



Installation and User Guide

for Leetel Logger
and Rx00-FE Hardware



R800-FE / R400-FE Analog Box



R200-FE / R100-FE Analog Box

Leetel Logger Version 1.0

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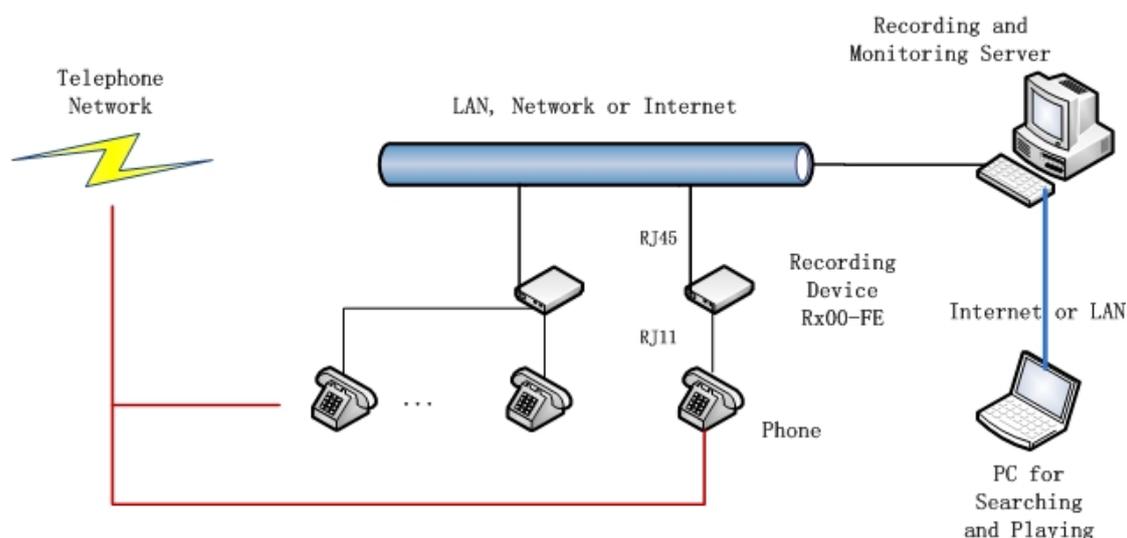
Introduction

Overview

Leetel Logger V1.0 is a powerful multi-channel voice/audio recording software designed for simultaneous recording from multiple sources. Leetel Logger provides extensive features for voice recordings. These features include:

- ▶ Easy to learn, easy to install and easy to use
- ▶ Recording analog telephone and audio lines
- ▶ Voice activated or manually activated recording
- ▶ Real-time monitoring
- ▶ 3 compression rate from 6MB/hr to 20MB/hr
- ▶ Recording time and date stamp
- ▶ Logging of Caller ID and DTMF tones (dialed numbers)
- ▶ User defined descriptions and notes for each recording
- ▶ Search capabilities by date/time, notes, caller id, dialed numbers, agent, rings or length.
- ▶ Remote access via LAN or WAN from computer running IE.

Table 1: Network Structure



System Description

A Leetel Call Recording system is comprised of one or more call recording hardware module (Rx00-FE) and the call recording software ("Leetel Logger"). The Rx00-FE

connects to the PC or the Switch or the router (through Ethernet port) and to the telephone lines you want to record. Leetel Logger can be installed on any PC with the following Windows operation system: Windows 7, 2003, XP.

Rx00-FE Hardware

Leetel Logger works with any of the following hardware, each of which provides different channels:

R200-FE	2 Channels
R400-FE	4 Channels
R800-FE	8 Channels

PC Requirements

- ▶ Windows XP, 2003 server, Windows 7 (32 bit)
- ▶ 1.5 GHZ CPU
- ▶ 512MB RAM
- ▶ An available Ethernet card
- ▶ 10 GB Free Hard Drive Space (Recommended)
- ▶ Sound card configured to play wave files

Quick Start

Quick Install

Connect to PC or to switch (router)

1. Connect the Rx00-FE hardware to your PC or to switch or router with supplied Ethernet cable.
2. Plug in the power supply.
3. Turn on your PC.
4. The Power light on Rx00-FE should turn on solid to indicate power. The Network light on Rx00-FE should start flashing to indicate successful communication with the network.

Connect to Telephone Line

5. (R400-FE e.g.) Disconnect your telephone from the existing jack and connect instead to the line jack of Rx00-FE.
6. Using the supplied telephone cord, connect the relevant telephone jack of the Rx00-FE to the telephone jack where your telephone was previously connected.
7. Repeat step 5 and 6, until all telephones you want to record are all connected (see Connecting channels diagram below).

