IPLDK CRS

Installation and User Guide

Call Recording System	- D ×
😤 Backup 🔄 E-Mail	Search - List Int Option
Name Unknown Telephone Number	Call Info Address Subject
Recording Time	Memo
🚮 Rec 🗂 Stop 🚮	Play Pause TT = Save Delete
Backup All Liet	Call List Address book
	I First Name Last Name Phone Number Date Length Subject Unknown 2004-09-14 오후 5:59, 00:00:004 00:00:004 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 00:00:002 0:00:002 0:00:002 0:00:002 </td
	(4)
Ready	On Line Free Space: 12,92 GB

ISSUE 1.0A



1.	INTRODUCTION	5
	1.1 OVERVIEW 1.2 Features	
2.	INSTALLATION ENVIRONMENT	6
	2.1 Hardware Specification2.2 System Requirements	
3.	PROGRAM SETUP	7
	 3.1APPLICATION SETUP 3.2 DAO SETUP 3.3 USB MODULE (LDP-7024D, LDP-7024LD) SETUP 3.4 USB MODULE (LDP-7024D, LDP-7024LD) UPDATE 	
4.	MAIN FEATURE DESCRIPTION	19
	 4.1 Main screen 4.2 Voice Recording and Playing	
	Stop Pause Resume Sound Volume Up Sound Volume Down	24 25 26
	Address Book Management 4.3 OUTLOOK OUTLOOK Address Book Import Send E-Mail by MS Outlook	
	MENU 4.4 Import and Export from MS EXCEL Save Call List Save Address Book Save Call List Import Address Book MENU	
	4.5 PRINT CALL LIST Address Book Print from Call List frame MENU	
	4.6 SEARCH Search Call List Search Address MENU	
	4.7 VIEW Simple Mode	

Issue 1.0A

	Disk Information Support multi-language MENU 4.8 BACKUP Auto Backup Manual Backup MENU 4.9 OPTION Record Option KEYMAP PATH	46 47 47 47 47 48 48 48 48 50
5.	UTILIZATION	51
	5.1 Call List5.2 Call List and Address book5.3 Insert, Update and Delete for new customer	52
6.	LINK TO EZ PHONE/EZ ATD	5 4
7.	USB ERROR TYPE FOR CALL RECORDING SYSTE PROGRAM	55
	 7.1 USB MODULE (LDP-7024D, LDP-7024LD) is unreconized 7.2 USB MODULE (LDP-7024D, LDP-7024LD) is unreconized in the SYSTEM 7.3 Delete USB MODULE (LDP-7024D, LDP-7024LD) driver <i>How to delete the driver under Windows 2000, XP</i> <i>How to delete the driver under Windows 98, ME</i> 	56 56
8.	ERROR MESSAGE	58
	 8.1 When you incorrectly set the wave file Directory 8.2 When you incorrectly set the wave file and backup Directory 8.3 Hard disk space is insufficient	59 60 60 60

Details for Changes

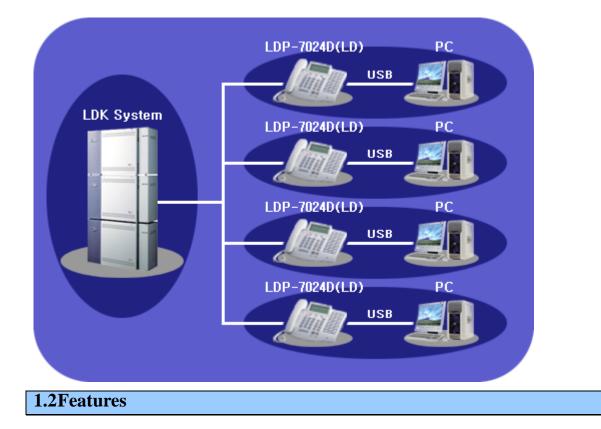
Version	Date	Details	Notes
1.0A	2004-05-19	First Created	

1. INTRODUCTION

1.1 OVERVIEW

- Call Recording System is the program that enables you to record the messages on the phone.
- You connect the USB cable to Keyset(LDP-7024D(LD)) and desktop computer in this System.

- This System also provides various features that enable you to save the recorded messages to file, to play the file and to use the file as an e-mail attachment.



Call Recording System provides main features as follows.

- Enables you to record the messages on the phone.
- Enables you to save the recorded messages to file and to play the saved file.

- 5 -

- Enables you to send other people the file as an e-mail attachment.
- Enables you to import address book from Outlook Express and Microsoft Excel
- Enables you to export phone book and address book to Microsoft Excel.

2. INSTALLATION ENVIRONMENT

2.1 Hardware Specification

-Digital Keyset(LDP-7024D(LD) : USB Module Support Keyset), USB cable

Notes: Call Recording System only supports LDP-7024D model and LDP-7024D model

2.2 System Requirements

Operating System: Win 98, Windows NT, Window 2000 Win Me, Window XP home, pro.

Recommended Processor : Pentium III 800 MHz

Recommended RAM: 128 MB

Available hard disk space: 200 MB

Video Adapter: SVGA(Min. 256 colors/800x600)

Minimum Processor: Pentium MMX- 800MHz

Minimum RAM : 64 MB

Sound Card (Required)

- 6 -

<u>- 0 ×</u>

3. PROGRAM SETUP

3.1APPLICATION SETUP 😑 setup <u>File Edit View Favorites Tools Help</u> 🗢 Back 🔹 🤿 👻 🔂 🔞 Search 🛛 🖓 Folders 🖓 🖓 🦉 💥 🖄 📖 🖛 Address 🔄 setup 🝷 🧬 Go 🛛 V3 💆 🔻 Name \triangle Size Type Modified . 🗒 crsLang 17 KB Text Document 6/29/2004 1:38 AM 9/7/1998 4:19 PM 🧐 Dao35Redist 3,329 KB Application setup 🗳 data 1 270 KB Cabinet File 6/29/2004 11:23 PM 🔊 data1.hdr 13 KB HDR File 6/29/2004 11:23 PM 🗟 data2 Select an item to view its description. 1,259 KB Cabinet File 6/29/2004 11:23 PM 🗳 engine32 409 KB Cabinet File 12/4/2002 10:16 PM See also: 🛋 layout 1 KB BIN File 6/29/2004 11:23 PM My Documents 📑 main_32 4 KB Icon 5/21/2004 12:27 AM My Network Places MSJET35.DLL 1,022 KB Application Extension 2/27/2003 3:27 AM My Computer 🔊 setup.boot 335 KB BOOT File 6/29/2004 11:23 PM setup 105 KB Application 12/1/2002 11:33 PM 🗒 setup 1 KB Configuration Settings 6/29/2004 11:23 PM 🛋 setup 175 KB INX File 6/9/2004 1:51 AM

13 object(s) (Disk free space: 16.4 GB)

- You click Setup.exe after the movement to Directory with Application install program.

6.77 MB

🖳 My Computer

Question			×
?		needs DAO Ver to install the D	
Į.	<u>Y</u> es	<u>N</u> o]

- Call Recording System needs DAO Version 3.5.
- If you click the Yes(Y) button, DAO files are installed.

- If you click the No(N) button, DAO files are not installed.

LGCR5 - InstallShield Wizard		×
	Welcome to the InstallShield Wizard for LGCRS	
	The InstallShield® Wizard will install LGCRS on your computer. To continue, click Next.	
	< <u>₿</u> ack <u>Next></u> Cancel	

LGCRS - InstallShield Wizard		×
Customer Information Please enter your information.		
Please enter your name and the name of the	e company for which you work.	
User Name:		_
admin		
<u>C</u> ompany Name:		
LGE		
InstallShield		
	< <u>B</u> ack <u>N</u> ext > Cancel	
	- 8 -	
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- Click the Next button after entering your name and company name.

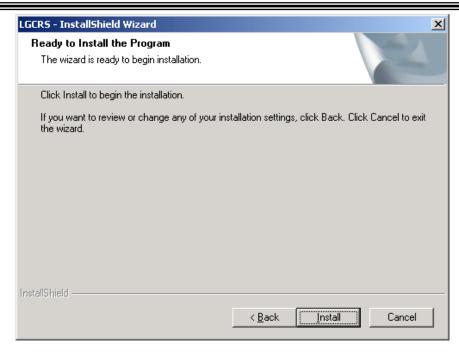
Question	×
?	Your database is already existed If you want to use the previous database, click YES,
	Yes No

- If database is already existed, the message above is displayed.
- If you use previous database, click the Yes (Y) button.
- Or if you use new database, click the No (N) button.

