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VSR Manager Instructions

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2.6

This manual has been developed by NEC Unified Solutions, Inc. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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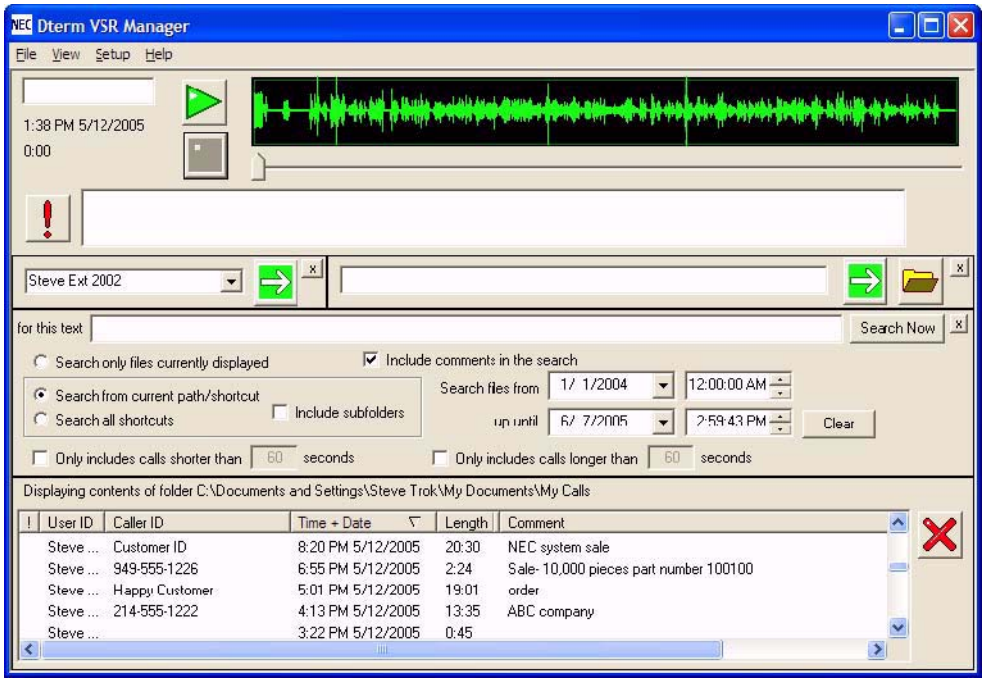
Welcome!

Player Options Overview

There are two options for playing back calls recorded by your VSR(s). The first is the Desktop Player which is designed to be used by an individual user to play back their own archive of calls or to play back NEC Dterm VSR calls stored on their PC or network. It is designed to easily manage calls from one storage location. It does not offer many of the advanced functions of the VSR Manager, such as establishing preset shortcuts to any number of storage folders for quick and easy access.



The second player option is the **VSR Manager**. Take your call recording environment to the next level with NEC's VSR application software. **VSR Manager** provides advanced visibility, access, retrieval, and playback tools for the VSR Recorder administrators. It provides an intuitive interface for establishing shortcuts to any number of storage folders and allows the supervisor to search across all storage folders for specific call information such as User, Time/Date, Length of Call, etc. The application can be used to access and manage VSR recordings whether created by the single port VSR or the 4-Port Digital Call Logging Unit. **VSR Manager** is built on the robust Microsoft .net framework and designed to manipulate large volumes of recordings. It's a workhorse that delivers truly feature rich productivity tools in a familiar, ergonomic and easy to use MS Office style interface.

VSR Manager is designed to provide the manager or supervisor the ability to quickly and easily gain access to important calls.

Introduction

These two players can be combined in any number of configurations within the company, providing control and management where needed and simple playback in other locations.

Refer to the documentation included with the Dterm VSR (P/N 780275) for details on setting up and using the Desktop Player.

This guide describes the installation procedures for the VSR Manager 1.x and 2.x software. It is designed to assist you with the installation of the software and help you to get started using VSR Manager. For detailed assistance with the software, please refer to the Help Files located in the VSR Manager program.

The VSR Manager 2.x is described on page 3, while the VSR Manager 1.x information begins on page 23.

Hardware and Software Check for VSR Manager 2.x

Minimum Hardware Requirements:

- Processor: Pentium III-class (K7) 1.0GHz or equivalent (recommend Pentium 4 or equivalent)
- Memory: 128MB (recommend 256MB+)
- Disk Space: 30MB (recommend 60MB+)

Minimum Software Requirements:

- Operating Systems:
  - Windows XP (recommended latest service pack)
  - Windows 2000 (recommended latest service pack)
  - Windows 2003
- Microsoft .Net Framework 1.1+

Important Note

If your PC does not meet the above requirements, please contact NEC. VSR Manager 1.x can be provided if upgrading to the minimum requirements is not possible or desirable.

Screen Resolution

VSR Manager is a visual application environment featuring dynamic graphical elements which may function at lower resolutions. However, for best performance and to view these items correctly, it's recommended that you set the screen resolution to a minimum of 1024x768. You can do this from the **Control Panel > Display Settings > Advanced Settings** tab.

Is the Microsoft .Net Framework 1.1 installed?

VSR Manager 2.x requires the Microsoft .Net Framework, which should be installed on your PC prior to installing VSR Manager. If your Windows operating system has been kept up to date with Windows Service Packs, it's likely the Microsoft .Net Framework 1.1 has already been installed.

To check if you have the Microsoft .Net Framework Installed:

1. Navigate to **Control Panel > Add and Remove Programs**.
2. Look for an entry referencing the Microsoft .Net Framework 1.1 or later.
3. If the Microsoft .Net Framework 1.1 is not installed, you can download it from the Microsoft web site.

   Link to Microsoft .Net Framework download at time of this writing:
   http://www.microsoft.com/downloads/details.aspx?FamilyID=262d25e3-f589-4842-8157-034d1e7cf3a3&displaylang=en

Not sure if .Net is Installed?

If you have any doubts, try to install VSR Manager 2.x. The installation will halt and will inform you if the Microsoft .Net Framework 1.1 is not found. If this occurs, you can download the Microsoft .Net Framework 1.1, install it, restart your computer and then proceed to install VSR Manager.

Install Your Application Security Key

VSR Manager requires an Application Security Key (a USB dongle which is shipped with the application) to be inserted when VSR Manager is running. This will unlock the application and prevent unauthorized use. VSR Manager will display messages and halt its processes if the Application Security Key is not found or if the wrong key is inserted.

Important Note

- The Application Security Key is associated with your Software license.
- The Application Security Key is non-transferable and will not be replaced if lost.
- If the key becomes damaged within the warranty period, you will need to return your key to support for verification and replacement if the nature of the damage qualifies.

Please contact support or your reseller if you have any questions or if you need further information.

1. Insert USB key into an available USB port on PC.
2. Windows should respond with '**Found New Hardware**' and identify the device as a Matrix USB Key.
3. If Windows does not find the needed driver, browse to the CD. The driver is loaded on the CD in the **Drivers** folder.

Installing and Registering VSR Manager 2.x

Do I Need Administrator Privileges to Install VSR Manager?

