

USER'S MANUAL

AQ and AK Series VOICE LOGGER



Version 18082015

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	/ U

AQ and AK SERIES VOICE LOGGER

USER'S MANUAL

Introduction

The AQ and AK Series have their own individual embedded hardware, features and appearance, both models can record Standard SLT Extensions, PSTN CO Lines, Voice Trigger Application such as Room Microphone or Radio Telephone circuits. With the addition of "Licensing" the AQ and AK series is able to record SIP VoIP Extensions and SIP VoIP Lines.

Both the AQ and AK Series can be standalone operation using the LCD Touch Panel to search and play calls or use the ARTECH Black Box PC Client Program to connect via LAN Locally to remotely to Manage and Administrator your Voice Logger / Loggers.

AQ and AK Overview

AQ and AK Series Systems

The AQ and AK Voice Loggers has a 667MHz CPU, Samsung ARM chip and innovative hardware frame and specific call recording software.

The AQ Series voice logger starts from 4 analogue channels and can be expanded with an additional 4 Analogue channels for a total of 8 channels, through Licensing the AQ can also be run as a standalone SIP Voice recorder or a combination of SIP and Analogue Channels.

The AK Series voice logger starts from 8 analogue channels and can be expanded with an additional 24 Analogue channels. , through Licensing the AQ can also be run as a standalone SIP Voice recorder or a combination of SIP and Analogue Channels.

Both the AQ and AK series voice logger are a simple yet fully functional standalone call recording device with touch screen, speaker for play back, and a network connection. Through the LCD touch screen operation the voice logger allows playback of recording files, instant monitoring and search function for call details.

No PC required for standalone operating of the voice logger, but there is a fully functional Client Software for PC's called "Black Box" when installed this allows access for multiple users to connect to the Voice Logger and use it to its full potential.

User's manual - AQ /AK EMBEDDED SYSTEM VOICE LOGGER

Page 1

,AK Features

- 1. System boots up in 20 sec
- 2. Support high capacity SATA HDD 500G/1T/2T
- 3. Expandable from 8 to 16, 24 and 32 channels, licensing for SIP recording
- 4. Touch screen operation
- 5. Remote control by network
- 6. Instant playback through speaker
- 7. Removable & hot swappable recording card
- 8. Removable HDD
- 9. Fully embedded device, no PC required
- 10. Lower power dissipation supports 7x24x365 running

AQ Features

- 1. System boots up in 20 sec
- 2. Support SD cards up to 64GB
- 3. Expandable from 4 to 8 standard channels, licensing for SIP recording
- 4. Touch screen operation
- 5. Optional model without touch screen
- 6. Remote control by network
- 7. Instant playback through speaker
- 8. Full embedded device, no PC required
- 9. Lower power dissipation supports 7x24x365 running

Recording Hour SD and HD Size

1.	500GB	36,000	Hour
2.	1000GB(1T)	72000	Hour
3.	2000GB(2T)	144000	Hour
4.	8GB	560	Hour (SD Card)
5.	32GB	2240	Hour (SD Card)
6.	64GB	4480	Hour (SD Card)

AK Series Appearance



AK Front



- 1. 5" touch screen, 800 * 480
- 2. USB Host for upgrade or backup HDD
- 3. Volume -
- 4. Volume +
- 5. Earphone (Main)
- 6. Earphone (Sub)
- 7. Card 1 (Channel 01-08)
- 8. Card 2 (Channel 09-16)
- 9. Card 3 (Channel 17-24)
- 10. Card 4 (Channel 25-32)

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- 1. DB37 for Channel 17-32
- 2. DB37 for Channel 1-16
- 3. Power input : DC-19V
- 4. RS232 for SMDR
- 5. RJ45 for LAN (100) (SIP record)
- 7. SATA HDD
- 8. HDD lock
- 9. External power
- 10. Power switch

AQ Series Appearance



AQ Front



- 1. Power LED
- 2. USB Host for backup or system upgrade
- 3. SD Slot for optional SD card model. No use for HDD model





- 1 Card 1, Channel 1-4 (RJ11)
- 2 Card 2, Channel 5-8 (RJ11)
- 3 RJ45 Port x 1 (100) (SIP Record)
- 4 RS232 Port for SMDR data
- 5 RS232 data indicator
- 6 Power input : DC-19V
- 7 Power switch

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AQ Rack (Remove AQ rubber stand first and screw it with rack mounts)



AQ Wall mount (Remove rubber stand and screw on wall mount)



AQ and AK Connections for Recording:



Connection for SIP Trunk Recording PBX

Connection for SIP Trunk Recording PBX using "TAP Box" (VH100)







Connection for SLT Phone Recording on PBX



Connection for Voice Trigger on RT or Room Microphone



AQ and AK Touch screen

There are 8 function divisions on touch screen, including CDR, Search, Channel Monitor, Status, Settings, Network, Tools and System.



CDR (Call Detail Recording)

1					CDR			Ų			
	All	Outb	ound	Inbound	Missed	Record	ded Impoi	rtant			
9		0200			12-08-22	15:58:29	00:00:54	• •			
8		0200			12-08-22	15:58:29	00:00:53	V			
6		0200			12-08-22	15:58:29	00:00:53	V			
5		0200			12-08-22	15:58:29	00:00:52	V			
4		0200			12-08-22	15:58:29	00:00:52	•			
					₽			(1/4)			
	1.	5	Back								
	2.	f	Back to	o main mei	าน						
	3.	6	Recording of Channel								
	4.	⇒	Outbou	Outbound call							
	5.	-	Inboun	d call							
	6.	÷	Missed	l call							

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Search CDR

Search the records by various conditions.

Recommend: Database is saved daily. Search speed depends on time span.

AK32 supports SQL searching as well.

1	ĥ	Search CDR								Ð			
	Choose C	DR Date											
	From	2012	1	08	/	22		00	:	00	:	00	
	То	2012	1	08	/	22		15	:	59	:	34	
	Sort Se	tting	A	dvanc	e Se	etting		Sea	arch]		

Channel Monitor

You can check one card (8 channels) in one page. It shows Channel number, status telephone number, recording

time and status. (Not for use with SIP)								
ff Channel Monitor								
1 Channel Recording 00:00:27 0200	2 Channel Recording 00:00:27 0200	3 Channel Recording 00:00:27 0200	4 Channel Recording 00:00:27 0200					
5 Channel Recording 00:00:27 0200	6 Channel Recording 00:00:27 0200	7 Channel Power Off	8 Channel Recording 00:00:27 0200					
Channel Setting	Live Monitor		\ (1/4					

Channel Status

It shows instant status of 32 Channels. Symbol only.

1.	Dialing	ld	le 🔽	Inbound o	call 🔽 C	outbound ca	all
2.	Power o	ff (Landline	disconnec	ted) 🔼	Ringing		
3.			Channe	A Status			ţ
Π			Channe	a Status			ر
1	2	3	4	5	6	7	8
~	~	5	5	く	く	×	~
9	10	11	12	13	14	15	16
Y	×	×	×	×	×	×	×
17	18	19	20	21	22	23	24
×	C	C	×	×	C	×	と
25	26	27	28	29	30	31	32
×	×	×	×	×	×	×	×

Setting

Touch screen supports Channel Setting, System Setting, and Screen Lock Setting

ff	Settings	Ų
1. Channel Setting		
2. System Setting		
3. Screen Lock Setting		

Channel Setting

Set up Channel 01-32 parameter (See PC program setting)

Channel Setting	Ç
1	
Voltage Mode	
3	
25	
1000	
200	
500	
200	OK
	UK
	Channel Setting 1 Voltage Mode 3 25 1000 200 500 200

System Setting

Touch screen supports date and language setting only.

ff	System Setting	Ú
1. System Date (08/22/2012	16:01:35)	
2. Language (English)		

Screen Lock Setting

The screen on the AQ and AK can be locked using a pin number, this setting can be set by manual means or as a standard option so a local use must know pin number to access the recorder.

ff .	Screen Lock Se	etting		Ð
Old Pa	assword			
New F	Password			
Passv	vord Confirm			
		Change		
🔲 Wa	10	ОК		

Network Configuration

Configure AQ / AK network detail to have DHCP or a "fixed" IP address. Restart Voice logger after configuration.

ft		Netv	vork Se	etting				Ų
IP Address Se	etting D	DNS Address Setting			MA	C Addr	ess Se	tting
Automatically Ass	sign IP	✓						
IP Address	[192		168	2	22	128	
Subnet Mask	[255		255	2	55	0	
Default Gateway	Default Gateway 192 168			168	2	22	1	
Save								
1 2	3 4	5	6	7	8	9	0	

Tools

The AQ and AK can be upgraded by the Black Box Client software or by SD card on the AQ or USB on the AK Logger.

ff	Tools	Ð
1. Upgrade Firmware		
2. Backup Files		

Copy upgrade file to SD or USB card under folder name: FW_UPDATE (files supplied from Artech)

Plug in SD or USB into Voice Logger, select Upgrade Firmware / Backup, after upgrade /Backup restart device and check firmware on device is correct upgraded version. (See system screen)

System

Display system default information and program firmware version.

ff -	Ab	out		U
Product Name :	AK32			
Company :	Artech Technology	Design Co., L	td.	
Telephone :	886-2-29589596			
Fax :	886-2-29589698			
Website :	www.artech.com.tw			
Addr :	13F2, No.293-2, S	Sec. 1, Jhongs	shan Rd., Banciao Cit	ty, Ti
Touch FW Ver :	V1.0.1 (120816)	Card1 ID :	0	
Rec FW Ver :	08142015-Version1.0	Card2 ID :	0	
Hardware Ver :		Card3 ID :	0	
Device ID :	20128888	Card4 ID :	0	

Black Box PC Program

Introduction

The Black Box PC program is a Windows based Client that comes as standard with your Artech voice logger, it is designed to work across a customer LAN or WAN to connect to the AQ and AK series Voice Loggers.

It allows up to 10 users to be connected to the voice logger at any one time, it is a simple to use yet powerful tool for you to search for and manage their Artech Voice Loggers.

The Black Box offers the following functionality:

- Manages AQ and AK Voice Logger
- Easy Use
- Unlimited user registration
- Multi User authorization Levels
- Multi Language
- Live Call Monitoring
- Fuzzy Search
- Statistic Chart

Minimum PC requirements

- CPU: Intel Pentium D or AMD Athlon 64 (K8) 2.6 GHz.
- RAM: 2GB.
- GPU (Integrated): Intel HD Graphics or AMD (formerly ATI) Radeon HD Graphics with OpenGL 2.1.
- GPU (Discrete): Nvidia GeForce 9600 GT or AMD Radeon HD 2400 with OpenGL 3.1.
- HDD: At least 500MB for Operating Files and recording files

Supported Operating Systems

- Windows XP Pro
- Windows 7
- Window 8.1
- Windows 10

Installing Black Box PC Program

The Black Box PC program is an executable installation program that is install on any PC that requires access to the Voice Logger. Be aware you may need "Administrators" Level Privilege to install on some PC networks. Ensure you have the latest version "Black Box" Client Software. Please follow the below steps to install / Upgrade the Black Box software.