LGCRS - Ins	tallShield Wizard			×
	Vestination Location Ider where setup will install files.			X
	Install LGCRS to: D:\Program Files\LG Electronics\LG	iCRS		<u>C</u> hange
InstallShield –		< <u>B</u> ack	<u>N</u> ext>	Cancel

- After clicking the Change button, select folder where setup will install files. Then click the Next button.

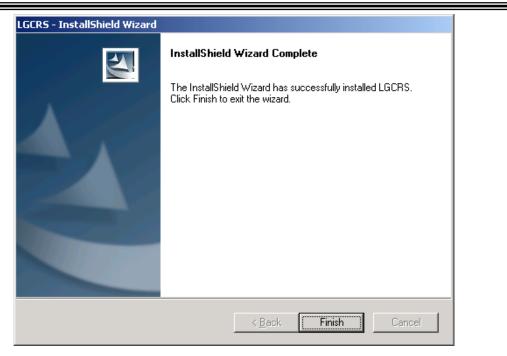
Issue 1.0A



- Click the Install button to begin the installation.

- 10 -

Issue 1.0A

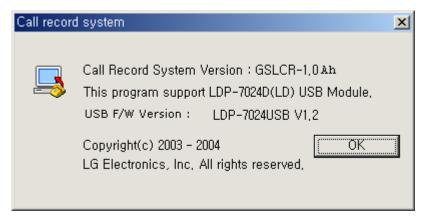


- The window for Installation Complete is displayed.

- Click the Finish button to complete the installation.

How to check the version

- Run CRS and Click 'About' in menu.
- You can see installed CRS version and USB firmware version



- 11 -

3.2 DAO SETUP

- Don't cancel setup during installation process.
- This program will install the module necessary for using the database.



Select Components	×
	DAD can be installed with Jet and/or ODBCDirect components. Select the components that you'd like to install ✓ <u>Uet 3.5</u> ✓ <u>O</u> DBCDirect
	< <u>B</u> ack <u>N</u> ext > Cancel
	- 12 -

Issue 1.0A

Select Components		×
	Jet contains optional components for accessing additional data formats. Select the optional formats that you'd like to install Excel Paradox XBase Lotus I ext and HTML Exchange	
	< <u>B</u> ack <u>N</u> ext > Cancel	

Data Access	Objects (DAO) Setup	
	Copying Jet files msthus 35.dtl Cancel	
		Lait F3

Informati	ion 🔀
٩	Data Access Objects (DAO) successfully installed
	ОК

- This is the window DAO successfully installed.

- 13 -

3.3 USB MODULE (LDP-7024D, LDP-7024LD) SETUP

Found New Hardware Wizard	
	Welcome to the Found New Hardware Wizard This wizard helps you install a device driver for a hardware device.
	< <u>B</u> ack <u>Next</u> > Cancel

- When USB cable is connected to the computer, automatically the window above is displayed.

- To install the driver, select the Install from a list or specific location [Advanced] button, and then click the Next button.

ound New Hardware Wizard
Driver Files Search Results The wizard has finished searching for driver files for your hardware device.
The wizard found a driver for the following device:
USB Call Recorder
Windows found a driver for this device. To install the driver Windows found, click Next.
d:\program files\lg electronics\lgcrs\win2kusbdrv\ldp7000.inf
< <u>B</u> ack <u>Next></u> Cancel
- 14 -

- Select the Search for the best driver in these locations button, and then select the Include the location in the search check box.

- If you click the Browse button, the window below is displayed.

- Select WinXpUSBDrv file under Microsoft Windows XP, and then click the Next button.

Found New	v Hardware Wizard		×
=	Insert the manufacturer's installation disk into the drive selected, and then click OK.	OK Cancel	
	Copy manufacturer's files from: gram Files\LG Electronics\LGCRS\Win2kUSBDrv	<u>B</u> rowse	

- The appropriate USB Drivers.

USB Driver Directory:

Windows98 \rightarrow Win98USBDrv,

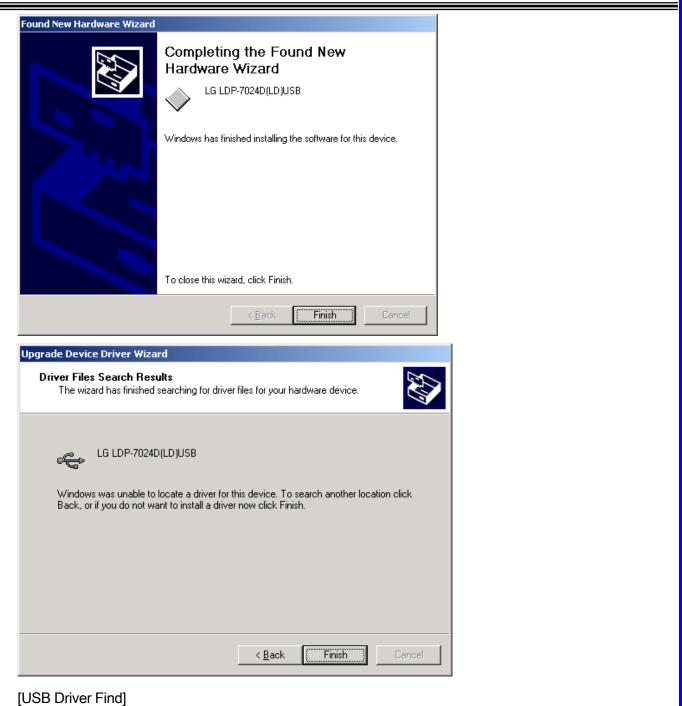
WinMe \rightarrow Windows ME,

Win2kUSBDrv \rightarrow Windows 2000,

WinXpUSBDvr \rightarrow Windows XP)

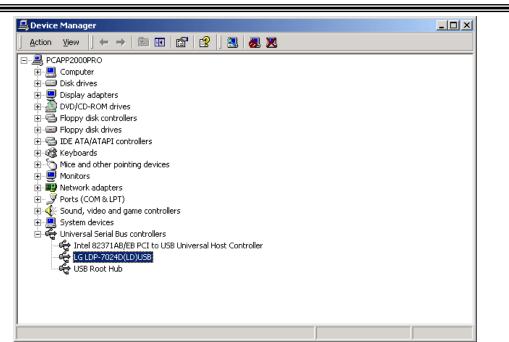
- 15 -

Issue 1.0A

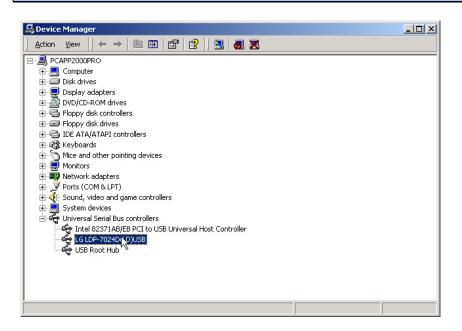


- After USB Driver Setup is completed,
- Select the Universal Serial bus controllers in the Device Manager Control panel.
- You can find the LGLDP-7024D(LD) item in the window below.

Issue 1.0A



3.4 USB MODULE (LDP-7024D, LDP-7024LD) UPDATE



- Select the Universal Serial bus controllers in the Device Manager control panel, and then find the LG LDP-7024D(LD) item.

-After that, click Right Mouse Button, and then select the Properties item.

