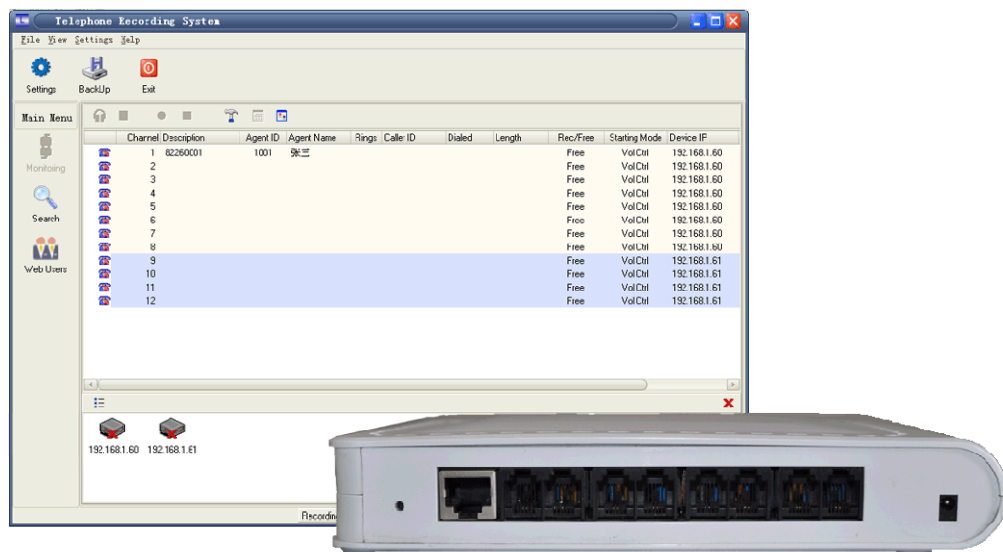

Call Logger Recording System

Product Manual

Version 1.0

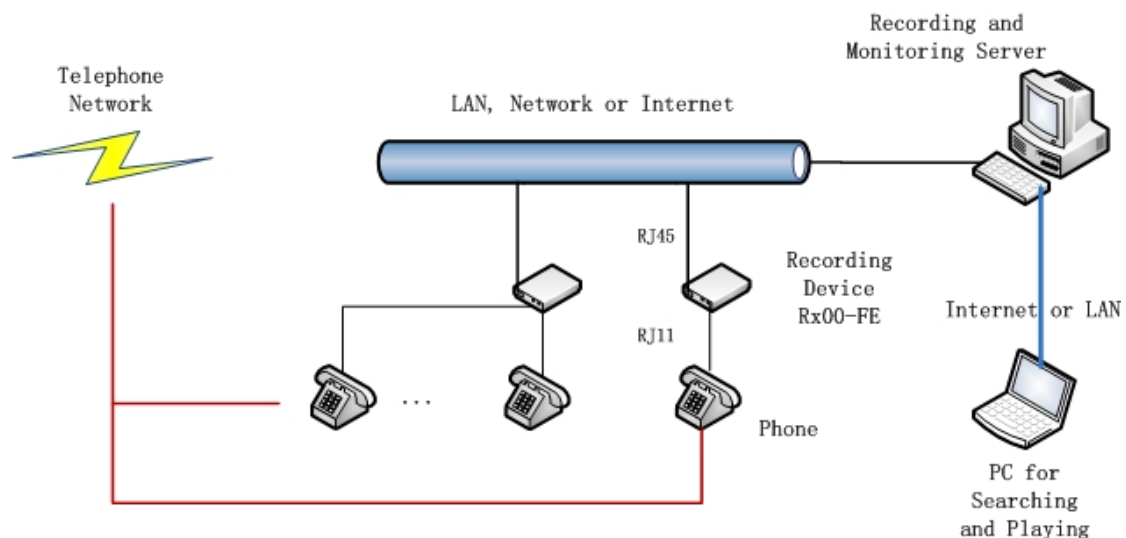
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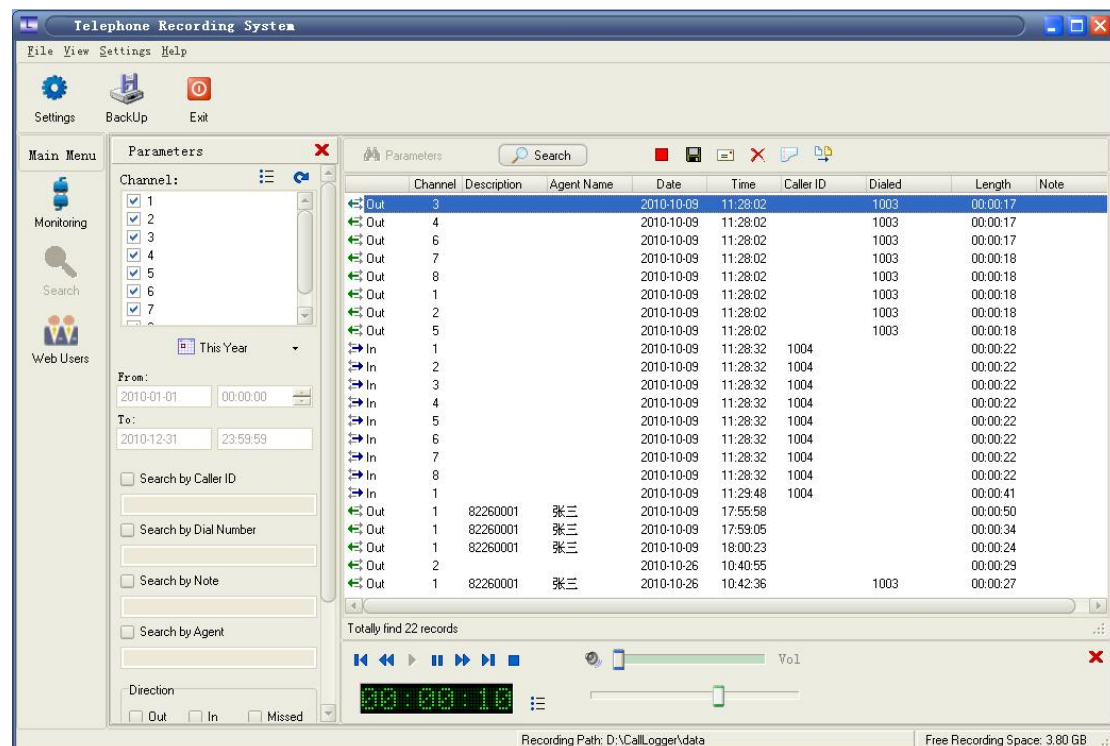
Introduction

