



## **MULTICORDER**

**For ISDN PRI/T-1**

**Installation Guide**

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**[www.usbcallrecord.com](http://www.usbcallrecord.com)**

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## WELCOME!

This guide describes the installation procedures for the BackOffice software when used with the MultiCorder Hardware as a centralized Call Recording and storage solution.

The complete MultiCorder BackOffice solution consists of:

- Your MultiCorder device that taps a PRI /T1 Line.
- A PC for interfacing the recording devices.
- BackOffice Recording software.
- XTR Reporter Pro supervisor software.

## HOST PC REQUIREMENTS

The specs below are minimum specifications for use with any of the MultiCorder Hardware solutions used in a BackOffice Recording environment when utilizing the BackOffice 4.0 Software:

- Operating System: Windows XP Professional Service Pack 2 or Better (Win 7 or 8 Recommended)
- Processor: Intel E6500, Dual Core, 2.93 GHz or equivalent
- Maximum Hardware Devices: Up to 3 devices supported per PC
- USB: 1.1 or 2.0 – One dedicated USB Port per Device
- USB Controller: 1 Dedicated USB Controller per Device
- RAM: 2 Gb
- Hard Drive: 168 hours of recording per Gb of disk space available
- NIC : 2 NIC cards required for IP Recording

### STORAGE

**You can store the calls on the same host PC or on a separate network drive.**

**Using the GSM 6.10 Compression option, each 1Gb of Hard disk storage will allow you to record approximately 168 hours of calls.**

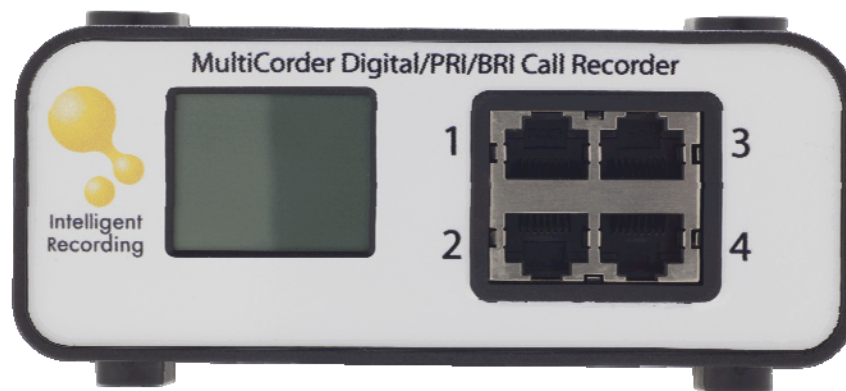
**All BackOffice Installations: The host PC should be a NEW and dedicated PC. It is not recommended to load the BackOffice Software and install the XTR Hardware on a PC that is shared with other critical applications; doing so may cause conflicts that could jeopardize the stability of the PC or the applications.**

## WIRING

The MultiCorder can be wired as a pass through device for PRI/E1 and BRI (UK and Euro) and in the PRI/T-1 (North America). Internally the ISDN line is passively tapped, and thus is not affected by the state of the MultiCorder.

- 1) Disconnect the RJ45 ISDN cable(s) between the PBX and the wall/line from the wall/line end.
- 2) Plug this into the input port of the MultiCorder.
- 3) Connect the supplied RJ45 crossover cable from the output port of the MultiCorder to the wall/line socket.

Port	PRI/BRI Line 1	BRI Line 2
Input	1	3
Output	2	4



**NOTE: For PRI Systems the supplied cable is a full Crossover cable with the pins wired 1-8, 2-7, 3-6, 4-5. This cable must be used or loss of ISDN connectivity will result. For BRI either a standard RJ45 Ethernet cable or full Crossover cable is acceptable.**

If the MultiCorder is to be disconnected periodically, it may be better to use the optional UTP-Y Adaptor RJ45 Splitter.

