PLATAN Agent 003

with licence to record

INSTALLATION and USER MANUAL

rev. 1.00.02

Libra PBX Server, Libra STD PBX Server
as well as PLATAN LibraPC, PLATAN LibraWeb, Agent 003 computer programs
are products manufactured by:
PLATAN® Sp. z o.o. Sp.k. 81-855 Sopot, ul. Platanowa 2, Poland
tel. +48 58 555 88 00, fax +48 58 555 88 01
e-mail: platan@platan.pl, www.platan.eu
technical support and maintenance tel. +48 58 555 88 88

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Manual revision: 1.00.02
Sopot, April 17, 2013

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1. Introduction

1.1. Using Agent 003 software

Agent 003 computer program serves for browsing, listening to and downloading the calls recorded by the Libra PBX Server and saved on the HDD. In order to record calls, the **call recording licence** for Libra PBX Server is required.

Agent 003 software works in *server-client* mode. It consists of Agent 003 Sever and three types of licenced posts (client side) to manage the calls recorded and saved in the Agent 003 Server:

- **Administrator** – account with privileges to configure the connection between Agent 003 Server and Libra PBX Server and to manage the accounts for call listening. Administrator has no access to the recorded calls.
- **Supervisor** – account with privilege to supervise and listen to many users' calls.
- **Client** – account with privilege to listen to one user's calls.

1.2. Equipment requirements

The Agent 003 Server is to be installed in a desktop or a mobile computer (laptop) meeting the following minimum requirements:

- 2-core processor – 2x1.6 GHz
- 40 GB free space on hard disk
- operation memory – 4 GB
- LAN 10/100
- operating system:
  - Windows XP or latter
  - Linux (kernel 2.6)
- 32 MB RAM memory
- Java ver. 6

Note: Agent 003 server works **exclusively** in **Java 6** environment. To assure the Agent 003 server stable operation, other Java versions should be removed.

Note: the use of **Platan Application Sever** as a distinctive work station for Agent 003 Server is recommended.

The system configuration and the users' access to the recorded calls are made by the **web browser** (Firefox ver. 18 or latter recommended) and require no Agent software installations on users' personal computers.

1.3. Licence agreement

CAREFULLY READ ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT PRIOR TO USING THE SOFTWARE. USING THE SOFTWARE INDICATES YOUR ACCEPTANCE OF THESE TERMS AND CONDITIONS.

THIS IS A LEGAL AGREEMENT BETWEEN YOU AND PLATAN Sp.z o.o. sp.k. (collectively called "PLATAN") FOR THE USE OF **PLATAN® Agent003 software** ("SOFTWARE") FOR Libra PBX Server ("PRODUCT").

1. COPYRIGHT
SOFTWARE is owned by PLATAN and is protected by the copyright laws of Poland and international treaty provisions. You acknowledge that you are receiving only a LIMITED LICENCE TO USE the SOFTWARE and related documentations, you shall obtain no title, ownership nor any other rights in or to the SOFTWARE and its related documentations, all of which title and rights shall remain with PLATAN or its licensor.

2. CONTENTS OF THE SOFTWARE
The SOFTWARE is distributed for the purpose of use with the PRODUCT to serve call recordings, according to the acquired number and type of call recording licences. The SOFTWARE licence is assigned to the given PRODUCT and to the computer on which it will be installed. SOFTWARE is distributed with the Licence Confirmation.

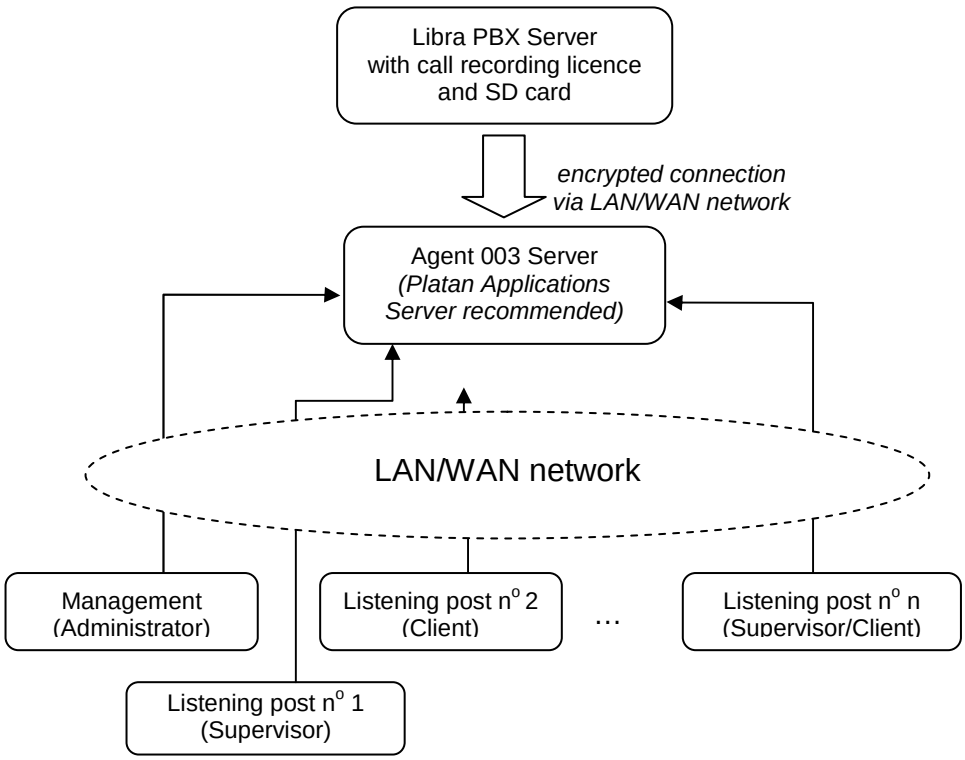
3. LICENCE
You may use the SOFTWARE solely with the PRODUCT. You may make a copy of the SOFTWARE for use with the PRODUCT, or for back-up purposes. You may transfer the rights to use the SOFTWARE only by transferring the present licence and upon its acceptance by new USER, by transferring all copies of SOFTWARE with the Licence Confirmation, and by transferring the PRODUCT, to which the SOFTWARE is assigned.

4. RESTRICTIONS
You may not reverse engineer, decompile or disassemble the SOFTWARE. You may not use, copy, modify, alter, rent or lease the SOFTWARE, its related documentation, or any copies thereof, in whole or in part, except as expressly provided in this Agreement.

5. TERM
This licence is effective until terminated. You may terminate this Agreement at any time by destroying the SOFTWARE and related documentation and all copies thereof. This licence will also terminate if you fail to comply with any term or condition of this Agreement. Upon such termination, you agree to destroy all copies of the SOFTWARE and related documentation.

6. LIMITATION OF LIABILITY
EXCEPT AS STATED ABOVE, PLATAN DOES NOT MAKE OR PASS ON TO YOU OR OTHER THIRD PARTY, ANY WARRANTY OR REPRESENTATION INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. PLATAN MAKES NO ANY WARRANTY THAT THE SOFTWARE WILL BE ERROR-FREE OR THAT IT WILL MEET YOUR REQUIREMENTS. PLATAN SHALL NOT BE LIABLE FOR ANY DAMAGE SUFFERED BY YOU INCLUDING, BUT NOT LIMITED TO, CONSEQUENTIAL, INCIDENTAL SPECIAL OR PUNITIVE DAMAGES EVEN IF PLATAN HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

1.4. Software organisation chart



1.5. Agent 003 installation

Agent 003 program is to be installed on a computer meeting the requirements specified in chapter 1.2, connected to the local computer network. It is recommended for a server with Agent 003 software to remain turned on all the time and connected to the Libra PBX Server.

It is possible to install Agent 003 Server on a work station that will be simultaneously used for call listening. Nevertheless, such installation causes a significant computer resources usage.

