

# 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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# 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

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THIS IS A LEGAL AGREEMENT BETWEEN YOU AND PLATAN Sp.z o.o. sp.k. (collectively called "PLATAN") FOR THE USE OF **PLATAN**<sup>®</sup> 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.

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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:

e, install <mark>J</mark> RE6.
ОК

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 PL/ 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 Folde	r
Destination Folder	
Destination Folder	r tri Platan Weent003
Destination Folder	r :s/Platan/Acenti003



 $\Rightarrow$  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 spółka z ograniczoną o		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: Vrog Extract: daemon.vm		
Output folder: C: Prog	ram Files/Platan/Agent003/Service/tmp ram Files/Platan/Agent003	
A DE DES ACTIVITS OF ALL A DE DES A	ram Files/Platan/Agent003 /Program Files/Platan/Agent003/Uninstall.exe	



 $\Rightarrow$  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		103
-	with licence	
	144	96 in
Username:	Admin	

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

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

	t003				ged as: Admi	n Chaspe patriose	
The object recording: Nov 11, 2 Users Configuration							
Usemame:	Password:	Privileges:	Administratur	×	attane	(14mm) (rm)	

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).

gent 003	
ers Configuration	
dP address: * Port: *     V90,140     E0	Product No.: A70A3A34-GAY388EC
Passinged: *	Current licence number: 84114E-84545C-40FE50-0FF02F
	Licence No.r Diamoce Pia
* Required field	Humber and type of licenses:
	Administrator: 373
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.

gent		
configuration		
IP address: * 192.168.0.140	Perb *	Product No.: 470A363A EA9384EC
Password) "		Current licence number: #A11A2-64545C-45FE56-0FF03F
		Licence No.: Licence Min.
* Required field		Number and type of licences:
	100 m m	Administration: 171
Recording catalogue size	8mmt	Supervisor: 2/2
Recording catalogue size	3,148	Climit: 173
dilla stre	195 G&	
Free disk space		
LATAN		

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:



	003	
es Configuration	ICON PM.	
P address: * 192.168.0.140	Ports *	Product No. : A70A3434-CA9389EC
hacawands "		Current licence number: IA1146 44345C-434250-001928 Licence No.: Diamoce Pili
* Raqdred field		Humber and type of licenses: Administration: 373
Reputing cytologue size	limit:	Sapervitori 2/2
focording catalogue size:	1,1 GB	Client: 1/3
DBA state	195 GB	
Free disk space	116 GB	

## 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.

Hard recording: Nov 11, 1				
Configuration	90			
benane:	Patrosterit	Privileges	Administratur	·
Usename	Privileges		Recordings download	d.
	Abandstratur			
Sagerrifsoz	Samohor		# X	
	Samohar		×	
User settings			×	
	Sumotor		×	
User settings	210 Dago.		×	

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

Configuration					
bersame: Olevi2	Password:	Privileges:	Client	* (Aituar)	
Is my reasoning	Frivileges		Recordings down		
Admin	Advantur the				



#### 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:	Password:	Privileges:	Client	•	(Inners unr.)
Osensame .	Privileges		Recordings downloa	e.	
1dan	Automitistus.		×		
Second Contraction of	Supplies		<b>#</b>		
	Clent Supervise		* •		
			÷		
User settings	Soprotar		\$		
user settings	Soprotar Friedeges:	7	Ŷ		
user settings benanet iservior	Soprobar Fridegers		¢		
Source settings User settings Isomotor Soomotor Stomotor Statesont:	Soperobae Priodeges: Sopervisor	e door calu	* * *208	E (Externión He2001) J Extensión He2003) J Oxtansión He2005)	2

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.

