ESI Screen Capture Application

IP Server 900 & Communications Servers User's Guide

We make it easy to communicate

ESI Screen Capture Application User's Guide

About

ESI (Estech Systems, Inc.) is a privately held corporation based in Plano, Texas. Founded in 1987, ESI designs and builds innovative telecommunications products for businesses like yours. Because of their powerful combination of value and features, ESI products are consistently recognized by industry publications and leaders.

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Thank you for choosing ESI.
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Introduction

*ESI Screen Capture i*s an add-on to ESI Media Management automatic call recording (call logging). Screen capture allows an administrator to retrieve "movies" of the PC users' screen activity, with their phone conversations as audio. This allows for an additional level of assurance when it comes to quality control, employee training and monitoring, and/or legal liability.

License Type

There are **2 License Types** for *ESI Screen Capture*

Type	Description
ESI Screen Capture	Fully-licensed application, An add-on to *ESI Recording Manager* which allows an Administrator to retrieve movies of the PC users' screen activity with their phone conversations as audio
***ESI Screen Capture* (Demo License)**	Fully-licensed application intended for Resellers to use with in-house systems for demo purposes to help close more deals! Not for Resale or Installation at End User Sites. With this license, a light "DEMO" watermark will appear on top of all screen capture recordings during playback.

Features

ESI Screen Capture features the following capabilities:

- High quality video, up to 8 frames per second
- Multiple monitor support (at a given time, monitor with active window records)
- Ability to play back , pause, rewind and fast forward video & audio with downloadable free player, or save audio/video as a Windows Media (.wmv) file

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System Requirements

In order to ensure a successful installation, please make sure your ESI phone system and PC meet the following requirements.

ESI System Requirements

ESI Screen Capture is compatible with:

- **ESI Communications Servers:** (ESI-50L/50, ESI-100, ESI-200, ESI-600, ESI-1000)
- **IP Server 900**
- **Call Processing software:**
    - IP Server 900 — System software v. 25.1.2.1 or higher.
    - ESI Communications Servers — v. 5.54.21 or higher.

In order to use *ESI Screen Capture*, system must be equipped with:

- **Licensing**: Automatic call recording (**call logging**)
- **Hardware**: For Communications Server, an ASC card with hard drive is required
- **Hardware**: For IP Server 900, an external Hard Drive (HDD) is required
- **Hardware:** Network drive, 1TB minimum recommended
- **Application**: *ESI Recording Manager* must be installed on an administrator's PC for retrieval of screen captures. *ESI Screen Capture Playback* is required for playback of screen captures.

Note: ESI Screen Capture is required on each PC whose screen is to be recorded. ESI Screen Capture Playback is required on any PC where playback of screen capture recordings is required. ESI Recording Manager is required to locate and download screen capture recordings, and to combine them with the associated phone conversation audio.

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PC Requirements

The following are the recommended minimum system requirements in order to install and run *ESI Screen Capture*:

	Windows Operating Systems				PC Hardware			
	Win 10 Pro	**Win 8, 8.1 Pro**	**Win 7**	**Vista**	**Processor**	**Ram**	**Free HDD Space**	**LAN**
ESI Screen Capture	Yes (64-bit)	Yes (64-bit)	Yes (32/64-bit)	Yes (32/64-bit)	Multi-core	2 GB	2 MB	YES

Note: ESI recommends a network drive of 1TB minimum for ESI Screen Capture to store video data.

Pre-Installation Checklist

Before attempting to install *ESI Screen Capture*, perform the following steps:

1. Update your PC with all recommended Microsoft Windows updates. You can begin this process by going to www.microsoftupdate.com.
2. Ensure that you have Administrator privileges on the local PC where you will install the software.

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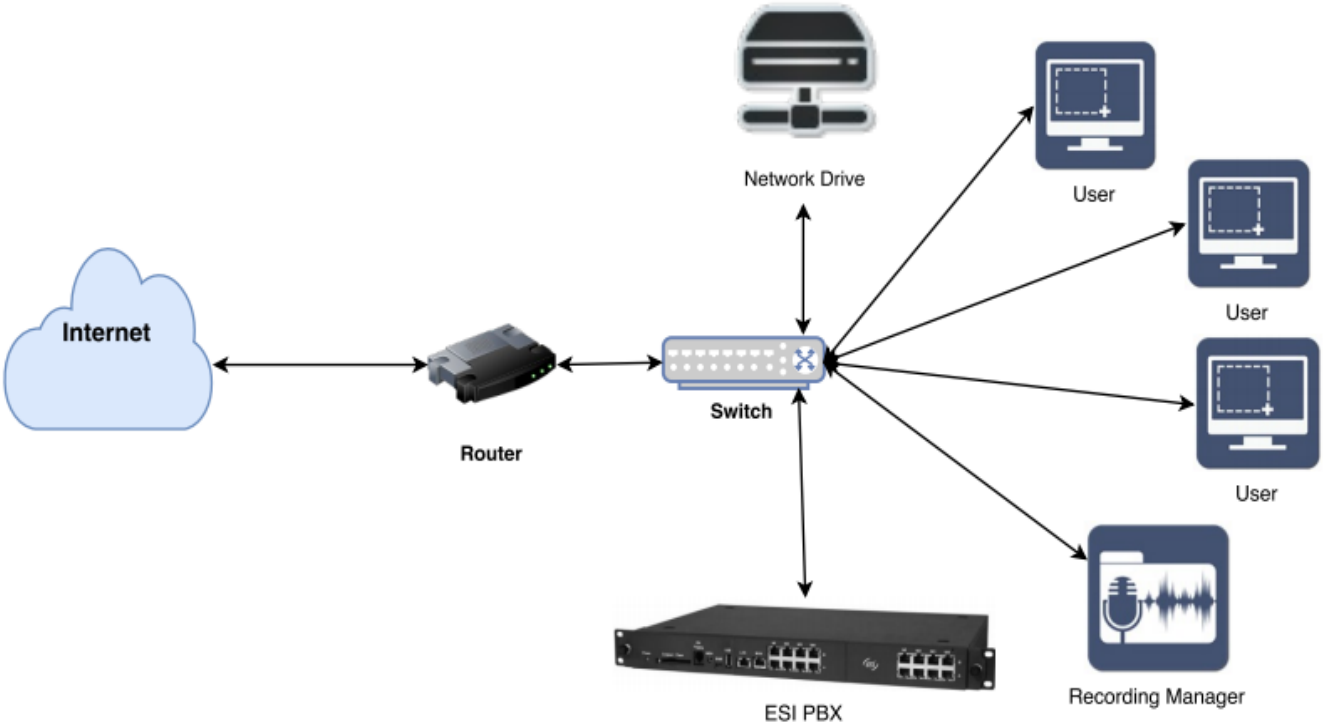
Network & Configuration Requirements

