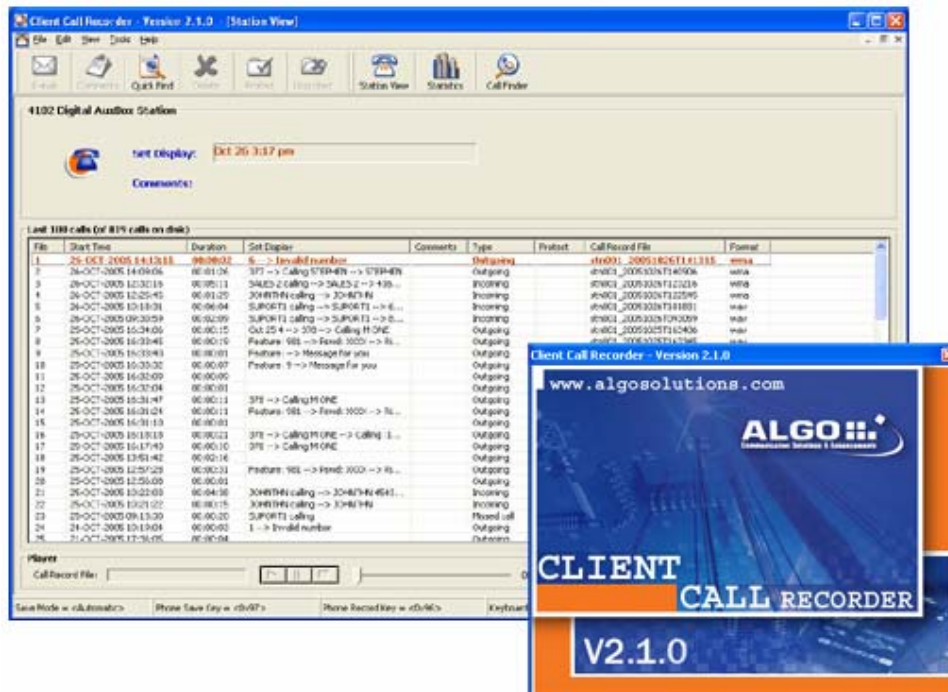


# Client Call Recorder V2.1.0

## Single-User Call Recording



## User Guide

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# 1 Overview

The Client Call Recorder (CCR) software is a reliable single-channel digital recording system for use with Algo's 4102 Digital AuxBox (formerly named 4102 USB AuxBox), 4105 Analog AuxBox and 5006 Centrex AuxBox. Depending on which AuxBox is used, the software permits call recording from Nortel Networks™ Norstar™, Business Communication Manager™, Meridian 1™, and CS1000™ Digital TDM Telephones as well as Meridian Digital Centrex and Analog Telephones. Check with Algo for which Nortel digital telephones are supported.

The CCR replaces Algo's 4102 USB AuxBox Software Version 1.2. This new version includes many feature enhancements including: the capturing of missed calls, a call timer display, and advanced record searching capability. It supports all previously manufactured 4102 USB AuxBoxes.

The CCR is intended to run on a PC with a single AuxBox connected.

For multi-user applications, Algo's Enterprise Call Recorder (ECR) expands on the features of the CCR to allow for centralized call storage and record access for up to 32 telephones. Ideal for the small call centre, the ECR is compatible with the 4102 AuxBox or the 4102R Digital AuxCard. Please check Algo's website ([www.algosolutions.com](http://www.algosolutions.com)) for more information on the Enterprise Call Recorder.

## 1.1 System Requirements

The system requirements for the Client Call Recorder are:

- **P3, 450 MHz**
- **128MB RAM**
- **USB port**
- **CD-ROM Drive**
- **Windows® 98SE, 2000, Windows Server 2000, XP or Windows Server 2003**

## 1.2 Hardware

The CCR works with the 4102 Digital AuxBox, the 4105 Analog AuxBox and the 5006 Centrex AuxBox. For a full description of the 4102, 4105 or 5006 AuxBoxes, please refer to the hardware installation guide supplied with the unit.

## 2 Installation Procedures

### 2.1 Software Installation

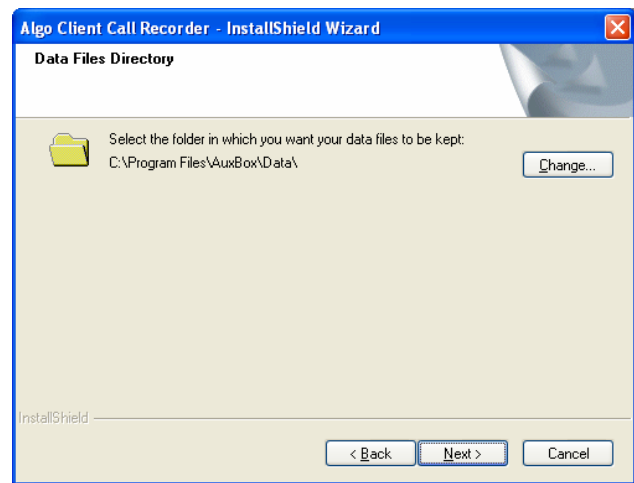
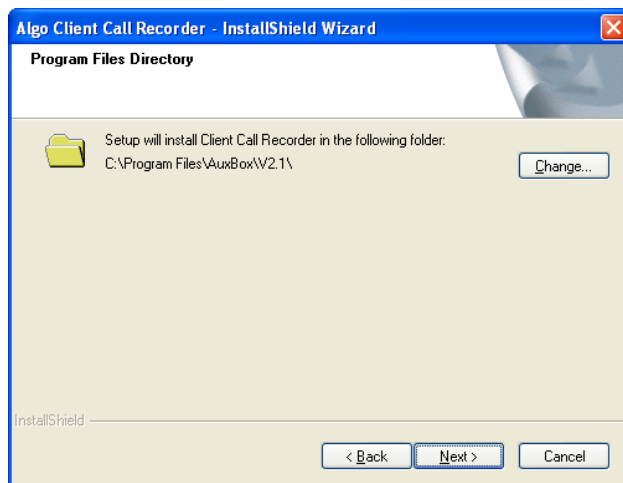
1. Connect the AuxBox as described in the hardware Installation Guide supplied with your 4102, 4105 or 5006.
2. To install the new software, insert the CD in the CD-ROM drive and the installation will start automatically. Follow the installation instructions as they appear on the screen.