Osemanie:	Privileges:			
Supervisor	Supervisor +			
Password:	Listens to the following numbers' calls:	6		
TRecordings download	*2080 (Extension No.:2080) *2082 (Extension No.:2082) *2084 (Extension No.:2084)	-	*2081 (Extension No.:2081) *2083 (Extension No.:2083) *2085 (Extension No.:2085)	-
Save thanges	2000 (Collection No. 2006) 2007 (Extension No. 2007)		*	
and the second se	"2086 (Extension No.: 2088)	-		

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	
*2082 (Extension	,
*2083 (Extension	,
*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	nt 003
	with licence to record
	🚄 95 📷
Username:	
Password:	
(	Login

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

Agent	00.	2			Logged etc as	
Filter						
Fishili (Leber stata)	×	Call longer than: Million	HIN.	External and Internal calls	× (1000)	
Tid firther state	2	Plotese: Lower plyroom	1	Extension: Extension metho	the work	
Recordings						
The other recording for 11, 2	01110204300					
ćute	Callie	Caller description	Called	Called party description	Duration	
Feb 31, 2010 2:29.00 FM	2998	Externion No.12998	2996	Externition Ha. (2996	Downloading	
Fall 11, 2013 2:28 21 PM	2996	Extension No. (2998	2296	Extension No. (2996	05:00.29	
Feb 11, 2015 2-28-54 PM	29%	Extension No.12916	6.998	Extermon No.: 2144	00:00:01	
Feb 11, 2010 2-18-07 EM	1995	Estamaion No.12144	2997	Enterwine Ma. (2997	00:01:04	

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

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



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

Filter							
Frienc Tuter date	7	Call longit that:		External and internal calls	(Rec.)		
The Line date		traise.		Extension: Crombon ourbers	( Dave all )		
Recordings							
The point recording: No. 11.2	-						
Date	Caller	Caler description	Called	Called party description	Buration		
Feb. 6, 2013 12:45(25.PM	2018	Extension No. 2015	228	Extension No. 2000	mmis		-
Feb 6, 2013 12-39-57 PM	6378	Extention Paul2144	2998	Extension No. 27%	00/00/21		
Feb 6, 2012 12:25:56 FWA	2018.	Extension No. 2799	208	Extension No. 2000	00.00.23	C Detail:	
Feb. K. 2013 12:35:34 PM	2118	Extension No. 2998	208	Extendion No. 2000	00,00.34	(detail)	
Teb 6, 2013 10:35:45 PM	2716	Detension Wal. 2990	2015	Extension He. 2015	20-00-04	( debits )	
Feb 6, 2013 12:15:48 PM	2118	Ectéralos No. 2798	20/8	Extension No. 2015	00:00:40	(Details)	
Tel: 6, 2012 12:29:38 PM	208	Extension No. 2000	Sales and	VolP #1	00.00.08		
THE & 2012 12:25:42 PW	58	VolE#1	208	Extension No. (2000	00.00.05	Orbits.)	
Reb 4, 2013 12(29/36 PM	14	YUP #1	218	Extendion No. (303)	20100134	Detatu	
Feb 6, 2013 13:21(27 PM	14	Volt- #1	19917		00-00-08	(Details)	
Feb 4, 2013 12:00:01 FW	2015	Extension Ro. (2015	208	Extension No. 2000	00.56.02		
Feb 6, 2012 11:38:39 AM	208	Extension No2007	2.013	Extension No. 2015	00.00100		
7+6 6, 2012 10:36:46 AM	2018	Extension Ro. 2010	2958	Estension No. (2986	00.00.01		
Feb 6, 2013 10/27/34 AM	2198	Extention No.:2998	10	65W E.1.1	00.00.00		
2-0-2 -0011 10-10-12 AAA	9444	Budden Bar Solds	****	Balancian Ma. 1988	101,000,00		
					10.00		

#### **Recordings filtering** 3.2.

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

Filter						
From: Date date	7	Call longer that		External and internal calls	(IRec)	
Tai Tuter dete	* 11	Wasa Tota street		Extensions Extension numbers	Show all	
Recordings	2000 Louis at sco					-
The spect recording time (1, 2) Date of the locate to of the fint	Calier	Caller description	Called	Called party description	Duration	
Feb x. 2012 12:49:35 PM	2017	Extendion No. 2015	208	Extremine No. 2000	20.00.16	
FHD 6, 2013 12) 21:57 PM	6778	Extension No2144	2398	Extension No. (299)	00:00:73	
Feb 6, 2013 12/25/36 PM	2918	Extension No. 2795	208	Extension Po.(2000	00.00.13	C Betoks
Feb 6, 2013 12:31:54 PM	2918	Extension No. (2998	209	Extension Wo. (2000	00:00:16	Ortoit.

