

Tansonic

Tansonic Phone Recording System

User Manual

(TX2006 USB Recording Box Version)

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I 、 System Brief Introduction

Thanks for choosing **Tansonic** digital Phone Recording Sytem!

On some special occasion,must save phone call content.Therefore,it is very important to install a good Phone Recording System. A good Phone Recording System must record correct ,high quality call content ,which is easy to inquire.

By our many years of experience in voice technology and the most advance digital technology, we now develop **Tansonic** Phone Recording System,which can record ,monitor and inquire multi-routes phone call at the same time.

Tansonic Phone Recording System is widely used in Commercial Call ,Electric Power Dispatch,, Hotline Call ,Complain Call, Financial and Stock,Traffic and Transportation,and so on.

II 、 Main Function

- 1.Supporting Window98/2000/ NT/XP/2003 Simplified Chinese version,Traditional Chinese version,English Operation system.
- 2.Using resistance parallel connection mode.Recording clearly to make sure that coversation party do not feel other people recording or monitor.
3. Can monitor every real-time conversation of Extension.
4. Can inquire and play phone recording and backup file swiftly according user's condition. System has automation back-up function.
5. Incoming call and Out-going call number automatically detection.
- 6.Advanced call management function ,can list ,print and statistical all incoming call and out-going call number .
- 7.Can set 4 route to record in a cycle.
8. Multi-way of starting record –pressure control ,Key control,Soud control. Start time of recording can be set freely,can record some duration ,or record whole a day.
9. Routes are suitable for direct Outside lines,Extension lines,ISDN analogue lines.
- 10.If system hard disk will be fully occupied,it will delete previous record content so that system can operate continuously.

11. Direction confirmation.Can discriminate Calling –in and Calling –out direction.
12. 2 classes of password adopted,do relative operation according to different authorization.
- 13.Complete recording log-can record all system operation.
- 14.Popup information management (POPUP),the user can use the own client information database.The system can popup the customer information when the customer incoming call,so that the worker can know which customer they will need to do some conversation ,and it can improve the work efficiency.

III、 Technical Parameter

- 1、 Configuration: One mode and two modes.
- 2、 .Built-in USB power supply.
- 3、 .Built-in player,don't need to connect external Microphone.
- 4、 . Supporting multi-mode of stating recording Pressure Control and Key Control.
- 5、 Reaching to 5 times of compression rate ,can recording 174 hours by hardware pressure 1G.
- 6、 Supporting Window98/2000/ NT/XP/2003 Simplified Chinese version,Ttraditional Chinese version,English operation system.
- 7、 Identifying incoming call number ,DTMF and FSK signal crimination.

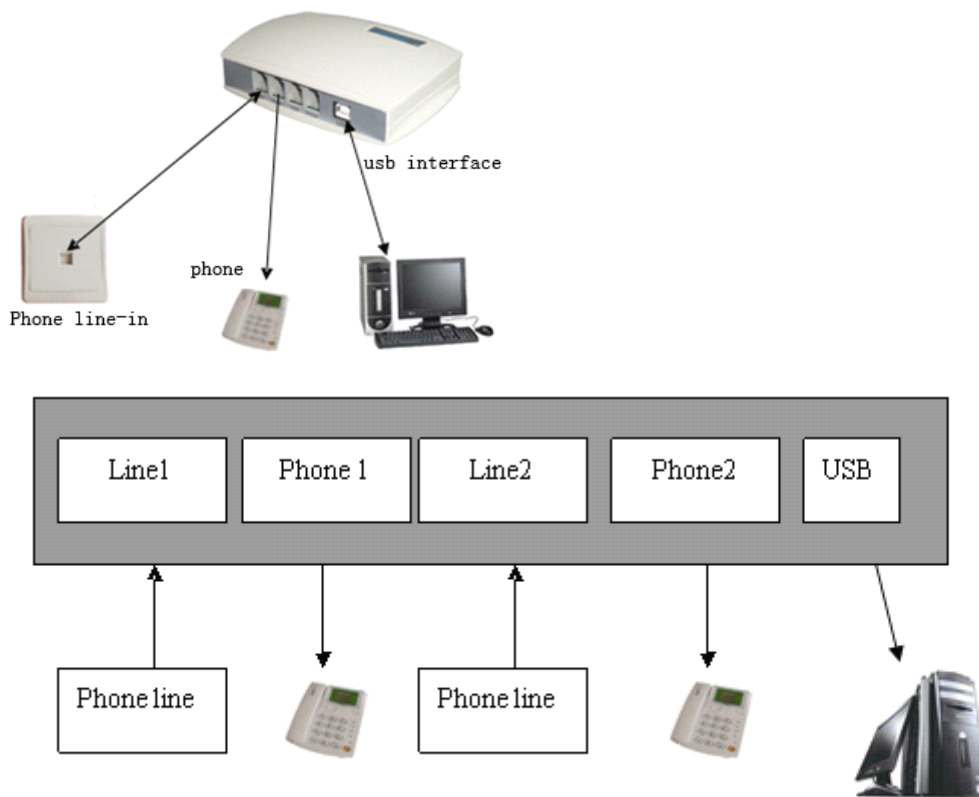
IV、 TX2006 Phone Recording Box Instllation

4.1 Computer Requirement

In order to make Tansonic digital Phone Recording System operation normally,We recommend PC requirement according the following :

- Windows 98 SE2(at least), Windows NT、 Windows2000 or Windows XP operation system.
- CPU Speed > 800MHZ Pentium
- Can use PCI slot ,more than one USB connection
- Memory:256M
- Audio Box
- Other equipment of computer

4.2 Installation and Connection



(1) Line Connection: (Refer to above pic) At first, use USB to link computer and Recording Box. Then, use phone line to link telephone set and Phone1 port of Recording Box. finally, link outside line and Line1 port of recording box(For two routes Recording Box, repeat the procedure to link Phone2 port and Line2 port), Thus, finish line connection.

(2) Recording system main program installation: Input the installation CD at CD room, running G:\USB\Setup.exe(G:\ is the CD driver), According to the guide to finish your installation. After you finish the system installation. It will appear “TX2006USB” keyboard shortcuts in your desktop if your installation correctly. Dblclick the shortcuts mode and you can enter into the recording system.

(3) System play recording: System default to play by audio card of computer. If the computer without export sound when you play MP3, please enter “Start\Settings\ Control panel\ Sounds and Audio device\ Audio\ Sounds playback\ Default device\ choose the computer sounds card device, then click.

