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REPLAY Client

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Version 1.0.0

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SYSTEM REQUIREMENTS

- Pentium III
- 512MB RAM.
- Windows XP
- Dedicated USB port
- 1 GB of available disk space.
- Network Card
- Replay Phone Interface (USB audio device supplied with software)

Replay Server must be installed and configured. See ReplayServerManual.doc or pdf files for instructions.

Replay Phone Interface device has to be connected to the telephone and the PC. See Replay Phone Interface section of this document for instructions.

Glossary of Terms

Recording mode – Replay Client records phone calls.
To change any settings you have to click on the **STOP** button.

Edit mode – Replay Client is not recording. You can change settings.
You have to click on the **REC** button to start recording.

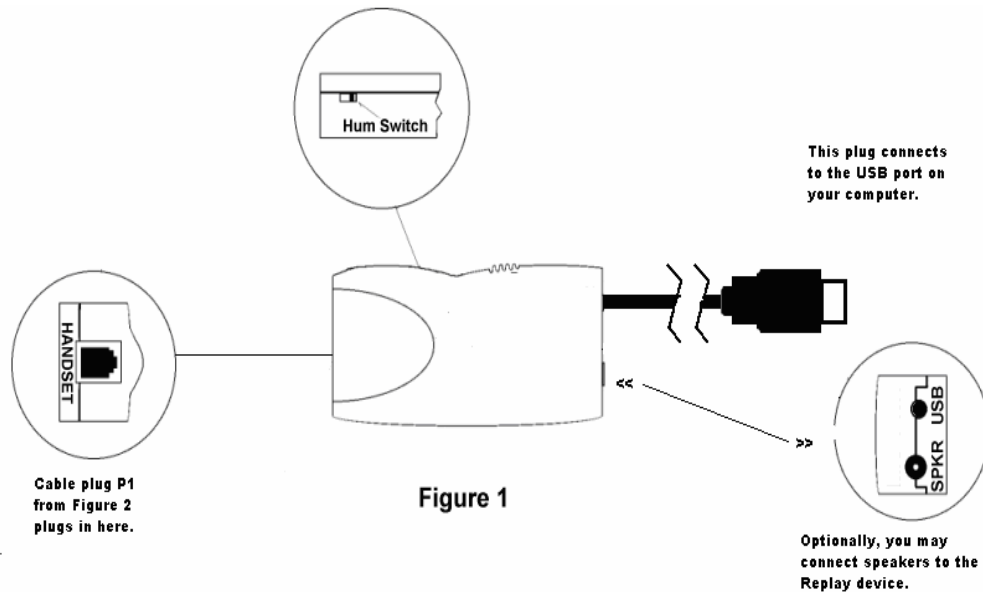
Replay Phone Interface – the USB audio device provided with software.

INSTALLATION

The Replay Phone Interface audio device has to be connected to the telephone and the PC prior to software installation.

Connecting the Replay Phone Interface device

Replay Phone Interface is a USB audio device and it is provided with Replay software.



This device connects the telephone to the computer. The interface is compatible with any telephone set - analog or digital - that has a “modular handset connection” (the handset-coiled cord unplugs from the telephone base).

The **Replay** Phone interface has 3 connections. The connections are:

- USB - This is an 8” long cable that connects to the computer’s USB port.
- SPKR – This is a 3.5mm stereo jack for connection of optional external speakers.
- HANDSET – This is a RJ11 (6P6C) jack, connecting the telephone set and/or headset to the **Replay** Phone interface.

The **Replay** Phone interface has a small-unlabeled slide switch located on the side of the unit. This switch is called the “Hum Switch” (Figure 1). The “Hum Switch” is normally not used. In some installations users may experience a hum or buzz in the recordings or on their telephone’s receiver when the interface is connected. If this hum or buzz is experienced, the “Hum Switch” should be switched to the opposite side.

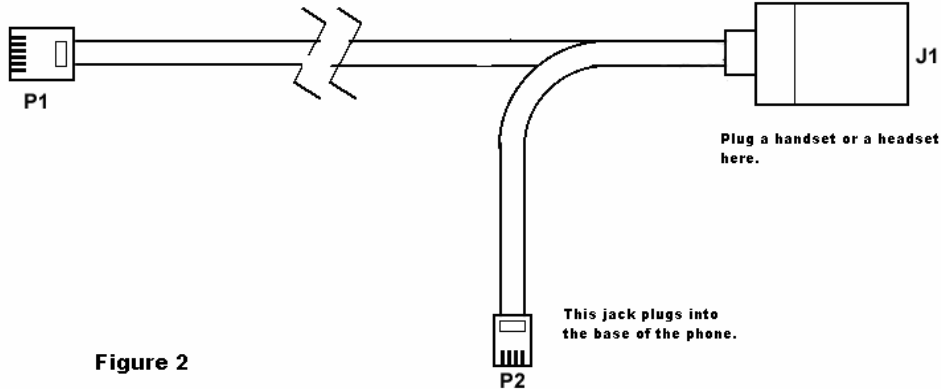


Figure 2

Telephone to Interface connection cable

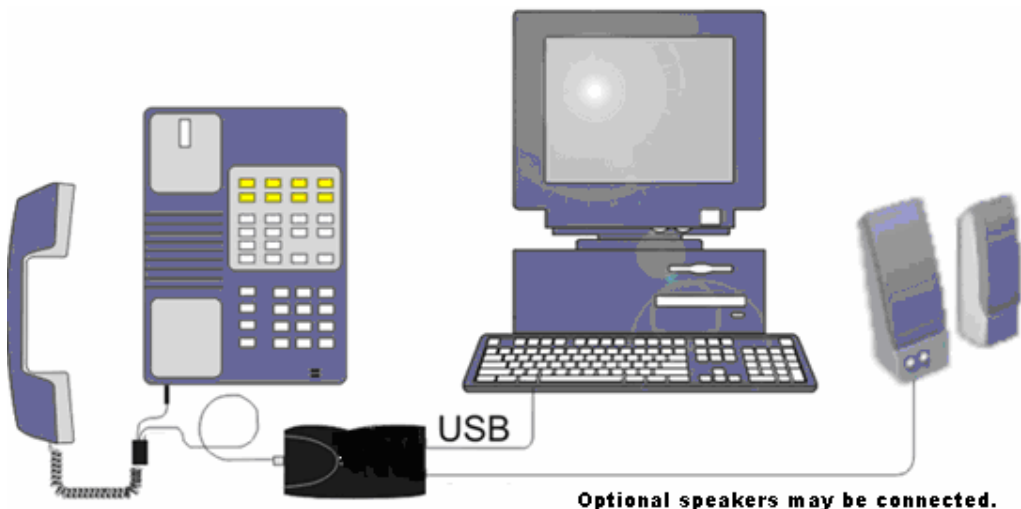
This cable connects your telephone set and/or headset to the **Replay** Phone interface. It has 3 connectors:

- P1 – This is a RJ11 (6P6C) plug, that connects to the **Replay** Phone interface jack.
- P2 – This is a RJ22 (4P4C) plug, that connects to the telephone base unit (where the handset coiled cord normally connects).
- J1 – This is an RJ22 (4P4C) jack, where the coiled cord of the telephone handset should be connected.