Install Leetel Logger and other assistant software

8. Place the Leetel Logger CD into your PC (or download the package from our website). If the Leetel Logger Installation Wizard does not start automatically, double-click the Install.exe file on the CD and click Run.
9. Follow the instructions provided by the Installation Wizard to complete the installation.
10. In another way, you may copy the free installation version software directly to your PC, to avoid installation.

Configure Rx00-FE's IP address

11. Run NDM.exe in your PC. Press "F5" key or click "File"->"Refresh" to search

Rx00-FE devices in the LAN.

12. If found, devices will be shown in the list. Select one device, and press “Enter” key or click “Config”->“IP Address” to modify the IP address of your Rx00-FE. By default, the IP address of Rx00-FE is “192.168.1.60”.

Record and Playback Test

Now that Leetel Logger is installed, you can try the following for a test and quick introduction to the software.

Call a person

1. Start Leetel Logger, From the start menu or from the icon on the desktop.
2. Pick up your telephone handset and dial a person. Notice the channel state light of Rx00-FE will turn on and start flashing, which lets you know that the channel is recoding.
3. Open Leetel Logger Interface. To monitor activity on recorded channels, press “Monitor” on the left panel. At this screen, you will be able to see the telephone number you dialed and the call duration of the current call.
4. Finish your conversation and hang up.
5. A new call record should now be generated in system database. Press “Search” on the left panel. Then select “Today”, and press Search button on the top panel. Today’s call records should appear in the result calls list. Double-click the on the new call to play back this call record. If you cannot hear anything, check to see that your speakers or headset are turned on.

Close the Software Interface

6. Close the Leete Logger Interface by clicking on the X (Windows Close button) at the top right of the window. Note that the Leetel Logger Interface does not need to be opened in order to record the calls. The recording system runs in the background of your PC and displays an icon in the system tray to indicate that it is active.

Software Overview

Leetel Logger is made up of two different program components:

1. Interface program
2. Recording system

Interface Program

The Leetel Logger Interface is the main program you, the user, will see and interact with. It is where you can set system parameters, and perform such functions as accessing, editing, and emailing call record data, and starting or stopping the Recording system. Depending on how you or your business operates, you may use the Leetel Logger Interface constantly, occasionally, or hardly at all.

Language Localization and Selection

The Leetel Logger Interface is available in English. Language selection is made by clicking Settings>Language from the main menu.

It is simple to add support for additional languages. Go to the installation location, then enter Lang folder. You will find the file English.ini. Make a copy of it, and rename to local language name, for example, French.ini. Open French.ini, and translate all the contents right side of '=' from English to French. Restart the Leetel Logger, and you will see French by clicking settings>Language from the main menu.

Views

The Leetel Logger has two views:



Monitoring View (default view)



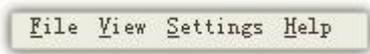
Call Finder and Playback

You can move between these views by clicking the icons on the left panel of the software screen.

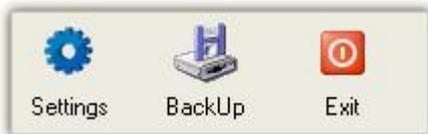
Toolbars and Menus

In all two views, the Leetel Logger Interface contains a main menu and toolbar at the top of the program window. A context (right-click) menu is also available in the Monitoring and Search Views when a channel or a call record is selected.

Menu Bar



Toolbar

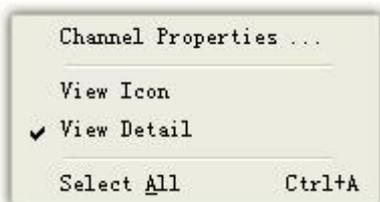


Function buttons



View buttons

Context menus





Start up

To start the Leetel Logger Interface, do one of the following:

- ▶ Double-click the Leetel Logger icon on the desktop
- ▶ Choose Start > Program > Leetel Logger

Recording System

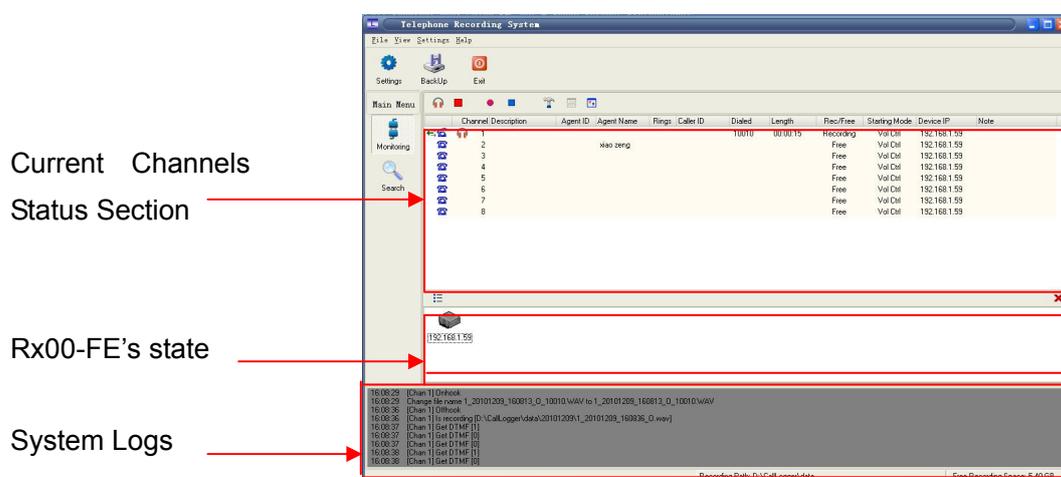
The Recording system is the background functionality of the Leetel Logger program. When program starts, it operates continuously - whether you access the Interface program or not. In the background, it performs (depending on the system settings) such action as:

- ▶ Automatically recording and logging calls
- ▶ Automatically filtering calls
- ▶ Logging call activity and
- ▶ Automatically deleting call recordings which are too short

The Recording system is turned on once the Leetel Logger Interface is opened. Note that exiting the Leetel Logger Interface will shut down the recording system.

View Description

Monitoring View



Current Channels

Status Section

Rx00-FE's state

System Logs

Channel	Description	Agent ID	Agent Name	Rings	Caller ID	Dialed	Length	Rec/Free	Starting Mode	Device IP	Note
1											
2											
3			Xiao zeng								
4											
5											
6											
7											
8											

To monitor activity on recorded channels, press Monitoring on the left panel.

At this view, you monitor recording activity and listen to a live call in read time. The view is comprised of two main sections:

1. Current Channels Status Display
2. Hardware Connection Status

Current Channels Status Display Section

This section displays recorded channels status as well as real-time information about any current call in progress. From here, you can perform various functions related to the current call. More specifically, this section displays:

- ▶ Telephone In-Use status (on-hook, off-hook or ringing)
- ▶ Status of telephone recording activity
- ▶ Telephone Set Display data (Caller ID or dialed number)
- ▶ Duration of call

This section also allows you to:

- ▶ In Manual trigger mode, allows you to start recording the current call

- ▶ Listen to a live call in real time (by double-clicking the channel or selecting the channel and click headset icon on the top panel)

Hardware Connection Status

This section is where the recording hardware you configured is listed, and from where you can see all Rx00-FEs' IP Address and Connection status. If disconnected from the recording system, the icon of hardware will display a red X.

Search View



The screenshot shows the 'Telephone Recording System' window. On the left, the 'Parameters' panel is open, showing search options for channels (1-7), date range (From: 2010-12-09, To: 2010-12-09), and search criteria (Caller ID, Dial Number, Note, Agent). The main window displays a table of search results with columns: Channel, Description, Date, Time, Caller ID, Dialect, Length, and Note. A red box highlights the search options and the result list. A red arrow points from the 'Search Options' label to the search criteria section. Another red arrow points from the 'Result List' label to the table of results. A third red arrow points from the 'Player' label to the playback controls at the bottom of the window.

Channel	Description	Date	Time	Caller ID	Dialect	Length	Note
1		2010-12-09	16:08:04		10086	00:00:04	
1		2010-12-09	16:08:13		10010	00:00:16	
1		2010-12-09	16:08:36		10010	00:00:25	
1	Mislead	2010-12-09	16:35:08	13501031469		00:00:00	
1	Out	2010-12-09	16:35:21		62991265	00:00:04	
1	Out	2010-12-09	16:35:38		62991265	00:00:06	
1	Out	2010-12-09	16:49:16		10010	00:00:09	
1	Mislead	2010-12-09	16:49:33	13501031469		00:00:00	
1	Out	2010-12-09	16:50:37		10010	00:00:08	
1	Mislead	2010-12-09	16:50:51	13501031469		00:00:00	
1	Out	2010-12-09	16:55:32		15210342870	00:00:37	
1	Out	2010-12-09	16:56:36			00:00:03	

Searching is probably one of the most powerful features of the Leetel Logger.

To search recordings, press Search on left panel. It brings up a menu of search options that can be used, in combination, to very quickly find the exact call record you need.

Search Options

Call records can be searched by any combination of the following:

- ▶ One or more channels
- ▶ Date and time range
- ▶ Set Display – Caller ID or dialed number match

-
- ▶ Note text match
 - ▶ Agent name match
 - ▶ Call direction – inbound/outbound/missed
 - ▶ Call duration
 - ▶ Ring times

Result List

Records that meet the search criteria will be listed in the result list, and from where you can perform various functions related to those call records (playing, emailing, editing note or protecting, etc.).

The list displays part or all of the relevant information related to each of the result call records. This includes call direction, channel, start time, caller ID, dialed number, length, user-entered notes, protection status, ring times and manual backup status.