1/ Double click on the Black Box installation file

Hartech BlackBox-Install(20150812) 12/08/2015 10:34 a Application 3,490

2/ Select Language you require and click OK

Select Setup Language		
12	Select the language to use during the installa	ition:
	English	~
	OK Cance	

3/ The Black Box wizard will open, please click "Next"

Setup	
Welcome to the ARTEC State State This will install ARTECH BlackBox on your Is recommended that you close all other a continuing. Clock Next to continue, or Cancel to exit Se	CH BlackBox

4/ The destination "Directory" will appear, this tells you what "directory" the Black Box will be install in, un-less you have a special setup we recommend you leave and default and click NEXT

ARTECH BlackBox	
	Setup
	Select Destination Location Where should ARTECH BlackBox be installed?
	Setup will install ARTECH BlackBox into the following folder.
	CAProgram Files (x85) Artech Black Box Browse
	At least 13.2 MB of free disk space is required.
	< Back Next > Cancel

5/ Option to create a Black Box "ICON" on your Desk Top, by default the installation wizard will place an ICON on your desk top, so just click NEXT. If you do not wish to have an ICON un-tick option and press NEXT.

ARTECH BlackBox	
	Setup ×
	Select Additional Tasks Which additional tasks should be performed?
	Select the additional tasks you would like Setup to perform while installing ARTECH BlackBox, then click Next.
	Additional icons: Create a desktop icon
	< Back Next > Cancel

6/ Black Box wizard now ready to start installation, please press install to complete installation If you do not wish to install press Back or Cancel.

ARTECH BlackBox	
	Setup
	Ready to Install Setup is now ready to begin installing ARTECH BlackBox on your computer.
	Click Instal to continue with the installation, or click Back if you want to review or change any settings.
	Destination location: C:\Program Files (x86)\Artech BlackBox Additional tasks: Additional icons: Create a desktop icon
	<
	< Back Install Cancel

7/ Black Box will now install, you will see a progress bar like example screen shot below

ARTECH BlackBox		
	Setup	×
	Installing Please wait while Setup installs ARTECH BlackBox on your computer.	
	Extracting files C:\Program Files (x86)\Artech BlackBox\BlackBox.exe	
		Cancel

NOTE: If you receive and ERROR BOX regarding the installation of the software like bellows example it means there could be a program session of "Black Box" already running on your PC.

Please cancel installation and close the session of Black Box on your PC and then restart the installation. You generally will only get this error if you are upgrading an existing installation.

ARTECH BlackBox	
	Setup
	Installing Please wat while Setup installs ARTECH BlackBox on your computer.
	Error
	C\Program Files (x86)\Artech BlackBox\BlackBox.exe An error occurred while trying to replace the existing file: DeleteFile failed: code 5. Access is denied. Click Retry to try again, Ignore to skip this file (not recommended), or Abort to cancel installation.
	Abort Retry Ignore
	Cancel

8/ When the installation is successful you will see the below screen, the Black Box Program will open when you click "Finish"



9/ On opening of the Black box the program will open and the Log In window will open, please see "Login Server" section under "Using Black Box" in Manual for further details on logging into Voice Logger.





e menu			Login Server	
Telephone Recording System (002-60000 cveries ((F)(F)	moup Office admin (10.18.0.120))		View SMDR data	-
Logout 🥥 Language 🔸	About Softwa	re .	Recording Announcement Management	1%
ARTECH	Status Ev	rerlea	Repair Database	
	0	3	Software Upgrade	,
Start Monitor Stop Mo Channel Name	nitor Channel Parameters Iz Play M., M	ian View Ia 8	Restore System Defaults	- N
		-	Battery Charge Management	
Lecording 205			Registered central management software client	
			Recording equipment List (Central Management Software)	
			Service start (central management software)	
			Service Stonned (central management software)	
A P	8. N. S.	×	Change Software Login Paseword	
Date-Time	Rec-Type	Chi	Change Software Login Password	mber
P 8/08/2014 3:11:55 P 8/08/2014 3:10:22	p.m. Outbound p.m. Outbound	002	Import Outlook Contacts	
* 8/08/2014 3:08:43 * 8/08/2014 2:51:49	p.m. Stopping	001	Register Sip Extension	
* 8/08/2014 2:47:35 Pr 8/08/2014 2:39:08	p.m. Inbodyd	002		
P 8/08/2014 2 38 42	p.m. Dutbound	005	Exit(X)	
	Total records: 36		Total Rec Duration 00:58:38 Total Talk Time	00:58:57

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Login Voice Logger

After opening Black Box program, select file and select Login Server

Login Server window will appear, enter user name and password, in the case of your first login please use administrators login and password as below

	Login Server		x	
	Device ID Device Na 20128888 32 Chann	ame IP Addres el Recording System 192.168.2	s2.108	
Auto search to find VL in local	Program will auto Logger. Note: Auto f Device ready	search in local area netwo ind may not work if netwo Block	ork to find Voice k and PC settings	If auto search does not work manually enter IP here
area network	Server IP Address or DNS: User Name: User Password:	192.168.22.108 ken		Enter user name and password here: Admin
Notes	Auto Find	Log	in Exit	1111

<u>Notes</u>

- IP address of selected the device will be saved. It will be display automatically in next login. •
- User Name: admin (default)Password: 1111 (default)
- If AQ and AK located in same LAN as PC can be log into with LAN IP address, user name and password. •
- If AQ / AK located in remote site, you can log in remotely with site IP address or Domain name, user name and • password.

Logging into Voice Logger Remotely

For remote log in, you must have a fixed IP for the remote site; you can then use Black Box to log into the remote site. On remote site you will have to setup porting (Voice Logger uses port 6066) for communications, below is a very simple example of how this could be done.

Access to remote voice logger via public IP address can be directed to local IP 192.168.0.103 port 6066.

		Ethernet	Broadband R	louter
Hom	e Advanc	ed Tools	Status	Help
Virtual Ser	rver ver is used to allow Inte	rnet users access to	LAN services.	
	Enabled	O Disabled		
Name	AK32			
Private IP	192.168.0. 10	13		
Protocol Ty	/pe TCP			
Private Po	rt 6066			
Public Por	6066	Ľ		
Schedule	Always			
100-1101-0-100-100-00-00-00-00-00-00-00-	O From	Time 00 🔽 00 🗸	To 00 👻 00 👻	
		day Sun 👻 to Sun	×	
		logano line in the	0	0 0
			Apply	Cancel Help
			The second s	
Virtual Se	rver List	Justo ID Dester	el Sabadala	

View SMDR Data

The View SMDR data works in conjunction with the PBX settings under the Settings TAB on the main page, e.g. the SMDR must be setup and connected for this option to work. If the voice logger is connected to the PBX SMDR, you can select the "View SMDR" and when call information is received by the voice logger the information will be display like below. From this you can confirm SMDR settings (see Appendix 1 "Setting up SMDR Integration Example)

You can connect to a PBX system using an RS232 connection or via TCIP connection, below is an example 2 x wire connection from an AQ / AK Voice Logger to an RJ12 PBX connection, the 2 wire configuration will always let AQ/AK send SMDR without PC connection

Login Server Logind Server		Last	altrare			SIP(V	IOIP)	19.68% CPU: 400.2.90%
Yory MORidate			Eventes Group Offic		878205	44:26:30 nm		
Recording Announcer	uent Management		Create or cop con	· .				
Repair Detabana								
Saftware Upgrade		eters .	SMOT data analysis				*	
Restore System Default	h .	1.1					Edenaion	Hame
Battery Charge Hanag	errent		+208 885 021818323# +208 885 021818323#	08/08/16/24	43' 00.00'15' 49' 00.00'15'			
Rephered certral mar	supervent software client		·208 885 021818323#	08/08 13:56	ae. og og 58.			
Recording equipment	Unit (Central Management Software)		+208 089 021918323#	0808 1349	20.06.06.55			
Service start (central in	anapenent software)							
Service Stopped (Leels	(management software)							
Charge Influene Logo	n Pasaward							
Innext Outlook Costs								
Resister Go Estension								
			Result					
£08(0)			Channel.		Channel			
	4 0 8 1	-	Extension		Educator			
	Search Play Download Play	Comm	Phone and they		Phone and the			
	Date-Time	Rec-Type	C BORT POR BUT		C AND AN AN		Cale#O	Number Name
an address	1 8/882014 4:25:55 p.m.	Cutbour					021616020	
	P 6/6/2014 3:54:57 p.m.	Cuthour		-	1		089183712	
	P 89820143.44.90 p.m.	Nonuni		Cital	Compose secon		099149999	
	P 80820143.4021 p.m.	Culture .		+		144	08422154358680	
	P 8080014 3 11 16 p.m.	Cuthound	802	1	00000	08	083487888	
	Preserver a total pre-	Cathourd	604	1	0.00.04	00	0001206220620	
	1		1				VENES LITERATIVE	
	Total rec	0105-48		Total R	ec Ownition 01.00.52		Total Talk Tree 81,011	2
	ALLER AND DESCRIPTION OF A DESCRIPTION O							

Example of 2 x Wire SMDR from PBX RJ12 to the DB9 Serial input on Voice Logger, please see example on how to setup Voice Logger in Appendix's



User's manual - AQ /AK EMBEDDED SYSTEM VOICE LOGGER

Repair database

In the un-likely event that the Voice Loggers recording data base has issues (example if the recorder experiences an un-expected power cut) the voice loggers call data base could get damaged or some calls may appear to be missing. The "Repair database" command instructs the voice logger to scan and rebuild its data base for the instructed period. Select date you want the voice logger to repair and click OK, please note if there are a lot of records for that day this process may take a while, please be patient while this process in running.

Sp	ecified date X	
ſ	Select date:	
	Friday , 8 August 2014	
	Ok Cancel	

Software upgrade

The AQ and AK series voice logger can easily have its firmware upgraded via the Black Box client software, select the Software upgrade option and the below box will appear, using firmware File button browse to folder you have new firmware and select. When ready to upgrade click OK, voice logger will upload new firmware.

Voice logger must be restarted for new firmware to be installed, when ready to restart click "restart"

Software upgrade	>	Ċ
Firmware File: File Size: Last Modify:		
Select update file		
Restart	Ok Cancel	

Note: Please insure voice logger is idle before restarting or you will lose any recording in progress during restart.

Restore system default

Restore system default gives you various options, default part options or complete Factory Default on the voice logger.

Options are:

- Channel Parameters: Reset all commands under the channel parameter tab on ALL channels
- System Parameter: Resets all commands under the System parameter tab
- User Account: Deletes are user accounts
- Phone Book: Deletes all Phone Book entries
- Delete all recording file: Deletes ALL call recordings
- Delete all system log: Clears all logs and log history

To complete TOTAL factory default please have all option boxes click

Channel parameter	
📃 System parameter	
🖻 User account	
🔲 Phone book	
🔲 Delete all recording file	
🔲 Delete all system log	
Admin password:	
Admin password: Time Date	Remarks

Caution: Default setting requires administrator login to carry out the task. Administrator needs to re-enter the password to avoid abuse. Each reset or default operation is unable to be recovered! Once it is done you connect recover the data!

Battery Charge Management

The AQ and AK Series voice loggers have a unique battery backup option which will allow the voice logger to maintain full recording operations during a power cut.

Bi	attery Charge Managemen	t x
]
	Battery type:	Ni-MH battery
	Auto Charge:	NO
	Battery capacity (AH):	
	Remaining capacity:	
	Battery status:	
	Ok	Cancel

Everlea Group Ltd – www.everlea.co.nz Notes: Battery types supported are: Ni-MH, Lead Acid, Lithium and polymer

Import Outlook Contacts

The AQ and AK Voice Loggers can import Outlook contacts into its own onboard phone book, these contacts can be used for services such as Screen Pops on incoming calls and details on call reports.

