Replay ST

Call Recording Manual

TRISYS INC.

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Document Revision Record

ABV	Description
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Related Documentation

Document Name

Replay ST Recording Software

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Minimum System Requirements

- Pentium III
- 512MB RAM
- Windows XP, Vista, 7 (32 bit)
- Dedicated USB port
- 1GB of available disk space
- Network Card
- Replay Phone Interface (USB audio device supplied with software)
- Replay Server must be installed and configured. See ReplayServerManual.doc or pdf files of instructions
- Replay Phone Interface device has to be connected to the telephone and the PC. See Replay Phone Interface section of this document for instructions.

Glossary of Terms

Recording mode – Replay Client records phone calls. To change any settings you have to click on the **STOP** button.
Edit mode – Replay Client is not recording. You can change settings. You have to click on the **REC** button to start recording.
Replay Phone Interface – the USB audio device provided with software.
Replay Server –the PC where Replay Registration module is installed.

Installation

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

Connecting the Replay Phone Interface device

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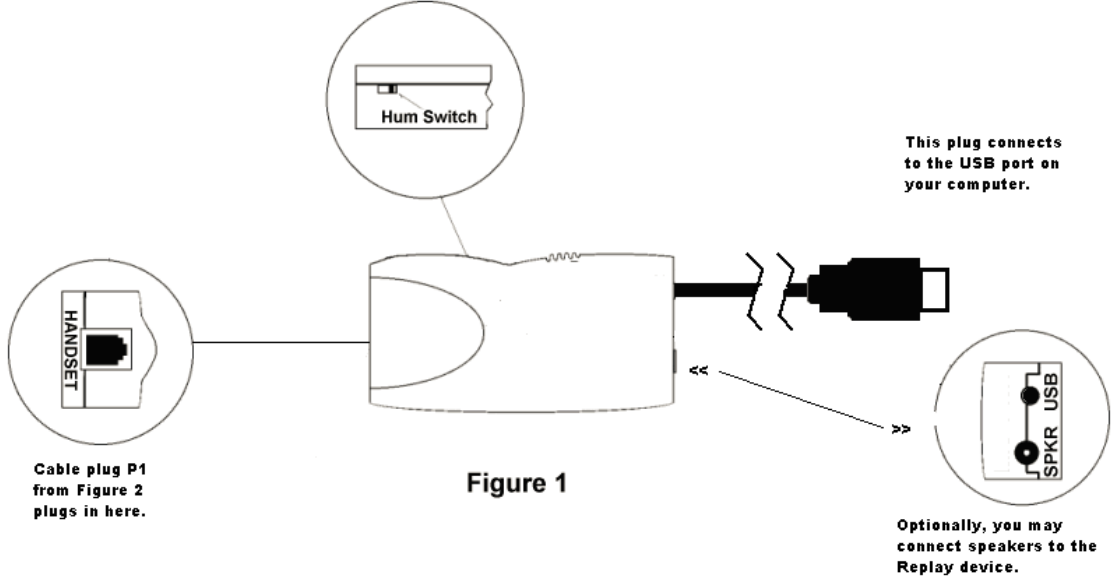

Figure 1

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

Plug a handset or a headset here.

This jack plugs into the base of the phone.
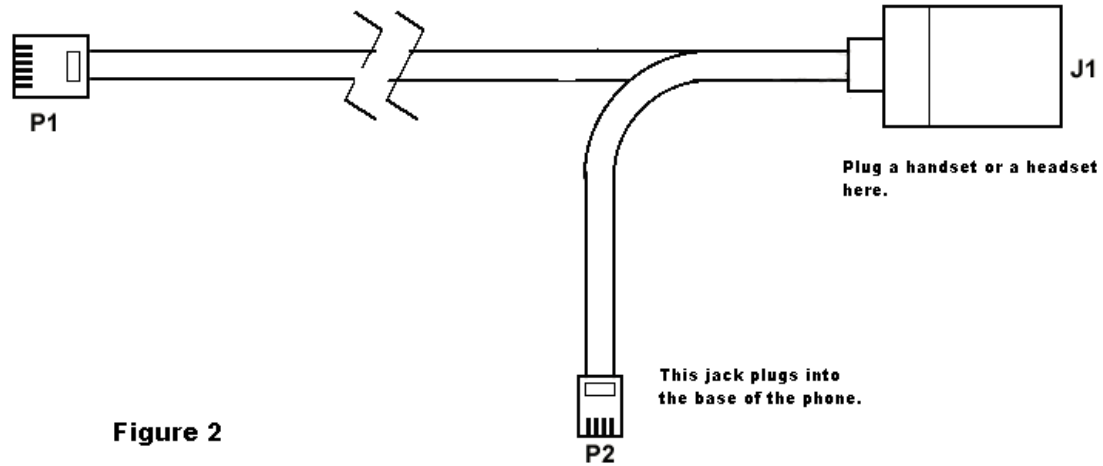
Telephone to Interface connection cable
This cable connects your telephone set and/or _headset_ to the **Replay** Phone interface. It has 3 connectors:

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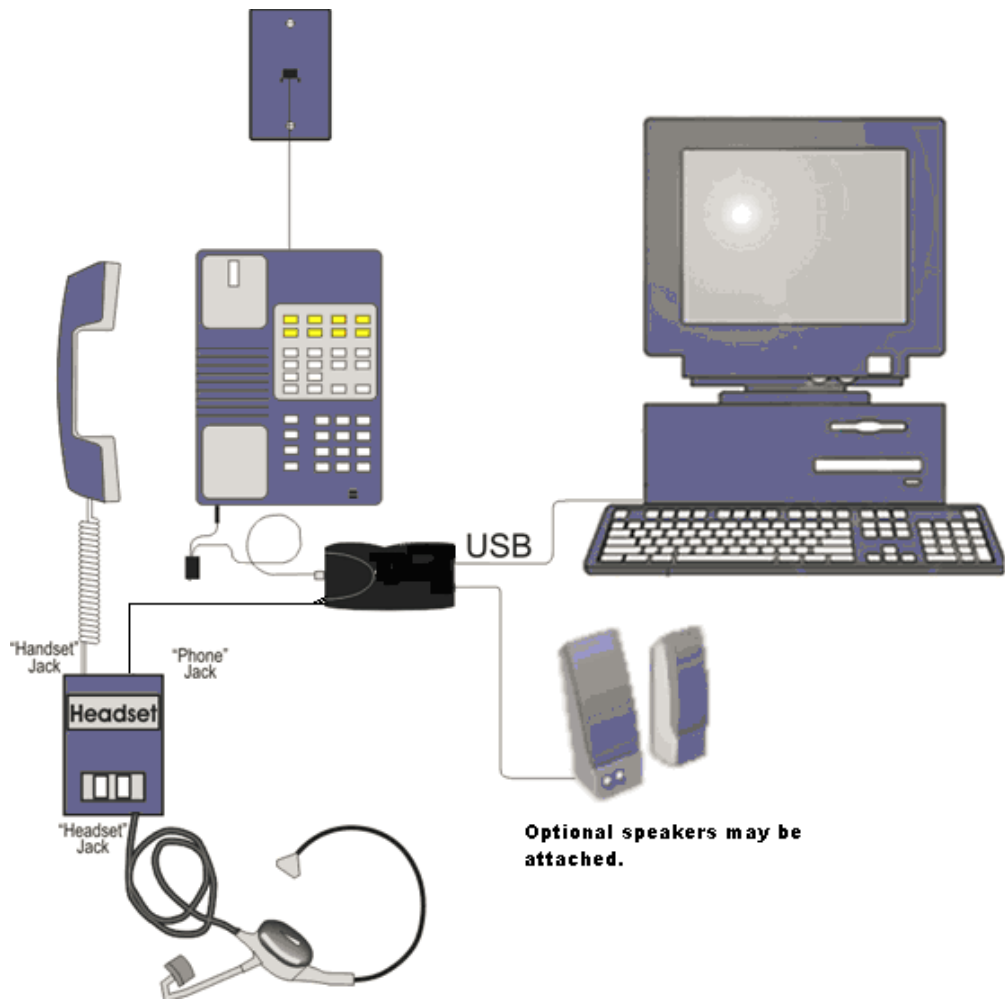
Installation
The Replay Phone interface has a built-in sound card that is used by Replay software. If your computer already has a sound card, the Replay sound card will be used only for recording, and your other sound card for playback. However, if your computer has no other sound card, the Replay sound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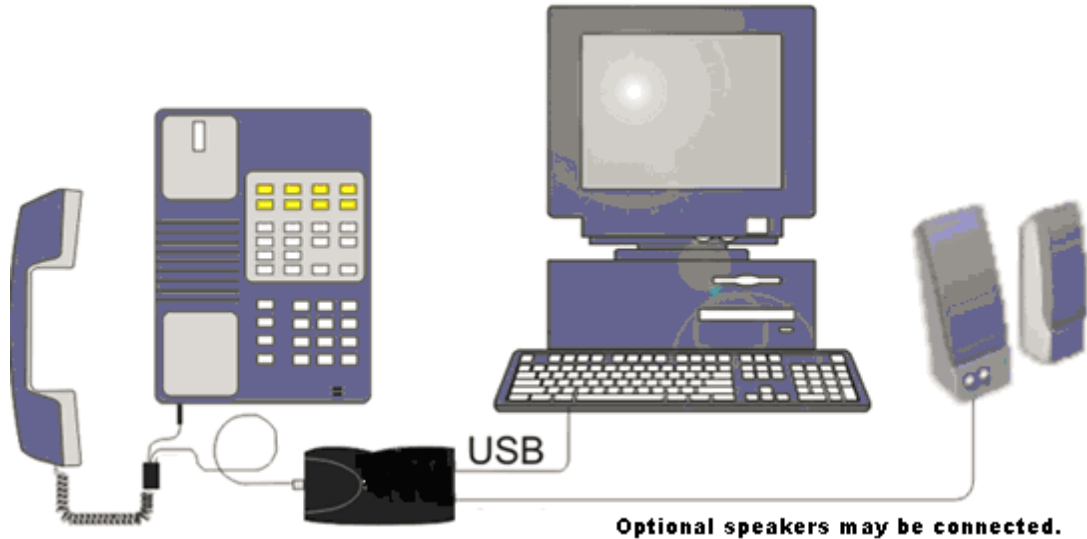
USB