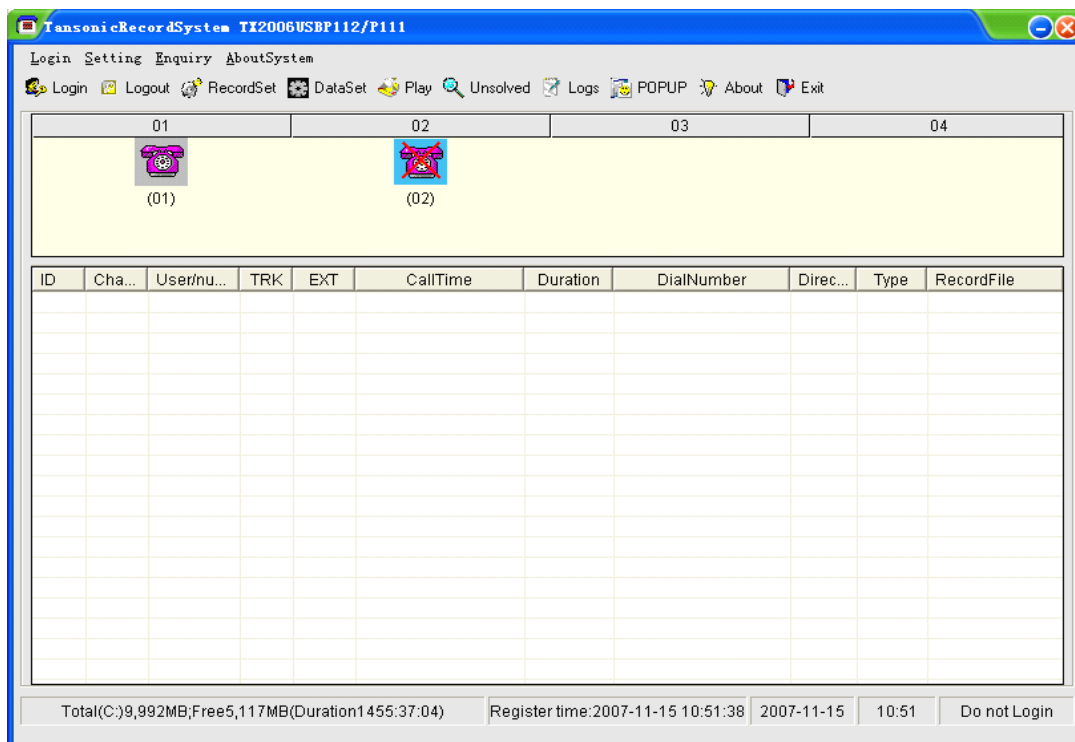
Notice: Because the Phone Recording system moving for a long time when without people to operation commonly, and you must close CMOS and Windows operation system's power management about CPU, Hard disk and so on. Make of the computer in a moving condition, or it will bring on the performance descend or get a suddenness error.

V、 Software Operation

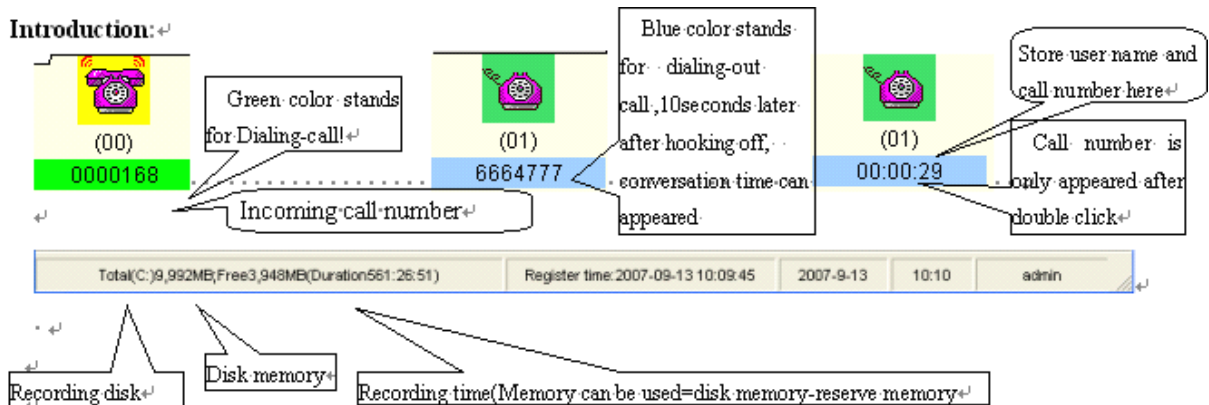
5.1 System Startup

Enter into Windows operation system ,choose icon of recording system “TX2006USB” in the desktop,Then dbleclick the icon to enter into recording system .Then ,main interface of recording system will popup ,that means present status of recording routes.

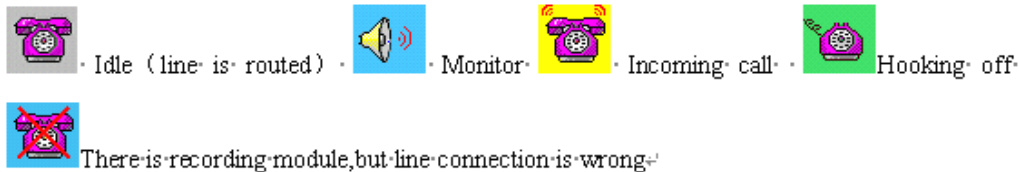
5.2 Main Interface Introduction



Introduction:

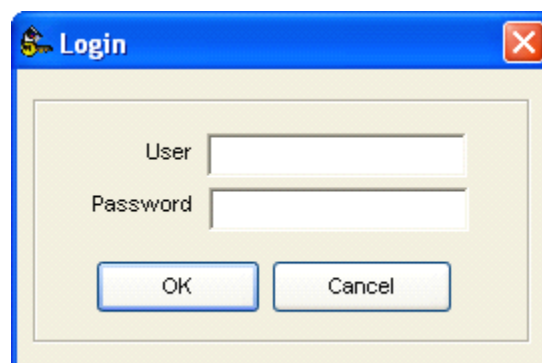


- 1、When system start main interface, recording system is in working status.
- 2、Monitor: System can monitor lively. Once user click icon of one line twice, can monitor conversation at the line. Click twice to cancel monitor. Only can monitor one route at one time.
- 3、Icon Interpretation:



5.3 System Login

Login: After input user name and password, Can login. Different users have different authorization



Default user name: Admin ,Password:Admin

- 1 Logout: After finish operation ,can logout .Other user must login before enter into system. Notice:It can't to do any operation if not login the system.
- 2) Exit:Exit from recording system.