- 1) Disconnect the ISDN RJ45 jack from the PBX and connect it to one of the sockets on the Splitter.
- 2) Connect the Splitter jack to the PBX.
- 3) Connect the remaining socket on the splitter to the MultiCorder input port (port 1 for PRI, ports 1 or 3 for BRI) using the supplied RJ45 cable.
- 4) The cable between the MultiCorder and the Splitter may be disconnected and reconnected without affecting the ISDN line operation.

## INSTALLATION

### STEP 1: PREPARE THE LOCATION

It is important that the MultiCorder is installed within 5 feet of the PC location.

**DO NOT CONNECT THE MULTICORDER UNTIL THE SOFTWARE IS INSTALLED !**

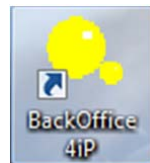
The installer will need to prepare the wiring to tap off the ISDN line(s) as shown in previous section.

### STEP 2: SET UP THE PC

1. Set up a PC with the appropriate number of USB ports and or controller cards for the number of devices being installed. Follow the installation instructions for the USB controller card carefully.
2. Next, connect the PC to the LAN for supervisor access to the stored calls as well as to facilitate Windows and Software updates as needed. Additionally, it may be desirable to load *TeamViewer* on the PC for remote administration of the application.
3. Make sure there are no 'Power Setting' options selected that will cause the PC to hibernate or hard drives to turn off.
4. We recommend that auto Windows updates be turned OFF or set to notify.

### STEP 3: INSTALL THE XTR BACKOFFICE SOFTWARE

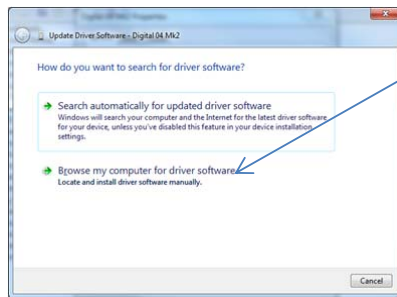
- 1) Insert the **BackOffice** CD into the CD drive of the PC.
- 2) The installation should auto-run, and then select Install BackOffice Software option.
- 3) If not, Browse the CD and run the Setup\_Recorder\_XXXX.exe program.
- 4) BackOffice Recorder supports multiple hardware types, only select those you are installing when requested.
- 5) Once installation completed, you will now have a shortcut on your desktop for BackOffice Recorder



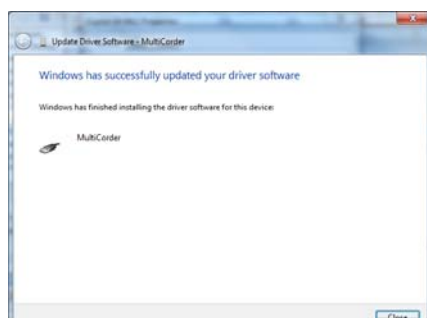
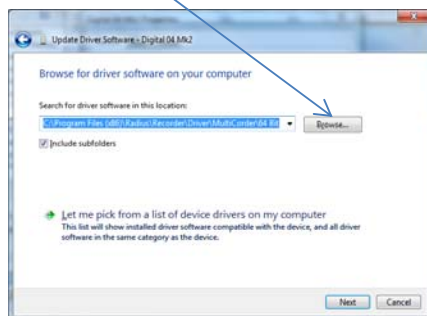
## **STEP 4: INSTALL MULTICORDER DEVICES**

### **LOAD DEVICE DRIVERS**

1. Make CERTAIN you are logged into PC with Administrative Rights, and then connect the USB cable from the MultiCorder to the PC.
2. If prompted to search for the device driver, select Browse my computer for driver software.



