VLAN-164 Voice Logging System

User's Manual

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TABLE OF CONTENTS

2
6
6

I. INSTALLATION GUIDE

VLAN-164 consists of hardware (individual VLAN-400 units or VLAN-400P based rack mount system) and software. It is very easy to install but some network knowledge is required.

A. PACKAGE CONTENT

One package of VLAN-400 contains:

QUANTITY	DESCRIPTION
1	VLAN-400
4	RJ-11 Telephone Cord (for analog lines)
4	RJ-9 Telephone Cord (for digital lines)
4	RJ-11 Y-splitter Connector
8	RJ-9 Adaptor Frame
1	RJ-45 Network Cross Cable
1	Power Adapter
1	Software Installation Disk

Note: If some items are missing or broken upon opening of the package, please contact your dealer.

VLAN-400 (Fig.1.0)

The VLAN-400 is the hardware interface between the phone lines and the host computer. Each VLAN-400 records four lines and requires one network connection (one IP address). Multiple VLAN-400's can be used to serve small-scale installations.



Fig. 1.0 VLAN-400

VLAN-400P (Fig. 2.0)

The VLAN-400P is a 4-line recording card used with the VLAN-164 chassis to build rack mount systems. This rack mount system provides similar function as a group of VLAN-400's, but requires only one network connection (one IP address) regardless of the number of VLAN-400P cards inside. It is recommended for large-scale installations.



Fig. 2.0 VLAN-400P

VLAN-164 Chassis (Fig 3.0)

The VLAN-164 chassis can house 16 VLAN-400P cards, making it possible to build large-scale recording systems of 64 lines maximum. Thanks to the built-in Gigabit hub, the whole system requires only one network connection (one IP address).



Fig 3.0 VLAN-164 Chassis

MINIMAL SYSTEM REQUIREMENTS FOR HOST COMPUTER

- ✓ Host computer
 - Processor: Pentium II 400 MHZ (faster is better)
 - Memory: 512MB (more is better)
 - Hard Drive: 40GB (larger is better) partitioned into two allocations: 10GB for drive C and the rest for drive D
 - Ethernet Card: 2 cards are required if you plan to integrate the system into the company network (otherwise network traffic could cause intermittent network connection loss)
 - o Uninterruptible Power Supply
 - Sound Card and Speakers
 - Monitor, Mouse and Keyboard
 - o Optical Drive
 - Operating System: Windows XP or Windows 2000
- A separate hub should be provided if using more than two VLAN-400's, in order to isolate bandwidth consumption and ensure stability.
- One private IP Address per VLAN-400.

B. HARDWARE INSTALLATION

Before installing the hardware, make sure the host computer meets the minimal system requirements otherwise the system may not operate reliably. Installation may require the help of your network administrator or IT personnel.

PRE-INSTALLATION CONSIDERATIONS

If the host computer has been installed with a software firewall and/or anti-virus program, or if the VLAN-400 is to be connected to a LAN equipped with a hardware firewall, change the security/protection levels to the lowest (or temporarily disable it) before installation. After the VLAN-400 starts to operate reliably, you may gradually restore their original settings. However, it is possible that some firewall/anti-virus settings need to be changed permanently. Contact your network or IT administrator for further assistance if necessary.

NETWORK CONNECTIONS

Typical Connection for Multiple VLAN-400 Devices



Typical Connection for Single VLAN-400 Device



Host PC



C. SOFTWARE INSTALLATION

VLAN-164 software runs on Windows 2000 and Windows XP. Make sure your Windows is up to date for security purposes.

INSTALLING INTERNET INFORMATION SERVICES

Windows Internet Information Services is a Windows component necessary for VLAN-164 software to operate over the Internet. Follow these steps to install it:

 Insert your Windows Installation disk and select Start > Control Panel > Add or Remove Programs (Windows XP) or Start > Settings > Control Panel > Add or Remove Programs (Windows 2000).



Click Add/Remove Windows Components.



2. Select Internet Information Services (IIS) then click Next.

Windows Components Wizard	X
Windows Components You can add or remove components of Windows XP.	t
To add or remove a component, click the checkbox. A shaded b part of the component will be installed. To see what's included in Details. <u>C</u> omponents:	ox means that only a component, click
🗆 🞯 Fax Services	3.8 MB 🔼
🗹 河 Indexing Service	0.0 MB 🦲
🗹 🥶 Internet Explorer	0.0 MB
💌 💥 Internet Information Services (IIS)	13.5 MB
🔲 🚔 Management and Monitoring Tools	2 N MB 🞽
Description: Includes Web and FTP support, along with support transactions, Active Server Pages, and database co	for FrontPage, onnections.
Total disk space required: 86.2 MB	Detaile
Space available on disk: 7089.8 MB	Dordins
< <u>B</u> ack	Next > Cancel

Installation will take a while. Then click $\ensuremath{\textit{Finish}}$ to complete the installation.

Windows Components Wiz	ard 🛛 🕅
	Completing the Windows Components Wizard You have successfully completed the Windows Components Wizard.
	To close this wizard, click Finish.
	< <u>B</u> ack Finish

INSTALLING VLAN-164 SOFTWARE

VLAN-164 software lets you access and manage call records over the Internet using your web browser from anywhere at any time.

 The VLAN device has a default IP address of '10.0.0.1' that needs to be changed to a unique local IP address within the same subnet as the host computer. If you don't know what that means, please consult with your network administrator. To change the IP address, run ETM.exe directly from the installation disk. A window similar to the following will appear.

💖 Ethernet Manager	Ver 1.1				
⊻iew <u>⊂</u> onfig					
IP Address	Subnet Mask	MAC Address	ID	Туре	
10.0.0. 1	255.255. 0	00-01-3C-D0-44-76	1	not in	SameNet
		Devi	.ces (letected	1

Note: Installation of multiple VLAN devices on your network should be done one at a time to avoid IP address conflicts since all brand new VLAN devices have the same IP Address by default. When installing multiple VLAN devices, they should be assigned with consecutive IP addresses.

2. Double left click the target device, or highlight it and select Config > IP Address from the menu.

₩ ₽ E	thern	et Manager	Ver 1.1					
View	Conf	ig		7				
Ι	PIF	Address	Enter	lask	MAC Address	ID	Туре	
1	0. v. v	evice Settings	Alt+Enter	.255.0	00-01-3C-D0-44	-76 1	not in	SameNet
						Devices d	etected	1
								,

3. Change the IP address and click OK.

Set IP Address		
IP Address	192.168.0.103	ОК
Subnet Mask	255.255.255.0	Cancel
Subnet Mask	255.255.255.0	Cancel

4. At this point, the old IP address should still be displayed. Now select **View > Refresh** and the window will be updated in a few seconds. The change is successful if the new IP address is displayed. Close the Ethernet Manager window.

😵 Ethernet Manager	Ver 1.1				
⊻iew <u>C</u> onfig					
IP Address	Subnet Mask	MAC Address	ID	Туре	
192.168.0.103	255.255.255.0	00-01-3C-D0-44-76	1	V1an400	
		Devi	.ces d	etected	1

5. Insert the VLAN-164 installation disk. If the setup does not start automatically, execute the Setup.exe program from the disk. When the following window appears, click **Next**.

VLan System Setup (FireBird Database)	
VLan System Setup Wizard	i de la come
Welcome to the VLAN System Setup Wizard. This wizard will guide you through the installation of VLAN System.	
Select Language : English	
Click Next to continue.	
<u> </u>	el Help

6. Click Next.

VLan System Setup	×
System environment check	2
User Privilege OK	
Operation System Version OK	
IIS Service OK	
Click Next to begin setup.	
< <u>B</u> ack <u>Next></u> Cancel Help	

7. Select D:\ for both VLanServer Path and Record File Path and Click Next.

VLan System Setup
Č.
Please select the following installation paths :
VLANServer Path : DX OK
Record File Path: D:\
< <u>B</u> ack <u>N</u> ext > Cancel Help

8. It will take some time to copy the files. When the following screen appears, click **Next**.

VLan System Setup	×
Setup task	i Ste
Copying Files Config IIS Service Completed Install Firebird Completed Register VLAN System Service Completed. Check Setup Integrity Completed	
< Back [Next>] Cancel	Help

9. Click **Finish** to complete the setup.

VLan System Setup	×
Setup Complete	i j
VLAN System has been set up successfully!	
Click "Finish" to complete setup and add VLAN device in next Window.	
< <u>B</u> ack Finish Cancel	Help

10. Enter '1' in the Channel No. Starts From field, which means the channels will be numbered consecutively from 1. When installing multiple VLAN devices, they should have been assigned consecutive IP addresses using Etm.exe. Now enter the First Device IP Address and the Last Device IP Address accordingly. For example, if you have 3 VLAN-400 devices connected in the same LAN, and you set their IP addresses to the following: 192.168.0.101, 192.168.0.102, 192.168.0.103, then you should enter 192.168.0.101 in First Device IP Address and 192.168.0.103 in Last Device IP Address.

🛯 VlanInitialize			
Language			
Add Device			
Add New VLAN Device to S	erver		
Channel No. Starts From:	1		
First Device IP Address:	192.168.0.103		
Last Device IP Address:	192.168.0.103		
Device Type:	○ VLAN100		
Storage Path:	D:W0X		
			_
		[Globol] DATABASE=VLanFireBird VLan DSN Channel&gent=VLanFireBird VLan DSN SystemOperation=VLanFireBird VLan DSN WorkHour=0800,1700 Command=100 Voice=200 Monitor=300 Codec=IMA	
Generate	Cancel	Save to VLANIP.INI	

Click Generate.

🛯 VlanInitialize								
Language								
Add Device								
Add New VLAN Device to S	erver	Line-1	[Channel01]					
Channel No. Starts From:	5 🔹	ChannelNo=1	Name=Agent01					
First Device IP Address:	192.168.0.103	- [192.168.0.103.2] Phone=Phone01 DeviceIP=192.168.0.103 [Channel02]						
Last Device IP Address:	192.168.0.103	Line=2 Name=Agent02 ChannelNo=2 Phone=Phone02 [192.168.0.103.3] [Channel03] DeviceIP=192.168.0.103 Name=Agent03 Line=3 Phone=Phone03 Channel04						
Device Type:	C VLAN100 C VLAN400							
Storage Path:	D:W0X	[192.168.0.103.4]	Name=Agent04					
		DeviceIP=192.168.0.103 Line=4 ChannelNo=4	Phone=PhoneU4					
DEVICE=192.168.0.103.1 DEVICE=192.168.0.103.2 DEVICE=22.168.0.103.3 DEVICE=192.168.0.103.4		[Globol] DATABASE=VLanFireBird VLan ChannelAgent=VLanFireBird VL SystemOperation=VLanFireBird VL WorkHour=0800,1700 Command=100 Voice=200 Monitor=300 Codec=IMA StorePath=D:\V0X	DSN an DSN VLan DSN					
Generate	Cancel	Save to VLANIP.INI						

11. Click Save to VLANIP.INI to save the configuration generated from the previous step.

Save to VLANI	P.INI 🛛 🔀
Saved Successfu	iAllri
OK	Cancel

12. Close all Windows and restart Windows.

After Windows restarts, two folders will be created: c:\Inetpub\wwwroot\VlanWeb and d:\VLanServer.

13. From Windows, select **Start > Run**.

Run	? 🛛
-	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	1
	OK Cancel <u>B</u> rowse

14. Type the following command: regsvr32 "c:\inetpub\wwwroot\vlanweb\console\console.ocx"



Click $\ensuremath{\text{OK}}$. When the following window appears, click $\ensuremath{\text{OK}}$ again.

RegSv	732
į,	DllRegisterServer in c:\inetpub\wwwroot\vlanweb\console\console.ocx succeeded.
	<u>(ОК</u>]

15. Type the following command:

regsvr32 "c:\inetpub\wwwroot\vlanweb\console\playclient.ocx"

Run	? 🔀
-	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	hetpub\www.root\VLanWeb\Console\PlayClient.ocx
	OK Cancel Browse

click OK. The following window appears. Click Ok again.

