

ESI Recording Manager Application

IP Server 900 & ESI Communications Servers User's Guide



We make it easy to communicate

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.

Support

Thank you for choosing ESI.

For product updates and web support, visit <http://support.esi-estech.com/>

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Introduction

ESI Recording Manager is a hardware/software combination which provides audio monitoring directly through an IP Server 900 or ESI Communications Server. *ESI Recording Manager* is a PC application that is not only powerful, but easy to use. It may be used to quickly locate recordings from either a live ESI phone system equipped with automatic call recording (call logging) licensing and hardware, or from an archive location.

Features

ESI Recording Manager features the following capabilities:

- Lightning fast load time of the user interface.
- Extremely fast and responsive search engine
- Supports multiple remote sites /ASC cards
- Ability to search by date and/or time range, whole or partial Caller ID Name and/or Number, dialed number, call duration, extension number, department number, and/or line number.
- Indicator of how many calls meet the search criteria.
- Ability to save all audio files in search results to a folder as WAV files, along with an HTML index file to easily review call data.
- Support for playback of a user's PC screen recording while on a call (requires optional Screen Capture add-on, license separately).
- Visibility into the archiving process:
 - See what files are currently being downloaded and what date it is being worked on.
 - See how much drive space is free on each ASC card.
 - Archive logging - allows user to see archive history by date and any errors encountered.
 - Resumption of archiving, if software was interrupted or disconnected from system.
 - Automatic retry of failed downloads.
 - Simultaneous connection to all ASC cards for archiving files.
 - Archiving does not interrupt user's ability to perform a search.
 - Search ASC cards, archives, or both effortlessly with a single search.
 - Archive size limited only by destination drive space.
 - Set number of days after which to archive and/or purge, separately.
 - Schedule archives to take place during (or outside of) a specific time range

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Call Recording Logs

A compatible IP Server 900 or ESI Communications Server's call recording function — accessible via ESI Recording Manager— combines the advanced capabilities of your ESI business communications system and a powerful call recording, evaluation, and archiving solution that are designed to facilitate compliance, reduce risk, increase process efficiencies, and enhance customer service. Calls can be set to be recorded by extensions (digital, IP, and analog), departments, and CO lines (including analog, T1, or PRI, as well as SIP trunks). The audio is stored as .WAV files. If the system is recording only audio, the ASC's optional Storage Module (hard drive) can store up to 10,000 hours of audio and the external hard drive for the IP Server 900 can store up to 34,000 hours of audio.

This call recording function is available in the following options:

- Four-channels
- Eight-channels
- 32-channels

The IP Server 900 or ESI Communications Servers Supports a specific number of call recordings:

System	Maximum xall recording ports
IP Server 900	32
ESI-1000	384
ESI-600	192
ESI-200	64

System	Maximum xall recording ports
ESI-100	32
ESI-50	32
ESI-50L	32

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System Requirements

In order to ensure a successful installation, please make sure your ESI System and PC meets the following requirements

ESI System Requirements

ESI Recording Manager is compatible with:

- **ESI Communications Servers:** (ESI-50, ESI-100, ESI-200, ESI-600, ESI-1000)
- **IP Server 900**
- **Call Processing software:** For IP Server 900, all releases; For ESI Communication Servers, versions xx.5.13.0 (or Higher)

In order to use ESI Recording Manager, systems must be equipped with

- **Licensing:** Automatic call recording (**call logging**)
- **Hardware:** For Communications Server you must have a ASC
- **Hardware:** For IP Server 900 you must have an external Hard Drive (HDD)

PC Requirements

The following are the minimum pc requirements in order to install and run ESI Recording Manager:

	Windows Operating Systems				PC Hardware			
	Win 10 Pro	Win 8, 8.1 Pro	Win 7	Vista	Processor	Ram	Free HDD Space	LAN
ESI Recording Manager	Yes (64-bit)	Yes (64-bit)	Yes (32/64-bit)	Yes (32/64-bit)	Multi-core	1 GB	50 MB	YES

Note: The recommended minimal free HDD space for your PC's is 50 MB, if you're managing a large number of recordings and/or multiple sites more space will be required.

Installation Preparation

Before attempting to install ESI Recording Manager, 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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Installation

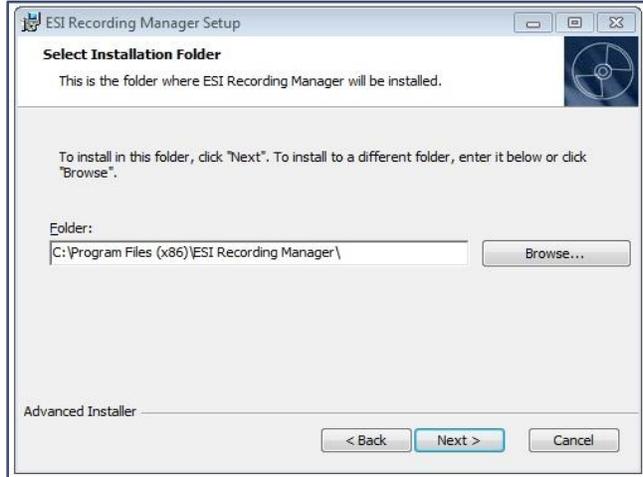
As of this writing, the latest version of *ESI Recording Manager* can be obtained from the ESI Reseller website by authorized ESI resellers.

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 any additional Microsoft components are missing that need to be present on your PC in order for *ESI Recording Manager* to run correctly, you will be prompted to install them. If prompt is presented, please allow those components to be installed.

Setup Screen	Steps
	<ol style="list-style-type: none">1. After any prerequisites are installed on the PC, you will see the following screen:2. Click on the "Next" button to proceed. The following screen shows:
	<ol style="list-style-type: none">3. This is the End User License Agreement for the <i>ESI Recording Manager</i> software. Please read through it carefully to ensure that you agree with the terms of your use of this software.4. Once completed, select the "I Agree" selection then click the "Next" button to proceed with the installation. Next, you will be asked to specify where you would like <i>ESI Recording Manager</i> to be installed:

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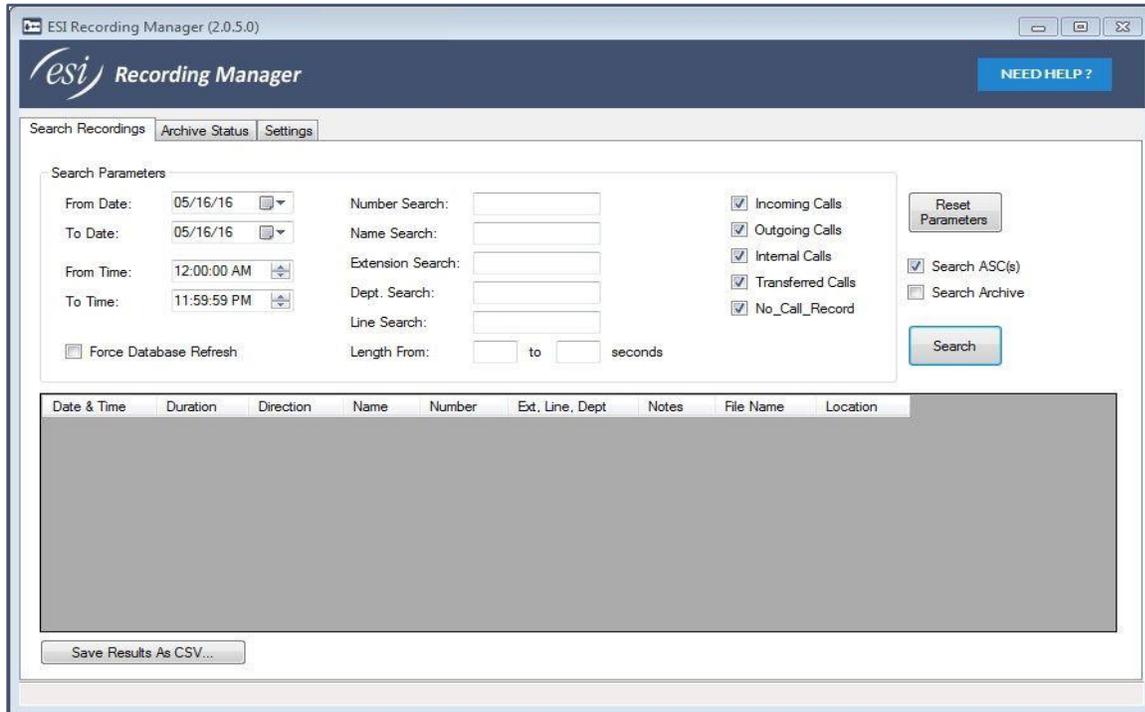
Setup Screen	Steps
	<p>5. You may choose the default location and click the "Next" button.</p>
	<p>6. On the following screen, click "Install" again to begin the installation:</p>
	<p>7. After a few moments, the installation will complete and you will see the following screen: 8. Click "Finish". The installation is complete!</p>