If the software was downloaded from the Algo web site, run the **CCR\_Install\_V2\_1\_0.exe**

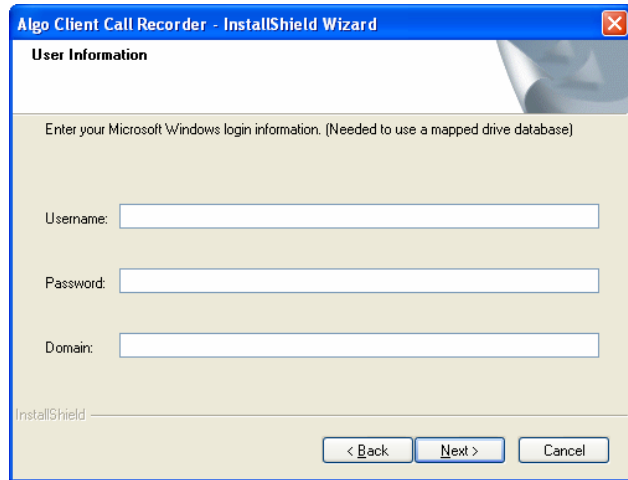
3. If Windows Media® Encoder v9.0 is not installed on the computer, the Microsoft installation package will be started automatically.
4. If a previous version of the AuxBox software exists, the uninstaller will be launched.

*Note: On Windows 98 SE, if there is an older version of the CCR Software installed on the PC, the installer will exit while asking you to uninstall the CCR with the Add/Remove utility in the Windows control panel. After the uninstallation is complete, re-run the **CCR\_Install\_V2\_1\_0.exe**.*

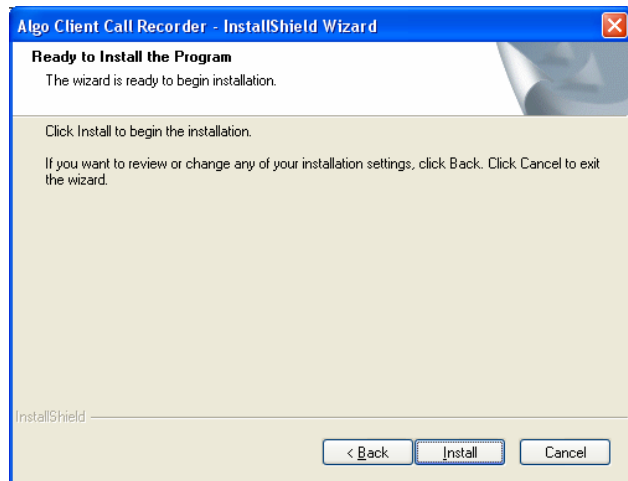
5. Select the Program Files Directory where the software files and executables will be installed. Next, select the Data Files Directory where the audio files will be kept. In most cases the default settings will be appropriate.



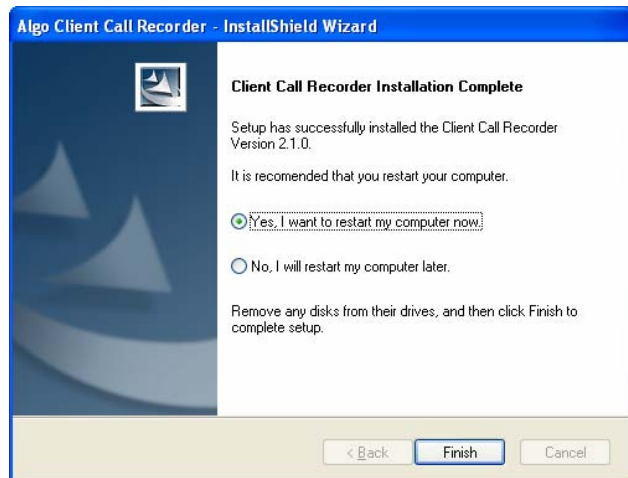
6. If the Data Files Directory selected is on a mapped network drive, the install will ask you to enter your Windows login information.



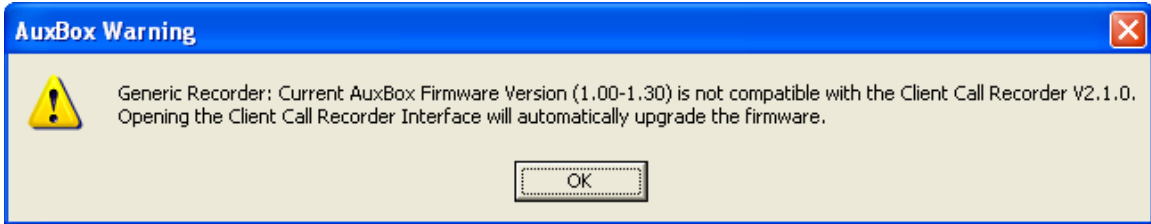
7. Once all options have been selected, press "Install" to begin installation.



8. Restart your PC.



9. If the AuxBox's firmware is not compatible with the CCR V2.1.0 a warning message will popup:



Click "OK" and open up the CCR interface program from the desktop. You will automatically be prompted to start the firmware upgrade.

10. If old call record files made with the Algo USB AuxBox Recorder V1.2 software are found, an automatic prompt will offer to import them for you so that you can access them from within the new CCR.

## 2.2 Network Firewall and Windows® XP SP2 Setup

The Client Call Recorder requires network access to operate. This is for communication between sub-programs only - the CCR does not communicate with the Internet or any external software. Firewalls running on the PC with a CCR can block these messages and cause the program to stop functioning. Please follow these instructions to ensure that the CCR operates with a PC Firewall.

### 2.2.1 3rd Party Firewall Software

When the CCR first starts, an active Firewall running on the computer could prompt to allow the CCR subprograms to have network access. The CCR programs are:

- ECCR\_4102Recorder.exe
- ECCR\_4105Recorder.exe
- ECCR\_5006Recorder.exe
- ECCR\_Admin.exe
- ECCR\_Agent.exe
- ECCR\_API.dll
- ECCR\_CCR.exe
- ECCR\_GenRecorder.exe
- ECCR\_M2250Recorder.exe
- ECCR\_Server.exe
- ECCR\_Utility.exe

**When prompted, allow these programs to have network access and check, “Do not ask again” or “Remember this setting” to store this configuration.**

### 2.2.2 Windows® XP Service Pack 2 Firewall

Windows will prompt to allow the CCR programs “ECCR\_Agent” and “ECCR\_CCR” access to network communication. Click <**Unblock**> for both programs.

Windows remembers this setting next time you start the CCR.



## 3 Navigating the Software Interface

### 3.1 Using the Tool Bar



The Tool Bar is located directly under the Menu Bar. The Tool Bar shows icons, which are shortcuts to frequently used functions. All Tool Bar functions are also selectable under the **<Edit>** pull down menu.



**Email:** Use your default Email program to send a selected call record as an attachment.

*Note: In order to use this feature, a MAPI compliant email program must be installed. Microsoft® Outlook® and Outlook Express® are configured correctly by default, however Netscape® requires the MAPI option to be selected in the email program setup.*



**Comments:** Text comments can be added in real-time while a call is being recorded. Up to a maximum of 200 characters is permitted.



