OptiLog 4me IP

Manual
Version 2.010.04
VC1580

vidicode

Care and Maintenance

Keep the Optilog 4me IP dry. If it gets wet, wipe it dry immediately Liquids might contain minerals that can corrode the electronic circuits.
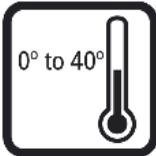
Use and store the Optilog 4me IP only in normal temperature environments. Temperature extremes can shorten the life of electronic devices and distort or melt plastic parts.

Keep the Optilog 4me IP away from excessive dust and dirt that can cause premature wear of parts.

Do not use harsh chemicals, cleaning solvents or strong detergents to clean the Optilog 4me IP.

Contents

1 Introduction

You can record all your telephone calls with the new **OptiLog 4me IP** call recorder. Thousands of your calls can be stored on the hard disk in digital form. They can be accessed easily and are of high quality when replayed.

You can also record calls on a microphone using an optional accessory and then play them back in short sections so that a transcript can be made.

The reason why "4me" (for me) has been added to the name is that it is meant to emphasize that this call recorder is your own personal recording device and **only you can access** it to play back calls as it is accessed by a password of your choice.

The **OptiLog 4me IP** offers various operating modes and operating languages.

When it leaves the factory it is configured as a **start recorder** with an announcement, user prompting in German and for connection via the handset lead of an optiset E or another telephone.

However, your administrator may also set your call recorder for one of the three other operating modes and configure it individually. You can select the user language yourself.

The Optilog4me IP features a 10BaseT Ethernet interface. The Optilog4me IP can be connected to a computernetwork through the Ethernet interface. The Optilog4me IP is designed to acts as FTP server. The recordings on the Optilog4me IP can be accessed by any PC on the connected network. The Call Recorder Archiving System is a special application that can be used to archive recordings on a PC.

1.1 Operating modes

1.1.1 Start recorder (save when required)

In this operating mode (the factory setting) your call is recorded from the moment you press one of the three start keys.

The person to whom you are speaking hears the message "This call is being recorded". This announcement can be switched off by your administrator or it can be replaced by a tone. You can fade out parts of the call by pressing the pause key.

Trader recorder (automatic saving)

In this operating mode all your calls are recorded and stored. You can cancel this during a call, if this option has not been disabled by the administrator.

No announcement is made to the person to whom you are speaking stating that the call is being recorded. You can fade out parts of the call using a pause key.

1.1.2   Recorder for threatening calls (recording calls)

This operating mode is particularly suitable for switchboards or exposed subscribers. You can save unexpected calls in this operating mode, e.g . threatening calls, by pressing any key on the call recorder ("panic key"). The call will then be recorded from the beginning. Its factory setting is configured in such a way that the two previous calls are also recorded.

1.1.3   Third -party monitoring (saving at a central point)

In this mode the call recorder can be used at a central point for all Hicom subscribers. It is accessed via the third-party monitoring key on a telephone, switches on automatically and records the call between the subscribers.

1.1.4   Microphone recording (record a meeting)

Using the optional accessory (desktop microphone and foot pedal switch) you can also use your call recorder to record meetings. A highly sensitive microphone ensures good volume control and -operated by the foot pedal switch- this recording can then be played back in sections and used to produce the minutes.

1.2 Users panel
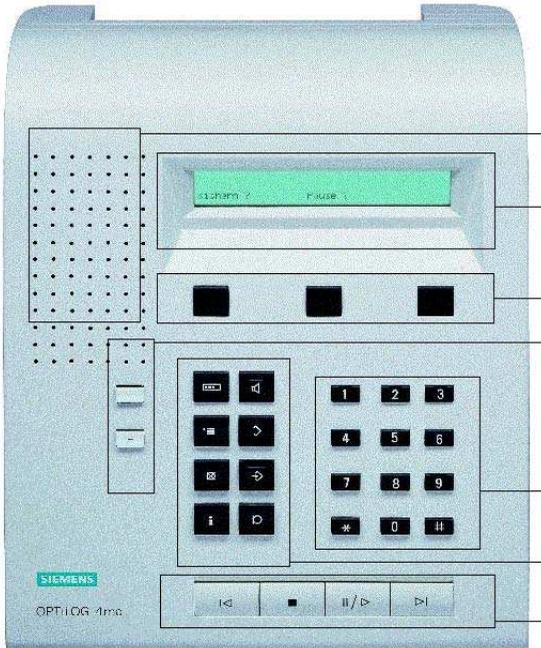
From the top to the bottom:

- Speaker
- Display
- Interactive keys
- Volume control
- Input keys
- Function keys
- Replay keys

