

Com1 USB Analog Voice Logger Overview



- a. **OS Support:** Com1 Voice logger software currently supports WIN98/2000/XP/2003/Vista/Win7
- b. **Multi-channel recording:** One computer can connect 1 USB recording box (16 channels at most).
- c. **Data management:** Recording system can print out statistics and analysis for all incoming & outgoing call data. Default Storage voice format is .wav which can be downloaded as .wav or .mp3
- d. **Digital recording:** Recording system use .wav for recording and has inbuilt compatible player to play the files. You can store 175 Hrs for every GB and gets stored in the path C:\TMNData\YYYYMMDD in which the recording drive can be changed.
- e. **Automatic recording:** Audio control(A), voltage control(V) and key control(K) are available .All Incoming & Outgoing calls can be recorded automatically.
- f. **Caller ID:** Com1 Voice Logger shows and records on both "DTMF"and "FSK" mode .
- g. **Client management:** You can save and modify customer contact information in server. You can Pop up client information through local computer and network automatically based on CLI.

- h. **Quick search:** Recording can be searched and printed quickly according to channel number, call date and company name. Selected Voice Files can be played using in-built Player.
- i. **Live Call Monitor:** Any live channel can be monitored in real time through local computer and network.
- j. **Safe and reliable:** Password management and classified customer right make recording data safer and more reliable. Any recording won't be missed.
- k. **Time setting:** Set starting and stopping record time as you wish during 24 hours.

Connectivity



Tapping of telephone lines have to done in parallel anywhere in the cable that the line needs to be tapped. The line can be either a direct analog line provided by any service provider or an extension connected to EPABX. The schematic connectivity is explained as above.

Note: We cannot use Com1 Analog Voice Logger for any Digital Extension of an EPABX / Proprietary centrex lines provided by some service providers.

Software Installation

Step 1: Unpack the Com1 Voice Logger. You will find Com1 Voice Logger and an USB cable.

Step 2: Download the latest software from <http://com1pbx.com> or <http://download.trust.co.in>.

Step 3: Install the software in your PC.

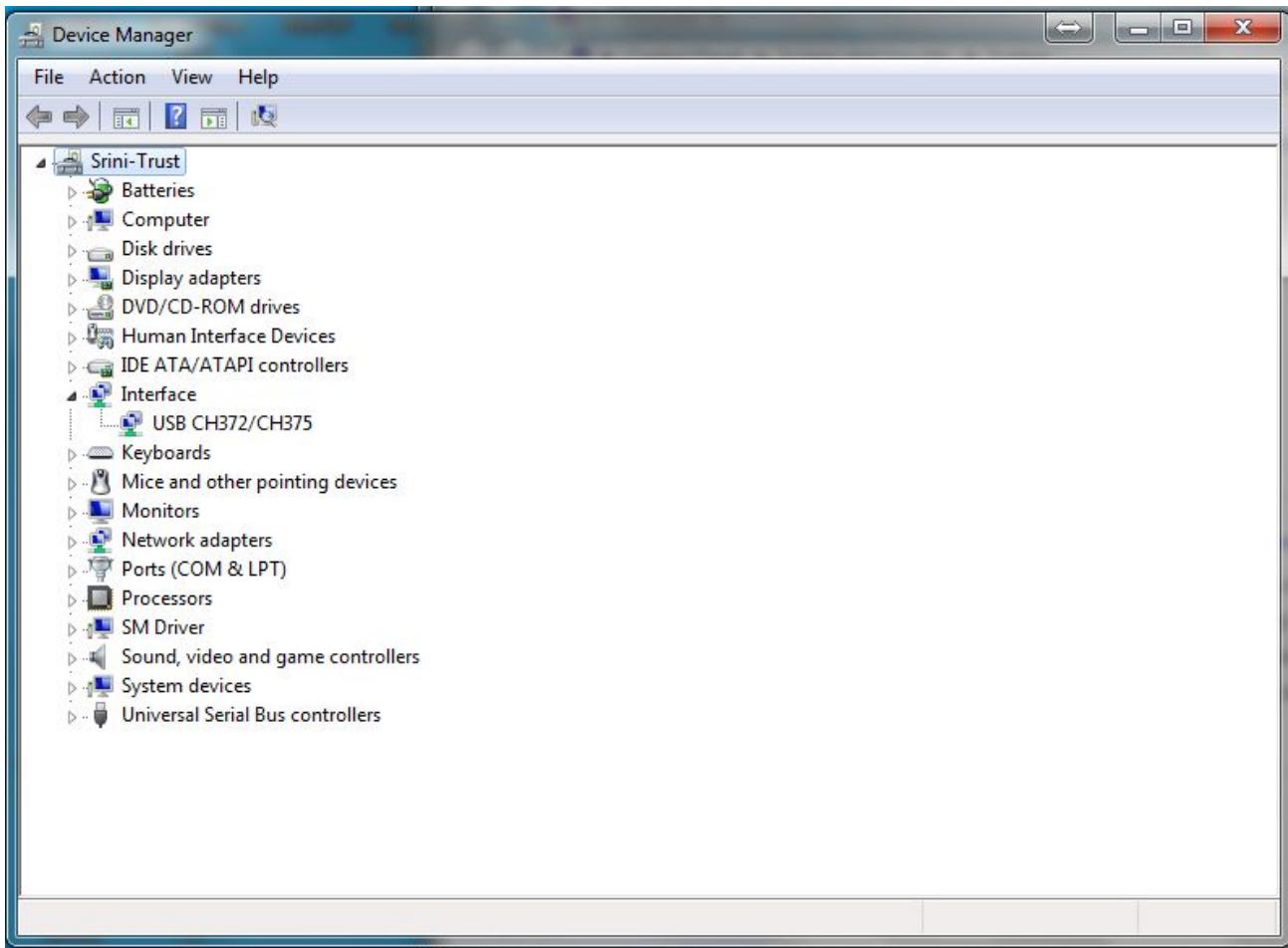
Step 4: Connect the Com1 Voice Logger to your PC using the USB cable.