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.: 2004) 2005 (Extension No.: 2004) 2006 (Extension No.: 2006) 2007 (Extension No.: 2006) 2009 (Extension No.: 2006) 2009 (Extension No.: 2006) 2009 (Extension No.: 2006) 2011 (Extension No.: 2016) 2011 (Extension No.: 2017)	*2081 (Extension No.: 2081)	

Press *Filter* button to see the filtering results.

Agent	00:	3			Logged as: sw ( <u>Ovege</u>	anavat.) 🕷	
Frank Tes Tes	v v	Call longer than: (0.003) Phrase: (Trine stream	D	External and Internal calls Extensions: Transformmarke	e (Rby.)		
Recordings The state of resulting liter 11, 2							
Date	Crim	Caller description	Called	Called porty description	Dutation		
Feb 4, 2012 212:32 PM	2998	Extension No.:2498	2996	Estamion No. 29%	00.01.58		
Fab 4, 2013 12:35-56 PM	298	Externion No2998	208	Externion Ho.:2000	00-00-33	(Detail)	13
Feb & 2013 12-33-54 RM	2998	Externion No. (2998	208	Esternion No.:2000	00:00:04	Detate	

Press Show all button to cancel the filtering.

Agent	00	3		4	nggod ac su (_Ovng	(Lineara)	
Filter							
From: Dates date	1	Call longer than: 0.00-3	0	External and internal calls	er ( Riber )		
The Inner date	¥.	Phrase: Trim press		Extensions: Extension number	( See At )	1	
Recordings					_		
The operation and the state	in internet						
Date	Crim	Coller description	Called	Called porty description	Dutation		
Feb 4, 2012 3152-32 PM	2998	Externior No. 2998	2996	Externion No. 29%	00.01.58		1
Fab 4, 2013 12:35-56 PM	2718	Externion Re. 2998	208	Externion No.:2100	00-00-33	2018	13
Feb 6, 2013 12:33:54 PM	2998	Externion No.: 2998	398	Esternion No.:2000	00:00:04	Totati	



# 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.

Filter							
Front Date	X	Call linger that	0	External and internal calls	( Fitter.)		
Te: Inter date	7 10	COSE (Conceptioner	_	Extentions: Extension marchers	Show all		
Recordings							
the spect recording that 11, 3	011100.04Pe						
Date	Caller	Caller description	Called	Called party description	Duration		
Feb 1, 200 3(12)32 PW	2998	Extension No.: 1998	2198	Extension Ho.: 29%	00:01:58		1
Fach K. 2017 12:15:56 PM	2998	Estempton No.: 2998	208	Extension Wo.:2000	00:00:11	(Dene)	-0
Feb E. 2013 13:35:34 PM	2558	Extension No.:2998	204	Estantino Its.:2000	00100136	(Debeta	
Feb 6, 2013 12:35:46 PM	2598	Extension Np.: 2998	2015	Extension No. 2015	00:00:40	( Debatu )	
Feb 6, 2013 12:21:36 PM	585658849	VulP #1	206	Extension Hp./2000	90:60:34	Defails	
Feb 6, 2010 10-01-57 AM	\$85558849	YWEAT	199487		00:00:15		
Feb 4, 3011 644-33 AM	216	Extension No. 2000	2018	Extension Bio. 2005	00-04-53		
Tels & 2012 KL-HTEL PM	11917	Extended Inc. 299	296	Collectory No. 2996	1004411		
THE CONTRACTOR NO.	100	COMPANY MICS 200	100	Commun Westerne	101104		-
Feb: 4, 2013 11:41:50 AM	2116	YulP 42	256	Extension Hp.:2000	66:07:18	Celula-	
Feb 4, 2013 10:42:52 AM	2448	Extension Ha.: 2990	2996	Enternation His.,29%	00:37:34		
Feb 4, 2012 1:40:21 AM	2998	Extension No2998	24%	Extension No2996	00:03:07		
Feb 4, 2012 HOE-13 AM	2998	Enternation Mis.: 2998	2998.	Entension No.:29%	00:04:11		
Feb. 4, 2011 107:22 AM	2998	Extension Hs.: 2998	2996	Extention Ro.:2996	00:00:45		
Jan 31, 2015 3-De 12 PM	585558849	ValPati	14942		00:00:17		



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.

