

Installation and User Guide

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About BCR Basic

Introduction and Overview

BCR Basic is a powerful call recording software program designed to record from any telephone on a BCM50 or BCM450 system running Release 5 software.

This unique new product built specifically for BCM offers a software-based solution to run on a Windows PC with only a network connection to the BCM. No hardware is required to tap phone connections or trunks and no network monitoring is necessary.

BCR Basic allows you to record and log telephone calls directly onto a personal computer. The system generates digital call records that can be saved and allows you to easily recall, play back, archive, and share recorded conversations. You can also analyze and generate detailed reports of telephone activity.

System Description

A BCR Basic system is comprised of a Windows-compatible application program installed on a PC that is connected to the same network as the BCM system. The BCM must have at least one license for Nortel Professional Call Recording active for the telephone extension (DN) being used for call recording.

BCR Basic works by automatically recording the telephone data associated with the recorded DN, including voice conversations, set display, and type of call (incoming, outgoing, or conference), in accordance with the Nortel Professional Call Recording rules set in BCM Element Manager.

BCR Basic can be installed on any Windows 7, Vista, Server 2003, XP, or 2000 PC.

BCR Versions

BCR Basic is designed for recording from a single telephone extension only.

A multi-user version of BCR Basic, called BCR Pro, is scheduled for release in Q2 2010. This version will allow recording from many extensions on one PC.

Terminals Supported

- T7000 and M7000 Series Digital TDM Telephones
- 1100, 1200, and 2000 Series IP Phones
- IP Softphone 2050
- Analog

PC Requirements

- Windows 7, Vista, Server 2003, XP, and 2000
- 1 GB Free Hard Drive Space (Recommended)

BCM Requirements

- BCM50 or BCM450 running on Release 5
- Nortel Professional Call Recording license.

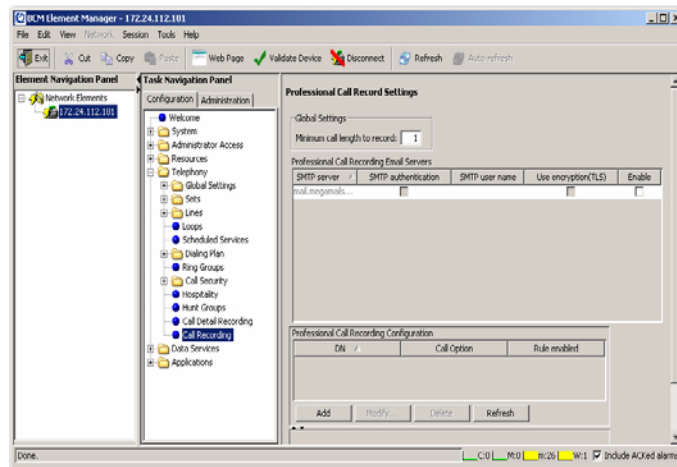
Quick Start

Obtain and Activate License(s) for Nortel Professional Call Recording

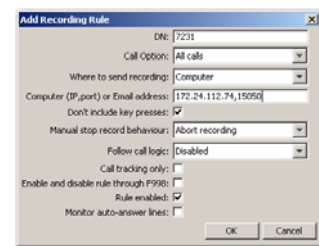
Nortel Professional Call Recording licenses can be obtained from your authorized Nortel partner.

Configure BCM Element Manager

1. Open the Nortel Business Element Manager and connect to the BCM.
2. Go to the Task Navigation Panel, select the Configuration tab, and expand the Telephony Section.
3. Click on Call Recording.



4. Click on the Add button (located in the Professional Call Recording Configuration section) to open the Add Recording Rule dialog box.
 - Enter the DN to be recorded.
 - Select the Call Option (e.g. All calls)
 - Set the destination (Where to send recording) to Computer.
 - Enter the IP address of the computer on which BCR Basic will be installed, followed by the port number 15050 (e.g. 192.168.1.101,15050). If needed, please refer to “Finding your PC’s IP Address” on page 22.
 - Uncheck the Call Tracking Only setting.
 - Press OK to save and apply the rule.



Install the BCR Basic Application

1. BCR Basic can be downloaded from www.algosolutions.com/bcr
2. After downloading, run the BCR_Install.exe program on the PC you intend to use for call recording. The installation wizard will open to guide you through the installation process.