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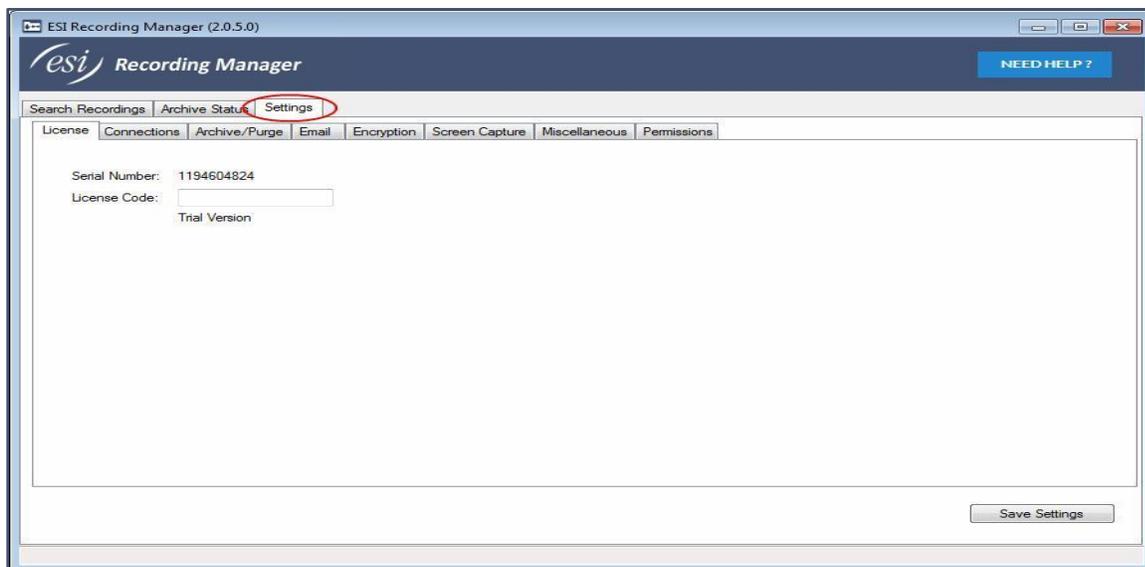
Configuration

Accessing Settings

Upon launching ESI Recording Manager, you will see the following screen:



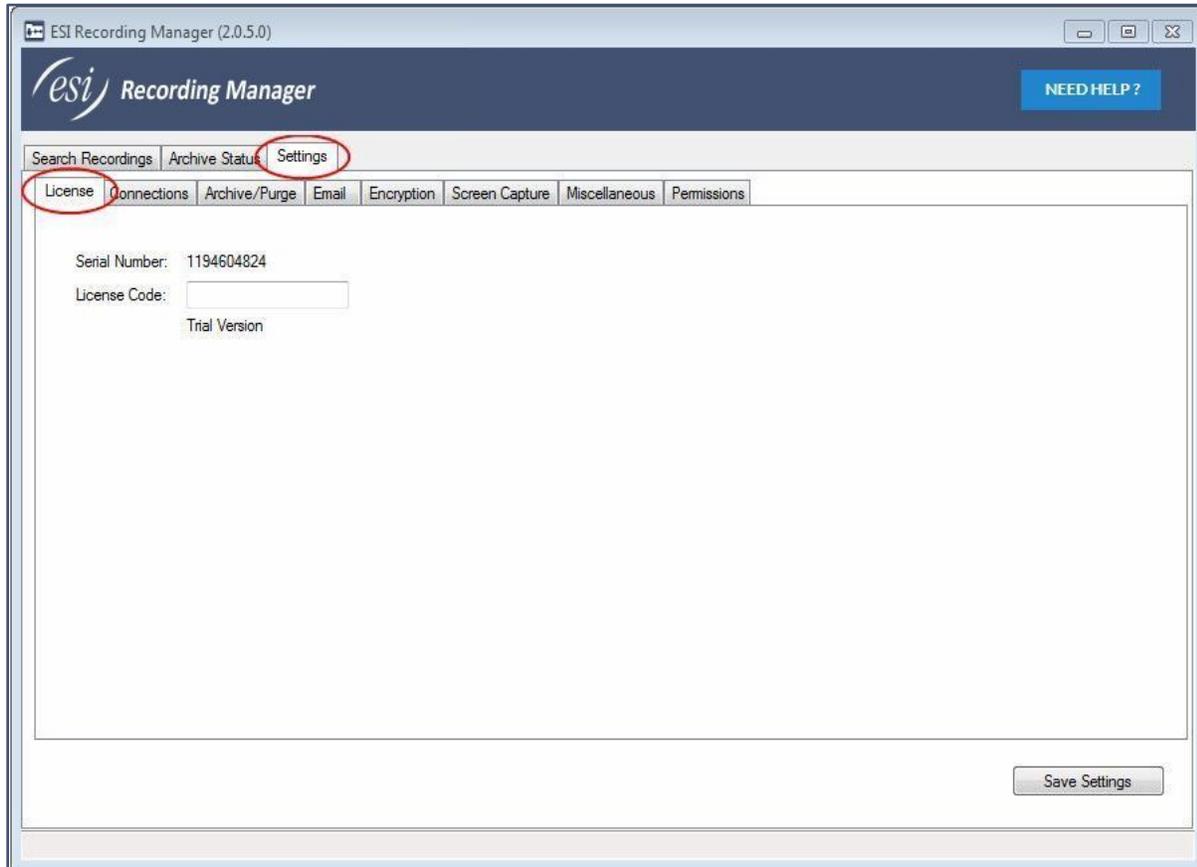
Click on the "Settings" tab at the top of the window, and you will be taken to the Settings tabs/sections:



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Entering License Info

In order to gain unlimited access to the *ESI Recording Manager* software, you must enter a License Code in the Settings screen. License info is entered in this section of Settings:



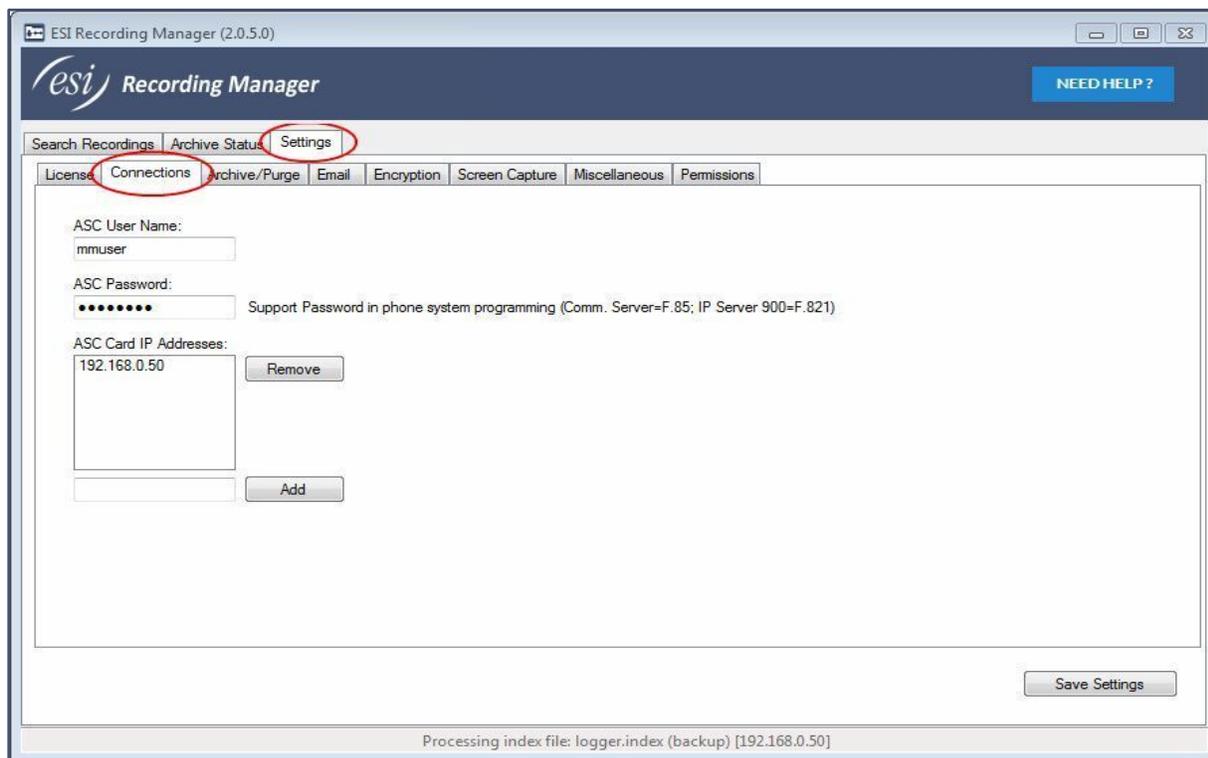
The Serial Number varies by computer, and so will the License Code required for unlocking *ESI Recording Manager*. Please contact the ESI reseller from whom you purchased *ESI Recording Manager* in order to obtain the License Code, and then enter it into the License Code box in this screen. Once you have entered the correct License Code, the words "**Trial Version**" will change to "**Unlocked**" and you will have full, unrestricted use of the software's features.

