

Installing Replay ST Check list

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Step 1. - The PC where Replay Server will reside

1. If TAPIT has not been installed yet, **install and configure TAPIT** using the **Tapit CD**.
For instructions see the Tapit manual.
2. **Install Web Reports** using the **Replay ST CD**.
For instructions see Readme.pdf file available during installation and located on the Replay ST CD in Tapit Web Reports folder.
3. **Install Replay Server** using the **Replay ST CD**.
For instructions see ReplayManualServer.pdf file available during installation and located on the Replay ST CD in Replay\Docs folder.
4. **Set up Replay Server**.
For instructions see ReplayManualServer.pdf file available during installation and on the Replay Replay ST CD in Replay\Docs folder.
5. **Open Web Reports** and set up permissions to enable voice file viewing and listening.
For instructions see Readme.pdf file available during installation and located on the Replay ST CD in Tapit Web Reports folder.

Step 2. - Each Replay Client PC:

NOTE:

It is important to synchronize date/time on all Replay Client PCs with the date/time of the phone system that is date/time stamping TAPIT phone records. Otherwise, if there is date/time difference between Client computer and the phone system voice files will not be matched correctly with phone records.

BEFORE INSTALLING:

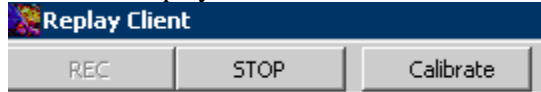
Replay Client PC operating system must be Windows XP Pro.

Please make sure all Client PCs and Replay Server PC are able to access and have full permissions to the **BUFFER folder**. The **BUFFER folder** is where all voice recordings from Client PCs are moved. By default it is residing on the Replay Server PC and the path to it is **Replay\Client\RplcBuffer**.

1. Connect the **Replay Phone Interface** device to the phone and the Client PC.
For instructions see **Connecting the Replay Phone Interface device** section of this document, or **ReplayManualClient.pdf** file available during installation and located on the CD in Replay\Docs folder.
2. **Install Replay Client**.
For instructions see **ReplayManualClient.pdf** file available during installation and located on the CD in Replay\Docs folder.
3. **Calibrate Replay Client**, verify settings, and protect with a **password** if required. Password prevents unauthorized access. When Replay Client is password protected a user is not able to stop recording, edit settings or exit Replay Client without entering a password.

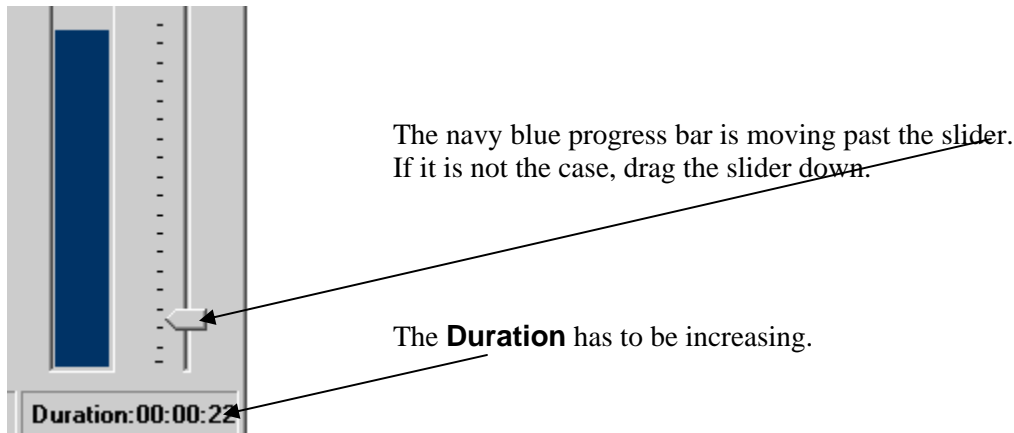
For instructions see **ReplayManualClient.pdf** file available during installation and located on the CD in Replay\Docs folder.

4. With the Replay Client screen open in front of you on the **System** tab, make a test phone call from each client phone and verify that the phone call is being recorded.
To record Replay Client has to be in Recording Mode - the **REC** button has to be grayed out.



If it is not grayed out click on the **REC** button.