3. Click Finish to complete the installation and launch BCR Basic.
4. When the interface opens, enter the DN of the BCM recording rule that you created earlier. Then click OK to apply the setting. If later you need to change the DN, please refer to "Reset DN" on page 16.



▶ When first running BCR Basic, some third party firewall programs might incorrectly flag that the program wants to access the internet. If this happens, simply allow these processes. For more information, please refer to "Firewall Issues" on page 21.

Test out the System

Now that BCR Basic is installed, you can try the following for a test and quick introduction to the software.


Make a Call

1. Open BCR Basic by double-clicking the BCR Basic icon on the desktop.
2. Make a call. Notice the flashing Telephone icon which displays in the Call List View of BCR Basic. This lets you know that your call is being recorded successfully.
3. Finish your conversation and hang up.
4. A new call record should now appear in the Call List. Double-click on this new call to play back this call record. If you cannot hear anything, check to see that your speakers or your headset are enabled.

Send an Email

5. Select the call record you created above (from the Call List), then click the Email icon from the BCR Basic toolbar. BCR Basic will automatically open the email client configured for your PC and insert the call record as an attachment.

Close the Software Interface

6. Close the BCR Basic Interface by clicking on the  (Windows Close button). Note that the BCR Basic Interface does not need to be opened in order to record your conversations. The recording system runs in the background of your PC and displays an icon in the system tray to indicate that it is active. To deactivate the recording, simply shut down the recording system from the BCR Basic Interface Tools menu (Tools>Recording System Commands>Shutdown) or the system tray icon right-click menu "Shutdown BCR Service" option.

Software Overview

BCR Basic is made up of two different program components:


1. Interface program
2. Recording system

Interface Program

The BCR Basic Interface is the main program you, the user, will see and interact with. It is where you can set system parameters, and perform such functions as accessing, editing and emailing call record data, creating reports, and starting or stopping the Recording system. Depending on how you or your business operates, you may use the BCR Basic Interface constantly, occasionally, or hardly at all.

Startup

To start the BCR Basic Interface, do one of the following:

- Double-click the BCR Basic icon on the desktop
- Choose Start>Programs>Algo>BCM Call Recorder>BCR Basic
- Double-click the system tray icon  (or right-click the icon, then choose Open BCR Basic)

Recording System

The Recording system is the background functionality of the BCR Basic program. When active, it operates continuously - whether you access the Interface program or not. In the background, it performs (depending on the system settings) such actions as:

- Automatically recording and logging calls
- Automatically filtering calls
- Logging call activity, and
- Automatically deleting calls

The Recording system can be turned on or off through the BCR Basic Interface (Tools>Recording System Commands) or by right-clicking the system tray icon (if enabled) and choosing *Shut down recording*.

Note that exiting the BCR Basic Interface does NOT shut down the recording system.

Getting Familiar

The BCR Basic Interface is made up of three main views:

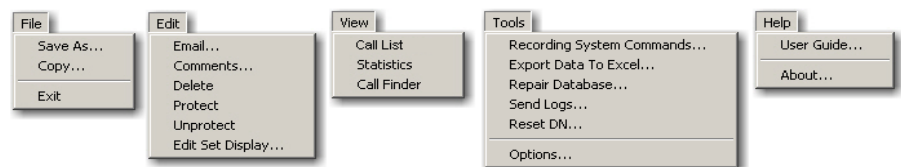
- Call List (default startup view)
- Statistics
- Call Finder

Common Elements

There are several common elements to the View windows in the BCR Basic Interface. These include:

- The Drop-Down Menu at the top of the screen
- Toolbar
- View Tabs
- Context Menu
- Call Playback Panel

Drop-Down Menu



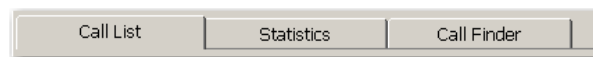
The drop-down menu provides a consistent navigation system throughout the BCR Basic Interface, available from all three main views.

Toolbar



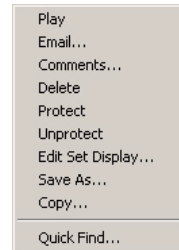
The Toolbar contains icons for quick feature selection. For detailed information on these icons, please refer to “Description of Call Record Functions” on page 12. The Toolbar icons are greyed out when a call record is not actively selected.

