

Recordings Player User Guide

V 1.7

Product Version: v1.4.15.38

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What's New

Version	Section	Description
v1.4.15.38	5. Filter Criteria Section	Added Export report feature.
v1.4.15.36	3.1 Launch Recordings Player and Sign-in	Password Preview icon added to the sign-in window.
	6 Player	Added the following features: <ul style="list-style-type: none"> • Notes for voice bursts • Sliding Bar • Download option
	Settings	Updated Settings window.
		The naming convention changed from IPRS Recordings Player to Recordings Player . Hence changed all the concerned screens and context.
V1.4.15.32	Figure 3-2 Settings screen	Added a Connection type
	Figure 3-6 Home Screen	Added Volume control to change the volume of the bursts for the playback
V1.4.15.30	3.1 Launch IPRS Recording Player and Sign-in	Added an index number in the channel list section.
	4 Header	Added the following information in the About window: <ul style="list-style-type: none"> • Statistics • Connection Type
V1.4.15.27	1.3 The IPRS Recording Service Architecture	Added two Recording Services in the architecture diagram.
	3.1 Launch IPRS Recording Player and Sign-in	Added the following notifications: <ul style="list-style-type: none"> • “Password will expire in X days” is displayed when the password is about to expire after some days. • The number of attempts left to sign in is displayed when a wrong password is entered.
	All	Made relevant internal enhancements.

I THE RECORDINGS PLAYER OVERVIEW

I.1 Overview

The Recordings Player is a PC Windows application for retrieval and playback of PTT voice recordings.

The player connects to the Recording Server, a dedicated repository for PTT recordings to retrieve the recordings based on the permissions of the user. The users can retrieve only recordings of their organization.

Enabling of voice recording is done by administrators with Reseller rights using the ITO (Interactive team Organizer) portal.

Encrypted voice sessions can be replayed as well.

I.2 Key Features

- Search and retrieve recorded regular and encrypted sessions based on the following criteria:
 - Participant names, day, range of time, type of call, and priority
- Displays call details: session name, call type, start time, and end time
- Export voice recordings to the local storage in WAV format
- The download of all and individual recording files
- Multiple languages support

Terminology

The following terminology is commonly used in this guide.

IPRS™	IP Radio System of Mobile Tornado. This is a client-server-based service that provides voice PTT as well as other means of instant communication between the users.
Player	Recordings Player.
Reviewer	A user with rights to retrieve and playback recordings. Typically, using the Recording Player™.
WAV	Standard audio format for storing voice data.
Call Record	Voice burst
Channel	A combination of the type of call and list of participants. For example, a one-to-one private call between user A and user B or an ad-hoc group call of users A, B, and C is regarded as an individual channel, and it can be identified by the name of the call initiator. A call involving a pre-defined group of users (either the server group or private group) is a separate channel identified by the name of the group. There may be several sessions in each channel (except for Radio groups that consist of one session only as users may join or leave the session at any time).
Session	A PTT call, from the moment the call was established until it was ended by one of the participants or by the system. This applies to all types of calls except for group calls of type "Radio" as these calls never end. A session consists of one or more Call Records (Voice bursts recordings).
Voice Burst recording (record/recording)	The basic unit of voice recording in the Recordings Server. The recording of a voice burst starts when the user initiates a transmission following the grant of the talking floor to that user (PTT button press) and it ends at the end of transmission (PTT button release). The end of transmission can be triggered also by the system in case of a maximum transmission period timeout.
Recordings	Relates to the collection of all Call records (bursts) aggregated for the Sessions for each Channel. One exception: the recordings of Radio groups are not grouped into sessions (calls).

2 RECORDINGS PLAYER INSTALLATION

2.1 Prerequisites

1. PC with Microsoft Windows Enterprise 10 and higher installed
2. An output device (speakers/ headphones)
3. At least 8 GB of RAM
4. At least 1 GB of free disk space
5. Recording of calls should be enabled for the organization using the Administration portal.
 - a. Set the **Recording Plan** option on the Organization Details page.
6. The UDP port 6670 and TCP port 6671 should be opened on the PC and in the firewall.

2.2 Installation of Recordings Player

The Recordings Player (Player) can be installed using the setup file provided by the service provider.

The steps to install the Recordings Player are:

1. Open the setup file and **select the destination location** for the Player. The default path is displayed in the textbox.
2. Click the **Browse** button to change the location folder.
3. Click **Next** to continue.