Fab. 4, 2011 11:0 (125, 106)         1500         Extension Re. 2000         1500         1600, 1200         1600, 1200           Fab. 4, 2013 (12):1 (16):1 (16)         2016         Extension Re. 2000         2016         Extension Re. 2000         00.01.03           Fab. 4, 2013 (12):1 (16):1 (16)         2016         Extension Re. 2000         00.01.04         Data (16)           Fab. 4, 2013 (16):1 (16):1 (16)         2016         Extension Re. 2000         00.01.03         Data (16)           Fab. 4, 2013 (16):1 (16):1 (16)         2016         Extension Re. 2000         1000,1214         Data (16)           Fab. 4, 2013 (16):1 (16):1 (16)         2016         Extension Re. 2000         1000,1214         Data (16)           Fab. 4, 2013 (16):1 (16)         2016         Extension Re. 2000         1000,1214         Data (16)           Fab. 4, 2013 (16):1 (16)         Extension Re. 2000         1000,120         Data (16)         Data (16)           Fab. 4, 2013 (16):1 (16)         Extension Re. 2000         1000,120         Data (16)         Data (16)           Fab. 4, 2013 (16):1 (16)         Extension Re. 2000         1000,120         Data (16)         Data (16)           Fab. 4, 2013 (16):1 (16)         Extension Re. 2000         1000,120         Data (16)         Data (16)           Fab. 2013 (16	Feb 6, 2013 113121 AM	208	Extentioner No. 1000	2015	Extension No2015	00:06:52		
Fab. 4, 2011 11.4h.10 AM         24%         Yulli X2         23%         Extension No.2000         20.01.18         Extension           Fab. 4, 2011 11.4h.12 AM         24%         Extension No.29%         365.21.34         56.21.34           Fab. 4, 2011 11.4h.12 AM         24%         Extension No.29%         56.21.34         56.21.34           Fab. 4, 2011 11.4h.12 AM         24%         Extension No.29%         56.21.34         56.20.07           Fab. 4, 2011 11.4h.12 AM         24%         Extension No.29%         56.20.07         56.20.07           Fab. 4, 2011 11.4h.12 AM         24%         Extension No.29%         56.20.07         56.20.07           Fab. 4, 2011 11.4h.12 AM         24%         Extension No.29%         56.20.07         56.20.07           Fab. 4, 2011 11.4h.12 AM         24%         Extension No.29%         50.00.04         50.00.04           Fab. 4, 2011 11.5H.12 AM         24%         Extension No.29%         50.00.04         50.00.04           Jain 37, 2013 136.22 DM         565.52.04         565.52.04         565.52.04         565.52.04         565.52.04	Feb. 4, 2013 13: 47:35 PM			2996		00:04:55		
Fab. 4, 2011 10:60:52 694         2194         Extension No. 2996         2896         Extension No. 2996         56:27:34           Fab. 4, 2011 10:61:27 695         2494         Extension No. 2996         26:01:07         56:27:34           Fab. 4, 2011 10:61:27 695         2494         Extension No. 2996         26:01:07         56:01:07           Fab. 4, 2011 10:61:27 695         2494         Extension No. 2996         26:01:07         56:01:07           Fab. 4, 2011 10:61:27 695         2494         Extension No. 2996         26:01:07         56:01:01           Fab. 4, 2011 10:61:27 695         2494         Extension No. 2996         20:02:04         30:02:04           Jan 27, 2013 10:61:27 096         56:51:28 096         56:555848*         ValP #1         9847         00:00:07	Tel: 4, 2012 12:37:17 PM	2998	Extension Wo.:2998	21%	Extension Ba.:29%	00(13):45		
Fab         4, 2012         9-61, 27         66, 001.07           Fab         4, 2012         9-61, 27         66, 001.07           Fab         4, 2012         9-62, 27         66, 001.07           Jan 21, 2012         2.06, 22, PM         56555644         ValP #1         9447           Jan 21, 2012         2.06, 22, PM         56555644         ValP #1         9447         66, 002.37	Feb 4, 2012 11;45:30 AW	2116	7wP.41	210	Enternises No.: 2000	00(01)38	(Defails.)	
Fails 4, 2013 1-36-11 AAA         2414         Extension No2996         2416         Extension No2996         30:00:11           Fails 4, 2013 1-36-12 AAA         2414         Extension No2996         30:00:45           Jan 21, 2013 1-36-12 PM         545556844         YulP 21         9987         00:00:17           Bit: 00:00         60:00:10         60:00:10         60:00:10         60:00:10	Feb 4, 2013 10:43:52 AM	2194	Extension No.: 2950	21%	Extension Bu. (29%	.00:17:34		
Tab 4, 2012 5/57-22 AW 2558 Extension No. 2998 2558 Extension No. 2996 26:05:45 Jan 27, 2013 3:59:22 PM 383558849 YulP #1 9997 00:00:17 80:00:30	Fab: 4, 2010 19 KD 21 AVA	2558	Extendent No.: 2998	2496	Extension No.:29%	00(01:07		
lan 37, 3013 3:54:32 PM 585558849 YulP #1 9987 00:00:37	Feb 4, 2013 108-11 AM	2998	Extension No.:2998	2116	Externion No.:29%	00:04:11		
	He 4, 2013 167:22 AM	2998	Extension No.: 2998	2996	Extension No. 29%	00:00:45		
and the second	Jan 21, 2013 3:54:52 PM	585558849	VelP #1	19187		00:00:17		
	an 21, 2013 2494 22 PM				പ്പെത്രം			



