REVSTREAM
INSTALLATION AND CONFIGURATION INSTRUCTIONS

CONFIGURING THE SQL DATABASE

The first screen you will see is for database connection details, it is best to leave things at the factory settings, but configuration is possible. This database will store all the call-related information and other settings information. All the Revcord applications will use this database for viewing and storing data.

The following details need to be configured for SQL Database:
1. Server: This is the main SQL database server name.
2. Database: Specify the name of the database, by default it is 'VoiceRec'.
3. User: Specify the username, by default it is 'SA'.
4. Password: Specify the password for the database, the default is set to 'poi098'
5. Status: Provides the status information, after checking the connection.
6. Test Connection: After specifying all the configurations, the connection to the database can be tested by clicking on the Test Connection button. If the connection is successful, the details about the connection be shown in the Status field.

CARD/CHANNEL TYPE CONFIGURATION AND ENCRYPTION/LICENSING

This screen is used to configure Card ad Channel type. You can specify which type of card is installed or which type of input is selected for recording calls.

This typically comes preconfigured; however, use the checkboxes to pick type of channels.

1. Analog/Digital (Use this type for Synway cards. Check "Use Audiocode" option if Audiocodes cards are being used)
2. VoIP
   If the appropriate card type is selected, then the number of channels for that card will be displayed.
   a. Number of Channels: Specify number of Analog/Digital Channels
   b. Number of Channels: Specify number of VoIP Channels
3. SIP Invite

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    a. See the separate SIP Invite Document located in the Revcord Knowledgebase. This configuration is for Cisco Call Manager 6.0 and above.

4. Enable QoS
    a. Normally QoS is done by network switches itself. In some cases, we might receive unordered packets, late arrival of packets, errors, Out of Order Delivery, etc. For this we do application level QoS. If this checkbox is checked, then our recorder will rearrange the packets in an ordered manner internally before processing the packet for write operation.

5. Enable Domain Users
    a. To enable domain users for login to Web Interface select this check box.

6. Concurrent Mode
    a. Checking it will enable the recorder to work in concurrent mode. The concurrent mode will record multiple lines to a limited number of licensed channels. If this mode is enabled, and all lines are recording, then the new call will be discarded and its information will be written to date-wise log file.