5.4 Recording Setting

Channel	User/Number	Monitor	Record	24Hr.Record	StartTime1	EndTime1	StartTime2	EndTime2	StartTime3	EndTime3	BootMode	StartupKey	End#
1		Yes	Full	Yes	--:--	--:--	--:--	--:--	--:--	--:--	Voltage	*	#
2		Yes	Full	Yes	--:--	--:--	--:--	--:--	--:--	--:--	Voltage	*	#

To confirm to press key ("Enter"), the green color indicates successful in modification.

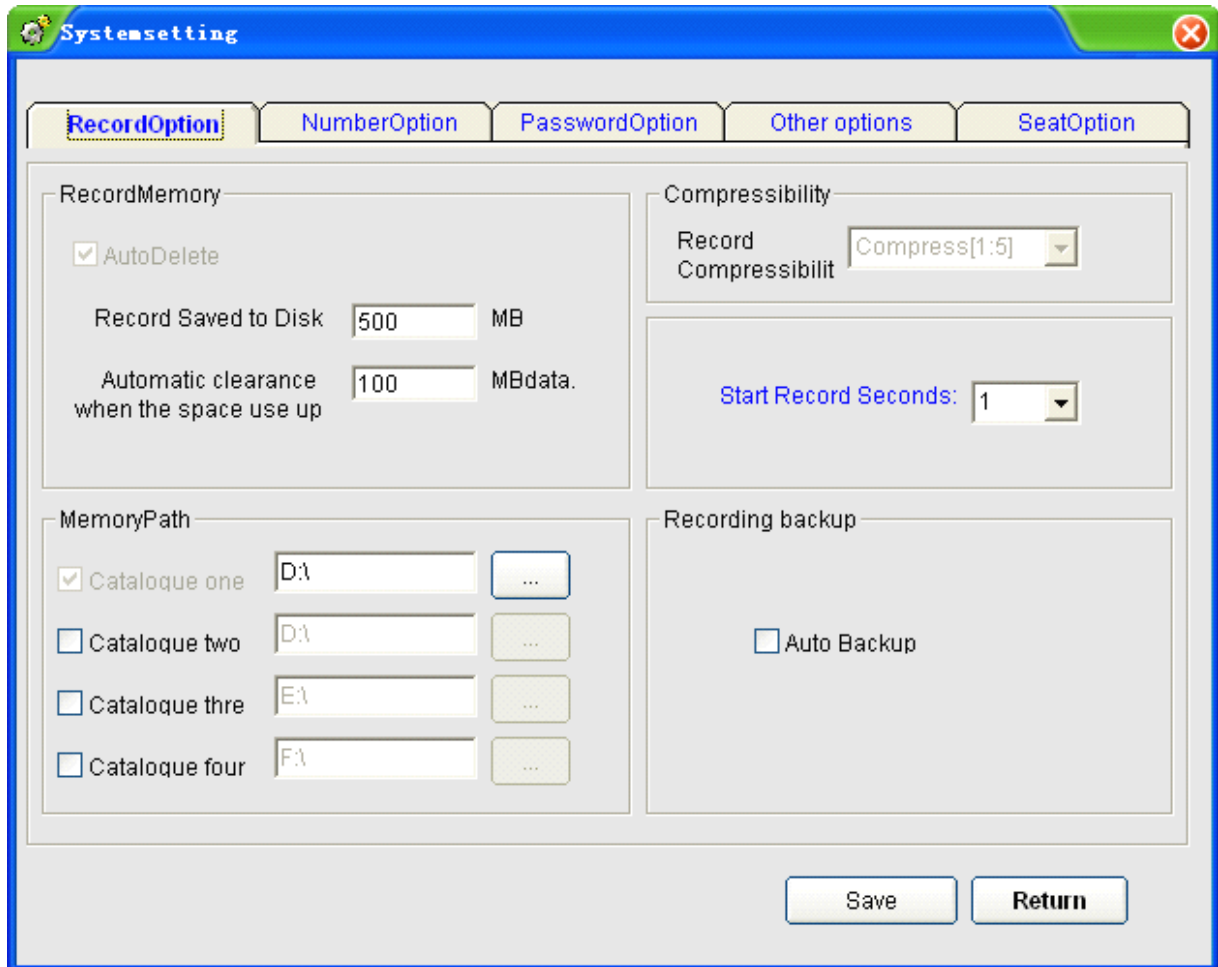
Return

- ☐ User/Call number: Setting the route user or call number.
- ☐ Monitor: Can set to monitor one route or not to do.
- ☐ Recording : Can set to record one route or not to do.
- ☐ 24-hours recording : If want to record at different time section, set "24hours recording" to be "no", only can set three section at most.
- ☐ Time section: "--:--:-- " Stands for not setting

Starting Mode:

Pressure control: Start recording according to voltage of phone line. That means hooking off to record, hooking on to stop recording. The mode is mostly used at analog line.

Key control: Start or stop recording to key of user's phone. The default click "*" to start recording, click "#" to finish recording.



5.5 Parameter Setting

5.5.1 Recording Item

- ☐ Delete automatically: Empty memory of every system operation disk is less than reserve memory set by system ,system will delete foremost file ,of which memory is equal to deletion memory set by system .For example,reserve memory is 500M,very system operation disk is 2000M and deletion memory is 100M.When memory occupied of every System operation disk reaches 1500M,system will delete 100M foremost file.
- ☐ System delete memory set once.
- ☐ Can set 4 directory at most ,which is different memory at different disk. Don't to set the recording memory in c disk,avoid to lost some data when meet the virus.
- ☐ System can repeat recording at recording disk set in order automatically.For example:After you start-up to use 4 directory, and when your Directory 1 is fully,and it will auto enter into the Directory2.
- ☐ Secords for beginning to recording :When hooking –off or hooking –on ,system will record.
- ☐ FTP back-up automatically: Setting FTP back-up automatically function at here.
- ☐ When empty memory of one system operation disk is less than reserve memory set by system,system will look for empty directory at next disk.For