**Quick Find:** Assists in finding a particular call record within the currently listed calls.



**Delete:** Deletes selected call records. The DEL key on the keyboard may be used as well.



**Protect:** Protects a call record from being accidentally or automatically (see 'Tools Menu – Administration and Options' Section) deleted.



**Unprotect:** Disables the Protect feature.

### 3.2 Application Windows

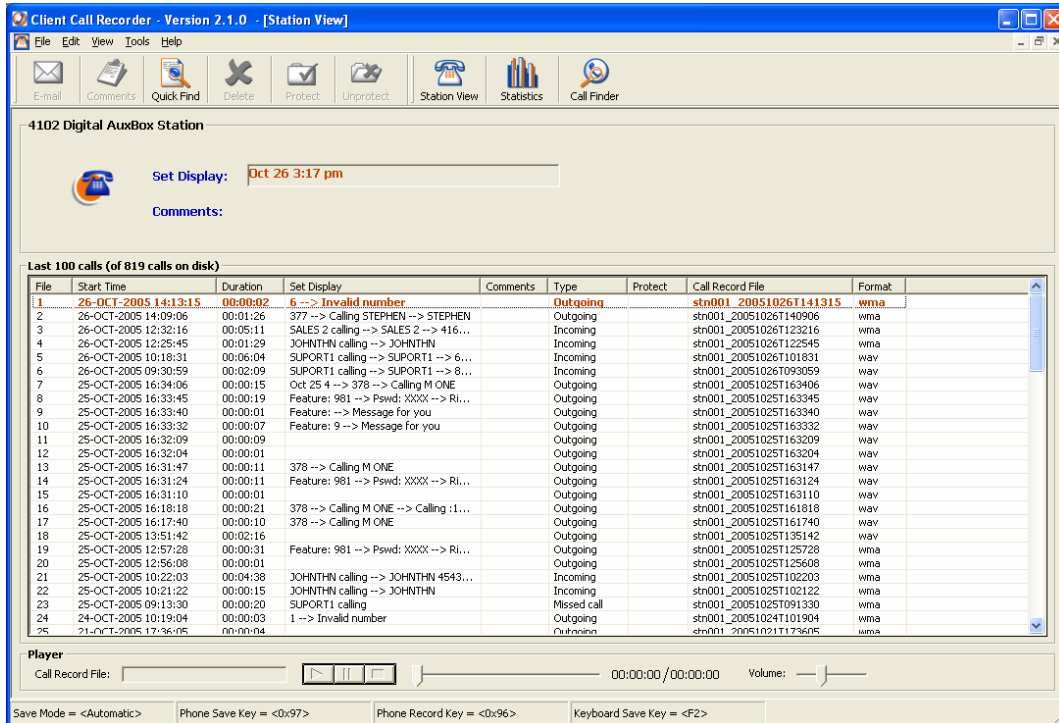
There are three main views in the CCR software. Clicking on the related icon in the main Tool Bar can access these windows. The Station View is the default view each time the software is opened.

Select the view you want by clicking on the icon for the view in the Tool Bar. All views are also selectable under the **<View>** pull down menu.



- Station View
- Statistics View
- Call Finder View

### 3.2.1 Station View



The Station View window provides details of the current phone status, and a list of recent call records for the past month (the CCR software automatically creates monthly folders to archive information more than 30 days old for convenient search and retrieval).

The Station View will show the following information about each call:

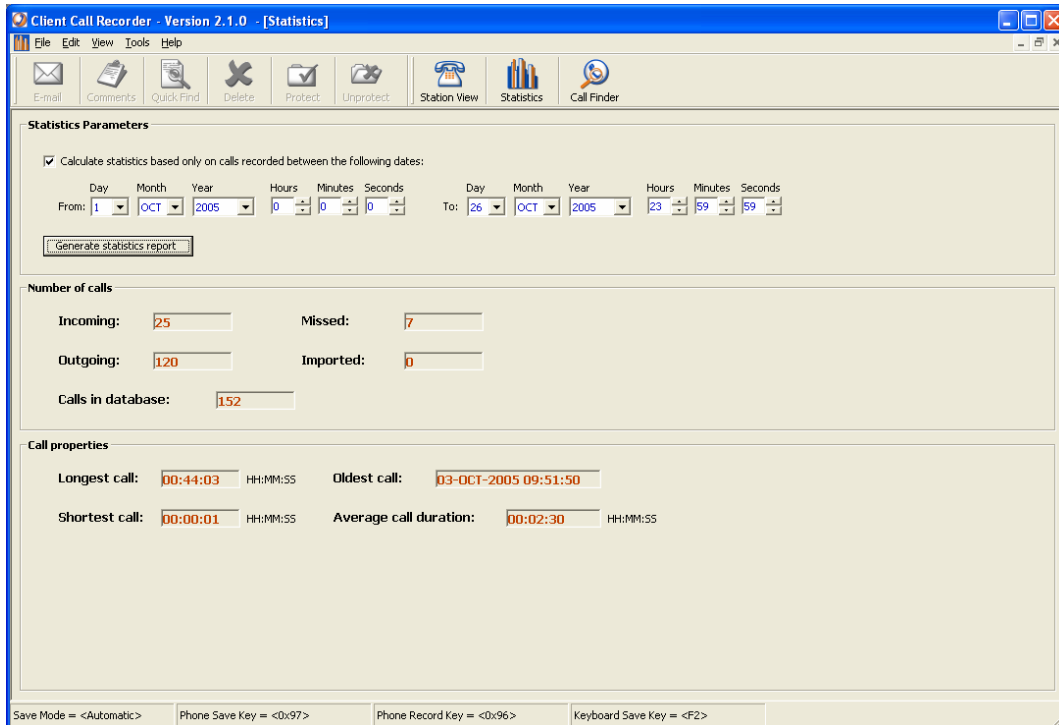
- Start Time  
- This is the timestamp of when the call began
- Duration  
- The length of time the phone was offhook for on the call
- Set Display  
- For 4102: Shows all information that appeared on the LCD of the phone during the call  
- For 4105: Shows dialed number for outbound calls and caller ID for inbound calls
- Comments  
- This field is available for the user to add any comments to help identify the call
- Type  
- This will identify the call as "Incoming", "Outgoing", or "Missed Call"

#### Interface Controls

Click on any of the column headings to sort the data accordingly. To listen to a particular call, double click on any of the call records, or select the call record and click on the play arrow button at the bottom of the screen.

To use any of the Tool Bar functions (e.g. email), click on the desired call record and then click on the appropriate Tool Bar icon. To select more than one call record, press the Control Key and then select other call records.

### 3.2.2 Statistics View



The Statistics View Window provides a summary of statistical information on the call database.