Optional speakers may be connected.

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).

USB

"Handset" Jack

"Phone" Jack

Headset

"Headset" Jack

Optional speakers may be attached.

Installing Replay ST Recording Software
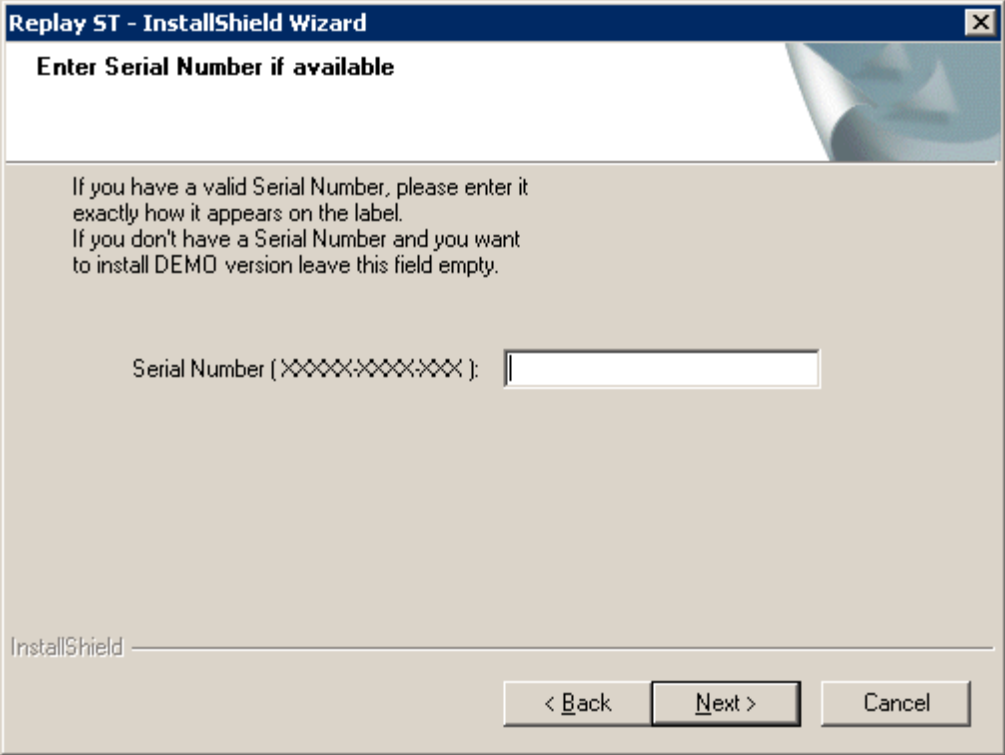
Replay ST installation has two parts.

I. First Part – installs registration software for Replay ST and copies Client installation files to the shared folder where they are accessible for Client installations. This installation needs to take place on the PC where all Clients (once setup) will send voice files. This PC is called Replay Server throughout this document.

II. Second Part – Replay ST Clients are installed on all PCs connected to the recorded phones via Replay Phone Interface.

1. On the PC where Clients will send voice files, open Replay ST CD in Windows Explorer. Double click on the **Setup.exe** file. Click on **Next**.
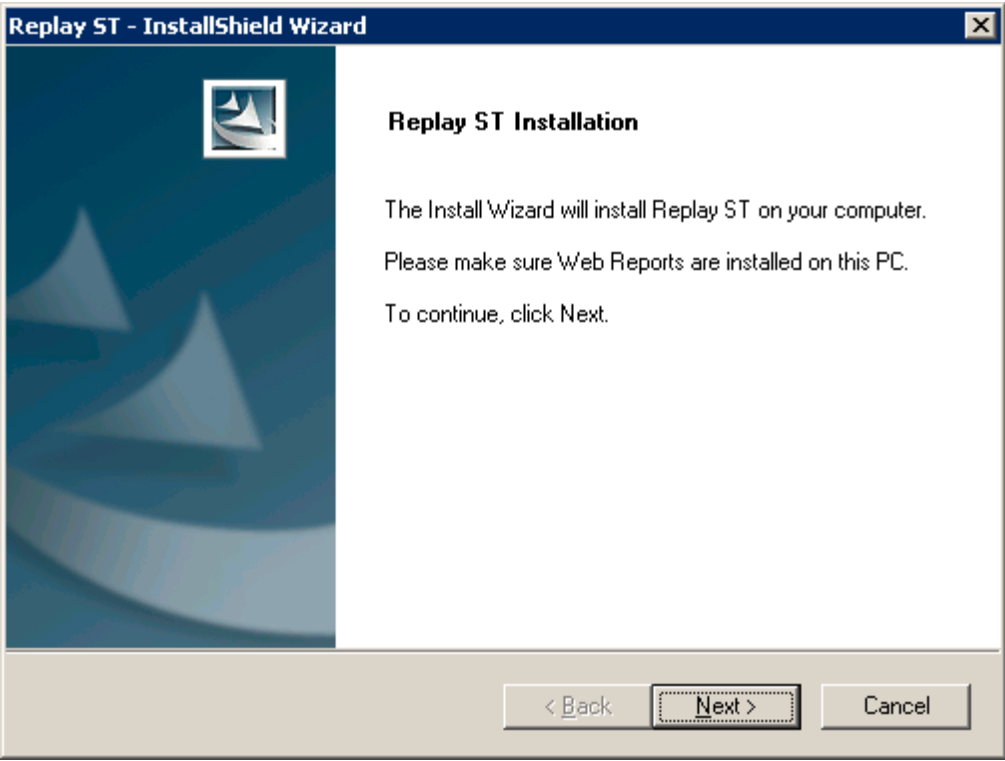