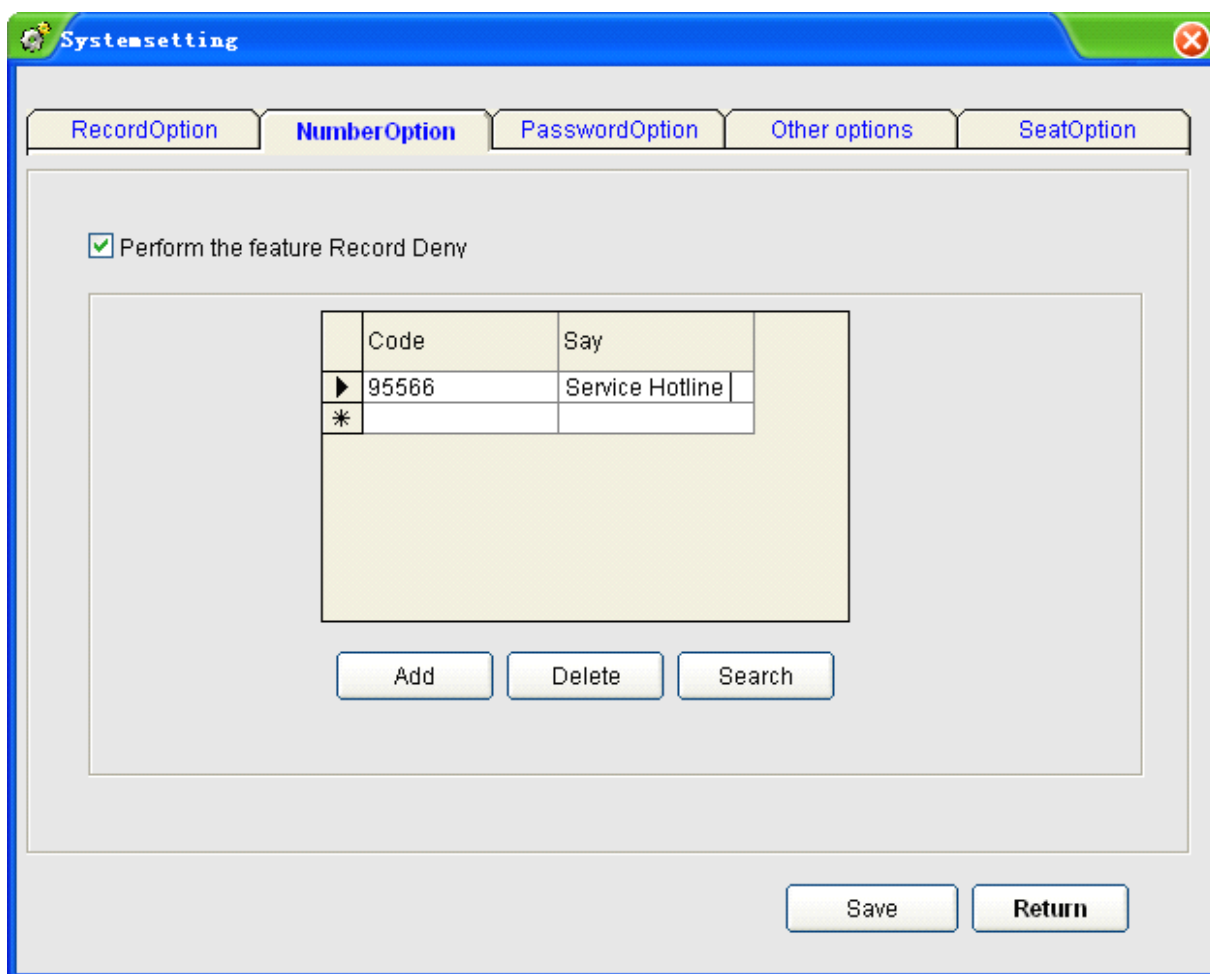
example, reserve memory is 500M, every system operation disk is 2000M, Memory of C disk is occupied to 1500M, memory of other disk occupied is less than 1500M, system can look for empty memory at other disk.

- When all recording disks empty memory is less than reserve memory, system will repeat the first item.

5.5.2 Call Number Option

Prohibiting recording by special number: If want to prohibit recording by special number, please choose the option.

Forbid the call number of recording: You can set in this function if you want some call not to record. For example: The Bank of China in the Call service number "95566", in order to avoid leakage of personal data and do not wish to be recorded, It can click "Add" button in the number list and input "95566". After you finish setting and click "save", the number "95566" will not be recorded. Warm prompt: You will add the "9" in front of the call number if some telephone outside line is PBX line.



5.5.3 Password Option

- System password protection: If choose the option ,system can enter when password protection is needed automatically
- Other option: If choosing the option ,that means only administrator can enter into system !Otherwise,any operator can enter into system!

5.5.4 Language Option

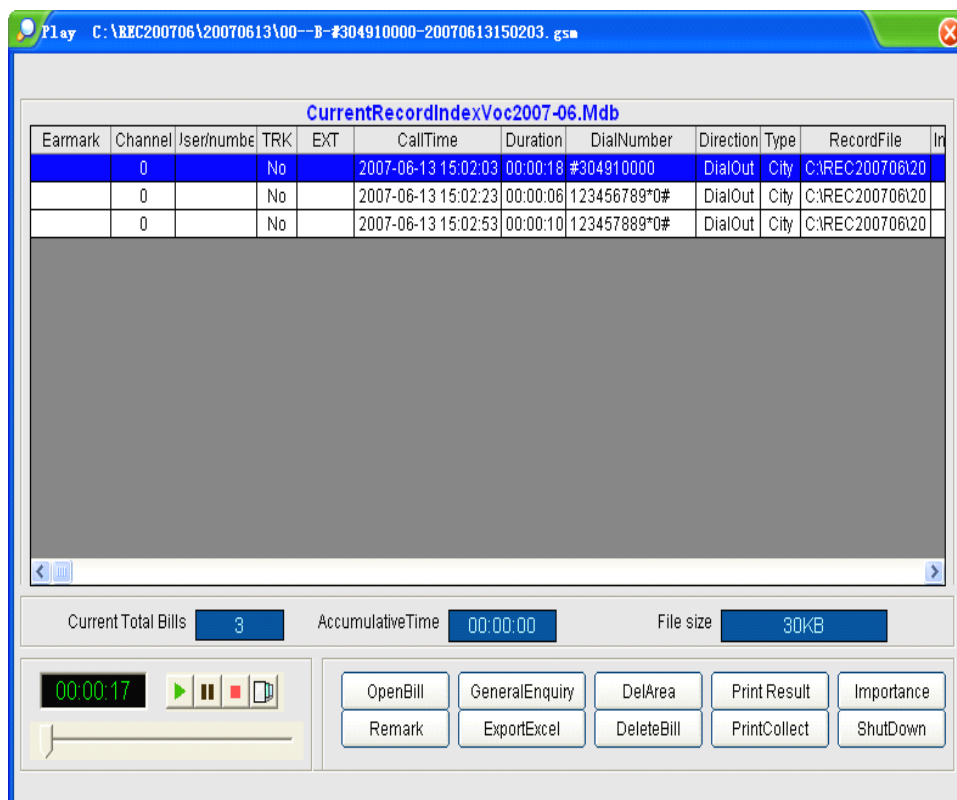
Four language option:

