Replay NOVA Manager Manual

TRISYS INC.

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Replay NOVA Manager Manual

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Minimum System Requirements

- Core 2 Duo Processor
- 2 BG of RAM (3GB for Win 7)
- 250 GB hard disk
- Microsoft Win XP Pro SP3 (Win 2003 required for 10+ concurrent users), Windows 7
- MS Internet Explorer 7
- Monitor Resolution 1024 x 768
- Tapit NOVA must be installed and configured
- QuickTime Player installed (on every PC used for listening)
- Sound card on each PC used for listening to voice files

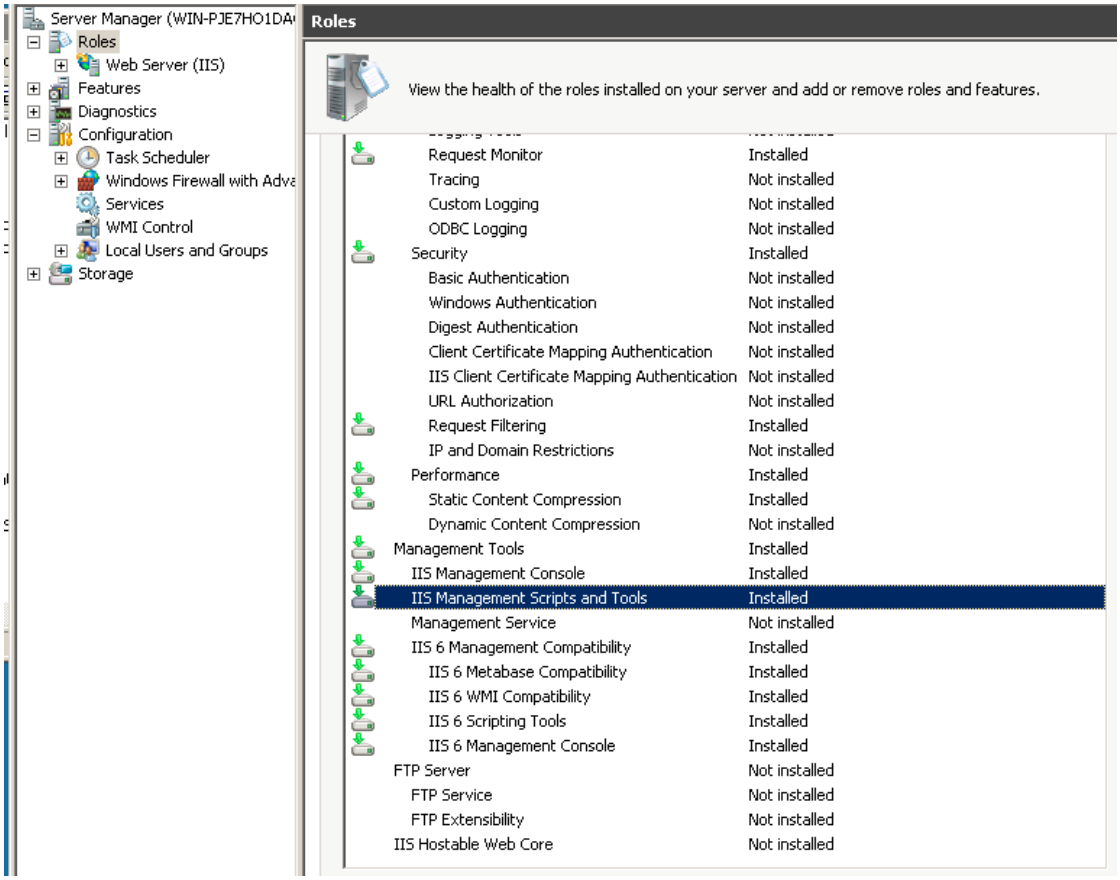
In compressed mode, Replay uses approximately 6 MB of hard disk for each hour of recorded conversation. Therefore, adequate hard disk space has to be dedicated to store voice files created by Replay Boxes. If default options are accepted during installation Replay Server stores Replay Boxes voice files on the same computer it resides.

Before Installing Replay NOVA

Install and configure the Replay Box/es. Make sure Replay Boxes are recording.

ON THE SAME PC:

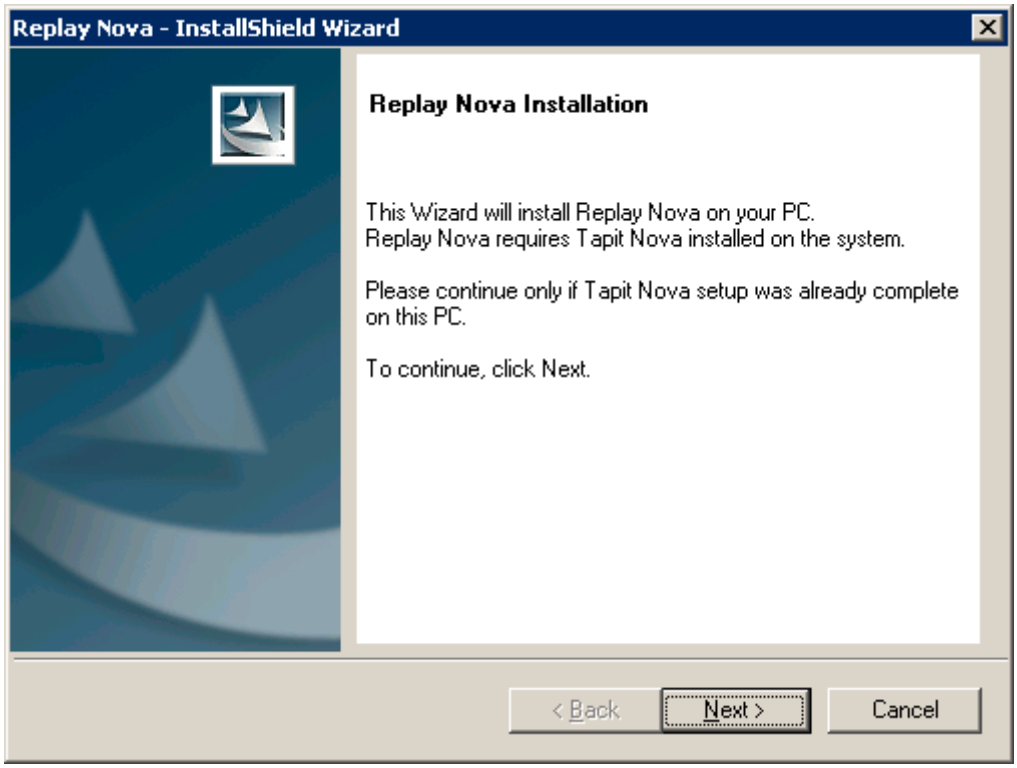
1. Install and setup Tapit Nova.
2. If you would like to encrypt files, install AcCrypt encryption software.
3. Install QuickTime Player. Quick Time has to be installed on each PC used for listening to voice files. You can use QuickTime installation provided on the Replay Nova CD.
4. In case of IIS7 (Windows 7 Pro and Windows 2008 Server): verify that IIS Management Scripts and Tools and IIS 6 Management Compatibility are installed.



Installation

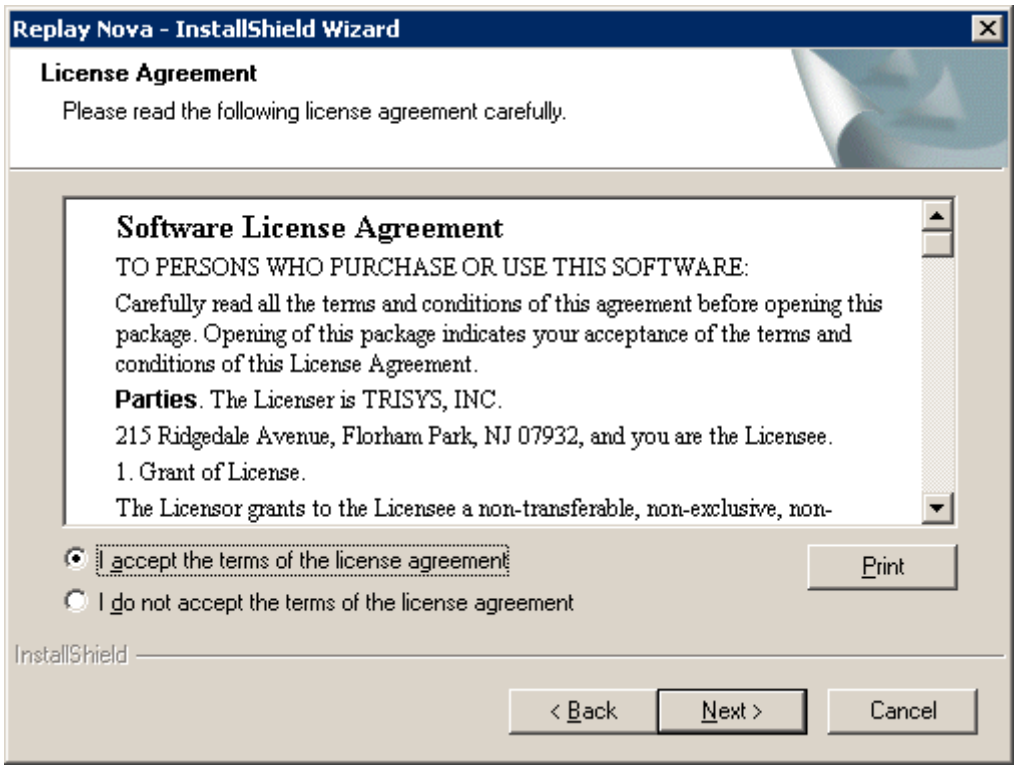
1. Tapit NOVA application has to be installed and configured on the same PC prior to Replay NOVA Manager Installation.
2. QuickTime has to be installed on every PC that is used for listening to voice files.

1. Click on **Install Replay NOVA**.
2. The **Replay Nova Installation** screen appears.

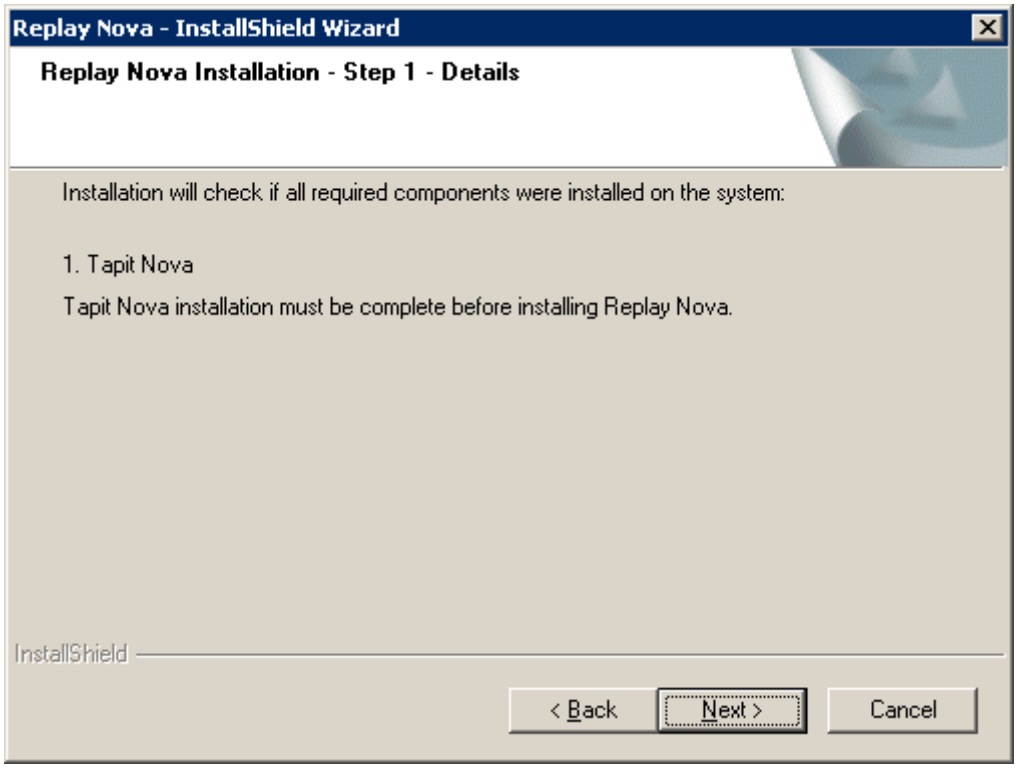


3. Click on **Next**.

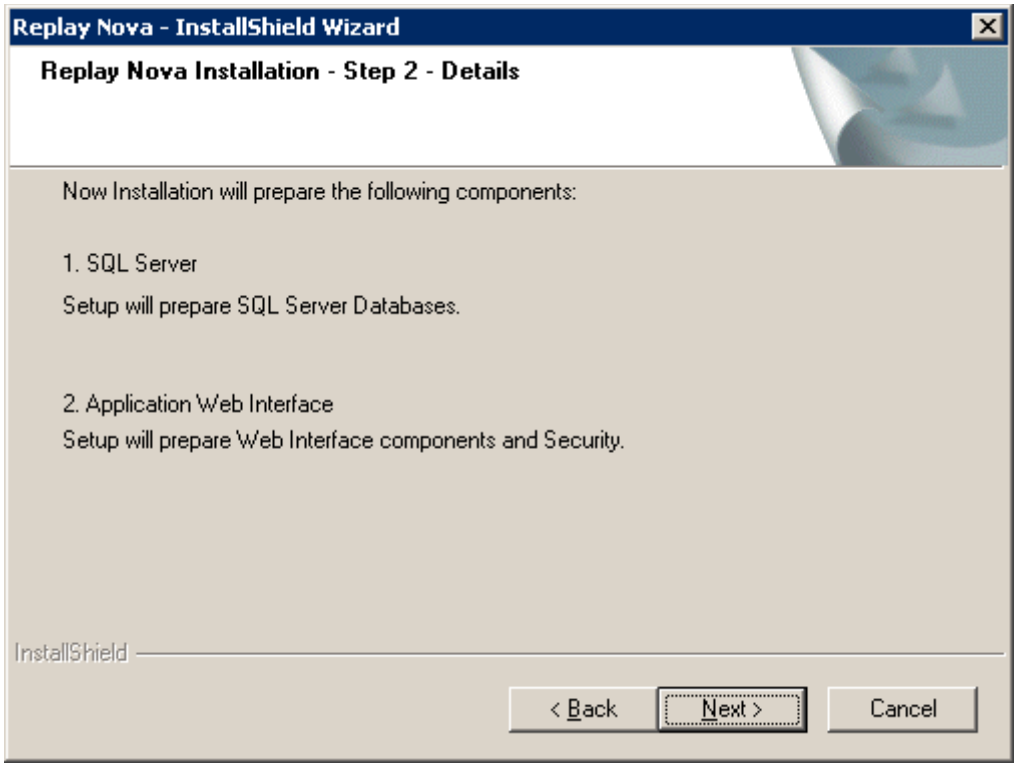
4. Check **I accept the terms of the license agreement** option and click on **Next**.



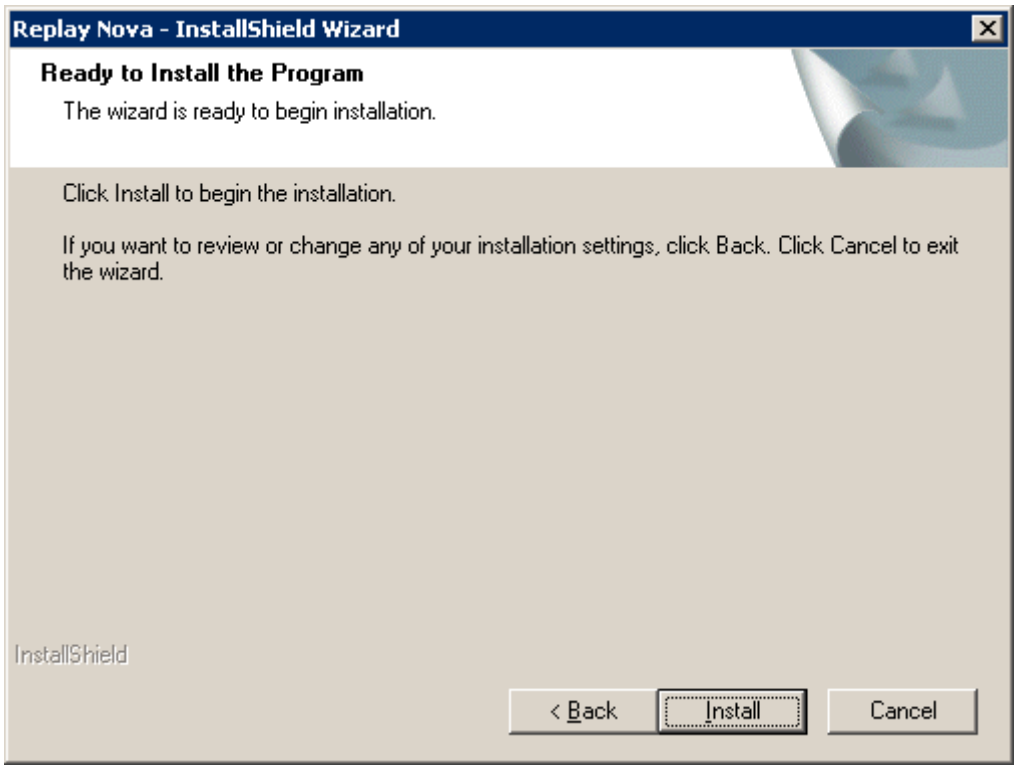
5. Installation is checking if Tapit NOVA is installed on the PC. Click on **Next** when finished.