Step 5: Com1 Voice Logger gets sensed under Interface in the Device Manager.

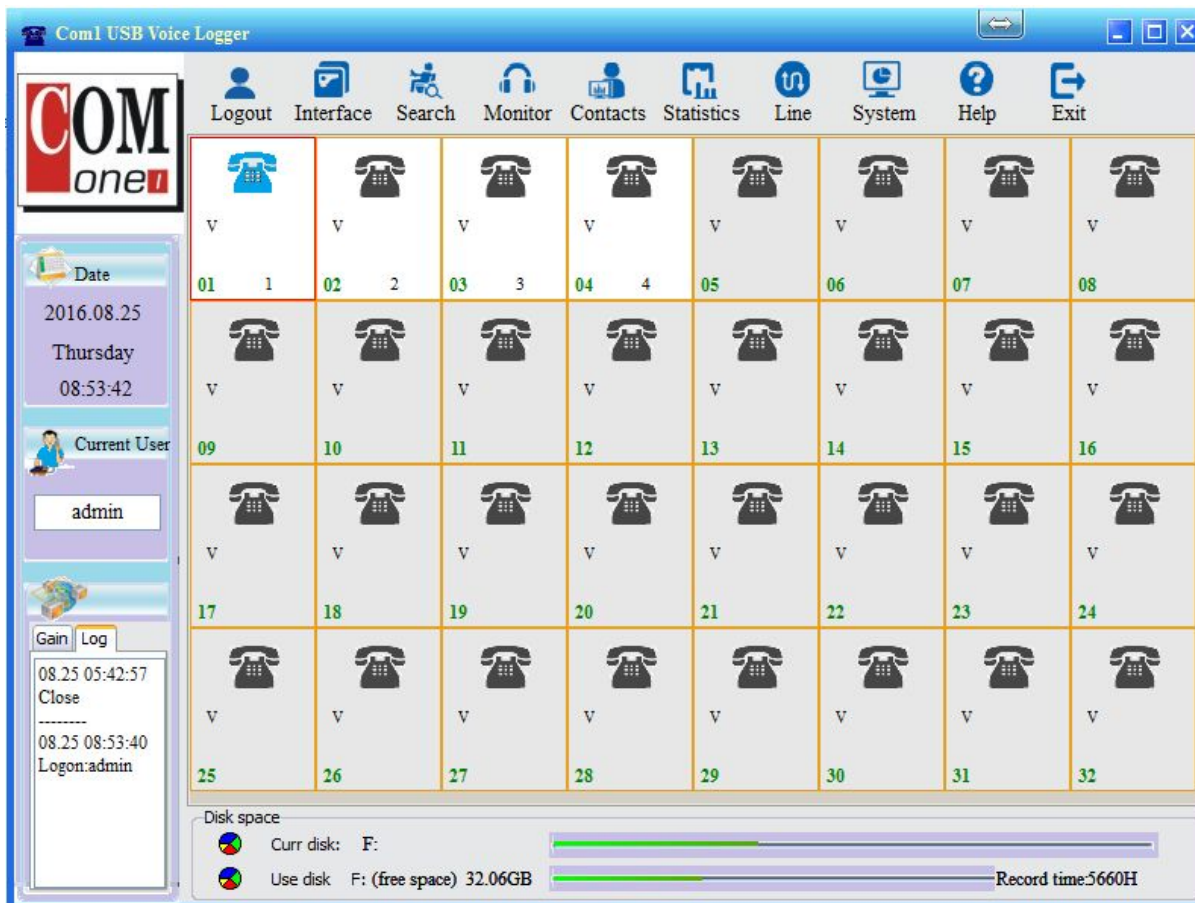
Step 6: The appropriate Drivers are available under C:\Program Files\Com1VoiceLogger.