- 1.Automation Discrimination: Auto
2. Simplified Chinese version: CHS
- 3.Traditional Chinese version:CHT
- 4.English : ENG

5.6 Recording Inquiry and Statistic

a) Recording Inquiry

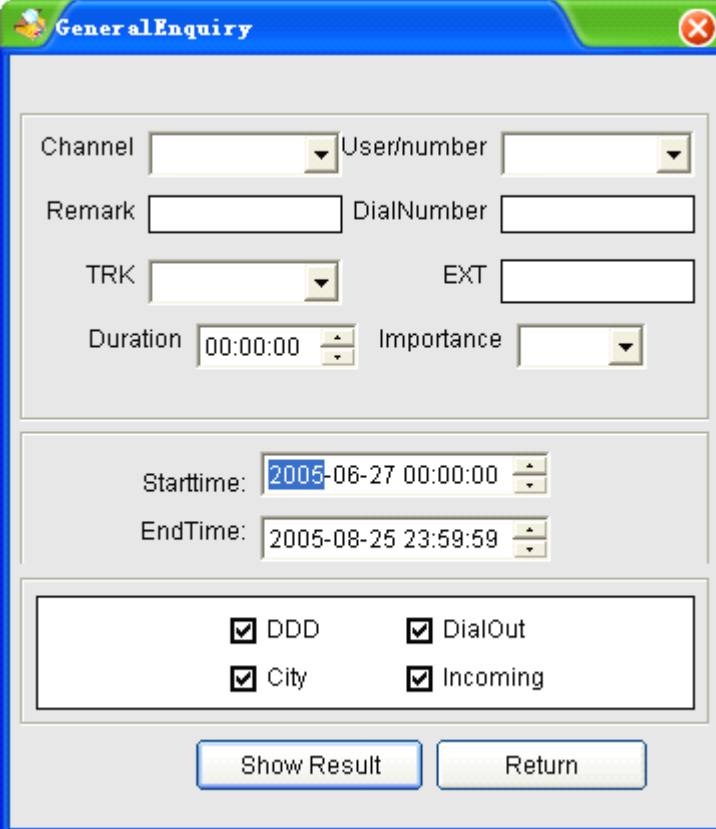
By the function ,user can play ,delete,make interpretation,print and so on.



Introduction:

- Inquiry: Only after clicking recording, can play, make interpretation, back-up and delete and so on.
- Play automatically and continuously: System play system recording from blue row to the last row.
- Play Record: System default to play by audio card of computer, please put the sound box to the audio card port, then click twice you want to record the file, and click "play" to play record. notice: (If want to make SPK port connect ear-phone . Please exit from TX2006, then enter directory of TX2006, find Card_cfg.txt to open, change "PLAY_DEVICE=1" into "PLAY_DEVICE=2". After saving the change, restart TX2006 program. Thus, can implement the program changed).
- Time Format: length means recording time can be displayed at counting screen; scale means playing time. playing time can be displayed at counting screen.
- Delete present library: Delete all record at present library .(library without any mark is very important.)
- Delete you had choose the file: Delete you had choose the recording file.
- Conversation time accumulation: Display conversation time inquired by complex inquiry !
- File size chosen: Choose recording file, which unit is KB. If the file is deleted or removed,
- "The file doesn't exist"

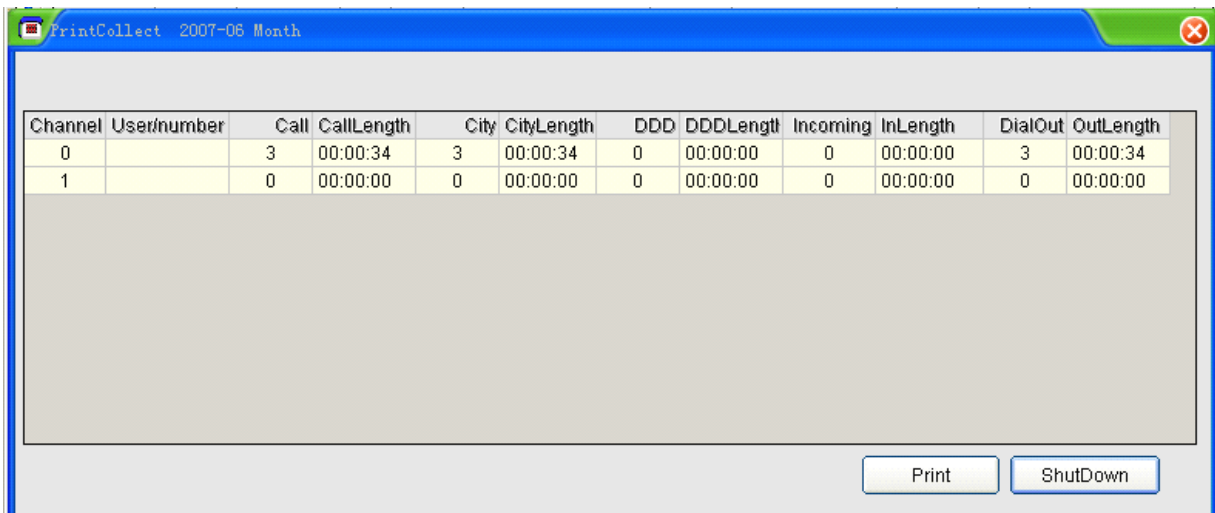
Recording file interpretation: 00-B-9075526906661-2007051033327.gsm
00 stands for channel number, B stands for dialing-out, A stands for incoming call, 9075526906661 stands for outside call or incoming call. 2007051033327 stands for 13:33:27 on 10th may, 2007

Inquiry Condition:

The image shows a software window titled "General Enquiry". It contains several input fields and checkboxes. The fields are: "Channel" (a dropdown menu), "User/number" (a dropdown menu), "Remark" (a text box), "DialNumber" (a text box), "TRK" (a dropdown menu), "EXT" (a text box), "Duration" (a time picker showing 00:00:00), and "Importance" (a dropdown menu). Below these fields are two date/time pickers: "Starttime" (showing 2005-06-27 00:00:00) and "EndTime" (showing 2005-08-25 23:59:59). At the bottom, there is a group box containing four checked checkboxes: "DDD", "City", "DialOut", and "Incoming". At the very bottom of the window are two buttons: "Show Result" and "Return".