The Statistics View will show the following information:

- Number of incoming calls
- Number of outgoing calls
- Number of missed calls
- Number of imported calls
- Total number of calls
- Longest call
- Shortest call
- Oldest call
- Average call duration

### 3.2.3 Call Finder View



**Search Options**

Calls from: Day: 1, Month: JAN, Year: 2000  
 Calls to: 26, OCT, 2005

Hours: 0, Minutes: 0, Seconds: 0  
 Hours: 1, Minutes: 0, Seconds: 0

Calls longer than:  Set Display:   
 Calls shorter than:  Comments:   
 Call Type: Incoming

**Found 819 calls matching search criteria (of 819 on disk)**

File	Start Time	Duration	Set Display	Comments	Type	Protect	Call Record File	Format
1	26-OCT-2005 14:13:15	00:00:02	6 --> Invalid number		Outgoing		strn001_20051026T141315	wma
2	26-OCT-2005 14:09:06	00:01:26	377 --> Calling STEPHEN --> STEPHEN		Outgoing		strn001_20051026T140906	wma
3	26-OCT-2005 12:32:16	00:05:11	SALES 2 calling --> SALES 2 --> 416...		Incoming		strn001_20051026T123216	wma
4	26-OCT-2005 12:25:45	00:01:29	JOHNTHN calling --> JOHNTHN		Incoming		strn001_20051026T122545	wma
5	26-OCT-2005 10:18:31	00:06:04	SUPPORT1 calling --> SUPPORT1 --> 6...		Incoming		strn001_20051026T101831	wav
6	26-OCT-2005 09:30:59	00:02:09	SUPPORT1 calling --> SUPPORT1 --> 8...		Incoming		strn001_20051026T093059	wav
7	25-OCT-2005 16:34:06	00:00:15	Oct 25 4 --> 378 --> Calling M ONE		Outgoing		strn001_20051025T163406	wav
8	25-OCT-2005 16:33:45	00:00:19	Feature: 981 --> Pswd: XXXX --> Ri...		Outgoing		strn001_20051025T163345	wav
9	25-OCT-2005 16:33:40	00:00:01	Feature: 9 --> Message for you		Outgoing		strn001_20051025T163340	wav
10	25-OCT-2005 16:33:32	00:00:07	Feature: 9 --> Message for you		Outgoing		strn001_20051025T163332	wav
11	25-OCT-2005 16:32:09	00:00:09			Outgoing		strn001_20051025T163209	wav
12	25-OCT-2005 16:32:04	00:00:01			Outgoing		strn001_20051025T163204	wav
13	25-OCT-2005 16:31:47	00:00:11	378 --> Calling M ONE		Outgoing		strn001_20051025T163147	wav
14	25-OCT-2005 16:31:24	00:00:11	Feature: 981 --> Pswd: XXXX --> Ri...		Outgoing		strn001_20051025T163124	wav
15	25-OCT-2005 16:31:10	00:00:01			Outgoing		strn001_20051025T163110	wav
16	25-OCT-2005 16:18:18	00:00:21	378 --> Calling M ONE --> Calling :1...		Outgoing		strn001_20051025T161818	wav
17	25-OCT-2005 16:17:40	00:00:10	378 --> Calling M ONE		Outgoing		strn001_20051025T161740	wav
18	25-OCT-2005 13:51:42	00:02:16			Outgoing		strn001_20051025T135142	wav
19	25-OCT-2005 12:57:26	00:00:31	Feature: 981 --> Pswd: XXXX --> Ri...		Outgoing		strn001_20051025T125726	wma
20	25-OCT-2005 12:56:08	00:00:01			Outgoing		strn001_20051025T125608	wma
21	25-OCT-2005 10:22:03	00:04:38	JOHNTHN calling --> JOHNTHN 4543...		Incoming		strn001_20051025T102203	wma
22	25-OCT-2005 10:21:22	00:00:15	JOHNTHN calling --> JOHNTHN		Incoming		strn001_20051025T102122	wma
23	25-OCT-2005 09:13:30	00:00:20	JOHNTHN calling --> JOHNTHN		Imported call		strn001_20051025T091330	wma

**Player**  
 Call Record File:  00:00:00/00:00:00 Volume:

Save Mode = <Automatic> Phone Save Key = <0x97> Phone Record Key = <0x96> Keyboard Save Key = <F2>

The Call Finder View Window is a search tool that allows a detailed search of all call records. Searches can be performed by any combination of the following:

- **Date**, select date for “Calls from” and “Calls to”.
- **Comments**, click the “Comments” checkbox and type in text to search the Comments Field for.
- **Set display**, click the “Set Display” checkbox and type in text to search the Set Display Field for.
- **Length of call**, click the “Calls longer than” checkbox and select hours/minutes/seconds or click the “Calls shorter than” checkbox and select hours/minutes/seconds.
- **Call type**: select Incoming, Outgoing, Imported or Missed Calls.

### 3.3 Using the Menu Bar



The Menu Bar is the first line at the top of each window. It shows File, Edit, View, Tools and Help. Clicking on a menu item shows a list of functions available under the item.

#### 3.3.1 File Menu – Call Organization and Management

**Save As** – Save a call record to disk outside the Software (i.e. to a floppy disk or network drive).

**Copy** – Copy one or multiple call records to another location.

**Import Files** – Import individual call records or import all call records from a directory.

**Exit** - Close the application window. The Recorder software application will still be running in the background. Calls will still be recorded.

#### 3.3.2 Edit Menu – Editing Call Records

This menu contains many of the same commands as are found in the toolbar. See section Using the Tool Bar for more details on each feature.

#### 3.3.3 View Menu – Display Selection

See Application Windows section for full description of window views.

### 3.3.4 Tools Menu – Administration and Options

The options available in the Tools menu are:

- AuxBox Maintenance
- Recording System Commands
- Export Data to Excel
- Options

**AuxBox Maintenance** – Firmware upgrades and serial number changes are accessed through this tool. The system will prompt shutdown of the recording system. Select **<Yes>** to proceed.