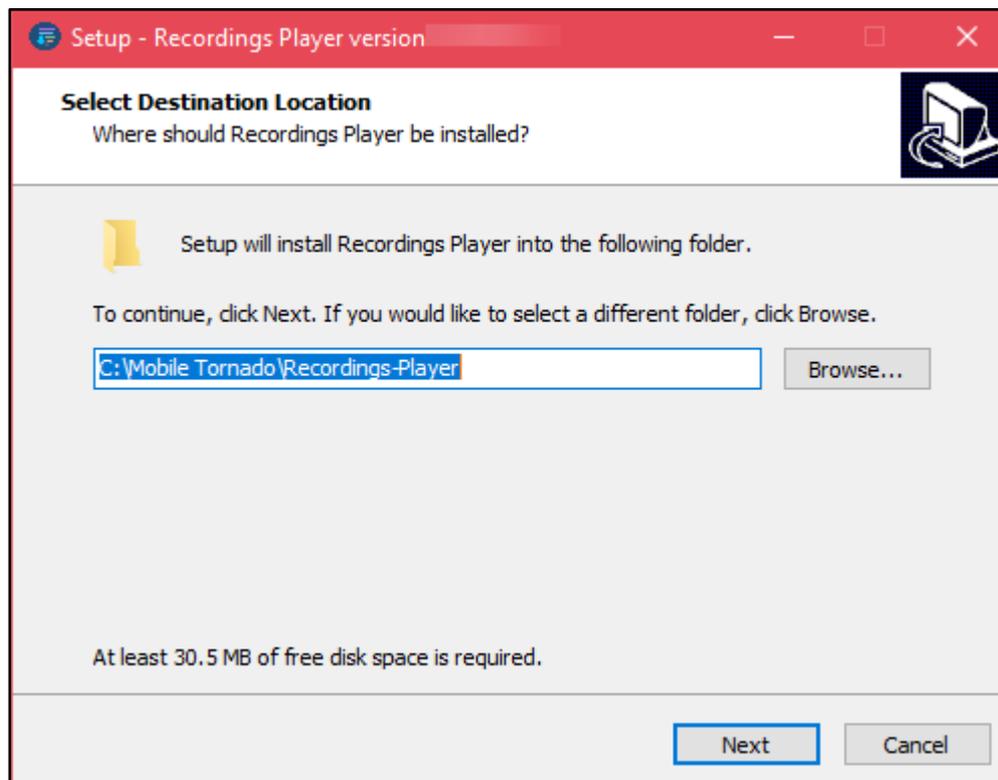


Figure 2-1 Selection of the installation folder

4. Select the **Application Language** and click **Next** to continue.

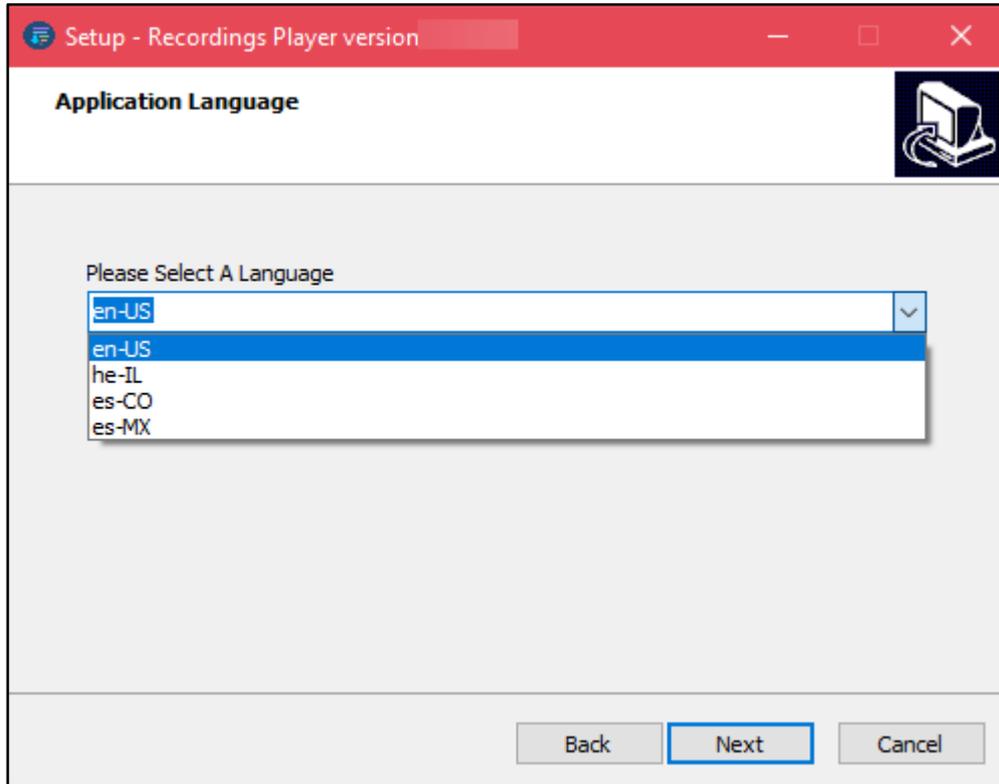


Figure 2-2 Selection of the Application's Language

5. Select the Start menu folder.

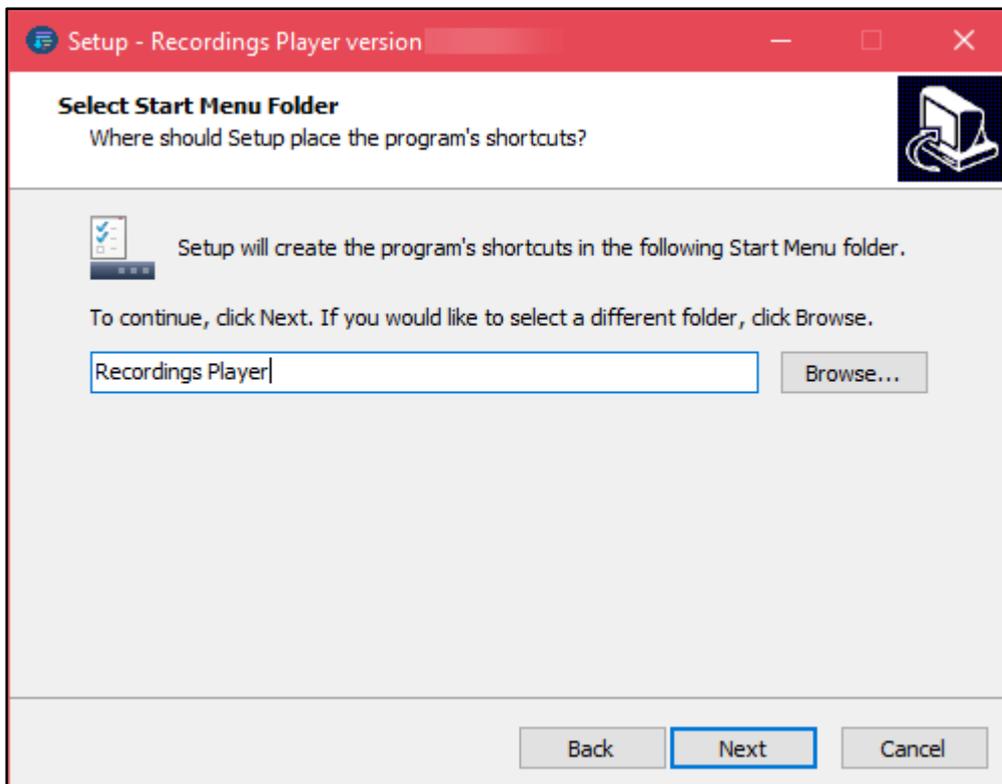


Figure 2-3 Selection of Start Menu folder

- The setup is now ready to install.