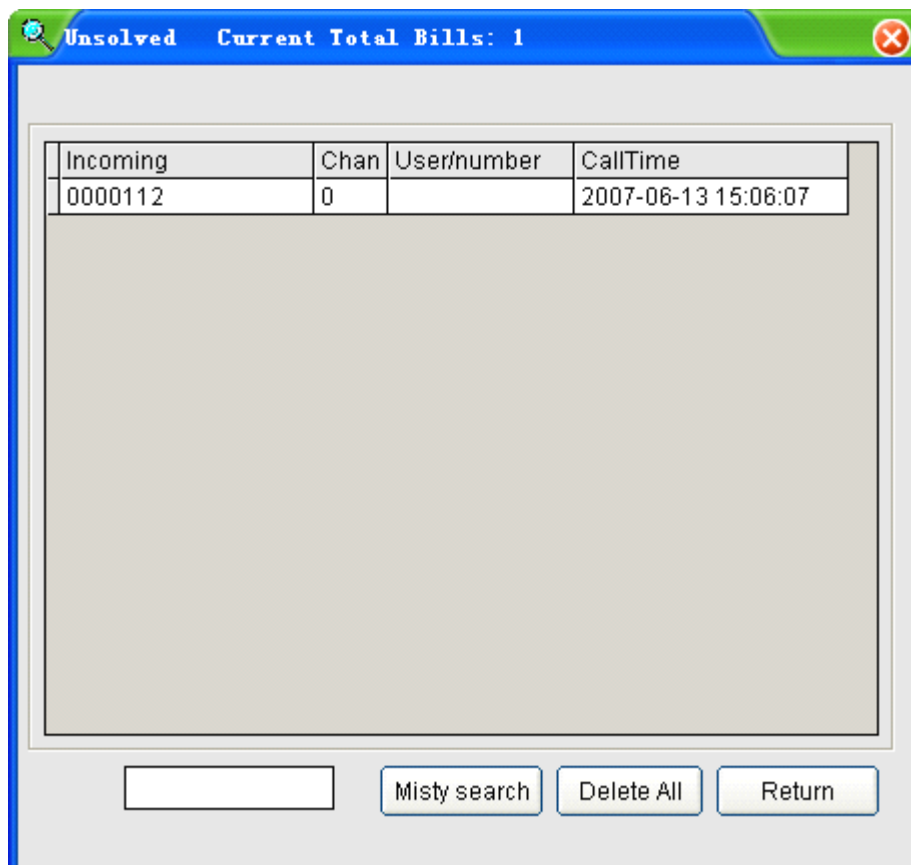
- Channel :Can choose channel inquired ,blank means all channel
- User/Call number: Can choose user/call number ,which will be inquire,blank means all User/call number.
- Note: Can inquiry according to note set by user.
- Time: Can set beginning or finishing time of inquiry.
- Call Number : Stands for dialing-in or dialing –out call number ,% or bank stands for all,5039% stands for all call numbers ,which leading digit is “5039”,% stands for all numbers ,which is including “5039”.
- Conversation Time:Inquire according conversation .
- Start and end time:For example: I want to find the recording about Jun.27,2007,the setting as follows:

b) Statistic



Print: Print all statistic list.

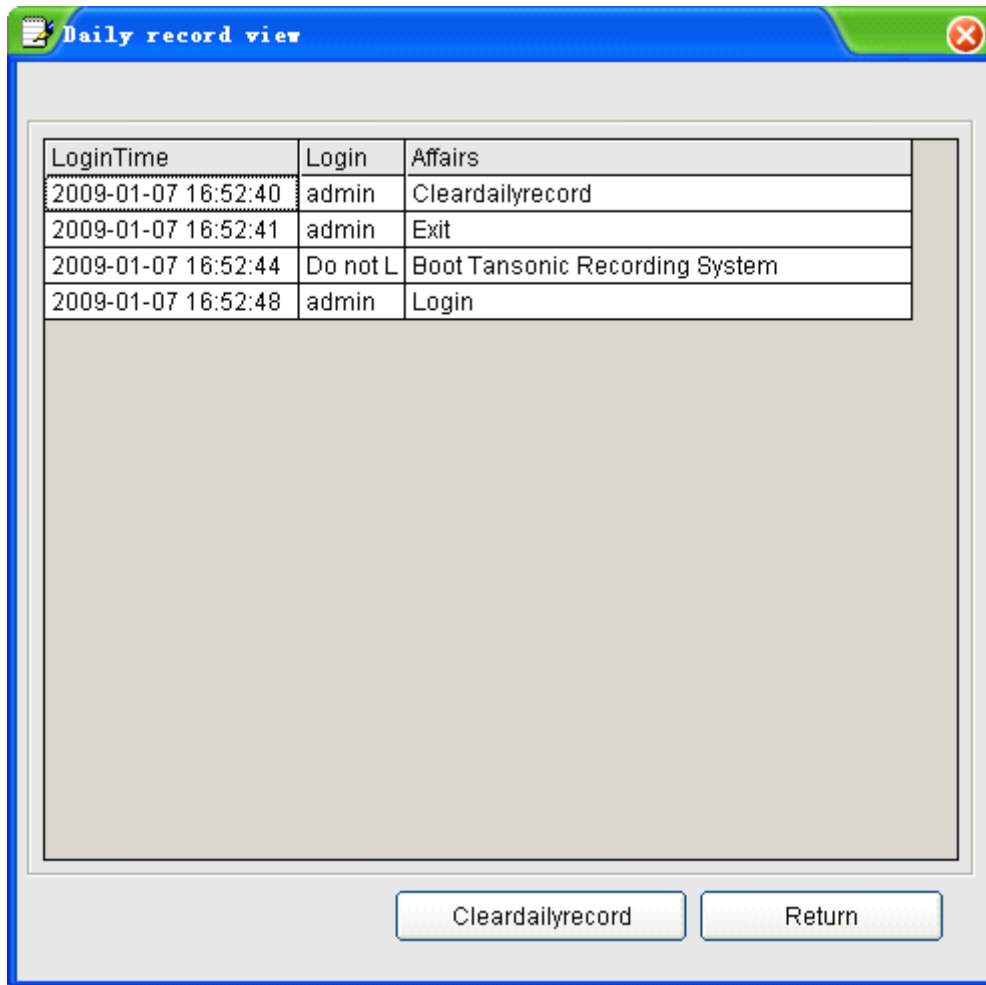
5.7 Unanswered Call



Delete: Delete all record!

Blur inquiry: Inquire the record about unanswered call.

5.8 Browsing Log



Recording all diary record!