In a multi-user operating systems, such as Windows 2000 or Windows XP, applications are generally installed in a folder from which it can be run by all users, such as C:\Program Files. You can only install or uninstall applications if you have administrative privileges on your computer. If you encounter any installation problems, check to make sure you have administrative privileges or ask your administrator to install VSR Manager for you.

Follow These Steps to Install VSR Manager:

1. Insert the VSR Manager CD into the computer's CD-ROM drive or navigate to the location where you have saved your application download.
2. Double-click the VSR Manager Set-up icon.
3. Follow the on-screen instructions.
4. If prompted, restart your computer.

Why Should I Register?

To get additional support, it's a good idea to register your copy of VSR Manager. When you register, you can sign up for timely EMail notices about product updates so you can keep VSR Manager running at peak performance and benefit from any new features and enhancements. You can also sign up to receive up-to-the-minute notices about upgrades and new VSR products.

To register VSR Manager:

1. Select **Help > Online registration** (your internet connection needs to be active to connect to the web site).
2. Fill out the online electronic form.
3. You will automatically receive a confirmation EMail and information as soon as it's available based on your notification preferences.

Using VSR Manager 2.x

About the VSR Manager Workspaces

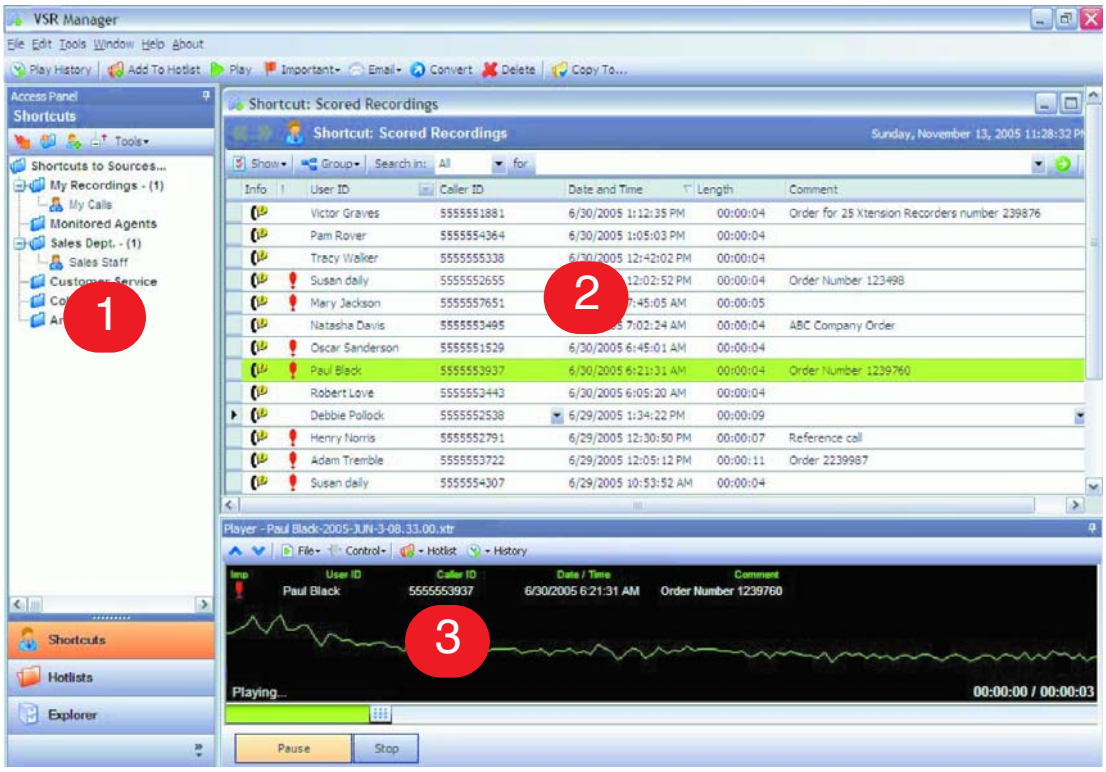
VSR Manager provides an all-in-one integrated workspace which is known as MDI (Multiple Document Interfaces). In this integrated workspace, all windows and panels are integrated into a single larger application window.

The VSR Manager interface is organized into 3 distinct workspace panels and windows which can be resized, minimized or undocked to create a larger workspace for the task you need to perform.

1. **Access Panel** – This provides controls to retrieve recordings.

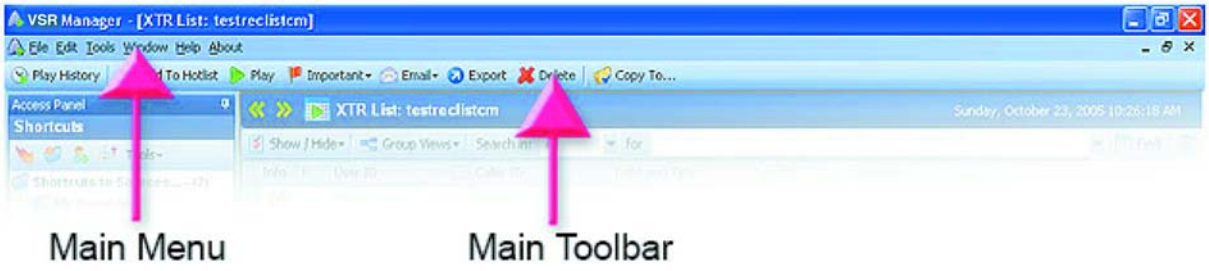
2. **Recordings List(s)** – These are document windows that display the retrieved recordings and provide data and file controls and tools to work with them.

3. **VSR Player Panel** – This controls recordings playback.



Main Window Menu Controls

The Main Window provides controls for playback, navigation and customization. The chart below provides a quick reference to these:



Main Menu

Option & Control			Description
File Menu	New Custom Rec List		Creates a new blank Recordings List which can be customized by drag & drop, copy/paste or by Importing from saved Recordings Lists.
	Open		Launches a file dialog to select and open a saved Recordings List.
	Create Rec List		Launches a folder dialog to select a recordings source to Create a Recordings Lists.
	Save Rec List		Launches a file dialog to save Recordings List.
	Send Menu	Email as XTR	Launches the default Email application Send Email Form and creates an attachment of the selected recording(s) in XTR format.
		Email as WAV	Launches the default Email application Send Email Form and creates an attachment of the selected recording(s) in WAV format.
	Recording List History		Lists up to five most recently saved/used Recordings Lists appear as a list in the menu.
	Exit		Closes the application.
Edit Menu	Copy		Copies path and file name references to the selected recording(s) into the clipboard.
	Paste	Into Recordings List	Adds the recording(s) to the target Recordings List.
		Into Hotlist	Adds the recording(s) to the target Hotlist.
	Remove		Removes the selected recording(s) from the Recordings List.
	Trim		Removes the non-selected recording(s) from the Recordings List.
Tools	Import menu	New List	Launches a file dialog to select and open a saved Recordings List in a new Recordings List window.
		Append List	Launches a file dialog to select and open a saved Recordings List and appends to the target Recordings List.
	Play History on Start-up		If this option is checked, the Play History Recordings List will appear when the application is started.
Window Menu	Cascade		Cascades all open Recordings Lists.
	Tile Horizontal		Tiles all open Recordings Lists horizontally.

