



Technical Bulletin

2014-0006

Recall every conversation using the power of your PC >

Call Tracker – Back-up Utility

The Call Tracker Manager software includes the ability to automatically back-up call files to a PC hard drive. For the back-up utility to function the following conditions must be met:

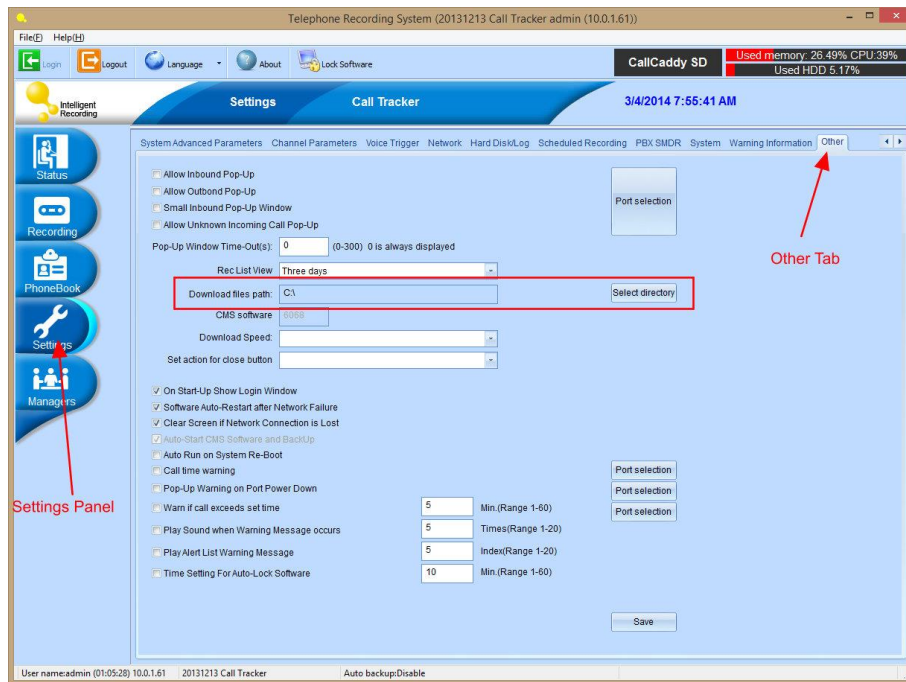
- The Call Tracker Manager software must be running
- The Call Tracker Manager software must be logged in to the Call Tracker
- The assigned drive used for back-up must be a local drive on the PC that is running the Call Tracker Manager software.

Setting Up the Back-up Utility

Open the Call Tracker Manager software on the PC where the call files will be stored and log into the Call Tracker

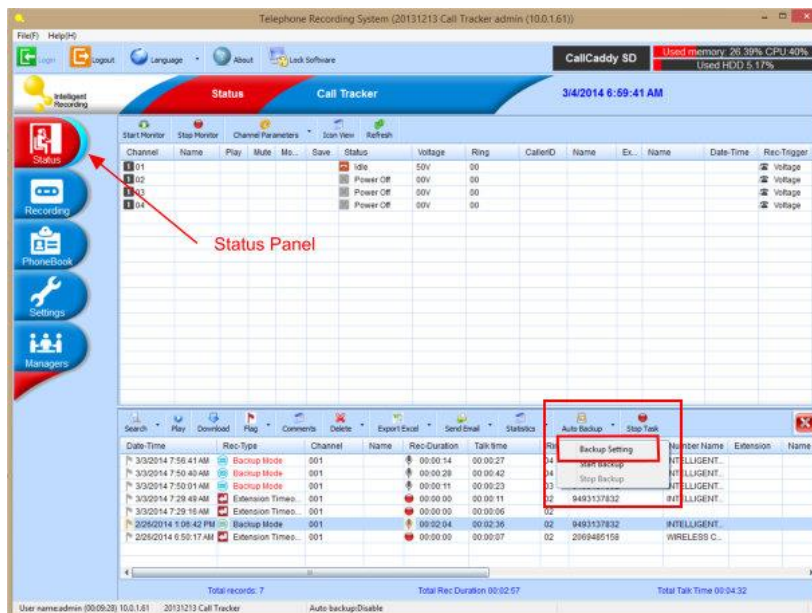
Set the Drive Location for Backup:

On the Settings Panel, Other tab use the Select Directly button to choose the drive and folder to store the call files. The storage destination must be a local drive on the pc running the Call Tracker.



Set the Back-Up Parameters

On the Status Panel click the Drop Down for Auto Backup and select "Backup Setting" from the menu



The Auto Backup Settings panel allows you to set up the parameters for Back-Up

Time Date	Backup event	Content

Backup Method: Select the frequency of Back-Up

- Once A Day – Calls will be backed up daily
- Once a Week – Calls will be backed up once a week
- Once a Month – Calls will be backed up once a month
- No Backup – Disables the Auto Backup feature

Backup Date: Select the date to backup
 If you have chosen Once a day this option will not be available, calls will be backed up daily
 If you have chosen Once a Week you can select the day of the week to backup
 If you have chosen Once a Month you can select the day of the month to backup

Start From Date: the day to begin backup, usually the installation date

Last Backup Date: Once a backup has taken place it will show the last date backed up

Start / End: Set the start and end time to schedule the backup

Start 2 / End 2: You can alternatively set a second time to schedule backup, if no second time is required set to value 00:00 to 00:00

Click OK to save the values

Considerations for using Auto Back-Up

- The Call Tracker Manager software must be running in order for backups to take place
- The Call Tracker Manager software must be logged in to the device, it is recommended that a separate user be set up for the backup application. See the Technical Bulletin on setting up additional users for creating another user for this purpose.
- The drive selected for backup must be a local drive on the PC that is running the Call Tracker Manger – you cannot set the backup to a network or a mapped drive
- The Back-Up utility will copy the calls from the SD card in the device to the specified PC/Drive. The utility does not delete calls from the SD card. If the SD card becomes full the device will automatically write over the oldest call files. If you want to retain more call data on the device it is recommended that you use a larger SD card (up to 64 gb card is supported which will hold approximately 4,000 hours of calls). The SD card is a standard SDHC card which can be purchased at most electronics/pc retailers.