TX2006USB Telephone Recording System User Manual

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The first chapter: System Introduction

Thanks for using EOQO Phone Recording System!

On some special occasion, must save phone call content. Therefore, it is very important to install a good Phone Recording System. A good Phone Recording System must record correct, high quality call content, which is easy to query.

By our many years of experience in voice technology and the most advance digital technology, We develop EOQO Phone Recording System, which can run Win7 system 32,64bit), and can record, monitor and inquire multi-routes phone call at the same time.

EOQO Phone Recording System is widely used in commercial call, electric power dispatch, hotline call, complain call, financial and stock ,traffic and transportation ,and so on.

The Second chapter: Main function

1. Operation System

Supporting Windows98/ 2000/NT/XP /win7 Simplified Chinese Version, Traditional Chinese Version, English operation system.

2. Unanswered Call

It can record the unanswered call number if your telephone line is applied for caller id function.

3. Multi-way of starting record

The system has Voltage Control, Key Control, Sound Control and so on. Start time of recording can be set freely –can record some duration ,or record whole a day.

4.Detect Direction

It can auto detect the incoming call and outgoing call number direction.

5. Real time monitoring

Can monitor every real-time conversation of extension.

6. Auto recording circularly

Can set 4 disk at most, which is hard disk or subarea. If system hard disk will be fully occupied, it will delete previous record content so that system can operate continuously.

7. Backup automatically

It can back up some important information by the customer need. According to the user 's demand, it can backup the recording file to any catalog or CD.

8. Call Management

Advanced call management function-Can list, print and statistical all incoming and outgoing call number .

9.Log Operation

The system has the integrity operation log, it can record all of the system operation.

10.Business Management

It can pop up the client's detail information of incoming call if you add the client information to your information bank. It also can record your client's address, telephone number, business record and so on contents. This system becomes your business helper.

11. Extension Record

After the recording system is connected to PBX, it will record the extension particular information and can designate which extension in not recording status.

12. LAN Query

It can query and listen the recording file in the other PC by LAN after you installing the telephone recording system.

13. User Management

The system has multilevel user management function, do relative operation according to different authorization.

14. Using Range

Telephone line for outside line, extension line, ISDN and analog lines.

15 AGC

Telephone Recording System can solve the problem about both sides conversation sound no

imbalance, like one side sound small, and the other side is too big.

The Third chapter: Technical Parameter

- Compression times: 1/2/4
- The most consume power: ≤ 10 W
- Temperature: 5° C-40
- Signal Noise Proportion :60dB
- Humidity: 5%-85%
- Frequency: $300 \sim 3400 \text{HZ} \pm 3 \text{dB}$
- Resistance: DC<8 $M\Omega$, AC<100k Ω .
- Data rate: 16 Kbps:32Kbps.64kbps/1s.
- Interface way:RJ11.
- Recording distortion: $\leq 2\%$
- Main call number: FSKD,TMF.
- FSK concoct mode:Logic 0: 2200Hz $\pm 1\%$ Logic 1: 1200Hz $\pm 1\%$.
- Calling monitor: Sgnal tone, Voice, Parity reversal.
- DTMF code: 0~9,*,#,A,B,C,D
- Exchange function:256 Channel exchange.
- Voice file:WAV,TS2,TS4.
- Phone voltage standard:40-120V(ringing) 18-48(Idle) 5-17V(Hook off)
- 3.2V(without electricity.

The Fourth chapter: System Installation

In order to make EOQO Phone Recording System operate normally, we recommend

PC requirement according the following.

- 4.1 PC Configuration
 - ●CPU Speed > 800MHZ Pentium
 - 1 USB interface above.
 - •Memory :512M

•Harddisk>160G(In compression 1:1,35hour/G, if

1:4 ,140hour/G.,5600hours/40G,12000hours/80G.)

Audio

4.2 Installation step:

4.2.1 Connecting the USB voicelogger system with the PC, as pic shown.

4.2.2 The connecting mode as below.



Pic 1

4.2.3 Insert the CD into PC, and install the system driver.

a. Double click "USB_Driver_Setup.exe" in CD to install the driver, as pic:



b. Click "OK", as pic below.



c. Click "install", as pic below.

Tansonic USB driver 1.0) Setup
	Welcome to the Tansonic USB driver 1.0 Setup Wizard This wizard will guide you through the installation of Tansonic USB driver 1.0. It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer. Click Install to start the installation.
	Install Cancel

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🥹 Tansonic USB driver 1.0 Setup	
Installing Please wait while Tansonic USB driver 1.0 is being installed.	2
TXUSB recording box is being installed driver, Please click the prompts	•
Tapsopis bito ///www.sztapovio.com	
< <u>Back</u> Next >	Cancel

d.Click "next"...

Device Driver Installation	Wizard
	Welcome to the Device Driver Installation Wizard! This wizard helps you install the software drivers that some computers devices need in order to work.
	To continue, click Next.
	< <u>B</u> ack <u>Next</u> > Cancel

e.Click "Continue", as below.



f. Then click "Finish" .As below.

Device Driver Installation Wizard								
	Completing the Device Driver Installation Wizard							
	The drivers were successfully installed on this computer.							
	Driver Name Status SHENZHEN TANGXIN Device Updated							
< Back Finish Cancel								



4.2.4 Install the system server.

a. Open the USB file in CD, and double click the file "Setup.exe", then according to the guide to finish installation.



4.3 Remove the device safely

Double click "delete the hardware safety", as below. 1.