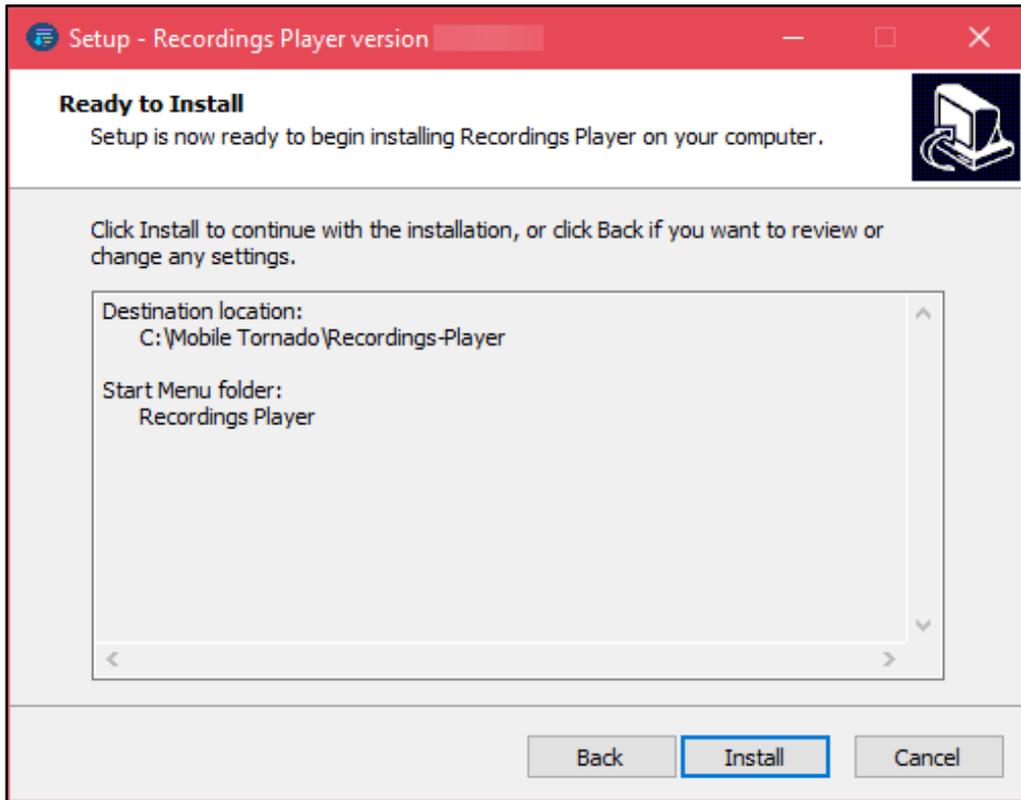


Figure 2-4 Summary page of the installation

- Click **Install** to begin the process. You can click **Back** to review or change any settings.
- Click **Finish** to exit the setup wizard and the player will launch automatically.



Figure 2-5 Finish

3 STARTING WITH RECORDINGS PLAYER

3.1 Launch Recordings Player and Sign-in

Before launching the application make sure that the playback device is connected to the computer!

After you **launch** the application, the sign-in page appears as shown below.



Figure 3-1 Recordings Player Sign-in Screen

Click the Settings icon  to set the Server Name/IP Address that you received from the service provider. You can change the application **language** as well.

Set the **Server Timeout** in case of connection latency with the server.

Set the **Connection type** to either TCP or UDP. A default value as TCP is more reliable. Ask your network administrator for more information.

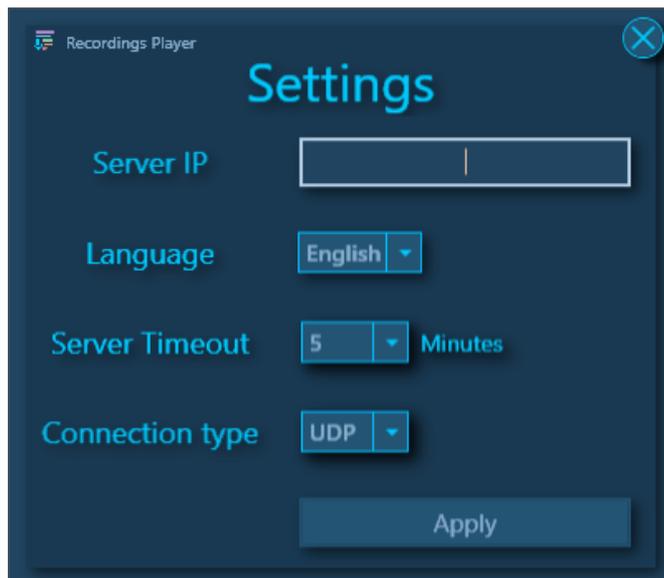


Figure 3-2 Settings screen

Click **Apply** to save the changes. You will be redirected to the sign-in screen.

Enter the **credentials** (username and password), select **Remember Password** to save the credentials locally, and click the **Sign-In** button as shown below.

Click the **Preview Icon**  if you desire to display the password.



Figure 3-3 Sign-In

If the wrong password is entered, notification along with the number of attempts left is displayed as shown below. Also, if the number of attempts exceeds, your account will get locked temporarily, until released by the administrator.

Note: The maximum number of retries to lock the account is set from the provisioning portal.

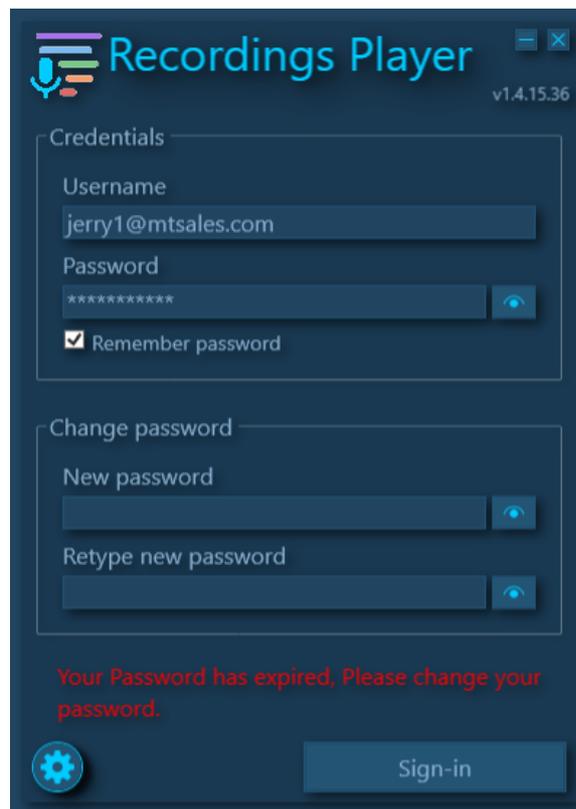


Figure 3-4 Incorrect Password and Number of Attempts left

If the password is about to expire after some days, a notification will be displayed after sign-in stating, "Password will expire in 5 [X] days."

Once the password expires, you need to change the password as shown below.

Note: The maximum number of days for password expiry and configuring a new password is set from the provisioning portal.



The screenshot shows the Recordings Player application window. At the top, the title bar reads "Recordings Player" with a version number "v1.4.15.36" in the top right corner. Below the title bar, there are two main sections: "Credentials" and "Change password".

The "Credentials" section contains:

- A "Username" field with the text "jerry1@mtsales.com".
- A "Password" field with masked characters "*****" and a visibility toggle icon.
- A checked checkbox labeled "Remember password".

The "Change password" section contains:

- A "New password" field with a visibility toggle icon.
- A "Retype new password" field with a visibility toggle icon.

Below these sections, a red error message states: "Your Password has expired, Please change your password." At the bottom left, there is a gear icon for settings. At the bottom right, there is a "Sign-in" button.

Figure 3-5 Change Password on Expiry

In the **Change Password** section, enter the **new password**, **Retype** the **new password**, and click **Sign-in**. The password gets changed and you sign in with the new credential.

Notes:

- A strong password must contain 10 to 15 characters with at least 1 lowercase, 1 uppercase, 1 special character `_@.#$=!%^)[:*?/,~&}{'|>[&+-]`, and 1 numeric.
- It should not contain identical and consecutive characters or numbers.

Upon successful sign-in, the home screen appears as shown below.