Key Features

- ▶ Clicking on each column heading automatically sorts the call records. You can use this feature to easily sort or locate calls.
- ▶ Each column is resizable. Just click on the border between two column headings and drag to the desired size.
- ▶ You can display the columns you want by clicking View>'Column Info' or right-clicking on any column heading, then clicking 'Select Detail Column'. The new window allows you to select or deselect the desired columns, and adjust their size and row order.
- ▶ By selecting a call record and right-clicking, you can play or email the record, add or edit notes, delete the record, protect the record from automatic deleting (or unprotect it), save the record as an extern file, or copy the recording files to another directory.

Player

The player provides call record playback functionality. To use the player, first select a call record from the list of result calls, then click the play button. Once playing, you can pause or stop the playback, drag the playback slider to skip a different section of the call, and adjust the playback speed or volume.

Description of Call Record Functions

Leetel Logger provides several functions for working with the call records you collect.

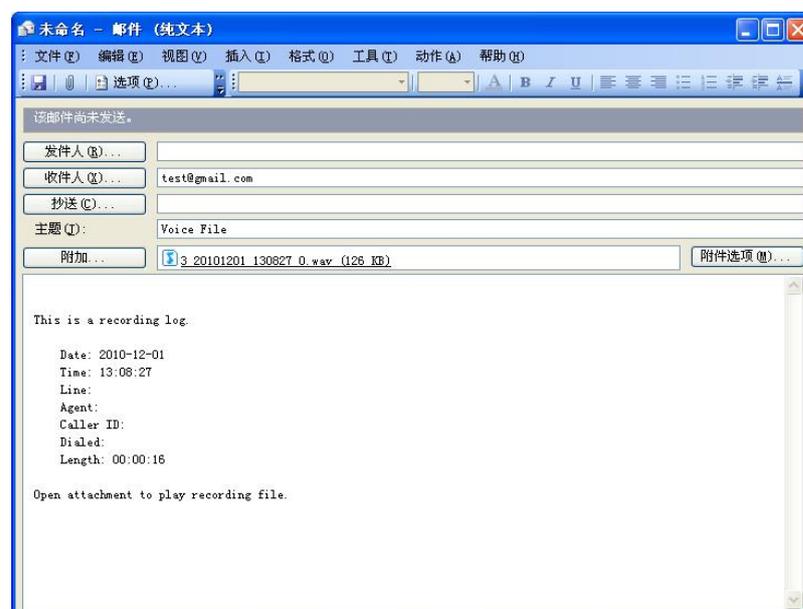
These are:

- ▶ Email
- ▶ Note
- ▶ Delete
- ▶ Protect / Unprotect
- ▶ Save As

There are many ways to access these functions from Search view:

- ▶ Select a call record, right-click your mouse, then choose from the drop-down list
- ▶ Use the function button from the toolbar of Search view

Email



Call records may be easily emailed as attachment by simply selecting a call record and clicking Email icon.

Leetel Logger will, by default, use Microsoft Outlook or Outlook Express to compose and

send email.

Clicking the Email icon will open your email software and automatically insert as attachment the call record you selected. In addition, the call detail and comments will be inserted into the text body.

Any of the automatically inserted text may, of course, be edited or deleted if you do not wish to share this information with your recipient.

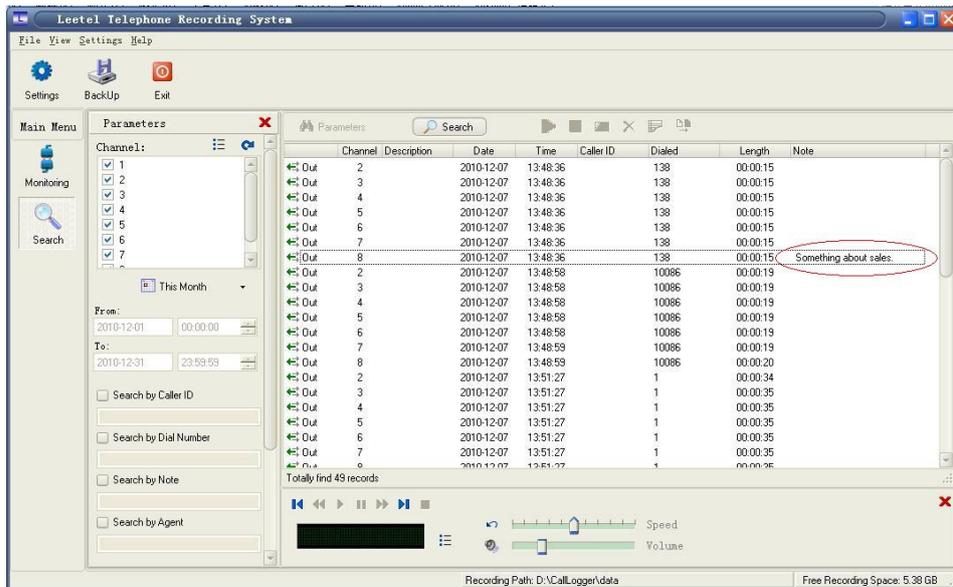
Note: Don't forget to change the subject line of your email to something relevant to your recipient.