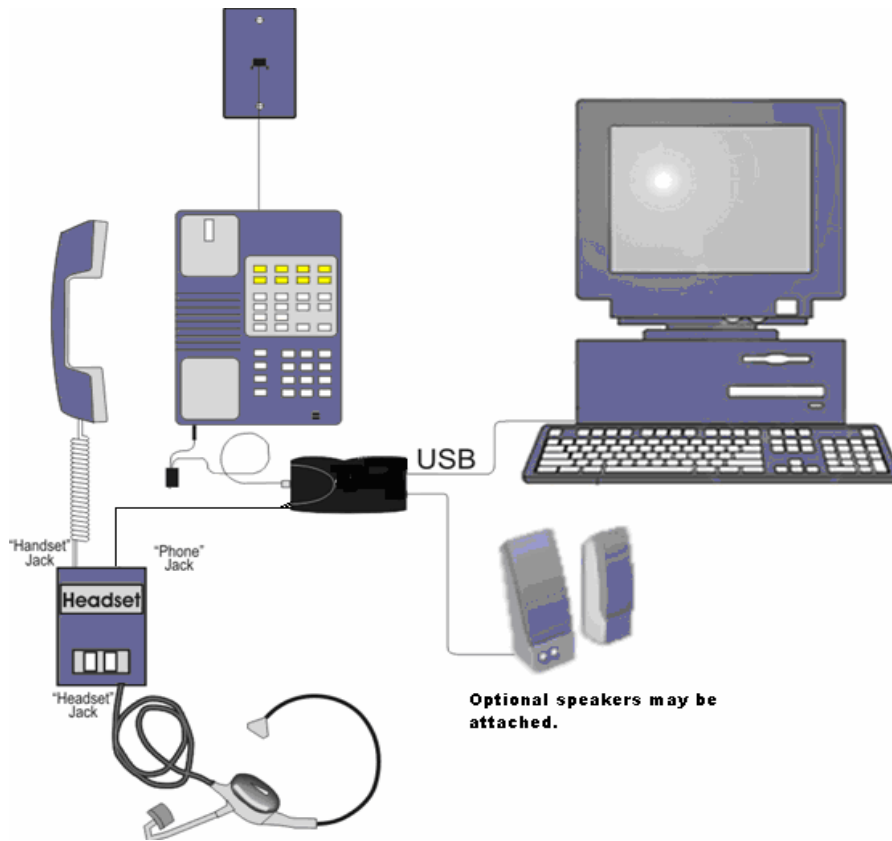
Installation

The Replay Phone interface has a built-in sound card that is used by Replay software. If your computer already has a sound card, the Replay sound card will be used only for recording, and your other sound card for playback. However, if your computer has no other sound card, the Replay sound card may be used for both – recording and playback.

The following diagram shows how the Replay Phone interface is connected to a desktop computer and telephone (optionally, you may connect speakers to the Replay Phone interface).



The following diagram shows how the **Replay** Phone interface is connected to a desktop computer, telephone and a headset (optionally, you may connect speakers to the **Replay** Phone interface).

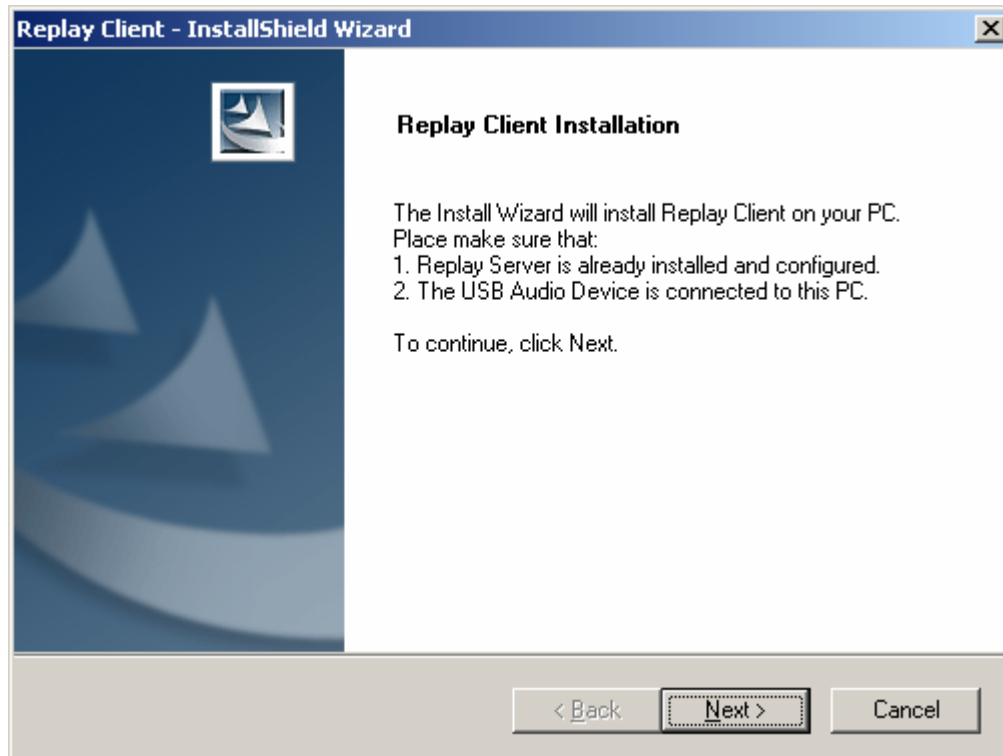


Installing the Replay Client application

Replay Client application has to be installed on each PC recording phone calls.

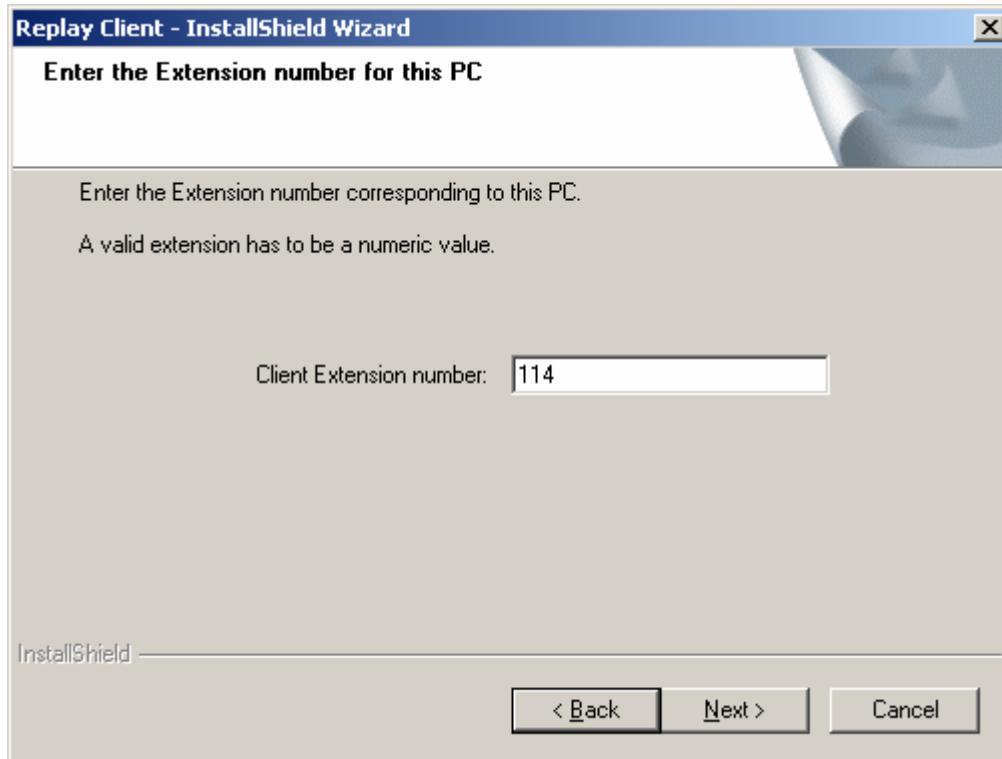
Before installing Replay Client please make sure Replay Server is already installed and configured and the USB audio device received with your software is connected to the Client PC.

