

TABLE OF CONTENTS

SYSTEM REQUIREMENTS	1
GLOSSARY OF TERMS.....	1
INSTALLATION.....	2
SETTING UP REPLAY SERVER.....	7
SETTING REPLAY SERVER PASSWORD	7
SETTING UP EXTENSIONS	7
VERIFY FILE LOADING SETTINGS	10
VERIFY AUTOMATIC DELETE/ARCHIVE SETTINGS.....	11
USING REPLAY SERVER	14
REPLAY SERVER SCREEN.....	14
CHANGING REPLAY FILE LOADING SETTINGS	17
CHANGING EXTENSIONS	19
CHANGING AUTOMATIC DELETE/ARCHIVE SETTINGS	21
CHANGING REPLAY PASSWORD.....	24
MANUAL DELETE.....	25
MANUAL ARCHIVE	25
REGISTRATION	27
STEP I TO OBTAIN REGISTRATION NUMBER	27
STEP II TO COMPLETE REGISTRATION.....	27
SOFTWARE LICENSE AGREEMENT	27
HARDWARE LICENSE AGREEMENT	29

REPLAY

Copyright (c) 2006 Trisys, Inc.
http://www.trisys.com
(As of 08/30/06)
Version 1.0.0

For newest information and updates go to <http://www.trisys.com>

SYSTEM REQUIREMENTS

- Pentium III
- 512MB RAM.
- Windows 2000, XP Pro, 2003
- Microsoft IIS 5 or later
- 100 GB of available disk space.
- Network Card
- Replay uses approximately 9 MB of hard disk space for each hour of recorded conversation. Therefore, adequate hard disk space has to be dedicated to store Clients voice files.
If default options are accepted during installation Replay stores Clients voice files on the same computer it resides.

Note: the PC used for listening to voice recordings must have a sound card.

Glossary of Terms

BUFFER folder – All REPLAY Clients have to output files to this folder.
REPLAY takes files from this folder and moves them to the **REPLAY FILES** folder.

REPLAY FILES folder – Tapit Web Reports (installed on the same PC) points to this folder.
REPLAY moves files to this folder from the **BUFFER** folder.

ACTIVE mode –by default Replay (already set up) opens in Active mode – it is loading files as scheduled.
To change any settings you have to click on **Pause Replay Server** button.

EDIT mode – allows for editing settings. Replay Server does not load files in **EDIT mode**. It also does not perform any scheduled archives/deletes.

INSTALLATION

NOTE: Tapit Web Reports application has to be installed on the same PC prior to Replay Server Installation.

IMPORTANT:

Replay Server runs as a service.

Currently Replay Server is required to run within active user session. Logging off may interrupt Replay Server data processing. You can protect Replay Server PC by locking current user session (Lock Computer option).

1. Open **Setup.exe** program if Tapit Web Reports application is installed on the same PC. Otherwise, install Tapit Web Reports first.
2. The **Replay Installation Wizard** screen appears.
3. Click on **Next**.
4. Check **I accept the terms of the license agreement** option and click on **Next**.
5. If you have Replay serial number enter it here and click on Next. Otherwise to install DEMO version, leave the serial number field empty and click on **Next**.

Replay Server - InstallShield Wizard

Enter Serial Number if available

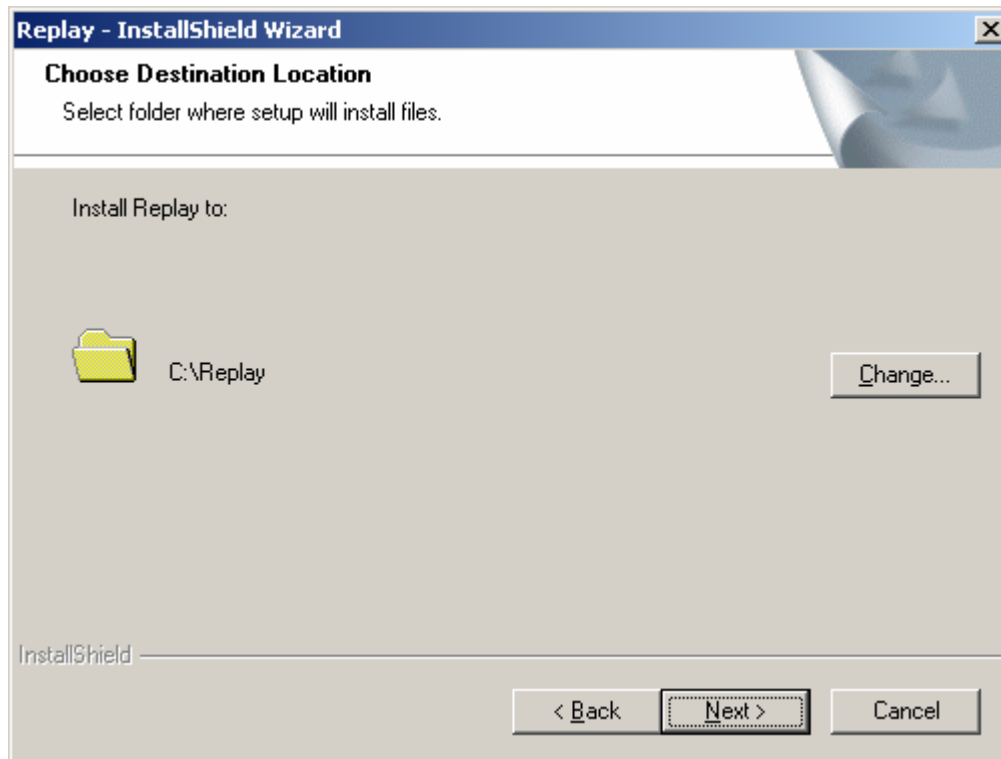
If you have valid Serial Number, please enter it exactly how it appears on the label.
If you don't have Serial Number and you just want to install DEMO version leave this field empty.

Serial Number (XXXXXXXXXXXX):

InstallShield

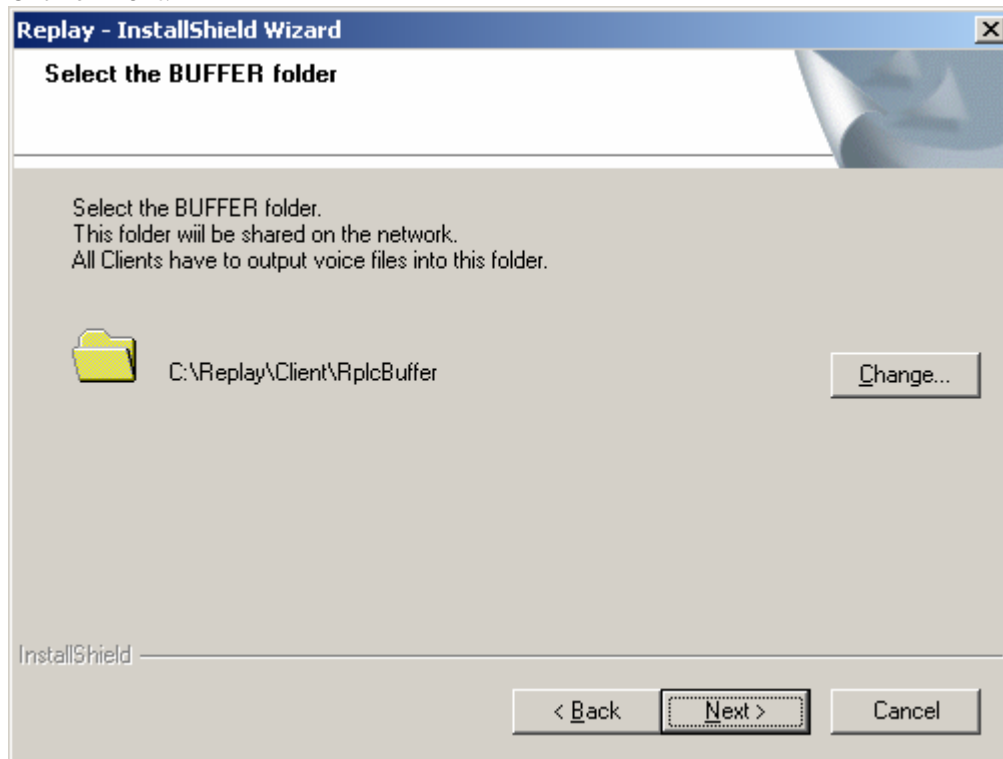
< Back Next > Cancel

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



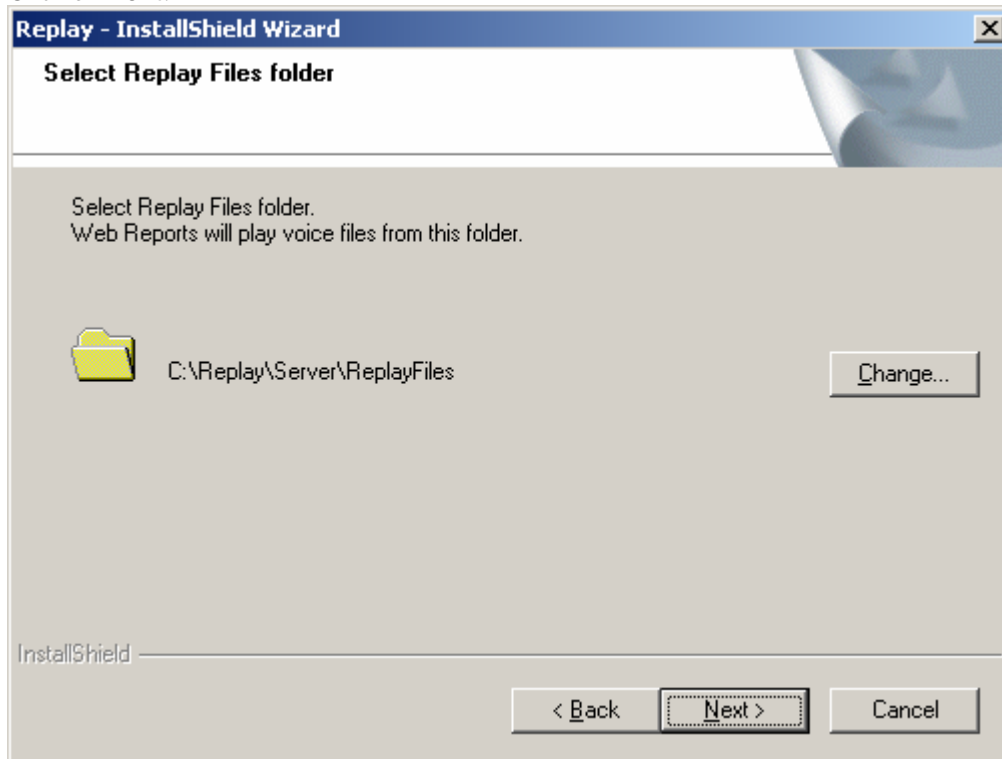
Accept the default folder for Replay program files, or click on **Change** to select a different location. Click on **Next**.

