

INSTALLATION and USER MANUAL

rev. 1.00.02

Libra PBX Server, Libra STD PBX Server as well as PLATAN LibraPC, PLATAN LibraWeb, Agent 003 computer programs are products manufactured by: PLATAN® Sp. z o.o. Sp.k. 81-855 Sopot, ul. Platanowa 2, Poland tel. +48 58 555 88 00, fax +48 58 555 88 01 e-mail: platan@platan.pl, www.platan.eu technical support and maintenance tel. +48 58 555 88 88

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Manual revision: 1.00.02 Sopot, April 17, 2013



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1. Introduction

1.1. Using Agent 003 software

Agent 003 computer program serves for browsing, listening to and downloading the calls recorded by the Libra PBX Server and saved on the HDD. In order to record calls, the **call recording licence** for Libra PBX Server is required.

Agent 003 software works in *server-client* mode. It consists of Agent 003 Sever and three types of licenced posts (client side) to manage the calls recorded and saved in the Agent 003 Server:

- Administrator account with privileges to configure the connection between Agent 003 Server and Libra PBX Server and to manage the accounts for call listening. Administrator has no access to the recorded calls.
- Supervisor account with privilege to supervise and listen to many users' calls.
- Client account with privilege to listen to one user's calls.

1.2. Equipment requirements

The Agent 003 Server is to be installed in a desktop or a mobile computer (laptop) meeting the following minimum requirements:

- 2-core processor 2x1.6 GHz
- 40 GB free space on hard disk
- operation memory 4 GB
- LAN 10/100
 - operating system:
 - Windows XP or latter
 - Linux (kernel 2.6)
- 32 MB RAM memory
- Java ver. 6



Note: Agent 003 server works **exclusively** in **Java 6** environment. To assure the Agent 003 server stable operation, other Java versions should be removed.



Note: the use of **Platan Application Sever** as a distinctive work station for Agent 003 Server is recommended.

The system configuration and the users' access to the recorded calls are made by the **web browser** (Firefox ver. 18 or latter recommended) and require no Agent software installations on users' personal computers.

1.3. Licence agreement

CAREFULLY READ ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT PRIOR TO USING THE SOFTWARE. USING THE SOFTWARE INDICATES YOUR ACCEPTANCE OF THESE TERMS AND CONDITIONS.

THIS IS A LEGAL AGREEMENT BETWEEN YOU AND PLATAN Sp.z o.o. sp.k. (collectively called "PLATAN") FOR THE USE OF **PLATAN**[®] Agent003 software ("SOFTWARE") FOR Libra PBX Server ("PRODUCT").

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2. CONTENTS OF THE SOFTWARE

The SOFTWARE is distributed for the purpose of use with the PRODUCT to serve call recordings, according to the acquired number and type of call recording licences. The SOFTWARE licence is assigned to the given PRODUCT and to the computer on which it will be installed. SOFTWARE is distributed with the Licence Confirmation.

3. LICENCE

You may use the SOFTWARE solely with the PRODUCT. You may make a copy of the SOFTWARE for use with the PRODUCT, or for back-up purposes. You may transfer the rights to use the SOFTWARE only by transferring the present licence and upon its acceptance by new USER, by transferring all copies of SOFTWARE with the Licence Confirmation, and by transferring the PRODUCT, to which the SOFTWARE is assigned.

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1.4. Software organisation chart





1.5. Agent 003 installation

Agent 003 program is to be installed on a computer meeting the requirements specified in chapter 1.2, connected to the local computer network. It is recommended for a server with Agent 003 software to remain turned on all the time and connected to the Libra PBX Server.



It is possible to install Agent 003 Server on a work station that will be simultaneously used for call listening. Nevertheless, such installation causes a significant computer resources usage.



The Agent 003 Server installation on the Platan Application Server is highly recommended.

A CD with a computer program necessary to serve calls recorded in Libra PBX Server is provided with the call recording licence. In order to install Agent 003 Server:

- \Rightarrow Run the Agent003_1.xx.exe from the CD.
- \Rightarrow Select setup language:

Please select a language.
English

 \Rightarrow The Platan Agent 003 Setup window appears:





 \Rightarrow In order to continue accept the terms and conditions of the Licence Agreement:



 \Rightarrow If no Java6 environment is installed, a warning window appears:

ase, install JR	E6.
	ж
	ase, install JR

After confirming with *OK*, the Agent 003 Setup will interrupt the installation process. The Java 6 environment must be installed before you can re-start and continue the Agent 003 setup.

 \Rightarrow The default destination folder will be suggested:

	Choose Install Location Choose the folder in which to install PLATAN Agent 003.
Setup will install PLA Browse and select a	ATAN Agent 003 in the following folder. To install in a different folder, click another folder. Click Next to continue.
Destination Folder	,
Destination Folder	r SPEten Ween1003
Destination Folder	r st/Fisten/Aceht003
Destination Folder Stiftcorrem File Space required: 93. Space available: 47	r :s/Platan/Acent003 .BMB .1GB



 \Rightarrow Enter the communication port between Agent 003 Server and user computers (HTTP server port).

