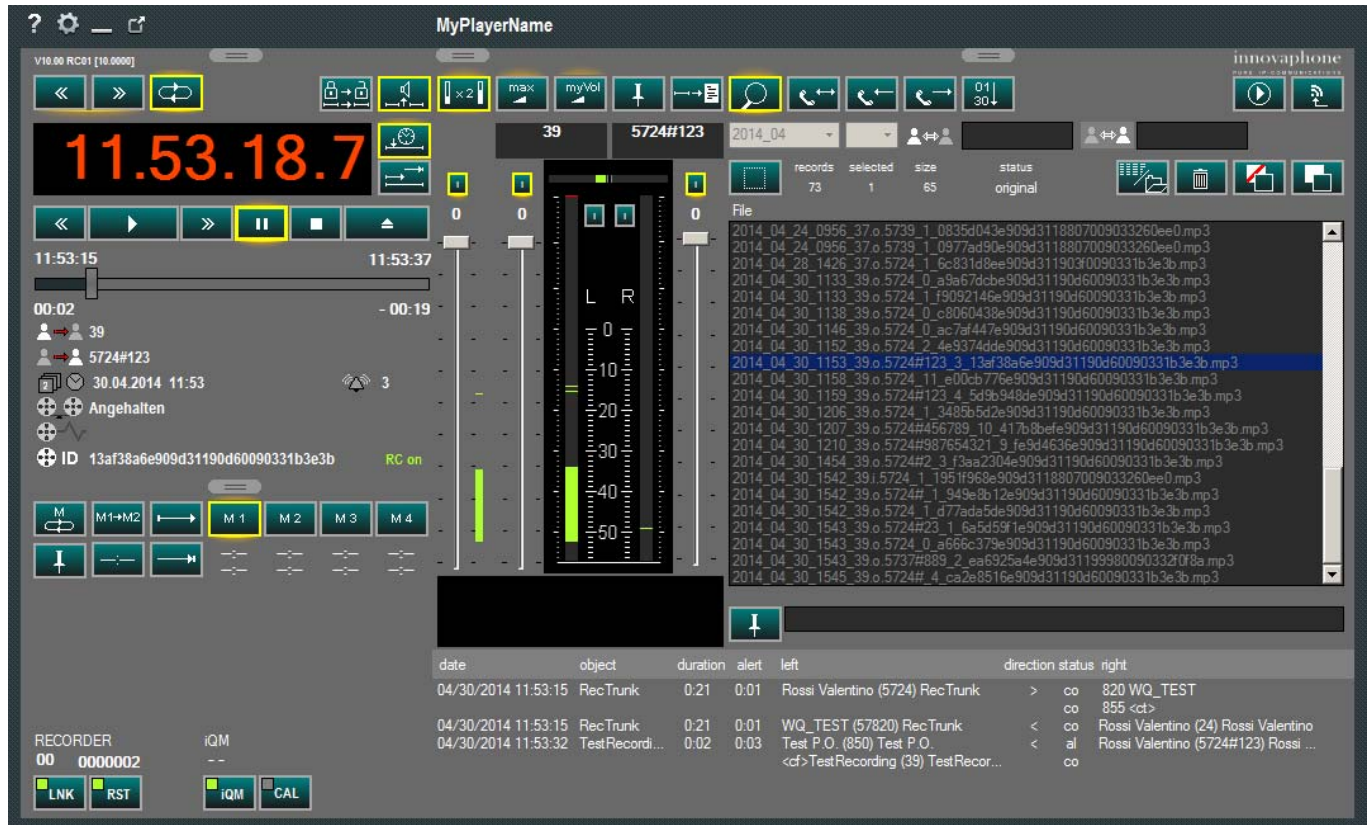


innovaphone Online Help

Functionalities of the innovaphone Voice Recording



innovaphone Voice Recording

innovaphone Voice Recording software has been developed to enable professional recording of calls.