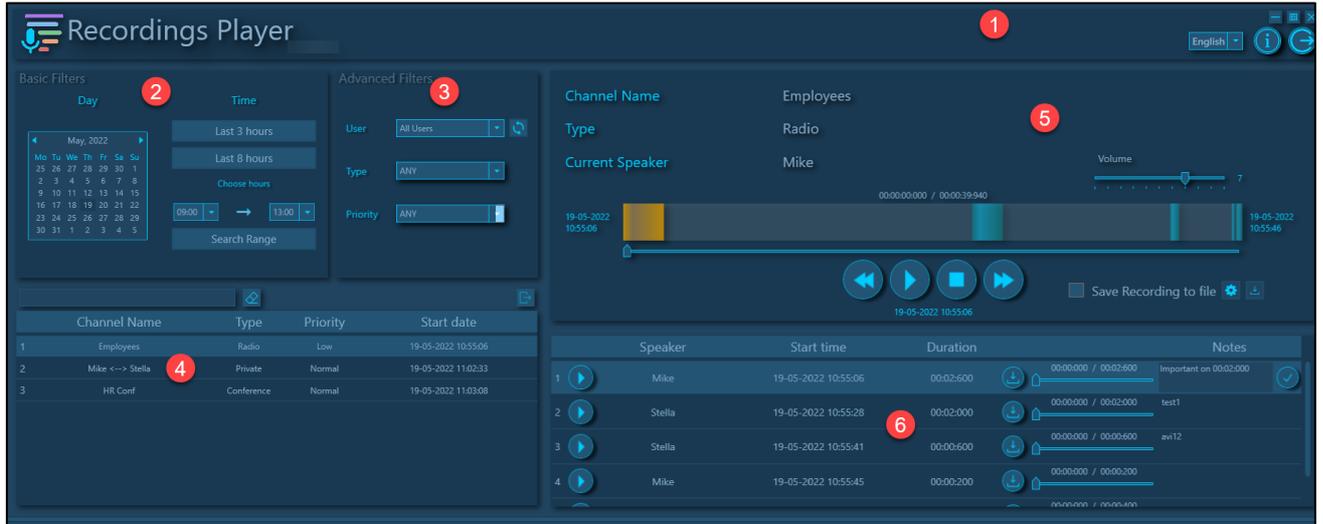


Figure 3-6 Home Screen

The home screen displays the following sections:

1. **Header bar** – Language selection, Information, resizing, and sign-out.
2. **Basic Filters** – for selection of relevant channels (calls) as per the date and time range.
3. **Advanced Filters** – for selection of relevant channels (calls) as per user, type, and priority.
4. **Filtered Channel** – for a further selection of an individual channel to retrieve and play.
5. **Playback** – details and playback options for the selected channel.
6. **Burst List** – the list of voice bursts in the selected channel in the selected time range.

Note: A user can use the credentials to sign in to a single machine only.

4 HEADER

The header contains the minimize, maximize, close, language dropdown list, about, and the sign-out buttons.

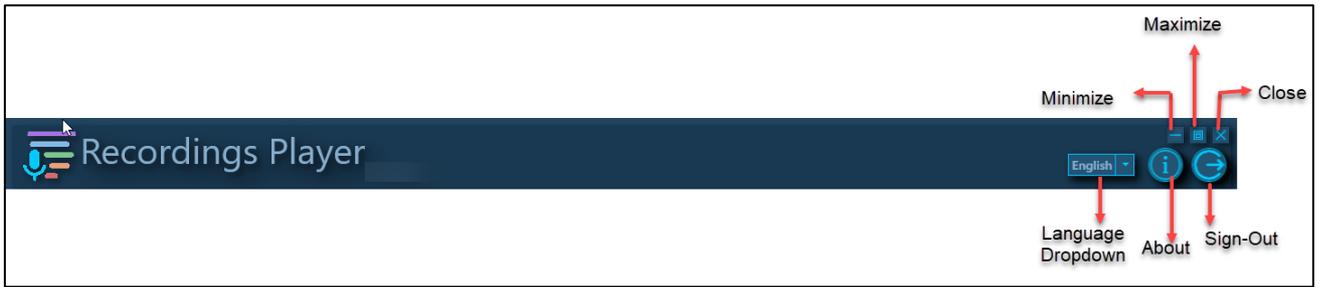


Figure 4-1 Header

- The **Language dropdown** list allows you to change the language of the application.
- **About** displays the **Application version**, **Recording server version**, **Statistics**, **Connection Type**, and the **Product page** link.

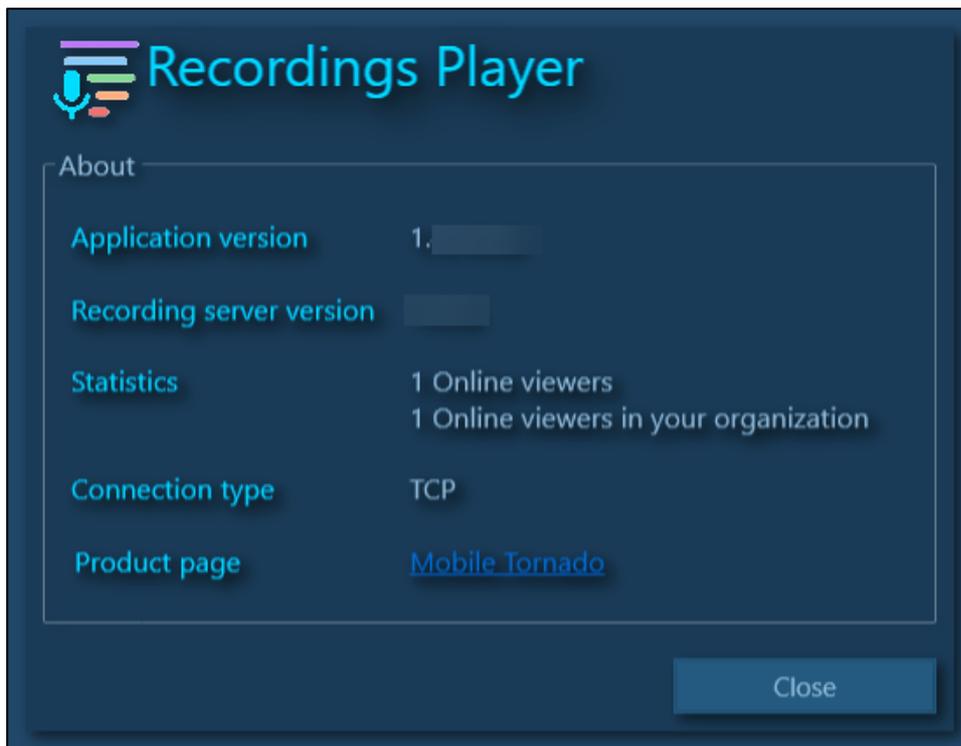


Figure 4-2 Application Info

- The **Sign-Out** button  at the top right corner of the screen enables you to sign out from the application.

Note: You will get signed out automatically if no activity is performed on the application for more than 15 minutes.

5 FILTER CRITERIA SECTION

This section provides basic and advanced filters to retrieve specific recordings. These filters are day, time range, specific user, channel type, and priority.

To select the channel:

1. Select the **Day** and **Time** range. You can quickly retrieve the records of the past 3 and 8 hours or select a time range within the selected day. On selecting the required time range, the records get displayed in the filtered channel section as shown below.