2. The **License Agreement** screen comes up. Go through the terms of the software license agreement and check **I do accept the terms of the license agreement** and click on **Next**.
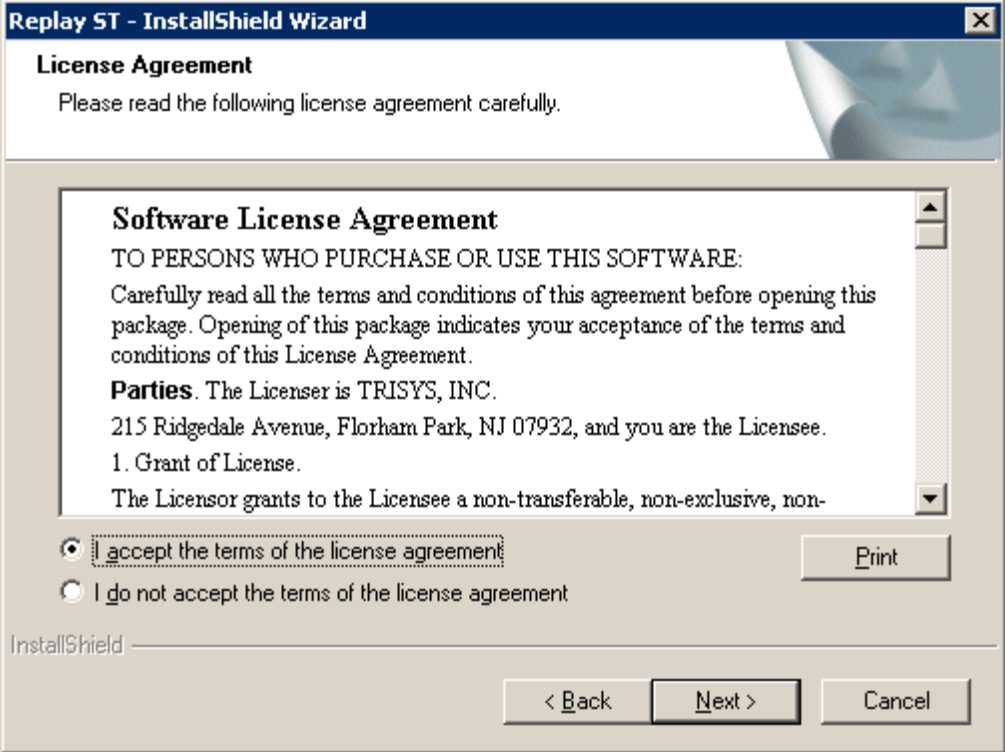
3. If you have Replay ST serial number, enter it here and click on **Next**. Otherwise to install DEMO version, leave the serial number field empty and click on **Next**.

4. The product information message appears. Confirm that the information is correct and click on **YES** to continue Replay ST installation.
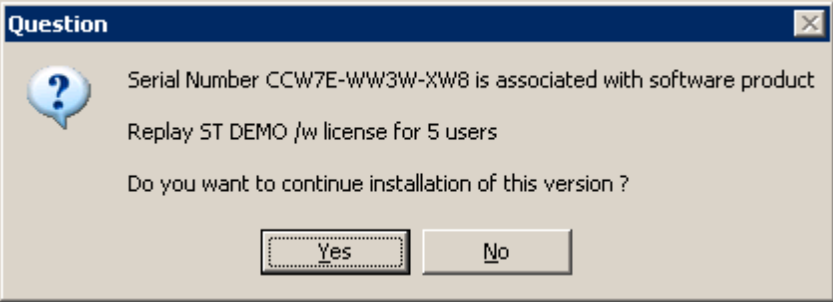
5. The **Select the BUFFER folder** screen follows. Accept the default local folder (recommended), or click on **Change** to select a different location. If you decide to change the **BUFFER folder** location keep in mind that all Replay ST Clients send voice files to this folder thus all Clients have to have full permissions to this location. Click on **Next**.
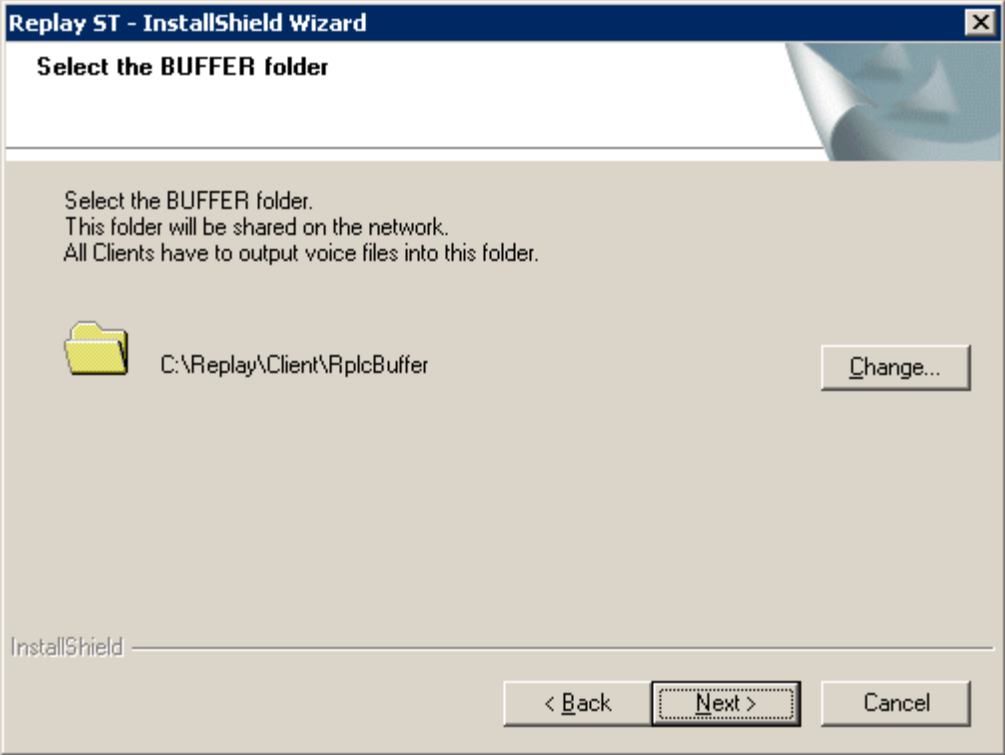
6. Replay ST is ready to be installed. Click on **Install**.
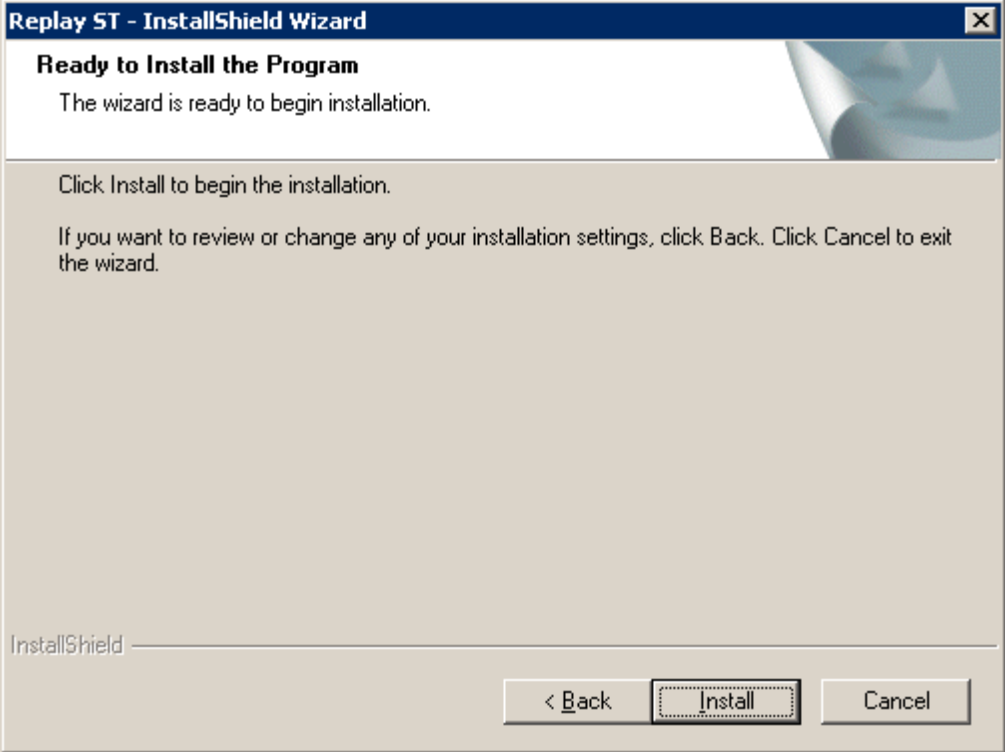
7. Click on **Finish** on the next screen.
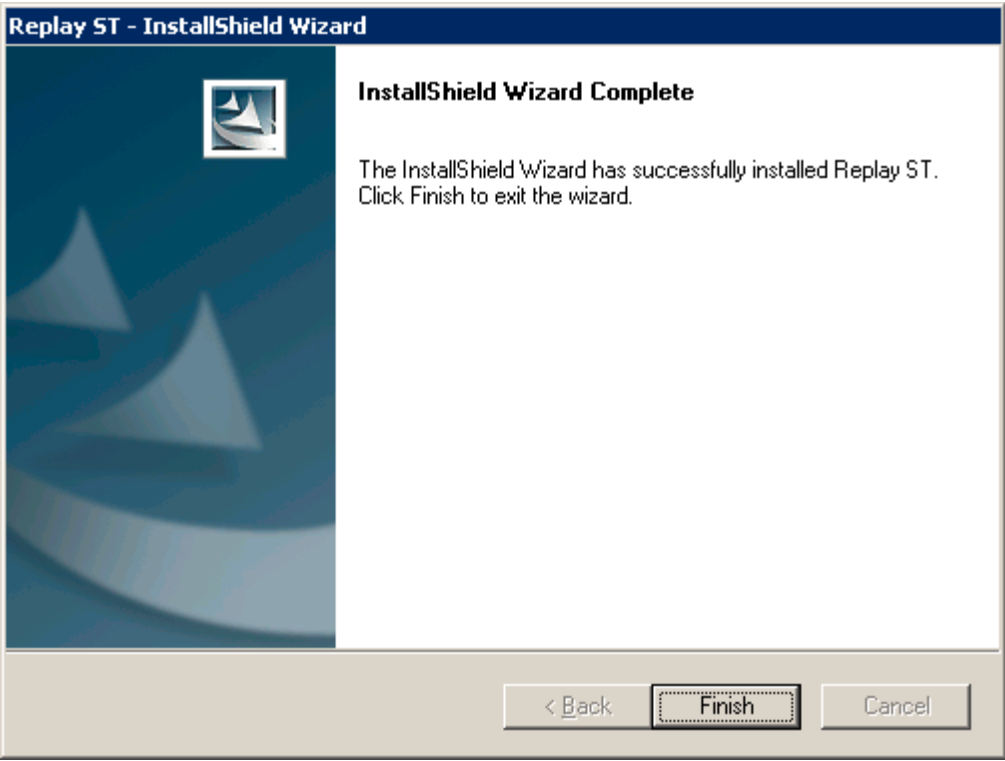
Proceed with the **Installing the Replay Client** section below.

