



DGVox 8 Management Console Configuration Guide

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About this Guide



Purpose of this Guide

This guide describes the Management Console configuration procedure and its management.

Typographical Conventions

The Vox Spectrum documents comply with the following typographical conventions.

TABLE 1: TYPOGRAPHICAL CONVENTIONS

Typeface	Meaning
Italics	References to other guides and documents.
"Quotes"	Input fields, radio button names, check boxes, drop-down lists, tab names, links, and messages displayed on the screen.
Bold	Menus, menu options, button on screens, page, and screen names.
CAPS	Keys on the keyboard.
	A note, providing additional information about a certain topic.
	An important message not to be ignored.

How to get in Touch

The following sections provide information on how to obtain support for the documentation and the software.

Documentation Support

Vox Spectrum welcomes your comments and suggestions on the quality and usefulness of this document. For any questions, comments, or suggestions on the documentation, you can contact us by e-mail at docsupport@voxspectrum.com.

Customer Support

If you have any problems, questions, comments, or suggestions regarding your Vox Spectrum DGVoX product, contact us by e-mail at customer.support@voxspectrum.com.

Management Console

In this chapter, you will learn about how to manage:

- Management Console
- Database settings
- DGVox Services
- General Settings
- Live Monitor Settings
- Analog Recorder Settings
- Digital Recorder Settings (ShCTI)
- Cisco CTI Settings
- Avaya CTI Settings
- E1 Recorder Settings
- DGVox License
- Screen Capture
- SMS Capture
- Auto Delete Settings
- Alert Server Settings
- Email-SMS Settings
- FTP Client Settings
- EMC Centera Settings
- Nortel BCM Settings
- Channel Monitor for Analog Recorder
- Chat Server Settings
- Nortel Digital MLS CTI Settings
- Audio Mask Server Settings
- IVR Settings
- Customer Data Upload
- Redundancy Monitor Settings
- Vox Captvs Settings
- Zone & Branch Settings
- Vox Captvs Interface Settings
- Agent Login Server Settings
- Panasonic TAPI
- Siemens Settings
- Nortel IP MLS CTI
- Backup & restore Settings

Management Console

This section provides information on how to start management console, modify the database settings, and start or stop the DGVox services.

Starting Management Console

The Management Console Window allows you to access all the settings of DGVox application.

▼ To start management console

Go to the Application path '**C:\Voxspectrum\DGVo**x'.

Double-click **Management Console.exe**  icon. The **Login** window is displayed.

FIGURE 1: DGVox – LOGIN

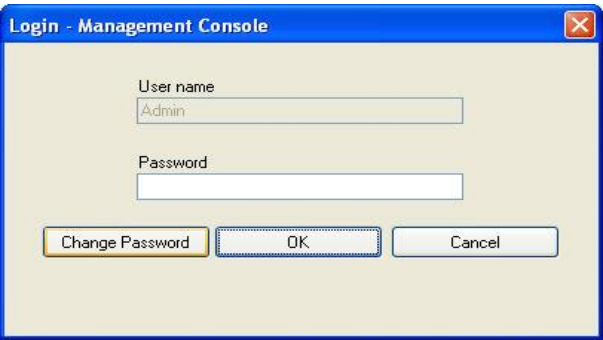


TABLE 5: LOGIN

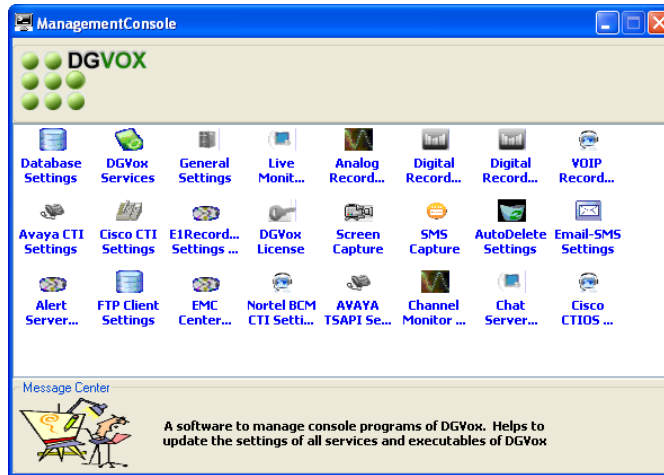
Field	Description
User Name	This field displays the User name This field is not editable.
Password	Type the password. By default the password remain Admin9
Change Password	Click this button to change the password. For more information, refer to Changing the Password section.

Enter the appropriate information in the relevant fields.

Click **OK**.

The **Management Console** window is displayed.

FIGURE 2: MANAGEMENT CONSOLE



Changing the Password

This option enables you to change the existing password.

▼ To change the password

Go to the application path '**C:\Voxspectrum\DGVox**'.

Double-click **Management Console.exe**. The **Login** Screen is displayed.

FIGURE 3: DGVox 8– LOGIN



Click **Change Password**.

The **Login** Screen is displayed.

FIGURE 4: DGVox 8– LOGIN

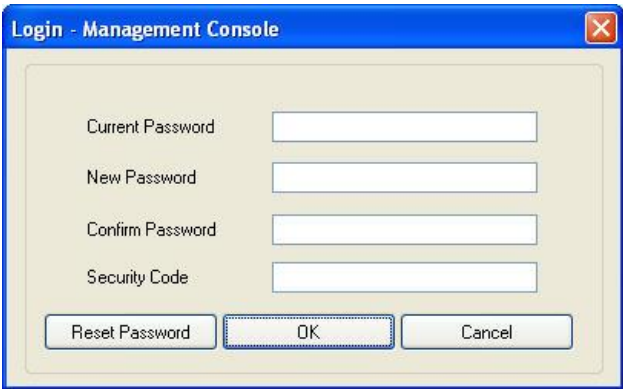


TABLE 6: LOGIN

Field	Description
Current Password	Type the current password.
New Password	Type a new password.
Confirm Password	Re-type the new password for confirmation.
Security Code	Type the security code. Security code allows you to reset the password.
Reset Password	If you forget the new password, you can change by clicking the Reset Password button.

Enter the appropriate information in the relevant fields.

Click **OK**.

Resetting the Password

This option enables you to reset the password in case you forgot the new password by using your security code.

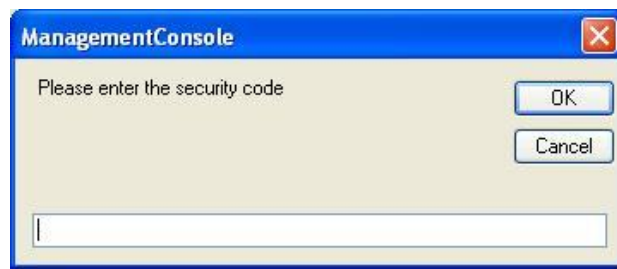
▼ To reset the password

Open the **Login – Management Console** window is displayed.

Click **Reset Password**.

The **Management Console - Reset Password** window is displayed.

FIGURE 5: MANAGEMENT CONSOLE – RESET PASSWORD



Enter the security code that you had mentioned while changing your password.

Click **OK**.

Modifying Database Settings

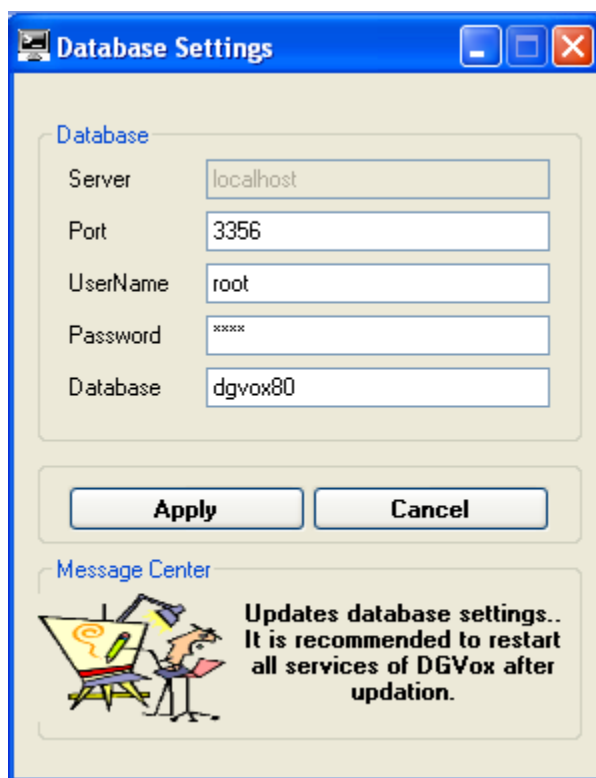
The Database Settings window allows you to modify the settings of DGVox database system. It displays the database configurations of your DGVox application. You can modify database settings according to the mode of installation. For stand alone or server mode installations, the database is present in the local machine.

▼ To modify the database settings

On the **Management Console** window, double-click **Database Settings**.

The **Database Settings** window is displayed.

FIGURE 6: DATABASE SETTINGS



Enter the appropriate information in the relevant fields.

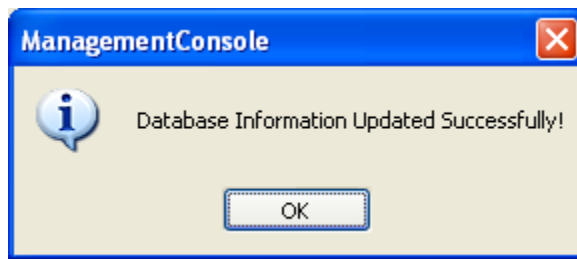
TABLE 7: DATABASE SETTINGS

Field	Description
Server	This field displays the Server name of the machine running the database or server. This field is not editable. By default it is localhost .
Port	This field displays the Port number of the machine running the database or server. Type the port number. By default the port number is 3356 .
UserName	This field displays the User Name of the machine running the database or server. Type the user name. By default the User Name is root .
Password	This field displays the Password of the machine running the database or server. Type the password. By default the password is root .
Database	This field displays the Database name of the machine running the database or server. Type the database name of the server machine. By default the Database name is dgvox72 .

Click **Apply**.

The system displays a pop-up window.

FIGURE 7: DATABASE SETTINGS- UPDATE MESSAGE BOX



Click **OK**.

Starting or Stopping DGVoX Services

The DGVoX Services window allows you to start, stop, and restart the DGVoX System services. You can also view the services running on the system.

▼ To start or stop DGVoX Services

On the **Management Console** window, double-click **DGVoX Services**.

The **DGVoX Services** window is displayed.

FIGURE 8: DGVoX SERVICES

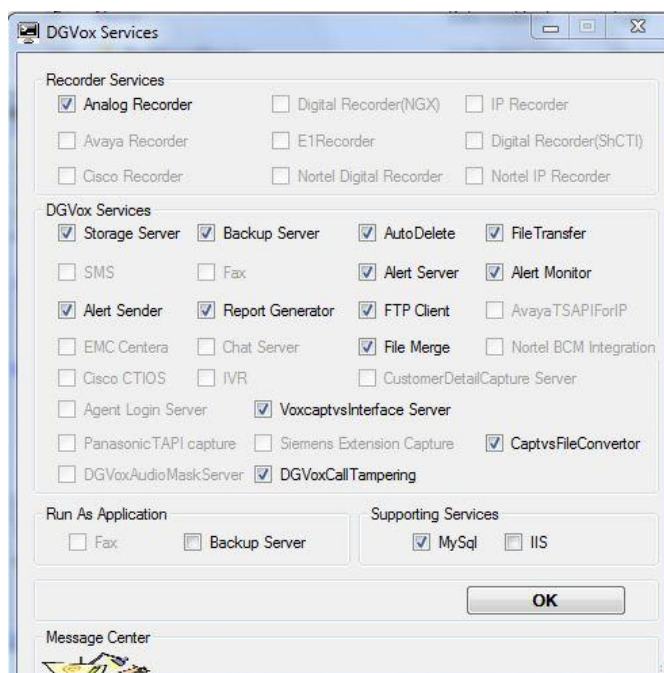


TABLE 8: DGVox SERVICES

Field	Description
Recorder Services	This field displays the recording type supported by the DGVox application. If there are any changes in the recorder setting, you can select and deselect the services. Select the checkboxes for the type of recorder the services.
DGVox Services	Select the check boxes for the type of services.
Run As Application	Select the check boxes for the type of application.
Supporting Services	Select the check boxes for the type of supporting services.

Select or clear the checkboxes for the services that you wish to start or stop.

**Note**

Services will be available depending on the license and the record type that you have installed.

**Note**

If you want to back up the records to a Network drive, you need to select the **Backup Server** checkbox, which comes under the **Run as Application** section.

Click **OK**.

Managing General Settings

This section provides information on steps to configure Storage Server settings, Data settings, Filter settings and Scheduled Recorder settings.

Modifying Storage Server Settings

This option allows you to schedule the time and duration for the transfer of recorded calls to the server, configure the server details, enable or disable encryption, and enable or disable live monitoring for the non-recorded calls. You can set the minimum file size required for the files which you want to store.

▼ To modify storage server settings

On the **Management Console** window, double-click **General Settings**.

The **General Settings** window is displayed.

Click the **Storage Server Settings** tab.

The **Storage Server Settings** tab is displayed.

FIGURE 9: STORAGE SERVER SETTINGS

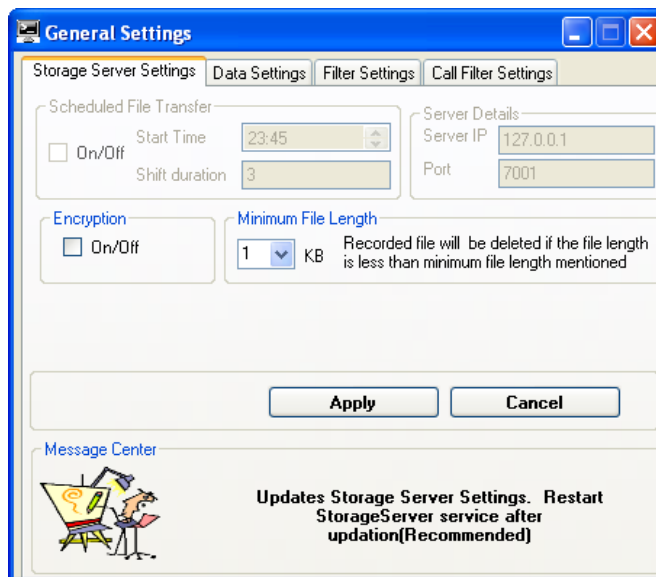


TABLE 9: STORAGE SERVER SETTINGS

Field	Description
Scheduled File Transfer	<p>Scheduled file shifting is used to schedule the time and duration for the transfer of recorded calls to the server.</p> <p>The Scheduled File Transfer option will be enabled in Client mode as well as in the Stand Alone Client mode of DGVox system.</p> <p>Start Time: Start Time is the scheduled time at which the shifting of recorded calls to the server starts.</p> <p>Shift Duration: Shift duration is the time duration for which the transfer of the recoded calls to the server will be in progress. This field is non-editable.</p>

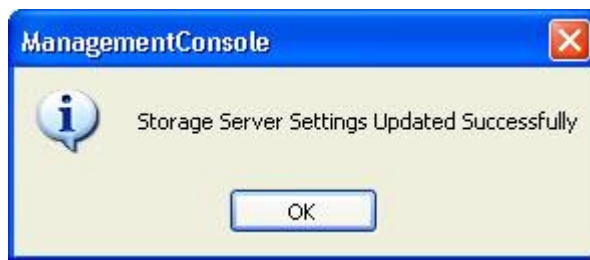
Field	Description
Server Details	Type the IP address and the port details of the server, to which the voice files should be transferred after recording. These details are required to be entered only for the client and the standalone client.
Server IP	<p>Type the IP address of the server.</p> <p>In case of StandAlone and Server mode the server IP field will be disabled.</p> <p>This field will be enabled in Client as well as in Standalone Client mode.</p> <ul style="list-style-type: none"> ▪ StandAlone mode: Records and stores the calls on the same machine. ▪ Client mode: The client machine records the calls and shifts the files to the server, the IP of the server should be mentioned when the installation is in Client mode. ▪ Server mode: The server stores the files shifted from the client machine. ▪ StandAloneClient mode:-Records and stores files in the same system, as well as transfers the call records to its server machine. The Server IP should be given in this mode of installation.
Port	Type the port number of the server. By default, the port number is 7001.
Encryption	Select the check box to turn on the encryption of recorded voice files. If the encryption is enabled, the voice files will be stored in an encrypted format called 'dgvox'.
Minimum File Length	Select the minimum file size, in kilobytes, for a voice file to be stored. If the voice file is equal to or less than this size, it will be deleted.

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 10: STORAGE SERVER SETTINGS- UPDATE MESSAGE BOX



Click **OK**.

Enabling Encryption

This option allows you to store recorded calls in an encrypted format, so that the calls can be played only via the GUI.

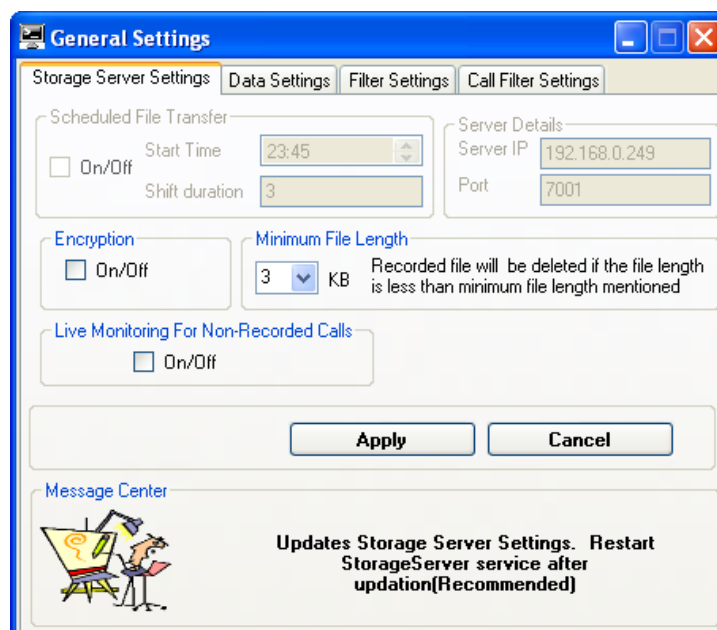
▼ To enable encryption

On the **Management Console** window, double-click **General Settings**.

On the **General Settings** window, click the **Storage Server Settings** tab.

The **Storage Server Settings** tab is displayed.

FIGURE 11: STORAGE SERVER SETTINGS



Select the **On/Off** check box under **Encryption**.

Click **Apply**.



Note

You can see that the calls are stored in D:\Data\Voice\<Year>\<Month>\<day> in an encrypted format, with the extension .dgv; these files can only be played via the GUI.

Modifying the Data Settings

The Data Settings tab is for configuring the path of voice files.

▼ To modify data settings

On the **Management Console** window, double-click **General Settings**.

On the **General Settings** window, click the **Data Settings** tab.

The **Data Settings** tab is displayed.

FIGURE 12: DATA SETTINGS

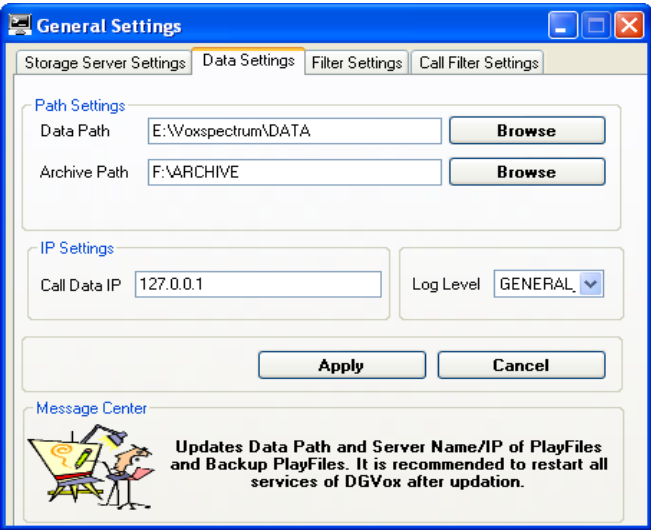


TABLE 10: DATA SETTINGS

Field	Description
Path Settings	
Data Path	Click Browse to select the path where the voice files are to be recorded and stored. The data path is the voice storage path of the server.

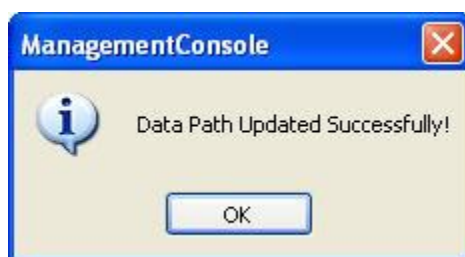
Field	Description
Archive Path	Click Browse to select the path where the voice files and video files are to be archived. The data path calculates the backup space available to store the files.
IP Settings	
Call Data IP	Type the IP address of the machine in which the recorded file are stored.
Log Level	<p>Select the appropriate log level from the drop-down list. The information about the operations of the different services is stored to a text file as a log. The logs are stored in the Data folder.</p> <p>The options are:</p> <ul style="list-style-type: none"> ■ INFORMATION ■ DEBUG ■ FATAL ERROR ■ WARNING ■ GENERAL ERROR

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 13: DATA SETTINGS- UPDATE MESSAGE BOX



Click **OK**.

Modifying the Filter Settings

This option is used for filtering calls in DGVox.

▼ To modify filter settings

On the **Management Console** window, double-click **General Settings**.

On the **General Settings** window, click the **Filter Settings** tab.

The **Filter Settings** tab is displayed.

FIGURE 15: FILTER SETTINGS

The screenshot shows the 'General Settings' window with the 'Filter Settings' tab selected. The window contains several sections for configuring filters:

- Priority Settings:** Includes a checkbox for 'Scheduled Recording/Number Filtering'. Below it are dropdowns for 'SkillGroup Priority', 'Date Priority', and 'Duration Priority', with 'Up' and 'Down' buttons.
- Number Filtering/Recording:** Features radio buttons for 'Filter' (selected) and 'Record'. It includes a 'Number to be filtered' dropdown, 'Criteria' dropdown, and a 'Percentage' spinner set to 100. Buttons for 'Add/Update' and 'Remove' are present.
- Extension Filtering:** Similar to the previous section, with 'Extension to be filtered' dropdown, 'Criteria' dropdown, 'Percentage' spinner (100), and 'Add/Update'/'Remove' buttons.
- AgentID Filtering:** Includes 'AgentID to be filtered' dropdown, 'Criteria' dropdown, 'Percentage' spinner (100), and 'Add/Update'/'Remove' buttons.
- Duration Filtering:** Features 'Greater Than' and 'Less Than' time input fields (both set to 00:00:00) and an 'Update' button.
- SkillGroup Filtering:** Includes 'SkillGroup to be filtered' dropdown, 'Criteria' dropdown, 'Percentage' spinner (100), and 'Add/Update'/'Remove' buttons.

At the bottom of the window are 'Apply' and 'Cancel' buttons.

TABLE 11: FILTER SETTINGS

Field	Description
Priority Settings	

Field	Description
Scheduled Recording/Number Filtering	<p>Select Scheduled Recording/Number Filtering check box to set the call recording time schedule and calling number to be filtered.</p> <p>You can set the priority for Scheduled Recording.</p> <ul style="list-style-type: none"> • Date priority • Number Priority • Duration Priority • Extension Priority • Agent Priority <p>You can change the order by clicking the Up and Down buttons.</p> <p>A priority selected and moved to the top by clicking the 'Up' button, the system will check the selected criteria as first priority and rest will be prioritized in the order they are arranged.</p>
Number Filtering/Recording	<p>Define the numbers to be filtered or recorded.</p> <p>To filter a number, check the Filter radio button.</p> <ul style="list-style-type: none"> • Add:-You need to type the number, select filter criteria and click the Add/Update button, to add it to the filter criteria. • Update:-For updating, select a number that you had already saved from the 'Number to be filtered' drop-down list and update it to another filter criteria; then click Add/Update to update. <p>To record a number, check the Record radio button.</p> <ul style="list-style-type: none"> • Add:-You need to type the number, select filter criteria and click the Add/Update button to add it to the recording criteria. • Update:-For updating, select a number that you had already saved from the 'Number to be filtered' drop-down list, select filter criteria and click Add/Update to update.