Display	The display indicates the current status and operating options for the user.
Interactive keys	
	The function of the keys changes. In each case, their purpose is indicated by the text on the display.
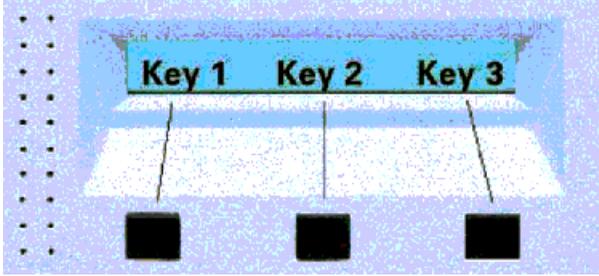
Input keys	For numbers 0 and 1 to 10, the start (✱) and hash (#) keys and also letters.
Function keys	Pictograms are used to label the keys and they are therefore not language dependant.
Replay keys	The function of the keys is similar to those of an audio or video player - reverse, stop, play/pause, forward.

1.3 Connection panel

There are different ways of connecting the call recorder to your optiset E telephone. It is looped into your telephone handset line, if you use a handset for your calls. If you prefer to use a headset when you telephone, it is connected via the audio tape output on the headset plus adapter. It can also be connected to the data adapter on your optiset (if this is fitted), should you wish to use the feature that allows you to find recorded calls on the basis of the caller's telephone number.

The call recorder can also be connected to an analog telephone. It is then looped into the analog line on the telephone and configured by the administrator for an "analog line".

All plug-in sockets are on the back of the unit:
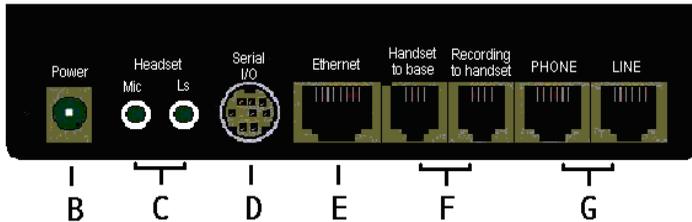
B	Power	For supplied plug-in power supply unit
C	Mic, LS	For microphone, loudspeaker or headset
D	Serial I/O	For optiset E data adapter or PC
E	Ethernet	For Network connection
F	Handsetrecording to base/to handset	Via telephone handset lead
	Handsetrecording to base	Via TB output of headset-plus-adapter
G	Line, Phone	Via analog line to analog telephone

2 Installation

By virtue of its design, the **OptiLog 4me IP** is particularly suitable for recording calls on optiset E telephones. However, because the calls are recorded at the analog interface, it can also be used to record calls on any other telephone.

2.1 Connection to an optiset E telephone

2.1.1   If you use the handset to telephone

If you prefer to use the handset to phone and do not use a headset, the call recorder is looped in via the connecting lead of your telephone handset. This is a universal method of connection that can, in principle, be used for any telephone.

Connection:	Disconnect the handset connecting lead at the handset and at your telephone. Connect the handset to the call recorder using the coiled cable supplied (the straight end of the coiled cable in socket E, handset recording "to handset "). Insert the short cable supplied into socket E (handset recording "to base") and into the handset connecting socket on the telephone. (To do this, use the cable that has slim RJ connectors at each end.)
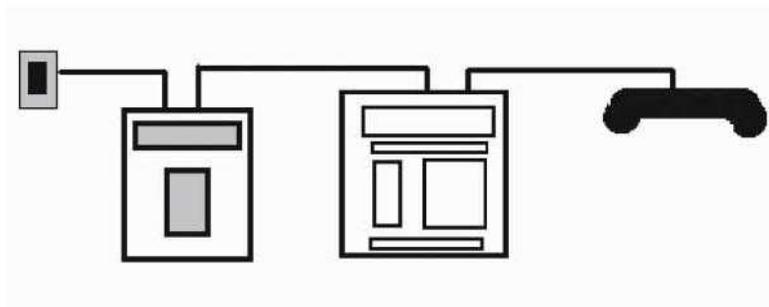
Looped into the handset connecting lead