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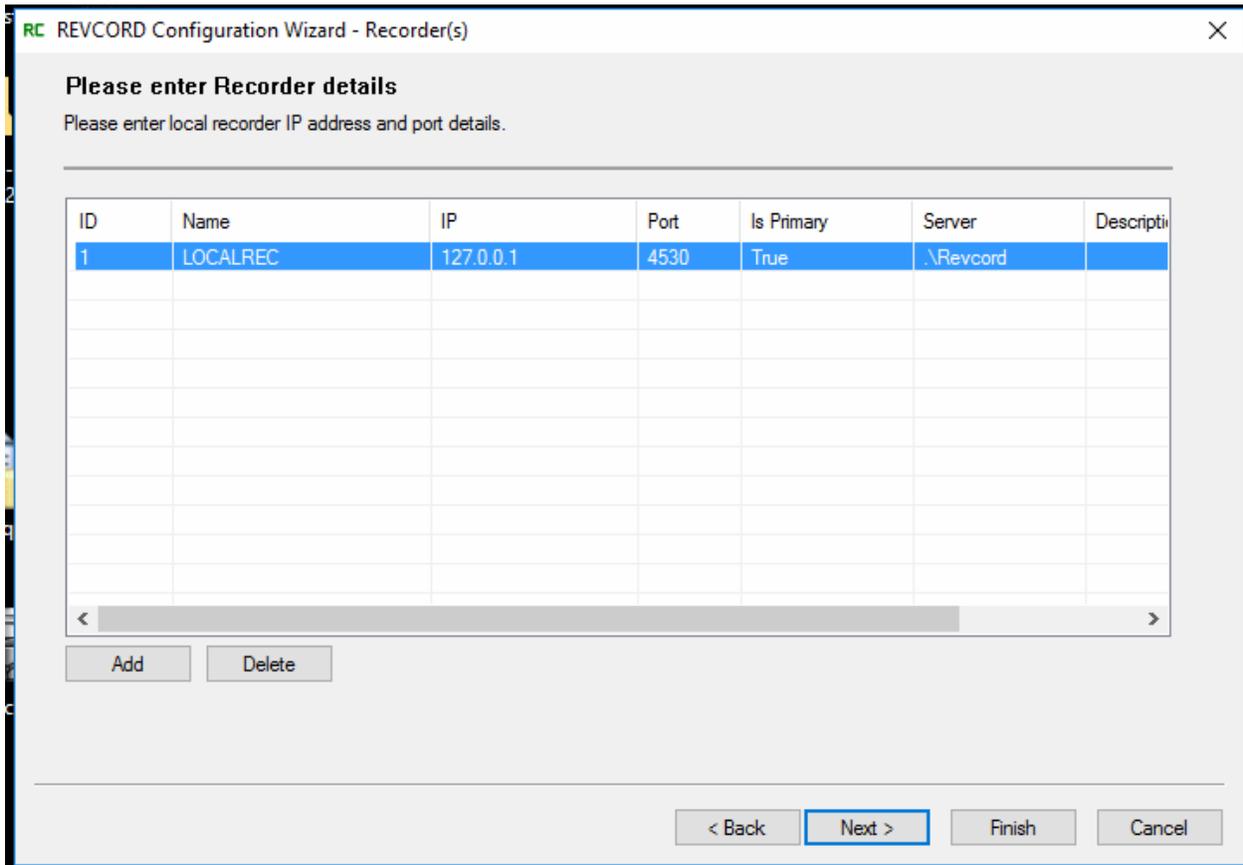
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SELECTING THE NETWORK INTERFACE

This screen will only show up when there are VoIP channels involved. There will be two network adaptors typically, and you choose the one where the VoIP data will be received. You can click the check box for multiple ports to be monitored. Only three ports may be monitored at any time.
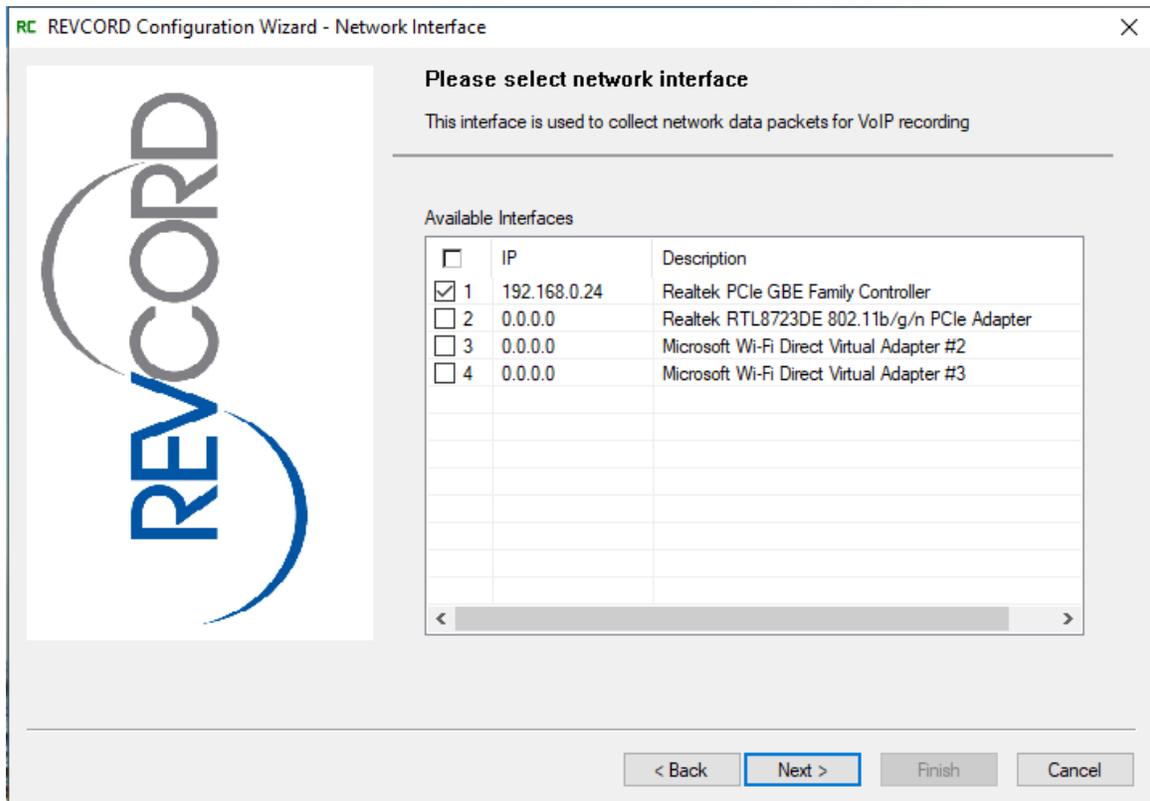
RECORDER DETAILS AND SETTING THE IP ADDRESS