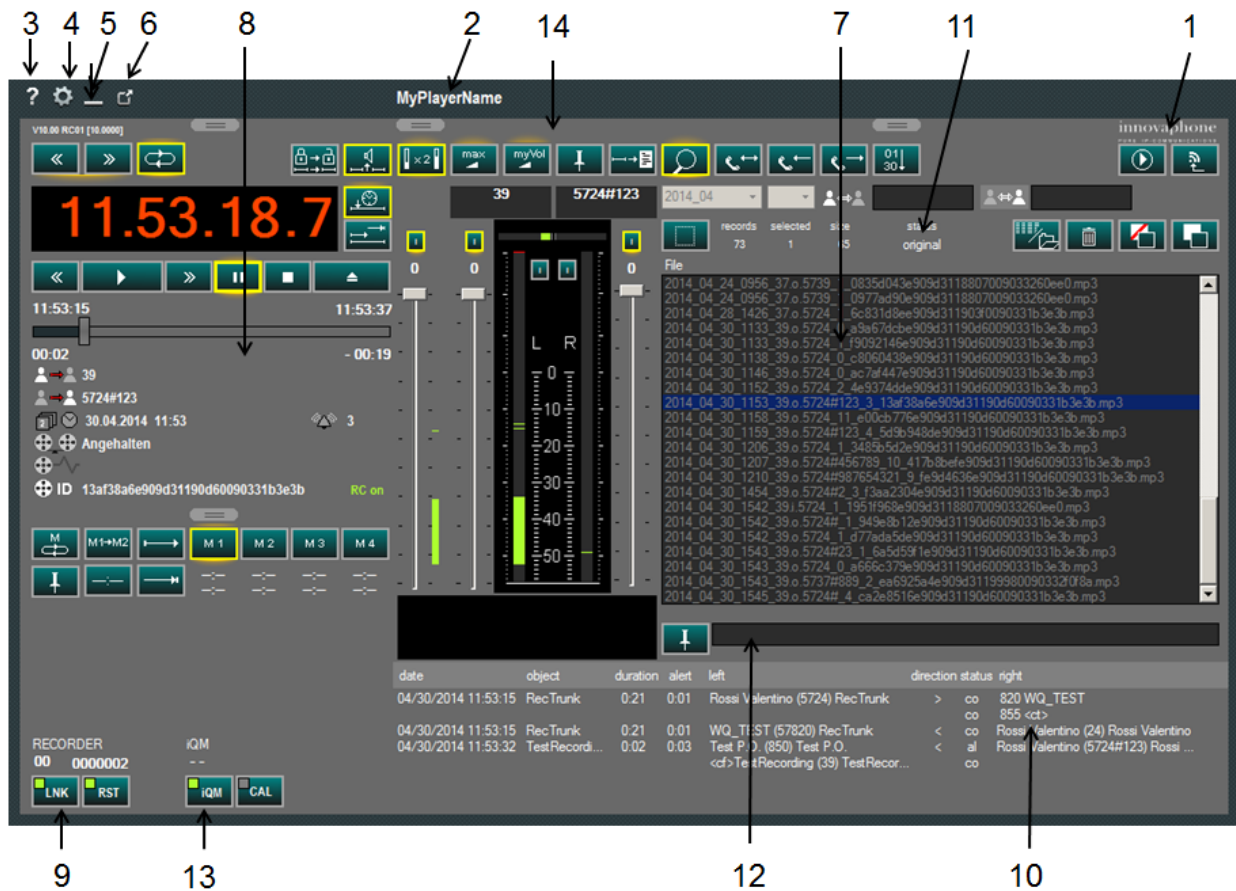
This solution may only be operated by trained personnel.

Configuration and maintenance shall only be undertaken by qualified technicians!



Please note that some functions are switched off in your configuration and that the illustrations may be different!