The following indicates Replay Client is recording:



5. After you are done with set up and test calls, minimize Replay Client and proceed with the next Client PC. Replay Client must be running in Recording Mode to record phone calls.
6. **After all Clients are installed** and test calls have been made from all Client phones, check if all voice files have been moved to the RplcBuffer folder (by default on Replay Server in the Replay\Client folder). Voice file names start with the extension number they originate from. You should account for all the extensions you have made test calls from. If you do not find the files there, depending on the file loading settings on the Replay Server, they could have already been moved to the **REPLAY FILES** folder. You can find the path to this folder on Replay Server screen.
Run the Extension Detail Report by Date in Web Reports. You should be able to bring up the voice recordings for the test calls you have made.

Step 3. - Register Replay

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

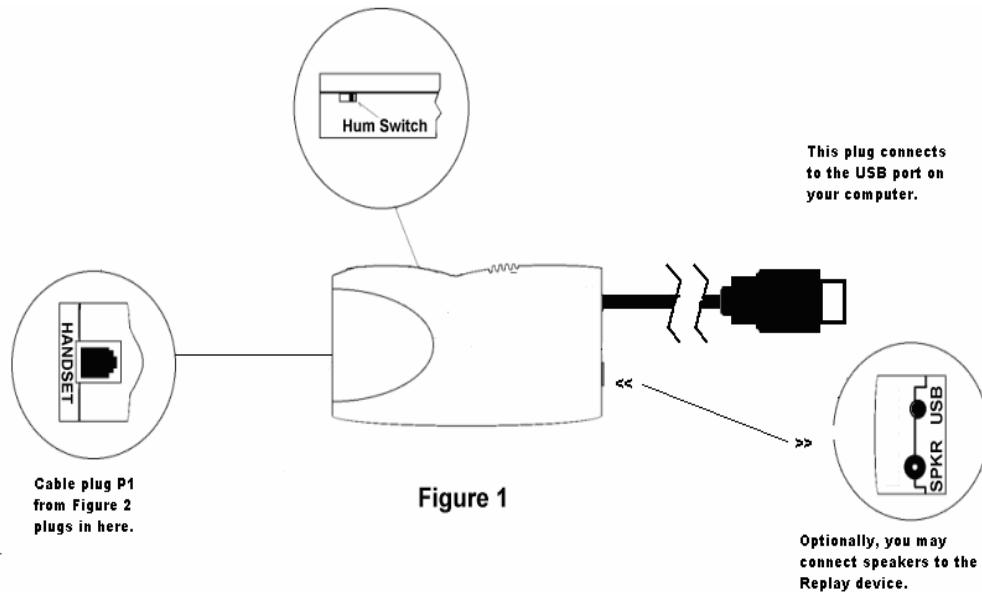
It is very important to register your software promptly. Otherwise it will stop functioning within 30 days from the date of installation.

(For instructions see **ReplayManualServer.pdf** file located on the CD in Replay\Docs folder.)

Appendix - Connecting the Replay Phone Interface device

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

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.