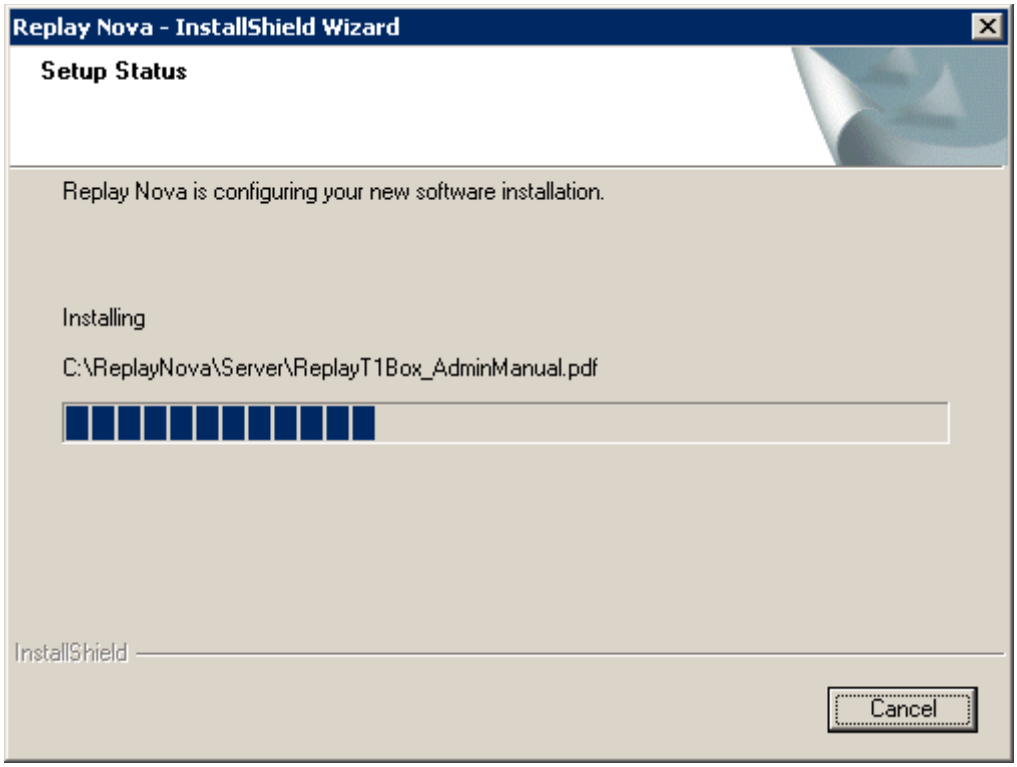
6. Setup program prepares SQL environment. Click on **Next** when finished.



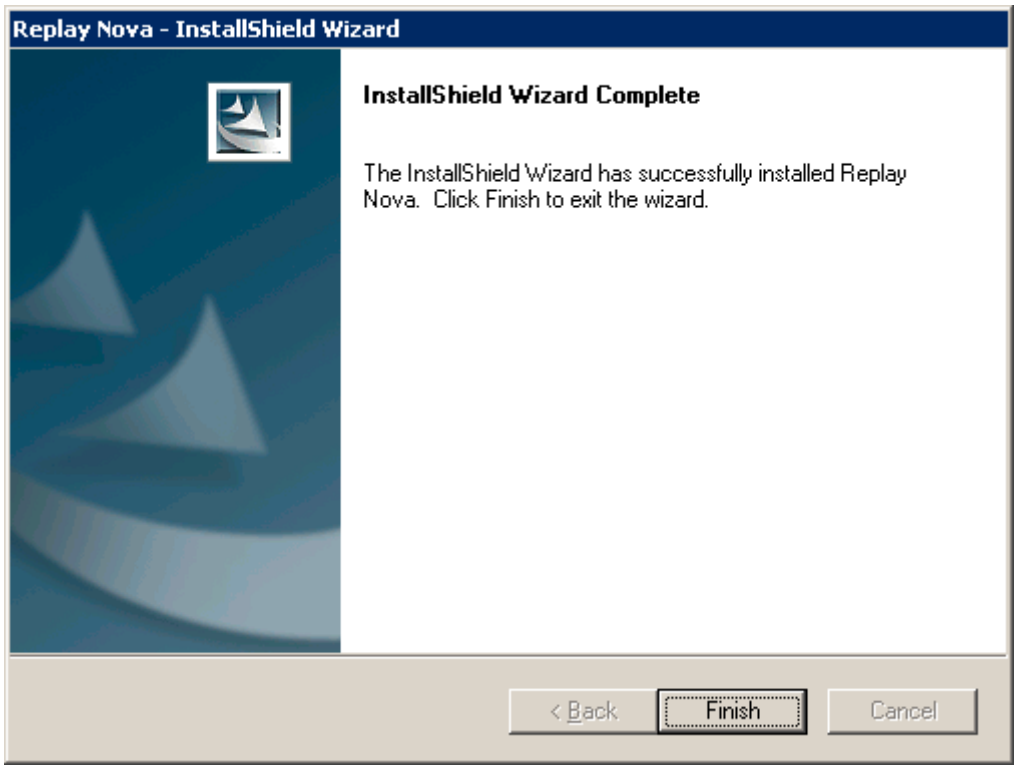
7. Software is ready to be installed. Click on **Install**.



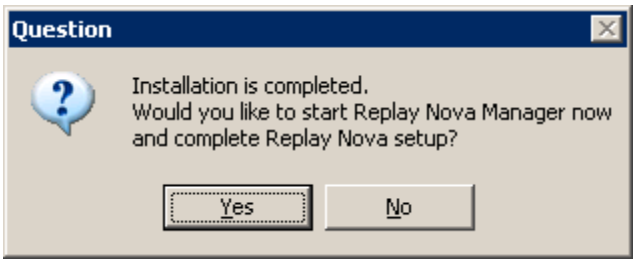
8. Replay NOVA is being installed.



9. Click on **Finish** when the installation is done.



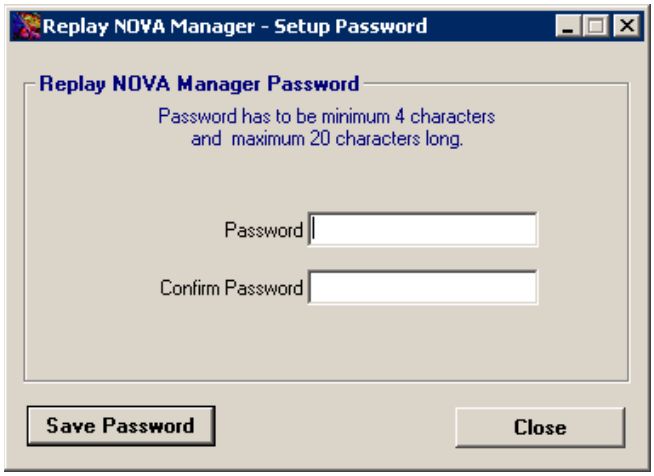
10. When Replay files are installed, the installation program will prompt you to configure Replay NOVA.



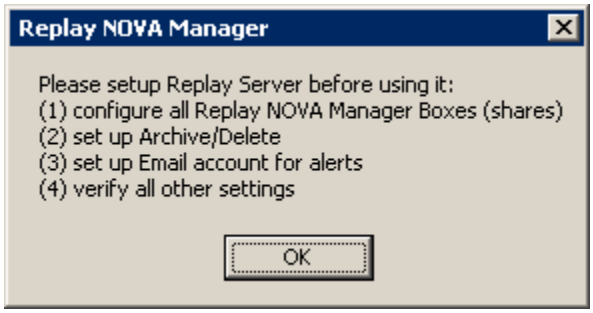
Click on **Yes**. Replay NOVA will not process files if not configured. Proceed with the **Setting up REPLAY NOVA** section below.
If Setup Program asks you to reboot PC, make sure all Tapit Nova related applications are closed. Open Tapit Nova SMDR Service Manager and click on Stop Service.

Setting Up Replay NOVA

3. When Replay installation is complete you are prompted with a message to configure Replay NOVA Manager. If you click on **YES** Replay setup starts with a password screen. If you click on **NO**, or if you were required to reboot your PC, you can access the password screen by going to **Start/Programs/Replay Nova/Replay Manager**.
4. You need to configure Replay Box/es, setup Delete/Archive, automatic alerts via email, etc. If not configured, Replay NOVA will not process voice files.
5. The **Setup Password** screen comes up. This password will be used to open the **Replay NOVA Manager Screen**. The **Replay NOVA Manager Screen** enables user to setup/change voice file processing settings.

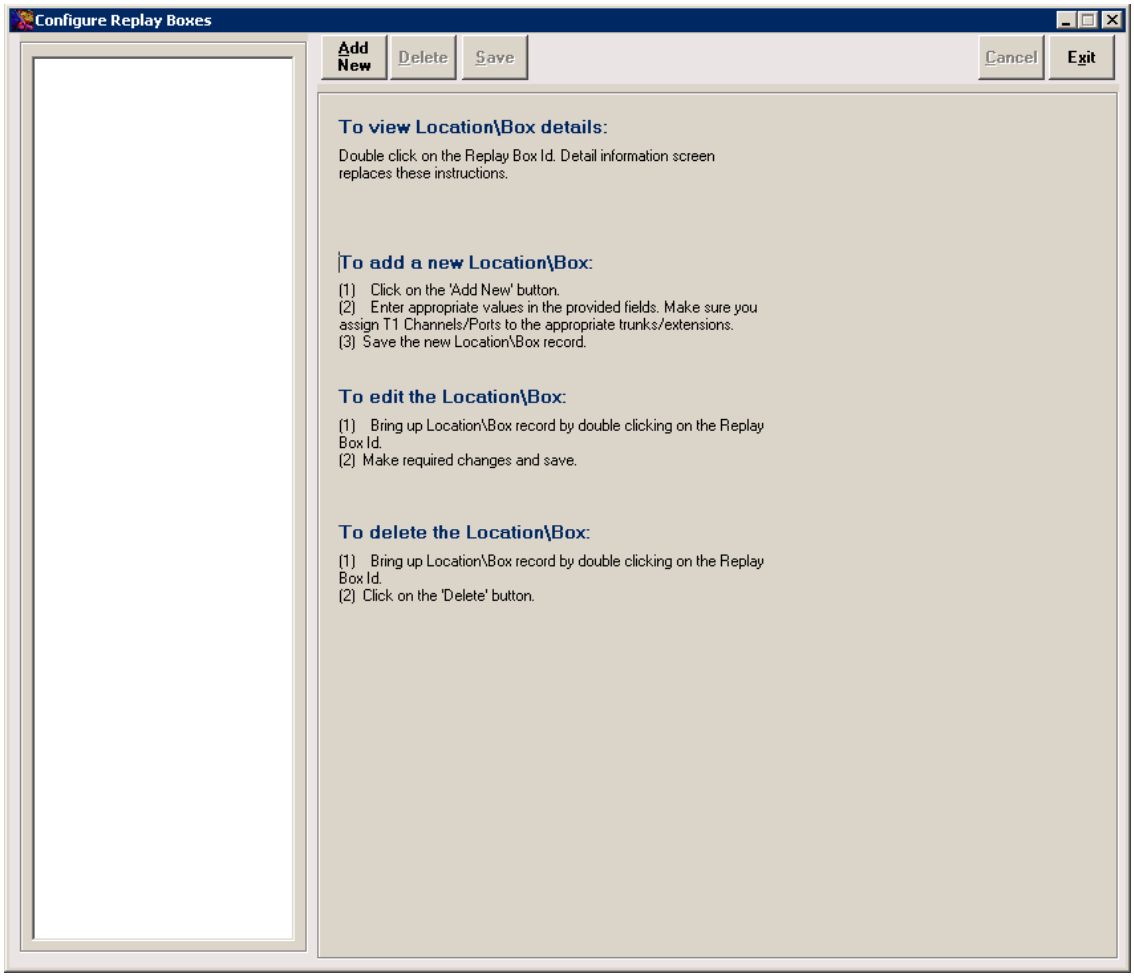


6. Create the password (minimum 4 characters and maximum 20 characters) and enter it into the **Password** field.
7. Enter it again into the **Confirm Password** field.
8. Click on **Save Password**.
9. Click on **OK** to the following message.

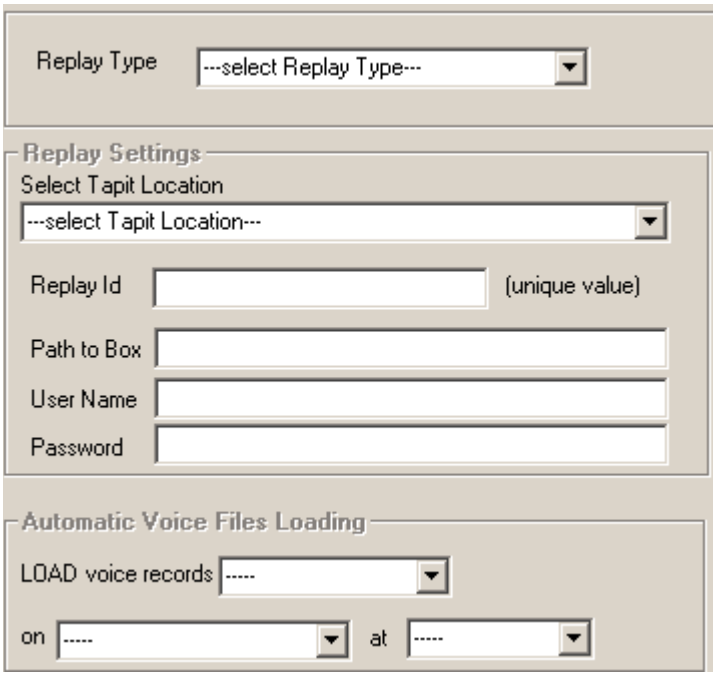


10. Replay opens the **Configure REPLAY Boxes** screen. Here, you need to enter information about the already installed Replay Boxes.

11. To create a new Replay entry click on **Add New**.



12. The new Replay unit entry screen shows up.



Click on the down-arrow of the **Replay Type** field to pull down the list of Replay types.
Select a Replay type from the list depending on which Replay you've purchased.

If you have purchased Replay T1 select it from the list of replay types.

Select the number of T1s.

If you have purchased Replay ATS recording on the trunk side, select it from the list of replay types. Click on the number of ports.

Only Replay ATS and T1 types have a side option group with the Number of T1 or Ports.

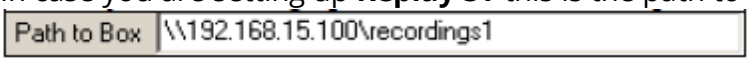
Click on the down-arrow of the **Select Tapit Location** screen to pull down the list of Tapit Locations. If you did not purchase Remote Manager and do not have any remote sites then this list contains only one location – Main. Otherwise, this is a list of all remote sites plus the Main site.

Select Tapit Location name corresponding to the Replay Box.

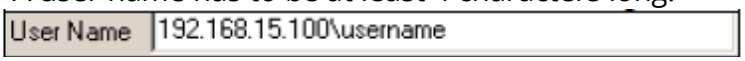
13. **Enter Unique Replay Box Id** - this field has to be unique. It cannot contain spaces or any characters that are illegal in a Windows Explorer folder name. This entry will become a name of the subfolder of the ReplayFiles folder. In our example, voice files are going to be moved from the folder where they are created to the central location: C:\ReplayFiles\Box1 folder.

Once saved, this field cannot be edited.

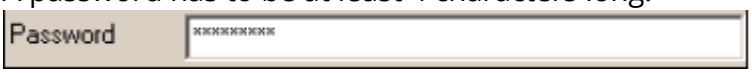
14. Enter the path to the Replay Box share into the **Path to Box** field. This is the path to the folder where voice files are created. This folder resides on the Replay Box. Replay NOVA Service moves voice files from this location and stores them in the ReplayFiles folder. If Replay Box is a separate PC then this has to be an **UNC path** and it has to include the Share Name of the folder with voice files (by default Recordings1), residing on the Replay Box computer.
i.e. ***Replay Box computer name or IP address\Recordings1***
If you have purchased the Replay Enhanced version this is a **local path**. In that case all Trisys software is on one PC and path to the Recordings folder is - C:\Recordings. Local Recordings folder does not need a user name, or a password.
In case you are setting up **Replay ST** this is the path to the ***RplcBuffer*** folder.