Call Logger recording system consists of a recording software and one or more reliable multi-line telephone recording devices with RJ45 interface. It allows you to record unlimited analog lines even when they are deployed in different places. Access your recordings from any PC on your network or over the Internet.

Empower anyone in your organization with as many or as few permissions as you would like. Call Logger is the choice for voice recoding system.



Recording System Network Architecture



Search and Play

How companies use Call Logger

- ▶ Resolve disputes and protect yourself from lawsuits.
- ▶ Reduce customer misunderstandings.
- ▶ Monitor each telephone line real-time.
- ▶ Coach and motivate employees using example recordings.
- ▶ Learn which sales offers and techniques work best.

Features or Functions

Easy to learn, easy to install and easy to use

- ▶ Easy to use with many powerful features built in
- ▶ Use Ethernet interface device, without installing driver
- ▶ Adopt access database, without installation
- ▶ With user-friendly operator interface

Minimum PC requirements

- ▶ Windows XP、Windows 7 (32 bit)、Windows 2003 Server
- ▶ 1.5GHZ CPU with 512MB RAM
- ▶ A dedicated hard drive partition
- ▶ 170 channel/hours of recordings use 1Gig of storage
- ▶ An available Ethernet card

Live monitoring

- ▶ Show the status of devices and channels real-time
- ▶ Listen to live calls with one click

Recording automation

- ▶ Start and stop recording via one of 4 triggering actions
- ▶ Record all or particular lines at the channels
- ▶ Record all or particular time slot
- ▶ Be able to stop recording via trigger of some certain caller ID or dialed numbers

Archiving

- ▶ Manually back up to other disk driver.
- ▶ Choice of 3 compression rates from 6MB/hr to 29MB/hr
- ▶ Inside date, time and caller ID or dialed numbers to recording file name

Powerful search filters

- ▶ Search and sort recordings by 10 different criteria

- ▶ Example criteria: channel, agent, caller ID, dialed numbers, note, etc
- ▶ Calendars make searching a date range easy

Play recording

- ▶ Listen to recordings with one double click
- ▶ Show elapse time or happen time during playing
- ▶ Be able to adjust volume or playing progress in local GUI

Remote access

- ▶ Scalable password and multilevel permission protection for remote access
- ▶ Access recording via local pc, LAN or the Web.

Custom notes

- ▶ Attach custom text notes to any recording

Call Logger - Microsoft Internet Explorer

http://192.168.1.89:83/Search

Call Logger

Hello, admin [Channels State](#) [Search](#) [Modify Password](#) [Log Out](#)

Channel	Date	Time	Line	Agent ID	Agent	Rings	Caller ID	Dialed	Length
3	2010-10-09	11:28:02						1003	00:00:17
4	2010-10-09	11:28:02						1003	00:00:17
6	2010-10-09	11:28:02						1003	00:00:17
7	2010-10-09	11:28:02						1003	00:00:18
8	2010-10-09	11:28:02						1003	00:00:18
2	2010-10-09	11:28:02						1003	00:00:18
5	2010-10-09	11:28:02						1003	00:00:18
2	2010-10-09	11:28:32				4	1004		00:00:22
3	2010-10-09	11:28:32				4	1004		00:00:22
4	2010-10-09	11:28:32				4	1004		00:00:22
5	2010-10-09	11:28:32				4	1004		00:00:22
6	2010-10-09	11:28:32				4	1004		00:00:22
7	2010-10-09	11:28:32				4	1004		00:00:22
8	2010-10-09	11:28:32				4	1004		00:00:22
2	2010-10-26	10:40:55							00:00:29

1 (1/1 total) 20/Page 15 records

Play Recording over the Web