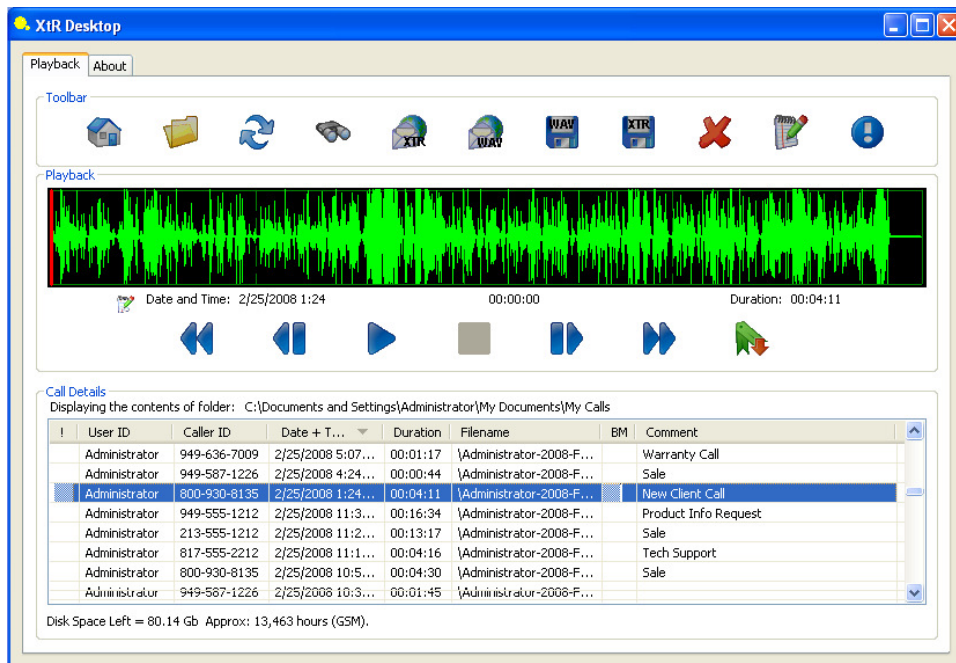


Xtension Recorder IPTap Installation and User Guide

Call Details
Displaying the contents of folder: C:\Documents and Settings\Administrator\My Documents\My Calls

	User ID	Caller ID	Date + T...	Duration	Filename	BM	Comment
	Administrator	949-636-7009	2/25/2008 5:07...	00:01:17	\Administrator-2008-F...		Warranty Call
	Administrator	949-587-1226	2/25/2008 4:24...	00:00:44	\Administrator-2008-F...		Sale
	Administrator	800-930-8135	2/25/2008 1:24...	00:04:11	\Administrator-2008-F...		New Client Call
	Administrator	949-555-1212	2/25/2008 11:3...	00:16:34	\Administrator-2008-F...		Product Info Request
	Administrator	213-555-1212	2/25/2008 11:2...	00:13:17	\Administrator-2008-F...		Sale
	Administrator	817-555-2212	2/25/2008 11:1...	00:04:16	\Administrator-2008-F...		Tech Support
	Administrator	800-930-8135	2/25/2008 10:5...	00:04:30	\Administrator-2008-F...		Sale
	Administrator	949-587-1226	2/25/2008 10:3...	00:01:45	\Administrator-2008-F...		

Disk Space Left = 80.14 Gb Approx: 13,463 hours (GSM).

Date & Issue: Issue 3 – November 2011

www.usbcallrecord.com

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Introduction

This document describes the features and capabilities of the IPTap hardware and XTR Desktop software solution.

The IPTap solution consists of a USB device that taps a Voice Over IP (VOIP) Ethernet line allowing digital recording of your telephone conversations onto your PC. Using the Desktop Software (included) the IPTap provides a professional recording solution for one user or hundreds.

CAUTION!

The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record telephone conversation or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any telephone conversation.

PC Compatibility

The Xtension Recorder application supports Microsoft operating systems that support USB devices. The list of existing operating systems which meet this requirement are:

- WIN XP (all versions)
- Windows Vista (all versions)
- Windows 7 (all versions)

Important Note – Xtension Recorder will not support Windows 2000 and below or Mac operating systems.

Installing the IPTap

Step 1 – Make the physical connections to the IPTap.

Installation – Ethernet Connection

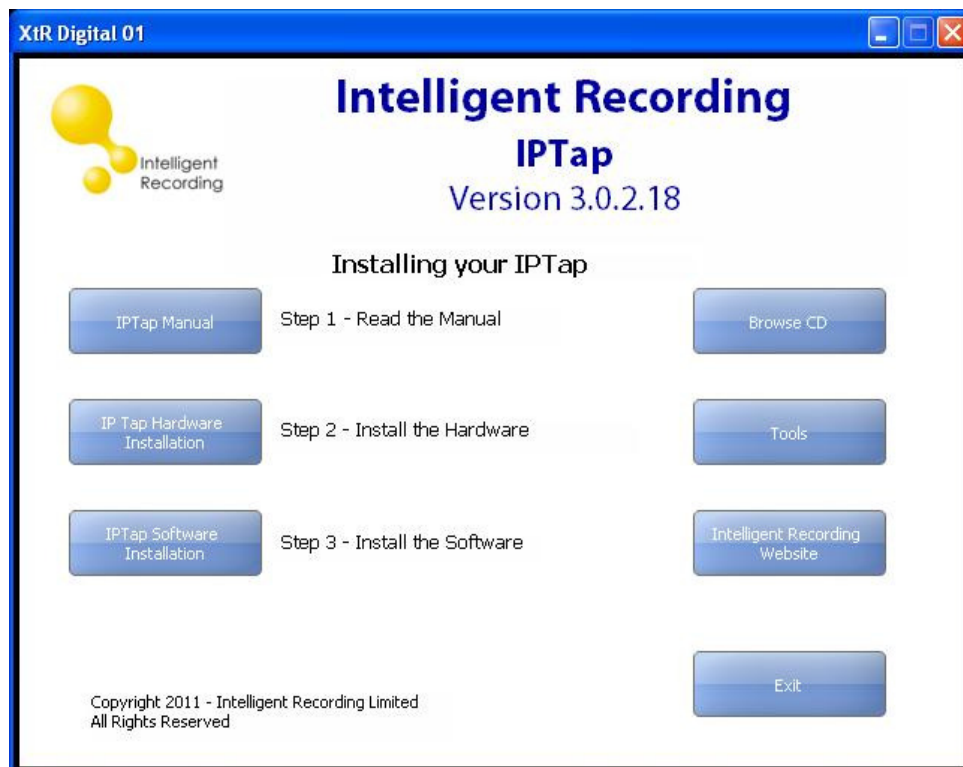
- Remove the Ethernet line connection from the base of your VOIP telephone, there are usually two RJ45 Ethernet sockets. Once labelled WAN or Internet, and the other labelled PC. Remove the line labelled WAN or Internet.
- Plug the Ethernet line connection in to one of the RJ45 sockets on the IPTap.
- Plug the Ethernet cable provided into the other RJ45 socket on the IPTap and the other end into the telephone. Ensure you connect to the WAN or Internet socket which you unplugged earlier.
- Connect the supplied USB cable to the IPTap and then insert the other end into a vacant USB port on your computer.
- Insert the included IPTap CD into the CD drive of your computer. Click on the “Install Software” button. Follow the directions during the installation procedure to set up the XtR Desktop Software.