General Driver Image: Comparison of the state of the st	LG LDP-7024D(LD)USB Pro	operties 🛛 🔀
Driver Provider: LG Electronics Inc. Driver Date: Not available Driver Version: Not available Digital Signer: Not digitally signed To view details about the driver files loaded for this device, click Driver Details. To uninstall the driver files for this device, click Uninstall. To update the driver files for this device, click Update Driver. Driver Details Uninstall Update Driver	General Driver	
Driver Date: Not available Driver Version: Not available Digital Signer: Not digitally signed To view details about the driver files loaded for this device, click Driver Details. To uninstall the driver files for this device, click Uninstall. To update the driver files for this device, click Update Driver. Driver Details. Uninstall Update Driver. Update Driver	LG LDP-7024D(I	LD)USB
Driver Version: Not available Digital Signer: Not digitally signed To view details about the driver files loaded for this device, click Driver Details. To uninstall the driver files for this device, click Uninstall. To update the driver files for this device, click Update Driver. Driver Details Uninstall Update Driver	Driver Provider:	LG Electronics Inc.
Digital Signer: Not digitally signed To view details about the driver files loaded for this device, click Driver Details. To uninstall the driver files for this device, click Uninstall. To update the driver files for this device, click Update Driver. Driver files for this device, click Update Driver. Driver Details Uninstall Update Driver	Driver Date:	Not available
To view details about the driver files loaded for this device, click Driver Details. To uninstall the driver files for this device, click Uninstall. To update the driver files for this device, click Update Driver.	Driver Version:	Not available
Details. To uninstall the driver files for this device, click Uninstall. To update the driver files for this device, click Update Driver. Driver Details Uninstall Update Driver	Digital Signer:	Not digitally signed
OK Cancel	Details. To uninstall the dr the driver files for this devi	iver files for this device, click Uninstall. To update ce, click Update Driver.
OK Cancel		
		OK Cancel

- Click the Update Driver button in the LG LDP-7024D(LD) USB Properties.

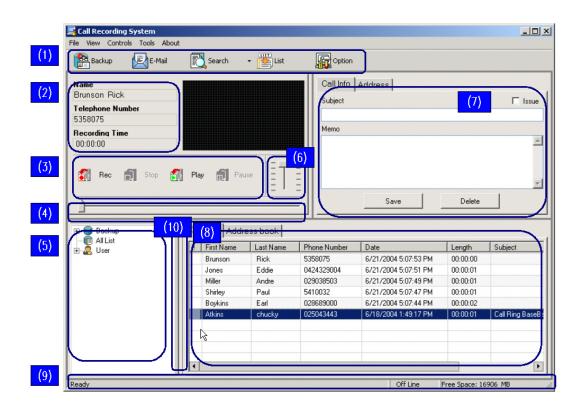
- The remaining feature is the same as the one described in the 3.3 USB MODULE (LDP-7024D, LDP-7024LD) SETUP part.

Issue 1.0A

- 18 -

4. MAIN FEATURE DESCRIPTION

4.1 Main screen



Menu and Toolbar : Entire features are available in the Menu Bar. Also, frequently used features are available in the Toolbar. There are Backup button, E-Mail button, Search button, List button and Option button on the Toolbar.

Customer Information Display : Basic customer information such as name, phone number and record time is displayed.

Wave control button : Record, Stop, Play, Pause button. This is the button to record play, stop, and pause the sound.

Play Bar : progress is displayed when the sound is recorded and played.

User List: There are two kinds of list. Users in backup files are displayed in one list. In the other list, users currently registered are displayed. If you double click on the user item in the user list, the call history about the user is displayed on the right screen..

Volume Adjustment: When recording and playing the sound, you can adjust microphone volume.

Call and Address Information Display: Information such as Subject and memo for each call are displayed, updated and deleted. Click the Address tab, and then address information about each user is displayed, inserted, updated and deleted.

Call list and Address book: All call information in the database is displayed. If a row in the call list tab is clicked, the detailed information is also displayed in the call information tab. f a row in the Address book tab is clicked, the detailed information is also displayed in the Address tab.

Status Bar : The current status are showed in the status bar as follows. record status, play status and pause status. Capacity for hard disk is displayed in real time.

Splitter Bar : If you move Splitter Bar, you can resize the size of User List frame and Call List frame.

Issue 1.0A

4.2 Voice Recording and Playing

Record

📑 Call Recording Sys		
File View Controls	Tools About	
🖹 🛃	- 🖺 📓	
Name Allen Malik		
Telephone Number		
024322342		
Recording Time		
00:00:04		
👩 Rec 👔	Stop 🗊 Play 🚮 Pause	Ť.
·)		
Recording	On Line Free Space: 16.45 GB	3 //

- If the Record button is clicked, name, telephone number and recording time is displayed.

- If the telephone number and name is not found in the database or is not entered, the string "Unknown" is displayed.

- The message "recording" is showed in the status bar, and the bars and waves are displayed according to the height of the sound.

Issue 1.0A

IPLDK Call Recording System

Play

🔄 Call Recording System 📃 🔲	×
File View Controls Tools About	
😤 🖻 🔍 · 選 🌇	
Name Allen Malik	
Telephone Number	
024322342	
Recording Time	
00:00:01 / 00:00:28	
👩 Rec 🛐 Stop 👩 Play 🚮 Pause	
Playing On Line Free Space: 16.45 GB	1

- If you click the Play button, the customer information such as name, telephone number, and recording time is displayed in Customer Information frame, and you can hear the recorded sound through speaker.

- The message "playing" is showed in the status bar and hotkeys can be used.

-You can adjust microphone volume using Volume Adjustment Bar.

- During playing, the Record button and the Play button is disabled.

- If you exit the program, you must click the Stop button.

(*Caution : If the Module for playing the sound in the sound card simultaneously accessed in other program for playing the sound and Call Recording System, one of both is incorrectly executed.)

Save call information

- After clicking the Record button, you enter the call information (Issue, Subject and Memo), and if you click the Stop button, the information is automatically saved. (See 4.2.4 Stop)

- 22 -

Issue 1.0A

Name Image: Constraint of the second method method method method of the second method of the second method met	Call Recording System						_0>
Shirley Paul Subject Issue Secording Time 00:00:03 Image: Stop Stop Stop Stop Stop Stop Stop Stop	😤 Backup 🔄 E-Mail	Search	• List	Option			
Felephone Number 5410032 Recording Time 00:00:03 Image: Stop Image:	Name Obides Devid			Call Info	Address		
Save Delete Sa				Subject			🗌 Issue
Recording Time 00:00:03 Nemo Image: Stop Image: Play Image: Pl							
Outcol 0.03 Stop Play Pause Image: Constraint of the state of the stat				Memo			
Image: Stop Play							
Save Delete Save Delete Save Delete All List Address book I First Name Last Name Shirley Paul Shirley Paul Shirley Paul Jones Edde Jones Edde Davis Antonio 025864757 6/30/2004 6:08:47 PM 00:00:12 Curry Eddy 7550889 6/30/2004 6:08:00 PM 00:00:15 Brunson Rick 5358075 Boykins Earl 02868900 Allen Malik 024322342 G/30/2004 6:06:12 PM 00:00:10 Allen Malik 024322342							
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Save Delete Delete Save Save Delete Save Delete Delete Save Save Delete	🔂 Rec 📄 Stop 🛐	Play 🛄 Par	use 🗧	=			
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Boykins Earl 028689000 6/30/2004 6:07:15 PM 00:00:10 Allen Malik 024322342 6/30/2004 6:06:12 PM 00:00:28	È⊡- 🧟 User	Shirley Miller Jones Davis	Andre Eddie Antonio	029038503 0424329004 025864757	6/30/2004 6:08:41 PM 6/30/2004 6:08:27 PM 6/30/2004 6:08:16 PM	00:00:10 00:00:09 00:00:12	
Allen Malik 024322342 6/30/2004 6:06:12 PM 00:00:28	⊞⊸ <mark>&</mark> User	Shirley Miller Jones Davis Curry	Andre Eddie Antonio Eddy	029038503 0424329004 025864757 75508889	6/30/2004 6:08:41 PM 6/30/2004 6:08:27 PM 6/30/2004 6:08:16 PM 6/30/2004 6:08:00 PM	00:00:10 00:00:09 00:00:12 00:00:15	
	⊞⊸ <mark>&</mark> User	Shirley Miller Jones Davis Curry Brunson	Andre Eddie Antonio Eddy Rick	029038503 0424329004 025864757 75508889 5358075	6/30/2004 6:09:41 PM 6/30/2004 6:08:27 PM 6/30/2004 6:08:16 PM 6/30/2004 6:08:00 PM 6/30/2004 6:07:42 PM	00:00:10 00:00:09 00:00:12 00:00:15 00:00:14	
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	⊞⊸ <mark>&</mark> User	Shirley Miller Jones Davis Curry Brunson Boykins	Andre Eddie Antonio Eddy Rick Earl	029038503 0424329004 025864757 75508889 5358075 028689000	6/30/2004 6:08:41 PM 6/30/2004 6:08:27 PM 6/30/2004 6:08:16 PM 6/30/2004 6:08:00 PM 6/30/2004 6:07:42 PM 6/30/2004 6:07:15 PM	00:00:10 00:00:09 00:00:12 00:00:15 00:00:14 00:00:10	
	⊞- <mark>&</mark> User	Shirley Miller Jones Davis Curry Brunson Boykins	Andre Eddie Antonio Eddy Rick Earl	029038503 0424329004 025864757 75508889 5358075 028689000	6/30/2004 6:08:41 PM 6/30/2004 6:08:27 PM 6/30/2004 6:08:16 PM 6/30/2004 6:08:00 PM 6/30/2004 6:07:42 PM 6/30/2004 6:07:15 PM	00:00:10 00:00:09 00:00:12 00:00:15 00:00:14 00:00:10	
eady On Line Free Space: 16.45 GB	£⊡- <mark>28</mark> User	Shirley Miller Jones Davis Curry Brunson Boykins Allen	Andre Eddie Antonio Eddy Rick Earl	029038503 0424329004 025864757 75508889 5358075 028689000	6/30/2004 6:08:41 PM 6/30/2004 6:08:27 PM 6/30/2004 6:08:16 PM 6/30/2004 6:08:00 PM 6/30/2004 6:07:42 PM 6/30/2004 6:07:15 PM	00:00:10 00:00:09 00:00:12 00:00:15 00:00:14 00:00:10	

