TRX Krzysztof Kryński

Digital call recorders KSRC series

Pilot

USER'S MANUAL

Information about changes:

　　All specifications and figures contained herein are subject to change without notice. The latest version of this document may be found on our webpage: www.trx.com.pl.

Trademark notes:

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1:   **The basics**

The *Pilot* application allows for remote (LAN/WAN environment) control of recording on the physical channels KSRC series call recorders. Recording control is possible only for channels with parameter *Type* set as *Network*. The program also enables monitoring of the channels, independent of its configuration within the recorder. The *Pilot* allows you to simultaneously control only one physical channel.

This application can be launched on devices working under Microsoft Windows operating system. The producer is recommending using systems in the version XP, Vista, 7 or 8.

1.1   Definitions

In the next section is a description of some terms used in the User's Guide of *Pilot*. Getting acquainted with following definitions will help in further work with the program.

1.1.1   **Recording control**

Recording control is defined as sending signals that control the start or stop recording process on the specified physical channel. Signals are transmitted from the *Pilot* to the recorder. To the launched recordings can be added a short (39 digits) comment.

The recording control is possible only for physical channels that have parameter *Type* set as *Network*.

More details about the configuration of the recorder have been included in the *Konsola 2* user's manual.

The *Pilot* application enables simultaneous control (activation and deactivation of the recording) on a single channel on the recorder.

1.1.2 Monitoring

Monitoring provides information about the state of selected channel, ie whether the given channel is recording or not. Unlike the recording control, any channel of the recorder can be monitored, regardless of the configuration.

The Pilot *application* provides you to monitor a single channel of the recorder. Much greater possibilities of monitoring functionality provide *Konsola 2*.

1.1.3 Controlled channel

Channel of the recorder, for which both switching on/off recording and monitoring his state is possible.

1.1.4 Monitored channel

Channel of the recorder, for which view of his status is only possible: idle or busy (when recording).

2:   Installation

Next section of this chapter provides a brief description of *Pilot* installation process. The application is working correctly under *Windows XP* (Service Pack 3), *Windows Vista, Windows 7* and *Windows 8*.

2.1   The installation source

Pilot installer is supplied as an executable file (**.exe*). Current and previous versions of the application are available on website: www.trx.com.pl (*Download Center*).

2.1.1   Launching the installer

To run the program installer you should double-click executable file named *TRX_Pilot_1.6.x.exe*. The installer is checking whether the operating system environment meets the necessary requirements of the program.
The next steps of the installer are available when you press *OK* or *Next*. It is possible to stop the installation at any time by clicking on the *Cancel* button.

Notice: Installation of the Pilot requires that you have administrator privileges. *Before running the installer it is recommended to uninstall any previous version of Pilot application.*

2.1.2   Language preference

Right after setup has been launched, language selection window will appear.
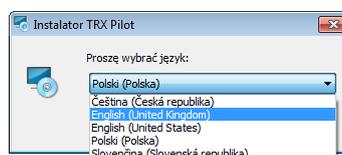
The default language is Polish, and optional English, Czech and Slovak. User's choice will affect both setup dialog windows and *Automat 2* interface language. Please note, that interface language can be changed after program has been installed.

2.1.3 Choice of the installation directory

At this stage, you must choose the directory in which *Pilot* will be installed. It is recommended to leave the default directory.
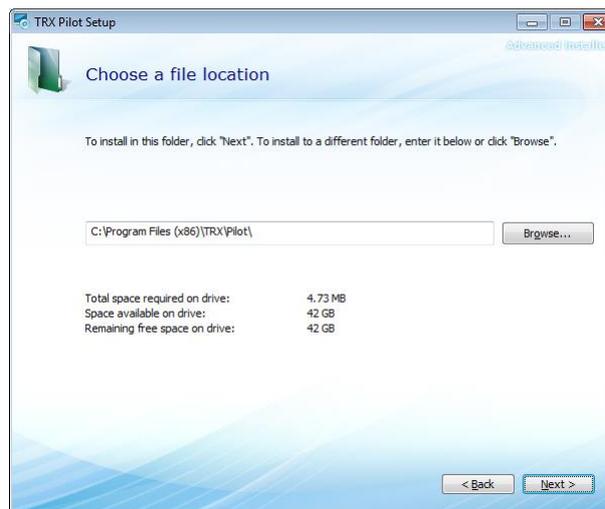
2.1.4 Installation process