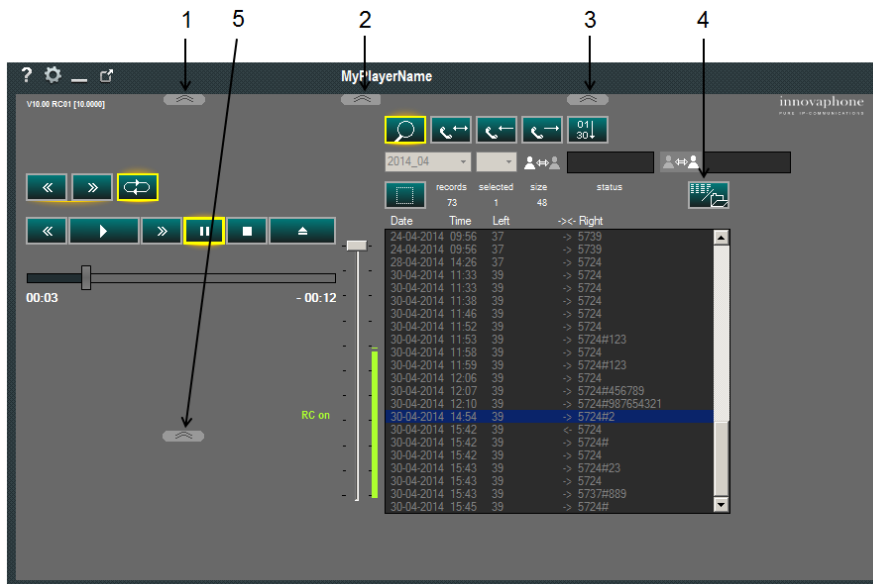
Overview



- (1) Logo, version will be shown if you hover over it with the mouse, click on the mouse to show the full manufacturer info
- (2) Name of the player
- (3) Calls up this help article
- (4) Opens the configuration (possibly requires password)
- (5) Minimizes the player
- (6) Ends the application (after confirmation)
- (7) Search, glow effect when active
- (8) Playback, flashes when active
- (9) Recorder monitor, displays the operating status of the recorder and allows a reset if there is a failure
- (10) Reporting details, shows details of a call
- (11) Integrity of a recording, displays whether the recording is the original one or has been manipulated
- (12) Agent note
- (13) iQM integration, shows calls and enables callback
- (14) Audio control and setting

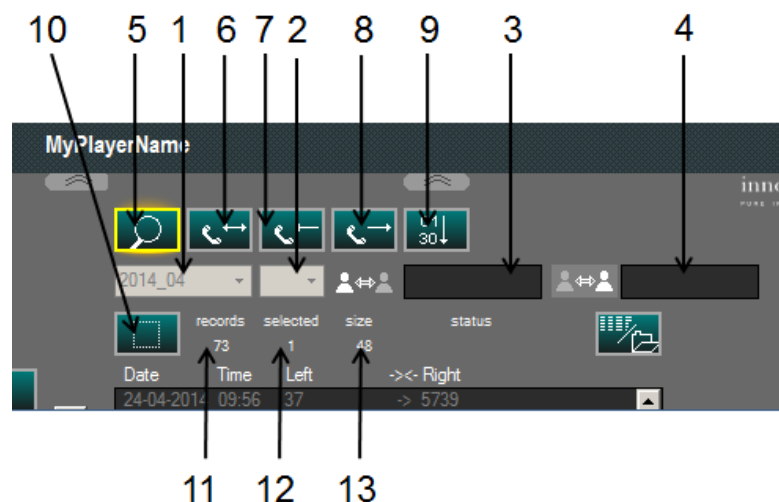
Views

The configuration of the player can be used to limit the possibilities on the player.
In addition, the user can hide details.



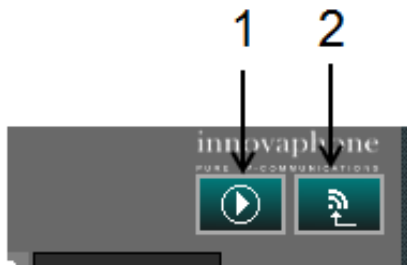
- (1) Player details
- (2) Audio details
- (3) Recording details
- (4) Table/file list recordings
- (5) Memory details