RegSvr3	12
٩	DllRegisterServer in C:\Inetpub\wwwroot\VLanWeb\Console\PlayClient.ocx succeeded.
	OK]

INTERNET EXPLORER CONFIGURATION

Internet Explorer must be configured properly on the PC(s) that will be used to access VLAN.

1. Open Internet Options by selecting Start > Control Panel (Windows XP) or Start > Settings > Control Panel.

🕑 Control Panel							E	
<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u> ools	Help							
🕞 Back 👻 🕥 🕆 🏂 🔎 Se	earch 🜔 Fol	ders 🛄 -						
Address 🔂 Control Panel							*	🔁 Go
Control Panel	Ç,	Ń	đ	-	2	P	1	
🚱 Switch to Category View	Accessibility Options	Add Hardware	Add or Remov	Administrative Tools	Automatic Updates	Date and Time	Display	
See Also	N		S		9		1	
🌯 Windows Update	Folder Options	Fonts	Game Controllers	Intel(R) PROSet II	Intel® Extre	Intel Config Opti	jure your Intern	iet display ar
Help and Support	Ċ					4		
	Mouse	Network Connections	Network Setup Wizard	Phone and Modem	Portable Media Devices	Power Options	Printers and Faxes	
	<u> </u>	S	1	۲		((•))	Ø,	
	Regional and Language	Scanners and Cameras	Scheduled Tasks	Security Center	SmartControl	Sound Effect Manager	Sounds and Audio Devices	
	2			<u> </u>	6			
	Speech	System	Taskbar and Start Menu	User Accounts	Windows Firewall	Wireless Network Set		

2. Click the Security tab. Select Trusted Sites then click the Sites button.



3. Uncheck "Require server verification (https:) for all sites in the zone".

Trusted sites	? 🗙
You can add and remove Web sites from this zon in this zone will use the zone's security settings.	ne. All Web sites
Add this Web site to the zone:	
	Add
<u>W</u> eb sites:	
	Remove
Require server verification (https:) for all sites in this	zone
ОК	Cancel

4. Enter the IP Address of the VLAN Host computer into the "Add this Web site to the zone:" field then click **Add**.

Trusted sites	? 🔀
You can add and remove Web sites from this zo in this zone will use the zone's security settings	one. All Web sites
Add this Web site to the zone:	
http://192.168.0.10	<u>A</u> dd
Web sites:	
	Remove
Require server verification (https:) for all sites in this	zone
ок	Cancel

5. Click **Ok** to finish.

Trusted sites	? 🔀
You can add and remove Web sites from this zo in this zone will use the zone's security settings	ne. All Web sites
Add this Web site to the zone:	
	Add
<u>W</u> eb sites:	
http://192.168.0.10	<u>R</u> emove
Require server verification (https:) for all sites in this	zone
ОК	Cancel

6. Select the Internet icon then click the Custom Level button.

Internet Options
General Security Privacy Content Connections Programs Advanced
Select a Web content zone to specify its security settings.
Internet Local intranet Trusted sites Restricted sites
Internet This zone contains all Web sites you haven't placed in other zones
Security level for this zone
Custom Custom settings. - To change the settings, click Custom Level. - To use the recommended settings, click Default Level.
<u>C</u> ustom Level <u>D</u> efault Level
OK Cancel Apply

- 7. Enable all the following Active X controls.
 - a. Automatic prompting for ActiveX controlsb. Download signed ActiveX controls.

 - c. Download unsigned ActiveX controls.
 - d. Initialize and script ActiveX controls not marked as safe.
 - e. Run ActiveX controls and plug-ins.
 - f. Script ActiveX controls marked safe for scripting.

Security Settings	? 🗙
Settings:	
 ActiveX controls and plug-ins Automatic prompting for ActiveX controls Disable Enable Binary and script behaviors Administrator approved Disable Enable Enable Download signed ActiveX controls Disable Enable Enable Enable Enable Enable Enable Enable Enable Disable Enable Enable Enable Enable 	
Prompt Download unsigned ActiveX controls	>
Reset custom settings Reset to: Medium Reset	
OK Can	cel

8. Click Yes to confirm then click Ok to close the Internet Properties window.

Warning	<u>ا</u> ي
⚠	Are you sure you want to change the security settings for this zone?
	Yes No

9. Click the Trusted Sites icon then click the Custom Level button. Enable the same active x controls as described in step 7. Close the Internet Options window when done.



II. VLAN-164 PARAMETER SETTINGS

A. VLAN INITIALIZATION

- 1. Open your Internet browser.
- 2. Go to the host computer's IP Address.



3. Type 'admin' for Username and '123' for Password then click Ok.

🚰 Log On - Microsoft Internet Explorer		
<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u> ools <u>H</u> elp		AT
🕝 Back 👻 🐑 👻 😰 🏠 🔎 Search 🦻	🔭 Favorites 🚱 😒 - 🌺 📝 - 📙 🎎	8
Address 🍓 http://192.168.0.10/		🔽 🄁 Go 🛛 Links 🎽
		Log On 🔼
VLAN VOICE LOgger		
Web Management v2.21 Po	owered by ELETECH	
	Username: admin	
	Password:	
	OK	
Co		
E Done		Trusted sites

4. Select Yes or No based on your own decision.

AutoComplete									
2	Do you want Windows to remember this password, so that you don't have to type it again the next time you visit this page?								
	Don't offer to remember any more passwords								
	Yes <u>N</u> o								

5. Click Yes if the following window appears



6. The VLAN-164 Main Screen will appear.



B. CUSTOMIZING COLUMN DISPLAY

The system allows you to customize the columns displayed on the screen. By default, the system displays records in the List View format (Page Console view).

1. Select **Configuration > System Configuration > Main Screen Column** to customize Main Screen columns.

Console - Microsoft Internet Explorer	ſ									
Eile Edit View Favorites Iools Help										
🌀 Back 🔹 🕥 - 💌 🛃 🏠 🔎	🔎 Search 🤺 Favorites 🔗 🔗	• 🎍	- 10) 🛍 🕻	3					
Address 🗃 http://192.168.0.10/Console.asp									🖌 🔁 Go 🛛 Lini	ks »
	NF.							Hello,	admin Console	3
Web Management v2.										
Configuration Record Data	Search System Log Bac	kup St	atus					2008/1	1/26 15:52:15	
System Configuration	Main Screen Column	Time	Length	Caller ID	DTMF	Ring	Start Method	Line Status	VLAN IP	
2 Phone02 Agent0	Channel Settings						Local Phone	Disconnected	192.168.0.103	
🔤 🕊 3 Phone 03 Agent0	System Work Hour						Local Phone		192.168.0.103	
4 Phone04 Agent0	user Account						Local Phone	Disconnected	192.168.0.103	
										Y
🕘 wParam=99								🔮 Tr	usted sites	

2. Check the **Column Defined by User** box and double click the column(s) you wish to see on the Main Screen. To use the default setting, just click **OK**.

🚈 Main Screen Column - Microsoft Internet Explorer	
VLAN Voice Logger Web Management v2.21	Hello,admin Main Screen Column
Fixed Column 3 Column Defined by User Available Column Channel Phone Number Agent Status Start Time Stop Time Lendth	
Caller ID DTMF Ping Start Method Line Status VLAN IP File Name	
 	×

3. Select **Configuration > System Configuration > Playback Settings** to customize Record Playback screen columns.

ack • 🕥 - 🙀 🚮	🔥 🔘 s	earch 🔶 Favorites 🙍 🧔	- 🚬 6	• 🗖 🙀					
A bttp://192.168.0.10/Ca					× 😶				V 🖪 60
	boordap							F	lello,admin Cons
/LAN Voice L	ogger								
figuration Record	d Data Sea	arch System Log Bac	kup Stal	us				20	08/11/26 15:57:1
System Configurat	tion 🔸	Main Screen Column	ie Leng	n Caller ID	DTMF	Ring	Start Method	Line Status	VLAN IP
Engineer Configura	ation 🔸	Playback Settings					Local Phone	Disconnected	192.168.0.103
2 Phone02	Agent02	Channel Settings					Local Phone	Disconnected	192.168.0.103
3 Phone03	Agent03	System Work Hour	00:2]			Local Phone		192.168.0.103
4 Phonell4	Agent04	User Account					Local Phone	Disconnected	192.168.0.103
	Auentos	Ober Heederic					Local Hone	Disconnecteu	32.100.0.103
- I Honeo I									
4 1100001		Chapgo Bassword							
1 Holeo I		Change Password							
		Change Password							
		Change Password							
		Change Password							
Thence T		Change Password							
		Change Password							
		Change Password							
		Change Password							
		Change Password							
		Change Password							
		Change Password							
		Change Password							
		Change Password							

4. Double click the column(s) you wish see on the Record Playback window. Also, choose the maximum records displayed per page. To use the default setting, just click **OK**.

Playback Settings - Microsoft Internet Explorer	
VLAN Voice Logger Web Management v2 21	Hello,admin Playback Settings 🛛
Available Column Selected Column	
Available Column Selected Column Channel Record Method Start Time End Time Length Agent Phone Number DTMF: Caller ID Permanent Remark Ring Per Page • 100 • 200 • 500 Records OK	

C. CHANNEL SETTING

This setting is used for channel identification and for defining the maximum record length, invalid record length and alarm.

Console - M	icrosoft Internet	Explorer										
jile ⊑dit ⊻iev	v F <u>a</u> vorites <u>T</u> ool	ls <u>H</u> elp										<i>.</i>
G Back 🔹 🤇	ک 🗵 ۲ 🕲	🙆 🔎 s	iearch 🬟 Favorites 🥝 🔗	-		- 📃 🞁	8					
ddress 🥘 http	://192.168.0.10/Cons	sole.asp									💙 🔁 Go	Links
VLAN	Voice L	odder								IH	ello,admin Con	sole
		ment v2.21										
Configura	tion Record	Data So	arch System Log Bad	kur	Statu					200	9/11/06 16:01:	41
Systen	n Configurati	ion +	Main Screen Column	ie	Length	Caller ID	DTMF	Ring	Start Method	Line Status	VLAN IP	
Engine	er Configura	ition 🕨	Playback Settings						Local Phone	Disconnected	192.168.0.103	
2	Phone02	Agent02	Channel Settings						Local Phone	Disconnected	192.168.0.103	
3	Phone03	Agent03	System Work Hour		00:20				Local Phone		192.168.0.103	
4	Phone04	Agent04	User Account						Local Phone	Disconnected	192.168.0.103	
wParam=99											Trusted sites	

1. Select Configuration > System Configuration > Channel Settings.

2. Select the channel from the list and enter the agent name and the phone number for that channel. Change other parameters if necessary. For parameter definitions, please refer to the Reference Guide section. Click **OK** when done.

VLAN Voice Web Mai	aggement v2 21	
Channel Select All	Agent Phone Number Phone Number Max. Record Length Sec. Min. Record Length Sec. Line Idle Alarm Time Min. Recording Controlled by DTMF ONo OYes Channel Work Hours Full Time Recording M	

D. SYSTEM WORK HOURS

System Work Hours defines the system's working day and time. This helps in conserving disk space and allowing privacy for off-hour phone conversations.

le <u>E</u> dit ⊻ie												
	w Favorites Too	ols <u>H</u> elp			_							
Back 🔹	🕑 · 💌 🛃		Search 🤺 Favorites 🚱 🔗	• 6		• 📙 🛱	l 🚯					
dress 🙋 http	p://192.168.0.10/Con	nsole.asp									💌 🔁 Go	Links
VLA	N Voice L	odder								H	lello,admin Con	isole
		ement v2.21										
Configure	ation Record	d Data So	arch System Log Ray	star o	Chatu						00/44/00 40:40	40
Syster	m Configurat		Main Screen Column	he	Length	Caller ID	DTME	Ring	Start Method	Line Status	VLANIP	13
Engine	eer Configura	ation 🔸	Playback Settings		Longar	Galerie	Dinn	rung	Local Phone	Disconnected	192.168.0.103	
2	Phone02	Agent02	Channel Settings						Local Phone	Disconnected	192.168.0.103	
3	Phone03	Agent03	System Work Hour	Г	00:19		*0		Local Phone		192.168.0.103	
4	Phone04	Agent04	User Account	Γ					Local Phone	Disconnected	192.168.0.103	
			Change Password									
			Change Password	1								

1. Select Configuration > System Configuration > System Work Hours.

2. Enter the day and time, then click **Add**. Multiple entries may be entered. Click **OK** then **Close**. Leave it blank if full time recording is desired.