2.1.2   If you prefer to use the headset

If you prefer to use a headset to telephone, your optiset E is supplied with a headset-plus-adapter. In this case, the call recorder must be connected to the tape recorder output of the headset-plus-adapter because the handset connecting lead is switched inactively when you
connect the headset.

Connection:	Your optiset E stays connected as it is. Connect the tape recorder output of the headset-plus-adapter to the call recorder socket E (handset recording "to base") using the short cable supplied. (To do this, use the cable that has a wider RJ connector at one end for the tape recorder output at the headset-plus-adapter.)

2.1.3   Connection to an optiset E data adapter

Your optiset E is now connected to the call recorder either via the handset connecting lead or via the TB output of the headset-plus-adapter. It is now possible to make recordings.

If your optiset E still has a data adapter available, you can in addition connect it to the call recorder. The number of the caller is detected and recorded via this data connection, providing that it is transmitted and shown on the display. The advantage of this is that you can enter this number as a search criterion.

Connection:	Connect the data adapter to socket D on the call recorder using the data cable supplied.

2.2 Connection to an analog telephone

You can record calls on any analog line with the call recorder.

Connection: Pull the analog telephone line out of the analog telephone and insert it into "Line" socket F on the call recorder. The analog telephone is then connected to " Phone" socket F using a standard commercially available lead. Your administrator now only has to change the default Method parameter "VOX handset " to "Analog line" and the equipment is ready for use.
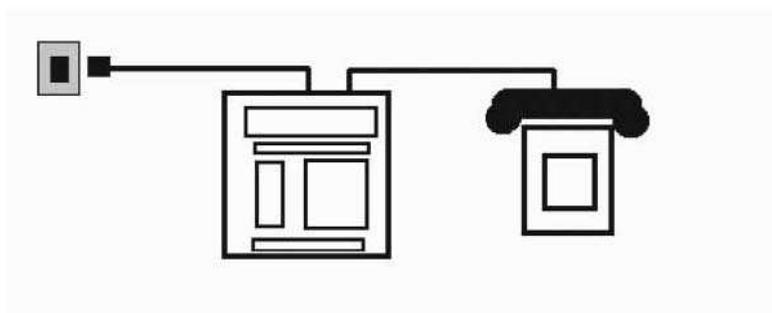
Looped into the analog line

3 Start up

3.1 Switching on for the first time

When the call recorder is used for the first time, you see the following messages on the display:

```
          RESET
```

```
          INIT
```

```
    Save access code
```

Now please enter the access code (your password). To do this, use the input keypad. Enter at least one digit and press the "save" interactive key.

Now enter the password a second time to confirm it and press save.

Remember your password!

Note: If you have forgotten your password, please contact your administrator.

Once you have entered the access code, the call recorder indicates the following status:

```
┌─────────────────────────────┐
│    Start Recorder           │
│    Monday 07-08-03          │
└─────────────────────────────┘
```

The equipment can now operate.
If necessary, the date must still be set by your administrator. You can set the time yourself.

If you wish to change the preset operating mode from, say, "Start recorder" to "Trader recorder " for continuous recording, please contact your administrator to reconfigure the system.

3.2 Function keys

Apart from the input keypad, there are eight function keys through which only you or your administrator have access to the call recorder.

They are used for the following purposes:

	Activate/deactivate user access code
	Switch speaker on/off
	Configuring the call recorder Menu 1 (access for administrator with service password) Menu 2 (access for administrator with service password)
	Info on memory location and calls
	Delete call
	Save current discussion
	Find call
	Microphone recording

3.2.1   Activate/deactivate user access code

To do this, press the function key
"Activate/deactivate access code".

If the function is activated, the user access code is requested each
time before a recording is played back. Once the key has been
pressed, the date and time the system was last accessed will be
dis-
played for two seconds.