Search



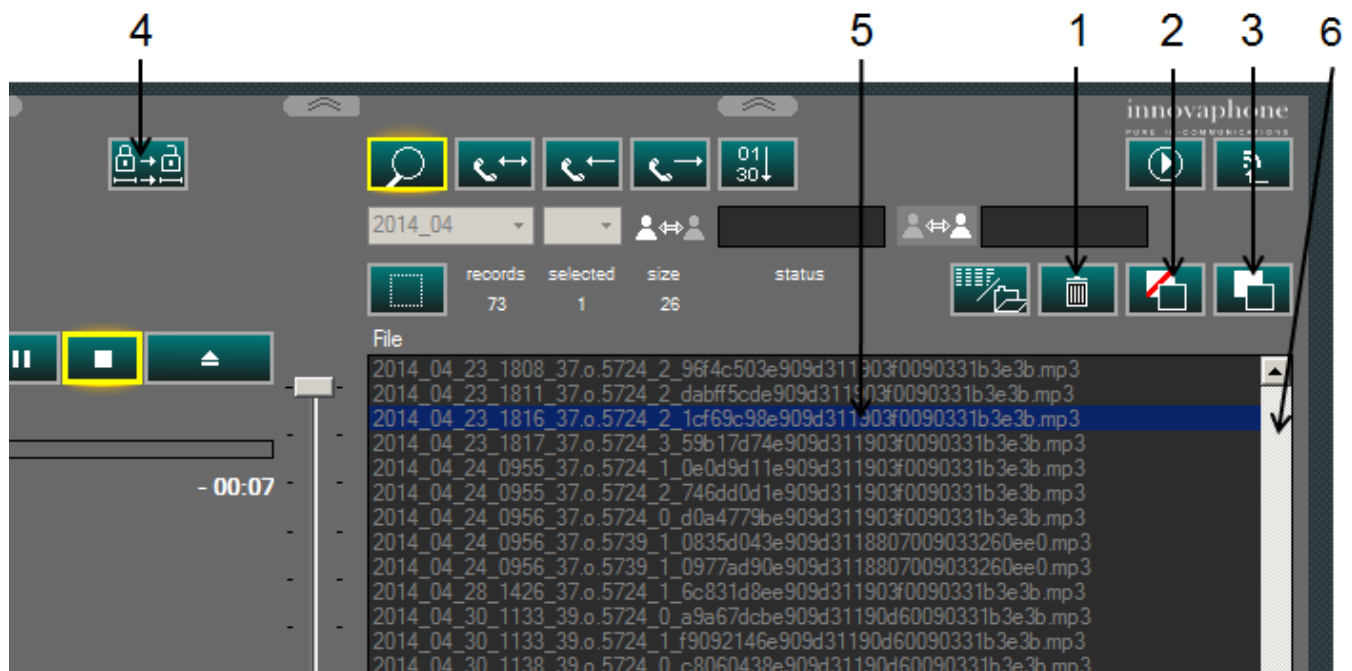
- (1) Basic year and month filter
- (2) Day (empty = all)
- (3) A subscribers (can also be preset in the configuration), wild-card possible
- (4) B subscribers, wild-card possible
- (5) Show recordings on/off
- (6) Show all call directions
- (7) Filter only calls
- (8) Filter only calls
- (9) Order by the oldest to latest recording or vice versa
- (10) Select all
- (11) Number of recordings found
- (12) Number of selected recordings
- (13) File size

Operating mode



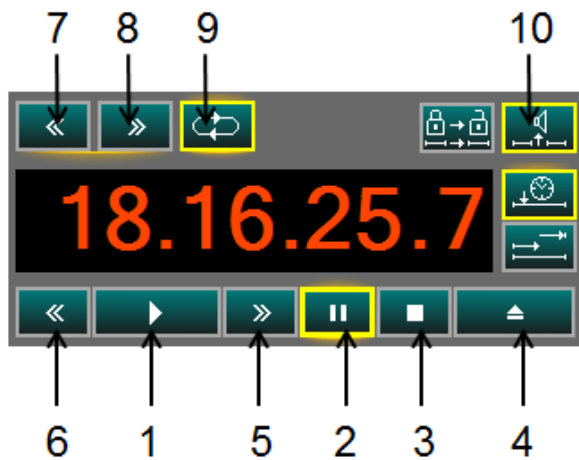
- (1) Switch between media player and recording player
- (2) Puts last recordings at the top, only essential control elements visible (emergency call mode)

Recording management

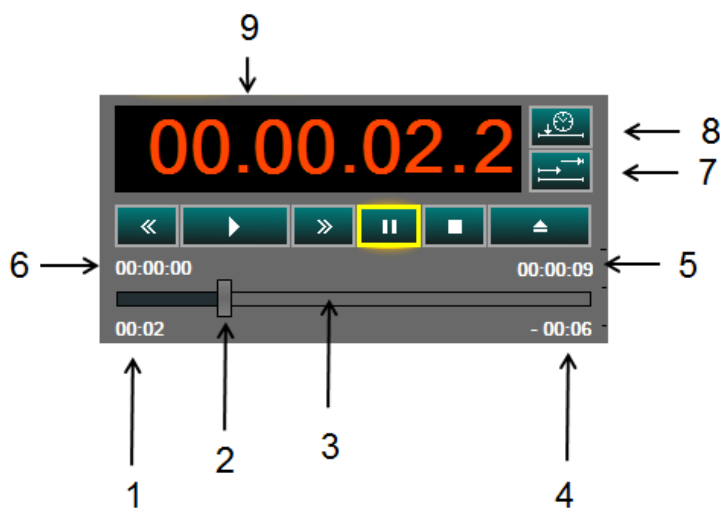


- (1) Delete recording
- (2) Move recording
- (3) Copy recording
- (4) Export recording loaded in the player
- (5) Selected recording, double-click = playback
- (6) Scroll bar, appears automatically when required