The sixth chapter:POPUP Client Information Popup System

Notice: If the user want to use this function ,its telephone line will apply Caller ID (FSK/DTMF).

6.1.Introduction:

- 1.1、 Display incoming call number real time.
- 1.2、 Display the client information ,such as name,history record and so on real time.
- 1.3、 Thumb through incoming call information and inquire the client message.
- 1.4、 Modify and renew the client information real time.
- 1.5、 Can remind the call number of blacklist automatically.
- 1.6、 Send out the incoming call information according to the designated extension.
- 1.7、 You can use the funcion above on the LAN.
- 1.8、 Provide the incoming call data interface for other CRM software real time.

1.9、It will pop up the customer information when has incoming call.

6.2. The setting mode about stand-alone version popup:

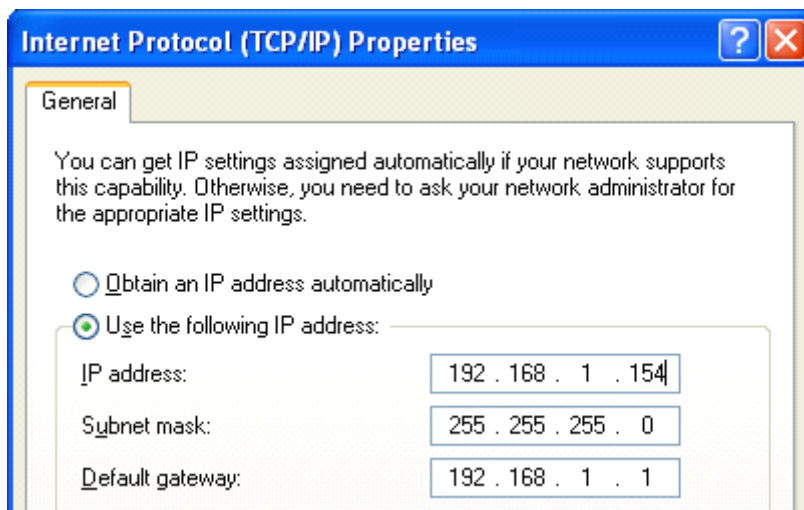
6.2.1 Running the recording system main program,and open “Parameter Setting”,As follows



6.2.2 Open "SeatOption"—>"Launch IP" (🔧),filling in the IP address in “Extension PC’s IP address”.If it can auto get the IP address,and input “127.0.0.1”,then click “Save”.

IP
192.168.1.117
127.0.0.1

Warm prompt:It can check the IP address in attribute “Network neighborhood” —>“Local connecting”—>“Internet protocol (TCP/IP) ,as follows.If the default IP,then input “127.0.0.1”.



6.3 Network version (LAN)popup setting mode:

A、 It need to install one time main program,that is recording system server in each PC in LAN,click “Start”—“Running”,and input “G:\USB\setup.exe” (In case of G is CD driver).

B、Running the recording system main program, input the PC's IP address in "Parameter Setting"—>"Extension Option"—>"IP address of extension PC".It can get the IP from each PC's "Local connecting".

C、"Parameter Setting"—>"Extension Option"—>"Open IP interface(☒)"

D、In server (the PC has installed the Phone Recording System) ,and share the installation directory.The installation directory default route is "C:\Program Files\TX2006".If amend the installation route,it will need to share the correct route.

E、The PC which install the recording system IP address is 192.168.1.2, and you can search the PC "192.168.1.2" by network neiborhood on each PC,then find the install directory "TX2006" ,and copy the shortcut mode "Popup exe"to the PC desktop.

F、Dbclick the shortcut "POPUP" on the desktop and run the client information popup system.

6.4 POPUP System Setting

Using password protected:Open this option,it need password to login the POPUP system,the choosed option is the protected.

Interface language:Setting "popup"language interface.

Popup the client information:After opening this option,it will popup the pic 6.4-1 when customer incoming one call,or it only popup one small prompt on the lower-left corner in the screen,as 6.4-2.

Sound prompt:The system will auto give some sound prompt when has incoming call.

The screenshot shows a software window titled "Customer Database" with a tabbed interface. The "Basic information" tab is active. It contains the following fields and controls:

- Customer's:** A text box containing "Mr. WU".
- Phone Numbers:** A text box containing "0000113" with a note "(Please separate phone numbers with ', ')".
- Fax:** An empty text box.
- Specified Seat:** An empty text box.
- Accept Department:** A dropdown menu.
- Customer ID:** An empty text box.
- Customer Type:** A dropdown menu.
- VIP Customer:** A checkbox that is currently unchecked.
- Customer Description or Memo:** A large text area containing the text "Order goods".
- List in black list, reason is:** A checkbox that is unchecked, with an associated text box below it.
- Buttons:** "Save" and "Return" buttons at the bottom.

Pic.6.4.1



Caller ID:
0000113
Customer's name:
Mr.WU
Brief:
Order goods

ADD Exit

Pic 6.4.2

6.5 Client Management

Add new client: Click "Client information" —> "Add", according to the contents to add client information.

Edit: Double-click the editor client, and press "amend" button after finish editing.

