



vRecord User Manual



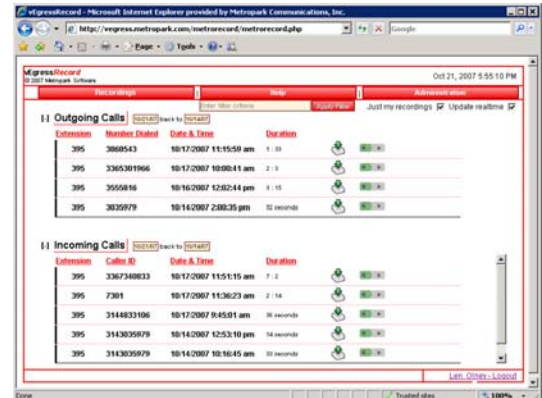
Vegress®Record (vRecord)

vRecord overview.....	3
How to log in	3
vRecord navigation bar	4
Update your password	5
Outgoing / Incoming Call window	5
Applying a filter	6
Download a vRecord file	7
Listening to a vRecord audio file	7
Emailing a vRecord	8
Delegate review	8
vRecord Remote	8
Support	10



vRecord overview

VegressRecord was designed to increase your customer satisfaction, speed up training of sales and service personnel, tighten up your security for future litigation, and increase your overall company's productivity.



How to Log in to vRecord

You can access the main entrance to your vRecord from most any web browser. vRecord is optimized to work with Internet Explore, but most browsers will work. Just like many of the systems on Vegress, you will need to have your email address and your password to gain access. You will have to verify that you are setup as a user on the system from your system administrator. At that same time, your administrator should give you a password. Once you gain entrance to your vRecord account, you should change your password in the Help area for security reasons. If you forget your password, you will need to contact your system administrator to reset your password to the original default status.

Email

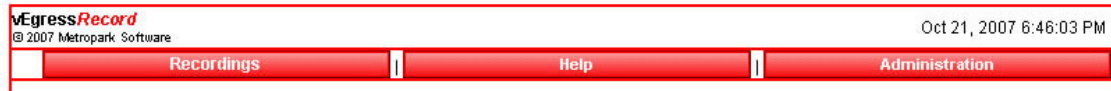
Password

Remember me on this computer

You'll be able to eliminate this log in step if you choose to check the "remember me on this computer" check box. Your company or administrator may recommend that you do not check this, since someone could get on your workstation, and listen to your audio files from your account.

vRecord Navigation Bar

Once you gain access, VegressRecord assumes that you want to manage your record list, so you will be sent directly to the “Recordings” page. At the top of this page and all of the other page views, you will see the vRecord Navigation Bar. One click on each button will transport you to that particular page view.



Notice that VegressRecord will also keep you notified of the date and time at the top right hand of the screen.

Update your Password

When logging in for the first time, you should change your password. At the Navigation Bar, click on the Help button to change your password.

Update my password

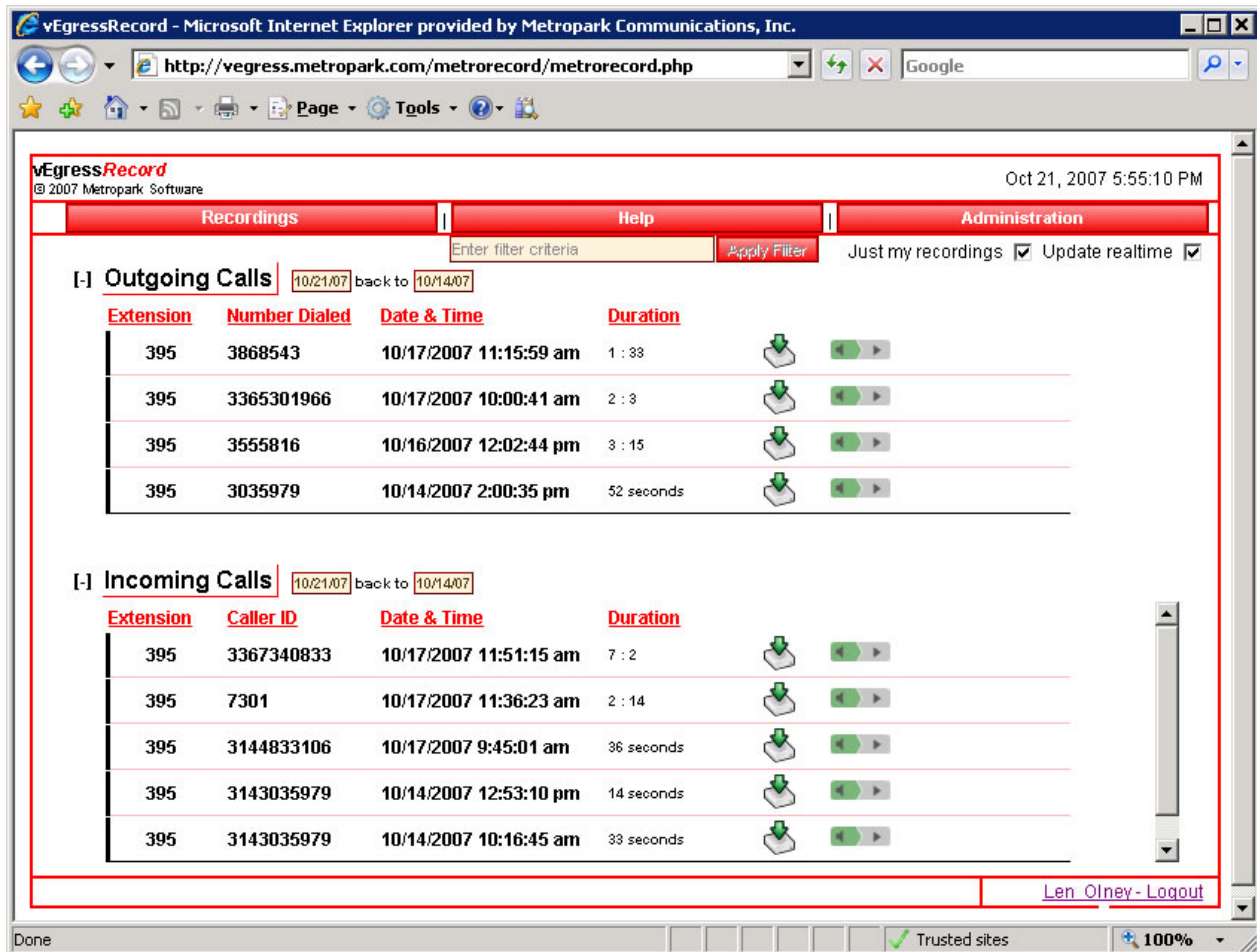
Password:

Again:

Contact your administrator to reset your password back to default state, in case you’ve forgotten your login password.

Outgoing / Incoming Call window

The Call Window is designed for managing your recordings easily. The default screen will show both your Outgoing and Incoming calls in the un-collapsed mode.



The screenshot shows the vEgressRecord web application interface. The browser title is "vEgressRecord - Microsoft Internet Explorer provided by Metropark Communications, Inc." and the address bar shows "http://vegress.metropark.com/metrorecord/metrorecord.php". The page header includes "vEgressRecord" and "© 2007 Metropark Software". The current date and time are "Oct 21, 2007 5:55:10 PM".

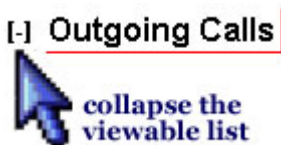
The interface has three main tabs: "Recordings", "Help", and "Administration". The "Recordings" tab is active, showing a search bar with "Enter filter criteria" and an "Apply Filter" button. There are also checkboxes for "Just my recordings" and "Update realtime".

There are two main sections for call records:

- Outgoing Calls:** A table with columns "Extension", "Number Dialed", "Date & Time", and "Duration". It shows four records from 10/14/2007 to 10/17/2007. Each record has a download icon and a play button.
- Incoming Calls:** A table with columns "Extension", "Caller ID", "Date & Time", and "Duration". It shows five records from 10/14/2007 to 10/17/2007. Each record has a download icon and a play button.

At the bottom right, there is a "Len Olney - Logout" link. The browser status bar at the bottom shows "Done", "Trusted sites", and "100%".

If you want to manage just one of your call lists, then you can “collapse” the non-needed list by clicking on the [-] button. You may want to practice collapsing and un-collapsing each call window to help you understand the ease of managing your vRecord.





Once you have chosen the call window that you will focus on, you can sort the calls that are viewable in the call window. In each Outgoing and Incoming call window you will see the Title Bar. You can sort the viewable list by clicking on the title link. The entire list will change based on which title link you click.

Outgoing Sort

[Extension](#) [Number Dialed](#) [Date & Time](#) [Duration](#)

Incoming Sort

[Extension](#) [Caller ID](#) [Date & Time](#) [Duration](#)

To manage the list by caller ID NAME, you just need to hover your mouse over each incoming caller ID number which is displayed in the call window, if caller ID NAME was delivered to vRecord, the name will appear when you “mouse-over” the number. See the filter section of this manual to search by Caller ID name.

If you are a Manager and have manager rights to listen to other delegates, you can focus on all your calls or just your recorded calls by clicking the Just My Recordings checkbox. If you uncheck the box, your call list will show your calls and all your delegates.

Just my recordings

Applying a filter

Since you may have hundreds of potential recordings to manage, vRecord allows you to filter out unnecessary audio files or create unique search criteria to find the call(s) you want to manage.

vRecord will first provide you with a recent date range that you can modify. Notice that the first field is the most recent date and then it goes back to the furthest date.

back to

Since vRecord is displaying the viewable call list in a browser and you’ll want to quickly manage the list, it is designed to show no more than 200 calls at one time. Using the date filter can help reduce the number that is viewed.