System Work Hour - Microsoft Internet Explorer	
	Hello,admin System Work Hour
VLAN VOICE LOGGER	
web Management v2.21	
Daily	08 : 00 - 12 : 00 Del
Daily 💌	
Daily Monday	OK Add
Tuesday	
Thurday	
Friday Saturday	
Sunday	
	2

E. USER ACCOUNTS

User Accounts is used for adding, deleting and defining users who can access VLAN-164. Only users defined as administrator can add users and set permissions. Initially, use the default administrator user 'admin' to add new users.

ADDING USERS

1. Select Configuration > System Configuration > User Account.

🗿 Cor	nsole - I	Wicrosoft Internet	Explorer									
Eile	Edit ⊻i	ew Favorites <u>T</u> ool	ls <u>H</u> elp									A
G	Back 🔻	🕑 - 💌 🛃	🏠 🔎 s	earch 🤶 Favorites 🤣 🔗	• 6	è 🖉	• 📃 🞁	8				
Address	s 🙋 htt	p://192.168.0.10/Con	sole.asp									💙 🛃 Go 🛛 Links 🂙
, I	/ .		oddor		_						H	ello,admin Console 🛛
	VLA	Web Manadel	ment v2 21									
		**co iviai layci	IIIGHL 92.21									
Cor	nfigur	ation Record	l Data Sea	arch System Log Bad	kup	o Statu	3				200	08/11/26 16:19:31
	Syste	m Configurati	ion 🔸	Main Screen Column	1e	Length	Caller ID	DTMF	Ring	Start Method	Line Status	VLAN IP
	Engin	eer Configura	ition •	Playback Settings						Local Phone	Disconnected	192.160.0.103
	2	PhoneU2	Agentu2	Channel Settings		00.40		*0		Local Phone	Disconnected	192.168.0.103
	3	PhoneU3	AgentU:	System Work Hour		00:19		~0		Local Phone		192.168.0.103
	4	Phone04	Agent04	Oser Account						Local Phone	Disconnected	192.168.0.103
				Change Password	1							
Ch.												~
🍋 wPa	ram=99											🕑 Trusted sites 🔤

2. Click the Add button.

VLAN Voice Logger Web Management v2.21	Hello,admin User Account
User Administrator System Record Time Console Monitor Create User Agent Setup Record Controlled by S/W	Query Playback
Creation Date : Expiration Date :	
Last Log-in : Last Modified :	
Add	

3. Enter the username and password of the user. Select the rights and accessible channels you want for the user. Hold down the CTRL key when selecting multiple channels. Also, enter the Expiration Date for the user. Click **OK** when done.

🕘 User Account - Microsoft Internet Explorer		
VLAN Voice Logger Web Management v2.21		Hello,admin User Account 🛆
User Andrew	Password	•••••
 Administrator System Record Time Create User Agent Setup Record Controlled by S/W 	Console Monitor All Jessica 203 Agent02 Phone02 Agent04 Phone04	Query Playback All Jessica 2 Agent02 3 Akin 4 Agent04
Creation Date : Expiration Date : 2009/02/27		
Last Log-in :		
	Return	
		~

MODIFYING USER RIGHTS

1. Select the user from the drop-down list.

r Account - Microsoft Internet Explorer		
/LAN Voice Logger Web Management v2.21		Hello,admin User Account
User Andrew V		
 Administrator ☑ System Record Time □ Create User □ Agent Setup □ Record Controlled by S/W 	Console Monitor All Jessica_203 2 Agent02 Phone02 3 Aivm 204 4 Agent04 Phone04	Query Playback All Jessica 2 Agent02 3 Alvin 4 Agent04
Creation Date : 2008/11/27 9:48:51 Expiration Date : 2009/2/27 0:00	[
Last Modified : No Record Found!	Delete	ırn

2. Make all the necessary changes then click **Update**.

DELETING USER

1. Select the user from the drop-down list then click **Delete**.

Jser Account - Microsoft Internet Explorer		
VLAN Voice Logger Web Management v2.21		Hello,admin User Accoun
User andrew 💌		
 Administrator System Record Time Create User Agent Setup Record Controlled by S/W 	Console Monitor All Agent01 Phone01 Agent02 Phone02 Agent03 Phone03 4 Agent04 Phone04	✓ Query ✓ Query ✓ Playback ✓ ✓ ✓ All 1 Agent01 2 Agent02 3 Agent03 4 Agent04
Create Date: 2008/10/30 10:16:55 Expire Date: 2008/12/31 0:00 IIIII Last Log-in 69/12/31 16:0:0 Last Modified 2008/10/30 10:17:28	<u>r</u>	
Update	Delete Return	

CHANGE PASSWORD

10. Select Configuration > System Configuration > Change Password.

🗿 Console -	Microsoft Internet	Explorer										
Eie Edit Vi	ew F <u>a</u> vorites <u>T</u> ool	ls <u>H</u> elp										
G Back 🔹	۵ 🖌 ۲ 🕲	6	Search 👷 Favorites 🙆 🔗	•	è 🖉	• 🔜 🎁	8					
Address 🙋 htt	p://192.168.0.10/Con	sole.asp									💙 🔁 Go	Links »
		odder								H	ello,admin Con	isole 🗠
	Web Manager	ment v2.21										
Configur	ation Record	i Data Se	earch System Log Bac	ku	p Statu	B				200	08/11/27 09:51:	38
Syste	rn Configurati	tion •	Main Screen Column	ne	Length	Caller ID	DIME	Hing	Start Method	Line Status Disconnected	VLAN IP 192 168 0 103	
	Phone ⁽¹²)	Agent02	Chappel Settings	H					Local Phone	Disconnected	192 168 0 103	
	204	Alvin	System Work Hour	H	00:02				Local Phone	Dioconnocida	192 168 0 103	
4	Phone04	Agent04	User Account	F					Local Phone	Disconnected	192 168 0 103	
	1 11011001	rigenie	Change Password	E					2000011110110	Dioconnocida	102.100.0.100	
		_										
												~
A wParam=99											Trusted sites	

11. Enter the current password in **Current Password**. Enter the new password in **New Password** and confirm it. Click **OK** to Finish.

🙆 Change Password - Microsoft Internet Exp	lorer	
VI AN Voice Logger		Hello,admin Change Password 🖉
Web Management v2.21	Powered by ELETECH	
	Hello a	dmin
	New Password Confirm	•••••
		ОК
		v

12. Click OK.

Microso	ft Internet Explorer	×
⚠	Password Has Been Cha	nged
	ОК	

F. RECORD SETTINGS

Record Settings is used for setting the channel identification (especially when using multiple VLAN devices in one LAN), the recording volume and the trigger method. By default, the system automatically assigns identification for each channel. If you're recording analog lines, you may skip this step (default values will be used) and proceed to **Recycle Setting**.

Console - Microsoft Inte	rnet Explorer											
Eile Edit View Favorites	<u>T</u> ools <u>H</u> elp											- 🥂
🌀 Back 🔹 🕥 🕤 💌	2 🏠 🔎	Search 🀬	Favorites	0 🔗 ·	è 🖉	• 📃 🎁	8					
Address 🙋 http://192.168.0.1)/Console.asp										💌 🔁 Go	Links »
										H	ello,admin Cor	nsole 🗠
VLAN VOICE	Logger											
vveb Mar												
Configuration Red	ord Data Se	arch !	System Lo	og Backu	p Statu	s				200	8/11/27 10:10	03
System Configu	ration 🔸	Status	Start Time	End Time	Length	Caller ID	DTMF	Ring	Start Method	Line Status	VLAN IP	
Engineer Config	juration 🔸	Recy	cle Settir	igs					Local Phone	Disconnected	192.168.0.103	
2 Phone02	Agent02	Reco	ord Setting	gs -					Local Phone	Disconnected	192.168.0.103	
3 204	Alvin	ldle	09:40:23	09:40:25	00:02				Local Phone		192.168.0.103	
4 Phone04	Agent04	Idle							Local Phone	Disconnected	192.168.0.103	
all and an an											D month of the s	~

1. Select Configuration > Engineer Configuration > Record Settings.

2. Select the channel you wish to modify from the list. Make all necessary changes and click **Update** to finish. For the field definitions, refer to the Reference Guide section.

Record Setting	gs - Microsoft Internet E	Explorer				×
VLAN	Voice Logge			Hello,admir	Record Settings	ľ
Channel						
Select All						
1						
2 3	VLAN IP	192.168.0.103	Codec	⊙IMA(32K) ○ Linear(128K) ○ uLaw(64K)		
4	Device Type	VLAN ○100 ⊙400	Pre Amplifier	O 0db		
	Line No.	○1 ○2 ⊙3 ○4	Record Gain	AGC 🗸 (db)		
	Voice Dort	100	Start Method	Local OVOX O Manual		
	Command Dart	100	Chan Dalay	2000 (0-10000)		
	Command Port	200	Stop Delay	JUUU MS		
	Monitor Port	300	DTMF Detect	ONO OYES		
		Add	Undat	Delete		
		Add	opuda	Delete		
~						
						V

G. RECYCLE SETTINGS

Recycling is the process of deleting old records from the hard drive in order to make room for new ones. Recycle Setting is used for defining the rules on recycling. The system always deletes the oldest records when recycling.

- Console Microsoft Internet Explorer Ele Edt View Fgvorites Iools Help 🚱 Back • 🕤 · 💌 😫 🏠 🔎 Search 🧙 Favorites 🚱 🔗 • 🌺 📨 • 🗔 😫 🖇 address 🗃 http://192.168.0.10/Console.asp Hello,admin Console VLAN Voice Logger
 Configuration
 Record Data Search
 System Log
 Backup Status
 2

 System Configuration
 Status
 Status
 Status
 CallerID
 DTMF
 Ring
 Start Method
 Line Status

 Engineer Configuration
 Recycle Settings
 Record Settings
 CallerID
 DTMF
 Ring
 Start Method
 Line Status
 2008/11/27 10:11:31 Local Phone Disconnected 192.168.0.103 Local Phone Disconnected 192.168.0.103 2 Phone02
 Agent02
 Record Settings

 Alvin
 Idle
 09:40:23
 09:40:25
 00:02
 3 204 Local Phone 192.168.0.103 4 Phone04 Agent04 Idle Local Phone Disconnected 192.168.0.103 🍘 wParam=9 O Trusted sites
- 1. Select Configuration > Engineer Configuration > Recycle Settings.

Recycle when less than is the amount of remaining space to trigger the recycling. Per Deletion
defines how much old records are to be deleted per recycling. In addition, Keep Records for
allows you to set how many days a record should be kept in the system. However, if a recycling is
started due to low disk space, the oldest records will be deleted no matter how many days the
system is supposed to keep them.

Recycle - Microsoft Internet Explorer			
VLAN Voice Logger Web Management v2.21	Hello,admin	Recycle	
Storage Capacity 69395MB Used Space 58987MB(85.01%) Free Space 10408MB Recycle When Less Than 1000 MB © Per Deletion 1000 MB © Keep Records for 999 Days			
			ركعي

EXCEPTIONS ON WINDOWS XP FIREWALL

The system uses specific ports critical for it's normal operation especially when VLAN-164 is being accessed through the web remotely. These ports are usually blocked by the Windows Firewall so you must add exceptions to these ports.