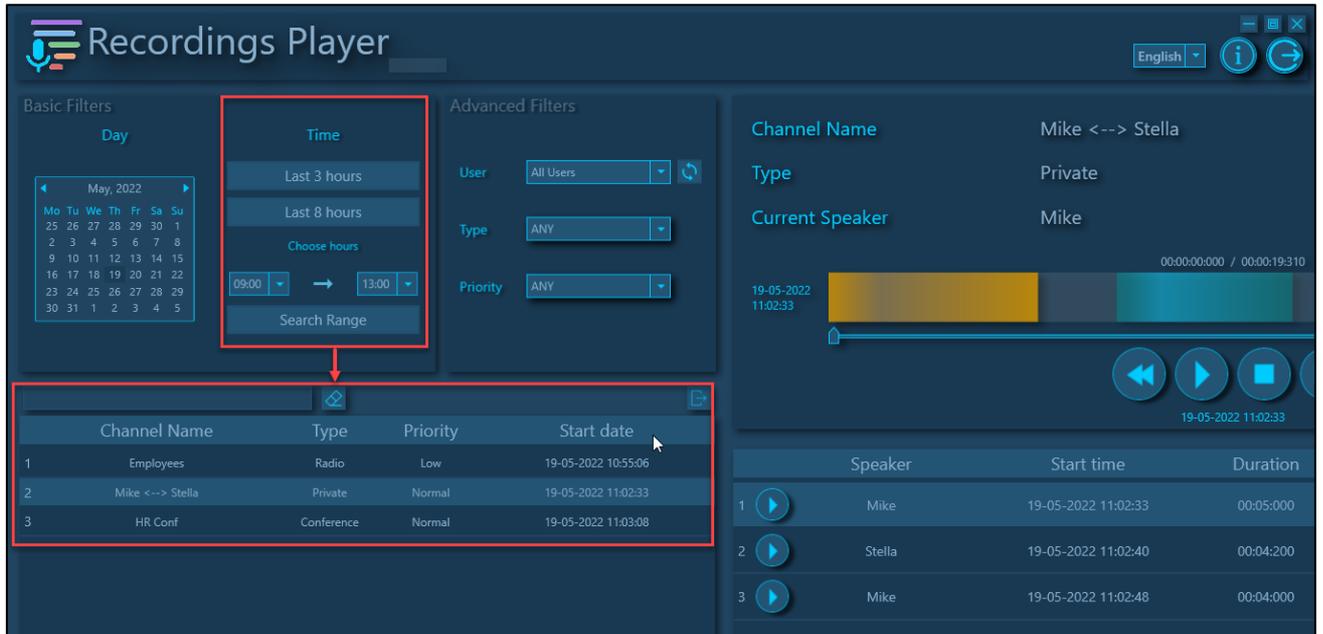


Figure 5-1 Channels List Based on Date and Time Range

2. To narrow down the search: the channels retrieved can be further filtered based on **User**, call **Type**, and session **Priority**. Select the required user and a channels list.



Figure 5-2 Channels List Based on Selected User

- You can also filter audio bursts according to the channel **Type**: Private (one-to-one) or Group call.
 *Note: User selection is not required to use this filter. You can select the “Any Type” option to display channels of all types that fit the other current filters.

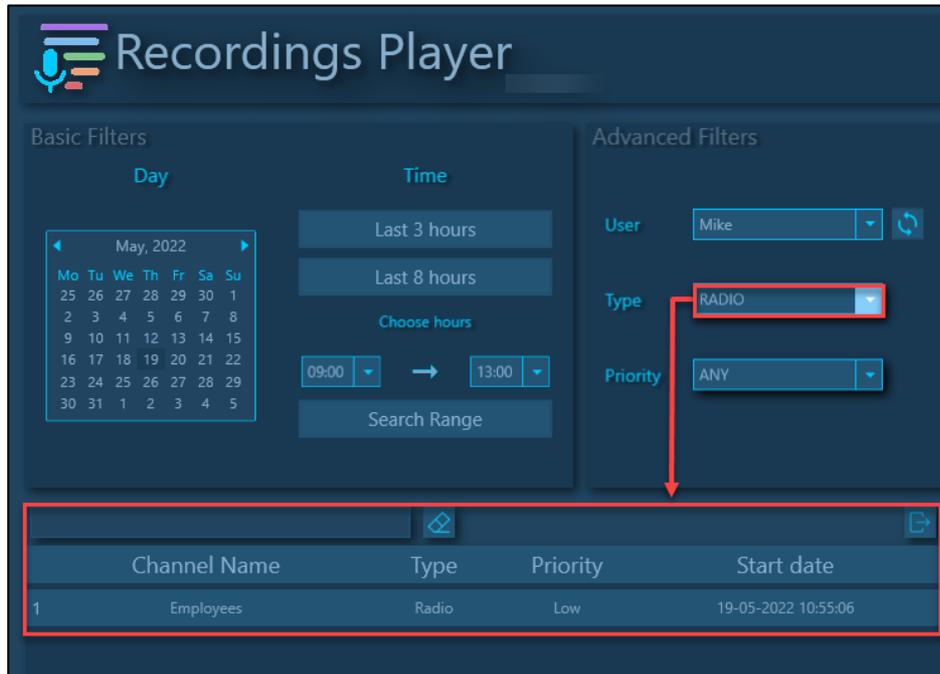


Figure 5-3 Channels List Based on Selected Type

- Channels can be filtered based on their session priority as well. If no calls are found matching the criteria, a yellow notification will be displayed at the bottom-right corner of the screen.

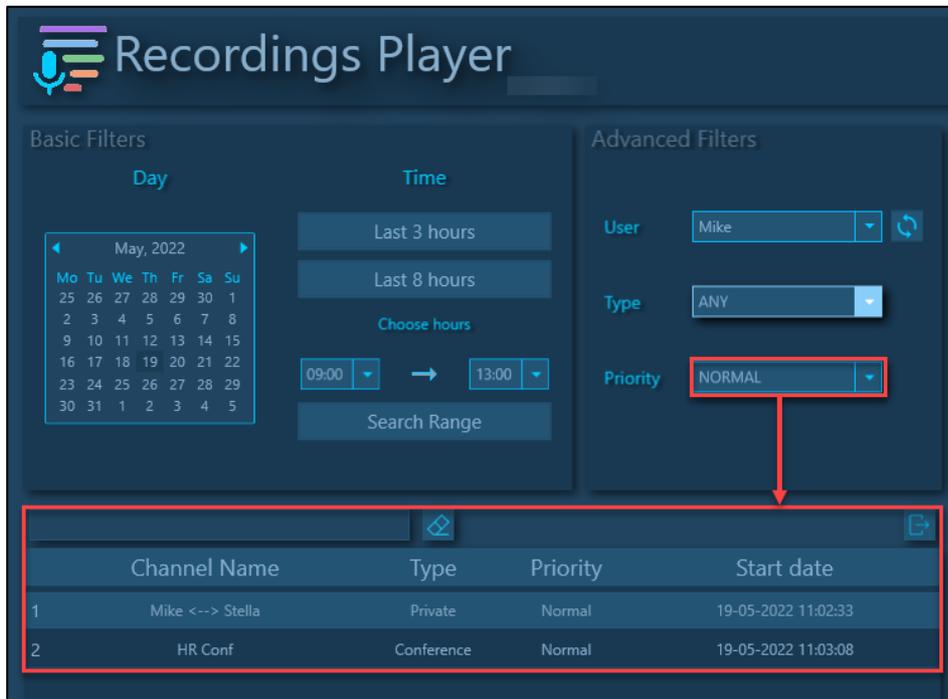


Figure 5-4 Channels List Based on a Selected Priority

- Once the channels are filtered, you can also use the **Search** field for a specific channel name as shown below. Also, you can **sort** the Channel Name and Start Date fields in ascending or descending order, by clicking on the respective headers.