1. To install it double-click **Setup.exe** file located in Replay\Client\Rplc folder on the Replay Server computer.
Replay Client installation screen appears.

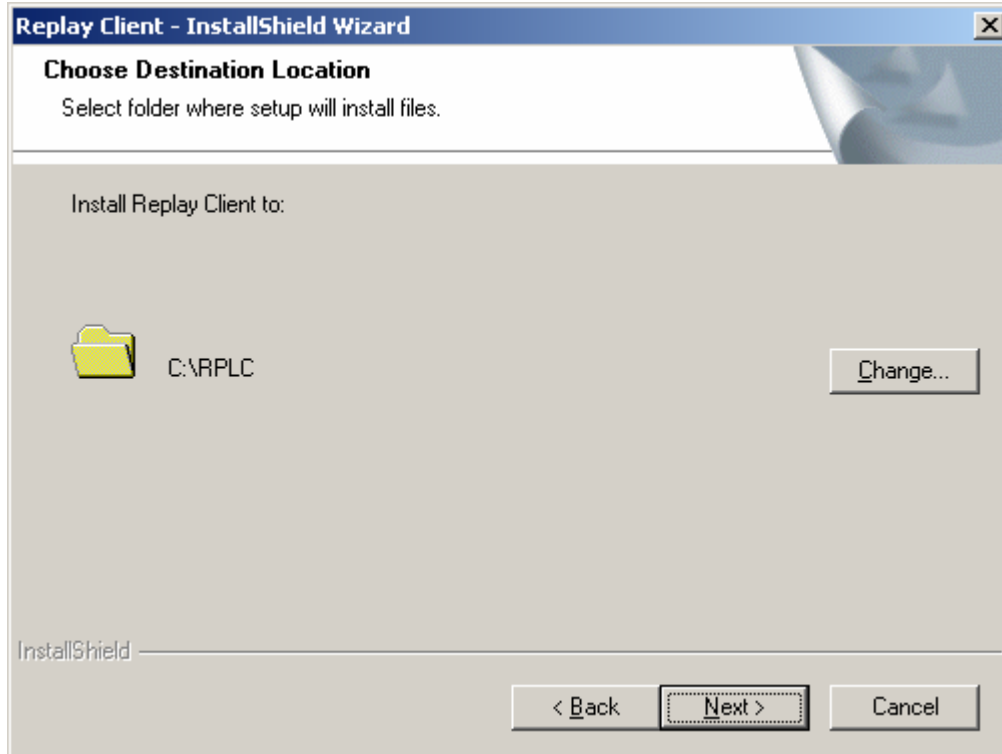


Click on Next.

2. Enter the extension number corresponding to Client PC in the **Client Extension Number** field.



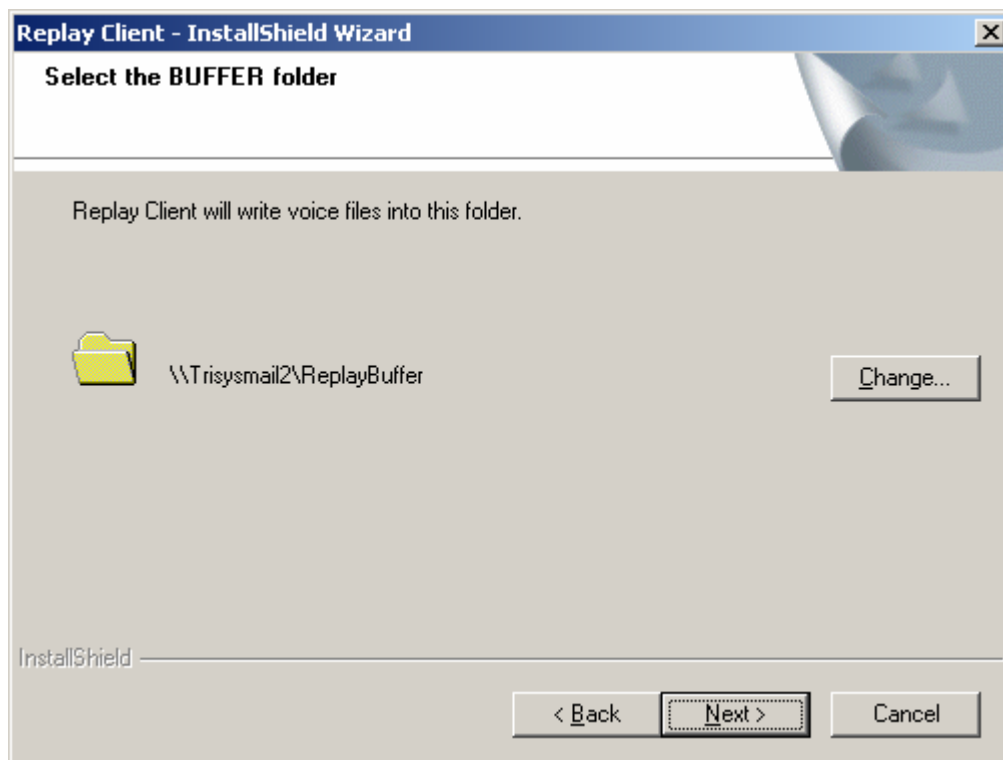
3. The **Choose Destination Location** screen comes up.



