



Digital 04/16

Installation Overview

Complete installation instructions and BackOffice reference guide are included on the CD that came with your Recorder.

1. Review the Installation Manual included on the CD that came with the recording device.
2. Install the BackOffice PC
 - a. Before software installation – perform all Windows Updates
 - b. Verify that the PC has internet access and that JAVA is installed and up to date on the PC – this will be required if remote assistance from Intelligent Recording is required.
3. Connect BackOffice PC to the Customer Network
 - a. Required if the supervisor software will be used at another PC
 - b. If customer has a domain – make sure the recording PC and Supervisor PC are on the same domain
 - c. Make sure that the Supervisor PC has full read/write access to the folder where the recordings will be stored. The default storage location is My Documents/My Calls – this folder will be created when the software is installed.
4. Connect the Digital Extensions – Digital 04/16 uses the center pair
 - a. If the phone system connected to uses other than center pair you will need to make sure that the jumpers are rolled and connect to center pair on the Digital 04/16
 - b. The maximum distance between the phone system/KSU and the Digital recorder is 10 feet.
5. Install the BackOffice Software
 - a. Using the CD provided with the Recorder – install the BackOffice Recorder software on the PC that will be used for recording.
 - b. When you are prompted during the installation to select your system type – Select the system that the recording is being installed on.
6. Connect Recorder & Install Driver
 - a. **THE MAXIMUM USB CABLE LENGTH IS 2 METERS – THE LENGTH OF CABLE THAT WAS PROVIDED WITH THE RECORDER. USING A LONGER CABLE WILL CAUSE THE RECORDER TO MALFUNCTION**
 - b. Using the USB cable provided – connect the recorder(s) to the PC
 - c. If connecting multiple devices – connect each device and load the driver for that device prior to connecting the next device.

- d. The drivers must be manually loaded. Depending on your operating system – windows MAY open the “Found New Hardware Wizard”. If it does not you must use the device manager to load the driver.
- e. To load the drivers – navigate to the drivers folder that was created when the BackOffice software was installed. DO NOT LOAD THE DRIVERS FROM ANY LOCATION OTHER THAN THIS FOLDER.
- f. Default location for the drivers folder is: C:/Program Files/Intelligent Recording/Recorder/Driver/Digital. If you are installing the system on a 32 bit OS select the X86 folder, if you are installing the system on a 64 bit OS select the AMD64 folder.
- g. If you are installing a Digital 16 you will have to load the drivers for the four devices separately – ie – go through driver installation four times.

7. Configure the BackOffice Software

When the software is installed it launches the Port Status Window as shown below:

The screenshot shows a window titled "Port Status" with a "Details" tab. It contains a table with the following data:

State	Serial No. or Port No.	Name	Call	Unit Type	Destination
Good	672149761	<unconfigured>	Idle	Analogue	<unconfigured>
Good	672149762	<unconfigured>	Idle	Analogue	<unconfigured>
Good	672149763	<unconfigured>	Idle	Analogue	<unconfigured>
Good	672149764	<unconfigured>	Idle	Analogue	<unconfigured>
Good	672149765	<unconfigured>	Idle	Analogue	<unconfigured>
Good	672149766	<unconfigured>	Idle	Analogue	<unconfigured>
Good	672149767	<unconfigured>	Idle	Analogue	<unconfigured>
Good	672149768	<unconfigured>	Idle	Analogue	<unconfigured>

This screen shows the current status of the Recorder Hardware and Software :

State: The current state of the port.

Serial No. or Port No.: Serial number of the port or user defined port details.