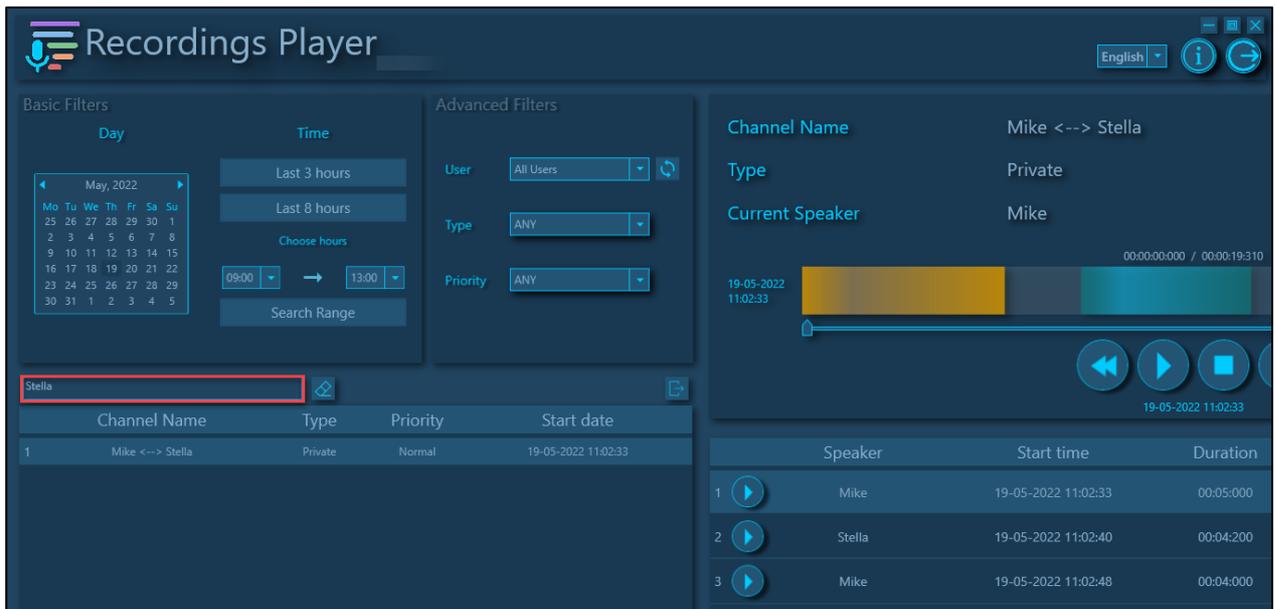


Figure 5-5 Channels List Based on the Channel Name

6. Click on any of the channels and its details get displayed in the Playback and recordings list sections.

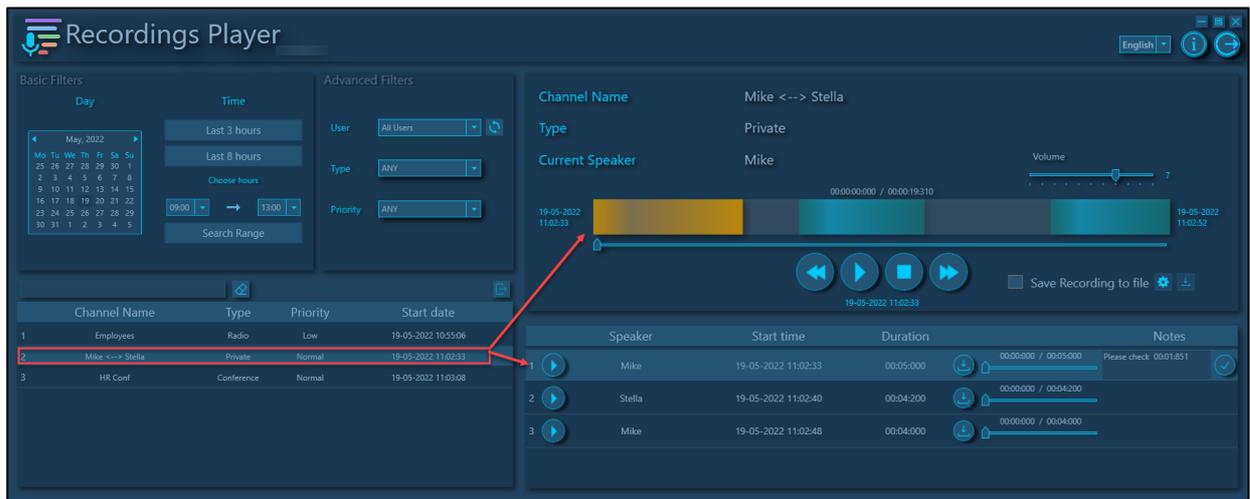


Figure 5-6 Details of a selected channel

- To export a session report follow the below-mentioned steps:
 - On the search field, search the channel name of which you desire to export the report. You can also use the filter options to display a specific session.
 - Click **Export**  to export the report.
 - Browse the desired location to save the report. Click **Save**.

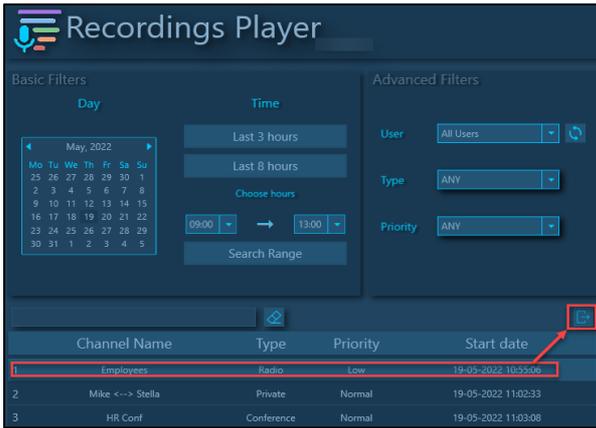


Figure 5-7(a) Export Report

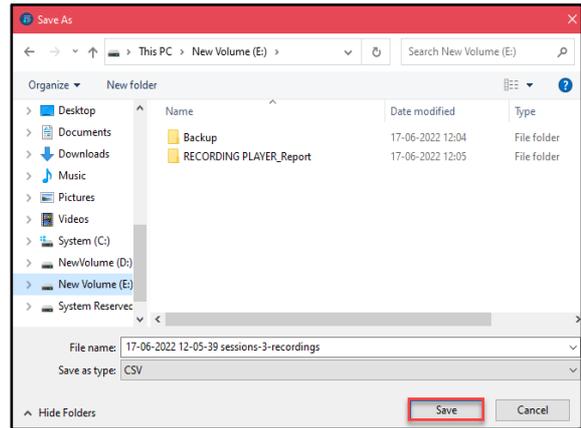


Figure 5-7(b) Browse location

- While the export is in-progress the following pop-up appears which displays the status of the export.