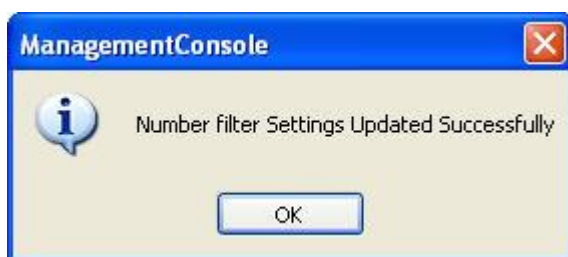
Field	Description
Extension Filtering	<p>Define the extension for which you want to filter the calls.</p> <p>Add:-You need to type the extension, select filter criteria and click the Add/Update button, to add it to the filter criteria.</p> <p>Update:-For updating, select an extension that you had already saved from the 'Extension to be filtered' drop-down list and update it to another filter criteria; then click Add/Update to update.</p>
Agent ID Filtering	<p>Define the agent id for which you want to filter the calls.</p> <p>Add:-You need to type the agent id, select filter criteria and click the Add/Update button, to add it to the filter criteria.</p> <p>Update:-For updating, select an agent id that you had already saved from the Agent Id to be filtered' drop-down list and update it to another filter criteria; then click Add/Update to update.</p>
Duration Filtering	<p>Define the duration for which you want to filter the calls.</p> <p>Greater Than: Specify the time exceeding which the call has to filtered</p> <p>Less Than: Specify the time below which the call has to filtered</p>
Skill Group Filtering	<p>Define the skill group for which you want to filter the calls.</p> <p>Add:-You need to type the skill group, select filter criteria and click the Add/Update button, to add it to the filter criteria.</p> <p>Update:-For updating, select a skill group that you had already saved from the Skill Group to be filtered' drop-down list, update it to another filter criteria; then click Add/Update to update.</p>

Field	Description
Criteria	<p>Select the criteria from the drop-down list.</p> <p>The options are: Exact, Anywhere, Begin, and End.</p> <p>If Exact is selected, the calls with the dialed digits, or caller ID that exactly matches the selected number, will be filtered.</p> <p>If Anywhere is selected, if the call comes with dialed digits or caller ID such that the selected number appears anywhere, it will be filtered.</p> <p>If Begin is selected, if the dialed digits or caller ID begins with the specified number, the number will get filtered.</p> <p>If End is selected, if the dialed digits or caller ID ends with the specified number, the number will get filtered.</p> <p>For all the inputs of Number to be filtered and Criteria, the check box Recording Status needs to be considered. For example, if you give '999' as the number to be filtered and criteria as Begin and if you select the check box Recording Status, then the call that begins with that number will be recorded.</p> <p>If you do not select Recording Status, then that number will not be recorded. If recording status is selected as Yes, it will be considered as a call to be recorded and if it is not selected i.e. No is selected, it will be considered as a call not to be recorded.</p>
Percentage	Enter the percentage of calls to be filtered for a specified number and criteria.

Select **Scheduled Recording/ Number Filtering**, select **Priority**, and click **Apply**.

The system displays a pop-up window.

FIGURE 16: FILTER SETTINGS- UPDATE MESSAGE BOX



Modifying the Call Filter Settings

This option is used to customize the time period during which calls are to be recorded. There are three options on each day to set the period. You can apply the schedule for all the channels, or an individual channel. If you select 'individual', you need to mention the individual channel id, and also select the channel ID of the desired users.

▼ To modify call filter settings

On the **Management Console** window, double-click **General Settings**.

Click the **Call Filter Settings** tab.

The **Call Filter Settings** tab is displayed.

FIGURE 17: SCHEDULED RECORDER SETTINGS

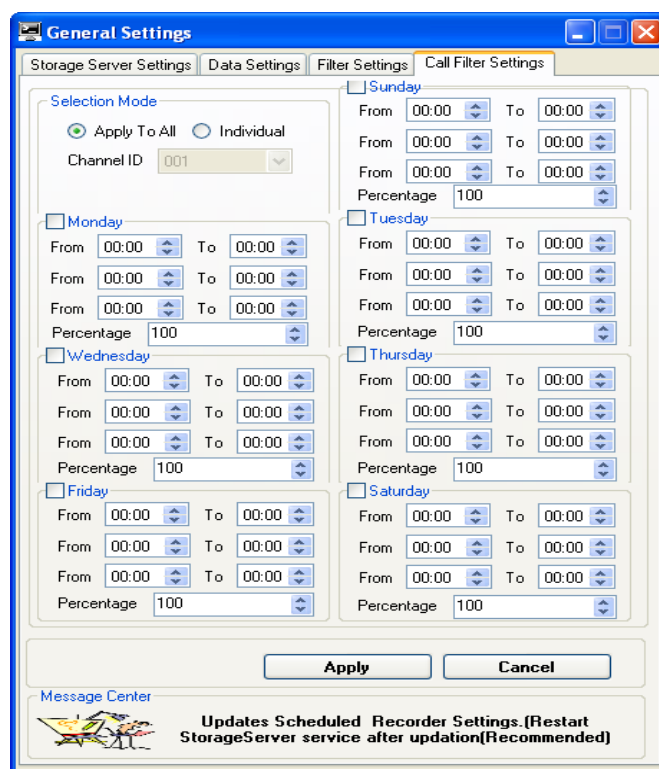


TABLE 12: CALL FILTER SETTINGS

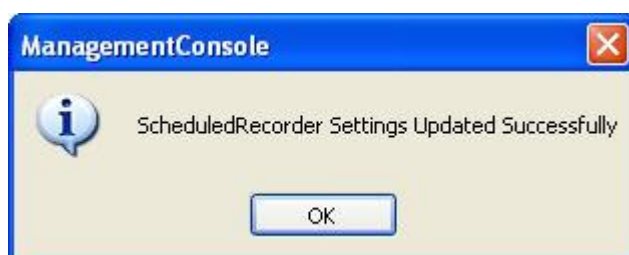
Field	Description
Selection Mode	
Apply To All	<p>Select this option to make the scheduled recording setting applicable to all the channels.</p> <p>If this option is selected, the time period/slot on each day should be set.</p> <p>For example, select the checkbox "Monday". Enter the time as 12:00 in the From field, and enter the time as 15:00 in the To field. If these settings are done, all the calls during that period between 12:00:00 and 15:00:00 will be recorded.</p>
Individual	Select this option to set scheduled recording differently for individual channels.
Channel ID	<p>Select the channel ID from the drop-down list.</p> <p>This field is enabled only if you select the mode as Individual.</p>
Time slot	<p>Select the day(s) and enter the time range, for which you do not want to record the calls.</p> <p>The available days are: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday.</p>
Percentage	Enter the percentage of calls that to be filtered in the specified time period.

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 18: SCHEDULED RECORDER SETTINGS - UPDATE MESSAGE BOX



Click **OK**.

Modifying the Live Monitor Settings

This option is used to configure the live monitor settings for real-time monitoring of all the channels. The default settings should not be changed without consulting the technical support.

▼ To modify live monitor settings

On the Management Console window, double-click **Live Monitor Settings**.

The **Live Monitor Settings** window is displayed.

FIGURE 19: LIVE MONITOR SETTINGS

The screenshot shows the 'Live Monitor Settings' dialog box. It is divided into several sections with expandable/collapsible headers. The 'Analog' section shows 'Communication Port' as 3001 and 'Audio Port' as 3003. The 'Digital' section shows 'Communication Port' as 3005 and 'Audio Port' as 3007. The 'VOIP CTI' section shows 'Communication Port' as 3009 and 'Audio Port' as 3011. The 'VOIP Passive' section shows 'Communication Port' as 3013 and 'Audio Port' as 3015. Below these sections is a 'Live Monitoring Client Limit' field set to 20. At the bottom right are 'Apply' and 'Cancel' buttons. A 'Message Center' section at the bottom left contains an icon and the text: 'Updates Live Monitor Settings. Restart DGVox services after updation(recommended)'.

TABLE 13: LIVE MONITOR SETTINGS

Field	Description
Analog	
Communication Port	Type the analog communication port number.
Audio Port	Type the analog audio port number.
Digital	
Communication Port	Type the digital communication port number.
Audio Port	Type the digital audio port number.
VOIP CTI	
Communication Port	Type the VOIP CTI communication port number.
Audio Port	Type the VOIP CTI audio port number.

Field	Description
VOIP Passive	
Communication Port	Displays the VOIP Passive communication port number.
Audio Port	Displays the VOIP Passive audio port number.
Live Monitoring Client Limit	Type the maximum live monitoring client limit. The entered value signifies the maximum number of user channels that can be live monitor simultaneously.

**Note**

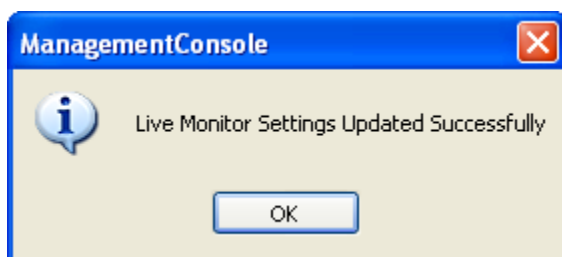
The default values of Live Monitoring settings need not be changed, and this field will be enabled based on the recorder license.

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 20: LIVE MONITOR- UPDATE MESSAGE BOX



Click **OK**.

Managing Analog Recorder Settings

The Analog Recorder settings are for configuring the Analog recorders, General settings and its Channel settings.

Modifying the Analog Recorder General Settings

This option is used for configuring the general features of the analog recorder, like the number of channels, index, missed calls, etc.

▼ To modify the general settings

On the **Management Console** window, double-click **Analog Recorder Settings**.

The **Analog Recorder** window is displayed.

FIGURE 21: ANALOG RECORDER - GENERAL



Click the **General** tab.

The **General** tab is displayed.

TABLE 14: ANALOG RECORDER- GENERAL

Field	Description
License	
Number of Channels	Select the number of analog channels from the drop-down list.
Channel Index	<p>Type the channel index number. This is to set the starting channel to be displayed in the DGVox GUI.</p> <p>For e.g.: -If there are 8 Digital channels and 8 Analog channels in the DGVox application, and you want to make the first 8 channels as Analog and the next 8 as Digital, you need to do the following.</p> <p>Type the Channel index as 1 in the Analog settings and as 9 in the digital settings. Then, you will get the first 8 channels set as Analog and the next 8 channels set as digital.</p>
Voice Split	
On/Off	Select the check box to turn on or off voice split.
Maximum FileSize	Type the maximum size of the voice file. If you enable voice split, the voice file will split into another file, once it reaches the maximum file size specified.
Voltage Capture	<p>Select the check box to enable voltage capture.</p> <p>This option captures the voltage level of each channel and displays it.</p>
Missed Calls	Select the check box to record missed calls.
Log	Select the check box to turn on or off the application log of the analog recorder.
Fax Log	Select the check box to turn on or off the fax log recorder.

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 22: ANALOG RECORDER GENERAL SETTINGS- UPDATE MESSAGE BOX



Click **OK**.

Modifying the Analog Recorder Channel Settings

The Channel settings can be applied to each channel one by one, or can be applied to all channels at the same time.

▼ To modify channel settings

On the Management Console window, double-click **Analog Recorder Settings**.

The **Analog Recorder** window is displayed.

Click the **Channel Settings** tab.

The **Channel Settings** tab is displayed.

FIGURE 23: ANALOG RECORDER-CHANNEL SETTINGS

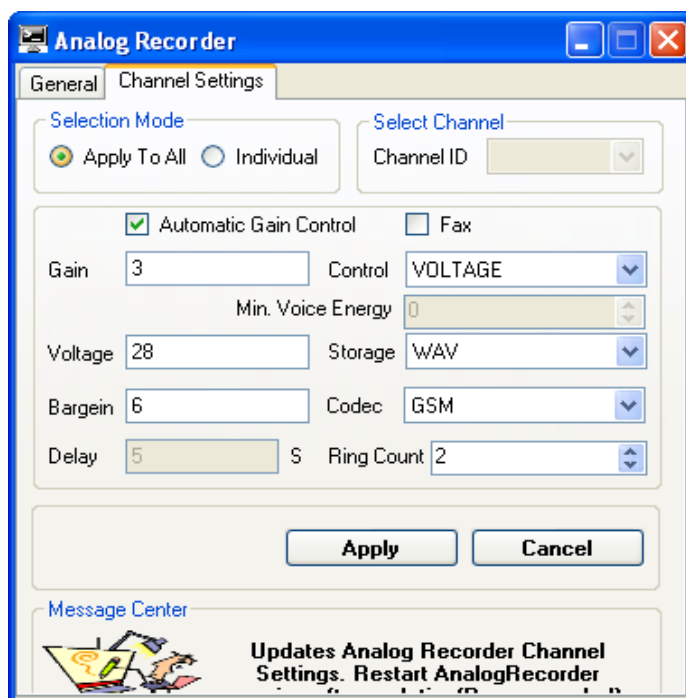


TABLE 15: ANALOG RECORDER- CHANNEL SETTINGS

Field	Description
Selection Mode	Select the appropriate selection mode. The channel settings can be applied to all or individual channels. The options are Apply to All and Individual .
Select Channel	Select the channel ID from the drop-down list to which the channel settings is to be applied. The option is available only when the individual selection mode is activated.
Automatic Gain Control	Select the check box to activate automatic gain control. This is the automatic gain control value.
Fax	Select the check box to activate Fax. You can assign channels for fax recording, by selecting the desired channel ID from the Select Channel option.
Gain	Type the audio gain required. If the voltage reaches less than this value, the recording will be on. If it is equal to or greater than this value, the recording will be off.
Voltage	Type the threshold voltage on the telephone channel.
Bargein	Type the bargein value. This determines the sensitivity of the voice. This is considered when the channel is operating in silent mode.
Control	Select the appropriate control option from the drop-down list. It can be used for voltage or silence . The voltage mode checks for threshold voltage to trigger recording. In the silence mode , the recording is triggered if there is voice and stopped if there is silence.
Minimum Voice Energy	Select the minimum voice energy for voice calls to get recorded.
Storage	Select the file type, in which the recorded files are to be saved, from the drop-down list. The options are: WAV and MP3 formats.

Field	Description
Codec	<p>Select the codec type from the drop-down list.</p> <p>A codec (coder/decoder) provides the means by which audio is compressed.</p> <p>The codecs supported are GSM, PCM, ADPCM, A-LAW, and U-LAW.</p>
Delay	By default the delay time is 5 seconds.
Ring Count	<p>This option helps you to identify the point where the Caller ID has to be captured. Generally Ring Count is given as 2, so that the Caller ID is captured in between 2nd and 3rd Ring.</p>

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 24: ANALOG RECORDER CHANNEL SETTINGS- UPDATE MESSAGE BOX



Click **OK**.

Managing Digital Recorder Settings

The **Digital Recorder Setting** is used to configure digital lines in the recorder.

Modifying Digital Recorder General Settings

This option is used for configuring the number of channels to be recorded and modifying the voice file size settings.

▼ To modify the general settings

On the Management Console window, double-click **Digital Recorder Settings**.

The **Digital Recorder** window is displayed.

Click the **General Settings** tab.

The **General Settings** tab is displayed.

FIGURE 25: DIGITAL RECORDER GENERAL SETTINGS

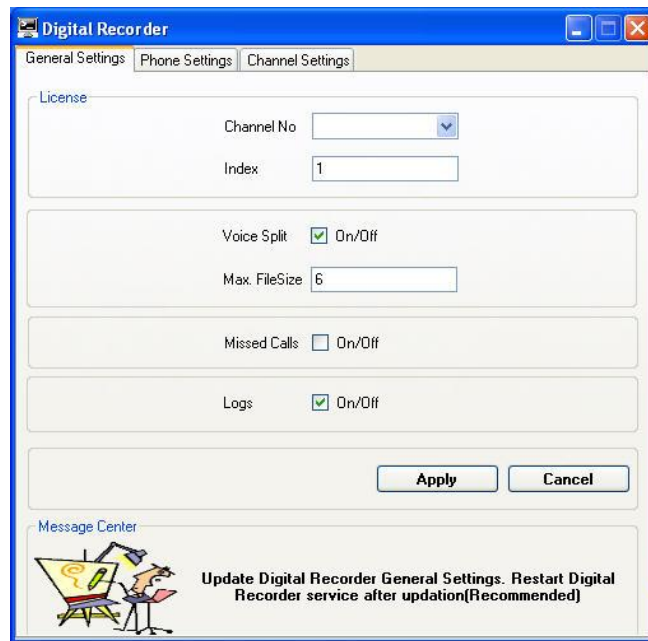


TABLE 16: DIGITAL RECORDER- GENERAL SETTINGS

Field	Description
License	
Channel No	Select the number of digital licenses allocated from the drop-down list.
Index	<p>Type the index of digital channels. This is to set the starting channel to be displayed in the DGVoX GUI.</p> <p>For e.g.: -If there are 8 Digital channels and 8 Analog channels in the DGVoX application, and you want to make the first 8 channels as Analog and the next 8 as Digital, you need to do the following.</p> <p>Type the Channel index as 1 in the Analog settings and as 9 in the digital settings. Then, you will get the first 8 channels set as Analog and the next 8 channels set as digital.</p>

Field	Description
Voice Split	Select/ deselect the check box to turn on or off voice split.
Maximum FileSize	Type the maximum size of the voice file, in MB. If the voice file reaches this size, it will split into another file.
Missed Calls	Select the check box to enable or disable the recording of missed calls.
Logs	Select the check box to turn on or off the application log of the VoIP recorder.

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 26: DIGITAL RECORDER GENERAL SETTINGS- UPDATE MESSAGE BOX



Click **OK**.

Modifying the Digital Recorder Phone Settings

This option is used to capture the caller ID information from the telephone display. You can also refer the phone model, start and stop definition/Configuration chapter.

▼ To modify phone settings

On the Management Console window, double-click Digital Recorder Settings.

The Digital Recorder window is displayed.

Click the **Phone Settings** tab.

The **Phone Settings** tab is displayed.

FIGURE 27: DIGITAL RECORDER PHONE SETTINGS



TABLE 17: DIGITAL RECORDER- PHONE SETTINGS

Field	Description
General	
Phone Model	<p>Select the appropriate phone model from the drop-down list. The user can define new phone models, by defining new settings in this page and giving a new name in the phone model editable drop-down list. By default, there are 9 cases listed in this box; each case can be tried by the user depending on the PBX and the phone models. The cases listed are as shown below.</p> <ul style="list-style-type: none"> Case1: This configuration can be tried for Avaya IP Office PBX for Digital Lines. Case2: This configuration can be tried for NEC, Panasonic PBX and all other PBXs, which are not listed in any of the cases available. Case3: This configuration can be tried for Ericsson PBX, Nortel Meridian with phones of M32xx, and Fujitsu PBX. Case4: This configuration can be tried for Avaya Definity 2 wire. Case5: This configuration can be tried for Siemens, Alcatel, Nortel, Norstar, etc. Case6: This configuration can be tried for E1/PRI

Field	Description
	<p>lines.</p> <ul style="list-style-type: none"> Case7: This configuration can be tried for Silence activated recording.
Min Caller ID Length	Type the minimum caller ID length required.
Pick Point	Select the pick point from the drop-down list. It has three options. If Pick Point is ACTIVE , then the caller ID is captured only after a particular call starts recording. If it is RING , then the display information is considered only for incoming calls. If it is ALWAYS , then the caller ID is always captured.
Rule 1: Length	Select the check box to activate rule 1. The caller ID is captured from the display information based on the parameters specified. For example, if Start Position is 1 and Length is 15, then it will consider the first 15 characters.
Start Position	Type the start character position of the caller ID that you want to capture.
Length	Type the character length of the caller ID that you want to capture.
Rule 2: Substring	Select the check box to activate rule 2. The caller ID is captured only if the display information contains the particular substring entered. It will consider the length of the character starting from the start position.
Substring	Type the substring to capture the caller ID only if the display information contains this particular substring.
Start Position	Type the start character position of the caller ID that you want to capture.
Length	Type the character length of the caller ID that you want to capture.
Rule 3: Reverse string	Select the check box to activate rule 3. The caller ID is captured if a particular string is found in the display information and the system will reverse the message. Reverse string will return the proper caller ID un-reversed from the start position.
Substring	Type the substring to capture the caller ID only if the display information contains this particular substring.

Field	Description
Start Position	Type the start character position of the caller ID that you want to capture.
Length	Type the character length of the caller ID that you want to capture.
Trim	Select the check box to enable trim. This option allows you to trim a particular string to obtain the caller ID.
Length Before	Type the string length before trimming.
Length After	Type the string length after trimming.
Items to be neglected	Type the items to be ignored from the display message. If these items appear in the phone display message, it will be discarded.
Items to be deleted	Type the items to be deleted from the display message. If these items appear in the phone display message, they are removed from the message.
Items to be Trimmed	Type the items to be trimmed from the display message. If these items appear in the phone display message, that portion of the message is removed, which has length L and starts from the position specified.

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 28: DIGITAL RECORDER PHONE SETTINGS- UPDATE MESSAGE BOX



Click **OK**.



Note

Please refer "Configuring new phone type's" chapter for defining new digital phones.

Modifying the Digital Recorder Channel Settings

This option allows you to configure digital recorder channel settings.

▼ To modify channel settings

On the **Management Console** window, double-click **Digital Recorder Settings**.

The **Digital Recorder** window is displayed.

Click **Channel Settings** tab.

The **Channel Settings** tab is displayed.

FIGURE 29: DIGITAL RECORDER CHANNEL SETTINGS

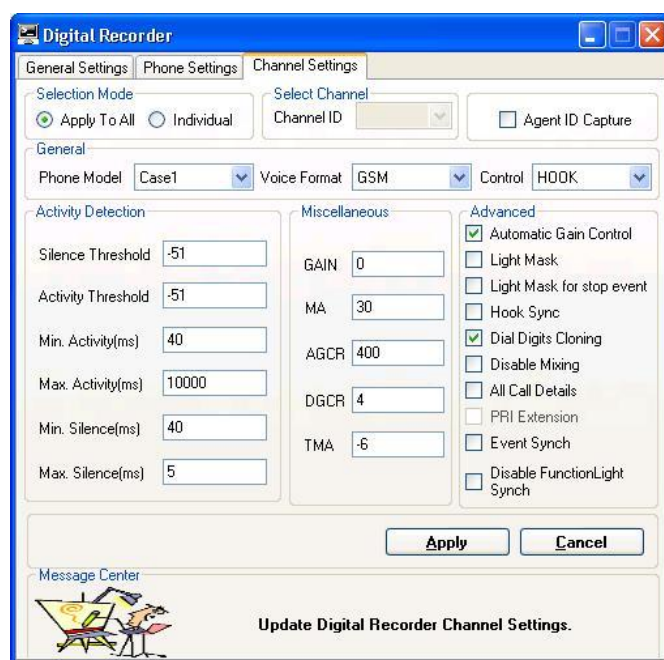


TABLE 18: DIGITAL RECORDER- CHANNEL SETTINGS

Field	Description
Selection Mode	<p>Select the appropriate selection mode. The channel settings can be applied to all or individual channels.</p> <p>If Apply to All is selected, all channels will have the same channel settings. If Individual is selected, each channel can have different channel settings.</p>

Field	Description
Select Channel	
Channel ID	Select the channel ID to which the channel settings are to be applied, from the drop-down list. The option is available only when the individual selection mode is activated.
Agent ID Capture	Select the check box to capture the agent ID. Three rules can be set to capture this: Rule1, Rule2, and Rule3.
General	
Phone Model	<p>Select the appropriate phone model from the drop-down list. The user can define new phone models, by defining new settings in this page and giving a new name in the editable phone model drop-down list. By default, there are 9 cases listed in this box; each case can be tried by the user depending on the PBX and the phone models. The cases listed are as shown below:</p> <ul style="list-style-type: none"> Case1: This configuration can be tried for Avaya IP Office PBX for Digital Lines. Case2: This configuration can be tried for NEC, Panasonic PBX and all other PBXs, which are not listed in any of the cases available. Case3: This configuration can be tried for Ericsson PBX, Nortel Meridian with phones of M32xx, and Fujitsu PBX. Case4: This configuration can be tried for Avaya Definity 2 wire. Case5: This configuration can be tried for Siemens, Alcatel, Nortel, Norstar etc. Case6: This configuration can be tried for E1 /PRI lines. Case7: This configuration can be tried for silence activated recording.
Voice Format	Select the appropriate voice format from the drop-down list. This option allows the user to select between file formats for recording voice files.