Add Note (Comments)



Adding notes to a call record not only helps summarize the content of a call, but also makes search and retrieval much easier at a later date.

Once a call is saved, comments may be added or edited by selecting the Note function. You can then add or edit text in the Note text box.

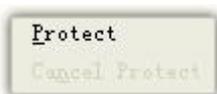


Delete



The Delete function allows you to delete one or more call record that have been selected in the searching result call list. Note that the Delete function will not delete protected records. To delete a protected record, first unprotect the record, then delete it.

Protect / Unprotect



Allows you to protect a call record so that it cannot be deleted within the Leetel Logger. This feature ensures that a call record will remain in the Leetel Logger database even if the Automatic Delete function is set.

To protect a call record, select the record then choose the Protect function. To manually delete a protected call record, first unprotect it, then delete it.

Save as

Allows you to save a call recording file under a different name or to a different location on your computer or storage media.

To save a recording file as, select the record and right click your mouse, then choose 'Save Recordings File as'.

Copy

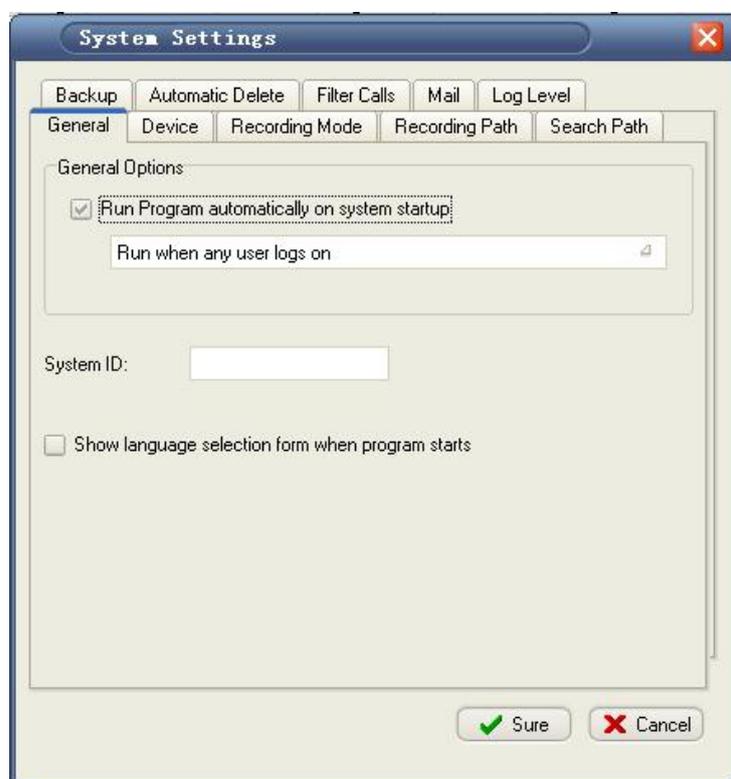
Allows you to copy selected call recording files to a different directory on your computer. To use this function, first select the call recording files of interest from searching result call list, choose 'Save Recordings File as', then select the target folder to copy to.

Configuring Leetel Logger (Settings Description)

Numerous configuration settings for Leetel Logger are available by access Settings> System Settings from the main menu.

The following sections describe these settings:

General



Run Program Automatically

This option allows Leetel Logger to be started automatically on Windows startup. If you check this box, Leetel Logger will runs in the background of your PC once Windows startup and displays an icon in the system tray.

System ID

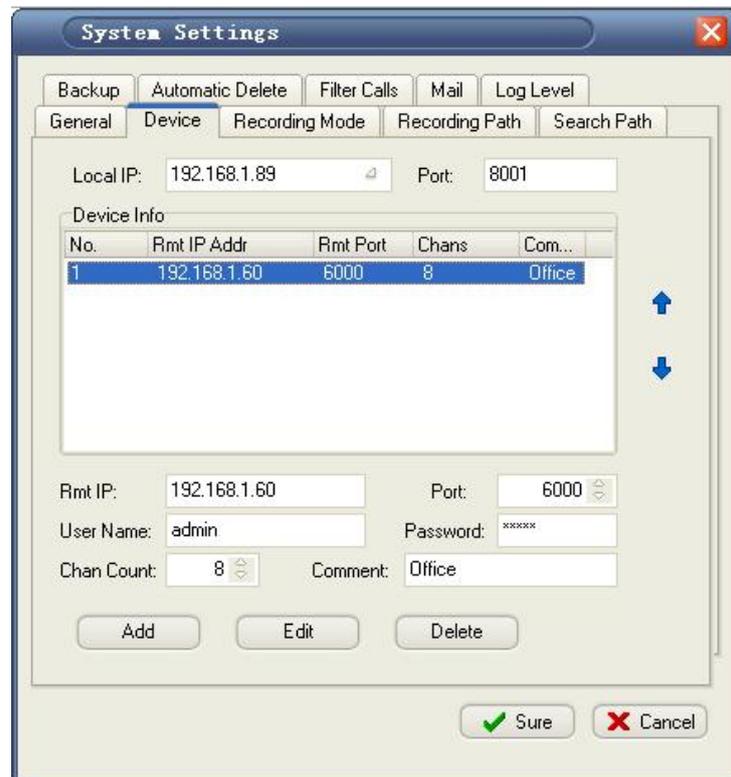
Allows you to name the system. If System ID is not empty, it will be inserted into the