Step 7: Post driver installation we strongly recommend a restart of your PC

Step 8: Connect the telephone lines as explained in the previous section and you are ready to go

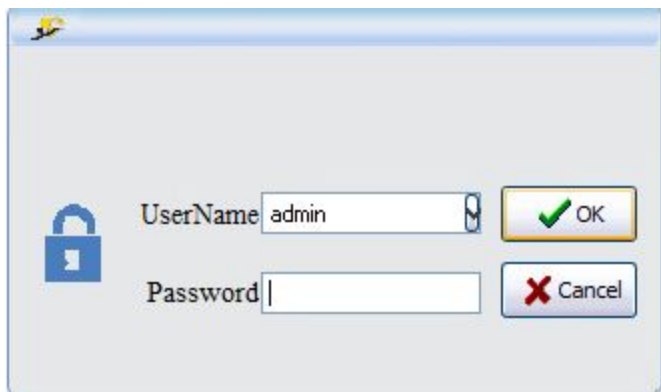


Software



- * Top of the screen gives various menu options for Com1 Voice Logger
- * Left side indicates the date time as well as current user and recorded log activities of today.
- * Bottom of the screen indicates the drive that is selected to record the voice files. Drive can be selected under **System**.
- * The default directory is Drive:\TMNData\YYYYMMDD
- * This software is common for all our models starting from 2 Ports to 32 Ports.
- * Based on the model connected, the number of ports will turn whiter than the rest.
- * Telephone Icon will turn Blue if a line is connected and the status is Idle.
- * Telephone Icon will turn Orange if the channel is In-Use.
- * Pls note that the software will start while booting of the machine automatically and will record all the calls.
- * You cannot close the software unless you log-in and use exit option thus ensures that no unauthorised closure.

Log On:



Default Password is Blank / admin. After Login the other menus will appear based on your approved authentication.



Logout : This section will logout the current user but the software will be running in the background and record calls.

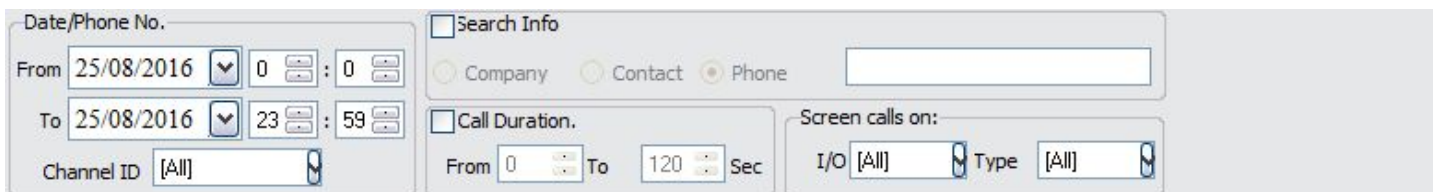
Exit : Will close the software and no recording will happen till the software is restarted or system is rebooted.

Interface : This gives an indication of the current channel status if the channel is active (Status : **Record**), the last recorded call status (Status : **Wait**) and no line is connected (Status : **Off**).

Ch.	Channel ID.	State	Mode	I/O	Incoming No.	Dial No.	Start Time	Period
1	1	Record	V	O:		09884019019	2016.08.25 09:35:28	00:00:15
2	2	Off	V					00:00:00
3	3	Off	V					00:00:00
4	4	Off	V					00:00:00

Search : The most important and purpose of the software is this menu. You will be able to search and get data, export data based on few input parameters as well as play and hear the selected file. This menu is split into 4 areas.

GYUFVX UFYU various option of search which can be alone or combo of many in search param.



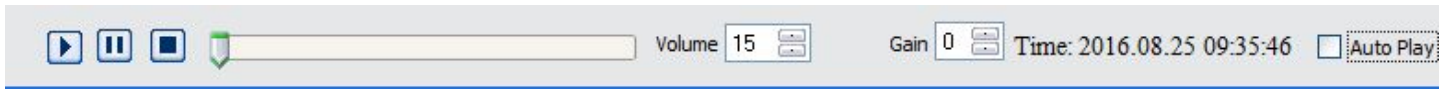
5WjI 1m 5fYU. After selecting various options, Press **Load Data** to display the details matching your request. **Export** will export the voice files either in .wav or .mp3 format. You can use **Add Note** to put some notes against every call to enable easy search in later date. **Del** will delete the selected voice file after confirmation. **Imp** will mark a call as important that can be used to sort all important tagged calls later. **Print Out** will export the loaded data to a printer for a hard copy while **XL Data** will export data to an excel file. **Exit** will exit this menu and go back to main menu



8UHJ 5fYU. Based on the selected param under GYUFWX 5fYU the data will get displayed under this area for any activity you choose under 5WjI 1m 5fYU. By clicking on the line, will start playing the selected voice file and if Auto Play option is enabled in the player then it will play all the files after the selected row

