



QUICKSTART MANUAL

OfficeMaster CallRecording

Quick Start Manual | Ferrari electronic AG

Sie finden Ihren Lizenzschlüssel auf der Rückseite dieses Dokumentes
(nur für Software)

Find additional license keys on page
26 (if applicable)

Welcome

Thank you for choosing **OfficeMaster CallRecording**. This quick start manual provides general (safety) information about the devices and assists you in the setup process of the call recording software.

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Time of Print	February 2018 4th Edition

Please Note:

Read this guide for important safety and health information that apply to the Ferrari electronic product you have purchased.

Warning:

Failure to properly set up, use and care for this product can increase the risk of serious injury or even death, or damage the device or devices. Read this guide thoroughly and keep all printed guides for future reference. For replacement guides, go to <https://www.ferrari-electronic.com/downloads.html> or refer to the Ferrari electronic Help and Support section (previous page) for contact information.

Choking Hazard:

This device may contain small parts, which may be a choking hazard to children under the age of 3. Keep small parts away from children.



This symbol on the product, its batteries or its packaging means that this product and any batteries it contains must not be disposed of with your household waste. Instead, it is your responsibility to hand this over to an applicable collection point for the recycling of batteries and electrical and electronic equipment. This separate collection and recycling will help to conserve natural resources and prevent potential negative consequences for human health and the environment due to the possible presence of hazardous substances in batteries and electrical and electronic equipment, which could be caused by inappropriate disposal. For more information about where to drop off your batteries and electrical or electronic waste, please contact your local city/municipality office, your household waste disposal service or the distributor where you have purchased this product. Visit <https://www.ferrari-electronic.com/company/declarations.html> for additional information on EG, EMV, REACH, RoHS, WEEE and the disposal of batteries.



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1. In the Box

OfficeMaster CallRecording USB 1xBRI

Call recording device for 1 ISDN basic rate interface, 2 channels



- » OfficeMaster CallRecording USB 1xBRI



- » Software DVD (Recording) and quick start manual with optional license keys



- » USB cable



- » BRI cable

OfficeMaster CallRecording USB 4xBRI

Call recording device for 4 ISDN basic rate interfaces, 8 channels



» OfficeMaster CallRecording USB 4xBRI



» Software DVD (Recording) and quick start manual with optional license keys



» USB cable



» 4 x BRI cables

OfficeMaster CallRecording USB 1xPRI

Call recording device for 1 ISDN primary rate interface (E1/T1), 30/23 channels



» OfficeMaster CallRecording USB 1xPRI



» Software DVD (Recording) and quick start manual with optional license keys



» USB cable



» 1 x patch cable

OfficeMaster CallRecording USB 2xAnalog

Call recording device for 2 analog phone lines, 2 channels



» OfficeMaster CallRecording USB 2xAnalog



» Software DVD (Recording) and quick start manual with optional license keys



» USB cable



» 2 x Analog cables

OfficeMaster CallRecording USB 8xAnalog

Call recording device for 8 analog phone lines, 8 channels



» OfficeMaster
CallRecording USB 8xAnalog

» Software DVD (Recording) and
quick start manual with optional
license keys



» USB cable



» 8 x Analog cables

Bundle SIP Recording Base License and Managed Switch



» Managed Switch



» Software DVD (Recording) and quick start manual with optional license keys



» Power adapter

OfficeMaster CallRecording Collector

Central storage management for recordings

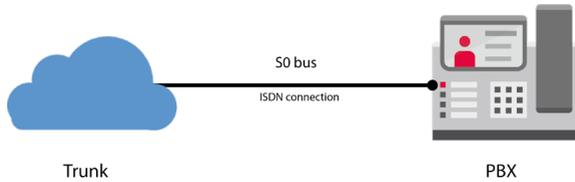


» Software DVD (Recording) and quick start manual with optional license keys

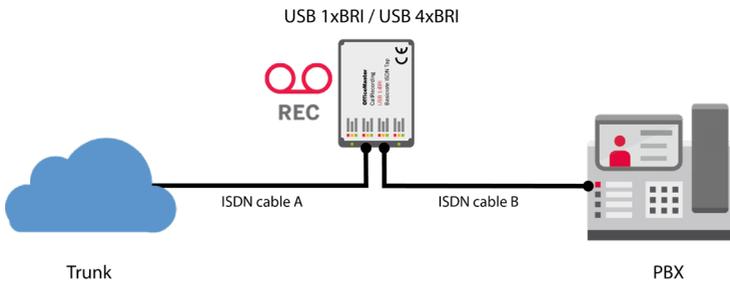
2. Connection Diagrams

ISDN Basic Rate Interface (BRI)