Field	Description
Control	<p>Select the appropriate control option from the drop-down list. The options are:</p> <ul style="list-style-type: none"> ■ HOOK – The recording is triggered based on the channel events of digital recorder. ■ SILENCE - The recording is triggered if there is a voice, and stopped if there is silence. ■ COMMAND - It is a reserve mode, in which the recording triggers from the third party components or software.
Activity Detection	
Silence Threshold	<p>Type the silence threshold in dBm.</p> <p>The range of the silence threshold is 0 to -60.0 dBm.</p> <p>By default, the silence threshold is -51.0 dBm.</p>
Activity Threshold	<p>Type the activity threshold in dBm.</p> <p>The range of the activity threshold is 0 to -60.0 dBm.</p> <p>By default, the activity threshold is -48.0 dBm.</p>
Min Activity(ms)	Type the minimum activity time in milliseconds. This is the amount of noise-time, in milliseconds, required to enter the activity detected state.
Max Activity(ms)	Type the maximum activity time in milliseconds. This is the maximum time that activity has to be present, before the Max activity event is issued.
Min Silence(ms)	Type the minimum silence time in milliseconds. This field displays the amount of time, in milliseconds, required to enter the silence detected state.
Max Silence(ms)	Type the maximum silence time in milliseconds. This is the maximum time of silence, before the Maximum silence event is issued.
Miscellaneous	
GAIN	Type the audio gain required. A fixed gain stage is provided to adjust the overall amplitude of the received voice data.
MA	Signals with energy lower then the target will be amplified to reach the target level. The amount of amplification is limited by a parameter MA.

Field	Description
AGCR	Type the Attack Gain Change Rate. It is in units of - 0.00212 dB per millisecond. By default, the AGCR value is 400 units.
DGCR	Type the Decay Gain Change Rate. It is in units of - 0.00212 dB per millisecond. By default, the DGCR value is 4 units.
TMA	Type the target amplitude.
Advanced	
Automatic Gain Control	Select the check box to activate automatic gain control. This optimizes the voice data to facilitate a wide dynamic range, typically encountered when a voice logger is connected close to a PBX or analog phone.
Light Mask	Select the check box to enable Light Masking. It needs to be enabled if Light ID does not come in a sequence of 1, 2, 3 etc., in sub reason of the Light events. This is an advanced setting.
Light Mask for stop event	Select the check box to enable light masking for stop event only.
Hook Sync	Select the check box to enable hook sync. If this option is enabled, the recording starts by OFF HOOK event and stops by ON HOOK event. Normally HOOK synchronization can be disabled and Event Synchronization used instead of this, as Event Synchronization is more precise and handles many combinations of start and stop.
Dial digits Cloning	Select the check box to enable dial digits cloning. If this option is enabled and there is no DTMF, the display information is extracted to get the dial digits.
Disable Mixing	Select the check box to disable primary and secondary channel mixing. This option is used for some of the E1 installations with the IPC systems.
All Call Details	Select the check box to enable all call details. If this option is enabled, both caller ID and dial digits information will be displayed.
PRI Extension	Select the check box to capture the PRI extensions.

Field	Description
Event Synch	Select the check box to enable Event Synchronization. This is more precise and will handle many combinations of start and stop.
Disable FunctionLight Synch	Select the check box to disable Function light Synchronization.

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 30: DIGITAL RECORDER CHANNEL SETTINGS- UPDATE MESSAGE BOX



Click **OK**.

Managing Digital Recorder Settings - ShCTI

The Digital Recorder Setting is used to configure digital Synway recorder.

Modifying Digital Recorder – ShCTI General Settings

This option is used for configuring the number of channels, maximum file size and debug level to be recorded and modified in the voice file size settings.

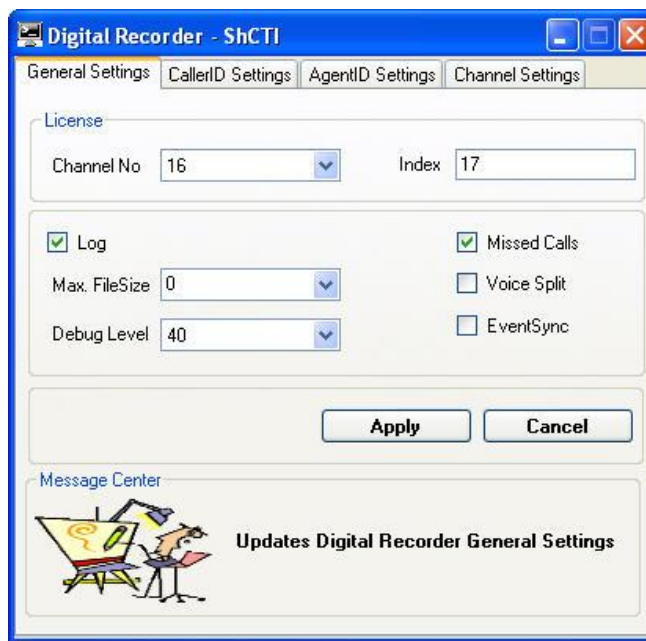
▼ To modify the general settings

On the Management Console window, double-click **Digital Recorder Settings - ShCTI**.

The **Digital Recorder - ShCTI** window is displayed.

Click the **General Settings** tab.

The **General Settings** tab is displayed.

FIGURE 31: DIGITAL RECORDER – SHCTI GENERAL SETTINGS

TABLE 19: DIGITAL RECORDER – SHCTI - GENERAL SETTINGS

Field	Description
License	
Channel No	Select the number of digital licenses allocated from the drop-down list.
Index	<p>Type the index of digital channels. This is to set the starting channel to be displayed in the DGVox GUI.</p> <p>For e.g.: -If there are 8 Digital channels and 8 Analog channels in the DGVox application, and you want to make the first 8 channels as Analog and the next 8 as Digital, you need to do the following.</p> <p>Type the Channel index as 1 in the Analog settings and as 9 in the digital settings. Then, you will get the first 8 channels set as Analog and the next 8 channels set as digital.</p>
Log	Select the check box to turn on or off the application log of the VOIP recorder.
Max. FileSize	Select the maximum file size of the voice file. If the voice file reaches the maximum size, it will split into another file.

Field	Description
Debug Level	Select the debug level of the file from the drop-down. The debug level is the login level decider.
Missed Calls	Select the check box to turn on or off record missed calls.
Voice Split	Select the check box to turn on or off voice split.
EventSync	Select the check box to enable Event Synchronization. It is more precise and will handle combinations of start and stop.

Select the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 32: DIGITAL RECORDER GENERAL SETTINGS – ShCTI - UPDATE MESSAGE BOX



Click **OK**.

Modifying the Digital Recorder- ShCTI CallerID Settings

This option is used to capture the caller ID information from the telephone display. You can also refer the phone model, start and stop definition/Configuration chapter.

▼ To modify CallerID settings

On the Management Console window, double-click Digital Recorder Settings - ShCTI.

The Digital Recorder - ShCTI window is displayed.

Click the **CallerID Settings** tab.

The **CallerID Settings** tab is displayed.

FIGURE 33: DIGITAL RECORDER – SHCTI - CALLERID SETTINGS

Digital Recorder - ShCTI

General Settings | **CallerID Settings** | AgentID Settings | Channel Settings

General

CallerID Length: 50 Min.CallerID Length: 3

☒ Rule 1 : CALLERID LENGTH

Start Position: 1 End Position: 15

☐ Rule 2 : CALLERID CHECK

Substring: a= Start Position: 1 End Position: 7

Items to be neglected (Seperated by comma): SUN,MON,TUE,WED,THU,FRI,SAT,Jan,Feb,Mar,Apr,May,Jun,Jul,Aug,Sep,Oct,Nov,Dec

Items to be deleted (Seperated by comma): cost-off,SPEECH,directory,redial,prog,calling,transfer

Apply Cancel

Message Center

Updates Digital Recorder CallerID Settings

TABLE 20: DIGITAL RECORDER-SHCTI CALLERID SETTINGS

Field	Description
General	
CallerID Length	Type the maximum caller ID length required.
Min. Caller ID Length	Type the minimum caller ID length required.
Rule 1: CALLERID LENGTH	Select the check box to activate rule 1. The caller ID is captured from the display information based on the parameters specified. For example, if Start Position is 1 and Length is 15, then it will consider the first 15 characters.
Start Position	Type the start character position of the caller ID that you want to capture.
End Position	Type the end character position of the caller ID that you want to capture.
Rule 2: CALLERID CHECK	Select the check box to activate rule 2. The caller ID is captured only if the display information contains the particular substring entered. It will consider the length of the character starting from the start position to end position.

Field	Description
Substring	Type the substring to capture the caller ID only if the display information contains this particular substring. By default it is a=, it can vary depending on the caller ID.
Start Position	Type the start character position of the caller ID that you want to capture.
End Position	Type the end character length of the caller ID that you want to capture.
Items to be neglected	Type the items to be ignored from the display message. If these items appear in the phone display message, it will be discarded.
Items to be deleted	Type the items to be deleted from the display message. If these items appear in the phone display message, they are removed from the message.

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 34: DIGITAL RECORDER – SHCTI - UPDATE MESSAGE BOX



Click **OK**.

Modifying the AgentID - ShCTI Settings

This option allows you to capture the Agent ID of the user.

▼ To modify AgentID settings

On the Management Console window, double-click **Digital Recorder - ShCTI**.

The Digital Recorder – ShCTI window is displayed.

Click the **AgentID Settings** tab.
 The **AgentID Settings** tab is displayed.

FIGURE 35: DIGITAL RECORDER – SHCTI – AGENTID SETTINGS

TABLE 21: DIGITAL RECORDER-SHCTI AGENTID SETTINGS

Field	Description
AgentID Capture	Select this check box to activate/deactivate the Agent id capture. If the check box is not selected, all other options are not enabled.
AgentID Length	Type the maximum length of agent ID
Min. AgentID Length	Type the minimum length of agent ID
Rule 1: BASED ON KEY	Select the check box to activate rule 1. The agent ID is captured based on the key. For example, Login, IN, =.
Items to be selected	If you select Rule 1, enter the keys.
Rule 2: BASED ON PRECONDITION	Select the check box to activate rule 2. The caller ID is captured based on the precondition defined. For example, Logging into, Logging out.

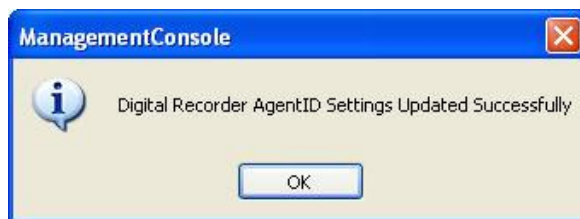
Field	Description
Preconditions	If you select Rule 2, enter the preconditions.
Rule 3: FROM FILE	Select the check box to activate rule 3. The caller ID is captured based on the extension *.ini file. The file will configure channel and its corresponding agent.
Rule 4: FOR NORTEL INTEGRATION	Select this check box to activate rule 4. The caller ID is captured based on the Nortel Integration.

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 36: DIGITAL RECORDER AGENTID SETTINGS- UPDATE MESSAGE BOX



Click **OK**.

Modifying the Digital Recorder - ShCTI Channel Settings

This option allows you to configure digital recorder-ShCTI channel settings.

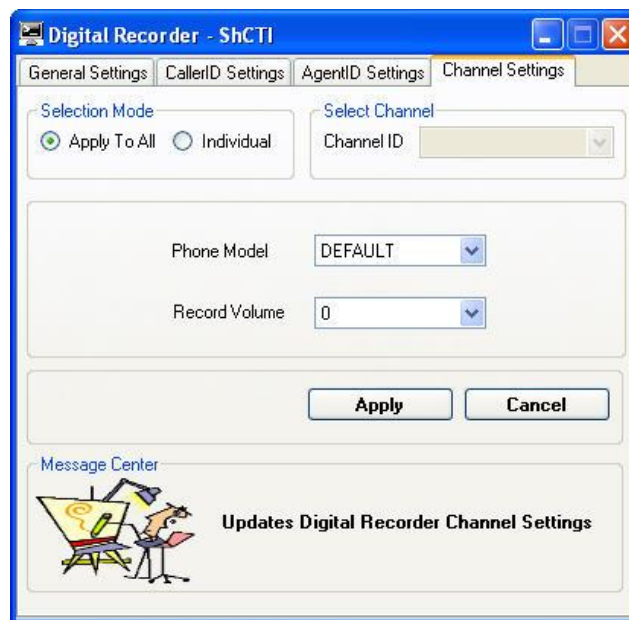
▼ To modify channel settings

On the Management Console window, double-click Digital Recorder – ShCTI.

The Digital Recorder - ShCTI window is displayed.

Click the **Channel Settings** tab.

The **Channel Settings** tab is displayed.

FIGURE 37: DIGITAL RECORDER - SHCTI CHANNEL SETTINGS

TABLE 22: DIGITAL RECORDER - SHCTI CHANNEL SETTINGS

Field	Description
Selection Mode	<p>Select the appropriate selection mode. The channel settings can be applied to all or individual channels.</p> <p>If Apply to All is selected, all channels will have the same channel settings. If Individual is selected, each channel can have different channel settings.</p>
Select Channel	
Channel ID	<p>Select the channel ID to which the channel settings are to be applied, from the drop-down list. The option is available only when the individual selection mode is activated.</p>
Phone Model	<p>Select the appropriate phone model from the drop-down list. There are two predefined models. The models listed are as shown below:</p> <ul style="list-style-type: none"> Default Nortel
Record Volume	<p>Select the record volume from the drop-down list. This option allows the user to adjust the volume from -7 to 7. By default the value is 0.</p>

Select the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 38: DIGITAL RECORDER - SHCTI CHANNEL SETTINGS- UPDATE MESSAGE BOX



Click **OK**.

Managing Nortel Digital MLS CTI

The Nortel Digital MLS CTI allows you to record any digital phone within the Nortel network. This option helps you to configure **General Settings**, **DN Settings**, and **Channel Settings**.

Configuring General Settings

This option allows you to manage General Settings of Nortel Digital MLS CTI.

▼ To configure Server Settings

On the **Management Console** window, double-click **Nortel Digital MLS CTI**.

The **Nortel Digital MLS CTI** window is displayed.

Select the first page, **General Setting's** section is displayed.

FIGURE 39: CUSTOMER DATA UPLOAD

TABLE 66: PANASONICTAPI SETTINGS

Field	Description
Channel No.	Enter the Channel numbers
Index	Enter the Index; from which the channels need to be displayed
Nortel Server IP	Enter the IP address of the server; by default the server ID of the application installed system is displayed.
Server Port	Enter the server port; by default the server port of the application installed system is displayed.
Application ID	Enter the application ID
Media Forwarding IP	Enter the Media forwarding IP
Max. File Size	Select the maximum file size
Reconnect Time	Select the recording time
Log Level	Select the appropriate log level from the drop-down list

Enter the appropriate details

Click **Apply**.

The following pop-up window is displayed.

FIGURE 40: CUSTOMER DATA UPLOAD



Configuring DN Settings

This option allows you to manage **Domain Number (DN) Settings** of Nortel Digital MLS CTI.

▼ To configure Server Settings

On the **Management Console** window, double-click **Nortel Digital MLS CTI**.

The **Nortel Digital MLS CTI** window is displayed.

Select the second page, **DN Settings** section is displayed.

FIGURE 41: CUSTOMER DATA UPLOAD

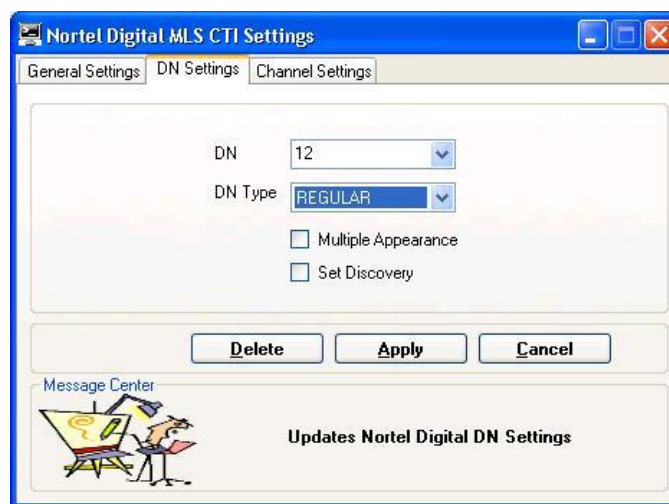


TABLE 67: PANASONICTAPI SETTINGS

Field	Description
DN	Enter the directory number
DN Type	Select the DN Type
Multiple Appearance	Select if the phone is appearing at multiple locations with the same line
Set Discovery	Select to discover the set details

Enter the appropriate details

Click **Apply**.

The following pop-up window is displayed.

FIGURE 42: CUSTOMER DATA UPLOAD



Configuring Channel Settings

This option allows you to manage **Channel Settings** of **Nortel Digital MLS CTI**.

▼ To configure Server Settings

On the **Management Console** window, double-click **Nortel Digital MLS CTI**.

The **Nortel Digital MLS CTI** window is displayed.

Select the third page, **Channel Settings** section is displayed.

FIGURE 43: CUSTOMER DATA UPLOAD

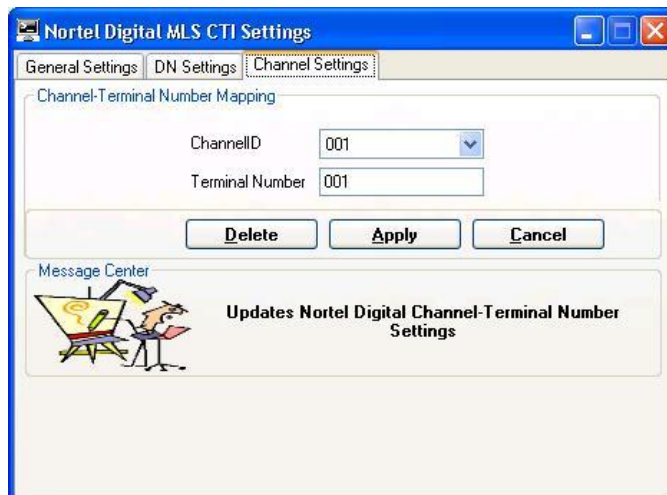


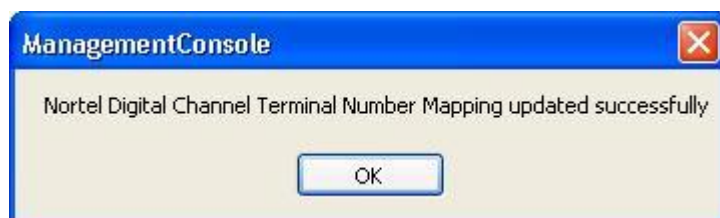
TABLE 68: PANASONICTAPI SETTINGS

Field	Description
Channel ID	Enter the channel ID
Terminal Number	Enter terminal number

Click **Apply**.

The following pop-up window is displayed.

FIGURE 44: CUSTOMER DATA UPLOAD



Managing VOIP Recorder Settings

The VOIP Recorder Settings is used for recording on the VoIP phones.

Modifying the VOIP Recorder General Settings

This option is used for modifying the VoIP recorder settings.

▼ To modify general settings

On the **Management Console** window, double-click **VOIP Recorder Settings**.

The **VOIP** window is displayed.

Click the **General Settings** tab.

The **General Settings** tab is displayed.

FIGURE 45: VOIP - GENERAL SETTINGS

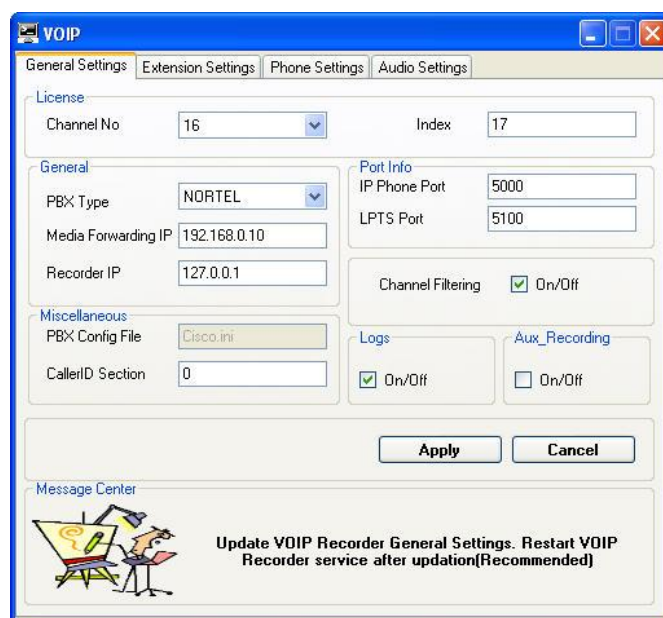


TABLE 23: VOIP- GENERAL SETTINGS

Field	Description
License	
Channel No	Select the channel number from the drop-down list. This is the number of channels for which the license is available.
Index	<p>Type the channel index number. This is to set the starting channel to be displayed in the DGVox GUI.</p> <p>For e.g.: -If there are 8 Digital channels and 8 IP channels in the DGVox application, and you want to make the first 8 channels as IP and the next 8 as Digital, you need to do the following.</p> <p>Type the Channel index as 1 in the VOIP settings and as 9 in the digital settings. Then, you will get the first 8 channels set as IP and the next 8 set as digital.</p>
General	
PBX Type	<p>Select the PBX type to which DGVox is connected, from the drop-down list.</p> <p>The options are: NORTEL, AVAYA, and CISCO.</p> <p>If NORTEL is selected, the Port Info is IP Phone Port and LPTS Port.</p> <p>If AVAYA is selected, the Port Info is changed to CS Port and RAS Port.</p> <p>If CISCO is selected, the Port Info is changed to PORT.</p>
Media Forwarding IP	Type the media forwarding IP address. This is the IP address of the network card connected with a cross cable from the IPX board.
Recorder IP	Displays the default IP address of the system. This IP is used for internal signaling purposes.

Field	Description
Port Info	Type the appropriate port information. The port setting is different for different PBX types. For Cisco, it is TCP and port 2000. For Avaya, it is 1720 TCP and 1719 UDP, for CS and RAS ports respectively. For Nortel Meridian, IP Phone port is 5000 UDP and LTPS Port is 5100 UDP. For Nortel BCM, IP Phone port is 5000 UDP and LTPS Port is 7000 UDP.
Channel Filtering	Select the check box to enable Channel filtering. This is used for avoiding duplication of signals. The default value ON should be always retained.
Miscellaneous	
PBX Config File	The PBX configuration file name is displayed by default. This will be the PBX name.ini, depending on the type of the PBX being used. This file is not editable.
CallerID Section	Type the caller ID section. This setting is applicable only for the Nortel PBX. The preferred value is 0.
Logs	Select the check box to turn on or off the application log of the VoIP recorder.
Aux_Recording	Select the check box to turn on or off the auxiliary recording of the VoIP recorder. By selecting this check box, all extensions to extension calls will be saved as separate voice files.

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 46: VOIP GENERAL SETTINGS- UPDATE MESSAGE BOX



Click **OK**.

Modifying the VOIP Recorder Extension Settings

This option is used for VoIP Extensions /Mac address /IP Address to identify the extensions that are recorded.

▼ To modify extension settings

On the **Management Console** window, double-click **VOIP Recorder Settings**.

The **VOIP** window is displayed.

Click the **Extension Settings** tab.

The **Extension Settings** tab is displayed.

