



Telephony Web Services

# TWS Recorder v 3.1

## User Guide



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## Online documentation

You can access online documentation by clicking on the  icon on the **TWS Caller** sidebar, then by choosing the *Documentation option*.

## Document control

**Current version 1.3**  
Previous version 1.2

**TWS Recorder v3.1 User Guide**  
TWS Recorder v3.1 User Guide

**15 Jul 2009**  
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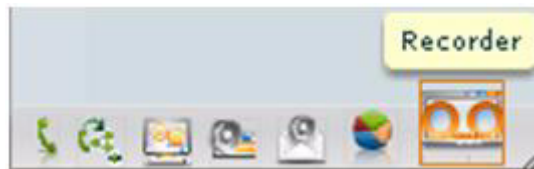
# 1. Overview

**TWS Recorder** is an application which allows you to record and listen to your phone conversations. **TWS Recorder** requires TWS Caller to be up and running. Please refer to TWS Caller documentation prior to reading this document.

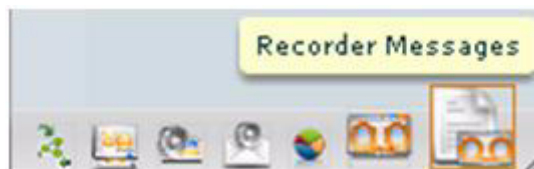
There are two recording modes:

- Automatic recording: all user’s conversations are recorded. This recording mode is configured by the TWS Administrator (See **TWS Recorder** configuration documentation).
- Manual recording: the user records " manually " the conversation upon request. This recording mode is described in this document.

To open the **TWS Recorder** interface from TWS Caller, click on the relevant icon (below) in the application bar located at the bottom of the sidebar.

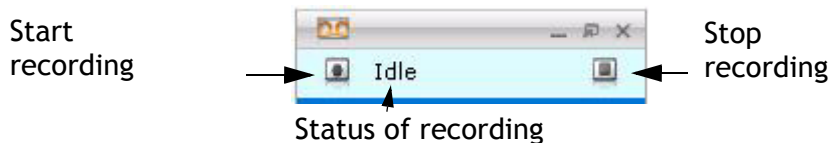


For both recording modes, the user will be able to consult his private recoded conversations through a web page, accessible from TWS Caller. To open **TWS Recorder Messages** interface, click on the icon below in the application bar locate at the bottom of the sidebar.

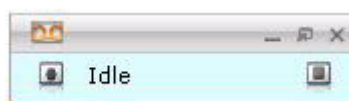


# 2. Recording

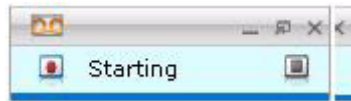
The **TWS Recorder** interface is presented as below:



Once the user is online with his correspondent, the recording button becomes active:

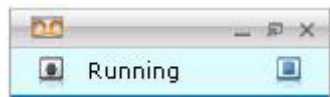


The user can then start recording by clicking on the "Start recording" button:



When the user starts recording, the status of recording becomes " Starting " for a small time lapse, in order to connect the conversation with the recording resource.

When the recording is active, the status of recording becomes "running".



To stop recording, click on the "stop recording" button. The interface returns to its initial state, then the recording is sent to the user's e-mail address (as defined by your administrator in **TWS Recorder** administration) as a message with the following format:

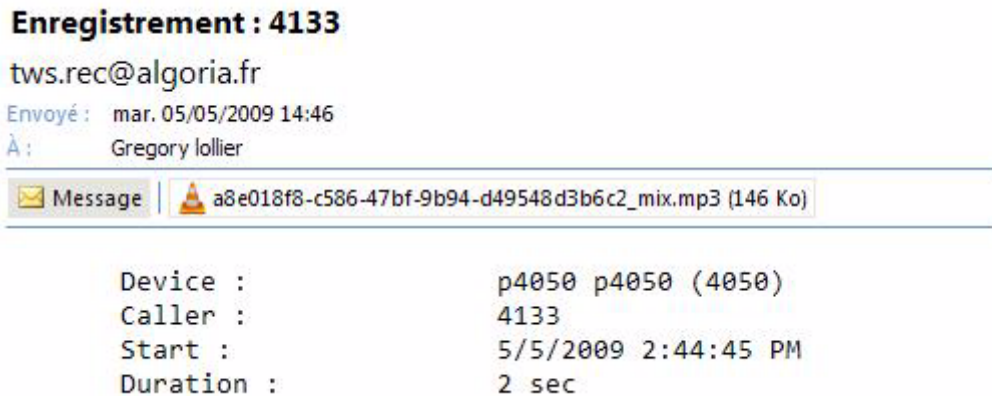
- Attached .mp3/.wav/.spx file containing the recording,
- Device which performed the recording,
- The recorded correspondent,
- Start date and time of recording,
- Recording duration.