The Agent 003 Server installation on the Platan Application Server is highly recommended.

A CD with a computer program necessary to serve calls recorded in Libra PBX Server is provided with the call recording licence. In order to install Agent 003 Server:

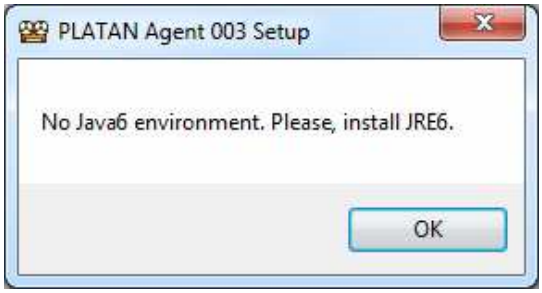
⇒ Run the *Agent003_1.xx.exe* from the CD.

⇒ Select setup language:

⇒ The Platan Agent 003 Setup window appears:

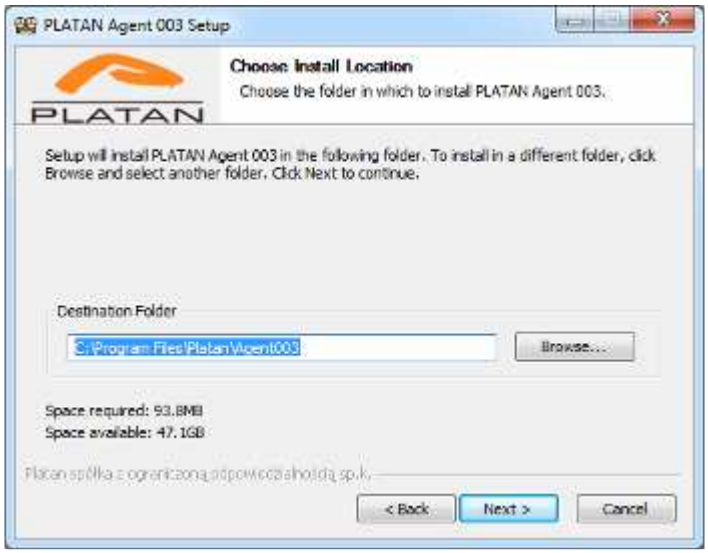
⇒ In order to continue accept the terms and conditions of the Licence Agreement:

⇒ If no Java6 environment is installed, a warning window appears:

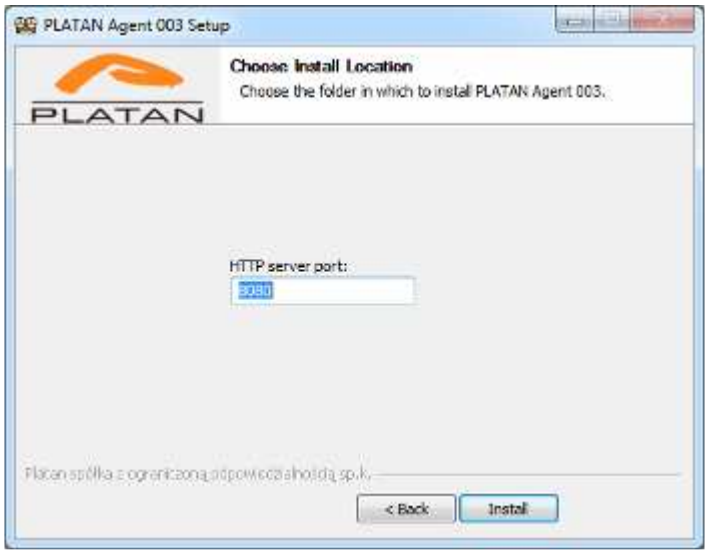


After confirming with *OK*, the Agent 003 Setup will interrupt the installation process. The Java 6 environment must be installed before you can re-start and continue the Agent 003 setup.

⇒ The default destination folder will be suggested:

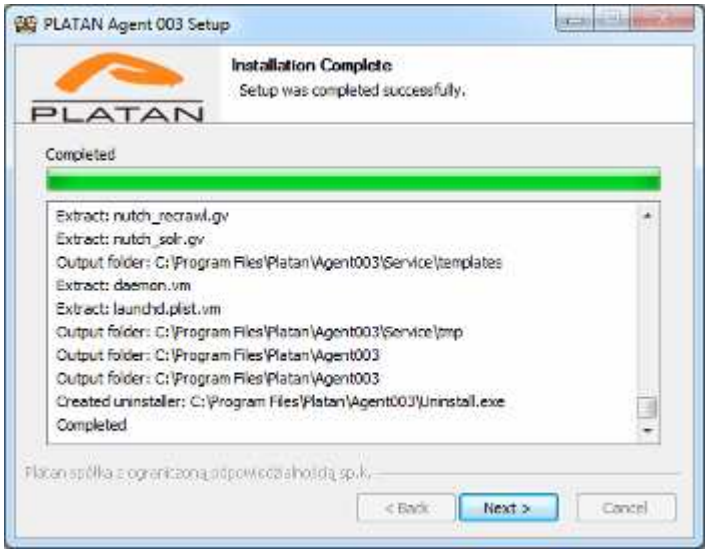


⇒ Enter the communication port between Agent 003 Server and user computers (HTTP server port).



Note: *the change of the communication port is possible after uninstalling and reinstalling of Agent 003 Server.* ***When uninstalling Agent 003 you may choose to keep or delete call recordings and user settings.***

⇒ Installation in progress:



⇒ Click *Finish* to complete the installation process:

After being installed, Agent 003 Sever synchronises every 15 seconds with Libra PBX Server to download new recordings from SD card.

2. *Administrator* account

Administrator account has privileges to set the connection with Libra PBX Server and to manage the user accounts. Up to 1024 *Administrator* accounts can be created (requires adequate number of licences). ***Administrator* has no privilege for call listening.**

2.1. *Administrator* account logging in

In order to log in as *an Administrator* the computer IP address must be entered in the browser address bar followed by the communication port number defined during the setup and */Agent/* add-on.

After confirmation, a logging window is displayed:

Administrator account default settings:
Login: **Admin**
Password: **Admin**

For security reasons default password should be changed after the first log in.

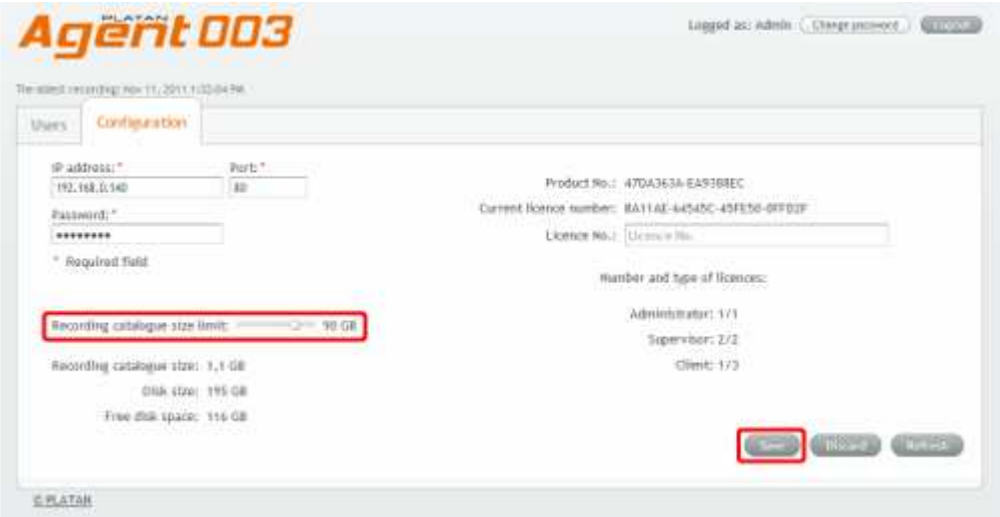
Click on *Change password* button and define new, strong password (4-32 characters).