FIGURE 47: VOIP- EXTENSION SETTINGS

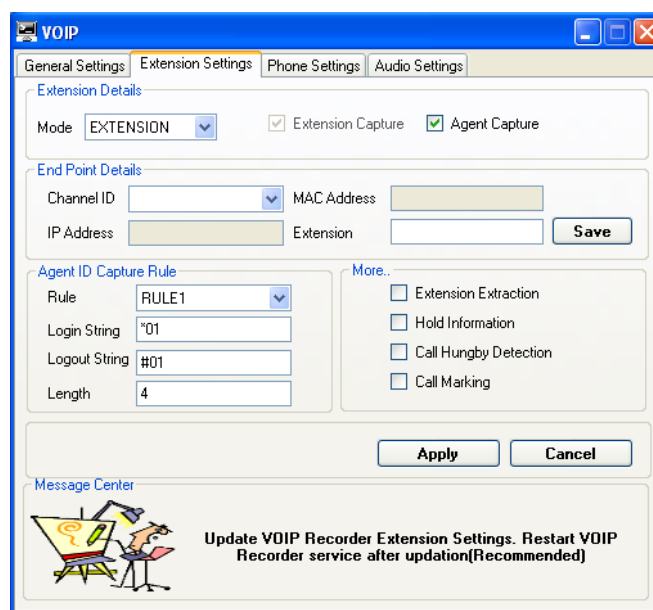


TABLE 24: VOIP- EXTENSION SETTINGS

Field	Description
Extension Details	
Mode	<p>Select the mode from the drop-down list. There are three modes to identify the VoIP end points:</p> <ul style="list-style-type: none"> IP ADDRESS MAC EXTENSION <p>If the selected mode is IP ADDRESS, then each VoIP end point is identified by its corresponding IP address.</p> <p>If the selected mode is MAC, then each VoIP end point is identified by its corresponding MAC address.</p> <p>If the selected mode is EXTENSION, then each VoIP end point is identified by its corresponding extension number. This is usually selected for CISCO IP.</p>
Extension Capture	Select the check box to capture the extension.
Agent Capture	Select the check box to capture the agent ID.
End Point details	
Channel ID	Select the channel ID from the drop-down list.
MAC Address	<p>Type the MAC address.</p> <p>This field is enabled only after selecting the channel ID.</p>
IP Address	<p>Type the IP address.</p> <p>This field is enabled only after selecting the channel ID.</p>
Extension	Type the MAC/IP/Extension for the VoIP Phones.
Agent ID Capture Rule	
Rule	<p>Select the rule from the drop-down list.</p> <p>The options are: RULE 1, and RULE 2.</p>
Login String	<p>Type the login string. Some VoIP phones have agent login facility. The login string should be entered in this field for capturing the agent login ID.</p> <p>This option is applicable only when agents can login/logout through IP phones using DTMF.</p>
Logout String	Type the logout string. The logout string should be entered for capturing the agent login ID.

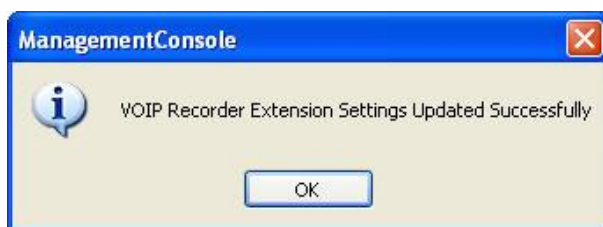
Field	Description
Length	Type the character length of the caller ID that you want to capture.
More	
Extension Extraction	Select the check box to enable extension extraction. For Cisco phones, if the extension string contains trunk info concatenated, then extension extraction should be enabled for taking the exact extension.
Hold Information	Select the check box to record hold details. Currently, this option is used only for CISCO VoIP.
Call Hungby Detection	Select the check box to enable call hung by detection. This option allows you to record who (agent or customer) ended the call.
Call Marking	Select the check box to enable call marking. This option allows you to identify the call with a particular DTMF code.

Enter the appropriate information in the **Extension Details** and **End Point Details** sections, and click **Save**.

Enter the appropriate information in the **Agent ID Capture Rule** and **More...** sections, and click **Apply**.

The system displays a pop-up window.

FIGURE 48: VOIP EXTENSION SETTINGS- UPDATE MESSAGE BOX



Click **OK**.

Modifying the VOIP Recorder Phone Settings

The phone model for VOIP is defined by default and can be changed from the **Phone Settings** page.

▼ To modify phone settings

On the **Management Console** window, double-click **VOIP Recorder Settings**.

The **VOIP** window is displayed.

Click the **Phone Settings** tab.

The **Phone Settings** tab is displayed.

FIGURE 49: VOIP - PHONE SETTINGS

VOIP

General Settings | Extension Settings | **Phone Settings** | Audio Settings

General

Phone Model: VOIP Min. CallerID Length: 3 Pick Point: [Dropdown]

☐ Rule 1: Length Start Position: 1 Length: 10

☒ Rule 2: Substring Substring: [Input] Start Position: 3 Length: 34

☐ Rule 3: Reverse string Substring: C Start Position: 3 Length: 10

Items to be neglected (Seperated by comma): SUN

Items to be deleted (Seperated by comma): [Empty]

Apply Cancel

Message Center

Update VOIP Recorder Phone Settings. Restart VOIP Recorder service after updation(Recommended)

TABLE 25: VOIP- PHONE SETTINGS

Field	Description
General	
Phone Model	The VOIP model is displayed. This field is not editable.
Min. CallerID Length	Type the minimum length for a caller ID
Pick Point	Select the pick point from the drop-down list. It has three options. If Pick Point is ACTIVE , then the caller ID is captured only after a particular call starts recording. If it is RING , then the display information is considered only for incoming calls. If it is ALWAYS , then the caller ID is always captured.
Rule 1: Length	Select the check box to activate rule 1. The caller ID is captured from the display information based on the parameters specified. For example, if Start Position is 1

Field	Description
	and Length is 15, then it will consider the first 15 characters.
Start Position	Type the start character position of the caller ID that you want to capture.
Length	Type the character length of the caller ID that you want to capture.
Rule 2: Substring	Select the check box to activate rule 2. The caller ID is captured only if the display information contains the particular substring entered. It will consider the Length of the character, starting from the Start position.
Substring	Type the substring, so that the caller ID is captured only if the display information contains this particular substring.
Start Position	Type the start character position of the caller ID that you want to capture.
Length	Type the character length of the caller ID that you want to capture.
Rule 3: Reverse string	Select the check box to activate rule 3. The caller ID is captured and Reverse string will return the proper caller ID un-reversed from the start position.
Substring	Type the substring to capture caller ID only if the display information contains this particular substring.
Start Position	Type the start character position of the caller ID that you want to capture.
Length	Type the character length of the caller ID that you want to capture.
Items to be neglected	Type the items to be neglected from the display message. If these items appear in a phone display message, they will be discarded.
Items to be deleted	Type the items to be deleted from the display message. If these items appear in the phone display message, they are removed from the message.

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 50: VOIP PHONE SETTINGS- UPDATE MESSAGE BOX



Click **OK**.

Modifying the VOIP Audio Settings

This option is used for configuring the VOIP Audio recorder settings.

▼ To modify the audio settings

On the **Management Console** window, double-click **VOIP Recorder Settings**.

The **VOIP** window is displayed.

Click the **Audio Settings** tab.

The **Audio Settings** tab is displayed.

FIGURE 51: VOIP - AUDIO SETTINGS

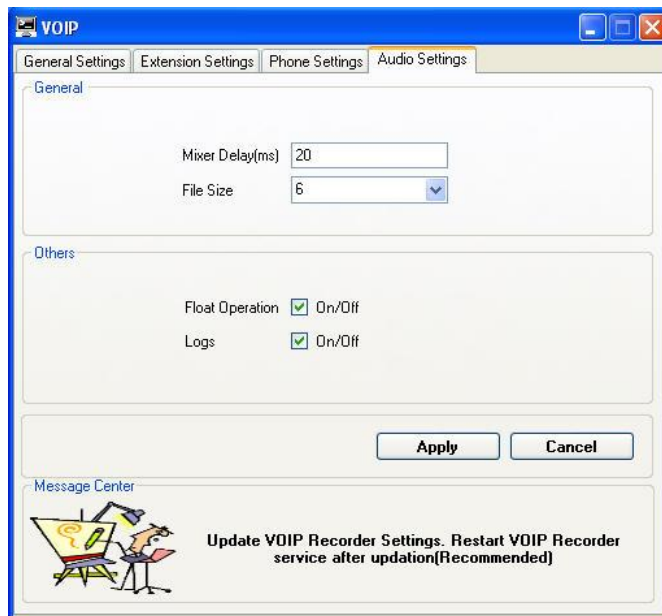


TABLE 26: VOIP- AUDIO SETTINGS

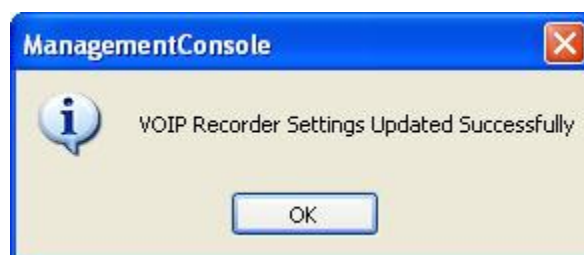
Field	Description
General	
Mixer Delay(ms)	Type the mixer delay in milliseconds. This value is for adjusting the rate of playback of VoIP packets. Adjusting this value will result in better sound quality. The optimum value is 20.
File Size	Select the file size from the drop-down list. This is the maximum file size for voice files.
Others	
Float Operation	Select the check box to enable float operation. This is for the internal sound processing in float number format. By default, it is an integer operation. This value can be kept disabled for better CPU usage.
Logs	Select the check box to turn on or off the application log of the VoIP recorder.

Select the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 52: VOIP AUDIO SETTINGS- UPDATE MESSAGE BOX



Click **OK**.

Managing Cisco CTI Settings

The Cisco CTI settings option helps you to configure the settings for Cisco CTI support.

Modifying Cisco CTI Settings - General Settings

This option allows you to customize Cisco CTI General Settings.

▼ To modify the general settings

On the **Management Console** window, double-click **Cisco CTI Settings**.

The **Cisco CTI Settings** window is displayed.

Click the **General Settings** tab.

The **General Settings** tab is displayed.

FIGURE 53: CISCO CTI SETTINGS - GENERAL SETTINGS

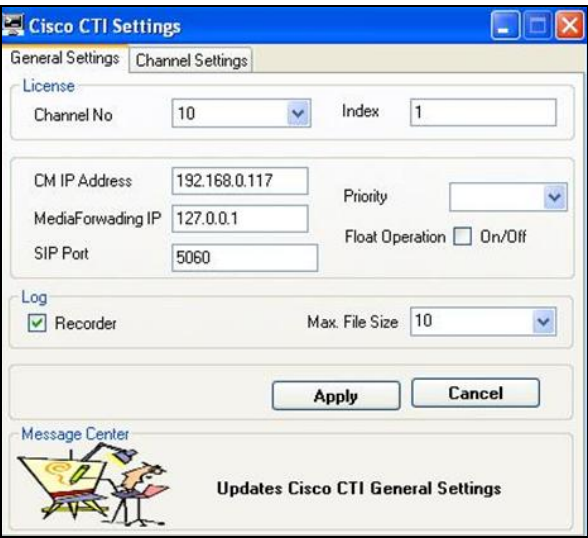


TABLE 27: CISCO CTI SETTINGS - GENERAL SETTINGS

Field	Description
License	
Channel No	Select the number of digital licenses allocated from the drop-down list.

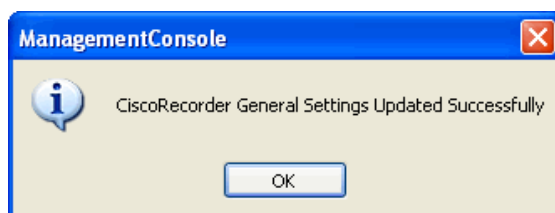
Field	Description
Index	<p>Type the index of digital channels. This is to set the starting channel to be displayed in the DGVoX GUI.</p> <p>For e.g.: -If there are 8 Digital channels and 8 Analog channels in the DGVoX application, and you want to make the first 8 channels as Analog and the next 8 as Digital, you need to do the following.</p> <p>Type the Channel index as 1 in the Cisco CTI settings and as 9 in the digital settings. Then, you will get the first 8 channels set as Analog and the next 8 channels set as digital.</p>
CTI Settings	
CM IP Address	Type the Cisco Unified Communication Manager IP address.
SIP Port	Type the SIP port number where the media stream for the recording device is to be sent
Media Forwarding IP	Type the RTP IP address where the media stream for the recording device is to be sent.
Priority	Select a priority for the audio settings
Float Operation	Check the box for better sound clarity. The CPU usage for float operation will be higher.
Recorder	Select the check box to turn on or off the application log of the Cisco CTI Settings.
Maximum FileSize	Select the maximum file size from the drop-down list. This is the maximum file size for Voice files from Avaya recorder. The maximum file size is 10.

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 54: CISCO CTI SETTINGS - GENERAL SETTINGS- UPDATE MESSAGE BOX



Click **OK**.

Modifying the Cisco CTI Settings - Channel Settings

This option is used to capture the Cisco CTI channel settings.

▼ To modify channel settings

On the **Management Console** window, double-click **Cisco CTI Settings**.

The **Cisco CTI Settings** window is displayed.

Click the **Channel Settings** tab.

The **Channel Settings** tab is displayed.

FIGURE 55: CISCO CTI SETTINGS – CHANNEL SETTINGS



TABLE 28: CISCO CTI SETTINGS – CHANNEL SETTINGS

Field	Description
Select Channel	
Channel ID	Select the channel id from the drop-down list. The corresponding extension to which the channel id is mapped.
Extension	Enter the extension number.
Shared	Check the Shared box, the shared extension details

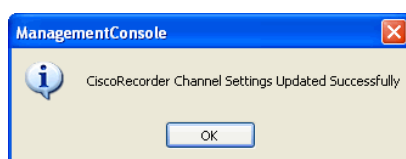
Field	Description
	boxes will be displayed i.e. Shared Ext and Station ID.
Shared Ext & Station ID	<p>If the extension has got a shared extension, enter the Extension number Unique ID in the Shared Ext field and the Device Identified in to Station ID.</p> <p>The higher channel with corresponding shared extension will be entered with Unique ID in to Extension field and Shared Extension number in to Shared Ext text box and station ID should be filled with the Device id of the corresponding Phones.</p> <p>Example:</p> <p>Suppose channel 001 is assigned with extension 1040 and it has got a shared extension which needs to be assigned to channel 003. When entering Extension number in channel 001, click the "shared" check box and then enter any unique ID like 1234 in to Shared Ext text box. In Channel number 003, click shared check box, and enter the same unique ID which we entered for channel 001 in to the extension text box, and enter the Extension number in to the Shared Extension text box.</p> <p>For both Channel 001 and 003, enter the Device ID like SEP001C25D24659 and SEP001CC031A259 in to the station ID fields.</p>

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 56: Cisco CTI SETTINGS - CHANNEL SETTINGS - UPDATE MESSAGE BOX



Click **OK**.

Managing Avaya CTI Settings

This Avaya CTI setting option helps you to configure the settings for Avaya CTI support.

Modifying Avaya CTI General Settings

This option allows you to customize Avaya CTI General Settings. You can configure TSAPI (Telephony Server Application Programming Interface) details.

▼ To modify general settings

On the **Management Console** window, double-click **Avaya CTI Settings**.

The **Avaya CTI Settings** window is displayed.

Click the **General Settings** tab.

The **General Settings** tab is displayed.

FIGURE 57: AVAYA CTI – GENERAL SETTINGS

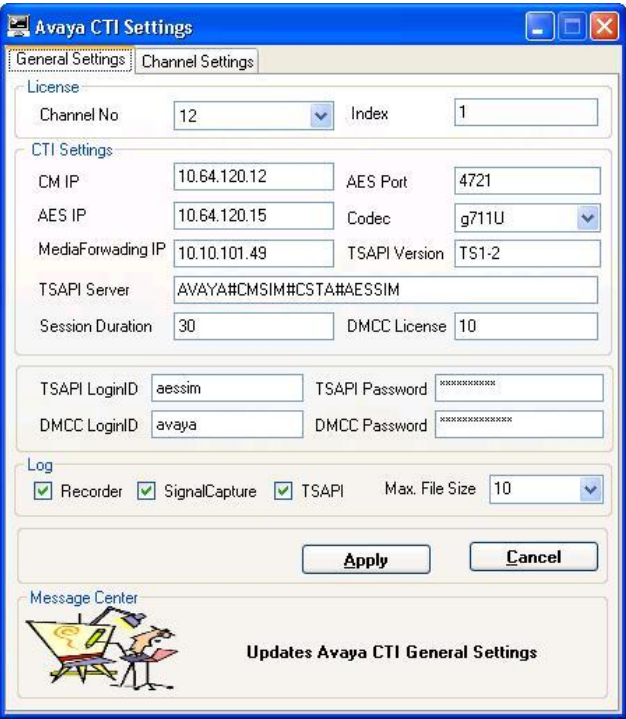


TABLE 29: AVAYA CTI - GENERAL SETTINGS

Field	Description
License	

Field	Description
Channel No.	Select the number of digital licenses allocated, from the drop-down list.
Index	<p>Type the index of digital channels. This is to set the starting channel to be displayed in the DGVox GUI.</p> <p>For e.g.: -If there are 8 Digital channels and 8 Avaya IP channels in the DGVox application, and you want to make the first 8 channels as Avaya IP and the next 8 as Digital, you need to do the following.</p> <p>Type the Channel index as 1 in the Avaya IP settings and as 9 in the digital settings. Then, you will get first 8 channels set as Avaya IP channels and the next 8 set as digital.</p>
CTI Settings	
CM IP	Type the Avaya Communication Manager IP address.
AES IP	Type the Avaya Application Enablement Services (AES) IP address.
Media Forwarding IP	Type the RTP IP address where the media stream for the recording device is to be sent.
AES Port	Type the RTP port number where the media stream for the recording device is to be sent.
Codec	<p>Select the codec type from the drop-down list.</p> <p>A codec (coder/decoder) provides the means by which audio is compressed. Some of the codecs supported by Communication Manager include G.711 and G.729.</p>
TSAPI Version	Displays the TSAPI version number.*9*9
TSAPI Server	Displays the name of the TSAPI server.
Session Duration	Displays the session duration.
DMCC License	
TSAPI LoginID	Type the TSAPI Login address. This is required to connect to the AES Server.
TSAPI Password	Type the TSAPI password. This is required to connect to the AES Server.
DMCC LoginID	Type the DMCC Login address. This is required to connect to the AES Server.

Field	Description
DMCC password	Type the DMCC password. This is required to connect to the AES Server.
Log	Select the Recorder and/or SignalCapture check box to turn on or off the application log of the Avaya CTI setting.
Max. File Size	Select the maximum file size to be stored. Select the file size from the drop-down list. This is the maximum file size for the voice files recorded from Avaya recorder.

Enter the appropriate information in the relevant fields.

Click **Apply**.

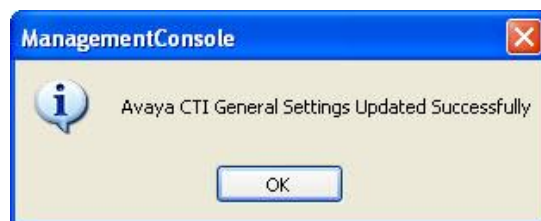
The system displays a pop-up window.



Note

The TSAPI user name and password can be obtained from the site administrator.

FIGURE 58: AVAYA CTI GENERAL SETTINGS – UPDATE MESSAGE BOX



Click **OK**.

Modifying Avaya CTI Channel Settings

This option allows you to configure Avaya CTI Channel Settings.

▼ To modify channel settings

On the **Management Console** window, double-click **Avaya CTI Settings**.

The **Avaya CTI Settings** window is displayed.

Click the **Channel Settings** tab.

The **Channel Settings** tab is displayed.

FIGURE 59: AVAYA CTI CHANNEL SETTINGS

Avaya CTI Settings

General Settings | **Channel Settings**

Channel-Extension Mapping

Channel Id: 001 [Apply] [Delete]

Extension: 40010 [Delete]

Extension Password: XXXXXX

Virtual Extension Details

Extension: 40014 [Apply] [Delete]

Extension Password: XXXXXX [Delete]

Hunt Group Details

Hunt group: [Add/Update] [Delete]

[Cancel]

Message Center

Updates Avaya CTI Channel - Extension Map Settings

TABLE 30: AVAYA CTI CHANNEL SETTINGS

Field	Description
Channel-Extension Mapping	
Channel Id	Select the required channel ID from the drop-down list.
Extension	Type the extension at which calls are to be recorded.
Extension Password	Type the password of the extension.
Virtual Extension Details	
Extension	Type the extension number.
Extension Details	Type the extension password of the recording device extension.
Hunt Group Details	
Hunt group	Type the hunt group. This feature is for monitoring and tracking the agent login and logout details.

Enter the appropriate information in the relevant fields.

Click **Add/Update**.

The system displays a pop-up window.

FIGURE 60: AVAYA CTI CHANNEL SETTINGS- UPDATE MESSAGE BOX



Click **OK**

Managing Nortel IP MLS CTI

The Nortel IP MLS CTI allows you to record any IP phone within the Nortel network, without spanning. This option helps you to configure **General Settings**, **DN Settings**, and **Channel Settings**.

Configuring General Settings

This option allows you to manage **General Settings of Nortel IP MLS CTI**.

▼ To configure Server Settings

On the **Management Console** window, double-click **Nortel IP MLS CTI**.

The **Nortel IP MLS CTI** window is displayed.

Select the first page, **General Setting's** section is displayed.

FIGURE 61: CUSTOMER DATA UPLOAD

TABLE 63: PANASONICTAPI SETTINGS

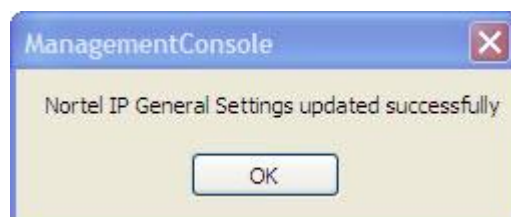
Field	Description
Channel No.	Enter the Channel numbers
Index	Enter the Index; from which the channels need to be displayed
Server IP	Enter the IP address of the server; by default the server ID of the application installed system is displayed.
Server Port	Enter the server port; by default the server port of the application installed system is displayed.
Application ID	Enter the application ID
Media Forwarding IP	Enter the Media forwarding IP
Max. File Size	Select the maximum file size
Reconnect Time	Select the recording time
Log Level	Select the appropriate log level from the drop-down list

Enter the appropriate details

Click **Apply**.

The following pop-up window is displayed.

FIGURE 62: CUSTOMER DATA UPLOAD



Configuring DN Settings

This option allows you to manage Domain Number (DN) Settings of Nortel IP MLS CTI.

▼ To configure Server Settings

On the **Management Console** window, double-click **Nortel IP MLS CTI**.

The **Nortel IP MLS CTI** window is displayed.

Select the second page, **DN Settings** section is displayed.

FIGURE 63: CUSTOMER DATA UPLOAD

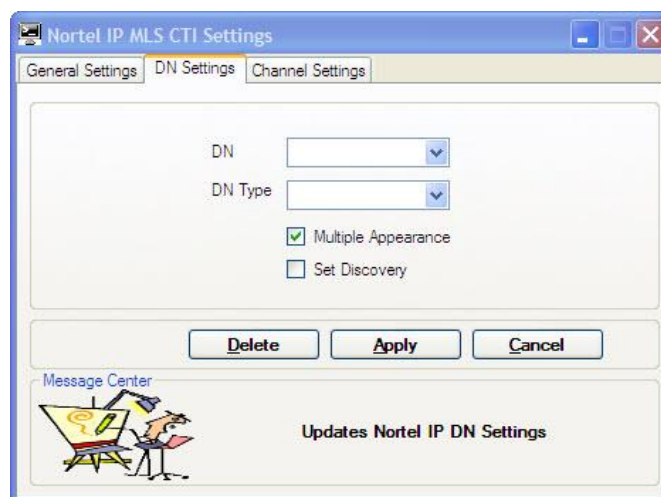


TABLE 64: PANASONIC TAPI SETTINGS

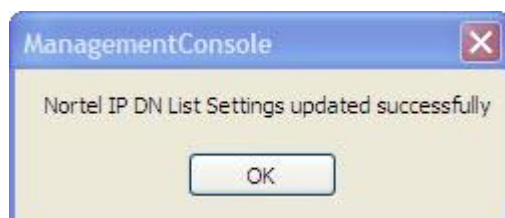
Field	Description
DN	Enter the directory number
DN Type	Select the DN Type
Multiple Appearance	Select if the phone is appearing at multiple locations with the same line
Set Discovery	Select to discover the set details

Enter the appropriate details

Click **Apply**.