Enter your user password as the access code and confirm with OK.

If the system is set for inactive function, it is not necessary to
entry your access code.

(Important note: your recordings are then not protected against
external access.)

3.2.2   Switch loudspeaker on /off

With the " Switch loudspeaker on/off"
function key you can switch the built-in
speaker on and off when you play back
calls. Calls can also be played via the
optiset E handset or a headphone
connected externally.

The volume can be controlled using the +/– keys.

3.2.3   Menu 1

Configuring the call recorder by the user.

Press the "Menu" function key and enter the "User password " service code to access the setting options for the user (**Menu 1**).

After you have pressed the key, the date and time the system was last accessed will be displayed for 2 seconds.

Enter your user password as the service code and confirm with OK.

You can now change the following settings in sequence: (The factory settings are printed in bold type)

Time:	Hours and minutes for summer/winter time changeover or adjusting minutes to match time on telephone. Position using the "forward" replay key and enter the time using the input keys. Confirm with OK.
Language:	Select the user language via the "change" interactive key. (German, English, French, etc.) Change user password using the input keys and confirm with OK.
Access code:	Change user password using the input keys and confirm with OK.

3.2.4   Menu 2

Configuring the call recorder by the administrator.

The setting options for the administrator are accessed by pressing the "Menu" function key and entering the "Administrator password" service code (**Menu 2**).

The following settings can be changed in sequence by your administrator: (Factory setting is printed in bold type)

Mode:
Operating mode used for the call recorder: **Start recorder**, for recording from start Trader recorder, for continuous recording Recorder for threatening calls, for recording from the beginning Third-party monitoring, for recording at a central point

Method:
Type of connection to telephone: **VOX handset**, for connection to an optiset E via handset connection lead or headset-plus-adapter

- VOX microphone
- VOX lead
- Analog lead, for connection to an analog telephone

Signal setting:
Settings for signal strength which starts/stops the recording with the "VOX handset" (9/ 8, B4/A5). The initial and idle level is changed using the "forward/reverse" playback keys. The value can be displayed via the "play" key. The star (✱) key sets amplification for sides B and A. The hash key (#) is used to select the side. Exit this setting mode via the A side.

Recorder settings:	Options for recording and additional equipment.

- Minimum length of call (0–5–255 s) from when a call is to be saved.
- Notification (off, tone, **announcement**, tone+announcement)
- Disable deletion (**no**, yes)
- Start switch (no, **closed**, op en) If no:
- Starting time (off, 10–**100**–2550 ms)
- Pause in call (off, 0.1–**10.0**–25.5 s) after which the recording will be terminated automatically
- Recording amplification (off, 1–**15**–40)
- Replay amplification (0–**6**–10)
- Foot pedal (**yes**, no)
- Microphone (**sensitive+DC**, normal, etc.)

Network settings:	Options for the network connection

- Network active (**no**, yes)
- FTP active (**no**, yes)
- FTP user (**0000**)
- FTP password (**0000**)
- FTP server port: (**21**)
- Use DHCP server: (**no**,yes)
- IP address: 000.000.000.000
- IP mask: 255.255.255.000
- Gateway: 000.000.000.000
- IP name CR3-000000
- Monitor active: (**no**, yes)

Voice quality:	The amount of space required on the hard disk increases with the quality of the recording. It is set to " G.723 High rate " for the "Trader recorder" mode (6900 hours of recordings possible) For "Start recorder" mode, the "Threatening calls

recorder", "Third-party monitoring" and "Microphone recording" the setting is "G.711 A-law" (1430 hours because it is not recording continuously)

- Digitalk
- G.711 A-law
- G.711 µ-law
- G.723 High rate
- G.723 Low rate

Time: The day, date and time can be set (In menu 1 the user can only correct the time, not the date)

Service code: Changing the administrator password (service code) for access to menu 2

Language: Language selection (English, German, French, etc)

Factory settings: Reset to factory settings (no, yes)

3.2.5 Information on memory space and calls

If you press this function key ("Information on memory space and calls") and enter the user password (if applicable), you obtain the following information:

Free space: Free memory capacity in hours, dependent on the mode set. (Max. of 6900 hours or 1430 hours, depending on the voice quality which has been set.) When no more space is available on the hard disk, the oldest recording will be overwritten (a message will be output 24 hours beforehand).