Application Main Toolbar

Control		Description
Play History		Open the Play History Recordings list which display the last 100 played recordings.
Add To Hotlists		Displays the Hotlist Tree in a drop-down container and adds the selected recording(s) to the selected Hotlist.
Play		Starts Playback of the selected recording.
Important Menu	Mark Important	Flags the selected recording(s) as Important.
	Un-mark Important	Removes the Important Flag from the selected recording(s).
Email Menu	Email as XTR	Launches the default Email application send form and creates an attachment of the selected recording(s) in XTR format.
	Email as WAV	Launches the default Email application send form and creates an attachment of the selected recording(s) in WAV format.
Export as WAV		Creates a copy of the selected recording(s) in Wav format.
Delete		Permanently deletes the selected recording(s).
Copy To		Creates a copy of the selected recordings to a defined folder location.

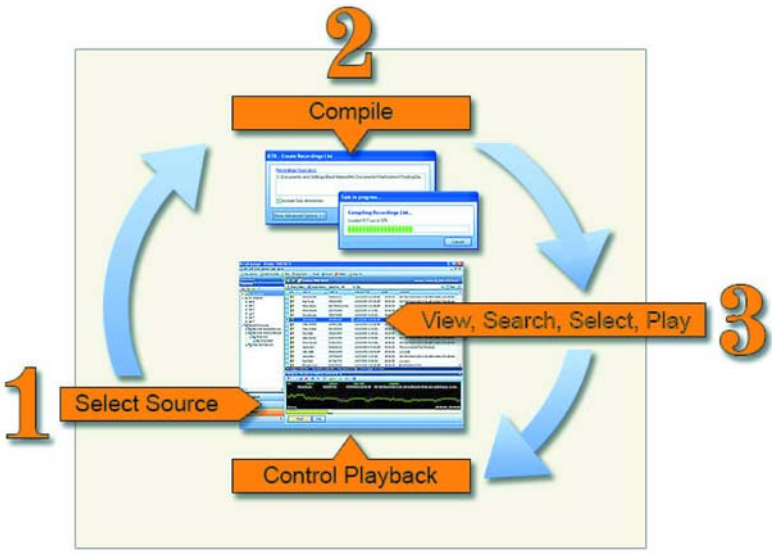
Using and Creating Recordings Lists

The core of the VSR Manager is the Recordings Lists. It's a highly versatile and customizable document window that displays detailed information about recordings in a tabular view with each recording presented on a row. Recordings Lists provide a catalog interface to recordings with in-place editing as well as single and multi-select basic functions like; playback, EMail and export to or from wav formats, copy to directory and delete.

Multiple Recordings Lists can be compiled, toggled, worked with simultaneously, and with controls like drag & drop between Recordings Lists as well as cut, paste, merge, trim and save. You can quickly compile and save a custom Recordings List which is an extremely productive way to quickly access a group of recordings for reference or analysis. Where recordings are stored centrally (ex. on a server), Recordings Lists can be shared, and provide an excellent method of training and collaboration within your call recording environment.

Workflow Process

VSR Manager workflow processes are a simple 1-2-3 logical procedure that starts with first **Selecting the Recordings List**, then **Defining and Compiling** the list, and finally **Performing the Desired Task** with the set of calls selected.



1. Selecting Recordings Sources

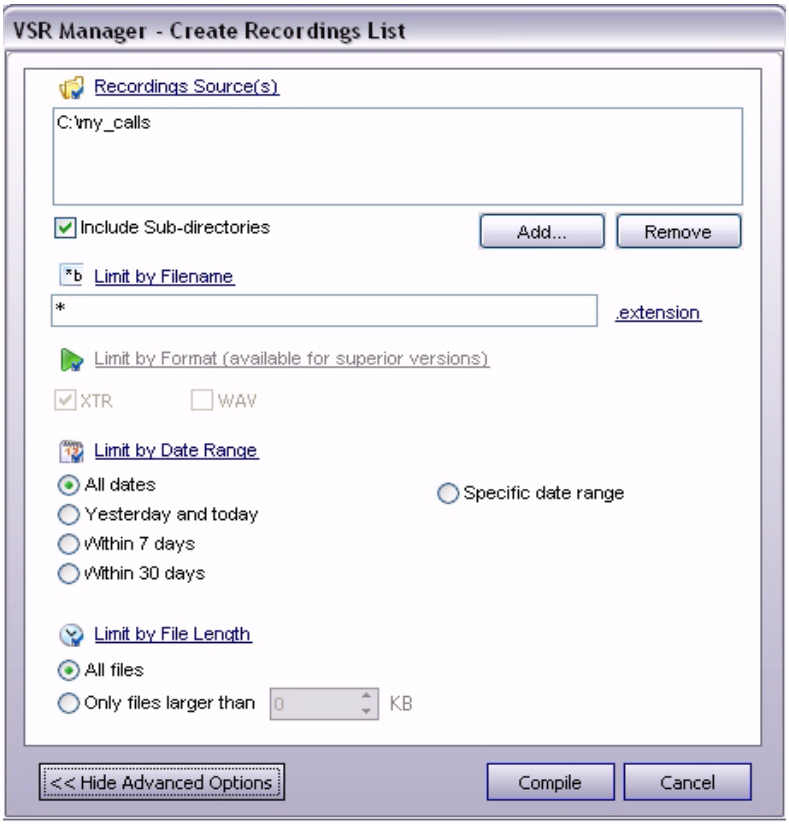
A recordings source can be any drive or directory which is accessible from your computer. It can be defined by selection from the Explorer directory tree, a shortcut or shortcut group from the shortcuts tree. Simply select and double-click to start the Recordings List compilation.

2. Compiling Recordings Lists

Prior to compiling a Recordings List, the **Create Recordings List** dialog window appears to provide list refinement options. Additional folders can be selected and the user can choose to include or exclude sub-directories and pre-filtering options to compile a more targeted list.

Pre-filtering options include file formats, preset or user defined date ranges as well as file size/length limitations. When executed, each source is scanned for recordings - the progress is displayed to show the number of recordings found which meet the defined criteria. When complete, the Recordings List appears in a new document window.

Recordings lists can also be compiled from a saved Recordings List or a shortcut group which directly displays the specified recordings omitting those which have been moved or deleted.



3. Perform Tasks

With a Recordings List in view, menus, toolbars and keyboard shortcuts provide tools to perform tasks such as search, playback, build and save a custom list, copy or delete recordings, export to wav format, edit data, EMail and more.

Getting Started

This section describes how to compile, save and share a Recordings List as well as organize your workspace.

To view and work with Recordings, a Recordings List must first be compiled. This can be done by navigating to a recordings source from the Explorer directory tree or by creating shortcuts which can access recordings source(s) in a single click. Methods to compile Recordings Lists and create shortcuts are described below.

Recordings Lists are document windows which can be saved as documents and opened to retrieve the recordings they reference. Recordings Lists can be customized by trimming or adding additional recordings resulting in a highly targeted list. A saved Recordings Lists can be utilized for many productive purposes like analysis, evaluation, training, archiving and collaboration. These benefits are further enhanced by sharing Recordings Lists with other VSR Manager or VSR administrator application users, if recordings are stored in a central location like a server.