The following pop-up window is displayed.

FIGURE 64: CUSTOMER DATA UPLOAD



Configuring Channel Settings

This option allows you to manage Channel Settings of Nortel IP MLS CTI.

▼ To configure Server Settings

On the **Management Console** window, double-click **Nortel IP MLS CTI**.

The **Nortel IP MLS CTI** window is displayed.

Select the third page, **Channel Settings** section is displayed.

FIGURE 65: CUSTOMER DATA UPLOAD

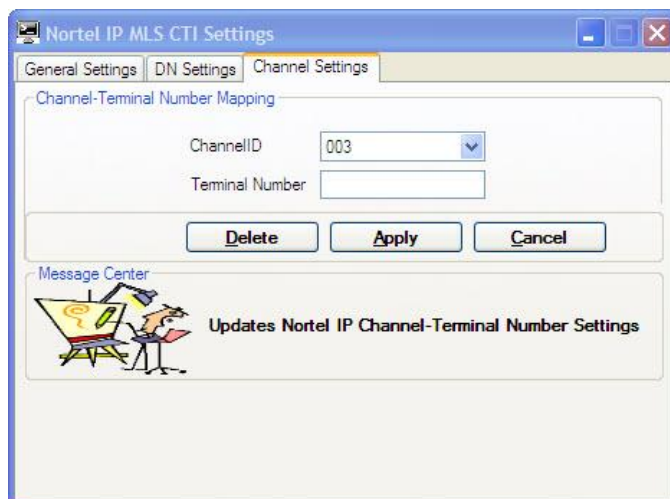


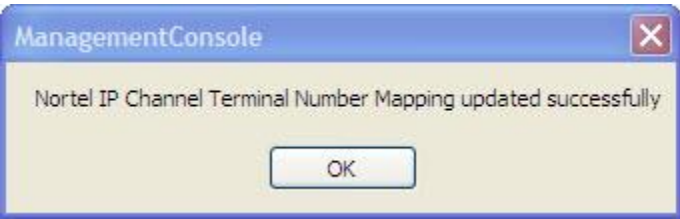
TABLE 65: PANASONICTAPI SETTINGS

Field	Description
Channel ID	Enter the channel ID
Terminal Number	Enter terminal number

Click **Apply**.

The following pop-up window is displayed.

FIGURE 66: CUSTOMER DATA UPLOAD



Modifying E1 Recorder Settings

This option is used to configure the E1 recorders channels options, like channel number, index, mode, etc.

▼ To modify E1 recorder settings

On the **Management Console** window, double-click **E1 Recorder Settings**.

The **E1 Recorder** window is displayed.

FIGURE 67: E1 RECORDER



TABLE 31: E1 RECORDER

Field	Description
Channel No	Select the number of licenses allocated, from the drop-down list.

Field	Description
Index	<p>Type the channel index number. This is to set the starting channel to be displayed in the DGVox GUI.</p> <p>For e.g.:If there are 8 Digital channels and 8 E1 channels in the DGVox application, and you want to make the first 8 channels as E1 and the next 8 as Digital, you need to do the following.</p> <p>Type the Channel index as 1 in the E1 settings and as 9 in the digital settings. Then, you will get first 8 channels set as E1 recorder channels and the next 8 set as digital.</p>
Mode	<p>Select the mode from the drop-down list.</p> <p>The options are:</p> <ol style="list-style-type: none"> 1. Normal 2. Silence <p>If Normal is selected, the recorder will depend on the D-Channel settings to trigger the recording.</p> <p>In Silence is selected, the recording is triggered if there is voice and stopped if there is silence.</p>
Log	<p>Select this check box to enable the DGVox E1 recorder service information. The logs of the E1 recorder are stored in the Data path.</p>
Log Level	<p>Select the log level from the drop- down list.</p> <p>The options are:</p> <ol style="list-style-type: none"> 1. INFORMATION 2. DEBUG 3. FATAL ERROR 4. WARNING 5. GENERAL ERROR
Max. FileSize	<p>Type the maximum size of the file.</p>

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 68: E1 RECORDER SETTINGS – UPDATE MESSAGE BOX



Click **OK**.

Modifying the DGVox License

This DGVox License option allows you to update the license for more channels or more client licenses. This option allows you to update all the licenses. The license key can be entered in the set license box. To get the serial key before requesting a license, click Get Serial Key button.

▼ To update license details

On the **Management Console** window, double-click **DGVox License**.

The **License Details** window is displayed.

FIGURE 69: LICENSE DETAILS

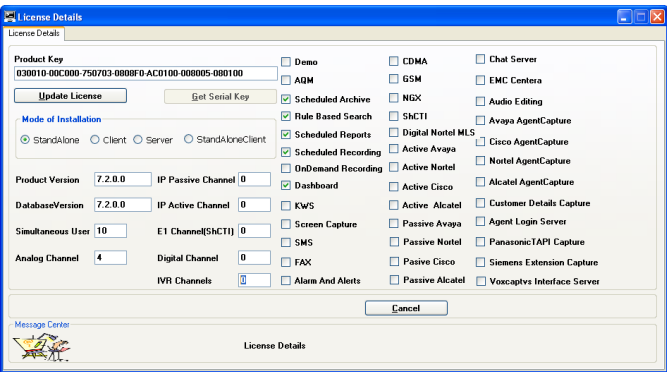


TABLE 32: LICENCE DETAILS

Field	Description
Product Key	Displays the product key number.
Update License	Click Update License .

Field	Description
Get Serial Key	<p>Click Get Serial Key.</p> <p>The system generated serial key is displayed in the field.</p> <p>Send that serial key number to Support@voxspectrum.com. The License file will be sent to you by e-mail.</p>
Mode of Installation	
Standalone	Select the standalone mode of installation.
Client	Select the client mode of installation.
Server	Select the server mode of installation.
StandAloneClient	Select the standaloneclient mode of installation.
Product Version	Displays the product version number.
Database Version	Displays the DGVox database version.
Simultaneous User	Displays the maximum number of simultaneous users.
Analog Channel	Displays the number of the Analog Channel license.
IP Passive Channel	Displays the number of the IP passive channel license.
IP Active Channel	Displays the number of IP active channel license.
E1 Channel (ShCTI)	Displays the number of the E1 channel (ShCTI) license.
IVR Channels	Displays the number of the IVR Channel license.
Digital Channel	Displays the number of the Digital Channel license.
Demo	<p>Displays the product type.</p> <p>If the license is Demo, the checkbox will be selected and if it is not Demo, the checkbox is unselected.</p>
AQM	<p>Displays the AQM availability based on the license.</p> <p>If there is an AQM license, this check box will be selected.</p> <p>If there is no AQM license, the check box will not be selected.</p>
Scheduled Archive	<p>Displays the Scheduled Archive availability based on the license.</p> <p>If there is a Scheduled Archive license, the checkbox will be selected and if there is no Scheduled Archive license, the checkbox will be unselected.</p>

Field	Description
Rule Based Search	<p>Displays the Rule based search availability based on the license.</p> <p>If there is a Rule based search license, the checkbox will be selected if there is no Rule based search license, the checkbox will be unselected.</p>
Screen Capture	<p>Displays the screen capture availability based on the license.</p> <p>If there is a screen capture license, the checkbox will be selected and if there is no Screen Capture license, the checkbox will be unselected.</p>
SMS	<p>Displays the SMS availability based on the license.</p> <p>If there is a SMS license, the checkbox will be selected and if there is no SMS license, the checkbox will be unselected.</p>
FAX	<p>Displays the FAX availability based on the license.</p> <p>If there is a FAX license, the checkbox will be selected and if there is no FAX license, the checkbox will be unselected.</p>
Alarms and Alerts	<p>Displays the Alarm & Alerts availability based on the license.</p> <p>If there is Alarm & Alerts license, the checkbox will be selected and if there is no Alarm & Alerts license, the checkbox will be unselected.</p>
CDMA	<p>Displays the CDMA availability based on the license.</p> <p>If there is a CDMA license, the checkbox will be selected and if there is no CDMA license, the checkbox will be unselected.</p>
GSM	<p>Displays the GSM availability based on the license.</p> <p>If there is a GSM license, the checkbox will be selected if and if there is no GSM license, the checkbox will be unselected.</p>
NGX	<p>Displays the NGX availability based on the license.</p> <p>If there is a NGX license, the checkbox will be selected and if there is no NGX license, the checkbox will be unselected.</p>

Field	Description
ShCTI	Displays the shCTI availability based on the license. If there is a shCTI license, the checkbox will be selected and if there is no shCTI license, the checkbox will be unselected.
Active Avaya	Displays the Active Avaya availability based on the license If there is an Active Avaya license, the checkbox will be selected and if there is no Active Avaya license, the checkbox will be unselected.
Active Nortel	Displays the Active Nortel availability based on the license. If there is an Active Nortel license, the checkbox will be selected and if there is no Active Nortel license, the checkbox will be unselected.
Active Cisco	Displays the Active Cisco availability based on the license. If there is an Active Cisco license, the checkbox will be selected and if there is no Active Cisco license, the checkbox will be unselected.
Active Alcatel	Displays the Active Alcatel availability based on the license. If there is Active Alcatel license, the checkbox will be selected and if there is no Active Alcatel license, the checkbox will be unselected.
Passive Avaya	Displays the Passive Avaya availability based on the license. If there is a Passive Avaya license, the checkbox will be selected and if there is no Passive Avaya license, the checkbox will be unselected.
Passive Nortel	Displays the Passive Nortel availability based on the license. If there is a Passive Nortel license, the Checkbox will be selected and if there is no Passive Nortel license, the checkbox will be unselected.
Passive Cisco	Displays the Passive Cisco availability based on the license. If there is a Passive Cisco license, the checkbox will be selected and if there is no Passive Cisco license, the checkbox will be unselected.

Field	Description
Passive Alcatel	Displays the Passive Alcatel availability based on the license. If there is a Passive Alcatel license, the checkbox will be selected and if there is no Passive Alcatel license, the checkbox will be unselected.
Chat Server	Displays the Chat Server availability based on the license. If there is a Chat Server license, the checkbox will be selected and if there is no Chat Server license, the checkbox will be unselected.

Click **Update License**.

The **Get Serialkey** button is enabled.

Click **Get Serialkey**.

The **Management Console** dialog box is displayed.

FIGURE 70: MANAGEMENT CONSOLE- MESSAGE BOX



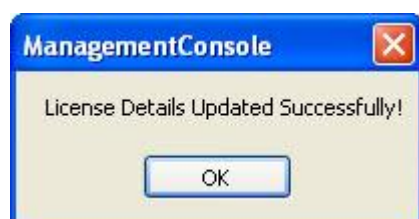
Send the displayed serial key to support@voxspectrum.com to get the license key.

After getting the license key, enter the license in the **Product key** field.

Click **Save license** (The **Update License** button will automatically change to **save license**).

The system displays the following message box.

FIGURE 71: LICENSE DETAILS- UPDATE MESSAGE BOX



Click **OK**.

Managing the Screen Capture

This option allows you to capture the screen of the agent while you make calls.

Modifying Screen Capture Settings

This option allows you modify the settings of the Screen Capture Server Application. The Server IP address should be the IP address of the Server and port should be the same port that the Screen Capture Application uses.

▼ To modify screen capture settings

On the **Management Console** window, double-click **Screen Capture**.

The **ScreenCapture** window is displayed.

FIGURE 72: SCREEN CAPTURE - SERVER SETTINGS

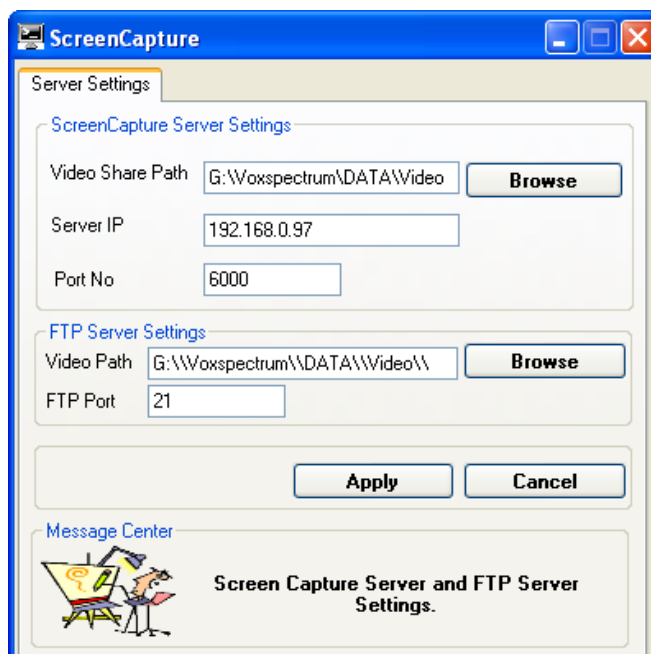


TABLE 33: SCREEN CAPTURE – SERVER SETTINGS

Field	Description
ScreenCapture Server Settings	
Video Share Path	Click Browse to select the path where the recorder start and stop signal is received.

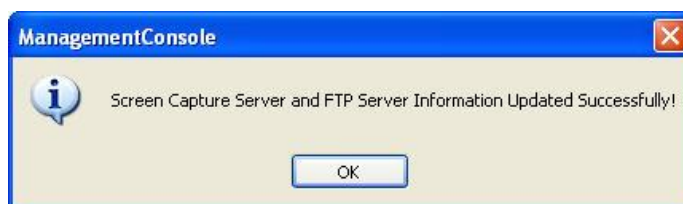
Field	Description
Server IP	<p>Type the server IP address.</p> <p>The Server IP will be the IP address of the machine, where the recorder is working.</p> <p>If it is a standalone installation, it will be the IP address of the standalone machine.</p> <p>In case of a client machine, it will be the IP address of the Client machine, and if it is a Standalone Client installation, it will be the IP address of the Stand Alone Client machine.</p>
Port No	Type the server port number. This number will be the port number used by the screen capture Server.
FTP Server Settings	
Video Path	Click Browse to select the path where you want to store the video files.
FTP Port	Type the FTP Port of the Server Settings. By default, it is 21.

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 73: SCREEN CAPTURE SERVER SETTINGS- UPDATE MESSAGE BOX



Click **OK**.

Enabling Screen Capture in the Agent PC

The Screen Capture Settings option allows you to modify the settings. The Server IP address should be the IP address of the server, and the port should be the corresponding port of the Screen Capture Application that uses for its communication.

▼ To enable screen capture in the agent PC

On the **Management Console** window, double-click **Screen Capture**.

The **ScreenCapture** window is displayed.

FIGURE 74: SCREENCAPTURE AGENT PC SETTINGS

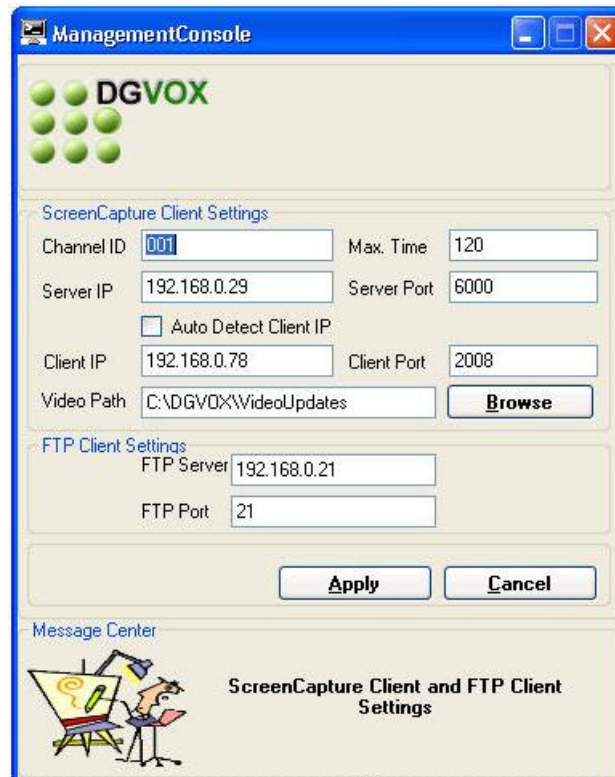


TABLE 34: SCREENCAPTURE AGENT PC SETTINGS

Field	Description
ScreenCapture Client Settings	
Channel ID	Type the channel ID used by the Agent on that machine.
Max. Time	Type the maximum time limit that is allocated to capture a video.

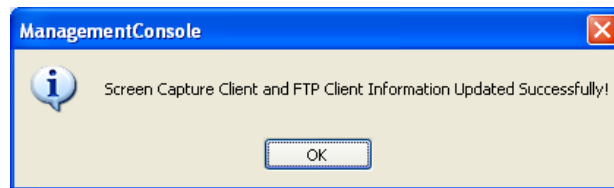
Field	Description
Server IP	<p>Type the Server IP address of the Client Settings. This is the IP address of the machine where the recorder is working.</p> <p>If it is a standalone installation, it will be the IP address of the standalone machine.</p> <p>If it is a client- Server installation, it will be the IP address of the Client machine, and in case of a Standalone Client installation, it will be the IP address of the Stand Alone Client machine.</p>
Server Port	<p>Type the Server Port of the Client Settings. By default, it is 6000.</p> <p>The Server port number is the port number used by the screen Capture Server.</p>
Auto Detect Client IP	<p>This option is applicable if the network environment is DHCP enabled.</p> <p>Select the check box to activate or deactivate. If the check box is selected, the Client IP field is not enabled.</p>
Client IP	Type the Client IP address. This is the IP address of the Agent machine.
Client Port	Type the Client Port settings. By default, it is 2008. This port is used by the agent machine's ScreenCapture Client.
Video Path	Click Browse to select the path where you want to store the video files. This is the path where the video file is stored temporarily, before storing it to the server.
FTP Client Settings	
FTP Server	<p>Type the IP address of the machine to which the video files has to be stored.</p> <p>Make sure that the FTP Server Path is the IP of the machine where the Stand Alone machine is installed.</p> <p>In the case of Client-Server Installation, the FTP Server Path will be the IP of the machine where the Server is installed.</p>
FTP Port	Type the FTP Port of the Client Settings. By default, it is 21.

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 75: SCREEN CAPTURE CLIENT INFORMATION - UPDATE MESSAGE BOX



Click **OK**.

Managing SMS Capture

This option helps you to configure the settings for SMS Capture.

Modifying SMS Capture General Settings

This option allows you to customize SMS Capture General Settings.

▼ To modify SMS capture general settings

On the **Management Console** window, double-click **SMS Capture**.

The **SMS Capture** window is displayed.

Click the **General** tab.

The **General** tab is displayed.

FIGURE 76: SMS CAPTURE- GENERAL

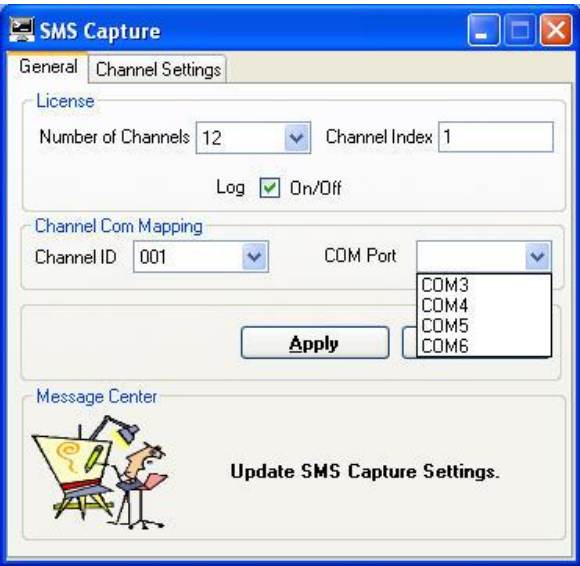


TABLE 35: SMS CAPTURE- GENERAL

Field	Description
License	
Number of Channels.	Select the number of SMS Capture licenses allocated from the drop-down list.
Channel Index	Type the channel index of SMS Capture.
Log	Select the check box to turn on or turn off the application log of the SMS Capture setting.
Channel Com Mapping	
Channel ID	Select a channel ID from the drop-down list.
COM Port	Select a COM Port from the drop-down list. For example: if channel ID is 001, the COM Port is COM1.

Select a channel from the **Channel ID** drop-down list and then select the **COM Port** to which it should be mapped.



Note

If you map the **COM Port** to the **Channel ID**, the SMS that is captured at the COM port will be mapped to its corresponding channel ID configured here.

Click **Apply**.

The system displays a pop-up window.

FIGURE 77: SMS CAPTURE GENERAL- UPDATE MESSAGE BOX



Click **OK**.

Modifying SMS Capture Channel Settings

This option allows you to customize SMS Capture Channel Settings.

▼ To modify channel settings

On the **Management Console** window, double-click **SMS Capture**.

The **SMS Capture** window is displayed.

Click the **Channel Settings** tab.

The **Channel Settings** tab is displayed.

FIGURE 78: SMS CAPTURE CHANNEL SETTINGS

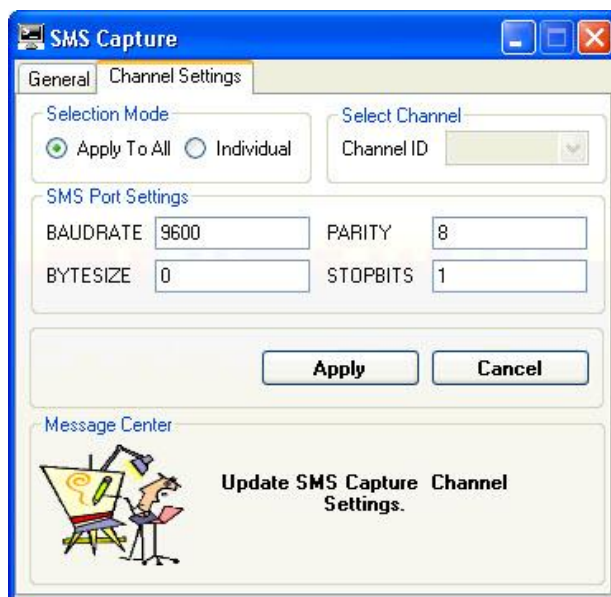


TABLE 36: TABLE: SMS CAPTURE

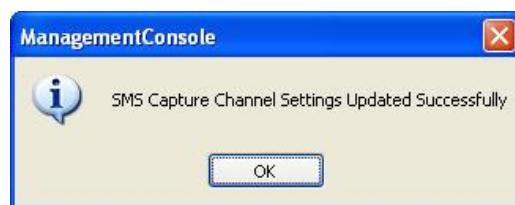
Field	Description
Selection Mode	Select the selection mode. The channel settings can be applied to all, or individual channels.
Select Channel	Select a Channel ID from the drop-down list. This option is enabled when you select Individual as Selection Mode .
SMS Port Settings	These are the Port setting values of Communication Port. When you select a Com Port, the respective default values are displayed in the BAUDRATE , BYTESIZE , PARITY , and STOPBITS fields.

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 79: SMS CAPTURE CHANNEL SETTINGS- UPDATE MESSAGE BOX



Click **OK**.

Modifying AutoDelete Settings

This option allows you to customize AutoDelete Settings.

▼ To modify autodelete settings

On the **Management Console** window, double-click **AutoDelete Settings**.

The **AutoDelete Settings** window is displayed.

