



# **Oscm 400**

## **Digital Information Recorder**

### **User Manual**

Win 98 - Version 4.20  
Win 2000 - Version 5.20

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## **Copyright**

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## **Unpack**

Unpack the equipment and examine it thoroughly to ascertain whether any damage has occurred in transit. Report immediately any such damage to the distributor, agent or manufacturer. Retain the packing, should a return to manufacturer be necessary.

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All goods manufactured by the Company are guaranteed to the extent hereafter mentioned against defects arising from faulty material or workmanship subject to the goods not having suffered maltreatment or interference. The Company's liability under this guarantee is limited to replacing any part or parts found defective within a period as laid down in Company instructions after the date of delivery or installation.

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We have taken every care in the preparation of this manual. If there are any inaccuracies, ambiguities or omissions, Oscar Communications Pty. Ltd. and its consultants and distributors cannot accept responsibility for any loss or damage these errors may cause.

## Safety Measures

This instruction manual contains certain **WARNING** and **CAUTION** notices which must be followed by the user to ensure safe operation and to retain the equipment in a **SAFE** condition.

All users of the equipment described in this manual **MUST** have received adequate training in its use and application in order to ensure **SAFE AND PROPER USE**.

Any adjustment, maintenance or repair of the opened apparatus under voltage shall be carried out only by a skilled person who is **AWARE OF THE HAZARD INVOLVED**.

## Replacement of Parts

The replacement of parts must be with identical parts. In particular, fuses should only be replaced by items of the same type and rating.

To the best of our knowledge the recorder does not contain any materials which are toxic or otherwise injurious to health in the course of normal operation or maintenance.

In addition to the above you must ensure that you comply with all local Health and Safety Regulations and meet any legal obligations arising from the use of this recorder.

## Siting

Note that the Oscom 400 Digital Communications Recorder is not waterproof. Splashes on the front of the recorder are likely to enter the tape drives and damage them. The recorder should not be sited where it is likely to be splashed.

Do not place the recorder in an excessively dusty or dirty environment. The tape drive contains high precision mechanical components which may become damaged or worn in such an environment.

The recorder has internal cooling fans. Air inlets and outlets must not be obstructed. The recorder must not be operated in ambient temperatures in excess of 45°C.

The recorder has not been tested for RFI and hence is not claimed to meet FCC limits. However the metal box construction of the recorder and the enclosure of the recorder in a metal rack (when mounted) is expected to contain any internally generated RFI and protect the recorder against external RFI.

Ensure the recorder is always operated within the limits of the technical specifications given in Appendix A of this manual.

### Unpacking

The Oscom 400 Digital Communications Recorder is normally supplied assembled and ready for use (except for external connections and connection of the monitor, keyboard and mouse). Once unpacked, keep the original packing materials for further transit. If the recorder is to be returned to the manufacturer because it was damaged in transit, it must be returned in the original packing.

### Desk Top or Rack Mounting (Oscom 400)

Physical installation should be such that the recorder is secure and safe. It is the responsibility of the user to ensure that it does not pose a hazard by virtue of its physical location or means of attachment. The recorder is designed to be mounted in either a 19 inch rack or on a desk top. If mounted in a rack it should be supported by a rack tray.

Care must be taken to ensure that the system is not subject to the ingress of moisture or dust. This will reduce the life of the system and in particular the tape drives.

### Making the Connections

#### Mains Power Connection

The power connector is a 3 pin IEC plug. The recorder can accept one of two supplies.

110V (+/-10) 60Hz AC or 230V (+/-10) 50Hz AC

The rear panel contains a voltage selector switch labelled 110/230. It is important that the switch is in the correct position for the supply.

#### Voice Channel Connections

The voice channel connectors are located on the rear panel of the line cards. Connections are made via the RJ12 connectors. Each voice card allows for four voice channels. The connector pinout is as shown in Table 2.2.

For each channel on a card, inputs A and B are connected to an isolating transformer with a blocking capacitor. The polarity of the signal being recorded is not important, even if it is a telephone line.

PIN	FUNCTION
1	NC
2	NC
3	A Input
4	B Input
5	NC
6	NC

Table 2.1 Voice Channel Pin Allocations

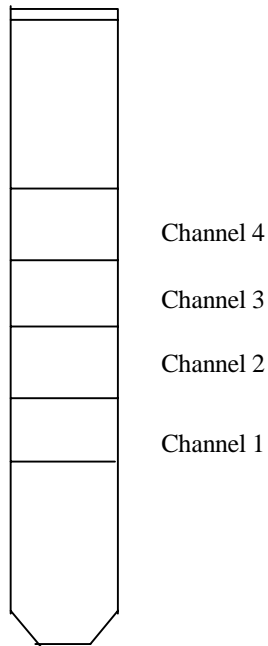


Fig.1 – Line Card Channel connections

**Special Note:**

**“Telecommunications network voltage exist inside the voice logger. The line connection must be disconnected before removing the cover (lid) and reconnected only after the cover (lid) is replaced.”**

**Oscom400** is a program to convert your computer or network of computers into multi-channel telephone/wireless communication recorder(s) by the simple addition of voice interface cards.

**Oscom400** is the recording application. It operates in background mode under Windows 95, 98, NT4 or Win 2000 and does not affect the normal operation of your computer. You can continue to use your normal word-processor/spreadsheet etc. Call Manager will not affect them. On a typical computer, with (say) a 10 Gbyte hard disc, Call Manager will keep a record of (typically) the last month's calls. A permanent archive of your calls can be made by adding a tape backup system such as Novastor Backup. This is normally supplied with the **Oscom400** and can be configured to backup all new calls on a daily basis.

The following explain the various menus of the Oscom 400. More detailed explanations on the use of each function is contained in the following chapter.

### File menu commands

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- |                     |   |
|---------------------|---|
| <b>Tag Call</b>     | Displays a dialog box for marking a call with a tag colour. This sets a tag mark to appear next to the call in the list. The call is not affected in any other way. You can tag any call in any window. You can also add comments of up to 100 characters. A call will remain tagged and commented even on tape, and its tag mark and comment will always appear. Use this facility to make searching for calls easier. |
| <b>Play Call</b>    | Opens a Replay Window for replaying the selected call.  |
| <b>Save Call</b>    | Saves a call by copying it to a subdirectory called "Saved". You can view the Saved calls by means of the View Menu. Saved calls are not automatically deleted by Call Manager; you must delete them manually when you no longer require them.  |
| <b>Delete Call</b>  | Deletes a saved call from the Saved directory. You can only use this command to delete calls that have previously been saved  |
| <b>Convert Call</b> | Converts a call from the Oscar format (.CPX) into the Windows waveform format (.WAV). The call can now be replayed by any multimedia computer. By default, the converted files are played in the <b>WAVE</b> subdirectory.  |
| <b>Properties</b>   | Displays the call file details, such as the version of Oscom400 used to record it and the type of compression used.   |
| <b>Convert List</b> | Converts the active call list into either a .CSV file that can be read directly into a spreadsheet or a formatted .TXT file that can be read directly into a word processor.  |
| <b>Print</b>        | Use this command to print a Call List. This command presents a Print dialog box, where you may specify the print parameters.  |

- Print Preview** Use this command to display the active Call List as it will appear when printed. When you choose this command, the main window will be replaced with a print preview window in which one or two pages will be displayed in their printed format. The print preview toolbar offers you options to view either one or two pages at a time; move back and forth through the document; zoom in and out of pages; and initiate a print job.
- Print Setup** Use this command to select a printer and a printer connection. This command presents a Print Setup dialog box, where you specify the printer and its connection.
- Exit** Use this command to end your **Oscom400** session. You can also use the Close command on the application Control menu. Call Manager will terminate any recording currently in progress.