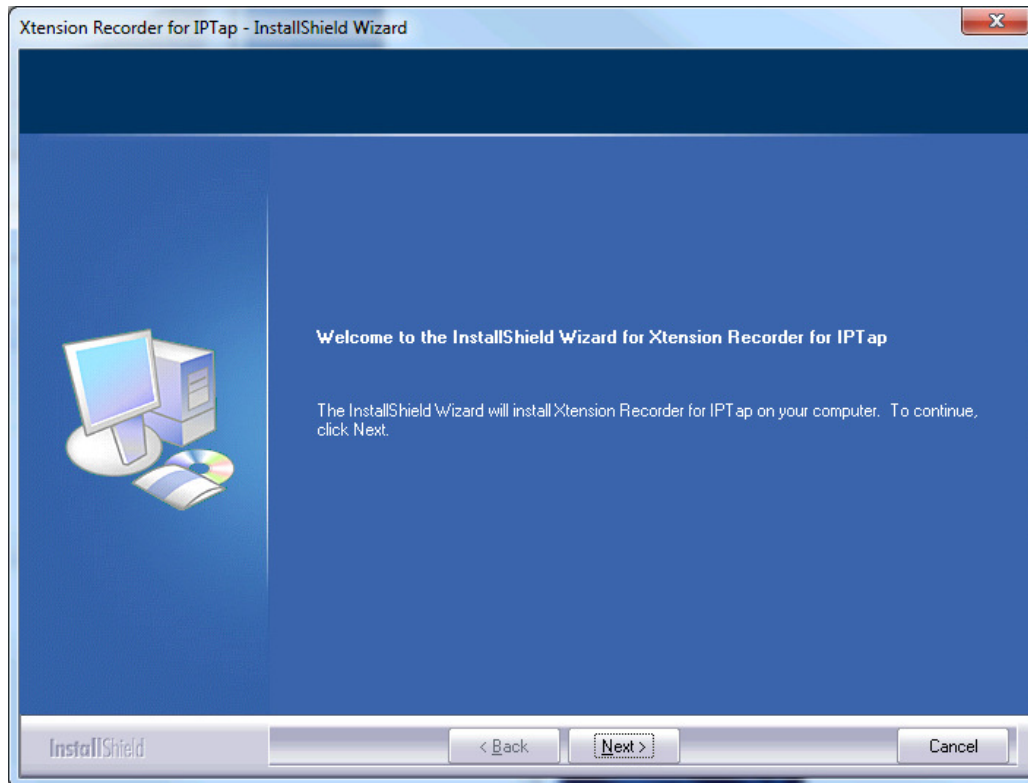
Step 2 – Install and Configure the Recorder and Player Software

Insert the CD that came with your IPTap into the CD drive of your PC. The CD will run an installation application that will guide you through the software installation process. Follow the steps as outlined on your screen

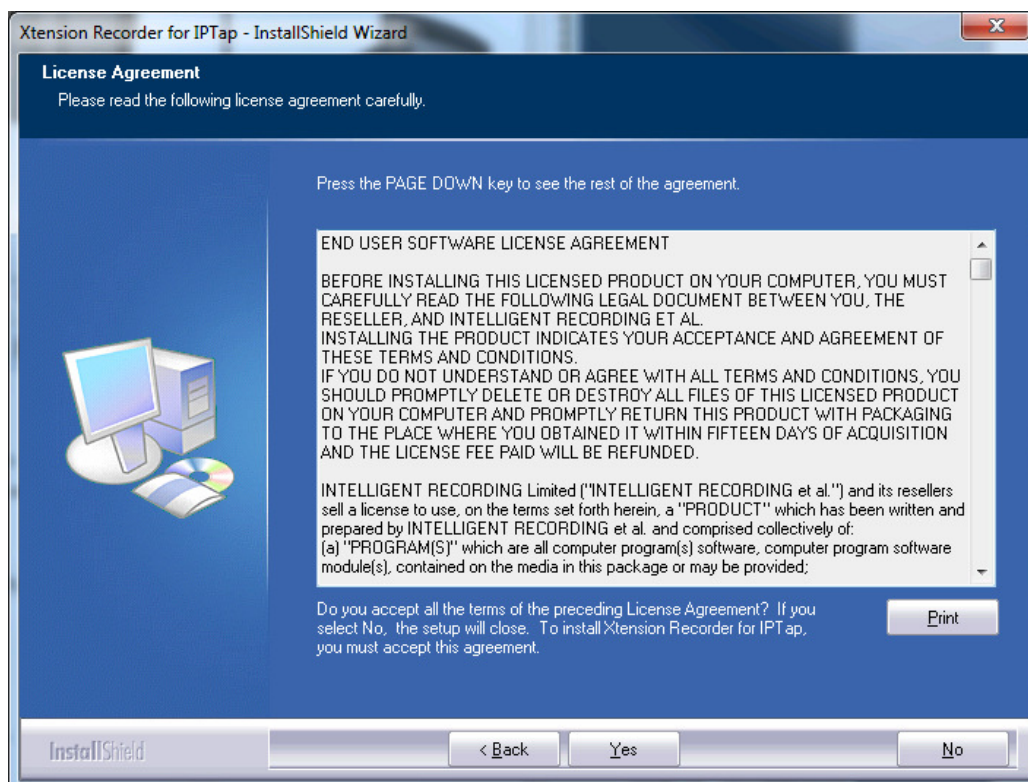
- 1 – Read the manual (if you have not done so already)
- 2 – Install the Hardware (see above for hardware installation)
- 3 – Install and configure the software.



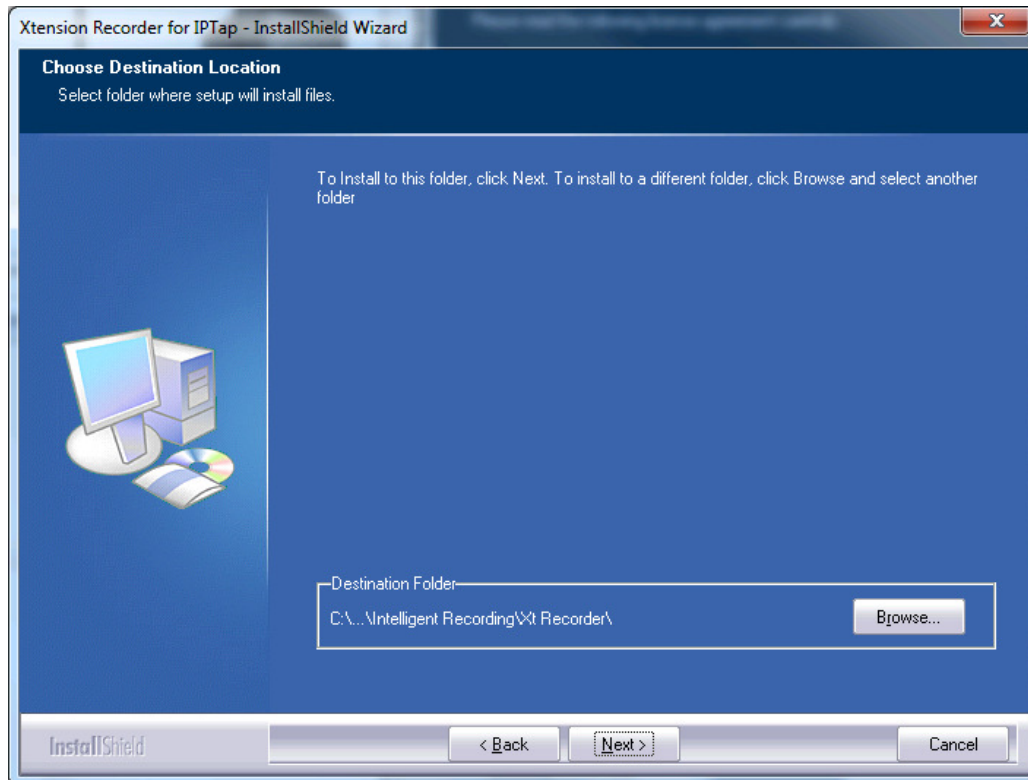
After clicking on “IPTap Software Installation” you may be prompted with a security warning. Press Yes or Run (depending on the Operating System). The install will then start:



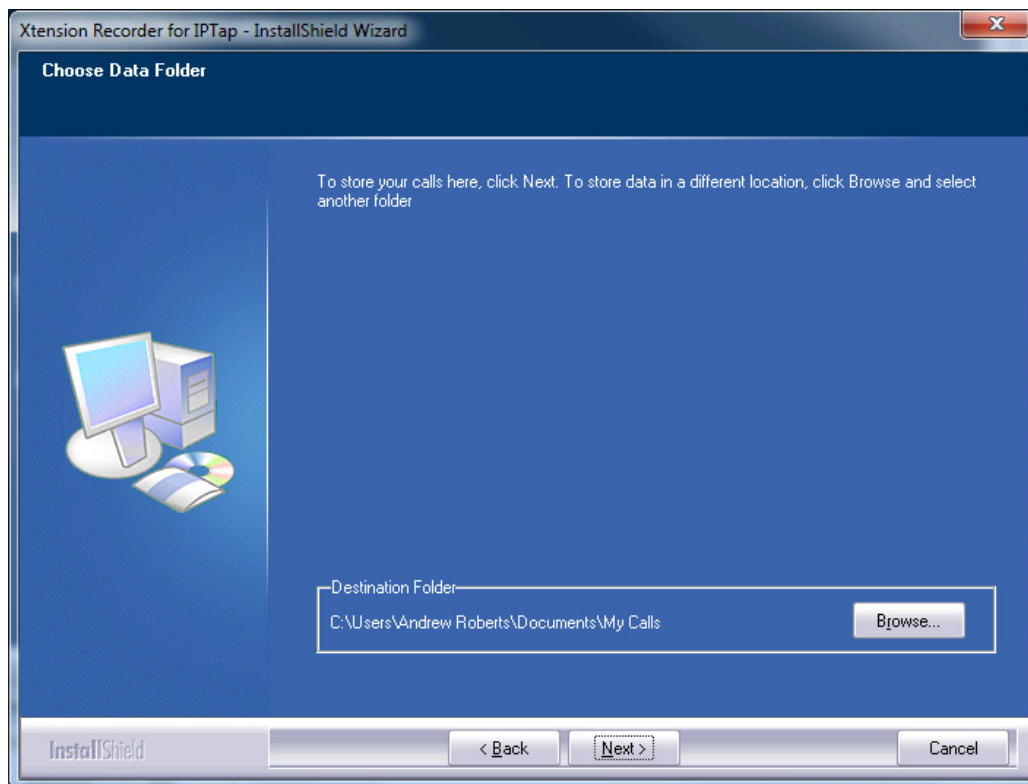
Select Next.