Please note you have to be logged in as the "Administrator" and the outlook contacts imported are from the local PC you are logged into.

Notes: please check number format in your contacts work with the voice logger for screen popping if that's what you require)

Depending on the number Outlook contacts the Sync can take a while, please be patient.

Channel Status Window

The channel status window shows you real time status of each channel, the below section details this window.

Channel	Name	Play	81	MD	Sa	AGC.	Status	Votage	CallerID	Name	Date-Time	Rep-Condition	rile flag
E 01			•		•		÷ 16.64	007 00				Voice Tripper	•
0 12			•		•		Priver Off	00V 00				2 Voltage	•
1 13			•		•		Pewer Off	00V 00				2 Voltage	•
04			0		•		Power Off	007 00				2 Voltage	•
1015			0		•		Power Off	00V 00				2 Voltage	•
30 18			Õ.		ŏ.		Prwer Off	00V 00				C Voltage	Ó
117			õ		ö	-	Pewer Off	00V 08				2 Voltage	õ
0.00			ŏ.		ŏ		Prwer Off	00V 00				2 Voltage	Ó
219			ŏ		õ		idie	69V 00				2 Voltage	ö
10		-	ŏ		ŏ		Prever Off	00V 00				C Voltage	ě
3 11		-	õ		Ö		Pewer Off	04V 00				2 Voltage	ě.
12			ŏ.		ė –		Prover Off	01V 00				2 Voltage	Ó
13			õ		õ		Power Off	00V 00				2 Voltage	Ö
14			ŏ		ō.		Power Off	00V 00				2 Voltage	ě.
15			ŏ		ŏ		Priver Off	01V 00				2 Voltage	ŏ
16		-	ŏ		ö	-	Pewer Off	00V 00				C Voltage	ö
17		-	ŏ		ŏ		idie	59V 00				C Voltage	ŏ
18			ŏ		õ	E I	150	59V 00				C Voltage	ö
1 18		-	ŏ		õ	-	idle	60V 01				Voltage	ě
20			ŏ		õ	E .	a idio	61V 08				2 Voltarae	ŏ
21 21		-	ŏ		ě.	M	idle	597 00				Voltage	ě
1111		-	ě.		ă -	H	a little	697.00				P Holtons	ě.

Channel Status Window – Channel Numbering



0033	092604019	Channel Numbering SIP
0034	092604009	On both the AQ and the AK recorder the channel numbering starts from
0035	08004927	33, please note the channels at idle will display the SIP registered
0036	05088353	numbers the Logger will record.
0037	00611280	
0038	092604014	When recording the channels are dynamic so if a SIP number receives
		multiple calls at once you will see multiple channels with same SIP number.

Channel Status Window – Channel Status

Play	Recording announcement status indicator, indicates if enabled or disabled.
	Mute enabled indicator. Enabled/Disabled by specific hot key Green: Disable Red: Enable
	User's manual – AQ /AK EMBEDDED SYSTEM VOICE LOGGER

Silence	
\bigcirc	
0	
\bigcirc	

Monitor	Monitor indicator - Only one channel can be monitored by a
	PC at a time. Headset symbol indicates the channel is been
G	monitored.
	4

Save	 Call saved or not saved indicator. Voice logger will not save the calls for following situations Hot-t key recording. The call is unable to be saved until the specified hot-key is pressed Polarity reversal recording. The call is unable to be saved until polarity reversal signal received. Phone or extension number loaded in do not record exception tables
AGC	AGC indicator AGC: Automatic Gain Control
 Idle Idle Idle Idle Idle 	Channel Status Indicate channel status. Include: idle, power off, dialing, etc.

-	Current channel voltage (Analogue Cards Only) No landline in: 1-3 V Power off Idle: >30V Dialing: 5-24V
00V 00	

file flag	Create recording file establishing indicator
	HDD is disconnected or unformatted, the indicator will not appear. Suggest: Record the calls 1min after Logger is powered on.
Ŏ	
Central Tool Bar



Search for Recordings

Search ▼	Play	Download	F
Today's Past 3 d This wee	record lays k		
This mor Specifie	ith d date		
Advance Download	search led fil	condition e	
Clear			

There are several time spans for quick search that can be used. If the records have being searched before, the program will compare with database with last search.

- a. If databases are different, the program will synchronize with voice logger again. (Can take time due to sync form voice logger)
- b. If databases are the same, the program will look-up local PC synchronized database.

Playing, Deleting, Sending and exporting Recording Information

When records are displayed you can play a record by double clicking on a record, or clicking on record and right clicking for options.

Search Play Download	Flag Comments D	elete Expo	rt Excel Ser	🤪 🧭 🧭 nd Email 🔹 Statistics 🔹	Auto Backup	Giller Stop Task			
Date-Time	Rec-Type	Channel	Name	Rec-Duration	Talk time	Ring	CallerID	Number Name	ŧ
8/08/2014 5:52:50 p.m.	Inbound	001		00:00:14	00:00:14	01	093759000		7
8/08/2014 4:25:56 p.m.	Outbound Unre	001		00:00:00	00:00:01	00	021610323		
8/08/2014 3:54:57 p.m.	Outbound	002		00:01:17	00:01:17	00	099183712		
8/08/2014 3:44:00 p.m.	Inbound	002		00:00:49	00:00:49	03	099149999		
8/08/2014 3:40:21 p.m.	Outbound	001		9 00:00:08	80:00:00	00	00622154356600		
No8/2014 3:11:55 p.m.	Outbound	002		00:00:32	00:00:32	00	063487888		
8/08/2014 3:10:22 p m	Outbound	002		00.00.34	00:00:34	00	0061398324425		

Play downloaded to local PC simultaneously for next playback.

be

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ay records (1/1)			
Sound	an antia antia antia. Talah antia antia		
Play Time::00:00:01/0	0:00:11 (Playing)		
Date Time:	2012年8月24日 10:54:36 (00:00:11)	Remark:	
Туре:	Outbound		-
Phone number:	0200#5888000000		
Extension:			
Channel:	23		•
Device:	32 Channel Recording System 20128888	Flag	Make remarks
Pause	Stop Fast forward Fast m When you play a recording the note, once downloaded the file w	file is downloaded to vill not be downloaded	the local PC, please twice.
Pause	Stop Fast forward Fast r When you play a recording the note, once downloaded the file was and the file was and rem Fast r	file is downloaded to vill not be downloaded	the local PC, please twice.
Pause V Download r Comments Y	Stop Fast forward Fast rest rest rest rest rest rest rest re	file is downloaded to vill not be downloaded warks to individual reco he flagged file will not tally restore the syster	the local PC, please I twice. ording records be deleted directly by n to default.
Pause	Stop Fast forward Fast n When you play a recording the note, once downloaded the file who hote, once downloaded the file whote, once downloaded the file who hote, onc	file is downloaded to vill not be downloaded parks to individual reco he flagged file will not tally restore the syster e voice logger you hav ain the CDR record DR record logger will log the activ	the local PC, please twice. ording records be deleted directly by n to default. re two options: on in the system log
Pause	Stop Fast forward Fast n When you play a recording the note, once downloaded the file who hote, once downloaded the hote, once down	file is downloaded to vill not be downloaded arks to individual reco he flagged file will not tally restore the syster e voice logger you hav ain the CDR record DR record .ogger will log the action rt and then Export CD	the local PC, please twice. ording records be deleted directly by n to default. re two options: on in the system log R to Excel

Statistics

Statistics	Statistic outboun	s of record d/ missed	ing files by da calls.	y/week/month, Custom including inbound/
Call types	are distinguis	shed with c	different color.	
Outbound	Inbound	Audio	Missed	

Statistics by day, listed with time section



Statistics by week, listed with days

By week									_ ~ x
Statistics date: 20	015-08-10		Statistics	Export Excel					
Date-Time	Outbound	Inbound	Audio	Missed call	Recording time	Talk time	Total		
Sun. 2015-08-09 00:00-24:00	0	0	0	0	00:00:00	00:00:00	0		
Mon. 2015-08-10 00:00-24:00	34	20	0	0	02:32:10	04:02:40	54		
Tues. 2015-08-11 00:00-24:00	15	19	0	1	00:56:49	04:22:26	35		
Wed. 2015-08-12 00:00-24:00	21	13	0	1	02:50:45	05:03:20	35		
Thur. 2015-08-13 00:00-24:00	17	26	0	0	03:31:58	03:31:58	43		
Gri. 2015-08-14 00:00-24:00	48	24	0	1	03:16:13	03:16:13	73		
Sat. 2015-08-15 00:00-24:00	0	0	0	0	00:00:00	00:00:00	0		
Uotai	135	102	0	3	13:07:55	13:07:55	240		
-									
	-					-			
Outbound Inbound Audio	Missed								
55									
44									
22									
35									
22									
									1
11									
Sun.	Mon.		Tues.		Wed.	Т	hur.	Fri.	Sat.

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V ISI V r x Statistics date: 2015-07 🗘 Statistics Export Excel Statistics di Date-Time (2016-07-01000-24:00 2016-07-01000-24:00 2016-07-02000-24:00 2016-07-02000-24:00 2016-07-0000-24:00 2016-07-0000-24:00 2016-07-0000-24:00 2016-07-1000-24:00 2016-07-1000-24:00 2016-07-1000-24:00 2016-07-1000-24:00 2016-07-1000-24:00 2016-07-1000-24:00 2016-07-1000-24:00 2016-07-1000-24:00 2016-07-1000-24:00 2016-07-1000-24:00 2016-07-1000-24:00 2016-07-1000-24:00 2016-07-1000-24:00 2016-07-1000-24:00 2016-07-1000-24:00 2016-07-1000-24:00 2016-07-1000-24:00 2016-07-1000-24:00 2016-07-1000-24:00 2016-07-1000-24:00 2016-07-20100-24:00 2016-07-20100-24:00 2016-07-20100-24:00 Recording time Talk time Outbound Inbound Audio Missed call Total 01:12:12 02:01:16 05:04:03 01:12:12 02:01:16 03:02:35 00:00:00 02:57:08 01:59:27 02:04:01 01:33:46 00:58:35 00:00:00 01:49:22 01:24:16 01:04:43 01:15:35 01:57:54 45 0 48 50 55 42 34 0 0 45 49 32 42 36 0 00.00.00 00.00.00 06.02.20 04.21:41 02.04:01 01.33:46 03.30:45 00.00.00 00.00.00 05:21:20 01:04:43 01:15:35 03.28:24 18 24 16 15 14 0 0 15 21 21 16 0 16 15 14 19 22 00.00.00 00:00:00 00:00:00 02:13:30 02:16:28 01:38:41 02:04:32 01:54:47 00:00:00 02:13:30 02:16:28 01:38:41 02:04:32 01:54:47 48 77 37 43 Missed

Statistics by Month, listed with days

Statistics by Custom

You can set custom time periods using date ranges, reporting are similar to the weekly and monthly reports.

All for the above Statistics information can be exported to Excel

Auto Backup

```
Auto Backups can be set on the voice logger to run daily. Weekly or monthly
```

Select Auto Backup, you can set the backup method and backup times

Program will display backup events include total number of records and date, etc.