1. Select Start > Control Panel > Windows Firewall. Click the Exceptions tab. Click the Add Port button then add the following ports: 6000, 6101, 6102, 6103, 6200, 6201, 6202, 6500, 7100, 7110, 7120, 7402, 7403, 80.

😺 Windows Firewall	×
General Exceptions Advanced	
Windows Firewall is blocking incoming network connections, except for the programs and services selected below. Adding exceptions allows some program to work better but might increase your security risk.	ms
Programs and Services:	
Name	
✓ 6000	
☑ 6100	
☑ 6101	
☑ 6102	
☑ 6103	
₩ 6200	
☑ 6201	
	~
Add Program Add Port Edit Delete	
✓ Display a notification when Windows Firewall blocks a program	
What are the risks of allowing exceptions?	
OK Can	cel

2. Click **OK** to close the Windows Firewall window. Try accessing VLAN-164 from another computer (be sure to add the IP address of the host computer to the trusted site as described earlier). Check and see if the system works correctly.

III. LIVE MONITORING

The system provides an easy way to monitor a call in real time. However, only one call can be monitored at one time.

1. From the list of channels, choose one channel that is active and check the checkbox next to the channel number. You should now be able to listen to the call played through the speakers. The icon (man with earphones) indicates that the channel is currently being monitoring

🙆 Console - I	Aicrosoft Internet	Explorer										
Eile Edit Vi	ew Favorites <u>T</u> ool	s <u>H</u> elp										A.
G Back 🔹	🕑 🕐 🔀 🔁	6	Search 🤺 Fa	vorites 🧭	@ • 실	•] 🗱 🕻	3				
Address 🙆 htt	p://192.168.0.10/Con	sole.asp									i i	🖌 🔁 Go 🛛 Links 🎽
		oddor									Hello,	admin Console 🔟
VLA		ogger nentvo od										
	**co iviai layci	11611L ¥2.21										
Configur	ation Record	Data Se	arch Syst	em Log	Backup St	tatus					2008/1	1/27 10:17:04
Channel	Phone Number	Agent	Status	Start Time	End Time	Length	Caller ID	DTMF	Ring	Start Method	Line Status	VLAN IP
	203	Jessica	Idle							Local Phone	Disconnected	192.168.0.103
2	PhoneU2	Agent02	Idle							Local Phone	Disconnected	192.168.0.103
V < 3 🔛	204	Alvin	Recording	10:16:47				0117		Local Phone		192.168.0.103
4	Phone04	Agent04	Idle							Local Phone	Disconnected	192.168.0.103
🖉 wParam=99											0 Tr	usterl sites

To stop monitoring, just uncheck the checkbox.

IV. ACCESSING RECORDS REMOTELY

After a call has been recorded, you can immediately access the record. Accessing the records is very easy and convenient since you can do it directly from your web browser.

A. SEARCH AND PLAY RECORDS FROM THE LAN

Click Record Data Search.

🙆 Console -	Microsoft Internet	Explorer											
Eile Edit Vi	ew F <u>a</u> vorites <u>T</u> ool	ls <u>H</u> elp											1
G Back 🔹	🕤 - 🗾 🖻	🏠 🔎 s	5earch 🚽	Favorites 🤞	8 🗟 🕯	è 🖉	• 📃 🎁	8					
Address 🙋 htt	p://192.168.0.10/Con	sole.asp										💙 🔁 Go	Links »
	N Voice L	odder									H	ello,admin Con	sole 🗠
	Web Manager	ment v2 21											
Carlor		Data Ca	anala I C		e. Deeler	Chat							
	ation Record	i Data se	archis	system Lo	д васки	5 statu	<u>.</u>	D.751 1/5	D:	0	200	8/11/27 10:17:	45
Channel 1	Phone Number	Jessica	Status	Start Lime	End lime	Length	Caller ID	DIME	Hing	Start Method	Disconnected	VLAN IP 192 168 0 103	
	Phone02	Agent02	Idle							Local Phone	Disconnected	192.168.0.103	
	204	Alvin	ldle	10:16:47	10:17:10	00:23		0117		Local Phone		192.168.0.103	
4	Phone04	Agent04	Idle							Local Phone	Disconnected	192.168.0.103	
													X

The following window appears.

Record Data Search Web Page Dialog			? 🛛
VLAN Voice Logger Web Management v2.21			Hello,admin Record Data Search
Z008 ▼ Year 11 ▼ Month 27 ▼ Day U O ▼ Hour 0 ▼ Minute 0 ▼ Second to Z008 ▼ Year 11 ▼ Month 27 ♥ Day U O ▼ Hour 18 ♥ Minute 3 ▼ Second	Channel	Agent	Phone Number
Length			
Permanent Recording File			
Ring			
●In,Out ●Call In ●Call Out ●Missed call			
OK			· C
.torp - Paint 🔁 Ct(Inetpub)(wwwroo 🎦 Control Panel 🗿 Console - M	icrosoft 🖉	Record Data Search E	N 🔒 🕽 📶 🔍 🐋 🖉 🦉

Clicking **OK** at this point will retrieve all records for all channels. To filter your search, check the **Time Period** checkbox and enter the time range of the records you wish to retrieve.

To filter your search per channel, check the **Channel** or **Agent** checkbox and select the target channel(s) or agent(s) on the list. You can select multiple entries by using the [ctrl] or [shift] key.

You can further narrow the search by the **Length** of recording, the **Caller ID**, the **DTMF** (outbound number), the **Remarks**, the **Permanent** files (files that never get deleted by the disk recycle process), number of **Rings**, or the call direction (in, out, missed). When a box is checked, a corresponding dialog box will pop up for you to enter more information about the search.

Click **OK** to start the search. When the search is done, a window similar to the following will pop up. It will disappear shortly by itself If the search produced less than 1000 records. Otherwise, it will stay until you click **Query** to continue or click **New Search** If you change your mind and wish to do a new search.

🗿 Record Data Search - Microsoft Internet Explorer 🗧	
VLAN Voice Logger Web Management v2.21	ırch 🔼
Search Result	
Total Records: 10	
Start Date : Thursday, October 30, 2008 9:56:10 AM	
End Date : Thursday, October 30, 2008 10:41:18 AM	
Query New Search	
<]	>

After you click **Query**, a window similar to the following will appear.

🕘 Reco	rd Data Sea	rch - Microsoft I	nternet Exp	plorer										
													Hello,admin Record Da	ta Search 🔄
V		olce Log	lger											
	Channel	Phone Number	Agent	Ring	Start Time	End Time	Length	Caller ID	DTMF.	Remark	Permanent	1.00		
1	3	Phone03	Agent03	0	2008-10-30 09:56:10	2008-10-30 09:56:46	36		0117			-		
2	3	Phone03	Agent03	0	2008-10-30 10:03:30	2008-10-30 10:03:41	11		70					
3	3	Phone03	Agent03	0	2008-10-30 10:21:19	2008-10-30 10:21:59	40		213					
4	3	Phone03	Agent03	0	2008-10-30 10:26:08	2008-10-30 10:26:14	6		168					
5	3	Phone03	Agent03	0	2008-10-30 10:26:14	2008-10-30 10:26:16	2							
6	3	Phone03	Agent03	0	2008-10-30 10:26:18	2008-10-30 10:29:50	212		01681					
7	4	Phone04	Agent04	0	2008-10-30 10:40:39	2008-10-30 10:40:50	11		0117					
8	4	Phone04	Agent04	0	2008-10-30 10:40:52	2008-10-30 10:40:54	2							
9	2	Phone02	Agent02	0	2008-10-30 10:40:54	2008-10-30 10:41:04	10		0117					
10	1	Phone01	Agent01	0	2008-10-30 10:41:07	2008-10-30 10:41:18	11		0117					
D	1.7.4	T	Deservation	~								<u></u>		_
Page	11 In-	I Otal I	Records: 1	0	Ma		Stop		Elapsed					
Page	UP Pag	e Down First	Page La	ist Paj	19	•								
New Se	earch E	xport Ren	nark			(D								
Sav	e As					Diax oren S	TART END) pro	PLAY	-				
						PLAT STOP N	GARK MAR	K MEP.	MARK	WE				

The results are listed in 'pages'. The records are listed in chronological order. To sort the records in any other way, click the corresponding column header.

Each page contains up to 200 records by default. If there are more than 200 records, the last page will be displayed. To go to another page, click **Page Up**, **Page Down**, **First Page** or **Last Page**. To start a new search, just click the **New Search** button. To export records to MS Excel, select the records by checking the checkbox on the left then click the **Export** button.

To add a text comment to the record, select the records by clicking the checkbox on the left then click the **Remark** button. In the **Remark** window, you can also mark this record as permanent and it will never be deleted by the disk recycling process.

🕙 Console Web I	Page Dialog	? 🛛
	0	
	2	_
Channel	3	_
Phone Number	204	_
Agent	Alvin	_
Ring	0	_
Start Time	2008-12-12 10:43:32	_
End Time	2008-12-12 10:43:55	
Length	23	_
Caller ID		
DTMF.	107	
Permanent	No 🖌	
	Phone call from Eric	
Remark 20		
OK	Cancel	
 http://192.168.0.10/Rer	narkFrame.asp	Trusted sites
🧟 Consolo — Wob I	Dago Dialog	
🗿 Console Web I	Page Dialog	? 🛛
🗿 Console Web I	Page Dialog	? 🗙
Console Web I	Page Dialog 2 3	? ×
Console Web Channel Phone Number	Page Dialog 2 3 204	· · · · · · · · · · · · · · · · · · ·
Console Web Channel Channel Phone Number Agent	Page Dialog 2 3 204 Alvin	? ▼
Channel Channel Phone Number Agent Ring	Page Dialog 2 3 204 Alvin 0	? ×
Channel Channel Phone Number Agent Ring Start Time	Page Dialog 2 3 204 Alvin 0 2008-12-12 10:43:32	
Channel Channel Phone Number Agent Ring Start Time End Time	Page Dialog 2 3 204 Alvin 0 2008-12-12 10:43:32 2008-12-12 10:43:55	
Channel Channel Phone Number Agent Ring Start Time End Time Length	Page Dialog 2 3 204 Alvin 0 2008-12-12 10:43:32 2008-12-12 10:43:55 23	
Channel Channel Phone Number Agent Ring Start Time End Time Length Caller ID	Page Dialog 2 3 204 Alvin 0 2008-12-12 10:43:32 2008-12-12 10:43:55 23	
Channel Channel Phone Number Agent Ring Start Time End Time Length Caller ID DTMF.	Page Dialog 2 3 204 Alvin 0 2008-12-12 10:43:32 2008-12-12 10:43:55 23 107	
Channel Channel Phone Number Agent Ring Start Time End Time Length Caller ID DTMF. Permanent	Page Dialog 2 3 204 Alvin 0 2008-12-12 10:43:32 2008-12-12 10:43:55 23 107 No	
Channel Channel Phone Number Agent Ring Start Time End Time Length Caller ID DTMF. Permanent	Page Dialog 2 3 204 Alvin 0 2008-12-12 10:43:32 2008-12-12 10:43:55 23 107 No ▼ No	
Channel Channel Phone Number Agent Ring Start Time End Time Length Caller ID DTMF. Permanent	Page Dialog 2 3 204 Alvin 0 2008-12-12 10:43:32 2008-12-12 10:43:55 23 107 No Yes call from Eric	
Channel Channel Phone Number Agent Ring Start Time End Time Length Caller ID DTMF. Permanent	Page Dialog 2 3 204 Alvin 0 2008-12-12 10:43:32 2008-12-12 10:43:55 23 107 No Yes call from Eric	
Channel Channel Phone Number Agent Ring Start Time End Time Length Caller ID DTMF. Permanent Remark 20	Page Dialog 2 3 204 Alvin 0 2008-12-12 10:43:32 2008-12-12 10:43:55 23 107 No Yes call from Eric	
Channel Channel Phone Number Agent Ring Start Time End Time Length Caller ID DTMF. Permanent Remark 20	Page Dialog 2 3 204 Alvin 0 2008-12-12 10:43:32 2008-12-12 10:43:55 23 107 No Yes call from Eric	
Channel Channel Phone Number Agent Ring Start Time End Time Length Caller ID DTMF. Permanent Remark 20	Page Dialog 2 3 204 Alvin 0 2008-12-12 10:43:32 2008-12-12 10:43:55 23 107 No Yes call from Eric	
Channel Channel Phone Number Agent Ring Start Time End Time Length Caller ID DTMF. Permanent Remark 20 OK	Page Dialog 2 3 204 Alvin 0 2008-12-12 10:43:32 2008-12-12 10:43:55 23 107 No Yes call from Eric Cancel	
Channel Phone Number Agent Ring Start Time End Time Length Caller ID DTMF. Permanent Remark 20 OK	Page Dialog 2 3 204 Alvin 0 2008-12-12 10:43:32 2008-12-12 10:43:55 23 107 No ▼ No ▼ Call from Eric Cancel	