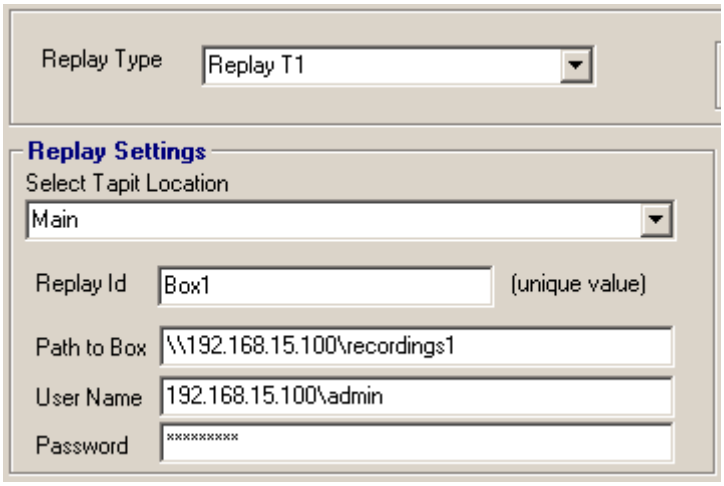
15. Enter the **User Name** for the Replay Box. User name and password are needed to establish a connection between Replay NOVA Server computer and Replay Box (not required if the **Path to Box** field is a local path).
A user name has to be at least 4 characters long.



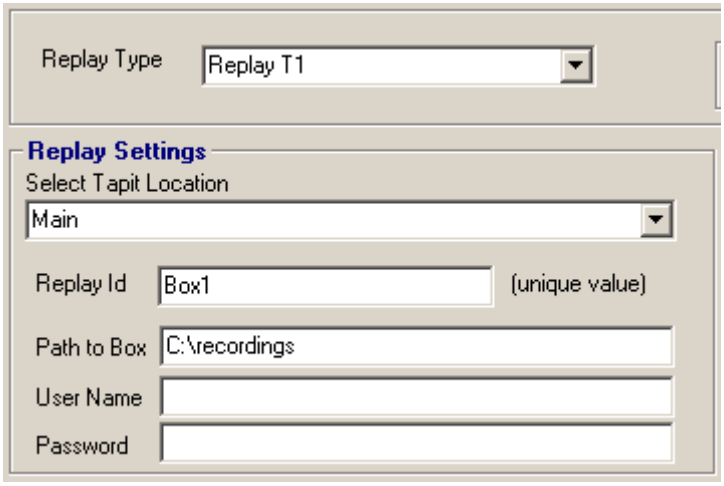
16. Enter the password to the Replay Box in the **Password** field (not required if the **Path to Box** field is a local path).
A password has to be at least 4 characters long.



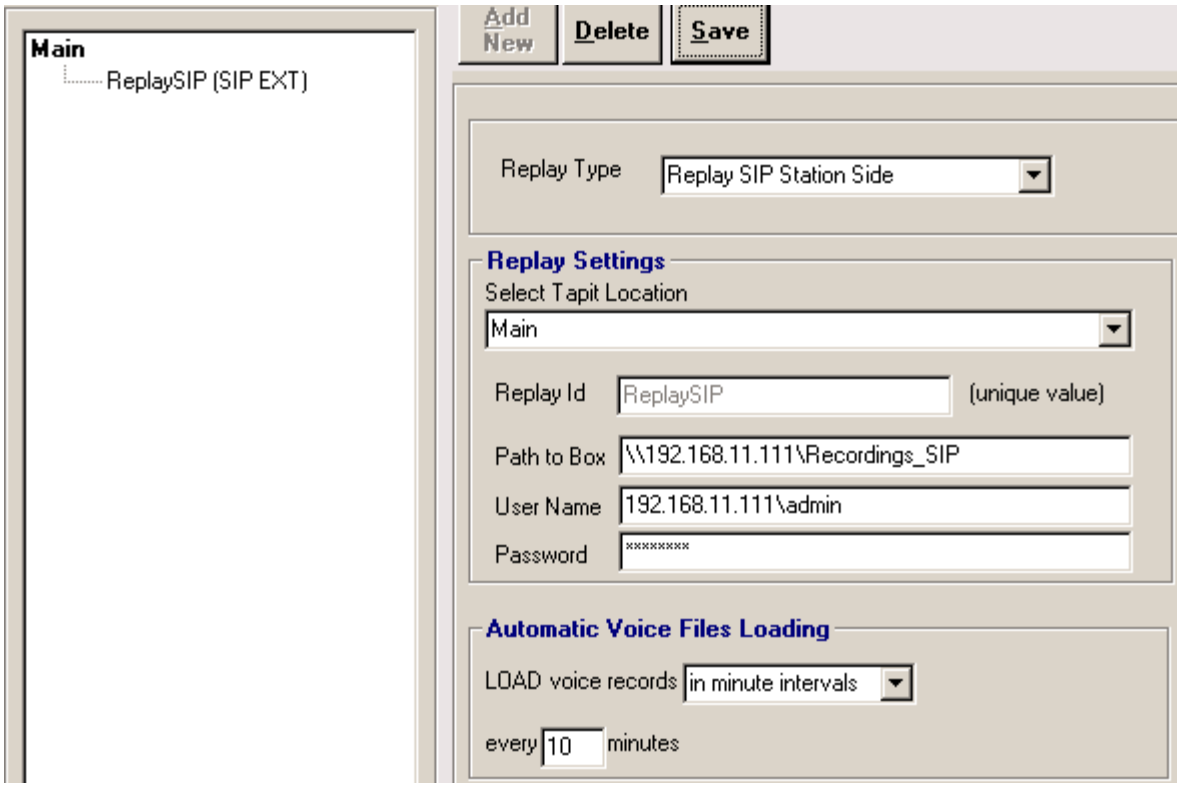
17. Example of the remote Replay Box configuration (Replay T1)



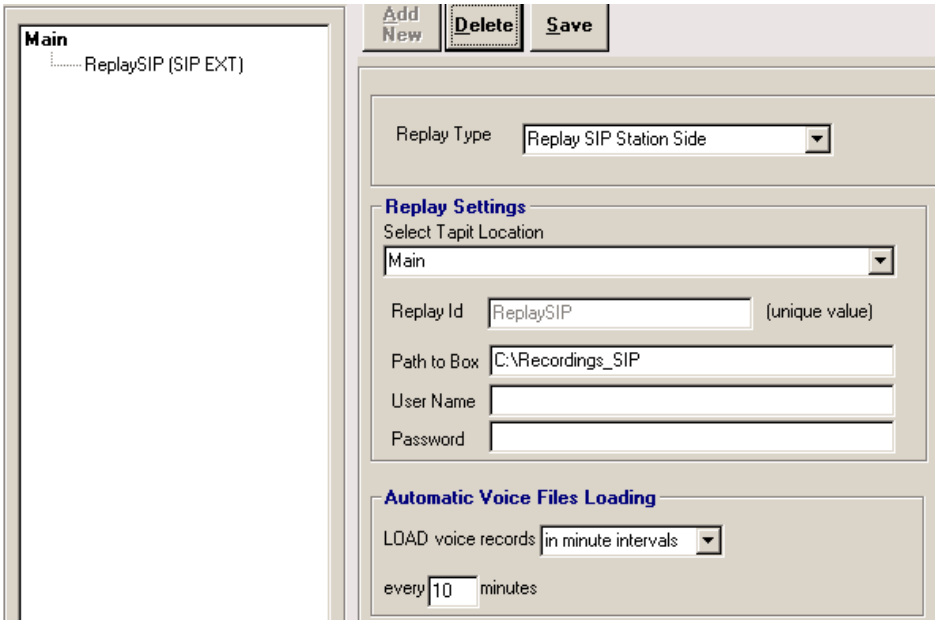
18. **Example of the Enhanced Replay Box configuration**
(Where Replay recording software resides on the same PC Tapit Nova is installed)



19. **Example of Replay SIP Station Side configuration (remote replay box)**

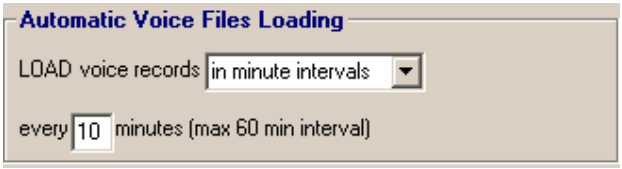


20. **Example of Replay SIP Station Side configuration (same PC – Replay Box Enhanced)**

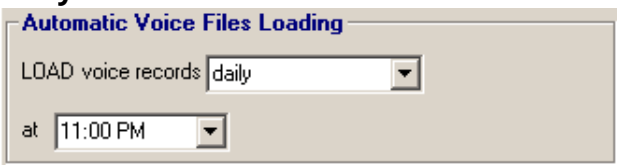


21. Select appropriate options for file loading. Replay Service can be set up to move files from the Replay Box into the ReplayFiles folder in minute intervals (up to 60 minutes), daily, weekly, or monthly.

In minute intervals

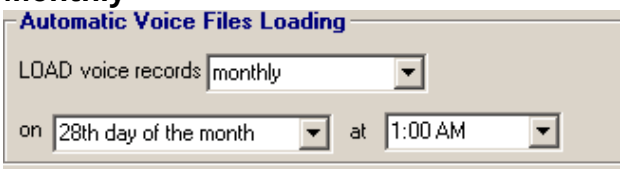


Daily



Weekly

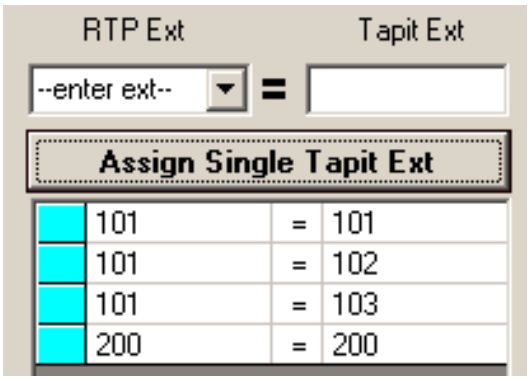
Monthly



22. **Assign T1 Channel or Port to Tapit Trunk or Extension**
Replay Box records telephone conversations.
In case of **Replay T1** and **Replay ATS**, there is one voice file per each conversation. Each voice file name contains a channel/port indicator. Replay recording software knows only channel/port numbers while Tapit Nova operates with trunk numbers. There is a relationship between Replay channels/ports and Tapit trunks. This relationship has to be reflected by the channel trunk list located on the Configure Replay Boxes screen.
Once the channel/trunk correspondence is created, every time a user clicks on a record on a detail report in Tapit Nova to listen to a recording, reference list is checked and an appropriate channel/port number is brought back. With the correct channel/port number Replay Nova is able to search for the desired recording.

Replay RTP - station side recording solutions. There is one voice file per each segment of phone conversation related to the recorded extensions. Each voice file name contains the main extension number for the recorded IP Phone. Many times, there is more than one line to the IP Phone. If this is the case, the main phone extension has to be matched up with all different ext for that phone. This list has to be filled out even if a phone has one extension only.
Once the extension correspondence is created, every time a user clicks on a record on a detail report in Tapit Nova to listen to a recording, reference list is checked and an appropriate main extension number is brought back. With the correct main extension number Replay Nova is able to search for the desired recording.

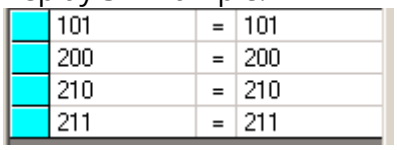
Replay RTP Example:
Extension 101 is a main extension for the multiline IP Phone. In TAPIT Nova calls for that IP Phone are represented by extensions 101, 102, and 103. Therefore the correct extension assignment is: 101 to 101, 101 to 102, and 101 to 103. Extension 200 is a main extension for another IP Phone. However, in TAPIT Nova calls for that IP Phone are always represented by one extension 200. The correct extension assignment is: 200 to 200.



23. **Replay SIP (Station Side)** – does not require ext configuration. This part of the screen is suppressed for this type of replay.

    Replay ST - station side recording solutions. Records in user predefined intervals. Each voice file name contains the extension number for the recorded IP Phone. There is one to one correspondence between Tapit extensions and Replay ST extensions.

    Replay ST Example:



	101	=	101
	200	=	200
	210	=	210
	211	=	211

    Replay DS - station side recording solutions. There is one voice file per each segment of phone conversation related to the recorded extensions. Each voice file name contains the Replay port number for the recorded IP Phone. Many times, there is more than one port to the IP Phone. If this is the case, the main phone extension has to be matched up with all different Replay ports for that phone. This list has to be filled out even if there is a one to one correspondence (one Replay port per one Tapit extension).
    Once the extension correspondence is created, every time a user clicks on a record on a detail report in Tapit Nova to listen to a recording, reference list is checked and an appropriate main extension number is brought back. With the correct main extension number Replay Nova is able to search for the desired recording.

    Replay DS Example:
    Tapit extension 1010 has three corresponding Replay ports.
    Tapit extension 2010 has one corresponding Replay port.

Replay DS Port	Tapit Extension
1010	1010
1011	1010
1012	1010
2010	2010

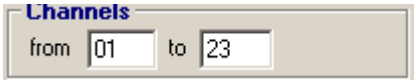
24. Depending on what type of Replay Box you have (T1, ATS, RTP, DS) each Channel or Extension corresponds to one Tapit Trunk or each Port corresponds to one Tapit Trunk, or one Tapit Extension.

    We are going to use T1 Channels and Tapit Trunks in our example to describe ways of creating Channel to Trunk reference.
    The most efficient way of assigning T1 Channels to Tapit Trunks is by adding Channel/Trunk range to the Channel/Trunk list.

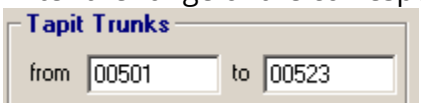
    To add a range
    Note: Tapit Trunks have to be numeric (101, 102, etc.) or numeric with the same prefix (TR101, TR102, etc.) otherwise they need to be entered one by one with the **Assign Single Channel to Trunk** button. Tapit Trunks cannot be duplicated within the same Tapit location.

    Click on the **Add Range** radio button.

    Fill in the range of the T1 Channels i.e. for one T1 PRI the range would be from channel 01 to channel 23 (T1 PRI uses channel 24 as a Data channel).

    Enter the range of the corresponding Tapit Trunks.

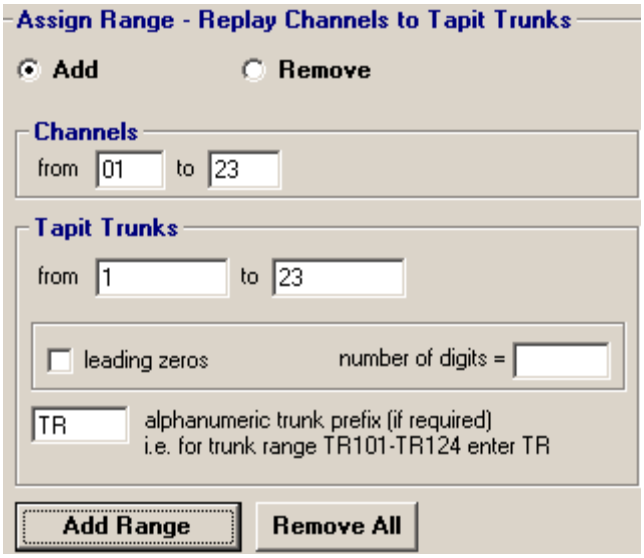
    

    In our example the trunks have leading zeros. To preserve the leading zeros check the **leading zeros** check box.

    Trunk numbers with leading zeros have to have fixed number of digits to be able to form a range that can automatically populate the Channel/Trunk reference table. Enter the **fixed number of digits** for the Trunks with leading zeros.

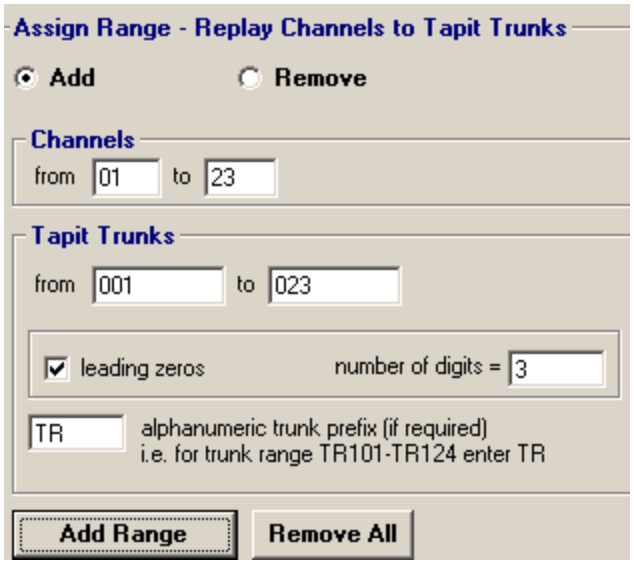
    Click on the **Add Range** button.
    The range is added to the **Channel/Trunk** list.
    If this box had two T1s PRI you would add another range of channels and it would be channels 25 through 47 (channel 48 would be used as a Data channel).

    Examples of Channel/Trunk Ranges
    Simple channel to trunk range: Channels 01 through 23 correspond to Trunks 1 through 23.