Backup Method	Once a Day		Start:	17:48	÷ 0k			
Backup Date		<u></u>	End:	08:00	▲ OK			
Start from date:	Saturday , Augu	st 09, 20 🌲	Start time(2):	12:00	÷			
Last backup date:	Saturday , Augu	st 09, 20 🌲	End time(2):	14:00	Clear			
		10.1.1	1					
Time Date	Backup event	Content						
		User	can clear prev	vious backu	p			
		condit	ion. System v	vill start nex	xt			
	-	backu	p from new	specific dat	e			
		skippe	skipped.					
		Do no	t change back	up directory				
		to a	void duplicate	d files.				

Notes:

For the Black Box Backup to work the PC must be on with the Black Box Program logged in to the Voice Logger during the set backup times

It is advised that you run backup sessions outside the normal operational Recording times to avoid excess load on the CPU and resources.

Stop Task

) Stop task	Main Function a. Terminate delete task. You can press this key to stop delete during
	b. Terminate Flag task
	c. Terminate downloading
	d. Terminate playing records
	User's manual – AQ /AK EMBEDDED SYSTEM VOICE LOGGER

SIDE MENU

• Phonebook

The phone book option includes Extension setting for SMDR function, Phonebook for line information and screen Popping of caller information, Exception extension numbers that are not to be recorded, Exception phone numbers that are not to be recorded, Alert List for incoming and outgoing dialed numbers warning and Phone Notes.

Extension setting	Phone Book	Exception extension numbers	Exception phone numbers	Alert List	Phone Note	/

Extension setting:

This parameter works with SMDR integration function. The recording file will include extension number and name if the setting completed. You can add, edit, have comments and delete extension numbers. Extensions numbers must match the SMDR extensions, on some PBX systems Auto Attendant and ACD groups will also generate a port number that may be presented in the SMDR data.

Telephone Recordin	g System (90148888	T 🗶 🗞 File	transfer 🚺 Actions 🔻	🖥 View 🕶 🕴	Extras 🔻	
File(F) Help(H)			\$			
	🙆 Language 🕞	About	Lock Software		SIP(VOIP)	Used memory: 19.72% CPU:0% Used HDD 2.95%
ARTECH	Р	honeBook	Everlea Grou	p Office		8/9/2014 6:38:19 PM
	Name	Extension	Comment			
	Steve Simons	200				
	Janet	221				
Status	2 Demo Room	206	Ite transfer Actions * Im View * Im Extras * About SIP(VOIP) Used memory: 19.72% CPU-0% Book Everlea Group Office 8/9/2014 6:38:19 PM Extension Comment Im Im Color Im Im Im Im Extension Comment Im Im Im Im Color Im Im			
	abetha 😨	204				
	Nelena 🗧	205				
	🛬 Test SLT Ext	208				
Recording	📚 Sandy	210				
	Nepair Lab	209				
	💐 Front Door	211				
	ar Time Clock	212				
PhoneBook	📚 Warehouse	213				
THONCOOOR	SIP DECT	300				
	SIP DECT	301				
	National Alerter 🔁	302				
2	NiFi Phone 🔁	303				
Settings	NiFi Phone 🔁	304				
idi)						
Managers						

Phonebook:

Any Inbound and outbound numbers will be saved with phonebook information when number is dialed out or incoming call ID matches. Voice logger can also generate screen pop with customer name and or can screen pop entire contact.

	Name Reve Simons	Company Everlea GroupLimiteed	Title Senior Peasant	Addres Unit i, 5	s 5 Druces Road, Wiri, Ma	Office Pr 0926040	ione 19	Mobile 021610232
Status	😻 Edit					x		
	Name:	Steve Simons		Gender:	Male			
Recording	Company:	Everlea GroupLimiteed		Birthday:	11-21	-		
	Title:	Senior Peasant						
PhoneBook	Address:	Unit i, 55 Druces Road, Wiri, Mar	nuaku, Auckland					
6	Office Phone:	092604019		Fax	2607373			
	Mobile:	021610232		Home				
Settings	Email:	steves@everlea.co.nz						
141	Country:	New Zealand						
Managers	Province:	Paradise						
	City:	Auckland						
	Comments:	12 Buckle your shoe, 34 open th	e door			-		
						¥		•
		Ok	Cance				Phone Bo mbers	ok Restore Pho Exception phone

Exception Extension:

Any Excepted extension number that is specified in this table will not be recorded, for this feature to work correctly the SMDR from IP / PBX must be configured, connected and working correctly.

Exception Number:

You can load phone numbers you do not wish to have recorded, this will compare these numbers with incoming and outgoing calls, if the numbers match the voice logger will not record the conversation.

ALERT Number:

You can load phone numbers into this table, if any incoming or outgoing calls match the numbers in this table the voice logger will generate an alert.

Phone Note:

You can load phone numbers into this table, if any incoming or outgoing calls match the numbers in this table the voice logger will tag the recorded call with the associated note for that number.

System Settings

System Parameter

1

The System Settings controls common parameters that effect entire system instead of individual channels.

	System Parameters System Advanced Parame	lers Channel Paramet	ers Voice Trigger	SIP Parameter Pre-Recorded TC Verification N	Vetwork Hard Disk/Log Sci	heduled Recording PBX SMDR	System Warning Information Other	
	Delay Start Rec from First Digit Dialed (s):	-	(0-60)	Device Timer	2015/08/19 05:12:14	Synchronize device		
	Only Save Calls Longer Than (s):		(1-30)	TimeZone:	(UTC+12:00) Auckland Wel	lington		
	Max.Length of Recording (m);		(5-120)	Time Synchronization:	Auto update from website			
ding	Delay Start Rec After Dialing Finished (s);		(0-60)	Auto with admin logon;	No			
	Time Between Bings = missed call		(5-30)	Hot Key to Start Recording				
-)	Inhound DTME Receive Completed(ms)		(100-1000)	E Hat Kauta Star Depending				
Book	Audio file format	AVR Format (Encounted	(100-1000)	Recording.				
	Save missed call:	Yes	, 	Stan niging digits dialed.	-			
	Save non-recorded call details:	Yes		Hide digits dialed length:		(1-16)		
gs	Accept DTMF During Incoming Call:	Yes	-	Start Mute Recording				
:	Save TMP to HDD:	Yes		Stop Mute Recording.				
	Minimum length of the incoming phone #		(1-6)	Compare Phone Book #length (rec > 6);		(3-16)		
ers	Device connected to external battery	No		Use buffer:	Yes			
	Filter ABCD from number:	Yes		Save Port power off log	Yes	•		
	Save Announcement Voice to Rec File	Yes		Parameters modifications Log	Only save the important par	ameters to modify the log		
	Busy-tone ON/OFF Time(ms);(10-1000)			Central Mgmt Sw Save Download Log	No			
	Busy tone detection level:	11		Do Nor Record compansion method	Exact Match	-		
	SIP Call Direction	Standard Judgement		FTP parameter	No	Check FTP		
	Talk time than long mail politication manage		nit min(0 No womin	FTP server:				
			Int min(0 No waimin	FTP login user name:				
	Delete record files require password:	NO	1	FTP login user password:				
	Old password:			FTP port				0
	New password:							
					Default	Read Update		-
e:superuser (05:21	11:27) 10.18.0.142 20142304 Everlea Office	VoIP - AQ4L <aq hdd=""></aq>			Auto backup:Once	a week Sun.		
elav S	start Rec from First F	igit Diale	d (e)			(0-60)		
relay 0	Mart Nec nonn i not L	igit Diale	u (a).			(0-00)		

2.	Only Save Calls Longer Than (s):	(1-30)	This setting
	is the minimum time of a call before system w	vill save the recording - Recomme	end: 5s

This limits the recording time of each call to avoid large audio files. If a single call exceeds this timer set value the call will be broken in separate sections.

4.	Delay Start Rec After Dialing Finished (s):		(0-60)	User can set
	interval time between the DTMF digits. If the timer will not be stored in the call record. Thi interval time is 0, all the DTMF digits will be a	interval time is more than s timer can be used to avoi displaved. Recommend: 7s	7s, any id capt	DTMF digits dialed after this uring post dialing Digits. If the

(5-30)	
(!	5-30)

It is the interval time between ring cadences. If the interval time is more than 7 s, the call will be determined as a missed call. Recommend: >5s

6	Inbound DTMF Receive Completed(ms):			(100-10	000)	
0.	This parameter for inbound call DTMF receivi	ng only	<i>I</i>			
7.	🥅 Audio file format:		WAV Format		-	
٦	he recording file will be saved as followed for	mat				
A. B	wav Normal audio file to be played by any P	C.	PC program			
С.	tr Encrypted audio file to be played by spectrum Encrypted audio file to be played by spectrum	ecified	PC program.			
					_	
8.	Save missed call:		Yes		Ψ.	Enable /Disable
	to save missed calls.					
	Save non-recorded call details:	Vac				
9.	Enable/disable to save non-record number of	f outbo	und call.			
10	Accept DTMF During Incoming Call:	Yes			-	
10.	Enable/Disable to save DTMF during incomining incomining and call	ng call.	Yes to save all incl	uding e	xtensi	on number dialing from
11	Partition file for exceed time record:		Yes		-	The
	parameter works with parameter 3. You can s	split the	e recording file to sa	ve in H	DD	me
	Recommend: Yes					
	Save TMP to HDD:		Vec		-	
12.	to save tmp file. Beside recording file, syste	m will	generate a tmp file	with C	DR inf	Enable/Disable formation for each call.
	Recommend to enable this function, it will be	useful	for system repairing	g of dat	a base	Э.
13.	Minimum length of the incoming phone #			(1-6)		
						_
14.	Device connected to external battery	No			-	
	Tells the Voice Logger there is or is not an ext	ernal E	Battery connected			
15.	Filter ABCD from number:	Yes			-	
16	Save Announcement Voice to Rec File	Yes			-	
V	When a pre-recorded announcement is to be	e playe	d by voice Logger	this co	nman	d tell wither the actual

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17.	Busy-tone ON/OFF Time(ms):(10-1000)					
ld	lentify busy tone ON/OFF time (ms) on the Taiwan. User may record busy tone on site	landlin and ar	e. Mostly O nalyze it by (N/OFF = 500/5 Cool Edit.	00in Chi	na and 250/250 in
18.	Busy-tone ON/OFF Time(ms):(10-1000) Identify busy tone in auto-answer mode. Be volume level to distinguish sound and se avoided.	esides b oundles	ousy tone O ss. Therefor	N/OFF time, us e, misjudgmen	er has to t during	o set up busy tone talking would be
19	SIP Call Direction	Stand	lard Judgeme	ent	-	
S	tandard ludament, rea data judament					
20.	Talk time than long mail notification manage			Unit min(0 No v	varning)	
20.	Talk time than long mail notification manage			Unit min(0 No v	varning)	
20.	Talk time than long mail notification manage Delete record files require password:	No		Unit min(0 No v	varning)	
20.	Talk time than long mail notification manage Delete record files require password: Old password:	No		Unit min(0 No v	varning)	
20.	 Talk time than long mail notification manage Delete record files require password: Old password: New password: 	No		Unit min(0 No v	varning)	
20.	 Talk time than long mail notification manage Delete record files require password: Old password: New password: Option to have the Logger request a pass or off and ability to set the password 	No ••••	any recordin	Unit min(0 No v	varning)	deleted. Feature on
20. 21. 22.	 Talk time than long mail notification manage Delete record files require password: Old password: New password: Option to have the Logger request a pass or off and ability to set the password Device Timer: 	No •••• word if a	any recordin 2012-08-24 1	Unit min(0 No v g file is request	varning)	deleted. Feature on
20. 21. 22.	 Talk time than long mail notification manage Delete record files require password: Old password: New password: Option to have the Logger request a pass or off and ability to set the password Device Timer: set-up current voice logger system time. 	No •••• word if a	any recordin 2012-08-24 1	Unit min(0 No v g file is requeste	varning)	deleted. Feature on ^{lize devid} User can
 20. 21. 22. 23. 	 Talk time than long mail notification manage Delete record files require password: Old password: New password: Option to have the Logger request a pass or off and ability to set the password Device Timer: set-up current voice logger system time. TimeZone: 	No word if a 2 (UTC+1	any recordin 2012-08-24 1 12:00) Aucklar	Unit min(0 No v g file is requeste 1:51:13	varning)	deleted. Feature on hize devic User can

