Intelligent Recording

FAQ – Listening to Calls On Your Computer

Call Assistant SD V2.0

After installing your Call Assistant SD you can listen to the calls on your computer by following the steps below:

- Download the Call Assistant SD PC software from our website
  - www.usbcallrecord.com
  - Click on "Download" on the menu bar
  - Scroll down to the section for Call Assistant SD
  - Click on "Call Assistant SD PC Software" to download
- Install the software

Connect your Call Assistant SD to your pc using the USB cable provided (Note: the device will not record when connected to your pc).
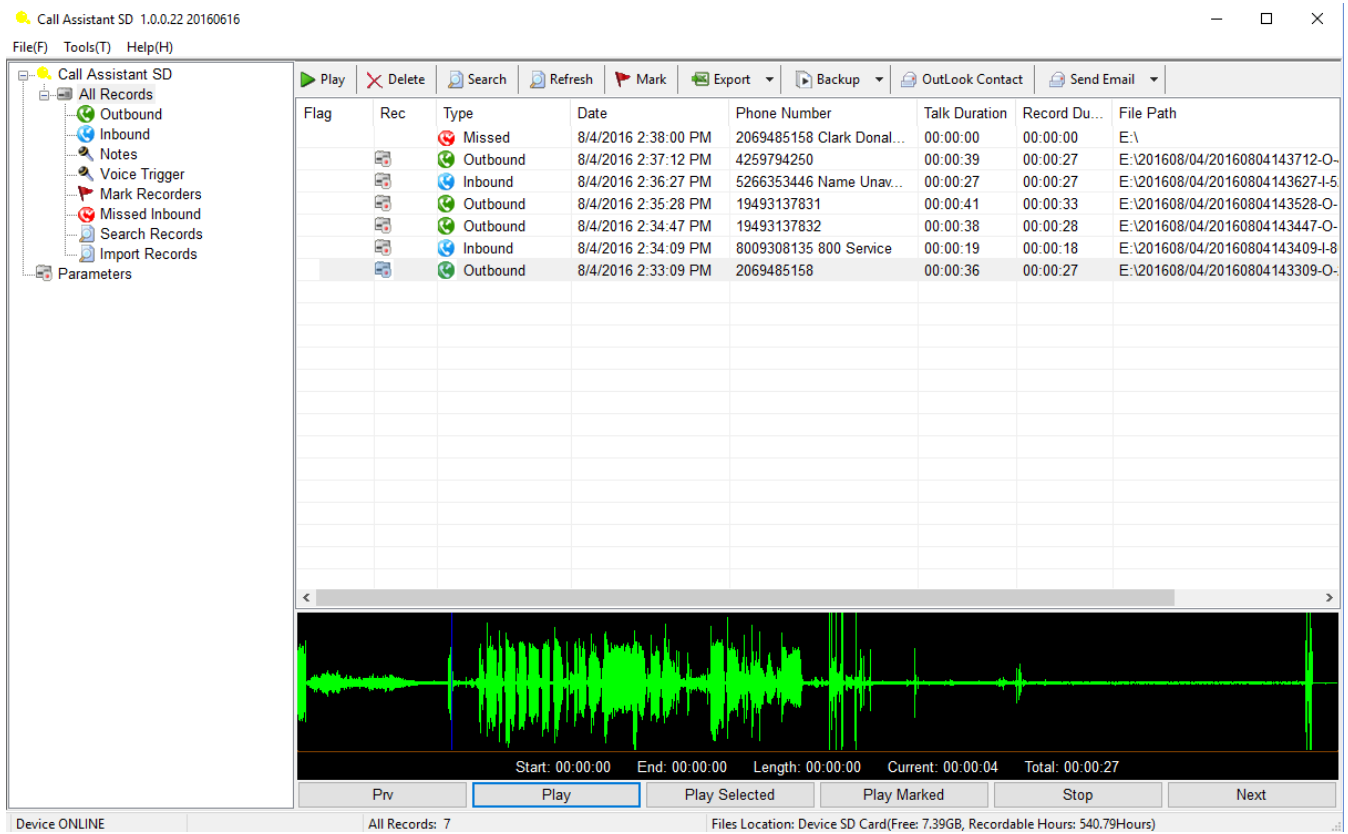
OR

- Power off the SD recorder by unplugging the AC power source and removing the batteries

- Remove the SD card from the player and insert the SD card into your PC.