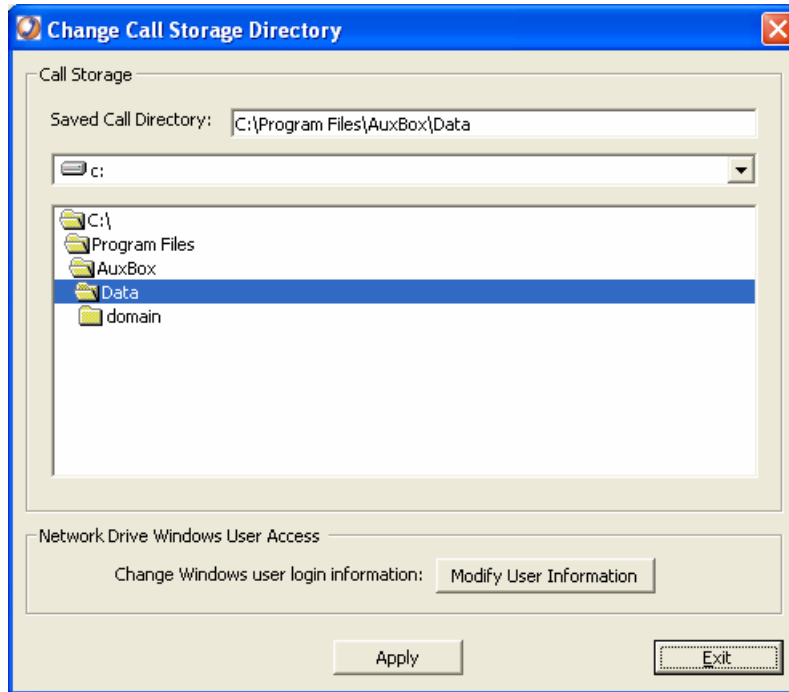
Click **<Upgrade Firmware>** to proceed with the firmware upgrade. A window will pop up allowing for selection of the firmware file. Select the directory matching the model of the connected AuxBox, either **4102** (Digital AuxBox), **4105** (Analog AuxBox) or **5006** (Centrex AuxBox). Next, select the firmware file and click **<Open>**. Once download is complete, wait for the AuxBox to resynchronise, then click **<Exit Maintenance>** to complete upgrade process.

**Recording System Commands** – Allows control of the recording system. It may be necessary to restart recording in some cases for certain new settings to take effect.



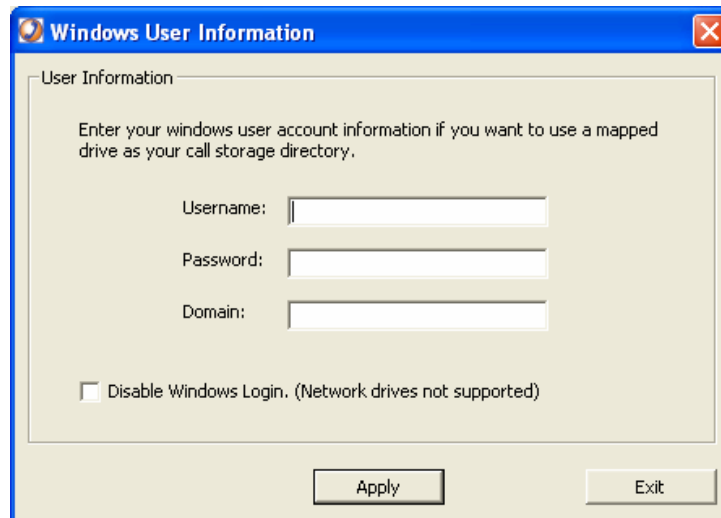
**Export Data to Excel** – Exports information contained in tables within the current window to Microsoft Excel. Call records and call statistics can be easily exported for logging and review.

**Change Call Storage Directory** – Allows the call storage directory to be modified.

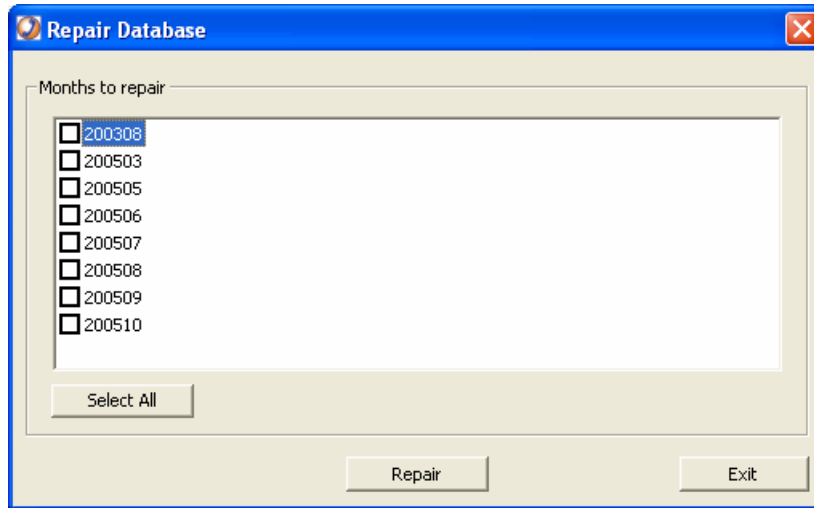


*Note: The Client Call Recorder will create its database folder structure inside the selected folder for call record storage. (i.e. ".\domain\stn001\200512\")*

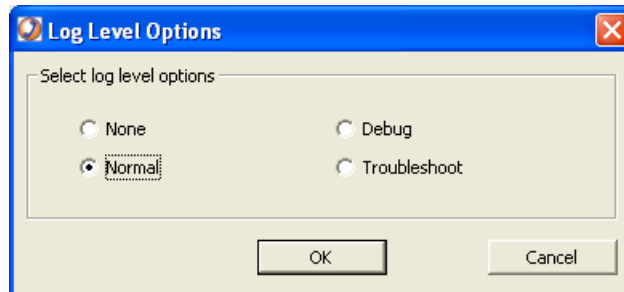
In order to select a mapped drive as the root of the call storage directory, you will have to enter the Windows User Login information of the currently logged in user.



**Repair Database** – Allows reconstruction of the Call Record database if some call records have been deleted manually, corrupted or added manually from outside of the CCR software.

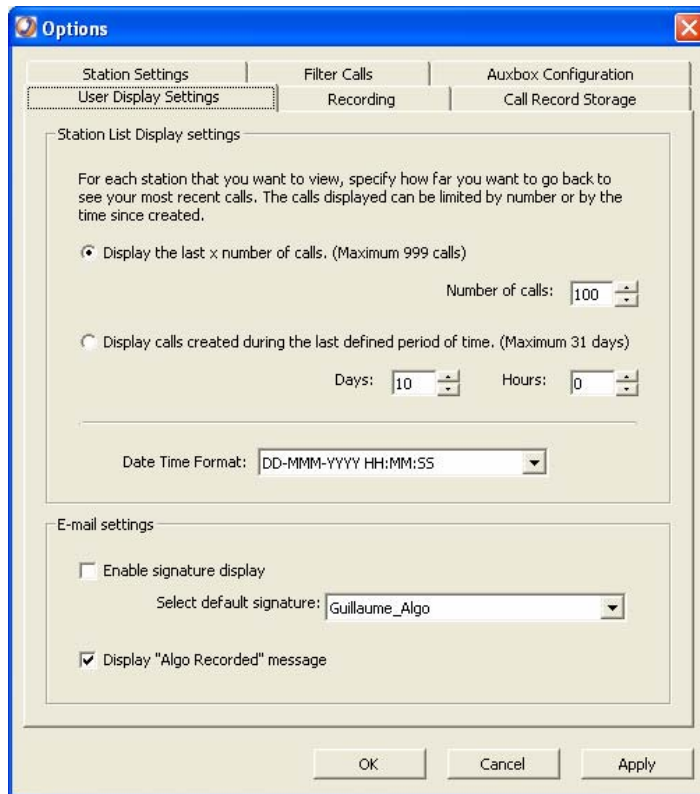


**Log Level Options** – Allows the level of logs generated by the Client Call Recorder to be modified. Should be left at "Normal".