_	Everlea Group	Ltd – v	www.everlea.co.nz		
24	Time Synchronization:	Auto	update from website	-	
z-r. b c	. Update from Website . Caller ID . Don't Synchronize				
25.	Auto with admin logon:	No			
Sie	ieiieheiheihe?				
26.	Hot key for start recording:				
27.	Hot key for stop recording:				
Co	ommand for start or stop voice recording by	user	dialing DTMF code. (Analogue	e Only)	
28.	Start hide dialing digital:				
29.	Hide dialing digital length:		0		
Us wi	sed to hide DTMF digits, used to hide credit Il be replaced by ***	t card	numbers etc. Start position a	nd the length. The n	umbers
Fo pr	or example, (18)=556 (19)=10. As long as sy ogram instead of private card information.	/stem	receives 556 during the calls,	it will show 10times	* in the
30.	Stard mute recording:				
31.	Stop mute recording:				
Co	mmand for Start/Stop mute recording manu	ually (PCI Compliance) (Analogue O	nly)	
Sta Sto	art: Red light op: Green light.				
Re	commend: Set up at least 4 digit DTMF to a	avoid	accidental Trigger eg **1 and *	**2.	
32.	Compare phone book number length(better	≻6di <u>c</u>	6	E	Basis of
C	aller ID comparison with phone book				
33.	Use buffer:		Yes 🔹		Use
S	ystem buffer to reduce time of HDD write.				
Re	ecommend: Yes				
34.	Save Port power off log	Yes			
lf	the Analogue port / ports do not have line	powe	r or the line drops off this para	meter determines if	event /

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status recorded in the system log. Recommend: Yes

35.	Parameters modifications Log	Only save the important parameters to modify the log	-
	 Sets what type of Parameter changes will Only save the important parameter Save the basic parameters to the Save parameter change log 	be saved in logs, options: KEN Please explain more? ers to modify log modify log	
36.	Central Mgmt SW Save Download Log	No	-
	Enable / Disable logging of Central Manag	gement (Vault) software	

27	Do Not Record comparison method	Exact Match	-	
57.				

Non-Record numbers comparison.

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- Fuzzy: Call will not be recorded if the non-records numbers is included in whole number string. *Example: 200 is Non-record number, the calling number 92001 would NOT be recorded.*
- Precise: Call will not be recorded if the calling number is exactly match with original setting. *Example: 200 is Non-record number, the calling number 92001 would BE recorded.*

Please Configure Carefully otherwise you risk losing recorded calls.

	FTP parameter	No Check FTP
	FTP server:	
	FTP login user name:	
	FTP login user password:	
38.	FTP port:	

You can setup an FTP Server to have the Voice Logger transfer voice file to the FTP Server.

System Advanced Parameters

Controls Scheduled restarting of the voice logger

File(F) Help(H)	
E Login	d 🥥 Language 👻 🕥 About 🔩 Lock Software
ARTECH	Settings Everlea Office VolP - AQ4L 8/20/2015 5/29:37 PM Used HDD 26.13% CPU:37%
K Status	System Parameters System Advanced Parameters Voice Trigger SIP Parameter Pre-Recorded TC Ventication Network Hard DiskLog Scheduled Recording PBX SMDR System Warning Information Other
Recording	Week Sun Mon Tues Wed
PhoneBook	Time:
Settings	
Managers	
	All/Clear Default Read Update

Scheduled Res	tart Device	Off			•
Week:	🗖 Sun. 🗖 Thur.	🗖 Mon. 🗖 Fri.	🗖 Tues. 🗖 Sat.	🔲 Wed.	
Time:	00:00		•		

Enables "Logger Restart" Schedule, you can select the days the Logger is to be retarted and the time of day.

Channel Parameter

File(F) Help(H)	ilet / Hepuri Cogin Cologuat Cologuage - O About Software				
ARTECH	Settings	Everlea Office VolP - A	IQ4L 8/20/20	015 5:33:09 PM Used HDD) 26.13% CPU:37%
2	System Parameters System Advanced Parame	eters Channel Parameters	Voice Trigger SIP Parameter Pre-Recorded TO	CVerification Network Har	d Disk/Log Scheduled Recording PBX SMDR System Warning Information Other
Status	Channel Number:	Channel:01 -	Polarity reversal time(ms):	200	(50-1000)
	Channel Name:	Kids Foundation	Ring On Det Time(ms):	200	(1-10000)
	PBX Channel:	801	Ring Off Det Time(ms):	200	(1-10000)
Recording	SIP Extension		On-Hook Det Time(ms):	800	(100-2000)
e de la companya de	Recording Trigger:	Voltage -	Off-Hoof Det Time(ms):	200	(50-1000)
PhoneBook	Recording Volume Level:	Volume: 16 ·	Power-off detection(ms):	3000	(500-3000)
4	Announcement/Tone Volume Level:	Volume: 11 ·			
	Recording Announcement	Off Select		Answer machine	
Settings			Max message time(s):	120	(30-300)
:4:	Recording Beep Tone	0	Number of Rings before auto-answer	3	(1-15)
	Describe Desc Tess Integrite)	15 10 0001	Announcement on Auto-Answer	Off	
managers	Recording Beep Tone Interval(s).	(0-300)			
	Deading Digits to be Blocked (#) Power-off Max Voltage:	2 (0.40)			
	On Mark Min Veltage:	3 (0-10)	Scheduled Recording		
	Auto Coin Control (ACC)	04	Time period enabled recording	Select / Remove perio	d
	Auto Gain Control (AGC) :	Off	Period 1	Period 5	
	Device Alarms When Line Power-Off	off	Period 2	Period 6	
	Call Direction Recording	Record all calls			
	El Fre-Recorded 1C Verification	UII I			
	All/Clear		Default Apply all	Read	Update

📃 Channel Name:

1.

You can

name each channel, this name will be part of each recording file and will show in the "Monitor age", it can also be used in searches etc.

For example the Phone number of line e.g. 2604019, or the extension number e.g. 515, or a room recorder name e.g. Board Room, or RT circuit e.g. Courier Heavy Freight

2. PBX Channel: 0 This parameter works with PABX SMDR. The channel must be corresponded with PABX port channel set out in the PBX SMDR stream.

3.	SIP Extension	
0.		
v	vsepjeiperbjrbg	

Recording Trigger: Voltage	+	
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Normally we use Voltage for most analog lines, but you have other options you can use:

- A. Key recording: Manually recording by press hot key. Refer system setting 28 & 29 in "System Parameters"
- B. Voice trigger: Start recording while sound reaches specified level. Otherwise, the call will not be recorded. This particular setting is for microphone room recording, interphone recording, Radio Telephone Recording, Stock Room Shout down Circuits. (DTMF will not be recorded)
- C. **Continuous Recording:** Non-stop recording. Usually for microphone and interphone recording. DTMF during the call will not be recorded.

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D. Polarity Reversal: Start recording while polarity reversal signal received.

Remark: You need to subscribe polarity reversal signal service from local telecom service provider.

5.	Record volume level:	Volume: 11 🔹	
	Sets the sensitively for the recording Volum	es.	
6.	Recording Announcement: Enable/Disable recording announcement. F call and it will be saved in recording file. (A Click Select button for menu to appear wi Announcement Manager" under File Menu)	Off Select Recording announcement nalogue Only) th recording you have p Select Announcement yo	t will be broadcasted to both Parties of a re-loaded into Logger (See "Recording bu want played.
7.	Recording Beep Tone	Off 🔹	Enables /
	Disables "Beep Tone" as a reminder to both (Analogue Lines Only)	n Parties the call is being	recorded.
0	Number of Times Card is Re-specified	d: 0	
0.	Fhfhhdgh		
q	Recording Beep Tone interval(s):	15 (0-300)	
٥. ا	Interval between record reminder Beeps		-
10.	Leading Digits to be Blocked (#)		
i	ipiphpie		
11.	Power-off Max. voltage:	3	
F	This is voltage level to verify if the channel h Recommend: 3V	as an Analogue Line lug	ged in.
12.	🖻 Hook On Min.voltage:	25	This is minimum
	voltage setting to verify if telephone is on h Recommend: 25V	ook.	

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13.	Auto AGC :	Off 🗾		AGC:
	Automatic Generation Control. To average t Recommend: Disable this function in voice	the sound of both parties trigger recording.	s in a call.	
14.	Device Alarms When Line Power-Off	Off 🔹]	
E	nables or disables the line voltage alarm for e	each channel		
15.	Call Direction Recording	Record all calls		
C	 Controls what calls are recorded e.g. All Call 			
	Incoming Call OnlyOut Going Calls Only			
16	Pre-Recorded TC Verification	Off 🔹]	
10. 	Enables / Disables the channel to use the Verification" TAB	"Terms and Conditions"	announcement,	see "Pre-Recorded TC
17.	Polarity reversal time:(50ms-1000ms);	200		
:	Set Polarity reversal Timer			
18.	Ring On Det Time(ms):	200	(1-10000)	
-	Time setting for "Ring Detect" circuit so Logo	ger can correctly detect	when Lines and r	inging.
19	Ring Off Det Time(ms):	200	(1-10000)	
	Time setting for "Ring Detect" circuit so Log	ger can correctly detect	when Lines and r	inging.
20.	🔲 On hook detection(100ms-2000ms):	1000]	
Т	his timer sets the channels on hook durat	tion to end recording		
21.	Off hook detection(50ms-1000ms):	200		Time elapse
	setting for specified voltage of ON/OFF hoc	ok.		
22.	Power-off detection(500ms-3000ms):	1500]	
[Definition of landline plug in.			

Power on: <value Power off: >value

Scheduled Recording						
Time period enabled recording	Select / Remove period					
Period 1	Period 5					
Period 2	Period 6					
Period 3	Period 7					
Period 4	Period 8					

23.

By default voice logger record all calls in above sections (24 hours) but can be setup to record during set period. (See settings in time section)

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Voice Trigger parameter

File(F) Help(H)		
E Login E Logou	t 🕥 Language 🔹 🕥 About 💆	CLock Software
ARTECH	Settings	Everlea Office VolP - AQ4L 8/20/2015 6:26:55 PM Used HDD 26:13% CPU:37%
Status Recording PhoneBook	System Parameters System Advanced Para Channel Number: Start Threshhold(ms): Silence Time-Out(ms): Volume levet: Read	neters Channel Parameters Volor Trioper SIP Parameter Pre-Recorded TC Verification Network Hard Disk/Log Scheduled Recording PBX SMDR System Warning Information Other Channet 01 Channet 01 (50-2000) 1000 (100-2000) 1 Update Apply all

Channel Number:	Channel:01	
Start Threshhold(ms):	2000	(50-2000)
Silence Time-Out(ms):	1000	(100-20000)
Volume level:	11	
Read	Update	Apply all

The user needs to configure sound level trigger level and sensitivity when the channel is set voice trigger recording.