A switched network topology is recommended for your LAN, using a Network drive with at least 1TB Hard Drive space at minimum.

The *ESI Screen Capture* application requires that each PC using the *ESI Screen Capture* application has access to the Network Drive for video file storage, as well as the ESI Phone System's ASC Card on port 22. *ESI Recording Manager* will need access to the Network Drive as well and will pair the videos with the Call Logging audio .wav file, creating a video file which can be viewed via *ESI Screen Capture* Playback application or Windows Media Player.

Note: Availability of Screen Capture video files is not immediate upon call completion; a Recording Manager user should be prepared to wait up to 15 minutes after any particular phone call has been completed to have access to the corresponding Screen Capture video.

Screen Capture Network Diagram:



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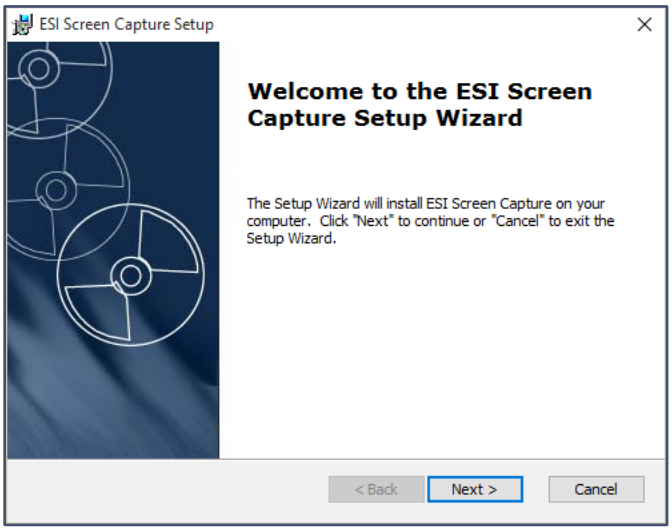
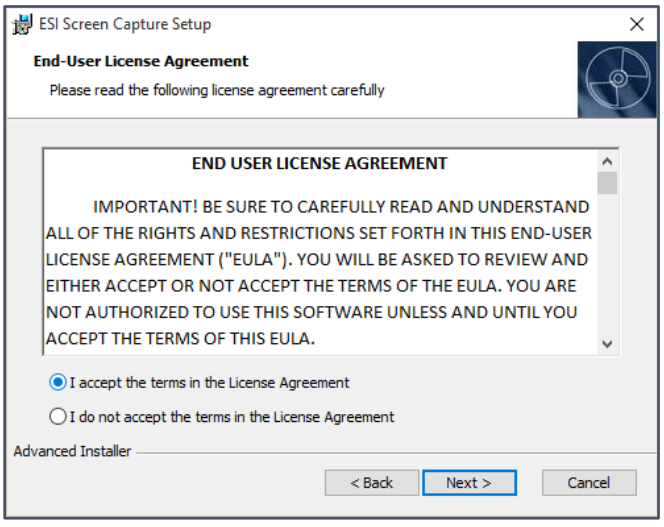
Installation – *ESI Screen Capture*

After extracting all the files in the installation archive to their own folder, double-click on the file "**Setup.exe**" to launch it.

NOTE: If there are any additional Microsoft components that need to be present on your PC in order for ESI Screen Capture to run correctly, you will be prompted to install them. If so, install the updates and proceed with the install.

Setup Screen	Steps
	1. After any pre-requisites are installed on the PC, you will see the following screen: 2. Click on the "**Next**" button to proceed.
	3. Please read through the End User License Agreement for the *ESI Screen Capture* software carefully to ensure that you agree with the terms of your use of this software. 4. Once completed, select the "**I Accept**" then click the "**Next**" button to proceed with the installation. You will then be asked to specify where you would like *ESI Screen Capture* to be installed:

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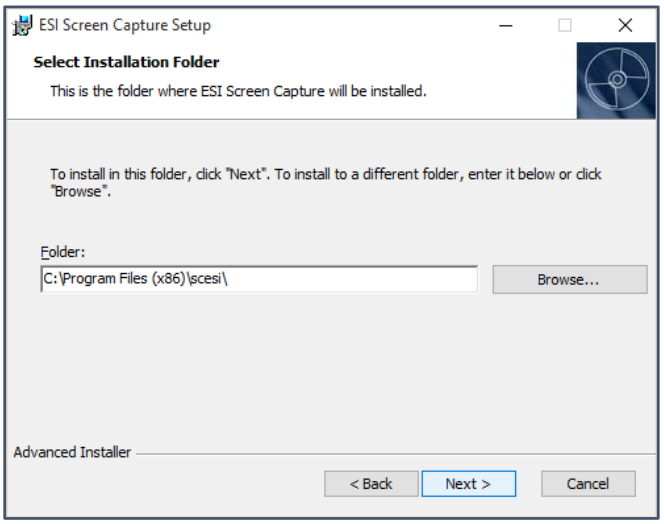
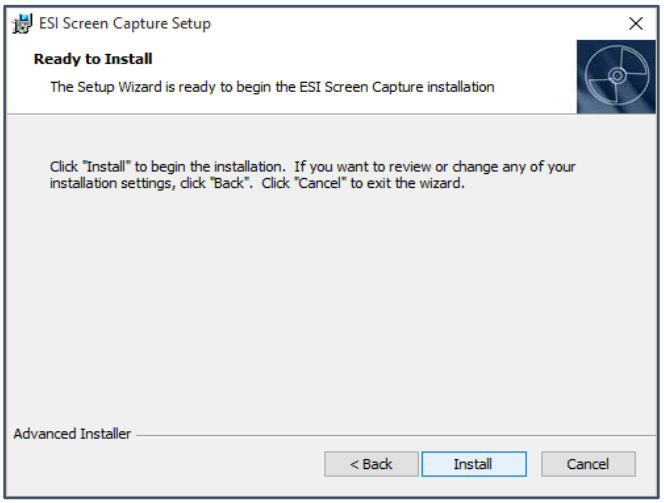
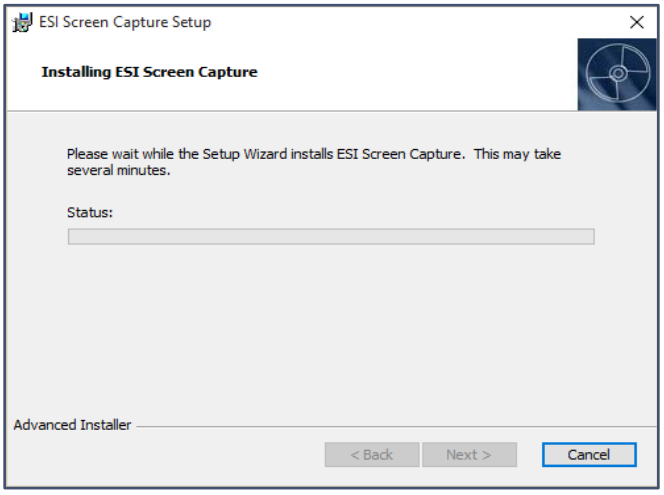
Setup Screen	Steps
	5. You may choose the default location and click the "**Next**" button.
	6. On the following screen, click "**Install**" to begin the installation.
	7. During the installation you will see the following screen:

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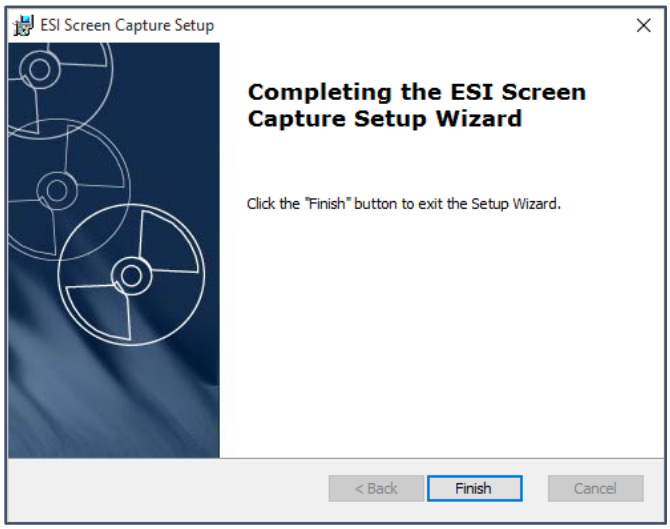
Setup Screen	Steps
	8. Click "**Finish**" to complete the installation.

Installation – *ESI Screen Capture* Playback Setup

Before installing *ESI Screen Capture Playback Setup*, you should first install *ESI Recording Manager* (Sold Separately) if this is the PC of an administrator who is to search for screen capture recordings.

After extracting all the files in the installation archive to their own folder, double-click on the file "**Setup.exe**" to launch it.

NOTE: If there are any additional Microsoft components that need to be present on your PC in order for ESI Screen Capture Playback Setup to run correctly, you will be prompted to install them. If so, install the updates and proceed with the install.

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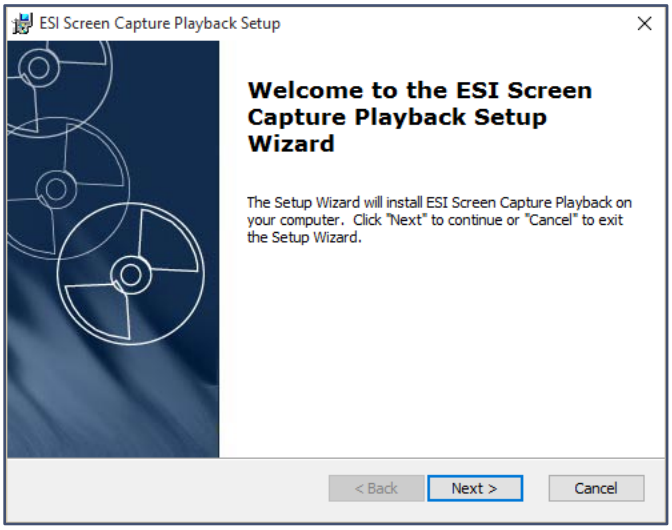
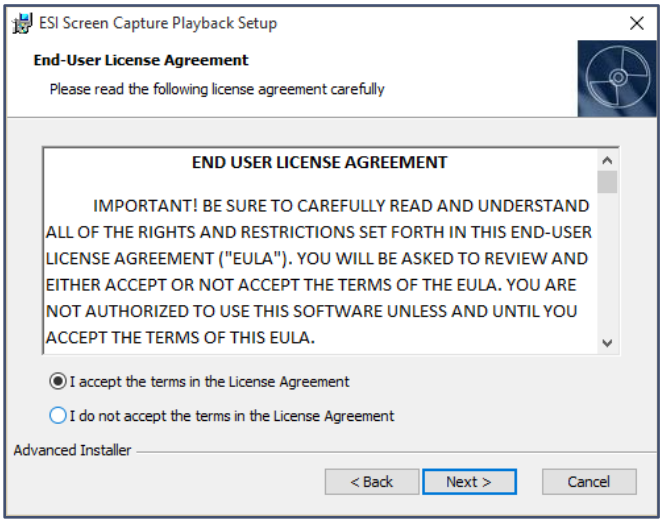
Setup Screen	Steps