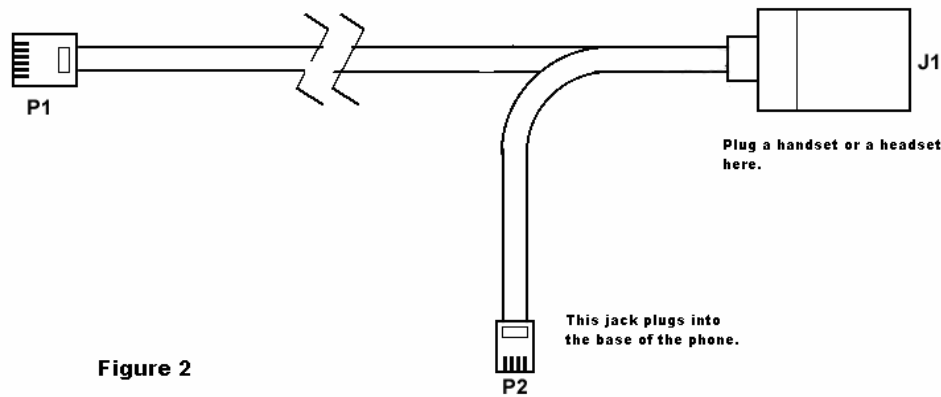


Figure 2

Telephone to Interface connection cable

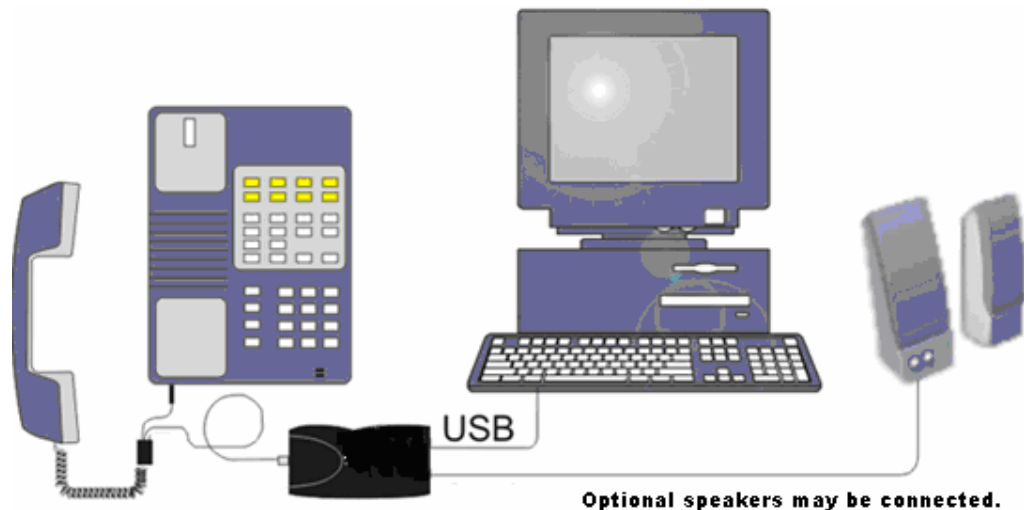
This cable connects your telephone set and/or headset to the **Replay** Phone interface. It has 3 connectors:

- 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.

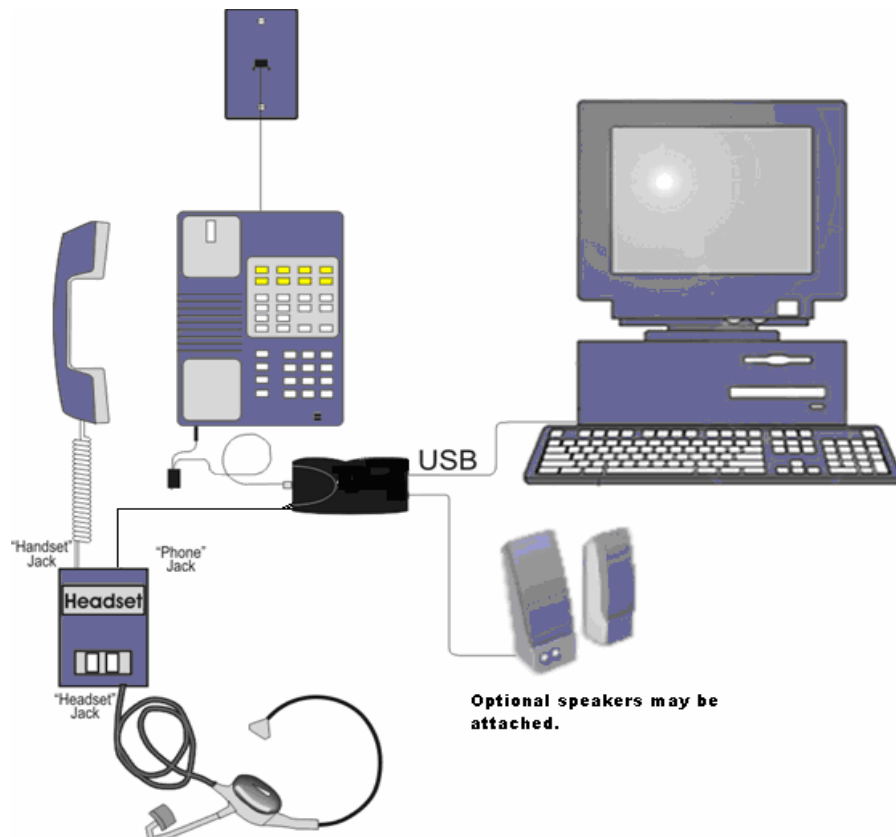
Installation

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).



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.

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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.

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