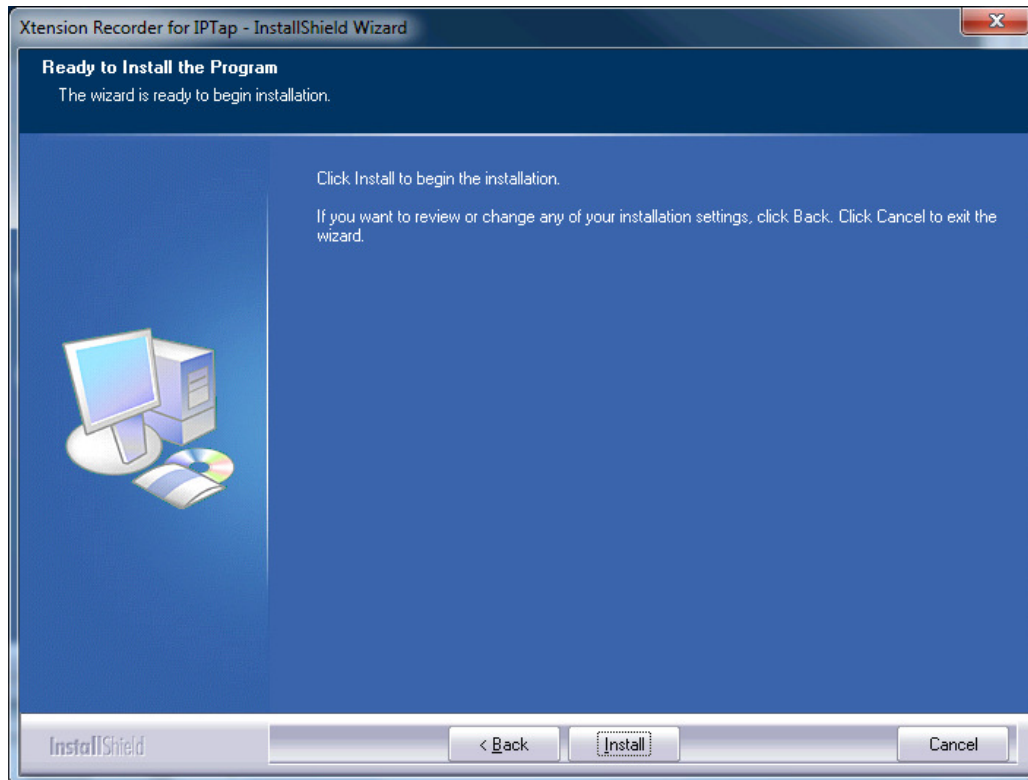
Select Yes to accept the license agreement and continue.



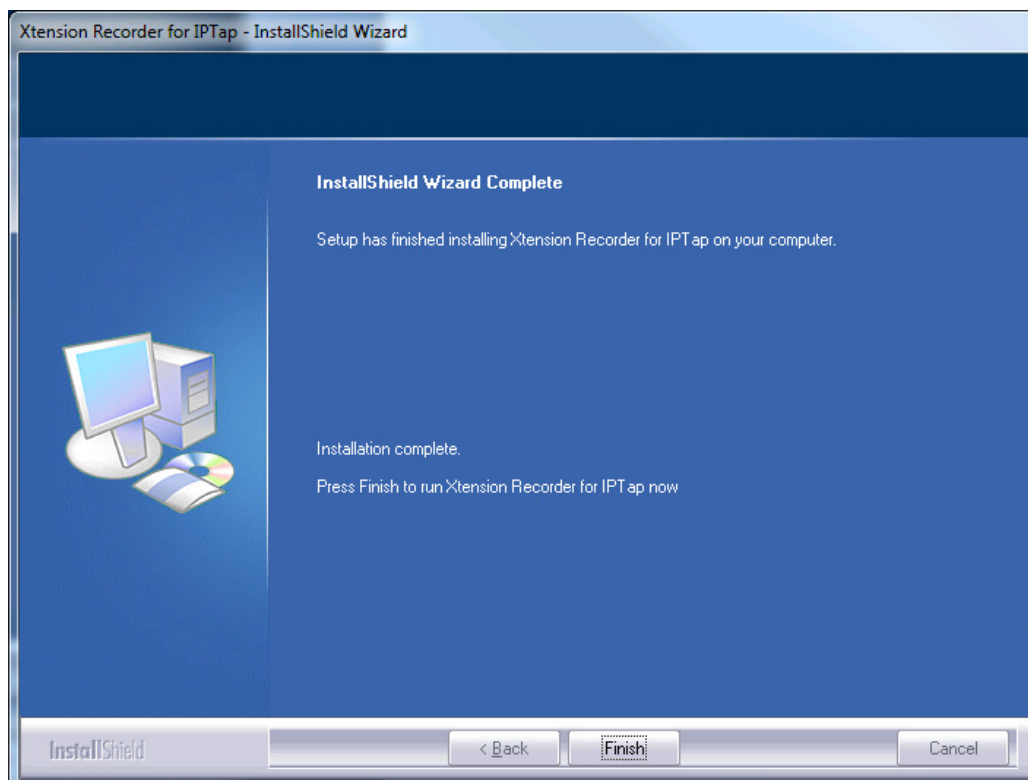
Select Next to accept the default destination location for installation (recommended).



Select Next to select the default Data folder (recommended).



Select Install to start the installation process.



Select Finish to complete the software installation.

Step 3 - Configuring the IPTap with the Recorder Setup Wizard.

Once the software has been installed the IPTap Setup Wizard will run, this will step you through the setup of your IPTap.