Installing the Replay Client Application

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

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

1. Double-click **Setup.exe** file located in Replay\Client\Rplc folder on the Replay Server computer. Replay Client installation screen appears.
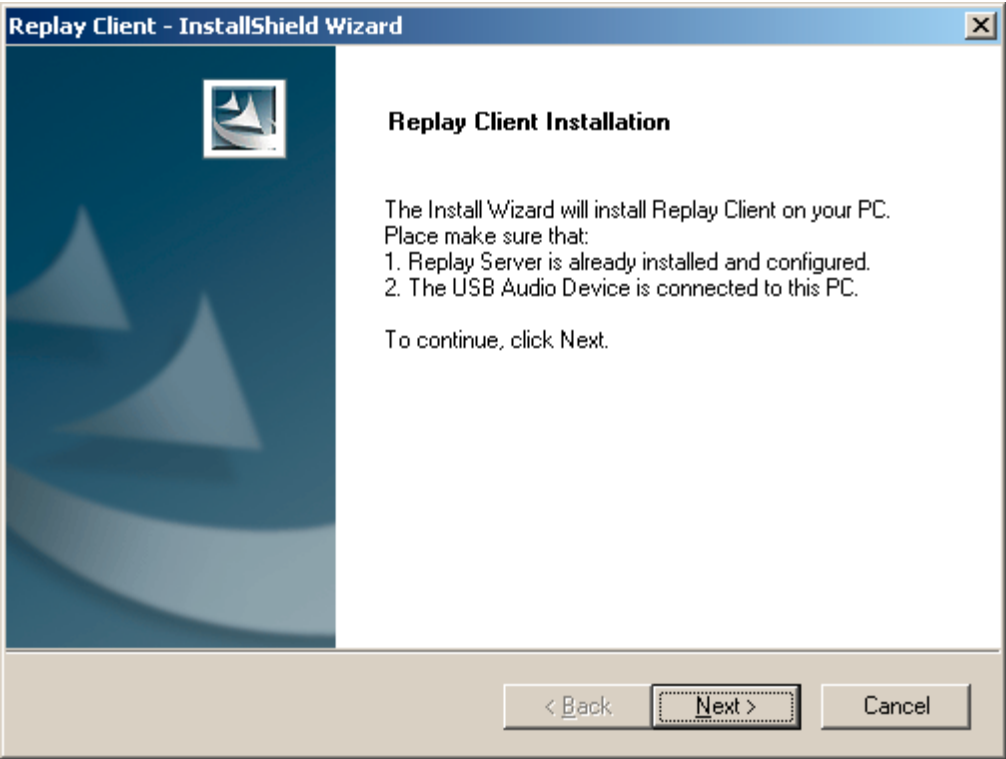
Click on **Next**.

2. Enter the extension number corresponding to Client PC in the **Client Extension Number** field.
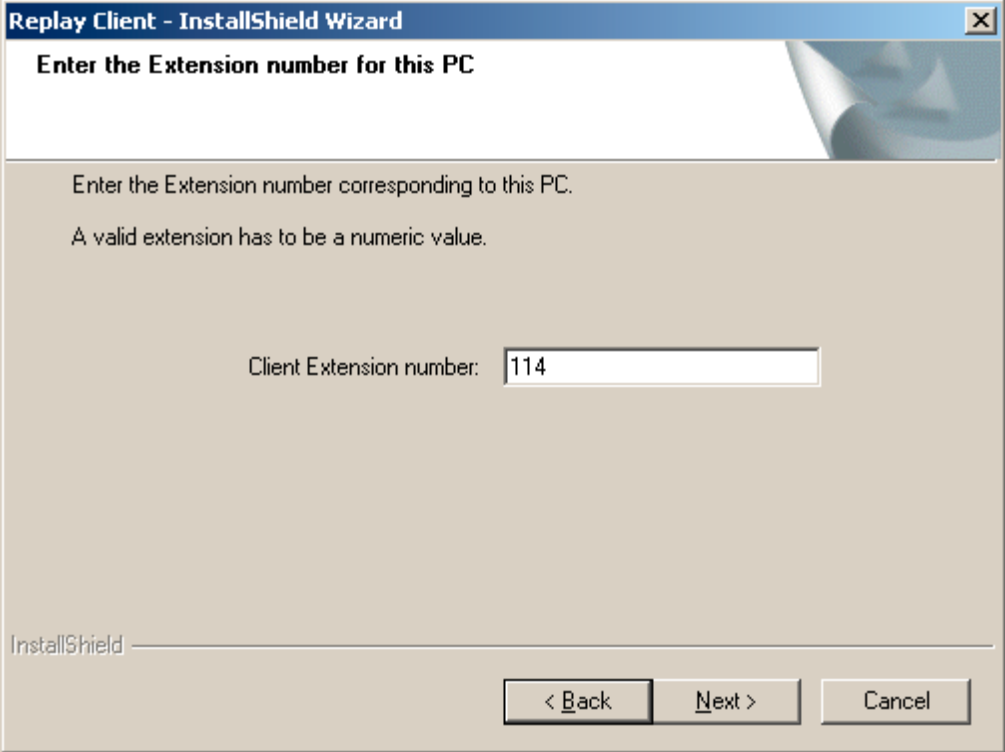
3.   The **Choose Destination Location** screen comes up.
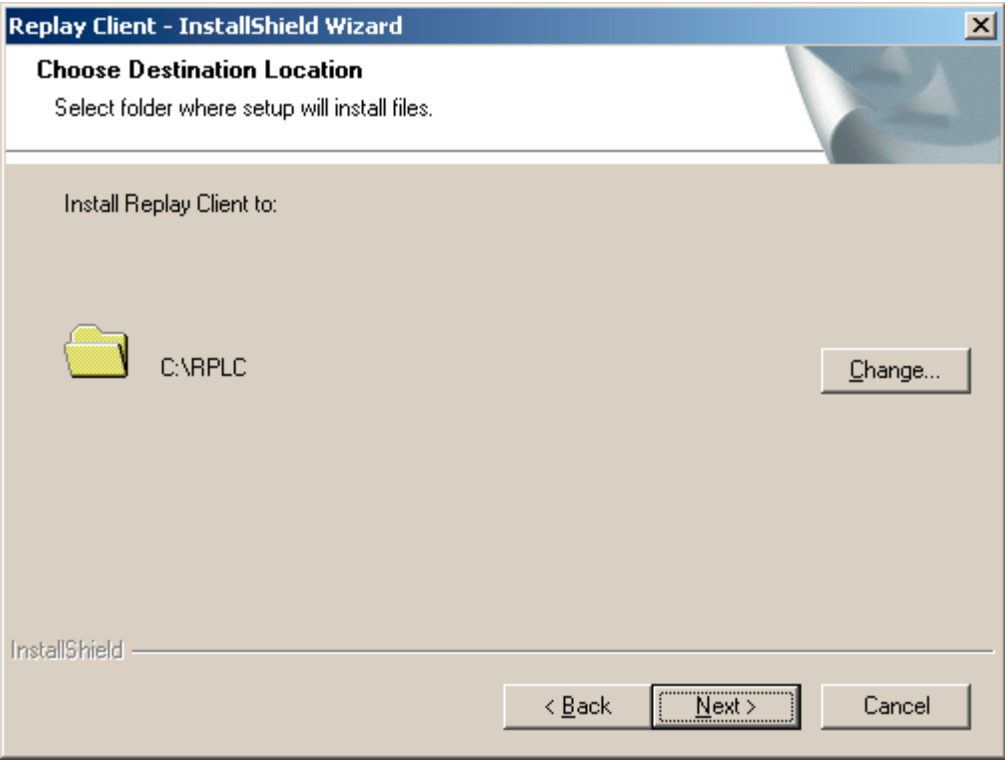
Accept the default folder (recommended) to store Replay Client program files, or click on **Change** to select a different location.
Click on **Next.**