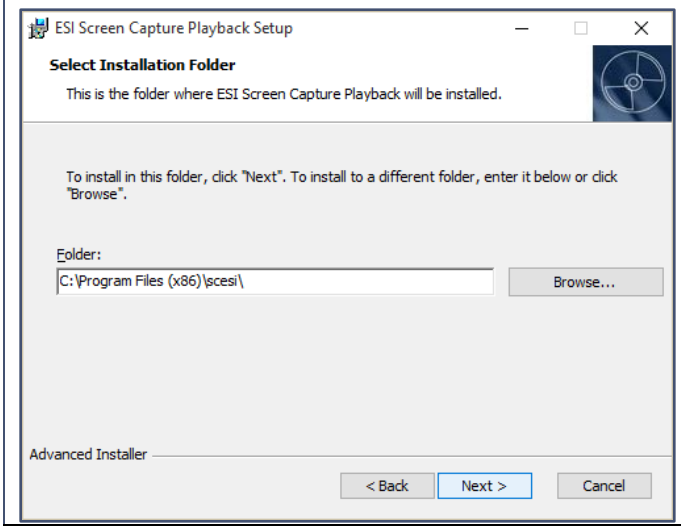
1. After any pre-requisites are installed on the PC, you will see the following screen:

2. Click on the "**Next**" button to proceed. The Following Screen shows.



3. Please read through the End User License Agreement for the *ESI Screen Capture Playback* software carefully to ensure that you agree with the terms of your use of this software.

4. Once completed, select the "**I Accept**" then click the "**Next**" button to proceed with the installation. You will then be asked to specify where you would like *ESI Screen Capture Playback* to be installed:



5. You may choose the default location and click the "**Next**" button.

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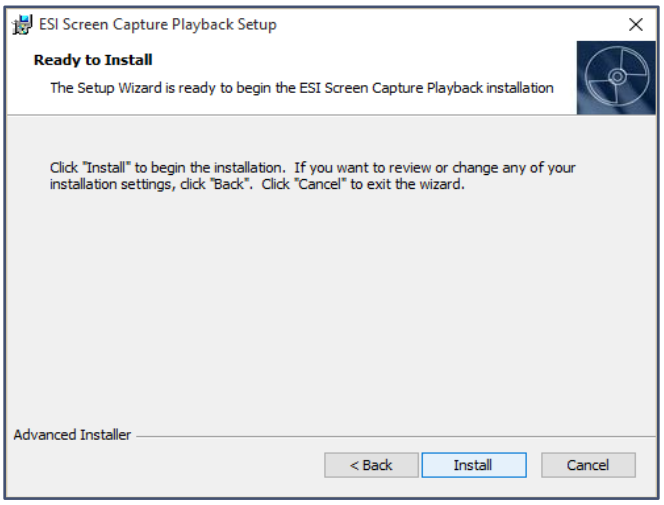
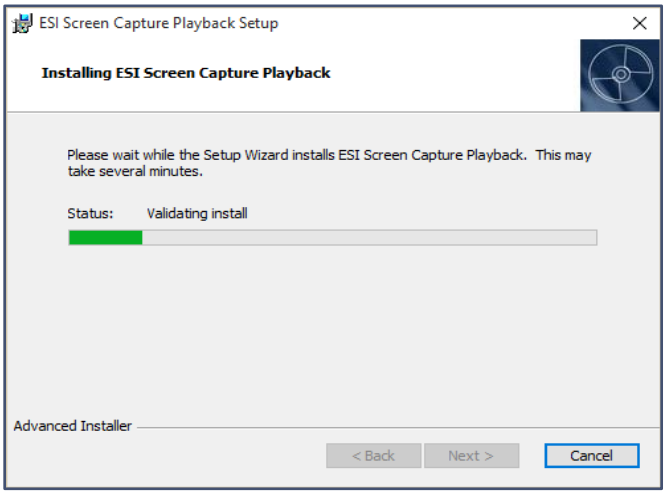
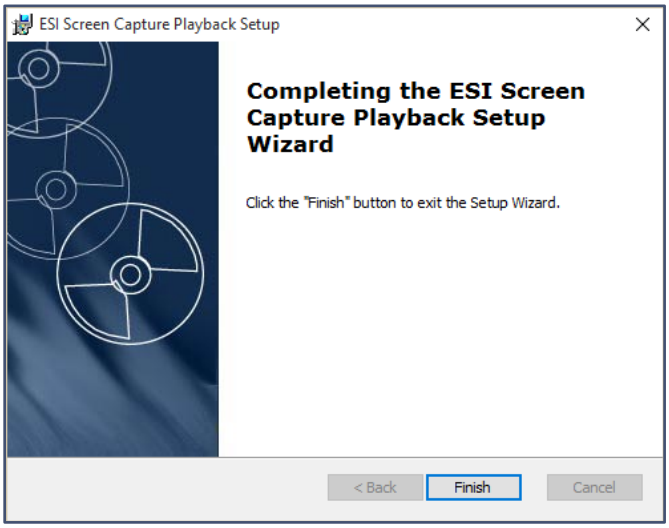
Setup Screen	Steps
	6. On the following screen, click "**Install**" to begin the installation.
	7. During the installation you will see the following screen:
	8. Click "**Finish**" to complete the installation.

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Configuration

Accessing Settings

You have two options to access the Settings screen of *ESI Screen Capture*.