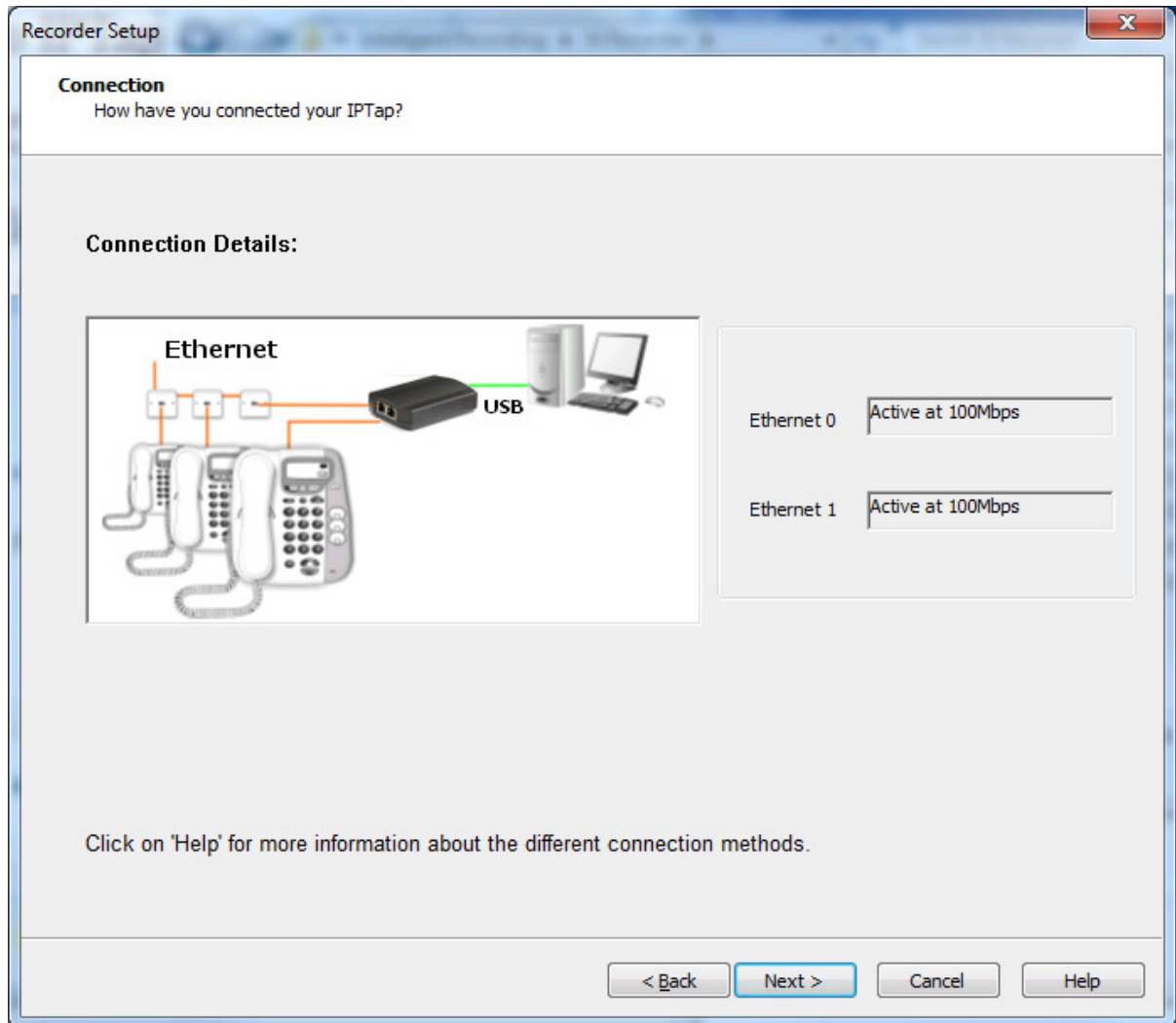
Please ensure the IPTap is connected and the Phone has started up before running the Setup Wizard.



The IPTap will be detected and initialized. Once completed the message "Device Present" is displayed.

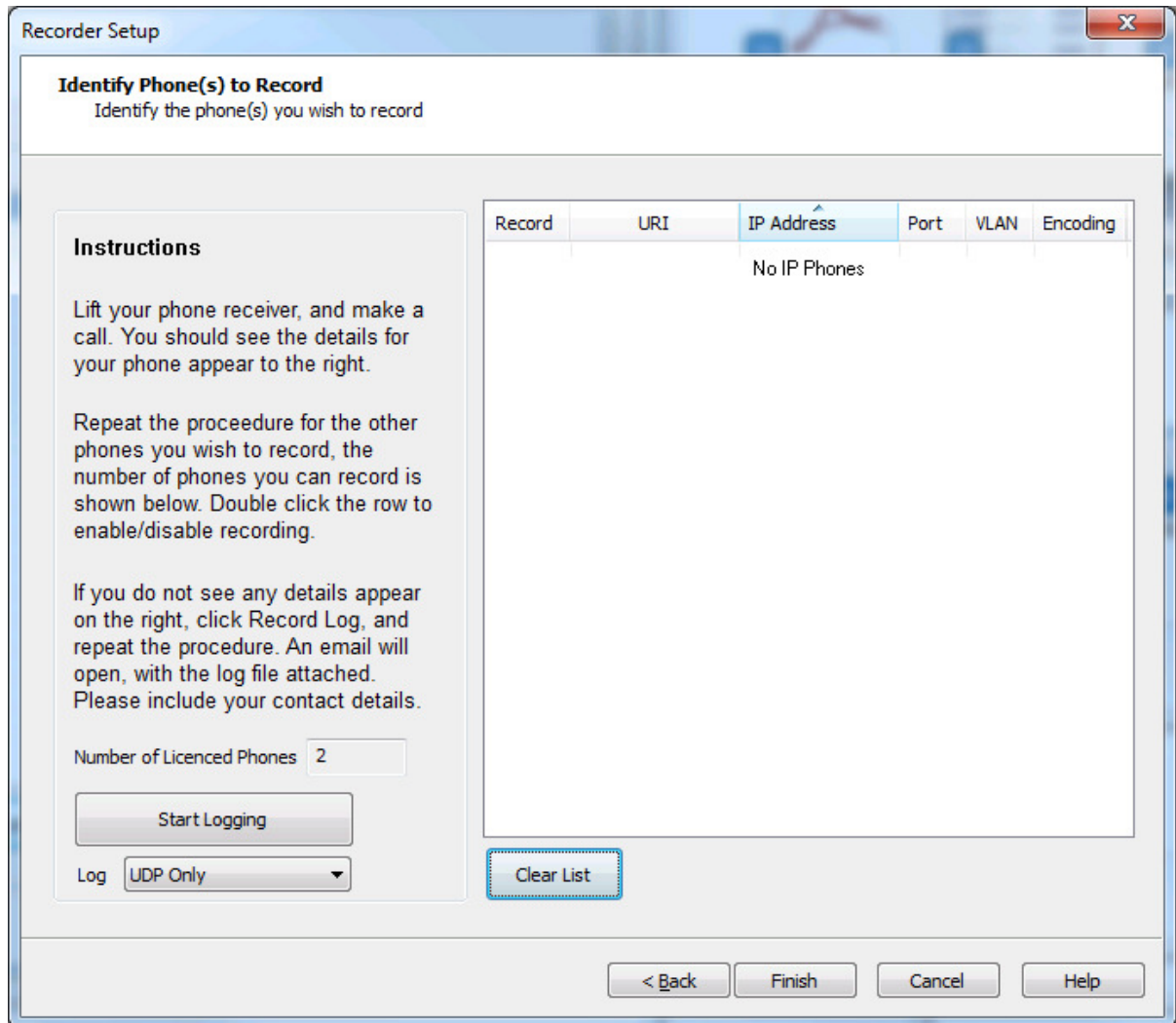
If the IPTap is not detected, check that you don't have another copy of Setup Wizard or XtRecorder running, and that the Device Driver has loaded.

Select Next to Continue.



The IPTap connection details are shown along with the status of the two Ethernet ports. If either Ethernet port is shown as Inactive, please check your cable connections. **Please note Gigabit Ethernet connections are not supported, and will be shown as Inactive.**

Once both Ethernet ports are Active, press Next to Continue.

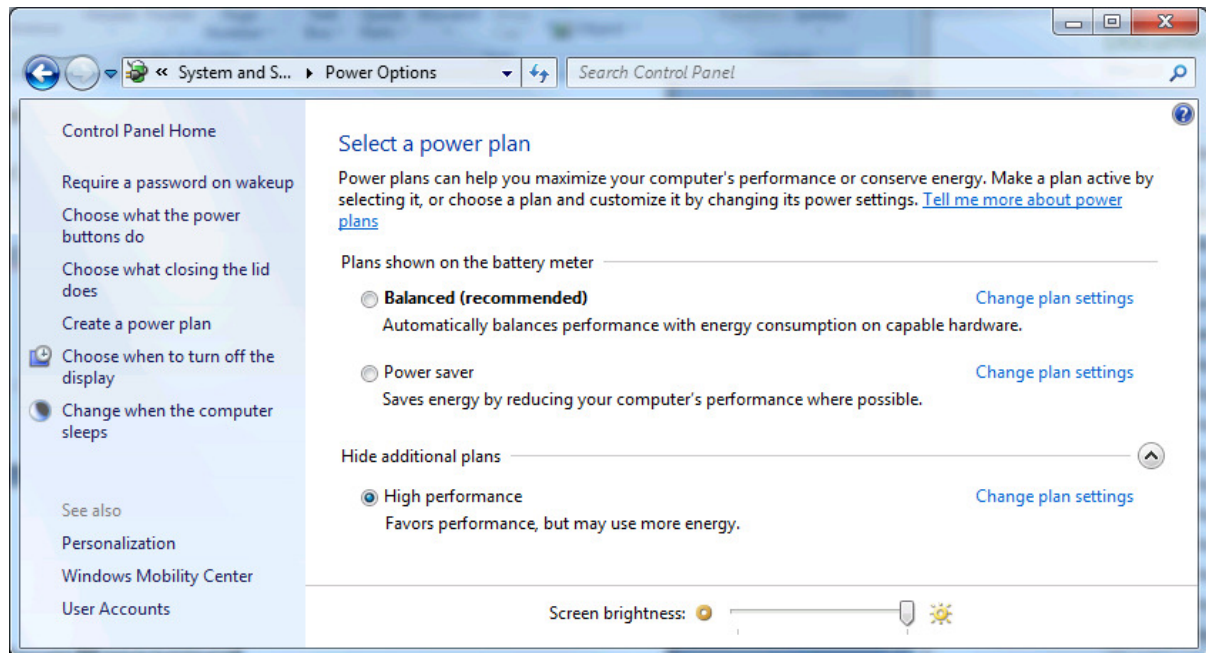


Lift the handset of your telephone and make a call. You should see the details of your phone appear, as shown in the next picture.