### 3. Reading messages

Users recordings are accessible either through mail box or through the **TWS Recorder Messages** interface.

### 3.1. Reading messages from an email box

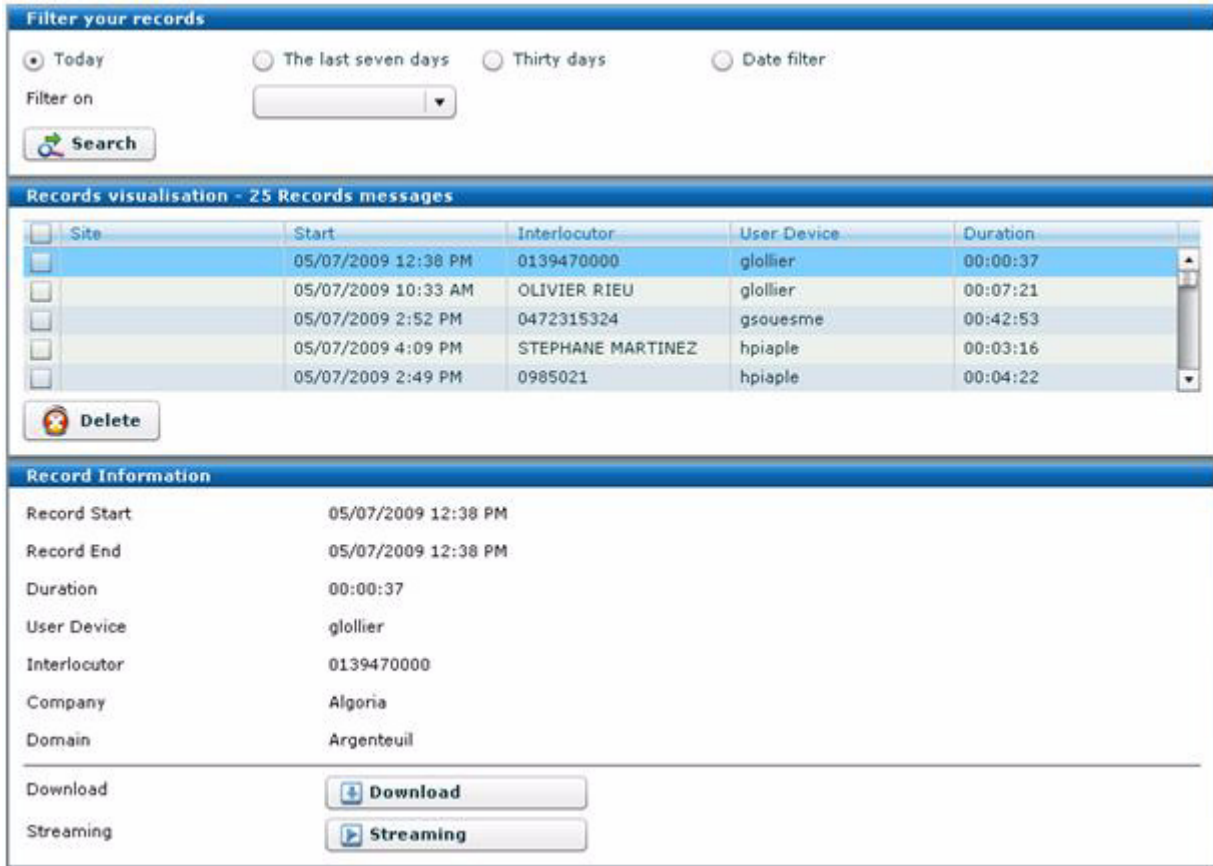
You can access to your recordings messages via your messaging system (Ms Outlook, Lotus Notes, ...). The message sent by **TWS Recorder** is presented as below:



In order to read the recording, you need to open the .mp3/.wav/.spx file attached, by double clicking on the attachment. The message is read by the software installed on your computer (e.g. Windows Media Player, VLC, Winamp, ...).