Playback



- (1) Start playback
- (2) Pause
- (3) Stop
- (4) Eject, delete any playlist and search mode on
- (5) Jump forward
- (6) Jump backward
- (7) Next recording in list
- (8) Prior recording in list
- (9) Continuous operation, for playlists playback of the entire list
- (10) Attention tone between recordings



- (1) Duration of current playback
- (2) Playback position, can be moved as required with the mouse
- (3) Elapsed and remaining play time displayed graphically
- (4) Time remaining
- (5) Duration, remaining or stop time
- (6) Start time, duration or stop time
- (7) Displays time stamp position or count-down
- (8) Displays historical time stamp

Countdown Display

The countdown takes 9 seconds; current countdown time: 4.2 seconds.



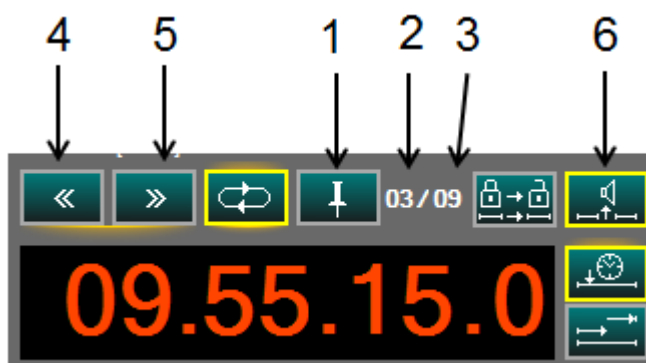
Historical time stamp

Displays historical time stamp (call lasted from 18:16:18 until 18:16:27, current playback position 18:16: 21.1).



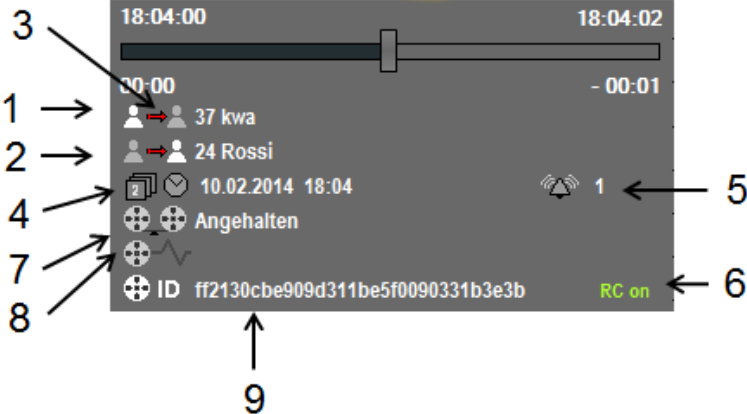
Play lists

If several recordings are highlighted in the search box and the play button is pressed, these are copied into a play list and successively played back if continuous operation is enabled.



- (1) Highlight and select recording from play list, all other recordings will be erased from the list, the selected recording remains highlighted in the search list
- (2) Current recording in the playback list
- (3) Number of recordings in the play list (max. 99)
- (4) Previous recording in play list
- (5) Next recording in play list
- (6) attention tone between recordings (beep)

Playback details



The screenshot shows a playback interface with the following elements and callouts:

- 1: Internal subscribers (arrow pointing to '37 kwa')
- 2: External subscribers (arrow pointing to '24 Rossi')
- 3: Call direction (arrow pointing to the call icon)
- 4: Date and time of the recording start (arrow pointing to '10.02.2014 18:04')
- 5: Duration of ringing (arrow pointing to '1' next to a ringing icon)
- 6: Display remote control by reporting on (arrow pointing to 'RC on')
- 7: Player status (arrow pointing to the status icon)
- 8: System status (arrow pointing to the system icon)
- 9: Call ID (arrow pointing to 'ff2130cbe909d311be5f0090331b3e3b')

Other visible elements include a progress bar at the top with timestamps '18:04:00' and '18:04:02', and a '- 00:01' duration indicator.