PLATAN	Choose Install Location Choose the folder in which to instal PL	ATAN Agent 003.
	HTTP server port:	
Platan spólka z ograniczoną, o	spoweczaholdą sp.k.	Instal



Note: the change of the communication port is possible after uninstalling and reinstalling of Agent 003 Server. When uninstalling Agent 003 you may choose to keep or delete call recordings and user settings.

 \Rightarrow Installation in progress:

	Installation Complete Setup was completed successfully.	
Completed		
Extract: nutch_recraw Extract: nutch_solr.gv Output folder: C:\Prog	.gv ram Files Platan Agent003 Gervice templates	
Extract: daemon.vm Extract: launchd.plist. Output folder: C:\Prog	/m ram Files (Platan (Agent003)(Service (tmp	
Output folder: C: Prog	ram Files (Platan (Agent003) ram Files (Platan (Agent003)	



 \Rightarrow Click *Finish* to complete the installation process:





After being installed, Agent 003 Sever synchronises every 15 seconds with Libra PBX Server to download new recordings from SD card.



2. Administrator account

Administrator account has privileges to set the connection with Libra PBX Server and to manage the user accounts. Up to 1024 Administrator accounts can be created (requires adequate number of licences). Administrator has no privilege for call listening.

2.1. Administrator account logging in

In order to log in as *an Administrator* the computer IP address must be entered in the browser address bar followed by the communication port number defined during the setup and /*Agent*/ add-on.



After confirmation, a logging window is displayed:

Acia	ent C	103
-	with licence	e to record
	-	96 im
		200 22
Username:	Admin	

Administrator account default settings: Login: **Admin** Password: **Admin**

For security reasons default password should be changed after the first log in.

Agen	t003			Log	ged as: Adm	in Chaspe parriete	Crosser)
The daest recording: Nov. 11, 2 Useev Configuration	01+1:12:04 PM						
Usemame:	Password:	Privileges:	Administratie	٣	attane		

Click on *Change password* button and define new, strong password (4-32 characters).

Old password	*****
New password	•••••
Confirm password	*****



2.2. Libra PBX Server connection configuration

In Configuration tab the Libra PBX Server connection parameters can be defined:

- Libra PBX Server IP address.
- Libra PBX Server communication port.
- Password for Agent 003 defined in Libra PBX Server in: Administration → Password change → Agent 003 (default: 5555555).

nit recording: New Y1, 2011 10204 PM	
ers Configuration	
address * Ports *	Product No.: A70A3A34-GAY388EC
Ramsont *	Current licence number: 84114E-84545C-40FE30-0FF02F
	Licence No.r (Dismos Pin
* Required field	Humber and type of licenses:
	Administrator: 171
Recording catalogue size limit:	Supervisor: 2/2
Recording catalogue size: 1,1 GB	Client: 1/3
DBA stat: 195 GB	
Free dick space: 116 GB	

Additionally, on the computer disk with Agent 003 Server installed, Administrator should set limit space for call recording catalogue.

Series and a series of the ser	20174	
es Configuration		
IP address: " 192, 198, 0, 540	Ports *	Product No.: 470A363A EA93BREC
Password; "		Current Hornor sumber: #A11AE-64545C-45FE56-6FE03F
		Licence No.1 [Licence No.
* Required field		wamber and type of licences:
Recording on the start in		Administrature: 373
ationand carrieday sits a	100 S - 30 OK	Seperator: 2/2
Recording catalogue size:	1,1 GB	Climit: 173
CIRA STOP	195 GB	
Free dilli space:	116 GB	

Send settings to Agent 003 Server by clicking Save button.

Then a unique installation code will be generated, a *Product No.*, which is to be sent with Libra PBX Server driver number to the local Platan distributor. A Licence No. will be generated on the basis of the received Product No., and provided by the distributor. It will correspond with the number of Agent 003 licences bought by the user (one Administrator licence and one Supervisor licence are provided with the call recording Starting Set).

After having entered the Licence No., the information about the Number and type of licences will appear in the Configuration tab:



cs Configuration	Inter Proc.	
0° address; * 192,368,0,140	Port: *	Product Null AVDA3434-CAV389EC
hissioch *		Current licence number: BA114E-64545C-45FC50-0TFE2F
*******		Licence No.r Literrice Pin
* Required field		Humber and how of licenses
Recording catalogue size il	mit:	Administrator: 373
		Supervisier 2/2
Recording catalogue star:	1,1 GB	Client: 1/3
DBA state:	195 GB	
Free disk space:	115 GE	

2.3. Agent 003 users configuration

Administrator account permits to create and manage user accounts privileged to browse and listen to the recorded calls. One Administrator account and one Supervisor account are provided within the Libra PBX Server call recording Starting Set.

Patronal	Privileges	Administratur	·
Privleges		Recordings downloa	al
é-penditroter		#	
Topicymael		×	
et Bare			
Alt Days Advertis 4 day			
	Permenti Printegen Aleminista Samojar	Parmonik Privileges Privileges Administrate Samolus	Permenti Privilegen Administratur Privilegen Recordings dowlar Administratur Suevolsor X

After additional Supervisor / Client / Administrator licences have been bought, the Administrator can add new users.

en (Configuration							
enune:	Olent2	Password:		Privileges:	Client	×	(Aizuur)	
an failter		Privil	ana ana		Recordings dow	nlowt		
		adeee	Dist.o					
and shaked		Second	Per l		X			



Supervisor account configuration 2.4.