Start Threshold (ms): The specific level sound lasts for this period before Logger start recordings. The lower value comes with higher sensitivity.

Silent Time Out (ms): A silent period lasting longer than this value will stop the recording. Configure a large value to avoid multiple recording files caused by silent during conversation.

Volume level: Voice trigger sound lever. The lower the value, the more sensitive the trigger.

SIP Parameters

Parameter Setting

ARTECH	Settings Everlea Office VoIP - AQ4L 8/20/	2015 9:02:40 PM Use
Reference to the second	System Parameters System Advanced Parameters Channel Parameters Voice Trigger SIP Parameter Pre-Recorded Parameter Setting SIP Number Unreg Number	TC Verification Networ
Recording	Network card parameter Choose Network card:	
PhoneBook	Enable VOIP Function: Yes Demo Version: No	
Settings	Upload License File:	License File
Managers	Update VOIP Rec Driver:	Set Update Driver

Choose Card

This option is used to select the source of VoIP traffic on the voice Loggers:

- On an AQ and AK recorder there is only 1 LAN port so you need to use a Mirror port switch or an Artech 3-way Network VoIP TAP (This parameter does not apply)
- On a BF series VoIP recorder it has the main LAN port for communications and the 2 x RJ45 ports for through put of VoIP, this parameter selects the configuration / Network ports the VoIP traffic will be put through

Enable VoIP Function

In will indicate if the Voice Logger is enabled for VoIP Recording function

Demo Version

Indicates if the Voice Logger is running under a Demo Version or a Licensed Version

Licensed Lines

Indicates how many numbers the Voice Logger is Licensed for.

Upload License File

Use this function to load additional licenses into the Voice Logger

Update VoIP Rec Driver

Use this function for future Voice Logger Driver updates

SIP Number Registration

Add the SIP phone numbers or SIP extension numbers you wish to record. Please insure number format is correct so recorder captures all calls to and from the number.

	System Parameters	System Advanced Parameters Channel Parameters Voice Trigger SIP Parameter Pre-Recorded TC Verification Network	or ∢ ►
Status	Parameter Setting	SIP Number Unreg Number	
	Add	Edit Delete Read	
Recording	Index	Number	
- Heederdining	🚮 1	092604019	
	🚮 2	092604009	
	🚮 3	0800492739	
Disso Paral	🚮 4	0508835326	
PhoneBook	6 6	00611280111838	
	6	092604014	
	🚮 7	0800346363	
	8	092604016	
Settings	9	02825520841	
	🚮 10	331	
idi)	11	332	
Managers			-

SIP Un-Registered Number

If the Voice Logger detects any SIP number traffic that is not registered in the SIP Number table the logger will note the number under this section. To refresh the information press the "Read" button.

To record any of the numbers in the unreg Number Tab you can add them to the SIP number Tab.

	System Parameters System Advanced Parame	eters Channel Parameters V	oice Trigger SIP Parameter Pre-Re	corded TC Verification Networ • •
Status	Parameter Setting SIP Number Unreg Num	nber		
	Read Clear			
Decording	Date Time	From	To	
Recording	1. 2014/07/25 21:18:04	2talkpbx	61280111838	
PhoneBook				
Settings				
		_		

Network Setting

Telephone Recording Sys	tem (20142304 Evertea Office VolP - AQ4L superuser (10.18.0.142))	2918	\$ -
File(F) File(P)			
Login 🕒 Logou	t 🥥 Language 👻 🎱 About 🧏 Lock Software		
ARTECH	Settings Eventes Office VolP - AO4L 8/20/2015 10:57:33 PM Used HDD 26:13% C	CPU:38%	
<u>i</u>	System Parameters System Advanced Parameters Channel Parameters Voice Trigger SIP Parameter Pre-Recorded TC Ventication Network Hard DiskLog	Scheduled Recording PBX SMDR System	Warning Information Other
Status	Obtain an IP address automatically IP Address: 10 . 18 . 0 . 142		
	C Use the following IP address Subnet mask: 255 . 255 . 255 . 0		
Recording	Default gateway: 10 18 0 254		
r ên (Alternate DNS server: 10 18 0 10		
PhoneBook	Preferred DNS 10 . 18 . 0 . 10		
~	Network MAC Address: 001A4D69106A		
Settings	Build config file Show local network Read Update Local IP: 10.180.108		
	Central management server IP/DNS:-1 Central management server IP/DNS:-2		
<u>h</u>	Central management server communication port-1 6068 Central management server communication port-2	6069	
Managers	Connect Central management server-1	nagement server-2	
	Read Update	Read Update	
	×		
	Central management server IP/DNS-3 Central management server IP/DNS-4		
	Central management server communication port-3 6072 Central management server communication port-4	6063	
	Connect Central management server-3	nagement server-4	
	Read Update	i負取 Update	
	Time Gener IP/DNS.		
	Time Confronteniniantian and 10		

Setting up a Voice Logger is similar User can configure network setting same as PC.

The Voice Logger can be set to use DHCP (default) or fixed IP

KEN what is this bottom section for, can you explain more please so I can write up

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HDD Parameter and system log

Login ELogo	ut 🗳 Language 🔹 🎯 d	About Lock Software					
RTECH	Settings	Everlea Office VolP - AQ4L	8/20/2	115 11:07:15 PM Used HDD	26.35% CPU:36%		
3	System Parameters System Adv	anced Parameters Channel Parameters Voice Trigger	SIP Parameter Pre-Recorded T	Verification Network Hard	Disk/Log Scheduled Reco	rding PBX SMDR System 1	Warning Information Other
Status	Reserved space:	· · · · · · · · ·	10% Date: 20	15/08/19	View log Expor	1 Excel	
	Loop recording	On I oon Record Timer	Time Date	IP Address	User Name	Command	Content
	Loop recording.	corp record miler	G 8/19/2015 12:01:59 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GI
cording	Loop recording results:	No loop recording in system	a 8/19/2015 12:04:06 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GI
			2 8/19/2015 12:06:14 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GI
÷		v	G 8/19/2015 12:08:21 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 G
3=			6 8/19/2015 12:10:29 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 G
neBook		2015/08/19 - Readjust	G 8/19/2015 12:12:36 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 C
		20.61.CP	a 8/19/2015 12:14:44 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 G
	HDD capacity:	29.51 68	a 8/19/2015 12:16:52 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 G
	Use HDD space:	7.77 GB 26.35% Record:566Hour06Minute56Second	a 8/19/2015 12:18:59 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 G
ttings	Tatal our time:	(116 Dov/0794 Hour 15 Minuto 16 Second	G 8/19/2015 12:21:07 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 (
	rotariun une.	(TTO Day)2704 Flour 15 Minute To Second	a 8/19/2015 12:23:14 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 (
	Aprox.Remaining time:	324 Day,Estimated to: 7/9/2016 HDD full	a 8/19/2015 12:25:22 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 (
-	Davies Sheet Date:	E/4/2015 2:42:02 PM Pup 5mp (2459:24:17)	a 8/19/2015 12:27:30 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 (
agers	Device stan Date.	3442013 2.42.02 PM Rull ente.(2436.34.17)	a 8/19/2015 12:29:37 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 /
		Read Lindate Admin Delete Record	a 8/19/2015 12:31:45 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 (
			a 8/19/2015 12:33:52 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 (
	line damage	00.47%	a 8/19/2015 12:36:00 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 /
	Used memory.	23.17%	a 8/19/2015 12:38:08 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29
	Used HDD	26.35%	a 8/19/2015 12:40:15 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29
			a 8/19/2015 12:42:23 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 (
	CPU:	30%	a 8/19/2015 12:44:30 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 (
	Backup type:	Deal lime bookse	a 8/19/2015 12:46:38 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 (
	Backup type.	rear one backup	a 8/19/2015 12:48:46 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 (
	Start Date:	8/19/2015	a 8/19/2015 12:50:53 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 (
			a 8/19/2015 12:53:01 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 (
	End Date:	8/19/2015	a 8/19/2015 12:55:08 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 (
			a 8/19/2015 12:57:16 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 G
		Making a backup disk	G 8/19/2015 12:59:24 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 C

HDD reserved space: It is for HDD read / writer buffer. Recommend at least: 10%

Loop recording: When this function is enabled when the hard drive becomes full it will start over writing the oldest

recording files.

HDD Capacity It indicates	Reserved spac	e:	1		1		10%	HDD current
space, total and	Loop recording	ecording:				-		operation time remaining time.
Remaining calculated	Loop recording	results:	No	loop recording in system		^		time is by average
parameter Exact						Ŧ		of used HDD. remaining time
is based on act	ual conditions	•						
		HDD capa	acity:	29.51 GB				
		Use HDD spa Total run tir Aprox.Remaining tir		ace: 7.77 GB 26.35% Record:566Hour06MInute56Second ime: (116 Day)2784 Hour 15 Minute 16 Second ime: 324 Day,Estimated to: 7/9/2016 HDD full				
		Device Start D)ate:	5/4/2015 2:42:02 PM Run time:(2458:34:17)				
Real Time Backup								
		Backup type:	Real	time backup	-			
		Start Date:	8/19	W2015	*			
		End Date:	8/19	W2015	*			
				Making a backup disk				
				WHAT IS THIS TOP				

System log: The critical operation will be recorded in system log.