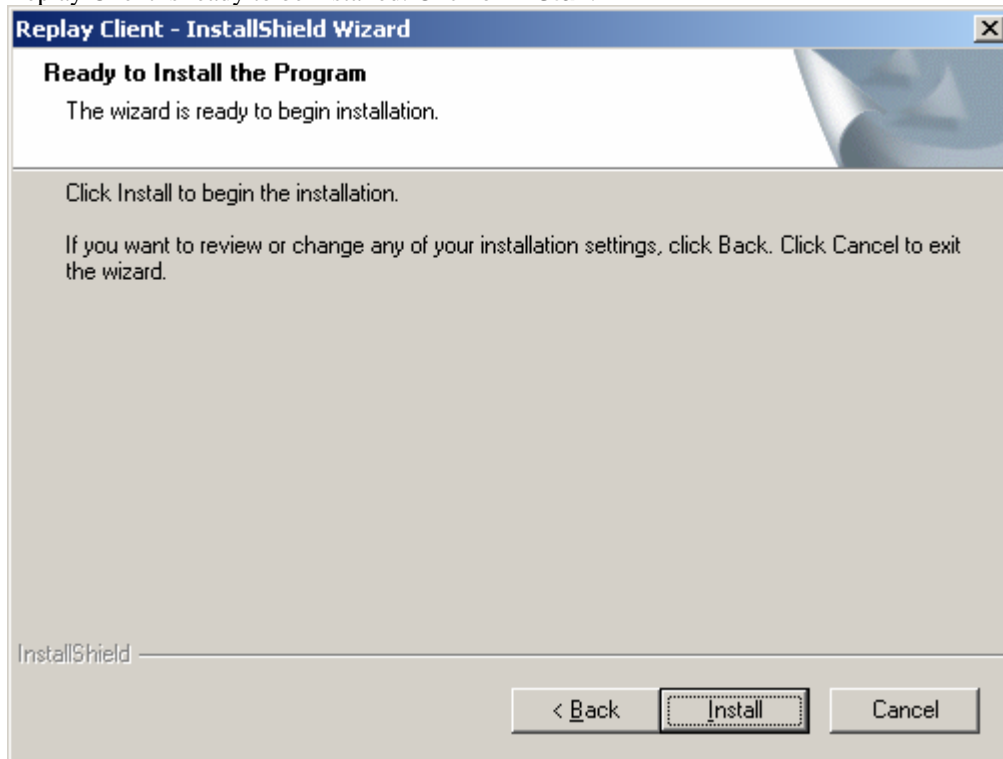
Accept the default folder (recommended) to store Replay Client program files, or click on **Change** to

select a different location.
Click on **Next**.

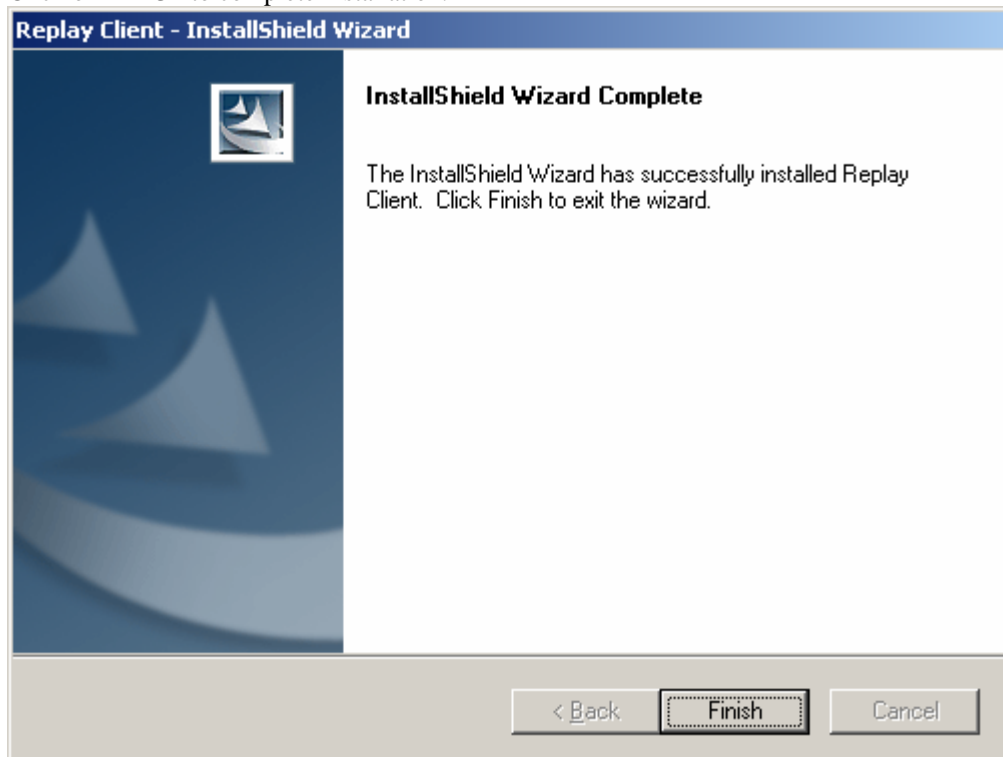
4. The **Select the BUFFER folder** screen follows.
The path to the **BUFFER folder** is the path entered during Replay Server installation. This is where all Replay Clients output voice files. All Clients PCs and Replay Server PC have to have full permissions to this folder. It is recommended to accept the default path. However, if you need to change the **BUFFER folder** location make sure Replay Server has the same path assigned to its **BUFFER folder** setting.
Click on **Next**.



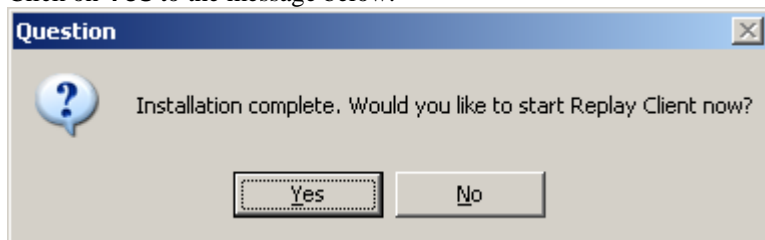
5. Replay Client is ready to be installed. Click on **Install**.