2. Click "stop" and remove the equipment.

🗞 Safely Remove Hardware 🛛 💽 🗙
Select the device you want to unplug or eject, and then click Stop. When Windows notifies you that it is safe to do so unplug the device from your computer.
Hardware devices:
TX_USB+
TX_USB+ at USB Device
Properties Stop
Display device components
Close

Notice: All of the above settings should be done on the PC turned off. It must be shut down

CMOS and the WINDOWS operating system power management in relation to CPU, hard disk and other options so that computer is always running at full speed, or it may cause unexpected errors.

The fifth chapter Software Operation

5.1 Startup System

Enter into WINDOW operation system, then click twice "TX2006USB+" shortcut mode on the desktop to enter into recording system.

Initialization state of system:

- 1.User name: admin Password: admin.
- 2.Can monitor all the channels.
- 3. The recording direction is all recording
- 4. The storage route of recording file is:C\TxRec\.
- 5. The recording file compression ratio is :1:1.
- 6. The recording duration is 24 hours.
- 7. The startup way of recording is Pressure control.

5.2 Main interface

	SONIC PH	IONE RECOR	RDING S	YSTEM(TX 2006USB+) UV2.8.0							
Login S	ietting Qu	Jery Help			-								
Login	Logo	ut Records	iet Para	meter	🔎 🧔 Play Unan:	wer Logs	ير: About	Exit					
	1	2		3	4		5	6		7		8	
2)	1		6	1	3							
(0)1)	(02)		(03)	(04	4)							
ID	Chan	User/num	TRK	EXT	CallTime	Dur	ation Dia	Number		Direct	Туре	RecordFile	
1	Total(C:)9.9	92MB;Free6.89	90MB(Du	ration244:	59:40)	Register tim	e:2011-07-20	15:20:35	7/20/2	011 3	20 PM	admin	

Introduction:

v ^J Introduction:+J Green-color (00) 0000168 v Incoming	stands !!+' 'call-number+'	Blue color stam for dialing-out call ,10se conds lat after hooking off, 64777 sonversation time appeared	ds- ter- (.cen-00:	01) 00: <u>29</u>	Store use call num Call n conly appo	er name and ber here+ umber is eared after ick+ ^j
Total(C:)9,992MB(Free3,948MB(Dur	ation561:26:51)	Register time: 2007-09-13 10:09:45	2007-9-13	10:10	admin	- And
r+ Recording disk+	Recording time(Memory can be used=disk mem	ory-reserve i	memory+ ^j]	

1. When system start main interface, recording system is in working status.

2.Monitor: System can monitor lively. User double click the icon to monitor the conversation. Only can monitor one port at one time.

3.Icon interpretation of Channels:



5.3 Login

1. After input user name and password, can login. Different users have different authorization.

User			
Password			
ок	Car	ncel	

Default user name:admin,Password:admin

Logout: After finish operation, can logout. Other user must login before enter into system.

5.4 Recording Setting

 RecordSet 												
RecordData		2						2 22				
Channel User/Number	Monitor	Record	24Hr.Record	StartTime1	EndTime1	StartTime2	EndTime2	StartTime3	EndTime3	BootMode	StartupKey	Endł
1 12345678	Yes	Full	Yes	:	:	:	:	:	·: /	Voltage	*	#
2	Yes	Full	Yes	:	:	:	:	:	:	Voltage	*	#
3	Yes	Full	Yes	:	<u>:</u>	:	:	:	·:>	Voltage	*	#
4	Yes	Full	Yes	·:	S:	:	:	:	:	Voltage	*	#
To confirm to press key ("Enter"), the green color indicates successful in modification.												



- User/call number:Double click to input user and call number of the channel, it can be inputed Chinese, English and so on. (Fig. 9)
- Monitor: Can set to monitor or not .Default all the ports can be monitor.
- Recording : Can set to record or not .Default all the ports can be monitor.
- 24-hour recording : If want to record at different time section, set "24hours recording" to be "no".
- Time section: "--:--" default no set. Time can be divided into three paragraphs.For example,some customer only want to record at 8:00-12:00, 14:00-18:00.It can input "08:00"at "Start time1", "12:00"at "End time1", "14:00"at "Start time2", "18:00"at "End time2".

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- Startup mode: There is Voltage Control, Key Control, Sound Control, but default "Voltage Control".
- Voltage control: Start-up the recording according to voltage of phone line. That means hooking off to record, hooking on to stop recording. The mode is mostly used at analog line.
- Key control: Start-up or stop recording according to key of user's phone. After you setting with "key control"mode. It will start to record when you click "*" and stop recording when you click "#" in your conversation. But if not click any key, it will not record. As pic 10 below.

Pic.10

5.5 Parameter Setting

5.5.1 Recording Option

💣 Systemsetting			
RecordOption NumberOption PasswordOption	Language	SeatOption	OtherOptions
Recording storage space Record Saved to Disk Automatic clearance when the space use up Image: the will give an alarm when the hard disk is full. Image: the will give an alarm when the hard disk is full. Image: the will give an alarm when the hard disk is full. Image: the will give an alarm when the hard disk is full. Image: the will give an alarm when the hard disk is full. Image: the will give an alarm when the hard disk is full. Image: the will give an alarm when the hard disk is full. Image: the will give an alarm when the hard disk is full. Image: the will give an alarm when the hard disk is full. Image: the will give an alarm when the hard disk is full. Image: the will give an alarm when the hard disk is full. Image: the will give an alarm when the hard disk is full. Image: the will give an alarm when the hard disk is full. Image: the will give an alarm when the hard disk is full. Image: the will give an alarm when the hard disk is full. Image: the will give an alarm when the hard disk is full. Image: the will give an alarm when the hard disk is full. Image: the will give an alarm when the hard disk is full. Image: the will give an alarm when the hard disk is full. Image: the will give an alarm when the hard disk is full.	Compressibility Record Compressibilit Sta Perfo to fill Recording back Recording back FTP Back Automatic equipment Select bur equip	Inon-compress art Record Seconds: form the voice the au- er second: Voice End seconds: kup up Setting backup to CD-ROM is t required) ment	1:1] 1:1] 1:1] 1:1] 1:1] 1:1] 1:1] 1:1] 1:1] 1:1] 1:1] 1:1] 1:1] 1:1] 1:
		Save	Return