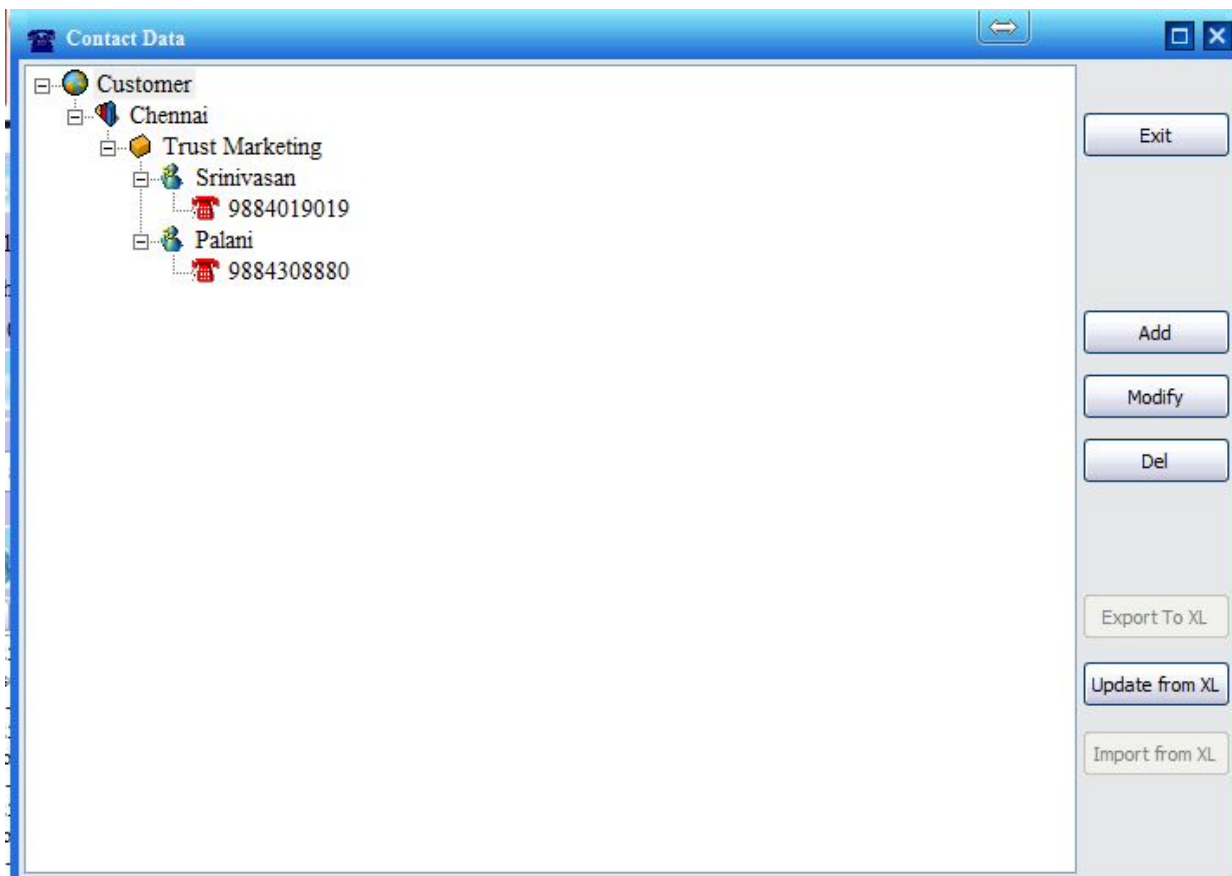
channel ID.	Phone No.	Contact	I/O	Off	Imp.	Time	Duration	Note
1	09884019019		Out		Y	2016.08.25 09:35:28	00:00:18	Note Added

DUmYf 5fYU. This area will play any file selected and clicked in the 8UHJ 5fYU. Auto Play option is enabled in the player then it will play all the files after the selected row.



Monitor : By selecting this option after choosing the channel, the admin can overhear the live conversation happening on that channel.

Contacts : One of the most powerful features of Com1 Voice Logger is the ability to Map the calls by contacts. You can ADD, Modify & Delete or Export, Import & Update From an Excel sheet.



Statistics : You can have various analysis of your calling pattern using this option, under this section. This is more similar to our search area but gives reports in consolidated format.

The screenshot shows the 'Statistics' window with the following details:

- Buttons: Statistics analyze, Missed Calls, Operation log, Exit
- Filters: Channel ID [All], Date From 18/08/2016, To 25/08/2016, I/O [All], Type [All]
- Search by (fuzzy inquire):
 - Contacts
 - Receiver
 - Phone No. []
- Conversation Times:
 - Conversation Times
 - From 0 To 120 Sec
 - Buttons: Load, Print, XL Export
- Data Table:

Channel ID	I/O	Total calls	Total Time	Average Time
	In	3	00:00:20	00:00:06
	Out	5	00:03:04	00:00:36
1	In	3	00:00:20	00:00:06
1	Out	5	00:03:04	00:00:36

Statistic analyze : It's the statistic of recording history, it can combine the statistic condition of Channel ID Date I/O type caller information duration time for searching. After setting the condition combination, click Load , the recording system shows the statistic list. In the list there are Channel ID I/O total calls total time Average time information. Click Print , it print the statistic file. Click XL Export it export statistic file by EXCEL.

