



Technical Bulletin

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Recall every conversation using the power of your PC >

Call Tracker – Managing Users

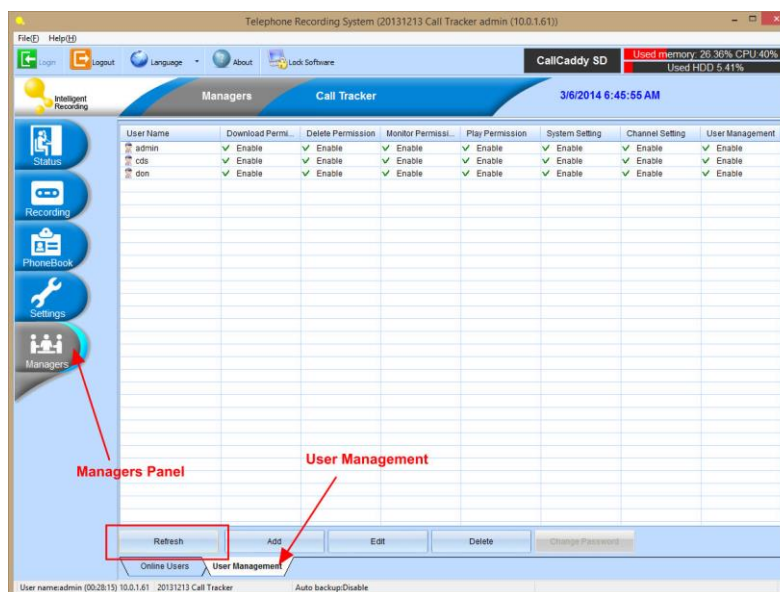
Call Tracker Manager (CTM) software is used to access the Call Tracker device to change the system settings and review and manage the recorded call files. Access to the Call Tracker Manager is controlled by creating users and is password protected.

A user can have only one active session but multiple users can be logged in simultaneously. Each user can be allowed or denied features of the CTM software and their ability to manage the device and call recording files.

The default user is “admin” and the password for this user can be changed but the main admin account should not be deleted.

To set up additional users open the Call Tracker Manager software and log in to the device using the main admin account (you can also create users with privileges to create new users).

Go to the Managers Panel > User Management Tab and click the Refresh button to display the list of existing users.



To Edit the profile of an existing user select the user and then click the “Edit” button.

To Delete an existing user select the user and then click the “Delete” button.

To create a new user click the “Add” button and create the profile as below:

The screenshot shows a dialog box titled "Edit" with the following components:

- Three text input fields: "User name:", "Password:", and "Confirm password:".
- A group of checkboxes: "Download Recordings", "Delete Recording", "Play Recordings", "Monitor Conversations in real time", "System Setting", "Channel Setting", and "User Management".
- Two "Clear All" buttons, one associated with the first group of checkboxes and one with the second.
- A "Visible Channel" section with a grid of checkboxes for channels CH1 through CH32, organized into four columns labeled "Card 1", "Card 2", "Card 3", and "Card 4".
- Buttons at the bottom: "Extension Setting", "Ok", and "Cancel".

User Name – case sensitive

Password – case sensitive

Confirm Password – case sensitive

The “Clear All” buttons will select or de-select all items in the category.

Download Recordings – allows the user to download recordings to their PC

Delete Recording – allows the user to delete recordings from the Call Tracker device. Once a recording is deleted by a user it can not be recovered.

Play Recordings – allows the user to play a recording

Monitor Conversations in real time – allows real time monitor

System Setting – allows the user to change System Settings

Channel Setting – allows the user to change Channel Settings

User Management – allows the user to change the User Management settings

Visible Channel – select which channels (incoming lines) the user will be able to review calls from.