Step 4 – Turn Off Windows Power Management

In order for your recorder to record all conversations, you should disable Windows Power Management, as this can stop the recorder, either by powering down the USB device, or suspending the computer.

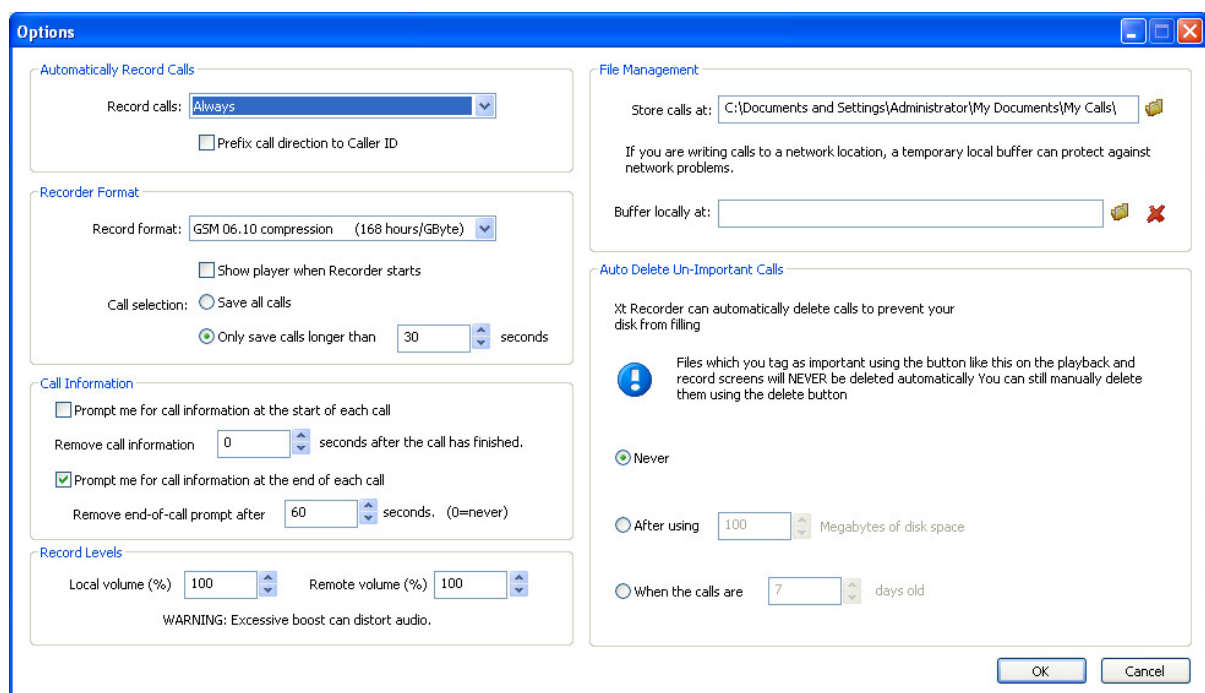
Under Windows 7 select Start->Control Panel to open the Control Panel. Then click System and Security, and Power Options. Click Show additional plans, and select High Performance.



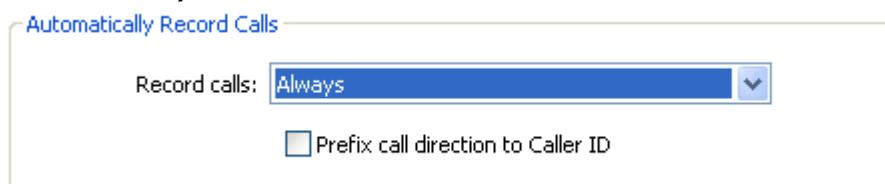
Program Settings

The Xtension Recorder application software when loaded is accessible through a desktop shortcut as well as by right-clicking on the icon that is loaded in the system tray of the PC. This system tray icon will also flash yellow and red to indicate an active call being recorded.

The View Options tab enables the installer and or user to set up the options available for that user. Once set, this view can be eliminated to the user, thereby making it impossible for them to change (see Advanced Setup Options).



Automatically Record Calls



This setting determines whether all calls are automatically recorded or if the recorder is intended for Manual Start/Stop only. Other options to record only incoming or outgoing calls may not be available on all installations depending on line provider and type of telephone instrument being used. For those installations that can identify incoming versus outgoing calls, these options are available. By selecting the 'Prefix' option, a '<' sign will be placed in front of the Caller ID to identify an incoming call and a '>' sign designates an outgoing call. In the case where the software cannot distinguish between

incoming or outgoing it will be identified as 'unrecognized' and a '?' will be placed as a prefix.

Recorder Format

Record format: ▼

Show player when Recorder starts

Call selection: Save all calls

Only save calls longer than ▲▼ seconds

Record Format - allows the user to select the recording format.

'Perfect Digital Recording' stores the recording in the PCM format taken directly from the recording device. This is the highest quality possible but can use a significant amount of space on the PC disk (35 Hours per GByte).

'GSM 06.10' (recommended) uses a compression technique to store the recording more efficiently (168 Hours per GByte). In practice, the difference in discernable quality is negligible so the default is for this format to be selected.

Call Selection

This setting determines the minimum length of a call that is saved. All calls are recorded from the very beginning of the call, but unless the call lasts longer than the period set, it will not be saved. This prevents short calls, miss-dials, etc from being saved.

Call Information

Call Information

Prompt me for call information at the start of each call

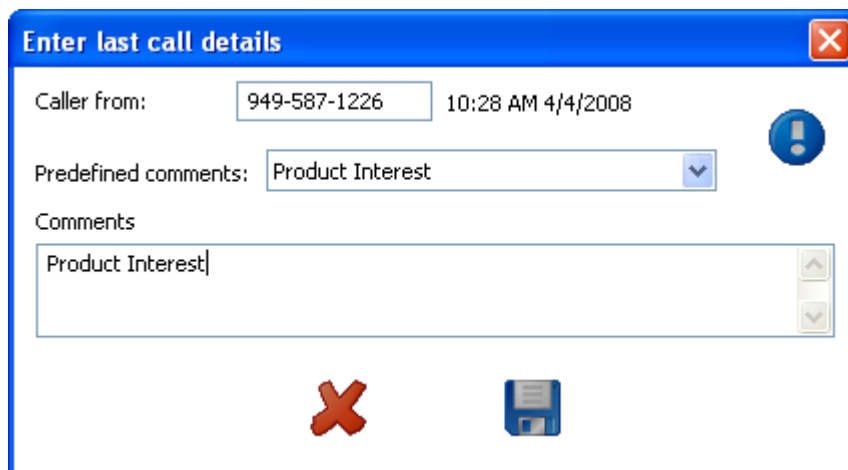
Remove call information ▲▼ seconds after the call has finished.

Prompt me for call information at the end of each call

Remove end-of-call prompt after ▲▼ seconds. (0=never)

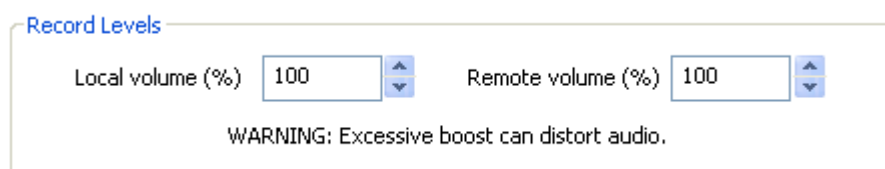
Prompt at Start of Call option will pop forward the Recorder View window. Note, this will occur any time the Recorder is active, even on very short calls.

Prompt at End of Call option is often preferred, as this will pop a box that allows the user to Save or Delete the call (if enabled) and also to add notes about each call if desired (shown below). This screen pop will only occur if the call has lasted the minimum period as defined in previous option.