Figure 5-8 Export in-progress

- The report exported will be in .csv format. It displays details of the session like Channel Name, Session ID, Type, Priority, Start date, Speaker, Talker ID, Start time, End time, and duration.

#	Channel Name	Session ID	Type	Priority	Start date	Speaker	Talker ID	Start time	End time	Duration
1	Employees	9.99E+17	RADIO	LOW	19-05-2022 10:55:06	Mike	9.99E+17	19-05-2022 10:55:06	19-05-2022 10:55:08	00:02:600
2	1 Employees	9.99E+17	RADIO	LOW	19-05-2022 10:55:06	Stella	9.99E+17	19-05-2022 10:55:28	19-05-2022 10:55:30	00:02:000
3	1 Employees	9.99E+17	RADIO	LOW	19-05-2022 10:55:06	Stella	9.99E+17	19-05-2022 10:55:41	19-05-2022 10:55:42	00:00:600
4	1 Employees	9.99E+17	RADIO	LOW	19-05-2022 10:55:06	Mike	9.99E+17	19-05-2022 10:55:45	19-05-2022 10:55:45	00:00:200
5	1 Employees	9.99E+17	RADIO	LOW	19-05-2022 10:55:06	Mike	9.99E+17	19-05-2022 10:55:45	19-05-2022 10:55:46	00:00:400
6	2 Mike <-> Stella	7.4891E+13	ONE_TO	NORMAL	19-05-2022 11:02:33	Mike	9.99E+17	19-05-2022 11:02:33	19-05-2022 11:02:38	00:05:000
7	2 Mike <-> Stella	7.4891E+13	ONE_TO	NORMAL	19-05-2022 11:02:33	Stella	9.99E+17	19-05-2022 11:02:40	19-05-2022 11:02:44	00:04:200
8	2 Mike <-> Stella	7.4891E+13	ONE_TO	NORMAL	19-05-2022 11:02:33	Mike	9.99E+17	19-05-2022 11:02:48	19-05-2022 11:02:52	00:04:000
9	3 HR Conf	9.99E+17	CONFERE	NORMAL	19-05-2022 11:03:08	Mike	9.99E+17	19-05-2022 11:03:08	19-05-2022 11:03:14	00:06:200
10	3 HR Conf	9.99E+17	CONFERE	NORMAL	19-05-2022 11:03:08	Stella	9.99E+17	19-05-2022 11:03:18	19-05-2022 11:03:24	00:06:400
11	3 HR Conf	9.99E+17	CONFERE	NORMAL	19-05-2022 11:03:08	Mike	9.99E+17	19-05-2022 11:03:27	19-05-2022 11:03:29	00:01:800
12										
13										

Figure 5-9 .csv file

6 PLAYER

This section enables the playback of the recorded channels.

To play the recorded channels:

- Select the channel from the list displayed in the filter section. The details will be displayed in the player section on the right-hand side of the screen as shown below.

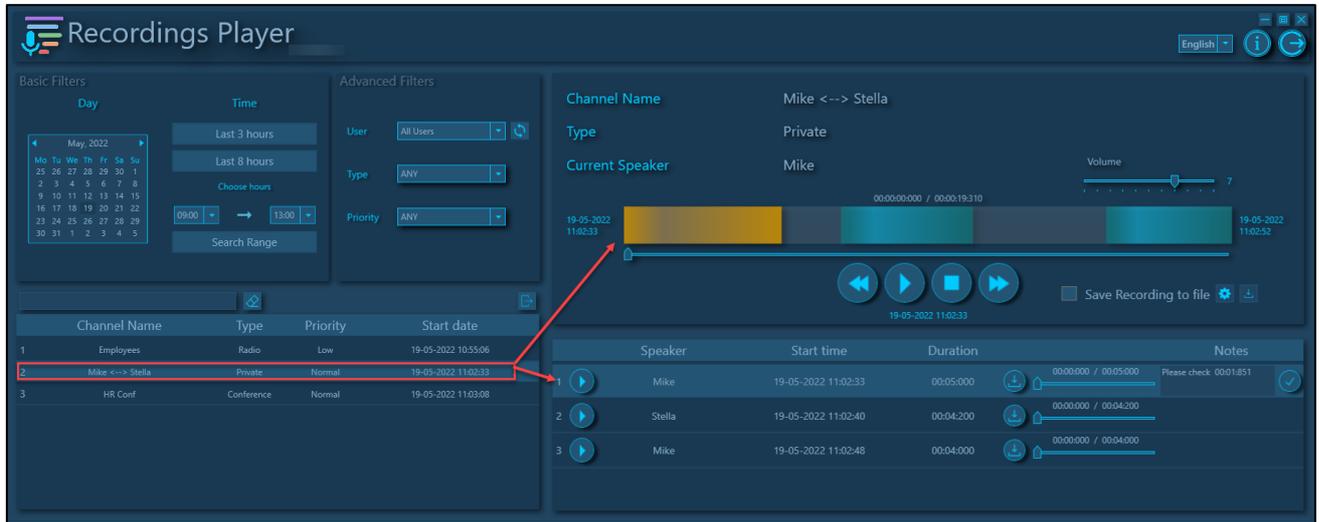
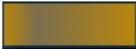


Figure 6-1 Details of the selected channel

- The top part displays the channel details like name, type, current speaker, and the visual audio frame of the selected channel's recordings.
- You can adjust the **volume** by sliding the cursor to the desired range.
- The start and end dates are displayed at either end of the visual audio frame:

- The blue  represents the time when the audio took place within that range. Silent sections are shown between the blue sections.
- The yellow  represents the currently played recordings.
- If a recording is black , this means that there was no voice recorded corresponding to that burst (mostly when the subscriber is not allowed to be recorded).
- You can also use the sliding bar provided below the visual audio frame to listen to a specific voice burst. To do so, slide the cursor towards the desired voice burst.
- The recordings list section displays a list of recordings along with their details like index number, speaker, start time duration, and notes. You can use the scrollbar to view the remaining bursts which do not appear on the screen.