After having added and selected an account in Users tab, Administrator can assign and/or change privileges for Supervisor account.

Configuration					
bername:	Passwordt	Privileges: Cli	evit.	•	(Inners unr.)
Osemane	Privileges	ile:	conthings download	KC	
10	Arbsinitrator				
agentice	2001012	- 4			
		~ ~			
66 10	Clevit Supervise	Ş			
uber settings	Clevit Sopervlar	3			
User settings	Clent Supervisor	ð			
User settings	Clent Supervisor	5			
User settings benunnet spendure ssendtr	Clent Supervisar Notelegen: Supervisor w Listens to the following numb	eri catu			
as User settings Iservanes Supervitor Sassends E facordings dovokat	Clent Supervisor Supervisor * Lines to the following num (*2000 Extension Mo. 2000) *2000 Extension Mo. 2000) *2000 Extension Mo. 2000)	evi catu	* 1005 * 12005 * 12005	Extension No. 2001) Extension No. 2003	x -

The current user settings are displayed in the bottom part of the window:

- Username. •
- Password.
- Privileges option enabling the account type change (Client, Supervisor or Administrator) • within the acquired licences.

Supervisor	-
Administrator	
Supervisor	
Client	

- Recordings download permission for user to download call recordings from Agent 003 • Server to the local work station disk.
- Listens to the following number's calls assignment of the users' numbers whose calls will be • listened to by the Supervisor.

üsemanie:	Privileges:			
Supervisor	Supervisor +			
Password:	Listens to the following numbers' calls:			1.000
TRecordings download	*2080 (Extension No.:2080) *2082 (Extension No.:2082) *2084 (Extension No.:2084)	i (*2081 (Extension No.:2081) *2083 (Extension No.:2083) *2085 (Extension No.:2085)	
Save changes	2006 (Collection No. 2006) 2007 (Extension No. 2007)			
		-		-

To select several numbers, press Shift and/or Ctrl key when selecting. Click Save changes button to confirm the settings.



2.5. Client account configuration

For *Client* account the following parameters are to be set:

- Username.
- Password.
- Privileges option enabling the account type change (*Client, Supervisor or Administrator*) within the acquired licences.

Privileges:	
Client	-
Administrator	
Supervisor	
Client	

- Recordings download permission for user to download call recordings from Agent 003 Server to the local work station disk.
- Listens to the following number's calls assignment of the user number whose calls will be listened to by the *Client* (it may be *Client's* own number).

User settings	
Username:	Privileges:
as	Client 💌
Password:	Listens to the following number's calls:
	▼
Recordings download	
Save changes	

From the down-drop list select the user number whose calls will be listened to by the Client.

*2080 (Extension	No.:2080)
*2081 (Extension	No.:2081)
*2082 (Extension	No.:2082)
*2083 (Extension	No.:2083)
*2084 (Extension	No.:2084)
*2085 (Extension	No.:2085)
*2086 (Extension	No.:2086)
*2087 (Extension	No.:2087)
*2088 (Extension	No.:2088)
	1-9/1008
Privileges:	
Client	-
Listens to the fo	ollowing number's calls:
*2080 (Extensio	on No.:2080)



Administrator account configuration 2.6.

For additional Administrator account the following parameters are to be set:

- Username. •
- Password.
- Privileges. •

User settings		
Username:	Privileges:	
Admin_2	Administrator	-
Password:		
•••••		
Recordings download		
Save changes		



3. Supervisor account

The Supervisor account makes it possible to listen to the recorded calls of numerous users.

3.1. Supervisor account logging in

In order to log in as a *Supervisor*, the computer IP address must be entered in the web browser address bar followed by the communication port number defined during the setup and /*Agent*/ add-on:



After confirmation the logging window appears. Login and first password are to be obtained from the Agent 003 Server *Administrator*.

Aqë	<i>nt 003</i>
_	with licence to record
	🚄 98 🖮
Username:	
Password:	
(Login

For security reasons the password should be changed after the first log in.

Agen	t 00.	3		1.0	gend and ma . Change assumed	
Filter						
Fishin (Linke), Andre	×	Call longer than: 10.10	eit.	Cotemat and Internal calts	(Itter)	
Tat firbet date	7	Pluses: Love physics		Extension: Extension method	Show at	
Recordings	and substantion					
Cuta	Caller	Caller description	Cabet	Called party description	Duration	
Feb 11, 2013 2:29.33 FM	2996	Externion No.32998	2998	Externion Ha. (2996	Downloading	
Feb 11, 2013 2:28:21 PM	2996	Extension No. (2998	2296	Expension, He. (2996	00.00.29	
Feb 11, 2015 2-20-54 PM	29%	Estension No.:2918	6998	Externior No.: 2144	00-00-01	
Feb 11, 2010 2-18-07 EM	1995	Estamion No.12144	2997	Esturnion Ma. (2997	00:02:04	

Click on Change password button and define new, strong password (4-32 characters).