Stop

🔄 Call Recording System
File View Controls Tools About
😤 🛃 · 選 🌇
Name Shirley Paul
Telephone Number
5410032
Recording Time
00:00:03
Rec 🗊 Stop 🛐 Play 👩 Pause
Ready On Line Free Space: 16.45 GB

- The Stop button is enabled when the sound is recorded and is played. You can stop the process as follows.

- Click the Stop button, select the Stop menu item on the Control Menu and use the hot key "CTRL+S" If you exit the program, you must click the Stop button.

Pause

📕 Call Recording System	
File View Controls Tools About	
😤 🖻 🖸 - 🗾 🌇	
Name Miller Andre	
Telephone Number	
029038503	
Recording Time 00:00:04/00:00:10	
Rec 🚮 Stop 🗊 Play 🚮 Pause –	
<u>}</u>	
Playing On Line Free Space: 16.45 GB	

- The Pause button is enabled when the sound is recorded and is played. You can pause the process as follows.

- Select the Pause menu item on the Control Menu.

Issue 1.0A

Resume

属 Call Recording System	
File View Controls Tools About	
🖹 🖻 🛃 - 選	
Name Miller Andre	
Telephone Number	
029038503	
Recording Time	
00:00:01 / 00:00:10	
👩 Rec 🚮 Stop 🗊	Play 🚮 Resume
Play(Pause) On Lin	e Free Space: 16.45 GB

- If you click the Pause button, the process is paused.

- The Pause button is changed to the Resume button.

- As for the recording, the message "recording (pause)" is showed in the status bar. As for the playing, the message "playing (pause)" is showed in the status bar. Resuming the process, click the Resume button, and then the Resume button is changed to the Pause button.

- As for the recording, the message "recording" is showed in the status bar. As for the playing, the message "playing" is showed in the status bar.

Issue 1.0A

Sound Volume Up

🔄 Call Recording System	-O×
File View Controls Tools About	
🖹 🖻 🔍 · 🖉 🜇	
Name	
Miller Andre	
Telephone Number 029038503	
Recording Time 00:00:01 / 00:00:10	
Rec 🚮 Stop 🗐 Play 🚮 Resume	
Play(Pause) On Line Free Space: 16.45 GB	/
View Controls Tools About	
A Record E Flay	
Stop	
me Resume	
lenhor Volume V Up	
9038503	

- You can adjust microphone volume more loudly, using the Vertical Bar on the below part from the right part of screen.

- Select the Volume menu item on the Control Menu and use the hot key "ALT+U"

- 26 -

Issue 1.0A

Sound Volume Down

🔄 Call Recording System	
File View Controls Tools About	
🖹 🖻 🔍 · 選 🜇	
Name	
Miller Andre	
Telephone Number 029038503	
Recording Time	
00:00:01 / 00:00:10	
Rec Space: 16.45 GB	
(Pause) On Line Pree Space, 10.45 Gb	
View Controls Tools About	
Record Play Stop	
me Resume	
ller Ai Volume ▶ Up	
lephor	
9038503	

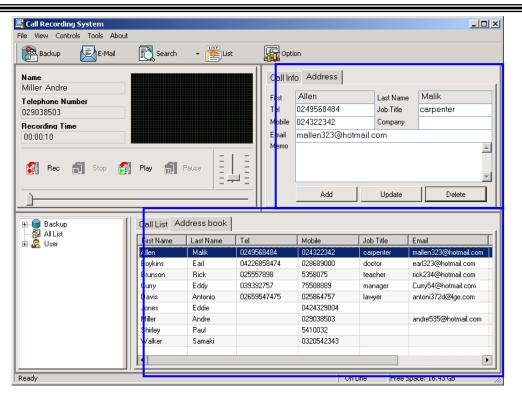
- You can adjust microphone volume more lower, using the Vertical Bar on the below part from the right part of screen.

- Select the Volume menu item on the Control Menu and use the hot key "ALT+D"

Address Book Management

- On this screen, we can manage the address book. We can add, update and delete to the address book.

Issue 1.0A



- The screen for adding a address is as follows.

Address Edit	
First Name	Append
Last Name	Close
Tel	
Job Title	
Mobile	
Company	
Email	
Memo	

Issue 1.0A

4.3 OUTLOOK

OUTLOOK Address Book Import

mporting
Contacts\Personal Folders
Select contact folder
Outlook Orersonal Folders
Deleted Items
Inbox Outbox
Sent Items
Contacts
Journal Notes
Ö Tasks
Drafts
Start Importing

- If you choose Import (Address Book(MS Outlook)) from the File menu, The window above is opened. After importing the stored Outlook Address Book on your PC,

- You can use the address book in the Call Recording System.

Send E-Mail by MS Outlook

- After clicking a row on the Call List on the below part from the right part of screen, select the E-Mail button on the Main Toolbar on the main screen. If do so, you can send E-Mail by MS Outlook.

- E-Mail is automatically attached in the Outlook express. If you attach the file in other mail client, press "CTRL+V"

* How to other mail client file attach

Step1: Choose you spend to make in the menu

- 29 -

Step2: mail client display.

Ele Edit View Insert Format Lools Actions Help Elsend Insert Format Lools Actions Help Insert Format Loop	🔀 subject - Message (Plain Text)	
To bru5412@hotmail.com		
	📔 Send 🔚 🐰 🗈 🛍 🕕 🚦 🦊 🔻 🔛 Options 😰 🎽	• 🛕 B 🗵 📄 🚍 🗮 类
	To bru5442@hotmail.com	
Subject		
<u> </u>	<u> </u>	X

Step3 : Choose a file include in the mail client to make.

🔀 subject	- Message (Plain Text)					_	
Eile Edit	View Insert Format Tools	Actions Help					
Send Send		🖊 🛛 🕈 🔡 Optio	ns 🕄 🔾	•	• <u>А</u> в	<u>∎</u> ≣ ≣	i≡ *
To <u>.</u>	bru5442@hotmail.com						
<u>C</u> c							
Subject:	subject						
memo							
							_
							~

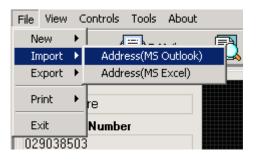
Issue 1.0A

	Stick a me s		put, piess		1	
Insert File						<u>? ×</u>
Look <u>i</u> n:	LGCRS		- 🗧 🔁	🔍 X 🖆	💷 🔻 Tools 🗸	
History My Documents Desktop Favorites	Backup Log Wave Backup CRSDB CRSDB CRSDB CRSDB CRSDB CRSDB CRSDB CRSPrint Frod.dll Hot.cfg LGCRS main_32 MSJET35.DLL					
	File <u>n</u> ame:	.GCRS \ Wave \ Bru	nson Rick_200406:	21172343	-	In <u>s</u> ert 🔻
	Files of type:	ll Files			•	Cancel

Step4 : You stick a file selection and put , press "CTRL+V"

MENU

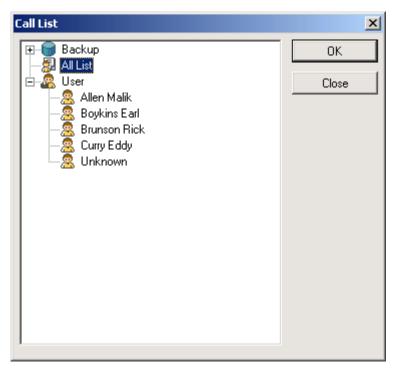
- Import Address Book from MS Outlook.