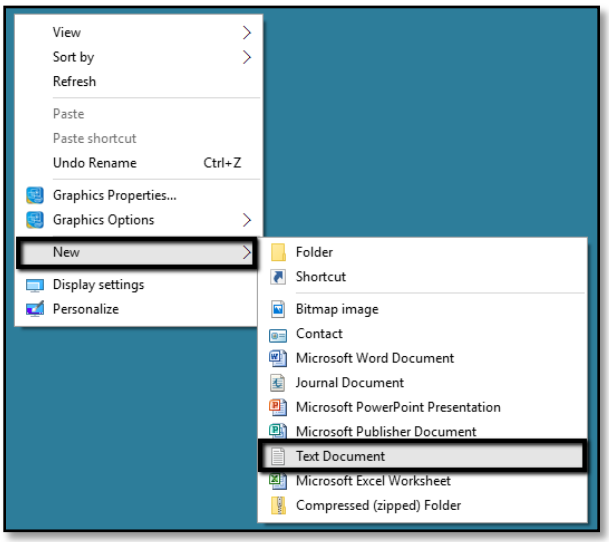
Accessing Settings - Option 1

ESI Screen Capture settings will launch automatically after install.

Accessing Settings - Option 2

You can access *ESI Screen Capture* settings by completing the following steps:

1. Right clicking the Windows desktop,
2. Select "New" and then "Text Document":



3. Name your document **"showsettings"**

Note: ESI Screen Capture is designed to remain hidden from normal end-user "prying" and potentially preventing the application from recording properly, and therefore a standard Windows shortcut is not provided to access the ESI Screen Capture settings. If you use Option 2 above to show the ESI Screen Capture settings, remember when you are finished adjusting and saving the settings that you will need to delete the "showsettings.txt" file. This is to prevent inadvertent display of the settings screen in the future.

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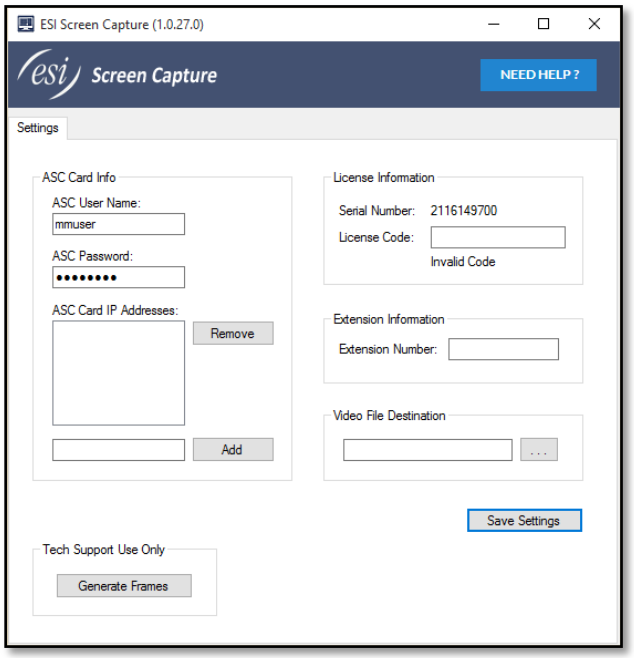
Settings

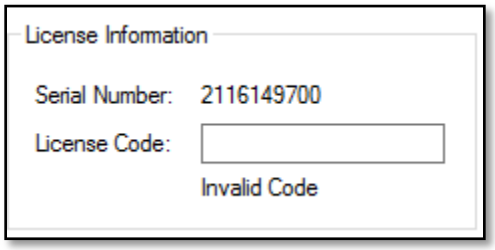
When accessing the *ESI Screen Capture* Settings, you will see the following screen:



Now let's discuss each Settings component in detail.

License Settings

In order to gain unlimited use of the *ESI Screen Capture* software, you must enter a License Code in the License settings screen. License info is entered in this section of Settings:



The Serial Number varies by computer, and so will the License Code required to unlock *ESI Screen Capture*. Please contact your ESI reseller in order to obtain the correct License Code, and then enter it into the License Code box in this screen. Once you have entered the correct License Code, the words "**Invalid Code**" will change to "**Unlocked**" and you will have full, unrestricted use of the software's features.

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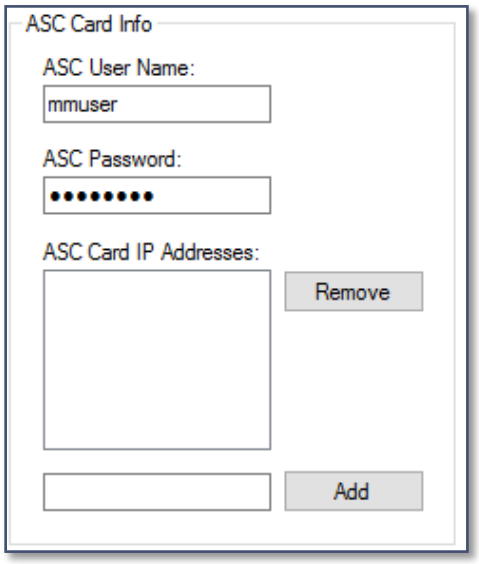
ASC Card Info

ESI Screen Capture requires access to the ASC card of your ESI PBX. In this section you will input the IP Address and port of the ASC card of the system.



In the "**ASC User Name**" box, enter "**mmuser**". Under the "**ASC password**" box, enter the password that has been set for your ESI phone system ASC card(s). If you do not know what this is, please contact your ESI reseller.

(Hint: this information can be found in Function 85 in the ESI phone system programming [Communications Servers] or Function 821 [IP Server 900].)

Next, you must enter the IP address of the phone system ASC card. Your ESI reseller can also give you this information. (This will be located in **Function 85** in programming Communications Servers or **Function 821** of the IP Server 900). Click the "**Add**" button to add the IP address to the list. If your ESI phone system has more than one ASC card to store recordings, add the other IP address(es) to the list as well.

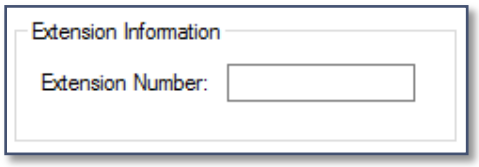
When you enter the IP address by itself, *ESI Screen Capture* assumes you intend to connect to port 22 (the default). If you need to specify a port other than 22, you can designate it like so:

10.10.10.10:55022

Where **10.10.10.10** is the IP address and **55022** is the port number.