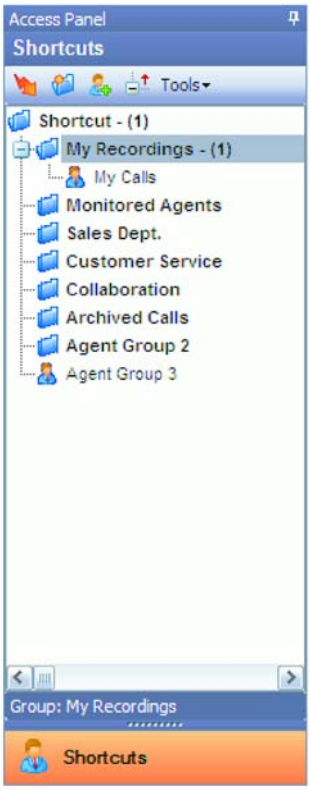
Creating and Organizing Shortcuts

About Shortcuts and Shortcut Groups

Shortcuts are used to pull up a specific Recordings List from a pre-defined source. The shortcuts appear in the Shortcuts directory tree which can be accessed from the Access Panel shortcuts button.

The Shortcuts directory tree is a virtual directory tree which contains Shortcut Groups (folders which contain shortcuts) and Shortcuts (items inside a shortcut group which reference a specific directory or resource you have defined). A shortcut group is useful to organize shortcuts by related categories like departments, groups of users or archive periods like months or years. By organizing shortcuts into shortcut groups and sub-groups, a highly defined hierarchy structure can be created for a detailed categorization of recordings sources.

When a shortcut is selected to compile a Recordings List, recordings in the recordings source referenced only by that shortcut are retrieved. When a shortcut group is selected to compile a Recordings List, recordings are retrieved from the recording sources referenced by all shortcuts contained in the shortcut group. By compiling a recordings list from a shortcut group, you can create a single view of all recordings; by department, multiple users or in multiple archiving periods.



Creating Shortcuts from Explorer Panel

1. **Access Panel** - Click the Explorer button to display the Explorer directory tree and navigate to a recordings source you would like to shortcut.
2. Right-click on the folder and **Select Add to Shortcuts** option
3. **Shortcuts Panel** – The new shortcut will now appear in the root of the Shortcuts directory tree defaulted with the name of the recordings source it references.

Creating Shortcuts from Shortcuts Panel

1. **Access panel** - Click the **Shortcuts** button to display the Shortcuts panel.
2. **Shortcuts Panel** - From the Toolbar or the Context Menu, click the **New Shortcut** option.
3. **Select Directory** – Use the **Browse** button to navigate to the recordings source you would like to shortcut.
4. **Select Source** – Select the source and click **OK** to confirm, then **OK** again to create a shortcut to this recordings source. Click **Cancel** to start over or abort.

Creating Shortcut Groups

5. **Shortcuts Toolbar** – From the Toolbar, select **New Shortcut Group**. This option is also available from the **Shortcuts Context** menu.

Renaming Shortcuts and Shortcut Groups

1. **Select** – Select the **Shortcut** or **Shortcut Group**.
2. **Context Menu** – Right-click to bring up the **Context** menu and select **Rename** option.
3. **Enter Name** – Type the new name of the **Shortcut** or **Shortcut Group**.
4. **Double-Click** – Double-click to save.

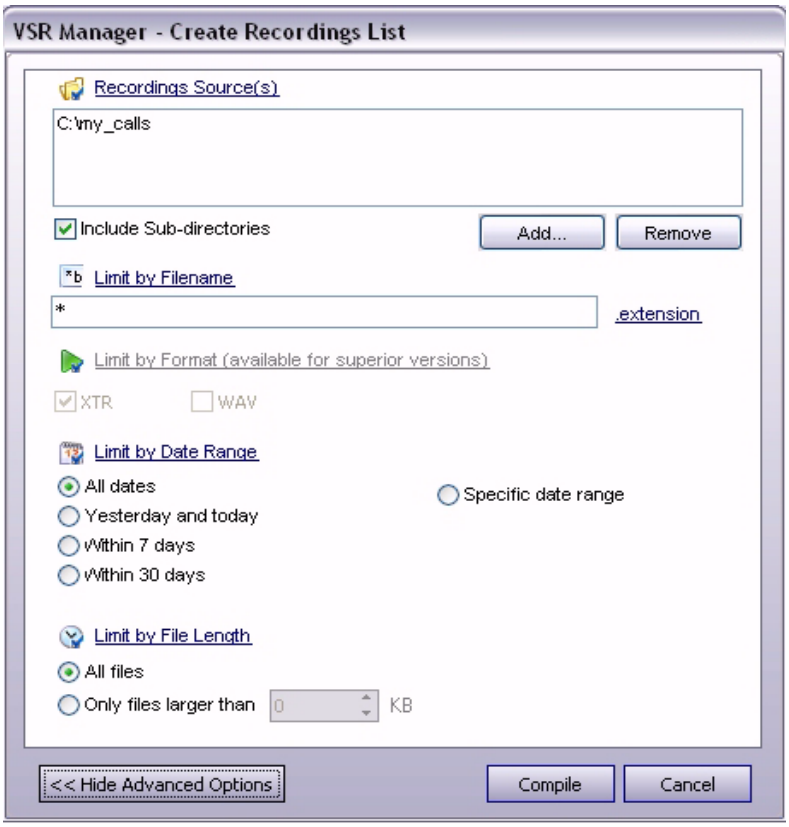
Organizing Shortcuts and Shortcut Groups

1. **Select** – Select the **Shortcut** or **Shortcut Group**.
2. **Drag & Drop** – Drag the **Shortcut** or **Shortcut Group** into the target Shortcut Group and release.

Creating and Compiling Recordings Lists

Recordings Lists are compiled by selecting a recordings source. This can be any directory or resource accessible from your computer which contains recordings you would like to retrieve. Recordings sources can be accessed from the Explorer directory tree or Shortcuts directory tree if your shortcuts have been created.

How to Create a Recordings List from the Explorer Panel



1. **Access Panel** - Click the Explorer button to display the Explorer directory tree and navigate to a source which contains recordings with which you would like to work.
2. **Select** – Select the recordings source and double-click.
3. **Create Recordings List Window** - The **Create Recordings List** window will appear with options to enhance your compilation.
4. **Include Sub-directories** – This option is checked by default to retrieve recordings contained in the source and source sub-directories. To limit the compilation to only the source directory, uncheck this option.
5. **Compile or Apply Advanced Options** - You can click the **Compile** button to begin the compilation or click the **Show Advanced Options** button to utilize advanced options for a more targeted list.
6. **Add or Remove Sources** – This option can be used to add additional recordings sources or remove them as required.
7. **Limit by Date Range** – By default, this option is set to "**All Dates**". Date range pre-filters can be used to exclude unwanted recordings based on a date range selection.
8. **Limit by File Size/Length** – By default, this option is set to "**All Files**". The file sizes/call length pre-filters can be used to retrieve only recordings which are larger or longer than a file size or duration you specify. Conversion labels will appear to calculate the approximate call length based on the defined file size.
9. **Compile or Cancel** - You can click "**Compile**" to create a recordings list based on the filters you have defined or abort by clicking "**Cancel**".