01	=	TR1
02	=	TR2
03	=	TR3
04	=	TR4
05	=	TR5
06	=	TR6
07	=	TR7
08	=	TR8
09	=	TR9
10	=	TR10
11	=	TR11
12	=	TR12
13	=	TR13
14	=	TR14
15	=	TR15
16	=	TR16
17	=	TR17
18	=	TR18
19	=	TR19
20	=	TR20
21	=	TR21
22	=	TR22
23	=	TR23

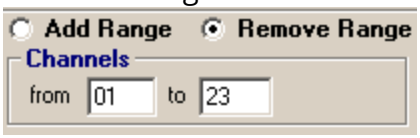
Trunks with leading zeros and prefix range: channels 01 through 23 correspond to trunks TR001 through TR023.



01	=	TR001
02	=	TR002
03	=	TR003
04	=	TR004
05	=	TR005
06	=	TR006
07	=	TR007
08	=	TR008
09	=	TR009
10	=	TR010
11	=	TR011
12	=	TR012
13	=	TR013
14	=	TR014
15	=	TR015
16	=	TR016
17	=	TR017
18	=	TR018
19	=	TR019
20	=	TR020
21	=	TR021
22	=	TR022
23	=	TR023

To Remove the Channel/Trunk associations
Check the **Remove Range** radio.

Enter the range of channels to remove



Click on the **Remove Range** button.

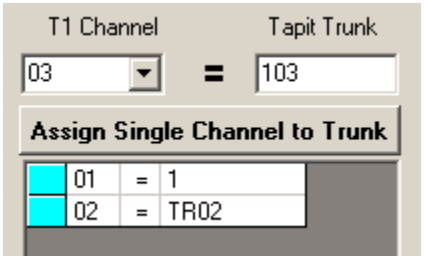
To Clear the Channel/Trunk assignment list
Click on the **Remove All** button.

Click **OK** to the confirmation message.
The **Channel/Trunk** list is empty.

To add a single channel to trunk correspondence
If Channels do not match Trunks in ranges you need to enter all relationships manually.

In this example we are using default settings: T1 Replay Box with one T1.

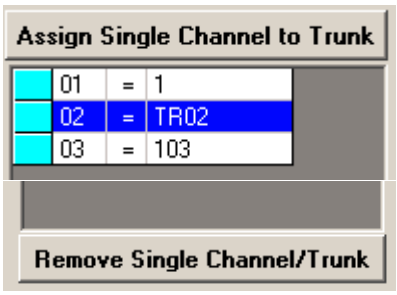
To assign T1 Channel to Tapit Trunk one by one select the channel number from the **T1 Channel** pull-down list and enter the corresponding trunk into the **Tapit Trunk** field. Click on the **Assign Single Channel to Trunk** button to add the relationship to the list.



Note: Channel\Trunk assignments and any unsaved changes are saved instantaneously upon clicking on the **Assign Channel to Trunk** button.

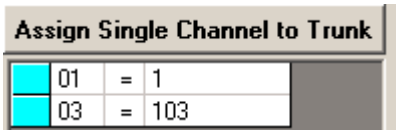
Tapit Trunk has to be unique within the same Tapit Location. Replay Channel has to be unique within the same Replay Box.

To remove a single channel to trunk correspondence
To remove Channel/Trunk assignment, click on the Channel/Trunk list item you want to delete.



Click on the **Remove Single Channel/Trunk** button.

Replay prompts you to confirm deletion.
Click on **YES.**
The list reflects changes.



If you have more than on Replay Box, repeat the above for all Replay Boxes.

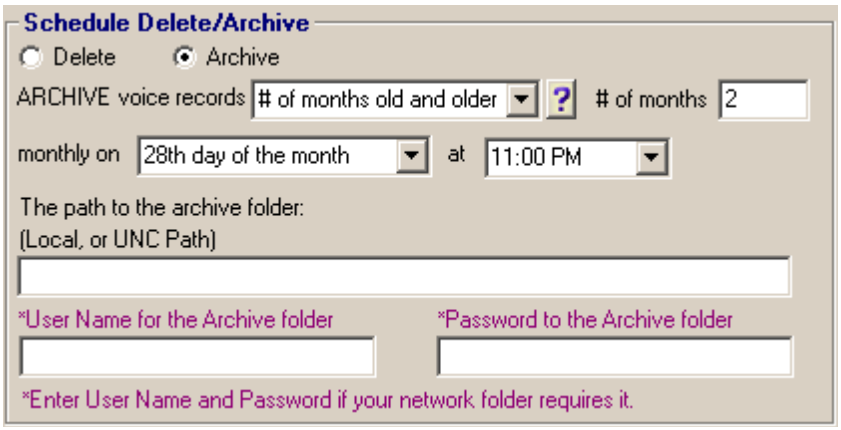
25. Click on **Save** if it is available. If Save is grayed out it means all changes are saved.

26. Click on **Exit** when finished.

The Replay NOVA Manager Screen appears.

27. During installation the ***ReplayFiles*** folder is created directly on the ***C*** drive (C:\ReplayFiles), on the local PC. The ***ReplayFiles*** is used to store files moved from all Replay Boxes (central voice file location). If you would like to move this folder to a different drive or the network, you need to change its path here. If it is a network path and it requires user name and password to connect to, enter the user name and password in the **User Name for Replay Files folder** and **Password to Replay Files folder** fields respectively. Both user name and password have to be at least 4 characters long. Tapit Nova plays files from this folder as well as the Recordings folder on the Replay Box.

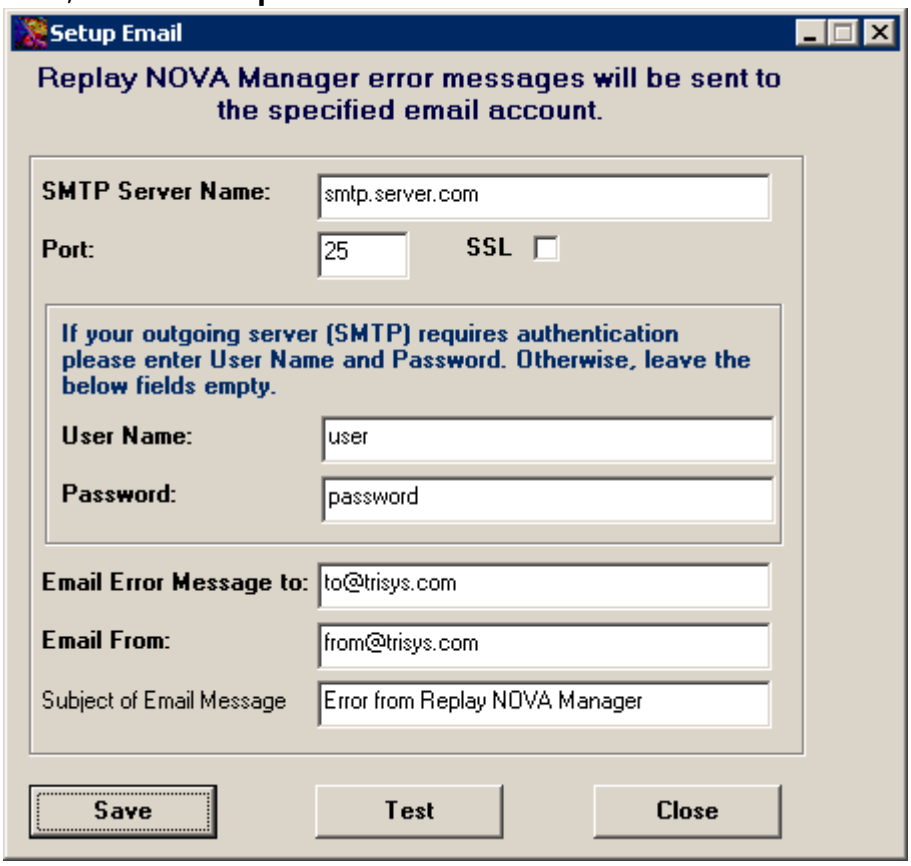
28. Replay NOVA can be scheduled to automatically delete/archive files from the ReplayFiles folder to prevent running out of the storage space.



By default, Replay is scheduled to archive files 2 months old or older (not counting the current month) on the 28th of each month at 11:00 PM (23:00 military time). The files are archived from the Replay Files location (the path above). Once they are archived, the recordings are not available for listening via Tapit Nova. They have to be imported back using Manual Import (available via the Configuration screen, see page 55). If you have enough storage space available you can increase **# of months** field. This way you will have more files available to Tapit Nova for longer time frame without the need of importing them back.
Initially, the archive folder field is empty. The path to the archive folder has to be entered or Replay NOVA Manager will not archive files.
If you would like to change delete/archive settings, see page 25 for instructions.

29. Click on **Save** to save changes.

30. Next, click on **Setup Email**.



Information entered here will be used to email error messages produced by Replay NOVA Manager to the appropriate person. For example, if Replay NOVA Manager cannot gain access to one of the shares at the time of file moving, the listed above email address will receive an email with notification. Note: All information on this screen is required except the email subject.

31. Click on **Save** after you finish filling in email information.

32. You can test if the email settings you have entered are correct by clicking on the **Test** button. The test email will be sent to the specified in the **Email Error Message to** field email address. To make sure the email test has been successful verify the specified recipient received the email message.

33. Click on **Close** to go back to the main screen.

34. The setup is finished. Click on **Exit**.

35. The **Replay NOVA Manager Screen** interface closes. However, the **Replay NOVA Manager** service continues processing files.

Using Replay NOVA Manager

Replay NOVA Manager has two parts. First part is Replay NOVA Manager service continuously running in the background. The other is the user interface – the **Replay NOVA Manager Screen** that can be invoked from the **Start** menu.

Replay NOVA Manager service moves voice files from Replay Boxes to the Central location (the ReplayFiles folder), archives, and deletes on schedule.

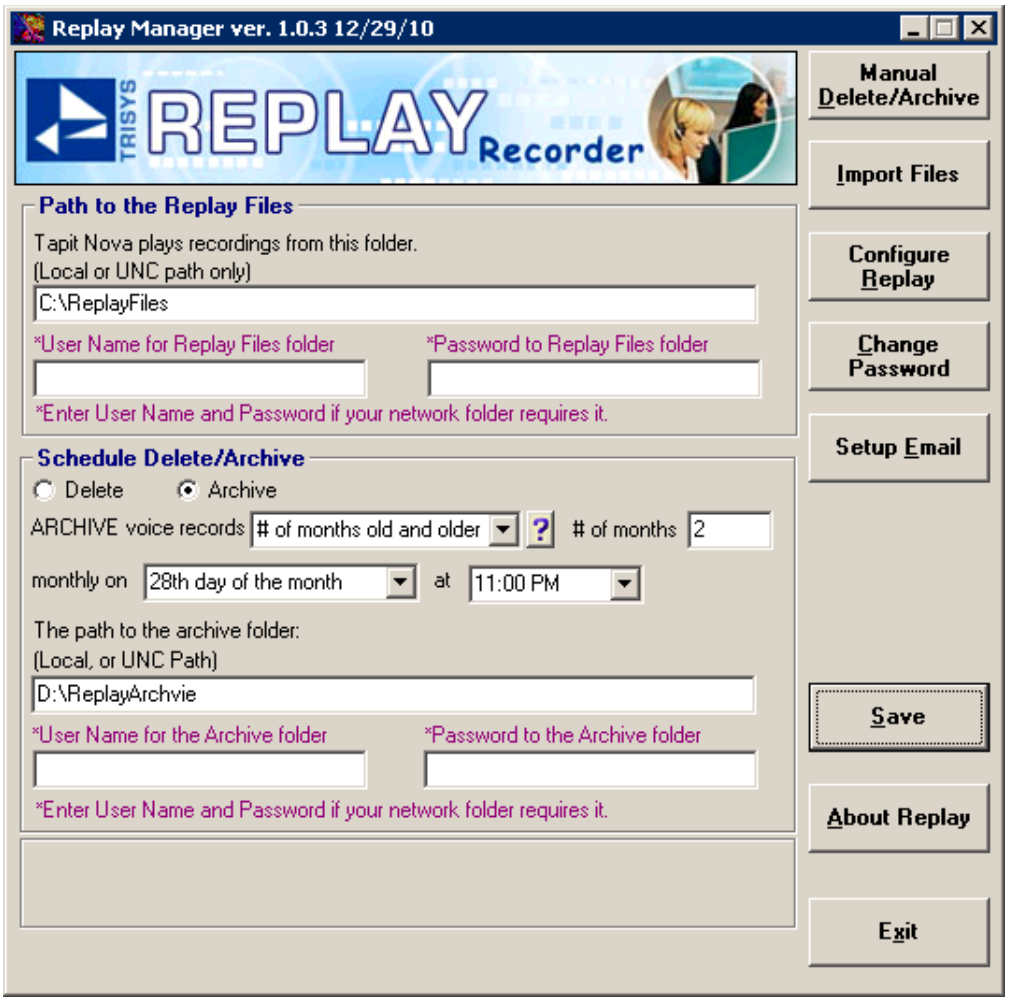
Replay NOVA Manager Screen is the user interface that facilitates changing of settings that dictate how Replay NOVA service works. A user can edit voice file loading and delete/archive schedules, setup error email notification, perform manual delete/archive and import.

You can change the file-loading schedule and edit Replay Box/es specifications via the **Replay NOVA Manager Screen**.

Setup ReplayFiles Folder

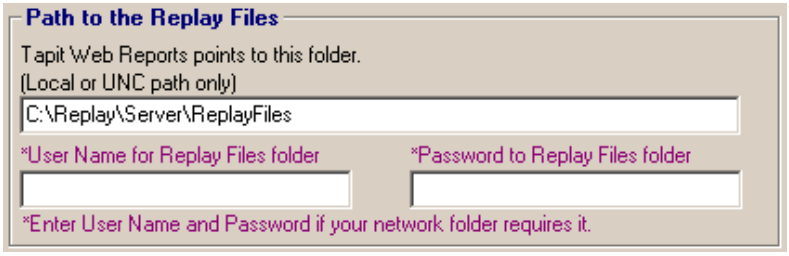
1. Go to **Start/REPLAY NOVA/Replay Manager** to open Replay NOVA Manager Screen. If Replay NOVA has already been set-up, you will be prompt to enter a password.

2. Enter your password and click on **Log In**.
   The main screen is displayed.



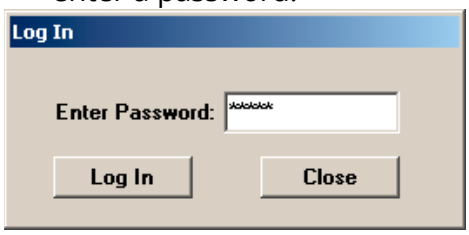
During installation the ***ReplayFiles*** folder is created directly on the ***C*** drive (C:\ReplayFiles), on the local PC. The ***ReplayFiles*** is the default Replay Files folder used to store files moved from all Replay Boxes. If you would like to move this folder to a different drive, or network, you need to change the path here. If it is a network path and requires user name and password to connect to, enter the user name and password in the **User Name for Replay Files folder** and **Password to Replay Files folder** fields respectively. Both user name and password have to be at least 4 characters long.
Tapit Nova plays files from this folder.

Replay NOVA can be scheduled to automatically delete/archive files from the ReplayFiles folder to prevent running out of the storage space.



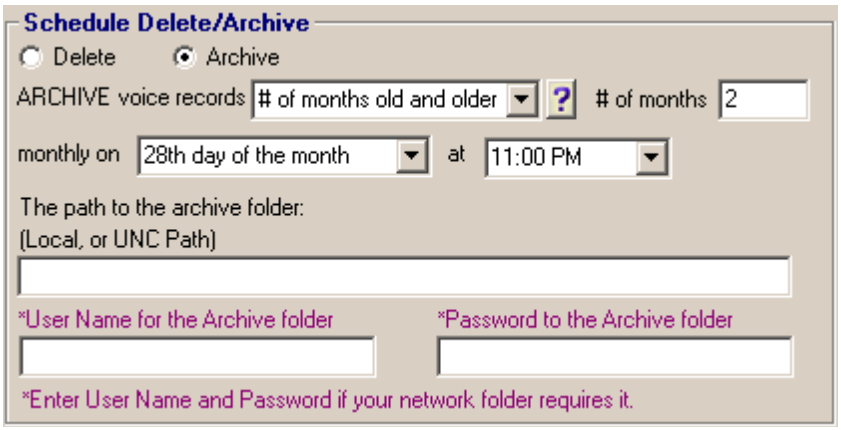
Schedule Delete/Archive

1. Go to **Start/Replay NOVA/Replay Manager** to open Replay NOVA Manager Screen. If Replay NOVA has already been set-up, you will be prompted to enter a password.



2. Enter your password and click on **Log In**. The main screen is displayed.

3. This section of the main screen allows for scheduling automatic delete/archive. By default, Replay is scheduled to archive files 2 months old or older (not counting current month) on the 28th of each month at 11:00 PM (23:00 military time). The files are archived from the Replay Files location (the path above). Once they are archived, the recordings are not available for listening via Tapit Nova. They have to be imported back using Manual Import (see page 55). Initially the path to the archive folder is empty and has to be entered by a user.