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

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Accessing ESI Phone System

In order to help you locate recordings, and take advantage of Recording Manager's archive capabilities, you must tell it how to access the ESI phone system on which the call recordings are stored. These settings are found in the **"Connections"** section of the Settings screen:



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 recording or if you would like to connect to a remote connection you can enter the other IP address(s) to the list as well.

When you enter the IP address by itself, *ESI Recording Manager* 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.

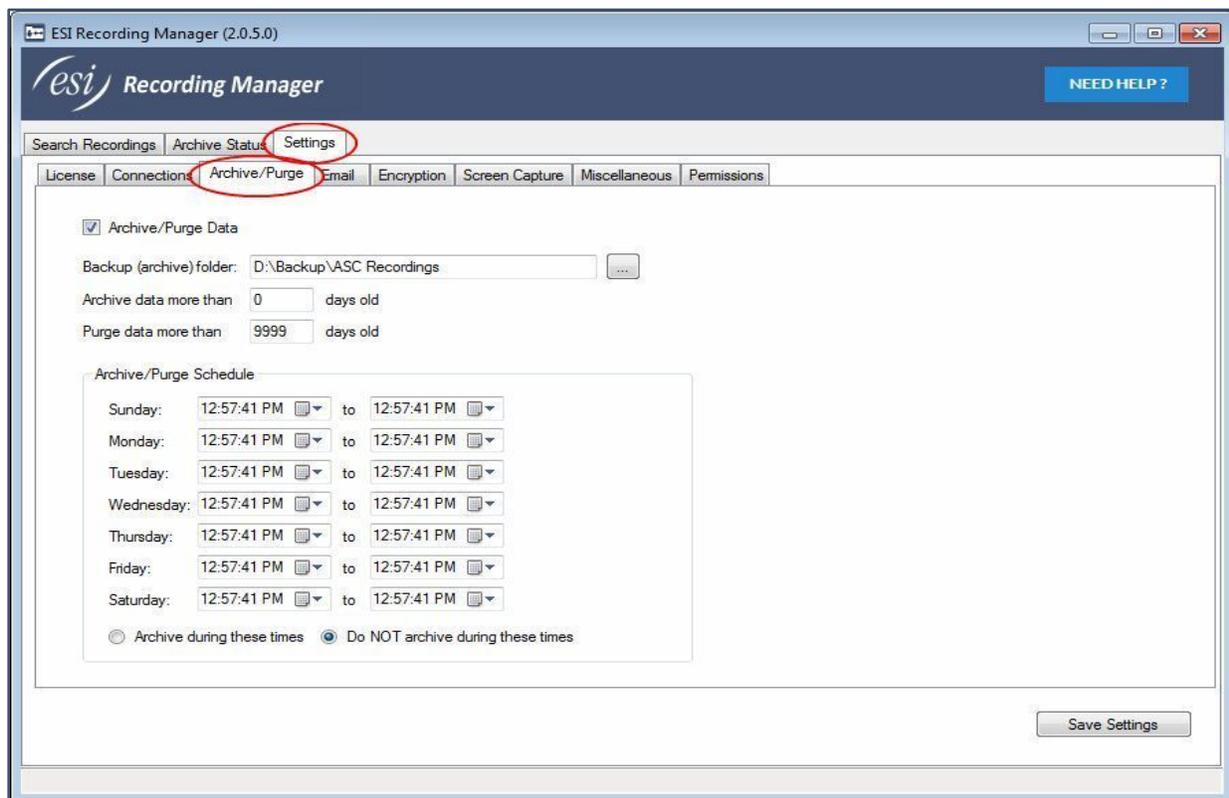
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If you need to remove an IP address from the list, simply click on it to highlight it, and click on the "Remove" button.

Remember when you are finished changing settings in Settings, click on the "Save Settings" button in the lower-right of the Settings screen.

Archive/Purge Settings

ESI Recording Manager includes the ability to archive and purge recordings from the ESI phone system. This section is located on the Settings screen as shown:



Once these settings are configured, archiving and purging happens automatically when *ESI Recording Manager* is running. When you launch the *ESI Recording Manager* software, you will not initially see any activity for a couple of minutes, due to a background check *ESI Recording Manager* will perform on the ASC card or external HDD before it can archive or purge.

The top section, "Archive/Purge", is where you tell the software whether you would like to archive recordings (in other words, save a copy of the recordings to another place such as a backup server) and/or purge recordings (in other words, permanently erase recordings from the ESI phone system).

Please be careful when modifying these settings! Purging data is irreversible and can lead to data loss if the recordings are not backed up!

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You are not required to archive or purge recordings. If you do not wish to do so, you may simply leave the "**Archive/Purge Data**" check box unchecked.

If you do wish to archive and/or purge recordings, begin by checking the "**Archive/Purge Data**" check box, as shown in the screen below:



The screenshot shows the 'Archive/Purge' dialog box. The 'Archive/Purge Data' checkbox is checked and circled in red. Below it, the 'Backup (archive) folder:' field contains 'D:\Backup\ASC Recordings'. The 'Archive data more than' field is set to '0' days old, and the 'Purge data more than' field is set to '9999' days old.

Then, specify where you would like archived (backed up) recordings to be stored:



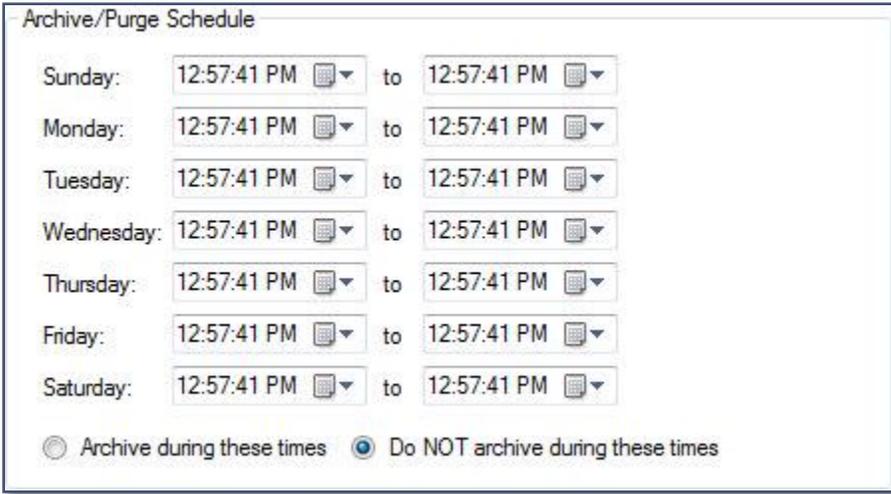
The screenshot shows the 'Archive/Purge' dialog box. The 'Archive/Purge Data' checkbox is checked. The 'Backup (archive) folder:' field contains 'D:\Backup\ASC Recordings'. A callout bubble points to the folder selection button (three dots) with the text: 'Use this button to help you search for the folder to which you will archive recordings'. The 'Archive data more than' field is set to '0' days old, and the 'Purge data more than' field is set to '9999' days old.