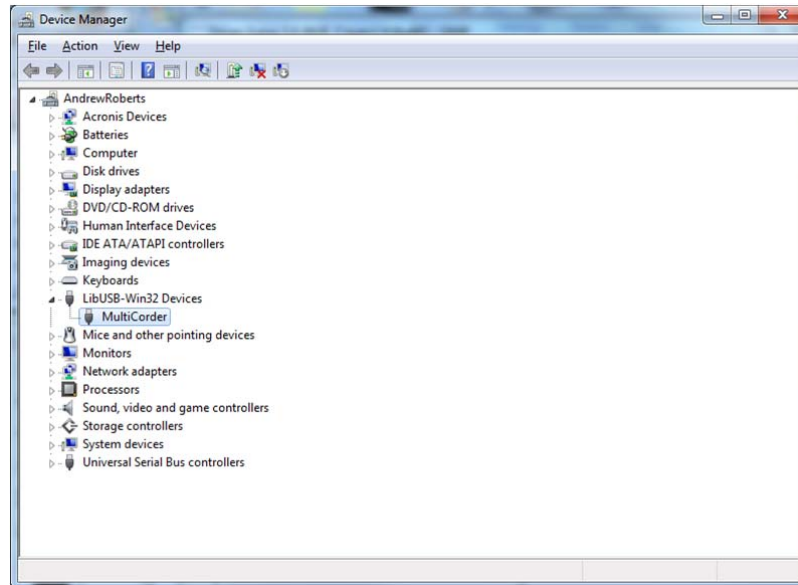
Browse for the Driver in the **Program Files\Intelligent Recording\Driver\MultiCorder\32 Bit** or **Program Files (x86)\Intelligent Recording\Recorder\Driver\MultiCorder\64 Bit** directory and click Next



3. Click Close

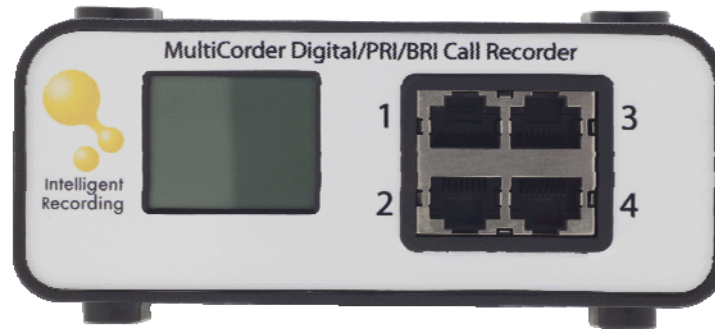
## CHECK DEVICES IN DEVICE MANAGER

Once all devices are connected view the devices in Device Manager to ensure proper installation. The MultiCorder will show as 'MultiCorder' under 'libUSB-Win32 Devices'.

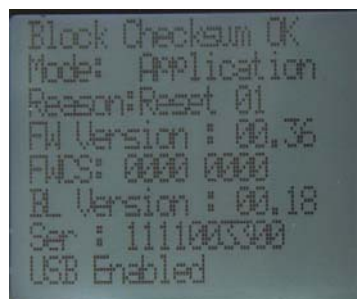


## MULTICORDER PORTS AND DISPLAY

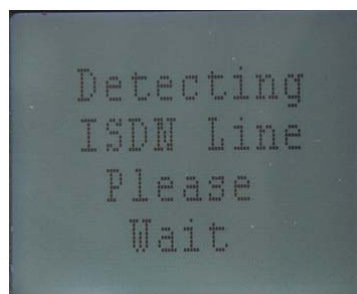
The front of the MultiCorder has an LCD display and four RJ45 sockets; each MultiCorder will support one PRI line or up to two BRI lines:



The LCD screen displays the Status of the MultiCorder. On initial boot up it will display the firmware version and other technical information:



When the BackOffice software is running it configures the MultiCorder and it will start trying to detect the connected ISDN line:



When the ISDN line is detected the IRL logo, serial number and ISDN type and number of ports is shown. The logo is loaded from the host PC and can be configured if required.



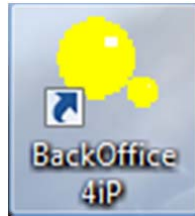
The back of the MultiCorder contains the USB 1.1 connection to the Host PC and a 7.5V power jack for use with the optional power supply. The SD Card and LAN interface are for future development, which will allow the device to operate standalone without a Host PC.