4.4 Import and Export from MS EXCEL

Save Call List

- Select the list which you will export to MS Excel. (All List, Backup Users, Current Users)
- You can export the call list of the specific user to MS Excel.



- If you choose Export (Call List) from the File menu, the window above (Save as Window) is opened.



- You can import and export the Call List in this System.

Save Address Book

Save As			? ×
Save in: 🚺 D)esktop	- + 🖿 I	* 🎟
My Documen	its 📲 address.xls		
Ny Compute			
My Network	Places 🏽 export_addr.xls		
🗋 Pini76			
🔋 📄 200win to LG	iCRS		
🔋 훠 98win to LGC	IRS		
E .			
File <u>n</u> ame:	test.xls		<u>S</u> ave
Save as <u>t</u> ype:	Excel Files (*.xls)	•	Cancel

- If you choose Export (Address Book) from the File menu, the window above (Save as Window) is opened. You can save the Address Book information to MS Excel.

Save Call List

Call List Address book					
!	First Name	Last Name	Phone Number	Date	
	Shirley	Paul	5410032	6/30/2004 6:0	
	Miller	Andre	CORCORCE CORCORCE	<mark>- 1/30/2004 6:0</mark>	
	Jones	Eddie	Play E-Mail Print Call List Export(MS Excel)	/30/2004 6:0	
	Davis	Antonio		/30/2004 6:0	
	Curry	Eddy		/30/2004 6:0	
	Brunson	Rick -		— /30/2004 6:0	
	Boykins	Earl	Edit	/30/2004 6:0	
	Allen	Malik	Delete	/30/2004 6:0	

- If you click right mouse in a row on Call List Tab, a popup is displayed. After selecting the Export (MS Excel) in the popup Menu,

- If you save the data as specific name, current data is saved to MS Excel file.

Save As	<u>? ×</u>
Save jn: 📝 Desktop 💌 🗲	💼 💣 🎟 -
My Documents address.xls My Computer address.xls My Network Places export_addr.xls Pini76 200win to LGCRS 98win to LGCRS	
File <u>n</u> ame:	<u>S</u> ave
Save as type: Excel Files (*.xls)	Cancel

Import Address Book

File	View	C	Controls	Tools
N	ew	۲	MS E	xcel
Щ,	nport	×		
E	xport	۲		

- If you create MS Excel file to create the excel file for Address Book, you must choose new (MS Excel) from the File menu,

Save As	<u>?</u> ×
Savejn: 🚺 Desktop 🔽 🖛 🛍 📸 🎫	
My Documents Mail address.xls My Computer Mail eng_address.xls My Network Places Mail export_addr.xls Pini76 Pini76 200win to LGCRS 98win to LGCRS	
File <u>n</u> ame: <u>S</u> av	e
Save as type: Excel Files (*.xls)	el

- The Excel file below is the excel file created newly.

- The field name is printed on the first row.
- The user inserts the data according to the first row.

- 34 -

Issue 1.0A

🔀 Microsoft Excel - newAddress.xls <u>- 8 ×</u> 📳 Eile Edit View Insert Format Tools Data Window Help ***** 000 • * 🗋 🚔 🔚 🚔 🚔 🛍 🛍 🗠 + 🍓 Σ 🏂 🐉 🛍 🖗 C2 Ŧ = В 0 E A С F G Н ٠ FirstName LastName Tel No Mobile No Job Title 1 Email Company Memo 2 Shirley Paul 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 NUM Ready

- After inserting the total data, you choose Import (Address Book (MS Excel)) from the File menu, If the window for selecting the file stored previously is displayed,

- Select the excel file made previously, and click the Ok button.

- If do so, the address book is imported in the Call Recording Program.

Open Look in:	Desktop		×? ≝•
My Docum My Compu My Netwo Pini76 200win to 98win to L	iter Meng_address.xls rk Places Mexport_addr.xls MewAddress.xls LGCR5		
File <u>n</u> ame:			<u>O</u> pen
Files of <u>type</u> :	Excel Files (*.xls)	•	Cancel
	Dpen as read-only		
		- 35 -	

Issue 1.0A

MENU

- Export Menu

File	View	C	ontrols	Tools	Abou	Jt		
New 🕨 Import 🕨		► ►	E-Mail					
Export		×	Call List			_		
Print 🕨		•	Address Book					
E	kit		Numbe	r				
029038503								

- MENU for Exporting the Address Book (See 4.4.4 Import Address Book (MS Excel))

File	View	C	ontrols	Tools	About	
New		۲	A=1			
Import		×	Addre:			
Export		۲	Address(MS Excel)			
Pt	rint	۲	.ul			
Exit		Number				
54	10032	2				

4.5 PRINT

CALL LIST

- In Print Call List dialog, select the list which you will print, and click the OK button.
- You can print the call list of the specific user.

Print Call List

Issue 1.0A

- You can preview the call list data in the database on the screen, and print the data, zoom in and out them and view 2page on a screen. If you click the Print button, the data are printed after selecting the printer type

- Call List printing distinguishes to an user base when a call list is printed.(A person per page. If Call list of one user is many, the contents will be printed with several pages.)

ŵ.	Nest Page	Ping Rogn	Iwo Page 2	Zoom (n Zoom (jut	Qlose				E
1									
				Call R	ecording Syst	em-Ca	ll List		
		First Name	Last Name	Phone Number	Date	Length	Subject	Merrio	
		Cano	Kelvin	7671001	6/6/2004 11:55:00 /M	00:00:14			
								Tetal : 00:00:14 = \$ 0	
					- 1/0 -				

- 37 -

Address Book

- You can preview the address book data in the database on the screen, and print the data, zoom in and out them and view 2page on a screen. If you click the Print button, the data are printed after selecting the printer type.

		Call R	ecording Sys	stem-Address	Book		
First Name	Last Name	Phone Number	Mobile	Job Title	Email	Company	
Cato Davis	Kelvin Antonio	7571001 4640403	01705040302 01854549000	nurse basketball player	oatonurse34@hotmail.com Davis@antonio.com	NMA Chicago Bul	
Ford Dakley Piatkowski Udoka Unknown Wilks	Alton Charles Erio Ime Mike	7879087 9590321 9596565 7579675 Unknown 9596576	0194030050 0150340234 0160340234 0116567655 Unknown 0110440343	doctor doctor carpenter teacher Unknown lawyer	ford54@atton.com oc6565@hotmail.com perio4343@hotmail.com udokaime23@hotmail.com Unknown wilkslawyer59@aba.com	ls UNI UNI school Unknown ABA	
-						Total Count : 8	

Print from Call List frame

First Name	Last Name	Phon	e Number	Date		Length
Shirley	Paul	5410	032	6/30/20	04 6:08:47 PM	00:00:03
Miller	Andre	029	Diau	e 190-190	14 6:08:41 PM	00:00:10
Jones	Eddie	042	Play E-Mail		I4 6:08:27 PM	00:00:09
Davis	Antonio	025	Print Call Lis	+	I4 6:08:16 PM	00:00:12
Curry	Eddy	755	Export(MS 8	-	14 6:08:00 PM	00:00:15
Brunson	Rick	535 -	Export(Hor		4 6:07:42 PM	00:00:14
Boykins	Earl	028	Edit		I4 6:07:15 PM	00:00:10
Allen	Malik	024	Delete		I4 6:06:12 PM	00:00:28

- If you click right mouse in a row on Call List Tab, a popup is displayed. If you select the Print call List in the popup Menu Call list data is displayed in the window.

Issue 1.0A

RS Print								
L. Nest Page	e Ping Rage	Iwo Page Z	oomin Zoomin	Dose				
			Call F	Recording Syst	em-Ca	ll List		
	First Name	Last Name	Phone Number	Date	Length	Subject	Memo	
	Cano	Kelvin	7671001	6/6/2004 11:55:00 /44	00:00:14			
							Tetal : 00:00:14 = \$ 0	
				- 1/0 -				

MENU

-Print Menu

File	View	C	ontrols	Tools	About	
	ew Nport) }	ĺ	₹ 1E-N	4ail	R
E>	port	۲				
Pr	int	۲	Call L			
E>				ess Bool	K	
02	90385	503				

4.6 SEARCH

Search Call List

- If you choose Search (Call List) from the View menu, the window below is opened.