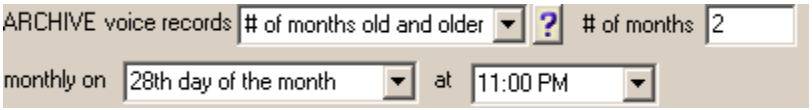


You can change the default settings following instructions below.

Archive

Check the **Archive** option.

# of months old and older



1. If you have enough storage space available this is a convenient solution because it makes voice files available to the Tapit NOVA for longer time frame without the need of import.
   EXAMPLE: Archive voice records # of months old and older, # of months: 2, on the 28th day of the month at 11:00 PM.

   In our example scheduled archive is activated on June 28th at 11PM. Archive is going to move the files that are 2 months old (not counting current month) and older. Therefore, all files from March and older are going to be archived.

2. Select # of months old and older from the ARCHIVE voice records list.

3. Enter the number of months in the **# of months** field.

4. Select an appropriate day of the month from the **monthly on** list.

5. Select the time of archive from **at** list.

6. Enter the path to the archive location.

7. Click on **Save**.

DAILY

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.
   If you enter UNC network path you may need a user name and password to establish connection.
   Both user name and password have to be at least 4 characters long.

4. Click on **Save**.
   In our example Replay archives previous day files everyday at 1:00 AM.

WEEKLY

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. If you enter UNC network path you may need a user name and password to establish connection. Both user name and password have to be at least 4 characters long.

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

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.

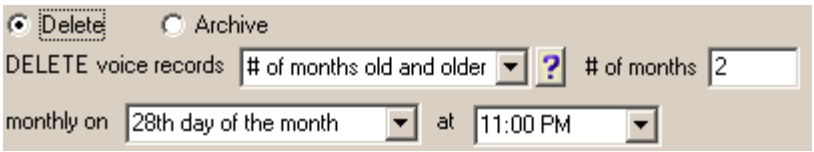
4. Enter the path to the archive location. If you enter UNC network path you may need a user name and password to establish connection. Both user name and password have to be at least 4 characters long.

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.

# of months old and older



1. If you have enough storage space available this is a convenient solution because it makes voice files available to the Tapit Nova for longer time frame without the need of import.
   EXAMPLE: Delete voice records # of months old and older, # of months: 2, on the 28th day of the month at 11:00 PM.

   In our example scheduled delete is activated on June 28th at 11PM. Delete is going to move the files that are 2 months old (not counting current month) and older. Therefore, all files from March and older are going to be deleted.

2. Select # of months old and older from the DELETE voice records list.

3. Enter the number of months in the **#of months** field.

4. Select an appropriate day of the month from the **monthly on** list.

5. Select the time of archive from **at** list.

6. Click on **Save**.

DAILY

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

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

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

Configure Replay Boxes

Replay NOVA Service moves voice files from all Replay Boxes to the same ReplayFiles folder. The **Configure Replay Boxes** screen contains Replay Boxes specifications. Replay moves the voice files only from the Replay Boxes entered here.

To Add Replay Box

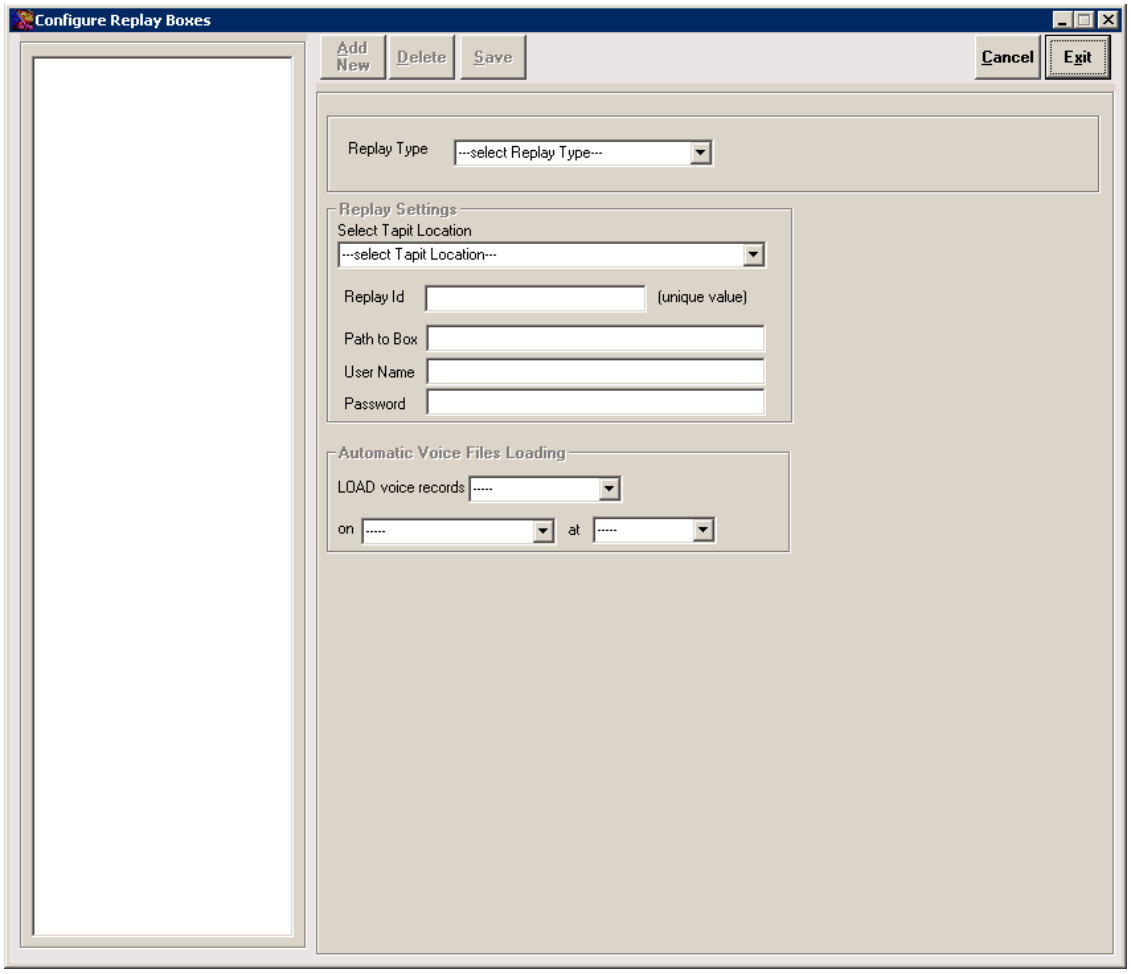
1. Go to **Start/REPLAY NOVA/Replay Manager** to open Replay NOVA Manager Screen.

2. If Replay NOVA has already been set-up, you will be prompt to enter a password. Enter your password and click on **Log In**.

3. The main screen is displayed. Click on **Configure Replay Boxes**.

4. Replay opens the **Configure REPLAY Boxes** screen.

5. To create a new Replay Box entry click on **Add New**.



6. Fill in Replay Box information as described in section **Replay Box Settings** below (see page 36).

To Edit Existing Replay Box

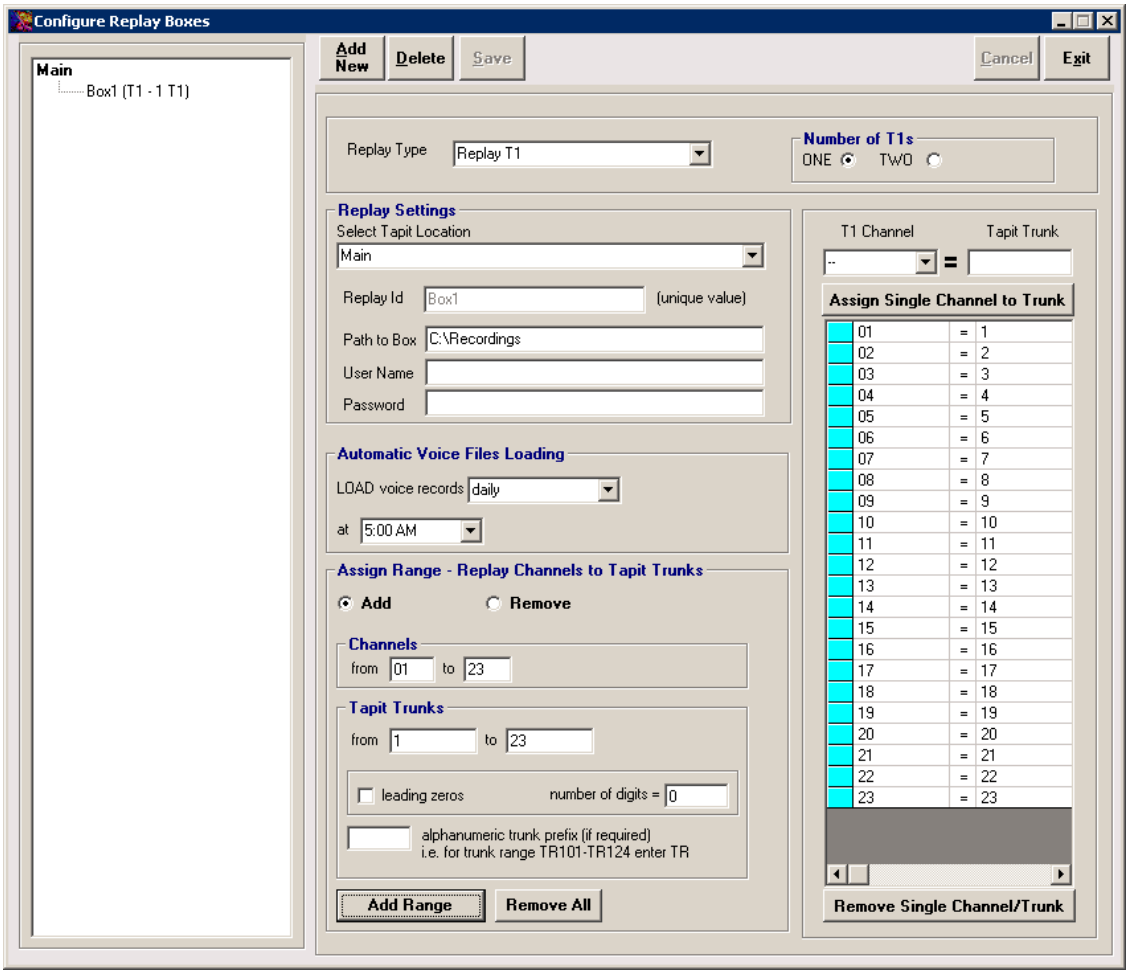
1. Go to **Start/REPLAY NOVA/Replay Manager** to open Replay NOVA Manager Screen.

2. If Replay NOVA has already been set-up, you will be prompt to enter a password. Enter your password and click on **Log In**.

3. The main screen is displayed. Click on **Configure Replay Boxes**.

4. Replay opens the **Configure REPLAY Boxes** screen.

5. Double click on the Replay Box Id listed on the left hand side of the screen. The right hand side is populated with the box information.



Revise Replay Box information as described in section **Replay Box Settings** below (see page 36)

Replay Box Settings

1. Go to **Start/REPLAY NOVA/Replay Manager** to open Replay NOVA Manager Screen.

2. If Replay NOVA has already been set-up, you will be prompt to enter a password. Enter your password and click on **Log In**.

3. The main screen is displayed.
   Click on **Configure Replay Boxes**.

4. Replay opens the **Configure REPLAY Boxes** screen.

5. If you are adding a new Replay Box, click on **Add New**, otherwise double click on the existing Replay Box Id located on the list on the left hand side of the screen.

6. Click on the down-arrow of the **Replay Type** field to pull down the list of Replay types. Select a Replay type from the list depending on which Replay you've purchased

   If you have purchased Replay T1 select it from the list of replay types.

   Select the number of T1s.

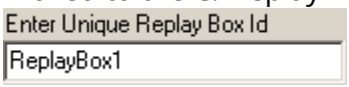
   If you have purchased Replay ATS recording on the trunk side, select it from the list of replay types.
   Click on the number of ports.

   Only Replay ATS and T1 types have a side option group displayed with the Number of T1 or Ports.

7. Click on the down-arrow of the **Select Tapit Location** screen to pull down the list of Tapit Locations. If you did not purchase Remote Manager and do not have any remote sites then this list contains only one location – Main. Otherwise, this is a list of all remote sites plus the Main site.

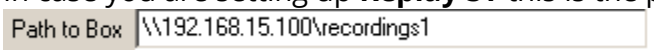
Select Tapit Location name corresponding to the Replay Box.

8. **Enter Unique Replay Box Id** – this field has to be unique. It cannot contain spaces or any characters that are illegal in a Windows Explorer folder name. This entry will become a name of the subfolder on the ReplayFiles folder. In our example, voice files from the configured Replay Box are going to be moved to the C:\ReplayFiles\ReplayBox1 folder.

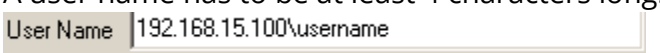


Once saved, this field cannot be edited.

9. Enter the path to the Replay Box share into the **Path to Box** field. This is the path to the folder where voice files are created. This folder resides on the Replay Box. Replay NOVA Service moves voice files from this location and stores them in the ReplayFiles folder. If Replay Box is a separate PC then this has to be an **UNC path** and it has to include the Share Name of the folder with voice files (by default Recordings1), residing on the Replay Box computer.
i.e. ***\\Replay Box computer name or IP address\Recordings1***
If you have purchased the Replay Enhanced version this is a **local path**. In that case all Trisys software is on one PC and path to the Recordings folder is - C:\Recordings. Local Recordings folder does not need a user name, or a password.
In case you are setting up **Replay ST** this is the path to the *RplcBuffer* folder.

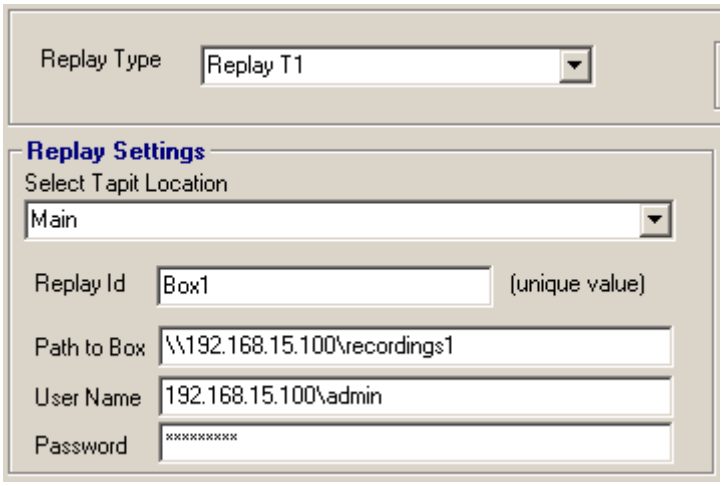


10. Enter the **User Name** for the Replay Box. User name and password are needed to establish a connection between Replay NOVA Server computer and Replay Box (not required if the **Path to Box** field is a local path).
A user name has to be at least 4 characters long.

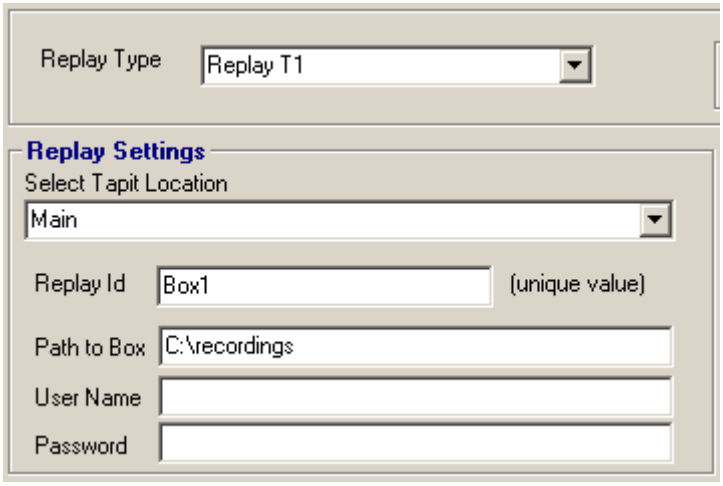


11. Enter the password to the Replay Box in the **Password** field (not required if the **Path to Box** field is a local path).
A password has to be at least 4 characters long.