Playback information for mp3 recordings

The ID3v1 header is readout and displayed during playback of mp3 recordings.

	Norah Jones
	Grammy Nominees 2003
	2003
	2 - Don't Know Why
	72.mp3
Status:	Ready RC on

Call details

1	2	3	4	5	6	7	8	9
Date	Object	Dur	Alert	Left	Dir	Stat	Right	
06/24/2013 16:26:09	Rossi	0:04	0:03	Rossi (24) Rossi	<	al	0101	
06/24/2013 16:26:09	TCI	0:04	0:03	<cf>TestRecording (39) TestRecordi...	>	co	24	
				<ct>=call transfer <cf>=call forward <cc>=call transfer with consultation <pu>=pick up co=connected al=alert er=error bu=busy				
06/24/2013 16:26:09	TestRecording	0:04	0:03	Rossi (24) Rossi Valentino	<	al	0101	
				<cf>TestRecording (39) TestRecordi...	>	co		

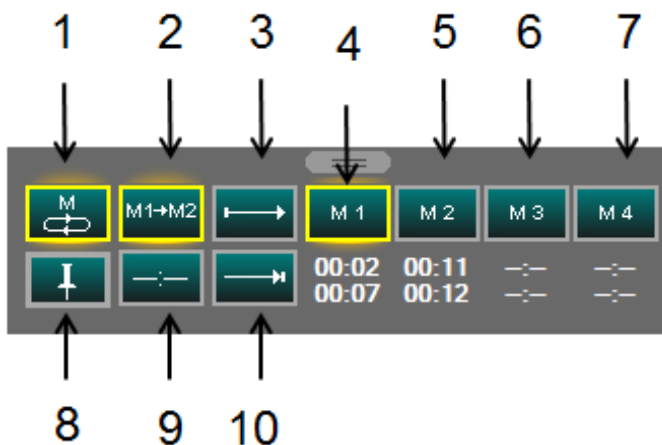
11

10

- (2) Date and time
- (3) Object from PBX view
- (4) Call duration
- (5) Ringing duration
- (6) Left, subscriber A from PBX view
- (7) Direction
- (8) Status (*)
- (9) Right, subscriber B from PBX view
- (10) Data record detail view
- (11) Tooltip in English
- (*)
- (ct) Call transfer
- (cf) Call forward
- (cc) Connected with consultation
- (pu) Pick up
- (co) Connected
- (al) Alert
- (er) Error
- (bu) Busy