"Oldest" recording: Date of the "oldest" recording.

Recordings: Number of recordings stored.

3.2.6   Finding a call

Search last call.

The last call is searched with the "Pause/Play" key (and then played back immediately).

Searching for a call.

With the "Magnifying glass" function key you can initiate a search for a call. You can also search using the date and time. However, you can also use a code, if you have appended a search code to a call.

The code may be either a sequence of digits or letters.
If you wish to enter the number 2, press key 2 once.
If you wish to enter the letter A, press key 2 twice, for a B you must press key 2 three times.

You can also make a fuzzy search by entering part of the code followed by a wildcard ✱

If your call recorder is connected to a data adapter, you can also find calls according to the telephone number of the caller (providing this has been transmitted and has been shown in the display). Here, too, you can make a fuzzy search, e.g. 069✱ to obtain a list of all calls that start with "069".

3.2.7   Deleting a call

You can delete a call with the "Deleting a call" function key. However, it is only effective if you are in search mode and have selected a call. The call is only deleted if you confirm with "yes" that you wish to do this.

Deleting a call using this key is not permitted in the "Trader recorder" operating mode if "Disable delete mode = yes" is configured.

Only the service technician can delete all calls.

3.2.8 Saving the current call

You can save the current call by pressing the "Saving the current call" function key.

3.2.9 Recording using a microphone

Recording by way of an (optional) external microphone is initiated with the "Microphone recording" key and begun with the interactive "Start" key.

4 Operation

4.1 Recording calls

Depending on the operating mode selected for the **OptiLog 4me IP** call recorder, the calls are either recorded manually (start recorder, threatening call recorder or third-party monitoring) or automatically (trader recorder).

In the **Start recorder** operating mode, press one of the "Start" interactive keys to initiate recording. The caller will hear a message that the call is being recorded. The announcement may be omitted or replaced by a tone. If the recording has been terminated because of a pause in the call, a tone will sound to tell the user to press the Start key again. If a pause in the call is intended, you can press the "Pause" interactive key so that the recording is not terminated prematurely. The "Continue" message flashing on the display will remind you to start the recording again. Upon completion the call will be saved. However, you also still have the option of deleting the call.

Every call is recorded in the **Trader recorder** operating mode. Only by pressing the "delete" interactive key during the call is the call not saved. (The call recorder can also be configured in such a way that calls cannot be deleted.) In this instance, no announcement is made that the call is being recorded because it is assumed that this operating mode will be used in situations where all calls are recorded as a matter of routine. If the recording has been terminated prematurely as a result of a pause in the call, it is started again immediately the call continues. You can also pause here by pressing the "Pause" interactive key and then continue the recording by pressing "Continue".

In the **Threatening call recorder** mode the entire call is saved if you press any key on the call recorder during the call or also if you press the right-hand control on the (optional) foot pedal. The call recorder is configured in such a way that the two previous recordings will be saved. It is therefore ensured that, even if there are long pauses in the call, the entire call will be recorded. (If required, the system can also be configured so that no previous

call is stored.) In this situation the caller will naturally not hear an announcement that the call is being recorded.

In the **Third-party monitoring** mode the call is recorded from the point in time when it is switched on. No announcement is made.

Third-party monitoring is a Hicom 300/300E feature. Subscribers wishing to use this function are provided with a third-party monitoring key on their telephone sets. An OptiLog 4me IP is then activated as a "silent witness" when the key is pressed.

Microphone recording is possible in any of the operating modes so that meetings and memos can also be recorded. However, for this an (optional) external microphone is absolutely essential. When the "Microphone recording" function key has been pressed, recording can be initiated by way of the interactive "Start" key. (If the system is equipped with the (optional) foot pedal switch, the recording can be played back in stages when writing the minutes.)

4.2 Finding and playing back calls

You only need to press the "Pause/Play" key and switch on the speaker to play back the last call stored.

If you wish to play back an earlier call, you must first locate this. Press the "Searching for a call (Magnifying glass)" function key.