2.2. Libra PBX Server connection configuration

In *Configuration* tab the Libra PBX Server connection parameters can be defined:

- Libra PBX Server IP address.
- Libra PBX Server communication port.
- Password for Agent 003 defined in Libra PBX Server in: *Administration* → *Password change* → *Agent 003* (default: 55555555).

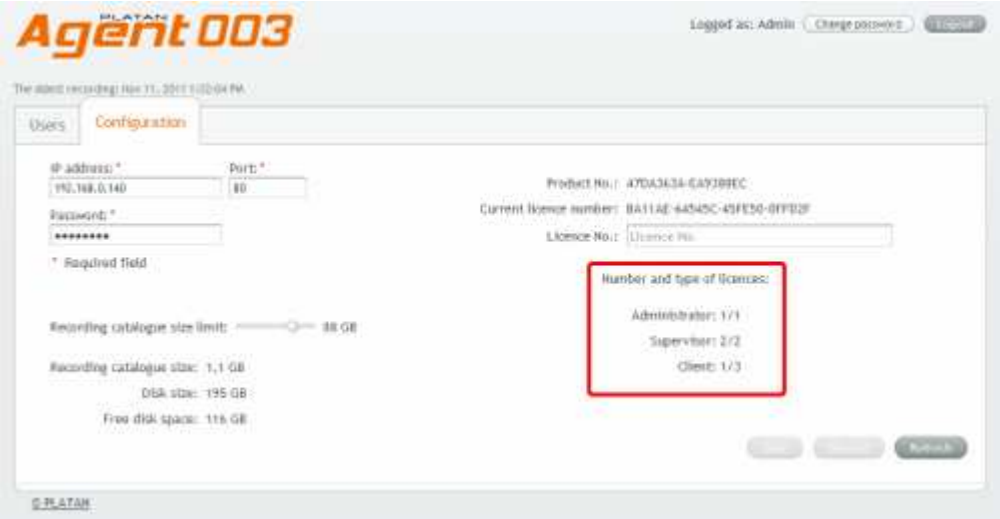
Additionally, on the computer disk with Agent 003 Server installed, *Administrator* should set limit space for call recording catalogue.



Send settings to Agent 003 Server by clicking *Save* button.

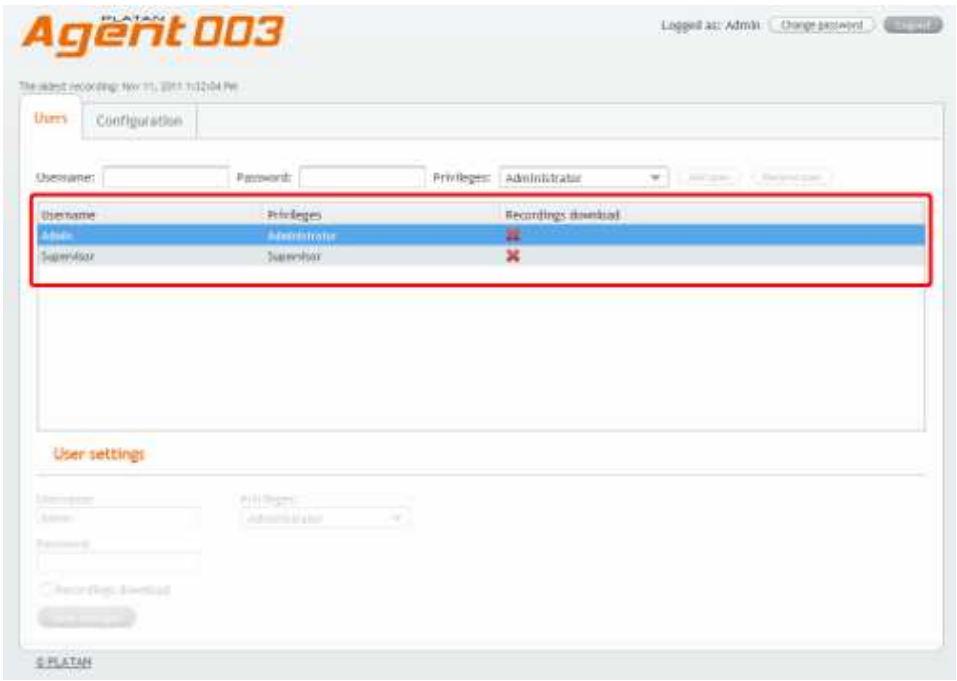
Then a unique installation code will be generated, a *Product No.*, which is to be sent with Libra PBX Server driver number to the local Platan distributor. A *Licence No.* will be generated on the basis of the received *Product No.*, and provided by the distributor. It will correspond with the number of Agent 003 licences bought by the user (one *Administrator* licence and one *Supervisor* licence are provided with the call recording Starting Set).

After having entered the *Licence No.,* the information about the *Number and type of licences* will appear in the *Configuration* tab:



2.3. Agent 003 users configuration

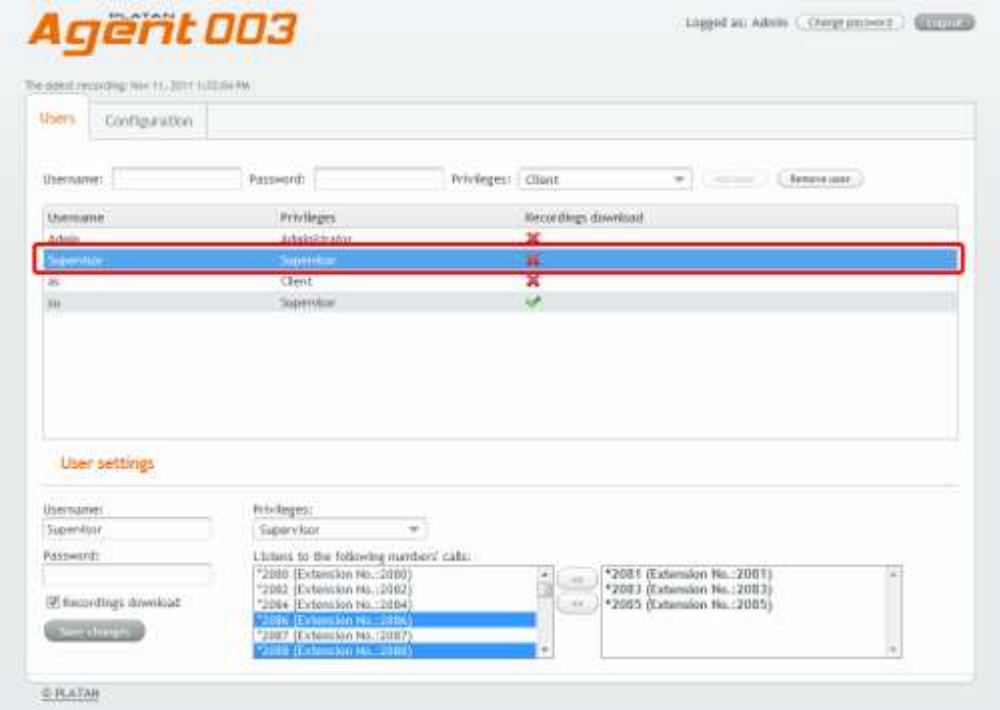
Administrator account permits to create and manage user accounts privileged to browse and listen to the recorded calls. One *Administrator* account and one *Supervisor* account are provided within the Libra PBX Server call recording Starting Set.



After additional *Supervisor* / *Client* / *Administrator* licences have been bought, the *Administrator* can add new users.

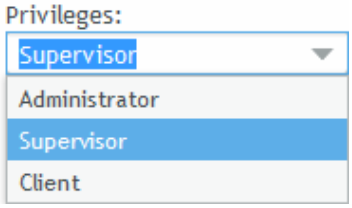
2.4. *Supervisor* account configuration

After having added and selected an account in *Users* tab, *Administrator* can assign and/or change privileges for *Supervisor* account.