### View menu commands

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- New Local Call List** Use this command to open a new call list window of calls on the local computer. The Filter Calls Dialog is displayed, allowing you to display only the calls in which you are interested.
- New Network Call List** Use this command to open a new call list window of calls on another computer on the network. The Select Directory dialog is displayed, allowing you to select the computer. Then the Filter Calls Dialog is displayed, allowing you to display only the calls in which you are interested.
- New Saved Call List** Use this command to open a new call list window of Saved calls on the local computer. The Filter Calls Dialog is displayed, allowing you to display only the calls in which you are interested.
- Toolbar** Use this command to display and hide the Toolbar, which includes buttons for some of the most common commands in **Oscom400**, such as File Open. A check mark appears next to the menu item when the Toolbar is displayed. See Toolbar further on for help on using the toolbar.
- Status Bar** Use this command to display and hide the Status Bar, which describes the action to be executed by the selected menu item or depressed toolbar button, and keyboard latch state. A check mark appears next to the menu item when the Status Bar is displayed. See Status Bar for help on using the status bar.

## Setup menu commands

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**Local Call Manager** Configures the Call Manager on the local computer.

**Supervisor Password** Change the Supervisor access password.

## Window menu commands

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**Cascade** Use this command to arrange multiple opened windows in an overlapped fashion.

**Tile Horizontally** Use this command to vertically arrange multiple opened windows one above the other.

**Tile Vertically** Use this command to arrange multiple opened windows one beside the other.

**Arrange Icons** Use this command to arrange the icons for minimised windows at the bottom of the main window. If there is an open call list window at the bottom of the main window, then some or all of the icons may not be visible because they will be underneath this call list window.

**1, 2...** **Oscom400** displays a list of currently open document windows at the bottom of the Window menu. A check mark appears in front of the document name of the active window. Choose a document from this list to make its window active.

## Help menu commands

---

**Help Topics** Use this command to display the opening screen of Help. From the opening screen, you can jump to step-by-step instructions for using **Oscom400** and various types of reference information. Once you open Help, you can click the Contents button whenever you want to return to the opening screen.

**About** Use this command to display the copyright notice and version number of your copy of the **Oscom400** application.

## Using Help command (Help menu)

Use this command for instructions about using Help.

## Context Help command

Use the Context Help command to obtain help on some portion of **Oscom400**. When you choose the Toolbar's Context Help button, the mouse pointer will change to an arrow and question mark. Then click somewhere in the **Oscom400** window, such as another Toolbar button. The Help topic will be shown for the item you clicked.

## Shortcut

Keys: SHIFT+F1

## Toolbar

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The toolbar is displayed across the top of the application window, below the menu bar. The toolbar provides quick mouse access to many tools used in **Oscom400**,

To hide or display the Toolbar, choose Toolbar from the View menu (ALT, V, T).

Add or remove toolbar buttons from the list below according to which ones your application offers.

Click	To
-------	----

	View/New Local Call List
--	--------------------------

	View/New Network Call List
--	----------------------------

	File/Tag Call
--	---------------

	File/Play Call
--	----------------

	File/Print
--	------------

## Status Bar

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The status bar is displayed at the bottom of the **Oscom400** window. To display or hide the status bar, use the Status Bar command in the View menu.

The left area of the status bar describes actions of menu items as you use the arrow keys to navigate through menus. This area similarly shows messages that describe the actions of toolbar buttons as you depress them, before releasing them. If after viewing the description of the toolbar button command you wish not to execute the command, then release the mouse button while the pointer is off the toolbar button.

The right area of the status bar contains a progress indicator. This shows the progress of any Save Call or Convert Call operations.

The extreme right areas of the status bar indicate which of the following keys are latched down:

<b>Indicator</b>	<b>Description</b>
CAP	The Caps Lock key is latched down.
NUM	The Num Lock key is latched down.

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## **Title Bar**

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Show your application's title bar here.

The title bar is located along the top of a window. It contains the name of the application and document.

To move the window, drag the title bar. Note: You can also move dialog boxes by dragging their title bars.

A title bar may contain the following elements:

- Application Control-menu button
- Document Control-menu button
- Maximise button
- Minimise button
- Name of the application
- Name of the document
- Restore button

---

## **Scroll bars**

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Displayed at the right and bottom edges of the document window. The scroll boxes inside the scroll bars indicate your vertical and horizontal location in the document. You can use the mouse to scroll to other parts of the document.

Describe the actions of the various parts of the scrollbar, according to how they behave in your application.

### **Size command (System menu)**

Use this command to display a four-headed arrow so you can size the active window with the arrow keys.

After the pointer changes to the four-headed arrow:

1. Press one of the DIRECTION keys (left, right, up, or down arrow key) to move the pointer to the border you want to move.
2. Press a DIRECTION key to move the border.
3. Press ENTER when the window is the size you want.

Note: This command is unavailable if you maximise the window.

### Shortcut

Mouse: Drag the size bars at the corners or edges of the window.

### Move command (Control menu)

Use this command to display a four-headed arrow so you can move the active window or dialog box with the arrow keys.

Note: This command is unavailable if you maximise the window.

### Shortcut

Keys: CTRL+F7

### Minimise command (application Control menu)

Use this command to reduce the **Oscom400** window to an icon.

### Shortcut

Mouse: Click the minimise icon on the title bar.

Keys: ALT+F9

### Maximise command (System menu)

Use this command to enlarge the active window to fill the available space.

### Shortcut

Mouse: Click the maximise icon on the title bar; or double-click the title bar.

Keys: CTRL+F10 enlarges a document window.

### Next Window command (document Control menu)

Use this command to switch to the next open document window. **Oscom400** determines which window is next according to the order in which you opened the windows.

### Shortcut

Keys: CTRL+F6

## **Previous Window command (document Control menu)**

Use this command to switch to the previous open document window. **Oscom400** determines which window is previous according to the order in which you opened the windows.

### **Shortcut**

Keys:      SHIFT+CTRL+F6

## **Close command (Control menus)**

Use this command to close the active window or dialog box.

Double-clicking a Control-menu box is the same as choosing the Close command.

Note: If you have multiple windows open for a single document, the Close command on the document Control menu closes only one window at a time. You can close all windows at once with the Close command on the File menu.

### **Shortcuts**

Keys:      CTRL+F4 closes a document window  
            ALT+F4 closes the window or dialog box

## **Restore command (Control menu)**

Use this command to return the active window to its size and position before you chose the Maximise or Minimise command.

## **Switch to command (application Control menu)**

Use this command to display a list of all open applications. Use this "Task List" to switch to or close an application on the list.

### **Shortcut**

Keys:      CTRL+ESC

## **Dialog Box Options**

When you choose the Switch To command, you will be presented with a dialog box with the following options:

### **Task List**

Select the application you want to switch to or close.

### **Switch To**

Makes the selected application active.

### **End Task**

Closes the selected application.

## Cancel

Closes the Task List box.

## Cascade

Arranges open applications so they overlap and you can see each title bar. This option does not affect applications reduced to icons.

## Tile

Arranges open applications into windows that do not overlap. This option does not affect applications reduced to icons.

## Arrange Icons

Arranges the icons of all minimised applications across the bottom of the screen.

## The Call List Window

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The Call Lists show all the calls in a particular directory on the **Oscom400**. Each **Oscom400** has two standard directories, **CALLS** (where the Local Call Manager places newly recorded calls) and **SAVED** (where any saved calls are placed). Other directories may be added as you require. **Oscom400** can also display Call Lists for other computers on the network if you have Supervisor access.

Using the Call List, you can Replay, or Tag a call to help identify it, **Save** a call to the SAVED directory, or **Delete** a Saved Call. You can also **Convert** a call from the Oscar .CPX to the Windows .WAV format. You can also convert the entire call list into a file suitable for inclusion in a spreadsheet or word processor.

With all these functions you can select multiple calls to operate on simultaneously,

To Load a call ready for replay, either: select the **File/Play Call** menu, press the Play Call Toolbar button, or double-click on the call itself.