Old password	*****
New password	•••••
onfirm password	*****



After logging in the Supervisor has access, according to the defined privileges, to the calls recorded and saved on the Agent 003 Server.

r ittar								
Frienc Tutter date	×	Call longer than:	iu ii	External and	(internal calls 🔍 👻	(Ref.)		
The later date	* 14	Water Interations		Extensions:	Extension numbers	(Deer all)		
Recordings								
The indext recordings that 11/2	ALC: NO.							
Date	Coller	Caler description	Called	Called party of	escription	Buration		
Feb 6, 2013 12:45(25 PM	2015	Extension No. 2015	208	Extention No.	2000	mm14		
Feb 6, 2013 12:29:57 PM	6236	Extention No.(2144	2098	Extension No.	2746	00/00/21		
Feb 6, 2012 12/25/56 FWA	2918.	Extension No. 2799	208	Extension No.	2900	10,00,00	Details	
Feb. K. 2013 12:35:54 PM	2918	Extension No.2798	208	Extenden No.	2000	00,00.36	(detail)	
Feb 6, 2013 10-35149 PM	2998	Extension No. 2998	2013	Determiner Hau	2015	10/00/04	Details	
Feb 6, 2013 10:13:48 PM	2998	Extension No. 2798	2013	Extension No.	3945	00-00-40	(Details)	
Tel: 6, 2012 12:29:38 PM	206	Extension No.:2000	14.000	VolP #1		00.00.08		
Feb 6, 2012 12:25:42 PM	58	VolP #1	208	Extension No.	0990	00/00/18	Ortots.	
Feb 4, 2013 12/29/36 PM	18	YUP #1	218	Extended No.	3000	200,000,34	Detatu	
Feb 6, 2013 13:25:27 PM	540	VolP #1	19912			00-00-08	(Details)	
Feb A. 2013 12:00:01 PM	2015	Extension Ro. (3315	208	Extension No.	2000	00.0012		
Feb 6, 2012 11:38:39 AM	208	Extension No.:2007	2.018	Extension No.	2015	00.00100		
Feb 6, 2012 10:34(46 AM	2018	Extension No.:2013	2958	Extension No.	2998	00.00.01		
Feb 6, 2013 10/27/34 AM	2998	Extension No.:2996	147	65W E.1.1		00.00.00		
E-on C - ment and a data a data	2014.6	Bulantine Br. Milk	take	Bakintine Ma		101,001,00		

Recordings filtering 3.2.

Thanks to the available filters Supervisor can easily search the required call recording.

Filter						
From: Date	7	Call longer than		External and internal calls	(Illin)	
Tes Inter detr	* 1	Phraper: Ender phrase		Extensions Extension numbers	Show all	
Recordings						
Date	Caller	Caller description	Called	Called party description	Duration	
Feb x, 2012 12:49:35 PM	2017	Extendion No.:2015	208	Extension No. (2000	20.00.16	
Feb 6, 2013 10/21/57 PM	6778	Extension No3144	2398	Ectorship No. (2998	00:00:23	
Feb 6, 3013 \$2/35:56 PM	2918	Extension No. 2799	208	Extension 96.2000	00:00:11	(letes)
a to a pass of the scients		Property and the state	100	E. march 10, 10, 10, 10, 10, 10, 10, 10, 10, 10,	00.00.12	1. Details 1

Available filter criteria:

- Date and time (From... to...)
- Call longer than.
- Phrase searching in columns by any sequence of characters.
- Type of calls (external and internal calls, external or internal).
- Extensions after having clicked in this field a new window appears to select the users' • numbers. Use SHIFT and/or CTRL keys to select more numbers at the same time. Click OK to finish extensions selection.



Select extensions:		
2002 (Extension No.: 2002) 2003 (Extension No.: 2003) 2004 (Extension No.: 2005) 2006 (Extension No.: 2005) 2006 (Extension No.: 2006) 2007 (Extension No.: 2008) 2009 (Extension No.: 2009) 2009 (Extension No.: 2009) 2011 (Extension No.: 2016) 2011 (Extension No.: 2016) 2011 (Extension No.: 2017) 2012 (Extension No.: 2017)	2080 (Extension No.:2080) 2081 (Extension No.:2081) 2082 (Extension No.:2082) 2083 (Extension No.:2083) 2084 (Extension No.:2084) 2085 (Extension No.:2085)	

Press *Filter* button to see the filtering results.

Agërit	00:	3		2	Logged as: so (()/voge)	anent) (
Filter							
Frame Torter Aste	x	Call longer than: 0.00-3	0	External and seternal calls	Y (Rby.)		
The Conter date	¥ 2	Plycase: Eriter physics	1	Extensions Extension number	1 (Grow AL)		
Recordings							
The uplent recta daig: Nov. 11, 20 Date:	Color	Colley description	Collect	Called control descriptions	Detation		
Feb 6, 2012 242-32 PM	2998	Laberman Hu. 2004	2996	Estamien No. 29%	0007-56		
Faib 4, 2013 12:35-56 PM	2998	Estamion Ro. 2998	208	Extension No.:2000	00-00-10	(Detra)	B
Feb 4, 2013 12:33:54.0M	2998	Externion No.: 2998	38	Externion No.;2000	00:00:04	Details	

Press Show all button to cancel the filtering.