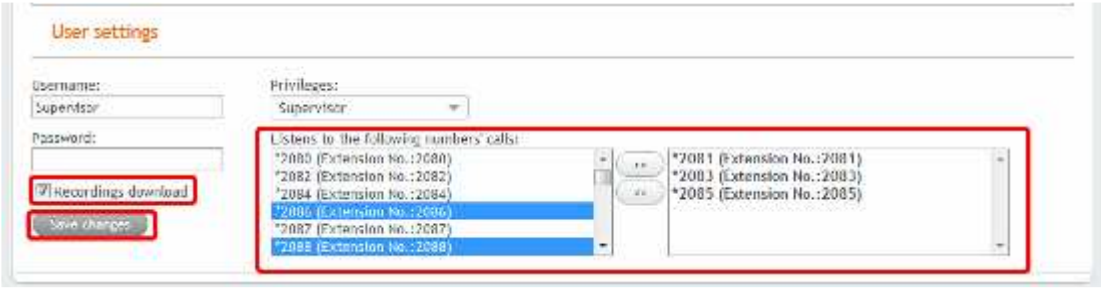


The current user settings are displayed in the bottom part of the window:

- Username.
- Password.
- Privileges – option enabling the account type change (*Client, Supervisor or Administrator*) within the acquired licences.



- Recordings download – permission for user to download call recordings from Agent 003 Server to the local work station disk.
- Listens to the following number's calls – assignment of the users' numbers whose calls will be listened to by the Supervisor.

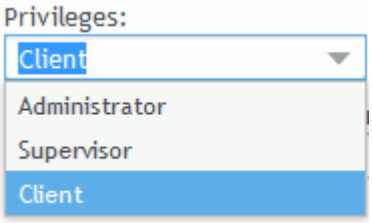


To select several numbers, press *Shift* and/or *Ctrl* key when selecting.
Click *Save changes* button to confirm the settings.

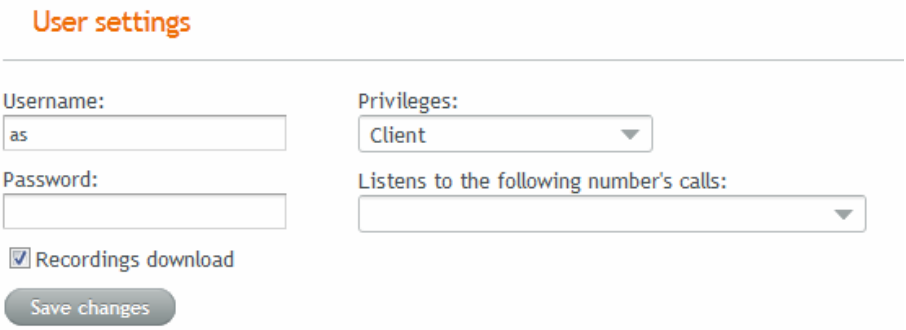
2.5. *Client* account configuration

For *Client* account the following parameters are to be set:

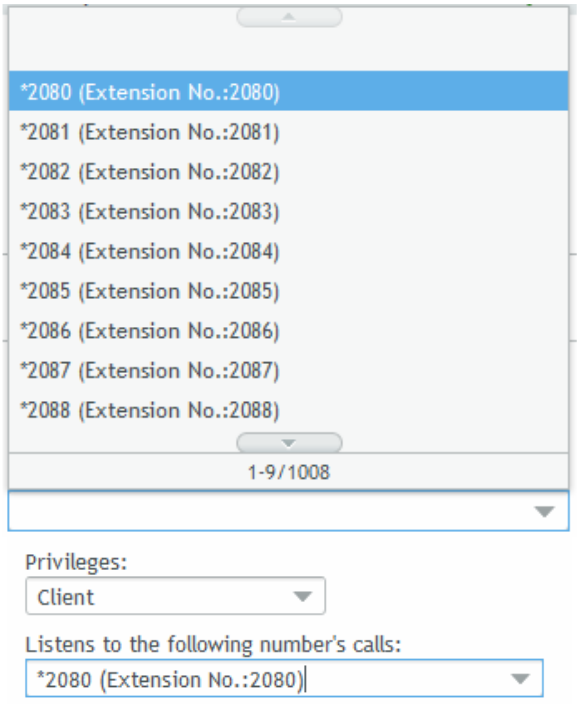
- Username.
- Password.
- Privileges – option enabling the account type change (*Client, Supervisor or Administrator*) within the acquired licences.



- Recordings download – permission for user to download call recordings from Agent 003 Server to the local work station disk.
- Listens to the following number's calls – assignment of the user number whose calls will be listened to by the *Client* (it may be *Client's* own number).



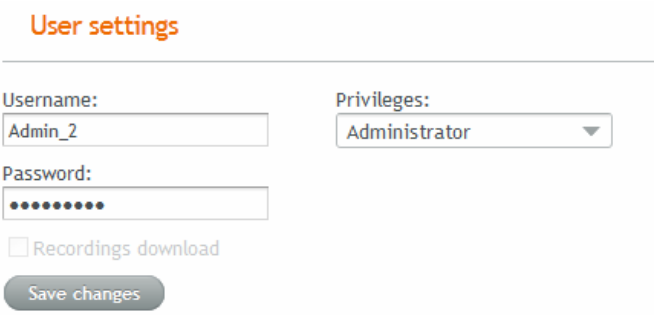
From the down-drop list select the user number whose calls will be listened to by the *Client*.



2.6. *Administrator* account configuration

For additional *Administrator* account the following parameters are to be set:

- Username.
- Password.
- Privileges.



3. *Supervisor* account

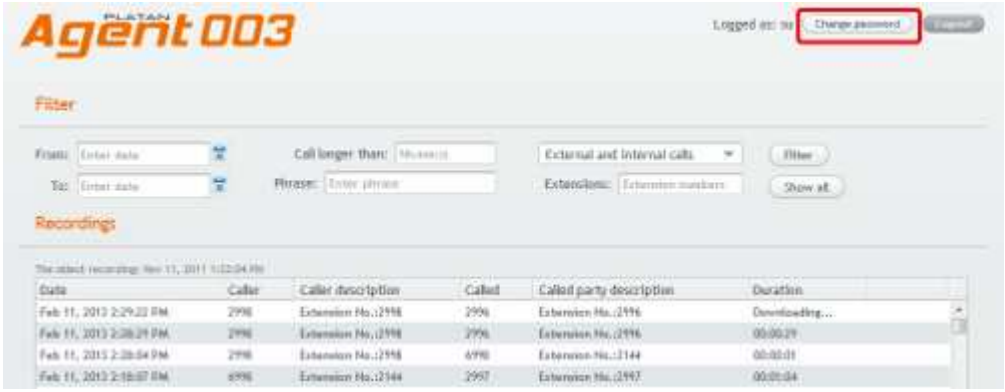
The *Supervisor* account makes it possible to listen to the recorded calls of numerous users.