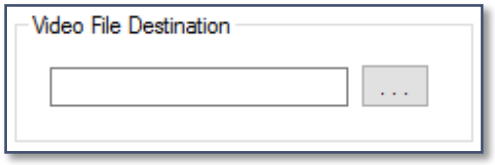
Extension Information

ESI Screen Capture requires access to the extension associated with the PC. In this section, you will input the extension number of the user on the PBX.



Video File Destination

ESI Screen Capture requires a network drive location to store all your screen activity. *ESI Screen Capture* files are high-quality video files with up to 8 frames per second. While they are engineered to take up as small an amount of space as possible, ESI recommends you provide a network drive of 1TB minimum to store video data. In this section, input your network drive location to which Screen Capture files will be stored (and which *ESI Recording Manager* will access to pair the videos with the telephone audio).



When complete, click the "**Save"** button. You may dismiss the Settings screen by clicking on the Windows Close button (the "X" in the upper-right corner of the Settings window). *ESI Screen Capture* will run in the background and begin recording.

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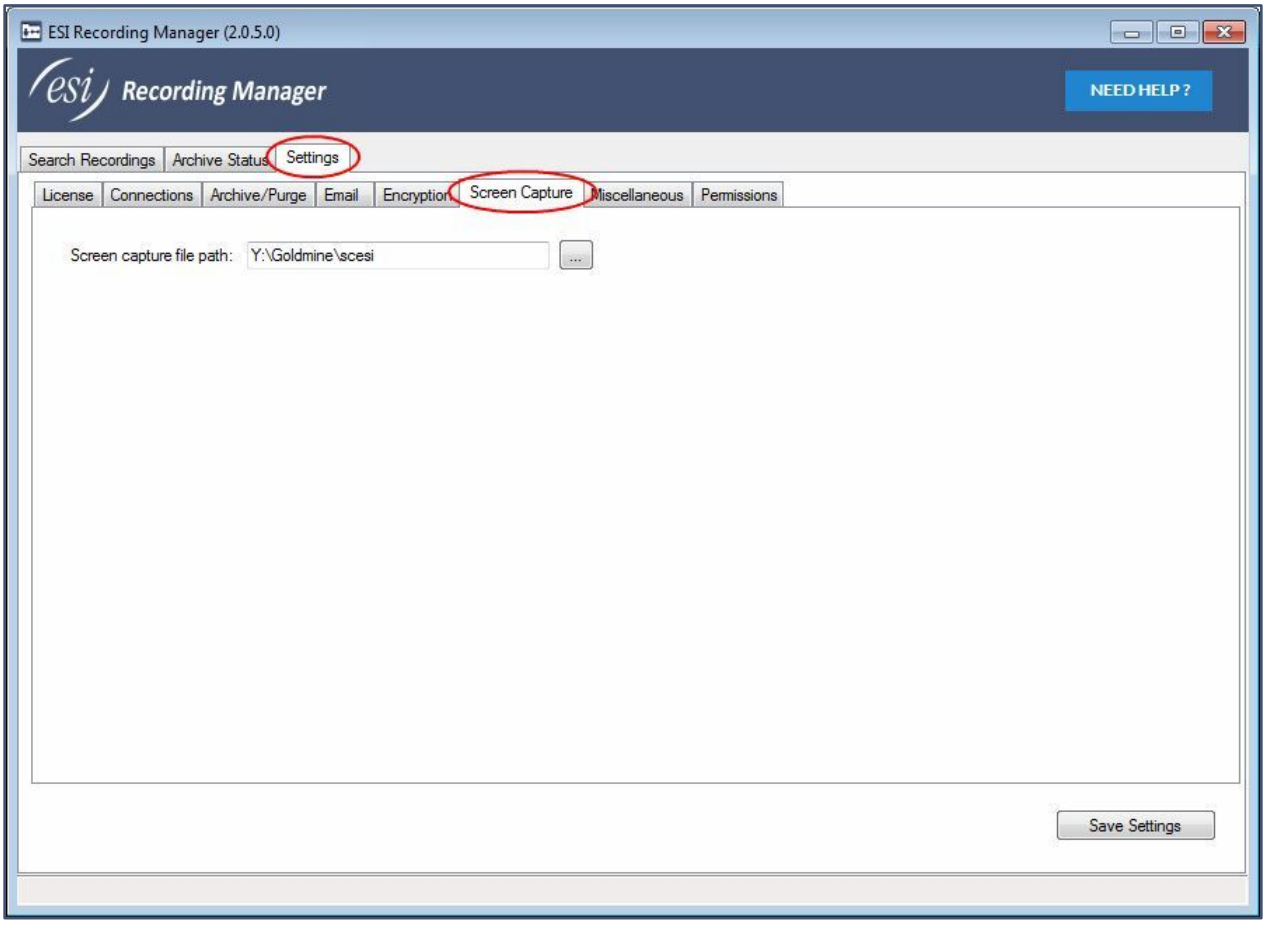
ESI Recording Manager Screen Capture Settings

In addition to automatically recording audio conversations of selected ESI phone system users, ESI Call Logging allows the ability to "**record**" the PC screen activity of the extension users. This is accomplished through *ESI Screen Capture*, which is an optional add-on to Call Logging, and is licensed separately. *ESI Recording Manager* is used by an administrator to locate these screen capture files, and to pair them with the corresponding telephone audio. In Recording Manager, the location of screen capture files (generally a shared network drive) is specified in the Screen Capture Settings section:



Remember when your changes are complete, click on the "**Save Settings**" button in the lower-right corner of the Settings screen.