Then:

Launch the XTR Call Assistant SD by double clicking on the icon that was created on your desktop.
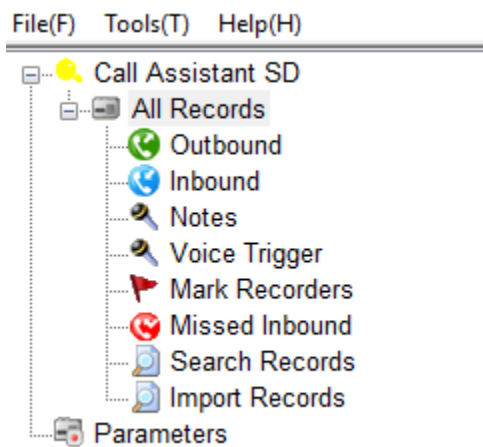
When you start the application it will find either the Call Assistant SD or the SD card on your PC and will provide a listing of all of the calls on the device/SD card.

Software Overview

The application consists of three panels, the Access Panel on the left side, Calls Panel and the Player Panel.

Access Panel:

On the Menu Bar

File(F): Provides an option to exit the program

Tools(T):

<u>Synchronization Device Record</u> – Will rescan the device and refresh the call records

<u>Fix Device Database</u> – If the database becomes corrupted this option will attempt to repair the database

<u>View Records of Device SD Card</u> – The default setting, shows calls on the Device/SD card

<u>View Record of PC Backup</u> – Will show the call files backed up to your PC

<u>Auto Backup Records of Device SD Card</u> – When set this will automatically backup the call files to your pc when the device/sd card is connected

<u>Set Backup Path</u> – Set the desired location of the backup

Help(H): About, provides Contact and version information

Access Panel

<u>Call Assistant SD</u> – Will open a window allowing you to browse the Intelligent Recording website

<u>All Records</u> – Will show all records on the SD card

<u>Outbound</u> – Shows outbound calls only

<u>Inbound</u> – Shows inbound calls only

<u>Notes</u> – Will show memo/room recordings only

<u>Voice Trigger</u> – Will show Voice Trigger calls only

<u>Mark Recorders</u> – Will show any calls Marked/Flagged only

<u>Missed Inbound</u> – Will show Missed Calls only

<u>Search Records</u> – Will show the results of your search

<u>Import Records</u> – Allows you to import other call files if required

Calls Panel

The Calls Panel shows a listing of all call files on the connected device/SD card. Features include:

Play – To play a call click on the call in the Call Panel and click the Play icon

Delete – Click on a call and click Delete to delete a call. You can select and delete multiple call files at once by holding down the Shift key on your keyboard to select a range or holding down the Alt key on your keyboard to individually select files.

Search – Define your search by select Date, Phone Number and Type of Call

Refresh – Will rescan the device and refresh the display of calls

Mark – Flags a call for easier reference

Export:

      Export Excel – Select the range of calls and export the list view to Excel
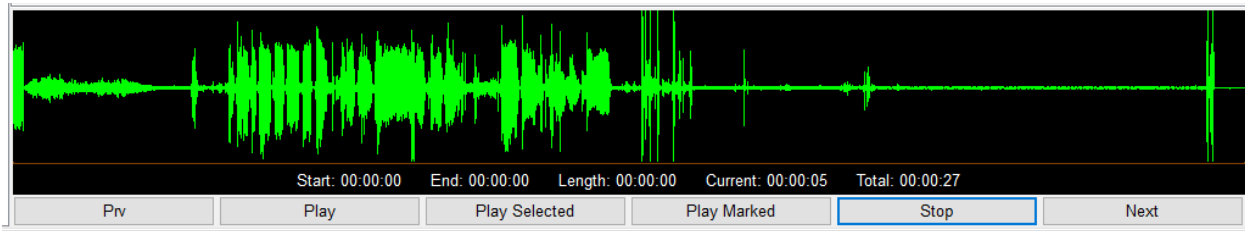   Export Voice File – Export the selected call(s) to a specified location

Backup – Backup a call or range of calls to the location set under Tools

Outlook Contact

Send Email – If you use an installed email client on your PC this will allow you to automatically attach the call file in .wav format to an email.

Player Panel

To load a call file into the Player Panel double click on the file in the Call Panel.

Prv – Will play the previous call on the Calls Panel

Play – Plays the call file.

Play Selected – Select an area of the recording by dragging holding down the left mouse button and dragging across the call panel. You can then play just that part of the call with this feature.

Play Marked – Will play a Marked/Flagged file

Stop – Stops play of the call

Next – Will play the next call on the Calls Panel