FIGURE 80: AUTODELETE SETTINGS

AutoDelete Settings

Auto Delete ☒ Enable / Disable Type: Day

Duration(Days): 10 Time Interval: 00:02

Scheduled Time: 06:15:00 Threshold: 46 %

Used Space Limit: 40 %

Apply Cancel

Message Center

Updates AutoDelete Settings

TABLE 37: AUTODELETE SETTINGS

Field	Description
Auto Delete	Select the check box to enable the service, or clear the check box to disable the service.
Type	Select an Auto Delete type from the drop-down list. The options are: Disk Space , and Day .
Duration (Days)	Type the duration in days. This option is enabled only when you select Day as Auto Delete type.
Time Interval	Type the time interval in hours, or select it from the drop-down list. This option is enabled only when you select Disk Space as Auto Delete type.
Scheduled Time	Type the scheduled time in hours. This option is enabled only when you select Day as Auto Delete type.
Threshold	Type the percentage of Threshold limit. This option is enabled only when you select Disk Space as Auto Delete type.

Field	Description
Used Space Limit	Type the percentage of used space limit. This option is enabled only when you select Disk Space as Auto Delete type.



Note

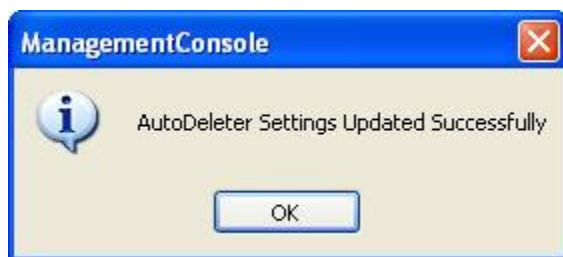
When the hard disk space becomes the **Used Space Limit**, it will start deleting the data, till it reaches the **Threshold** space limit.

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 81: AUTODELETE SETTINGS- UPDATE MESSAGE BOX



Click **OK**.

Managing Alert Server Settings

This option allows you to customize alert server settings.

Modifying Alert Server Settings

This option helps to enable/disable the alert server settings.

▼ To modify alert server settings

On the Management Console window, double-click **Alert Server Settings**.

The **Alert Server Settings** window is displayed.

FIGURE 82: ALERT SERVER SETTINGS

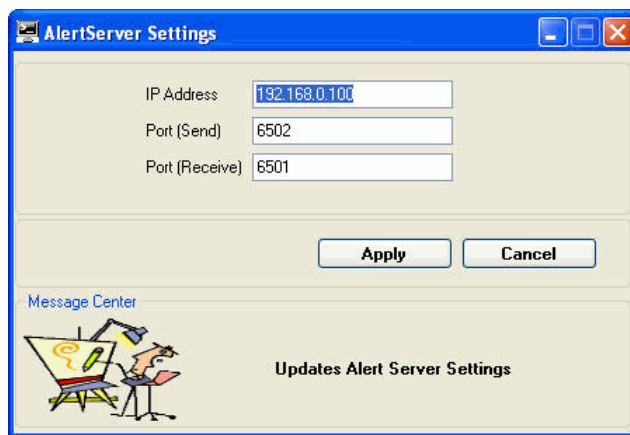


TABLE 38: ALERT SERVER SETTINGS

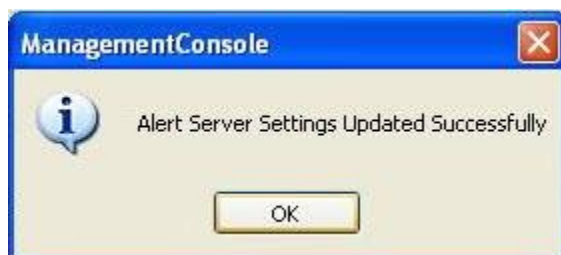
Field	Description
IP Address	Type the server IP address.
Port (Send)	Type the port number through which you want to send the alert.
Port (Receive)	Type the port number through which you want to receive the alert.

**Note**

The default values mentioned need not be changed.

Enter the appropriate information in the relevant fields.
 Click **Apply**. The system displays the pop-up window as shown in the following figure.

FIGURE 83: ALERT SERVER SETTINGS- UPDATE MESSAGE BOX



Click **OK**.

Modifying Email-SMS Settings

This option is used to configure the Email and SMS settings to enable the sending of DGVox alert notifications to the users, via SMS and email as well as the report subscriptions via email.

▼ To modify email-SMS settings

On the **Management Console** window, double-click **Email-SMS Settings**.

The **Email SMS Settings** window is displayed.

FIGURE 84: EMAIL-SMS SETTINGS

TABLE 39: EMAIL-SMS SETTINGS

Field	Description
SMTP Server	Type the SMTP Server address. It is the server address, which is used to send the alerts to the users, via email. For e.g.:- relay.pair.com.
Username	Type the email id of the user whose email address will be used for sending the alert or report subscription mails.
From Mail Address	Type the from mail address that will be displayed in the alert mails or in the report subscription mails sent from the DGVox system.
SMTP Port	Type the SMTP port number.

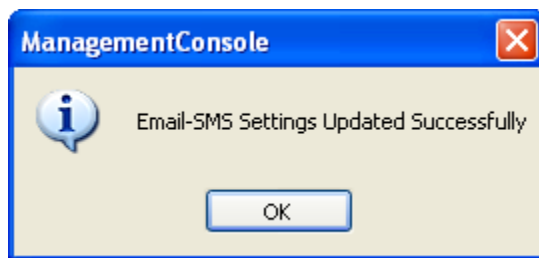
Field	Description
Password	Type the password of the email id of the user whose email address will be used for sending the alert or report subscription mails.
SMS COM Port	Select the SMS COM port from the drop-down list. The SMS COM port will be connected to a GSM modem and used to send the alerts, via SMS.

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 85: EMAIL-SMS SETTINGS- UPDATE MESSAGE BOX



Click **OK**.



Note

After the Email settings are done, restart the **DGVox Alert sender service** from the **DGVox Services** window in the **Management Console**.

Modifying FTP Client Settings

This option is used to configure the FTP client settings for the FTP Archive option in DGVox.

▼ To modify FTP client settings

On the Management Console window, double-click **FTP Client Settings**.

The **FTP Client Setting's** window is displayed.

FIGURE 86: FTP CLIENT SETTINGS

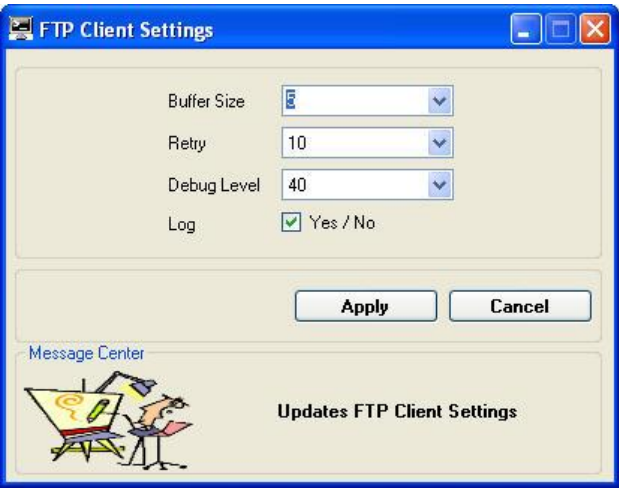


TABLE 40: FTP CLIENT SETTINGS

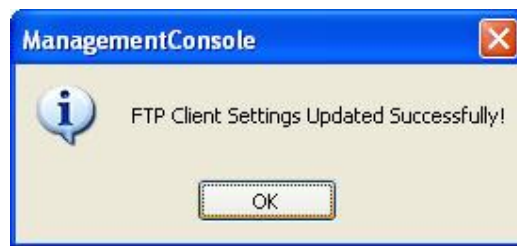
Field	Description
Buffer Size	Select the buffer size from the drop-down. By default the buffer size is 5 kb/second. The Buffer size is used to set the bandwidth speed to send FTP archive voice files.
Retry	Select the retry attempts from the drop-down. By default the retry is 10 times. The retry is used to set the number of retry attempts that the FTP client would try to connect to the FTP server until a connection is made.
Debug Level	Select the debug level from the drop-down. By default the debug level is 40. The debug level is used to set the login level decider.
Log	Select the check box to turn on or off the application log of the FTP client.

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 87: FTP CLIENT SETTINGS- UPDATE MESSAGE BOX



Click **OK**.

Modifying EMC Centera Settings

EMC Centera is a storage device to which the voice files will be saved. This option is used to configure the archiving of voice files to EMC Centera server.

▼ To modify EMC Centera settings

On the **Management Console** window, double-click **EMC Centera** Settings.

The **EMC Centera Settings** window is displayed.

FIGURE 89: EMC CENTERA SETTINGS



TABLE 41: EMC CENTERA SETTINGS

Field	Description
Access Profile Path	Enter the Access profile path to store the file or click Browse and select the access profile path. By default the access profile path is in D:\ drive.

Field	Description
Application Name	Displays the application name. By default the name is DGVox Centera . Keep the default value.
EMC Cluster IP Address	Enter the EMC cluster IP address as EMC centre's IP Address of cluster allocated for the recorder application data storage. By default the IP address is 128.221.200.56.
Application Version	Displays the application version. By default the application number is 1.0.0.0. Keep the default value.

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 90: EMC CENTERA SETTINGS –UPDATE MESSAGE BOX



Click **OK**.

Managing Nortel BCM Settings for Passive Recording

Nortel BCM settings will be used by Digital recorder and VoIP passive recorder to connect to BCM to acquire and retrieve the necessary data from the Nortel BCM PBX.

Modifying Nortel BCM Settings for Passive Recording – General Settings

This option allows you to customize Digital recorder and VoIP passive recorder to connect to BCM General Settings.

▼ To modify general settings

On the **Management Console** window, double-click **Nortel BCM Settings for Passive Recording**.

The **Nortel BCM Settings for Passive Recording** window is displayed.

Click the **General Settings** tab.

The **General Settings** tab is displayed.

FIGURE 91: NORTEL BCM SETTINGS FOR PASSIVE RECORDING - GENERAL SETTINGS

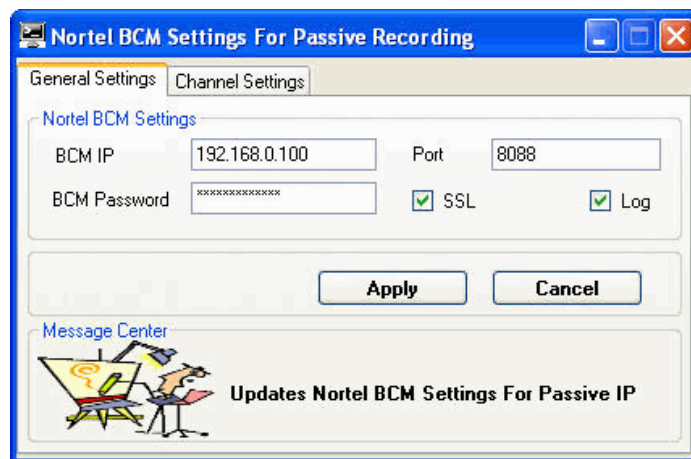


TABLE 42: NORTEL BCM SETTINGS FOR PASSIVE RECORDING - GENERAL SETTINGS

Field	Description
Nortel BCM Settings	
BCM IP	Enter the BCM IP address. By default the port number is 192.168.0.197.
BCM Password	Enter the BCM password. By default the password is displayed prior to the BCM IP address.
Port	Enter the port number. By default the port number is 2583.
SSL	<p>Select the check box to enable SSL mode.</p> <p>SSL mode is the default option and is the recommended option for data communication between Nortel BCM and Recorder to be done through a Secured layer. Log can be enabled if application logs are required for analysis.</p> <p>SSL need to be enabled for data transfer to happen through a secured layer. It is recommended to keep this default option as enabled.</p>

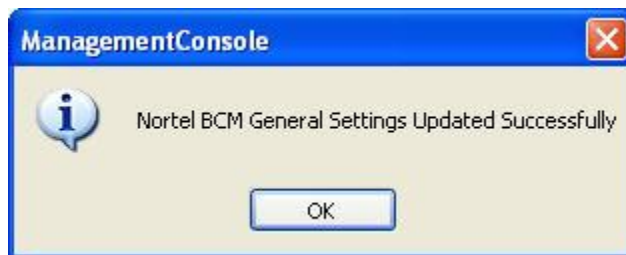
Field	Description
Log	Select the check box to generate the application logs.

Enter the appropriate information in the relevant fields for connecting to the Nortel BCM and getting all the call related information.

Click **Apply**.

The system displays the message box.

FIGURE 92: NORTEL BCM SETTINGS –UPDATE MESSAGE BOX



Click **OK**.

Modifying Nortel BCM Settings for Passive Recording – Channel Settings

This option allows you to configure the channel extension mapping.

▼ To modify channel settings

On the Management Console window, double-click Nortel BCM Settings for Passive Recording.

The Nortel BCM Settings for Passive Recording window is displayed.

Click the **Channel Settings** tab.

The **Channel Settings** tab is displayed.

FIGURE 93: NORTEL BCM SETTINGS FOR PASSIVE RECORDING – CHANNEL SETTINGS

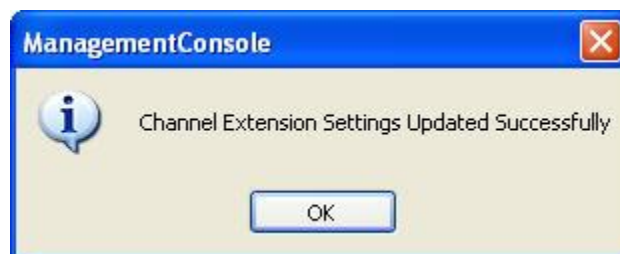
TABLE 43: NORTEL BCM SETTINGS FOR PASSIVE RECORDING – CHANNEL SETTINGS

Field	Description
Channel Extension Mappings	
Channel Id	Select the channel id from the drop-down list. The total number of channels depends on the license you have.
Extension	Enter the extension number.

Enter appropriate information in the relevant fields.

Click **Add/Update**.

The system displays the message box.

FIGURE 94: NORTEL BCM CHANNEL SETTINGS–UPDATE MESSAGE BOX


Click **OK**.

Managing Avaya TSAPI Settings for Passive Recording

Avaya TSAPI settings for passive recording need to be set , if the recording is done in passive mode using TX100 or SPAN ports for Avaya, the agent id and other details need to be tagged with the recorded calls.

Modifying TSAPI Settings for Passive Recording – General Settings

This option allows you to set Avaya TSAPI settings for passive recording in general settings.

▼ To modify general settings

On the Management Console window, double-click Avaya TSAPI Settings for Passive Recording.

The AVAYA TSAPI Settings for Passive Recording window is displayed.

Click the **General Settings** tab.

The **General Settings** tab is displayed.

FIGURE 95: AVAYA TSAPI SETTINGS FOR PASSIVE RECORDING – GENERAL SETTINGS

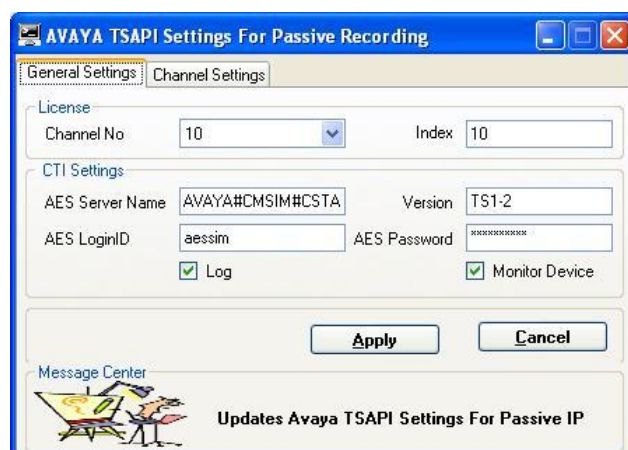


TABLE 44: AVAYA TSAPI SETTINGS FOR PASSIVE RECORDING – GENERAL SETTINGS

Field	Description
License	

Field	Description
Channel No	Select the channel number from the drop-down list. By default the Channel No is 10. The total number of licensed channels depends on license.
Index	Enter the Index number. By default the index number is 10.
CTI Settings	
AES Server Name	Enter the AES server name.
AES Login ID	Enter AES login id. This user account should be created with required privileges in AES server.
Version	Enter the version number. By default the version number is TS1-2.
AES Password	Enter the AES password.
Log	Select the check box to generate application log.
Monitor Device	Select the check box to enable monitoring the device.

Enter the appropriate information in the relevant fields.

Click **Apply**.

Modifying AVAYA TSAPI Settings for Passive Recording – Channel Settings

This option allows you to configure Avaya TSAPI channel settings for passive recording.

▼ To modify channel settings

On the Management Console window, double-click TSAPI Settings for Passive Recording.

The AVAYA TSAPI Settings for Passive Recording window is displayed.

Click the **Channel Settings** tab.

The **Channel Settings** tab is displayed.

FIGURE 96: AVAYA TSAPI SETTINGS FOR PASSIVE RECORDING – CHANNEL SETTINGS



TABLE 45: AVAYA TSAPI SETTINGS FOR PASSIVE RECORDING – CHANNEL SETTING

Field	Description
Channel Extension Mapping	
Channel ID	Select the channel id from the drop-down list. The total number of licensed channels for recording depends on license.
Extension	Enter the extension number to be assigned to the selected channel. Click Apply .
Hunt Group Details	
Hunt group	Select the hunt group from the drop-down list and click Add/Update . This feature is for monitoring and tracking the agent login and logout details. Select the hunt group to be deleted from the drop-down list and click Delete .

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays a pop-up window.

FIGURE 97: NORTEL BCM SETTINGS FOR PASSIVE RECORDING – CHANNEL SETTINGS – UPDATE MESSAGE BOX



Click **OK**.

Channel Monitor for Analog Recorder

The channel monitoring for analog recorder displays the voltage level of each channel.

Viewing Channel Monitoring for Analog Recorder

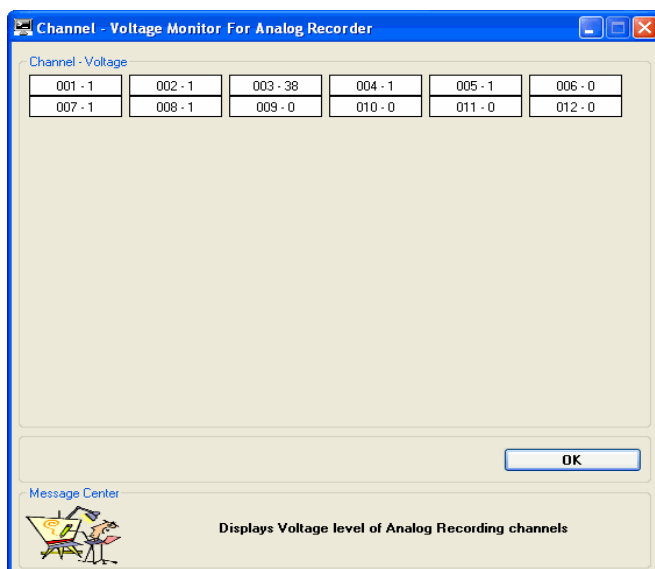
This option allows you to view the voltage level of each channel of the analog recorder.

▼ To view channel monitor for analog recorder

On the **Management Console** window, double-click **Channel monitor for Analog Recorder**.

The **Channel Monitor for Analog Recorder** window is displayed.

FIGURE 98: CHANNEL MONITOR FOR ANALOG RECORDER



Chat Server Settings

The chat Server provides the facility for the agents and supervisors to communicate with each other through the chat client application. The chat sessions are stored and can be searched from the GUI.

Modifying Chat Server Settings

This option allows you to set chat server sessions. The chat Server settings is for configuring the IP, port and maximum chat sessions allowed by the chat server.

▼ To modify chat server settings

On the **Management Console** window, double-click **Chat Server Settings**.

The **Chat Server Settings** window is displayed.

FIGURE 99: CHAT SERVER SETTINGS

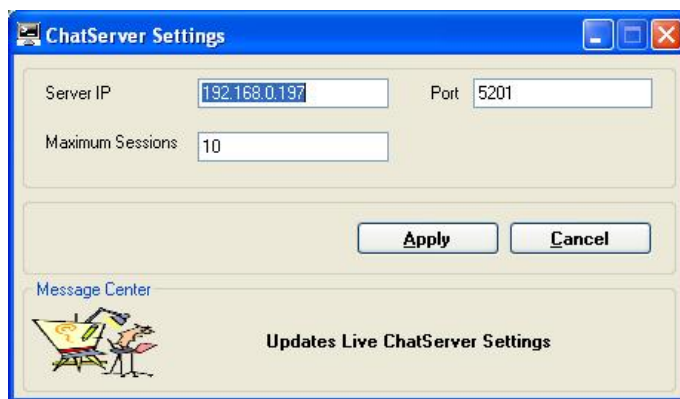


TABLE 46: CHAT SERVER SETTINGS

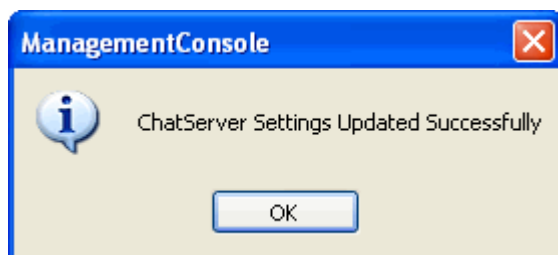
Field	Description
Server IP	Displays the chat server IP to which the client will be connecting.
Port	Displays the Port number to connect to the chat Server.
Maximum Sessions	Displays the maximum chat sessions that can remain active simultaneously.

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays the message box.

FIGURE 100: CHAT SERVER SETTINGS- MESSAGE BOX



Click **OK**.

Cisco CTIOS Settings

This option allows you to configure DGVox for integrating with CTIOS.

▼ To modify Cisco CTIOS settings

On the **Management Console** window, double-click **Cisco CTIOS settings**.

The **Cisco CTIOS settings** window is displayed.

FIGURE 101: CISCO CTIOS SETTINGS

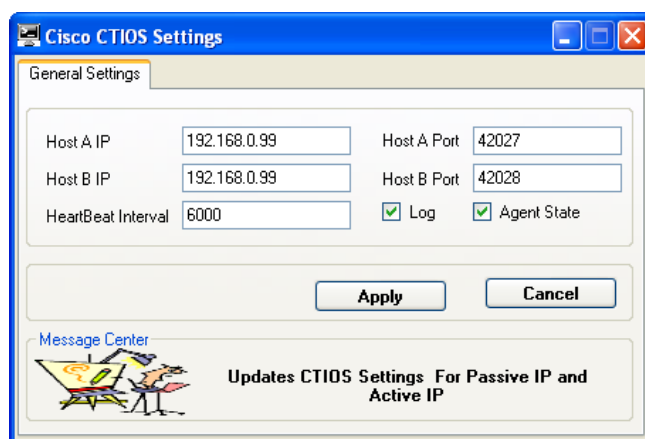


TABLE 47: CHAT SERVER SETTINGS

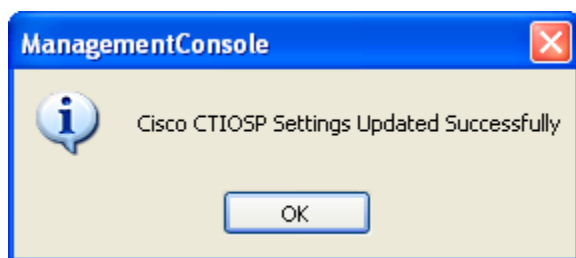
Field	Description
Host A IP	Enter Host A IP of CTIOS server
Host B IP	Enter Host B IP of CTIOS server
Host A port	Enter Host A port number of CTIOS server
Host B Port	Enter Host A port number of CTIOS server
Heart Beat Interval	Enter the maximum time interval after which getting no response from a particular IP address of CTIOS server the logger needs to change to another IP address.
Log	Check this box to keep a log of interactions taking place between the CTIOS server and the DGVox logger
Agent State	Check this box to monitor the real time login and log out details from the DGVox Dash board. Agent id will be tagged with each call being recorded

Enter the appropriate information in the relevant fields.

Click **Apply**.

The system displays the message box.

FIGURE 102: CISCO CTIOS SETTINGS- MESSAGE BOX



Click **OK**.

Managing IVR Settings

The Interactive Voice Response (IVR) settings are used allows the customers to interact with your database through telephonic keyboard operations. IVR systems deployed in the network are sized to handle large call volumes. IVR settings support you to improve the customer service and lower its costs, due to the fact that callers' queries can be resolved without the need for queuing.