Finally, specify how many days after which you would like to archive and purge the recordings. In the example above, we are intending to archive data more than 0 days old, meaning everything before the current date. We are specifying to purge data more than 9999 days old, which effectively means, "**never purge**".

It is important that the number you enter under archiving be LESS THAN what you enter under purging; otherwise, you will purge data before archiving it and the data will be lost forever!

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Archiving of recordings is very light on network resources; however, if you would like to specify specific times during which to archive, you may do so via the section "**Archive/Purge Schedule**":



Archive/Purge Schedule

Sunday: 12:57:41 PM to 12:57:41 PM

Monday: 12:57:41 PM to 12:57:41 PM

Tuesday: 12:57:41 PM to 12:57:41 PM

Wednesday: 12:57:41 PM to 12:57:41 PM

Thursday: 12:57:41 PM to 12:57:41 PM

Friday: 12:57:41 PM to 12:57:41 PM

Saturday: 12:57:41 PM to 12:57:41 PM

Archive during these times Do NOT archive during these times

In the example above, we have specified the same start time and end time for all days for archiving. Because we have selected the "**Do NOT archive during these times**" radio button, this essentially means that the *ESI Recording Manager* software can archive at all times the software is running.

Again, archiving and purging happen automatically when *ESI Recording Manager* is running according to the settings you have specified; when you launch the *ESI Recording Manager* software, you will not initially see any activity for a couple of minutes, as *ESI Recording Manager* needs to do some background work before it can archive or purge.

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

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Email Settings

For your convenience, *ESI Recording Manager* includes the ability to email audio recordings directly from within *ESI Recording Manager* (this is available as a right-click option for any audio recordings found in the Search Recordings section). In order for this to work, the Email Settings section needs to be filled in:

The screenshot shows the ESI Recording Manager (2.0.5.0) application window. The 'Settings' tab is selected, and the 'Email' sub-tab is active. The 'SMTP Server Settings' section contains the following fields:

SMTP Server Address:	smtp.example.com
SMTP Port:	25
User Name:	myuser@example.com
Password:	*****
"From" Email Address:	myuser@example.com

The 'Test Email' section includes a 'Send test email to:' field and a 'Test' button. A 'Save Settings' button is located at the bottom right of the window.

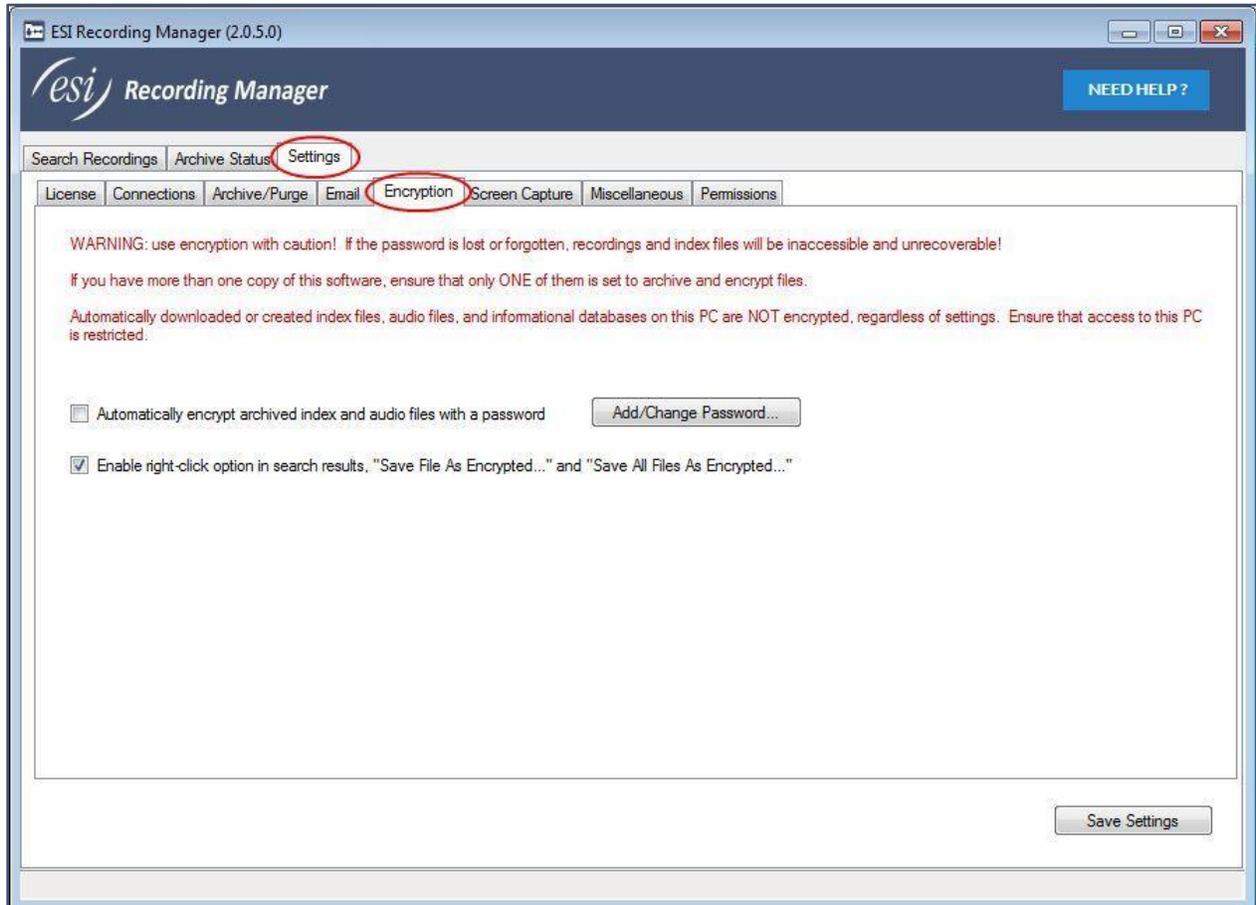
These settings are generally the same as the data entered in the client program which you use to check your email. If you are unsure what these settings are, ask an IT administrator for assistance.

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

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Encryption Settings

ESI Recording Manager includes the ability to optionally encrypt archived index and audio files. These settings can be found in the Encryption Settings section:



Because the encryption of files adds a layer of complexity, and can be subject to human error (for example, the password is lost or forgotten), it is recommended in most cases that this option NOT be selected.