3.1. *Supervisor* account logging in

In order to log in as a *Supervisor*, the computer IP address must be entered in the web browser address bar followed by the communication port number defined during the setup and */Agent/* add-on:

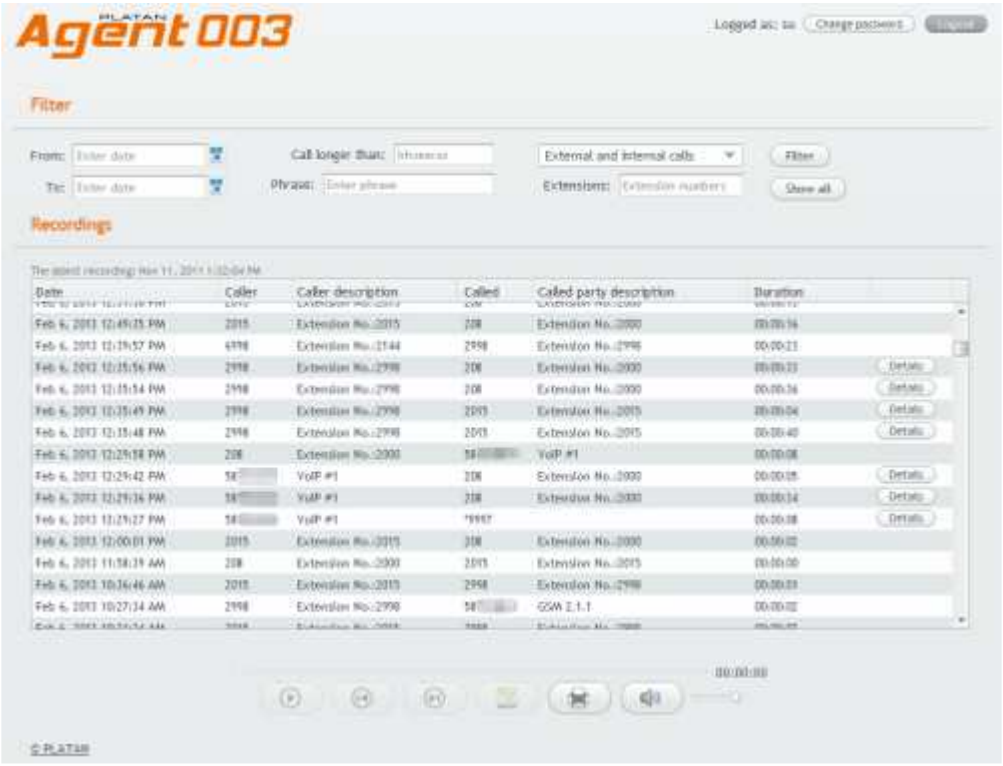
After confirmation the logging window appears. Login and first password are to be obtained from the Agent 003 Server *Administrator*.

For security reasons the password should be changed after the first log in.



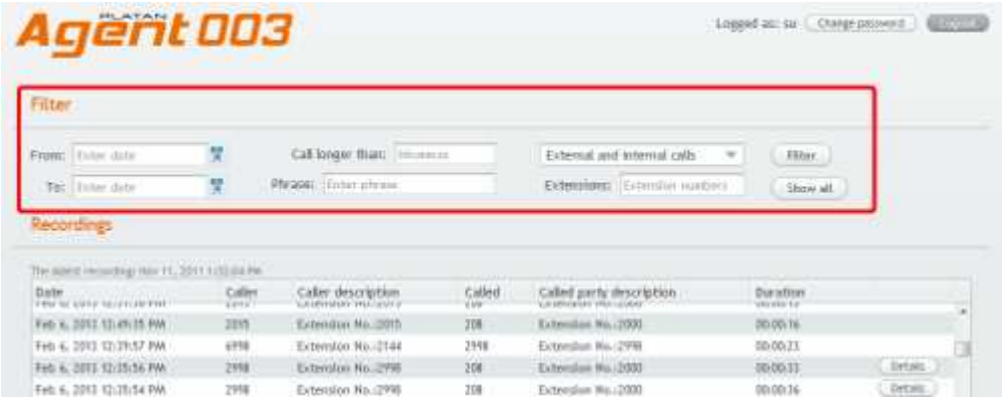
Click on *Change password* button and define new, strong password (4-32 characters).

After logging in the *Supervisor* has access, according to the defined privileges, to the calls recorded and saved on the Agent 003 Server.



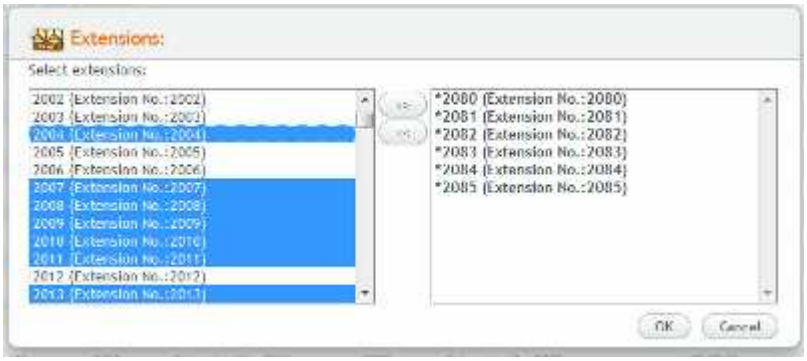
3.2. Recordings filtering

Thanks to the available filters *Supervisor* can easily search the required call recording.

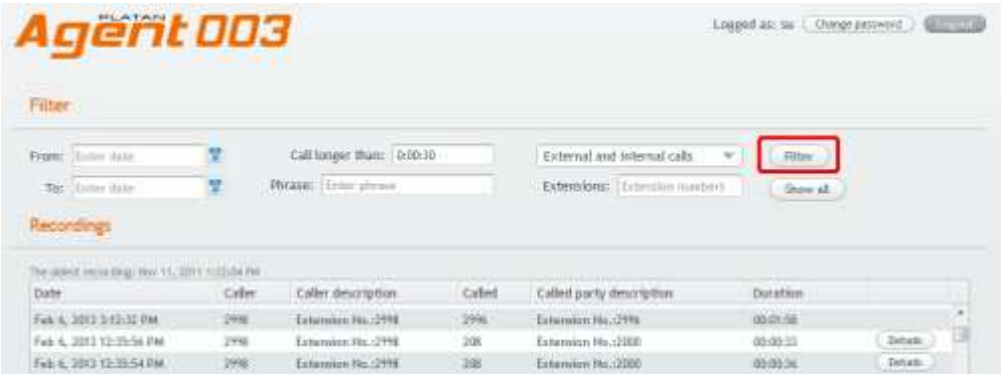


Available filter criteria:

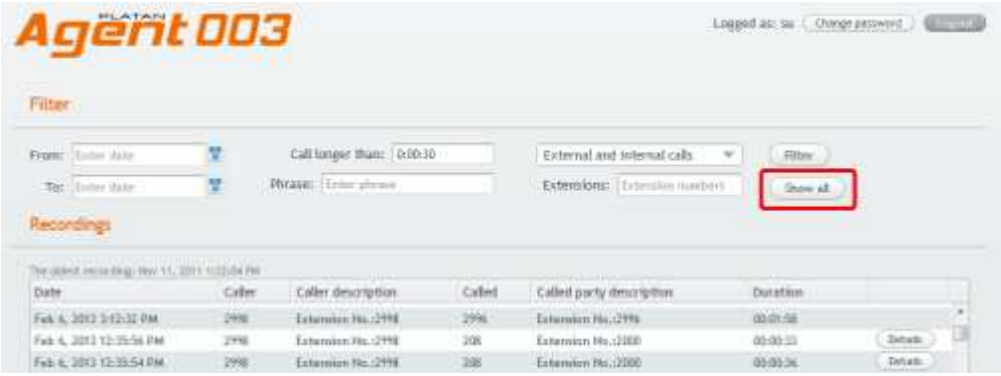
- Date and time (From... to...)
- Call longer than.
- Phrase – searching in columns by any sequence of characters.
- Type of calls (external and internal calls, external or internal).
- Extensions – after having clicked in this field a new window appears to select the users' numbers. Use SHIFT and/or CTRL keys to select more numbers at the same time. Click *OK* to finish extensions selection.



Press *Filter* button to see the filtering results.