- The **Select the BUFFER folder** screen follows.
Accept the default local folder (recommended), or click on **Change** to select a different location.
If you decide to change the **BUFFER folder** location keep in mind Replay Server installs as a service under the PC local account. Therefore, the new location has to be fully accessible to the PC local account. In addition all Replay Clients have to output voice files to this folder thus all Clients have to have full permissions to this location.
Click on **Next**.

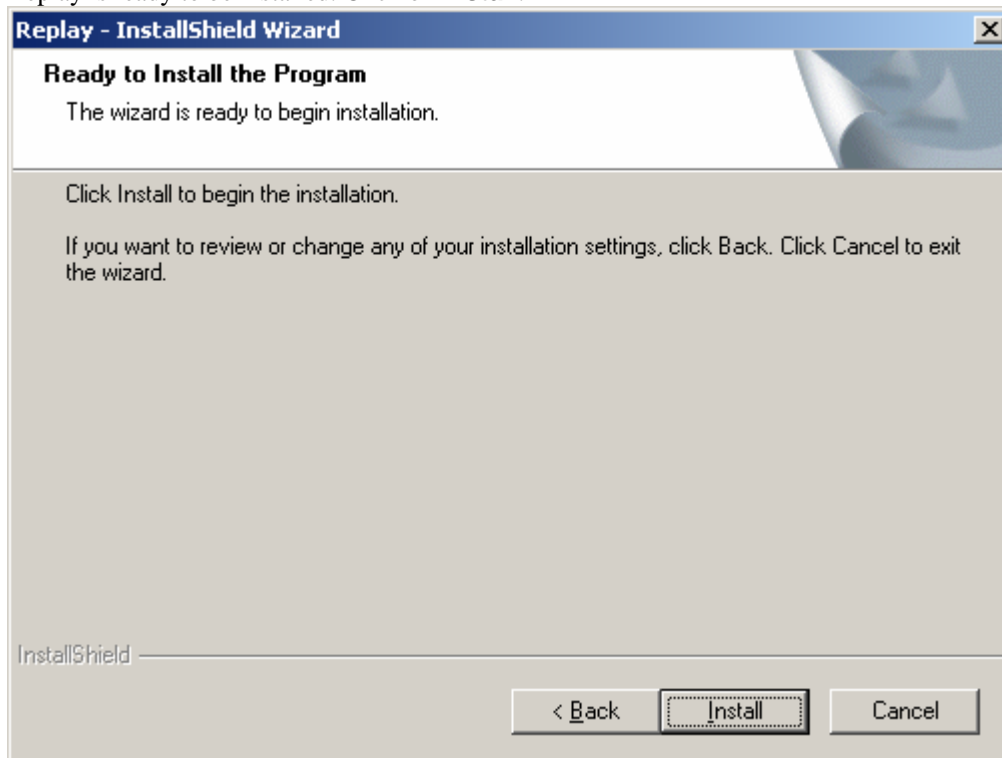


- The **Select the Replay Files folder** screen comes up.
Accept the local default folder (recommended), or click on **Change** to select a different location.
If you decide to change the **Replay Files** folder location make sure Web Reports (account assigned to **replayfiles** IIS virtual folder) and Replay Server (PC local account) have full permissions to this folder.

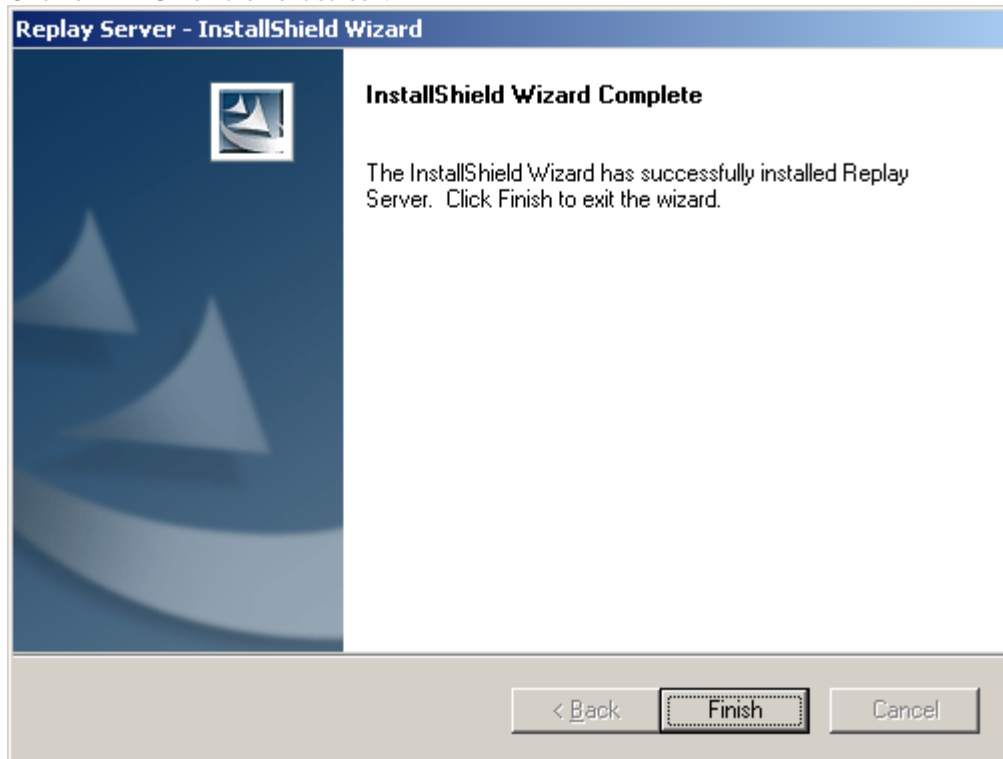
Click on **Next**.



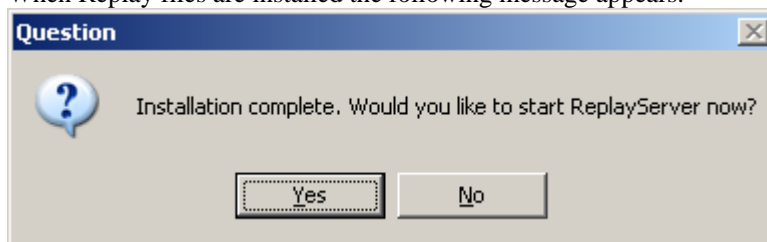
9. Replay is ready to be installed. Click on **Install**.



- Click on **Finish** on the next screen.



- When Replay files are installed the following message appears.



Click on **Yes**.

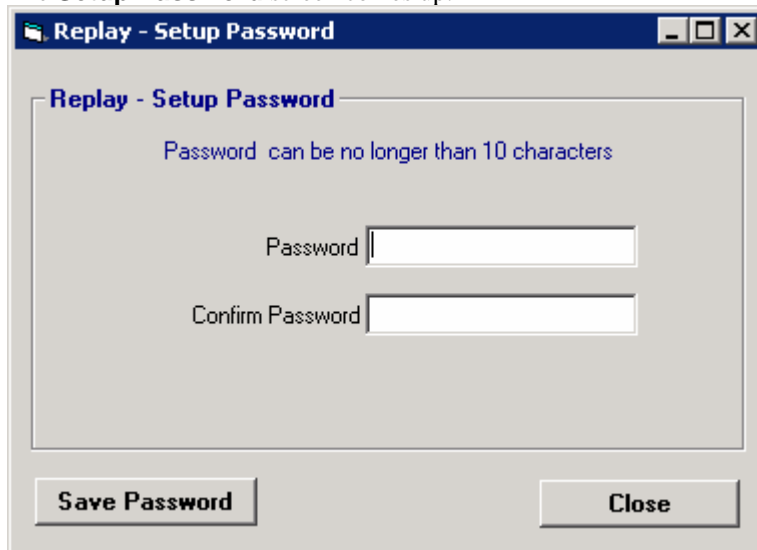
Proceed with the **Setting up REPLAY Server** section below.

Setting up REPLAY Server

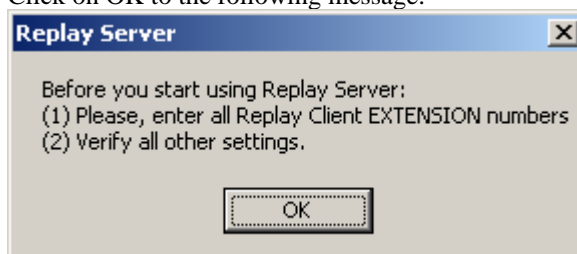
When Replay installation is complete you are prompted with a message to start Replay Server now. If you click on **YES** Replay setup starts with a password screen. If you click on **NO** you'll have a chance to setup Replay when you open it for the first time latter.