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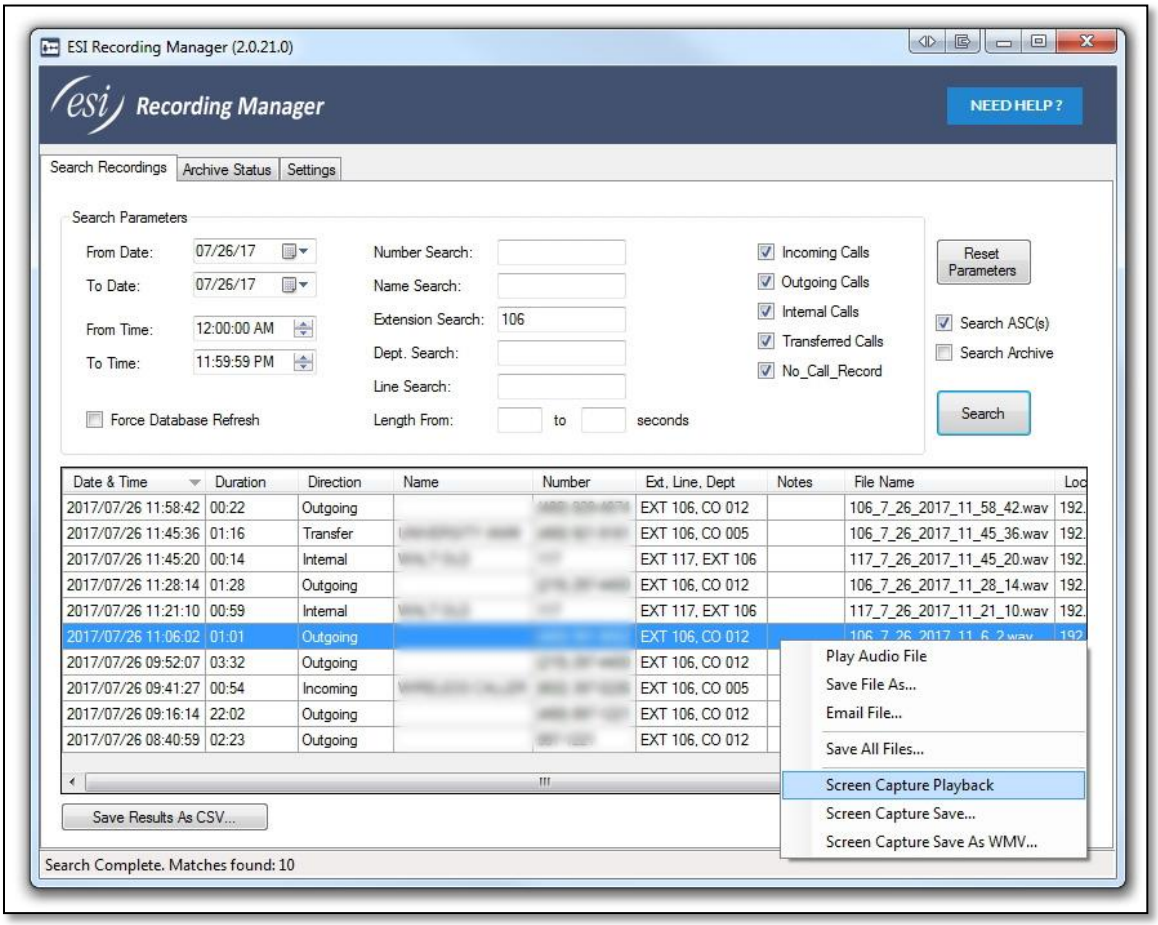
Viewing a Screen Recording

To access Screen Captures, you must be running *ESI Recording Manager*. In *ESI Recording Manager*, you must first perform a search and receive search results. After receiving results, you can play back a particular recording by right-clicking on the row, and then left-clicking on "**Screen Capture Playback**". Alternatively, you can right-click on the row and left-click **"Screen Capture Save As WMV…"**, which will allow you to save the video in a format that is compatible with Windows Media Player.



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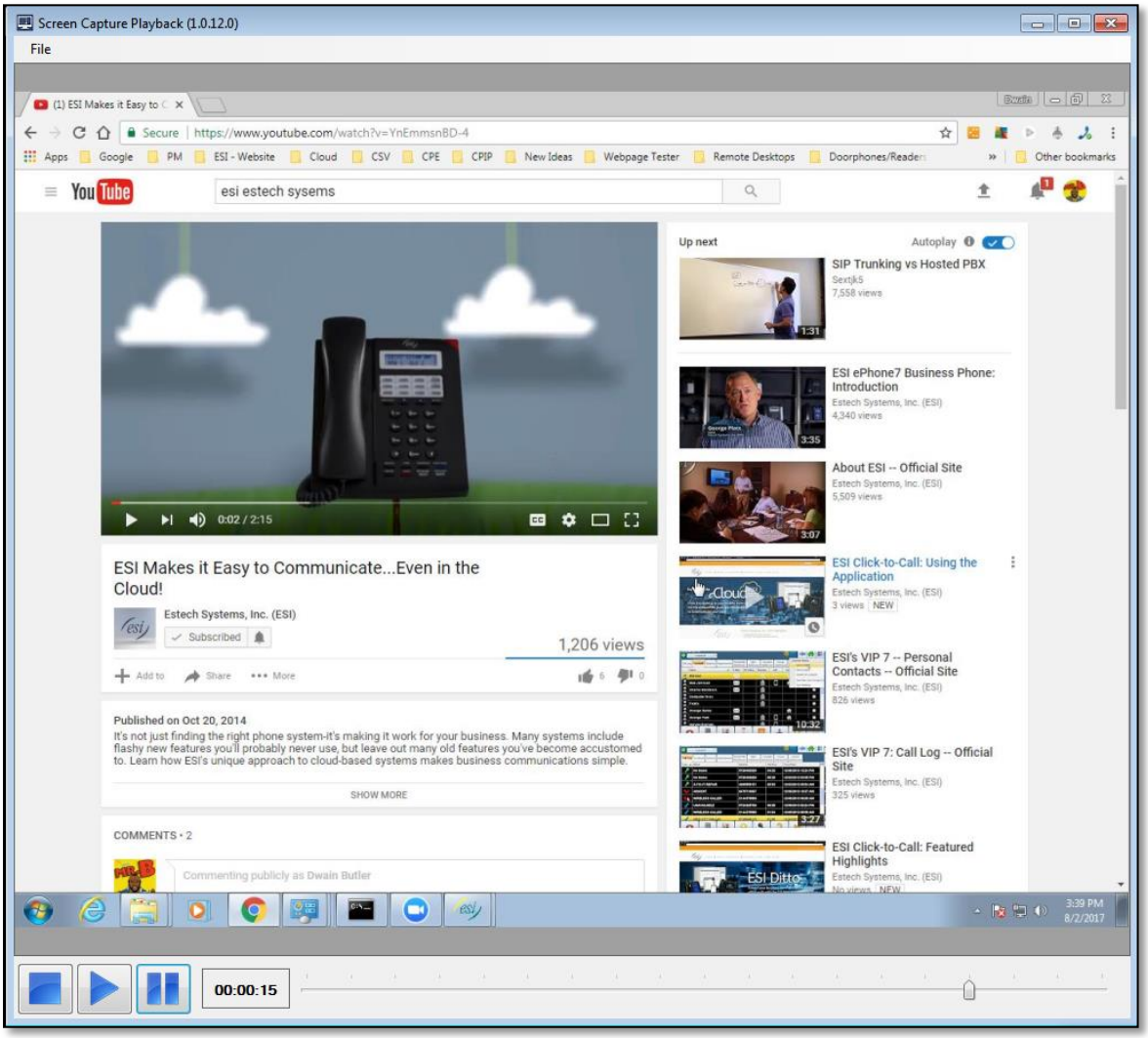
Screen Capture Playback