To Tag a call, either: select the **File/Tag Call** menu or press the Tag Call Toolbar button.

To Save a call, either: select the **File/Save Call** menu. You cannot save a call that is already in the SAVED directory.

To Delete a call, either: select the **File/Delete Call** menu. You can only delete a call that is in the SAVED directory.

Each Call List has the same layout. The column widths are adjustable to view or hide different fields.

Call Number	This is a unique number (for each Call Manager) that is used to create the call filename. It can be used to identify a particular call.
Channel Number	This is the channel (on each Call Manager) on which the call was recorded.
Date	The date on which the call was recorded.
Time	The time when the call started.
Duration	The length of the call.
Dialled Digits	The number that was dialled during the call. This field is only shown for outgoing calls. At this time, incoming calls cannot show the dialling number (CLI).
Comment	A note that you can add to help identify the call. The comment can be up to 100 characters. To add a comment, use the <u>Tag</u> . Menu command

### The Replay Window

---

This window is shown when you double-click on a call, or select the **File/Play Call** menu or the **Play Call** toolbar button. The window shows the start and end times of the call. The grey slider bar represents the call itself. Click on the Play button bar to start replay. Click on the Stop button to stop replay. The bar contains a progress indicator to show you how far through the call you are, and the actual time being replayed is displayed on the button bar.

Replay can continue even while other applications are running. You can, for example, use **Oscom400** to replay a call and a word processor to transcribe it simultaneously.

You can open as many replay windows as you wish, the window which is selected as the active window will be the one which performs the replay.

### Call Manager Window

---

**Call Manager** is a separate application running **Oscom400**. Call Manager normally runs as a minimised icon but may be expanded to a window showing the progress of each call.

Any **Oscom400** on the network can access calls recorded on all computers on the network, provided the Supervisor Password is given and presuming the network configuration allows it. Call Manager can be configured using the **Setup/Call Manager** menu

The Call Manager window shows information about the recorded calls. These are stores in the Calls subdirectory.

**Next Call** This is the number that will be assigned to the next call that is recorded.

**Total Call Data** This is the total size of all the call files in the Calls subdirectory. The maximum disc space set aside for call files can be set in the Call Manager configuration.

**Recording Timer** This shows if recording is enabled or disabled by the record Timers. In addition, the Call Manager window shows a line for each of the channels. If a call is in progress its status is displayed in blue. If the line is idle it is shown blank.

Call Manager cannot record your calls for ever without filling up your disc. Eventually it must start deleting the oldest call as it records new ones. Once per minute, Call Manager checks to see if the total size of all call files exceed the value you entered in the **Setup/Call Manager** dialog box. If so, the oldest call is deleted.

Call Manager cannot record an “infinitely“ long call; the file would never be completed. Because of this, Call Manager checks once per minute to see if any call currently in progress is longer than the value you entered in the **Setup/Call Manager** dialog box. If so, the call is ended and a new call immediately started. No data is lost during this operation.

Call Manager also allows us to listen to calls in real time. Real Time Monitoring can be carried out by pressing on the button next to the channel the user wishes to listen to. Please note there is about a one (1) second delay between the actual speech and the output from the speaker.

### Tag Call Dialog Box

---

This dialog allows you to mark a call with a tag colour which will appear next to the call in the Call List Window. You may also add a comment of up to 100 characters. The call is not affected in any other way. You can assign a tag colour and comment to any call in any window. A call will remain tagged and commented even on tape, and its tag mark and comment will always appear.

The comment may contain carriage returns and line feeds. These will be displayed as entered in the Comment box but will appear as a single line in the Call List window.

**Tag Colour** Select the tag colour to assign to the call.

**Comment** Add a comment (100 chars max).

### Filter Calls Dialog Box

---

This dialog box is displayed in response to a **View** menu command. You are about to view a list of calls contained in a directory. The list may be very large and you might prefer to filter it to only show calls in which you are interested. This dialog allows to select particular call parameters and display only those calls that match.

- Date** If the **Show Calls with any date** button is selected, no date filtering will be performed. If the **Show only Calls Made On** button is selected, only calls with dates matching the filter will be displayed. You must enter the date in the format dd mon yy. E.g. **11 May 97**. The **Today** and **Yesterday** buttons are shortcuts to the current and previous dates respectively.
- Show Calls on Channel** Check a box for each channel you wish to show. Unless you have supervisor access rights you will only be able to display those channels whose password matches the one given when **Oscom400** was opened. Remember to have at least one box checked or no calls at all will be displayed!
- Dialled / Dialling numbers** If the **Show Calls with Any Number** button is selected, no filtering on dialled or dialling number will be performed. If the **Show only Calls made to/from** button is selected, only those calls whose dialled or dialling number matches the filter will be displayed. At the current time **Oscom400** does not support dialling number filtering, only dialled.
- Show Calls with Tag** Show only those calls whose Tag value matches any of those colours checked. The **All** button is a shortcut to show calls with any tag colour.
- Set Default Values** Restore all the dialog default values for all parameters.

### Call Manager Setup System

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See also Setup Channels and Setup Timers

- VOX Run-On** Defines the length of time after activity ceases before the call is declared ended. A shorter Run-on decreases the chance of consecutive calls being concatenated; a longer Run-on decreases the chance of a call being split into two if you stop talking. The best compromise must be found by experience.
- Min Call Length** This will delete a call if it's shorter than the specified duration. This is very useful for lines with glitches when using Line Sense mode. Setting Min Call Length to 1 effectively disables it.
- Max Call Length** This will split a call if it gets longer than the specified amount. No data is lost. This is necessary because when working with disc files it is fundamental that they are of finite length.

**Max Call Data** This defines how much call data is accumulated before the oldest calls get deleted. Once per minute, the program checks to see if the total size of all calls exceeds Max Call Data **OR** the disc has less than 20 Mbytes available. If so, the oldest call is deleted.

**Warning Bleep** This controls the generation of the warning bleep every 15 seconds during recording. Usually it **is** legal to disable this **unless** notices are displayed warning users that calls may be recorded and similar notification is made to incoming callers (e.g. by means of publicity literature). If in doubt you **must** consult your telecoms authority.

### Call Manager Setup Channel

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See also Setup System and Setup Timers

**Channel Name** This is a name which can be shown in the lists of calls and is embedded within each call file.

**Recording Mode** This sets the condition that triggers the start and end of each call. Three types of VOX mode are available. **Quiet** uses a VOX threshold of -40 dBm. **Medium** uses a VOX threshold of -25 dBm. **Loud** uses a VOX threshold of -15 dBm. A call starts when activity exceeds the threshold and is ends VOX Run-on seconds after activity ceases.

**Compression** Calls are compressed before being written to disc to conserve space. 1:1 gives standard toll quality and generates 28.8 Mbytes per hour of call. 2:1 gives equally good quality but generates 14.4 Mbytes per hour of call. 4:1 gives slightly degraded quality but uses up only 7.2 Mbytes of your disc per hour of call.

**Password** This is the password which will be used to allow access to calls made on this channel. It is also embedded within each call file. If you login using this password you will only have access to calls made on this channel.

### VOX Voice Operated Switch

A mechanism for determining the start and end of a call by detecting voice activity on the telephone line. The call is declared **Started** if 10 ms of activity that exceeds the VOX threshold is detected and declared **Ended** when no activity has been detected for the VOX Run-On period.

### VOX Threshold

The power level which defines the threshold of voice activity. If the mean power level on the line exceeds the VOX Threshold for 10 ms, then activity is declared to exist, if not, silence is declared.

### **2 : 1 Compression**

The recorded data is compressed to half size before being recorded. The equivalent data rate is 32 kbits/sec

### **4 : 1 Compression**

The recorded data is compressed to quarter size before being recorded. The equivalent data rate is 16 kbits/sec - (NOT OPERATIONAL).