Modifying the IVR Settings

This option is used for configuring the general features of the IVR Settings to the desired channels.

▼ To modify the IVR settings

On the **Management Console** window, double-click **IVR Settings**.

The **IVR Settings** window is displayed.

FIGURE 103: IVR SETTINGS



TABLE 48: IVR SETTINGS

Field	Description
Number of Channels	Displays the number of channels as per the license
Channel Index	Displays the Channel index. It follows the same index number as the analog channel series
Channel ID	Enter the appropriate Channel ID need to be configured
IVR Enable On/Off	Select the check box to enable the IVR settings

Enter the appropriate information in the relevant fields.

Click **Apply**.

Managing Customer Data Upload

The Customer Data Upload setting helps to enter the customer details to the system in a uniform way. Customer Data Upload allows you to convert your customer data to an easy viewable format. This option will be available only to the applications with Customer Detail Capture license.

Modifying the Customer Data Upload

This option is used for configuring the general features of the Customer Data Upload. This option helps to create Map, and Load Data.

▼ To configure Customer Data Upload

On the **Management Console** window, double-click **Customer Data Upload**.

The **Customer Data Upload** window is displayed.

FIGURE 104: CUSTOMER DATA UPLOAD

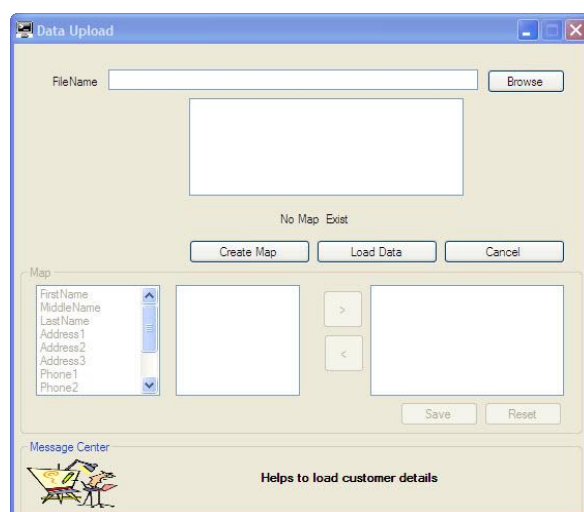


TABLE 49: IVR SETTINGS

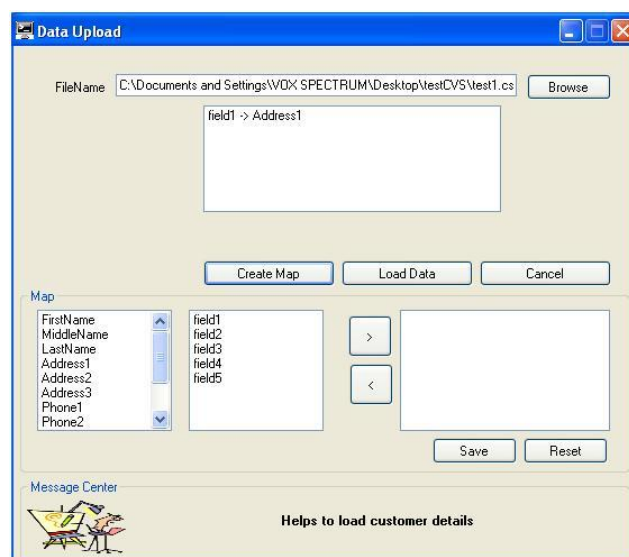
Field	Description
File Name	Browse to select the appropriate file for customer details
Create Map	The details on the file is shuffled by this option
Load Data	The data on the selected file is uploaded to database

Enter the file name or click browse to fetch the data file.

Click **Create Map** to create new data map.

The following window is displayed.

FIGURE 105: CUSTOMER DATA UPLOAD – CREATE MAP



The fields in the selected data file are listed in the screen.

Select one field to Map and select its corresponding field from the second array and

click  button.

The selected items are displayed in the third array.

Once field assigning is completed, click **Save** to save the Map.

The saved Map is displayed in the array.

Select an appropriate Map from the top array and click **Load Data**

The details in your data sheet are transferred to the customer database in the new map format.

Managing VoxCaptvs Settings

The VoxCaptvs Settings helps to configure VoxCaptvs voice logger device with DGVox application. This option helps to manage the settings involved in VoxCaptvs.

Modifying the VoxCaptvs Settings

This option is used for configuring the features of the VoxCaptvs Settings.

▼ To configure VoxCaptvs Settings

On the **Management Console** window, double-click **VoxCaptvs Settings**.

The **VoxCaptvs Login** window is displayed.

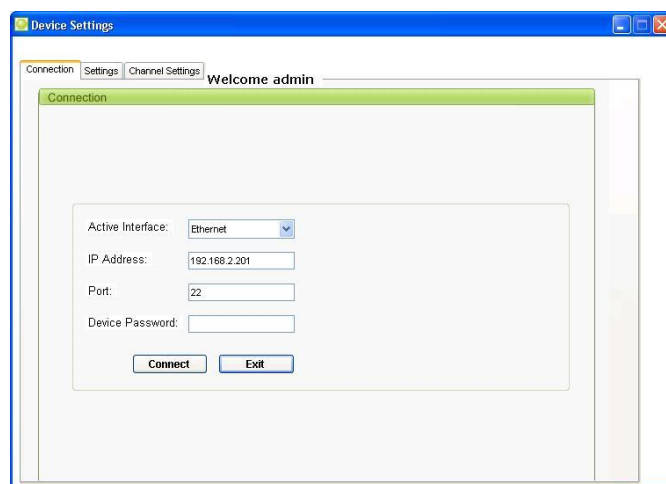
FIGURE 106: CUSTOMER DATA UPLOAD



Enter the Username and Password.


Click **Login**; the following page is displayed.

FIGURE 107: CUSTOMER DATA UPLOAD



Select **USB** or **Ethernet**, as per your connection mode, from **Active Interface** drop down list.

Enter the **Device Password** (optional).

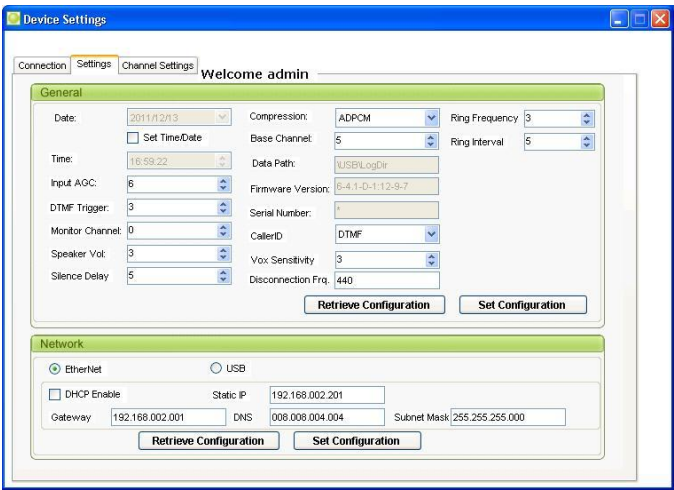
Click  button, to establish the connection.

▼ **To configure Settings**

On the **VoxCaptvs Device Setting** page; select second page.

The following window is displayed.

FIGURE 108: CUSTOMER DATA UPLOAD



Click **Retrieve Configuration** to retrieve settings configured in the VoxCaptvs.

For field description; refer the table below.

TABLE 50: PRODUCT REGISTRATION DETAILS

Field	Description
Date	Displays the date configured in VoxCaptvs voice logger. To change the date, click the drop down list and specify the date.
Time	Displays the time configured in VoxCaptvs voice logger. To change the time, click mouse button in HH, MM, SS section respectively and use the UP and Down button to make the changes.

Field	Description
Input ACG	Increase or decrease the Automatic Gain Control value by clicking the corresponding UP and Down button respectively.
DTMF Trigger	<p>This parameter is used to control the Caller ID detection. In some networks, the amplitude of the DTMF signal is very low. By reducing the DTMF Trigger to a lower value, you will be able to detect very low DTMF signals.</p> <p><u>NOTE:</u> The disadvantage of leaving this at a lower level all time is that at lower levels, there is a chance that noise signals may get detected as DTMF tone.</p>
Monitor Channel	Mention the channel number that is to be live monitored. When a call lands of the specified channel, the call will be recorded and played back in real time via the VoxCaptvs voice logger speakers.
Speaker Vol.	Increase or decrease the VoxCaptvs speaker volume by clicking the corresponding UP and Down button respectively.
Silence Delay	This parameter is used in Silence mode detection. The defined parameter value indicates the number of second's voice logger has to wait, after the energy level has gone below Vox sensitivity level to end the call.
Compression	Select a compression type in which the recorded files are to be stored.
Base Channel	Set the base channel number for the VoxCaptvs voice logger. Base channel number will be used for identifying different devices when connected to the VoxCaptvs application.
Data Path	Displays the folder path, where the VoxCaptvs data is being saved.
Firmware Version	Displays the firmware version of VoxCaptvs voice logger.
Serial Number	Displays the voice logger device serial number

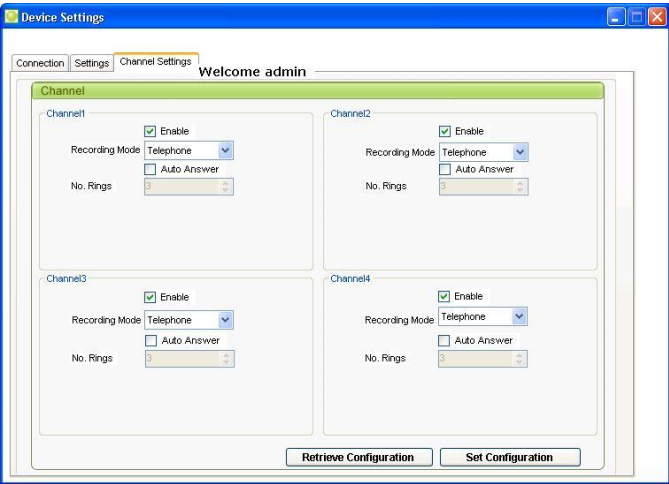
Field	Description
Caller ID	Select the proper Caller ID from the drop-down list depending on line type.
Vox Sensitivity	This option is used to balance the threshold of voice signal. The vox sensitivity can be increased to detect a weak signal.
Disconnection Freq.	If the frequency level of a call is below the level of given frequency level in this field; the call is automatically disconnected.
Ring Frequency	This option helps you to set the number of rings in a particular interval.
Ring Interval	This option helps you to set the gap between two rings
Ethernet	Check the option button to access the voice logger device via Ethernet. If Ethernet option is not selected, then the USB interface will be enabled.
USB	Check the option button to Enable USB access to the voice logging device. If USB option is selected, then all network parameters will get inactive.
DHCP Enable	Check the corresponding box to enable dynamic IP for Ethernet interface. If DHCP enable is selected, then the Static IP, Gateway, DNS and Subnet Mask fields will become inactive.
Static IP	Enter the Static IP for the voice logger. Configured IP will be used for connecting to the network, when DHCP is disabled.
Gateway	Enter the Gateway IP to be configured address for the voice logger.
DNS	Enter the DNS to be configured for the voice logger.
Subnet Mask	Enter the Subnet Mask to be configured for the voice logger.

▼ To configure Channel Settings

On the **VoxCaptvs Device Setting** page; select third page.

The following window is displayed.

FIGURE 109: CUSTOMER DATA UPLOAD



Click **Retrieve Configuration** to retrieve settings configured in the VoxCaptvs.

For field description; refer the table below.

TABLE 2: PRODUCT REGISTRATION DETAILS

Field	Description
Channel Enable	Check the box corresponding to a Channel number to enable recording of voice line connected to that channel number port in the voice logger.
Recording Mode	Select the type of voice line connected to the channel number from the corresponding drop down list.
Auto Answer	Once you select the Auto Answer checkbox the call is automatically answered after two rings. This option is applicable only for trunk lines.

Click **Set Configuration** to save the settings.

Managing Zone & Branch Settings

The Zone & Branch Settings help to assign and locate an operation center with its geographical base. Here zone can be set based on poles or regions as you wish. You can add any number of branches. This option will be available only to the applications with Embedded Logger license.

Modifying the Zone & Branch Settings

This option is used for configuring the general features of the Zone & Branch Settings.

▼ To configure Zone & Branch Settings

On the **Management Console** window, double-click **Zone & Branch Settings**.

The **Zone & Branch Settings** window is displayed.

FIGURE 110: CUSTOMER DATA UPLOAD

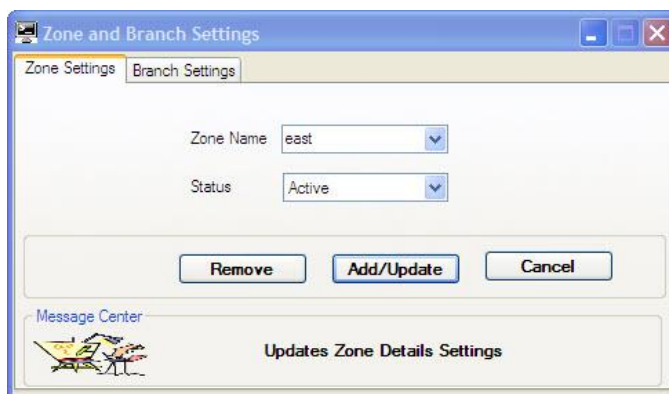


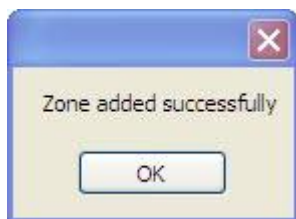
TABLE 51: IVR SETTINGS

Field	Description
Zone Name	Enter correct zonal name
Status	Select the appropriate status from the drop-down list
Remove	To remove a Zone/Branch; select the appropriate zone/branch from the drop-down list and click Remove

Enter the zone name and click **Add/Update**.

A pop-up window is displayed.

FIGURE 111: CUSTOMER DATA UPLOAD – CREATE MAP



On the **Zone & Branch Settings** page, select **Branch Settings** page.

The following window is displayed.

FIGURE 112: CUSTOMER DATA UPLOAD – CREATE MAP

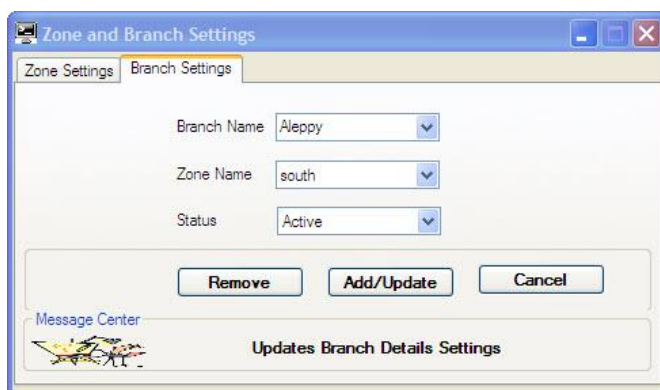


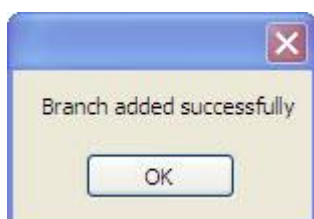
TABLE 52: IVR SETTINGS

Field	Description
Branch Name	Enter correct branch name
Zone Name	Enter the corresponding zonal name
Status	Select the appropriate status from the drop-down list
Remove	To remove a Zone/Branch; select the appropriate zone/branch from the drop-down list and click Remove

Enter the branch name and corresponding zone name and click **Add/Update**.

A pop-up window is displayed.

FIGURE 113: CUSTOMER DATA UPLOAD – CREATE MAP



Managing VoxCaptvs Interface Settings

The VoxCaptvs Interface Settings helps to configure VoxCaptvs Interface settings involved in Management Console. This option involves General Settings, Scheduled File Archive Settings, and File Converter Settings.

Modifying the VoxCaptvs Interface Settings

This option is used for configuring the features of the VoxCaptvs Interface Settings such as General Settings, Scheduled File Archive Settings, and File Converter Settings.

▼ To configure General Settings

On the **Management Console** window, double-click **VoxCaptvs Interface Settings**.

The following window is displayed.

FIGURE 114: CUSTOMER DATA UPLOAD

For filed description; refer the table below.

TABLE 53: IVR SETTINGS

Field	Description
Connection Mode	Select the appropriate connection mode from the drop-down list
Serial No.	Enter the serial number of the voice logger device
Branch Name	Enter the branch name

Field	Description
Device IP	Enter the IP of the voice logger device
Port	Enter the port
Connection Status	Select the appropriate connection status from the drop-down list
Channel Index	Enter the channel index
Archive Interval	Select the appropriate archiving interval

Click **Add/Update**

The following confirmation pop-up window is displayed.

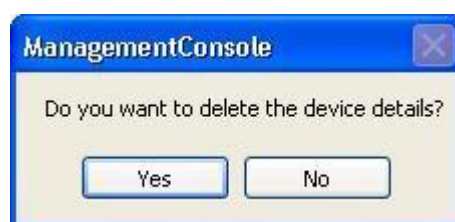
FIGURE 115: CUSTOMER DATA UPLOAD



To remove an item from the **General Settings**, select the item and click **Remove**.

The following confirmation window is displayed.

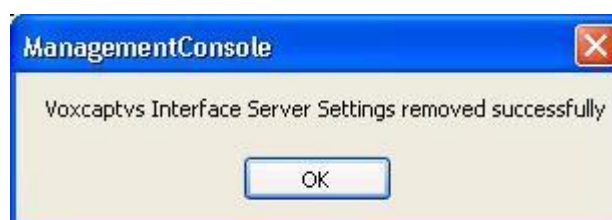
FIGURE 116: CUSTOMER DATA UPLOAD



Select **Yes**

The following window is displayed

FIGURE 117: CUSTOMER DATA UPLOAD

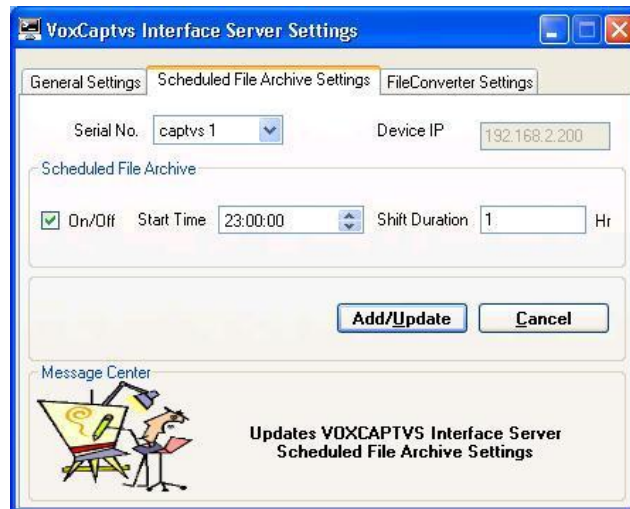


▼ To configure Scheduled File Archive Settings

Select second page from **VoxCaptvs Interface Settings**.

The following window is displayed.

FIGURE 118: CUSTOMER DATA UPLOAD



For field description; refer the table below.

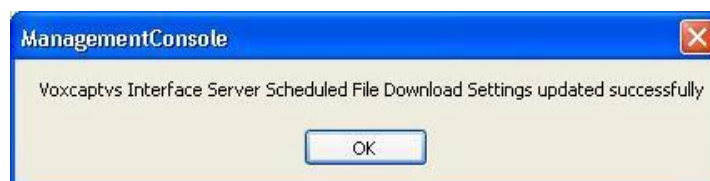
TABLE 54: IVR SETTINGS

Field	Description
Serial No.	Enter the serial number of the voice logger device
Device IP	Enter the IP of the voice logger device
Start Time	Enter the start time in <i>HH:MM:SS</i> format
Shift Duration	Enter the Shift Duration
On/Off	Select the Radio button to activate the Scheduled File Archive

Click **Add/Update**

The following confirmation pop-up window is displayed.

FIGURE 119: CUSTOMER DATA UPLOAD

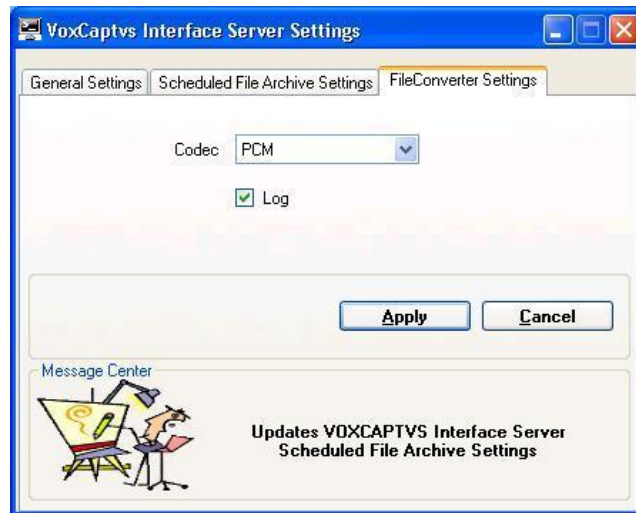


▼ To configure File Converter Settings

Select third page from **VoxCaptvs Interface Settings**.

The following window is displayed.

FIGURE 120: CUSTOMER DATA UPLOAD



Select the Codec from the drop-down list.

Select the **Log**

Click **Apply**

The following confirmation pop-up window is displayed.

FIGURE 121: CUSTOMER DATA UPLOAD



Managing Siemens Settings

The Siemens Settings help to configure extensions to the Siemens Setting licensed channels. This option is enabled only to the applications with Siemens Settings license. You can add the number of licensed channels and allocate corresponding extensions for them.

Modifying the Siemens Settings

This option is used for configuring extensions to the licensed channels.

▼ To configure Siemens General Settings

On the **Management Console** window, double-click **Siemens Settings**.

The **Siemens Settings** window is displayed.

FIGURE 122: CUSTOMER DATA UPLOAD

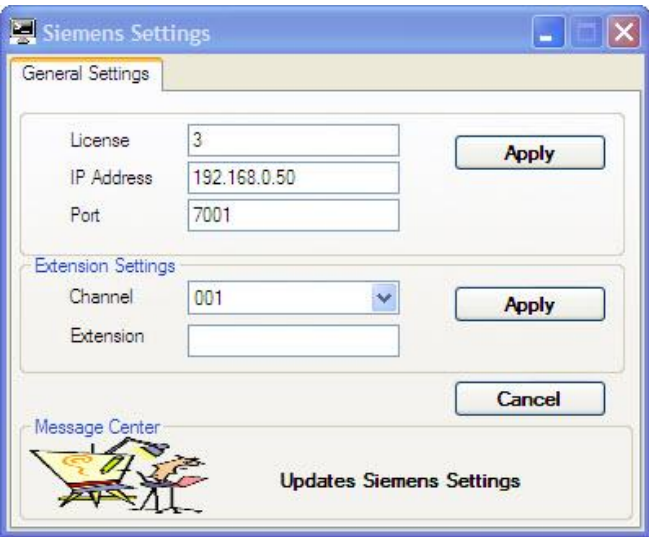


TABLE 55: SIEMENS SETTINGS

Field	Description
License	Enter the number of channels licensed to have Siemens settings
IP Address	Enter the IP Address, by default IP Address of the system, where the application is installed, is displayed.
Port	Enter the Port, by default Port of the system, where the application is installed, is displayed.
Channel	Channels as per the number of licensed channels given in License field are displayed in drop-down list
Extension	Enter the corresponding extensions to each channel.

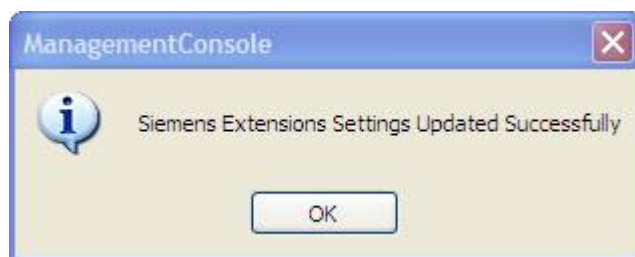
Enter the number of licensed channels to enable Siemens settings to them.