### 3.3.5 Options Tabs – Station Settings

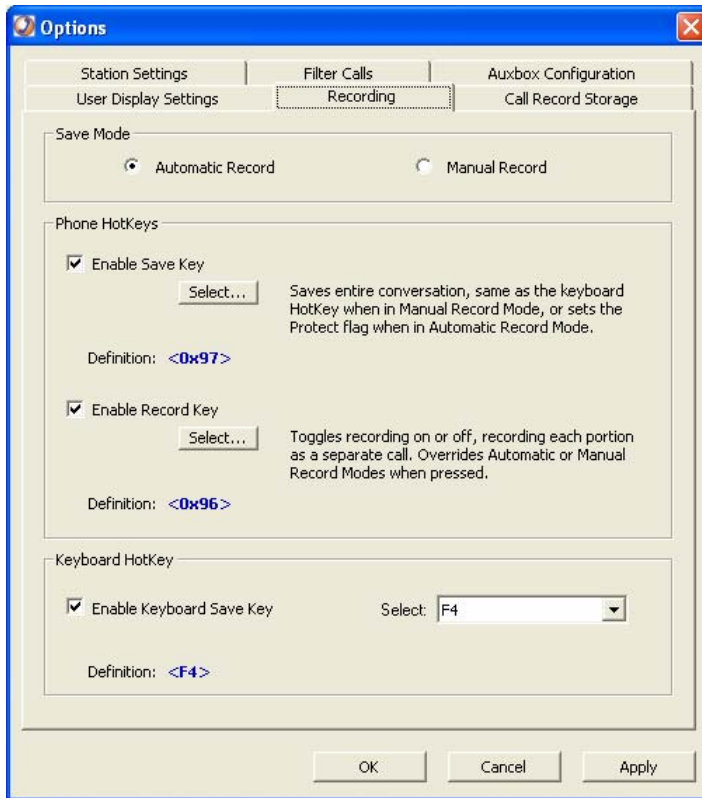
#### Call Record Display Tab



**Display Settings** – Select the number of calls or days and hours that a call record will be displayed. For example, if the option for “10 days” is selected, the station view will only display call records from the last 10 days (other calls may still be accessed using the Call Finder). Time/Date format can be changed from the Time Format pull down.

**E-Mail Settings** – The “Enable signature display” option allows for the user’s standard Microsoft Outlook email signature to be included when they email Call Records directly from the CCR Software. If multiple signatures are defined in Microsoft Outlook, select the one you would like to use. The “Display ‘Algo Recorded’ message” allows the option to include or remove this text when you email Call Records from the CCR Software.

**Recording Mode Tab** – This tab contains settings for recording calls. Features include automatic call recording or recording activation by user key press.



**Save Mode** – Recorder can be set to record all calls automatically or to record only when prompted by the user. When set to **Automatic Record**, all calls will be saved. When set to **Manual Record**, calls will only be saved if the user presses one of the configurable **Phone HotKeys** or **Keyboard HotKeys**.

**Phone HotKeys** – Phone keys can be configured to enable recording of conversations.

**4102 Installation:** The phone key to be set as a hotkey should first be configured as a blank key in the phone system programming. This is necessary to ensure that the key does not execute any commands on the phone when used with the software.

To clear a button on a Norstar phone, press **Feature**, \*, **1**. Then press the button you want to clear, then press **Hold**. Or see your phone system documentation for more details on blanking the key.

**4105 Installation:** The 4105 allows \* or # followed by another key to act as a hotkey.

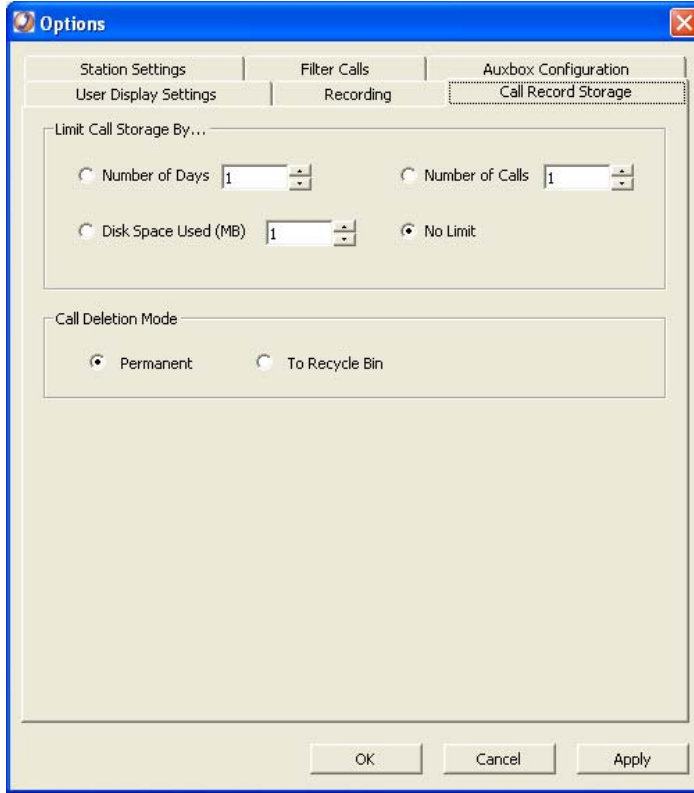
**Save Key** – In Manual Record Mode, the Save Key will save the entire conversation when pressed. In Automatic Record mode, the Save Key sets the Protect flag for the record. Click the **Enable Save Key** checkbox to enable the hotkey. Then click on **<Select>** and you will be prompted to press a key on your telephone.

**Record Key** – The Record Key will save a portion of the current conversation when pressed. Pressing once enables the recording. A second key press will stop the recording. This portion of conversation is then saved as a new record in the call database. This can be useful for capturing short parts of conversations, like spoken addresses or lists. Click the **Enable Record Key** checkbox to enable the hotkey. Then click on **<Select>** to be prompted to press a key on your telephone.

**Keyboard HotKey** – The keyboard hotkey behaves exactly like the Phone Save hotkey except the button is on the PC keyboard. Click the **Enable Keyboard Save Key** checkbox to enable the hotkey. Then click on **<Select>** and you will be prompted to press another key on your keyboard.