- To ensure space for each disk is not fully occupied, it can set the reserved space according to the customer's need. When the system memory will be fulled, it will auto delete the foremost file 100MB, so that to ensure the system can save file at any time. For example pic14, the recording file is saved in catalog "C:\TxRec\". When the memory of disk C less than 500MB, the system will delete 100M foremost file .
- Can set 4 directory at most, which is different memory at different disk.Don't keep the directory in C disk, and protect the system from virus..
- Sec for beginning to record :When hooking –off or hooking-on duration, or delay time of Sound Control only reach a certain time set by system, system will record. As pic15, it will begin to record when your conversation reach 5sec;

💣 Systemsetting	
RecordOption NumberOption PasswordOption	Language SeatOption OtherOptions
Recording storage space Record Saved to Disk 500 MB Automatic clearance when the 100	Compressibility Record Compressibility
space use up ▼ It will give an alarm when the hard disk is full.	Start Record Seconds:
Recording file storage station	Voice End seconds: 5
Catalogue two D:\TxRec\	Recording backup
Catalogue three E:\TxRec\	FTP Backup Settings
Catalogue four F:\TxRec\	Automatic backup to CD-ROM (with recording equipment required)
 By the date to build folder storage By the channels to build folder storage 	Select burning equipment
	Save Return



• Auto filtrate seconds by using sound control:After you open this function, the recording file will be saved when the conversation time more than the end time of sound control.For example : pic.15: The filtration seconds of sound control is 10 sec., but the recording file can be saved when the conversation time more than 10sec.after you using the sound control.

The example of "Sound control": The channel 01 must use sound control to record. The condition is :1. It will start recording when the voice reaches 20db and 5 sec. 2. It can't recording if the conversation less than 10 sec. 3. It will stop recording if the sound less than 20db and 3 sec.

Operation steps:

1. Open "Recording setting" and change channel 01 recording startup mode to "Sound Control", and adjust the sound sensitivity is "20". After your setting ,please exit and restart the system, so that the system can validate modifications. As pic16:

ų) Reco	rdSet											
	RecordDa	ata —					2 23		31				
	Channel	EndTime2	StartTime3	EndTime3	BootMode	StartupKey	EndKey	ThresholdValue	TRK	Туре	HookOnVoltage	HookOffVoltage	
	1	:	:	:	Voice	*	#	20	01	Channel	12	24	
ľ	2	:	:	:	Voltage	*	#	18	02	Channel	12	24	
l	3	:	:	(:)	Voltage	*	#	18	03	Channel	12	24	
	4			·:	Voltage	*	#	18	04	Channel	12	24	
	٢.												
	To confir	rm to pres	s key ("Ent	ter"), the <u>c</u>	reen colo	r indicates	success	ful in modificat	ion.	Magnitude	of the current so	ound Ret	urn

Pic.16

2.Open : "Parameter Setting" "Recording Item" "Start recording seconds" and set "5". (As pic.17)

💣 Systemsettin	8				X
RecordOption	NumberOption	PasswordOption	Language	SeatOption	OtherOptions
Recording storag Re Automatic cl	e space cord Saved to Disk learance when the	500 MB	Compressibility Record Compressibilit	non-compress[1:1] 💌
It will give ar hard disk is −Recording file sto	space use up n alarm when the full. rage station	✓ Sound Alarm	Sta	int Record Seconds: form the voice the au er second:	3
🔽 Catalogue of	ne C:\TxRec\			Voice End seconds:	5 -
Catalogue tv	vo D:\TxRec\		-Recording back	(up	
Catalogue th	ree E:\TxRec\		FTP Backu	up Setting	is
Catalogue for By the date to storage	build folder C By t	he channels to build er storage	Select bur equip	ning ment	T
				Save	Return



3.Open "Parameter setting" -> "Recording Item" -> "The end seconds of sound control" and

set "10", and the recording file can't be saved if conversation less than 10 sec. Pic.18

EOQO

Systemsetting	
RecordOption NumberOption PasswordOption	Language SeatOption OtherOptions
Recording storage space Record Saved to Disk Automatic clearance when the space use up Image: space use up Image: the will give an alarm when the hard disk is full. Image: storage station Image: Catalogue one C:\TxRec\ Image: Catalogue two D:\TxRec\ Image: Catalogue four F:\TxRec\ Image: Catalogue four <th>Compressibility Record Compressibility Record Compressibility Inon-compress[1:1] Start Record Seconds: Perform the voice the au 10 Perform the voice the au 10 Voice End seconds: FTP Backup FTP Backup Settings Automatic backup to CD-ROM (with recording equipment required) Select burning equipment</th>	Compressibility Record Compressibility Record Compressibility Inon-compress[1:1] Start Record Seconds: Perform the voice the au 10 Perform the voice the au 10 Voice End seconds: FTP Backup FTP Backup Settings Automatic backup to CD-ROM (with recording equipment required) Select burning equipment
	Save Return



4.Open "Parameter setting", and set "the end seconds of sound control" is "3". It will stop recording if the sound less than 20db and 3 sec. (Fig. 19)

EOQO

💣 Systemsettin	8				
RecordOption	NumberOption	PasswordOption	Language	SeatOption	OtherOptions
⊢Recording storag Re Automatic c	e space ecord Saved to Disk learance when the space use up	500 MB 100 MBdata.	Compressibility Record Compressibilit	non-compress[1:1] 🔽
t will give an hard disk is	n alarm when the full.	Sound Alarm	Sta	art Record Seconds: form the voice the au er second:	5 • 10 •
Catalogue o	ne C:\TxRec\			Voice End seconds:	3 -
Catalogue tv	wo D:\TxRec\		-Recording back	kup	
Catalogue th	ree E:\TxRec\		FTP Backu	up Setting	is
Catalogue fo	our F:\TxRec\		equipment	: backup to CD-ROM (t required)	(with recording
 By the date to storage 	build folder C By the folder	he channels to build er storage	Select bur equip	ming ment	_
				Save	Return

Pic.19

• FTP auto backup: After open FTP setting, it can backup the recording file to the PC

by internet/Lan.