6. Click on **Finish** to complete installation.



7. It is recommended to start and calibrate Replay Client after installation. Click on **Yes** to the message below.



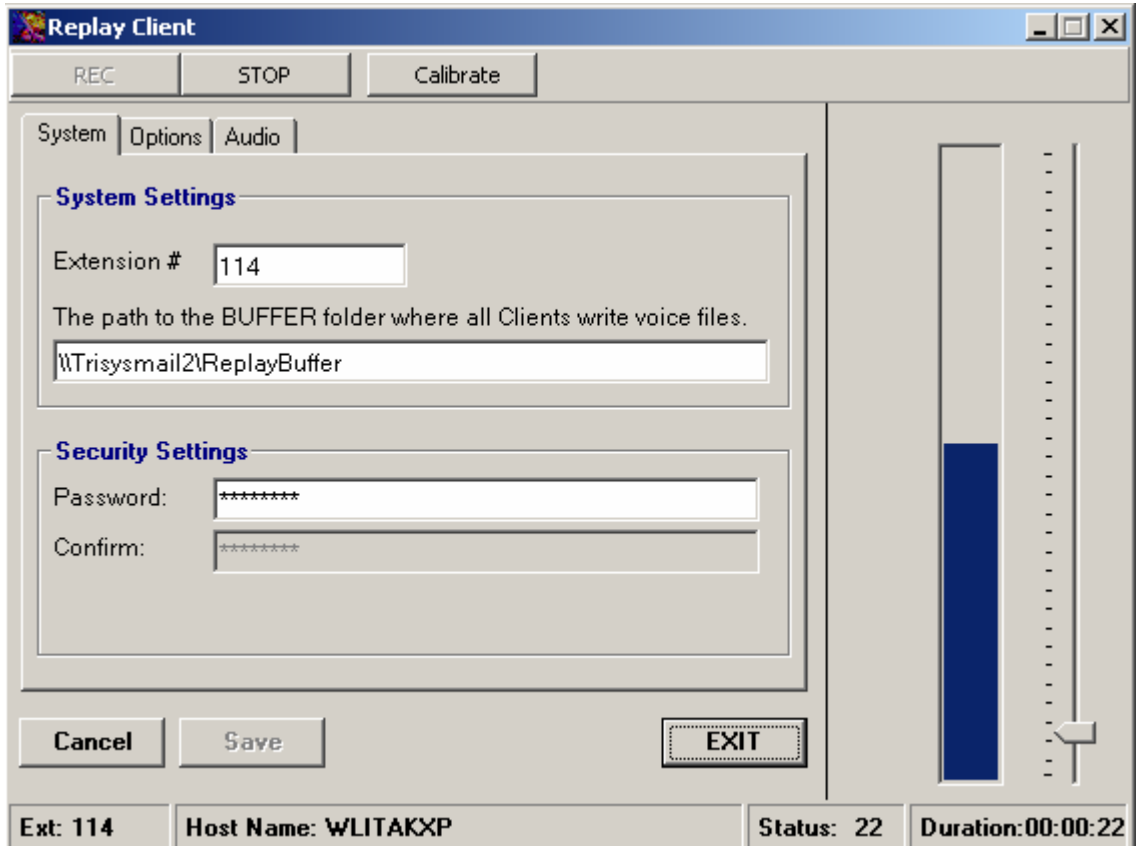
8. Replay starts minimized in a recording mode.
9. Restore the application screen by double-clicking on the Replay icon  located on your task bar
10. Once the user interface is restored hang up the phone.
11. Click on the **Calibrate** button.
Replay Client needs to be calibrated so the program differentiates between noise levels. Calibration determines what noise level indicates call termination (Silence) and what noise level is a part of the phone call.
12. Click **OK** to the instruction message. The **Calibrate** button is grayed out.
13. Speak loudly with your face close to the telephone (even though you just hung up).
14. Continue speaking until the **Calibrate** button becomes enabled.

If **REC** button is not grayed out click on it to go into **Recording mode**.

Pick up the phone and make the first phone call. Replay starts recording. Observe the progress bar. When the conversation is in progress the dark blue bar should not go below the slider. In most cases calibration is enough to accomplish this but sometimes a user has to adjust the slider manually.

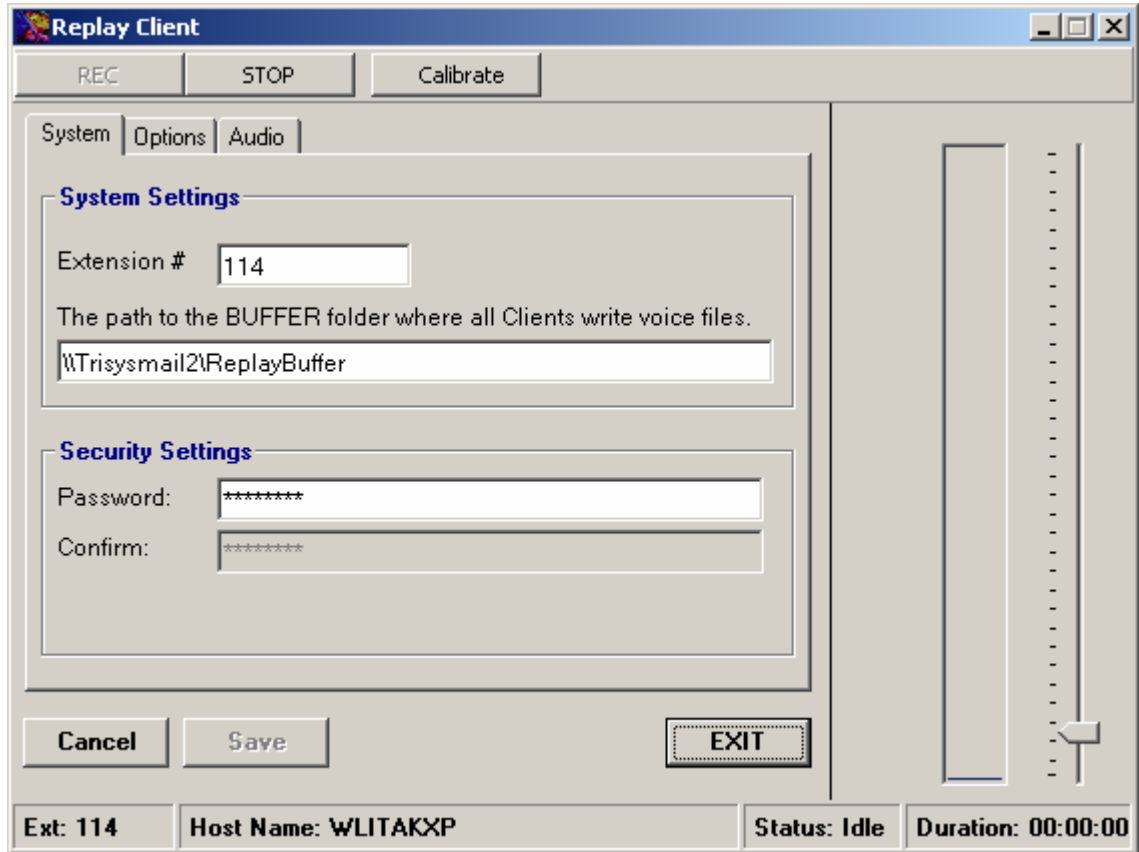
If the blue bar stays below the slider adjust it.

Hung up the phone. Calibration is completed.



15. If you'd like to password protect Replay Client you need to enter it into the **Password** field and then again into the **Confirm** field. Click on **Save**. Password prevents unauthorized access. A user will not be able to stop or exit Replay Client without a password. To activate protection simply minimize Replay Client. You won't be able to restore the application screen without a password thereafter.

16. All Replay settings are set either by default or by a user during installation. If you need to adjust them and protect Reply Client with the password refer to **Using REPLAY Client** section below for instructions.



Using REPLAY Client

Replay Client runs on each PC that is recording phone calls for corresponding to its extension. Each PC can record phone calls for only one extension.

Replay Toolbar

The top of the Replay Client screen is a toolbar. The toolbar contains three buttons.

REC

If the **REC** button is grayed out, Replay Client is in **Recording mode**. Replay is recording and you can't edit any settings. Otherwise, Replay is in **Edit mode** and you have to click on **REC** to start recording.

STOP

If the **STOP** button is grayed out, Replay Client is in **Edit mode**. Otherwise, Replay is recording and you have to click on **STOP** to go into **Edit mode**.

Replay Client is in **Recording mode** (REC is grayed out).