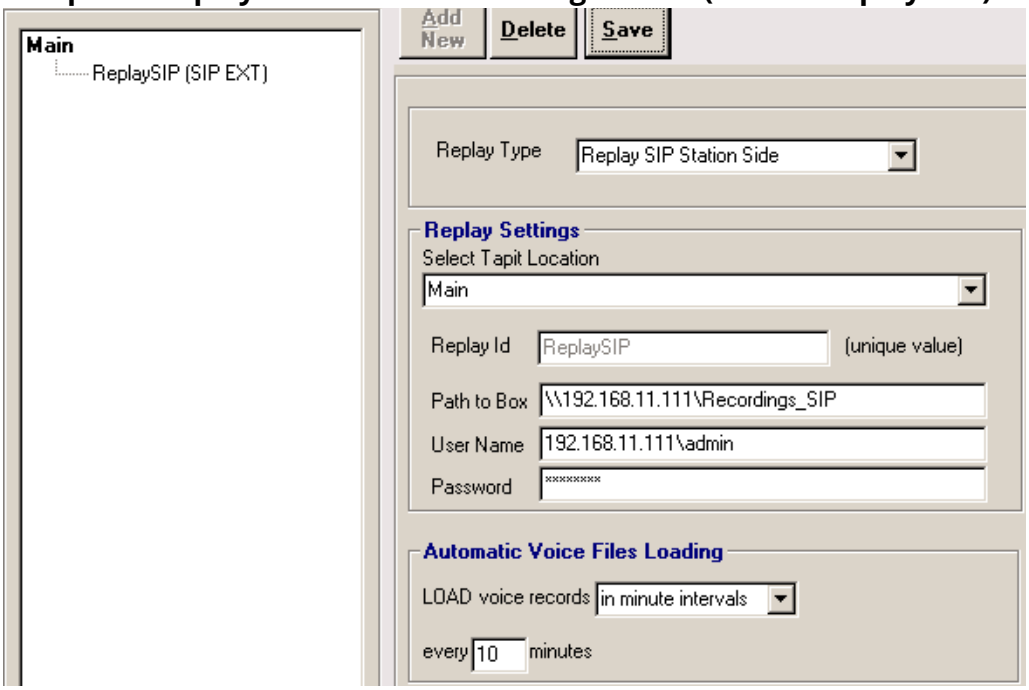
12. Example of the Remote Replay Configuration



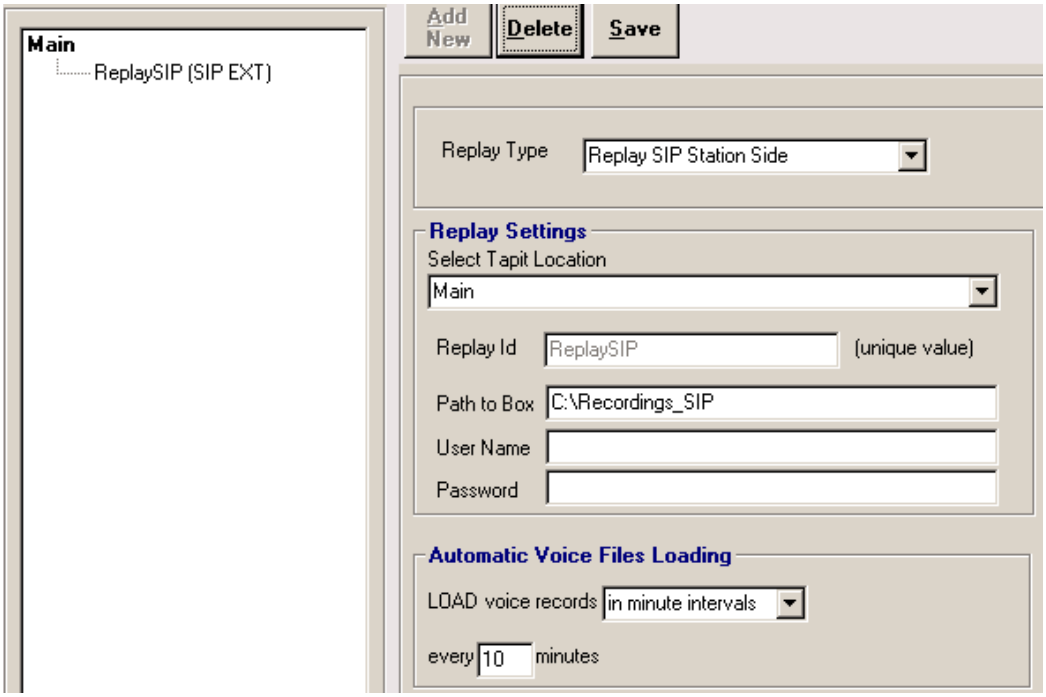
Example of the Enhanced Replay Configuration
(Where Replay recording software resides on the same PC Tapit NOVA is installed)



Example of Replay SIP Station Side configuration (remote replay box)



Example of Replay SIP Station Side Configuration (same PC – Replay Box Enhanced)



File Loading (from Replay Box to ReplayFiles folder)

1. Go to **Start/REPLAY NOVA/Replay Manager** to open Replay NOVA Manager Screen.

2. If Replay NOVA has already been set-up, you will be prompt to enter a password. Enter your password and click on **Log In**.

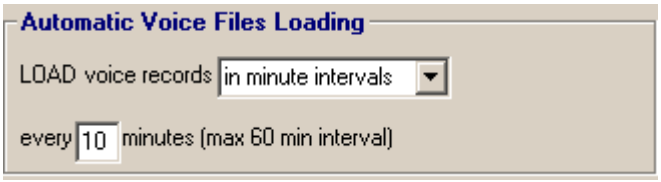
3. The main screen is displayed. Click on **Configure Replay Boxes**.

4. Replay opens the **Configure REPLAY Boxes** screen.

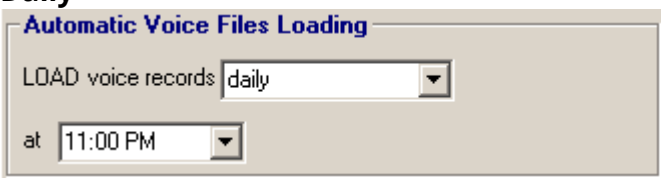
5. If you are adding a new Replay Box, click on **Add New**, otherwise double click on the existing Replay Box Id located on the list on the left hand side of the screen.

6. Select appropriate options for file loading. Replay Service can be set up to move files from the Replay Box into the ReplayFiles folder in minute intervals (up to 60 minutes), daily, weekly, or monthly.

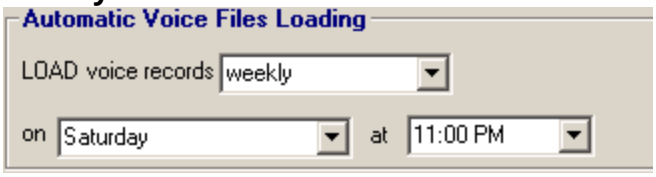
In minute intervals



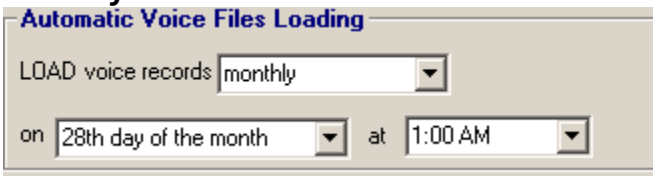
Daily



Weekly



Monthly

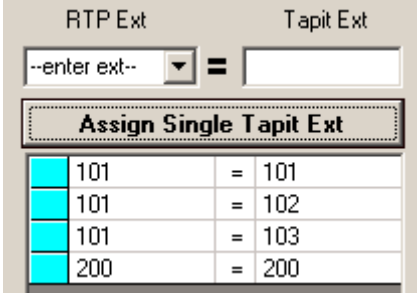


Assign T1 Channel or Port to Tapit Trunk or Extension

Replay Box records telephone conversations.
In case of **Replay T1** and **Replay ATS**, there is one voice file per each conversation. Each voice file name contains a channel/port indicator. Replay recording software knows only channel/port numbers while Tapit Nova operates with trunk numbers. There is a relationship between Replay channels/ports and Tapit trunks. This relationship has to be reflected by the channel trunk list located on the Configure Replay Boxes screen.
Once the channel/trunk correspondence is created, every time a user clicks on a record on a detail report in Tapit Nova to listen to a recording, reference list is checked and an appropriate channel/port number is brought back. With the correct channel/port number Replay Nova is able to search for the desired recording.

Replay RTP - station side recording solutions. There is one voice file per each segment of phone conversation related to the recorded extensions. Each voice file name contains the main extension number for the recorded IP Phone. Many times, there is more than one line to the IP Phone. If this is the case, the main phone extension has to be matched up with all different ext for that phone. This list has to be filled out even if a phone has one extension only. Once the extension correspondence is created, every time a user clicks on a record on a detail report in Tapit Nova to listen to a recording, reference list is checked and an appropriate main extension number is brought back. With the correct main extension number Replay Nova is able to search for the desired recording.

Replay RTP Example:
Extension 101 is a main extension for the multiline IP Phone. In TAPIT Nova calls for that IP Phone are represented by extensions 101, 102, and 103. Therefore the correct extension assignment is: 101 to 101, 101 to 102, and 101 to 103.
Extension 200 is a main extension for another IP Phone. However, in TAPIT Nova calls for that IP Phone are always represented by one extension 200. The correct extension assignment is: 200 to 200.



Replay SIP Station Side – does not require ext configuration. This part of the screen is suppressed for this replay type.

Replay ST - station side recording solutions. Records in user predefined intervals. Each voice file name contains the extension number for the recorded IP Phone. There is one to one correspondence between Tapit extensions and Replay ST extensions.

Replay ST Example:

	101	=	101
	200	=	200
	210	=	210
	211	=	211

Replay DS - station side recording solutions. There is one voice file per each segment of phone conversation related to the recorded extensions. Each voice file name contains the Replay port number for the recorded IP Phone. Many times, there is more than one port to the IP Phone. If this is the case, the main phone extension has to be matched up with all different Replay ports for that phone. This list has to be filled out even if there is a one to one correspondence (one Replay port per one Tapit extension).
Once the extension correspondence is created, every time a user clicks on a record on a detail report in Tapit Nova to listen to a recording, reference list is checked and an appropriate main extension number is brought back. With the correct main extension number Replay Nova is able to search for the desired recording.

Replay DS Example:
Tapit extension 1010 has three corresponding Replay ports.
Tapit extension 2010 has one corresponding Replay port.

Replay DS Port	Tapit Extension
1010	1010
1011	1010
1012	1010
2010	2010

Depending on what type of Replay Box you have (T1, ATS, RTP, DS) each Channel or Extension corresponds to one Tapit Trunk or each Port corresponds to one Tapit Trunk, or one Tapit Extension.

We are going to use T1 Channels and Tapit Trunks in our example to describe ways of creating Channel to Trunk reference. The most efficient way of assigning T1 Channels to Tapit Trunks is by adding Channel/Trunk range to the Channel/Trunk list.

1. Go to **Start/REPLAY NOVA/Replay Manager** to open Replay NOVA Manager Screen.

2. If Replay NOVA has already been set-up, you will be prompt to enter a password. Enter your password and click on **Log In**.

3. The main screen is displayed. Click on **Configure Replay Boxes**.

4. Replay opens the **Configure REPLAY Boxes** screen.

5. If you are adding a new Replay Box, click on **Add New**, otherwise double click on the existing Replay Box Id located on the list on the left hand side of the screen.

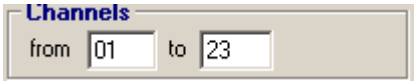
6. The most efficient way of assigning T1 Channels to Tapit Trunks is by adding Channel/Trunk range to the Channel/Trunk list.

To Add a Range

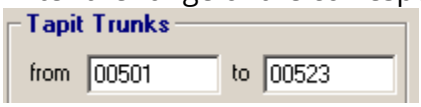
Note: Tapit Trunks have to be numeric (101, 102, etc.) or numeric with the same prefix (TR101, TR102, etc.) otherwise they need to be entered one by one with the **Assign Single Channel to Trunk** button. Tapit Trunks cannot be duplicated within the same Tapit location.

1. Click on the **Add Range** radio button.

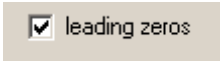
2. Fill in the range of the T1 Channels i.e. for one T1 PRI the range would be from channel 01 to channel 23 (T1 PRI uses channel 24 as a Data channel).



3. Enter the range of the corresponding Tapit Trunks.



4. In our example the trunks have leading zeros. To preserve the leading zeros check the **leading zeros** check box.

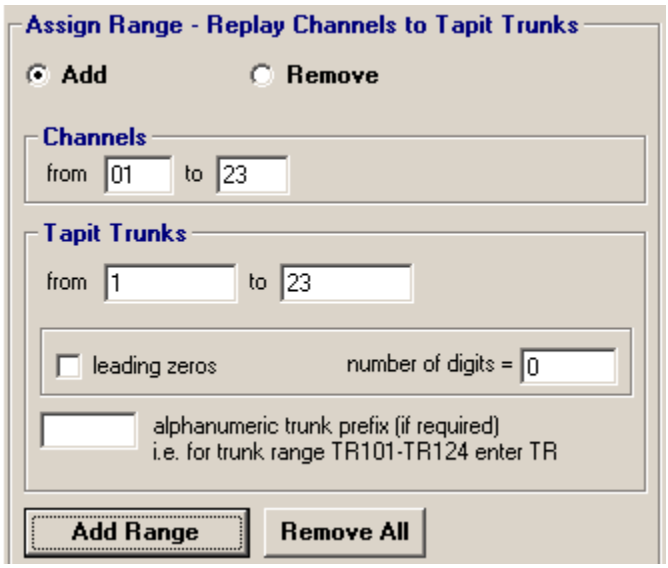


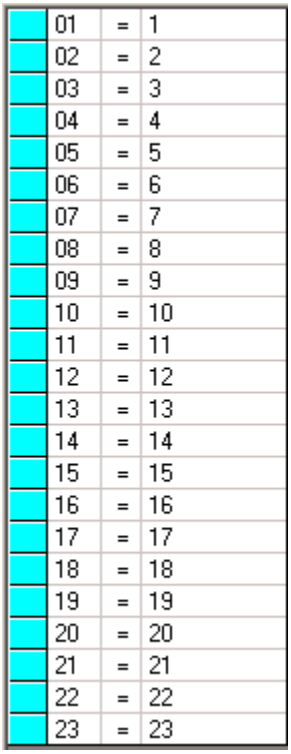
Trunk numbers with leading zeros have to have fixed number of digits to be able to form a range that can automatically populate the Channel/Trunk reference table. Enter the **fixed number of digits** for the Trunks with leading zeros.

5. Click on the **Add Range** button. The range is added to the **Channel/Trunk** list. If this box had two T1s PRI you would add another range of channels and it would be channels 25 through 47 (channel 48 would be used as a Data channel).

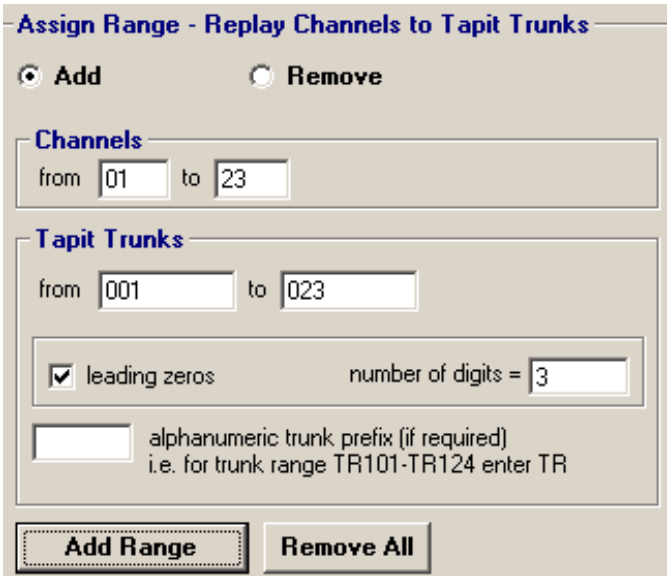
6. Examples of Channel\Trunk Ranges

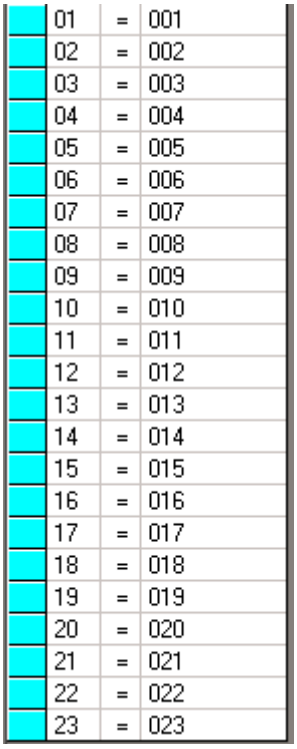
Simple channel to trunk range: Channels 01 through 23 correspond to Trunks 1 through 23.



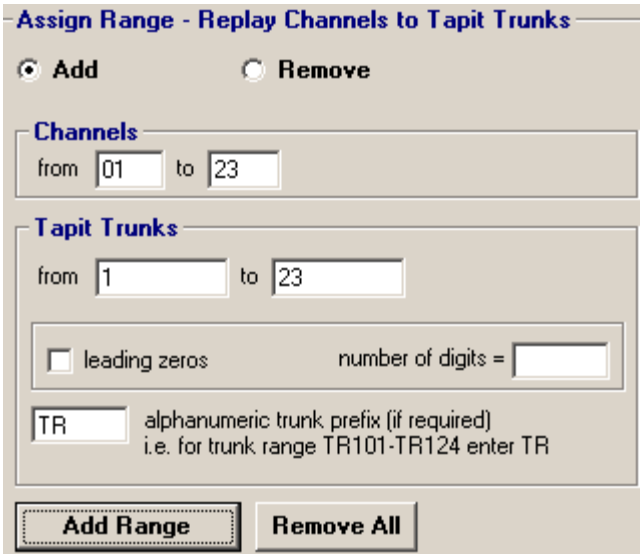


Trunks with leading zeros range: channels 01 through 23 correspond to trunks 001 through 023.