View Tabs



The View Tabs make it easy to switch between Views. Simply click on the tabs to change to the selected view.

Context Menu A context (right-click) menu is also available in the Call List and Call Finder Views when a call record is selected.

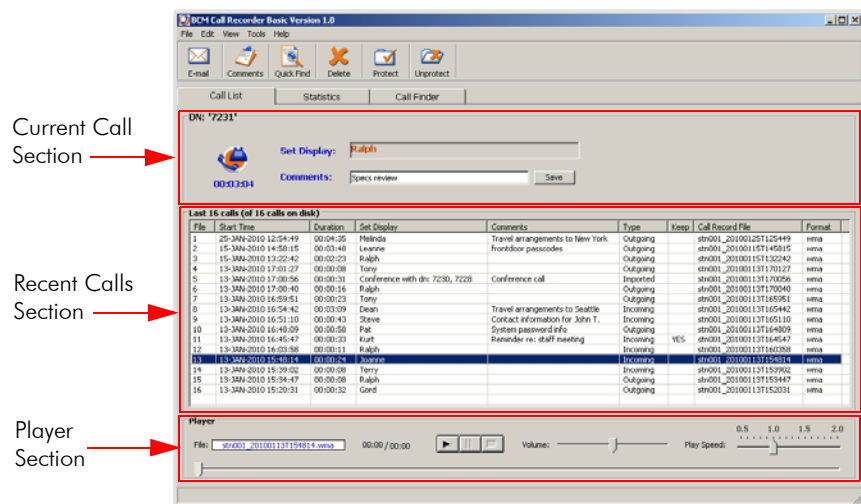


Player Panel



The Player Panel is for playing back selected call records. For more information on this panel, please refer to "Player" on page 9.

Call List View



The Call List View is the primary screen used in BCR Basic. The view is comprised of three main sections:

1. Current Call / Telephone Status Display
2. Recent Calls
3. Player

Current Call / Telephone Status Display Section

This section displays real-time information about any current call in progress. From here, you can perform various functions related to the current call. More specifically, this section displays:

- Status of telephone recording activity (the telephone icon flashes when the recording is set to be saved in the database)
- Telephone Set Display data (Caller ID or dialed number)

This section also allows you to:

Recent Calls List

- Enter and save comments while on the current call
- Toggle recording (used to save only portions of a call recording)

This section is where your most recent call records are (or will be) listed and from where you can perform various functions related to those call records.

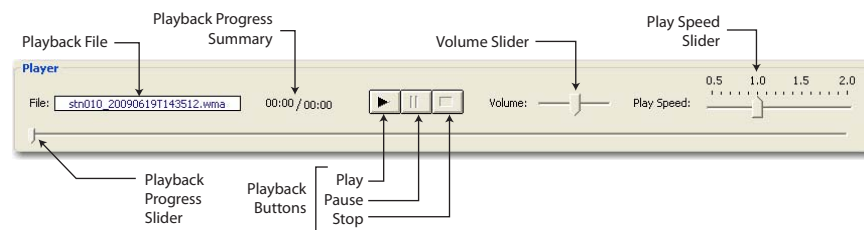
The Recent Calls list displays all of the relevant information related to each of your call records. This includes the start time, duration, set display, user-entered comments, type of call, protection status, call record filename, and the file format (wma or wav).

Key Features

- Clicking on each column heading automatically sorts the call records. You can use this feature to easily sort or locate calls.
- Each column is resizable. Just click on the border between two column headings and drag to the desired size.
- By selecting a call record and right-clicking, you can play or email the record, add or edit comments, edit set display text, delete the record, protect the record from automatic deletion (or unprotect it), save the record as an external file, or copy the record to another directory.
- You can access the Quick Find function (by clicking the Quick Find icon or by selecting a call record, right-clicking and choosing Quick Find) that allows you to quickly search through all calls in the Call List View. Note that for full search capabilities on all calls in the BCR Basic database, use the Call Finder function (see "Call Finder View" on page 11).
- Because BCR Basic call records are Windows files, they can be selected, copied, or dragged-and-dropped from the Call List View to different folders, back-up media, emails, or your desktop.

Player

The Player Panel provides call record playback functionality. To use the Player, first select a call record from the list of calls, then click the play button. Once playing, you can pause or stop the playback, drag the playback slider to skip to a different section of the call, and adjust the playback volume.