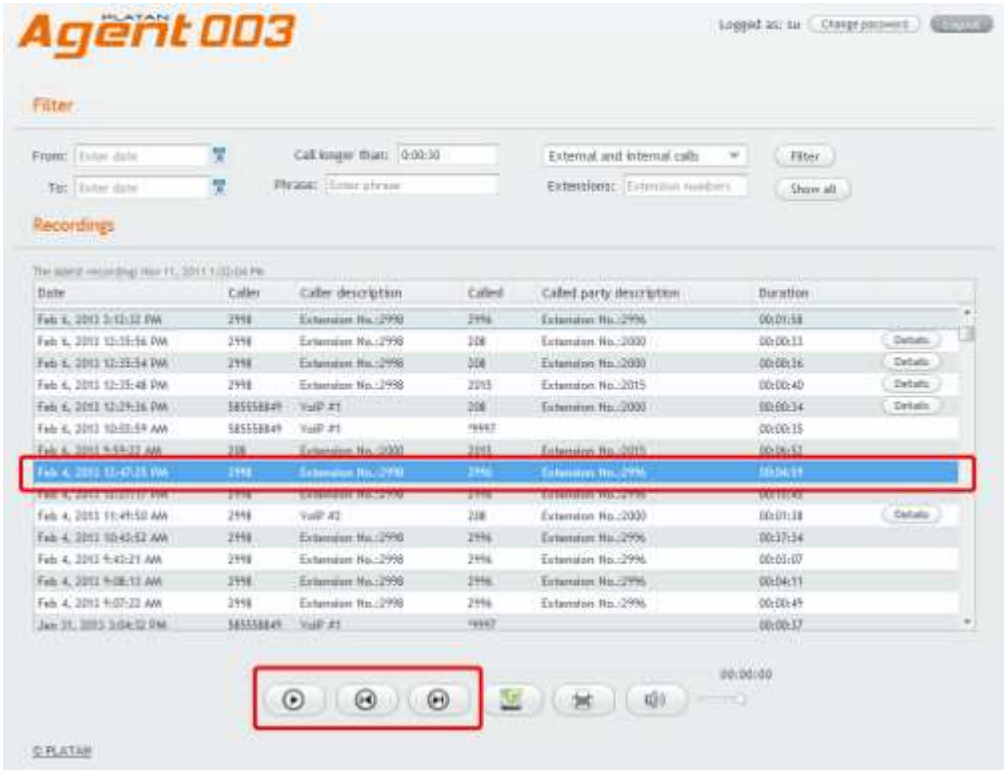


Press *Show all* button to cancel the filtering.



3.3. Listening to the recordings

In the *Recordings* window the *Supervisor* can play the recorded call directly from Agent 003 Server (stream listening). To play the recorded call, select the required record from the list and play the recording using the function buttons from the bottom of the page.



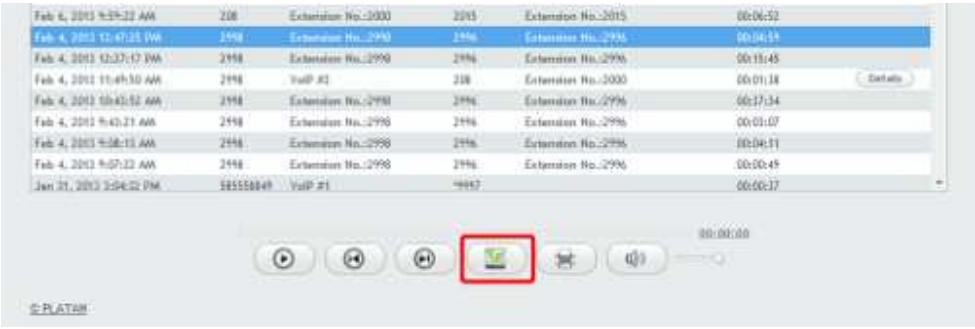
Note: To make sure that all current calls from Agent 003 Server are on the list, refresh the page in the web browser by pressing the F5 key.

Login session time is 30 min. When inactivity exceeds 30 minutes, re-logging will be required.

In *Recordings* window user can sort calls by columns:

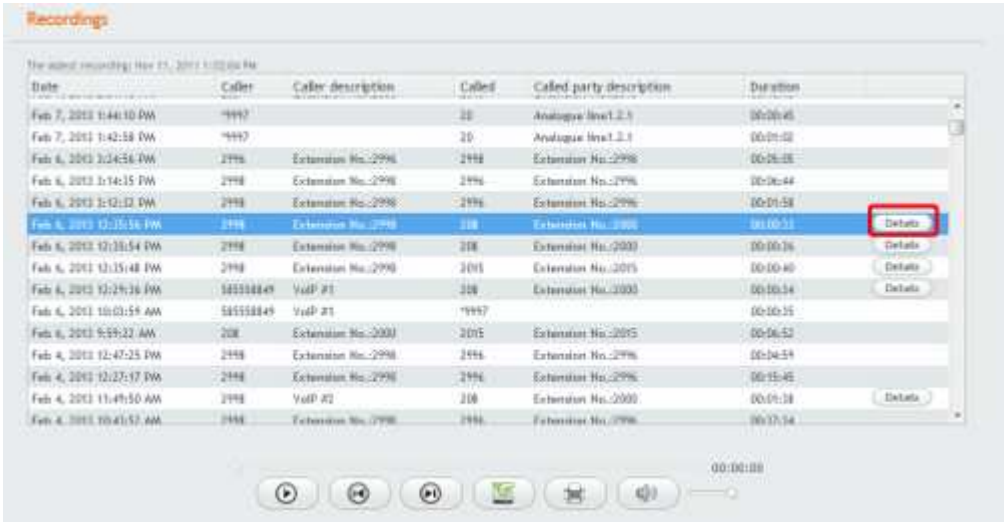
- Date.
- Caller – number initiating the connection.
- Caller description – trunk line or extension description defined in Libra PBX Server.
- Called – number to which connection is directed.
- Called party description – trunk line or extension description defined in Libra PBX Server.
- Duration.

If *Supervisor* account has the privilege to download recordings to the local disk (privilege assigned by *Administrator*), single or multiple records can be selected and saved on the disk, using the browser's file downloading function.

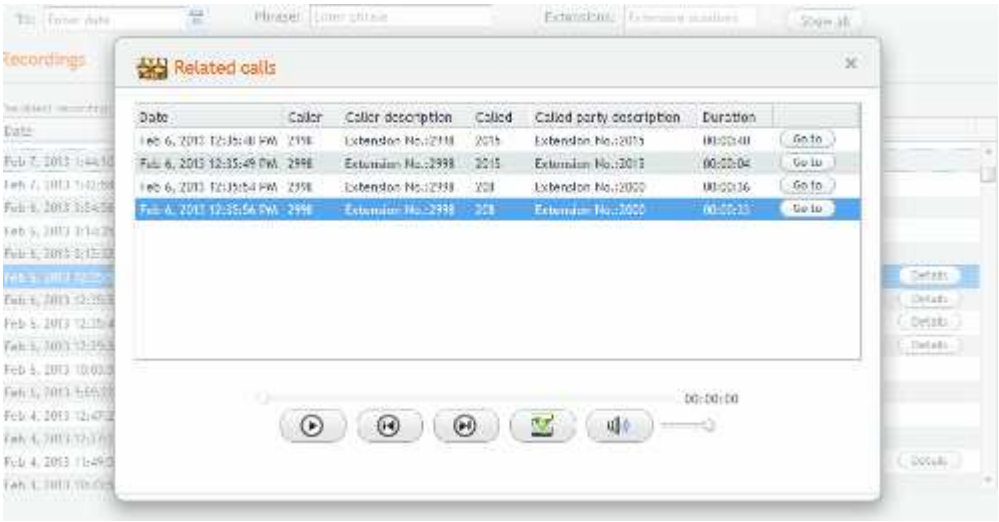


Files will be saved in the default location defined in the web browser for downloaded files or in any other location indicated by user.

Transferred or consultative calls have additional *Details* button.



After having pressed the *Details* button, the *Related calls* window appears, where *Supervisor* can preview the call history, with possibility of listening to the calls which this user is allowed to listen to (marked with *Go to* button).



By clicking the *Go to* button user is redirected to the main *Recordings* window to the position of the selected record.