You must set all IP Address information throughout the system (Windows, GSRMS Viewer, and the Revcord Configuration Wizard). Below is how you set the IP Address for the Revcord Configuration Wizard. Setting the other IP Addresses is done after you have gone through the Revcord Configuration Manager.

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By default, there will be a recorder added with a name LOCALREC. This recorder is a primary recorder. Double click on it and edit the IP Address to match the systems current IP Address.

ENTERING CHANNEL SETTINGS

This is where you enter all your channel settings. It will display the physical channel's information. It starts with default settings that can be adjusted as needed.
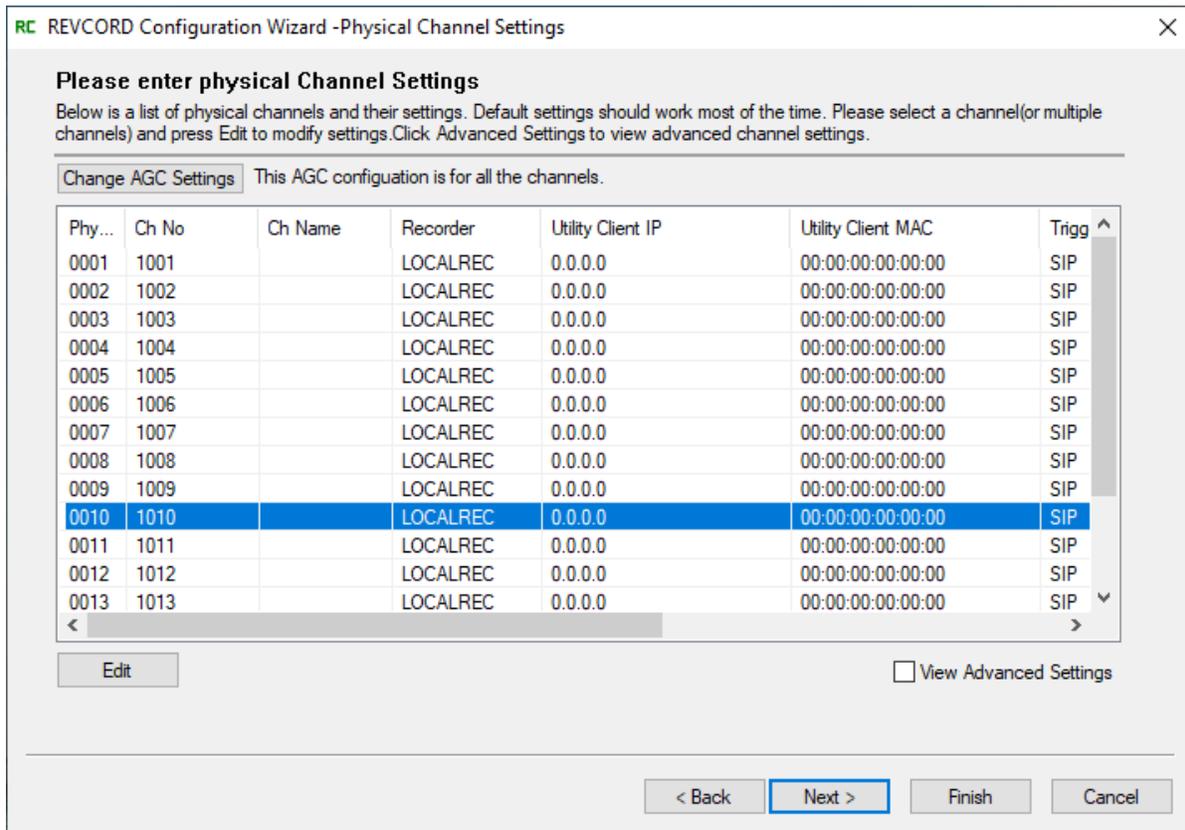
To see all the columns, check the 'View Advanced Settings' box. If the settings have to be changed for any of the physical channels, then select the channel and click on the 'Edit' button. This will open a new window, Pysical Channel Settings. In this box you can change the settins of each individual channel.