V	LAN	/oice Log Veb Managemen	I ger t v2.21									
All	Channel	Phone Number	Agent	Ring	Start Time	End Time	Length	Caller ID	DTMF.	Remark	Permanent	
1	3	Phone03	Agent03	0	2008-10-30 09:56:10	2008-10-30 09:56:46	36		0117			-
2	3	Phone03	Agent03	0	2008-10-30 10:03:30	2008-10-30 10:03:41	11		*0			
3	3	Phone03	Agent03	0	2008-10-30 10:21:19	2008-10-30 10:21:59	40		213			
4	3	Phone03	Agent03	0	2008-10-30 10:26:08	2008-10-30 10:26:14	6		168			
5	3	Phone03	Agent03	0	2008-10-30 10:26:14	2008-10-30 10:26:16	2					
6	3	Phone03	Agent03	0	2008-10-30 10:26:18	2008-10-30 10:29:50	212		01681			
7	4	Phone04	Agent04	0	2008-10-30 10:40:39	2008-10-30 10:40:50	11		0117			
8	4	Phone04	Agent04	0	2008-10-30 10:40:52	2008-10-30 10:40:54	2					
9	2	Phone02	Agent02	0	2008-10-30 10:40:54	2008-10-30 10:41:04	10		0117			
10	1	Phone01	Agent01	0	2008-10-30 10:41:07	2008-10-30 10:41:18	11		0117			
												×
<mark>age 1</mark> Pege ew Se I Save	/1 UP Pay earch E e As	Total F ge Down First Export Ren	Records:1 Page La nark	0 ust Pag	ge Ma	rk Play Pause	Stop	Repeat	Elapsed	00:27	2	

Sometimes it is desired to play just a section of a record. To do this you will need to play the record and

mark	the sect	ion by clicking	MARK	and	MARK	when the playback gets to that point. Then you can
	PLAY				REP.	
click	MARK	to play the sec	tion onc	e, or		to play it repeatedly.

Nucl Subscription Vector Agent Ring Stat Time End Time Length Caller ID DTMF. Remark Permanent 1 3 Phone03 Agent03 0 2008-10-30 09:56.10 2006-10-30 10:03.01 11 0 0 1 3 Phone03 Agent03 0 2008-10-30 10:21.19 2008-10-30 10:21.19 40 2 13 0 1 1 0 1 1 0 1 1 0 1 1 0 1 1 0 1 1 1 1 0 1	V		/oice I or	der	plorer								Hello,admin Record D
Al Channel Phone Number Agent Ring Start Time End Time Length Caller ID DTMF. Remark Permanent 1 3 Phone03 Agent03 0 2008-10-30 09:66:10 2008-10-30 09:66:10 0001-10 1 0 1 0 1 0 1 0 1 0 1 1 0 1 1 0 1 <t< th=""><th></th><th>V</th><th>Veb Managemen</th><th>t v2.21</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></t<>		V	Veb Managemen	t v2.21									
Indiration Prinding Agentity Name Start Infine End Infine Long Camp Drive Fermation Fermation 1 3 Phone03 Agent03 0 2008-10-30 09.6510 2008-10-30 09.6501 0107 Image Imag	1.4.11	Channel	Dhana Numhan	0 ment	Dian	Charl Time	EndTour	Levela	Calley ID	DTME	Descel	Democrat	
Image: A prime and a prim and a prima prima and a prime and a prime and a prime and a prime		Channel	Phone Number	Agent	Ring	2000 40 20 00-00-40	2000 40 20 00.00.00	Length	Callerid	D1WF.	Remark	Permanent	
2 3 Phone03 Agent03 C0 2008-10-30 (1003-41 C10 C1 C1 <thc1< th=""> <thc1< th=""> <thc1< th=""> <thc< td=""><td></td><td>3</td><td>Phone03</td><td>Agentus</td><td>0</td><td>2008-10-30 09:56:10</td><td>2000-10-30 09.56.46</td><td>30</td><td></td><td>*0</td><td></td><td></td><td></td></thc<></thc1<></thc1<></thc1<>		3	Phone03	Agentus	0	2008-10-30 09:56:10	2000-10-30 09.56.46	30		*0			
Image: Solution of the state of th	2	3	Phoneos	Agentos	0	2008-10-30 10:03:30	2000-10-30 10.03.41	40		0			
Image Agenta Agenta Image Agenta Image Agenta Image	13	2	Phone03	Agent03	0	2000-10-30 10:21:19	2000-10-30 10.21.59	40		169			
Image: Solution of the second of th	4	2	Phone03	Agent02	0	2008-10-30 10:26:00	2000-10-30 10.26.14	0		100			
Image: Constraint of the second of		3	Phone03	Agent03	0	2008-10-30 10:26:14	2008-10-30 10:20:10	212		01681			
Image: Constraint of the state of		4	Phone04	Agent03	0	2008-10-30 10:20:10	2008-10-30 10:29:50	11		0117			
B 2 Phone02 Agent02 0 2008-10-30 10.41:04 10 0117 Image: Control of the second		4	Phone04	Agent04	0	2008-10-30 10:40:52	2008-10-30 10:40:54	2		0111			
Include Agent01 0 2006-10-30 10-41.07 2006-10-30 10-41.18 11 0117		2	Phone07	Agent02	0	2008-10-30 10:40:54	2008-10-30 10:41:04	10		0117			
		- 1	Phone01	Agent01	0	2008-10-30 10:41:07	2008-10-30 10:41:18	11		0117			

To toggle between relative and absolute time during playback, click

Save as allows you to save the record(s) to another drive or folder. First select the files to be saved, then check the Save As box and enter the path before clicking Save.

VEXA Voice Logget yete Management/v2:91 Ali Channel Phone Number Agent Ring Start Time End Time Length Caller ID DTMF. Remark Permanent 1 3 Phone03 Agent03 0 2008-10-30 09:66.46 36 0117 Image: Caller ID DTMF. Remark Permanent 2 3 Phone03 Agent03 0 2008-10-30 10:21.91 400 213 Image: Caller ID Time End Ti	ecor	d Data Sea	arch - Microsoft I	nternet Ex	plorer								Hello,admin Record D
All Channel Phone Number Agent 03 0.0 2008-10-30 09:56:10 2008-10-30 09:56:46 36 0 117 Remark Permanent 1 3 Phone03 Agent03 0.0 2008-10-30 09:56:46 36 0 117 C C 2 3 Phone03 Agent03 0.0 2008-10-30 10:03:41 11 C TO C C 3 3 Phone03 Agent03 0.0 2008-10-30 10:21:9 400 213 C C 4 3 Phone03 Agent03 0.0 2008-10-30 10:26:16 2 C C C 5 3 Phone03 Agent03 0.0 2008-10-30 10:26:16 2 C <th>VI</th> <th>LAN \</th> <th>/oice Log</th> <th>ger</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>	VI	LAN \	/oice Log	ger									
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1 3 Phone03 Agent03 0 2008-10-30 0.956.10 2008-10-30 0.054.10 2008-10-30 10.03.10 2008-10-30 10.03.10 2008-10-30 10.03.10 2008-10-30 10.03.10 2008-10-30 10.02.159 40 213 1 </td <td>All</td> <td>Channel</td> <td>Phone Number</td> <td>Agent</td> <td>Ring</td> <td>Start Time</td> <td>End Time</td> <td>Length</td> <td>Caller ID</td> <td>DTMF.</td> <td>Remark</td> <td>Permanent</td> <td></td>	All	Channel	Phone Number	Agent	Ring	Start Time	End Time	Length	Caller ID	DTMF.	Remark	Permanent	
12 3 Phone03 Agen03 00 2008-10-30 10.03:30 2008-10-30 10.21:9 4.00 213 1	1	3	Phone03	Agent03	0	2008-10-30 09:56:10	2008-10-30 09:56:46	36		0117			<u></u>
3 3 Phone03 Agent03 0 2008-10-30 10.21:19 2008-10-30 10.25:14 6 16 168 1 4 3 Phone03 Agent03 0 2008-10-30 10.26:16 2008-10-30 10.26:16 20 16 168 168 6 3 Phone03 Agent03 0 2008-10-30 10.26:16 20 20 16 168 168 7 4 Phone04 Agent04 0 2008-10-30 10.26:16 2008-10-30 10.26:16 20 16 16 16 7 4 Phone04 Agent04 0 2008-10-30 10.40:50 2008-10-30 10.40:50 10 10 11 10 11 8 4 Phone04 Agent04 0 2008-10-30 10.40:54 208-10-30 10.41:04 10 117 10 11	2	3	Phone03	Agent03	0	2008-10-30 10:03:30	2008-10-30 10:03:41	11		*0			
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5 3 Phone03 Agent03 00 2008-10-30 10.26:14 2008-10-30 10.26:16 2 0 0 0 0 16 3 Phone03 Agent03 00 2008-10-30 10.26:16 2014 0 0 0 0 17 4 Phone04 Agent04 0 2008-10-30 10.26:18 2008-10-30 10.26:10 11 0 0 0 0 18 4 Phone04 Agent04 0 2008-10-30 10.40:50 10 0 0 0 0 19 2 Phone04 Agent01 0 2008-10-30 10.40:50 2008-10-30 10.40:54 20 0 0 10 0 0 10 0 10 0 10 0 10 0 10 0 10 0 10 0 10 <td>4</td> <td>3</td> <td>Phone03</td> <td>Agent03</td> <td>0</td> <td>2008-10-30 10:26:08</td> <td>2008-10-30 10:26:14</td> <td>6</td> <td></td> <td>168</td> <td></td> <td></td> <td></td>	4	3	Phone03	Agent03	0	2008-10-30 10:26:08	2008-10-30 10:26:14	6		168			
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16 4 Phone04 Agent04 0 2008-10-30 10:40:54 2 0 0 0 0 19 2 Phone02 Agent02 0 2008-10-30 10:40:54 2008-10-30 10:41:04 10 0 0117 0 10 10 1 Phone01 Agent01 0 2008-10-30 10:41:07 2008-10-30 10:41:18 11 0117 0 10 10 1 Phone01 Agent01 0 2008-10-30 10:41:18 11 0117 0 10	7	4	Phone04	Agent04	0	2008-10-30 10:40:39	2008-10-30 10:40:50	11		0117			
IB 2 Phone02 Agent02 0 2008-10-30 10.41:04 10 0117 10 1 Phone01 Agent01 0 2008-10-30 10.41:07 2008-10-30 10.41:18 11 0117 Image: Comparison of the comparison]8	4	Phone04	Agent04	0	2008-10-30 10:40:52	2008-10-30 10:40:54	2					
10 1 Phome01 Agent01 0 2008-10-30 10:41:07 2008-10-30 10:41:18 11 0117	9	2	Phone02	Agent02	0	2008-10-30 10:40:54	2008-10-30 10:41:04	10		0117			
	10	1	Phone01	Agent01	0	2008-10-30 10:41:07	2008-10-30 10:41:18	11		0117			
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Page Down First Page Last Page 00/36	Se	arch E	xport Ren	nark								,	
rege UP Page Down First Page Last Page 00.36 w Search Export Remark 02.22	ave	As Cilw	ВМ		Save			02:07	•		05.32		
Age UP Page Down First Page Last Page 00.36 Search Export Remark 02.07 ▲ 03:32							Dellor crop S	FART END	0.00	PLAY			