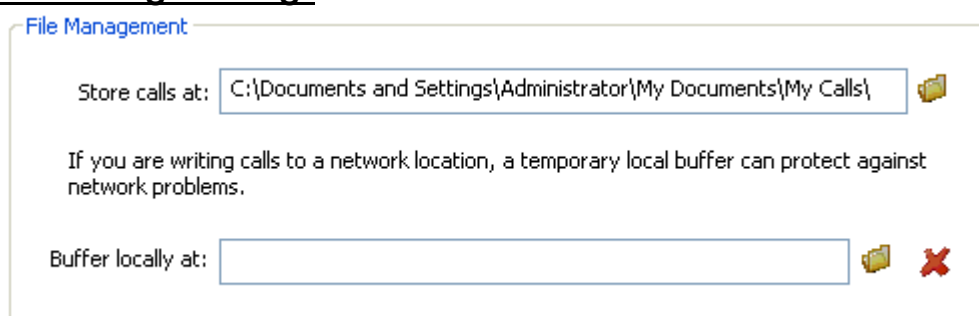
Example of Call Detail screen.

Record Levels



Each user can adjust the Recording Levels of either side of the conversation. The Local Volume is the recording level of the user; the Remote volume is that of the outside caller. If left at the default of 100% and 100%, no adjustment is made to the recording. Often the outside party is more difficult to hear in the recording due to level loss on the line; in that case an adjustment can be made to boost the level to the desired level. It is also possible, and often desirable, to decrease the volume if the Local side is too loud in the resultant recording.

Call Storage Settings




If the local user desires to manage their own calls, then using the default storage location created is often preferred, a My Calls folder is created under My Documents.

If however, the calls are to be stored on a Network Drive for **Centralized Call Management**, then it is recommended that a local Buffer location be created on the Local PC. When a Local Buffer is created, the live call is buffered in the folder created (i.e. C:\Buffer) as an '.xtr.tmp' file. Once the call is completed, the recorder checks if the network location is available and if so, sends the call to the network storage location. If the network is not available, calls will continue to be recorded in the Buffer location. When one call is successfully sent to the network location, the entire buffer will also be transferred with no user intervention required.

Auto-Delete

Auto Delete Un-Important Calls

Xt Recorder can automatically delete calls to prevent your disk from filling

 Files which you tag as important using the button like this on the playback and record screens will NEVER be deleted automatically You can still manually delete them using the delete button

Never

After using Megabytes of disk space

When the calls are days old

This option automates the task of deleting calls after a predefined time or after a certain amount of space has been consumed. Note, any calls marked as Important will not be Auto-Deleted by this routine.

Advanced Program Settings

Intelligent Recording has also provided the dealer or user the option of making additional adjustments to the use and functionality of the user interface.

Customize Pre-Defined Comments

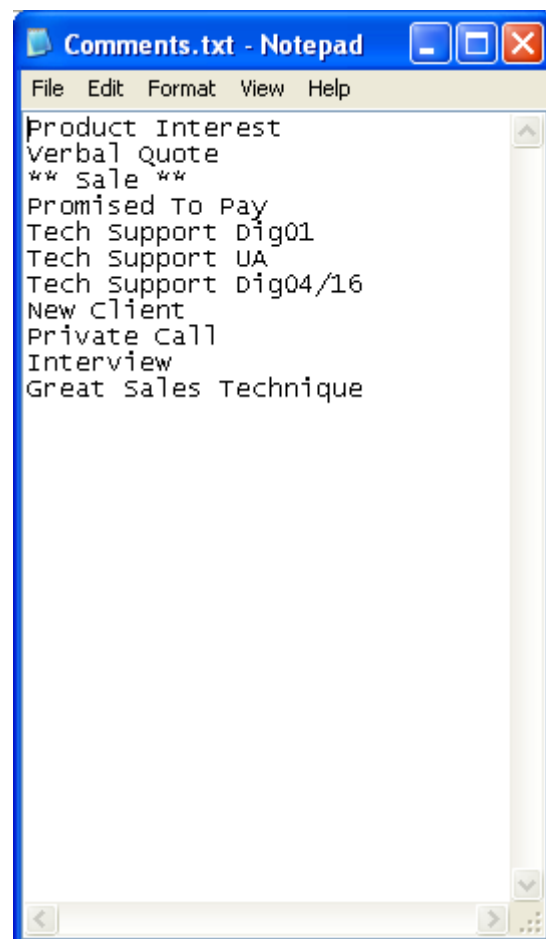
Located in the Configuration directory:

C:\Program Data\Intelligent Recording\Xt Recorder\Configuration
(WinVista/7)

or

C:\Documents and Settings\All Users\Application Data\Intelligent Recording\Xt Recorder\Configuration (WinXP)

you will find a file called Comments.txt. To edit this file, open with Notepad and it will display the content as shown below:



Simply type in a column any number of comments and how you would like them to appear.

Once completed, select File>Save and replace the existing Comments.txt file.

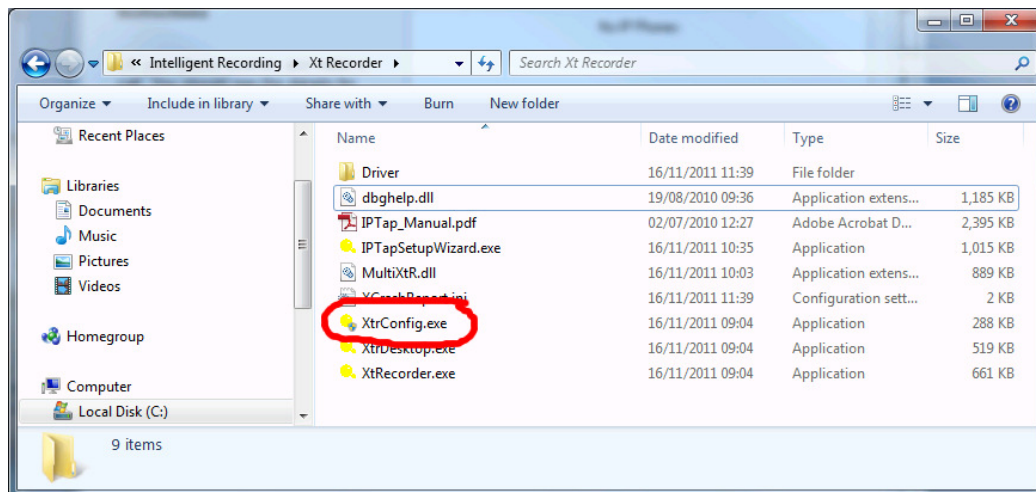
The new list will then appear in your drop-down menus.

This will place the selected text in the comments field; more text can be appended to the notes if desired.

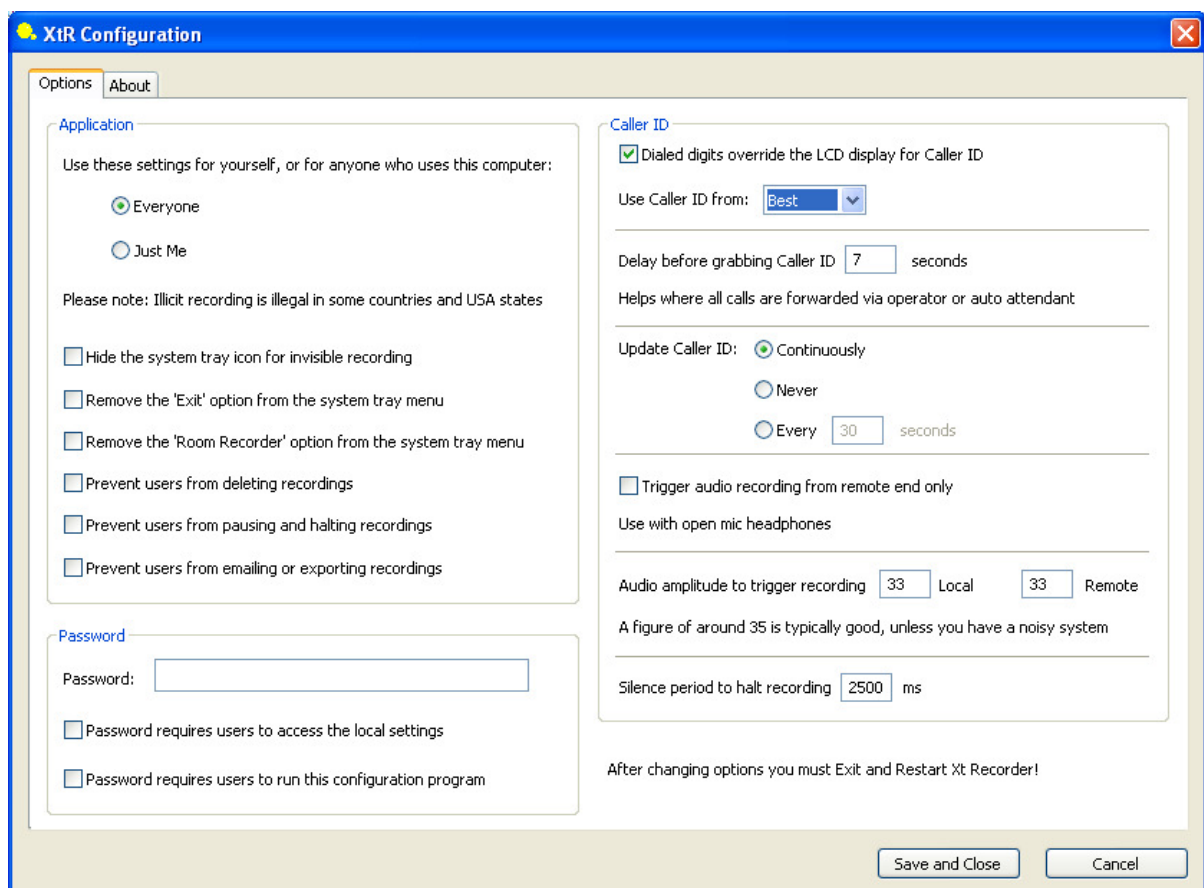
Restricting Access to Features and Functions