*Note: The Software application must be the active application in Windows® at the time the keyboard key is pressed in order for it to have effect.*

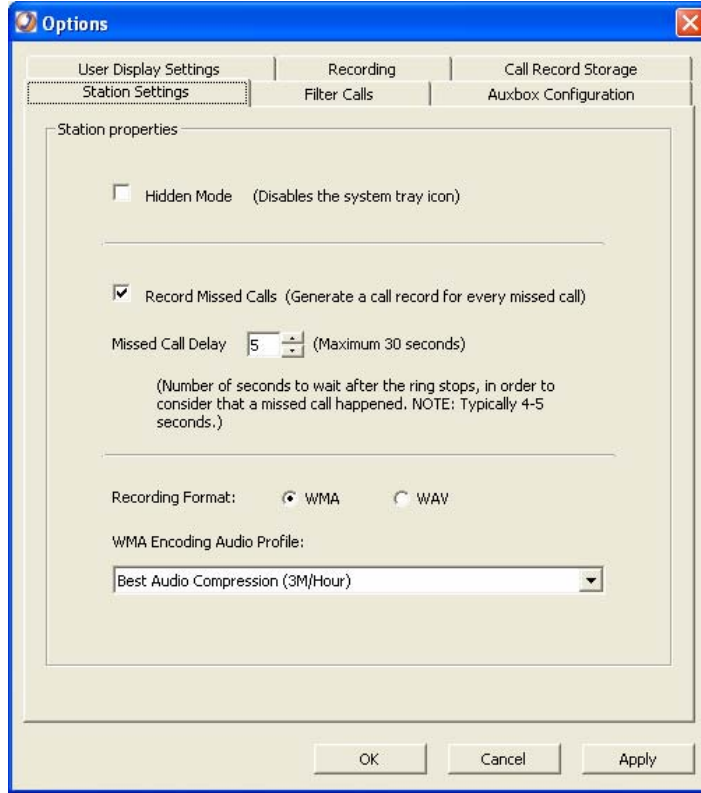
**Call Record Storage Tab** – These settings allow for configuration of call storage limits.



**Limit Call Storage By...** – Limits the storage of call records based on **Number of Days**, **Number of Calls** or **Disk Space**. **No Limit** saves all calls until available storage is exhausted.

**Call Deletion Mode** – This setting selects how the software handles deleted records. When set to **Permanent**, any deleted record (Manually deleted, or by the Limit Call Storage above) is permanently deleted and cannot be recovered. The **To Recycle Bin** setting moves all deleted records to the recycling bin in Windows.

**Station Settings Tab** – Station specific settings are grouped in this tab.



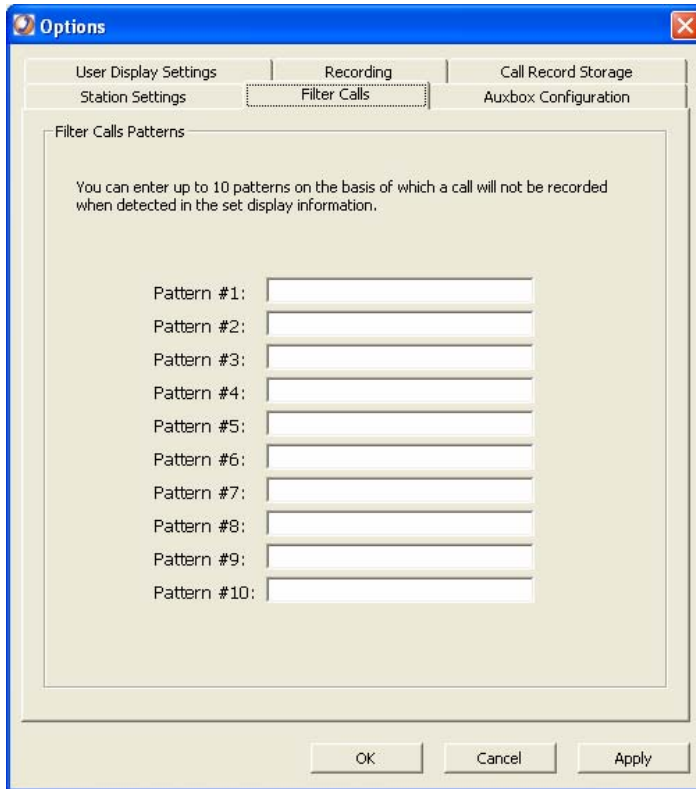
**Hidden Mode** – Removes the Recorder icon from the system tray. Allows user to reduce system tray clutter and improve performance.

**Record Missed Call** – Enables capturing of missed calls. It may be desirable to disable capturing of missed calls where multiple phones ring on an incoming call, as this would generate excessive missed call logs. Detection delay can be adjusted to match the ring cadence of the phone system used. Adjust the detection delay if single missed calls are generating multiple records.

**Recording Format** – This allows user to select the WAV or WMA recording format.

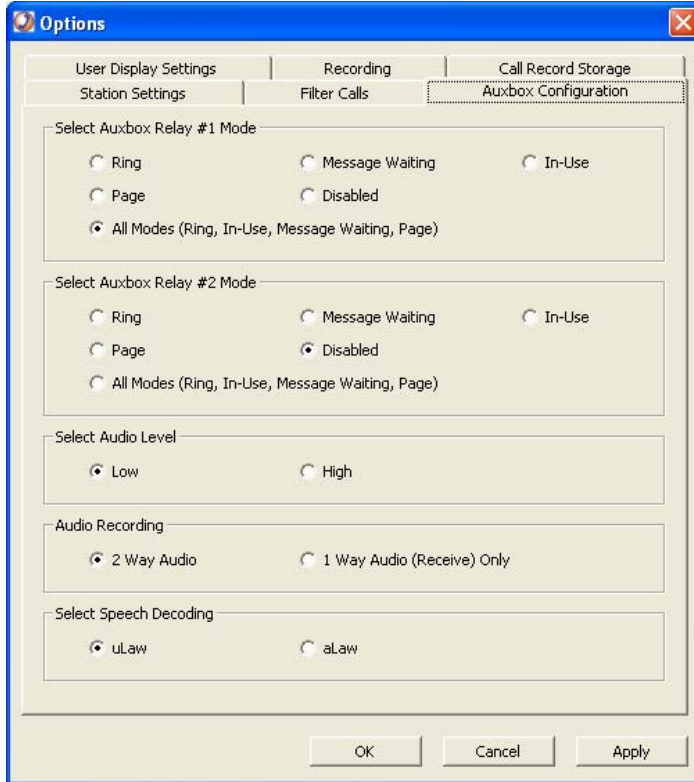
**Encoding Audio Profile** – This allows the audio quality to be adjusted by changing the encoding profile for the WMA recording format. Best Audio Quality provides for clearer audio, but with higher disk and CPU usage. Best Audio Compression provides a balance between audio quality and compression level. It is also the most CPU efficient.