The other option gives an Insight into the log file as well as Missed Calls.

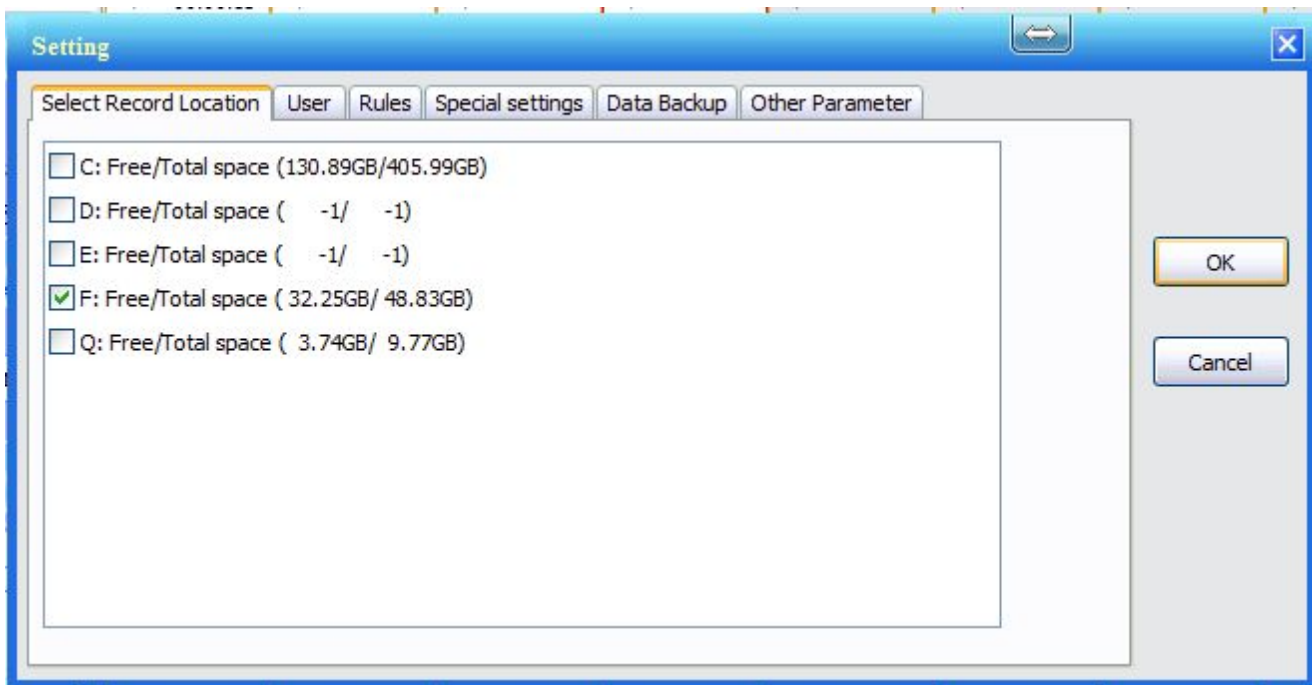
Line : This section helps you to set the various recording param including the timing of recording for various channels, call types such as Incoming / Outgoing / Both.

The screenshot shows the 'Channel' configuration window with the following details:

- Channel NO. list: 1, 2, 3, 4 (1 is selected)
- Channel ID: 1
- Mute dB: 40
- Sound dB: 2
- Recording Mode:
 - Vlt
 - Audio
 - Key
 - ??
- Prefix: In [], Out []
- Record selection:
 - All
 - In
 - Out
 - No
- Record Time:
 - 1: From 0 : 0 To 23 : 59
 - 2: From 0 : 0 To 0 : 0
 - 3: From 0 : 0 To 0 : 0
- Buttons: OK, Cancel, Apply to All