session id of each call record.

Show Language Selection

This option allows you to select the language of the program on its startup.

Device



Local IP and Port

Leetel Logger runs a UDP server to receive every message from recording hardware. This option allows you to set which IP and port will be listened by the UDP server.

You can leave blank Local IP, if there is only one Ethernet adapter on your computer, and the program will get the IP Address of computer automatically. But you must set the correct Local IP once the computer has more than one Ethernet adapter.

Note that the Local IP you set must be the same as the computer's, otherwise the Leetel Logger will go wrong.

Device Info

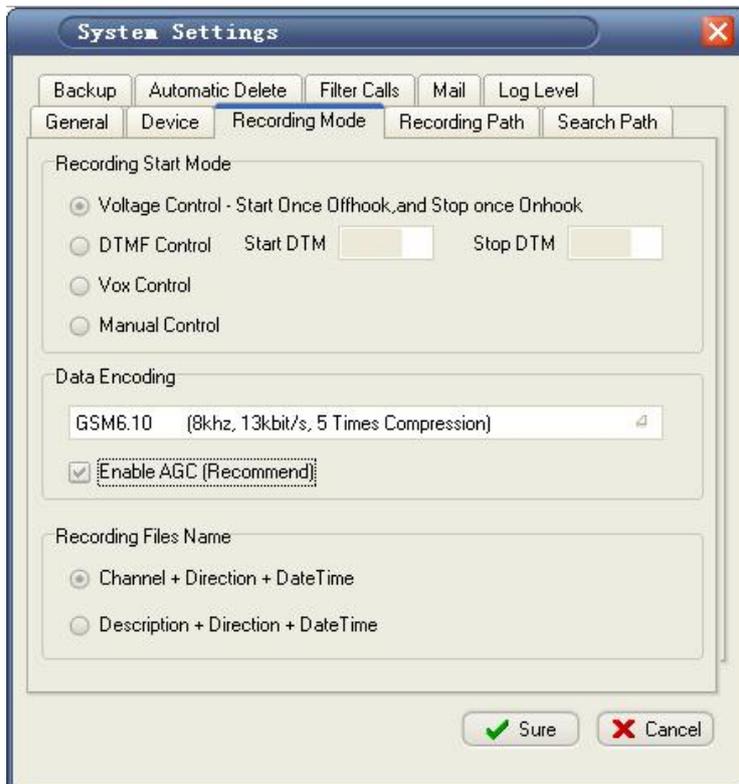
Leetel Logger supports one or more Rx00-FE devices. This option allows you to add, edit or delete devices' connection parameters.

Rmt IP and Port is the target address, to which the server connects the device. Usually, Rmt IP is set to the real IP address of device, and Port is set to 6000 on which device is listening. But it is not always. For example, the device and the server computer are in different subnet. In this scene, Rmt IP may be the IP address of the route in device's subnet, and Port is the NAT port which is redirected to the device and UDP port 6000 by the router.

The default User Name and password are both 'admin'. These parameters must be the same with the device's, otherwise connection to the device will fail. To modify device's password, type the IP address of device in IE and enter, then change it in 'Others' page.

To add a device, input the parameters to edit boxes and press Add button. To edit a device, double-click a device from list, change the parameters in edit boxes, then press Edit button. To delete a device, select a device from list, and press Delete button.

Recording Mode



Recording Start Mode

Allows you to set Leetel Logger's recording mode to Voltage Control, DTMF control, Vox Control or Manual control.

Voltage control is in common use in call recording application. But sometimes Vox Control is used to record digital phone. And Manual Control allows you to record any channel by hand anytime. To use Manual Control, check Manual Control box, then select a channel and press recording or stop recording button in Monitoring view.

Data Encoding

This option allows you to set the encoding format used for call recording file creation. You can change the data encoding format of call records by selecting one of the following recording formats: Linear PCM, A-Law PCM, Mu-Law PCM, Microsoft ADPCM and GSM 6.10.

Note that the file format of call record file is Windows Wave.