Setting Replay Server Password

1. The **Setup Password** screen comes up.



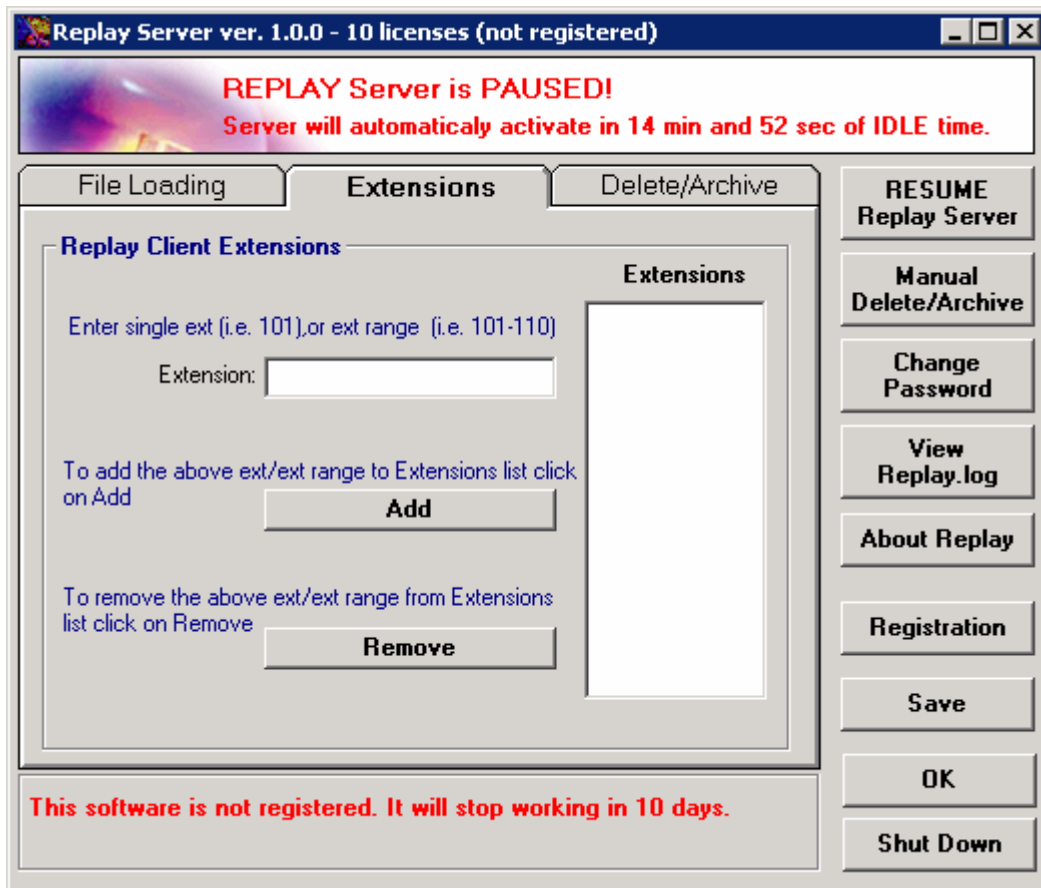
2. Create the password (up to 10 characters) and enter it into the **Password** field.
3. Enter it again into the **Confirm Password** field.
4. Click on **Save Password**.
5. Click on OK to the following message.



6. Replay opens in **EDIT mode**. It does not load files or perform scheduled archives/deletes in **EDIT mode**. Proceed with the **Setting up EXTENSIONS** section below.

Setting up Extensions

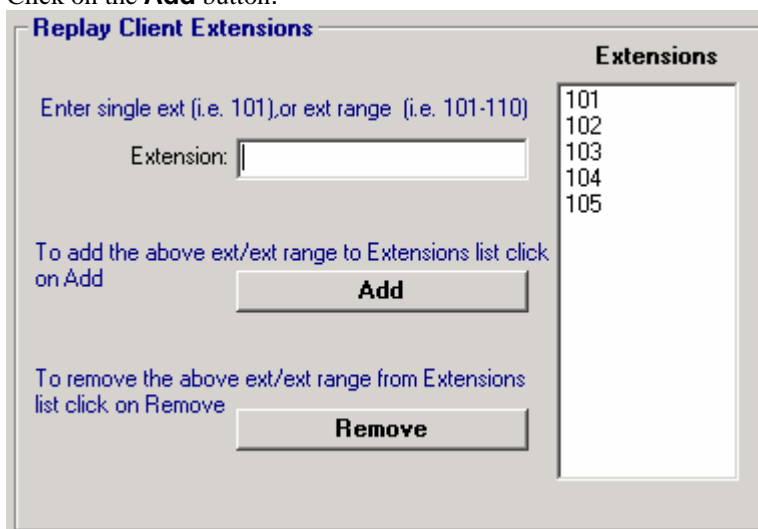
The program opens on the **Extensions** tab.



Each Replay Client extension needs to be entered here. If a Client extension is not included in the **Extensions** list, this Client's voice files will not be processed correctly. You are permitted to record voice files for as many extensions as many licenses you've purchased.

To Add Extensions

1. Enter a single extension (101) or an extension range (101-110) into the **Extension** field.
2. Click on the **Add** button.



3. **Extensions** list populates with the newly entered values. If you've purchased 10 licenses, you will be able to enter only 10 extensions. Extension entries cannot be duplicated.
NOTE: if the range of extensions exceeds the number of the licenses, only part of the range will be entered into the **Extensions** list.

To Remove Extensions

1. Enter a single extension (101) or an extension range (101-110) into the **Extension** field and click on **Remove**. To remove single extension, you can also select an item from the **Extensions** list by clicking on it. Notice selected extension appears in the **Extension** text box.
2. Click on the **Remove** button. The extension or extension range is no longer listed.

Replay Client Extensions

Enter single ext (i.e. 101), or ext range (i.e. 101-110)

Extension:

To add the above ext/ext range to Extensions list click on Add **Add**

To remove the above ext/ext range from Extensions list click on Remove **Remove**

Extensions
101
102
103
104
105

After all extensions are entered click on **Save**.

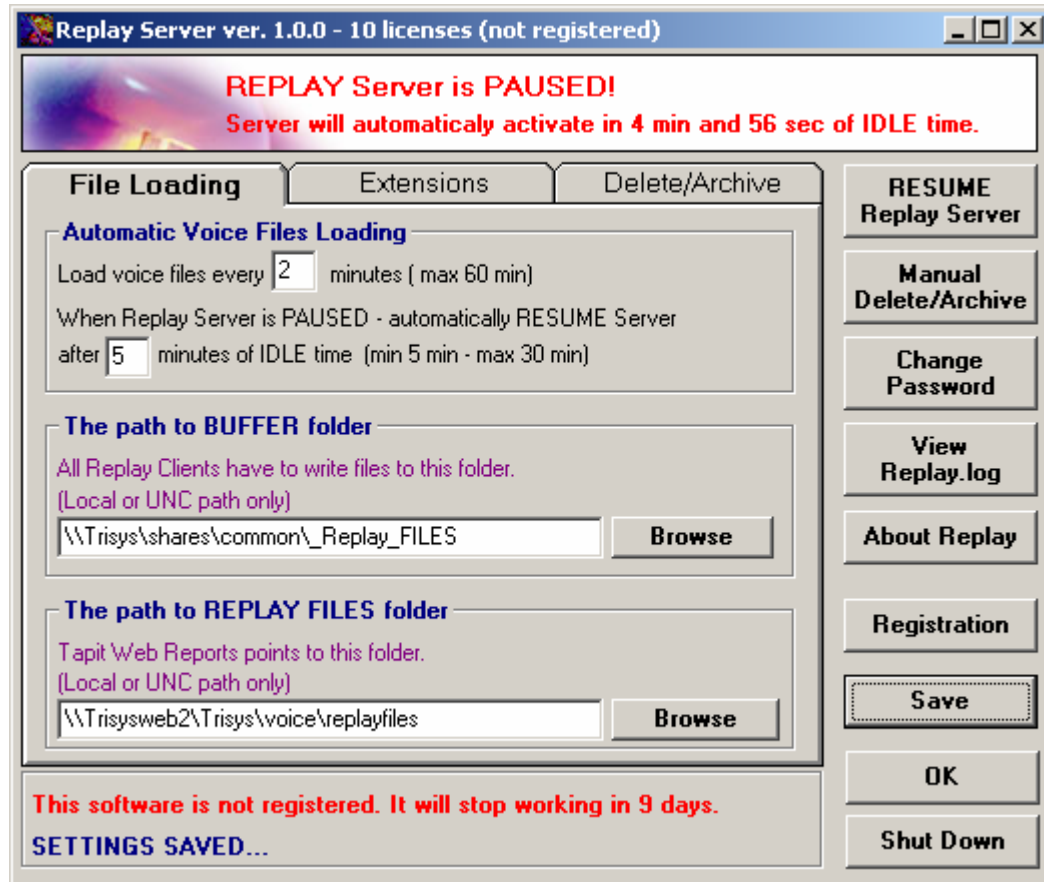
Proceed with the **Verify File Loading settings** section below.

Verify File Loading settings

Click on the **File Loading** tab.

This screen contains settings required for automatic voice file loading.

After the program installation the screen is populated with default settings and folder paths entered during installation.



Automatic Voice Files Loading

The value of **Load voice files every ... minutes** text box indicates the time interval in minutes that passes between each file loading session. The default value is 5 minutes.

Change this setting if you would like to have your files processed more or less frequently.

Note: the minimum value for this setting is 1 minute and the maximum is 60 minutes.

In our example Replay moves files from the **BUFFER** folder to the **REPLAY FILES** folder every 2 minutes.