Replay Client is in **Edit mode** (STOP is grayed out).

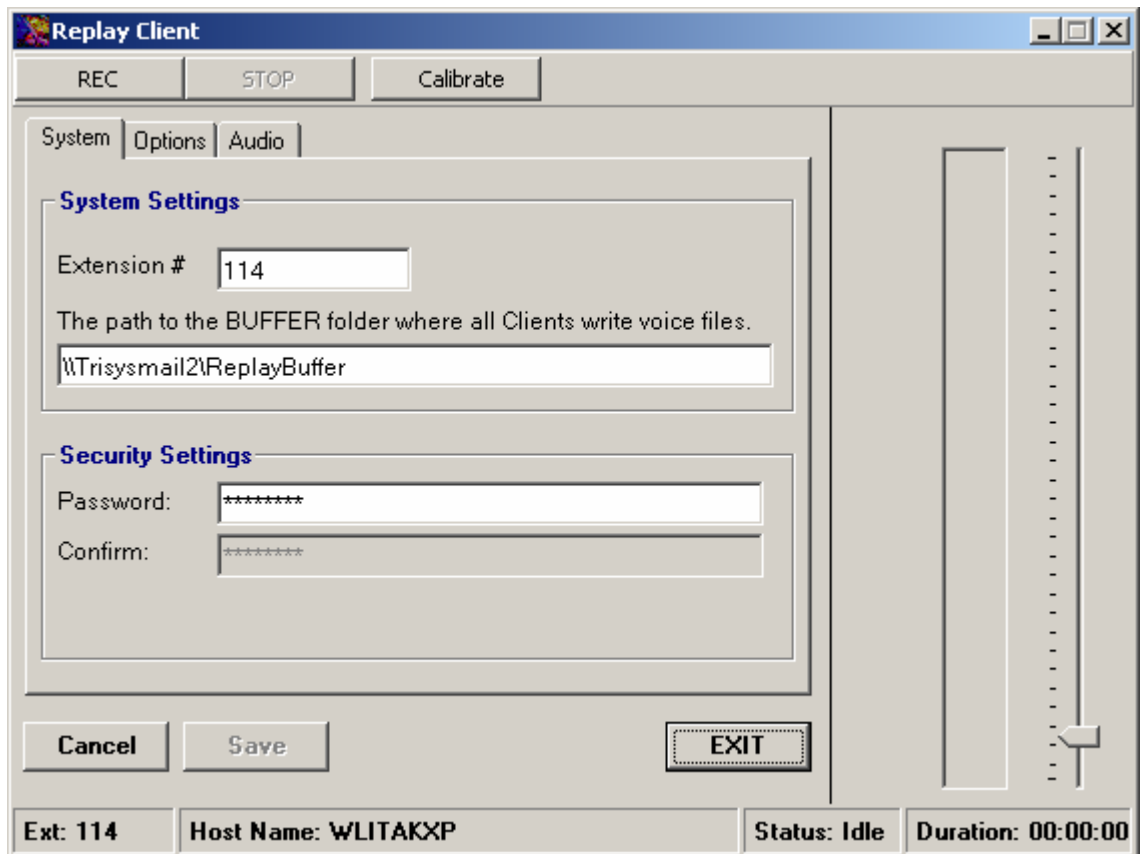


Calibrate

Click on the **Calibrate** button to determine the noise level equivalent to Silence. Silence noise level indicates phone call termination. See **To Calibrate** section of this manual for instructions.

System Tab

1. Open Replay Client.
2. Replay Client opens always minimized. Double click (or right click and select **Restore**) on the Replay Client icon  to restore it.
3. The application screen opens by default on the **System** tab.
4. If Replay is recording (**REC** button is grayed out) click on **STOP**.
5. Replay goes into **Edit mode**.



The screenshot shows the 'Replay Client' application window with the 'System' tab selected. The 'System Settings' section includes an 'Extension #' field with the value '114' and a text box for the 'BUFFER folder' path, which is '\\Trisysmail2\ReplayBuffer'. Below this is the 'Security Settings' section with 'Password:' and 'Confirm:' fields, both containing asterisks. At the bottom of the dialog are 'Cancel', 'Save', and 'EXIT' buttons. A status bar at the very bottom of the window displays 'Ext: 114', 'Host Name: WLITAKXP', 'Status: Idle', and 'Duration: 00:00:00'.

Extension

An extension number corresponding to the telephone attached to this PC.

The path to the Buffer folder

All Clients write voice files to this folder. **Buffer folder** has to be shared with full permissions for all Client PCs and Replay Server PC.

Password

If you'd like to password protect your Replay Client enter your password here.


Replay opens always minimized. If Replay Client is password protected, **Log In** screen is displayed with every attempt to restore the program screen. A user will not be able to edit, stop recording or close the application without a password.

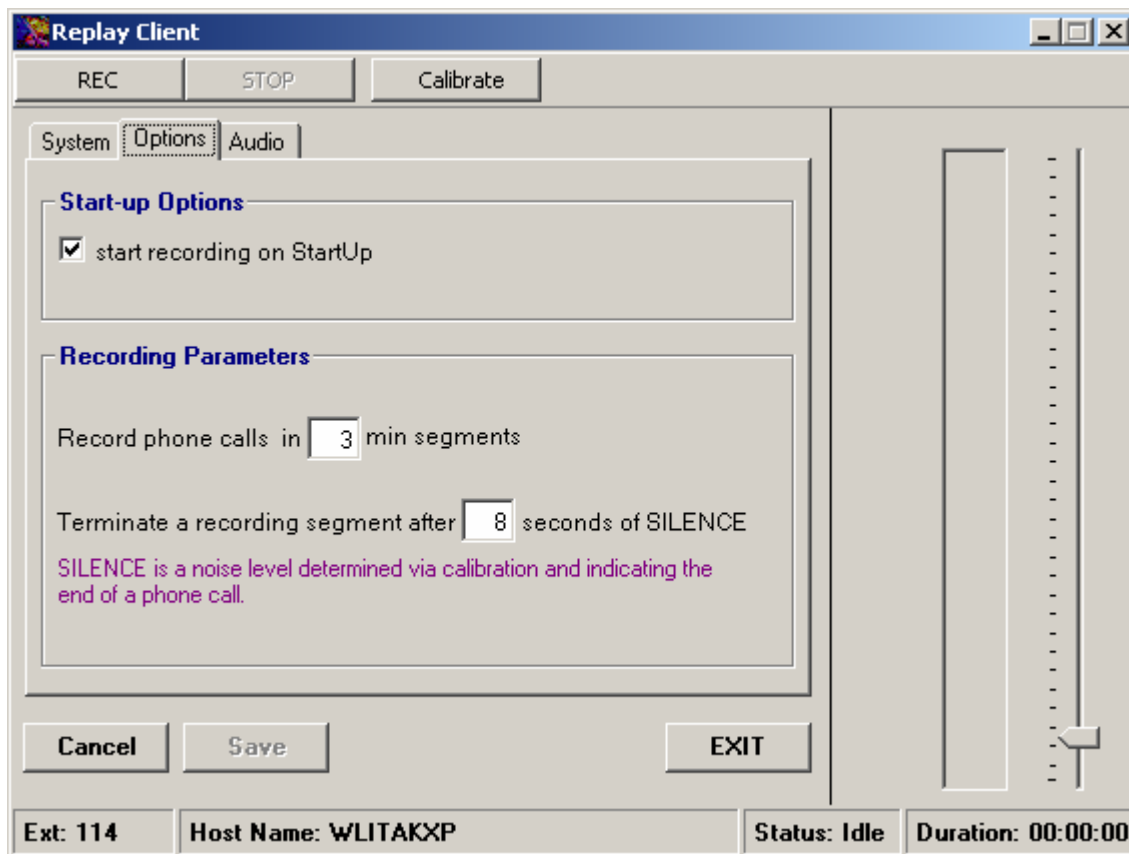
Confirm

Confirm your new password by entering it here.