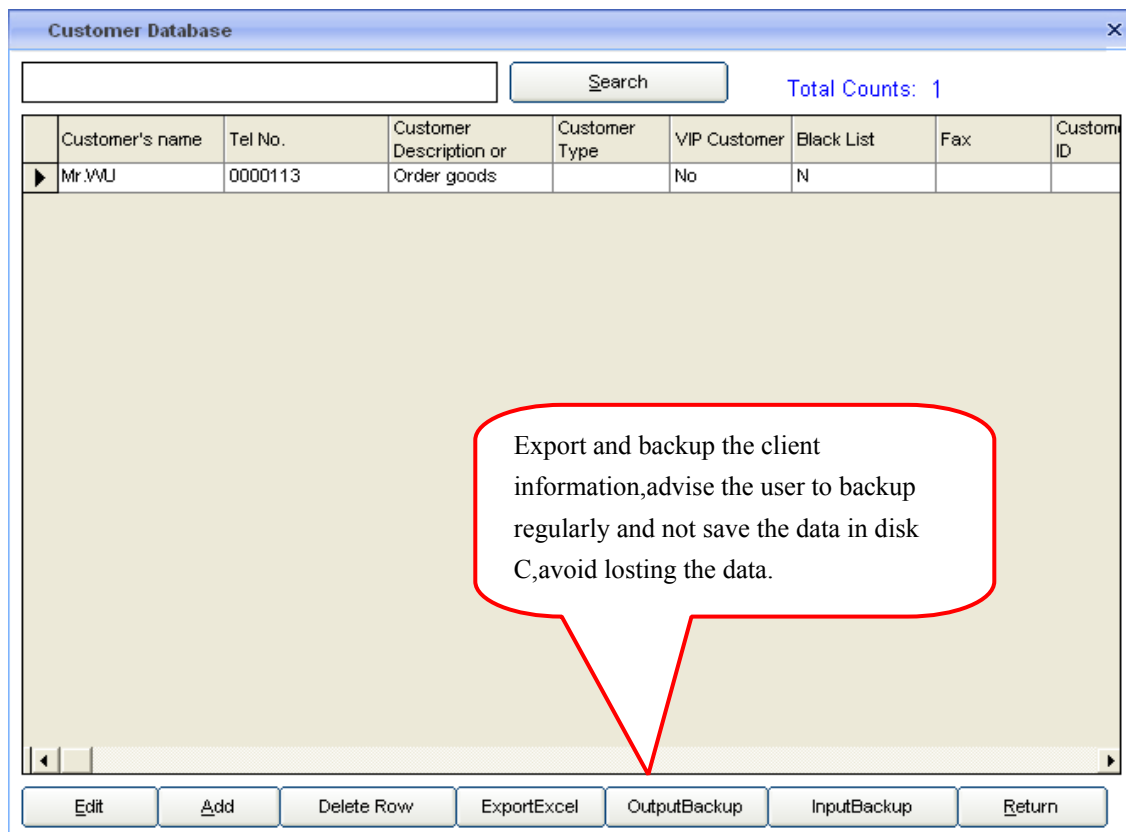
Delete client information: To delete the selected customer information, click the "Delete Selected" button

Export Excel: Export the current client information database to Excel.

Export and backup: Export the client database and backup the file, in order to avoid the loss of customer data, advising the user to do some backup regularly, as the pic below:

Notice: Don't save the export data in disk C, avoid losing the customer data after reinstall the system.

Resume backup: It can use this command to resume the client data if the client data deleted by accident or after reinstall the system.



Customer Database

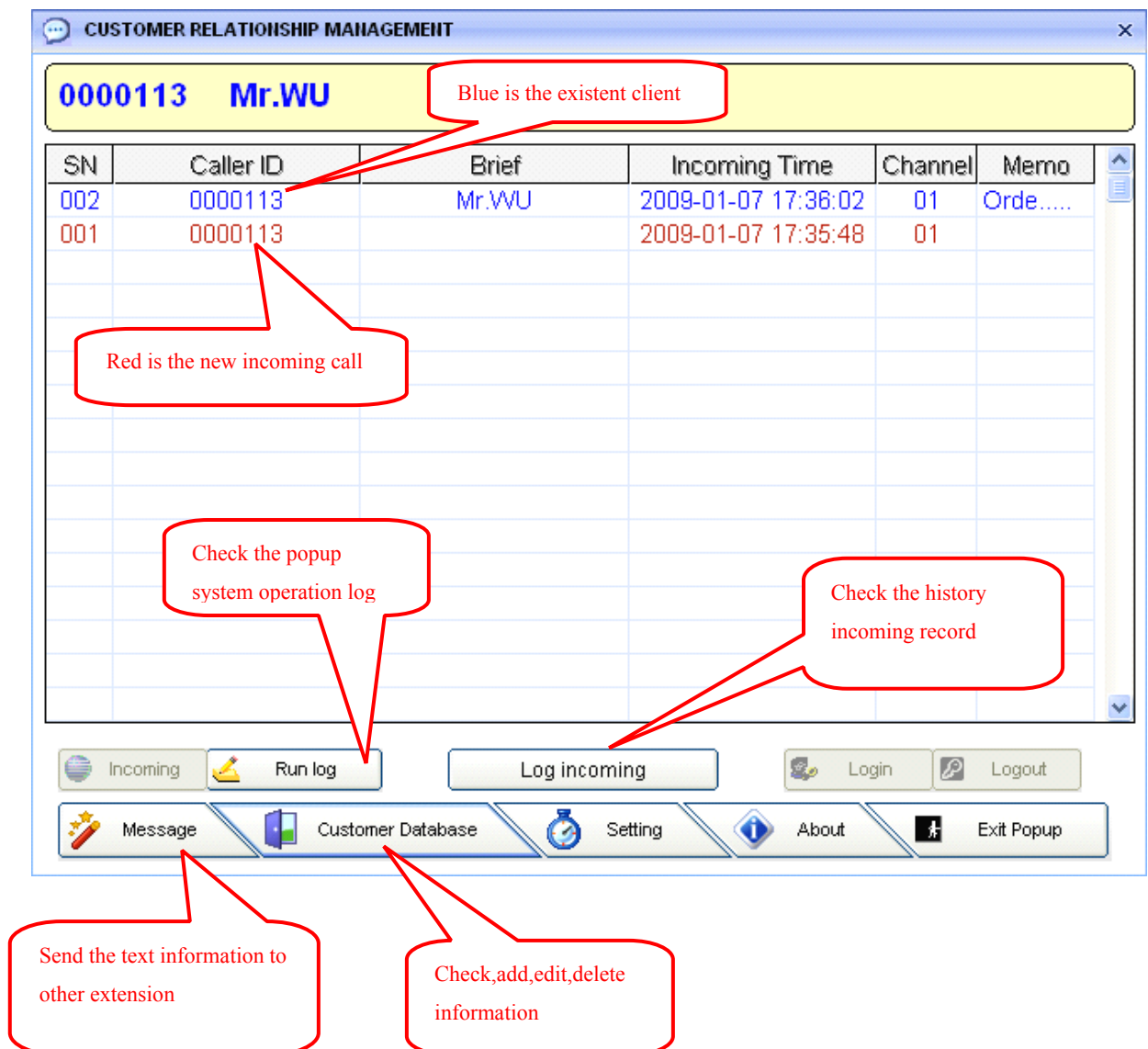
Search Total Counts: 1

	Customer's name	Tel No.	Customer Description or	Customer Type	VIP Customer	Black List	Fax	Custom ID
▶	Mr.WU	0000113	Order goods		No	N		

Export and backup the client information, advise the user to backup regularly and not save the data in disk C, avoid losing the data.

Edit Add Delete Row ExportExcel OutputBackup InputBackup Return

6.6 POPUP system interface introduction:

**The seventh chapter: Technique supports**

It can contact with our agent or login www.tansonic.com.cn to get some help if you have some doubt about our products, or call our technique department: 0755—26906661. At the same time, our company keeps the amendment right about this user manual, please forgive if not give some notice about the user manual rejigger.