The value of **When Replay Server is PAUSED – automatically RESUME Server** setting indicates the time period Replay can stay paused and idle (unused). The default is 30 minutes. You can change it to the any number of minutes between 5 and 60.

In our example Replay can stay paused and idle (unused) for 5 minutes. After 5 minutes, if there is no action performed by a user, it automatically goes into **ACTIVE mode**. The status bar on the top of the screen displays count down to **ACTIVE mode**.

The path to BUFFER folder

This entry is a path to the location where all Replay Clients output their voice files.

Initially this text box holds the value entered during installation.

Before changing this entry make sure all Clients PCs output voice files to the new location and all Replay Clients and the Replay Server have full permissions to that folder.

The path to REPLAY FILES folder

This entry is a path to the location where the **replayfiles**, Tapit Web Reports IIS virtual folder, points in order to enable Web Reports to report on voice files. Replay Server moves voice files from the BUFFER folder to this folder.

When changing this entry keep in mind that both Tapit Web Reports (user account used for IIS replayfiles folder) and the Replay Server have to have full permissions to this folder.

If you've changed any settings click on **Save**.

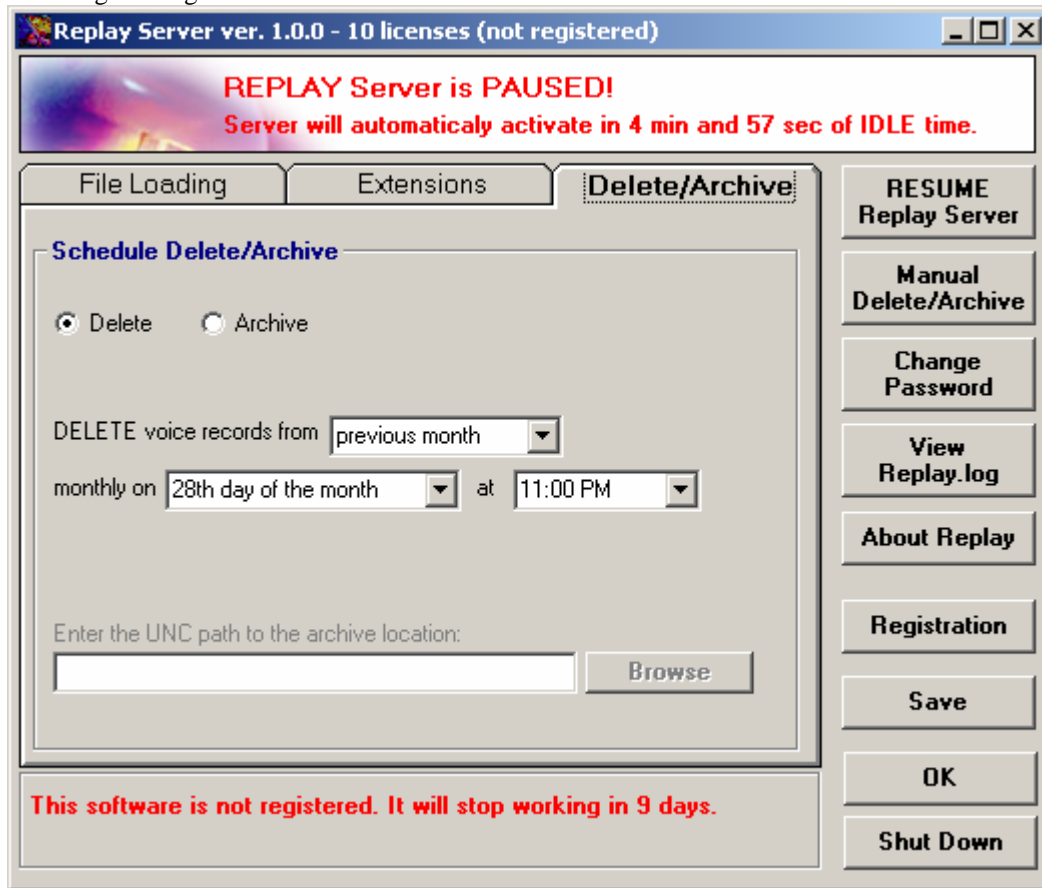
Proceed with **Verify automatic Delete/Archive settings** below.

Verify automatic Delete/Archive settings

Replay is scheduled to automatically delete/archive files from the REPLAY FILES folder to prevent running out of storage space.

By default, Replay is scheduled to delete previous month files on the 28th of each month at 11:00 PM (23:00 military time).

To change setting for automatic delete/archive click on the **Delete/Archive** tab.



ARCHIVE

Check the **Archive** option.

Delete Archive

DAILY

ARCHIVE voice records from

daily at

1. Select **previous day** from the **ARCHIVE voice records from** list.
2. Select the time of archive from **daily at** list.
3. Enter the path to the archive location.
4. Click on **Save**.
In our example Replay archives previous day files everyday at 1:00 AM.

WEEKLY

ARCHIVE voice records from

weekly on at

1. Select **previous week** from the **ARCHIVE voice records from** list.
2. Select an appropriate day of the week from the **weekly on** list.
3. Select the time of archive from **at** list.
4. Enter the path to the archive location.
5. Click on **Save**.
In our example Replay archives previous week files every week on Sunday at 2:00 AM.

MONTHLY

ARCHIVE voice records from

monthly on at

1. Select **previous month** from the **ARCHIVE voice records from** list.
2. Select an appropriate day of the month from the **monthly on** list.
3. Select the time of archive from **at** list.
4. Enter the path to the archive location.
5. Click on **Save**.
In our example Replay archives previous month files, every 5th day of the month at 11:00 PM.

DELETE

check the **Delete** option

Delete Archive

DAILY

DELETE voice records from

daily at

1. Select **previous day** from the **DELETE voice records from** list.
2. Select the time of delete from **daily at** list.
3. Click on **Save**.
In our example Replay deletes previous day files every day at 1:00 AM.

WEEKLY

DELETE voice records from

weekly on at

1. Select **previous week** from the **DELETE voice records from** list.
2. Select an appropriate day of the week from the **weekly on** list.
3. Select the time of delete from **at** list.
4. Click on **Save**.
In our example Replay deletes previous week files every week on Sunday at 2:00 AM.

MONTHLY

DELETE voice records from

monthly on at

1. Select **previous month** from the **DELETE voice records from** list.
2. Select an appropriate day of the month from the **monthly on** list.
3. Select the time of delete from **at** list.
4. Click on **Save**.
5. In our example Replay deletes previous month files every 5th day of the month at 11:00 PM.

After all settings have been set up click on **Save**.

Click on **RESUME Replay Server** to run Replay Server.

Using REPLAY Server

Replay Server Screen

The title bar of the displays Replay version and status information.

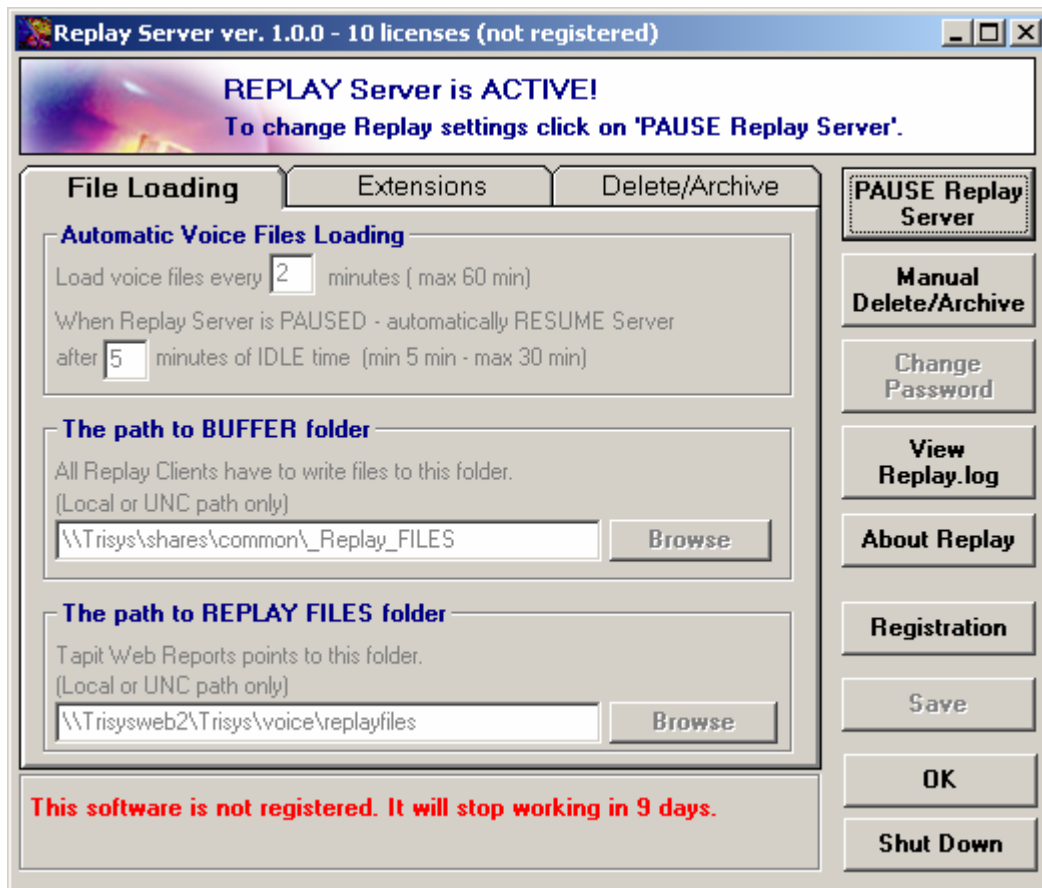
The top of the screen provides information about the current state of the application (ACTIVE or PAUSED) and in case of Replay DEMO, or not yet registered version, the count down to the termination of the program.