Begin Installation … window means that installer has all the necessary information needed to install the program.
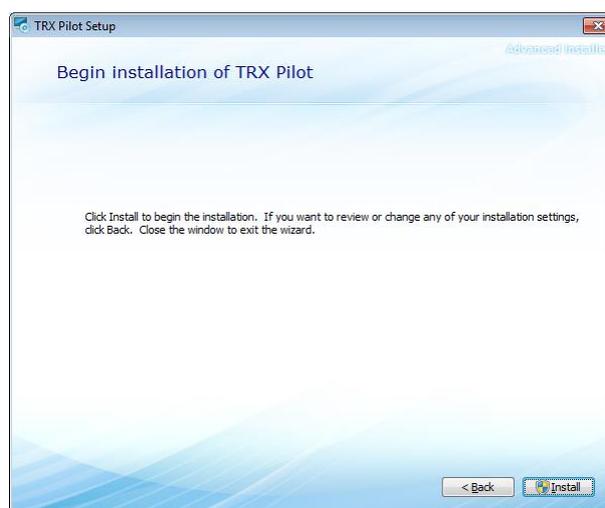
To continue, press the *Install* button. You can verify the installation parameters using the Back button or cancel the installation process.
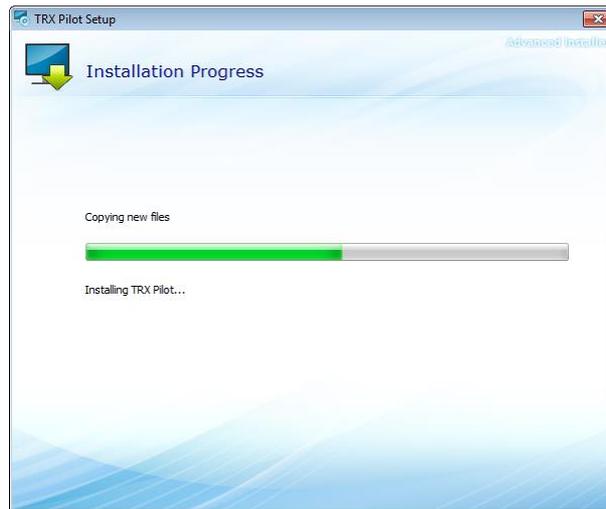
Right after setup has been launched, installation progress is illustrated by progress bars. Upon fully completion of this process, the program is launched automatically.

2.2   Change of the installation

If the current version of *Pilot* program is already installed, the user can change the components, repair or remove files from your computer hard drive.
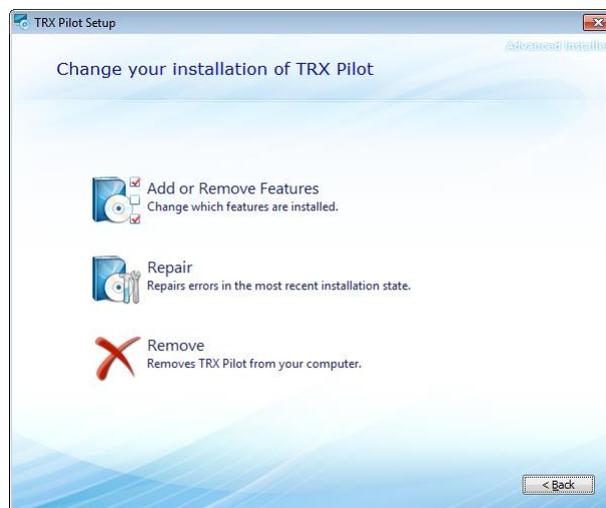
2.3   Uninstallation

To uninstall *Pilot* from your system, use the uninstall launcher utility or standard Windows tools. Depending on the system, they differ slightly from each other.

2.3.1   Windows XP

The installed software can be removed by:
- choose a shortcut *Uninstall* (*Star Menu → Programs → TRX → Pilot*),
- choose a shortcut TRX Pilot in *Add / Remove Programs* (menu *Start → Settings → Control panel → Add / Remove Programs*),
- run the *Pilot* installer program and select *Remove*.

2.3.2   Windows Vista/7

The installed software can be removed by:
- choose a shortcut *Uninstall* (*Start Menu → All programs → TRX → Pilot*),
- choose a shortcut *TRX Pilot* in *Programs* or *Programs and functions* (*menu Start → Control panel → Programs* or *Programs and functions),*
- run the *Pilot* installer program and select *Remove*.

Notice: Pilot installer creates many register entries, so it is not recommended to remove this program manually (by simple deletion of program files).