- Search condition is as follows.
- 1) Current DB or Backup DB
- 2) From Start Date to End Date
- 3) For Users
- 4) For Fields

- 39 -

- The results for search condition are displayed in the window.

- After selecting a row in the list, click right mouse in a row on the list and then a popup is displayed. If you select the Edit in the popup Menu, Call list data is updated.

- As for Backup DB, this feature is restricted. The updated information is displayed on the Call Info frame in main screen.

- If 'Field' is 'All' and you search without a keyword in TEXT Box, all data will be displayed in the list view.

- If 'Field' is 'All' and you search with a keyword in TEXT Box, only the matching data(In First Name, Last Name, Phone Number, Subject, Memo) will be displayed in the list view.

- In the screen for searching the call list, select 'All' value in the 'Field' field, input space value in the 'Text' field and all data will be accessed in this list.

- But, select specific value in the 'Field' field, input specific value in the 'Text' field and the search results are showed.

- The 'Field' field consists of Last Name, First Name, Tel, Subject and Memo.

Search(Call List) Search					
Current DB Star Star Backup DB End			Field All		Search
			1		
I First Name	Last Name	Phone Number	Date	Length	Subject
Shirley	Paul	5410032	6/30/2004 6:08:47	00:00:03	
Miller	Andre	029038503	6/30/2004 6:08:41	00:00:10	metting
Jones	Eddie	0424329004	6/30/2004 6:08:27	00:00:09	
Davis	Play	7	6/30/2004 6:08:15	00:00:12	
Curry	E-Mail		6/30/2004 6:08:00	00:00:15	
Brunson	Export(MS	Excel)	6/30/2004 6:07:41	00:00:14	
Boykins	Edit	0	6/30/2004 6:07:15	00:00:10	
Allen	Delete	2	6/30/2004 6:06:12	00:00:28	
					•

- Updating call information and clicking the Update button, you can update the call information in the database and save it.

Issue 1.0A

IPLDK Call Recording System

Ca	ll List Edit		×
	First Name	Miller	Update
	Last Name	Andre	Close
	Tel	029038503	
	Date	6/30/2004 6:08:41 PM	
	Length	00:00:10	
	Subject	metting	
	Memo	devpart metting	
		·	

- You can update the data except Date and Length. When updating First Name and Last Name, if updated data is not found in the database, the data is inserted in the database.

- Or the data is updated in the database. If you update First Name or Last Name, you must update Tel as different value.

- As for Backup DB, you can't update the data except Subject and Memo.

Search Address

- If you choose search (Address Book) from the View menu, the window above is opened.

- If you enter customer name in the edit control and click the Search button, only data for the customer is displayed.

- If you don't enter customer name in the edit control and click the Search button, all data for the customer is displayed.

- After selecting a row in the list, click right mouse in a row on the list and then a popup is displayed. If you select the Edit in the popup Menu, address data is updated.

- The results for search condition are displayed in the window.

- In the screen for searching the address, input specific value in the 'User' field and the search results are displayed.

- The 'User' field consists of Last Name, First Name, Mobile, Job, Title, Email, Company and Memo

First Name	Last Name	Tel		Mobile	Job Title	Email	Com
Allen	Malik	024322342	,	01934323486	teacher	mailale34@lge.com	LGE
Boykins	Earl	0286890			lanager	earl@lge.com	LGE
Brunson	Rick	5358075	Pla E-I	iy Mail	rogramer	rick23@lge.com	lge
Curry	Eddy	7550888		port(MS Excel)	iwyer	eddy323@uln.com	ULN
Davis	Antonio	-		· · ·	-		
Jones	Eddie		Ed				
Miller	Andre		De	lete			
Shirley	Paul			5410032			
Walker	Samaki			0320542343			
White	Rodney			5358075			

- After selecting a row in the list, click right mouse in a row on the list and then a popup is displayed. If you select the Edit in the popup Menu, Address data is updated.

- As for Backup DB, this feature is restricted. The updated information is displayed on the Address frame in main screen.

Issue 1.0A

IPLDK Call Recording System

A	ddress Edit		2	×
	First Name	Boykins	Update	
	Last Name	Earl	Close]
	Tel	028689000		
	Mobile	01923489685		
	Job Title	manager		
	Email	earl@lge.com		
	Company	LGE		
	Memo	<u> </u>		
				

- After you update the address data, if you click the Update button, the data is updated in the database. Also Address Book data is updated. The updated information is displayed on the Address frame in main screen.

MENU

- Tool Bar menu

Click 'Search Button' in Toolbar menu, then 'call list searching' is shown on the screen.

The popup window for Call list and Address books is shown when you click the triangle button beside of Search button. Click Call List of the popup for Call List Searching operation, and click Address book of the popup for Address Book Searching operation.

ωυαι		
I	Search -	• Eist
	Call List	
	Address book	

- Search Menu

- 43 -

About			
1ail	Search	•	List
	Call List	_	
	Address book		

4.7 VIEW

Simple Mode

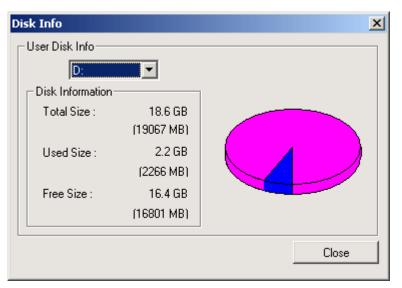
🔄 Call Recording System	IJ×
File View Controls Tools About	
😤 🛃 · 選 🌇	
Name Miller Andre	
Telephone Number D29038503	
Recording Time 00:00:10	
🛐 Rec 👩 Stop 🛐 Play 👩 Pause	
	-
Ready On Line Free Space: 16.43 GB	//.

- If you choose Simple Mode from the View menu, after the window collapse, we can see the window in above part of left part. When the screen is very large, you can use the feature.

Issue 1.0A

Issue 1.0A

Disk Information



- If you choose Disk Info from the View menu, the information for disk usage is displayed as follows. (Total Size, Used Size and Free Size.)

- If user's capacity is above 90 %, the alert message is showed.

- And the available space capacity for hard disk is showed.

- The disk size is displayed by GB when the disk size is greater than 1024 MB.

- 45 -

Support multi-language

System							
File View Controls Tools About							
😤 Backup 🛃 E-Mail	Search	- Eist	:	Opti	ion		
Name Miller Andre Telephone Number 029038503 Recording Time 00:00:10		Pause		Call In First Tel Mobile Email Memo	fo Address Allen 0249568484 024322342 mallen323@ho Add	Last Name Job Title Company trmail.com	e Malik carpenter
	First Name	Last Name	Tel		Mobile	Job Title	Email
🗄 🧟 User	Allen	Malik	02495	60404	024322342	carpenter	mallen323@hotmail.com
	Bovkins	Earl		858474	024522542	doctor	earl323@hotmail.com
	Brunson	Rick	04220		5358075	teacher	rick234@hotmail.com
	Curry	Eddy	03939		75508889	manager	Curry54@hotmail.com
	Davis	Antonio		547475	025864757	lawyer	antoni372d@lge.com
	Jones	Eddie	02000	041410	0424329004	langer	arkonior zagigo.com
	Miller	Andre			029038503		andre535@hotmail.com
	Shirley	Paul			5410032		
	Walker	Samaki			0320542343		
Ready	•				Or	Line Free S	5pace: 16.43 GB

- You choose language (English or Local Language) from the Tools menu. Default is in English mode. If you choose Local Language, user interface is conversed in Korean mode. If we update the data of crslang.txt file, user interface is conversed in all country modes.

MENU

- LIST AND DISK INFO MENU



- Support multi-language MODE.



- 46 -

Issue 1.0A

4.8 BACKUP

Auto Backup

- The user can automatically do the backup every same period.
- This feature enables you to manage disk space efficiently.

Auto Backup 🔉	<
Period Next Backup 6/30/2004 6:46:56 PM © Every Week A day of Week Month Every 1 Month	
OK Cancel	

- You can backup currently used database every same period.
- Also you can select the period every week or monthly.
- As for every week, you backup automatically specific day of the week and specific time.
- As for monthly, you backup automatically specific day and specific time.