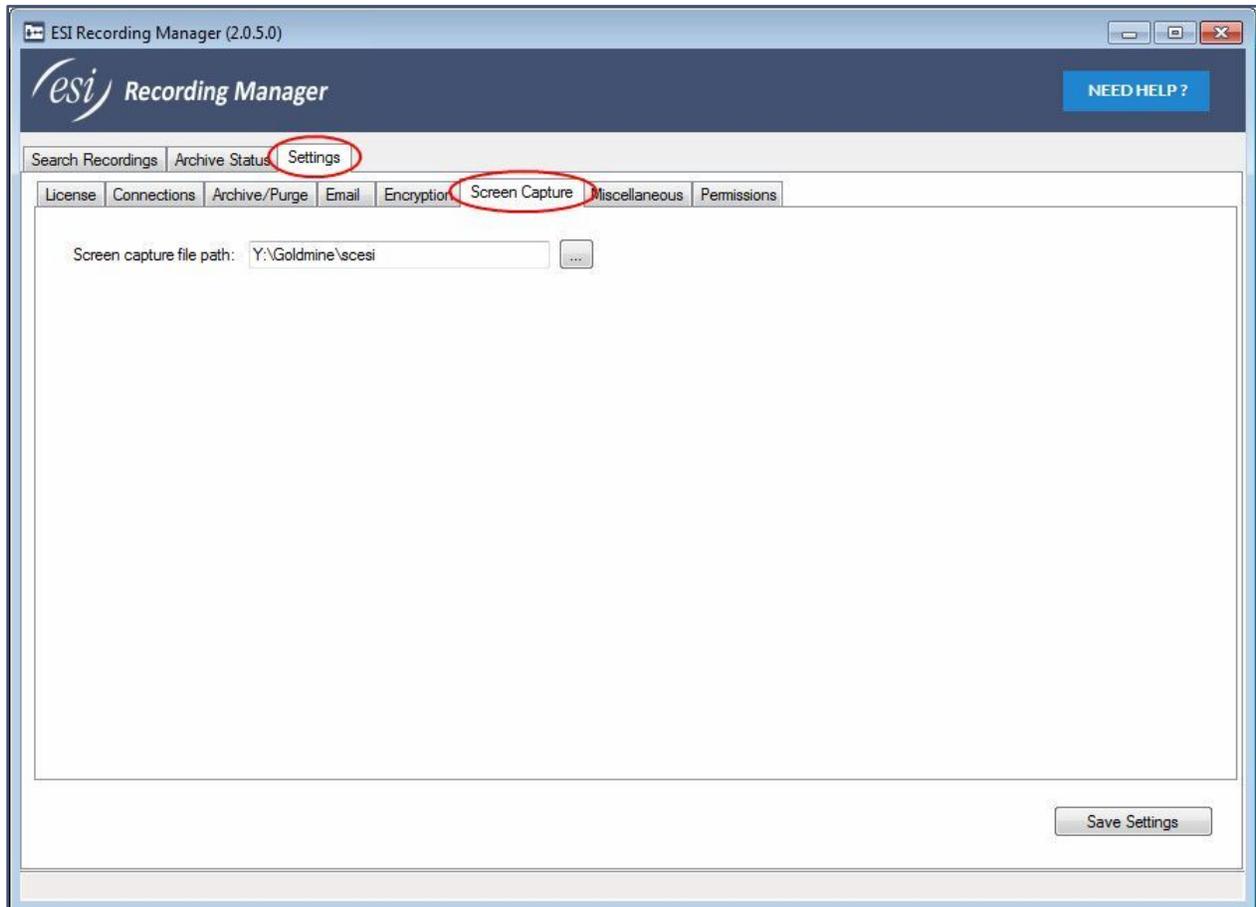
Even if you choose not to encrypt archived files, you may still find useful the ability to save a specific audio file or files in search results as encrypted. When the option “**Enable right-click**” option in search results, '**Save File As Encrypted...**' and '**Save All Files As Encrypted**' is checked, there will be an additional option available to you to save individual search results on demand in a .ZIP file with a password of your choosing.

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

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Screen Capture Settings

In addition to automatically recording audio conversations of selected ESI phone system users, with *ESI Recording Manager* you have the ability to "record" the PC screen activity of the extension users. Screen Capture is an optional add-on to Call Logging, and is licensed separately. In Recording Manager, the location of screen capture files (generally a shared network drive) is specified in the Screen Capture Settings section:

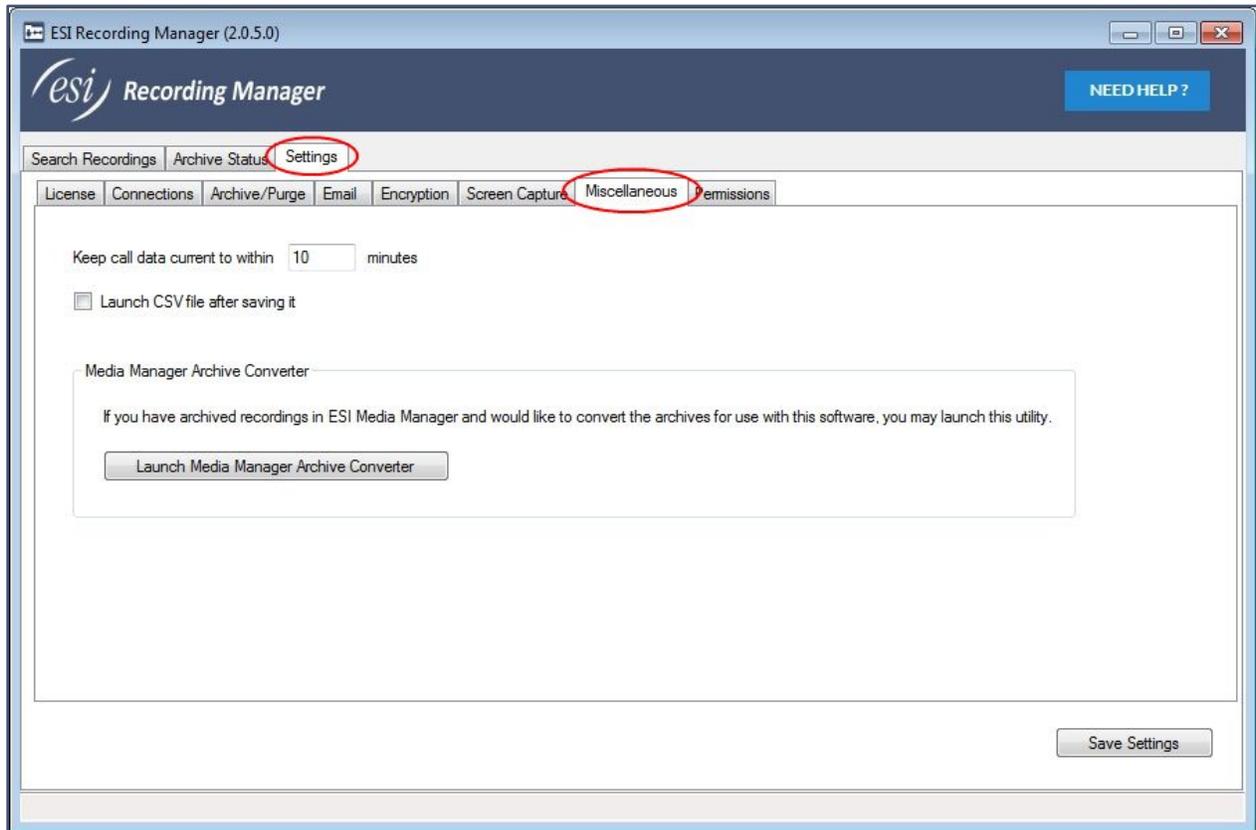


Remember when your changes are complete, click on the "Save Settings" button in the lower-right of the Settings screen.

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Miscellaneous Settings

The Miscellaneous section in the Settings screen is found here:



In the *ESI Recording Manager* software, call recording information is retrieved periodically for the current day so that we may preserve network and phone system resources. By default, *ESI Recording Manager* updates the current day's data every 10 minutes. If you would like to specify a different interval, you may do that here.