Notice: All items such as shortcuts or configure files added manually by the user after the installation must also be removed manually too.

3:   Description of Pilot functions

This chapter contains a detailed description of all features available in *Pilot* application.

The first section describes how to configure physical channels of TRX recorder (using the *Konsola 2*) in terms its remote recording with the *Pilot*.

3.1   Recorder's channels configuration (*Konsola 2*)

Recording control using the *Pilot* application is possible only for physical channels with parameter *Type* set as *Network*.

Channels of recorder intended for remote control should be configured using *Konsola 2* application. This section shows a quick scope of channels settings. Detailed configuration is presented in the *Konsola 2* user's manual.

After starting *Konsola 2* application (preferably with administrative privileges) you should select the appropriate recorder and click on the *Configuration* button.
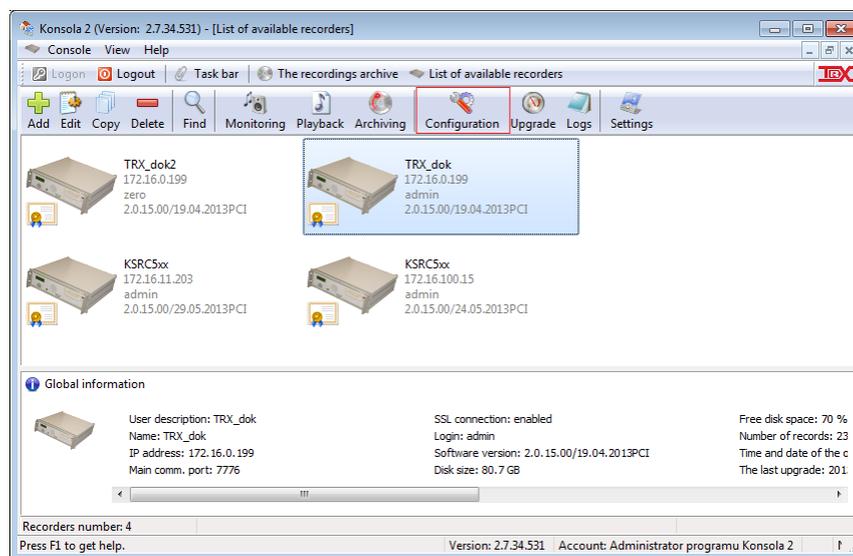
Then click on the *Physical* button in *Recorder configuration* window. The program window will show the list of all physical channels of the recorder.
The change of settings for the selected channel is possible by double-clicking on its name. Alternatively, you can select one or a group of channels and pick the *Change settings* option from the context menu.
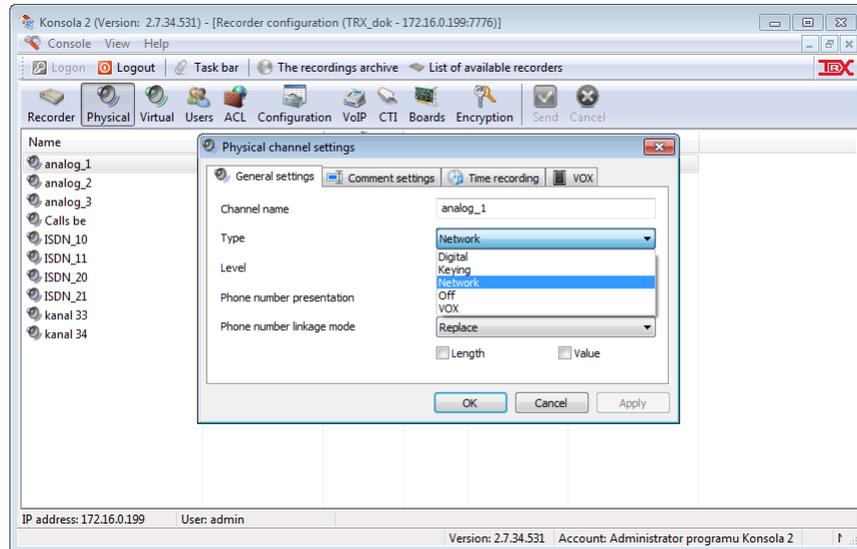
In the *Physical channel settings* window you should set the *Type* parameter as *Network* and approve the change with *Apply* button. After implementing all changes for the required channel and closing the dialog window with the *OK* button, you should send new configuration to the recorder.