How to Create a Recordings List from a Shortcuts or Shortcut Group

1. **Select** – Select the **Shortcut** or **Shortcut Group** and double-click.
2. **Create Recordings List Window** - The **Create Recordings List** window will appear with options to enhance your compilation.
3. **Advanced Options –** Follow the steps outlined in the above example from step 4 to utilize advanced options.

Compilation Progress Window

The compilation process starts when you click "**Compile**" from the **Create Recordings List** window. A **Progress** window will appear which displays a progress bar and messages to show the number of recordings scanned and the number found files found.

When the scan progress is complete, the **Recordings List** will appear in a new document window. You are now ready to work with these recordings.

Compilation Progress Window Does Not Appear?

Prior to displaying the progress window, VSR Manager builds an index of directories, sub-directories and files. You may experience delays or long periods of inactivity if a recordings source contains a large number of files or you have included a number of sub-directories in your search. This delay can vary with the number of recordings, the number of directories and sub-directories, the hardware capabilities and other processes which may be running simultaneously with VSR Manager and consuming available resources.

Recommendations to Improve Compilation Results

- To retrieve a more targeted list of recordings, it's recommended you organize recordings in directories.
- When selecting a recordings source, it's recommended you select the parent directory of the recordings rather than the drive or the parent directory of the recordings directories.
- For example, if the recordings you want to retrieve are stored in a directory called "Archive Jan 2005" which is a sub-directory of "My Recordings" stored on the C drive, the example below shows best practice to define the source:
  Fast: "C:\My Recordings\ Archive Jan 2007\"
  Slow: "C:\My Recordings\"
  Not recommended: "C:\"

Using the **Include** or **Exclude Sub-directories** option from the **Create Recordings List** window can significantly improve the compilation times as well as omit recordings which may not be of interest.

Saving and Sharing Recording Lists

Recordings Lists can be saved and used in order to quickly recall a subset of recordings, like those for a particular client, user or related to specific classification like "verbal agreements" or "authorizations" etc. A **Recordings List** is a document which contains file path and name information for each recording and has a **.reclist** file extension. It can only be interpreted by VSR Manager or other VSR Administrative applications.

Create Directories to Save Recordings Lists

It's recommended you create a directory called "**Recordings Lists**" in a location which is easy to find when needed. Save Recordings Lists to this directory or create further sub-directories to categorize saved Recordings Lists.

How to Save a Recordings List

1. **Main Menu** - Once you are ready to save your recordings list, choose the save option from **Main Menu > File > Save**.
2. **Name and Save** – Enter the descriptive name for the Recordings List as required – this name will appear in the header of the recording list when it is open for easy identification.

Can I Share My VSR Manager Application Files?

Sharing Recordings Lists provides a highly effective and efficient method for collaboration, strategy meetings or training exercises. Recordings Lists can only be shared if recordings are stored in a central location and the path to the recordings is the same for all users who wish to share the Recordings Lists.

Recordings Lists files rely on absolute full path and file name information; this means that where these references are the same between users, sharing will reference the same files as in the example below.

Can be shared: \\server\RecordingsFolder\RecordingSubfolder\filename.xtr
Cannot be shared: C:\RecordingsFolder\RecordingSubfolder\filename.xtr

Copy Recordings to Another Folder

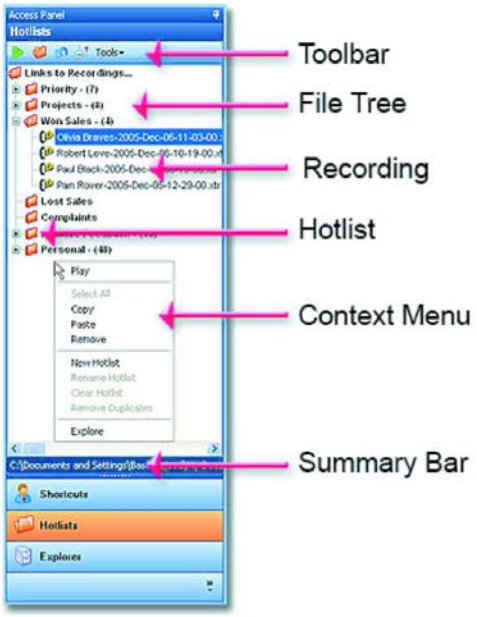
The Explorer Panel can be a quick and easy way to copy recordings to directories and delete unwanted recordings.

1. **Recordings List** – Create a Recordings List which contains the recordings you would like to copy.
2. **Explorer** - Navigate to the target directory in the Explorer directory tree where recordings will be copied.
3. **Recordings List** - Select and drag the recordings to copy into the target directory in the Explorer tree and drop.
4. **Confirmation Dialog** - A confirmation dialog will appear. Click **OK** to copy the files or **Cancel** to abort.

Hotlists

The Hotlists panel is a virtual directory tree control which can be used to store links to recordings; much like Favorites or Bookmarks in your browser store links you define to web sites. These links are organized into groups called a Hotlist. Hotlists provide a method for instant access and playback to recording(s).

Hotlists Panel Interface and Controls



- **Toolbar** - The Toolbar provides buttons and menu controls to access the Hotlists panel functions. The Toolbar is located at the top of the Hotlists panel.
- **Directory Tree –** The Hotlists tree is a virtual file tree of links to recordings you have defined.
  - o **Recording Link –** A Recording Link is a shortcut or link to open the recording which is represented by a file icon in the Hotlist tree.
  - o **Hotlist** – A Hotlist can be used to organize recordings links and create a single Recordings List of all recordings contained in the Hotlist(s). A Hotlist is represented by a red folder inside the Hotlists tree.
  - o **Item Count** – The number of recordings linked appears in parenthesis after the Hotlists name.
  - o **Expand Node** - Click the '**+**' image next to the Hotlists to expand the node and display the recording link it contains.
  - o **Collapse Node** - Click the node '**-**' image next to the Hotlists to collapse the node and only display the parent Hotlists.
  - o **Refresh Node** – To refresh the contents of the Hotlists, collapse and expand the Hotlists again to update.
- **Drag & Drop**
  - o **From Hotlists** - You can drag a Hotlist to any Recordings List to add all recordings in that Hotlist to the Recordings List.
  - o **From Recording Link** - You can drag a recording to any Recordings List to add the recording to the Recordings List.
  - o **Into Hotlist** - You can drag Recording Links or Hotlists into other Hotlists.
  - o **From Recordings List –** You can drag recordings from the Recordings List into a Hotlist to link those recordings.

How to Create and Rename a Hotlist

1. **Hotlist Panel** – From the Hotlist toolbar or context menu, click the **New Hotlist** option.
2. **Select** – The new Hotlist will appear with the name "**New Hotlist**" in the Hotlist root directory. Select the new Hotlist.
3. **Rename** – From the toolbar or context menu, click the **Rename Hotlist** option and enter the new name and double-click.