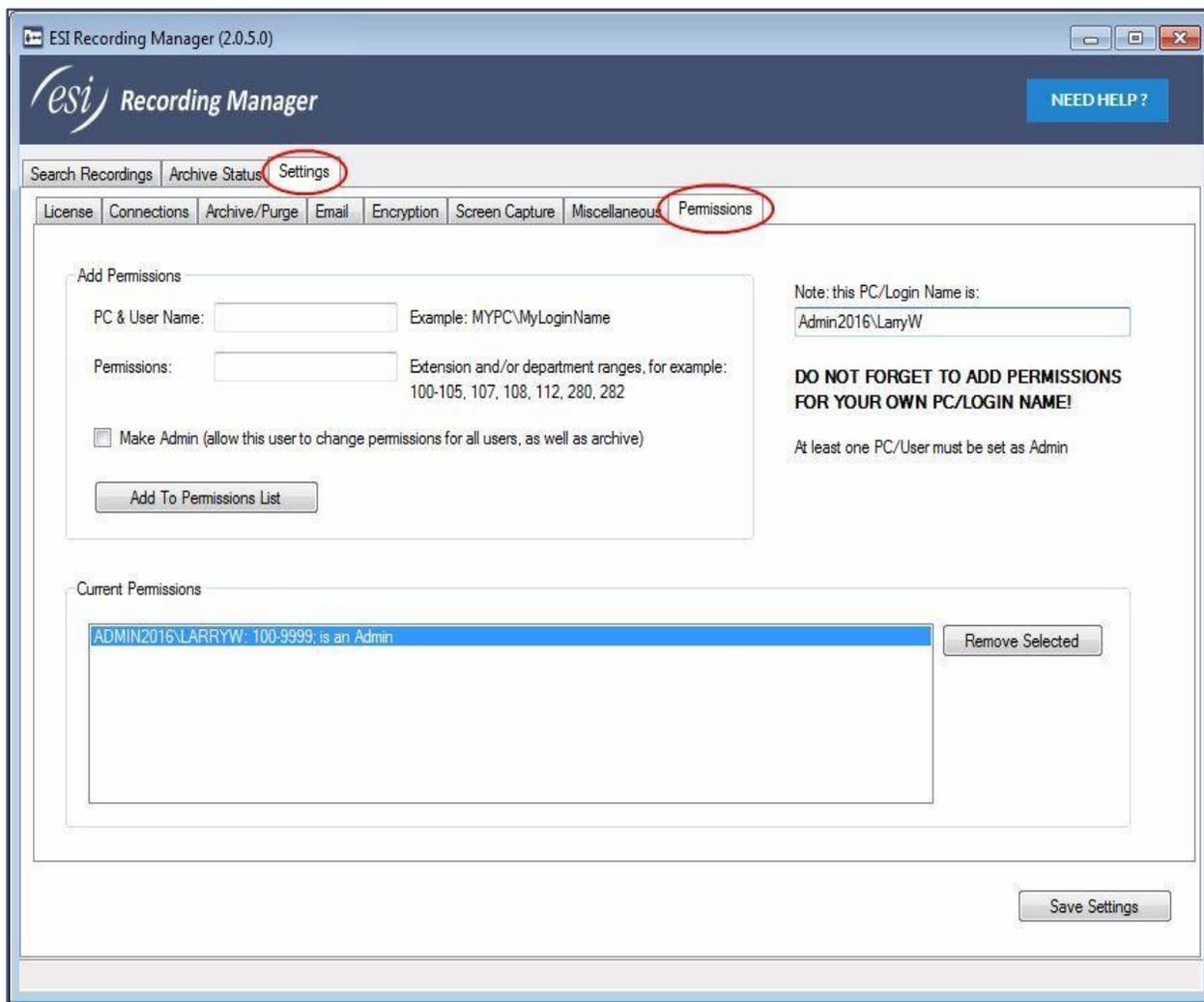
When you perform a search in the "Search Recordings" screen of *ESI Recording Manager*, you have the option of saving the results as a comma-delimited (CSV) file, which can be imported into other programs such as Microsoft Excel. If you would like for *ESI Recording Manager*, after saving a CSV file, to automatically launch it in whatever program on your PC is registered to handle CSV files, you should check the check box "Launch CSV file after saving it".

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

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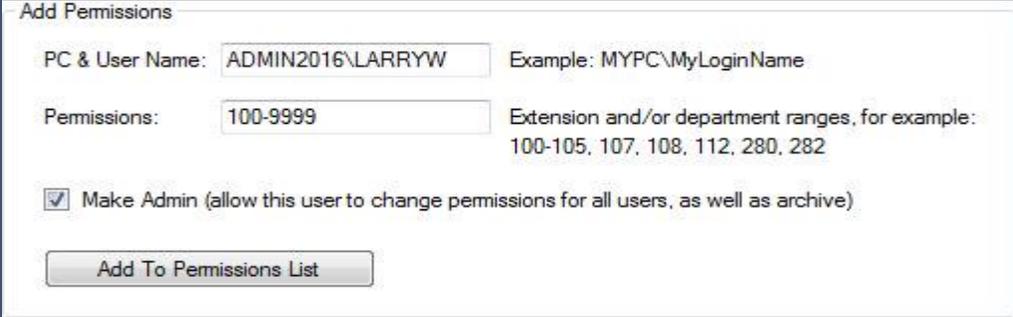
Permissions Settings

If your organization is using multiple copies of Recording Manager, you may not want all users to have access to recordings for all personnel. In this case, permissions can be set for each PC and user login. The Permissions Settings section is as follows:



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Please note that, as reflected in the example above, the first installation of *ESI Recording Manager* at a site will automatically allocate the logged-in user privileges to search for recordings for all personnel. If this is what is desired, nothing needs to be changed in this section. If permissions need to be modified for this user, you may click on the entry in the Permissions box, which will populate the fields automatically in the Add Permissions box above, as seen below:



The screenshot shows a dialog box titled "Add Permissions". It contains the following fields and options:

- PC & User Name:** A text box containing "ADMIN2016\LARRYW". To its right is the text "Example: MYPC\MyLoginName".
- Permissions:** A text box containing "100-9999". To its right is the text "Extension and/or department ranges, for example: 100-105, 107, 108, 112, 280, 282".
- Make Admin** (allow this user to change permissions for all users, as well as archive)
- Add To Permissions List** button

You may simply modify the permissions as desired and click the Add To Permissions List button, and the permissions for that user will be updated.

Note that, with the second and subsequent installations of *ESI Recording Manager* at the site, users will discover that they are unable to search recordings for any personnel by default, and any searches they perform will return no results. **This is by design.** The user at the initial installation will need to add permissions for the other PCs/users. If desired, this user may designate another user or users as an Admin, which will allow those users in turn to set permissions for other users.

Remember when you are finished changing settings, click on the "**Save Settings**" button in the lower-right of the Settings screen.

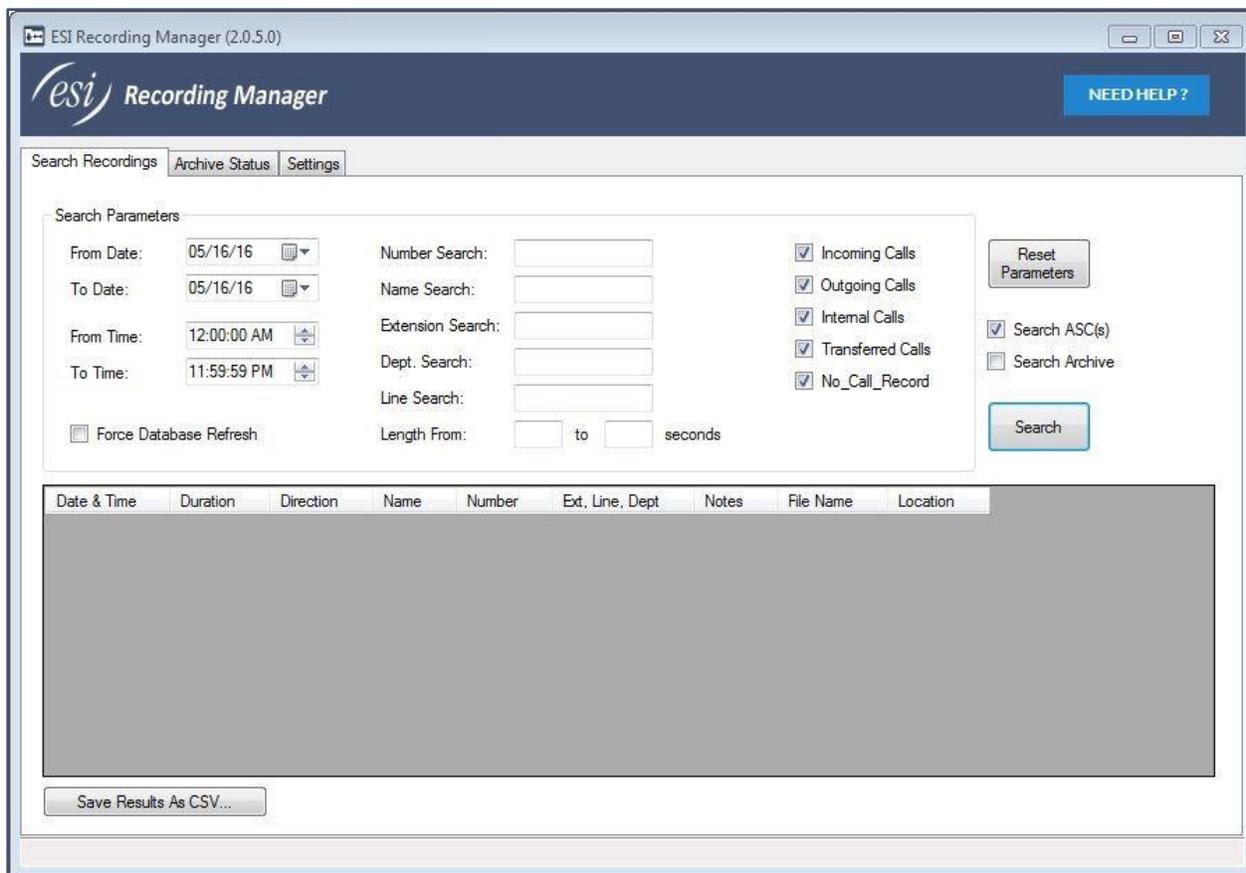
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Searching Recordings

ESI Recording Manager is a powerful, multi-threaded application designed to search your ESI phone system's automatic (call logging) recordings quickly. These topics will allow you to get the most out of your searches.