Replay operates in two modes.

ACTIVE Mode

Replay processes files as scheduled in **ACTIVE** mode. All editing is disabled.

Replay always opens in **ACTIVE** mode except when it is missing settings critical to proper file processing.



Replay options available in **ACTIVE** mode:

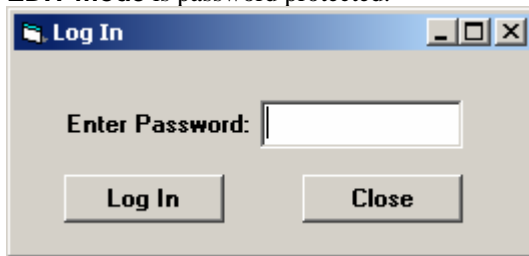
- **PAUSE Replay Server** – click on it to go into **EDIT mode** in order to edit settings (password protected).
- **Manual Delete/Archive** – use this utility if you would like to delete/archive records in addition to the automatic delete/archive, or in case automatic delete/archive failed (password protected).

- **View Replay.log** – click on it to view Replay.log file. Replay.log file has information about performed deletes/archives and errors.
- **Registration** – this button shows only if Replay is not registered. Use it to register Replay.
NOTE: It is very important to register your Replay software. Otherwise, it'll stop working in 30 days from the time of installation.
- **OK** – click on **OK** to run Replay minimized.
- **Shut Down** – click on it to shut down Replay Server. If Replay runs as a service you won't be able to exit the program without shutting down the Replay Server service in Windows Services.

EDIT Mode

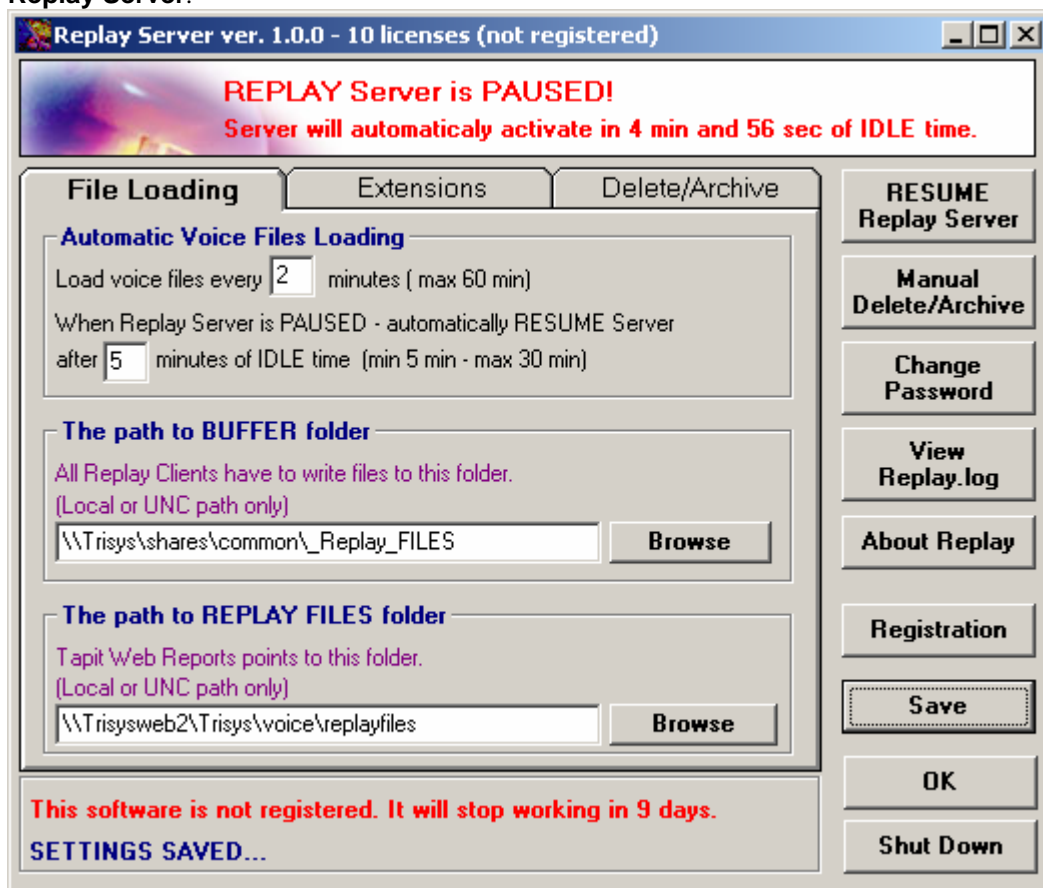
You can edit Replay settings and change the **Password** in **EDIT mode**.

1. To pause Replay Server click on the **PAUSE Replay Server** button.
2. The **Log In** screen comes up.
EDIT mode is password protected.



3. Enter your password and click on **Log In**.

4. Replay goes into **ACTIVE** mode. The **PAUSE Replay Server** button changes into **RESUME Replay Server**.



Replay options available in **EDIT mode**:

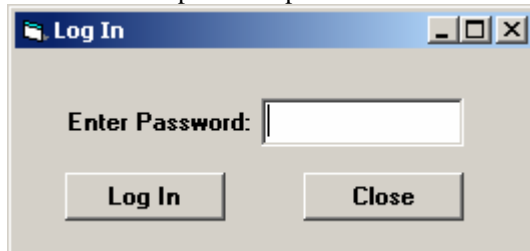
- **RESUME Replay Server** – click on it to go into **ACTIVE** mode in order load files as scheduled. Replay will go into **ACTIVE** mode automatically after the specified amount of time in **Automatic Voice File Loading** when left IDLE.
- **Change Password** – use this screen to change Replay password.
- **Manual Delete/Archive** – use this utility if you would like to delete/archive records in addition to the automatic delete/archive, or in case automatic delete/archive failed.
- **View Replay.log** – click on it to view Replay.log file. Replay.log file has information about performed deletes/archives and errors.
- **Registration** – this button shows only if Replay is not registered. Use it register Replay.
NOTE: It is very important to register your Replay software. Otherwise, it'll stop working in 30 days from the time of installation.

Changing Replay File Loading settings

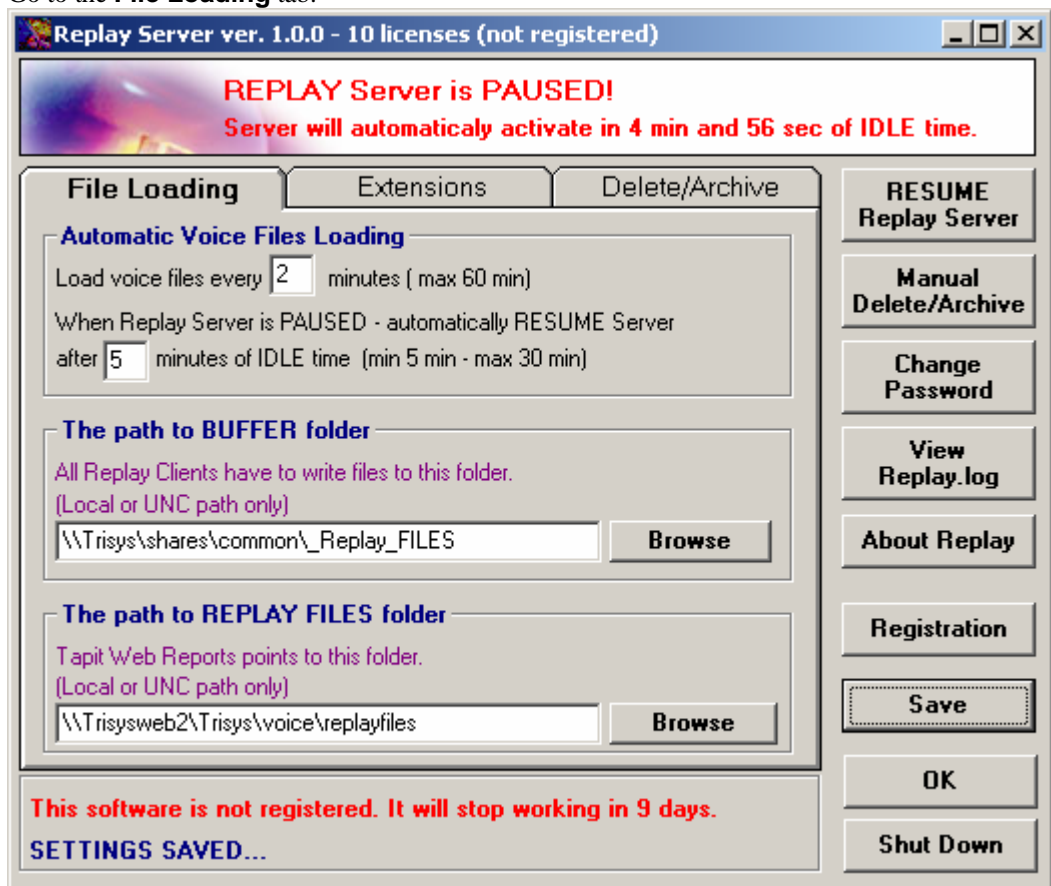
1. If Replay is Active click on **PAUSE Replay Server**.



2. The **Log In** screen comes up. **EDIT mode** is password protected.



3. Enter your password and click on **Log In**.
4. Replay goes into **ACTIVE** mode. The **PAUSE Replay Server** button changes into **RESUME Replay Server**.
5. Go to the **File Loading** tab.



Automatic Voice Files Loading

The value of **Load voice files every ... minutes** text box indicates the time interval in

minutes that passes between each file loading session. The default value is 5 minutes. Change this setting if you would like to have your files processed more or less frequently. **Note:** the minimum value for this setting is 1 minute and the maximum is 60 minutes. In our example Replay moves files from the **BUFFER** folder to the **REPLAY FILES** folder every 2 minutes.