Filter							
From: Dotter Auto	x	Call longer than: 0.003	D	External and Internal calls.	(Rbw.)		
The Uniter State	X S	Neasan (Erine physics)	- 1	Extensions: Extension number)	(See at)		
Recordings							
The other strengt flow 11, 22	NUMBER OF STREET						
Date	Crim	Coller description	Called	Called pacty description	Dutation		
Feb 6, 2012 312-32 PM	2998	Externion Harring	2996	Externion No. (29%	00.01.58		
Feb 4, 2013 12-25-56 PM	2718	Esternion Re. 2998	208	Externion No.,2000	00-00-33	(Detail)	1
PART AND A STATE AND A STATE	2448	Externion Sp. (2008)	298	Estamien No. (2000	03-03-24	Details	



3.3. Listening to the recordings

In the *Recordings* window the *Supervisor* can play the recorded call directly from Agent 003 Server (stream listening). To play the recorded call, select the required record from the list and play the recording using the function buttons from the bottom of the page.

ilter.							
Warnit Dones durbe	X	Call kinger than 0.003	0	External and internal calls	(Filter		
The later date	7 10	Inter of the	_	Extentions: Extended working	Show all		
Recordings							
në name monthiq mor 11, 25	0111100-04 Pm						
Daite	Caller	Caller description	Called	Called party description	Duration		
wb 6, 2010 3(12)32 PW	2998	Extension No.: 1998	2198	Extension His.: 29%	00:01:58		
sth K, 2017 12:35:56 PM	2398	Extension No.: 2998	208	Extension Wo.:2000	00:00:11	(Deter.)	
v6 6, 2013 12:25:34 PM	2998	Extension No.:2998	208	Extension No2000	00:00:16	(Debeta	
wb 6, 2013 12:35:48 PM	2998	Extension No.: 2998	2295	Extension No. 2015	00:00:40	(Debats)	
96 6, 2013 12-29-36 PM	5855588#9	VulP #1	206	Extension Hp./2000	90:60:34	Details	
He E, 2013 10-01-57 AM	\$85558849	YME 41	19667		00:00:15		
He & 2011 4-14-22 AM	216	Extension No. (200)	2018	Extension Bp. 2015	00-04-53		
46 K 2010 KL-0125 PM	1994	Extended No. 279	296	Galaxiero Ros, 2996	1004-11		
HE CONTRACTOR IN	1444	Execution Miccanno	100	Constantial Vol. 22198	VOTING		-
ads 4, 2053 \$1:41:50 AM	2118	Yul# 42	238	Extension Hp.:2000	66:01:18	(Shluta)	
ab 4, 2013 10:43:52 AM	2118	Extension Hu.: 2998	2996	Extension Ha.(29%	-00:37:34		
idi 4, 2013 1:42:21 AM	2998	Extension No2998	2496	Extension No.:2996	00:03:07		
Teb 4, 2012 HOE-13 AM	2998	Enternation No.:2998	2998.	Estamator No.:29%	00:04:11		
96 4, 2011 1:07:22 AM	2998	Extension No.: 2998	2996	Externition No.:2996	00:00:45		
lae 31, 2015 3-04-02 PM	343338849	ValPati	14942		00:00:37		



Note: To make sure that all current calls from Agent 003 Server are on the list, refresh the page in the web browser by pressing the F5 key.

 $\underline{\mathbb{A}}$

Login session time is 30 min. When inactivity exceeds 30 minutes, re-logging will be required.

In Recordings window user can sort calls by columns:

- Date.
- Caller number initiating the connection.
- Caller description trunk line or extension description defined in Libra PBX Server.
- Called number to which connection is directed.
- Called party description trunk line or extension description defined in Libra PBX Server.
- Duration.

If *Supervisor* account has the privilege to download recordings to the local disk (privilege assigned by *Administrator*), single or multiple records can be selected and saved on the disk, using the browser's file downloading function.



Files will be saved in the default location defined in the web browser for downloaded files or in any other location indicated by user.

Transferred or consultative calls have additional *Details* button.

finite	Coller	Caller description	Collect	Called narty description	Destantions	
	Carrie	June ment from	Constant of	Cance for A scient from	- Prin Manager	
Fyth 7, 2010 1:44110 PM	-9992		- 24	Anatogoa line1.2.5	26-20-25	
wh 7, 2013 1:42:58 fW	****7		20	Analogue Meet 2.1	00/01/02	
feb 6, 2013 3/34:56-PW	2775	Extension No2996	2116	Extension No.:2998	00-05-05	
att 8, 2013 1:14:15 PM	2118	Extension No2998	2496	Extension No.:2996	DD-Dt:44	
Felb 6, 2013 3:12:13 PM	2998	Extension No.:2998	22976	Externation No.: 29%	00-01-58	_
Film IL 2013 (D.25:56 PW		Extension No. 2740	100	Extension No. 2004	010031	Debeta
96 K, 2012 17:29:54 PM	2114	Extension No.:2998	208	Extension No. 2003	20:20:26	Ortata
als 6, 2013 12:35(48 PW	2998	Extension No.: 2990	2015	Externation Nac. 2015	DD-DD-40	Details
Seb A, 2013 10:21:36 PW	101110847	YARP #1	328	Externation Hor. 2000	DD:00:34	Datata
ads 6, 2017 10(0):55 AM	585558849	Y14P #1	19957		00-10-15	
Veb 8, 2013 9:59:22 AM	208	Extension No2000	2015	Externation No.: 2015	00-04-53	
eb 4, 2011 12:47:25 PM	2115	Extension No2998	2496	Extension No.:27%	05-04-59	
wie 4, 2013 12:27:17 PVA	2144	Keturatun No.:2998	2996	Extension Hec. 29%	00:15-45	
eb 4, 2013 11,41:50 AM	2116	YouP #2	200	Entertation Nat. (2000)	00:01:38	(fields)
Gen 4, 2011 TR 41/52 AM	2444	Televine No. (798	2464	Futurestar Mr. (1998)	10137.14	