Enter the correct **IP Address** and **Port**

Click **Apply**.

The following pop-up window is displayed.

FIGURE 123: CUSTOMER DATA UPLOAD



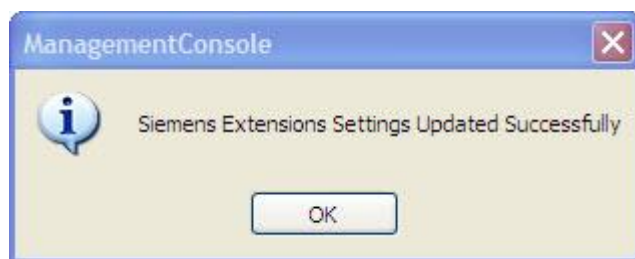
▼ To configure Siemens Extension Settings

On the **Siemens Settings** window, select a channel from the drop-down list and enter its corresponding extension.

Click **Apply**

The following pop-up window is displayed.

FIGURE 124: CUSTOMER DATA UPLOAD



Managing PanasonicTAPI Settings

The PanasonicTAPI Settings help to configure extensions to the PanasonicTAPI licensed channels. This option is enabled only to the applications with PanasonicTAPI Settings license. You can add the number of licensed channels and allocate corresponding extensions for them.

Modifying the PanasonicTAPI Settings

This option is used for configuring extensions to the licensed channels.

▼ To configure PanasonicTAPI Settings

On the **Management Console** window, double-click **PanasonicTAPI Settings**.

The **PanasonicTAPI Settings** window is displayed.

FIGURE 125: CUSTOMER DATA UPLOAD

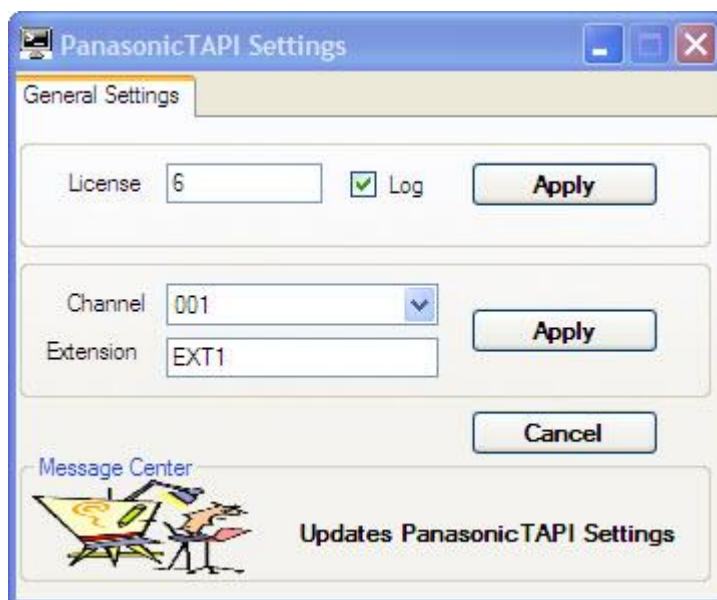


TABLE 56: PANASONICTAPI SETTINGS

Field	Description
License	Enter the number of channels licensed to have PanasonicTAPI settings
Log	Selecting Log option allows you to get the log details of the corresponding channels.
Channel	Channels as per the number of licensed channels given in License field are displayed in drop-down list
Extension	Enter the corresponding extensions to each channel.

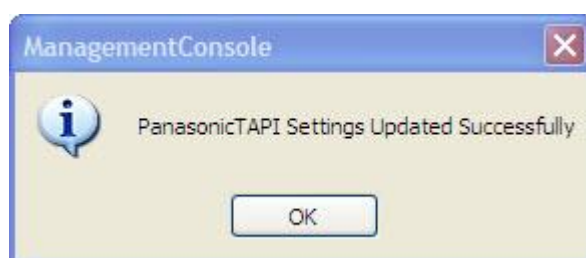
Enter the number of licensed channels to enable **PanasonicTAPI settings** to them.

Select the **Log radio button** to activate Log services.

Click **Apply**.

The following pop-up window is displayed.

FIGURE 126: CUSTOMER DATA UPLOAD



Managing Backup & Restore Settings

The Backup & Restore Settings allows users to create backup. This helps you to copy and preserve data which may be used to restore the original after a data loss event. The list of backup items depends upon the licenses received. This option allows you to manage **Auto Backup**, **Instant Backup**, **Restore**, **Database Backup** settings.

Configuring Auto Backup Settings

These options are used for configuring backup and restore settings. This option allows you to manage **Auto Backup Settings**.

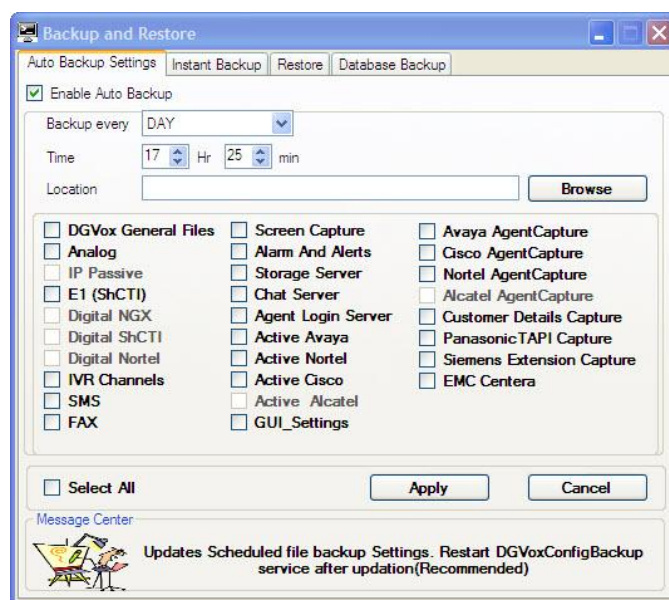
▼ To configure Auto Backup Settings

On the **Management Console** window, double-click **Backup & restore Settings**.

The **Backup & restore Settings** window is displayed.

Select the first page, **Auto Backup** section is displayed.

FIGURE 127: CUSTOMER DATA UPLOAD



Select **Enable Auto Backup**, the options get enabled.

Refer the table for filed entry.

TABLE 57: PANASONICTAPI SETTINGS

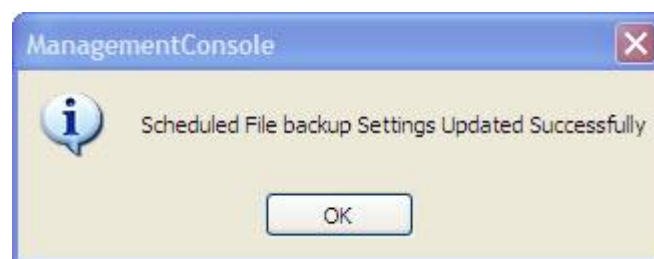
Field	Description
Backup every	Select the mode of backup periodicity. The system has three options- Day, Week and Month respectively.
On	This option is enabled when you select Week or Month at Backup every . This option helps you to set the date (while you select month) or day (while you select week) on which the backup should start.
Time	Select the backup time hour and minutes
Location	Click browse and locate the folder or space where the backup data need to be saved
Select All	Selecting this option allows you to select all the listed features for backup

Enter the appropriate details

Click **Apply**.

The following pop-up window is displayed.

FIGURE 128: CUSTOMER DATA UPLOAD



Configuring Instant Backup Settings

These options are used for configuring backup and restore settings.

This option allows you to manage **Auto Backup Settings**.

▼ To configure Instant Backup

On the **Management Console** window, double-click **Backup & restore Settings**.

The **Backup & restore Settings** window is displayed.

Select second page, **Instant Backup** section is displayed.

FIGURE 129: CUSTOMER DATA UPLOAD

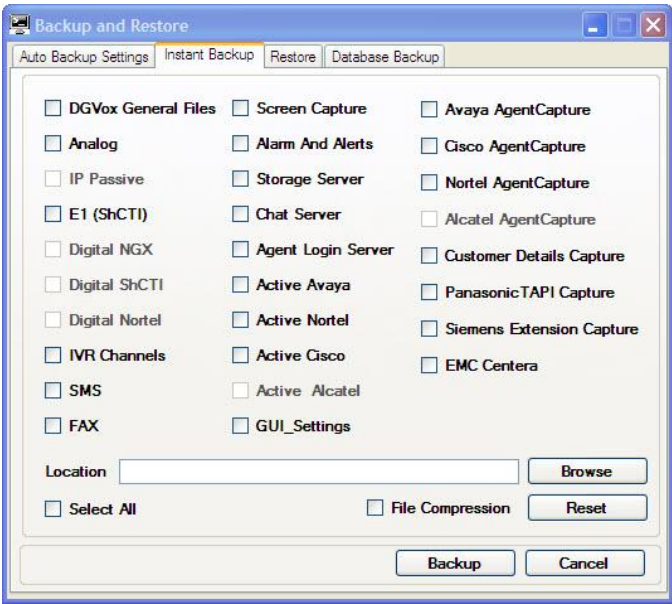


TABLE 58: PANASONICTAPI SETTINGS

Field	Description
Location	Click browse and locate the folder or space where the backup data need to be saved
Select All	Selecting this option allows you to select all the listed features for backup
File Compression	Tick the checkbox to zip the data files

Enter the appropriate details

Click **Backup**.

The following pop-up window is displayed.

FIGURE 130: CUSTOMER DATA UPLOAD



Configuring Restore Settings

This option allows you to manage Restore Settings. Restore helps to roll back system files, registry keys, installed programs etc. to a previous state in the event of system failure.

▼ To configure Restore

On the **Management Console** window, double-click **Backup & restore Settings**.

The **Backup & restore Settings** window is displayed.

Select third page, **Restore** section is displayed.

FIGURE 131: CUSTOMER DATA UPLOAD

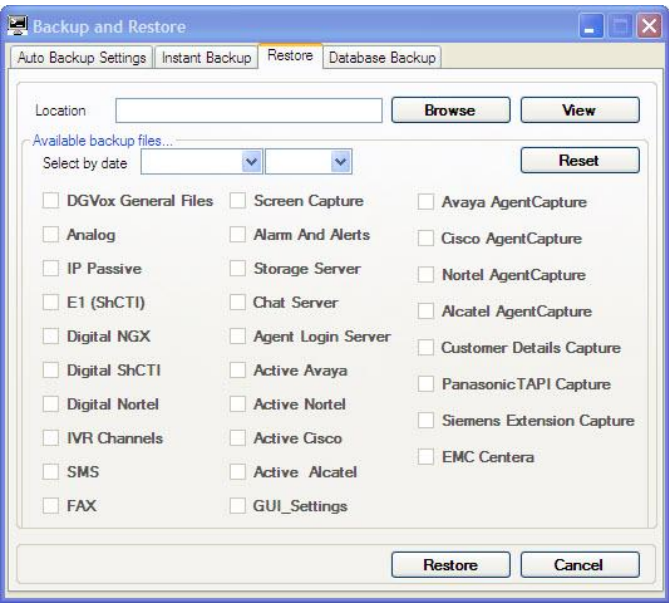


TABLE 59: PANASONICTAPI SETTINGS

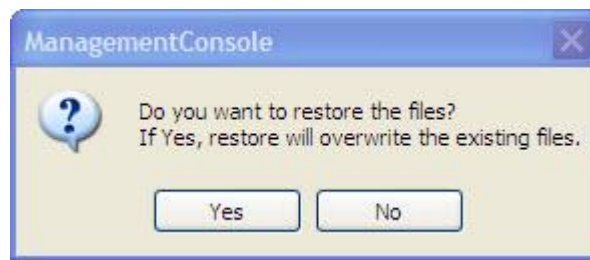
Field	Description
Location	Click browse and locate the folder or space where the backup data is located
View	Selecting this option helps to view the backed up data date and details in Select by date drop-down list
Select by date	Select the desired date and time of back up and time
Reset	To reset the date

Enter the appropriate details

Click **Restore**.

The following pop-up window is displayed.

FIGURE 132: CUSTOMER DATA UPLOAD



Select **yes** to restore the files.

The restoring process will start and the following pop-up window is displayed.

FIGURE 133: CUSTOMER DATA UPLOAD



Configuring Database Backup

This option allows you to manage Database Backup. Database Backup helps you to backup the database files and details.

▼ To configure Database Backup

On the **Management Console** window, double-click **Backup & restore Settings**.

The **Backup & restore Settings** window is displayed.

Select fourth page, **Database Backup** section is displayed.

FIGURE 134: CUSTOMER DATA UPLOAD

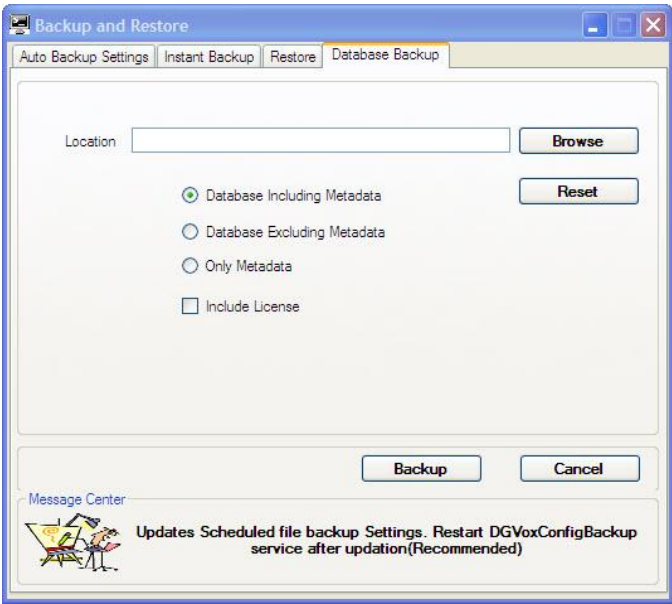


TABLE 60: PANASONICTAPI SETTINGS

Field	Description
Location	Click browse and locate the folder or space where the backup data need to be saved
Database including Metadata	Tick this radio button to include database along with metadata
Database excluding Metadata	Tick this radio button to exclude database along with metadata
Only Metadata	Tick this radio button to collect only metadata
Include License	Tick this radio button to include license details along with database

Enter the appropriate details

Click **Backup**.

The following pop-up window is displayed.

FIGURE 135: CUSTOMER DATA UPLOAD



Managing Agent Login Server Settings

The Agent Login Server Settings allows you to create login details for agents. This helps you allot Server IP and Port to the Agent Login Server.

Configuring Agent Login Server Settings

This option allows you to manage **Server Settings** and **Agent List**.

▼ To configure Server Settings

On the **Management Console** window, double-click **Agent Login Server Settings**.

The **Agent Login Server Settings** window is displayed.

Select the first page, **Server Settings** section is displayed.

FIGURE 136: CUSTOMER DATA UPLOAD

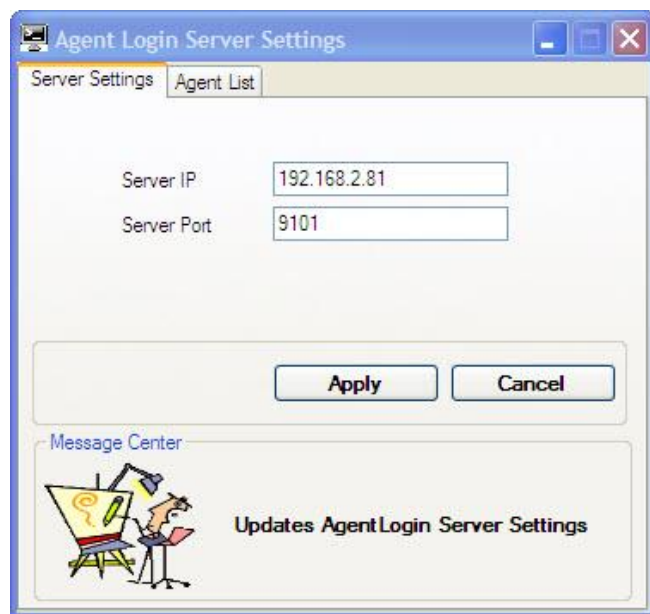


TABLE 61: PANASONICTAPI SETTINGS

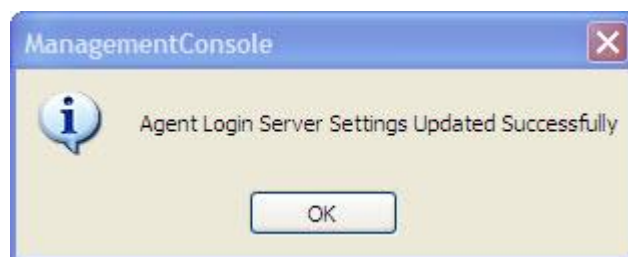
Field	Description
Server IP	Enter the IP address of the server; by default the server ID of the application installed system is displayed.
Server Port	Enter the server port; by default the server port of the application installed system is displayed.

Enter the appropriate details

Click **Apply**.

The following pop-up window is displayed.

FIGURE 137: CUSTOMER DATA UPLOAD



▼ To add/update Agent List

On the **Management Console** window, double-click **Agent Login Server Settings**.

The **Agent Login Server Settings** window is displayed.

Select the second page, **Agent List** section is displayed.

FIGURE 138: CUSTOMER DATA UPLOAD



TABLE 62: PANASONICTAPI SETTINGS

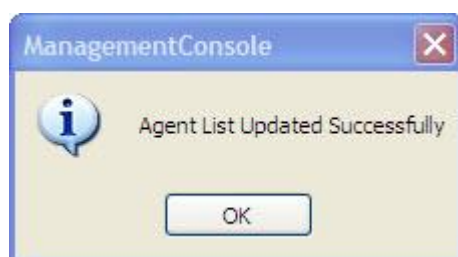
Field	Description
Agent ID	Add or update the Agent ID
Password	Enter the corresponding password

Enter the appropriate details

Click **Add/Update**.

The following pop-up window is displayed.

FIGURE 139: CUSTOMER DATA UPLOAD



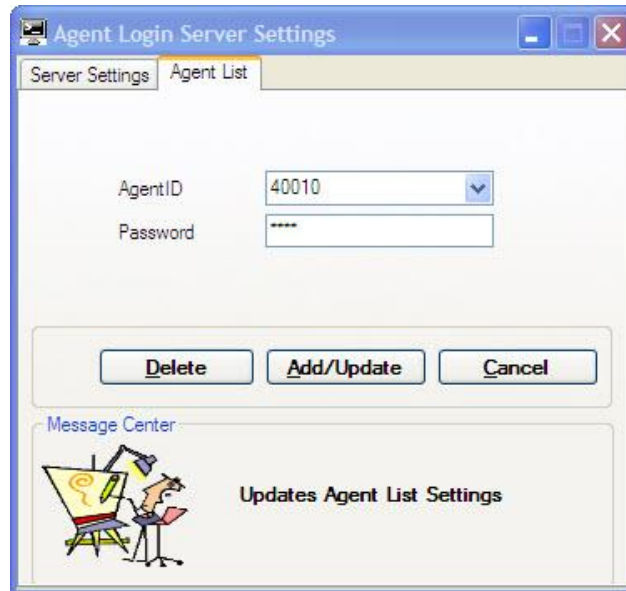
▼ To delete an Agent

On the **Management Console** window, double-click **Agent Login Server Settings**.

The **Agent Login Server Settings** window is displayed.

Select the second page, **Agent List** section is displayed.

FIGURE 140: CUSTOMER DATA UPLOAD

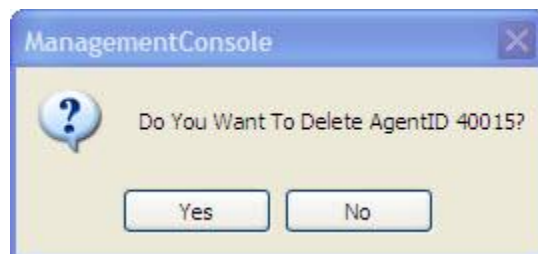


Select the **Agent ID** from the drop-down list

Click **Delete**.

The following pop-up window is displayed.

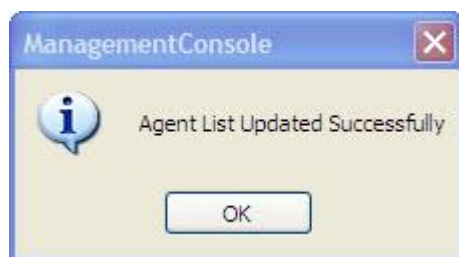
FIGURE 141: CUSTOMER DATA UPLOAD



Select **Yes**.

The following pop-up window is displayed.

FIGURE 142: CUSTOMER DATA UPLOAD



Managing Redundancy Monitor Settings

Redundancy Monitor Settings helps you to save the voice files without interruption, if incase the active voice logger device undergoes technical error, by connecting to the secondary device. By doing these settings you can make sure that the call recordings are done interruption-free.

Configuring Redundancy Monitor Settings

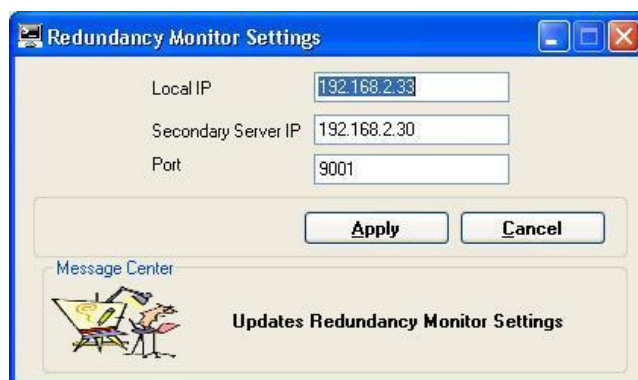
This option allows you to configure Redundancy Monitor Settings.

▼ To configure Redundancy Monitor Settings

On the **Management Console** window, double-click **Redundancy Monitor Settings**.

The **Redundancy Monitor Settings** window is displayed.

FIGURE 143: CUSTOMER DATA UPLOAD



Enter the appropriate **Local IP** address and **Secondary Server IP**

Enter **Port**

Click **Apply**.

The following confirmation pop-up window is displayed.

FIGURE 134: CUSTOMER DATA UPLOAD



Managing AudioMask Server Settings

AudioMask Server option is used to mask a particular portion of an audio file. By masking a portion of audio where sensitive information is located, you can protect the information from leaking.

Configuring Redundancy Monitor Settings

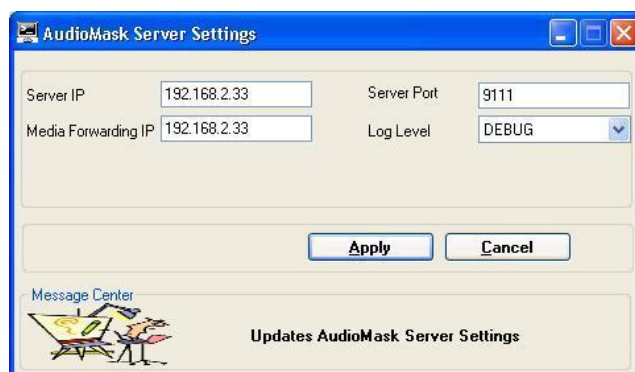
This option allows you to configure AudioMask Server Settings.

▼ To configure Redundancy Monitor Settings

On the **Management Console** window, double-click **AudioMask Server Settings**.

The **AudioMask Server Settings** window is displayed.

FIGURE 135: CUSTOMER DATA UPLOAD



Enter the appropriate **Server IP** address and **Server Port**

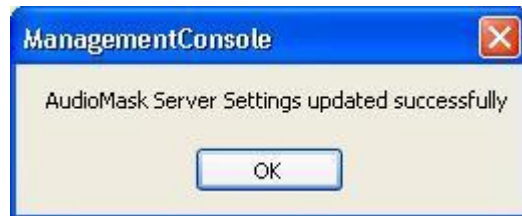
Enter **Media Forwarding IP**.

Select the Log Level from the drop-down list. Here you have **DEBUG, FATAL ERROR, GENERAL ERROR, INFORMATION** and **WARNING**

Click **Apply**.

The following confirmation pop-up window is displayed.

FIGURE 136: CUSTOMER DATA UPLOAD



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