## Call Manager Setup Record Timers

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See also Setup System and Setup Channels

**Record Timers** The timers define 2 daily periods where Call Manager recording can be enabled or disabled. If the **Record Always** button is selected, recording is always enabled. If the **Record Using Timers** button is selected, recording is Enabled between the Start 1 and the End 1 period, and also between the Start 2 and the End 2 period. Recording is Disabled at all other times. The times entered into the timer boxes must be in the format **HH:MM** and must be in sequential order.

## Passwords

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**Oscom400** is protected from unauthorised access by passwords. When **Oscom400** is started you are prompted for a password. The password you enter will define the level of access that you are allowed.

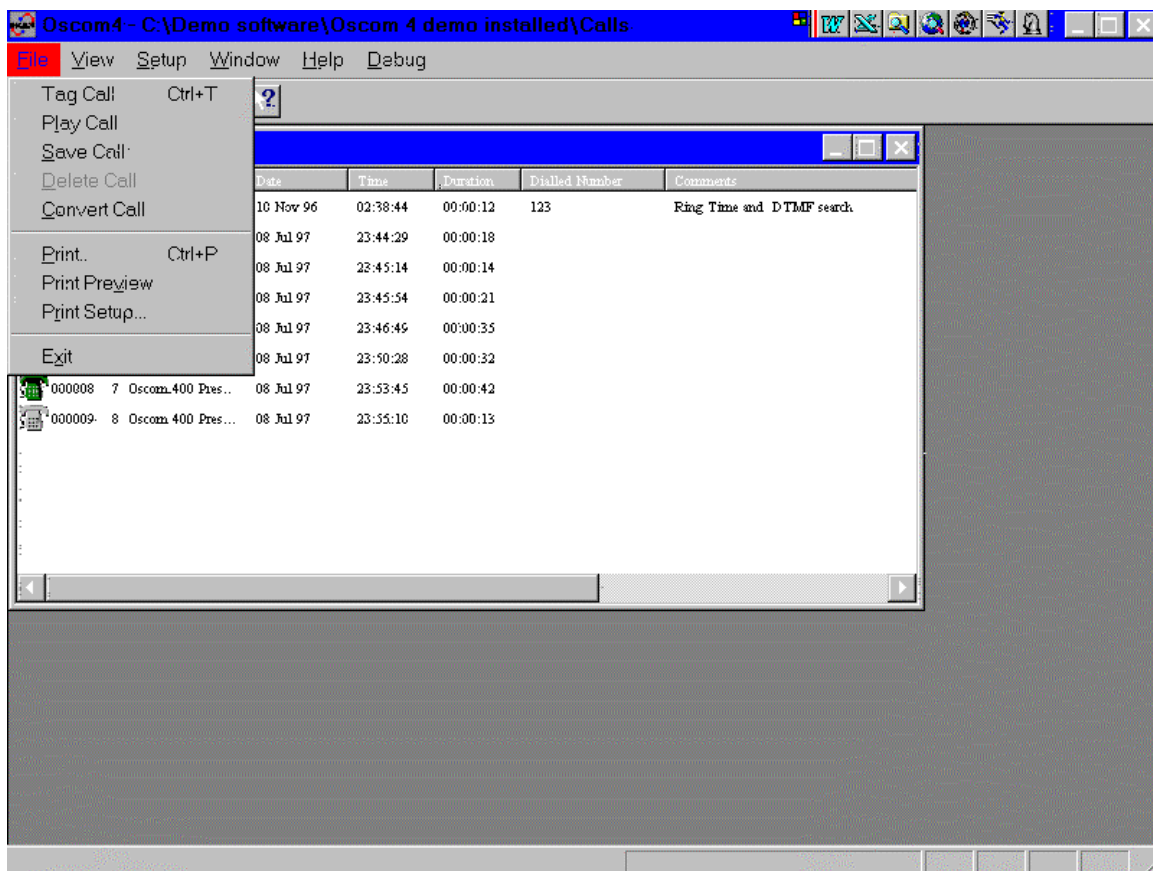
There are 2 levels of access.

**Channel Passwords** Entry of a **Channel Password** allows you to view and replay all calls recorded by the Local Call Manager on the channel whose password you entered. You can have access to more than one channel by setting the passwords for those channels to the same value. If you enter a Channel Password, the **File/View Network Calls** menu and the **Setup/Call Manager** menu are disabled. The Channel Passwords can only be changed by first logging in with the Supervisor Password, selecting the **Setup/Call Manager** menu, and then pressing the **Setup Channels** button.

**Supervisor Password** Entry of the **Supervisor Password** allows you access to all channels on all Call Managers on the network, both Local and Remote. You can also configure all of the Call Managers. The Supervisor Password is set using the **File/Password** menu. You must enter the existing password before you can change to a new one.

**File Menu**

The following is a breakdown of the functions within the File Menu.



**Tag Call-** Displays a dialog box for marking a call with a tag colour. This sets a tag mark to appear next to a call in the list. The call is not effected in any other way. A call will remain tagged and commented even on tape, and its tag mark and comment will always appear.

**Play Call-** Opens a replay menu for replaying selected call.

**Save call-** Saves call by copying it to a subdirectory called “Saved”. You can view saved calls by means of the View Menu. Saved calls are not deleted by file manager. You must delete them manually when you do not require them.

**Delete Call-** Deletes a saved call from the saved directory. You can only use this command to delete calls that have previously been copied and saved.

**Convert Call-** Converts a call to a .WAV file. The calls can then be replayed on any multimedia PC. And transmitted by email.

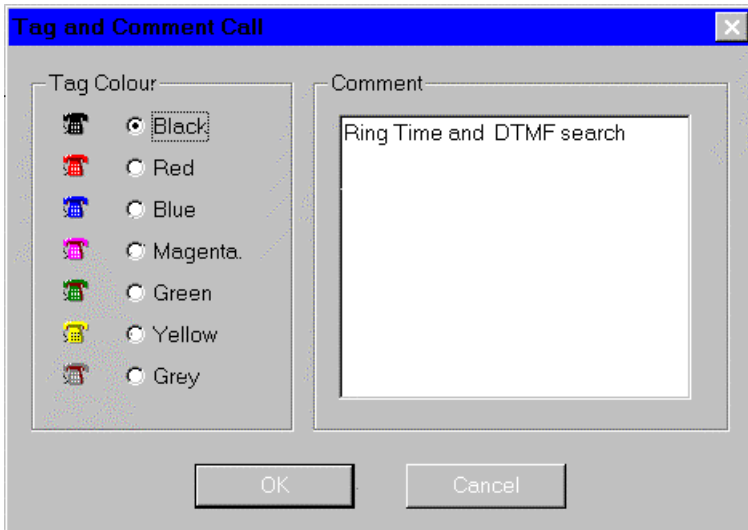
**Print-** Use this command to print a Call List from the HDD.

**Print Preview-** Allows you to view the call list as it will appear when printed.

**Print Setup-** Allows you to set the print parameters.

**Exit-** Use this command to end the session.

## Tag and comment call



### How to Tag a Call

1. Select a call from the Call List.
2. Select File from the Tool Bar.
3. Select Tag Call
4. Tag and Comment Call box appears.
5. Select a Colour from the list.
6. Press OK.

### How to Add a Comment

1. Follow steps 1-4 from above.
2. Click in the comment box.
3. Type desired comment.
4. Press Ok.

## To Save a Call

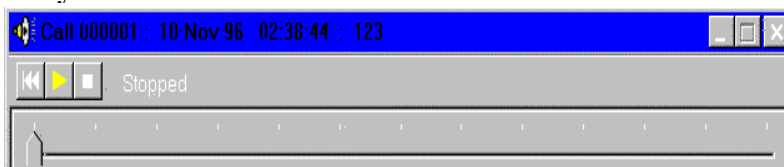
1. Select a call from the call list.
2. Select File from Tool Bar.
3. Select Save Call.