The value of **When Replay Server is PAUSED – automatically RESUME Server** setting indicates the time period Replay can stay paused and idle (unused). The default is 15 minutes. You can change it to the any number of minutes between 5 and 30. In our example Replay can stay paused and idle (unused) for 5 minutes. After 5 minutes, if there is no action performed by a user, it automatically goes into **ACTIVE mode**. The status bar on the top of the screen displays count down to **ACTIVE mode**.

The path to BUFFER folder

This entry is a path to the location where all Replay Clients output their voice files. Initially this text box holds the value entered during installation.

Before changing this make sure all Clients PCs point to the new location and all Replay Clients and the Server have full permissions to that folder.

The path REPLAY FILES folder

This entry is a path to the location where the **replayfiles**, Tapit Web Reports IIS virtual folder, points in order to report on voice files. Replay Server moves voice files from the BUFFER folder to this folder.

When changing this entry keep in mind that both Tapit Web Reports (user account used for IIS replayfiles folder) and the Replay Server have to have full permissions to this folder.

6. Click on **Save** when changes are completed.

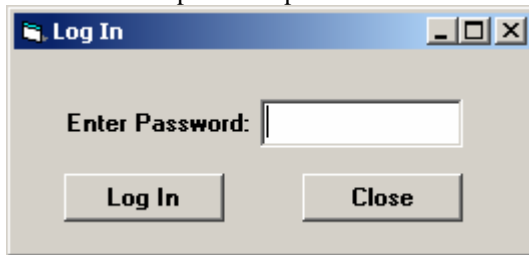
Changing Extensions

Each Replay Client extension needs to be included in the **Extensions** list.
If a Client extension is not included in the **Extensions** list, its voice files will not be processed correctly.
You are permitted to record voice files for as many extensions as many licenses you've purchased
The number of licenses is displayed in the title bar of the application.

1. If Replay is Active click on **PAUSE Replay Server**.

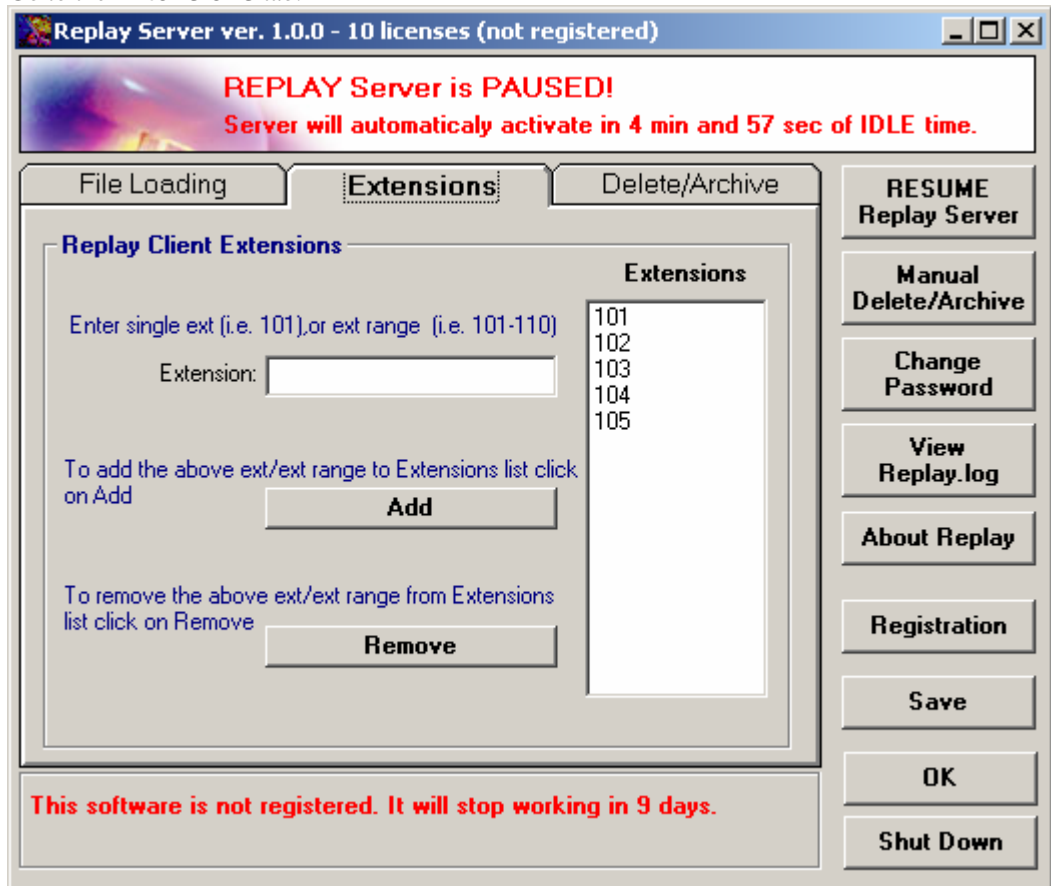


2. The **Log In** screen comes up.
EDIT mode is password protected.



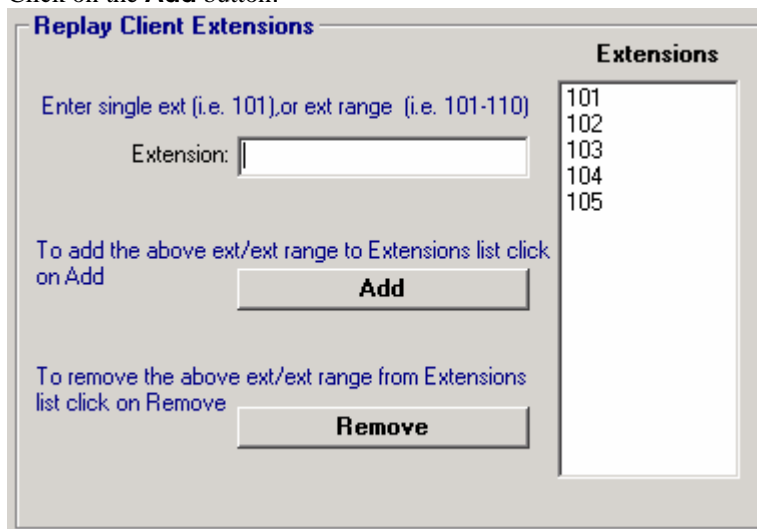
3. Enter your password and click on **Log In**.
4. Replay goes into **ACTIVE** mode. The **PAUSE Replay Server** button changes into **RESUME Replay Server**.

- Go to the **Extensions** tab.



ADDING Extensions

- Enter a single extension (101) or an extension range (101-110) in the **Extension** field.
- Click on the **Add** button.



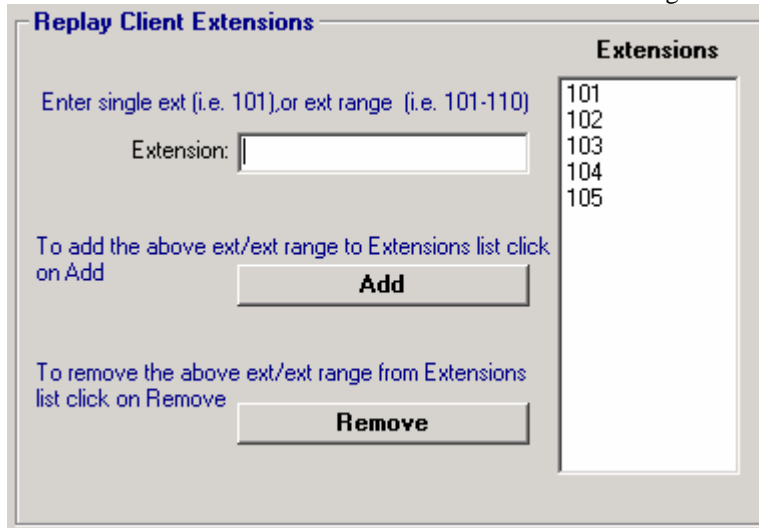
- Extensions** list populates with the newly entered values. If you've purchased 10 licenses, you will be able to enter only 10 extensions. Extension entries cannot be duplicated.

NOTE: if the range of extensions exceeds the number of the licenses, only part of the range will be entered into the **Extensions** list.

4. Click on **Save** when changes are completed.

REMOVING Extensions

1. Enter a single extension (101) or an extension range (101-110) in the **Extension** field and click on **Remove**. To remove single extension, you can also select an item from the **Extensions** list by clicking on it. Notice selected extension appears in the **Extension** text box.
2. Click on the **Remove** button. The extension or extension range is no longer listed.



3. Click on **Save** when changes are completed.

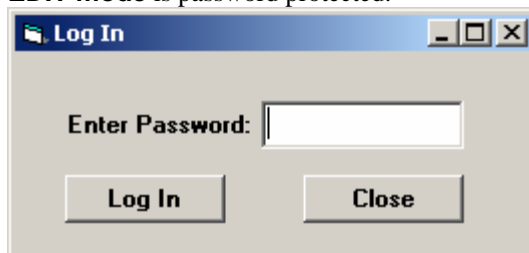
Changing automatic Delete/Archive settings

Replay is scheduled to automatically delete/archive files from the REPLAY FILES folder to prevent running out of storage space.