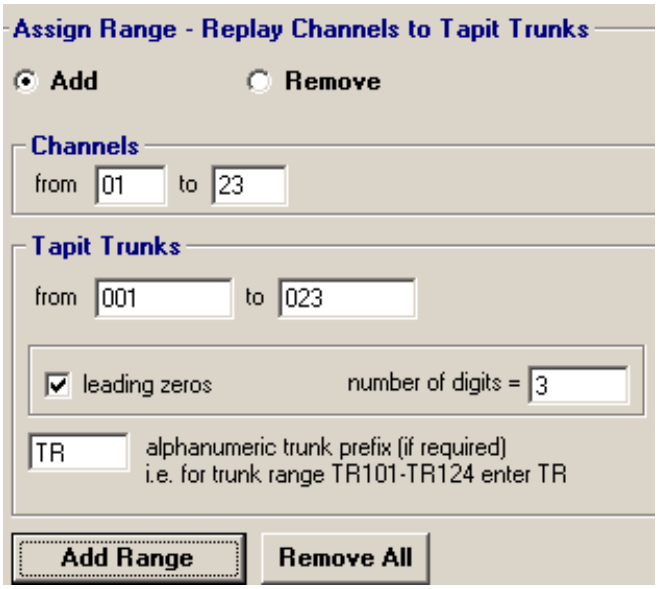


Trunks with prefix range: channels 01 through 23 correspond to trunks TR1 through TR23.



01	=	TR1
02	=	TR2
03	=	TR3
04	=	TR4
05	=	TR5
06	=	TR6
07	=	TR7
08	=	TR8
09	=	TR9
10	=	TR10
11	=	TR11
12	=	TR12
13	=	TR13
14	=	TR14
15	=	TR15
16	=	TR16
17	=	TR17
18	=	TR18
19	=	TR19
20	=	TR20
21	=	TR21
22	=	TR22
23	=	TR23

Trunks with leading zeros and prefix range: channels 01 through 23 correspond to trunks TR001 through TR023.

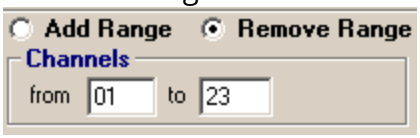


01	=	TR001
02	=	TR002
03	=	TR003
04	=	TR004
05	=	TR005
06	=	TR006
07	=	TR007
08	=	TR008
09	=	TR009
10	=	TR010
11	=	TR011
12	=	TR012
13	=	TR013
14	=	TR014
15	=	TR015
16	=	TR016
17	=	TR017
18	=	TR018
19	=	TR019
20	=	TR020
21	=	TR021
22	=	TR022
23	=	TR023

To Remove the Channel/Trunk Associations

1. Check the **Remove Range** radio button.

2. Enter the range of channels to remove



3. Click on the **Remove Range** button.

To Clear the Channel/Trunk Assignment List

1. Click on the **Remove All** button.

2. Click **OK** to the confirmation message.

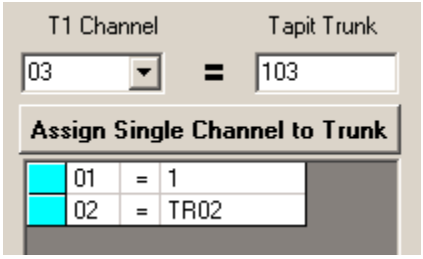
3. The **Channel/Trunk** list is empty.

To Add a Single Channel to Trunk Correspondence

1. If Channels do not match Trunks in ranges you need to enter all relationships manually.

2. In this example we are using default settings: T1 Replay Box with one T1.

3. To assign T1 Channel to Tapit Trunk one by one select the channel number from the **T1 Channel** pull-down list and enter the corresponding trunk into the **Tapit Trunk** field. Click on the **Assign Single Channel to Trunk** button to add the relationship to the list.

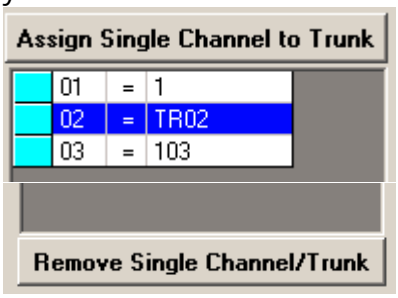


Note: Channel\Trunk assignments and any unsaved changes are saved instantaneously upon clicking on the **Assign Channel to Trunk** button.

Tapit Trunk has to be unique within the same Tapit Location. Replay Channel has to be unique within the same Replay Box.

To Remove a Single Channel to Trunk Correspondence

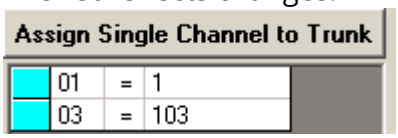
1. To remove Channel/Trunk assignment, click on the Channel/Trunk list item you want to delete.



2. Click on the **Remove Single Channel/Trunk** button.

3. Replay prompts you to confirm deletion. Click on **YES**.

4. The list reflects changes.



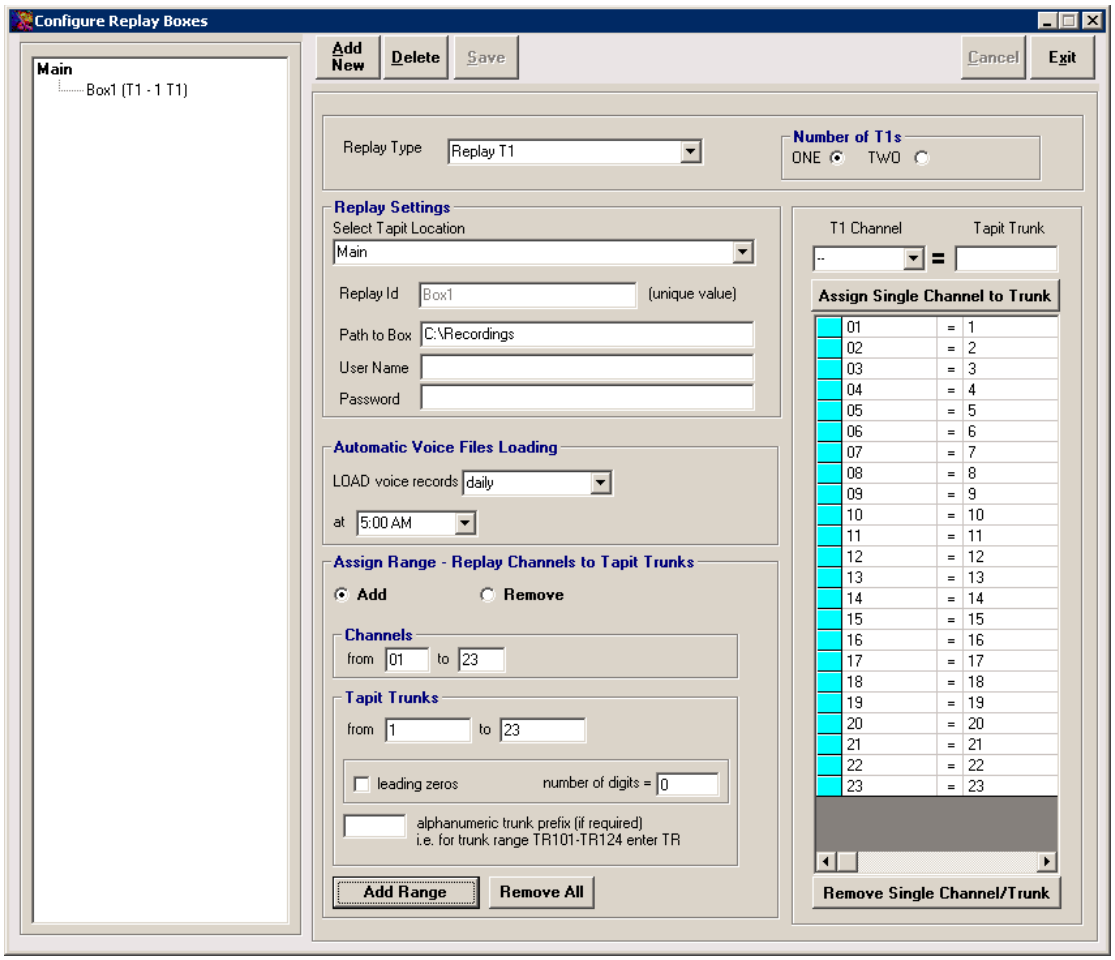
To Save Changes to the Replay Box

1. Click on **Save** if it is available. If Save is grayed out it means all changes are saved. For example, assigning Channels to Trunks saves all changes instantaneously.
2. Click on **Exit** when finished.

To Delete Existing Replay Box

1. Replay opens the **Configure REPLAY Boxes** screen.

2. Double click on the Replay Box Id listed on the left hand side of the screen. The right hand side is populated with the box information.



3. Click on **Delete** button. Click on **Yes** to the confirmation message. The Box Id is removed from the Replay Box list.

Setup Email

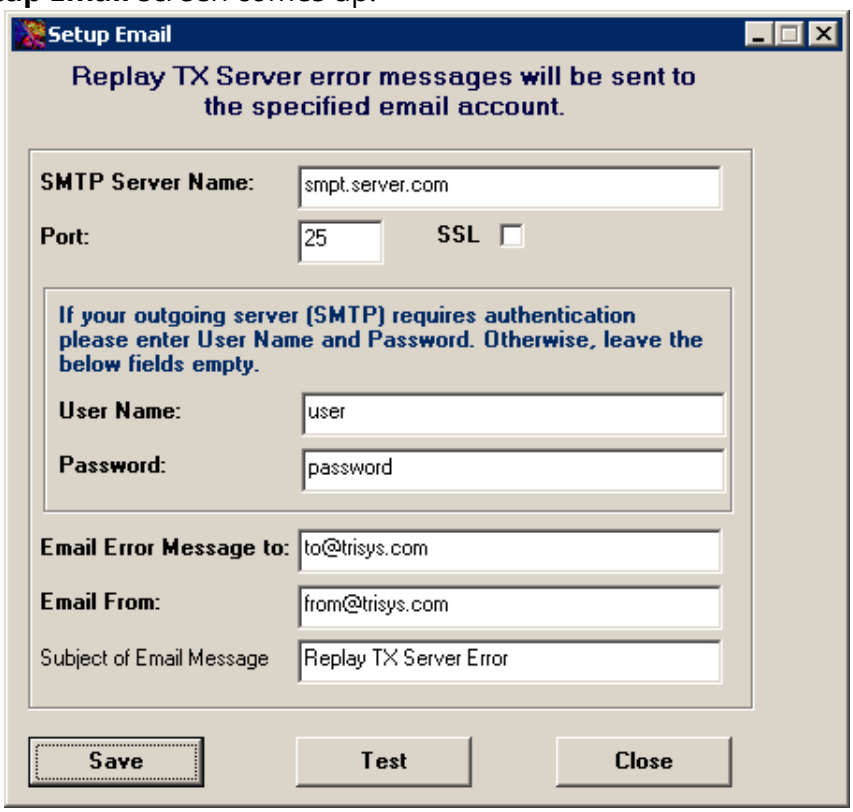
The **Setup Email** screen enables Replay user to enter SMTP email server information so that Replay can send email alerts to the *administrator*. For example, if REPLAY NOVA Service cannot gain access to one of the shares, the listed above email address will receive an email with notification.

1. Go to **Start/REPLAY NOVA/Replay Manager** to open Replay NOVA Manager Screen.

2. If Replay NOVA has already been set-up, you will be prompt to enter a password. Enter your password and click on **Log In**.

3. The main screen is displayed. Click on the **Setup Email** button.

4. The **Setup Email** screen comes up.



5. Enter the SMTP Server Name.

6. Enter the Port number.

7. Check SSL box if you would like to use SSL protocol.

8. If your outgoing server (SMTP) requires authentication, enter account information. Otherwise, leave **User Name** and **Password** fields empty.

9. Go to the **Email Error Message to** and enter the email address for the *administrator*.

10. Enter email address into the **Email From** field. This will show up in the **From** field of the email message.

11. Click on **Save** after you finish filling in email information.

12. You can test if the email settings you have entered are correct by clicking on the **Test** button. The test email will be sent to the specified in the **Email Error Message to** field email address.

13. Click on **Close** to go back to the main screen.

NOTE: if you receive a message about connectivity problem with one of the Replay Boxes, restart the **Replay NOVA** service (via Services on the PC where Replay NOVA is installed) once the problem is fixed.

Change Password

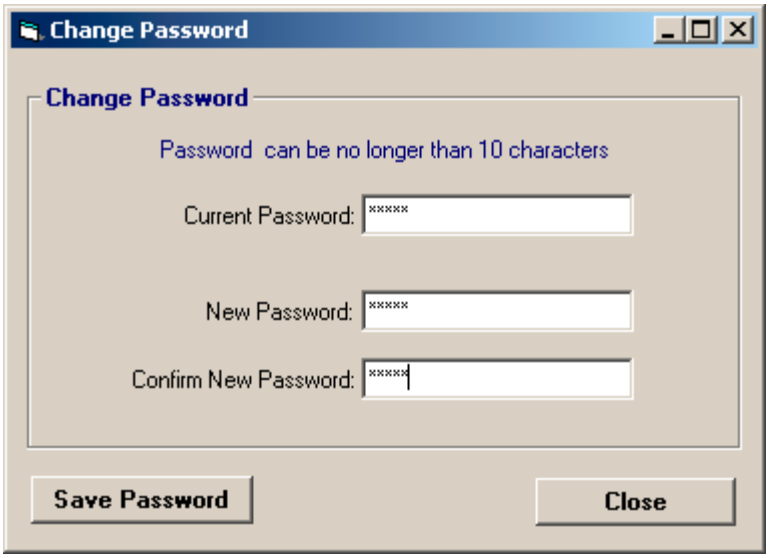
In case you would like to change your log in password for the **Replay NOVA Manager Screen** you can do it using the **Change Password** feature.

1. Go to **Start/REPLAY NOVA/Replay Manager** to open Replay NOVA Manager Screen.

2. If Replay NOVA has already been set-up, you will be prompt to enter a password. Enter your password and click on **Log In**.

3. The main screen is displayed. Click on the **Change Password** button.

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



5. Enter the password you logged in with into the **Current Password** field.

6. Create the password (up to 10 characters) and enter it into the **Password** field.

7. Enter it again into the **Confirm Password** field.

8. Click on **Save Password**. Click **OK** to the confirmation message.

9. Click on **Close**.

Manual Delete/Archive

This utility allows for manual archive or deletion of voice files from the ReplayFiles folder.

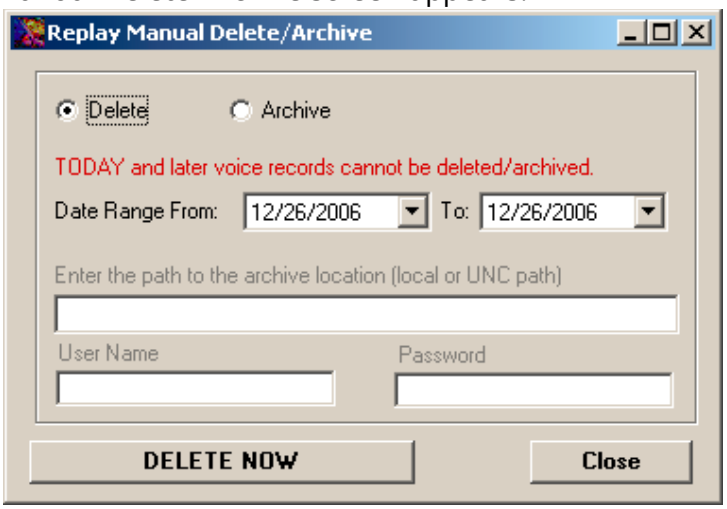
Manual Delete

1. Go to **Start/REPLAY NOVA/Replay Manager** to open Replay NOVA Manager Screen.

2. If Replay NOVA has already been set-up, you will be prompt to enter a password. Enter your password and click on **Log In**.