4. The **Select the BUFFER folder** screen follows.
The path to the **BUFFER folder** is the path entered during Replay Server installation. This is where all Replay Clients output voice files. All Clients PCs and Replay Server PC have to have full permissions to this folder. It is recommended to accept the default path. However, if you need to change the **BUFFER folder** location make sure Replay Server has the same path assigned to its **BUFFER folder** setting.
Click on **Next**.
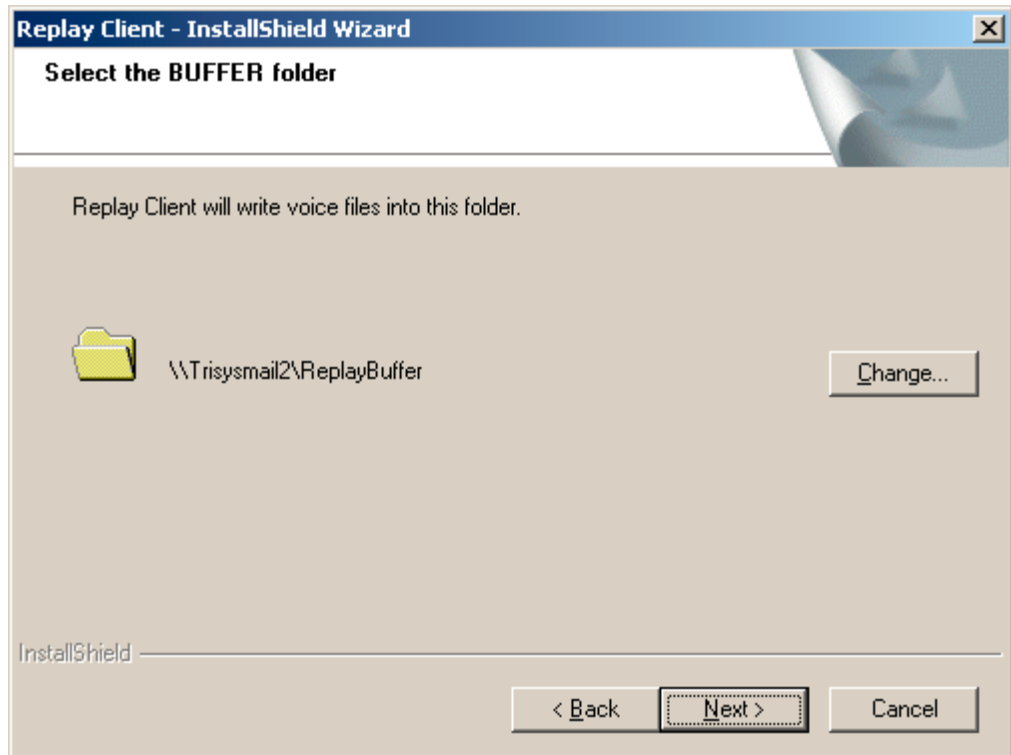
5. Replay Client is ready to be installed. Click on **Install.**
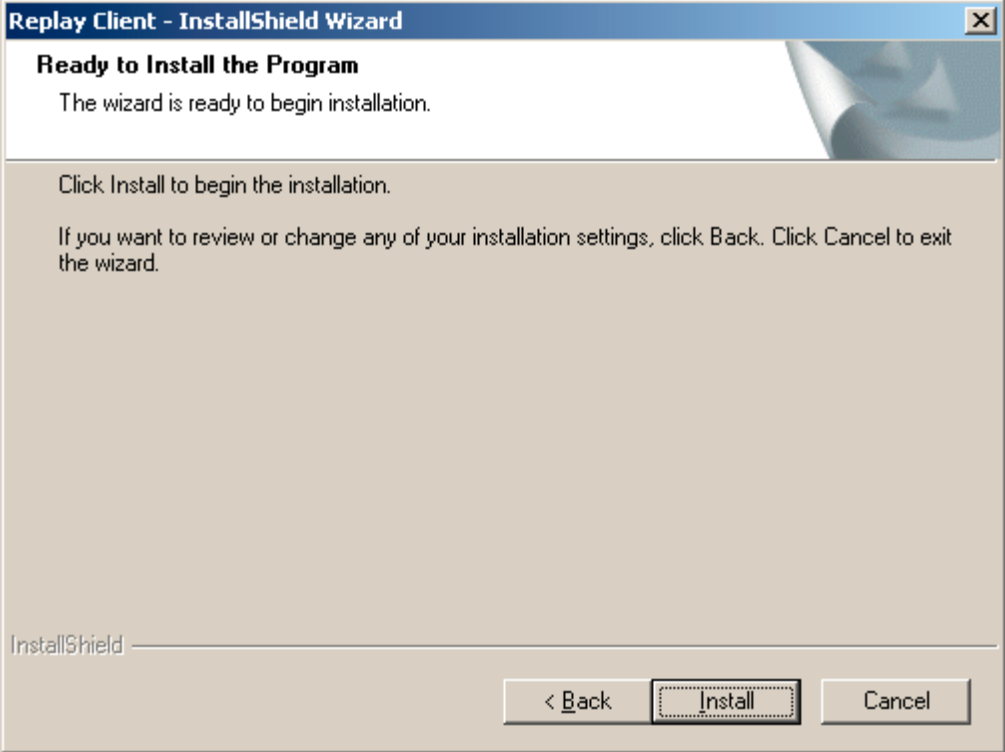
6.   Click on **Finish** to complete installation.
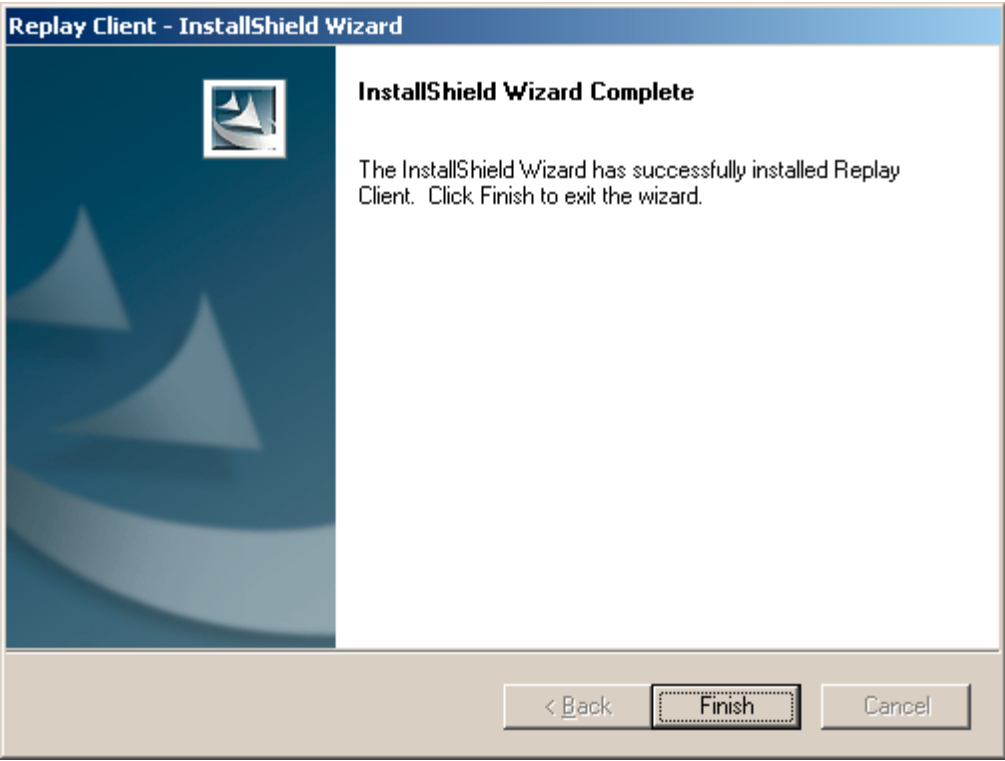
7. It is recommended to start and calibrate Replay Client after installation. Click on **Yes** to the message below.
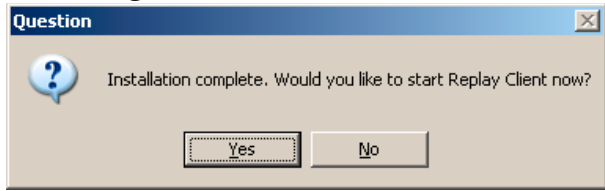
8. Replay starts minimized in a recording mode.
9. Resotre the application screen by double-clicking the Replay icon located on your task bar.
10. Once the user interface is restored hang up the phone.
11. Click on the **Calibrate** button.
12. Replay Client needs to be calibrated so the program differentiates between noise levels. Calibration determines what noise level indicates call termination (silence) and what noise level is part of the phone call.
    a. Click **OK** to the instruction message. The **Calibrate** button is grayed out.
    b. Speak loudly with your face close to the telephone (even though you just hung up).
    c. Continue speaking until the **Calibrate** button becomes enabled.