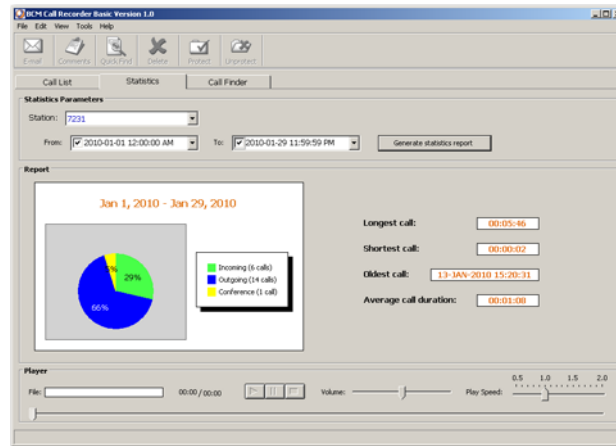


Use the Player Panel to control and monitor the playback of a selected call record. The Player Panel includes the following information and controls:

Playback File Provides the name of the currently selected call record file.

- Playback Progress Slider** Provides a visual timeline indication of the playback progress and also allows you to quickly jump ahead or back to sections of the call record file. To use the slider, left-click the slider, hold the mouse button down, then drag the slider to the portion of the call record you want to listen to. Alternatively, you can left-click anywhere on the timeline to make the playback jump forward or backward.
- Playback Progress Summary** Provides information of how long the current call record file is and how far along the playback has progressed (in minutes and seconds).
- Playback Buttons** Use the basic Play, Pause, and Stop buttons to control the playback of the call record file.
- Volume Slider** Drag the volume slider to control the playback volume of the call record file. If you are unable to generate enough volume, try adjusting your PC audio settings or turn up the volume controls on your speakers.
- Play Speed Slider** This control allows you adjust the speed of the playback of the call record file with minimal effect on the clarity of the content. A slow speed is useful if you have to type out a written record of a file and want to ensure the conversation is slow enough for you to keep up. A faster speed allows you to quickly scan through a file to find a particular piece of information.

Statistics View



BCR Basic keeps track of your telephone usage and can provide some interesting and useful statistical information. These statistics can be generated from all calls in the database or based on a specified time period.

To access this information:

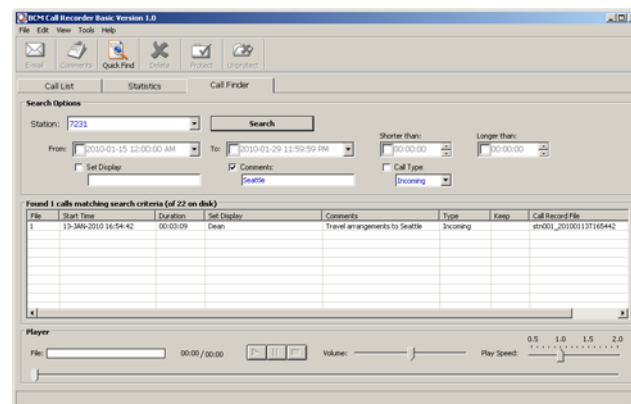
1. Click the Statistics tab, or select View>Call Statistics.
2. Choose the desired From and To dates.
3. Click the Generate statistics report button.

Available statistical information includes:

- Number of telephone calls made outbound
- Number of telephone call received
- Number of conference calls
- Longest, shortest, and oldest call, and
- Average call duration

Data appearing on screen can be exported to Microsoft Excel[®] using the Export to Excel feature found in the Tools menu.

Call Finder View



Searching is probably one of the most powerful features of BCR Basic. Clicking the Call Finder icon brings up a menu of search options that can be used, in combination, to very quickly find the exact call record you need.

Call Finder Search Options

Call records can be searched by any combination of the following:

- Date range
- Call duration
- Set Display - dialed number or Caller ID string match
- Comment text match
- Call type - inbound/outbound/conference

Records that meet the search criteria will be listed in the Call Finder View. This view is similar in functionality to the Recent Calls section of the Call List View, listing all of the relevant information related to each call, and allowing you to perform various functions related to those call records (playing, emailing, protecting, etc.)