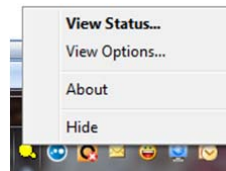
## STEP 4: CONFIGURE MULTICORDER DEVICES

### OPEN THE BACKOFFICE RECORDER

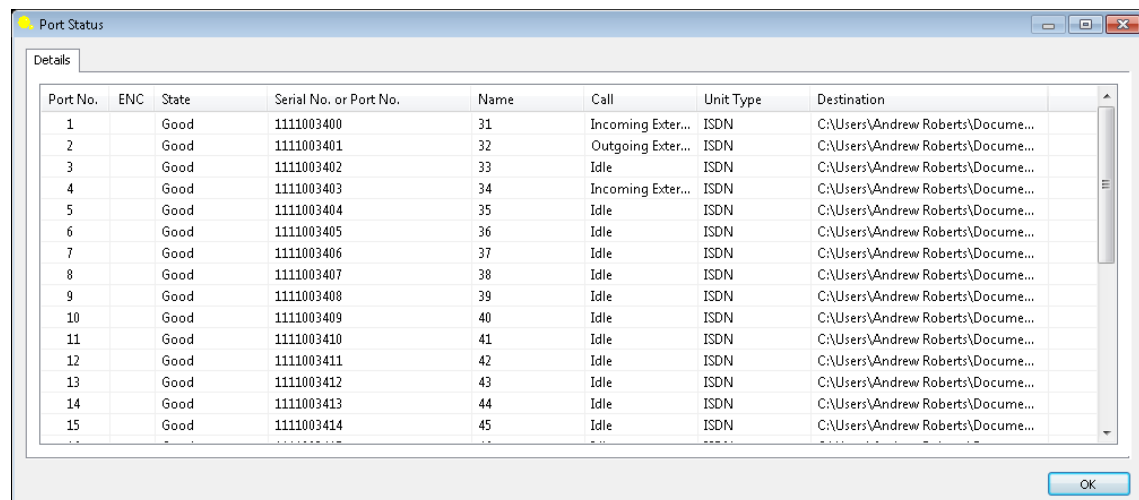
1. The BackOffice recorder should already be running as a yellow icon on your system tray. If not double click the desktop icon:



2. The main Window of the Recorder shows the status of the ports, to show the window, right click on the sys tray icon and click "View Status..."



3. The Recorder Port Status screen is not used for configuring, it is only a display of current status of the Recorder Hardware and Software :



The screenshot shows the 'Port Status' window with a table of 15 ports. Each port is in a 'Good' state. The table columns are Port No., ENC, State, Serial No. or Port No., Name, Call, Unit Type, and Destination.

Port No.	ENC	State	Serial No. or Port No.	Name	Call	Unit Type	Destination
1		Good	1111003400	31	Incoming Exter...	ISDN	C:\Users\Andrew Roberts\Docume...
2		Good	1111003401	32	Outgoing Exter...	ISDN	C:\Users\Andrew Roberts\Docume...
3		Good	1111003402	33	Idle	ISDN	C:\Users\Andrew Roberts\Docume...
4		Good	1111003403	34	Incoming Exter...	ISDN	C:\Users\Andrew Roberts\Docume...
5		Good	1111003404	35	Idle	ISDN	C:\Users\Andrew Roberts\Docume...
6		Good	1111003405	36	Idle	ISDN	C:\Users\Andrew Roberts\Docume...
7		Good	1111003406	37	Idle	ISDN	C:\Users\Andrew Roberts\Docume...
8		Good	1111003407	38	Idle	ISDN	C:\Users\Andrew Roberts\Docume...
9		Good	1111003408	39	Idle	ISDN	C:\Users\Andrew Roberts\Docume...
10		Good	1111003409	40	Idle	ISDN	C:\Users\Andrew Roberts\Docume...
11		Good	1111003410	41	Idle	ISDN	C:\Users\Andrew Roberts\Docume...
12		Good	1111003411	42	Idle	ISDN	C:\Users\Andrew Roberts\Docume...
13		Good	1111003412	43	Idle	ISDN	C:\Users\Andrew Roberts\Docume...
14		Good	1111003413	44	Idle	ISDN	C:\Users\Andrew Roberts\Docume...
15		Good	1111003414	45	Idle	ISDN	C:\Users\Andrew Roberts\Docume...