After Screen Capture Playback launches, you will be able to **Play, Pause, or Stop** the recording using the corresponding blue buttons at the bottom of the playback window. You may also **Fast Forward** or **Rewind** the video using the slider bar at the bottom of the window. When using the slider bar, you may either drag the slider bar handle to the left or right to navigate to a specific location in the recording; or you may click to the left of the handle to rewind by 15 seconds, or to the right of the handle to advance the recording by 15 seconds.



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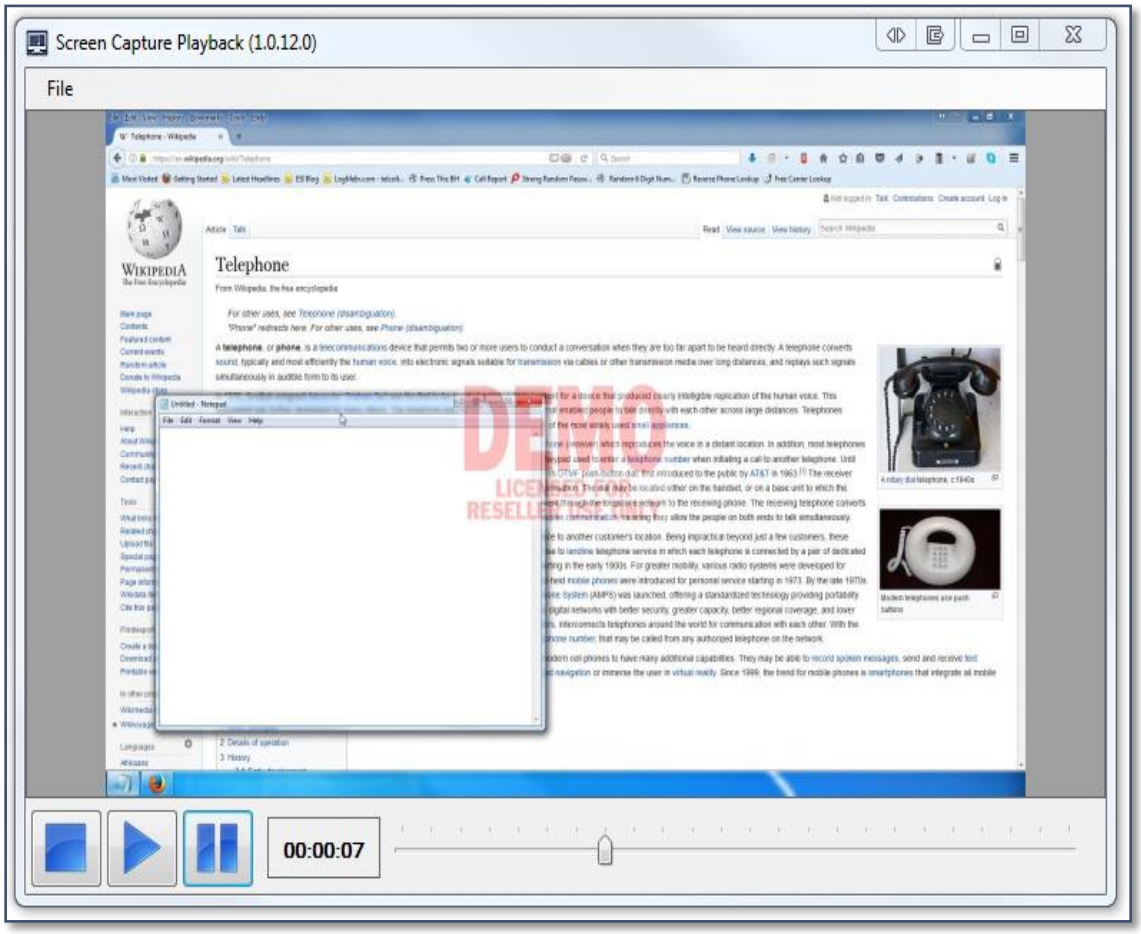
ESI Screen Capture (Demo License)

The *ESI Screen Capture (Demo License)* application is not intended for resale or installation at an End User Site, but instead is intended for Resellers to use with their in-house systems for demo purposes to help close more deals! When *ESI Screen Capture* is used with a Demo License, any screen capture recordings created will have a light "DEMO" watermark superimposed on them.



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