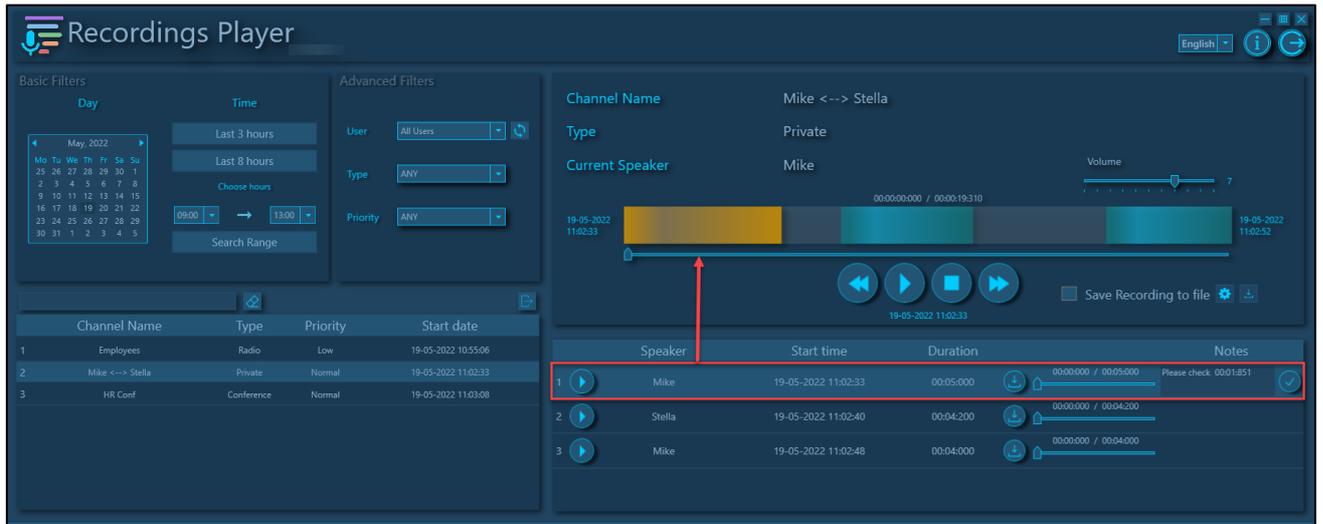
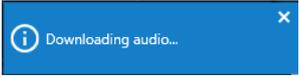


Figure 6-2 Visual Audio Frame of the selected Voice Burst

- Click the small **Play** button  on the left side of the recording to play the channel from the start of that specific recording. You can **pause** it  or **Stop**  the playback and return to the beginning of the channel.
- You can download each burst of a call using the **Download** icon . Once clicked, a blue notification indicating progress is displayed .
- When the download is complete a green notification will be displayed .
- Once downloaded, the WAV file of that burst is saved at the same default location.
- If required, you can change the location using the **Settings** button.
- If you desire to download all voice bursts at one go you can do so by clicking the **Download** icon  provided beside the settings option.
- Click the **Rewind to Previous Recordings** button  or **Skip to Next Recordings** button , if you need to skip and move on to the next or previous voice burst. On clicking any of the two buttons, the audio begins to play automatically from the relevant voice burst.
- If you desire, you can also add a **Note** against a specific voice burst in the recording list. To do so, enter the note in the text box provided beside the voice burst and click the tick icon . The note will be successfully added and a notification will be displayed. .
- On the completion of playback, the bursts get reset automatically, and the first burst gets highlighted again.
- To locally save the retrieved recordings of the channel currently being played, select the checkbox **Save Recording to file**, click the **Settings** icon , and the Recordings pop-up appears as shown below.

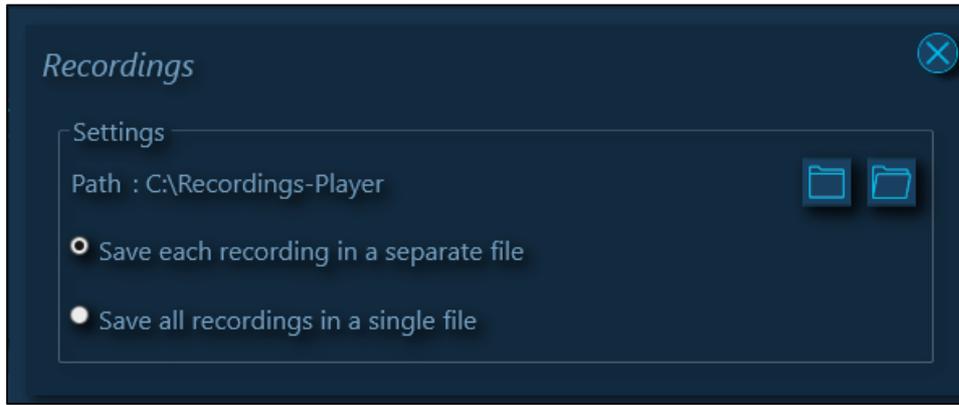


Figure 6-3 Options for saving the recordings

The **Settings** window consists of the following:

- **Path:** Displays the Recorder files Directory Path.



- The **Choose Folder** icon to select the folder in which the recordings are to be saved. You can also create a new folder. To do so, click **Make New Folder** as shown below.

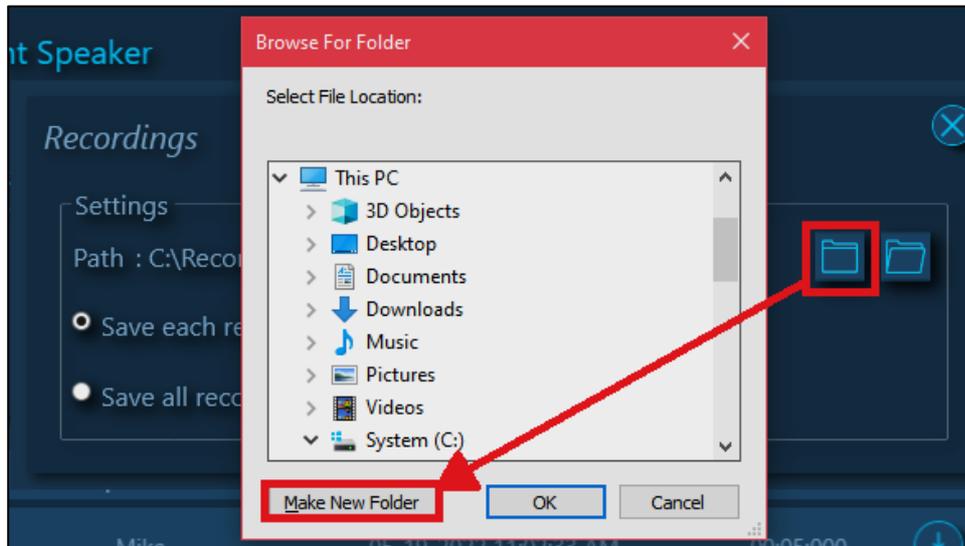


Figure 6-4 Settings

- Click the **Open Folder** icon to open the folder in which the recordings are saved.
- **Save each recording in a separate file:** Select this option if each recording is to be saved in a separate WAV file.
- **Save all recordings in a single file:** Select this option to save all the recordings of the selected channel in a single file. Once done, click OK.

Note: Recordings played from the time the **Save Recording to File** checkbox is selected till it is unselected will only be stored in this folder.