**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.

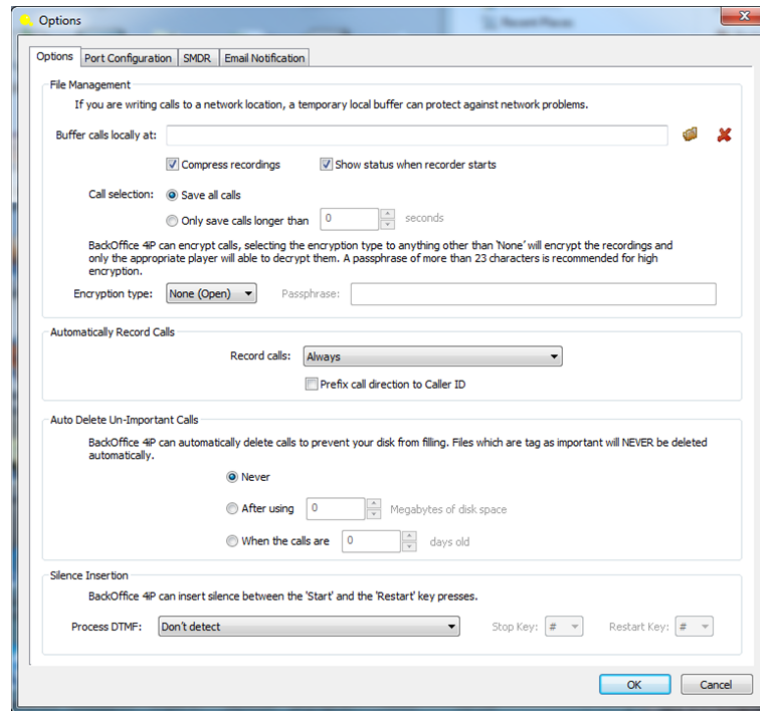
**Call:** The current call state of the port.

**Unit Type:** Type of the hardware device.

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

## OPTIONS SET UP

Exit the Status Screen, then right Click on Sys Tray Icon and select 'View Options':



**Buffer calls:** a default location is created to buffer the 'live calls' once recording is completed the call is then moved to storage location specified for each port.

**Compress recordings:** uses a compression technique to store the recording more efficiently (168 Hours per GByte)

**Call Selection:** although the Recorder STARTS recording immediately, this setting tells the system only to SAVE calls longer than this preset.

**Encryption type:** none, AES128 bit, AES 192 bit or AES 256 bit. The Passphrase is then entered into the management software. **NOTE: It is critical to keep record of the encryption phrase , without the phrase the recordings will not be able to be played back.**