- Click on **Save**.
To activate password protection simply minimize Replay Client. You won't be able to restore the application screen without a password thereafter.

Options Tab

- Open Replay Client.
- Replay Client opens always minimized. Double click (or right click and select **Restore**) on the Replay Client icon  to restore it.
- The application screen opens by default on the **System** tab.
- If Replay is recording (**REC** button is grayed out) click on **STOP**.
- Click on the **Options** tab.



start recording on StartUp – check this option if you want to start recording automatically every time you start Replay Server. By default this option is checked.

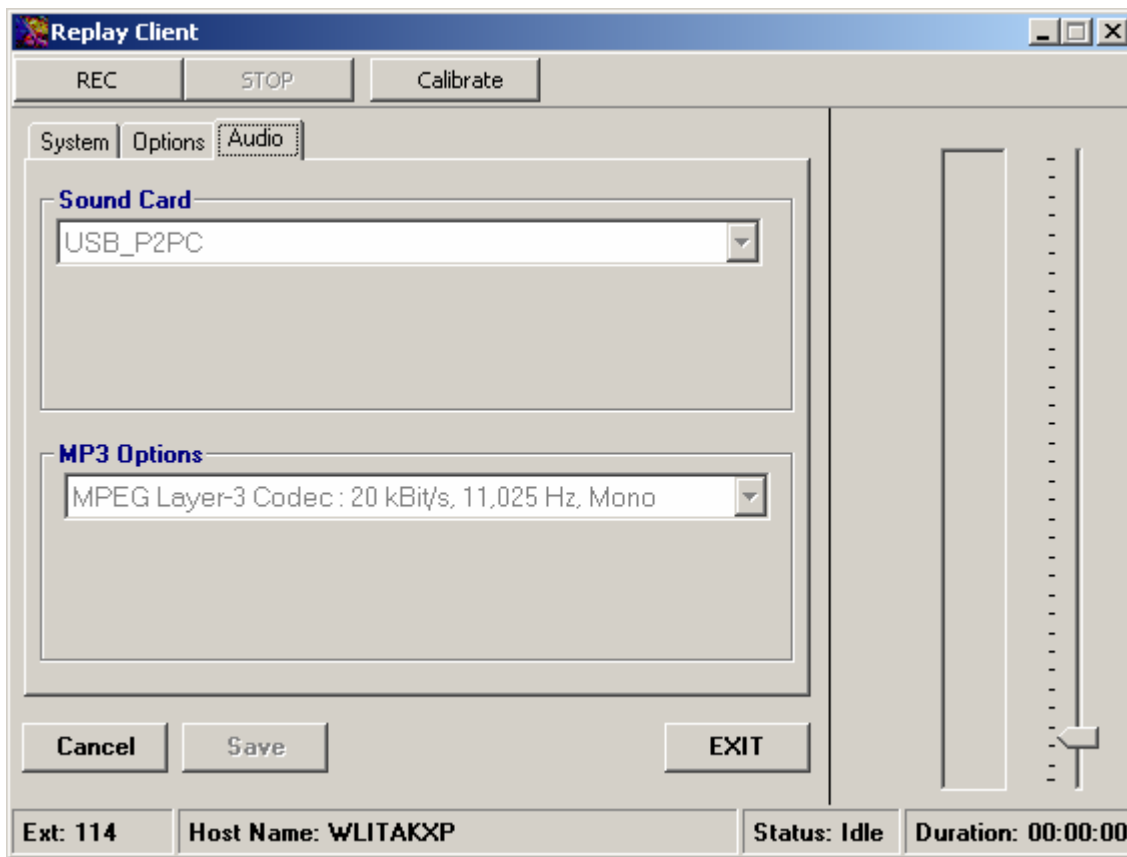
Record phone calls in ____ min segments – Replay records phone calls in segments. The value of this field signifies the maximum length of each segment. By default Replay records phone calls in 3 minute segments. That means that if a phone call is longer than 3 minutes Replay will create more than one voice file. For example: if a phone call is 7 minutes long. It'll

have 3 corresponding voice files. Two 3 minutes long and one 1 minute long. The maximum allowed value for this field is 60 minutes. The minimum is 1 minute.

Terminate a recording segment after _____ seconds of Silence – Replay Client must know when the phone call is over. This is why it has to be calibrated. Calibration determines the Silence noise level. Silence is the noise level indicating the end of a phone call. A user has to decide how long should the silence last before recording for this phone call stops. By default Replay is going to wait 8 seconds of silence before closing the voice. The maximum allowed value for this field is 60 seconds. The minimum is 1 second.

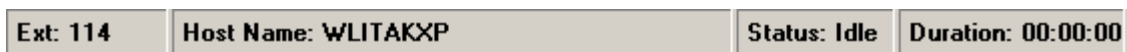
Audio Tab

This tab is for user information only. It displays the name of the sound card and the MP3 options used to record voice files. The sound card name must always be UBS-P2PC.



Status Bar

Status Bar displays information about Replay Client.



Ext

The extension number Replay is recording phone calls for.

Host Name

The name of the PC.

Status

Idle – no recording in progress.