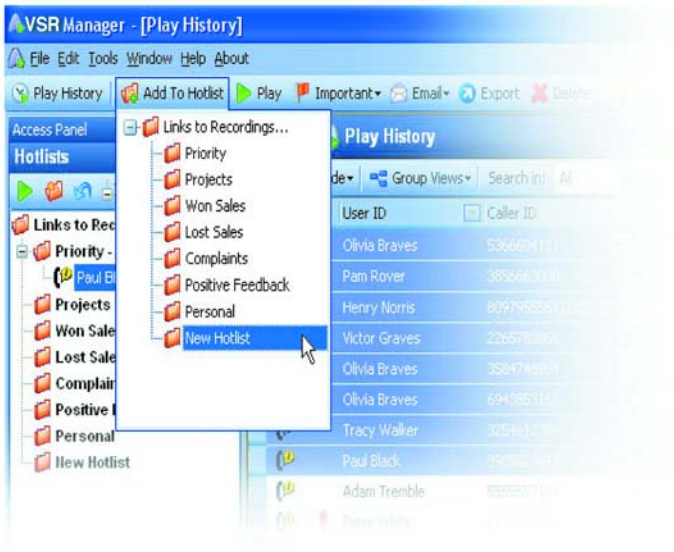
Add Recordings to Hotlist

Recording(s) can be adding to a Hotlist from the Recordings List or the Player using the following methods:

From Recordings List Using Add to Hotlists…

1. **Select** – Select the recording(s) in the Recordings List which you would like to add to a Hotlist.
2. **Main Toolbar** – Click the **Add to Hotlists** button in the main toolbar. The Hotlist tree will appear inside a menu control.
3. **Select Hotlist** – Navigate to the Hotlist where the selected recording(s) will be linked and double-click to add.
4. **Check Hotlist** – The newly added recording(s) should now appear as links in the selected Hotlist.

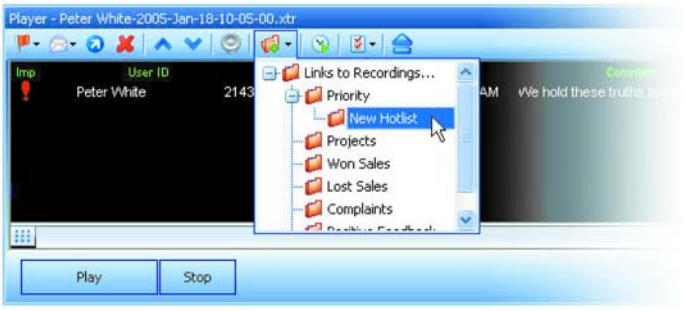
From Recordings List Using Drag & Drop



1. **Select** – Select the recording(s) in the Recordings List which you would like to add to a Hotlist.
2. **Drag –** Drag the selected recordings over the target Hotlist in the Hotlist tree folder.
3. **Drop -** Drop the selection into the target Hotlist.
4. **Check Hotlist** – The newly added recording(s) should now appear as links in the selected Hotlist.

From the Player Using Add to Hotlists…

1. **Player Toolbar** – Click the **Add to Hotlists** button in the Player toolbar. The Hotlist tree will appear inside a menu control.
2. **Select Hotlist** – Navigate to the Hotlist where the recording in the player will be linked and double-click to add.
3. **Check Hotlist** – The newly added recording should now appear as links in the selected Hotlist.



Manage Hotlist Links

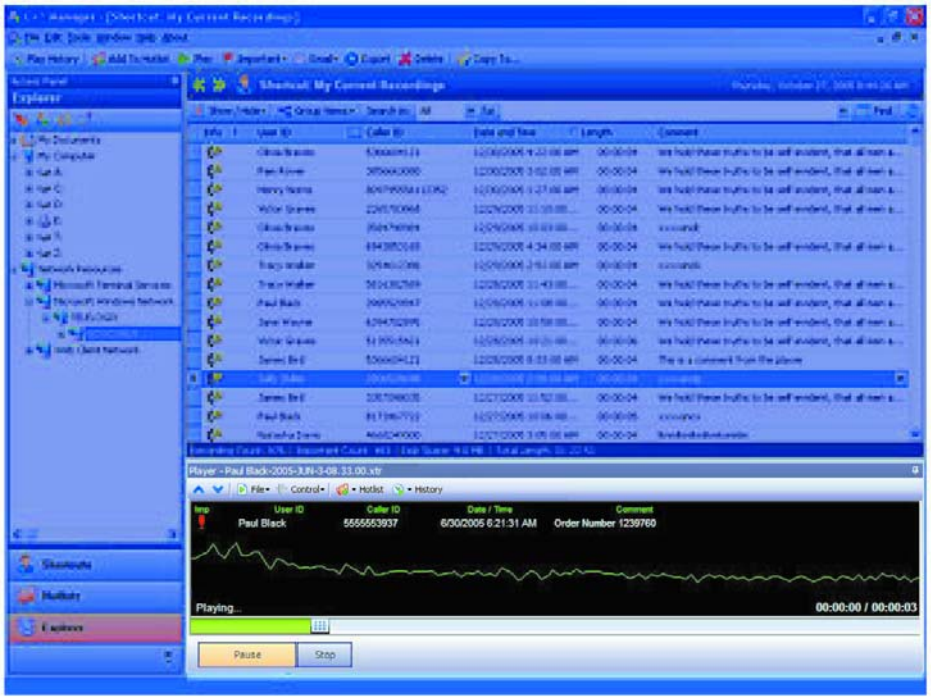
Remove Duplicates – This option can be used to remove duplicate linked recordings inside a Hotlist. Use the "**Remove Duplicates**" option from the toolbar Tools menu or context menu.

Validate Hotlists – This option can be used to maintain the Hotlist when recording may have been moved, deleted or renamed; this prevents invalid links in the Hotlists. Validate Hotlist will check the links of all recordings in the Hotlists and remove linked recordings which have invalid references. Use the Validate Hotlist option from the toolbar Tools menu.