🕆 Connecti	on Properties		X
Server: ∥ Save Path: 7		U:	ser:
Port:	21		ord. j
	Save	Test Connection	Return

5.5.2 Number Option

💣 Systemsettin	g				
RecordOption	NumberOption	PasswordOption	Language	SeatOption	OtherOptions
Perform th	e feature Record Der Code * 9556	W 6 Bai	mo nk		
	A	dd Delete	Search	1	
				Save	Return

Pic.21

Description of call number:

Prohibiting recording by special number: It can set to prohibit recording by special number.

For example: The Bank of China in the Call service number "95566", in order to avoid leakage of personal data and do not wish to be recorded, It can click "Add"button in the number list and input "95566". After you finish setting and click "save", the number "95566" will not be recorded .Pic.21:

5.5.3 Password option

RecordOption	NumberO	otion	PasswordOption	Lan	guage	SeatOption	OtherOption
🦳 'System'	password pro	otect					
	🔽 'Red	ord'p	assword protect	V	'Unsolved'r	password protect	
Setting			assword protect	🔽 'Log'password protect			
	🔽 'pla	/ˈpass	sword protect	<u>_</u>	Exit'passvi	/ord protect	
-							
		٢	Operator pas	sword list		ן	
		L				J	
						_	



Description of password option:

Use password protection: If open the option, it need input password to enter the system. Other option: It stands for the option has been protected if the option is ticked, Admin password table: It can add, amend the operation password.

5.5.4 Language Option:

Four Language Option:

- 1. Automation Discrimination: Auto
- 2. Simplified Chinese Version:CHS
- **3.**Traditional Chinese Version: CHT 4.English: ENG

Notice: The system default language is "Auto".

💣 Systemsettin	g				X
RecordOption	NumberOption	PasswordOption	Language	SeatOption	OtherOptions
	Interfac	ce Language: Auto Auto Chinesa Chinesa English	e(Simplified) e(Traditional)		
				Save	Return

Pic.23

5.5.5 Extension Option :

Open IP interface: Please mark "Launch IP" and use the POPUP function.

Extension number: Advise to use Arabic numerals or English numerals.

User: Extension user name.

IP address of Extension PC:Input the IP address of Extension PC.

Department:Input the department of Extension.

Channels:Stands for popup channel.If you input "01,02",it will pop-up the extension correlation information of channel 01 and channel 02. Please use "," to block off if it

has more channels in DBC case states. As picture24:

ġ	Sy	stemsetti	ng									×
ſ	Rec	ordOption	1	NumberOptio	n Pa	asswordOption	La	nguage	Seato	ption	OtherOptic	ons
		🔽 Laun	ch IP									
		Specified S	Seat	Name		IP		Department		Passage s	et	
	*					192.168.1.111	1			01,02		
				ļ		Add	De	elete	J			
										Save	Return	n

Pic.24

5.6.6 Other Option:

Description of other option:

The table of extension prohibited to record: After the system is connected to the PBX, Can add the extension call number prohibited to record here. For example: It can input Extension1001 at the option, if you want Extension 1001 not be recorded.

The discriminating value of DTMF :The system default"3".For example if it gets some mistake in dial a call in some telephone or telecommunication line, ,it can set discriminating value of DTMF here.

Setting the frequency of telephone in busy status : The system default 450 Hz.

5.6 Recording Query

By this function, user can play , delete, make interpretation, and print the recording file and so on..

🔎 Play	C:\TxRec	REC 201107	20110	0721\01	-12345678	-B-3049	100000-	20110721120	837.wav				
				С	urrentRec	ordinde	xVoc20	11-07.Mdb					
Earmar	k Channel	User/number	TRK	EXT	CallTin	ne	Duration	DialNumber	Direction	VIP	Rem	ark	-
	1	12345678	No		2011-07-21	12:08:23	00:00:13	304913798558292	DialOut	No			
	1	12345678	No		2011-07-21	12:08:37	00:00:08	3049100000	DielOut	etion			
				ſ	Click rig	ht to c	open the		VIP Rer Fin Sav	mark d targe ve as W	t 'av	-	
<					menu				Cha Use TRI EXI Cal Dur Dia Dire Typ VIP	annelOr order Order TimeOr ationO Numbe ectionO be Order	rder berOrder rder rder rOrder rder r		
Curr	ent Total Bills	2 A	.ccumul	ativeTime	00:00:00	A	verage time	00:00:00	File siz	te	66K	В	
0	0:00:08	• •			Refresh	VIP	(GeneralEnquiry	Deletion	Prin	t Result		ך
				- [OpenBill	Rema	rk	ExportExcel	DeleteBill	Prin	tCollect	Return	



Introduction: Only after clicking recording record, can play ,make interpretation, back-up and delete the file and so on. If mark with "#", it means the record has finished.

- Play the recording automatically and continuously: The system play the recording file from blue row to the last row.
- Play recording :The system plays recording by recording card default, please connect the audio box to the recording card SPK, and double click the recording file as you want to listen, then click "play"button to play the recording.
- Time format: "Length" means play recording time, it can be displayed at counting screen; "scale" means play recording time, it can be displayed at counting screen.
- Delete present library: Delete all record at present library.(Library without any tick is very important.)