Notice: *For every channel of the recorder can be set only one way the decision to start recording. If the channel Type will be set as Network, any call on that channel will be recorded only if you manually trigger recording using the* Pilot *application.*

3.2   Application window appearance

The *Pilot* is being started as default in the minimized mode. To open the program, click on the application button displayed on the Windows taskbar.
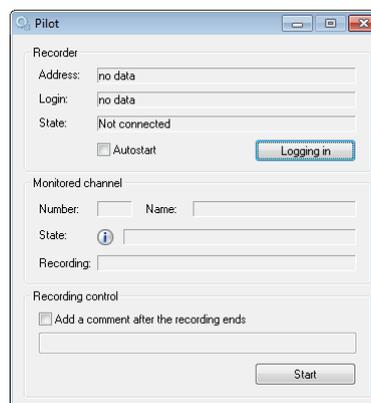
Pilot application has a very simple graphical user interface. Menu, available after clicking on the icon to the left of the name of the program allows, in principle, only to change language applications and check program version.
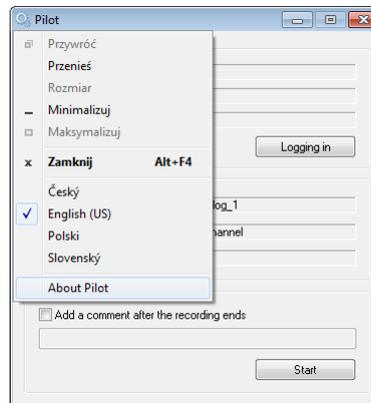
3.3   Connecting to the recorder

In order to establish connection with the chosen recorder, you should click on *Logging in* button. Afterwards (in the *Authorization* window) enter IP address and the authentication data for user account on the selected recorder.
The default administrator login username and password is *admin*.
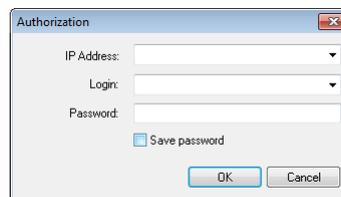
The program automatically saves the data entered IP addresses and usernames, so each time you run the application, these values can be selected from the list.
If you mark *Save password* option, the program will remember the last entered password string.

If in the *Authorization* window has been given invalid data, or if the recorder is not available, *Can not connect* error window appears.
When you try to log on account the user that does not have privileges to monitor at least one channel, *You have no right to control recording on selected channel* error window appears.
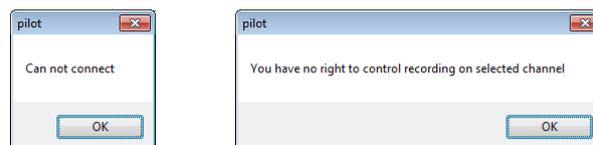
In the case of successfully connection to the recorder, the window with list of all channels available to the user specified during the authorization appears automatically.

Notice: *The window containing the channel list appears after a couple of seconds elapsed.*
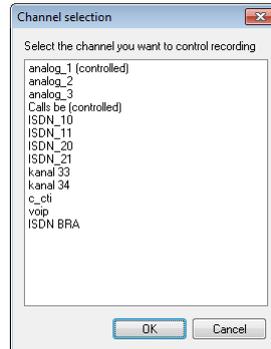
For all channels, for which enabling or disabling recording process is possible, the comment: *(controlled)* is displayed next to their name. The channels without this comment can only be monitored.

By default *admin* account has granted access to all channels of the recorder. Other users' accounts may have (and usually have) limited access.
Channels access right for all users of the recorder is defined in the *Konsola 2* application.
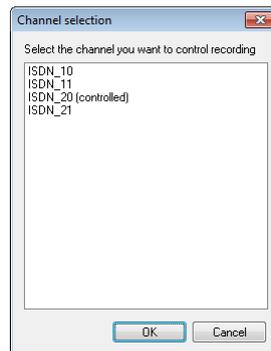
On the list in the *Channel selection* window you should specify one channel, and then click *OK* button.