The is then Copied and Saved into the 'Saved' directory. To replay see **View Menu/New Saved Call List**.

## To Convert a Call

1. Select File from Tool Bar.
2. Select Convert Call. These calls are stored in the subdirectory WAVE.

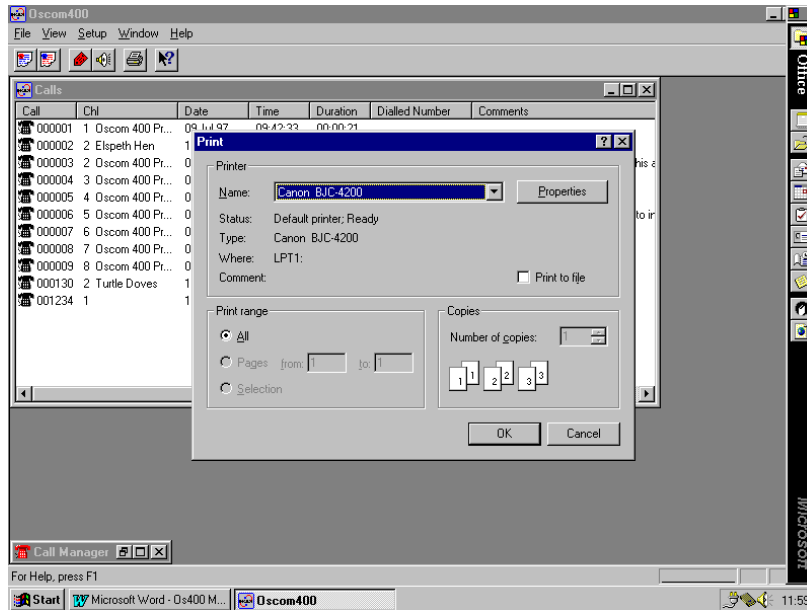
## Play Box



### How to Play a Call

1. Select a Call.
2. Select File From Tool Bar.
3. Select the Play Call Option.
4. Click the play button.

## Print

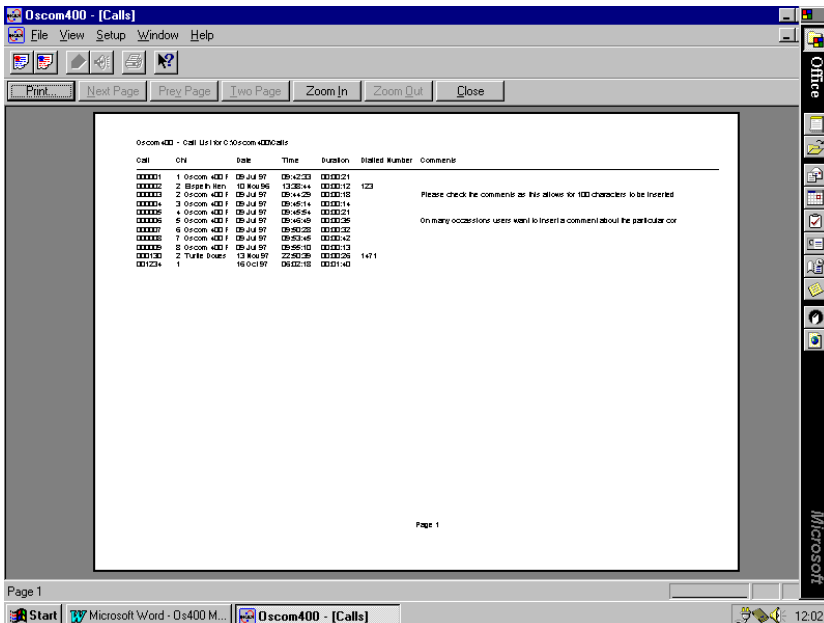


### How to Print

1. Select File from Tool Bar.
2. Select Print.
3. Press Ok.

The Call List should automatically print. If you need to configure your printer please refer to its user manual.

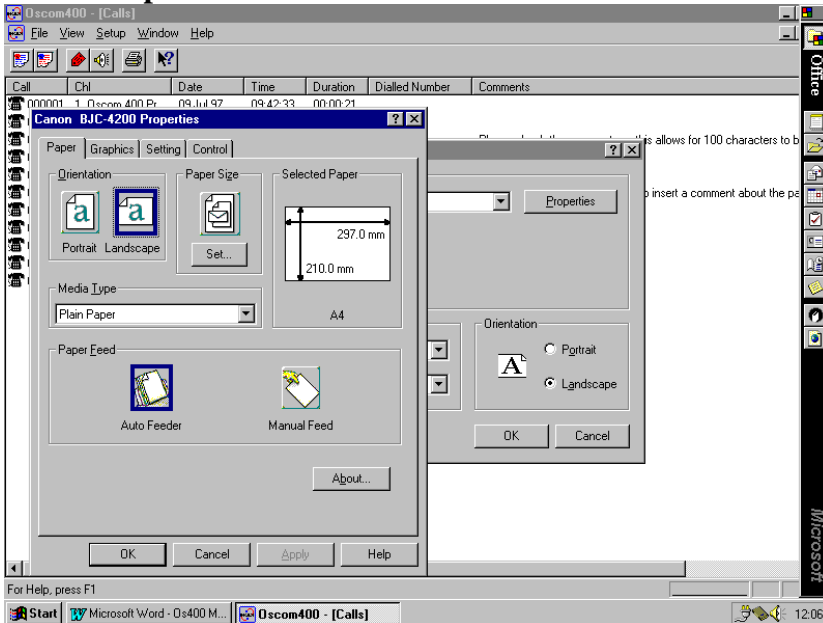
## Print Preview



### Print Preview

1. Select File from Tool Bar.
2. Select Print Preview.
3. Press Close to return to main page.

## Print Setup



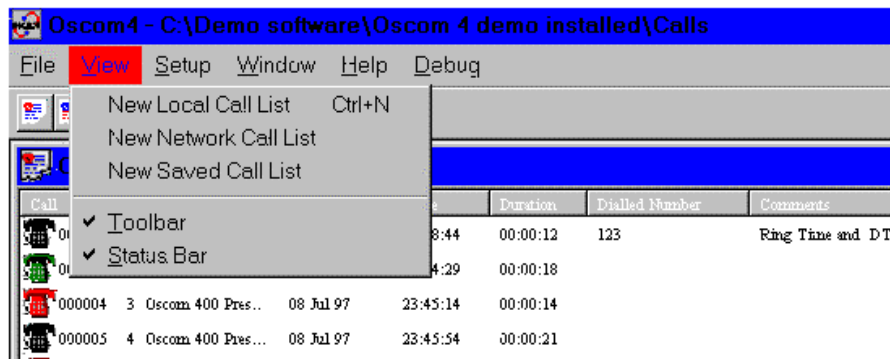
## Print Setup

1. Select File from Tool Bar.
2. Select Print Setup...
3. Go to Properties to make changes to relevant fields.

You can also adjust Printer Type and Connection from opening screen.

## View Menu

The View Menu allows you to organise the layout of the screen.