Search Parameters

When you run ESI Recording Manager, the "Search Recordings" screen is the default screen you see:



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You may enter as many or as few parameters as you like in order to view the recordings you are looking for. By default, when you click the "Search" button, all calls for the current date will be displayed. Following are a list of parameters that may be changed to narrow or expand your search:

Search Parameters

1 From Date: 3/31/2013

2 To Date: 3/31/2013

3 From Time: 12:00:00 AM

4 To Time: 11:59:59 PM

5 Force Database Refresh

6 Number Search:

7 Name Search:

8 Extension Search:

9 Dept. Search:

Line Search:

Length From: to seconds

Incoming Calls

Outgoing Calls

Internal Calls

Transferred Calls

No_Call_Record

1. You may specify a date range over which to search by changing the "From Date" and "To Date" parameters. Similarly, you may limit the time of the calls to those you specify in the "From Time" and "To Time" parameters.
2. You should rarely, if ever, need to check the "Force Database Refresh" box. If you are searching for calls for the current date and want to make sure that your results are up-to-the-minute, you may check this box. This option will force *ESI Recording Manager* to re-download the call recording data for the date(s) in your search; if you have several or many dates you're searching, it could take some time to re-download all of the call information.
3. Number Search: you may specify a full or partial phone number to search here. On inbound calls, the Caller ID Number is searched. On outbound calls, the number dialed is searched. The format of the phone number you enter (for example, whether you use parentheses or dashes) does not matter.
4. Name Search: you may enter a full or partial name to search on. For inbound calls, this will be matched against Caller ID Name. For internal (intercom) calls, this will be matched against the station (extension) name.
5. Extension Search: You may optionally enter an extension number here, and only calls that involved that extension will be returned in the search results.
6. Dept. Search: This will match any inbound calls to the specified department number, as specified in the ESI phone system programming.
7. Line Search: You may put a specific line (CO) number here to match against.
8. Length: If you are looking for calls matching a certain duration, enter the minimum number and maximum number of seconds here.
9. Call type: By checking the appropriate boxes, you may include **Incoming Calls**, **Outgoing Calls**, **Internal (intercom) Calls**, **Transferred Calls**, or **No_Call_Record** calls. **No_Call_Record** calls are ones in which there is no call record present (this would be rare if you ever encounter it at all).

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In addition to the above parameters, there is one additional option that you may specify; this parameter is located to the right of the other parameters, just above the "Search" button:

Search ASC(s)
 Search Archive

You must specify to *ESI Recording Manager* whether you wish to search: in the recordings stored in the ESI phone system, through the archives, or both simultaneously. In order to search through the archives, you must have specified the archive (backup) location in the "Settings" -> "Archive/Purge Settings" tab.

If you wish to reset the parameters to default and start over, click on the "Reset Parameters" button.

Viewing Search Results

Once you have performed a search (see the previous topic, "Search Parameters" to narrow or expand your search results), you will see a screen similar to the following:

The screenshot shows the ESI Recording Manager (2.0.5.0) interface. The "Search Parameters" section includes fields for "From Date" (05/11/16), "To Date" (05/11/16), "From Time" (12:00:00 AM), and "To Time" (11:59:59 PM). There are also fields for "Number Search", "Name Search", "Extension Search", "Dept. Search", "Line Search", and "Length From" (to seconds). Checkboxes for "Incoming Calls", "Outgoing Calls", "Internal Calls", "Transferred Calls", and "No_Call_Record" are checked. A "Search" button is present. Below the search parameters is a table with the following columns: Date & Time, Duration, Direction, Name, Number, Ext. Line, Dept, Notes, File Name, and Location. The table contains 14 rows of search results. A "Save Results As CSV..." button is located below the table. At the bottom of the window, it says "Search Complete. Matches found: 85".

Date & Time	Duration	Direction	Name	Number	Ext. Line, Dept	Notes	File Name	Location
2016/05/11 07:29:41	07:23	Outgoing		(513) 4	EXT 106, CO 012		106_5_11_2016_7_29_41.wav	192.168.0.50
2016/05/11 07:37:16	11:44	Outgoing		(502) 5	EXT 106, CO 012		106_5_11_2016_7_37_16.wav	192.168.0.50
2016/05/11 08:22:39	00:14	Incoming		(410) 2	EXT 103, CO 005		5_5_11_2016_8_22_39.wav	192.168.0.50
2016/05/11 08:46:08	01:04	Incoming		(480) 3	EXT 103, CO 005		5_5_11_2016_8_46_8.wav	192.168.0.50
2016/05/11 08:49:50	07:33	Outgoing		(623) 3	EXT 105, CO 008		105_5_11_2016_8_49_50.wav	192.168.0.50
2016/05/11 09:00:41	03:21	Outgoing		(480) 2	EXT 117, CO 012		117_5_11_2016_9_0_41.wav	192.168.0.50
2016/05/11 09:01:11	00:11	Incoming		(480) 4	EXT 103, CO 005		5_5_11_2016_9_1_11.wav	192.168.0.50
2016/05/11 09:01:30	00:41	Outgoing		528-30	EXT 105, CO 009		105_5_11_2016_9_1_30.wav	192.168.0.50
2016/05/11 09:01:53	01:57	Incoming	WIRELESS CALLER	(602) 3	EXT 103, CO 006		6_5_11_2016_9_1_53.wav	192.168.0.50
2016/05/11 09:02:26	03:51	Outgoing		(602) 3	EXT 105, CO 009		105_5_11_2016_9_2_26.wav	192.168.0.50
2016/05/11 09:04:05	02:16	Internal		117	EXT 117, EXT 106		117_5_11_2016_9_4_5.wav	192.168.0.50
2016/05/11 09:11:08	01:47	Outgoing		(714) 6	EXT 106, CO 012		106_5_11_2016_9_11_8.wav	192.168.0.50

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At the very bottom of this screen, you will see the words, "**Search Complete. Matches found:**" and the number of call recordings that matched your search criteria. Details on each recording will be presented to you in a tabular format, with the following information:

Field	Function(s)
Date & Time:	The date and time when the call began.
Duration:	This is presented in HH:MM:SS format; for example, 01:03:27 would be a call lasting one hour, three minutes, and 27 seconds.
Direction:	This will be: Incoming; Outgoing; Internal; Transfer; or No_Call_Record.
Name:	In the case of an inbound call, this is the Caller ID Name; in case of an internal (intercom) call, this is the name of the station (extension) initiating the call.
Number:	On an outbound call, this is the number dialed. On an inbound call, this is the Caller ID Number. On an internal (intercom) call, this is the number of the extension initiating the call.
Ext, Line, Dept:	These are all the extensions, lines, and/or departments involved in the call.
Notes:	If the call is a conference call, that will be indicated here. If the recording is a result of the ESI phone user pressing the Record button on His/Her phone, that will also be indicated here. Finally, if there is no recording available because the ESI phone user pressed His/Her Privacy (" PVY ") button while on the call, this column will indicate such.
File Name:	This is the file name of the audio recording as stored in the ESI phone system or in the archive (backup) location.
Location:	If this is an IP address, it indicates the ASC card on the ESI phone system upon which the recording is located (helpful for those installations that have multiple call recording cards). If this is listed as an IP address followed by " (backup) ", this indicates that the recording is located in the archive (backup) location.

Playing a Recording

Once you have performed a search and received search results, you can play back a particular recording by either (a) double-clicking on the row that represents the recording, or (b) right-clicking on the row, and left-clicking on "**Play Audio File**".

Either of these options will cause the recording to be downloaded from the appropriate location and played in the PC's default program for playing WAV audio files.

Note: If the Screen Capture add-on has been licensed and configured, there will be an additional option when you right-click, "Screen Capture Playback". Choosing this option will, if screen capture information exist for this call, download the screen capture information and combine it with the audio for playback as a "movie".