    If **REC** button is not grayed out click on it to go into **Recording mode**. Pick up the phone and make the first phone call. Replay starts recording. Observe the progress bar. When the conversation is in progress the dark blue bar should not go below the slider. In most cases calibration is enough to accomplish this but sometimes a user has to adjust the slider manually.
    If the blue bar stays below the slider adjust it.
    Hang up the phone. Calibration is completed.
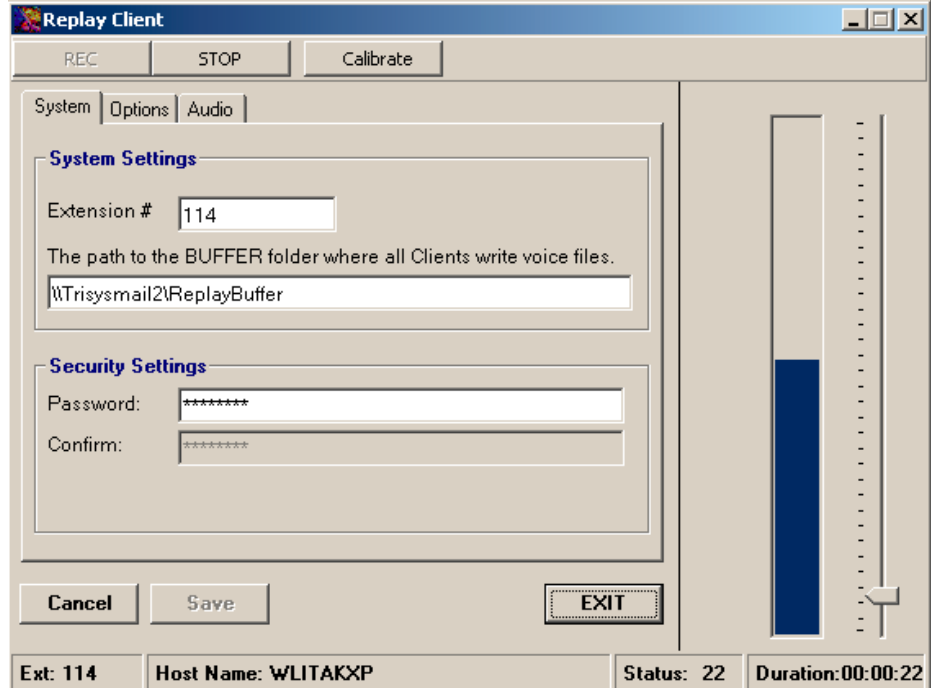
d.   If you'd like to password protect Replay Client you need to enter it into the **Password** field and then again into the **Confirm** field.
Click on **Save**. Password prevents unauthorized access. A user will not be able to stop or exit Replay Client without a password.
To activate protection simply minimized Replay Client. You won't be able to restore the application screen without a password thereafter.

e.   All Replay settings are set either by default or by a user during installation.
If you need to adjust them and protect Replay Client with a password refer to the **Using Replay Client** section below for instructions.
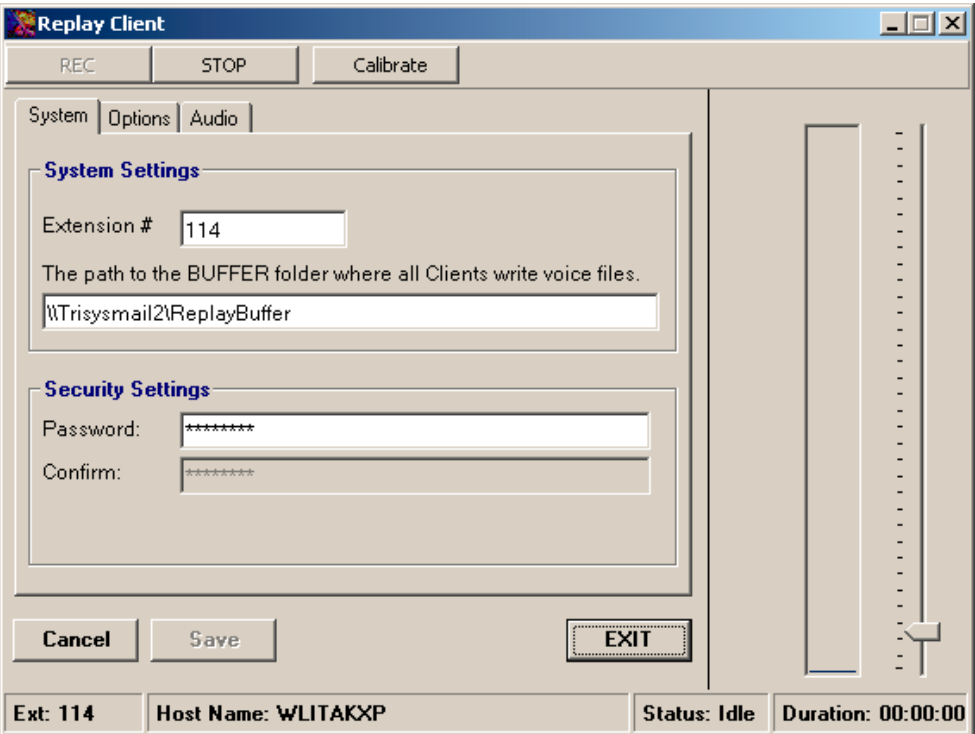
Replay Client runs on each PC that is recording phone calls for corresponding to it extension. Each PC can record phone calls for only one extension.

Replay Toolbar

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

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

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

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

Replay Client is in **Edit mode** (STOP is grayed out).
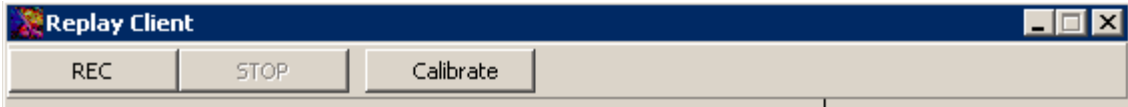
Calibrate
Click on the **Calibrate** button to determine noise level equivalent to Silence. Silence noise level indicates phone call termination. See **To Calibrate** section of this manual for instructions.

System Tab

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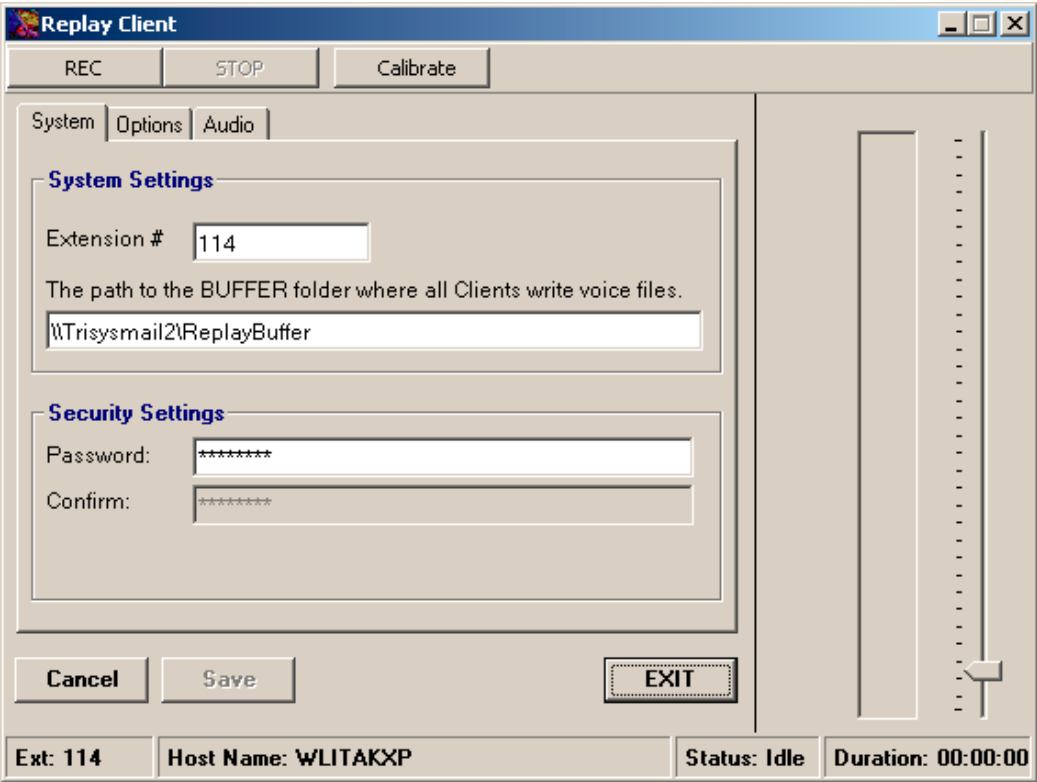
Extension #
An extension number corresponding to the telephone attached to this PC.