Manual Backup

- The Database file is made per User (Backup_Username.mdb) for currently used database. The Directory for backup is automatically created Backup folder under the folder where the System is installed. You can change the backup directory on Option (Path) from the Tools menu

- 47 -

Μ	anual Back	up	×
	User	All List	
	Progress		0%
	File Name		
		Close	

MENU

- Backup Menu

Controls	Tools	About			
gr dr		ion guage	×	Search	
	Bac	kup	۶	Auto	
				Manual	
idre					
4.9 OF	TIO	N			

Record Option

Option	X
Customize Key Map Path Debug	Audio Compression Voice Gain Default Value Windows PCM TX -1dB RX +6dB
	Legal Beep Tone 🗖
	Price Unit 500 \$
	Spectrum Window-
	Mode1 Mode2
	Nation Code
	Code 182
	OK Cancel

- You choose Option from the Tools menu. User can define various features as follows.

- 48 -

Issue 1.0A

Record Option, KEYMAP, PATH, LANGUAGE and Debug Mode.

- Audio files are stored as two kind of compression type, Windows PCM and Microsoft ADPCM.

- PCM type can store 450Kb per a minute and ADPCM can store 254Kb.

- By default, Record Option is displayed, and you can change the options licking the list on the left.

- Beep when the sound is recorded by selecting Beep Tone.

- The Price Unit field (unit price) contains a unit price. The information for the price is necessary for the counselor such as lawyers. You input the unit price per second and can print the counseling fee for the telephone call.

- Mode 1 and Mode 2 set the graphic wave in the Sound Fix Panel.

- The Nation Code field contains the country code of the telephone number. You must set the value for the code initially. When recording the wave file, the code is kept. You can use the code when you search the data using the telephone number..

- The field is set by default value. Users can change the value. If you click the "Default Value" button, the value is set by default value. Volume Gain is controlled by each TX,RX, and the default value is set -1dB(TX) and 6dB(RX). If you click the "Default button, and value is set by -1dB(TX) and 6dB(RX). (The range of value is between -10 dB and + 20dB)

(* Note 1. TX: Transmission voice level

2. RX: Receive voice level)

KEYMAP

Customize	Key Selection	Hot Key	🔜 New Key Inpul
еу Мар	REC	CTRL+R	None
ath ebug	PLAY	CTRL+P	1
ebug	STOP	CTRL+S	Assign
	RESUME	CTRL+M	
	PAUSE	CTRL+H	Remove
	REWIND	ALT+R	
	F.FORWARD	ALT+F	Default
	VOLUMEUP	ALT+U	
	VOLUMEDOWN	ALT+D	
	BACKUP	ALT+B	
	MAIL	CTRL+E	
	SEARCH	ALT+S	*
	•		•

- Setting hotkeys for functions used frequently in the program, we can work by keyboard without mouse. Change hotkey setting in the New Key Input.

- On initial installation, if you click the Default button, hotkeys is set by default.

- If you can't use the hotkey, click the Remove button.

PATH

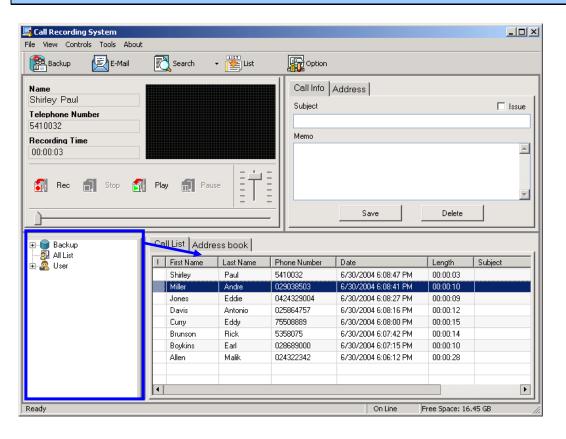
Option		×
Customize Key Map Debug	Wave File Directory D:\Program Files\LG Electronics\LGCRS\Wave Backup Directory D:\Program Files\LG Electronics\LGCRS\Backup	
	ОК	Cancel

- You can set the Directory Path for Wave file and Backup file

Issue 1.0A

5. UTILIZATION

5.1 Call List



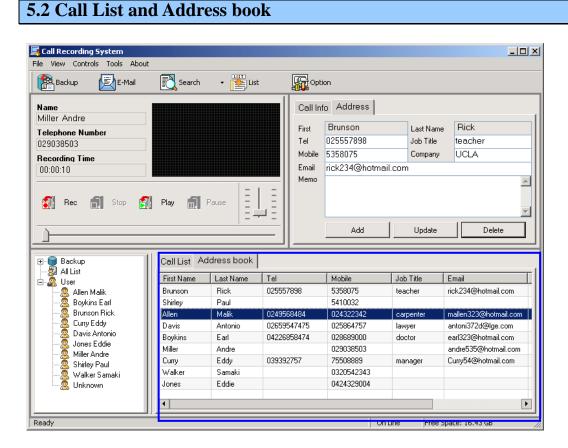
- There are two kinds of list, Backup List and All List. Users in Backup List are stored in the backup database. Users in All List consist of current user

- If you click on the user item in the user list, the call history about the user list is displayed in the call list on the right screen.

- All List is shown all user to be using currently in the database

- Select the Address book tab, and the address information is showed on the right screen.

- 51 -



- There is Call list and Address book. After selecting a row in the list, click right mouse in a row on the list and then a popup is displayed. If you select the Edit in the popup Menu, address data is updated.

Call List Ad	ldress book				
First Name	Last Name	Tel	Mob	ile	Job Title
Allen	Malik	024322342	0193	34323486	teacher
Boykins	Earl	Play		:3489685	manager
Brunson	Rick	E-Mail		4658747	programer
Curry	Eddy	Print Address Prin	ıt	737675	lawyer
Davis	Antonio	Export(MS Excel)			
Jones	Eddie				
Miller	Andre	Edit			
Shirley	Paul	Delete			

- If I select the Play in the popup menu, recorded wave file is played.

- If I select the E-Mail in the popup menu, you can send E-Mail.

- If you click the Print button, the current data are printed after selecting the printer type.

- 52 -

- If you choose Export (MS Excel) from the Popup menu, the window above (Save As Window) is opened.

- You can save the Address Book information to MS Excel.

- If you choose Delete from the Popup menu, selected row is deleted.

- If you choose Update from the Popup menu, edit window is displayed.

- When updating First Name and Last Name, if updated data is not found in the database, the data is inserted in the database.

- Or the data is updated in the database. If you update First Name or Last Name, you must update Tel as different value.

- As for Backup DB, you can't update the data except Subject and Memo

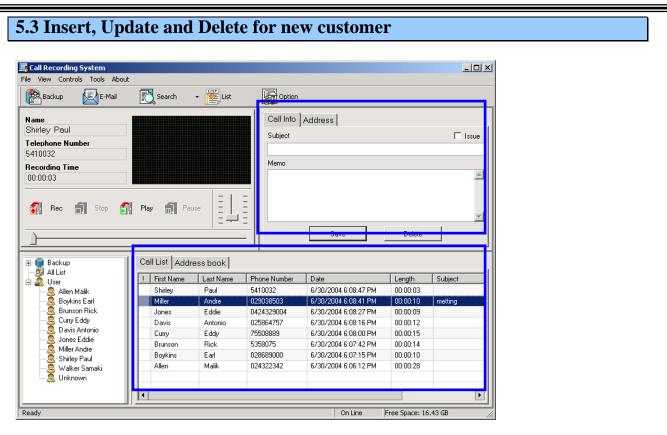
- Updating call information and clicking the Update button,

- You can update the call information in the database and save it.

- In the Address book tab, when you send E-Mail to the selected user, the mail message is applied to the selected user.

(*Note: If updated user exists in the database, the data is updated in the database.)

- 53 -



- If you create new customer, click the Add button and enter details for the customer.

- After selecting a row in the list, click right mouse in a row on the list and then a popup is displayed. If you select the Edit in the popup Menu, address data is updated. If you select the Delete in the popup Menu, address data is deleted.

6. LINK TO EZ PHONE/EZ ATD



Issue 1.0A

- The information for user and phone number from EZ PHONE/EZ ATD is sent to Call Recording Program. This data is inserted in the database in this System.

