



Analog 02/04/08

Installation Guide

Complete installation instructions and BackOffice reference guide are included on the CD that came with your Recorder.

Step 1 - Physical Connection - Trunks

Connect the trunks to the Analog Recording Device (2,4 or 8 port) – each trunk port on the device is wired to a single RJ11 jack wired to the inside pair of pins.

Step 2 – Install BackOffice Software

Using the CD provided with the Recorder – install the BackOffice Recorder software on the PC that will be used for recording. When you are prompted during the installation to select your system type advance to the second “Select System” window that will allow you to select Analogue devices. Choose “Analogue 02 / 04 / 08” by checking the box.

Step 3 – Connect Recorder & Install Drivers

The Analog Recorder is USB powered and must be installed within 4 feet of the recording PC. We recommend using the USB cable provided with your recorder – do not attempt to extend the length of the USB cable.

When you connect the recording device to the PC the “Found New Hardware Wizard” should launch. **ALWAYS** manually install the drivers – do not let Windows attempt to automatically install the drivers. Point the wizard to the program folder that was created when the software was installed. The default setting for this folder is C:/Program Files/ Intelligent Recording / Recorder / Driver / Analogue. If you are installing the system on a 32 bit OS select the “i386” folder, if you are installing the system on a 64 bit OS select the “AMD64” folder. If the Wizard does not launch when you connect the device you must load the drivers manually through the Windows Device Manager.

Step 4 - Configure the BackOffice Software

When the software is installed it launches the Port Status Window as shown below:

State	Serial No. or Port No.	Name	Call	Unit Type	Destination
Good	672149761	<unconfigured>	Idle	Analogue	<unconfigured>
Good	672149762	<unconfigured>	Idle	Analogue	<unconfigured>
Good	672149763	<unconfigured>	Idle	Analogue	<unconfigured>
Good	672149764	<unconfigured>	Idle	Analogue	<unconfigured>
Good	672149765	<unconfigured>	Idle	Analogue	<unconfigured>
Good	672149766	<unconfigured>	Idle	Analogue	<unconfigured>
Good	672149767	<unconfigured>	Idle	Analogue	<unconfigured>
Good	672149768	<unconfigured>	Idle	Analogue	<unconfigured>

This screen shows the current status of the Recorder Hardware and Software :

State: The current state of the port.

Serial No. or Port No.: Serial number of the port or user defined port details.