3. The main screen is displayed. Click on the **Manual Delete/Archive** button.

4. The Replay Manual Delete/Archive screen appears.



5. Check the **Delete** option.

6. Enter date values into **Date Range From** and **To** fields.

7. Click on **DELETE NOW**.

8. When deletion is completed, click on **Close**.

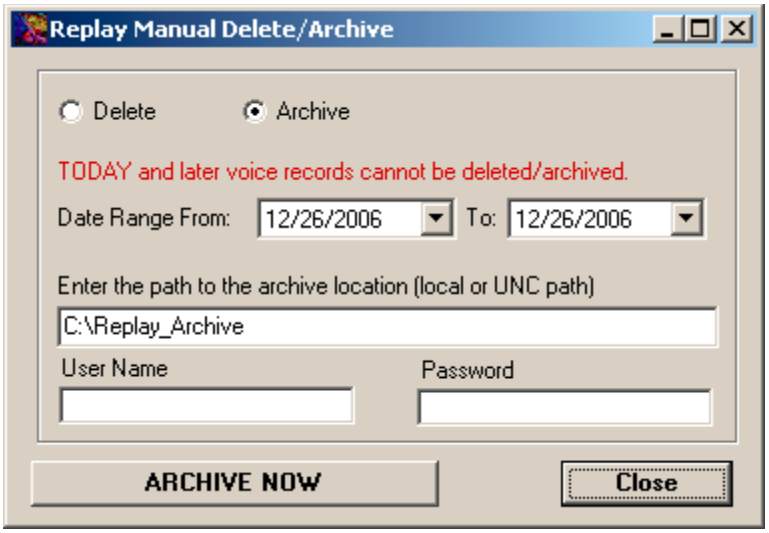
Manual Archive

1. Go to **Start/REPLAY NOVA/Replay Manager** to open Replay NOVA Manager Screen.

2. If Replay NOVA has already been set-up, you will be prompt to enter a password. Enter your password and click on **Log In**.

3. The main screen is displayed. Click on the **Manual Delete/Archive** button.

4. The Replay Manual Delete/Archive appears.



5. Check the **Archive** option.

6. Enter date values into **Date Range From** and **To** fields.

7. Enter the path to the location where you want to archive voice files. By default the screen opens with the current archive path. If you enter UNC network path you may need a user name and password to establish connection. Both user name and password have to be at least 4 characters long.

8. Click on **ARCHIVE NOW**.

9. When archive is completed, click on **Close**.

Manual Import

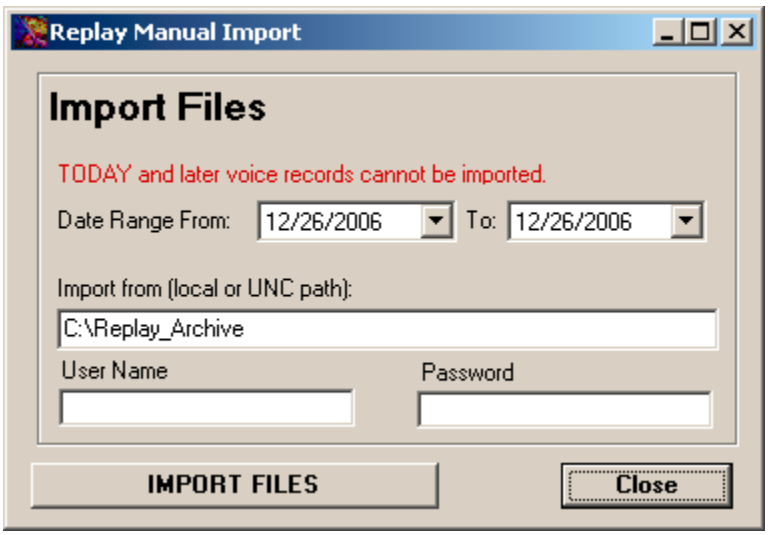
This utility allows for manual import of the voice files to the ReplayFiles folder. Tapit Nova plays voice files only from the ReplayFiles folder. If voice files have been archived they need to be imported back before Tapit Nova can play them.

1. Go to **Start/REPLAY NOVA/Replay Manager** to open Replay NOVA Manager Screen.

2. If Replay NOVA has already been set-up, you will be prompt to enter a password. Enter your password and click on **Log In**.

3. The main screen is displayed. Click on the **Manual Import**.

4. The **Replay Manual Import** screen appears.



5. Enter date values into **Date Range From** and **To** fields.

6. Enter the path to the location where you want to import voice files from. By default the screen opens with the current archive path. If you enter UNC network path you may need a user name and password to establish connection. Both user name and password have to be at least 4 characters long.

7. Click on **IMPORT FILES**.

8. When import is completed, click on **Close**.

Encryption

Encryption is optional. A unique key, generated by Replay Manager is used to encrypt files. Files are internally decrypted for listening, downloading, and emailing via Tapit NOVA Reports.

Please note, when File Encryption is turned on, Tapit NOVA has access only to files that are already moved to the ReplayFiles folder. Files on the Replay recorders are not accessible via Tapit NOVA Reports.

To Turn Encryption On

If a user chooses to encrypt voice files, they will be encrypted upon moving from Replay recorders to central location (the ReplayFiles folder). Therefore, files on recorders (in Recordings folders) are not going to be available for listening via Tapit NOVA reports until they are moved to central location. To minimize the time when files on recorders are not available, the load time for the recorder can be set to minutes rather than once a day. See page 40 regarding changing File Loading settings for the recorder.

1. Go to **Start/REPLAY NOVA/Replay Manager** to open Replay NOVA Manager Screen.

2. If Replay NOVA has already been set-up, you will be prompt to enter a password. Enter your password and click on **Log In**.

3. The main screen is displayed.

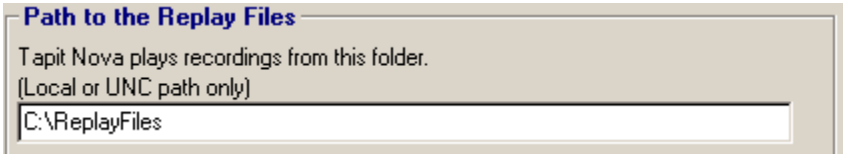
4. Click on the **Turn File Encryption On** checkbox.

5. Click on **Save**.
   Any files moved to the ReplayFiles folder since then will be encrypted. The path to the ReplayFiles folder is reflected by the entry in the **Path to the Replay Files** field.

Manual Encryption of Files in ReplayFiles Folder

When needed a user can encrypt or decrypt all voice files in central location, the ReplayFiles folder, using Manual Encryption.

All files to be encrypted have to reside in the ReplayFiles folder. This folder's path is reflected by the **Path to the Replay Files** field on the Replay NOVA Manager main screen.



NOTE: All un-encrypted files in this folder will be encrypted.

This is a resource and time consuming process and should be performed only when necessary.

Depending on the amount of files in the ReplayFiles folder this process may take a long time. It takes approximately 60 minutes to encrypt 6000 files. However, it may be slower depending on the available resources of your PC.

During Manual encryption Replay NOVA Manager Service is stopped and is not moving files from recorders to the central location. Therefore, you will not be able to use Tapit NOVA to listen to the newly recorded files still residing on the recorders for the duration of Manual Encryption.

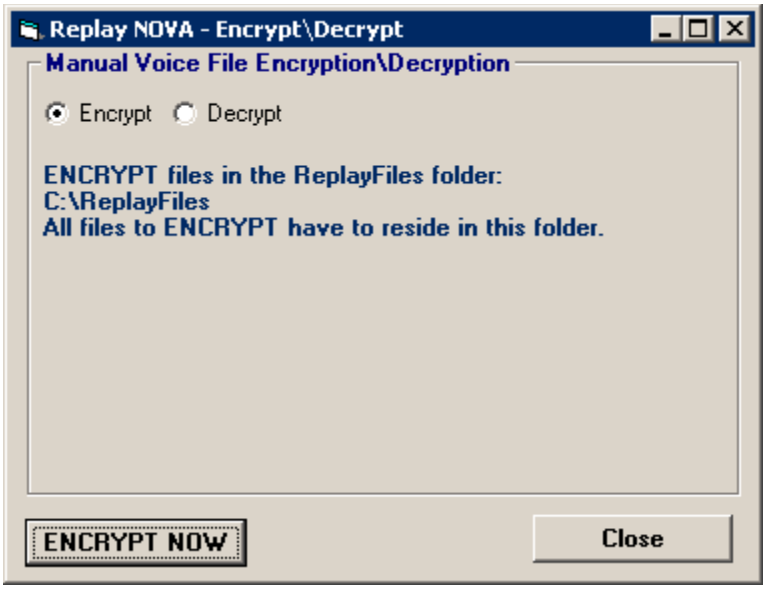
Replay, however, will continue to record and store files locally. The files will be moved to central location on schedule, when Manual Encryption is finished.

1. Go to **Start/REPLAY NOVA/Replay Manager** to open Replay NOVA Manager Screen.

2. If Replay NOVA has already been set-up, you will be prompt to enter a password.
   Enter your password and click on **Log In**.

3. The main screen is displayed.

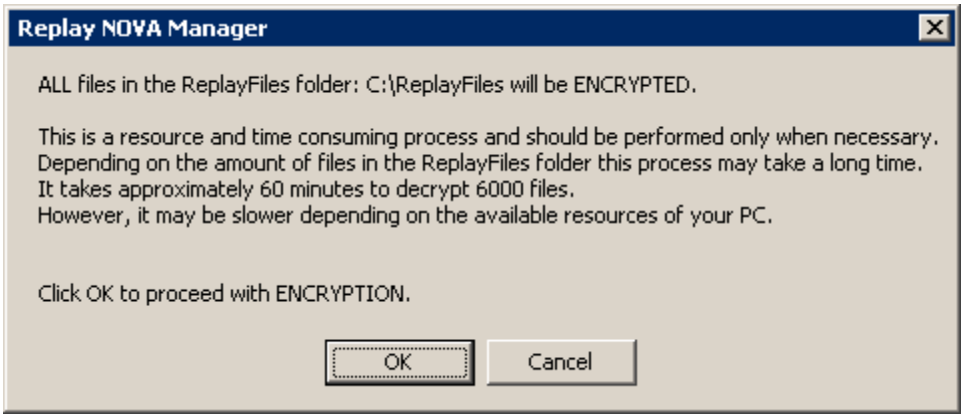
4. Click on the **Manual Encryption**.



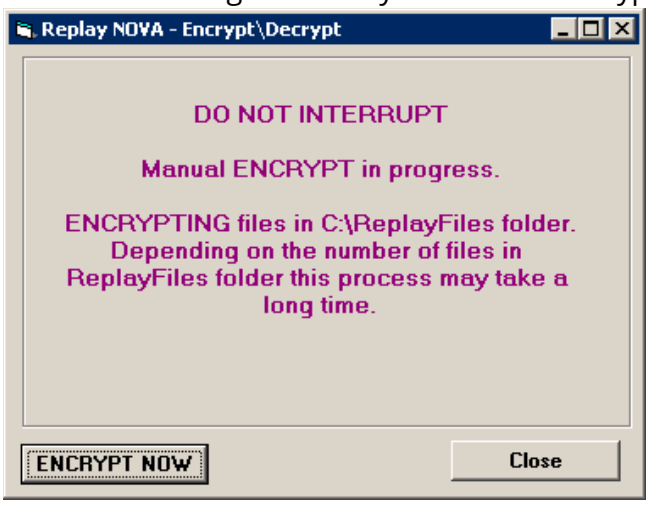
5. If the **Encrypt** option is not selected, click on it.

6. Click on the **Encrypt NOW** button.

7. Read the information prompt and click on **OK** if you would like to proceed with Encryption.

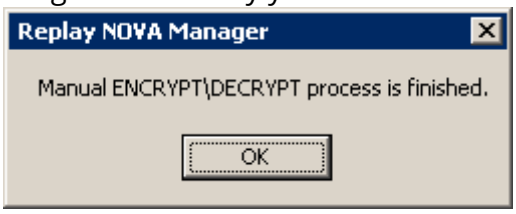


8. The screen changes to notify a user that Encryption is taking place.



Do not interrupt this process.
This process may take a long time depending on the amount of files in the ReplayFiles folder. It takes approximately 60 minutes to encrypt 6000 files. However, it may be slower depending on the available resources of your PC.

9. Program will notify you once Manual Encryption is finished.



Click on **OK** to the notification message.

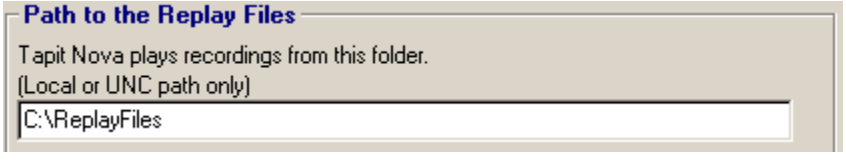
10. Click on **Exit** on the main screen.

Manual Decryption of Files in ReplayFiles Folder

NOTE: Files encrypted in Replay TX (version of Replay distributed with TAPIT EX) cannot be decrypted in Replay NOVA.

A user can encrypt or decrypt all voice files in central location, the ReplayFiles folder, using Manual Encryption.

All files to be decrypted have to reside in the ReplayFiles folder. This folder's path is reflected by the **Path to the Replay Files** field on the Replay NOVA Manager main screen.



NOTE: All encrypted files in this folder will be decrypted.

This is a resource and time consuming process and should be performed only when necessary.

Depending on the amount of files in the ReplayFiles folder this process may take a long time. It takes approximately 60 minutes to decrypt 6000 files. However, it may be slower depending on the available resources of your PC.

During manual decryption Replay NOVA Manager Service is stopped and is not moving files from recorders to the central location. Therefore, you will not be able to use Tapit NOVA to listen to the newly recorded files still residing on the recorders for the duration of manual decryption.

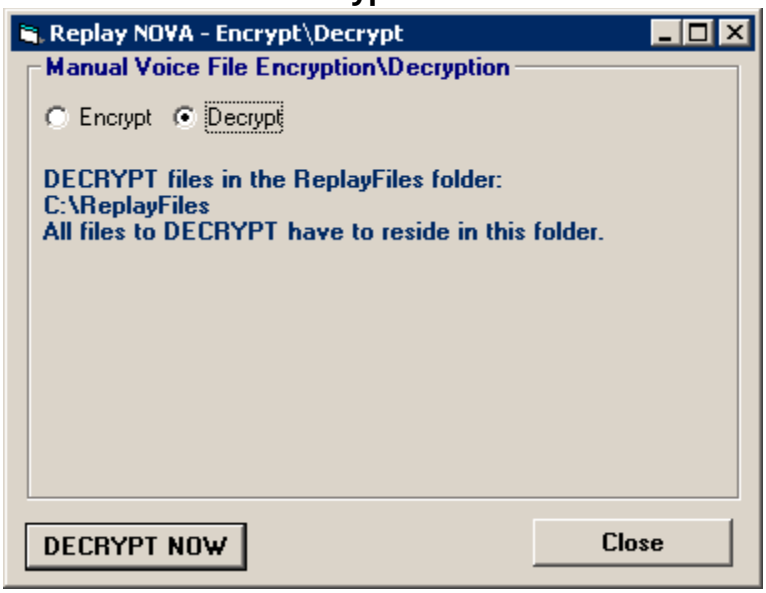
Replay, however, will continue to record and store files locally. The files will be moved to central location on schedule, when decryption is finished.

1. Go to **Start/REPLAY NOVA/Replay Manager** to open Replay NOVA Manager Screen.

2. If Replay NOVA has already been set-up, you will be prompt to enter a password. Enter your password and click on **Log In**.

3. The main screen is displayed.

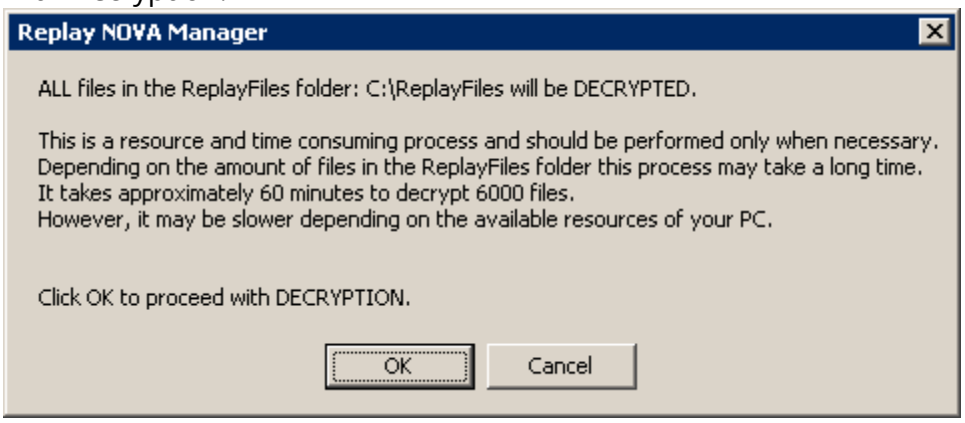
4. Click on the **Manual Encryption**.



5. If the **Decrypt** option is not selected, click on it.

6. Click on the **Decrypt Now** button.

7. Read the information prompt and click on **OK** if you would like to proceed with Decryption.



8. The screen changes to notify a user that Decryption is taking place.
   Do not interrupt this process.
   This process may take a long time depending on the amount of files in the ReplayFiles folder. It takes approximately 60 minutes to decrypt 6000 files. However, it may be slower depending on the available resources of your PC.

9. Program will notify you once **Manual Decryption** is finished.
   Click on **OK** to the notification message.

10. Click on **Exit** on the main screen.

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