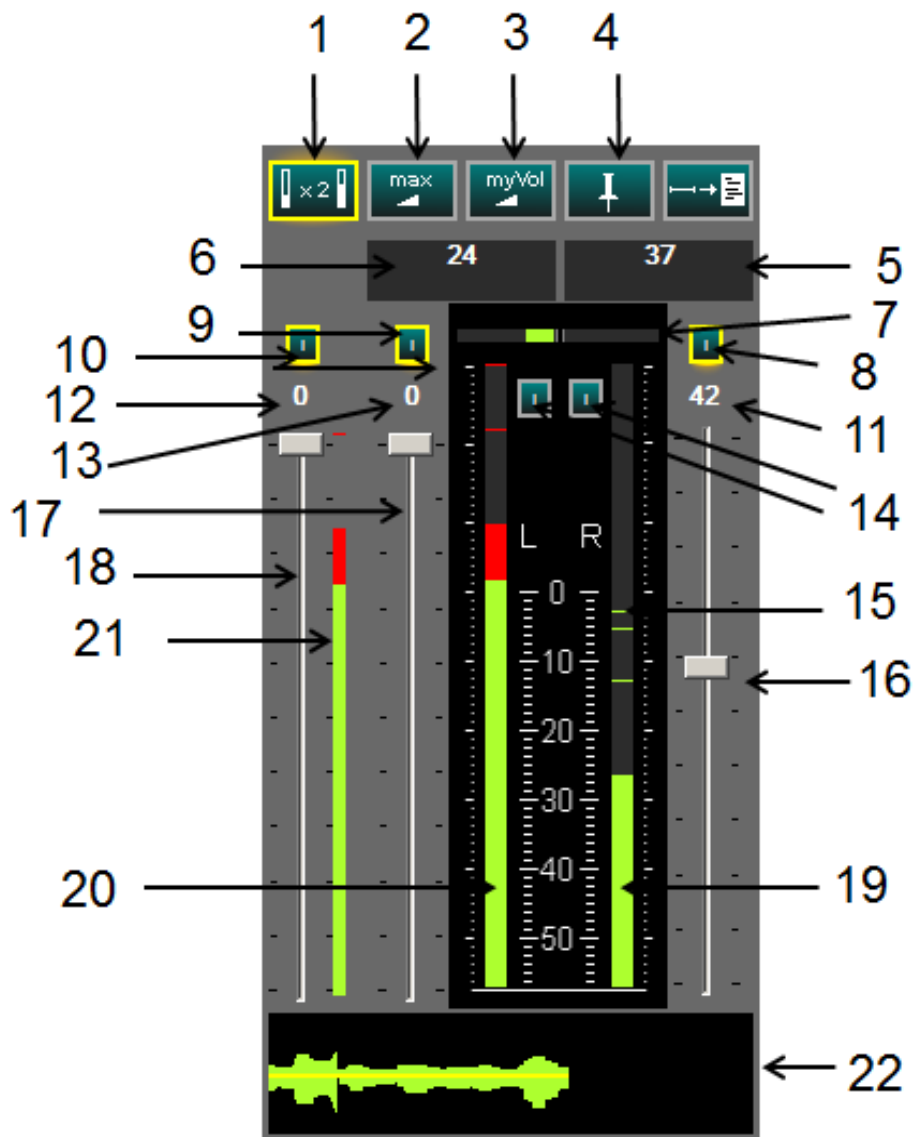
Memory

Up to 4 excerpts can be saved and playback per recording (from position to position).



- (1) Playback of the current memory
- (2) Playback of all memory
- (3) Record the start position
- (4) Position 1 memory
- (5) Position 2 memory
- (6) Position 3 memory
- (7) Position 4 memory
- (8) Save the memory positions of this recording
- (9) Delete memory position
- (10) Record a stop / until position

Volume

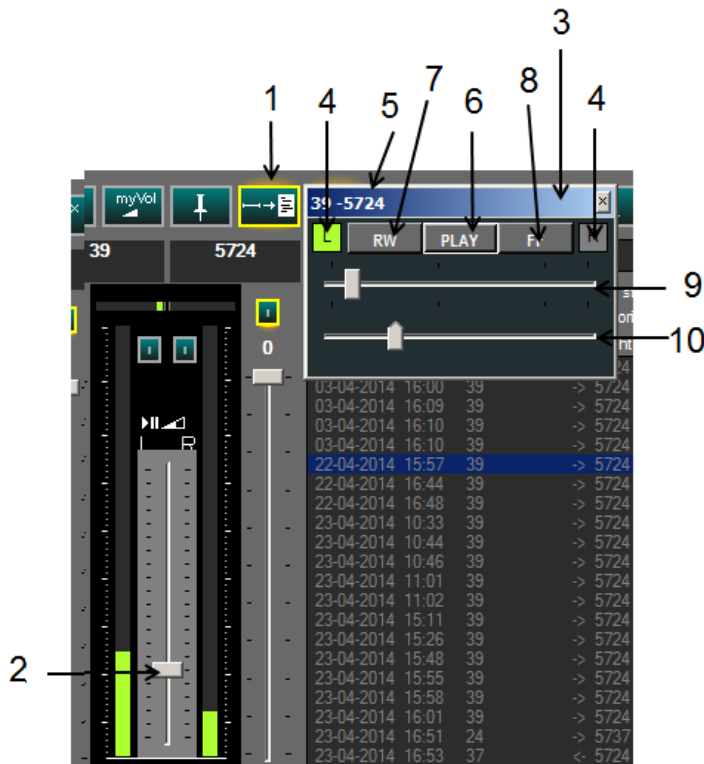


- | | |
|--|---|
| (1) Increase sensitivity level | (12) Display attenuation total |
| (2) Volume, left and right channels to maximum | (13) Display attenuation left channel |
| (3) Enable saved settings | (14) Runback time level display L/R, absorbed (I) or direct (P) |
| (4) Save settings | (15) Last peak value |
| (5) Number and name of subscribers right channel | (16) Volume right channel |
| (6) Number and name subscribers left channel | (17) Volume left channel |
| (7) Level differential display L-R and R-L | (18) Volume control total |
| (8) Right channel mute | (19) Level right channel |
| (9) Left channel mute | (20) Level left channel |
| (10) L + R mute | (21) Level total, runback time |
| (11) Attenuation display right channel | (22) Level history last 5 seconds |