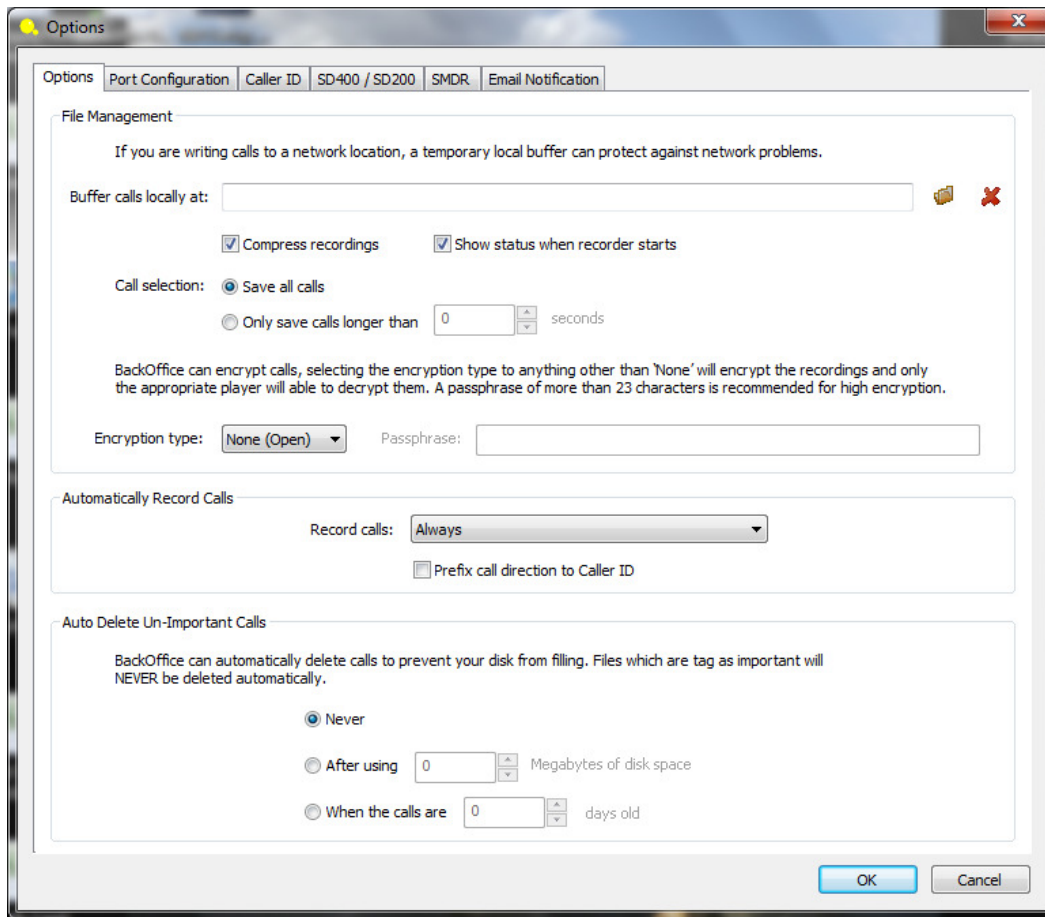
Name: The name of the channel.

Call: The current call state of the port.

Unit Type: Type of the hardware device.

Destination: The destination where the call is going to be stored.

Exit Status Screen by clicking “OK” then right Click on the Intelligent Recording icon in the System Tray and select ‘View Options’



The Options Tab allows management of system wide settings :

Buffer calls: **ONLY** use this option if you will be storing the calls to a remote network storage location. If calls will be stored on the recording PC this should be left blank.

Compress recordings : The software uses a compression algorithm to store the recordings more efficiently (168 Hours per GByte). It is recommended that this option not be changed.

Call Selection : Provides an adjustment to save calls only longer than a specified duration.

Encryption type: NOTE: requires purchase of Encryption Licensing – Contact your reseller for details.

Settings Options:

This area of the program allows the installer to change the reference of a recorder channel from serial numbers to an easily recognizable name (ie Digital 04-Unit 01- Port 01) as well as map to the preferred storage location for each port and set audio balancing if desired.

File Path: This is used to set the path to the folder where the call records will be stored. It is recommended that each port have a separate storage folder. Use the folder icon to navigate to the folder that was made for storage for each port IF you do not want to use the default setup/storage option.

Unit Type: (Optional) Select what type of recorder hardware installed for this channel

Unit No: (Optional) Select Unit number if desired and more than one device is installed.

Port: (Optional) Identifies the port on the device.

Auto Gain Control: It is recommended that this setting be left on – if manual adjustment is required you can turn this setting off and manually adjust the local and remote side.

Audio Boost: If desired, this enables the installer to over-ride the Auto-Gain settings and provide manual boost to either side of the recording. Note, 100% and 100% is default and is the recording with NO gain. If you choose to boost the recording levels, you would increase from 100%.

Other Useful Information:

Front Panel LED Status:

The LED's on the front of the Digital 04/16 DO NOT indicate port status or power to the device. These LED's ONLY indicate, when lit, that the device is communicating with the serial bus of the PC.

Supervisor Software / USB Key (Dongle)

The CD that came with the recorder included Supervisor Software (either Call Manager or Reporter Pro) that is used to review the calls. The Supervisor Software is normally installed on the PC that will be used to review the calls. The hardware key (dongle) that came with your recorder is used with the Supervisor software and needs to be connected to a USB Port on the PC that will be running the Supervisor Software.