Click OK

Microso	ft Internet Explorer 🛛
⚠	Saved
	ОК

B. SEARCH AND PLAY RECORDS FROM THE INTERNET

One of VLAN's most powerful features is its accessibility from anywhere at any time as long as you have access to the Internet. For this purpose, some ports need to be opened in your network router/gateway configuration. The following ports are what need to be opened:

Network Service	- M.	FOIL	тарріну		
Ethernet	P.	Service Type	Source Port	Target Port	Target IP
DHCP Server	- In-	TCP	7110	7110	192.168.100.179
IP Share	le.	TCP	7402	7402	192.168.100.179
NAT	- In-	TCP	6500	6500	192.168.100.179
FireWall	10	ТСР	6502	6502	192.168.100.179
QoS Service		TOD	04.00	04.00	400 400 400 470
DDNS	P	TCP	6100	6100	192.168.100.179
VPN	p.	TCP	6101	6101	192.168.100.179
	le.	TCP	6102	6102	198.168.100.179
	p.	TCP	6200	6200	192.168.100.179
	P.	TCP	6201	6201	192.168.100.179
	p.	TCP	80	80	192.168.100.179
	le.	TCP	6000	6000	192.168.100.179
	p.	TCP	7000	7000	192.168.100.179
	le.	TCP	7120	7120	192.168.100.179
	p.	TCP	7403	7403	192.168.100.179
	le.	TCP	6501	6501	192.168.100.179
	- P-	TCP	6202	6202	192.168.100.179
	Þ	TCP	5800	5800	192.168.100.179
	P-	TCP	5900	5900	192.168.100.179
	Þ	TCP	7100	7100	192.168.100.179
				Satting	

Enter all 19 ports on the port mapping (or port forwarding) configuration of your network router/gateway along with the TCP service type. The Target IP represents the IP Address of your VLAN Server. For further assistance, please contact your network administrator.

V. SYSTEM LOGS

The system creates Logs that are very helpful in tracking system activities and trouble shooting problems.

A. RECYCLE LOG

Recycle Log contains information about the records that have been deleted.

1. Select System Log > Recycle.

🗿 Console -	Microsoft Interne	t Explorer											
Eile Edit Y	Ele Edit Yew Favorites Isols Help 🧤												
G Back 🔹	😋 Back 🔹 🐑 - 🖹 🗟 🏠 🔎 Search 👷 Fevorites 🥝 🔗 - 🌺 🔟 🔹 🛄 🕄												
Address 🙆 ht	tp://192.168.0.10/Cor	nsole.asp											💌 🛃 Go 🛛 Links 🂙
		odder										Hell	o,admin Console 🖄
VLA	Web Manage	ment v2 21											
	web manage												
Configur	ation Record	d Data Se	earch	System Log Ba	ackup S	stati	JS					2008/	10/30 11:05:21
Channel	Phone Number	Agent	Recor	Recycle		ne	Length	Caller ID	DTMF	Ring	Start Mode	Line Status	VLAN IP
	PhoneUI	Agentul	Idle	System Oper	ration	0	00:01				Local Phone	Disconnected	192.168.0.103
2	PhoneU2	Agent02	Idle	User Operati	ion	b	00:01				Local Phone	Disconnected	192.168.0.103
3	Phone03	Agent03	Idle	Illegal Login		2	00:18	213		4	Local Phone		192.168.0.103
4	Phone04	Agent04	Idle	10:40:52	10:40:5	4	00:02				Local Phone	Disconnected	192.168.0.103
🕘 wParam=99												0	Trusted sites



B. SYSTEM OPERATION LOG

System Operation Log contains information regarding the operation of the system.

1. Select System Log > System Operation.

Back + O Image: Provides set Image: Provides set Image: Provides set VLAN Voice Logger Image: Provides set Image: Provides set Image: Provides set VLAN Voice Logger Configuration Record Data Search System Log Backup Status 2009/10/30 11/08:09 Configuration Record Data Search System Log Backup Status 2009/10/30 11/08:09 Channel Phone Number Agent Bode Colspan="2">System Cog Backup Status 2009/10/30 11/08:09 Configuration Record Data Search System Cog Backup Status 2009/10/30 11/08:09 Configuration Record Data Search System Cog Backup Status 2009/10/30 11/08:09 2009/10/30 11/08:09 2009/10/30 11/08:09 Sust Mode Line Status VLANIP 1 Proceed Agent0 Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan= 20001 2 Proce02 Colspan= 20001 Local Phone Disconnected 182:168:0.103 2 Proce03 Agent03 Idle User Operation Point Colspan="2">Colspan= 20001 Local Phone Disconnected 182:168:0.103 3 <th>Console - I</th> <th>Microsoft Interne</th> <th>t Explorer</th> <th></th>	Console - I	Microsoft Interne	t Explorer										
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VLAN Voice Logger Web Management V231 Donfiguration Record Data Search System Log Backup Status 2006/10/80 11/08:09 Channel Phone Number Agent Recor Recycle ne Length Caller ID DTMF Ring Statt Mode Line Status VLAN IP 1 Phone01 Agent01 Idle System Operation 0001 Local Phone Disconneted 192:168:0133 2 Phone02 Agent02 Idle User Operation 0001 Local Phone Disconneted 192:168:0133 3 Phone03 Agent04 Idle III:egal Login 0018 21 4 Local Phone Disconnected 192:168:0133 4 Phone04 Agent04 Idle III:40:52 10:40:54 00:02 Local Phone Disconnected 192:168:0.103	ddress 🙆 htt	m://192.168.0.10/Cor	nsole.asp	4		- 38							Go Links
Vicit Management V2 21 Configuration Record Data Search System Log Backup Status 2009/10/30 11/08 09 Connell PhoneNumber Agenti Recor Recycle ne Length CallerID DTMF Fing Start Mode Line Status VLANIP 1 Phone01 Agenti Idle System Operation 9 0001 Local Phone Disconnected 192.168.0.103 2 Phone02 Agenti2 Idle User Operation 9 0001 Local Phone Disconnected 192.168.0.103 3 Phone03 Agenti04 Idle 11egal Login 2 0018 213 4 Local Phone 192.168.0.103 4 Phone04 Agent04 Idle 10.40.52 10.40.54 00.02 Local Phone Disconnected 192.168.0.103												Hell	o,admin Console
System Log Backup Status 200/00/00/00/00/00/00/00/00/00/00/00/00/	VLA	N VOICE L	ogger										
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Channel Phone Number Agent Recy Recy Image: Channel Status VLAN Propertion 1 Phone Number Agent01 Idle System Operation P 0001 Idle Local Phone Disconnected 182.168.0103 2 Phone 02 Agent03 Idle Idle 0001 Idle Local Phone Disconnected 182.168.0103 3 Phone 03 Agent03 Idle Idle Idle 2 00.01 Idle Local Phone Disconnected 182.168.0103 4 Phone 04 Agent04 Idle 10.4052 10.4054 00.02 Idle Local Phone Disconnected 192.168.0103 4 Phone 04 Agent04 Idle 10.4052 10.4054 00.02 Idle Local Phone Disconnected 192.168.0103	Configur	ation Record	d Data S	earch	System Log B	ackup St	atus					2008/	10/30 11:08:09
1 Preneror Agentor Ide System Operation 0001 Ide Ide Ide 132.680.133 2 Phone03 Agent02 Ide Ide 001 001 Ide Ideonfield 132.680.133 3 Phone03 Agent04 Ide Ide 001 2 001 4 Ideonfield 132.1680.103 4 Phone04 Agent04 Ide 10.40.52 10.40.54 0002 4 Ideonfield 132.1680.103	Channel	Phone Number	Agent Agent01	Recor	Recycle	n	e Length	Caller ID	DTMF	Ring	Start Mode	Line Status	VLAN IP
1 1 Interlect Pagention 0 0 0 0 1 </td <td></td> <td>Phone®2</td> <td>Agent02</td> <td>Idla</td> <td>System Ope</td> <td>eration ^e</td> <td>00:01</td> <td></td> <td></td> <td></td> <td>Local Phone</td> <td>Disconnected</td> <td>192.168.0.103</td>		Phone®2	Agent02	Idla	System Ope	eration ^e	00:01				Local Phone	Disconnected	192.168.0.103
4 Phone04 Agent04 Idle 10.4052 10.4054 0002 Local Phone Disconnected 192168.0103	3	Phone 03	Agent02	Idle	User Operat		00:18	213		4	Local Phone	Disconnected	192 168 0 103
		Phone 04	Agent04	Idle	10:40:52	10:40:54	00:02	2.10			Local Phone	Disconnected	192 168 0 103

ystem Oper	ation Record	Microsoft Internet Explore	f	
VLAN	Voice I	Logger	and the second	 Hello,admin System Operation Reco
	Web Manag			
ID	Program	Operation	Activation Since	
29380	VLanSchedule	Stop VLan Schedule	10/30/2008 9:23:29 AM	
29381	VLanSchedule	Start VLan Schedule	10/30/2008 9:23:54 AM	
29982	VLanSchedule	Start VLAN Console Service	10/30/2008 9:23:55 AM	
29383	VLanSchedule	Start VLAN Playback Service	10/30/2008 9:25:00 AM	
29384	VLanSchedule	Start VLAN Record Service	70/30/5000 8:56:00 YM	
29385	VLanServer	Start VLan Server	10/30/2008 9:25:00 AM	
0.90 11				
Total Re	ecords 6	Select All Delete Sele	cted Delete All	

C. USER OPERATION LOG

User Operation Log contains information about the activity of each user.

1. Select System Log > User Operation.



I	Session	nID User	Operation Since	Operation Details	
83	7 2517373	143 admin	10/30/2008 10:51-05 AM	adminAccessed WindowsInquirySet.asp IP=192.168.0.10	
832	8 2517373	H3 admin	10/30/2008 10:52:14 AM	adminAccessed WindowsInquityView app IP=192.168.0.10	
83	9 2517373	H3 admin	10/30/2008 10:52:15 AM	adminAccessed WindowsInguitySet.asp IP=192.168.0.10	
833	0 2517373	143 admin	10/30/2008 11:07:15 AM	adminAccessed WindowsRecycleView.app IP=192.168.0.10	
830	1 2517373	H3 admin	10/30/2008 11:07:15 AM	adminAccessed WindowsRecycleView.app IP=192.160.0.10	
833	2 2517373	H3 admin	10/30/2008 11:08:03 AM	adminClosed Windows RecycleView.asp IP=192.168.0.10	
3 833	3 2517373	H3 admin	10/30/2008 11:08:54 AM	adminAccessed WindowsSystemOperationWew asp IP+192.168.0.10	
833	4 2517373	143 admin	10/30/2008 11:08:54 AM	adminAccessed WindowsSystemOperationWew.asp IP=192.168.0.10	
0.00	5 2517373	H3 admin	10/30/2008 11:10:57 AM	adminClosed Windows SystemOperation//lew.asp IP=192.558.0.50	
833	6 2517373	H3 admin	10/30/2008 11:11:02 AM	adminAccessed WindowsUserOperation/View.asp IP=192.168.0.10	
833	7 2517373	H3 admin	10/30/2008 11:11:02 AM	adminAccessed WindowsUserOperationView.asp IP=192.158.0.10	
age 1	17 👱	≤ 1.2	3_4_5_6_7≥≥		
	Tot	al Recor	ds 101 Select All	Delete Selected Delete All Page Up	

D. ILLEGAL LOGIN LOG

Illegal Login Log contains information about unsuccessful login attempts.

