



Multicorder

For ISDN PRI (US)

Installation Guide

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www.usbcallrecord.com

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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 an ISDN PRI line.
- A PC for interfacing the recording devices.
- BackOffice Recording software.
- XTR Reporter Pro supervisor software.

Host PC Requirements

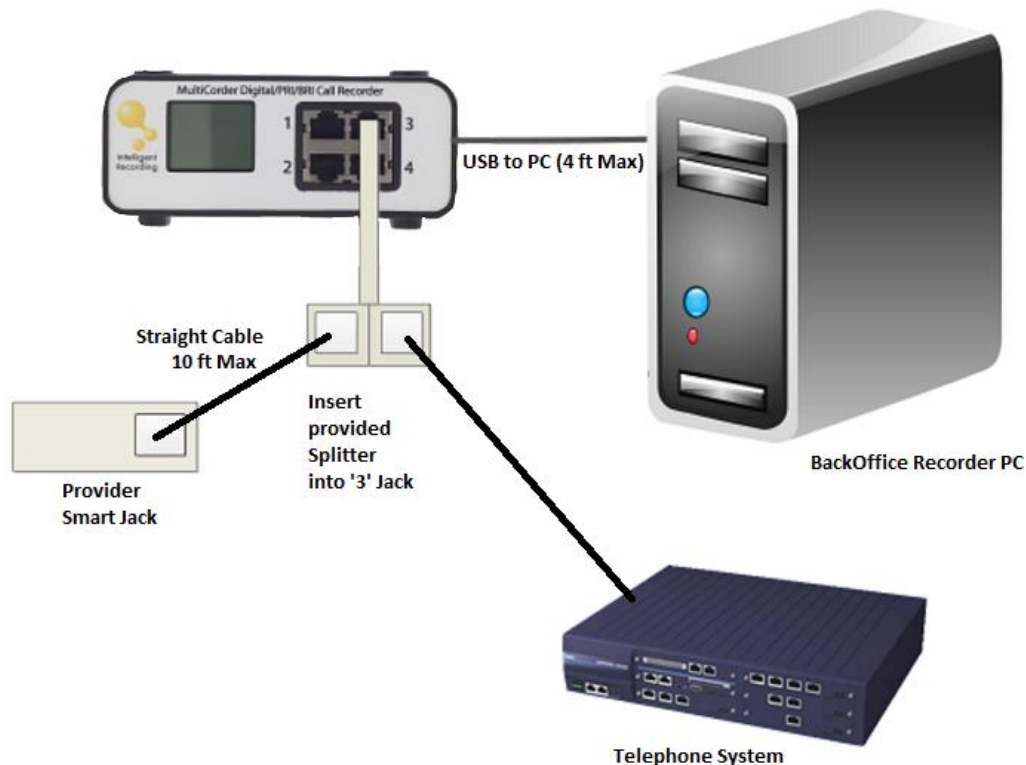
The specs below are minimum specifications for use with any of the MultiCorder Hardware solutions used in a BackOffice Recording environment when utilizing the BackOffice 4.X Software. The host PC should be a new and dedicated PC. It is not recommended to run the BackOffice software on a PC that is shared with other applications, doing so may cause conflicts that could jeopardize the stability of the pc or applications.

- Operating System: Windows 7, Windows 8 and Windows 10 (32 & 64 Bit OS)
- Processor: Quad Core 3GHz or better
- 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: 4Gb
- Hard Drive: 168 hours of recording per Gb of disk space available

Wiring

The MultiCorder is installed parallel to the PRI connection to the PBX using the provided RJ45 splitter.

- 1) Plug the provided RJ-45 Splitter into Port 3 of the Multicorder
- 2) Using a straight-thru RJ 45 ethernet cable connect from the Smart Jack demarcation of the PRI to one port of the splitter. The maximum length of this cable is 10 feet.
- 3) Plug the connection to the phone system into the other port of the splitter. The maximum length of this cable is 10 feet.