### 3.2. Reading messages from Recorder Messages interface

TWS Recorder Messages interface is presented as below:



The screenshot shows the 'Filter your records' section with radio buttons for 'Today', 'The last seven days', 'Thirty days', and 'Date filter'. Below is a 'Records visualisation - 25 Records messages' table:

Site	Start	Interlocutor	User Device	Duration
<input type="checkbox"/>	05/07/2009 12:38 PM	0139470000	glollier	00:00:37
<input type="checkbox"/>	05/07/2009 10:33 AM	OLIVIER RIEU	glollier	00:07:21
<input type="checkbox"/>	05/07/2009 2:52 PM	0472315324	gsouesme	00:42:53
<input type="checkbox"/>	05/07/2009 4:09 PM	STEPHANE MARTINEZ	hpiaple	00:03:16
<input type="checkbox"/>	05/07/2009 2:49 PM	0985021	hpiaple	00:04:22

Below the table is a 'Delete' button. The 'Record Information' section shows details for the selected record:

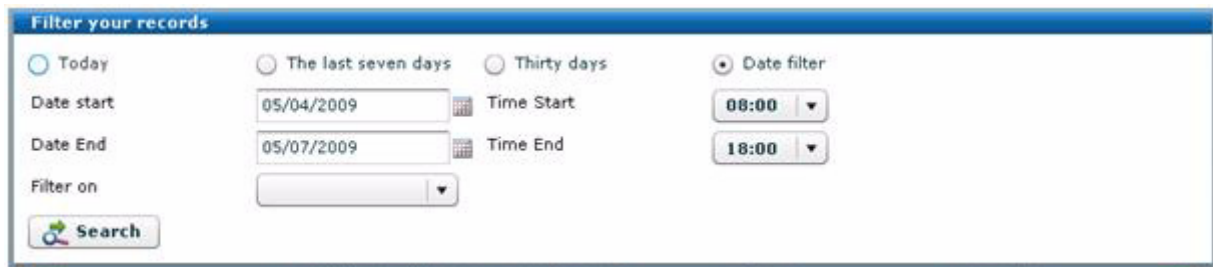
- Record Start: 05/07/2009 12:38 PM
- Record End: 05/07/2009 12:38 PM
- Duration: 00:00:37
- User Device: glollier
- Interlocutor: 0139470000
- Company: Algoria
- Domain: Argenteuil

At the bottom, there are 'Download' and 'Streaming' buttons.

#### 3.2.1. Filtering recordings

You can filter recordings by date, by user’s name or number, or correspondent’s name or number.

TWS Recorder messages interface facilitates search by date through default filters for the current day, week or month. Nevertheless, you can manage your own filters by selecting " Filter by date ". In this case, two additional lines appear in the filtering window (below), allowing you to choose start and end date/time. In the example below, search will be performed from the 04/05/2009 at 08am, to the 07/05/2009 at 6pm.



The screenshot shows the 'Filter your records' section with the 'Date filter' radio button selected. It includes fields for 'Date start' (05/04/2009), 'Time Start' (08:00), 'Date End' (05/07/2009), and 'Time End' (18:00). There is also a 'Filter on' dropdown menu and a 'Search' button.

TWS Recorder Messages allows to add 4 additional filters:

- User’s device
- User’s name
- Remote device
- Interlocutor’s name



The user is the one recording the conversation, the interlocutor is the other correspondent recorded.

When you select the filter " User name ", a drop down list box appears (as below) containing the name of all users whom you can consult recordings (configured in TWS administration).



For other filters, a field appears, enabling to enter the relevant filter criteria next to the one selected (as below).



### 3.2.2. Viewing Messages

The central window of the TWS Recorder Messages application allows to view the search results (as below).