After having pressed the *Details* button, the *Related calls* window appears, where *Supervisor* can preview the call history, with possibility of listening to the calls which this user is allowed to listen to (marked with *Go to* button).

The lines that				_			1.44.18	1
(ecordings.	Related calls						ж	
	Date	Caller	Caller description	Called	Called party description	Duration		
10.1	1 66 6, 2010 12:35:40 996	2198	Extension No.:2018	2015	Extension No.: 2015	00:02:00	(Go to)	
66 7, 1013 (See 10	Fid. 6, 2013 12:35:49 PM	2998	Estumino No.:2998	2015	Extender No.:2013	00:00:04	Golu	
en 7, 1813 1142/08	1eb 6, 2013 12:35:64 PM	2958	Extension No.32998	228	Extension No.;2000	00:00:36	Go to	
Val-4, 2013 3:54:56	THE & 2012 12:55:54 PM	299	Extension No. 2998	201	Externation Not.:2000	0050523	tie to	
06.5, JHI 11475	the second s		Contraction of the		and the second	10000		
vil 4, 2015 2, 15 17								
etter and the second of								Detats
uti 1, 2013 (2:35)								(Detin
eb 8, 2013 12/15 4								Consta C
ah 1, 300 1 13 19 1								C.Details_7
eb 5, 2013 10:00.0							1	
wh 1, 7013 66612					3	0.00.00		
eb. 4, 1013 12, 47 1		0	000	S		41-241-24		
ab. 4, 2013 32;37:1		0		9	<u></u>			
64 4, 2013 11-49 ¹⁰								(Dotals)
AN A CHILD STRATES								

By clicking the *Go to* button user is redirected to the main *Recordings* window to the position of the selected record.



4. Client account

Client account makes it possible to listen to the recorded calls of one user.

Client account logging in 4.1.

In order to log in as a Client the computer IP address must be entered in the web browser address bar followed by the communication port number defined during the setup and /Agent/ add-on.



After confirmation the logging window is displayed. Login and first password are to be obtained from the Agent 003 Server Administrator.

Aqë	nt 003
-	with licence to record
	- 95 in
Username:	
Password:	
(Login

For security reasons the password should be changed after the first log in.

Agén Filter	t 00:	3		Log	ped as: Client Charge paraster	•
From: Tester date	ž	Call longer than: [16.00 Phrase: [Lone choice	10	External and internal calls	The Star at	
Recordings						
Date	Calor	Caller description	Called	Called party description	Ouration	
Feb 11, 2013 2:35:22 P.W	1996	Extension Na.:2998	1996	Externion No.:2996	Downtoacting	
Feb 11, 2012 2:28:29 PW	1998	Externion Na.:2998	2996	Externion No.:2996	00-00-00	13
Feb 11, 2013 2:28:04 P.W	2006	Estatator, No.:2998	6998	Externion No.:2144	00+00+21	
Fail: 11, 2013 2:13:00 P/w	1996	Externion No.:2998	6995	Esternion No.:2144	41-10-17	

Click on *Change password* button and define new, strong password (4-32 characters).

Old password	*****
New password	•••••
Confirm password	*****



After logging in the *Client* has access, according to the defined privileges, to the calls recorded and saved on the Agent 003 Server.

rom: Enter date	30	Call longer than: hh:mm	1:55	External and internal calls	Filter	
To: Enter date	30	Phrase: Enter phrase			Show all	
Recordings						
Date	Caller	Caller description	Called	Called party description	Duration	
Feb 11, 2013 2:29:22 PM	2998	Extension No.:2998	2996	Extension No.:2996	Downloading	
Feb 11, 2013 2:28:29 PM	2998	Extension No.:2998	2996	Extension No.:2996	00:00:29	
eb 11, 2013 2:28:04 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:01	
Feb 11, 2013 2:13:00 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:07	
Feb 11, 2013 2:10:20 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:15	
Feb 11, 2013 1:43:32 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:30	
eb 11, 2013 1:37:20 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:05	
Feb 11, 2013 1:29:01 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:03	
eb 11, 2013 1:28:29 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:03	
Feb 11, 2013 1:27:55 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:05	
Feb 11, 2013 1:26:59 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:07	
Feb 11, 2013 1:26:20 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:04	
Feb 11, 2013 1:24:26 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:07	
Feb 11, 2013 1:23:35 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:27	
Feb 11, 2013 1:20:47 PM	2998	Extension No.:2998	6998	Extension No.:2144	00:00:08	

4.2. Recordings filtering

Thanks to the available filters *Client* can easily search the required call recording.