**New Local Call List-** Use this to open a new call list from from the system.

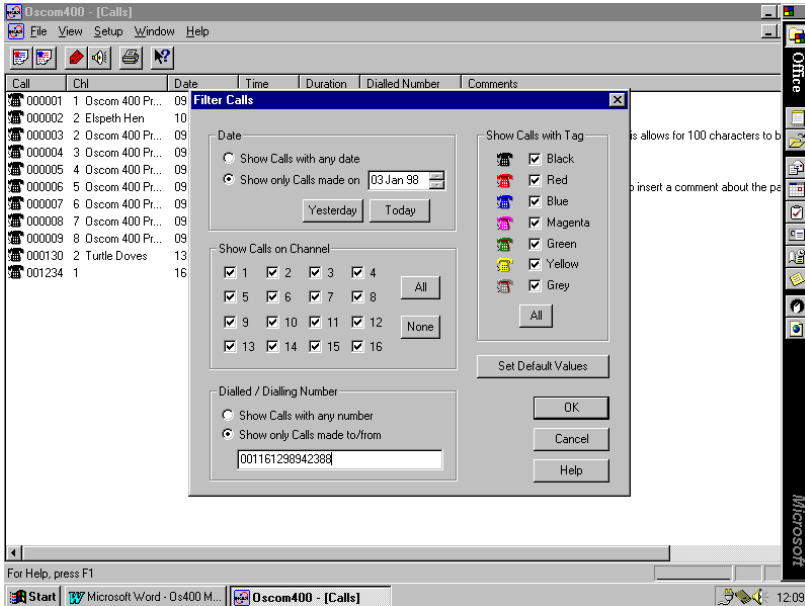
**New Networked Call List-** Use this command to open a new call list from another machine on the Oscom 400 network.

**New Saved Call List-** Use this command to open the call list from the Saved subdirectory.

**Toolbar-** Use this command to display or hide the Toolbar.

**Status Bar-** Use this command to display or hide the Status Bar.

## Filter Calls

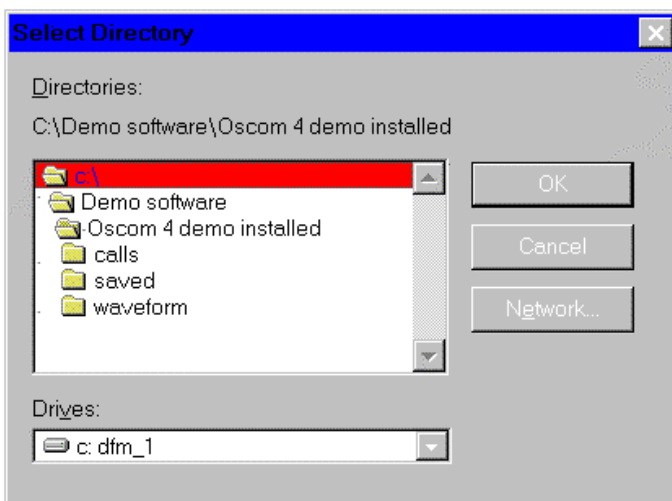


## New Local Call List

1. Select View From Tool Bar.
2. Select New Local Call List.
3. Enter the search parameters such as:
  - Date
  - Time
  - channel
  - Tag colour
  - Number dialled
4. Press OK.

Once the details are entered and the OK button pressed the calls will be displayed for you to playback or scan for relevant information.

## New Network Call List



## New Network Call List

1. Select View from Tool Bar.
2. Select Network Call List.
3. Select the folder the information is to be retrieved from.
4. Highlight the required file.
5. Press OK.

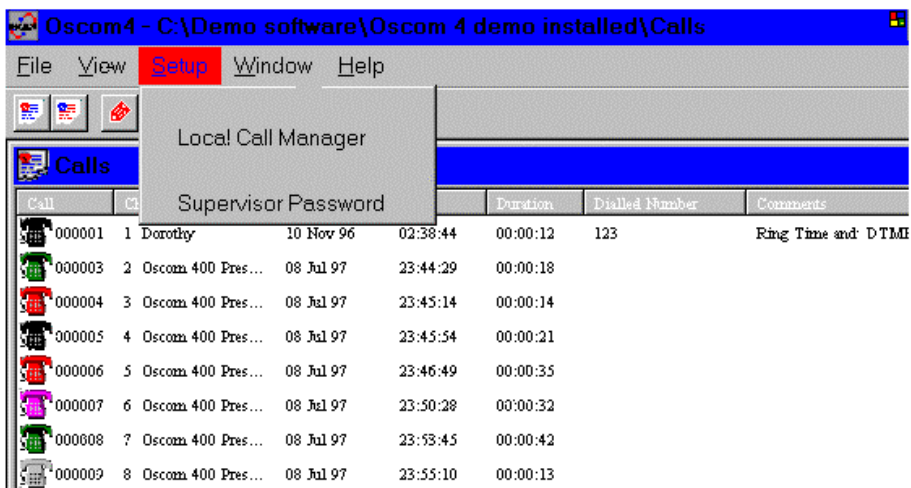
A call filter will appear enter search parameters and press OK the calls will be displayed for replay.

- New Saved Call List-**
1. Select view from Tool Bar.
  2. Select New Saved Call List.
  3. The Call Filter box will appear enter parameters and press OK.

Once again once these details are entered the requested information will appear on the screen

## Setup Menu

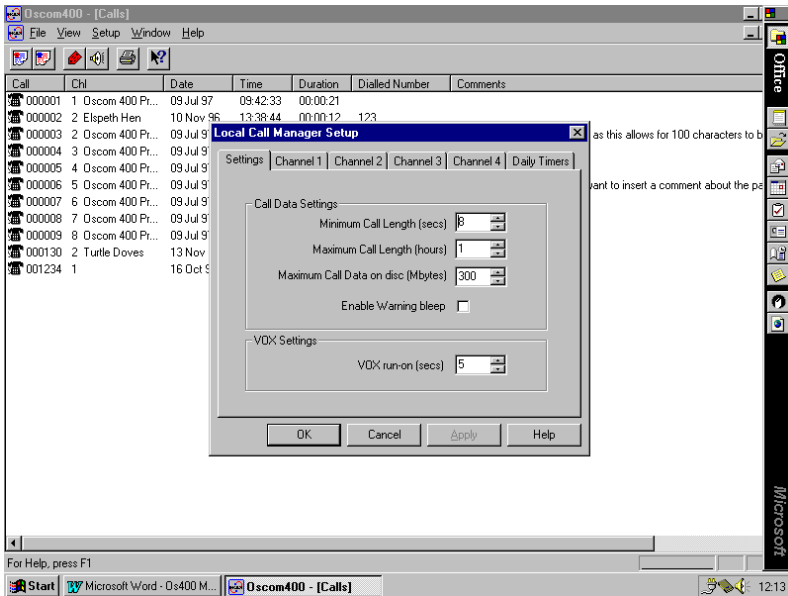
This section allows you to adjust the machine to your specific requirements.



**Local Call Manager-** Configures the system. Such as recording parameters and storage space designated to recorded files.

**Supervisor Password-** Changes the Supervisors access password.

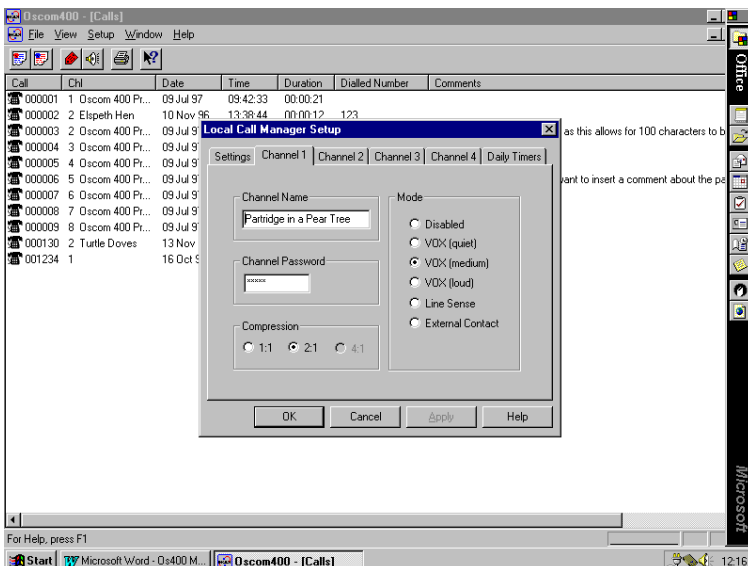
## Local Call Manager Setup



### How to use Local Call Manager

1. Select Setup from Tool Bar.
2. Select Local Call Manager.
3. Adjust Minimum call Length (recommended no more than 5 sec).
4. Set Maximum Call Length. If a Call exceeds the maximum call length it will be broken into two files.
5. Set Warning Bleep. Only required to be enabled for analog phone line recording. And external device is used for digital lines.
6. Set Vox Settings. Determines when the recording is to be initiated

## Local Call Manager Channel Settings



### Local Call Manager Channel Settings

1. Follow steps 1-2 from the above.
2. Select the Channel you wish to setup.
3. Give the channel a name.
4. Set individual password for channel (supervisor password over rides all others).
5. Set Compression rate by pressing highlight box next to setting.
6. Set activation mode. Allows you to determine how the recording is to be activated.