- **Existent Basic Rate Interface (BRI) Setup**

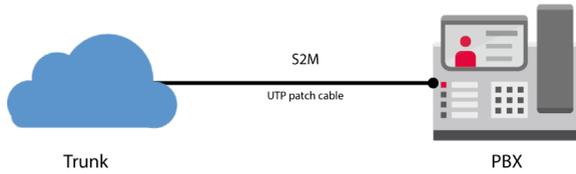


- **Integration of an OfficeMaster CallRecording USB Device (1xBRI or 4xBRI)**

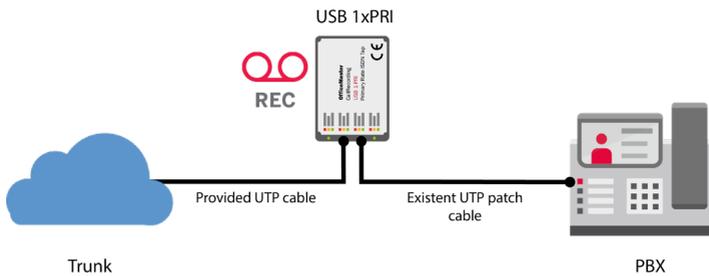


ISDN Primary Rate Interface (PRI)

- **Existent Primary Multiplex (PRI) Setup**

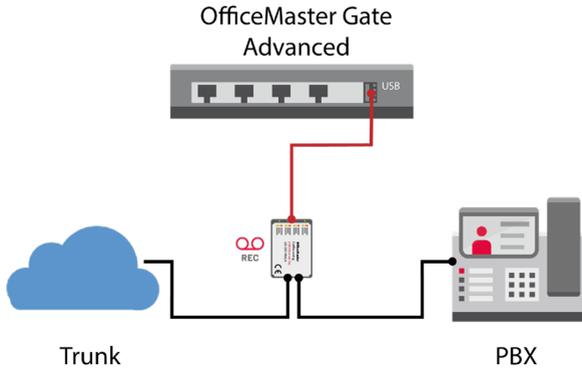


- **Implementation of an OfficeMaster CallRecording USB 1xPRI Device**

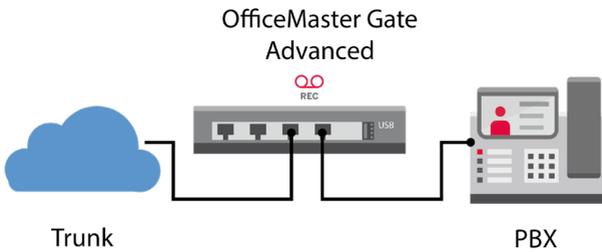


OfficeMaster Gate Advanced

• Including OfficeMaster CallRecording USB Device*



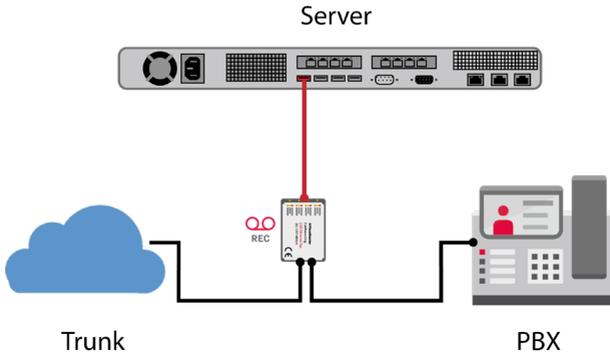
• Without OfficeMaster CallRecording USB- Device



* Please be advised that this setup requires the connection of two OfficeMaster Gate power adapters!

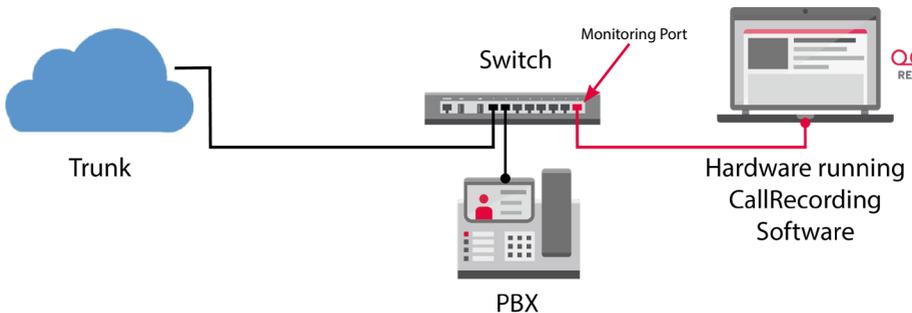
19" Server

- Including OfficeMaster CallRecording USB Device



SIP Recording Using a Third-Party Hardware or Managed Switch*

- Including OfficeMaster CallRecording Software



* Please be advised that the use of an existent switch requires the configuration of a Monitoring Port. Should you utilize the Recording Bundle and the Managed Switch provided, port 8 will be the preconfigured monitoring port.

3. Connecting to the Computer

- Plug the USB cable into the OfficeMaster CallRecording device



- Next, plug the other end of the USB cable into a vacant port of your computer or OfficeMaster Gate Advanced



Note! Please avoid using a USB hub.



- Wait until the firmware has loaded
 - The drivers will eventually activate the USB device.
 - A red LED lights up
 - The software automatically detects the OfficeMaster CallRecording device
 - Software installs the latest firmware onto the device (approx. 30 – 40 s)
 - LEDs on the device now show the line status



Note! Ensure energy-saving options are disabled on the USB port of the computer.