Depending on whether controlled or no controlled channel was selected, the main *Pilot* window takes a slightly different look (*Recording control* section).
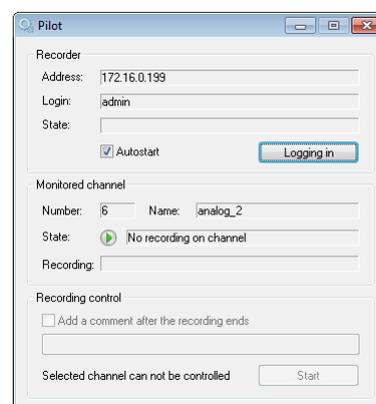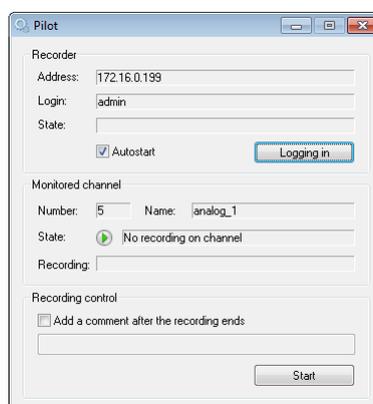
The main application window is divided into three sections:

Recorder:

Address – IP address of the recorder

Login – user account name that you entered during login to the recorder.

Autostart – if this option is selected, the next time you launch this application the program will automatically connect to the recorder, whose IP address is displayed in the *Address* field.

Logging in – the button allows you to connect to the new recorder It is connected with disconnecting the current link, what the *Question* window is announcing
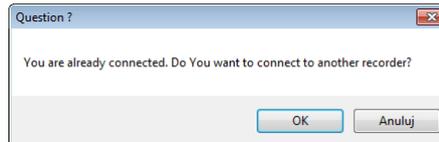
Monitored channel:

Number – number of the selected physical channel.

Name – name of the channel.

State – field and icon that indicates whether a call on given channel is currently recorded.

Recording – additional information about current call (recorded or monitored).

Recording control (active only for controlled channels):

Add a comment after the recording ends – selecting this option allows you to add a comment (up to 39 characters in length) to the current record. This option is available only for controlled channels.

Start – the button enables you to switching recording of the selected channel. For channels that are not controlled the button is inactive, additionally also the Selected channel can not be controlled message is being shown.

3.4   Recording

To trigger call recording on the selected physical channel you should click on the *Start* button.

When you start recording the graphic symbol of the monitored channel (next to *State* field) is changing from ▶ to ⏺ and in field beside the information about lasting recording is being shown.
In *Recording* field the index and current call duration are being shown.

Notice: *Recording can be turned off only by pressing the Stop button. Closing the Pilot application does not interrupt recording on that channel.*

If you close and restart *Pilot* the window of the program has an appearance for the picture below.
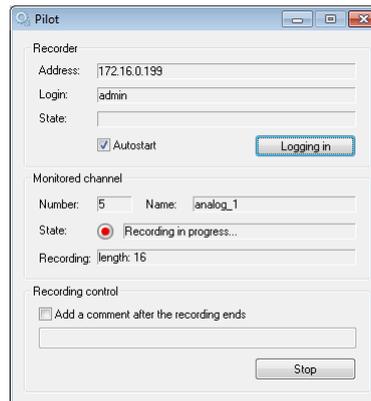
The ⏺ symbol and a message in the *State* field shows information about the recording process for the monitored channel. The *Recording* field doesn't already contain the index number of recording and displays time elapsed since the last start the program.

3.5   Monitoring

As opposed to the recording, the monitoring function can be applied to any (including virtual) selected channel of the recorder. The *Recording control* section in the main window is disabled. In addition the *Selected channel can not be controlled* message is displayed.
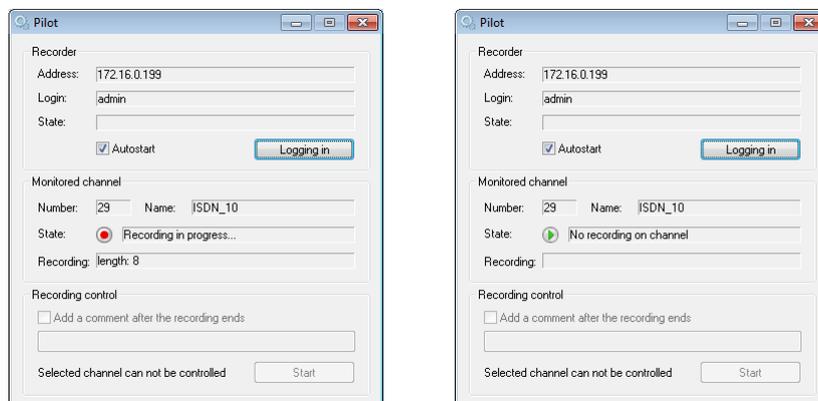
If the monitored channel is recording the ⊙ symbol and the *Recording in progress...* message in the *State* field inform about this process. The *Recording* field displays time elapsed since the start the program.

Otherwise the ▶ symbol and the *Selected channel can not be controlled* message is displayed.

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