**Filter Calls Tab**



The Filter Calls Pattern feature allows the user to define up to 10 different phone numbers or alphanumeric text which will be compared to the Set display information during a call. If any one of these patterns is found within the set display during a call, the recorder will not save the call record by default (manual call recording can still be invoked however). This may be used to avoid recording of data calls for example when a modem shares the same phone line.

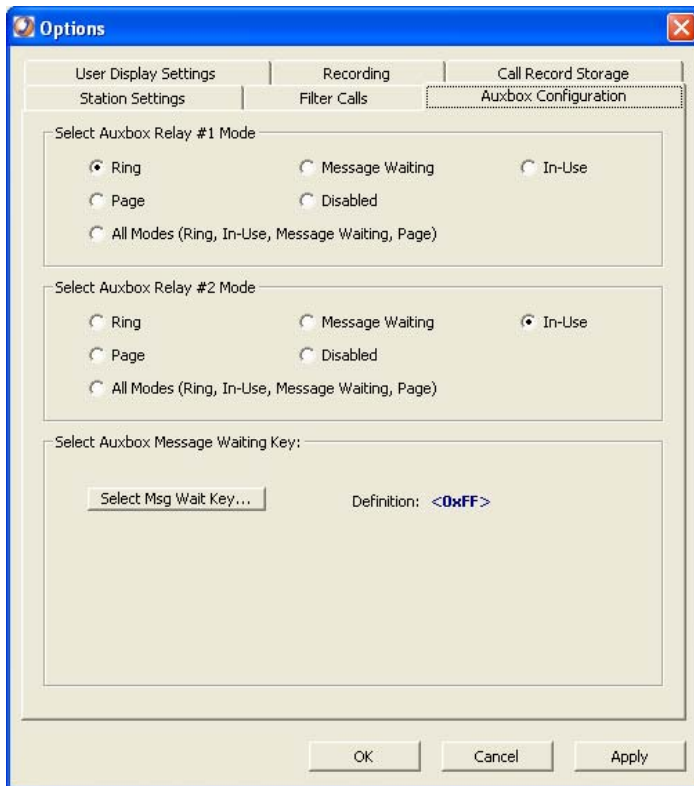
**AuxBox Configuration**



**Relay Configuration** – This allows for configuration of the relay output of the AuxBoxes. The relay can be set to activate on Ring, In-Use, Message Waiting, Page or a combination of all four. **All Modes** will flash during ring, flash slowly on message waiting, and stay on solid while the phone is in use.

The 4105 AuxBox has only one relay and it defaults to the All Modes setting.

The 4102 AuxBox allows you also to select its “Far End” audio level, to record both ways or only the receiving end, and to set the speech decoding format (uLaw for North America, aLaw for Europe).



Since the message waiting feature can be configured on any key on a Centrex Phone, the 5006 Centrex AuxBox needs its message waiting key to be programmed by the software in order to recognize it. Click on the “Select Msg Wait Key...” and then push your message wait key on the Centrex telephone.

### 3.4 Call Record Player



Select a call record to play back. To begin the playback, double click on the file or press the play button on the playback toolbar shown above. To pause playback of a call record, press the pause button on the playback toolbar. To stop playback of a call record, press the stop button on the playback toolbar.

The slide bar will start shifting from left to right. The cursor can be dragged to a desired location within a call record.

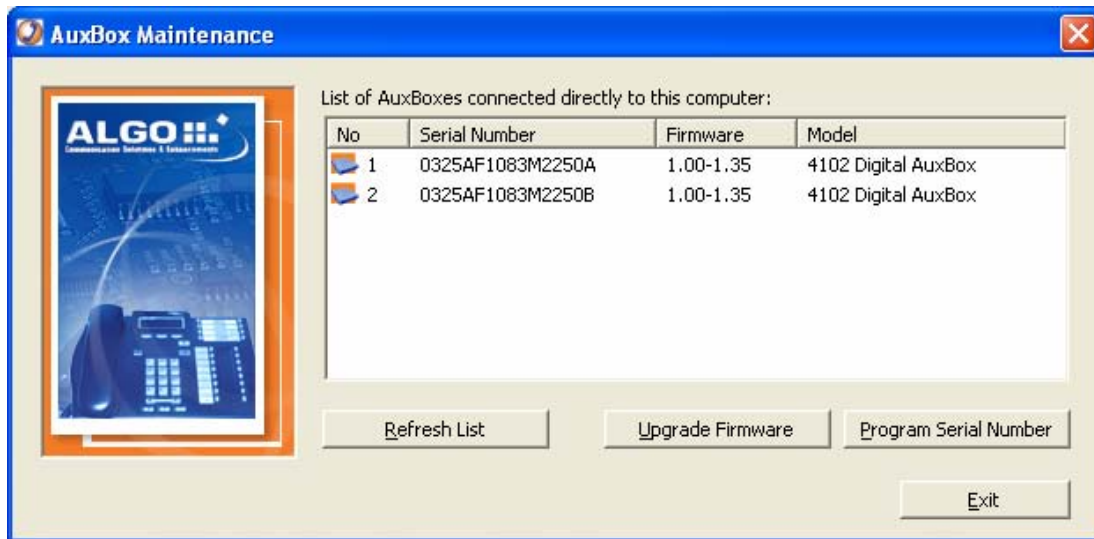
Call records can also be played outside the CCR. Windows Media Player 9.0 or better is required to play back audio files with WMA compression.

## 4 Applications

### 4.1 M2250 Console Setup

The M2250 Attendant Console connects to the phone system via a pair of TN links. As a result, two Algo 4102 Digital AuxBoxes are required to capture both call audio and CallerID information from a M2250 console (note that if Caller ID is not required, then only one AuxBox is necessary). Please consult the Algo Application Note 0304 (<http://www.algosolutions.com/pdf/AN-0304.pdf>) for wiring details. Special configuration of the serial numbers on these two AuxBoxes is required for the CCR to recognize the dual recorder.

The AuxBox connected to TN1 (the data/audio channel) will be the primary AuxBox; its serial number will be the one on its label (located under the AuxBox) with "M2250A" appended to it (use the "Program Serial Number" button to change the serial number). The second AuxBox connected to TN2 (the LCD/Caller ID channel) will be referred to as the secondary AuxBox. The secondary AuxBox serial number will be the primary AuxBox serial number with "M2250B" appended to it (again, use the "Program Serial Number" Button, and change the serial number of the second AuxBox to this appropriate string).



Once the serial numbers for the two AuxBoxes are programmed correctly, exit the Maintenance window.

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