## Supervisors Password



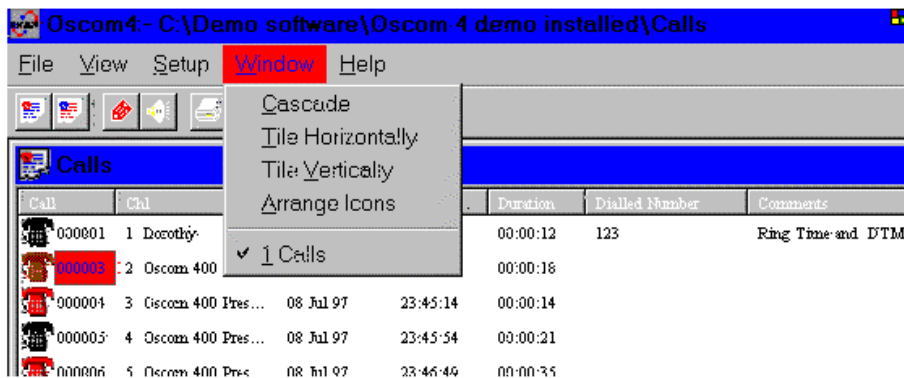
### Supervisors Password

1. Select Setup from Tool Bar.
2. Select Supervisor Password.
3. If There is no password set press OK.
4. Enter a New password in dialog box. And clarify it in New Password Again.
5. Press OK.

The new Supervisor Password is now set and is required to change any of the system settings.

## Window

This Function allows you to arrange the appearance of the screen.



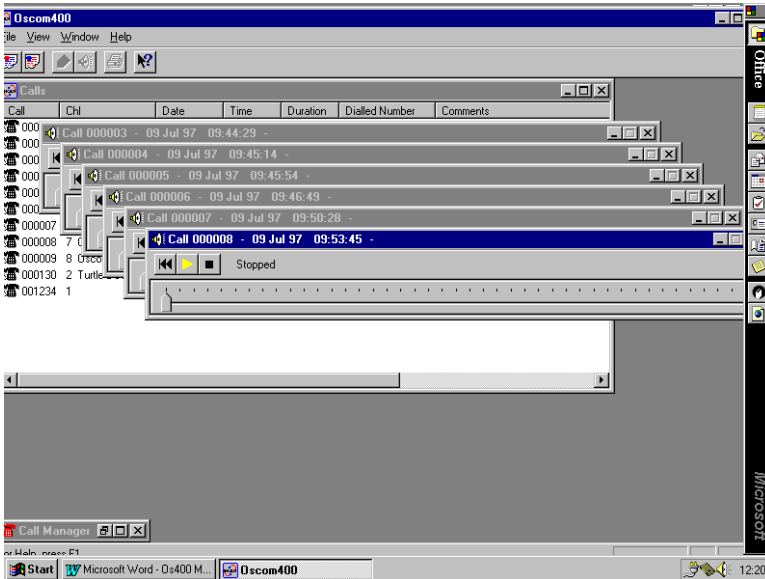
**Cascade-** Use this Command to arrange multiple open windows in an overlap fashion.

**Tile Horizontally-** Use this command to vertical arrange multiple open windows one above the other.

**Tile Vertically-** Use this command to arrange multiple open windows one beside the other.

**Arrange Icons-** Use this command to arrange the icons for minimised windows at the bottom of the main window.

## Cascade

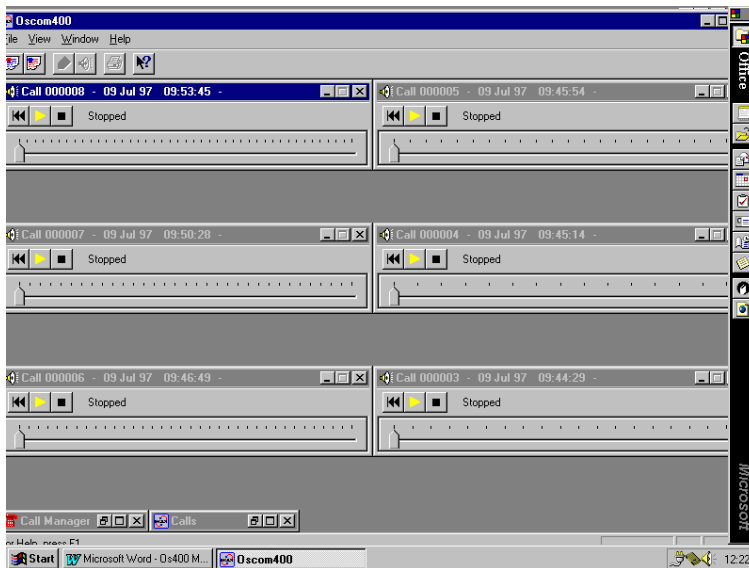


### How to Cascade open Windows

1. Open Required Calls.
2. Go to Window from Tool Bar.
3. Select Cascade.

This will automatically overlap open Calls for ease of consecutive playback.

## Tile Horizontally

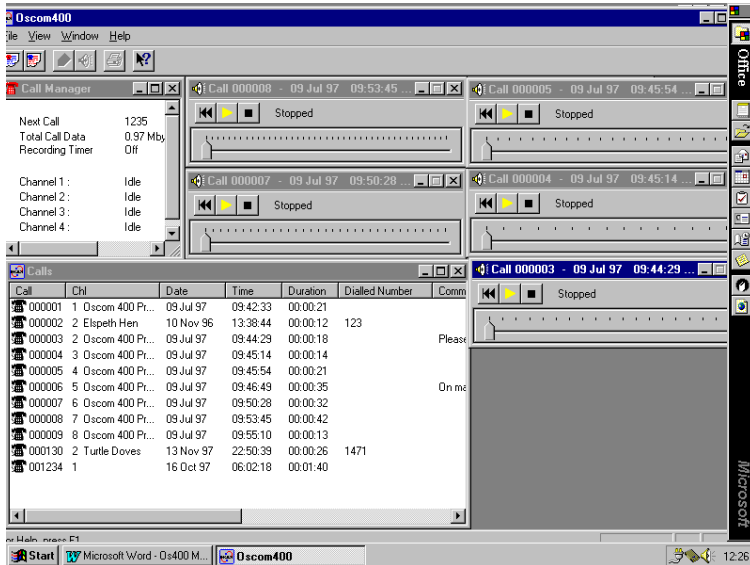


### How to Tile Horizontally

1. Select required calls.
2. Select Window from Tool Bar.
3. Select Tile Horizontally.

This will automatically arrange calls one above the other for ease of consecutive playback.

## Tile Vertically



## Tile Vertically

1. Select required Calls.
2. Select Window from Tool Bar.
3. Select Tile Vertically.

This will automatically arrange calls beside each other for ease of consecutive playback.

## Arrange Icons

1. Minimise all open windows.
2. Select Window from Tool Bar.
3. Select Arrange Icons.

This will organise the icons neatly at the bottom of the page.