1. Select System Log > Illegal Login.

🚳 Console - Microsoft Internet	Explorer								
<u>Ele Edit View Favorites Tool</u>	ls <u>H</u> elp								<i></i>
🌀 Back 🔹 🐑 🐇 🛃	Search 🔎	📌 Favorites 🕢 🔗	. w · _) 🛍 🚯					
Address 🕘 http://192.168.0.10/Cons	sole.asp								🖌 🄁 Go 🛛 Links 🂙
	odder							Hell	o,admin Console 🗠
Web Manager	ment v2 21								
Configuration Record	Data Search	System Log Backup	Status		DTM	Disc	0	2008/	10/30 11:19:36
1 Phone01	Agent01 Idle	System Operation	0 00:01	Caller ID	DIMP	ming	Local Phone	Disconnected	192.168.0.103
2 Phone02	Agent02 Idle	User Operation	6 00:01				Local Phone	Disconnected	192.168.0.103
3 Phone03	Agent03 Idle	Illegal Login	9 00:53	213	*0	2	Local Phone		192.168.0.103
4 Phone04	Agent04 Idle	10:40:52 10:40:	54 00:02				Local Phone	Disconnected	192.168.0.103
🛃 wParam=99								0	Trusted sites

Login 🗠

E. BACKUP DEVICE VIEW

Backup Device View shows the backup device information including capacity, remaining space, usage rate and time left.

- 2 Console Microsoft Internet Explorer
 Image: Second Second
- 1. Select System Log > Storage > Backup Device View.

Click on the entry to show more information.



<u> </u>
BENG 20081209.Prj Event Time : 2008/12/12, 14:06:30
Record Server : \\192.168.0.10\VLanServer
Backup Device Use in Serial Mode
Current Device : F:
Capacity : 999468 Kbytes
Remaining : 989056 Kbytes
Used Rate : 1.04%
Backup Status : Next Backup Time 2008/12/12, 15: 0: 0

VI. BACKUP

Backup is a utility program that needs to be installed separately. To install VLAN-164 Backup, run VLANBACKUP.msi from the VLAN-164 installation CD.

👹 VLAN Backup	
Welcome to the VLAN Backup Setup Wizard	
The installer will guide you through the steps required to install VLAN Backup on you	r computer.
WARNING: This computer program is protected by copyright law and international tre Unauthorized duplication or distribution of this program, or any portion of it, may result or criminal penalties, and will be prosecuted to the maximum extent possible under th	eaties. : in severe civil e law.
Cancel < <u>B</u> ack	<u>N</u> ext >

Click Next.

👹 VLAN Backup	
Select Installation Folder	
The installer will install VLAN Backup to the following folder.	
To install in this folder, click "Next". To install to a different folder, enter it be	low or click "Browse".
Eolder: C:\VLAN-Backup\	Browse
Install VLAN Backup for yourself, or for anyone who uses this computer:	
⊙ Just <u>m</u> e	
Cancel < <u>B</u> ack	<u>N</u> ext >

Click Next.



Click Next.

🛃 VLAN Backup		
Installation Complete		
VLAN Backup has been successfully inst	alled.	
Click "Close" to exit.		
You will need to install MDAC 2.8 and up Microsoft and install it.	to make VLANBackup work, please dow	nload from
	Cancel < <u>B</u> ack	<u>C</u> lose

Click Close to finish the installation.

Double-click the VLANBackup.exe shortcut on your desktop and select **Project > New**. The following window appears.

Create a new Project	
Data Source Record Server	Backup Rules
Auto 🗾	O Every 1 ▼Day 2:00:00 AM ▲
Channel O Agent Selected Selected	O Every 1 Veek 2:00:00 AM
>	□ SUN □ MON □ TUE □ WED □ THU □ FRI □ SAT
<	O From day 1 Of the month 2 :00:00 AM
- Barkun Device	O From day 1 ▼ to 31 ▼ Of the month
O Serial O Parallel 	JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC
	✓ Record Data Interval Start Time 12/10/2008 End Time 12/31/2999 ✓ 11:59:59 PM
Project Name	Activate Save Exit

You can set VLAN Backup to automatically back up all records on specific dates and times. Check the **Auto** box and enter the IP Address of your VLAN host computer.

Create a new Project	
Cata Source	Backup Rules
✓ Auto \\192.168.0.10\VLanServer	O Every 1 ▼Day 2:00:00 AM +
Channel Agent Selected Selected	O Every 1 • Week 2:00:00 AM •
CH #001 CH #002 CH #003 CH #004 >>	
<	O From day 1 Of the month 2:00:00 AM
Backup Device	O From day 1 v to 31 v Of the month
O Parallel 	JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC
	✓ Record Data Interval Start Time 12/10/2008 End Time 12/31/2999 ✓ 11:59:59 PM
Project Name	Activate Save Exit

Create a new Project	
Data Source Record Server	Backup Rules Every 1 Hour 0 Minute 2:00:00 AM
V Auto \\192.168.0.10\VLanServer	O Every 1 Day 2:00:00 AM
Channel O Agent Search(C/A) Available Selected	O Every 1 ▼ Week 2:00:00 AM ★
CH #001 CH #002 CH #003 CH #004	SUN MON TUE WED
<	O From day 1 _ Of the month 2:00:00 AM _
Backup Device	O From day 1 v to 31 v Of the month
Serial O Parallel	JAN □ FEB □ MAR □ APR MAY □ JUN □ JUL □ AUG SEP □ OCT □ NOV □ DEC
V	✓ Record Data Interval Start Time 12/10/2008 End Time 12/31/2999 ✓ 11:59:59 PM
Project Name	Activate Save Exit

Click the >> button to select all records from all channels that the system will back up.

Choose **Serial** to back up to drives in a serial fashion. Choose **parallel** for mirrored backup. Parallel backup requires two or more backup devices. Select the backup device(s) from the list of drives.

Create a new Project	
Data Source Record Server	Backup Rules Severy 1 Hour 0 Minute 2:00:00 AM
✓ Auto \\192.168.0.10\VLanServer	O Every 1 Day 2:00:00 AM
Channel O Agent Selected Selected	O Every 1 ▼ Week 2:00:00 AM ★
> CH #002 CH #003 CH #004	□ SUN □ MON □ TUE □ WED □ THU □ FRI □ SAT
<	O From day 1 Of the month 2:00:00 AM
Radup Device	O From day 1 • to 31 • Of the month
O Serial O Parallel □ [C:] FIX DISK Capacity : 24997 MB □ [D:] FIX DISK Capacity : 70394 MB ✓ [F:] USB Storage Capacity : 976 MB	J 2:00:00 AM ☐ JAN ☐ FEB ☐ MAR ☐ APR ☐ MAY ☐ JUN ☐ JUL ☐ AUG ☐ SEP ☐ OCT ☐ NOV ☐ DEC
V	✓ Record Data Interval Start Time 12/10/2008 End Time 12/31/2999 ✓ 11:59:59 PM
Project Name	Activate Save Exit

Enter a project name for this scheme then choose the frequency of backup in the Backup Rules.

Create a new Project	
Data Source Record Server	Backup Rules O Every 1 • Hour 0 • Minute 2 :00:00 AM
Auto \\192.168.0.10\VLanServer •	O Every 1 ▼Day 2:00:00 AM →
Channel O Agent Selected Selected	O Every 1 ▼ Week 2:00:00 AM ÷
CH #001 CH #002 CH #002 CH #004	SUN MON TUE WED
< <	O From day 1 • Of the month 2:00:00 AM =
	O From day 1 V to 31 V Of the month
	2 :00:00 AM
Genation Genation	☐ JAN ☐ FEB ☐ MAR ☐ APR ☐ MAY ☐ JUN ☐ JUL ☐ AUG ☐ SEP ☐ OCT ☐ NOV ☐ DEC
	Record Data Interval Start Time 12/10/2008 12:00:00 AM
	End Time 12/31/2999 T 11:59:59 PM
Project Name 20081209	Cartivate Save Exit

Check the Activate box then click the Save button.

Create a new Project	
Data Source Record Server	Backup Rules O Every 1 Hour 0 Minute 2:00:00 AM
✓ Auto \\192.168.0.10\\/LanServer	O Every 1 Day 2:00:00 AM
Channel O Agent Search(C/A) Available Selected	O Every 1 v Week 2:00:00 AM
 > CH #001 CH #002 CH #003 >> CH #004 	SUN MON TUE WED
<	O From day 1 Of the month 2:00:00 AM
	O From day 1 • to 31 • Of the month
Backup Device O Parallel	2 :00:00 AM 📑
	✓ Record Data Interval Start Time 12/10/2008 End Time 12/31/2999 ✓ 11:59:59 PM
Project Name 20081209	Activate Save Exit

Click Ok.

Backup	Message 🛛 🔀
♪	Write project success. 20081209.Prj
	ОК

Click Create as New Media.

Backup Message (F:)		
New media, click "Create" to create a	new media,click "Change"	
Create Change media	Stop using it	

You can format the media or just click **Close** if the media is formatted already.

Format USB (F:)
Cagacity:
977 MB 💌
<u>F</u> ile system
FAT32
<u>A</u> llocation unit size
Default allocation size 🔹 👻
Volume <u>l</u> abel
USB
- Format options
Quick Format
Enable Compression
Create an MS-DOS startup disk
<u>Start</u>

Enter a Media Name for your own reference then click **OK**.

Create	
Media Name	Backup
Serial No.	20081210135535750
Create At	20081210135535750
Last use	
Start Record ID	0
Start Record At	
End Record ID	0
End Record At	
ОК	Cancel

When the time comes for the system to back up, the following window will appear. Click ${\rm OK}$ and the system will start to backup.

When backup is finished, it will show the next backup time

🚯 VLAN Diagital Recorder Backup Program	i ver. 2.2 (20081209.Prj	: 192.168.0.10)	
Project Manual Media Tools Operation Log Med	ia Player Close		
Backup Status (F:)			
Capacity : Free : Used : Utility Rate :	999468 KB 989152 KB 10316 KB 1.03 %		
Status : Backup stop normally. File Name : 003/20081212/Alvin/204 \114043750003.wav Time To Full : 5:02:01 Media Name : Backup			
Next backup time:2008	3/12/12, 15:00:00	0, 00:58:26	

After backup, you can access the record by clicking Media Player. This Window will appear :

VLANPlayer for Backup Media Ver 1.2	
VLANs	
C:] FIX [D:] FIX [E:] [F:] USB DISK DISK CD-RW Storage	Refresh
CH Start Time Ston Time Length Caller ID DTMF	Bi
	3
- Ready - Volume	
Infomation	100 + + Quit

VLAN Backup detects all drives on the PC, double click on the backup drive.

Search Records At F:	×
V Date and Time	
12/12/2008 🔽 12:00:00 AM 🚔 ~ 12/12/2008 💽 2:07:29 PM 🚔	
🗖 Record Length	
Caller ID	
🗖 Rings	
0 • = • >= • <=	
Channel	
User Name	
Phone Number	
Go	

Clicking **GO** will retrieve all records for all channels. To filter your search, check the **Time Period** or other checkboxes and enter the value to search.

