# HƯỚNG DẪN SỬ DỤNG NHANH MÁY GHI ÂM AR, AJ2L, AQ4XX,AK8,16,32.

#### 1. Login vào chương trình:

Sau khi cài đặt bật phần mềm sẽ tự động tìm kiếm địa chỉ IP như hình dưới.

	Device Hame	)	IP Address	
20135001	call caddy		192.168.1.30	
	Truy cập	qua LAN bấm thẳng	g vào IP này	
Device Ready				
	ss or DNS:	117.6.84.42	(Truy cập qua internet	- Nat Cổng 6066)
Server IP Addres	00 01 0140.			
Server IP Addres Jser Name:		admin	admin	2

- a. Đăng nhập qua LAN: khi bật chương trình lên chương trình tự động dò tìm địa chỉ IP của máy cắm thiết bị ghi âm và hiển thị lên danh sách list IP, ta bấm trực tiếp vào IP cần truy cập.
- Nếu đăng nhập xem qua mạng internet thì ta open nat port trên modem là cổng 6066 và truy cập qua IP tĩnh hoặc tên miền động đều được

Thông số truy cập như sau

User Name : admin

User Password :1111

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Sau khi đăng nhập thành công sẽ có giao diện như hình trên, sẽ có các trạng thái của các đường kênh, đường Line.

Nếu có ghi âm sẽ xuất hiện file như trên .

#### 2. Cài đặt thời gian hệ thống, để đảm bảo các file ghi âm hiển thị đúng thời gian thực

Settings -> System Parameter, cài đặt thời gian như hình dưới. Sau khi chọn tan ấn nút Synch bên cạnh

System Parameters Channel Parameters Voi	ice Trigger Network Hard Di	isk/Log Sch	neduled Recording PBX SMDR System	Warnin	g Information Other	
Delay Start Rec from First Digit Dialed (s):	((	0-60)	🗖 Device Timer:		10/18/2013 10:06:08 PM	Synchronize device
Only Save Calls Longer Than (s):	(	1-30)	✓ TimeZone:		(UTC+07:00) Bangkok, Hanoi,	Jakarta
Max.Length of Recording (m):	(5	5-120)	Time Synchronization:		Auto with admin logon	
Delay Start RecAfter Dialing Finished (s):	(0	0-60)	Hot Key to Start Recording:			
Time Between Rings = missed call:	(5	5-30)	Hot Key to Stop Recording:			
Inbound DTMF Receive Completed(ms):	(1	100-1000)	🔲 Start hiding digits dialed:			
Audio file format:	AVL Format (Encrypted)	*	Hide digits dialed length:			(1-16)

#### 3. Cài đăt Net work.

۲	Telephone Recording System (20131566 AQ4LH admin (192168.1.45)) 🗕 🗖 🗾 🗾	
File(F) Help(H)		
	AQ HDD Used memory: 24.87% CPU-36% Used HDD 0.01%	
ARTECH	Settings AQ4LH 07-10-2013 11:17:39 AM	
R	System Parameters Channel Parameters Voice Trigger Network Hard Disk/Log Scheduled Recording PBX SMDR System Warning Information Other	
Status	Obtain an IP address automatically IP Address: 192 . 168 . 1 . 45	
m	Ules the following IP address Subnet mask: 255 . 255 . 0	
Recording	Default gateway: 192 . 168 . 1 . 1	
	Alternate DNS server. 192 . 168 . 1 . 1	
8=	Preferred DNS 0 . 0 . 0	
PhoneBook	Network IAC Address: 001A4D890601	
6		
Settings	Build config file Show local network Read Update	
	Central management server IP/DNS:	
	Central management server communication port	
Managers	Connect Central management server	
	Read Update	
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4. Tạo User phân quyền người dung (Chỉ xem, chỉ nghe,..)

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Hanagers			CH3 CH4 CH5 CH6	CH11 CH12 CH13 CH14	CH19 CH20 CH21 CH22 CH22	CH27 CH28 CH29 CH30	
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Vào Manager  $\rightarrow$  User Manager  $\rightarrow$  Add

#### 5. Khai thác sử dụng

a. Nghe file ghi âm: Để nghe file kích đúp vào file cần nghe, file sẽ tự động load và chạy như hình trên.

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b. Tìm kiếm file ghi âm .

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Phone Number : tìm theo số điện thoại

Flag only : tìm theo nhưng cuộc đã đánh dấu .

Channel Name : tìm kiếm theo tên kênh

Ở đây ta có thể tìm kiếm thao Ngày, tháng, số điện thoại, tên, thời gian...

Lưu ý khi tìm kiếm : Muốn tìm mục nào thì chỉ đánh dấu mục đó.

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c. Dowload file ghi âm

Để dowload kích đúp vào file rồi bấm dowload.

#### 6. Cài đặt chế độ thông báo trước khi cuộc goi được ghi âm

Ví dụ: Khi khách hàng gọi đến có 1 thông báo phát ra là "Cuộc gọi của quý khách sẽ được ghi âm" dùng nâng cáo chất lượng dịch vụ

- Vào seting/ Channel Parameters làm theo các ô đỏ bên dưới

System Parameters Channel Parameters Vo	ice Trigger Network Hard Disk/
Channel Number:	Channel:01
Channel Name:	
PBX Channel:	0
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Announcement/Tone Volume Level:	Volume: 11
Recording Announcement:	On - Select
announ2-ADPCMwa	v.wav
Recording Beep Tone	Off
Number of Times Card is Re-specified:	0

- Chú ý để upload được các lời nhắc thì bạn phải ghi âm 1 file vào PC rồi dùng chương trình Cooledit hoặc Switch Sound File Converter chuyển đổi sang chuẩn ADPCM 8000Hz 4bit mono rồi upload lên thiết bị (Bạn có thể add nick chat yahoo: ThienanCs hoặc nick Skype: tongdai.com.vn để hỗ trợ thêm về phần mềm chuyển đổi này)
- Upload file lời nhắc: Vào file/ Recording announcement menagement

#### 7. Cài đặt chế độ trả lời tự động khi hết giờ làm việc

- Vào seting/ Channel Parameters làm theo các ô đỏ bên dưới

Z Auto-Answer Function	On
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Auto-Answer Time Range 3 :	Off • 00:00 • 00:00 •
Auto-Answer Time Range 4:	Off 00:00 🔷 00:00 🔷
Max message time(s):	120 (30-300)
Number of Rings before auto-answer	3 (1-15)
Announcement on Auto-Answer	On - Select
announ2-AD	PCMwav.wav

 Chú ý để upload được các lời nhắc thì bạn phải ghi âm 1 file vào PC rồi dùng chương trình Cooledit chuyển đổi sang chuẩn ADPCM rồi upload lên thiết bị (Bạn có thể add nick chat yahoo: ThienanCs hoặc nick Skype: tongdai.com.vn để hỗ trợ thêm về phần mềm chuyển đổi này) - Upload file lời nhắc: Vào file/ Recording announcement menagement

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### 8. Cài đặt backup tự động sang PC.

Cài đặt thời gian tự động backup bắt đầu từ giờ nào đến giờ nào .

Cài đặt chế độ lưu file ghi âm sau khi dowload hoặc backup về máy tính.

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Vào Settings -> Other chọn đường dẫn như hình trên .

## **THANK YOU!**