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.

Dote	Caller	Caller description	Called	Called party description	Dentitions	
Feb 7, 2013 1:44110 PM	-9992		10	Anatogue line1.2.5	DOD: 45	
Feb 7, 2013 1:42:58 PW	****7		20	Analygue time 1.2.1	00.01.02	
Feb 6, 2013 3:24:56-7W	2775	Extension No.:2996	2118	Extension No.:2998	00-01-05	
Feb: 8, 2013 3:14:15 PM	2118	Extension No. 2998	2116	Extension Np.: 29%	DD-D4:44	
Feb 6, 2013 3:12:07 PM	2998	Extension No.:29%	2175	Extension No.:29%	00-01-58	-
Fem 4, 2013 10:35:54 PM	1000	Extension No. 2798	100	Extension No. 2114	0110038	Deteto
Feb K, 2012 17:35:54 PM	2998	Extension No.:2998	208	Extension No. 2007	10-10-16	Detate
Fails 6, 2013 12:35:48 PW	2998	Extension No.: 2990	2015	Externation Nac. 2015	DD-DD-40	Details
Fado A, 2013 10:21:36 PW	101110847	YANP #1	328	Externation Hor. 2000	00:00:34	Datata
Feb 6, 2013 10:03:55 AM	585558849	Ye4P #1	19997		00:00:15	
Feb. 8, 2013 9:59:32 AM	208	Extension No2000	2015	Extension No.:2015	00-06-52	
Feb 4, 2012 12:47-25 PW	2115	Extension No. 2998	2446	Extension No.:27%	05-04-59	
Felix 4, 2013 12:27:17 PVA	2116	Keturalan No.:2996	2996	Extension Hou29%	00:15:45	
Feb 4, 2013 11,41:50 AM	2116	Yold #2	210	Exhemation Nati-2000	00.01:38	( Debela )
Fem 4. 2011 TO 41:52 AM	2446	Televice No. 7798	2994	February No. 279	0037.14	

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).