- Delete the selected file: Delete the selected recording file.
- Export Excel: Export the data to the Excel.
- Refurbish record: Refurbish the recording .
- Open month library: Open the history file of month library.
- Importance: It means "Important" and can't to delete if the record is ticked .But if want to delete, please click cancel, then delete.
- Synthesis Query:Open the query of windows.Fig.27.

File size selected:Select the recording file,which unit is KB.If the file is deleted or removed, "the file is displayed doesn't exist".

For example: Recording file interpretation: 01-B-9075526906661-1001-20070510133327.wav.

01 stands for channel number,B stands for dialing-out,A stands for dial-in, 9075526906661 stands for dial-out or dial-in, 1001 stands for extension,20070510133327 stands for 13:33:27 on 10th May,2007.

You can query the recording by condition as pic 27:

- Channel: Input the query channels number, Blank means all channels..
- Uers/number:Can select the query user/call number,blank means all users/call number.
- Remark: Can query by the user remark information.
- Time:Can set beginning or finishing time of query.
- Call number: Stands for dialing-in or dialing-out call number. % stands for all characters,? stands for only one character.
- Conversation time: Query by conversation time.

Filter condition of Inquiry:

🚭 GeneralEnquiry 🛛 🛛 🔀
Channel User/number
Remark DialNumber
TRK EXT
Duration 00:00:00 + VIP
Starttime: 2011-07-21 00:00:00
EndTime: 2011-07-21 23:59:59
Today O In three days O In one week O User_defined
DDD City DialOut Incoming
Show Result Return

Pic.27

Examples of query:

a.If you want to query the number 6661, you can input "%6661%" in the "dial a number"cote ,and click "display the result of inquiry", then all the recording record of number "6661" will be filtrated.

b. If the NO.5 is "0", direction is "dialing-in and the conversation time is "Oct8th,2004", you can query as pic: Input "????0" at "Dialing a number", and keep blank of option "Out -going call", Setting "2004-10-08 00:00:00" at "Start time", "2004-10-08 59:59:59" at "End time".

Genera	alEnquiry	i.			X
Channel		•	User/number		•
Remark			DialNumber	22250	
TRK		-	EXT		
Dura	tion 00:00	:00 +	VI	• [•
	Starttime:	2004-08-	10 00:00:00	•	
	EndTime:	2004-08-	10 23:59:59	<u>.</u>	
O Today	/ O in thre	e days	O In one wee	ek O Use	r-defined
	City		🗹 DialOut	🗹 Inco	ming
		Show	Result	Return	



3. For example: The "Remark" information is "Incoming call of Mr zhang, and he talked about

the exploitation market problem last time.", If you want to query the record, you can input "% exploitation market" at "Remark", and click "Display the result of inquiry", then you can query the record of you need.

Statistic

1.**Statistic all of the channels:** "Recording Inquiry" —>"Print and collect", and it can statistic all of the channels.

2.Collect the designation channel: If you need statistical the recording file of each channel, you can do the step, (such as channel 02);

Click "Recording Inquiry" —> "Synthesis Inquiry" —>input "02" in the "channels" and set the query condition, such as time is "Dialling-- in "or "Dialling –out", then click "display the inquiry result", (Fig.29), inquiry result (Fig.30), Only collect the data of channels02.

EOQO

GeneralEnquiry
Channel 12 User/number
Remark DialNumber
TRK EXT
Duration 00:00:00 + VIP
Starttime: 2011-07-22 00:00:00
EndTime: 2011-07-22 23:59:59
O Today O In three days O In one week O User-defined
DDD 🗹 City 🗹 DialOut 🗹 Incoming
Show Result Return

Pic.29

Channel L 2	lser/number	Call O	CallLength	Cites							
2		0		cay	CityLength	DDD	DDDLength	Incoming	InLength	DialOut	OutLength
			00:00:00	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00
								ExportExce	el Pri	int :	ShutDown

Q Unsolved Current	Total Bills	: 2		X
	Channel	User/number	CallTime	
0000814	1		2011-07-23 12:	47:30
0000222	1		2011-07-23 12:	47:51
	disty search	ExportExcel	Delete All	Return

5.7 Unanswered Call



It will display the unanswered call number here .Click "delete all" it will delete all the unanswered call record.

5.8 Log Browse

🛃 Daily record view	
Paily record view <2011-07-23 12:18:05> Startup TANSONIC PHONE RECORDING SYSTEM <2011-07-23 12:39:15> admin(admin)Login <2011-07-23 12:48:49> Daily record view	
Logs Month Return	

Pic.32

Record all daily operations, it can click the log database to check the months log as you need.

5.9 Popup Client Information

Notice: The telephone line must be applied for Caller ID (FSK/DTMF) ,if need to use the feature about Popup.

5.9.1 Description of POPUP system feature

• Incoming call number display real time

- Client information (Name, history and so on) display real time
- Incoming call information research and client data query
- Client information modification and upgrade
- Blacklist telephone number reminder
- Incoming call information sent out by specified agent
- Supports more user using the POPUP on LAN
- Offer the incoming call data interface to other CRM software real time.
- It will popup the client information when has incoming call.

5.9.2 **Popup setting mode:**

5.9.2.1 Insert the CD ,in case of G is the driver, and running $G:\ POPUP \$ setup.exe, then finish the installation by guide.

5.9.2.2 After finish the installation, it will build up "POPUP SYSTEM" on the desktop, it can double click to run the popup system.