The date is generally used when **searching for a call**. Enter the date via the keypad and press "Find". The system will go to the first call that took place on that date and it will indicate the number of calls. It is possible to scroll forwards or backwards by pressing the "forward/reverse" playback keys. If, instead of the exact date, you enter with the star key (✱), e.g. for the day, you can scroll back and forth through all calls for the month in question.

The number dialed or a code assigned to the call (customer number, name) can be used as a second search criteria. It is also possible to search according to the telephone number of the person who has called, providing that this has been detected via the data cable. If only part of the number or code is known or entered, the star key (✶) is used as a substitute for any sequence of numbers.

Immediately after it has been recorded the code of a call is assigned the dialed number or the incoming number. It is advisable to mark important messages with a meaningful code soon after the call. Apart from the numbers it is also possible to use letters to mark calls. These are entered by pressing the figures on the keypad a given number of times. Change the existing code and store the new one by pressing OK.

The built-in speaker is used to play back the calls. To do this, press the "Speaker" function key.
You can alter the volume by pressing the + or – keys.

Calls can also be played back using a headphone or the optiset E handset. Please note that the optiset E handset may not be lifted before the playback starts. If it is lifted beforehand, the call recorder assumes that a new call has started and it begins to record. As you can still receive incoming calls when a call is being played back, even though the hand set has been lifted (a Hicom 300/300E feature), it is advisable to put your calls on divert before you play back the call. If you have not taken this precaution and you receive an incoming call, you must end the playback by pressing "End". The caller cannot listen into the call being played back.
However, this is only possible in the "Voice quality: normal (compression 2900 h)" mode (default setting in Trader Recorder).

When playing back a call, the fast forward/reverse mode can be accessed

using the "forward/reverse" playback keys.

You can also control playback with the optional pedal switch.

4.3 Exporting calls

OptiLog 4me IP is equiped with an 10 Mb Ethernet interface. The **OptiLog 4me IP** can be connected to a computer network. All recordings can be retrieved from the **OptiLog 4me IP** through this connection. A PC application is available that can be used to archive the recordings on a PC, or make backups of the recordings on CD. Your administrator can set up the network connection for you. See Chapter 5 for more details.

4.4 Deleting calls

Select FIND mode to delete stored calls and free up space on the **OptiLog 4me IP**.

Enter a date or a code!

The call found is deleted on the hard disk by pressing the "Deleting call" function key and then confirming the action by pressing "yes" twice.

After delete has been entered, you will no longer be able to access this call. The next recording will start by overwriting this sector with "00000000".

Only the service technician can delete all calls. (No exception can be made for individual calls.)

5   The Ethernet interface

Every Call Recorder has been provided with a 10BaseT Ethernet interface. This type of interface is the most common one for local area networks and connection to the Internet.
The protocol chosen for communication via the Network is TCP/IP, the Internet protocol that can be used on most local area networks.

1.1   The possibilities

The main reason for developing the network interface is to offer the possibility to centrally archive the recordings, or to make a back-up copy of the recordings. The optionally available Call Recorder Archive Software can be used for archiving a maximum of 250 recorders.
The biggest advantage of the network interface is the high transfer speed of big audio files, another is that they can be retrieved both via the internal network and via the Internet.
There are other possibilities, however, and these are listed below:

- Archiving by own applications with the help of FTP. The recorder works as a normal FTP server.

- Audio monitor function; recordings can be listened to remotely via the loudspeakers of a PC

- Remote configuration by system managers

There are various ways in which the connection can be made, so that it is almost always possible to archive or listen remotely. The various possibilities are discussed below, from very simple to very elaborate.

- Connecting one PC with one recorder is possible by supplying the PC with a networkcard and connecting the PC via a special (crossed) cable. An even simpler way is to use a USB to Ethernet adapter, available as a cable. They produce a very fast connection between the PC and the recorder.

- Connecting a PC with various recorders in the same building is possible by connecting all recorders and the PC onto the local network.

- In a large scale application, PC's and recorders are connected via the internet or an intranet.

5.1 The CallRecorder Archiving System

The Call Recorder Archiving System software is a versatile system that allows for the manipulation and archiving of stored recordings. The Call Recorder Archiving System holds a list of recorders it can connect to. The Call Recorder Archiving System can connect to the Call Recorder over the network and retrieve a listing of all the recordings in the Call Recorder. Recordings can then be selected and downloaded from the Call Recorder. Downloaded recordings can be listened to or archived.