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

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

Confirm
Confirm your new password by entering it here.

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

Options Tab

1. Open Replay Client.
2. Replay Client opens always minimized. Double click (or right click and select **Restore**) on the Replay Client icon to restore it.
3. The application screen opens by default on the **System** tab.
4. If Replay is recording (**REC** button is grayed out) click on **STOP.**
5. Click on the **Options** tab.
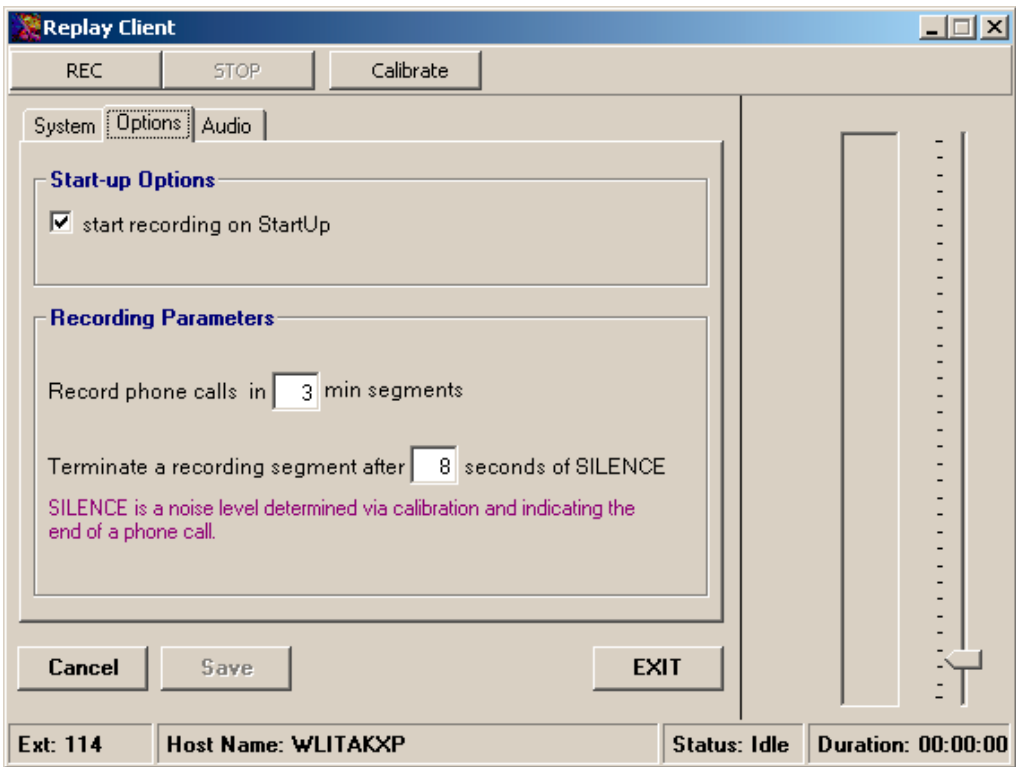
start recording on StartUp – check this option if you want to start recording automatically every time you start Replay Server. By default this option is checked.

Record phone calls in ____min segments – Replay records phone calls in segments. The value of this field signifies the maximum length of each segment. By default Replay records phone calls in 3 minute segments. That means that if a phone call is longer than 3 minutes Replay will create more than one voice file. For example: if a phone call is 7 minutes long. It'll have 3 corresponding voice files. Two 3 minutes long and one 1 minute long. The maximum allowed value for this field is 60 minutes. The minimum is 1 minute.

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

Audio Tab

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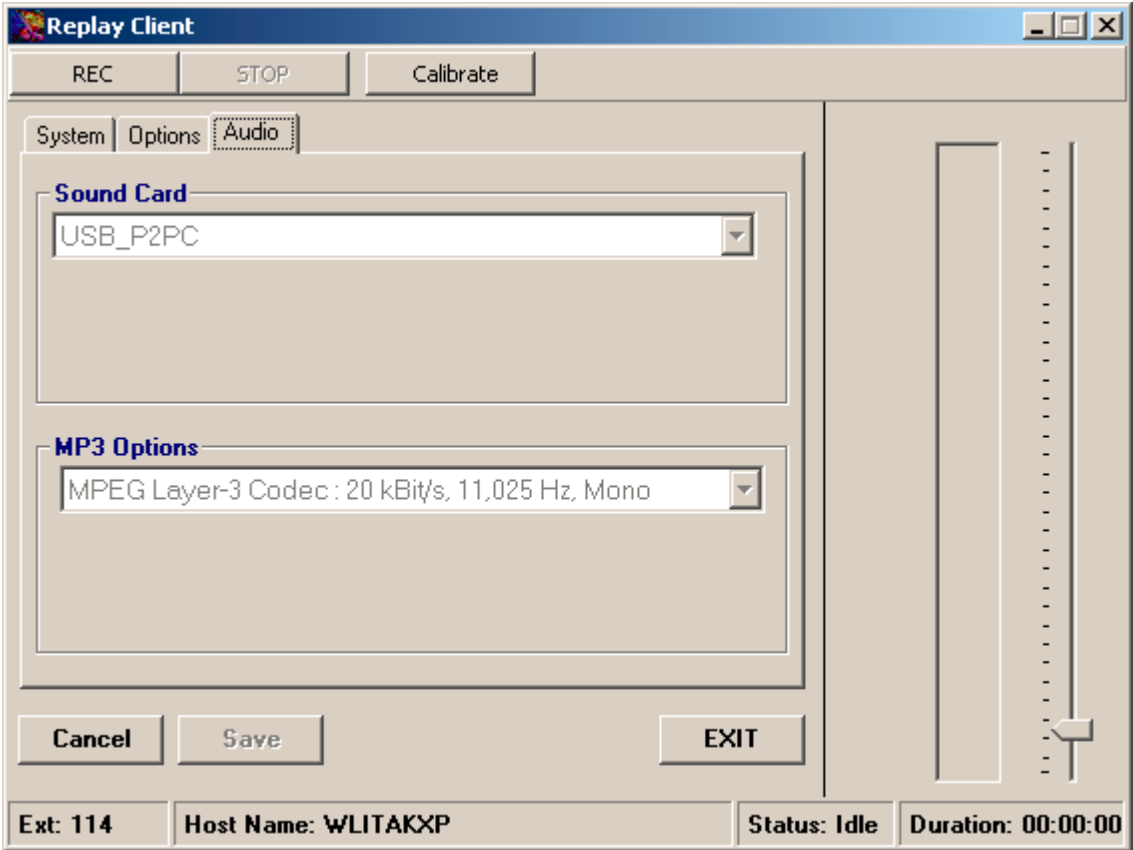
Status Bar

Status Bar displays information about Replay Client.

Ext
The extension number Replay is recording phone calls for.

Host Name
The name of the PC.

Status
Idle – no recording in progress.