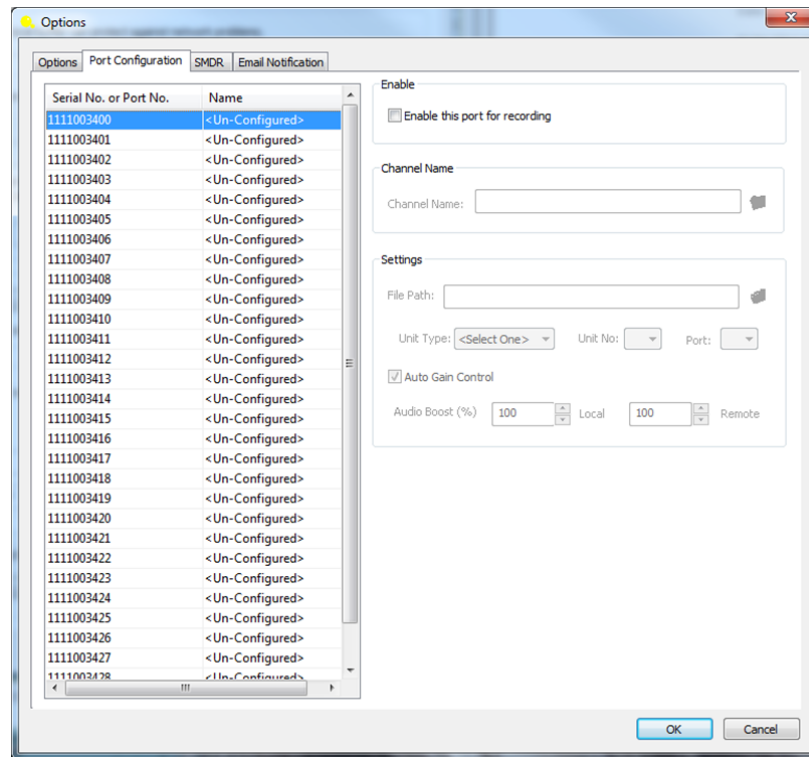
**Automatically Record Calls:** Select 'Always' to record all calls.

**Auto Delete Un-Important Call:** this can be set to delete calls after 'x' number of days or after a define amount of disk space has been used.

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

The Recorder will now record every call to and from the telephones. It is important to use proper procedure to shut down the application and PC when necessary. However, it is recommended that the Recorder PC is left on at all times.


## PORT CONFIGURATION

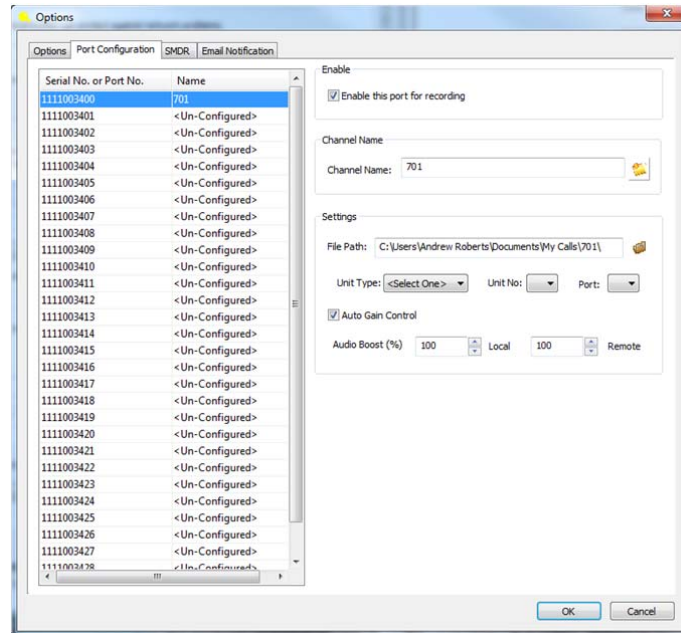


Click on **Port Configuration** Tab. This is where you name and map each recording channel, when un-configured each channel has an assigned serial number that appears as shown above.

**Select:** 'Enable this port for recording' to activate the channel

**Channel Name:** Name the Channel as you want the recordings to be identified for this channel. If you want SMDR extension matching this must be the same name as the channel name that is currently being used in the SMDR output from the PBX.

After naming, clicking the  icon next to the line will create a **storage folder** for this channel under the My Documents/My Calls/'channel name' folder. This can also be changed to any location preferred.



### 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 (i.e. ISDN 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 auto-configured is desired, but can be changed by browsing to a folder location desired. It is highly recommended that each channel or port have their own folder for storage. This will make it much easier and quicker to find specific calls.