Filter	000					
From: Tester date	X X	Call longer than: Three Brase: Lotie choice		External and internal calls	* (Film) (Show all -)	
Recordings						
Date	Caller	Caller description	Called	Called party description	Ouration	
Feb 11, 2013 2:34:22 P.W	1996	Extension No.:2993	1996	Externion No.:2996	Downto apling	
Feb 11, 2012 2:28:29 P/W	1998	Extension Na.:2988	2996	Externion No.:2996	60+50+29	0
Fals 11, 2013 2:28:04 P.W	1006	Externation No. (2998	6998	Externion No.:2144	00:00:01	
Fail: 11, 2013 2:13:00 PM	1998	Exhension No.:2998	4995	Esternion No.:2144	41-01-07	

Available filter criteria:

- Date and time (From.. to..).
- Call longer than.
- Phrase searching in columns by any sequence of characters.
- Type of calls (external and internal, external or internal).



Press Filter button to confirm the selection.

Agent 0	03			Ligge	f as: Client Charge pe	
Filter						
Fram: Feb 11, 2013 6:00:00 AV		Call longer than: 0.00.10		External and internal calls	Blue	
Tel: Feb 12, 1013 1:00:00 PW 🚏	. et	rate: Ditter statut			Show all	
Recordings						
Date	Caller	Caller description	Called	Called party description	Duration	
Feb 33, 2012 3-45-37 PM	2998	Extension No.: 2990	29%	Externiture Nat. (2996	00.00:15	
Fvin 11, 2013 5-15-51 PM	276	Externion No.: 2998	29%	Externion No.:29%	99-02-79	
Feb 11, 2013 3-01-45 PW	2998	Extension No. (2998	2996	Externition No.: 2196	00:03:12	(Debath)

Press Show all button to cancel the filtering.

Agent	003			Ligged	n: Client (Charge poo	
Filter						
From: Tel: 11, 2012 E.00:00 AA Tel: Fel: 12, 2013 E.00:00 FA	1 1 1 1 1 1	Call longer than: 0.00.10	3	External and internal calls	(Rhar) Show all	
Date	Caller	Caller description	Called	Called party description	Duration	
Feb 11, 2012 3:41:37 PM	2998	Extension No.:2998	29%	Externium No. 12496	10.00.15	
Fyin 31, 2013 3:15-51 PM	276	Extension No.:29%	29%	Externion No.:29%	02-02-79	
Feb 11, 2013 3:01:45 PW	2998	Extension No.:2998	2996	Externizion No.:2196	00.02.12	(Jetata)

Listening to the recordings 4.3.

In the Recordings window the Client can play the recorded calls directly from the Agent 003 Server (stream listening). To play the recorder call, select the required record from the list and play the recording using the function buttons from the bottom of the page.

Control Contro Control Contrel Control Control Control Control Control Control	(beau
Of H, 2003 Service MM PM Consider ML, 2004 PM Consider ML, 2004 MODELY eb 11, 2003 Self-21 MM 27M Crimition ML, 2004 27M Extension ML, 2004 00.005 ML eb 11, 2003 Self-21 MM 27M Crimition ML, 2004 27M Extension ML, 2004 00.005 ML eb 11, 2003 Self-21 MM 29M Extension ML, 2004 00.0101 00.0101 eb 11, 2003 Self-21 MM 29M Extension ML, 2004 00.0101 eb 11, 2003 Self-21 MM 29M Extension ML, 2004 00.0101 eb 11, 2003 Self-21 MM 29M Extension ML, 2004 00.0101	Charlest Concern
ob 11, 2012 238/29 PW 2748 Extension No. (2916 00.035.56 ob 11, 2012 348/20 PW 2949 Extension No. (2916 00.001.01 ob 11, 2012 348/20 PW 2949 Extension No. (2916 00.001.01 ob 11, 2012 342/20 PW 2949 Extension No. (2916 00.001.01 ob 11, 2012 322/35 PW 2949 Extension No. (2916 00.001.01	
Obs. Diff. Diff. <thdiff.< th=""> D</thdiff.<>	
eo 11, 2013 1.23.13 PM 2998 Extendos No. 2998 6998 Extendos No. 3144 00.00.54	
eb 11, 2013 12,25 42 746 2978 Extension Mu. 2978 W7W Extension Mu. 2144 00-01-46	Details.
eb 11, 2013 11.03 41 AM. 2918 Extended No. 2918 6918 Extended No. 2144 00.00 45	C. Setals
6 11, 203 11:53:31.4M 2998 Extension No. 2998 6798 Extension No. 2144. 02:07-08	Details
6 11, 2013 11.03.02 AM 2996 Extension Mu2998 6998 Extension Mu2944 00.02.45	
6 11, 201 11.52:24 AM 2998 Collection No. 2998 8798 Extended Ho. 2144 02.00-46	Details.
6 11, 2013 31.52.22 AMR 2910 Extension No2910 VPN Extension No2148 00.01-03	
6 11, 2013 9,15-65 AM 2998 Cutorities Ro. 2998 2990 Cuterious No. 2998 05:01.19	



Note: To make sure that all current calls from Agent 003 Server are on the list, refresh the page in the web browser by pressing the F5 key.