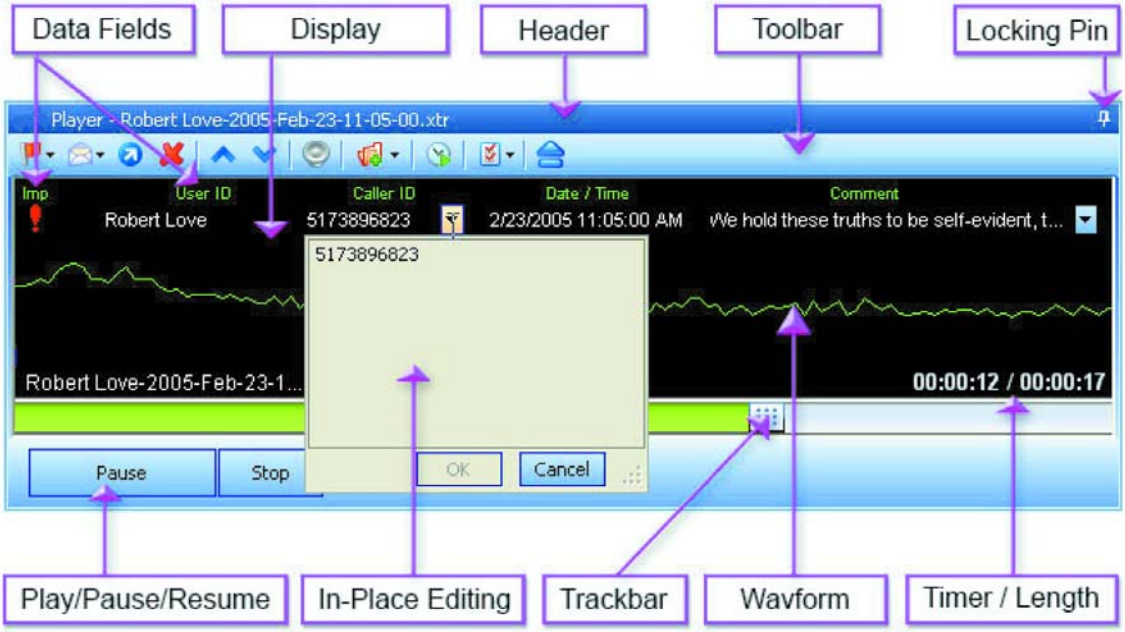
Player

Playback Recordings

The VSR Manager Player utilizes streaming technology for on-the-fly decompression and handles all playback and audio controls. The Player is located inside the Player panel which is a dynamic window that can be retracted or undocked to freely float about the screen. The Player panel is located at the bottom of the Main Window.



Player Interface and Controls



- **Header**
  - o **File Name** - When a recording is loaded into the Player, the file name of the recording appears in the Header to the far left.
  - o **Unlocking and Undocking** – By default, the player is locked into position and docked at the bottom of the Main Window. It can be unlocked by clicking the Locking Pin to far right in the Header, enabling the Player Panel to hide from view and reappear on mouse over. The Player Panel can also be undocked from its position to float freely about the screen using the mouse to drag it or by double-clicking in the Header.
- **Toolbar** – The Toolbar provides access to file, data and audio controls in the Player. The Toolbar appears below the Header. Detailed information about the Toolbar is described on page 21.
- **Display** – The large black area in the center of the Player is referred to as the Display. When a recording is loaded into the Player, the recording information is displayed with In-Place Editing controls. During playback, the display shows a real time audio visualization of the conversation.
- **Control Bar** – The Control Bar is the area at the bottom of the Player panel which provides the basic Player controls like Play, Stop and Trackbar to control the Playback position in the recording. The Trackbar is a slide control which provides a rewind or forward function.
- **Vertical Resize** - The Player can be resized vertically by dragging the mouse from the top of the header.

Player Toolbar

What Controls are Available in Player Toolbar?

Player Toolbar			
Control			**Description**
Important Flag	Mark Important		Flags the recording as Important.
	Unmark Important		Removes the Important flag.
Email	Email XTR		Launches the default EMail application Send form and creates an attachment of the recording in XTR format.
	Email WAV		Launches the default EMail application Send form and creates an attachment of the recording in WAV format.
Convert to Format			Launches the Convert Recordings window to select format and convert file.
Delete			Permanently deletes of the recording in the Player.
Previous Recording			Loads the next recording in the Recordings List into the Player.
Next Recording			Loads the previous recording in the Recordings List into the Player.
Volume Control			Displays the Volume Control in the Control Bar.
Add Hotlist			Displays the Hotlist tree in a Menu Control to add the recording in the Player to the selected Hotlist.
Play History	Double-Click		Starts playback of the selected recording.
	Right-Click Menu	Play	Starts playback of the selected recording.
		Remove	Removes the selected recording(s) from the Play History List.
		Clear	Clears the Play History List.
Show and Hide	Wave		Displays the Wave Form visualization.
	Editors		Displays or hides (default) the Editor Control for Caller ID and Comments fields.
Eject			Ejects the current recording in the Player and releases file locks.

- For Your Notes -

Dterm VSR Manager 1.x Installation

The Dterm VSR Manager can be installed either on a central network location or directly to a local PC. Note that when using the central network location, each user still requires licensed software as well as a USB dongle which provides the software key.

Dterm VSR Manager Network Installation

Shortcuts are used to provide a path to the network locations which are used to store each user's VSR calls.

The advantage of installing the Dterm VSR Manager on a network server is that only one list of shortcuts needs to be maintained. For example, when a member of the staff changes, you only need to make the change once, rather than on each supervisor's PC. This can be beneficial when staff is replaced or extension numbers change. In the case where each supervisor only resides over a small number of users, then desktop installation may be desired.

1. From the Dterm VSR Manager CD, run the "**Setup.exe**"file. Run the install wizard for the Dterm VSR Manager and select an installation location either on your server or on your local PC when prompted.
2. Once the installation process has completed, make sure the users have access to the folder by allowing read access permission in the folder's security setting (for network folders) or by sharing the local folder.

   Network Installation:

   Locate the VSR Manager folder on the network and right-click on the folder. Select the PROPERTIES menu item and set the folder permissions. Ideally, set the permission for the folder as read-only. This will prevent your users from editing the configuration settings in the shortcut list.

   Local Installation:

   *Run Windows Explorer (usually, by clicking **START-PROGRAMS-ACCESSORIES-WINDOWS EXPLORER**). Locate the VSR Manager folder and right-click on the folder (unless changed during the installation, the folder will be located under **Program Files/NEC/Dterm VSR Manager**.). Select the **SHARING AND SECURITY** option. Under the SHARING tab, select the SHARE THIS FOLDER bullet and set the folder permissions. Ideally, share the folder read-only. This will prevent your users from editing the configuration settings in the shortcut list.*
3. You can now run the Dterm VSR Manager from the server PC (or one that has write access to the folder) and edit the shortcuts (refer to *Adding Shortcuts* on page 1-26). Make sure you use the full network path to all shortcuts (e.g. **\\Server\Calls\Ext100**, rather than **C:\Calls\Ext100**). This allows all the clients on the network to be able to access the files via this path.
4. All future edits can be made on the server only and will be picked up by all Dterm VSR Manager users the next time they run the program. This makes it simple to maintain a large list of recorded extensions.
5. To open the application, each client should use Windows Explorer to browse to the newly shared Dterm VSR Manager folder and double-click on the **Dterm VSR Manager.EXE** file.

   *Each user can create a shortcut to this file by right-clicking on this file, then selecting **Create Shortcut**. The user can then drag this shortcut to their desktop for easy access.*

Dterm VSR Manager Desktop Installation

The Dterm VSR Manager can also be installed simply at the client level. In this case each user will need to maintain their own shortcuts list. This may be preferable if you have a heavily loaded network and use generic shortcuts, such as "Extension 100", rather than "John Doe".

*Hint: Copying the **shortcut.ini** file (located in the Dterm VSR Manager folder) can be quicker than editing the shortcuts list.*

To install as a client application, simply click on the **Setup.exe** (application) icon on the provided CD and select a destination on the local PC.

Install Your Application Security Key

In both cases, whether installed on a network PC or on a local client, a USB key/dongle is needed to activate the software license. EACH USER requires a key.

Dterm VSR Manager is USB key protected. You will require a key for each station that needs to replay calls using the Dterm VSR Manager. If your server is *only* used for administration, it can run without a Dterm VSR Manager key.