0.2225 (_222 9.2225 (_222			×
1 14400     Fall 6, 2013 12:35:49 PM, 2998     Extension Ma.2998     2015     Extension Ma.2003     00:00:00       1 14:00     Feb 6, 2013 12:35:54 PM, 2998     Extension Ma.2998     2015     Extension Ma.2003     00:00:00       2 3:55:55     Feb 6, 2013 12:35:54 PM, 2998     Extension Ma.2998     2015     Extension Ma.2003     00:00:00       2 3:55:55     Feb 6, 2013 12:35:54 PM, 2998     Extension Ma.2998     2015     Extension Ma.2003     00:00:00       2 3:55:55     Feb 6, 2013 12:35:54 PM, 2998     Extension Ma.2998     2015     Extension Ma.2003     00:00:00       1 14:00     Feb 6, 2013 12:35:54 PM, 2998     Extension Ma.2998     2015     Extension Ma.2003     00:00:00       1 14:00     Feb 7, 2013 12:35:54 PM, 2998     Extension Ma.2998     2015     Extension Ma.2003     00:00:00       1 14:00     Feb 7, 2013 12:35:54 PM, 2998     Extension Ma.2998     2015     Extension Ma.2003     00:00:00       1 14:00     Feb 7, 2013 12:35:54 PM, 2998     Extension Ma.2998     2015     Extension Ma.2003     00:00:00       1 14:00     Feb 7, 2015       1 14:00     Feb 7, 2015       1 12:00	Caller Caller description Calle	alied party description Duration	
1 14/200         (ec. 6, 2003 12/33054 PM 2398, Extender: No.2298) 201         Extender: No.2000         ME00106         6010010           3 265400         Feb. 6, 2003 12/33054 PM 2398, Extender: No.2298) 201         Extender: No.2000         ME00106         6010020           1 14/200         Feb. 6, 2003 12/330546 PM 2398, Extender: No.2298) 201         Extender: No.2000         0010203         Co.10           1 14/200         Feb. 6, 2003 12/330546 PM 2398, Extender: No.2298) 201         Extender: No.2000         0010203         Co.10           1 14/201         Feb. 6, 2003 12/330546 PM 2398         Extender: No.2298) 201         Extender: No.2000         0010203         Co.10           1 2010 10         Feb. 700 00	6 2198 Extended No.:2118 2015	(benslon blo.:2015 00:00:40	(Gata)
S 555-55         Fair A: 2011 12:35:04:0W - 2441         Extension: Mac22431         2.1         Extension: Mac22031         00:00:01           1 10:00:0         1 20:00:0         1 20:00:0         1 20:00:0         1 20:00:0         1 20:00:0         1 20:00:0         1 20:00:0         1 20:00:0         1 20:00:0         1 20:00:0         1 20:00:0         1 20:00:0         1 20:00:0         1 20:00:0         1 20:00:0         1 20:00:00         1 20	M 2998 Extenders No.:2998 2015	tumine No.:2013 00:02:04	Golu
	M 2998 Extension No.32998 208	(benslon No.(2000 00:00:36	Go to
	M 2998 Extension No. 2998 208	dennine 14002000 0000223	Geio
			· · · · · · · · · · · · · · · · · · ·
			2 PM
			( <u>194</u>
			Cost
			6.2ml
(P) (P) (P) (P)		00-00-00	
	0		

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	<b>nt 003</b>
-	with licence to record
	🚄 98 🖮
Username:	
Password:	
(	Login

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

Agëni <sup>Filter</sup>	00:	3		Logge	c as: Client Cherge perioder ( 100
From: Tinter data To: Tinter data Recordings	ž	Cell longer than: Three Phrase: Time choice	110	External and internal cals	r) (Film) (Film (
Date	Caller	Caller description	Called	Called party description	Ouration
Feb 11, 2013 2:34:23 PM	1996	Extension No.:2993	1996	Externion No.:2996	Downtosping
Feb 11, 2012 2:28:29 PW	1998	Seberator Na. (2998	2996	Externion No.:2996	60-00-29
Feb 11, 2013 2:28:04 P.W	2996	Externan No.(2998	6998	Externion No.:2144	00+00;21
Fail: 11, 2013 2:13:00 P/w	1996	Externation No.:2998	4995	Estemion No.:2144	45-35-37

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.

