



Technical Bulletin

2009-00014

Recall every conversation using the power of your PC >

Using the XTRconfig Program

There are many features and functions that can be restricted and modified in the Recorder application using a utility that is installed with the XTR Desktop Digital, Desktop Player application as well as BackOffice installations. Some functions apply only to the Desktop application, while others apply to both.

This document is intended as an overview for the installer or supervisor that wishes to utilize this program to address unique installation requirements or apply restrictions on the use of certain features and functions to meet an application requirement.

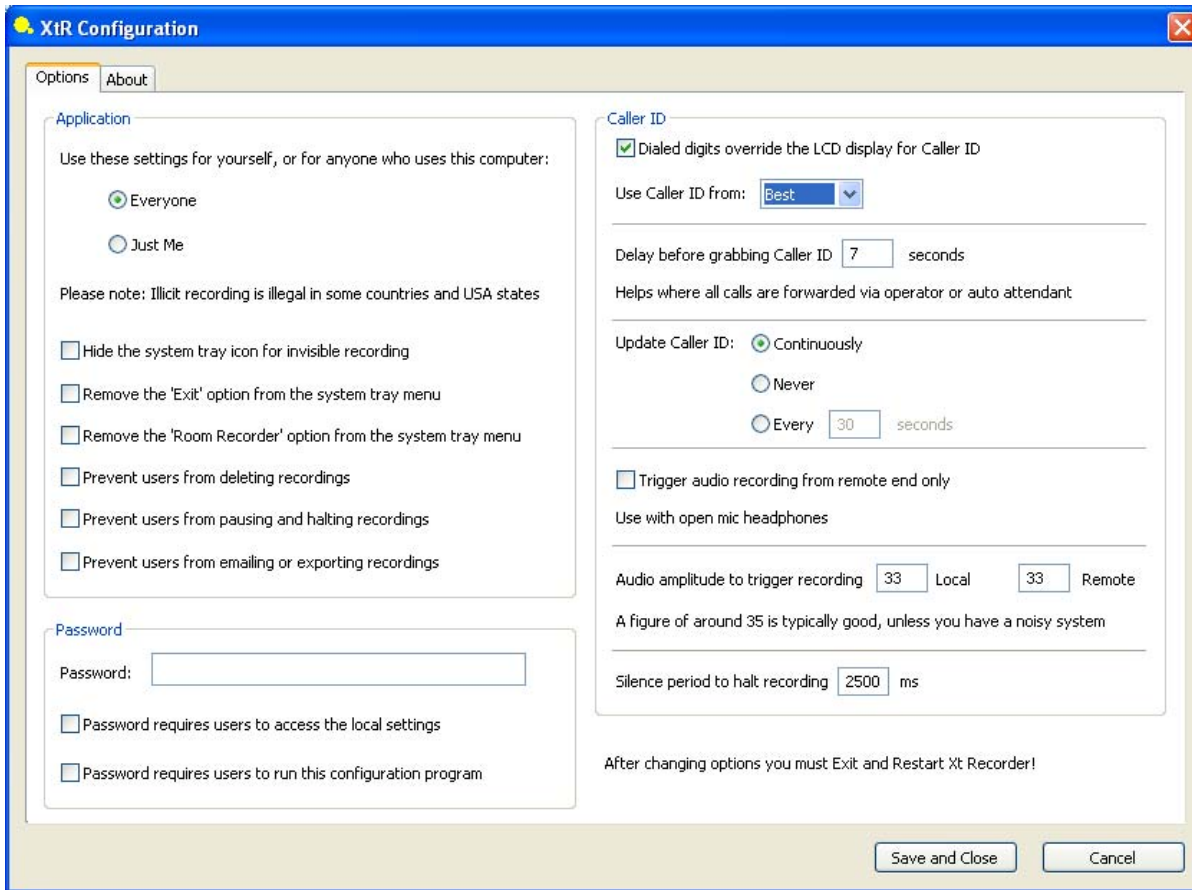
The XTRconfig tool is a special configuration program that can only be accessed by browsing to the installation location (default C:\Program Files\Comvurgent\XtRecorder) and then clicking on the file circled below. If using BackOffice the path would be C:\Program Files\Comvurgent\Recorder:

Note: The customer takes all responsibility to ensure they are meeting legal requirements. Intelligent Recording provides the user option settings in order to meet customer demands and cannot be responsible for the mis-application of the product.