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Time Date	IP Address	User Name	Command	Content
🔵 2012年8月24日 0:02:25	192.168.22.108	Record Device	System self-check	HDD capacity: 1782 GB/1862 GB Used capacity: 48 MB/65 MB Run time: 892:50:00 Online users: 1
🔵 2012年8月24日 0:41:52	192.168.22.108	Record Device	System self-check	HDD capacity: 1782 GB/1862 GB Used capacity: 48 MB/65 MB Run time: 893:20:00 Online users: 1
🔵 2012年8月24日 1:21:22	192.168.22.108	Record Device	System self-check	HDD capacity: 1782 GB/1862 GB Used capacity: 48 MB/65 MB Run time: 893:50:00 Online users: 1
🔵 2012年8月24日 2:00:45	192.168.22.108	Record Device	System self-check	HDD capacity: 1782 GB/1862 GB Used capacity: 48 MB/65 MB Run time: 894:20:00 Online users: 1
🔵 2012年8月24日 2:40:09	192.168.22.108	Record Device	System self-check	HDD capacity: 1782 GB/1862 GB Used capacity: 48 MB/65 MB Run time: 894:50:00 Online users: 1
🔵 2012年8月24日 3:19:40	192.168.22.108	Record Device	System self-check	HDD capacity: 1782 GB/1862 GB Used capacity: 48 MB/65 MB Run time: 895:20:00 Online users: 1
● 2012年8月24日 3:59:02	192.168.22.108	Record Device	System self-check	HDD capacity: 1782 GB/1862 GB Used capacity: 48 MB/65 MB Run time: 895:50:00 Online users: 1
🔵 2012年8月24日 4:38:25	192.168.22.108	Record Device	System self-check	HDD capacity: 1782 GB/1862 GB Used capacity: 48 MB/65 MB Run time: 896:20:00 Online users: 1
🔵 2012年8月24日 5:17:59	192.168.22.108	Record Device	System self-check	HDD capacity: 1782 GB/1862 GB Used capacity: 48 MB/65 MB Run time: 896:50:00 Online users: 1
🔵 2012年8月24日 5:57:22	192.168.22.108	Record Device	System self-check	HDD capacity: 1782 GB/1862 GB Used capacity: 48 MB/65 MB Run time: 897:20:00 Online users: 1
🔵 2012年8月24日 6:36:45	192.168.22.108	Record Device	System self-check	HDD capacity: 1782 GB/1862 GB Used capacity: 48 MB/65 MB Run time: 897:50:00 Online users: 1
🔵 2012年8月24日 7:16:18	192.168.22.108	Record Device	System self-check	HDD capacity: 1782 GB/1862 GB Used capacity: 48 MB/65 MB Run time: 898:20:00 Online users: 1
🔵 2012年8月24日 7:55:42	192.168.22.108	Record Device	System self-check	HDD capacity: 1782 GB/1862 GB Used capacity: 48 MB/65 MB Run time: 898:50:00 Online users: 1
🔵 2012年8月24日 8:35:06	192.168.22.108	Record Device	System self-check	HDD capacity: 1782 GB/1862 GB Used capacity: 48 MB/65 MB Run time: 899:20:00 Online users: 1
🔵 2012年8月24日 8:43:59	192.168.22.111 192.168.22.111	admin	User logon	
🔵 2012年8月24日 8:46:23	192.168.22.111 192.168.22.111	admin	User logout	
🔵 2012年8月24日 8:46:53	192.168.22.111 192.168.22.111	admin	User logon	
🔵 2012年8月24日 8:53:38	192.168.22.111 192.168.22.111	admin	Start monitoring	Channel: 0
🔵 2012年8月24日 8:54:05	192.168.22.111 192.168.22.111	admin	Stop monitoring	Channel: 0
🔵 2012年8月24日 8:57:29	192.168.22.108	Record Device	Port power-down	Port power-down: 30 00V (03V - 25V)
🔵 2012年8月24日 8:58:10	192.168.22.111 192.168.22.111	admin	File download	\Hard Disk\Record\Backup\20120824085732-O-L09-EN-0200#.wav
🔵 2012年8月24日 9:15:35	192.168.22.108	Record Device	System self-check	HDD capacity: 1782 GB/1862 GB Used capacity: 47 MB/65 MB Run time: 899:50:00 Online users: 1
2012年8月24日 9:55:03	192.168.22.108	Record Device	System self-check	HDD capacity: 1782 GB/1862 GB Used capacity: 47 MB/65 MB Run time: 900:20:00 Online users: 1

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Recording Time Section

Flexible combined with 8 recording time sections. It is used in channel setting, special for recording storage option.

.8	ystem Parameters System Advanced Parameters Channel Parameters Voice Trigger SIP Parameter Pre-Recorded TC Verification Network Hard Disk/Log Scheduled Recording PB
Status	Period 1 Period 2
	State State <th< td=""></th<>
cording	Period 3 Period 4
	Start: 00.00 🗘 Start: 00.00 🗘
3=	End: 00.00 A End: 00.00 A
oneBook	CPeriod 5 CPeriod 6 CPERio
	Start: 00:00 🙀 Start: 00:00 🐥
ettings	End: 00:00 A
	Period 7 Period 8
	Start: 00:00 + Start: 00:00 +
inagers	End: 00.00 C
	Default Read Update

PABX SMDR

File(F) Help(H)	0	1994					
Login Logo	out 🥥 Language 🔹 🖤	About Cock Software					
ARTECH	Settings	Everlea Office VoIP - AQ4L	8/20/2	015 11:07:15 PM Used HDD 2	6.35% CPU:36%		
2	System Parameters System Adv	vanced Parameters Channel Parameters Voice Trigger	SIP Parameter Pre-Recorded T	C Verification Network Hard Di	sk/Log Scheduled Reco	rding PBX SMDR System	Warning Information Other
Status	Reserved space:	· · · · · · · · ·	10% Date: 2	015/08/19	View log Expor	tExcel	
	Loop recording:	On Loop Record Timer	Time Date	IP Address	User Name	Command	Content
			a 8/19/2015 12:01:59 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
Recording	Loop recording results:	No loop recording in system	a 8/19/2015 12:04:06 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
			a 8/19/2015 12:06:14 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
		▼	a 8/19/2015 12:08:21 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
H -		0045100440	a 8/19/2015 12:10:29 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
PhoneBook		2015/08/19 Readjust	a 8/19/2015 12:12:36 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
	100	29.51 CB	a 8/19/2015 12:14:44 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
	HDD capacity.	233105	a 8/19/2015 12:16:52 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
J 1	Use HDD space:	7.77 GB 26.35% Record:566Hour06Minute56Second	a 8/19/2015 12:18:59 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
Settings	Total run time:	(116 Day)2784 Hour 15 Minute 16 Second	a 8/19/2015 12:21:07 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
	rotarion anto.	(a 8/19/2015 12:23:14 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
	Aprox.Remaining time:	324 Day,Estimated to: 7/9/2016 HDD full	a 8/19/2015 12:25:22 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
	Device Start Date:	5(4/2015 2:42:02 PM Run time (2458:34:17)	a 8/19/2015 12:27:30 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
Managers	Dence olaribute.		a 8/19/2015 12:29:37 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
		Read Undate Admin Delete Record	a 8/19/2015 12:31:45 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
			a 8/19/2015 12:33:52 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
	Lised memory	29.17%	a 8/19/2015 12:36:00 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
	escamenory.		a 8/19/2015 12:38:08 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
	Used HDD	26.35%	a 8/19/2015 12:40:15 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
	0014	2024	a 8/19/2015 12:42:23 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
	CFU.	3070	a 8/19/2015 12:44:30 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
	Backup type:	Real time backup	a 8/19/2015 12:46:38 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
	buonap opport	real arre backup	a 8/19/2015 12:48:46 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
	Start Date:	8/19/2015	a 8/19/2015 12:50:53 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
			a 8/19/2015 12:53:01 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
	End Date:	8/19/2015	a 8/19/2015 12:55:08 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
			a 8/19/2015 12:57:16 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE
		Making a backup disk	a 8/19/2015 12:59:24 AM	10.18.0.142	Record Device	System self-check	HDD capacity: 22 GB/29 GE -
			4	11			

There are 2 methods to connect the voice logger to the SMDR data from PABX / SIP system

- 1. RS232
- 2. TCP/IP

User needs to analyze original data of PABX channel number, extension number from followed main parameters and input them to program setting.

Outbound call

1. Call symbol: The mark to distinguish the call type (Outbound/Inbound call) in character string. Most PABX show "TO "to indicate outbound call.

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- 2. Extension position: User has to count the extension number starting position in character strings.
- 3. Extension number length: Extension number length.
- 4. PABX channel number position: User has to count the channel number starting position in character strings.
- 5. Channel number length: PABX channel number length.

From followed example, user can read out outbound call information

- 1. Call symbol: \$TO
- 2. Extension position: 14th
- 3. Extension number length: 2.
- 4. PABX channel position: 24th
- 5. Channel number length: 2

Remark: The Voice Logger is able to decode DTMF for call number itself, the phone number from SMDR will be ignored.

Outbound call:

Same as Inbound call verification.

\$TO:11/05/30 1 <mark>4</mark> \$TO:11/05/30 14 \$TO:11/05/30 14	14 14 14	01 022952492 01 022952492 01 022952492	9 9 9	0000 17 0000 17 0000 17	:54:59 :54:59 :54:59	00046 00046 00046	00000 00000 00000
\$TO:11/05/30 14 \$TO:11/05/30 19 \$TO:11/05/30 24 \$TO:11/05/30 12 \$TO:11/05/30 12 \$TO:11/05/30 12 \$TO:11/05/30 39 \$TO:11/05/30 21 \$TO:11/05/30 17	14 01 19 07 24 01 12 03 12 01 39 01 39 01 21 04 10 07	0229524929 0225859650 09328 123 123 2479163 2586630 0929560498 022562211822	0000 0000 0000 0000 0000 0000 0000 0000 0000	17:54:59 17:53:29 17:53:56 17:53:07 17:52:46 17:52:15 17:49:41 17:49:23 17:48:17 17:44:37	00046 00033 00002 00016 00012 00062 00015 00010 00173	00000 00000 00000 00000 00000 00000 0000	

			-Inpona SMDR		Device is connected with PBX			
	Symbol:			Symbol:		Com:	COM1	-
	Extension position:	0		Extension position:	0	Baud rate(D):	110	-
	Extension length:	0		Extension length:	0	Binary(P):	5	-
	Channel position:	0		Channel position:	0	Parity(S):	NOPARITY	Ŧ
	Channel length:	0		Channel length:	0	Stop:	1	-
	Number position:	0		Number positon:	0	Read	IP SMDR	
	Number length:	0		Number length:	0	Undate		
l						Opuate		

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PABX SMDR Protocol				Do not check this option if
🔳 Device	e is connecte	ed with PBX		there's no SMDR connected.
	Com:	COM1	-	
Ba	ud rate(D):	110	Ψ.	
	Binary(P):	5	Ψ.	
	Parity(S):	NOPARITY	-	
	Stop:	1	-	

Serial SMDR

Please refer to the PABX user's manual about serial communication configuration for windows HyperTerminal operation

TCP/IP SMDR

Most PABX support TCP/IP SMDR. Please refer PABX user's manual about SMDR output parameter.

- 1. PABX IP address: The IP address assigned to PABX
- 2. Connect Port: Port for PC connection (Provided by PABX)
- 3. Output Port: Normally it is same as connection port. Otherwise, user can set separately.
- 4. User Name: User name to login PABX.
- 5. Password: Password to login PABX

IP SMDR Configure	x
Enable IP SMDR Do not ch	eck this option if there's no IP
PBX IP Address: PBX connection port: Connection command port PBX user name: PBX password:	10 . 18 . 0 . 120 1025 1025
Enable SMDR Server Server Port	0
Ok	Cancel

Inbound hold ,rev smdr create new item

Inbound Call on hold. Program will create new call record while the inbound call is on hold and

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📃 Outbound hold,rev smdr create new item 👘

Outbound Call on hold. Program will create new call record while the outbound call is on hold and transferred to another extension when SMDR is received.

Extension hold time: Unit ms:2000ms-8000ms

Identify the extension is on hold or hang up for above call record settings.