1. If Replay is Active click on **PAUSE Replay Server**.

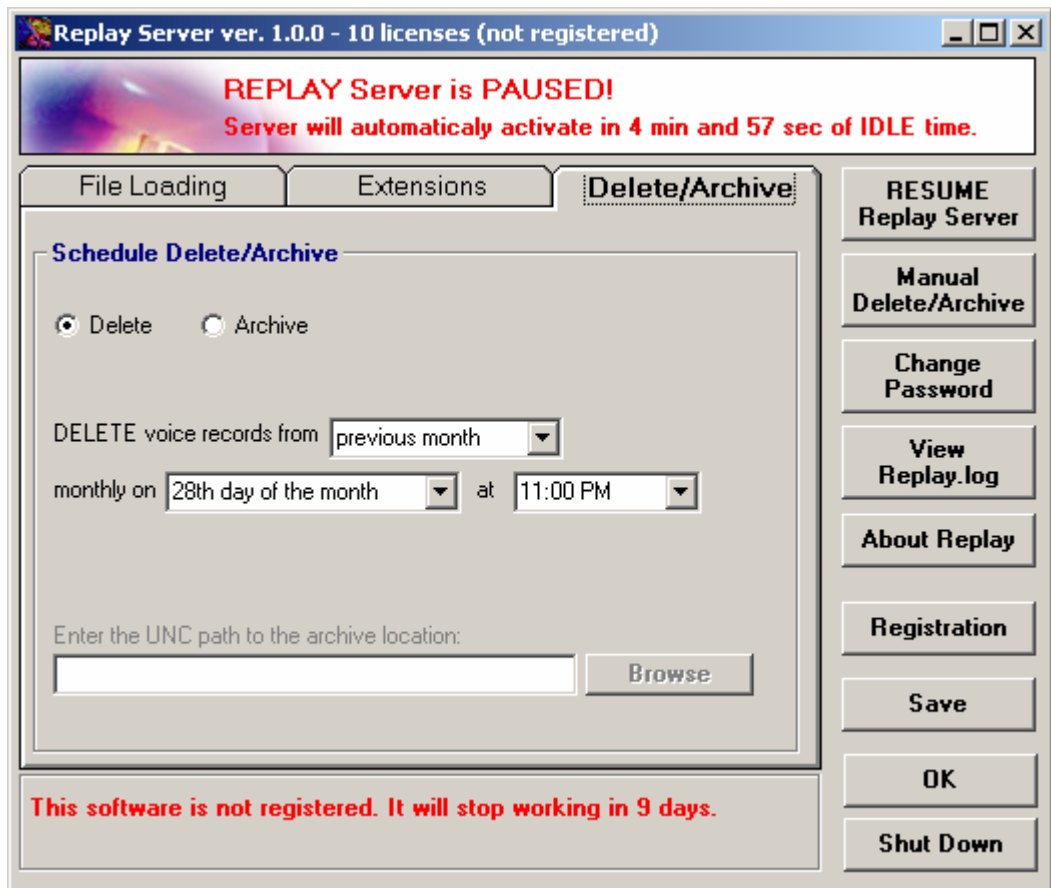


2. The **Log In** screen comes up. **EDIT mode** is password protected.



3. Enter your password and click on **Log In**.
4. Replay goes into **ACTIVE** mode. The **PAUSE Replay Server** button changes into **RESUME Replay Server**.

- Go to the **Delete/Archive** tab.



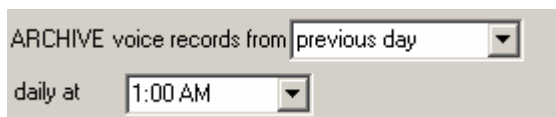
By default it is scheduled to delete previous month files on the 28th of each month at 11:00 PM (23:00 military time).

ARCHIVE

Check the **Archive** option.

Delete Archive

DAILY



-
- Select **previous day** from the **ARCHIVE voice records from** list.
- Select the time of archive from **daily at** list.
- Enter the path to the archive location.
- Click on **Save**.
In our example Replay archives previous day files everyday at 1:00 AM.

WEEKLY

ARCHIVE voice records from

weekly on at

1. Select **previous week** from the **ARCHIVE voice records from** list.
2. Select an appropriate day of the week from the **weekly on** list.
3. Select the time of archive from **at** list.
4. Enter the path to the archive location.
5. Click on **Save**.
In our example Replay archives previous week files every week on Sunday at 2:00 AM.

MONTHLY

ARCHIVE voice records from

monthly on at

1. Select **previous month** from the **ARCHIVE voice records from** list.
2. Select an appropriate day of the month from the **monthly on** list.
3. Select the time of archive from **at** list.
4. Enter the path to the archive location.
5. Click on **Save**.
In our example Replay archives previous month files, every 5th day of the month at 11:00 PM.

DELETE

check the **Delete** option

Delete Archive

DAILY

DELETE voice records from

daily at

1. Select **previous day** from the **DELETE voice records from** list.
2. Select the time of delete from **daily at** list.
3. Click on **Save**.
In our example Replay deletes previous day files every day at 1:00 AM.

WEEKLY

DELETE voice records from

weekly on at

1. Select **previous week** from the **DELETE voice records from** list.
2. Select an appropriate day of the week from the **weekly on** list.

3. Select the time of delete from **at** list.
4. Click on **Save**.
In our example Replay deletes previous week files every week on Sunday at 2:00 AM.

MONTHLY

DELETE voice records from

monthly on at

1. Select **previous month** from the **DELETE voice records from** list.
2. Select an appropriate day of the month from the **monthly on** list.
3. Select the time of delete from **at** list.
4. Click on **Save**.
In our example Replay deletes previous month files every 5th day of the month at 11:00 PM.

Changing Replay Password

1. Click on the **Change Password** button



2. The **Setup Password** screen comes up.

 A Windows-style dialog box titled "Change Password". The title bar is blue with standard minimize, maximize, and close buttons. The main area has a light gray background and contains the following elements:

- A heading "Change Password" in blue text.
- A note: "Password can be no longer than 10 characters" in blue text.
- Three text input fields, each preceded by a label: "Current Password:", "New Password:", and "Confirm New Password:". Each field contains six asterisks (*****).
- At the bottom, there are two buttons: "Save Password" on the left and "Close" on the right, both with light gray backgrounds and black text.

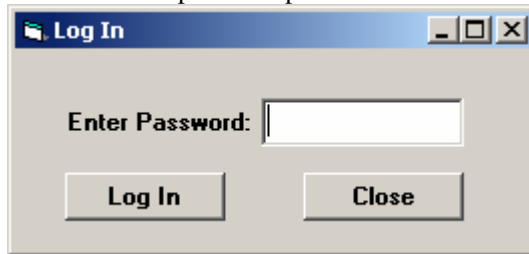
3. Enter the password you logged in with into the **Current Password** field.
4. Create the password (up to 10 characters) and enter it into the **Password** field.
5. Enter it again into the **Confirm Password** field.
6. Click on **Save Password**. Click **OK** to the confirmation message.
7. Click on **Close**

Manual DELETE

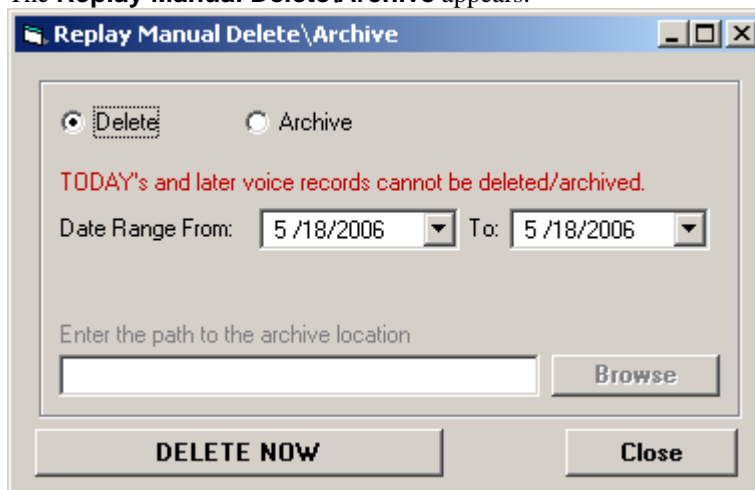
1. Click on the **Manual Delete/Archive** button – use this utility if you would like to delete records in addition to the automatic delete, or in case the automatic delete failed.
2. If Replay is Active click on **PAUSE Replay Server**.



3. The **Log In** screen comes up. **EDIT mode** is password protected.



4. Enter your password and click on **Log In**.
5. The **Replay Manual Delete\Archive** appears.



6. Check the **Delete** option.
7. Enter date values into **Date Range From** and **To** fields.
8. Click on **DELETE NOW**.
9. When archive is completed, click on **Close**.

NOTE: Delete application runs independently from Replay Server, therefore does not interrupt scheduled file loading.

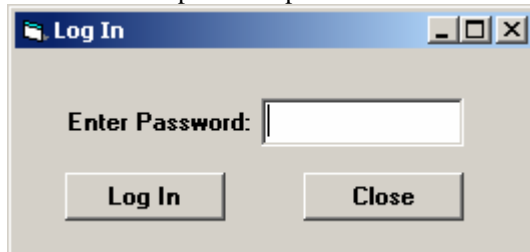
Manual ARCHIVE

1. Click on the **Manual Delete/Archive** button – use this utility if you would like to archive records in addition to the automatic archive, or in case the automatic archive failed.

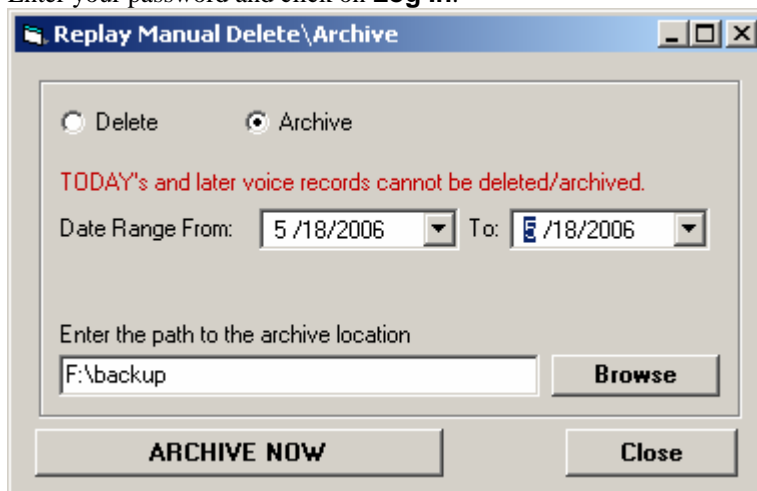
- If Replay is Active click on **PAUSE Replay Server**.