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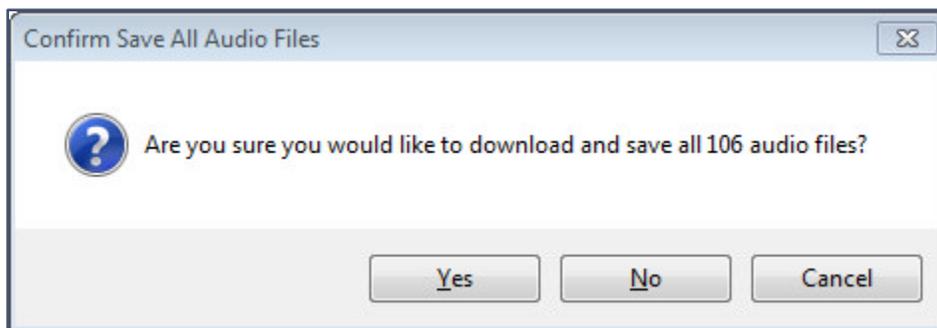
Saving Search Results

There are three ways to save the results of a search you have performed:

METHOD 1: You can save an individual audio file by right-clicking on the search results row representing the recording you wish to save, and then clicking on "Save File As...". When you do this, a dialog box will appear asking you to choose a save location and to confirm the file name.

Note that, if you have installed and configured the Screen Capture add-on for one or more users, there will be two additional options in the right-click menu: "Screen Capture Save..." (using this option requires that a special, free player for playback be installed); and "Screen Capture Save As WMV..." (or Windows Media Video, a common format which plays on most Windows PCs natively).

METHOD 2: You may save all audio files in your search results by right-clicking on any of the search result rows and then clicking on "Save All Files...". You will see a dialog box similar to the following, which confirms that you would like to download all the files in the search results:



The dialog box will indicate whatever number of files are actually in your particular search results. This can take a significant amount of time to download these files, especially if there are a lot of them. When you confirm that you would like to save all the files, you will see a dialog box similar to the following asking where you would like to save the files:



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Note: that all the audio files will be saved to a sub folder, which will automatically be created for you, called "Audio Recordings Saved" along with the current date and time. This is so that you do not accidentally litter a folder with a bunch of recordings (like the Desktop).

Your files will then download and be saved. There will also be a file in the created folder called "index.htm". You can double-click on this file, which will bring up the details of each recording (the same details present in your search results). You can click on any recording, and, as long as your default Internet browser is configured to recognize and play WAV audio files, the recording will launch in the browser window itself or in a separate program.

A benefit of saving recordings this way is that you can then send the folder to someone who does not have a copy of ESI Recording Manager, and they will still be able to make sense of, and play, the recordings.

METHOD 3: At the bottom of the Search Recordings screen is a button labeled "Save Results as CSV...". When you click on this, a dialog box will appear asking if you want to save to a CSV (comma-delimited) file. A CSV file can be opened in different programs designed to handle it, such as Microsoft Excel. If you have specified on the "Settings" screen that you would like to launch CSV files when saved, the CSV file will then be opened in your PC's default program set to handle CSV files.

Note that when you save a CSV file, you are saving the call recording details only, not the recordings themselves. If you wish to save the recordings along with the call recording details, you should choose method 2 in this section.

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Viewing Archive Status

With ESI Recording Manager, you can optionally archive (back up), to a location of your choice, recordings stored on your ESI phone system. To configure these settings, refer to the topic, [Archive/Purge Settings](#). Once these settings are configured, archives and purges will automatically take place as needed when you run ESI Recording Manager.

You may view the progress of current archiving operations, or view archiving history, by selecting the "Archive Status" tab at the top of the screen, like so:

ESI Recording Manager (2.0.5.0)

esi Recording Manager NEED HELP ?

Search Recordings **Archive Status** Settings

Current Archive

Archive drive space free (MB): 187571

ASC Card	Space Free	Archive Date	% Complete	Current Status	Time	Last Error	Time
192.168.0.50	182GB (65%)	9/16/2015	11% (10/87)	Downloaded 7_9_16_2015_8_29_7.wav	05/14/16 6:04:35 PM		

Archive History

- 2016_05_13
- 2016_05_12
- 2016_05_11
- 2016_05_10
- 2016_05_09
- 2016_05_08
- 2016_05_06
- 2016_05_05
- 2016_05_04
- 2016_05_03
- 2016_05_02
- 2016_05_01
- 2016_04_30
- 2016_04_29
- 2016_04_28

[05/14/16 3:09:05 PM] Backup 192.168.0.50 (6)> Begun or resumed backup for date 5/11/2016
[05/14/16 3:09:05 PM] Backup 192.168.0.50 (6)> 85 calls to be downloaded from ASC
[05/14/16 3:09:05 PM] Backup 192.168.0.50 (6)> Archive attempt 1 (for this session) of 3...
[05/14/16 3:10:56 PM] Backup 192.168.0.50 (6)> Finished archiving date 5/11/2016

Search Complete. Matches found: 85

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Current Archive Progress

The top section of the "**Archive Status**" screen shows current archive progress and looks similar to the following:

Current Archive							
Archive drive space free (MB): 189251							
ASC Card	Space Free	Archive Date	% Complete	Current Status	Time	Last Error	Time
192.168.0.50	182GB (65%)	8/24/2015	53% (46/87)	Downloaded 105_8_24_2015_12_35_37.wav	05/14/16 4:01:47 PM		

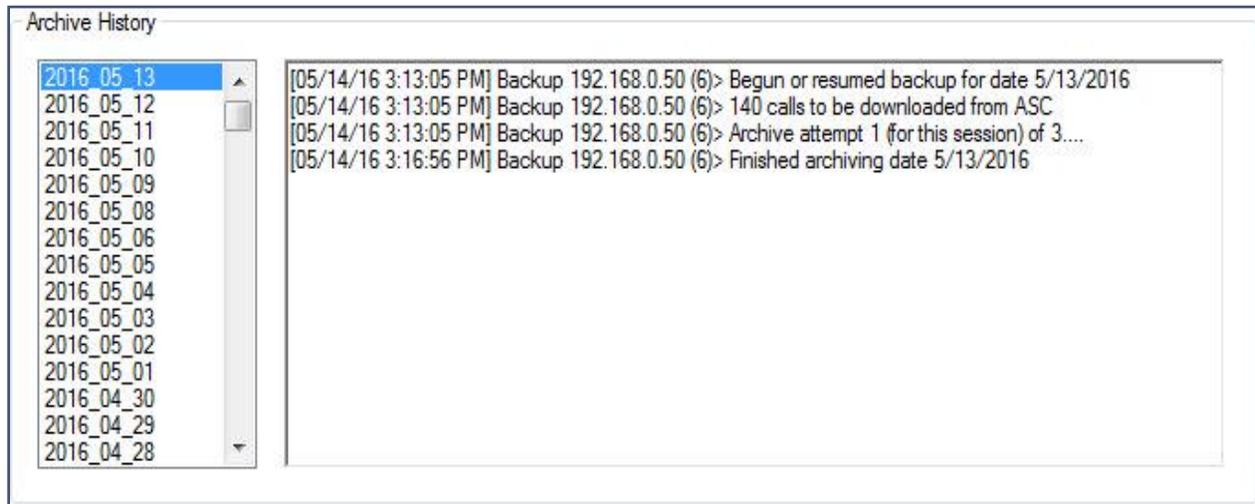
The "**Archive drive space free**" monitors how much space is currently available on the drive to which you are backing up. Below this, there is a table indicating any archiving in progress. If your ESI phone system has more than one ASC (call recording) card, each of them will be listed here. The columnar information is as follows:

Field	Function(s)
ASC Card:	The IP address that has been assigned to this ASC card.
Space Free:	The amount of space, in Gigabytes (GB) and as a percentage, on the ASC card.
Archive Date:	The current date being archived.
% Complete:	How far along the archiving has progressed for this particular date. In parentheses, the first number is how many recordings have been backed up for this date, and the second number is the total number of recordings for that date that need to be backed up.
Current Status:	The operation being worked on (generally indicating the recording file that has most recently been archived).
Time:	The time that the operation under " Current Status " was completed.
Last Error:	If any errors have been encountered, the most recent error.
Time:	The time at which the last error was encountered.

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Archive History

The bottom section of the Archive Status screen shows a log of archiving history, and looks similar to the following:



On the left-hand side of this section, all dates are listed for which an archive was attempted or completed. By clicking on a particular date, you can see the history for archive attempts for that date.

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