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1. Physical Channel Number
   a. Recording channel number. The Physical Channel Number cannot be changed.
2. Channel Number
   a. Logical Channel associated with each Physical Channel. The Physical Channel Name cannot be changed.
3. Channel Name
   a. Each channel can be assigned with a Channel Name.
4. Recorder
   a. Displays the name of the recorder to which the channel is associated. For Enterprise installations, choose the recorder name to which the channel is associated.
5. Trigger
   a. This is where you choose the Type of Trigger that will be used to Start and Stop recording. It will default to the particular triggers that are associated with the Channel Type.
      i. Analog Phone Lines should be set for 'Loop Start' to record with the handset is lifted.

By default, Physical Channel Number and Channel Name will be grayed out. It cannot be changed by the User.

ii. Other audio sources (including handset tapping" should be set for 'VOX' to record when audio is present. If analog lines are used with headsets and a filter, it may be better to VOX and set the call length to a lesser value than the 1 hour default for easier searching.

b. Additonal Settings
   i. There are custom triggers that require additional information such as CTI and SMDR Integrations. When this box is not grayed out, it should have the proper settings entered.

c. Radio Channel
   i. When a VOX trigger is enabled, the Radio Channel box can be checked. Check this box for Radio type devices. This is also required for some phone lines, as they may not carry a line voltage.

d. Enable MDC – 1200
   i. It will decode better data for MDC-1200 signals.

e. T1 Line
   i. Enabling T1 allows for ISDN Trunk Recording.

6. Stream Type
   a. Depending on the trigger type chosen, Revcord offeres various compression Codecs. Stream type should not be changed unless a higher quality is required, and the loss of recording time is acceptable.

7. IP Address
   a. This is where you put the IP Address of the device you are recording if it is a VoIP based product.
      i. Auto Increment
         1. When implementing multiple VoIP devices, this provides for Auto Increments of the IP Addresses.
      ii. Use MAC Address
         1. Check this box when using the MAC Address.

8. MAC Address

a. For systems that are not on static IP Addresses, it is recommended to use a MAC Address for the VoIP appliance reference **NOTE: The MAC address cannot be capitalized.**

9. RevAgent IP
   a. IP address of the client machine that is associated with the particular channel.

10. RevAgent MAC
    a. MAC address of the client machine that is associated with the particular channel. **NOTE: The MAC address cannot be capitalized.**

11. VOX Level
    a. The VOX level should be adjusted in very small steps until the recorder is on and the beginning and end of recordings are not clipped.
        i. The Synway card is anywhere from 6 to 31 with the default being 10.
        ii. Analog Phone Lines and Line Level Audio Sources no tuning or adjusting should be required.
        iii. The VOX Level is the threshold setting for the channel. The higher number it goes the more sensitive the channel is (IE, 20 is more sensitive than the factory default of 10). Keep in mind that if you set this to sensitive the channel could run all the time, and if you set it to low, you may never record on that Channel. Anytime you make a setting change you need to restart the services if the recorder is up.