- The **Log In** screen comes up. **EDIT mode** is password protected.



- Enter your password and click on **Log In**.



- Check the **Archive** option.
- Enter date values into **Date Range From** and **To** fields.
- Enter the path to the location where you want to archive voice files, or click on **Browse** button to find it.
- Click on **ARCHIVE NOW**.
- When archive is completed, click on **Close**.

NOTE: Archive application runs independently from Replay Server, therefore does not interrupt scheduled file loading.

Registration

ONLY Replay Server has to be registered.

Proceed with registration only if your software is up and running.

It is very important to register your software promptly. Otherwise it will stop functioning within 30 days from the date of installation.

The Trisys, Inc. Software registration process consists of two steps:

Step I TO OBTAIN REGISTRATION NUMBER

1. Open Replay Server.
2. Click on the **Registration** button.
3. The web page with Replay serial number and the Computer ID appears. Click on **Continue**.
The screen with the registration number comes up.
4. Copy the **Registration Number** to use in Step II.

Step II TO COMPLETE REGISTRATION

1. Go to **Start/Programs/Replay/Registration** on the PC where Replay Server is installed.
2. Click on the **Register Replay** button.
3. Confirm your serial number.
4. Click **YES** to the message "Do you have a registration number?".
5. Enter your registration number and click on **OK**.

Software License Agreement

Software License Agreement

TO PERSONS WHO PURCHASE OR USE THIS SOFTWARE:

Carefully read all the terms and conditions of this agreement.

Opening of your software package indicates your acceptance of the terms and conditions of this License Agreement.

Parties. The Licensor is TRISYS, INC.

215 Ridgedale Avenue, Florham Park, NJ 07932, and you are the Licensee.

1. Grant of License.

The Licensor grants to the Licensee a non-transferable, non-exclusive, non-assignable license to use the copyright materials and programs as set forth herein for the purposes stated herein, and none other. The licensed program materials are identified as "SOFTWARE".

2. Identification of Materials Subject to the License.

The copyright materials and programs are identified as the "program materials", and include the program diskette and the documentation manual.

3. Modification of the Program(s).

Licensee may not alter, amend, change or otherwise modify the program, and any such change voids the license effective as of the date of the licensee's first receipt of the program materials.

4. No Copying Allowed.

All program materials have been provided to the Licensee upon the strict condition that they may not be copied. The program materials have been provided to the Licensee upon the strict condition that they may not be distributed or modified in any way without the prior written approval of the Licensor. Any copies other than as set forth herein are illegal, and will cause the License to be breached automatically.

5. Ownership of the Program.

Licensee acknowledges that the program materials identified herein are and remain the sole and exclusive property of the Licensor. The program materials may not be resold, given or otherwise transmitted by the Licensee to any other third party or parties, or reused by the Licensee in any other application without the express written consent of the Licensor.

LICENSEE MAY NOT COPY, MODIFY, TRANSFER OR TRANSLATE THE PROGRAMS OR RELATED DOCUMENTATION EXCEPT AS EXPRESSLY PROVIDED FOR IN THIS AGREEMENT.

6. Copyright.

The program materials are copyrighted. All other copies of the programs and their related documentation in the possession of the Licensee are in violation of this license, and Licensee agrees to destroy them, and/or allow the Licensor to destroy them if the Licensee is unable or unwilling to do so.

7. Warranty.

Licensor warrants that SOFTWARE will substantially conform to its current published specifications when installed and will be free of defects that substantially affect system performance.

Licensor will correct substantial software errors at no charge, provided the Licensee returns complete SOFTWARE with a dated proof of purchase to Licensor within 3 years of delivery. These are the sole remedies for any breach of warranty.

Licensee agrees that Licensor's liability arising out of contract, negligence, strict liability in tort or warranty shall not exceed the then existing dealer's cost of SOFTWARE at the time of the claim or the purchase, whichever is less.

Except as specifically provided above, Licensor makes no warranty or representation, either express or implied, with respect to the software or documentation, including their quality, performance, merchantability, or fitness for a particular purpose.

THE ABOVE IS A LIMITED WARRANTY AND IT IS THE ONLY WARRANTY MADE BY LICENSOR. LICENSOR MAKES AND LICENSEE RECEIVES NO WARRANTY EXPRESS OR IMPLIED AND THERE ARE EXPRESSLY EXCLUDED ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. LICENSOR SHALL HAVE NO LIABILITY WITH RESPECT TO ITS OBLIGATIONS UNDER THIS AGREEMENT FOR CONSEQUENTIAL, EXEMPLARY, OR INCIDENTAL DAMAGES EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE STATED EXPRESS WARRANTY IS IN LIEU OF ALL LIABILITIES OR OBLIGATIONS OF LICENSOR FOR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE DELIVERY, USE, OR PERFORMANCE OF SOFTWARE.

8. Governing Law.

This Agreement shall be governed by the laws of the State of New Jersey, and of the United States, where applicable, and shall inure to the benefit the Licensor, its successors, administrators, heirs and assigns.

9. Remedy - Limitation of Damages.

The Licensee's obligations under this License are of a special and unique character which gives them a particular value, and the Licensor cannot be reasonably or adequately compensated in damages in an action at

law in the event of the Licensee's breach of this License. Therefore, the Licensee expressly agrees that the Licensor shall be entitled to injunctive and other equitable relief in the event of such breach or threatened breach in addition to any other rights or remedies which the Licensor may possess. Licensor's entire obligation, and Licensee's exclusive remedy shall be the replacement by the Licensor of the diskette and/or backup diskette supplied, if defective in materials or workmanship.

IN NO EVENT SHALL THE LICENSER BE LIABLE FOR DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES ARISING OUT OF THIS LICENSE OR THE USE OR NON-USE OF THE PROGRAM MATERIALS OR THE EXISTENCE, FURNISHING, FUNCTIONING OR THE USE BY THE LICENSEE OF THE PROGRAM MATERIALS, AS LICENSED HEREIN.

The Licensee agrees that the Licensor's liability arising out of strict liability, negligence, tort or warranty shall not exceed any amounts paid by the Licensee for the program materials.

10. Indemnification.

Licensor, at its own expense, will defend the Licensee in any action brought against same to the extent that said action is based on a claim of infringement against a patent, copyright or any other property right pertaining to the program materials. Licensor reserves the right to control the defense of any such claim, lawsuit or other proceeding. In no event shall the Licensee settle any claim, lawsuit or proceeding without the prior written consent of the Licensor.

11. Supersedes All Prior Agreements.

This License Agreement supersedes all prior understandings and agreements by and between the Licensor and Licensee related to the subject matter hereof, and is intended to be the exclusive and complete statement of the parties of the terms of this license.

BY USING THIS SOFTWARE YOU SPECIFICALLY AND EXPRESSLY CONSENT TO THIS LICENSE AGREEMENT

Hardware License Agreement

TO PERSONS WHO PURCHASE OR USE REPLAY PHONE INTERFACE USB AUDIO DEVICE:

1. Warranty

TRISYS warrants that HARDWARE will substantially conform to its current published specifications when installed and will be free of defects that substantially affect system performance.

TRISYS will exchange HARDWARE, provided the End-User returns damaged HARDWARE with a dated proof of purchase to TRISYS within 1 year of delivery. These are the sole remedies for any breach of warranty.

End-User agrees that TRISYS's liability arising out of contract, negligence, strict liability in tort or warranty shall not exceed the then existing dealer's cost of HARDWARE at the time of the claim or the purchase, whichever is less.

Except as specifically provided above, TRISYS makes no warranty or representation, either express or implied, with respect to the hardware or documentation, including their quality, performance, merchantability, or fitness for a particular purpose.

THE ABOVE IS A LIMITED WARRANTY AND IT IS THE ONLY WARRANTY MADE BY TRISYS. TRISYS MAKES AND END-USER RECEIVES NO WARRANTY EXPRESS OR IMPLIED AND THERE ARE EXPRESSLY EXCLUDED ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. TRISYS SHALL HAVE NO LIABILITY WITH RESPECT TO ITS OBLIGATIONS UNDER THIS AGREEMENT FOR CONSEQUENTIAL, EXEMPLARY, OR INCIDENTAL DAMAGES EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE STATED EXPRESS WARRANTY IS IN LIEU OF ALL LIABILITIES OR OBLIGATIONS OF TRISYS FOR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE DELIVERY, USE, OR PERFORMANCE OF HARDWARE.

2. Governing Law.

This Agreement shall be governed by the laws of the State of New Jersey, and of the United States, where applicable, and shall inure to the benefit the TRISYS, its successors, administrators, heirs and assigns.

3. Indemnification.

TRISYS, at its own expense, will defend the End-User in any action brought against same to the extent that said action is based on a claim of infringement against a patent, copyright or any other property right pertaining to the program materials. TRISYS reserves the right to control the defense of any such claim, lawsuit or other proceeding. In no event shall the End-User settle any claim, lawsuit or proceeding without the prior written consent of the TRISYS.

4. Supersedes All Prior Agreements.

This License Agreement supersedes all prior understandings and agreements by and between the TRISYS and End-User related to the subject matter hereof, and is intended to be the exclusive and complete statement of the parties of the terms of this license.

BY USING THIS HARDWARE YOU SPECIFICALLY AND EXPRESSLY CONSENT TO THIS LICENSE AGREEMENT