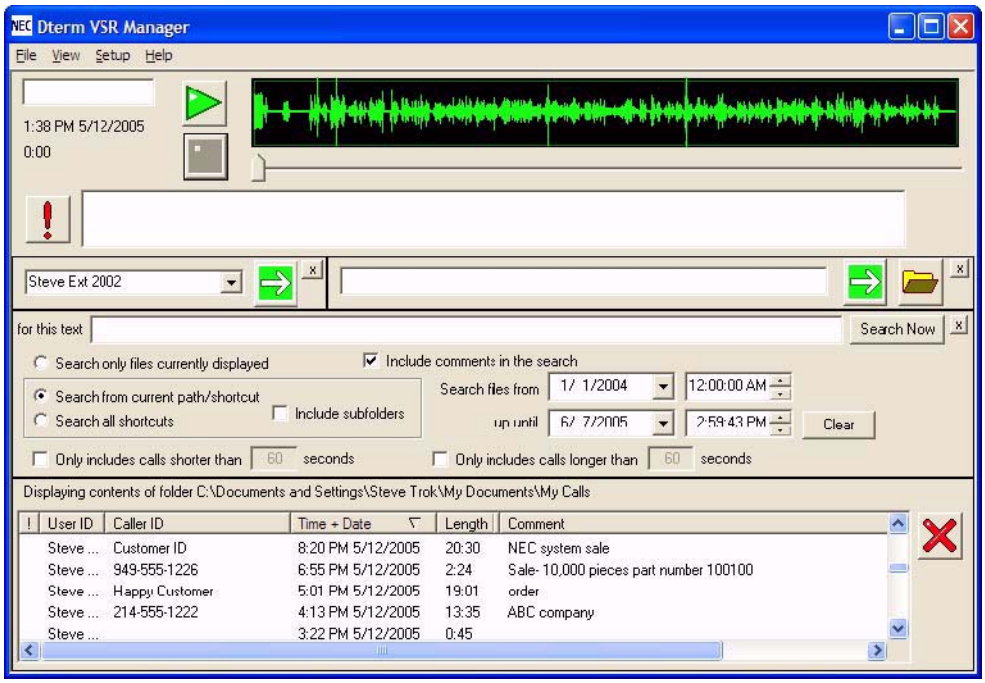
The software will function without the key installed, but you will be limited to 30 seconds of playback for each call. Each key contains the software key needed to run the application without any limits.

To install the key:

1. Insert the Dterm VSR Manager CD.
2. Insert the key into an available USB port.
3. Windows will respond with a "**Found new hardware**" pop-up window.
4. Direct the installation wizard to the CD's **MatrixLock** folder.

Your Dterm VSR Manager software will now be fully operational. Note that if the USB key is removed, the software will revert to playing only 30 seconds of a call. Each PC requires a key.

Dterm VSR Manager Player Software Set Up



The **Dterm VSR Manager Player** allows the user to search for calls, play back calls, mark calls as important, add comments to the call record, and quickly copy important calls to a separate directory for personal archiving.

Open the Application

1. **Local Installation:**
   Double-click the **Dterm VSR Manager** shortcut icon located on your desktop.

   OR

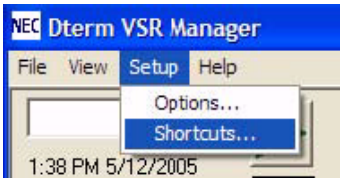
1. **Network Installation:**
   Use Windows Explorer to browse to the shared Dterm VSR Manager folder and double-click on the **Dterm VSR Manager.EXE** file.
   OR
   If a shortcut was created for the user, double-click the **Dterm VSR Manager** shortcut icon located on your desktop.

Adding Shortcuts

Shortcuts are used to speed the process of moving from folder to folder. This provides one-click access to each user's call archive.

To set up shortcuts:

1. Click on **Setup**.
2. Click on **Shortcuts**.



3. Select **Add**.
4. Enter the description for the shortcut and browse to the required location, then click **OK**.

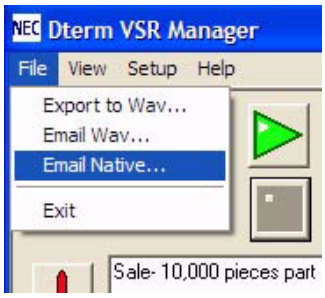
5. Create as many shortcuts as necessary.

*Keep in mind they will appear in the order you enter them, so enter them in the order desired or you can highlight an item and click the **Move Up** or **Move Down** buttons to rearrange the order.*

*When entering shortcuts, enter them as the full network location (e.g. **\\server\calls\…** rather than **C:\calls\…**) - even if you are entering them on a local machine. Then, when you want to install it on another PC, you can copy/paste the **shortcut.ini** file (located in the Dterm VSR Manager folder), rather than having to enter all the shortcuts again.*

EMailing or Converting Files to .wav

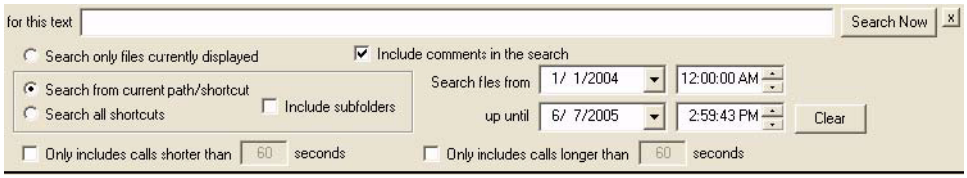
Simply select the file you would like to convert or EMail, then select the **File** tab as shown below:



You can select to export as a WAV file or you can EMail as a WAV or "native" file (XTR file extension). Keep in mind, if the file is EMailed as "native", the remote user will need the desktop player. The desktop player can be downloaded free of charge from www.usbcallrecord.com/downloads/bin/xtrplayer.zip.

Search Functions

Select **View** then **Search**. This will display the search function options as displayed below.



You can search for calls by caller ID, number dialed (if provided) or by notes taken about the call during prior playback. Calls can be searched within all folders or only specific folders and within specific date ranges.

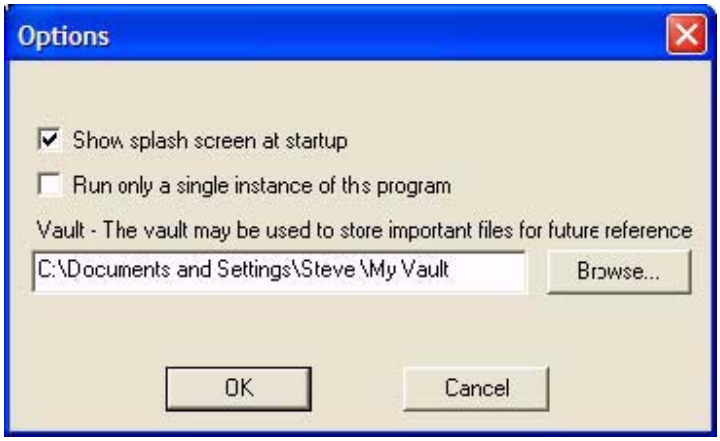
Personal Storage Vault

The "Vault" feature allows a user to create a folder to store copies of important calls that may be needed for further follow-up, review or immediate external archiving.

To set up the Vault location:

1. Click on **Setup**.
2. Select **Options.**

3. Create the Vault storage location by clicking the **Browse** button and locating the destination folder.



- For Your Notes -

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