Chapter 6: Backup

VLANPlayer for Backup Media Ver 1.2		
VLANs		
CCI FIX [D1] FIX [E:] DISK DISK CD-RW Storage		Refresh
CH Start Time Stan Time Length Caller ID	DTME	
Crt Start rine Control rine Centrol 3 2009/12/12 09:43:58 2009/12/12 09:44:25 27 3 2009/12/12 00:43:52 2009/12/12 09:44:25 27 3 2009/12/12 00:43:55 23 2009/12/12 00:43:56 2009/12/12 00:43:56 23 3 2009/12/12 00:43:56 2009/12/12 00:43:56 142 3 2009/12/12 05:342 10:04:12 308 3	*0 107 107 1095	
3 2008/12/12 11:40:43 2008/12/12 11:41:07 24	*0	
		2
- Ready -	Volume	
	0 50	100
Save As	Rate0 0 I Sequential	+ Quit
Infomation Total Records : 6 Current R	lecord : 6	

Select the record and click play button to play

VLANPlayer for Backup Media Ver 1.	2			
VLANs				
IC:] FIX [D:] FIX [E:] DISK DISK CD-RW	USB [F:] USB Storage			Refresh
CH Start Time	Stop Time Le	ngth Caller ID	DTMF	Ri
3 2008/12/12 09:43:5 3 2008/12/12 10:43:3 3 2008/12/12 10:43:5 3 2008/12/12 10:43:0 3 2008/12/12 10:44:0 3 2008/12/12 10:44:0 3 2008/12/12 11:40:4	3 2008/12/12 09:44:25 2008/12/12 10:43:55 2008/12/12 10:43:55 2008/12/12 10:44:01 2008/12/12 10:49:12 3 2008/12/12 10:49:12 3 2008/12/12 10:53:56 1 2008/12/12 11:41:07	27 23 5 5 42 24	*0 107 107 1095 *0	
<				>
2008/12/12 11:40:43	- Playing -	2008/12/12 11:41:07	Volume 0 50	100
		11:40:50 Send By Mail Save A	Rate0 s ⊽ Sequential	t Quit
Total Records : 6		Ci	urrent Record : 6	

VII. REFERENCE GUIDE

CONFIGURATION > SYSTEM CONFIGURATION MENU

A. Main Screen Column

The Main Screen Column Window allows the user to select the information he wants to see on the display. There will be one entry for each channel in the main screen view showing different status and information.

Note that if the System Work Hours has been set and the current time is out of the range, then the main screen will be blank.

Furthermore, clicking on any column title will cause the entries to be sorted accordingly. Click the same column title again to sort in the opposite order.

Once you have selected the desired columns to be displayed, press the "OK" button to save the settings and press the "x" button to close the window.



Fixed Column – This box allows the user to enter the number of columns that will remain fixed on the left side of the screen. This will ensure that these "anchored" columns will always be visible to the user regardless of how far the screen is scrolled to the right.

Column Defined By U	ser	
Avaialble Column	Selected Column	
	Channel	^
	Record Status	
	Ring	
	Lenath	_
	Caller ID	=

Column Defined by User – Check this option if you would like to customize the columns on the main screen. Double click an item from the "Available Column" list to move it to the "Selected Column" list, and vice versa. The columns that appear in the "Selected Column" list will be displayed in the main screen, with the first entry being the leftmost column.

See Channel Settings below for descriptions on the following columns: Agent, Phone Number,

See Record Settings below for descriptions on the following columns: VLAN IP, Channel, Voice Port, Command Port, Monitor Port, Codec, Pre Amplifier, AGC, Start Mode, VOX Level, Stop Delay.

The following are descriptions on the other columns:

Caller ID – Indicates the telephone number of the caller if the line being recorded is caller ID enabled. VLAN supports both FSK and DTMF caller ID types. To enable caller ID on your lines, please contact your telephone service provider.

DTMF – Indicates the digits dialed when making an outbound call.

Start Time - Indicates the start time of the last call in the 24-hour time format (HH:MM:SS).

End Time – Indicates the end time of the last call in the 24-hour time format (HH:MM:SS).

Hook – When the line is in use, "Off" appears. Otherwise "On" appears.

Length - Indicates the length of the last call.

Line Status – It is blank if a phone line is connected to this channel. Otherwise, "Disconnected" appears.

Path – This directory path is where the records will be stored. Each channel has a separate folder, and each folder has a subfolder for each day. The records are in .wav format.

Record Status – If the channel is currently recording, "Recording" appears. Otherwise, "Stop" appears.

Ring – If an inbound call is being recorded, "1" appears. For outbound calls, "0" appears.

B. Playback Screen Column

The Column Settings window allows the user to choose the information to display in the Playback window.

Available Column	Selected Column
Record Mode Length Assignment Caller ID Reserved Remark Ring	ID Channel Start Time End Time Agent DTMF.
Per Page ○ 100 ⊙ 200 ○ 50	00

Available Column - Double clicking an item to move it to the Selected Column list, and vice versa. For descriptions on the columns, please see the "Main Screen Column" section.

Selected Column - This list contains the columns that will appear in the Playback window. The first entry corresponds to the leftmost column. To remove a column from the list, just double click it.

Per Page – Choose the maximum number of records per page.

C. Channel Settings

The Channel Settings window allows the user to set the following parameters of a channel:

VLAN	Voice Logg Web Management v	er 2.21	K	
Channel Select All 2 3 4	Recc	Agent Phone Number Max. Record Length Min. Record Length Line Idle Alarm Time ording Controlled by DTMF Channel Work Hours	Alvin 204 1800 Sec. 3 Sec. 1440 Min. No OYes Full Time Recording V	

Agent – The name of the agent assigned to this channel. Click the button on the right to see a list of available agents.

Phone Number – The phone number or extension number assigned to this channel.

Max Record Length – The maximum length (in seconds) per record. If the length of the call exceeds this value, it will be recorded in multiple records. The default value is 1,800 seconds (30 minutes).

Min Record Length – Calls shorter than this length will not be recorded. Note that if the call exceeds this length then the entire call is recorded, not just the portion of the call after this length.

Line Idle Alarm Time – The system will raise an alarm if no calls have been recorded on this channel for this time period (in minutes).

Recording Controlled by DTMF – If **Yes** is selected, the recording will not be saved unless a specific string of touch tones are pressed during the call. It allows the user to control, during or at the end of the call, whether the recording should be saved or not. It is recommended that the string be selected to contain at least three touch tones for better results.

Channel Work Hours – Sets the working time for this particular channel. This setting is specific to the currently selected channel only.

- Full Time Recording channel will always be enabled.
- Stop Recording channel will always be disabled.
- Select Recording Time Specify the time period for the channel to record calls, expressed in 24hour time format (HH:MM:SS).

D. System Work Hours

The System Work Hours window lets the user specify time periods in which the channels are enabled to record calls. Note that these time periods apply to all channels.

VLAN Voice Logger Web Management v2.21	Hello,admin System Work H	Hour
Daily V Daily V	08 : 00 - 12 : 30 Del : - : Del OK Add	

Choose a day from the list to have the periods applied to that particular day only, or choose "Daily" to have the periods applied to everyday.

Then enter the time period in the appropriate fields. To add this entry, press the "Add" button. To delete an entry, press the "Delete" button.

Press "OK" when done.

E. User Account

The User Account window allows the administrator to add new users or update/delete existing users.

VLAN Voice Logger Web Management v2.21 User	n User Account
User Administrator System Record Time Create User Agent Setup	
Record Controlled by S/W	ck
Creation Date : Expiration Date : Last Log-in : Last Modified :	

To add a new user, press the "Add" button. Enter the username and password. Select the privileges this user will have. Finally, choose "All" to apply the privileges to all channels, or select a group of channels.

To update an existing user, select the user from the User list and click the "Update" button. To delete an existing user, select the user from the User list and click the "Delete" button. The privileges are:

Administrator - User has all privileges.

System Record Time – User can access the System Work Hours window.

Create User – User can access the User Account window.

Agent Setup – Use can set up the agent's name for a channel. Console privilege should also be granted. Record Controlled by S/W – The right to start / stop recording by software when using manual record method

Console – User can access the Main Screen Column window.

Monitor – User can do live monitoring.

Query – User can query the system.

Playback – User can play back records from the query result.

F. Change Password

The Change Password window allows the current user to change his own password.



CONFIGURATION > ENGINEER CONFIGURATION MENU

A. Recycle Settings

The Recycle Settings window provides the user with control over how recycling should proceed. Recycling is the process of deleting old records to make room for new ones when free drive space has fallen below a certain threshold. VLAN uses a first in first out recycling policy. This means that the oldest records are the ones to be deleted first. All information provided in this window is specific to the drive where the records are currently stored.

Storage Capacity	69395ME	}
Used Space	48273ME	(69.57%)
Free Space	21122ME	}
Recycle when Less than	1000	MB
Per Deletion	1000	MB
○Keep Records for	999	Days
		_
	ОК	

Storage Capacity – The storage capacity of the hard drive where all the records are stored.

Used Space – Amount of used space.

Free Space - Amount of free space.

Recycle when less than - This is the threshold level that will trigger the recycle process.

Per Deletion - The amount of records to be deleted by the system.

Keep Records for – Keep records for the number of days set here. But the records may still be subject to deletion when the recycle threshold is reached.

B. Record Settings

The Record Settings window allows the user to change various recording parameters. Setting these parameters correctly is critical for optimal system performance.

Select All 🤷 1				
2 3 4	VLAN IP Device Type Line No.	VLAN ◎100 ●400 ◎1 ◎2 ◎3 ◎4	Codec Pre Amplifier Record Gain	○ IMA(32K) ○ Linear(128K) ○ uLaw(64K)
	Voice Port Command Port		Start Mode VOX Level Stop Delay	● Local ● VOX ● Manual 0 (0-10000) 0 ms
	Monitor Port	Add	DTMF Detect	ONO ○YES Delete

Channel – Select the channel(s) to configure. The list displays all channels detected. After all parameters are set, click **Update**.

The **Add** button allows you to individually add channels, and the **Delete** button allows you to remove existing channels. It is recommended that the channels be added during the initialization phase of the system installation. See the VLAN Initialization section of this manual.

VLAN IP - Indicates the IP Address of the VLAN device where this channel is located.

Device Type – Specifies whether the current VLAN device is VLAN100 or VLAN400.

Line No. - Selects the channel(s) to configure. This is an alternative way of selecting channels for updating.

Voice Port, Command Port, Monitor Port – These are the port numbers used by the VLAN server to communicate with the VLAN device. These values are configured automatically by the VLAN server. It is recommended that the default values be used.

Codec – The type of analog to digital conversion the system uses. The default type (IMA) should work fine in most cases.

Pre-Amplifier - Increases the loudness of the records (in decibels).

Record Gain –This helps to compensate for weak signals on the line. A higher value means a stronger boost. You can also select AGC to let the system automatically adjust the gain for each call.

Start Method - Determines how the recording should be triggered. The options are:

Local Phone – This method detects the status of the handset. Recording starts when the handset is lifted up (off hook) and stops when the handset is returned to the cradle (on hook).

VOX – This recording method detects the presence and absence of sound to start or stop recording. Recording starts when the sound exceeds the threshold level (called the VOX level), and stops when the sound drops below the threshold level for longer than a certain period (called the Stop Delay, measured in milliseconds). This method is usually used when the phone line is digital. However, with this method a single phone call will be recorded into several files if there are silences longer than the Stop Delay.

Manual – There are 2 methods of manual record: first method waits for a "Record" switch to be physically pressed by the agent before the system starts recording. The recording stops when the switch is pressed again.

Second method is controlled by the software, when start method is set to "Manual", In main screen, you could move the mouse pointer to "Manual" that in "Start Method" Column, double-click it, following windows will appear

🗿 Record Control - N	Aicrosoft Internet Exp 🗖 🗖 🔀
Record Control Password: Start	3 Stop
	×

Enter system password and click "Start" button to start the recording. Note that system will record all the time until we do the same way to click the "Stop" button.

VOX Level - This setting is used when the VOX start mode is selected. Enter a value from 0 - 3000. If the VOX level is set too low, the system becomes sensitive to line noise, resulting in bogus recordings. If the VOX level is set too high, the system is more likely to stop recording prematurely.

Stop Delay - This setting is used when the VOX start mode is selected. Enter a value measured in milliseconds. If Stop Delay is short, phone calls are more likely to be broken up into two or more records. If Stop delay is long, phone calls are more likely to be saved as one record if calls were made within short intervals. Typically a value between 3 to 5 seconds works the best.

DTMF Detect - detects the dialed out digits.