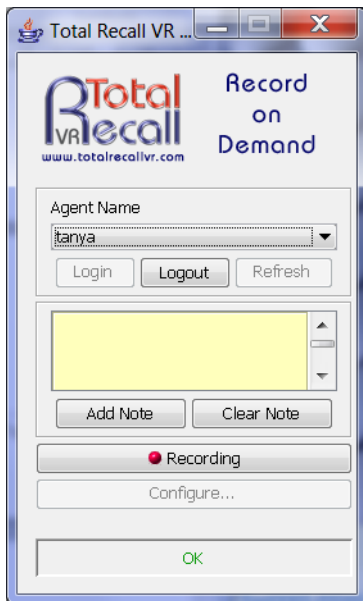
2. Enter the note text in the notes area:
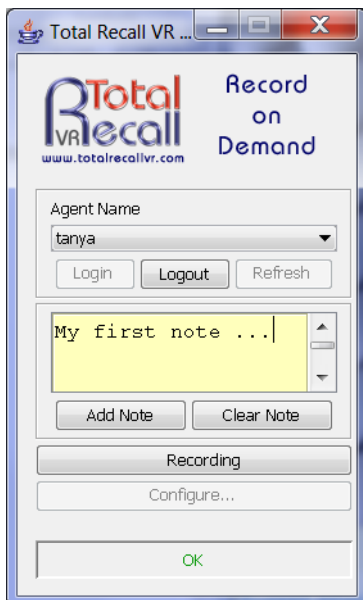
3. Select **Add Note** to attach the note to the recording in progress.

4. If you wish to correct the note, then simply correct the text in the notes area and select **Add Note** again. This will replace the old note with the text in the notes area.

Note that adding notes is possible only while recording is in progress. However, you can pre-type the note text in the note area and then simply attach it to a recording once one is active.

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7. Glossary

Our guides use certain terms and abbreviations.

7.1.1. Terms

Extensions

Extensions are a Total Recall VR concept that helps identify the source and the destination of recordings. Extensions can be numbers or any free format text. For example calling and called numbers can be classified as extensions if they match an entry in the Internal Dial Plan.

Extension Mapping

Extension mapping is a process used by the Total Recall VR to convert raw identifies of sources and destinations of recordings to user friendly identifiers. For example, when recording VoIP calls the 'From' and 'To' identifiers may be rather cryptic, say 'ext122@sip.myenterprise.com'. The extension mapping process can convert this identifier to '122' or 'Extension 122'.

Internal Dial Plan

Internal Dial Plan is Total Recall VR configuration which helps it determine which extensions are internal to the enterprise.

Recording Channel

Total Recall VR uses recording channels to capture audio on analogue, VoIP or ISDN sources. The number of recording channels can be different to the number source channels. For example, a Total Recall VR can have 20 ISDN channels while connected to an ISDN PRI link which has 30 B channels.

Remote Manager

A powerful Java^{TM} based client application for Total Recall VR systems. It installs on Windows^{TM} PCs and can be used to securely configure and manage multiple Total Recall VR systems over a TCP/IP network. In addition, it can be used to monitor recordings in progress in real time as well as search for and then play past recordings.

RoD Client

A small Java^{TM} based taskbar application for Total Recall VR systems. It installs on Windows^{TM} PCs and allows users to control in real-time which calls are recorded. In addition, enables users to add notes to recordings of calls while calls are being recorded.

Supervisor Client

A small Java^{TM} based client application for Total Recall VR systems, It installs on Windows^{TM} PCs and allows users to manually control (start, stop, …) recording on analogue channels. In addition, it can be used to monitor recordings in progress in real time as well as add notes to recordings in progress.

Total Recall VR

The system that is the subject of this manual.

7.1.2. Abbreviations

Most definitions courtesy of "Wikipedia, the free encyclopaedia".

CLI: Calling Line Identification

A telephony intelligent network service that transmits the caller's telephone number and in some places the caller's name to the called party's telephone equipment during the ringing signal or when the call is being set up but before the call is answered.

DTMF: Dual-Tone Multi-Frequency

Used for telephone signalling over the line in the voice-frequency band to the call switching centre. The version of DTMF used for telephone tone dialling is known by the trademarked term Touch-Tone, and is standardised by ITU-T Recommendation Q.23. Other multi-frequency systems are used for signalling internal to the telephone network.

IP: Internet Protocol

A data-oriented protocol used for communicating data across a packet-switched internetwork.

IP is a network layer protocol in the internet protocol suite and is encapsulated in a data link layer protocol (e.g., Ethernet). As a lower layer protocol, IP provides the service of communicable unique global addressing amongst computers.

LAN: Local Area Network

A computer network covering a small geographic area, like a home, office, or group of buildings.

TCP: Transmission Control Protocol

One of the core protocols of the Internet protocol suite, often simply referred to as TCP/IP. Using TCP, applications on networked hosts can create connections to one another, over which they can exchange streams of data using Stream Sockets.

TRVR: Total Recall VR

A professional voice logging and call recording system.

UDP: User Datagram Protocol

UDP is one of the core protocols of the Internet protocol suite. Using UDP, programs on networked computers can send short messages sometimes known as datagrams (using Datagram Sockets) to one another. UDP is sometimes called the Universal Datagram Protocol.

VOX: Voice Operated Switch

A switch that operates when sound over a certain threshold is detected.

[End of Document]