Records visualisation - 931 Records messages

<input type="checkbox"/>	Site	Start	Interlocutor	User Device	Duration
<input type="checkbox"/>		04/16/2009 7:25 PM	Num Hector	hpiaple	00:00:23
<input type="checkbox"/>		04/17/2009 12:00 PM	Num Hector	hpiaple	00:00:04
<input type="checkbox"/>		04/17/2009 12:18 PM	Num Hector	hpiaple	00:00:12
<input type="checkbox"/>		04/17/2009 12:49 PM	Num Hector	hpiaple	00:00:07
<input type="checkbox"/>		04/17/2009 12:49 PM	Num Hector	hpiaple	00:00:07
<input type="checkbox"/>		04/17/2009 12:52 PM	Num Hector	hpiaple	00:00:07
<input type="checkbox"/>		04/17/2009 12:52 PM	Num Hector	hpiaple	00:00:07
<input type="checkbox"/>		04/17/2009 1:01 PM	Grégory LOLLIER	hpiaple	00:00:13
<input type="checkbox"/>		04/17/2009 1:01 PM	Grégory LOLLIER	hpiaple	00:00:13

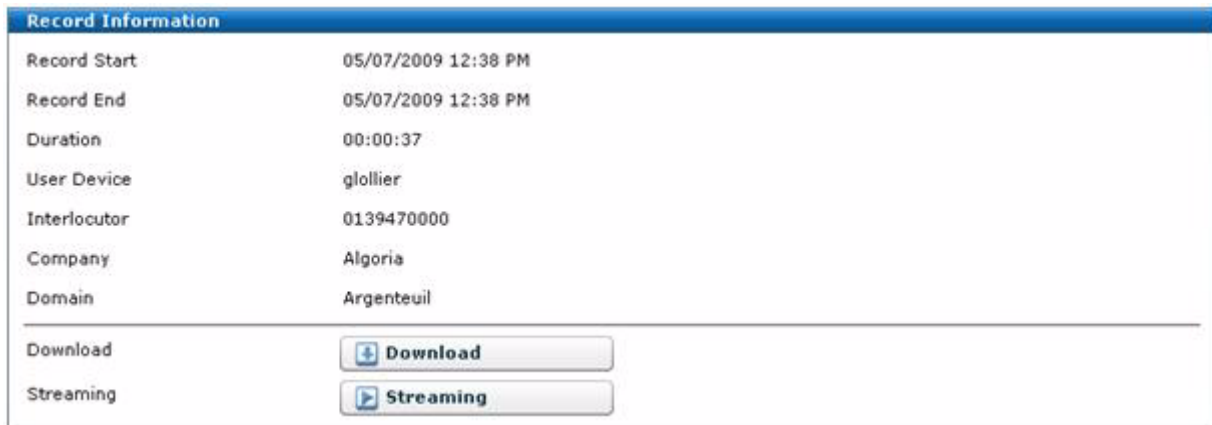
Delete

You can sort messages by column (site, start of recording, interlocutor, user’s device, duration).

In order to delete one or many messages, you can mark a line by clicking in the box in front of it, then click on "Delete". If you click on the box on the top left corner of the list window, you can select (or deselect) all messages.

### 3.2.3. Recording Information

When you click on a line in the list of messages, the message information is displayed in the bottom window of the **TWS Recorder Messages** application (as below).



From this window, you can download and listen to the recorded conversation in streaming mode.

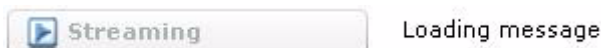
**Downloading a recording:** To download a message, you need to click on the "Download" button. A window opens to allow to choose the directory where the message will be downloaded on your computer. The file format has to be configured in the TWS administration by the TWS administrator. Three possible choices: ".mp3", ".wav", ".spx".

**Listening to a recording in streaming mode:** To Listen to the recording on your computer, click on the «"Streaming" button.

If the file is an ".mp3" format, it will be converted by the TWS server. During the file conversion, the button becomes inactive and a text message is displayed (as below).



When converted, the file is uploaded in the Flash reader (as below).



When loading is finished, the reading of the message can start. A button "Stop" appears beside the "Streaming" button, allowing you to stop the reading at any time (as below).



When reading is finished, the " Streaming " button becomes active again and a text message informs you that the listening has ended during two seconds (as below).



In case of error during the conversion or loading phase, the text message will inform you of the relevant problem (as below).