12. Gain
    a. Input Volume controls the Gain, it should be used to bring weak channels up to the level of the other channels.

13. Voltage Level
    a. Voltage Level should only be adjusted if your PBX uses a different voltage than -24 to -48 volts DC and it causes a problem with the recorder starting or stopping. (Applicable only for proprietary analog cards).

14. Falling Treshold
    a. Falling Threshold is the voltage detection level for Loop Start. It is only for Audio Codes Encoder Boards.

15. Delta Time

    a. Delta is for VoIP. It is the milliseconds time wait for arranging packets properly.

    b. Separate Silence

        i. If your audio source is a radio and the Squelch is set very tight you may need to increase the Separate Silence over (sec) setting to get quick retransmits in the same recording.

16. Discard Calls

    a. Discard Calls under value is the amount of time to be set to where the recorder will trigger and keep the call. For example, if you are on a call less than 2 seconds (according to the example below) then your call will not be recorded. Lowering the discard calls under (sec) setting will better capture very short transmissions.

17. Max Call Duration

    a. This setting should be used to make continuous recording more searchable by breaking it into smaller blocks. The max duration is 1 hour.

18. Merge Call

    a. The Merge Call Interval tells the system how to break up the calls. For example (according to the example below) if you are on a call and there is silence of 3 seconds or more then that call would be broken up into 2 segments when looking for it in Search.

19. Beep

    a. This will enable Beep Tone for Analog Channels. Please Note that this requires a special analog card.

20. Save Recorded File To

    a. This is the default directory where the recorded data will be stored.

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IMPORTANT NOTES ABOUT USERS, CHANNELS, AND GROUPS

1. The Record Software is designed to allow Users, Channels, and Groups.
2. Users are defaulted to the Root Group and will have access to all the channels of any User at their group level and any below their group level.
3. Users can be put into Sub-Groups and will only have access to that level and the sub groups below that group.
4. All Channels have a User associated with the channel. This User can be named the channel name or some other naming scheme. If it is not configured, it will be hidden throughout the software but is necessary when accessing channels for the RevAgent.
5. If a User is assigned to a Group without Search rights and has an associated channel, that User can only listen to the calls associated with that channel.
6. Users can only be assigned to one Group.
7. If a User wants to listen to different channels in different groups, you must use the "Simple User Rights" configuration.
8. Simple User Rights overrides all Group settings for that User. It does not affect other Users.

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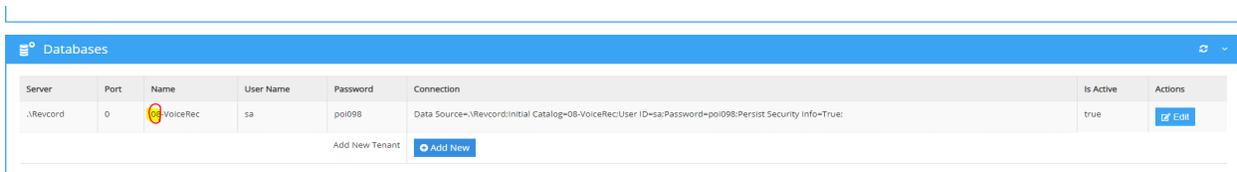www.Revcord.com

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ADVANCED SETTINGS

Advanced Settings allows the Adminstrator to create or set values for the Voice Logging System. All these settings will be saved in a "config.inc" file under the "Vrec" folder. The information will be used by a Web Client Application.