Setwork Connections	
File Edit View Favorites Tools Advanced	Help
G Local Area Connection Propertie	s ? 🔀
Addres General Authentication Advanced	
Ne Internet Protocol (TCP/IP) Pro	perties 🛛 🛛 🔀
General	
You can get IP settings assigned au this capability. Otherwise, you need t the appropriate IP settings.	tomatically if your network supports to ask your network administrator for
Obtain an IP address automatic	ally
IP address:	192.168.1.110
Subnet mask:	255.255.255.0
O Obtain DNS server address aut	omatically addresses:
Preferred DNS server:	210 . 22 . 70 . 3
Alternate DNS server:	221 . 4 . 102 . 162
Details	Advanced
Local Ar LAN or H	OK Cancel

Pic.5.9.2.3-1

5.9.2.3 Running recording system—> "Parameter setting—> "Extension Option —> " Launch

IP (\checkmark),"and add the IP address on the Ext.PC. Notice: IP address can search in "network neiborhood" —— "Local connection", as pic 5.9.2.3-1. If the computer auto get IP address, it can add the default IP address: 127.0.0.1, as pic 33 below.

ø	Sy	stemsettin	B				
	Rec	ordOption	NumberOption	PasswordOption	Language	SeatOption	OtherOptions
		🔽 Launch	IP				
		Specified Se	at _{Name}	IP	Department	Passage	e set
				192.168.1.110			
	*			127.0.0.1			
			l	Add	Delete	J	
						Save	Return

Pic.33

5.9.3 Description of Incoming Call information

÷.

💬 CUST	CUSTOMER RELATIONSHIP MANAGEMENT ×							
0000	814 Ivan							
SN	Caller ID	Brief	Incoming Time	Channel	Merno	State	^	
002	0000814	Ivan	2011-07-23 15:38:56	01		Incoming		
001	0000814		2011-07-23 15:38:21	01		Missed		
<u>e e</u>								
-								
		- 15 - C					v	
	Incoming 🛃 Run log	· .	Log incoming	🕵 Login	P	Logout		
1	Message	ustomer Database	🥑 Setting 🔪 🖓 A	About	3 Exit	Popup		

Pic.38

Incoming call: Caller ID: It can see the detail Caller Id in the menu (As pic 38).

• Information: It can send the department and IP sending content information to the appointed

ext.

Message X	
Send Message to All	
Send Clear Return	Pic.39

Fig.39, If you want to send some information to the extension 001,it can input the content at "Information input section".Then input 001 at "Information will be sent to" and click "send",then you will finish the information. "All" stands for sending information to all of the extension.

- Client data: Display all the client data, it can add , delete or edit the client data..
- Running Log: Browse the running log information of 'POPUP".
- Settings: After setting the menu "popup client information", it will popup the information of setting.
- Interface language has English, Chinese simplified character, Traditional and so on.
 Default: AUTO, it will set the language by the WINDOWS system default.

Exit: Click the "exit system" button.in lower right corner of the system.

5.94 Description of Incoming Call information

1.If the incoming call number is writed in the database before ,it will display the client information in "Brief Description".Double click the record,it will display the detail information .

2. If get the new incoming call number, it can double click to add the number into client data database.

For example: If want to add the new telephone number of existented into client information database ,and it can input the client information feature field to do some fuzzy enquiry. After "confirm", it can query the client information. Double click it can display the client detail information and add the new number into menu "telephone number", and click "modify". As pic 41, it add the number "0000123" in "zhang gong" of client information database. The detail step as below:

💬 cus	TOMER RELATIONSHIP MANA	GEMENT					×
0000)123						
SN	Caller ID	Brief	Incoming Time	Channel	Merno	State	^
003	0000123		2011-07-23 15:53:53	02		Missed	

pic 41

1. Double click the new red record, for example "0000123", and it will display the windows "select database".

2. Then select "add into client information database". As pic 44.

3.Input the client detail information, for example: "Zhanggong", click 'confirm" and find the record of him.

4. Double click the record of "Zhanggong", the number "0000123" will add into the record, then click "modify", as pic 43.

base			
3			
ts of customer			
lephone the nu stomer, and ple er(part of cust	mber join ase input omer's na	to have alread the related co ames, telephor	ty Intents Ie
Ves		Cancel	
	base 3 ts of customer ephone the nu tomer, and ple rr(part of custo	base 3 ts of customer ephone the number join tomer, and please input rr(part of customer's na	base 3 ts of customer ephone the number join to have alread tomer, and please input the related co rr(part of customer's names, telephor

Pic.42

Sasic information	Company product	Contact person	Address	Payment and hair good:
Customer's Zhan	ng gong			
Phone Numbers(Ple	ease seperate phone numbe	ers with",")		
0000)222, <mark>0000123</mark>			
Fax	Spec	ified Seat	Accept Department	•
Customer ID	Cust	omer Type	VIP Cust	tomer
Customer Description or Merno				
List in black list,rea	ason is:			
				~ ~

pic43

It will popup the black alarm windows if incoming the blacklist number.

The Sixth Chapter Examples of Popup using:

6.1 If 3 computer need to use poup, and the client information need to share.

Notice: If want to use the feature, all the computers need in the same LAN and can visit well.

For example: One company have three computers need to use popup ,There are PC A,PC B,PC C. The PC A Ip address: 192.168.1.2, B IP address : 192.168.1.3, C IP

address: 192.168.1.4, in case of the PC A is installed the recording card, it can do the steps as below:

6.1.1 Put the recording system CD into PC A, and open the folder of POPUP, then double click "setup.exe" to finish the installation.

6.12 Then share completely the POPUP installation catalog on PC A, the installation catalog default C:\Program Files\POPUP SYSTEM", (examples of XP) as pic below.