The screenshot shows a Windows Explorer window titled "XtRecorder". The left pane shows the folder icon and the text "XtRecorder". Below it, there is a prompt "Select an item to view its description." and a link "See also: My Documents". The right pane shows a list of files and folders with columns for Name, Size, and Type. The file "XtRconfig.exe" is circled in red.

Name	Size	Type
Intro.xtr	92 KB	XtRecorder Stored ...
Logo.dll	568 KB	Application Extension
Logo.ico	2 KB	Icon
LowLevel.dll	184 KB	Application Extension
Options.xtr	96 KB	XtRecorder Stored ...
Playback Features.xtr	107 KB	XtRecorder Stored ...
Recording Features.xtr	127 KB	XtRecorder Stored ...
XtRconfig.exe	200 KB	Application
XTRecorder.exe	364 KB	Application

This opens the following dialog box in the program:



Application Settings (Desktop and Player Only)

Installing on Shared PC

This first setting is used when installing on a PC that has multiple user log-on Ids. If it is preferred that all calls, regardless of the user that is logged in, are stored in the same folder and have all the same settings- then select the 'Everyone' option.

Note- the User ID Header on each recording is taken from the PC User Log-in ID, so if each user logs into the PC with a unique login the recordings will be searchable and sort-able by the various User Ids.

Use these settings for yourself, or for anyone who uses this computer:

- Everyone
- Just Me

Please note: Illicit recording is illegal in some countries and USA states

It is also possible to have each user have their own settings, i.e. different storage folders etc. If this is desired select the 'Just Me' option. It will then be necessary to install the application under each user log-in on the PC.

Restricting Features and Functions

The following features can be restricted on a per user basis:

- Hide the system tray icon for invisible recording
- Remove the 'Exit' option from the system tray menu
- Remove the 'Room Recorder' option from the system tray menu
- Prevent users from deleting recordings
- Prevent users from pausing and halting recordings
- Prevent users from emailing or exporting recordings

System Settings (Desktop and Back-Office only)

Caller ID and Trigger Options

It is sometimes necessary to adjust how the recorder reads the Caller- ID information delivered to the telephone. (Note- not all versions capture Caller-ID info, please check with your re-seller).

Caller ID

Dialed digits override the LCD display for Caller ID

Use Caller ID from:

Delay before grabbing Caller ID seconds

Helps where all calls are forwarded via operator or auto attendant

Update Caller ID: Continuously

Never

Every seconds

The Recorder software reads the data for Caller-ID from one of the lines on the display. You can vary which line by selecting the option above. If you find that you are capturing other information that appears on the telephone, i.e. a timer, or extension number, you may want to extend the delay timer and perhaps change the option from update continuously to update 'Never'.

Dealing with Headsets or 'Hot Mics'

Trigger audio recording from remote end only

Use with open mic headphones

Check this option if you find the recorder is either **not stopping recording consistently, or triggers with background office noise while not on the telephone.**

Sensitivity Adjustments

Audio amplitude to trigger recording Local Remote

A figure of around 35 is typically good, unless you have a noisy system

Silence period to halt recording ms

In the vast majority of cases no adjustments are needed here. With some PBXs a start/stop trigger for recording is based on a digital signal level, to make these triggers more sensitive lower the values above, less sensitive raise them.

If the recording of a single call is broken into multiple recordings, then try lowering the local and remote values – try dropping in increments of '10'.

If recording continues – even after hang-up and multiple calls are heard within a single recording, you can raise this value- however, it is likely that you may want to first try the previous setting for 'remote trigger only'. In some cases, when this is selected you may need to then lower the trigger level on the local side as well.

Silence period to halt recording is set for 2.5 seconds. This value in many cases can be lowered in the case where the user has multiple back-to-back calls.

Password

Password

Password:

Password requires users to access the local settings

Password requires users to run this configuration program

The above option for accessing **Local Settings** eliminates the ability for the user to access the Options View of the software. This prevents them from changing any and all options that are preconfigured.

The second option requires the **Password** in order to access the XTRconfig Program.

Important! For any changes made in the XTRconfig Program to take effect, the application must be Exited (choose exit from sys tray menu) and restarted.