This configuration program can only be accessed by browsing to the installation location (default C:\Program Files\Intelligent Recording\Xt Recorder) and then clicking on the XtrConfig.exe file circled below:

Note: The customer takes all responsibility to ensure they are meeting legal requirements. Intelligent Recording provides the user option settings in order to meet customer demands and cannot be responsible for the miss-application of the product.



This opens the following program:



Installing on Shared PC

Use these settings for yourself, or for anyone who uses this computer:

Everyone

Just Me

Please note: Illicit recording is illegal in some countries and USA states

This first setting is used when installing on a PC that has multiple user log-on Ids. If it is preferred that all calls, regardless of the user that is logged in, are stored in the same folder and have all the same settings- then select the 'Everyone' option.

Note- the User ID Header on each recording is taken from the PC User Log-in ID, so if each user logs into the PC with a unique login the recordings will be searchable and sort-able by the various User Ids.

It is also possible to have each user have their own settings, i.e. different storage folders etc. If this is desired select the 'Just Me' option. It will then be necessary to install the application under each user log-in on the PC.

Restricting Features and Functions

The following features can be restricted on a per user basis:

- Hide the system tray icon for invisible recording
- Remove the 'Exit' option from the system tray menu
- Remove the 'Room Recorder' option from the system tray menu
- Prevent users from deleting recordings
- Prevent users from pausing and halting recordings
- Prevent users from emailing or exporting recordings

Caller ID and Trigger Options

It is sometimes necessary to adjust how the recorder reads the Caller- ID information delivered to the telephone. (Note- not all versions capture Caller- ID info, please check with your re-seller).

Caller ID

Dialed digits override the LCD display for Caller ID

Use Caller ID from:

Delay before grabbing Caller ID seconds

Helps where all calls are forwarded via operator or auto attendant

Update Caller ID: Continuously

Never

Every seconds

The Recorder software reads the data for Caller-ID from the information provided your line carrier. For analog phone lines leave this setting at “Best” (the other options are for different interface devices)

Dealing with Headsets or ‘Hot Mics’

Trigger audio recording from remote end only

Use with open mic headphones

Check this option if you find the recorder is either not stopping recording consistently, or triggers with background office noise while not on the telephone.

Sensitivity Adjustments

Audio amplitude to trigger recording Local Remote

A figure of around 35 is typically good, unless you have a noisy system

Silence period to halt recording ms

In the vast majority of cases no adjustments are needed here. With some lines a start/stop trigger for recording is based on a signal level, to make these triggers more sensitive lower the values above, less sensitive raise them.

Password

Password

Password:

Password requires users to access the local settings

Password requires users to run this configuration program

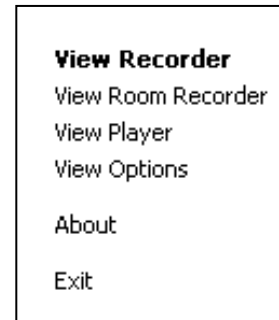
The above option for accessing Local Settings eliminates the ability for the user to access the Options View of the software. This prevents them from changing any and all options that are preconfigured.

The second option requires the Password in order to access the XtRConfig Program.

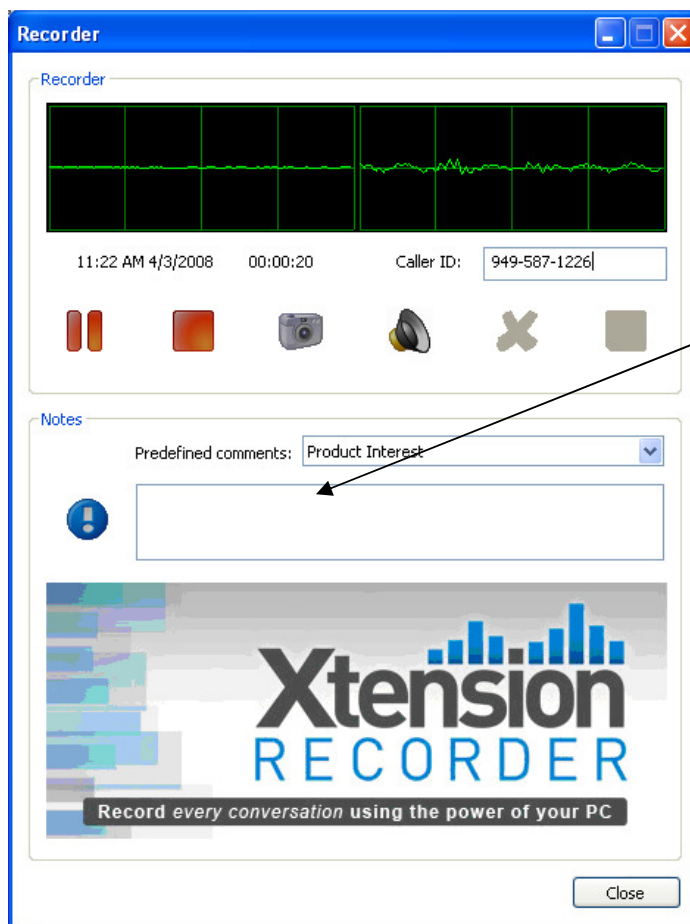
Important! For any changes made in the XtRConfig Program to take effect, the application must be Exited (choose exit from sys tray menu) and restarted.

Xtension Recorder Desktop Software User Interface

The Xtension Recorder application software when loaded is accessible through a desktop shortcut as well as by right-clicking on the icon that is loaded in the system tray of the PC. This system tray icon will also flash yellow and red to indicate an active call being recorded.



View Recorder





This view allows the user to interact with the live recording if desired.