Login session time is 30 min. When inactivity exceeds 30 minutes re-logging will be required.



In Recordings window user can sort calls by columns:

- Date.
- Caller number initiating the connection.
- Caller description trunk line or extension description defined in Libra PBX Server.
- Called number to which connection is directed.
- Called party description trunk line or extension description defined in Libra PBX Server.
- Duration.

If *Client* account has the privilege to download recordings to the local disk (privilege assigned by *Administrator*), single or multiple records can be selected and saved on the disk, using the browser's file downloading function.

Date Feb 11, 2013 1:49-27 PM	Cator 2910	Caller description Extension No. (2920	Called 2996	Called party description Entermine Ha. (29%	Duration 00.00.15	
en TE, ZOTO SIDE et AM	29N	Extension No. 2991	19N	Externation Play (2956)	00.03.12	(Defails)
NO TO 2013 ADDIE NW	210	COMPARING MILLOOM	2945	FINAL CONTRACTOR OF	usus r	
vib 11, 2011 2-28-24 PM	2998	Extension No.:299	2996	Enternation Pla.: 2798	81-00-00	
ads 11, 2013 1:41-12 PM	2998	Extension No.:298	6716	Estambon Vis.:2344	00-01-01	
veb 11, 3203 1-33:35 PW	2998	Extension No.:29%	6798	Extension No.:2144	02:02:54	
w6 11, 3013 12:35-48 PW	2998	Enterator No.: 2998	4998	Extension No.:2144	02-01-40	Driab.
wb 11, 2010 11:51:41 AM	2998	Extension No.: 2998	6998	Enternation Na.:2544	02:02-45	(Details)
eb 11, 2211 11-51-31 AM	2998	Extension No.:27%	6938	Externion No.:2344	00-01-08	Details
wb 11, 2013 11:53:05 AM	2990	Extension Hol.: 2998	6796	Externiori No.:2544	00.02-45	
who 15, 2012 11:52:34 AM	2990	Extension No.:2790	47%	Externation No.:32344	09:00-95	Defailt
We 11, 3313 11:53:23 AM	2998	Extension No. 2998	1793	Externion No. 2144	05.01.00	
wh 11, 2013 9-35-45 AM	2990	Extension Ho. 2990	2990	Externation Mac. (2090)	00:01:19	

Files will be saved in the default location defined in the web browser for downloaded files or in any other location indicated by user.

Transferred or consultative calls have additional *Details* button.

Date	Caler	Caller description	Celed	Called party description	Duration	
Feb 15, 2013 1149(22 FM	27730	Extension No. 2798	2796	Extension No. (29%)	00.00.35	
Feb \$1, 2215 3-55/53 PM	298	Extentibiliti No.:298	27%	Externalizari No. (29%	03-02:19	_
10 11, 2013 Sale of PA	211	Colonalian No. 2111	100	Extension No. (25%)		(Details)
eb 11, 2010 2:29/22 PM	2999	Extension No. 298	29%	Extension No.(29%	03:05:27	-
Ho 11, 2013 2:28:24 PM	246	Extension No.:2998	27%	Extension No.(2994	00.00.58	
Reb 11, 2013 1:43:32 PM	2798	Extension Mo. 298	+778	Extension No. (2348	00.01.01	
eb 11, 2013 1:25:35 PM	2798	Extension No. 2795	6175	Extension No.(2744	03.09.54	
Ho 11, 2015 12-25 KD PM	2990	Extension No. (2710	470	Extension Placity 44	00.01-40	C. Petala
e6 TI, 2010 T553-41 AM	2998	Extension Hou2990	4716	Extension No.(2348	00.00-05	Contain.)
10 11.200 11.51.51 AM	2798	Extendiosi No. (278)	1776	Extension No.(2144	03-01-06	Ortzil
545 11, 2013 11:13:01 AW	2998	Extension No.:2990	6718	Extension No.:2348	00.00-6	
e6 13, 2013 15:52524 AW	2996	Extension No. 298	6978	Extension No.(2344	00.00:45	Ortali
Wo 11, 2010 11:52:22 AM	2448	Extension No. (298)	4746	Extension No. (2144	00.01.00	
ALL TO THE R. P. LT. ALL	7959	Extended No. 298	7995	Octantion No.(2990	00.01.19	



After having pressed the Details button, the Related calls window appears, where Client can preview the call history, with possibility of listening to the calls which this user is allowed to listen to (marked with the Go to button).

and the second second							
Dute	Califier	Caller description	Called	Called party description	Duration		
ten mann din mer	-244	Extension No. 2798	1000	Teneration No. 2116	permitti 1	34.16	
Feb 11, 2013 3/34/0 PM	2998	Extension No. 2996	29%	Enterniere Pita.: 1996	OR BEAT	Setu	
					ot ap pa		

By clicking the Go to button user is redirected to the main Recordings window to the position of the selected record.