Encoding and Storage Requirements

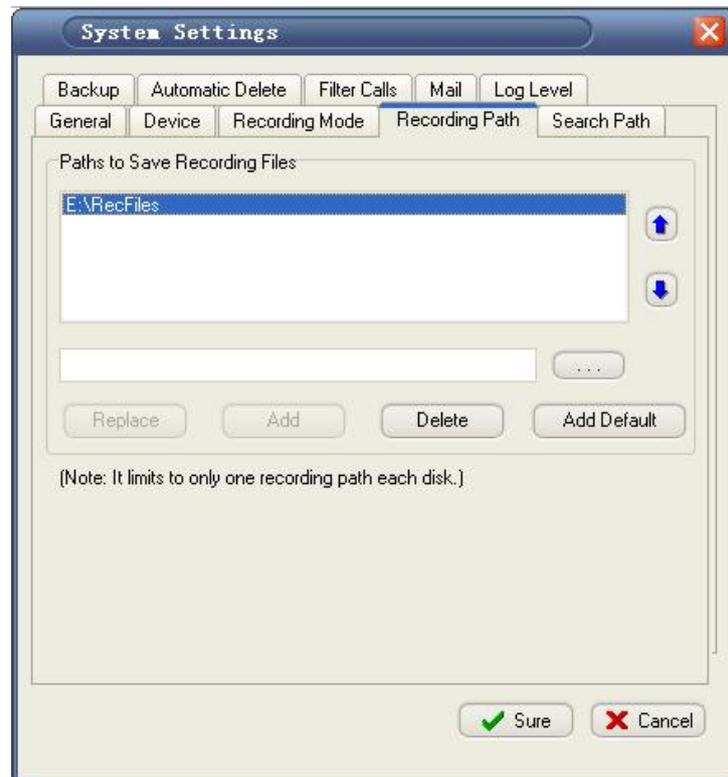
Leetel Logger's call record file files use 6 MB, 15 MB, 29 MB, or 58 MB of hard drive space per hour of conversation (depending on encoding format selected).

The Following table summarizes how long you can record calls for based on different hard disk capacities and encoding settings (one channel):

Hard Drive Capacity (In GB)	GSM 6.10	Microsoft ADPCM	Mu-Law PCM or A-Law PCM	Linear PCM
	6 MB/Hour	15 MB/Hour	29 MB/Hour	58 MB/Hour
1	2 months	24 days	12 days	6 days
5	10 months	4 months	2 months	1 months
40	6.6 years	2.6 years	1.3 years	8 months
100	16.6 years	6.6 years	3.3 years	1.6 years

*Based on 20 hours of recording per week per channel

Recording Path



This option allows you to add or change several directories where call recording files are stored. If you have not added recording directory for the program, the default storage directory is the Data folder under the program installation directory.

To add recording path, press '...' to select a new directory and click Add button. Each drive disk is limited to only one path.

To view the free disk space of your computer, press View>Free Disk Space from the main menu.

Search Path



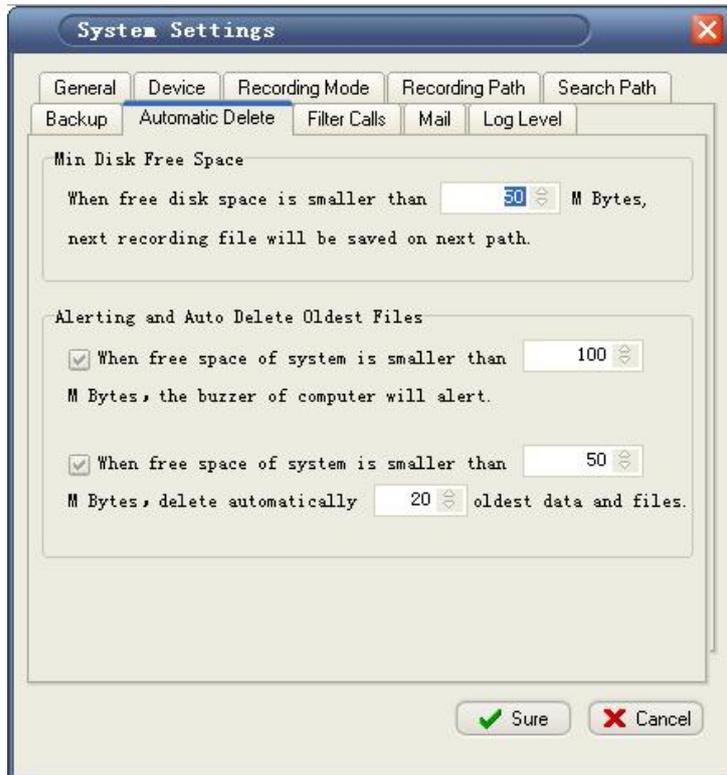
This option allows you to set add or change the directories where the program search the recording files through recording file name. The default search path is the recording path you have added, and the Data directory. If you imported call records, it is necessary to add search path for them so that the program can find the recording files.