1. Channel ID it's the number of local telephone. This blank should be filled in correctly. If the Line ID is null, the recording system can't work.
2. Recording mode there are Voltage control Audio control and Key control modes. For Voltage control is the default recording mode, it can shows the dialing out and incoming call numbers. For Audio control and Key control modes. It can't show caller ID both dialing out and incoming. Tick the mode you want for selection. Key control method: pressing ** key means record this call. pressing ## key means do not record this call. For WAV software,If you need Audio Control . Please do one more step except ticking. Please change the value of CARD_CFG.TXT in server folder. Set the VOICECONTROL=1 (0 is the voltage control)
3. Prefix some telephone numbers have the same prefix. For example, the exchange telephone display a number 9 before all caller number. So, set 9 as the Prefix number. The recording system can record the correct telephone number without 9 at the first number. The rule is the same of In prefix and out prefix.
4. record selection Four choices, they are all record both incoming and dialing out calls. In record incoming call only. Out record dialing out call only. No do not record.
5. Record time default recording time is whole day. The first record time is a must-select item. You can modify the recording time as you want.
6. Mute dB is the environment sound setting. When it's the Audio Control the system should know how many dB is the Mute value. So, the higher value, the louder voice is needed for starting the recording system. The best value depend on different recording environment. When it's the Voltage Control this value should larger than the current noise value(showed on the right of Mute value, changing all the time).otherwise, it cause error on on hook and off hook detecting. The value also have some relation with RING_THRESHOLD parameter in CARD_CFG.TXT of Server folder.
7. Apply to All apply the setting of current line to all channels directly. For example: if all channels need the Audio Control mode, just set at one line. Then click Apply to all , so that, all channels use the Audio Control mode.

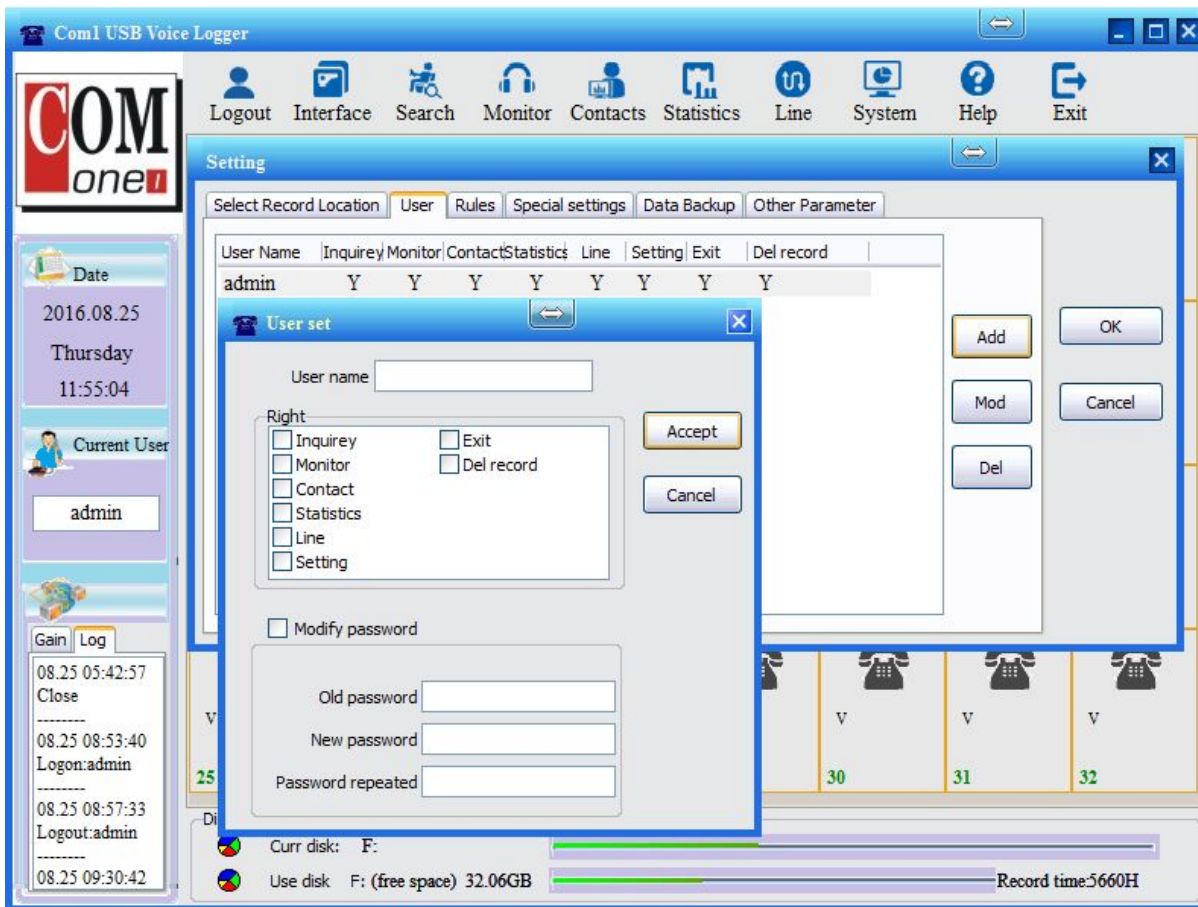
System:



User can select recording storage drive, such as logical drive, network image drive, etc. user don't need to select all drives. The selection can depend on storage space and recording time. 1G space can storage 175 hour recording files.(5.71M per hour).

(1) Atleast one location for recording files storage should be selected. If no location was selected, recording is unavailable for all channels.