Description of Call Record Functions

BCR Basic provides numerous functions for working with the call records you collect. These are:

- Email
- Comments
- Quick Find
- Delete
- Protect / Unprotect
- Edit Set Display
- Save As
- Copy

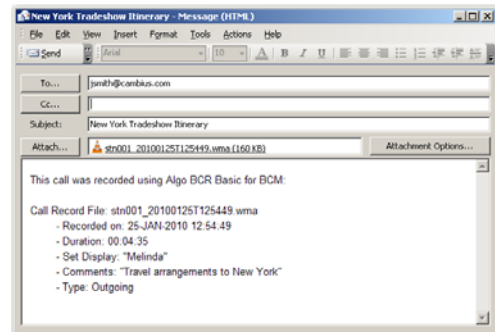
There are several ways to access these functions from either the Call List or Call Finder views:

- Select a call record, right-click your mouse, then choose from the drop-down list
- Select Edit from the main menu bar, then choose from the drop-down list (only the edit functions are available from this method)
- Use the function buttons from the main toolbar

Email



Call records may be easily emailed as attachments by simply highlighting one or more call records and choosing the Email function. Standard Windows controls work in the Call List View to select multiple call records - for example, holding the CTRL key while clicking the selected call records you wish to email.



BCR Basic will, by default, use Microsoft Outlook or Outlook Express to compose and send emails.

Clicking the Email icon will open your email software and automatically insert as attachments the call records you selected. In addition, the call detail and comments are inserted into the text body. BCR Basic will also include an "Algo Recorded" line of text. Of course we hope you will help us promote our product, but this text line may be deleted manually and set to not be displayed by unchecking the Display Recorded message checkbox in Tools>Options>Email.

Any of the automatically inserted text may, of course, be edited or deleted if you do not wish to share this information with your recipient. Keep in mind that this information is also embedded in the audio file (e.g. comment text), but will not be retrieved by Windows Media Player.

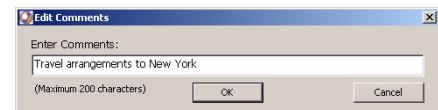


Don't forget to change the subject line of your email to something relevant to your recipient!

Add Comments



Adding comments to a call record not only helps summarize the contents of a call but also makes search and retrieval much easier at a later date.



Anytime while recording a call, comments (up to 200 characters) can be typed into the Comment bar in the Current Call section of the Call List View.

Once a call is saved, comments may be added or edited by selecting the Comments function. You can then add or edit text in the Comment text box.

Comments are embedded into call records, just like Caller ID and other data, to be retrieved by BCR Basic.

Quick Find



4.



The Quick Find function allows you to search all the fields in the displayed call list in either the Call List View or Call Finder View. The function highlights any call records, from any field, that match the text entered in the Quick Find search box.



For an advanced search, or to find older call records, use the Call Finder tab instead.

Delete



The Delete function allows you to delete one or more call records that have been selected in the Call List View. Note that the Delete function will not delete protected records. To delete a protected record, first unprotect the record, then delete it.

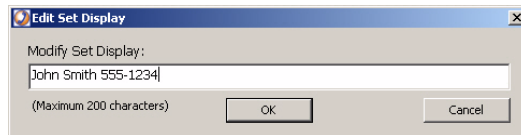
Protect/Unprotect



Allows you to protect a call record so that it cannot be deleted within BCR Basic.

To protect a call record, select the record then choose the Protect function. To manually delete a protected call record, first unprotect it, then delete it.

Edit Set Display



Allows you to edit the automatically-generated text in a call record's set display field, up to a maximum of 200 characters.

Save As

Allows you to save a call record under a different name or to a different location on your computer or storage media.

Copy

Allows you to copy selected call records to a different directory on your computer or storage media. To use this function, first select the call records of interest from the Call List or Call Finder views, choose Copy, then select the target folder to copy to.

Tools Menu

Recording System Commands



To shutdown or restart BCR Basic, choose Tools> Recording System Commands.