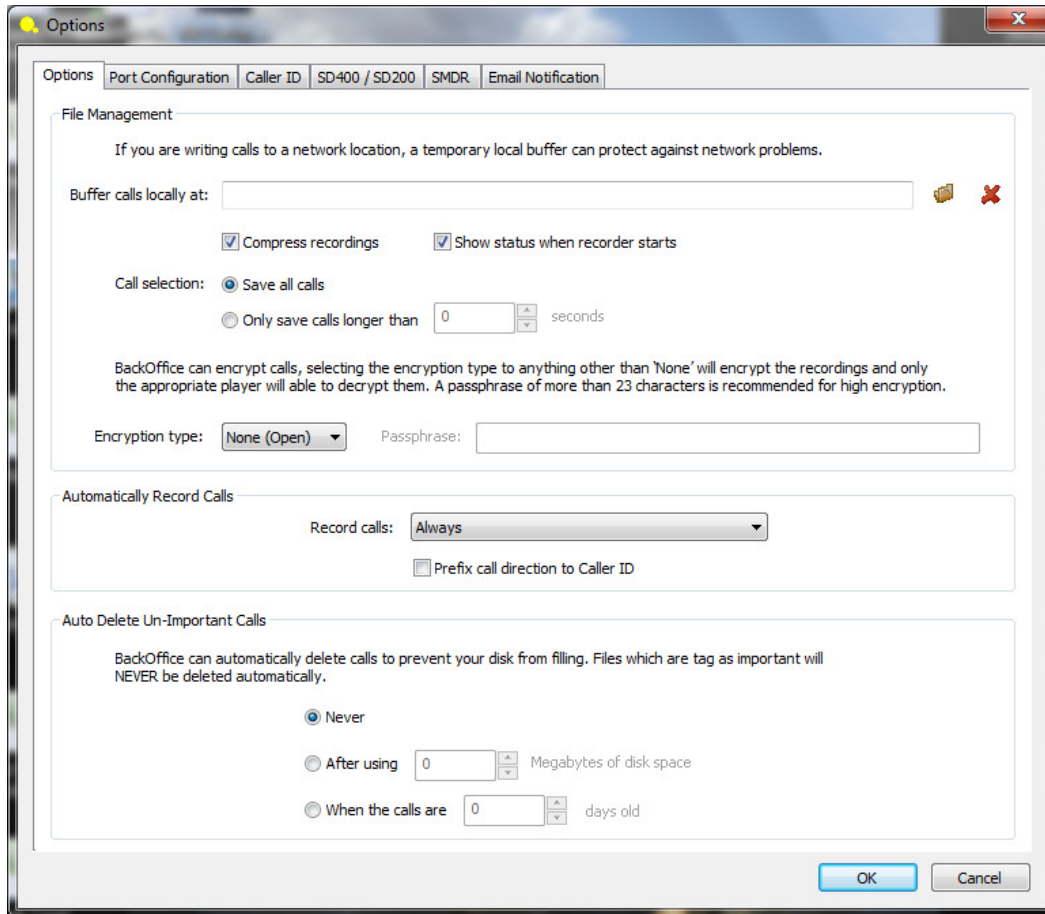
Name: The name of the channel.

Call: The current call state of the port.

Unit Type: Type of the hardware device.

Destination: The destination where the call is going to be stored.

Exit Status Screen by clicking “OK” then right Click on the Intelligent Recording icon in the System Tray and select ‘View Options’



The Options Tab allows management of system wide settings :

Buffer calls: **ONLY** use this option if you will be storing the calls to a remote network storage location. If calls will be stored on the recording PC this should be left blank.

Compress recordings : The software uses a compression algorithm to store the recordings more efficiently (168 Hours per GByte). It is recommended that this option not be changed.

Call Selection : Provides an adjustment to save calls only longer than a specified duration.

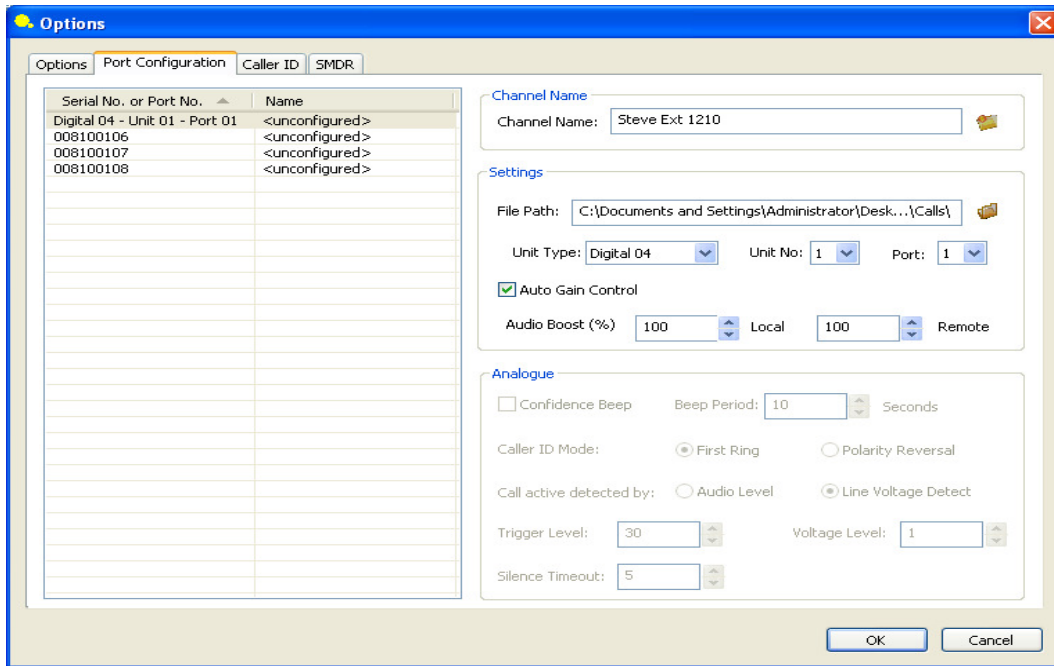
Encryption type: NOTE: requires purchase of Encryption Licensing – Contact your reseller for details.