POPUP SYSTEM Properties
General Sharing Customize
Local sharing and security To share this folder with other users of this computer only, drag it to the <u>Shared Documents</u> folder. To make this folder and its subfolders private so that only you have access, select the following check box.
Network sharing and security To share this folder with both network users and other users of this computer, select the first check box below and type a share name. Share this folder on the network
Share name: POPUP SYSTEM
Allow network users to change my files
Learn more about <u>sharing and security</u> .
OK Cancel Apply

6.13 The B step as below:

6.1.3.1 Put the recording system CD on PC B, and open the folder "POPUP",double click the file "setup.exe" to finish the installation.

6.1.3.2 Click "network neiborhood" on the right, then click "search computer", as pic 6.1.3-1. Searching the IP address 192.168.1.2 on PC A, then find out and open the catalog "popup system". Select the "popup .exe" and click the command "build up the shortcut mode", then it will build up the shortcut mode of Popup .exe , and it can send to the desktop on PC.



Pic.6.1.3-1

DOPUP SYSTEM									
File Edit View Favorites Tools Help									
Search Polders									
Address (192.168.1.2\POPUP SYSTE	M								
File and Folder Tasks	Рорир	CBack.Data DATA File 404 KB							
Move this file Copy this file Publish this file	CbookIp Microsoft Office Access Applic 128 KB	Cdatabase Microsoft Office Access Applic. 404 KB							
 E-mail this file Delete this file 	Cp-table Microsoft Office Access Applic 206 KB	Lback.Data DATA File 64 KB							
Other Places	Log_Incoming Microsoft Office Access Applic 68 KB	msado25 TLB File 80 KB							
 Program Files My Documents Shared Documents 	PopUp Shenzhen Tangxin Technology	PopUp Configuration Settings 1 KB							
 My Computer My Network Places 	PopUp1 Text Document 0 KB	PopUp2 Text Document 1 KB							

Pic 6.1.3-2



Pic.6.1.3-3

6.1.3.3 Then double click to open the "Popup.exe" on the desktop, as pic 6.1.3-4.



Pic.6.1.3-4

6.1.3.4 Popup on computer C,refer to 6.1.3.

6.1.4.Openning the "TX2006USB+" in computer A desktop- \rightarrow "Parameter setting" \rightarrow "Ext. option", then add the 3 IP address. As pic 6.1.4-1 below.

ø	Sy	stemsetting						×
	Rec	ordOption	NumberOption	PasswordOption	Language	SeatOption	OtherOpti	ons
		🔽 Launch I	5					
[Specified Seat	Name	IP	Department	Passage	eset	
				192.168.1.2				
				192.168.1.3				
	*			192.168.1.4				
				Add	Delete			
						Save	Retur	n

6.2 If 3 PC need to popup in company, and which PC it is stand alone database ,then it not need to share the client information .

Notice: If want to use the feature,all the computers need in the same LAN and can visit well.

For example: One company have three computers need to use popup ,There are PC A,PC B,PC C. The PC A Ip address: 192.168.1.2, B IP address : 192.168.1.3, C IP address: 192.168.1.4,in case of the PC A is installed the recording card,it can do the steps as below:

🕈 Sy	stemsetting				×
Rec	ordOption	NumberOption	PasswordOption	Language S	eatOption OtherOptions
	🔽 Launch IP				
	Specified Seat	Name	IP	Department	Passage set
			192.168.1.2		
			192.168.1.3		
*			192.168.1.4		
			Add	Delete	
					Save Return

6.2.1 Then do the operation on PC A, open the Recording System Server \rightarrow "Parameter setting"---- \rightarrow "Ext. option" ---- \rightarrow "Launch IP (\checkmark , then add 3 IP address as the pic.

6.2.2 Installing the POPUP client information system on computer B,and C.

6.2.3 Then running the popup system on computer B and C.

6.3 Popup by appointed channels.

For example, If want to popup on computer 192.168.1.2 when channels 01 incoming call , and popup on computer 192.168.1.3 when channels 02 incoming call, then it can set as below..

Setting as the pic, it will popup on PC 192.168.1.2. and also popup on PC 192.168.1.3 when channels 02 incoming call. But there is no limit on PC 192.168.1.4, and it can popup at any channels.

đ	Sy	stemsetting					X		
	Rec	ordOption I	NumberOption	PasswordOption	Language	SeatOption	OtherOptions		
	✓ Launch IP								
		Specified Seat	Name	IP	Departmer	nt Passag	e set		
t				192.168.1.2		01			
Ī	•			192.168.1.3		02			
Ī				192.168.1.4					
	*								
				Add	Delete]			
						Save	Return		

The Seventh chapter EOQO Recording System Client

Client Inquire and Listen: After installing the recording system on PC, other computer can through this function to inquire and listen recording ,the feature supports on LAN. Refer to the pic 46 below.

🔍 Tansoni	c Record Syste	em Client							
Channel	User/number	CallTime	Duration [DialNumber	Direction	TRK	EXT	Туре	RecordF
									>
Cun	rent Total Bills	O Accu	ImulativeTime	00:00:00		Files	size	0	
				Log	jin admin	Export	Excel		
			GeneralE	nquiry S	ettings	Abo	ut	Exit	
				<u></u>					

Pic.46

7.1 Installation :

Insert the CD into driver, in case of G is CD driver, click "Start" —>"Running"
 G:\ Client\Setup.exe, then finish by the guide.

2. After finish installation, the system will build TX Client shortcut mode on the desktop, and you can startup by double- click.

Notice: If you want to inquire and listen EOQO recording system client on other computer , you can repeat the step like above.

7.2 How to inquire and listen recording

1.Double click "Tx_Client" on the desktop, and running EOQO Recording System Client.