Export Data to Excel

File	Start Time	Duration	Set Display	Comments	Type	Call
11	08/28/2009 10:50:46	00:26:29	6045557617 - CMA	Re: Drainage problems & possible	Incoming	str00
3	08/28/2009 10:04:55	00:00:24	6043416125		Outgoing	str00
4	08/28/2009 10:03:47	00:00:31	6043416555		Outgoing	str00
5	08/27/2009 16:21:59	00:02:14	1.1556E+12	PX-24 Shipping status	Outgoing	str00
6	08/27/2009 12:24:22	00:05:13	6135551053 - SAVARD B	Discussion with B. Savard	Incoming	str00
7	08/27/2009 11:11:18	00:00:06	6135551053 - SAVARD B		Missed call	str00
8	08/27/2009 11:10:58	00:00:20	6135551053 - SAVARD B		Missed call	str00
9	08/24/2009 09:29:24	00:06:52	4035558364	Discussion w. Kara re: new web sit	Incoming	str00
10	08/23/2009 18:33:12	00:01:40	1.1614E+12		Outgoing	str00
11	08/23/2009 18:29:20	00:00:15	6043416125		Outgoing	str00
12	08/22/2009 10:42:28	00:02:22	18776527663 --> 663		Outgoing	str00
13	07/15/2009 20:58:20	00:01:15	6042708476 --> 76		Outgoing	str00
14	07/12/2009 14:10:36	00:03:44	6044543772 --> 72		Outgoing	str00

BCR Basic includes an Excel Export function (Tools>Export data to Excel) that allows you to produce formatted reports in Microsoft Excel based on data in an active Call List, Call Statistics, or Call Finder View.

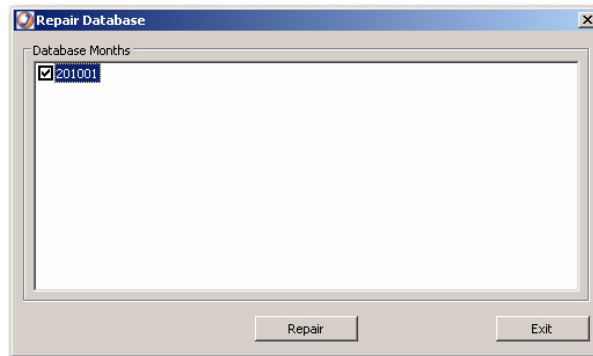
As an example, you could generate a call statistics report of weekly call data, then export the data to Excel for formatting and printing.

Another example is to create a Call Finder window displaying all business calls related to a certain client during the last month. This report could then be exported to Excel and used to support invoicing or client communications.

Repair Database

BCR Basic includes a database maintenance function that allows reconstruction of the call record database if some records have become corrupted, or been manually added or deleted from outside of BCR Basic.

To repair the database, choose Tools>Repair Database, then select one or more monthly folders of call data. Each folder is identified by the year-month format of yyyy-mm. For example, to repair the database holding calls for January 2010, select the 201001 folder.

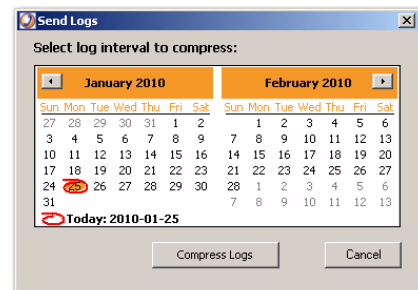


Once activated, this feature reads all the call record files in the selected directories to rebuild the call database used for searches and displays.

Send Logs

This option is used to gather all the BCR Basic logs and settings and zip them into a file that can be sent easily to Algo support for troubleshooting purposes.

Note that before being able to use this feature, you must first have obtained/purchased an Algo support case number.



Reset DN

If you need to change the DN you want BCR Basic to record from, use the Reset DN function. The function works by resetting the DN information and shutting down the BCR Basic Interface. After this, you must restart BCR Basic and re-enter the new DN. Note that in doing so, your existing call records will be unaffected and no information will be lost.

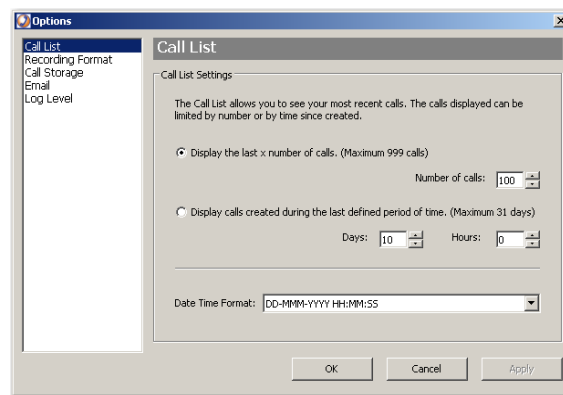
Configuring BCR Basic (Options Description)



Numerous configuration options for BCR Basic are available by accessing Tools>Options from the main menu.