From: Enter date	30	Call longer than: hh:mm	1155	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	
Feb 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	
Feb 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	
Feb 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						
From: Testar data	×	Call longer than		External and internal calls	* File	
T0: Enter date	<b>*</b> *	hoase: Entir choose			(Shaw all )	
Recordings						
Bate	Calor	Caller description	Called	Called party description	Ouration	
		Extension No.:2993	1996	Externion No.:2996	Downtoacting	
Feb: 11, 2013 2:34:22 P/W	1668	1418/10/07/No.12973	4.776	An one the same the same same	and to the second party	
Feb 11, 2013 2:35:22 P.M Feb 11, 2013 2:28:39 P.M	1668	Extension Na.:2998	2994	Externion No.:29%	00-00-09	10
						C

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	003			Liggelfa	n: Client Charge pa	
Filter						
Fram: Feb 11, 2013 8:00:00 A		Cell longer than: 0.00.30		External and internal calls	Rhar	
Tel: Feb 92, 1013 5:00:00 Pr	etr 📰	elet (liter all tor			Show all	
Recordings						
Date	Caller	Caller description	Called	Called party description	Duration	
Feb 11, 2012 3-4h37 PM	2998	Extension No.:2998	2996	Eutomiun Na.:21%	00.00.15	
Fvib 31, 2013 3:15-51 PM	276	Extension No.: 2998	29%	Eatermann Ma.:2996	02-02-79	
Feb 11, 2013 3:01:45 PW	2998	Extension No.:2998	2996	Externior No.:2195	00.02.12	(Details )

Press Show all button to cancel the filtering.

Agënti	003			Lagged a	n: Client (Charge an	
Filter						
From: Feb 11, 2013 8:00:00 AM	-	Cell longer than: 0.00.30		External and internal calls	(Flur)	
Tel: Feb: 52, 1013 8:00:00 PM	🖞 Ph	alet Ditter alle and			Show all	
Recordings						
Date	Caller	Caller description	Called	Called party description	Duration	
Feb 11, 2013 3:4537 PM	2998	Extension No.: 2998	29%	Enterminer No.: 2156	00.00.15	
Fvin 31, 2013 3:15-51 PM	276	Extension No.:2998	29%	Eaternian No.:23%	02-02-79	
Feb 11, 2013 3-01-45 PW	2998	Extension No.:2998	2996	External an Maul 2496	00:02:12	(Details )

#### 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.

Date	Caller	Caller description	Called	Colled party description	Duration	
eb 11, 2013 3-49-37 PM	2990	Ecterdite No. 298	1994	Extension Hell 2018	00.00.25	
NEW TREZING STREET, NO. PW	2710	Colonation No. (270)	77W	Extension No. (21%)	10/03/02	Details
00 11, 2003 Element PM	2751	CONTRACTOR NO. 1714	1999	ENRICO NEIGHE	0000127	
eb 11, 2013 2:28:29 PM	2781	Extension No. 2778	2774	Extension No. (29%)	00.00.18	
Feb 11, 2013 3:43:51 PWA	2990	Extension Mu. 2998	NPM.	Extension No.: 2148	00.01.01	
eb 11, 2013 1/23/33 PW	2990	Extension Mar. 29%	6998	Extension No. (1144	03.00.54	
96 11, 2013 12:29 40 PM	2990	Extension No. 298	4998	Enterclain No. 2144	00.01.40	Details.
Feb 11, 2013 11:03-41 AM	2998	Extension No. (27%)	6998	Extension Hours 144	00.00-85	Details
eb 11, 2013 11:53:31 AM	2998	Extension No. 2789	6990	Extension No. 2144	00/01/08	Defails )
Ho 11, 2012 11:52-02 AM	2998	Extension No.:2998	6798	Extension No. 2144	00.02-61	
Heb 11, 2012 11:52:24 AM	2998	Extendiol No. 278	4910	Extension No. 2148	01.00-ai	(details)
46 T1, 2013 15:52-22 AM	544	Extension No. 2788	0998	Extension No. 2148	00.01-00	
96 11, 2013 9:35-45 AM	2990	Constant Sta. 278	2990	Extension No. (298)	05.01.79	



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.