Eall Recording System File View Controls Tools About						<u>_ 0 ×</u>
Backup	Search	• 🔛 List	Option			
Name Shirley Paul Telephone Number 5410032 Recording Time 00:00:03	Play D Pau		Call Info Subject Memo	Address	Delete	☐ Issue
Backup All List	Call List Addre	ess book				1
⊡ 🙀 User	I First Name	Last Name	Phone Number	Date	Length	Subject
- 🧟 Allen Malik	Shirley	Paul	5410032	6/30/2004 6:08:47 PM	00:00:03	
- 🧟 Boykins Earl	Miller	Andre	029038503	6/30/2004 6:08:41 PM	00:00:10	metting
	Jones	Eddie	0424329004	6/30/2004 6:08:27 PM	00:00:09	
- 🧟 Curry Eddy - 🧟 Davis Antonio	Davis	Antonio	025864757	6/30/2004 6:08:16 PM	00:00:12	
- Q Jones Eddie	Curry	Eddy	75508889	6/30/2004 6:08:00 PM	00:00:15	
- Andre	Brunson	Rick	5358075	6/30/2004 6:07:42 PM	00:00:14	
- 🥱 Shirley Paul	Boykins	Earl	028689000	6/30/2004 6:07:15 PM	00:00:10	
- Allen Malik - Boykins Earl - Runson Rick - Davis Antonio - Davis Antonio - Allen Eddie - Aller Andre - Miller Andre - Miller Andre - Walker Samaki - Walker Samaki - Walker Samaki	Allen	Malik	024322342	6/30/2004 6:06:12 PM	00:00:28	
Ready	<u> </u>			On Line	Free Space: 16	5.43 GB

- The data from the selected row is sent from EZ PHONE/EZ ATD. If the data "White Rodney" is not stored in current database, insert the data and display it on the Call list frame.

7. USB ERROR TYPE FOR CALL RECORDING SYSTE PROGRAM

7.1 USB MODULE (LDP-7024D, LDP-7024LD) is unreconized

- Check the information as follows.

Operating System

Recommended Processor

Main board chipset

Security Tool

- 55 -

More System Program

Hard ware Lock Key(Parallel, USB Lock Key) Installed Program

7.2 USB MODULE (LDP-7024D, LDP-7024LD) is unreconized in the SYSTEM

Check if USB cable is connected.

Select the Universal Serial bus controllers in the Device Manager control panel, and then

Check if USB module (LDP-7024D, LDP-7024LD) driver is correctly installed.

After removing the USB cable, reconnect the cable to the computer.

Check if USB module (LDP-7024D, LDP-7024LD) driver is correctly installed in the Device Manager control panel. (See 3.3 USB Setup)

After removing the USB cable, reboot the computer. After completing the booting, connect the USB cable to the computer. Check if USB module (LDP-7024D, LDP-7024LD) driver is correctly installed in the Device Manager control panel.

After removing USB Module (LDP-7024D, LDP-7024LD) driver, reinstall the driver.

7.3 Delete USB MODULE (LDP-7024D, LDP-7024LD) driver

How to delete the driver under Windows 2000, XP

Select the Universal Serial bus controllers in the Device Manager control panel, and then

Select USB module (LDP-7024D, LDP-7024LD) driver. After that, delete the driver by clicking the Delete button in Toolbar.

By using Explorer, search Inf folder under the folder where windows is installed.

If you can't find the folder, select "List System Folder" in Advanced Settings.

Search the INF file concerned about USB module (LDP-7024D, LDP-7024LD) among OEM*.inf file on the Inf folder, and then delete it.

- 56 -

By using Explorer, search System32\drivers folder under the folder where windows is installed and then delete USB module (LDP-7024D, LDP-7024LD) driver.

How to delete the driver under Windows 98, ME

Select the Universal Serial bus controllers in the Device Manager control panel, and then

Select USB module (LDP-7024D, LDP-7024LD) driver. After that, delete the driver by clicking the Delete button in Toolbar.

By using Explorer, search Inf\Option folder under the folder where windows is installed.

If you can't find the folder, select "List System Folder" in Advanced Settings.

Search the INF file concerned about USB module (LDP-7024D, LDP-7024LD) on the Inf\Option folder, and then delete it.

By using Explorer, search System32\drivers folder under the folder where windows is installed and then delete USB module (LDP-7024D, LDP-7024LD) driver

8. ERROR MESSAGE

8.1 When you incorrectly set the wave file Directory

Notify			
⚠	Hard disk	space is insufficia your Hard Disk S	ent. Please check Space.
		OK	

- Solution: You click the path on the Path from the Options menu. And set correct path.

When you select correct path in the window below, you solve the problem.

Option		X
Customize Key Map Path Debug	Wave File Directory D:\Program Files\LG Electronics\LGCRS\Wave Backup Directory D:\Program Files\LG Electronics\LGCRS\Backup	_
	ОК	Cancel

- 58 -

Issue 1.0A

IPLDK Call Recording System

rowse for Folder	×
🕀 🧰 Ahnlab	
🕀 💼 Common Files	
ComPlus Applications	
HyperSnap-DX 5	
😟 🛄 Internet Explorer	
🖨 🛅 LG Electronics	
🕀 🛅 LDK PCAdminPro	
🖻 🛅 LGCRS	
🕀 💼 Backup	
🔂 Log	
Win2kUSBDrv	
😟 🛄 microsoft frontpage	
🕀 🛄 Microsoft Office	
😟 🛄 Microsoft Visual Studio	
NetMeeting	
Outlook Express	
Windows Media Player	-
ОК С	lancel

8.2 When you incorrectly set the wave file and backup Directory

- Solution: You click the path on the Path from the Options menu. And set correct wave path and backup path.

Caution		×
1	Wave Directory is not found!	
	<u> </u>	



- Solution: Some available space is necessary for record and backup.

If the capacity for hard disk is above 95 %, the alert message is showed.

8.4 USB line is d	lisconnected
-------------------	--------------

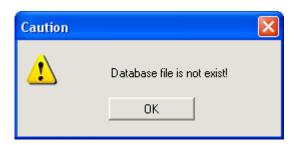
Notify

Cautio	Caution	
⚠	LDP-7024(24D) USB cable is disconnected.	
	OK	

ΟK

- Solution: You must check that the computer is correctly connected to the cable.

8.5 Database file is not exist



- Solution: We must find the database file in the folder where running program is installed.

- 60 -

8.6 MESSAGE GUIDE

No	Message	Description
1	"Database file does not exist!"	We can't find the database file in the folder where running program is installed. Or user open database file directly, and start the program.
2	"Subject or Memo Field is Empty. check the field"	When you send E-Mail, if the value for the fields is empty, this message is displayed. If you enter Subject or Memo, it operates normally.
3	"Select one of the list!"	When you don't select the row in the call list and address list and you delete, update and play, this message is displayed.
4	"Are you sure you want to delete the selected item?"	After you select the row in the call list and address list, you try to delete the selected item.
5	"Wave file error"	When we can't find recorded wave file in the directory where the program set, and If the Module for playing the sound in the sound card is simultaneously accessed in other program for playing the sound and Call Recording System
6	"Hard disk space is insufficient. Please check your Hard Disk Space."	If the capacity for hard disk is above 95 %, the alert message is showed.
7	"Email address is not correct"	When not entering E-Mail address in the address list, the message is showed.
8	"Memo field is empty!"	When you send E-Mail, if the value for Memo field is empty, this message is displayed.

Issue 1.0A

9	"LDP-7024D(LD) USB Driver is not found!"	The record mode set to USB, but USB cable is disconnected.
10	"The recorded file does not exist."	When the file is recorded under 1 sec or User deletes the recorded file.
11	"The data is not found in result condition!"	When you search the data in unconditional state, or can't find the result for the condition.
12	"Language File does not exist!"	Call Recoding System supports multi- language. Also the System must have crslang.txt file in the specific directory.
13	"Wave File or Sound card is not found!"	When sound card is not attached in the computer. and If the Module for playing the sound in the sound card is simultaneously accessed in other program for playing the sound and Call Recording System
14	"When you are not talking over the telephone, Don't record"	The record mode set to USB. When the line is not busy, you try to record the sound.
15	"Recording is doing, Click the stop button"	If you exit the program, you must click the Stop button.
16	"Backup Directory does not found"	If you incorrectly set the backup Directory on Directory from the Options menu. Or setting Directory is deleted.

- 62 -

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