2.Fig.47,click "Synthesis Inquiry",Fig.48

6	Tansoni	c Record Syste	m Client						
	Channel	User/number	CallTime	Duration	DialNumber	Direction	TRK I	ЕХТ Тур	e RecordF
8			*					ļ	
	<								>
	Curr	ent Total Bills	0 A	AccumulativeTi	me 00:00:0)	File size	0	
			r		L	ogin admin	ExportExce	1	
		_		Gener	alEnquiry	Settings	About	Ex	it i

Pic.47

3.Fig.49,please input the recording file storage route in "search scope" option.For

example:The Ip address of main program server is "192.168.1.2", recording file storage catalog is "TxRec".Then you can input <u>\\192.168.1.2\TxRec</u> to option "search scope"or "Browse" at internet and setup its inquiry condition, such as "File Type", "Time" then save. Like these, you can play the recording file.

GeneralEnquiry 🛛 🔀	
Channel DialNumber	
EXT User/number	
Duration 00:00:00 TRK	
Starttime: 2011-07-23 00:00:00 + EndTime: 2011-07-23 23:59:59 +	
DDD 🗹 DialOut	
City 🔽 Incoming	"Click browse"
Search path:	
Search Record File Type: *.wav 💌 Save	
Show Result Return	
	1



Description of Synthesis Inquiry

- Channels: Can select the inquired Channels, blank means all channels.
- User/Number: Can select the user/number ,which will be inquired, blank means all user/number
- Time: Can set the inquired time of beginning or end .
- Dial a number: For example: If you write in 123, all numbers include 123

recordings were screened out.

- Renew the time automatically: It only can inquire the recording file intraday.
- Search scope: It can input the recording file of main program server, or can search in the internet.
- The recording file type of search: There are three types: WAV,TS2,TS4.(About Parameter, "parameter setting"—"recording option"—"compression ratio").(Compression ratio is 1:1,recording file is WAV format;1:2,recording file is TS2;1:4 ,the recording file is TS4),then save.
- Conversation time: Inquired by conversation times.
- Trunk : When you connect the recording system with (Group phone), it can set the turnk, which is need to inquire.
- Extension: When you connect recording system with PBX (Group phone), it can set the extension, which is need to inquire.

7.3 Inquiry the recording by appointed channels

To inquire the recording file by authority in client. For example, inquire the recording about channels 01 and 02, the step as below:

Double click "Tx_Client" to run the client inquiry on the desktop, as pic 59 below.
 Click "Parameter setting", Refer to pic 50.

3. Click "Setting inquiry by appointed channels", and input the default password "admin", and refer to pic 51, then input the appointed channels number, such as 02, then save. The customer just can check the 02 channels recording after setting.

6	Tansoni	c Record Syste	em Client							
	Channel	User/number	CallTime	Duration	DialNumb	er Direction	TRK	EXT	Туре	RecordF
	<									>
-	Cur	ent Total Bills	0	AccumulativeTir		0.00	File cit	70	0	
			U			J.UU	1 116 312		U	
		_				Login admin	ExportEx	cel		
		_		Genera	alEnquiry -	Settings	About		Exit	
L										

Pic.49

Settings	
Setting designated channel Setting designated channel Default Password: admin	
Interface Language: Auto	•
Use the player of software	Testing
SaveRe	turn

Pic.50

Setting designated	l channel	
Channel:	n inquire all of the	▼.

Pic.51

7.4 Modify the administrators password

The steps for setting the administrators password ,open Client inquiry
 —>Parameter setting—>Setting inquiry by appointed channels—>Input original
 password —>Modify password.

The Eighth Chapter Ext. Record

Notice: If need the "SMDR Billing" feature, it can select our "EOQO PBX call charge software(SMDR).or EOQO G series telephone recording system.

If our EOQO Telephone Recording System is connected with the PABX system, it can research the Ext. calling record. as below.

For example: The PBX model: WESUN

1 Connecting the PBX with PC ,the detail installation can refer to the user manual.

2.Openning Pbx Ext Tool, the tool route is "C:\ProgramFiles\TX2006BV".

Notice:Here is using the default route, it can estimate the true tool route by yourselves. .

Pbx Ext Tool interface as below pic 52.

🗒 Pbx Ext	t Tool ¥1.0.5	
- Setings		
	Pbx Type WESUN	
Start Bit	4 Ext bit 4 End Symbol 4 FluxCortrol 0	•
Start Symbol	4 Trk bit 4 Null N - RepeatCheckout N	•
- serial port		
⊙ COM1	C COM2 Baud rate Checkout Data bit Stop bit	
C COM3	C COM4	
		X
	Clear StartCateb Save Evil	
Chain		
State	2007-9-15 11:40	1

Pic.52

3. Openning "TX2006BV", and find out "Recording setting"-- \rightarrow "Type"

mode, then select "TRK". For example: channels 01 is corresponding to PBX TRK 01. Then select "01" in "TRK",then save ,it will effective after restarting.

	1) RecordSet													
1	RecordDa	ata								_				
	Channel	EndTime2	StartTime3	EndTime3	BootMode	StartupKey	EndKey	ThresholdValue	TRK	Туре	HookOnVoltage	HookOffVoltage		
	1	:	:	:	Voltage	*	#	18	01 💌	TRK	12	24		
	2	:	:	:	Voltage	*	#	18	01 🔥	TRK	12	24		
	3		:	(e::e)	Voltage	*	#	18	02 📼	Channel	12	24		
	4	:	:	:	Voltage	*	#	18	03	Channel	12	24		
	<													
	To confirm to press key ("Enter"), the green color indicates successful in modification. Magnitude of the current sound Return													

Pic.53

The Ninth chapter Technic Supports

If need some help in our products, it can contact with our agent or get some information in our website <u>www.eoqo.com</u>. Our technology service phone is :86-755-89818207.