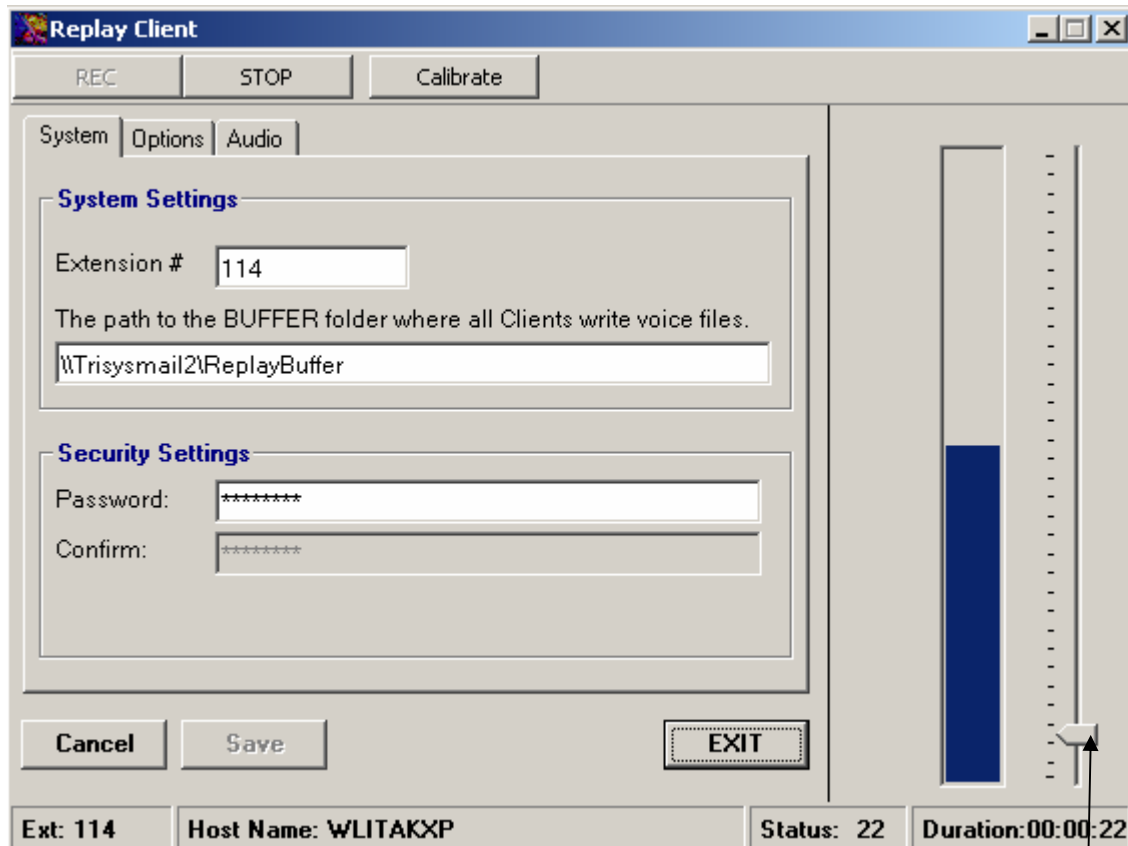
Duration

If there is a phone call being recorded this setting displays duration of the recording in progress.

Ext: 114	Host Name: WLITAKXP	Status: 22	Duration:00:00:22
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Progress bar


The right hand side of the Replay Client screen is a progress bar with a slider.



When Replay is recording the dark blue bar moves up and down. The bar should not go below the **slider** when the conversation is in progress.

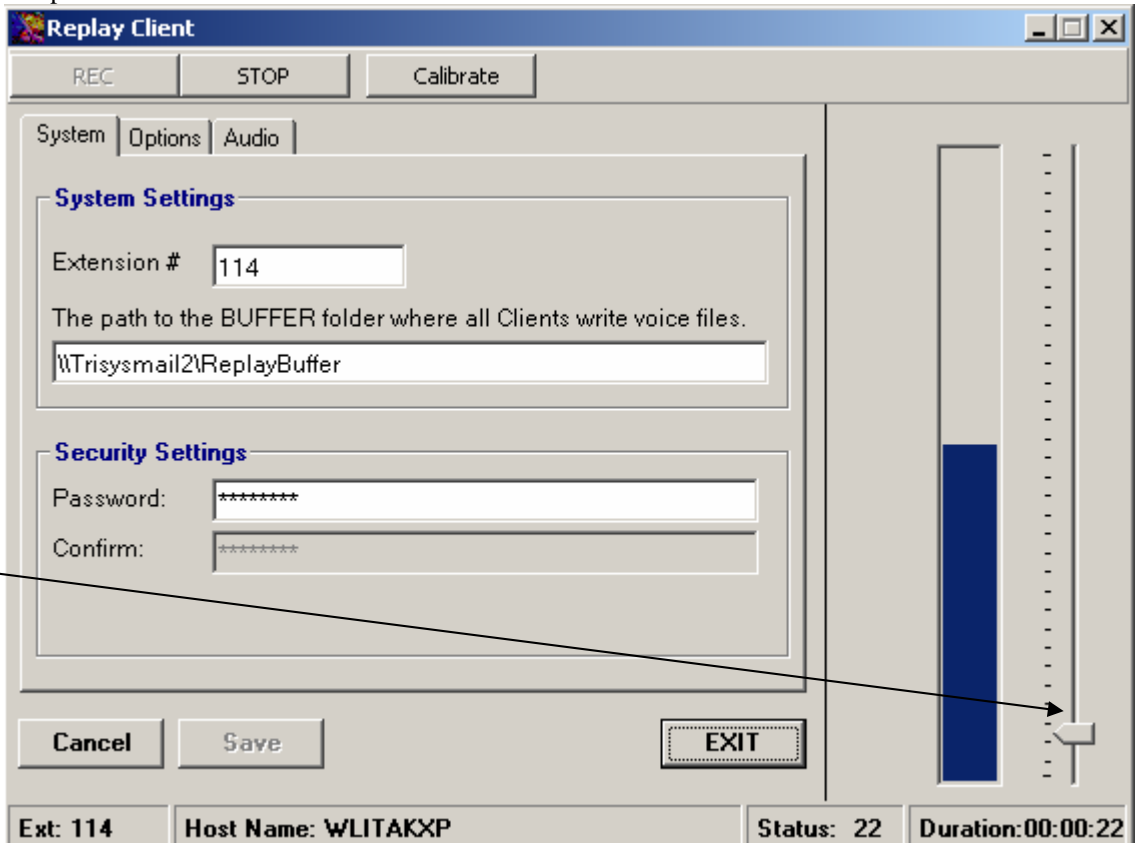
In most cases Calibration is enough to accomplish this but sometimes a user has to adjust the **slider** manually during a phone call.

To Calibrate

1. Open Replay Client.
2. Replay Client opens always minimized. Double click (or right click and select **Restore**) on the Replay Client icon  to restore it.
3. Hang up the phone.

4. Click on the **Calibrate** button.
5. Click **OK** to the instruction message. The **Calibrate** button is grayed out.
6. Speak loudly with your face close to the telephone (even though you just hung up).
7. Continue speaking until the **Calibrate** button becomes enabled.
8. If **REC** button is not grayed out click on it to go into **Recording mode**. Pick up the phone and make the first phone call. Replay starts recording. Observe the progress bar. When the conversation is in progress the dark blue bar should not go below the slider. In most cases calibration is enough to accomplish this but sometimes a user has to adjust the slider manually. If the blue bar stays below the slider adjust it. Hung up the phone. Calibration is completed.


Sometimes a user has to adjust the slider manually during



Protecting Replay Client with a Password

Password prevents unauthorized access.

If Replay Client is password protected a user is not able to stop recording, edit or exit Replay Client without a password.

1. Open Replay Client.
2. Replay Client opens always minimized. Double click (or right click and select **Restore**) on the Replay Client icon  to restore it.
3. Go to the **System** tab.
4. Create a password and enter it into the **Password** field.
5. Enter the same password into the **Confirm** field.
6. Click on **Save**.
To activate password protection simply minimize Replay Client. You won't be able to restore the application screen without a password thereafter.

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