4. *Client* account

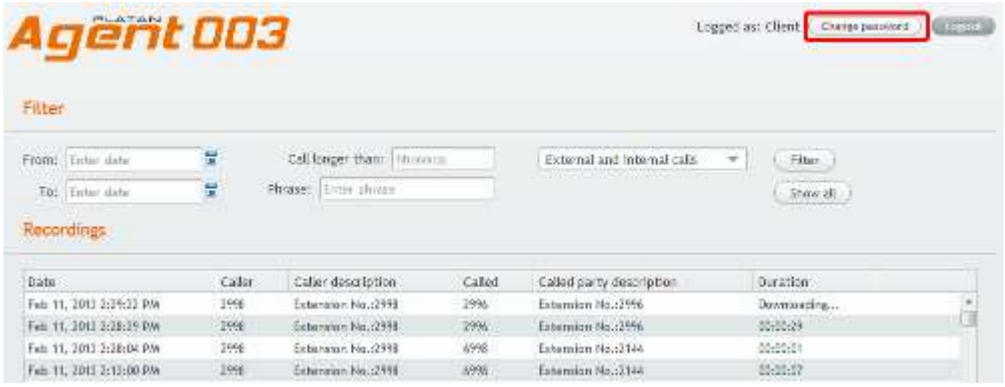
Client account makes it possible to listen to the recorded calls of one user.

4.1. *Client* account logging in

In order to log in as *a Client* the computer IP address must be entered in the web browser address bar followed by the communication port number defined during the setup and */Agent/* add-on.

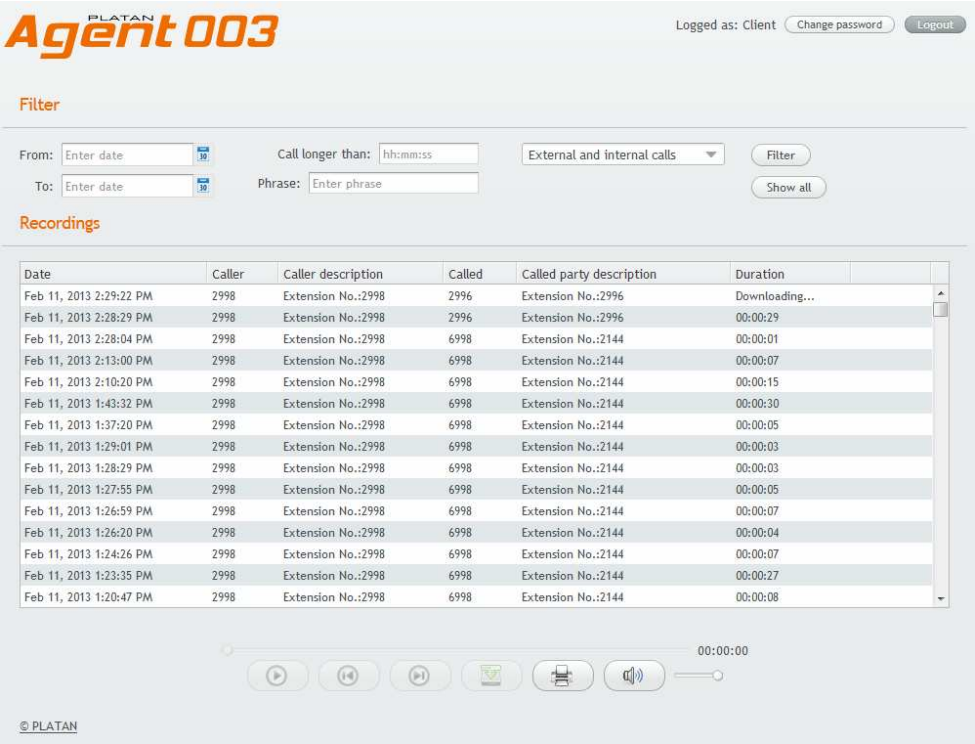
After confirmation the logging window is displayed. Login and first password are to be obtained from the Agent 003 Server *Administrator*.

For security reasons the password should be changed after the first log in.



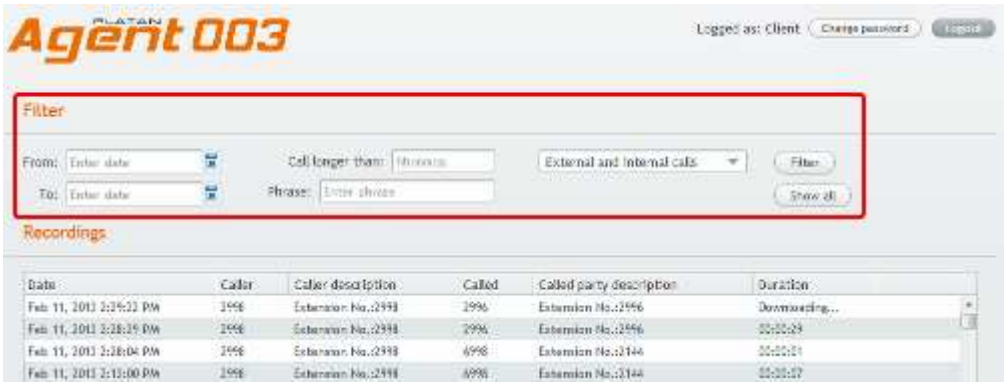
Click on *Change password* button and define new, strong password (4-32 characters).

After logging in the *Client* has access, according to the defined privileges, to the calls recorded and saved on the Agent 003 Server.



4.2. Recordings filtering

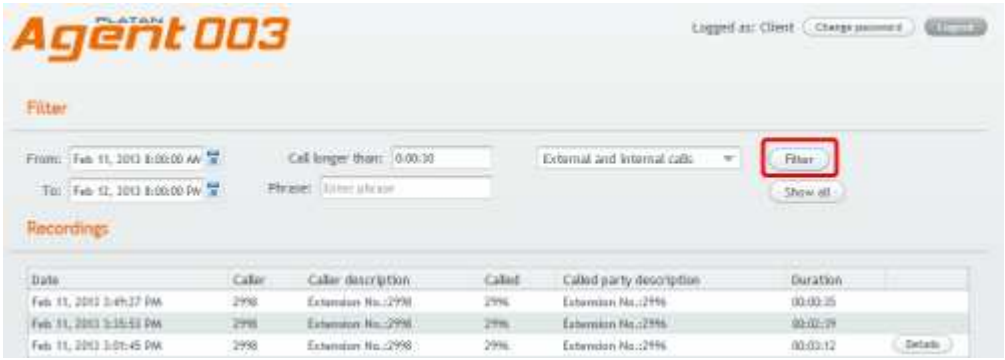
Thanks to the available filters *Client* can easily search the required call recording.



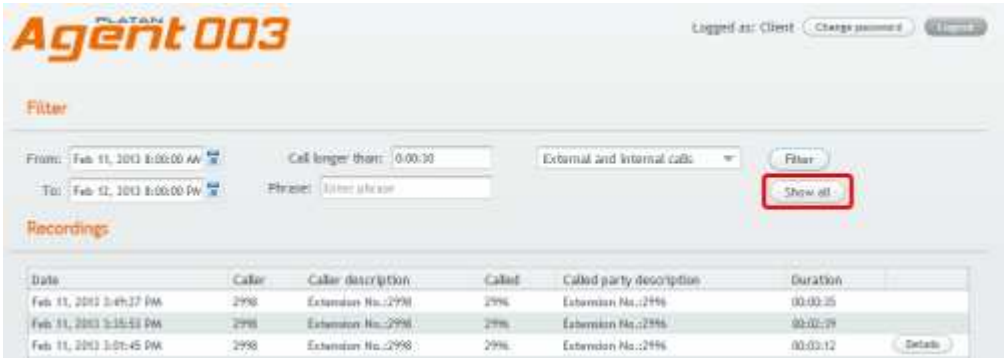
Available filter criteria:

- Date and time (From.. to..).
- Call longer than.
- Phrase – searching in columns by any sequence of characters.
- Type of calls (external and internal, external or internal).