PC Setup

1. Set up a PC with the appropriate number of USB ports and or controller cards for the number of devices being installed.
2. Connect the PC to the LAN for supervisor access to the stored calls as well as to facilitate Windows and Software updates as needed.
3. Make sure there are no 'Power Setting' options selected that will cause the PC to hibernate or hard drives to turn off. Set the Set the USB Selective Suspend Setting to disabled.
4. We recommend that auto Windows updates be turned OFF or set to notify.
5. Using Task Scheduler set the PC up to perform a daily restart to ensure that the operating system remains stable and that the clocks remain in sync.

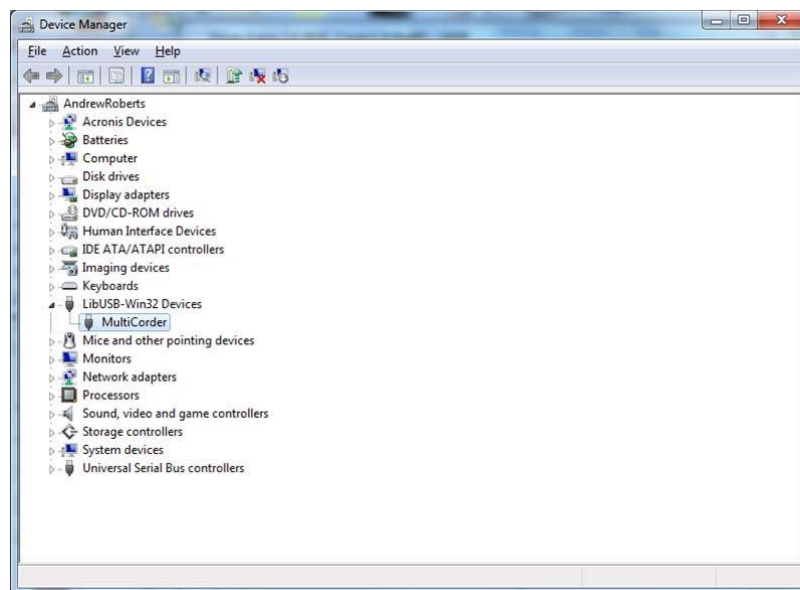
Install BackOffice Software

- 1) Download the latest version of BackOffice software from our website (www.usbcallrecord.com). Click on the Download link on the main menu bar, scroll down to the section for BackOffice.
- 2) During the installation select "ISDN Multicorder US" when prompted for the system type being installed.

Install Drivers

1. Make certain you are logged into the PC with full administrative privileges, 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. If you are not prompted to load the driver you will need to manually load the driver as described below.
3. To manually load the driver use Device Manager to load the drivers from C:/Program Files (x86 if you the PC is 64 bit)/Intelligent Recording/Recorder/Driver/Multicorder/(32 or 64 bit depending on your PC)

The device will show as 'MultiCorder' under 'libUSB-Win32 Devices' when the drivers are correctly installed.



Restart the BackOffice service to load the firmware to the device. After restarting the service you will see 23 ports in the status display of BackOffice.

Multicorder Ports and Display

The front of the MultiCorder has an LCD display and four RJ45 sockets; each MultiCorder will support one PRI line:



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 and the Multicorder is communicating with the BackOffice software the IRL logo, serial number and ISDN type and number of ports is shown.

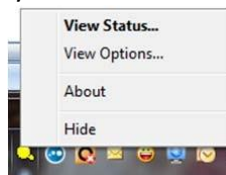


The back of the MultiCorder contains the USB 1.1 connection to the Host PC and a 7.5V power jack for use with the optional power supply. The SD Card and LAN interface are not used.

Configure Multicorder

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

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...”



The Recorder Port Status screen is not used for configuring, it is only a display of current status of the recorder hardware and software:

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...

Port No: Shows the total number of ports licensed/equipped

ENC: If encrypted is enabled an icon will show identifying that the port is encrypted

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 the Status Screen by clicking the OK button, then right click on the icon in the system tray and select “View Options” to configure the Multicorder.

Options:

Options

Port Configuration Options Caller ID VoIP Configuration SMDR Integration Dialed ID Email Notification

File Management

If you are writing calls to a network location, a temporary local buffer can protect against network problems.