5.1.1 Queries

The Call Recorder Archiving System has the ability to make a selection of recordings according to date, time or other call properties. A query can be performed for a certain a range of dates and times or duration. The entire database can also be sorted according to date and time or duration. Recordings can be assigned a name according to Caller ID or Remote number. Once a particular recording with a certain Caller ID or remote number has been assigned a name all recordings with the same Caller ID or remote number will be assigned the same name. A query can be performed to search the database for recordings with the same name or number.

5.2 The Monitor

The monitor protocol of the Call Recorder is not standard. For this reason the monitor is of special importance for users of the RTR Call Monitor Software option.
To use RTR Call Monitor Software the network needs to have been enabled and the IP address or IP name given. The monitor function should also be operating. The PC with the software will then be able to select from the recorders present and to listen in to the conversations via the loudspeakers or headset.
The use of RTR Call Monitor Software and its installation are also explained in the helpfile that comes with this software.

6 Information

6.1 Looking after your call recorder

Never use any abrasive powder or cleaning agent that attacks plastic when you clean your equipment.

6.2 Data protection

Please make sure that you comply with data protection legislation. If the purpose of recording the call is to obtain evidence, you must inform the other party that the call is being recorded. For instance, the caller can be advised of this automatically via the announcement in the "Start recorder" operating mode or in the General Terms and Conditions of Business. No announcement is planned in the "Trader recorder" operating mode because it can be assumed that the business associates of a "trader" are aware of this and know that calls are recorded.

Never forget to switch the access code to "active" when you leave your desk. Only if you do this will your recordings protected against unauthorized access. Before you are asked your user password, you receive notification when access was last attempted. Your calls are protected by the user password that you selected and which can be changed by you. If you have forgotten your password, your administrator can delete it and you must then enter the new password twice.

6.3 Connection and configuration

If the system is connected via the handset connecting lead, the recording may be terminated prematurely as a result of excessively long pauses in the call or if the voices are not loud enough. If you are in the "Start recorder" mode, press "Start" again after you hear the warning tone. Recording starts again automatically in "Trader recorder" mode. (If appropriate, the signal level and call pause times should be adjusted by the administrator.)

You should only make minor changes to the time, e.g. one hour forward or back when the clocks change in summer/winter or adjustments of a few minutes to agree with the time indicated on the telephone display.

The call recorder registers long periods of inactivity in the form of audible signals and a visible indication in the display, e.g. if there are no calls over the weekend or if the telephone line has been disrupted.

6.4 Recording and playing back

The recording capacity depends on the selected compression. In the case of " normal" it is 6900 hours, The message " Hard disk full" is output 24 hours before the hard disk is full. From then on, the "oldest " calls are overwritten.

The two previous calls are saved at the same time if the "Threatening call recorder" operating mode is selected. If you do not want this facility, please contact your administrator.

If a new call, for example a callback, is received before the "do not disturb" period has elapsed and the recording has been completed, the stop key must be pressed, otherwise the new call is liable to be appended to the preceding recording.

7 Technical data

7.1 Key data

- Call recorder with optiset E design
- W x H x D: 190 mm x 70 mm x 250 mm
- Large 2-line display
- Function, input and playback keys
- Multi-lingual user prompts
- A choice of connection options
- 1 recording channel
- 4 modes
- Max. 6900 hours of recording capacity
- Playback facility via built-in speaker or handset
- Plug-in power supply unit for EU, UK or US
- Operating voltage: Mains/7.5 V = AC
- Power consumption: approx. 14 W
- Ambient temperature: 5 to 40 °C
- Atmospheric humidity: 20 – 80 %, non-condensing
- Compliance with CE 0560X

7.2 Scope of delivery

OptiLog 4me IP call recorder
with plug-in power supply and connecting cable

Additional equipment for OptiLog 4me IP :

- Conference microphone
- Footpedal switch
- Speaker
- CallRecorder Archiving System

8 Index

A

C

D

E

F

H

I

L

M

N