1. Use Language at: Server or Client
2. Display Messages in: Choose display language here
3. VOD by IIS: NOT IN USE
4. VOD service directory: VOD
5. VOD TCP Port: Port for VOD to use
6. Log Level: Debug or Error
7. Call Tak Key: **# is the defaut DTMF for Call Tagging
8. POD Key: #8* is the default DTMF for Privacy on Demand
9. SOD Key: *** is the default DTMF for Silence on Demand
10. EOD Key: #5* is the default DTMF for Email on Demand

TENANT CREATION
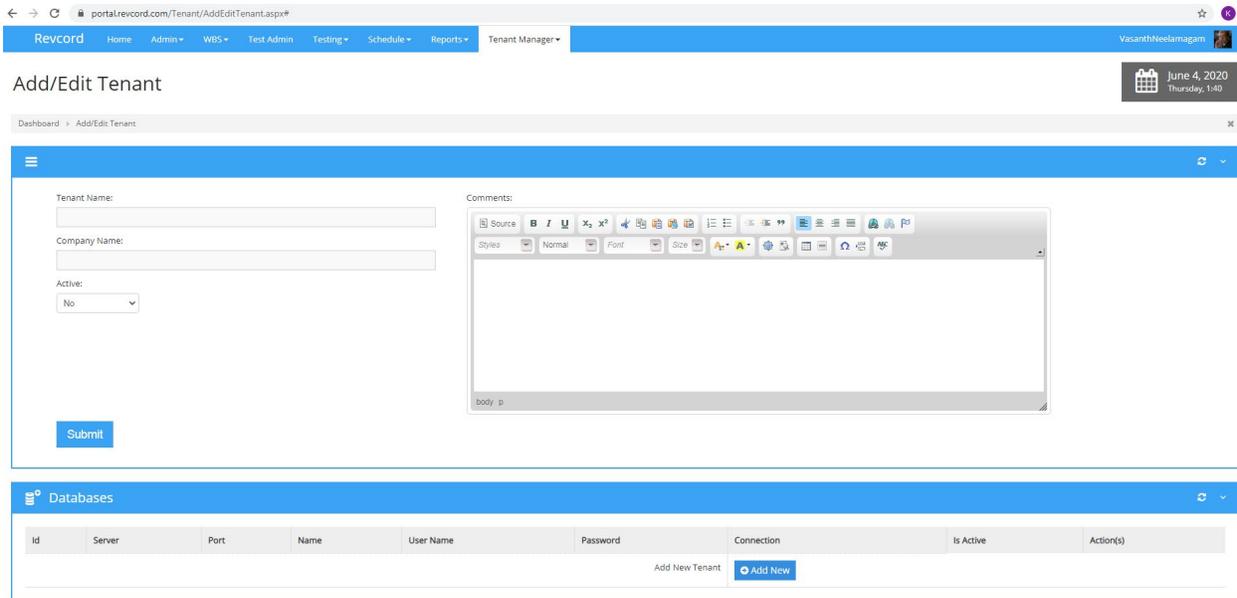
1. Open https://portal.revcord.com/Tenant/AddEditTenant.aspx# in Browser (Browser Suggestion: Chrome)
2. Navigate to **Tenant Manager → Add New Tenant.**
3. Enter Tenant Name and Company name and change Active to yes in Dropdown and click Submit.
4. After the Tenant is created in the database we can see the Tenant Details. The Name will be in **TenantID-Voicerec** format. We can get tenant id from that. Please refer SS

REVSTREAM PATCH MANUAL: SOLO CONFIGURATION

1. You need to set RevSync expiry date in **UDefDate5(RevSyncExpDate)**.
   a. Do not leave this field empty even if license is permanently set at the highest possible date.
2. You need to set RevStream ID in **UDefFloat3.**
   a. This is for supporting multiple RevStream devices for a single tenant. **Note: If there is more than one RevStream device for a tenant. We need to create licenses for each. First three values will be the same, only the RevstreamID will be different in those licenses.**
3. After setting value, increase the activations left in license. **open C:\DiSSTech\Support\Manual_Licensing\ Revcord_Licensing.exe** and Activate license.
Please Restart NewvsrmsAgent and Revstream Service.