The user can pause or stop

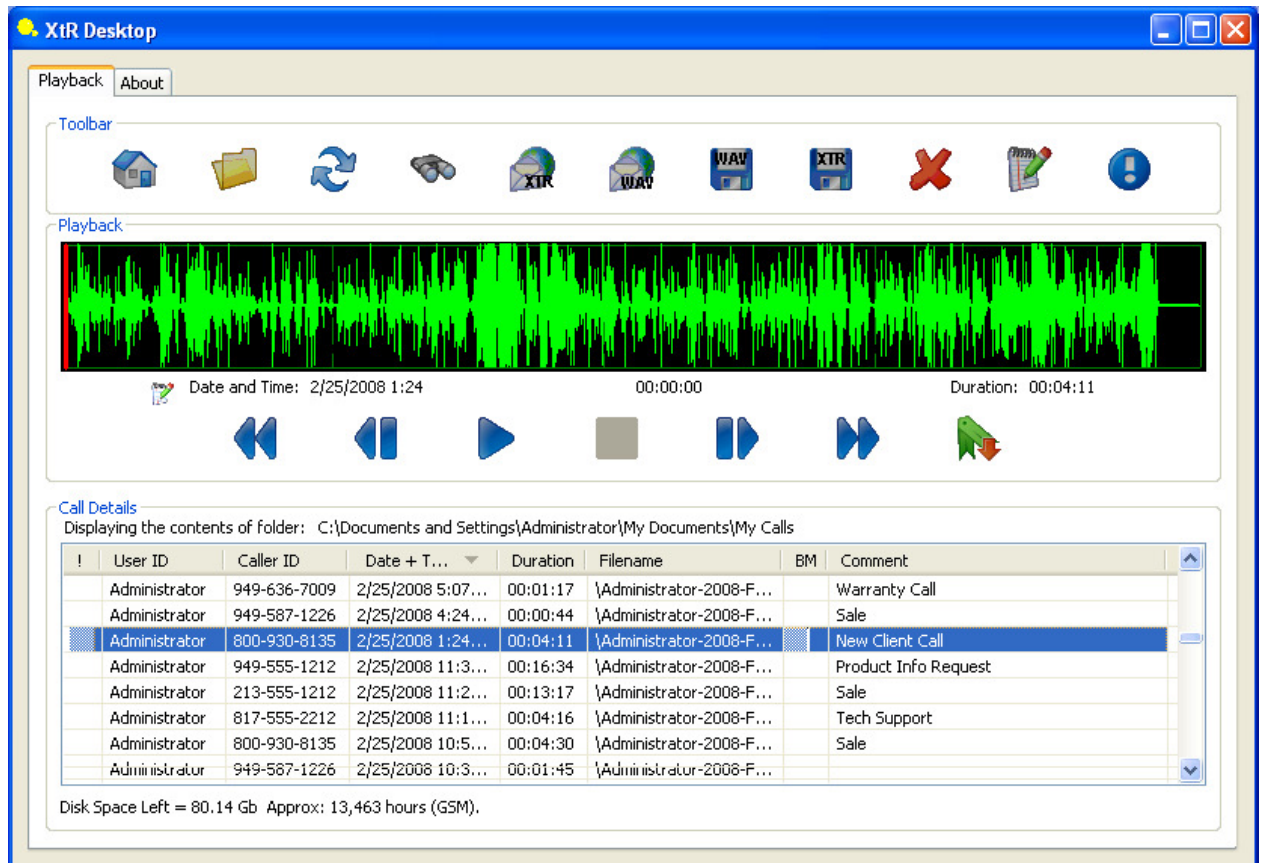


the recording (if enabled) as well as add notes about the call either by typing in as desired or selecting from a list of predefined comments that can be customized by each user- see page 7 of this document.

By clicking on the Snapshot  Icon, the current call is placed into the Player for immediate playback while continuing to record.

The Speaker  icon routes the audio from both sides of the recording through the PC Speakers. (Note: there is a slight delay as this is not the 'live' call, but a recording of what has just occurred).

View Player

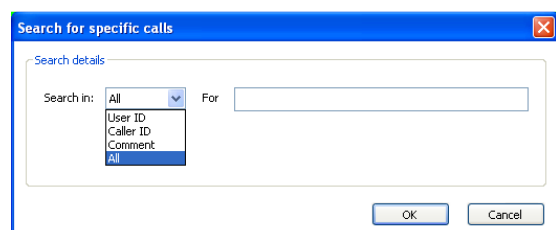


The **Basics of the Player** are quite simple. In default, the player will be directed to your storage folder that is set up in the Options Area under File Management. By selecting the **Home** icon the Player will return to view calls from this location.

While this view is displayed, new calls will appear as they are generated. You can view calls from other locations by selecting the **Browse** function and selecting the location from which to view calls, either on your local PC or network location.


The **Refresh** option will perform a new scan of the folder in view.


Select **Search** to enable searching for calls in view by User ID, Caller ID/Number Dialed-, Comment or All. The search will then bring into view results from the current view that matches your criteria.





To return to previous view, select the Refresh option.

E-Mailing Recordings

E-Mailing recordings couldn't be easier. To email as a proprietary and secured formatted recording select the first email icon option.  This will attach the recording to an outbound email message; an auto-text will be generated with a link to where the recipient of the email can download a free player.

The other E-Mail option is to select the **E-Mail as WAV** icon , this first converts the recording to a wav file, then attaches to an outbound e-mail message.

Save Files to Other Locations / Convert Direct to WAV Format


It is often desirable to **Save and Move** important calls from one storage location to another. This is done quickly and easily by selecting the recording in the Player then clicking on the Save icon.  This XTR option will save the recording to another location in the native '.xtr' file format. By selecting the **WAV**  option, it will convert the file to a WAV format and then allow the recording to be saved in the desired location.

Deleting Recordings

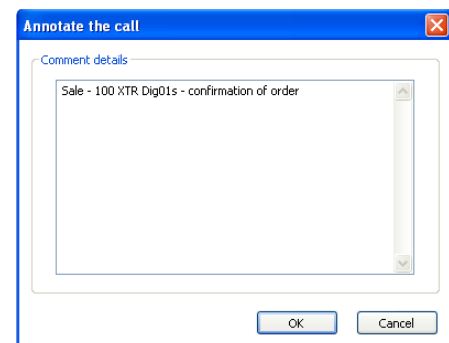
To delete an unwanted call, simply select the call or calls and then press the Delete icon

Note: The ability for a user to Stop, Pause, Email, Delete, and Convert Recordings as well as view the player and sys tray icon can be restricted on a per user basis. This is explained in the Advanced Set-Up Options located within this document.


Adding Notes to a Recording

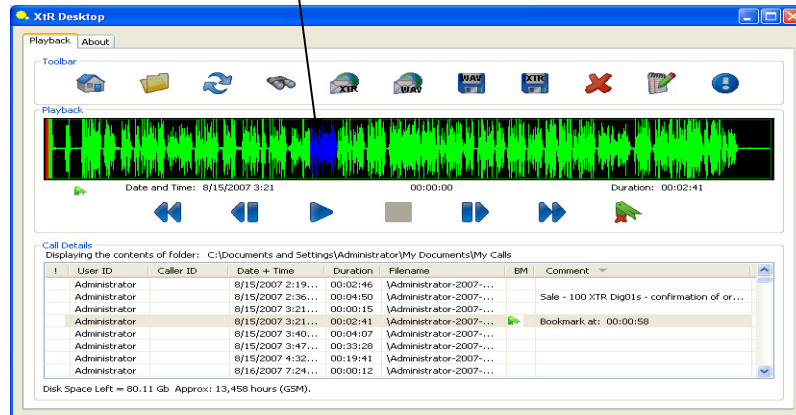
By selecting the **Notes** icon , the user can add notes to be stored as part of the call record.

Any item in the notes filed can then be used later to find the particular call.




Bookmark

A Book-Mark can be added to a Recording at any place. This can be used to highlight an important part of the call making it easy to find in the future. To Bookmark a part of the recording simply select Bookmark icon  at the point desired and the graphic will display the area book-marked in blue as shown below:

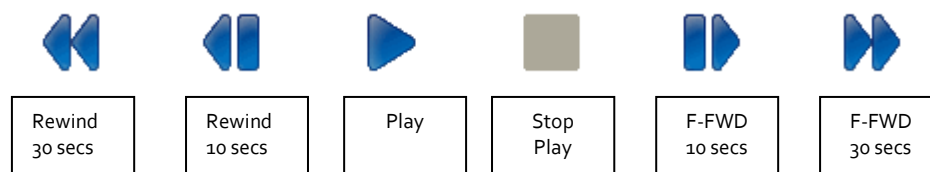


Important Calls

Calls can be marked as **Important** by selecting the call and clicking on the Important icon. This will highlight the call in the list as well as remove it from any auto-delete routine established in the Options Area. 

Playing Calls

Click on the desired recording in the Play Back List and the call select will be loaded into the Player. You can 'click' on the wave form in the player to move from one point in the recorder to another or use options shown below:



Sorting Calls in View

Calls loaded into View in the Player can be sorted by each individual column by clicking on the column header. For example, sort for all 'important' calls, or perhaps all calls that have comments associated with them. To return to the previous view, simply hit the Refresh icon.

[Call Details](#)

Displaying the contents of folder: C:\Documents and Settings\Administrator\My Documents\My Calls

!	User ID	Caller ID	Date + T...	Duration	Filename	BM	Comment
	Administrator	949-636-7009	2/25/2008 5:07...	00:01:17	\Administrator-2008-F...		Warranty Call
	Administrator	949-587-1226	2/25/2008 4:24...	00:00:44	\Administrator-2008-F...		Sale