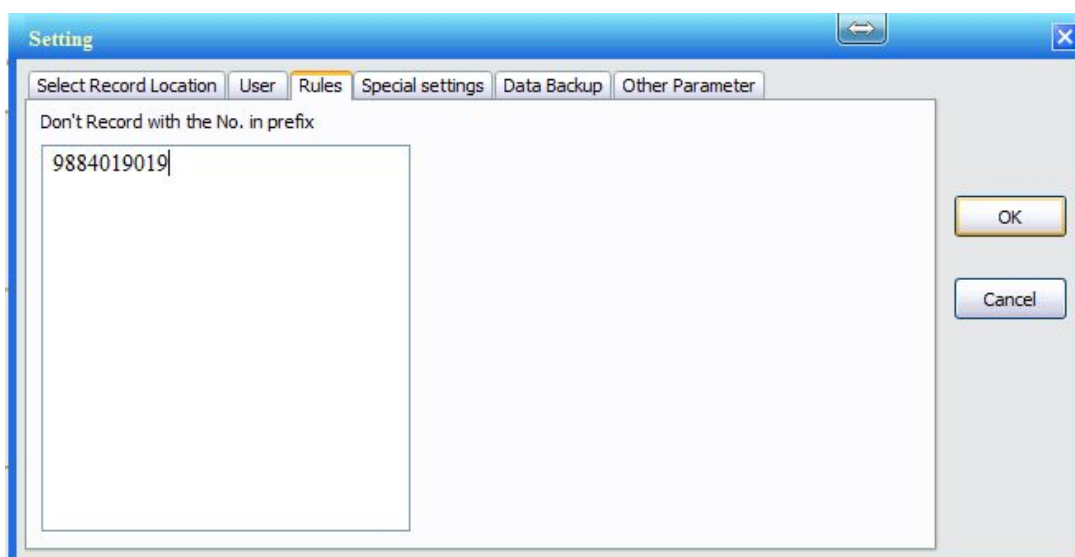
(2) If free or total space is -1. that means the hard disk can not be read. This may be caused by damaged disk, wrong format, etc.



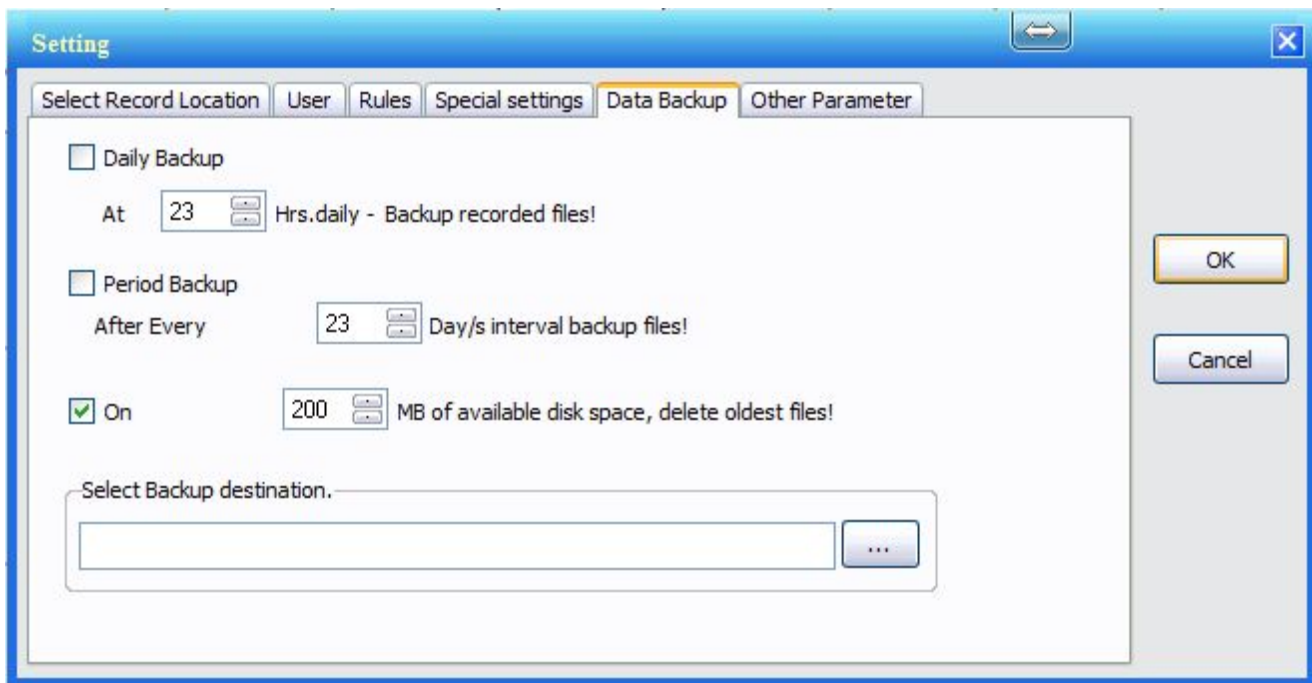
Click **Add** , enter a new username, for example, a new user named `srini` . Then tick permitted rights of the `srini` . If you need set a new password, just tick `modify password` enter the old password and new password. Default password is null and default user is `admin` .