The following sections describe these options:

Call List View



Display Settings

Display Settings control how many recent calls will be displayed in the Call List View's Recent Calls list. The display of calls can be limited by:

- Number of calls
- Period of time

For example, if the option for "10 days" is selected, the Call List View will only display call records from the last 10 days.

Note that the Call List View only lists recent calls and the complete list of calls in the BCR Basic database can still be accessed using the Call Finder.

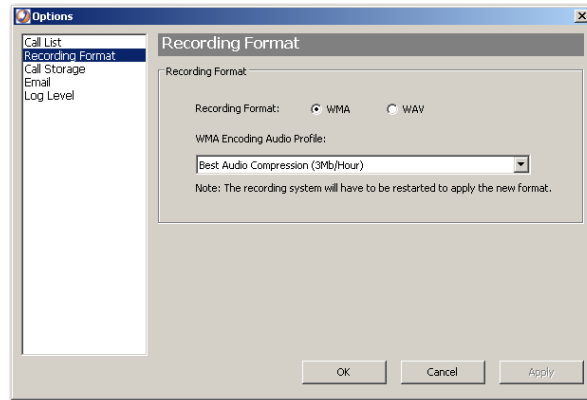


To get a complete listing of all calls, use the Call Finder and enter a "blank" search with no parameters.

Date Time Format

Set the time and date format in the program by selecting from the drop-down list.

Recording Format



Encoding

This option allows you to set the encoding format used for call record file creation. You can change the audio quality of call records by selecting one of two recording formats: WMA or uncompressed WAV.

For the WMA recording format, the default encoding profile is *Best Audio Compression* which provides a good balance between audio quality and compression level. It is also the most space efficient format. The other option, *Best Audio Quality*, provides better audio quality but requires more storage disk space.

Encoding and Storage Requirements

BCR Basic's call record files use 3 MB, 5 MB, or 60 MB of hard drive space per hour of conversation (depending on encoding format selected).

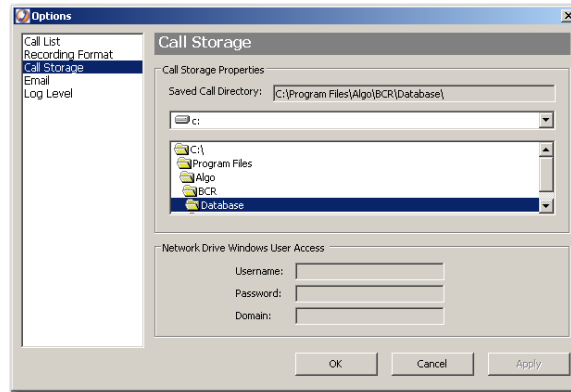
The following table summarizes how long you can record calls for based on different hard disk capacities and encoding settings:

Table 1: Recording Capacity*

Hard Drive Capacity (in GB)	WMA - Best Audio Compression	WMA Best Audio Quality	WAV - Uncompressed
	3 MB/Hour	5 MB/Hour	60 MB/Hour
1	4 months	2.5 months	6 days
5	1.5 years	1 year	1 month
10	3 years	2 years	2 months
50	15 years	10 years	10 months
100	30 years	20 years	1.5 years

*Based on 20 hours of recording per week

Call Storage



Call Storage

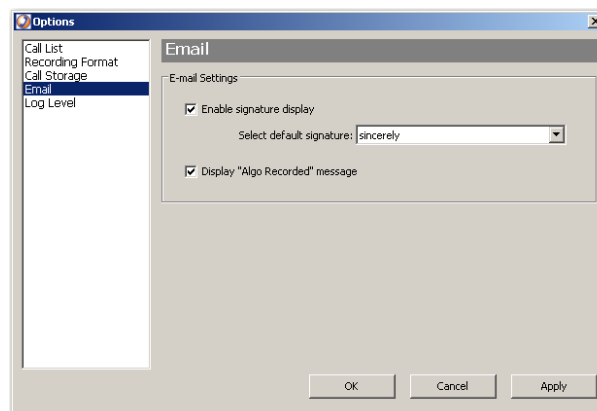
This option allows you to set or change the directory where call records are stored. The default storage directory is C:\Program Files\Algo\BCR\Database\

▶ BCR Basic will create its database folder structure inside the selected folder for call record storage. This is done following a naming convention of year-month (i.e. ".\domain\stn001\200907\")

Network Drive Windows User Access

In order to select a mapped drive as the root of the call storage directory, you will have to enter the Windows User Login information of the currently logged in user to allow BCR Basic to access it. Note: The Windows User Login must have read and write privileges to the selected mapped drive.