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

Progress Bar

The right hand side of the Replay Client screen is a progress bar with a slider.
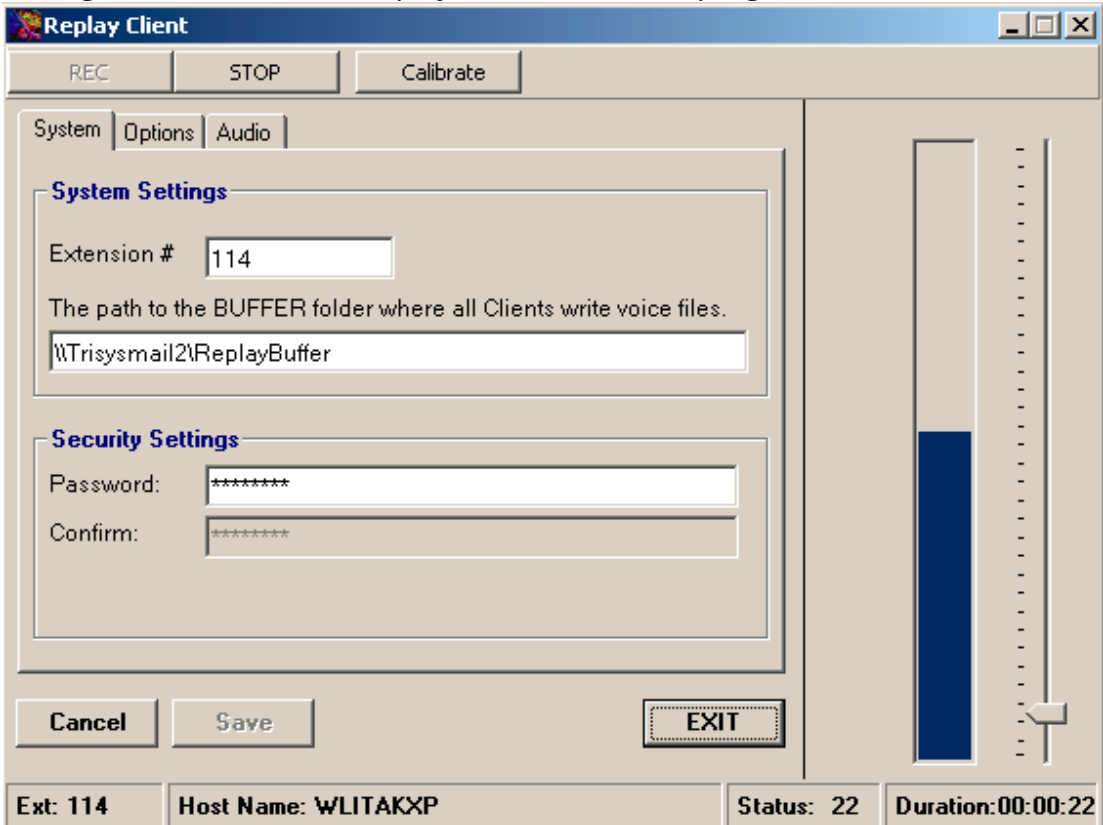
When Replay is recording the dark blue bar moves up and down. The bar should not go below the **slider** when the conversation is in progress.
In most cases Calibration is enough to accomplish this but sometimes a user has to adjust the **slider** manually during a phone call.

To Calibrate

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

Sometimes a user has to adjust the slider manually during a phone call.
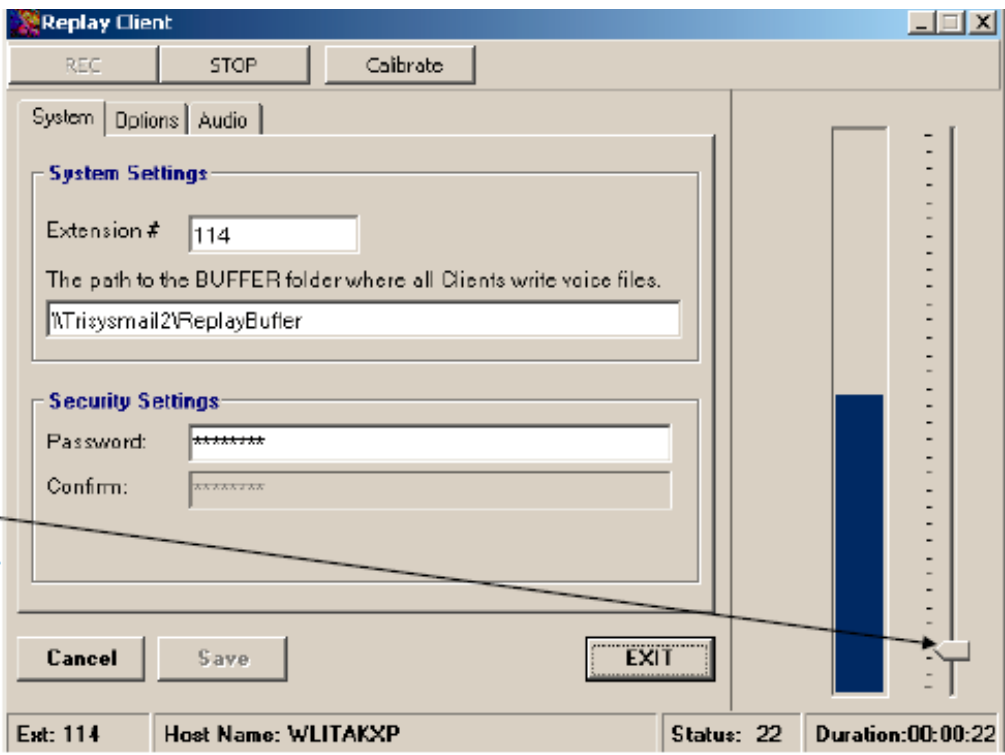
Protecting Replay Client with a Password

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

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

ONLY Replay Server has to be registered.
Proceed with registration only if your software is up and running.
At the PC where Replay Nova Server is installed:

1. Go to **Start\Programs\Replay Registration**.
   Select the **Registration** option.
2. The **Replay Registration** screen comes up.
   Click on the **Register Replay** button.

3. The message "The Serial Number... is found on this computer...".
   If this is your serial number, click on **YES** and proceed with step 8.
   If you need to change the serial number click on **NO** and proceed with step 5.
4. If you clicked on **NO** in step 4, the message "If you have a Serial Number..." comes up. Click on **YES**.
5. The **Enter Serial Number** screen appears. Enter the new serial number in the provided space.
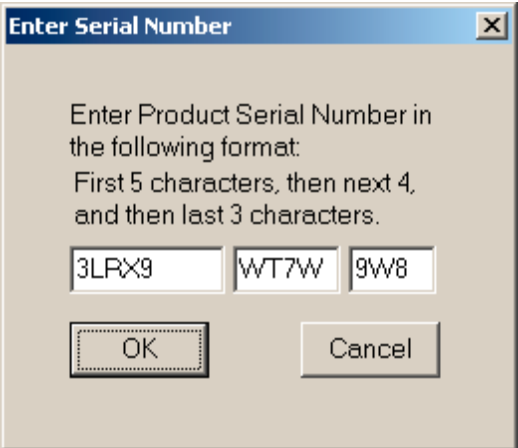
6. If the message "The Serial Number... is registered properly..." appears click on **NO** to overwrite old registration. Otherwise, proceed with point 8.

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7. The message asking if you have registration number comes up. Even though you have not obtained a registration number yet – click on **YES.**
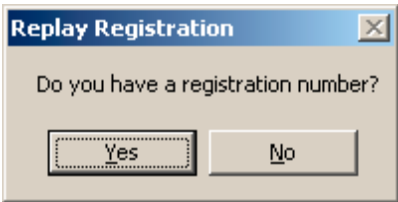
8. The **Enter Registration Number** screen appears. It displays your software Serial Number and the Computer ID. At this point you have to obtain a registration number to continue. You'll be asked for both the Serial Number and the Computer ID during this process. **To obtain Trisys registration number:**
   a. Open your Internet browser and go to www.trisys.com.
   b. Click on **Register** and then on **Replay ST**.
   c. The web page with registration instructions appears. Follow the on-screen instructions to obtain the registration number. You will need the NEW serial number (included in this document) and the Computer ID.
9. Once you've obtained the registration number via email, enter it in the provided space on the **Enter Registration Number** screen and click on **OK**. Registration is completed.
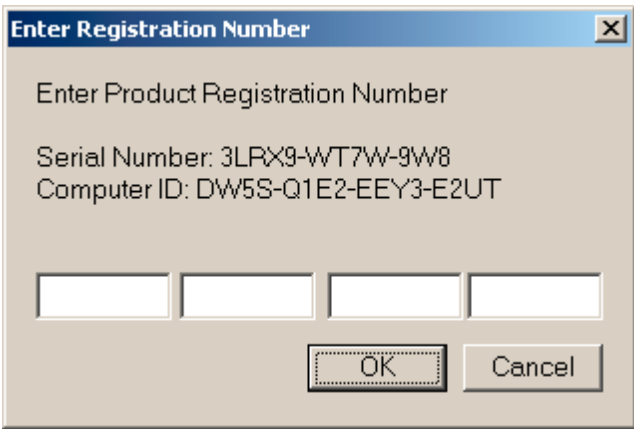
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Hardware License Agreement

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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

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