Other setting

 Telephone Recording Sys File(F) Help(H) 	tem (20142304 Everlea Office VoIP - AQ4L admin	nin (0.18.0.142)) 🔀 🔽 🖉	6
E Login E Logou	t 🥌 Language 🕞 🎱 About 💈	Lock Software	
ARTECH	Settings	Eventes Office VolP - AQ4L 8/22/2015 11:66:49 AM Used HDD 26:80% CPU:36%	
	System Parameters System Advanced Para	arameters Channel Parameters Voice Trigger SIP Parameter Pre-Recorded TC Verification Network Hard DiskLog Scheduled Recording PBX SMDR System Warning Information Other	n
Status	Allow Inbound Pop-Up		
	Allow Outbond Pop-Up	Portselection	
Recording	Allow Unknown Incoming Call Pop-Up	lp	
-0-	Pop-Up Window Time-Out(s):); 10 (0-300) 0 is always displayed	
8=	Pop-Up Small Window Time-Out(s):); 5 (1-300)	
PhoneBook	Rec List View	w Three days 🔹	
~	Download files path:	x C1 Select directory	
Settings	Database files save path	h Select directory	
	Download File Format	t ·	
i±i)	CMS software communications port	t 6008	
Managers	Download Speed:	±	
	Set action for close button	n ·	
·			

Allow Inbound Pop-Up

Enable /Disable large popup box for inbound call numbers, information will include names it contacts exist in phonebook

C Allow Outbond Pop-Up

Enable /Disable large popup box for outbound call numbers, information will include names it contacts exist in phonebook

Small Inbound Pop-Up Window

Enable /Disable small popup box for outbound call numbers, information will include names it contacts exist in phonebook

Allow Unknown Incoming Call Pop-Up

Enable /Disable large popup box for unknown call numbers.

Pop-Up Window Time-Out(s): 10 (0-300) 0 is always displayed

Elapse time for popup window to stay on your screen before auto closing. If value is 0 window will stay open.

Pop-Up Small Window Time-Out(s): 5 (1-300)

Timer for how long the small pop up window will appear on your screen

Rec List View Three days

This command sets how much Call Recording history will be loaded on the main Status Screen when you log into the recorder, by default this is set to 0 days. Note: If the recorder is in high use it can take time to load many days of call history, we suggest you load minimum days required.

Download files path: C:\ Select directory

This sets the download path for where the Voice Files will be down loaded to by the Black Box Software. This is also the backup path for the Voice Files if you are going to use the Black Box to backup files.

Note: Do not change it frequently to avoid duplicated downloading / lost recordings or speed slowing down.

×

Download File Format:

Sets the audio format for downloaded files, options are:

- Wave format
- Default Format (As per settings in "System Parameters)

Note: Due to the various CODECs SIP recordings are all saved as Wave format across the recorder

٠

CMS software communications port.	6008	
What does this do?		

Download Speed:

Sets the download load speed for backing up calls from the Voice Logger, options are:

- Speed Low (1Kb)
- Speed Normal (4Kb)
- Speed Fast (12Kb)

Please note it is suggested to complete backup tasks outside normal recording operation times, if you cannot do this suggested speed settings are low especially if your recorder is under high load.

Ken what is the default setting box in empty by default?

Set action for close button ÷

The Setting controls the Action if you click on the close button on the Black Box Software e.g.

The options are: Minimize in the lower corner and Keep online Minimize in the lower corner and Keep offline Close Software

The purpose of this command is to stop the Black Box being accidently closed, please note if this is left at default the Black Box program will not close when the click the close icon (as above) but will minimize and remain logged in.

Settings Managers	 On Start-Up Show Login Window Software Auto-Restart after Network Failure Class Streen if Network Connection is Lost Auto-Start CMS Software and BackUp Auto Run on System Re-Boot Call time warning Pop-Up Warning on Port Power Down Warn if call exceeds set time Play Sound when Warning Message Time Setting For Auto-Lock Software 	10 5 5 10	Min.(Range 1-60) Times(Range 1-20) Index(Range 1-20) Min.(Range 1-60)	Port selection Port selection Port selection
				Save

On Start-Up Show Login Window

Enable/Disable the log in window after the Black Box programmed is opened.

E	Everlea Group Ltd – www.everlea.co	o.nz	
Software Auto-Restart after Network Failure	-		
Enable/Disable to run the Black Box prog	gram when the PC restarts o	or on Startup	
Auto-Start CMS Software and BackUp			
Auto Run on System Re-Boot			
Enable/Disable the automatic re-connect	i of Black Box if network disc	connected	
Dell Call Sere warries		Part calaction	
Call time warning		Port selection	
Enable/Disable to warning of phone off	hook. This could be caused	by a line fault or the handset being	j left off
hook.			
Pop-Up Warning on Port Power Down		Port selection	
Enable/Disable warning of power off on a	a Line port Pop Up window		
V Warn if call exceeds set time	10 Min.(Range 1-60)	Port selection	
	5 Index/Dense 1 20	2	
PlayAlert List Warning Message	index(Range 1-20)	,	
Enable/Disable warning tone to active wi	nen warning message occur	5.	
Time Setting For Auto Lock Settuare	10 Min (Range 1-60)		
Inne Setting For Auto-Lock Software	niin.(reange 1-00)		

Online user

Online User	User Management /

• System Settings

Online user: Shows the Users who are currently logged into voice logger.

Shows users online time, online duration, IP address, software version and MAC address

User Name	Online time	Online duration	IP Address	Software Ver	MAC Address
😤 admin	2012-8-24 11:33:09 上午	02:10:02	192.168.22.111/192.168.22.111	Version1.0	0E-85-96-78-54-F2

User Management

Administrator can add new users to log into voice logger

Default user: admin

Default password: 1111.

User Name	Download permi	Delete permission	Monitor permissti	Play permission	System setting	Channel setting	User management
👮 admin	 Enable 	✓ Enable	 Enable 	🗸 Enable	✓ Enable	✓ Enable	✓ Enable
👮 ken	 Enable 	 Enable 	 Enable 	 Enable 	✓ Enable	💢 Disable	💢 Disable

Add new account

User name: Max. 16 characters

Password: Max 16 characters

Enable the authorization for

- Download recording records
 Delete recording records
 Play recording records
 Monitor talking real time
 System setting
- 6. 🔲 Channel setting

7. User management Add/Delete user account

Users can be assigned various authorization levels for supervisor and staff in a firm.

For example, user can check all channels for supervisor's account and single channel only for staffs. When staff login to voice logger, only one line status is visible in his client program.

	edit Edit			×
	User name:		Bob	
	Password:		••••	
	Confirm password:		••••	
ſ	Download Recordi	ings		ClearAll
	Delete Recording			
	Play Recordings			
	Monitor Conversati	ions in real time		
	System Setting			
	Channel Setting			
	🔲 User Management	t)	ClearAll	More 32 channels
	Visible Channel			
	Card 1	Card 2	Card 3	Card 4
	CH1	CH9	CH17	CH25
	CH2	CH10	CH18	CH26
	CH3	CH11	CH19	CH27
	CH4	CH12	CH20	CH28
	CH5	CH13	CH21	CH29
100	CH6	CH14	CH22	CH30
	CH7	CH15	CH23	CH31
	CH8	CH16	CH24	CH32
	Extension Setting			Ok

Appendix 1 – Helpful Technical Information

<u>CPU</u> 667MHz CPU Samsung ARM chip

Announcements Recording Format

Bit Rate: 32kbps Audio sample size: 4 bit Channels 1: (Mono) Audio sample rate: 8 kHz Audio: IMA ADPCM

Network Communications Port: 6068

SIP Information

Under license the AQ and AK can record standard Session Initiation Protocol (SIP), defined in RFC 3261 [6],

SIP Codecs that can be recorded

- G711A
- G711U
- G729

SMDR Outputs

RS232 (DB9) TCPIP

Battery Backup 12 Volt DC

Battery Types Supported

Ni-MH, Lead Acid, Lithium and polymer

Recording Hour /SD and HD Size

8.	500GB	36,000	Hour
9.	1000GB(1T)	72000	Hour
10.	2000GB(2T)	144000	Hour
11.	8GB	560	Hour (SD Card)
12.	32GB	2240	Hour (SD Card)
13.	64GB	4480	Hour (SD Card)

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You can enable/disable SMDR configuration.

Enable SMDR (Station Message Detail Recording), AK32 will receive data from PABX and pop up details on client program. You may adjust the exact data of the form.

Coutbond S	MDR		٦	Inbond SMDR		🗖 Device is connecte	ed with PBX
Symbol:				Symbol:		Com:	COM1 -
Extension	position:	0		Extension position:	0	Baud rate(D):	110 🔽
Extension	length:	0		Extension length:	0	Binary(P):	5 🔽
Channel (position:	0		Channel position:	0	Parity(S):	NOPARITY -
Channel I	ength:	0		Channel length:	0	Stop:	1
Numberp	osition:	0		Number positon:	0	Road	
Number	ength:	0		Number length:	0	Update	

SMDR Configuration example:

\$T0:11/05/30	14	14	01	0229524929
\$TO:11/05/30	14	14	01	0229524929
\$TO:11/05/30	14	14	01	0229524929
\$TO:11/05/30 14	14	01 02	22952	4929
\$TO:11/05/30 19	19	07 03	22585	9650
\$TO:11/05/30 24	24	01 09	9328	
\$TO:11/05/30 12	12	04 13	23	
\$TO:11/05/30 12	12	03 13	23	
\$TO:11/05/30 12	12	01 13	23	

		0000	17:54:59	00046	00000
0000	17:54:59	00046	00000		
0000	17:53:29	00033	00000		
0000	17:53:56	00002	00000		
0000	17:53:07	00002	00000		
0000	17:52:46	00016	00000		
0000	17:52:15	00012	00000		

It shows extension number is 14, Channel is 01

You can count extension number position starts from the 14th digital, length is 2. Input the data to corresponded space.

The same methods, it shows channel position starts from the 24th digital, length is 2. Input the data to corresponded space.

AK32 supports Caller ID, telephone number information from SMDR will be ignored. .

Recording Announcement Management

You can upload recording announcement to AK32, it will be broadcasted to both parties while the call is established.

🔲 Recording announcement:	Off	-	Sound
announcement-1.wa	w		

Monitoring	Announcement v1			Name: [untitled]		Save As	iove
				Format: Attributes:	IMA ADPCM 8.000 kHz, 4 Bit, Mono OK C	3 kb/sec	
File name: Save as type: Format:	Steves Test Sounds (".wav) IMA ADPCM 8.000 kHz, 4 Bit, M	▼ ▼ Change	Save Cancel				

Appendix 3 – VoIP TAP Box (VH100)

The VoIP TAP box is designed as an easy method to capture SIP Network Traffic from or to a VoIP PBX or Cloud solution. The TAP Box is powered by a USB input, this can in turn be plugged into the recorders USB port for powering or be plugged into a USB power pack.

The TAP box is idea for simple installations that do not involve changing Router or Switch settings on the customers Network.

The VH100 uses a "Mirror" port configuration and supports 10M/100M through put.



Specifications

- Network = 10/100 mbps Full Duplex
- Power = 5 volt Mini USB
- 3 x RJ45 Sockets
- Configuration= In Port / Out Port and Mirror Port for recording unit
Appendix 4 – Compliance

Compliance Notes

"All persons using this device for recording telephone conversations shall comply with New Zealand law. This requires that at least one party to the conversation is to be aware that it is being recorded. In addition, the Principles enumerated in the Privacy Act 1993 shall be complied with in respect to the nature of the personal information collected, the purpose for its collection, how it is used and what is disclosed to any other party."

Complies with AS/CA S002:2010 (inc Amendment No 1/2012)

Complies with New Zealand Specification PTC 200:2006

Complies with AS/NZS 60950.1:2011 Incl Amdt 1

Compliance

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Complies with AS/NZS 60950.1:2011 Incl Amdt 1

Support

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Program System Requirement

- 1. Windows7/Vista/XP/2000
- 2. Pentium 400MHZ CPU
- 3. 256MB RAM
- 4. 1GB HDD
- 5. Network RJ45 port
- 6. Audio output (Play & Monitor)