Press *Filter* button to confirm the selection.

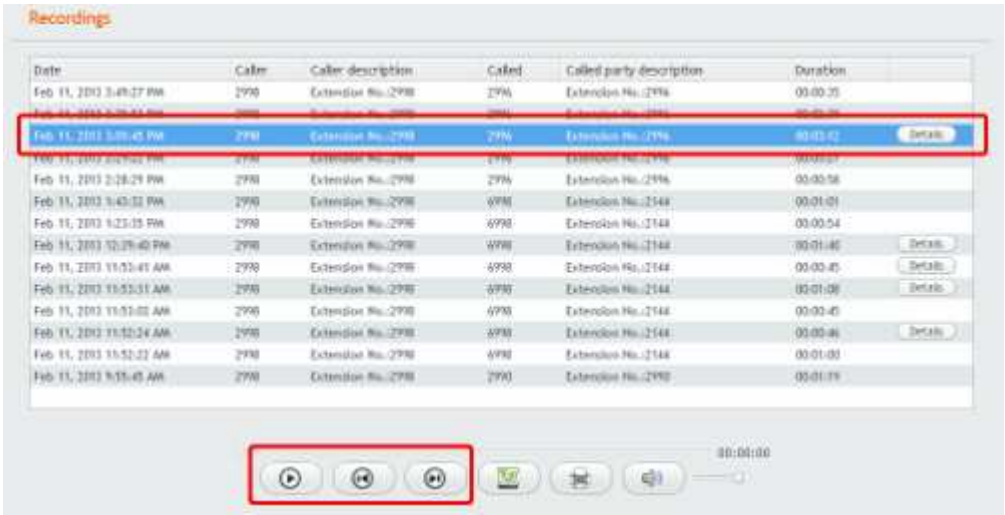


Press *Show all* button to cancel the filtering.



4.3. Listening to the recordings

In the *Recordings* window the *Client* can play the recorded calls directly from the Agent 003 Server (stream listening). To play the recorder call, select the required record from the list and play the recording using the function buttons from the bottom of the page.



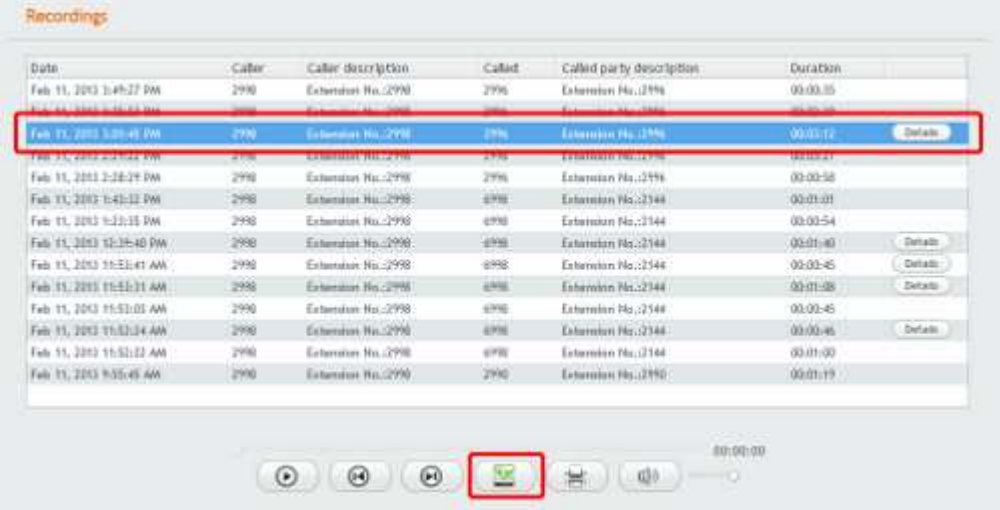
Note: To make sure that all current calls from Agent 003 Server are on the list, refresh the page in the web browser by pressing the F5 key.

Login session time is 30 min. When inactivity exceeds 30 minutes re-logging will be required.

In *Recordings* window user can sort calls by columns:

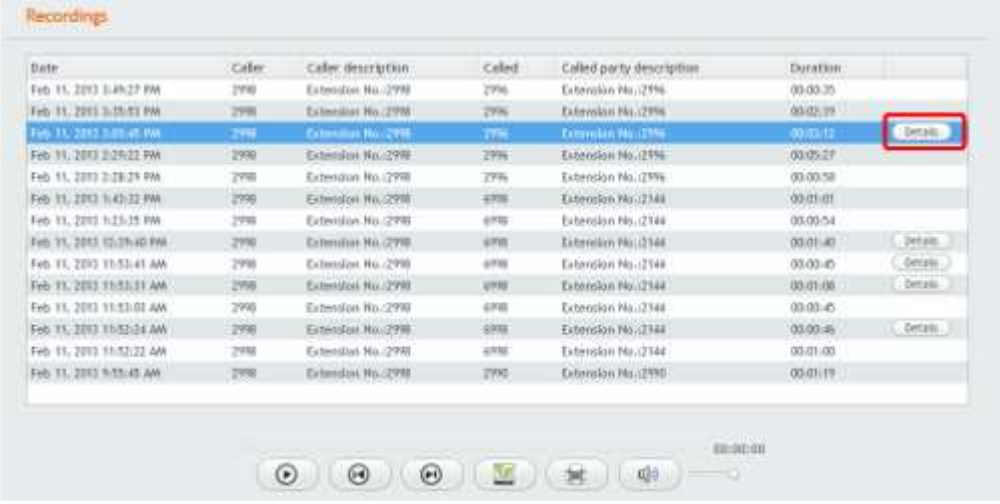
- Date.
- Caller – number initiating the connection.
- Caller description – trunk line or extension description defined in Libra PBX Server.
- Called – number to which connection is directed.
- Called party description – trunk line or extension description defined in Libra PBX Server.
- Duration.

If *Client* account has the privilege to download recordings to the local disk (privilege assigned by *Administrator*), single or multiple records can be selected and saved on the disk, using the browser's file downloading function.

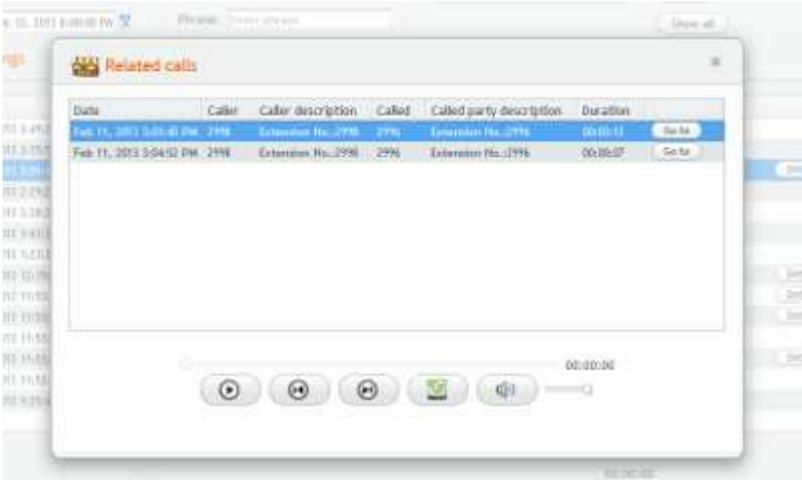


Files will be saved in the default location defined in the web browser for downloaded files or in any other location indicated by user.

Transferred or consultative calls have additional *Details* button.



After having pressed the *Details* button, the *Related calls* window appears, where *Client* can preview the call history, with possibility of listening to the calls which this user is allowed to listen to (marked with the *Go to* button).



By clicking the *Go to* button user is redirected to the main *Recordings* window to the position of the selected record.