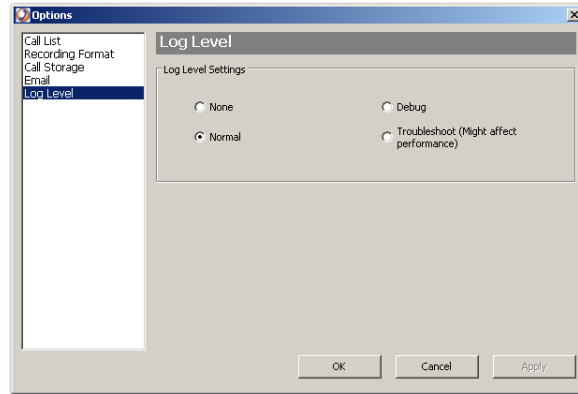
Email



Allows you to automatically include Email signature text into any emails sent from BCR Basic.

This option also allows you to disable the default “Algo Recorded” message displayed in the emails.

Log Level



Sets the level of detail of software activity logs generated by BCR Basic. The Normal setting is the default for regular system operation.

Note: Debug and Troubleshoot settings should only be used on the advice of Algo technical support personnel.

Appendix

Legality of Call Recording

Country and Regional Laws Govern

The legality of recording calls depends on where you live or work. Usually calls may be recorded legally either by single-party or two-party consent.

This means it is often illegal for you to record calls between two other parties if neither party knows that the call is being recorded. In Canada, a recording is generally legal if at least one party on the call knows the call is being recorded. In the USA, this varies from State to State.

When using BCR Basic, Algo recommends always informing the other party(s) that the call is being recorded.

Legal Advice

Algo does not advise on the legality of recording nor take responsibility for regulations that vary by location and may change with time. Information abounds on the internet from multiple sources and several websites (such as www.rcfp.org/taping) offer up-to-date information by location and include legislative language for your area. It's also a good idea to consult your lawyer.

Firewall Issues

BCR Basic processes employ TCP/IP (Internet) technology to communicate with each other. Although this communication only occurs within the computer/machine boundary, some third party firewall software might inaccurately flag that these processes want to access the internet. In these cases, simply allow these processes:

- BCR_Agent.exe
- BCR_StnViewer.exe
- *BCR_Recorder.exe

When prompted, allow these programs to have internet access and check, "Do not ask again" or "Remember this setting" to store this configuration.



If you ARE prompted to allow the above processes by your firewall software, we would appreciate knowing about it (including firewall software version and Operating System).

* In some cases, your operating system may block BCR_Recorder.exe and NOT prompt you to allow this process. This will prevent you from receiving calls. In that case, you must manually unblock the process in your Firewall.

As an example, if you are using Windows Firewall, please follow these steps to allow the BCR_Recorder.exe process:

1. Open up Windows Control Panel
2. Choose Windows Firewall
3. Click the Exceptions Tab
4. Select Add Program
5. Select Browse
6. Navigate to C:/Program Files/Algo/BCR/exe then select BCR_Recorder.exe
7. Select Open
8. Accept and close out the various windows.

Finding your PC's IP Address

You can find your PC's IP address by displaying the Windows IP Configuration information from the Command Prompt. To open the Command Prompt:

- **For Windows XP:** Click Start, then Run. In the Open box, type cmd, then click OK.
- **For Windows 7 and Vista:** Click Start, then, in the Start Search box (just under "All Programs"), type cmd and press Enter.

Once the Command Prompt is open, type ipconfig then press Enter. This will display the Windows IP Configuration information. You'll see your IP address listed right above the subnet mask. It may be listed as an "IPv4" address. When finished, close the Command Prompt.

Product Feedback

Algo is always interested in receiving feedback on its products.

Please send any comments or suggestions to bcrfeedback@algosolutions.com

We appreciate it, thank-you!

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