Technical Bulletin

2018-0007

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 Account Panel and click the Refresh button to display the list of existing users.

www.usbcallrecord.com
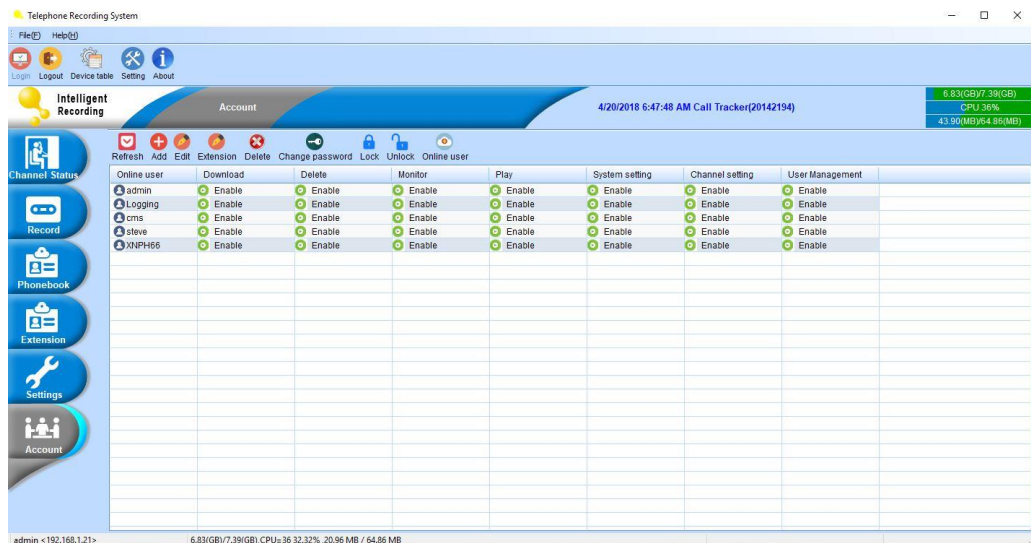
To Edit the profile of an existing user select the user and then click the "Edit" button.

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:

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 – allows the user to download recordings to their PC
Delete – 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 – allows the user to play a recording
Monitor in real time – allows real time monitor
System – allows the user to change System Settings
Channel – allows the user to change Channel Settings
User Management – allows the user to change the User Management settings

Select the channels that the user will be enabled to monitor calls for.