**Unit Type:** Select what type of recorder hardware installed for this channel (in example above it is a Dig04)

**Unit No:** Select Unit number – it is recommended that when more than one is installed that the installer label then with a unit number (i.e. 1, 2 etc)

**Port:** Identify which port or channel (from left to right 1-4) on device.

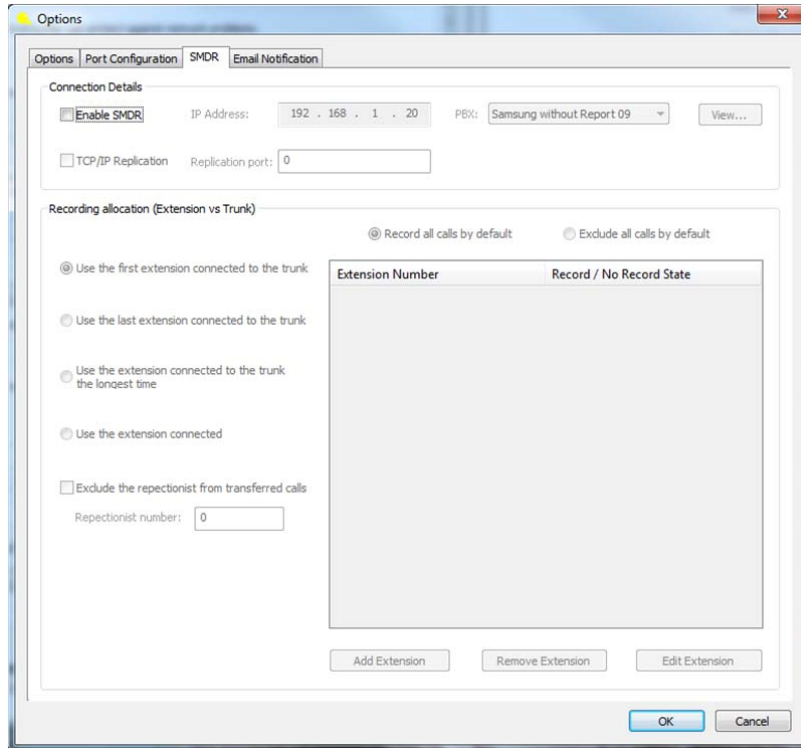
**Auto Gain Control:** This control is recommended, the recorder system will balance the audio level of the resulting recording based on levels received.

**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%.

Once all ports are configured, click 'OK' to exit this screen. In most cases, this completes the installation of the software.

## SMDR CONFIGURATION

For BackOffice to perform Line side extension matching via SMDR, the SMDR configuration needs to be completed. Click on the SMDR tab and click Enable SMDR.



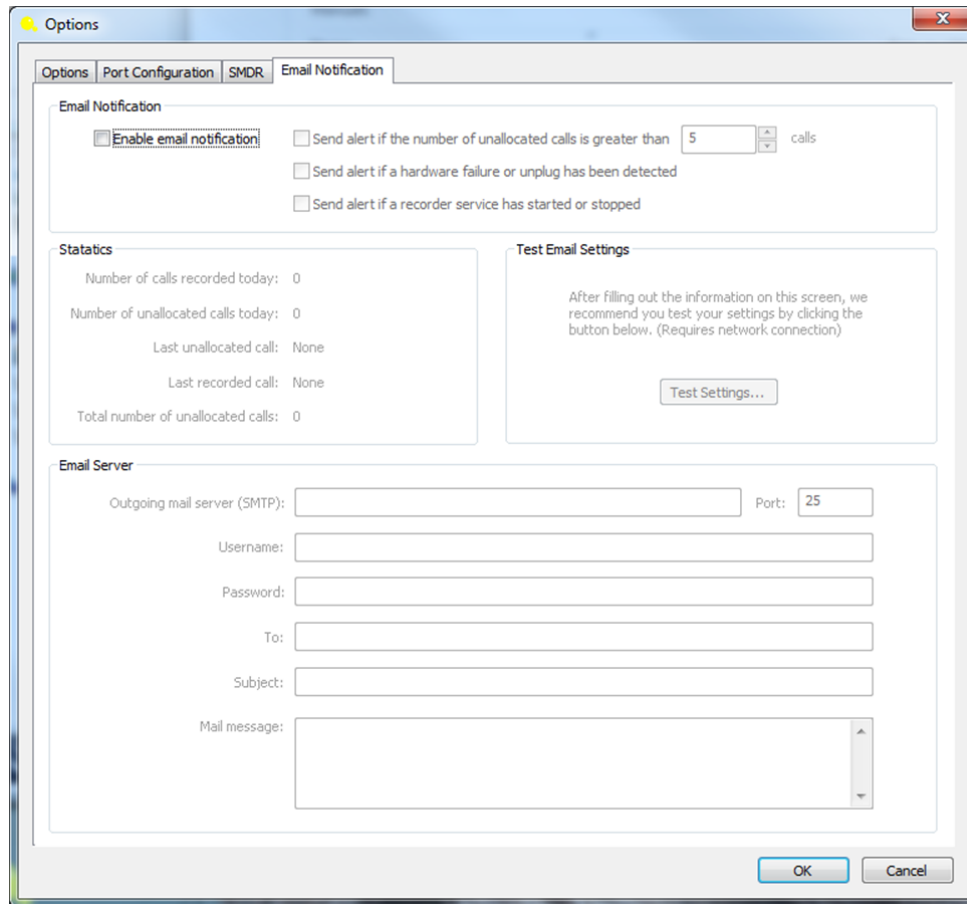
Enter the IP Address of the SMDR port on the PBX, and select the PBX type. Click View to see the SMDR data to verify it is being received.