The next filter that you’ll want to use often is the Filter Criteria. You can enter in a specific number, or a specific area code, or even a caller ID Name. When you use this filter, you’ll be able to extend the date range to include more calls.

Downloading a vRecord file

Once you've filtered the call window to view the needed vRecords, you'll want to download the file from the VegressRecord server. Simply press the Download icon:



By clicking the Download icon your workstation will start a typical "save as" sequence. You'll see that VegressRecord has already named the file for you. It's a very long file name, but all the needed information is in the name. Once you save the file you'll be able to send it and listen to it. It's your company's audio file, so be very careful how you use it. Your company administrator should provide you with appropriate procedures on using company audio files.

Listening to a vRecord

An easy method to use in managing your vRecords is the "on the fly" audio player. Next to each vRecord you'll see the player icon:



Click on the Green speaker:



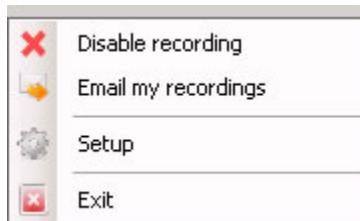
The Player will automatically expand to expose the player controls. You can press Pause, or slide the call record forward or backwards. Once the vRecord file plays completely, the player will collapse back to each ready state.

Not every browser is capable of displaying and making this player function properly, but we've tried to consider all the most popular browsers. If you can not use the player, then simply download the file and listen to it through your own audio/media player.

Emailing a vRecord

VegressRecord can be set up to allow you to receive your vRecords in your email Inbox. vRecords will show up as a regular email with an attachment. The subject header will have a standard subject string that you may want to apply an email filter to easily manage all your vRecords.

You may want all vRecords to be sent to your email address or if you have Remote Control rights, you can easily turn on and off this feature.



Delegate Review

VegressRecord allows your administrator to give you manager rights. A vRecord Manager can manage multiple telephone extension vRecords. To view your delegate's vRecords, just make sure your "Just My Recordings" checkbox is unchecked

Just my recordings

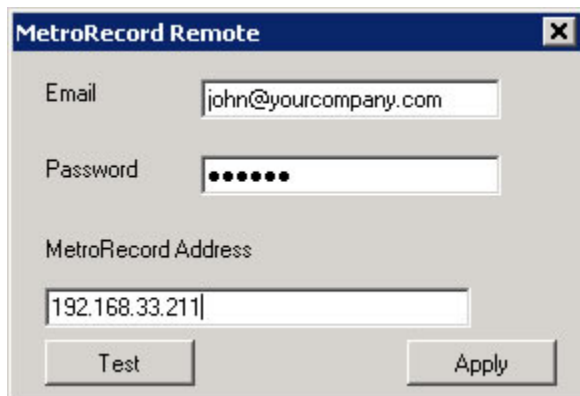
When you have the box checked, as the image above, you will only be able to manage your vRecords.

vRecord Remote

If your administrator has given you vRecord Remote permission, you'll be able to download the Window Application from the Help section. Click on the Record Remote link and go through the normal install wizard.

[Download vEgress Record Remote](#)

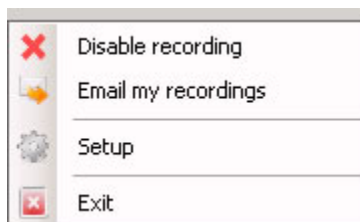
The vRecord Remote settings setup screen is fairly simple and straightforward, but you will need to know your matching email address, password and the url or IP address of the location of the VegressRecord server. By pressing the test button, Vegress will let you know if you have errors or ready to use the vRecord Remote.



Once your vRecord Remote is installed on your windows workstation, you will see the red R in your taskbar.



If you double click on the vRecord Remote icon, you will launch the settings setup window. If you click on the icon with your Right mouse button, you will launch your remote control window



By choosing each option on your Remote control, VegressRecord server will notify you of the changed state by displaying a balloon near the taskbar with the new state.

An important tip to remember: When enabling or disabling your recordings from its previous state, make sure you leave at least 10 minutes for Vegress to get all the data from the PBX. For example, if you leave your remote in the disabled state most of the time, and then you are on a call that warrants being recorded, you should right click on the vRecord icon in the system tray and choose Enable Records. Then after you hang up, make sure you leave it in the enable state for at least 10 minutes for the PBX to provide its call data to VegressRecord server. If you turn it off too soon, you run the risk of missing the call.



Support

VegressRecord (vRecord) is designed to be very user friendly, but may from time to time need service or support. Start by contacting your system administrator. They may be able to get any problems taken care of locally. If that is not an option locate your nearest Vegress Dealer at www.vegress.com