Buffer calls locally at:

☒ Compress recordings ☒ Show status when recorder starts

Call selection: ☒ Save all calls
☐ Only save calls longer than seconds

BackOffice 4IP can encrypt calls, selecting the encryption type to anything other than 'None' will encrypt the recordings and only the appropriate player will be able to decrypt them. A passphrase of more than 23 characters is recommended for high encryption.

Encryption type: **None (Open)** Passphrase:

Automatically Record Calls

Record calls: **Always**

☐ Prefix call direction to Caller ID

Auto Delete Un-Important Calls

BackOffice 4IP can automatically delete calls to prevent your disk from filling. Files which are tagged as important will NEVER be deleted automatically.

☒ Never
☐ After using Megabytes of disk space
☐ When the calls are days old

Process DTMF: **Don't detect** Stop Key: **#** Restart Key: **#**

OK Cancel

Buffer calls Locally At: This option is only used if you will be storing the call files at a location other than the recording PC. Create a folder on the local hard drive to use as a buffer for the call files while they are being created. Using the browse

icon set this option to the buffer folder. Once recording is completed the call file 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: The option is used to only save calls longer than a specific number of seconds.

Encryption type: none, AES128 bit, AES 192 bit or AES 256 bit. The Passphrase that is created in the BackOffice recording application is also used in the player application to decrypt the call files. Without the correct pass phrase calls will not be able to be played back. NOTE: it is critical to test the encryption pass phrase setup prior to live deployment, once a call is encrypted there is no way to reclaim the pass phrase that was used to encrypt the call.


Automatically Record Calls: Options are available to record Incoming Only, Outgoing Only or Always (all calls).

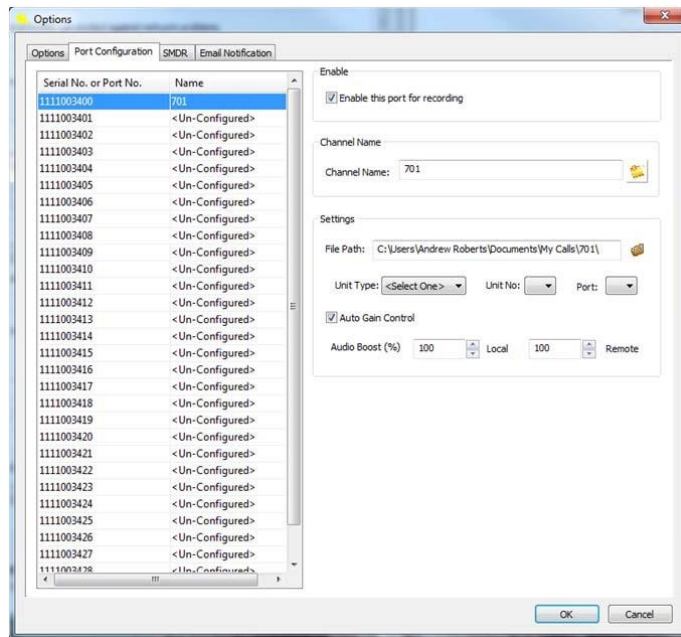
Auto Delete Un-Important Call: this can be set to delete calls after 'x' number of days or after a define amount of disk space has been used. Calls marked as Important during playback will NOT be auto-deleted by this setting.

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 if 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

[illegible]

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.

Configure the Windows Firewall to enable the BackOffice application access through the Firewall.

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

It is important to ensure the Channel name configured on the Port Configuration tab matches the trunk name in the SMDR output. Calls which cannot be matched via SMDR will be placed in the “Unallocated” folder. This will happen if the SMDR data is not available, not recognized, or the port to trunk mapping is incorrect. The default trunk names for various PBX’s are:

Email Notification

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. Inside, there are four tabs: 'Options', 'Port Configuration', 'SMDR', and 'Email Notification'. The 'Email Notification' tab contains the following sections:

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

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

Supervisor Player Software

The BackOffice creates the recording files and XTR Reporter Pro is used to review and listen to the calls.

Download and install the XTR Reporter Pro and Installation/User manual from the Downloads section of our website.

You can also use the XTR Desktop Player to listen to the call files. The Desktop Player is a freely distributed (non licensed) player for the .xtr file type.