BackOffice can forward the SMDR data to another port, if required. This allows other software to access the SMDR data.

[illegible]

## E-MAIL NOTIFICATION CONFIGURATION

Use this section to setup email notification if the BackOffice service fails or if the hardware removed:



The screenshot shows the 'Options' dialog box with the 'Email Notification' tab selected. The dialog has a title bar with a yellow icon and a close button. The 'Email Notification' tab is active, showing several sections:

- Email Notification:** Contains a checkbox for 'Enable email notification' (checked). To its right are three unchecked checkboxes: 'Send alert if the number of unallocated calls is greater than', 'Send alert if a hardware failure or unplug has been detected', and 'Send alert if a recorder service has started or stopped'. A numeric spinner box is set to '5' with the unit 'calls'.
- Statistics:** A box containing the following data:
  - Number of calls recorded today: 0
  - Number of unallocated calls today: 0
  - Last unallocated call: None
  - Last recorded call: None
  - Total number of unallocated calls: 0
- Test Email Settings:** A box with the text: 'After filling out the information on this screen, we recommend you test your settings by clicking the button below. (Requires network connection)'. Below the text is a 'Test Settings...' button.
- Email Server:** A section with the following fields:
  - Outgoing mail server (SMTP): [text box]
  - Port: [text box with value 25]
  - Username: [text box]
  - Password: [text box]
  - To: [text box]
  - Subject: [text box]
  - Mail message: [text area]

At the bottom right of the dialog are 'OK' and 'Cancel' buttons.

## CHOOSING AND INSTALLING PLAYER OPTIONS

There several Player options available with the BackOffice Recording solution.

- **Desktop Player** can be loaded on an individual user's PC, giving the user complete access (although restrictions can be applied) to call management, this includes deleting calls, e-mailing conversations, exporting to wav file, etc. This software is supplied on the BackOffice CD as "Setup\_P.exe"
- **Call Manager Player** enables a supervisor(s) to search for calls, playback calls, associate notes about the calls and mark them as important as well as delete or email conversations. Please refer to the Call Manager Installation Manual for instructions or the instructions provided on the CD.
- **XTR Reporter Pro**- same functionality as Call Manager as well as advanced visibility, access, analysis and reporting tools for Xtension Recorder Administrators that want to do more than simply listen to recorded calls, for those that want to use data to help manage their business. XTR Reporter Pro also adds the Agent Evaluation module Call Scoring. Provides customized scoring forms and criteria and detailed support to quickly identify strengths and weaknesses within your business.

These Packages can be applied in any number of configurations within the organization providing control and management where needed and simple playback in other locations.