Backup



Allows you to set or change the path of backup. To manually backup all call records and files, set the path of backup, then press Backup button in the main toolbar. Leetel Logger will copy the new call records and recording wav files to the path of backup.

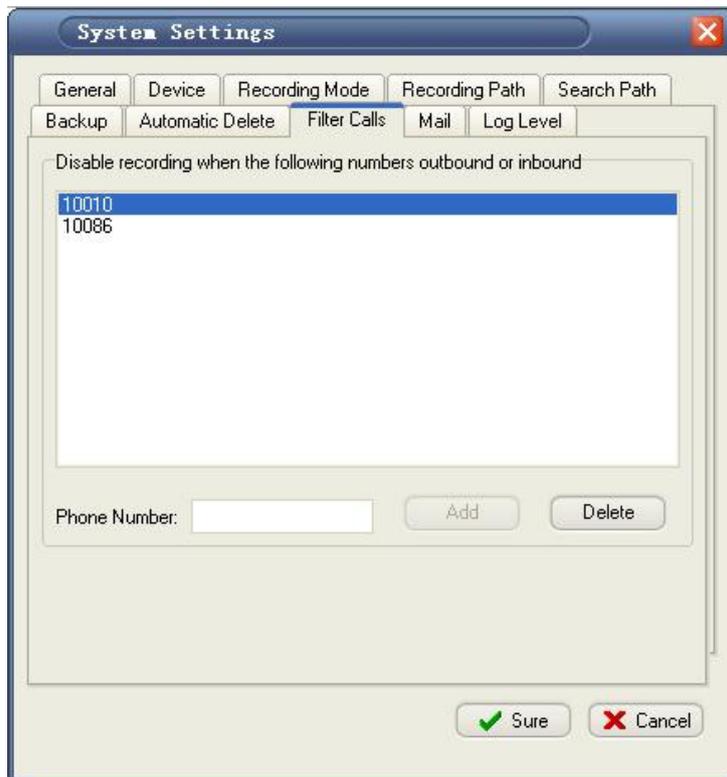
Automatic Delete



To help manage call record files, Leetel Logger includes several options to help keep storage requirement low. You can choose to automatically delete how many call record files based on how much free hard disk space is left. You also can enable buzzer alerting once free disk space is too low.

If you choose to automatically records, keep in mind that there is a risk that you could occasionally delete wanted files. Therefore, it is important to protect the files you wanted.

Filter Calls



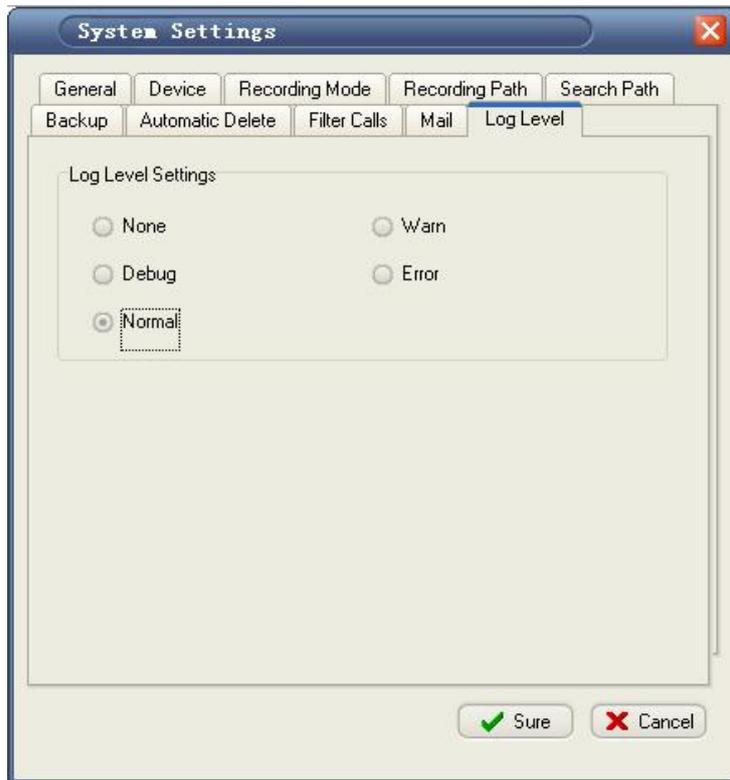
The Filter Calls function may be used to avoid automatic recording of data calls such as when a modem shares the same phone line. Another typical application is to filter special calls such as from company leaders.

Mail



Allows you to automatically include Email text template into any email sent from Leetel Logger. In mail text, these parameters, for example %date%, will be replaced with real value.

Log Level



Sets the level of software activity logs generated by Leetel Logger. The Normal settings is the default for regular system operation. To view the real log, press View>Log Window, and the log panel will appear in the bottom of main screen. To view the log files, press View>Log Files.