Transcription

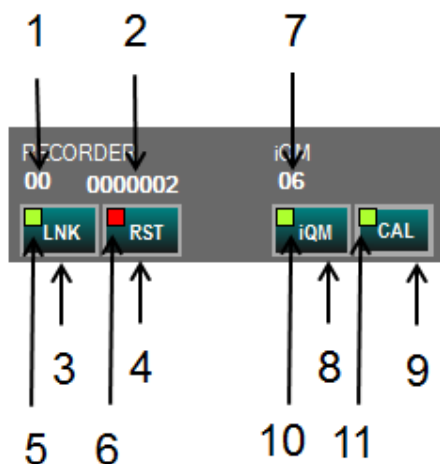
Transcription allows the call to be transcribed conveniently (for example in a Word document).

The auto-stop function stops the player automatically if the current subscriber who is not talking again exceeds the threshold level.



- (1) Transcription ON/OFF
- (2) Control to set the auto stop of threshold
- (3) When transcription is ON, an independent small window that always stays at the front appears to control the player. The player itself can then be minimized
- (4) Display of subscriber who last spoke (L or R), mouseover event will display details
- (5) Displays phone number and names of subscribers
- (6) Play/pause button
- (7) Rewind
- (8) Fast forward
- (9) Position in recording graphic and adjustable
- (10) Display threshold, adjustable

Link recorder / iQM



- Recorder:
- (1) Channels being observed
 - (2) Number of calls saved
 - (3) Attempt to establish connection manually
 - (4) Recorder error reset (reset)
 - (5) Connection to recorder, red = interrupted, green = responding
 - (6) Recorder status, red = in alarm, green = OK
- iQM:
- (7) Number of unanswered calls
 - (8) Try to establish connection manually
 - (9) Open / close iQM window
 - (10) Connection to the iQM server, green = OK, red = not connected
 - (11) iQM window open/closed

iQM integration (calls)

6	7	8	9	10
iQM	iQM Missed Calls			
Cntr	Called	Agent	Callback	
37	12.09.2013 18:25:22	Rossi	13.09.2013 08:34:43	✗
37	12.09.2013 18:24:10	Rossi	13.09.2013 08:34:43	✗
37	12.09.2013 18:22:15	Rossi	13.09.2013 08:34:43	✗
37	12.09.2013 18:14:56	Rossi	13.09.2013 08:34:43	✗
37	12.09.2013 18:13:44	Rossi	13.09.2013 08:34:43	✗
37	12.09.2013 17:37:50	Rossi	13.09.2013 08:34:43	✗
37	12.09.2013 17:36:45	Rossi	13.09.2013 08:34:43	✗
37	12.09.2013 17:36:06	Rossi	13.09.2013 08:34:43	✗
37	12.09.2013 17:33:40	Rossi	13.09.2013 08:34:43	✗
37	12.09.2013 17:33:02	Rossi	13.09.2013 08:34:43	✗
37	12.09.2013 17:28:14	Rossi	13.09.2013 08:34:43	✗
37	12.09.2013 17:26:04	Rossi	13.09.2013 08:34:43	✗
37	12.09.2013 17:25:09	Rossi	13.09.2013 08:34:43	✗
37	12.09.2013 17:18:13	Rossi	13.09.2013 08:34:43	✗
39	13.09.2013 11:06:58	Rossi	o.k.	✗
37	13.09.2013 11:06:45	Rossi	o.k.	✗
37	13.09.2013 11:05:59	Rossi	o.k.	✗
37	13.09.2013 11:05:03	Rossi	o.k.	✗
37	13.09.2013 11:04:48	Rossi	o.k.	✗
37	13.09.2013 18:04:06			✗

- (6) Phone number of abandoned call, callback by double-clicking
- (7) Time stamp call
- (8) Callback by agent
- (9) Callback or set at
- (10) Delete callback

innovaphone AG

Böblinger Str. 76 | 71065 Sindelfingen | Germany
T +49 7031 73009-0 | F +49 7031 73009-9
info@innovaphone.com | www.innovaphone.com

Copyright © 2015 innovaphone® AG
Errors and omissions excepted. All information, technical specifications and delivery times may be subject to change.
E06/2015