		Exhemitari Ho.:2990	2996	Kolumbus Ha., 29%	00.00.15	
Fen TE 2013 Lot +) PM	2930	Extension No. 291	27%	Externation Play (25%)	00.03.12	Defails.
Fee 11, 2010 23122 PM	2100	CONSTRUCTION OF CONSTRUCTION	2990	COMPANY OF MERCENSING	terminer.	
Feb: 11, 2211 2-28-29 PW	2998	Extension Hol.: 29%	2796	Entermine No.:2798	00-00-58	
Fads 11, 2013 1:43:13 PW	2998	Extension No.:298	6716	Extension Vis.:2344	00-01-01	
Feb 11, 3213 1-33:35 PM	2998	Extension No. 2998	6776	Externation No.: 2144	00:00-54	
Feb 11, 3013 12:35-48 PW	2998	Extension No.: 2990	4998	Extension No.:2144	02:01:40	Drive .
Feb 11, 2013 11:EE/41 AM	2998	Extended No2998	6998	Enternation No.:2544	02:02:45	( Details )
Feb 11, 2211 11-52-31 AM	2998	Extension No.:27%	693	Externion No.:2344	00-01-08	Details
Feb 11, 2013 11:53:05 AM	2990	Extension No2998	4790	Externine No.:2544	00.02-45	
Feb 11, 2013 TEADJA AW	2990	Extension No.:2790	47%	Externation Net 37344	09:00-46	Defaile
Feb: 11, 3313 11:52:23 AM	2998	Extension No. 298	1792	Externion No. 12144	05.01.00	
Feb 11, 2013 9:35:45 AM	2990	Extension Ho. 2990	2990	Externation Mag. (29%)	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	Celer	Caller description	Caled	Called party description	Duration	
Feb 11, 2013 3-45-22 PM	2440	Extension Ho. 2998	2796	Externation Mar, (29%)	00.00.35	
Feb 11, 2213 3-35-13 PM	299	Estimesilasi No.:27M	27%	Externalized No. (2956	03.02,75	_
Feb 11, 2212 Sale of the	211	Coloradius No. 2111	100	Committee No. (25%)	40/03/12	(Details)
Feb 11, 2013 2:25/22 FW	2999	Extended No. (298)	29%	Extension No.(29%	03/05/27	
Feb 11, 2013 2:28:29 PM	246	Extension No.:2998	2799	Extension No. (2999	03.00.58	
Feb 11, 2013 1:43:32 PM	2799	Extension Mo. (298)	+778	Extension No.(2348	00.01.01	
Feb 11, 2213 h2h35 PW	2798	Extension No. 278	6776	Extension No.(2144	03.02.54	
Fets 11, 2013 12, 35 40 FM	2990	Extension No. (2710	4715	Extension Place 344	00.01-40	C petale.
Feb TT, 2010 T5:53141 AM	2998	Extension Hou/2990	4716	Extension No.(2148	03.03-05	(. Ortabi.)
Feb 11, 2013 11:53,31 AM	2798	Extension No. (298)	4776	Extension No.:2144	03.01.05	Details
Feb 11, 2013 11:53-02 AW	2998	Extension No.:2990	6718	Extension No.:2344	00.00-45	
Feb 11, 2013 15:52524 AW	2996	Extension No. 298	6978	Extension No.(2344	03.02:45	Ortali.
Feb 11, 2013 11:52:22 AM	2444	Extension No. 2981	4794	Extension No. (2144	00.01.00	
Feb 11, 2013 9:12:45 AM	778	Extenden Ho.:298	2990	Extension No.(2490	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).

Dute	and the second	Caller description		Called party description	Duration		
Ган (1, 2013 3.54 52 Рм		Ectamon No.279		Textment No. 2015	OD: BESP	So ta	
	۲		B)(		96:00:00		

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