## Real Time Monitoring

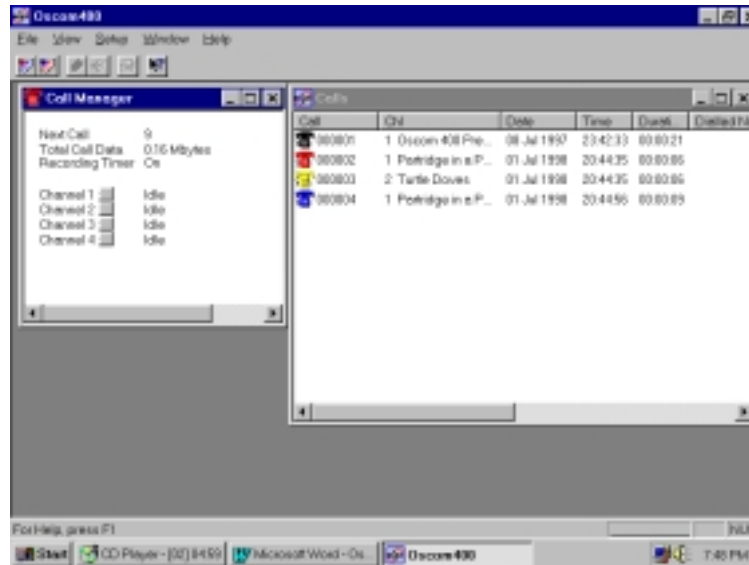
The Oscom400 allows users the ability to monitor conversations in real time. The monitoring takes place after the data is recorded to the hard disk, so that the path can be checked for complete operation.

You will notice if you open the Call Manager screen that beside each channel is a button. By clicking the left mouse button on the button associated with the channel you wish to listen to you can hear the audio. Please note there is about a 1.5 second delay between the input and the audio output you will listen to.

To de-activate the channel monitoring click on the Calls screen and all channels are closed.

Also please note only one channel can be monitored at one time, as we are able to check the path for complete normal operation so that the encoding and decoding of the signal is taken into account, so determining if there is a problem with that channel.

## Real Time Monitoring



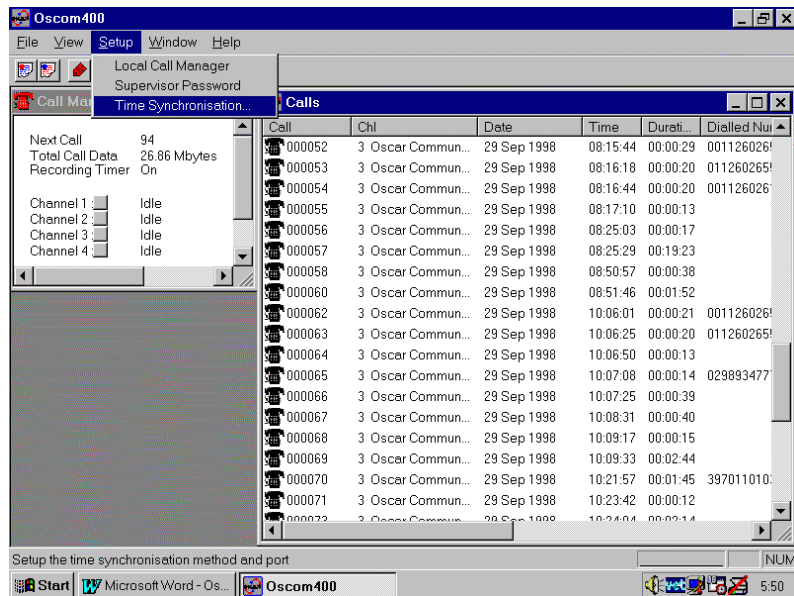
Button beside each channel operating will allow you to listen to the audio from the speaker or the headphones.

## Password Security across the Network

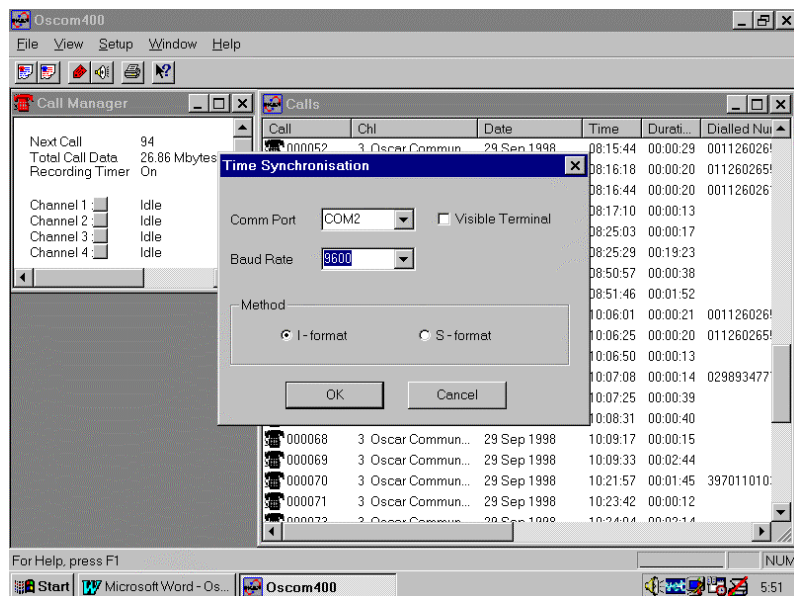
The Oscom400 allows the user with remote replay software to access the Oscom 400 recorder and play back calls across the network. However, in order to protect the security and the integrity of the calls each channel can be password protected as per normal Oscom400 operation. This has been extended to the Replay only software to allow users to access only their calls on a particular channel.

## Time Synchronisation

The Oscom 400 has included three types of protocol for the connection of various time synchronisation protocols available from GPS clocks or other master clock systems.



Click on Setup then Time Synchronisation to open the Time Sync window and complete the setup.

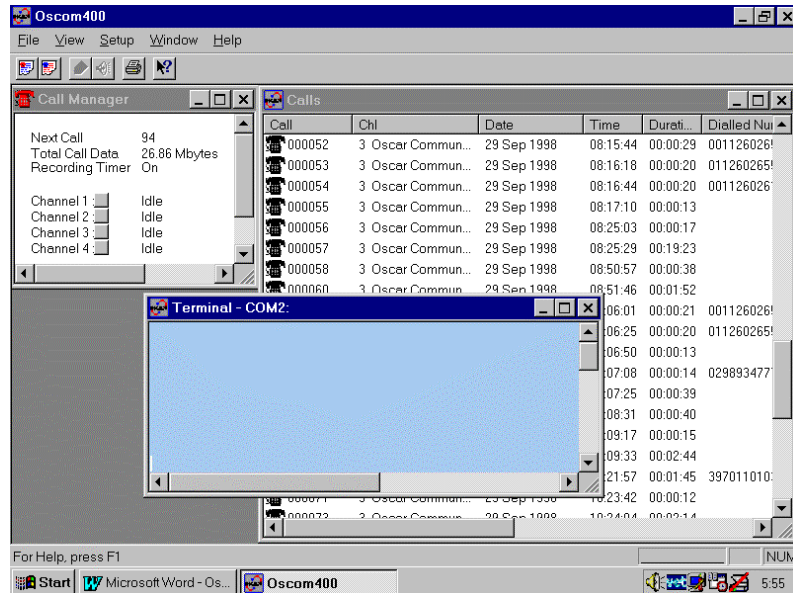


The user is prompted to set up the Com. Port i.e. one, two etc. the baud rate of the transmission etc. and at present the method is between I – format or S – format. Please check with dealer about which format to use.

There is also a check box which when checked will allow you to watch the protocol on the screen.

## Time Synchronisation cont.

To do this check the visible display box.



You can see the terminal display screen will be displayed allowing diagnostics to be carried out at the Oscom 400.