For modifying the rights and password of user, click `modify` or double click the username. Modifying username is prohibited.

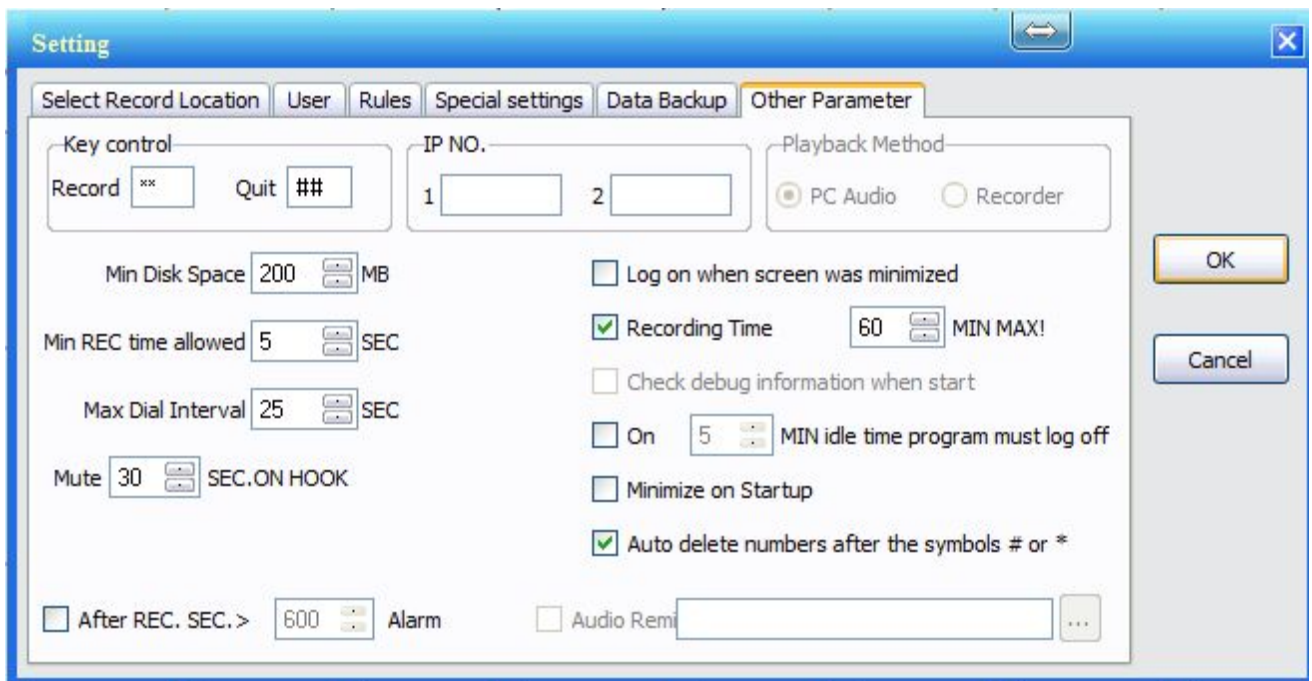
- a. Before modifying password. You should enter your old password for security consideration.
- b. "admin" account can't be modified. Because the "admin" have all rights. Any modification of "admin" is invalid. It's automatically default setting after system restart.
- c. Delete user: select user, then click `delete` , a dialog box will pop up, and make sure you want delete it. Click `OK` , the user is invalid.



Any number matching the above prefix will not be recorded. This will be useful to leave out a few numbers that need to be confidential.



1. Daily Backup at a specific hour back up recorded files automatically.
2. Period Backup every a specific days back up recorded files once.



1. Mute N seconds on hook The setting is for audio control mode, if there is no voice for N seconds in call, the recording system identify the call is end and stop recording. Default value for N is 10. The value range of N is 1-30.
2. min REC time allowed The parameter is for avoiding invalid call recording. The call should last at least N seconds, the recording system identify it's the valid call and generate recording files for the call. Other wise, the recording system identify the call is invalid and do not generate recording files for it. The default time is 15 seconds. And there is no value limitation about the time.
3. Max dial interval The parameter is for dialing out calls. There is a time limitation about pressing keys when dialing out. If the interval of pressing keys is larger than the set number, recording system identify they are two different phone number rather than one and the keys after interval aren't recorded. For eg, the default value is 25 seconds. And you call a phone number 123456 . You press key 123 first, then after 25 seconds you continue to press 456 . In this case, recording system record your dialing out number is 123 .
4. IP NO. Recording system would delete the matched IP numbers in call numbers. For example, if your setting IP number is 17908 . And there is a dialing out number 17909075587654321 . The recording system can record the call number as 075587654321 correctly. Caution: this function is available even