Automatically Record Calls: It is recommended that this be left at the default setting of “Always”. Some systems allow “Incoming” or “Outgoing” only as an option – contact your reseller for details.

Auto Delete Un-Important Call: This can be set to delete calls after ‘x’ number of days or after a defined amount of disk space has been used. Analog devices do not support this feature.

NOTE: Calls marked as Important during playback will **NOT** be auto-deleted by this setting.

Select the “Port Configuration” Tab to configure the ports.



Channel Name: Name the Channel as you want the recordings to be identified for this user.

Settings Options:

This area of the program allows the installer to change the reference of a recorder channel from serial numbers to an easily recognizable name (ie Analog 04-Unit 01- Port 01) as well as map to the preferred storage location for each port and set audio balancing if desired.

File Path: This is used to set the path to the folder where the call records will be stored. For Analog Recorders in a standard installation you will save all call records to the same folder. If specific trunks/ports have dedicated uses you will want to save those to a separate folder.

Unit Type: (Optional) Select what type of recorder hardware installed for this channel

Unit No: (Optional) Select Unit number if desired and more than one device is installed.

Port: (Optional) Identifies the port on the device.

Auto Gain Control: It is recommended that this setting be left on – if manual adjustment is required you can turn this setting off and manually adjust the local and remote side.

Audio Boost: If desired, this enables the installer to over-ride the Auto-Gain settings and provide manual boost to either side of the recording. Note, 100% and 100% is default and is the recording with NO gain. If you choose to boost the recording levels, you would increase from 100%.

Port Configuration for Analog Devices

Analogue

Confidence Beep Beep Period: 10 Seconds

Caller ID Mode: First Ring Polarity Reversal

Call active detected by: Audio Level Line Voltage Detect

Trigger Level: 30 Voltage Level: 1

Silence Timeout: 5

Confidence Beep - this will produce a tone audible to all parties on the conversation

Caller ID Mode - In most cases Caller ID (if provided) will be captured using the 'First Ring' method.

Call Active by - If connected to outside lines, use Line Voltage detect. Audio Level is only used when recording from sources that do not provide line voltage (radios, handsets etc.)

Trigger Level - use only if Audio Level is used, in most cases 30 will suffice, but if calls do not start , lower this level.

Voltage Level- recommended to leave at default , but can increase or decrease sensitivity to Voltage Shift.

Silence Time Out- determines how long a pause will be used to determine 'stop' of a conversation when audio level is used. Recommend 8 seconds.

When all options have been set and each port configured click the "OK" button to save the settings.

Front Panel LED Status:

There are several LEDs on the front Panel of the Recorders.

Power LED: Indicates operational and communication status.

- Steady ON: Power is OK, USB Communication is Good.
- Slow Flashing: Power is OK, NO USB Communication
- OFF : No Power or Faulty Device.

1-(2) (4) (8) LEDs : Indicate Line Status, illuminates when line is Active.

Supervisor Software:

The CD that came with the recorder included Supervisor Software (either Call Manager or Reporter Pro) that is used to review the calls. The Supervisor Software is normally installed on the PC that will be used to review the calls. The hardware key (dongle) that came with your recorder is used with the Supervisor software and needs to be connected to a USB Port on the PC that will be running the Supervisor Software.