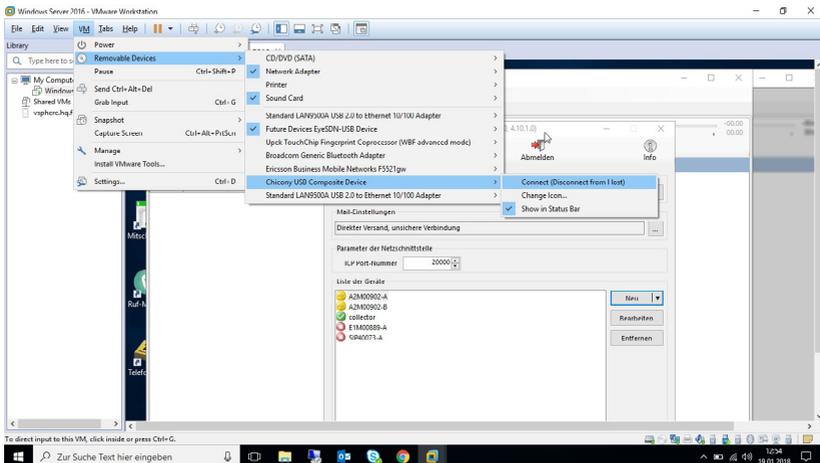
4. Connecting to a Virtual Server (VM Ware)



Note! When connecting to a virtual machine, please resort to the *VM Ware Workstation*.

For Analog Devices (USB 2 Analog)

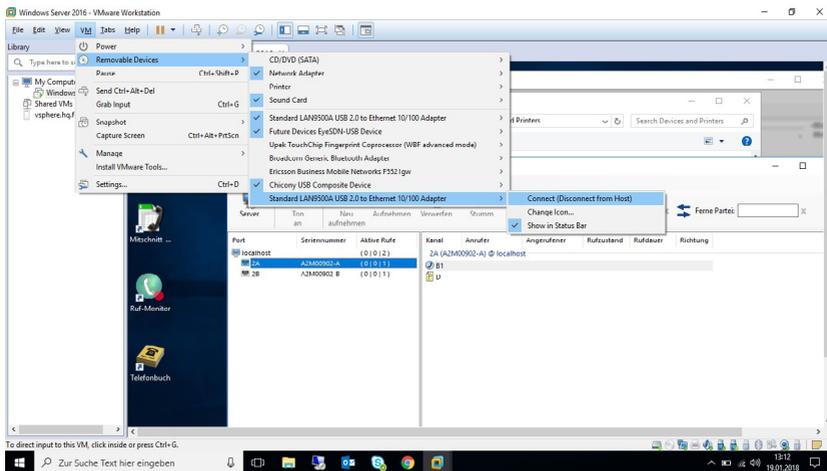
- In the toolbar, select
 - VM > Removable Devices > Future Devices EyeSDN- USB Device > Connect and
 - VM > Removable Devices > Chicony USB Composite Device > Connect



For SIP (Ethernet)

In the toolbar, select

- VM > Removable Devices > Standard LAN9500A USB 2.0 to Ethernet 10/100 Adapter > Connect (5. option from top) and
- VM > Removable Devices > Standard LAN9500A USB 2.0 to Ethernet 10/100 Adapter > Connect (Last option from bottom)



5. Installing the OfficeMaster CallRecording Software

Preparation

- Insert the CD into the drive
- You may alternatively download a setup file from our website
- Wait until the setup window appears
- Please run the setup manually should the installation wizard fail to show up



- Select *Version 4 (Client/Server)*



- Install optional third-party software by clicking on the respective button
 - *Audacity* – For playing and editing recordings
 - *Wireshark* – For analyzing ISDN trace files

- Follow the installation wizard



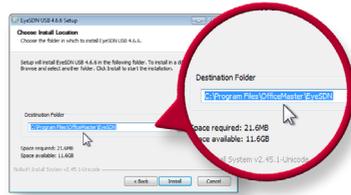
OfficeMaster CallRecording Software

- Select your language
- In the welcome window, click *Next*

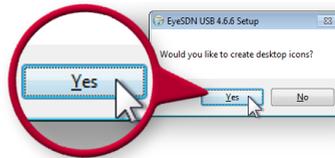


- Installable components
 - SIP (WinPCAP) — Library used for the recording of network traffic (applicable for VoIP recordings)
 - Recording Service Configuration — Background service managing the recordings
 - Data Collector Service — Background service managing the central data storage (optional)
 - TAPI Connector Service — Background service running call data requests via the TAPI interface of a PBX (optional)
 - Call Browser — User interface for locating and playing recording files
 - Interactive Client — User interface for listening to calls interactively
 - Line State Monitor — Displaying the line occupancy (optional)
 - Call Notes — Adding notes to calls that are being recorded (optional)
 - Configuration Tools
- Click *Next*

- Check the proposed setup directory
- Click **Install**



- Create a desktop icon by confirming the respective dialog



- Select **Finish** to conclude the setup



6. Online Registration

Activating OfficeMaster CallRecording Licenses

This section only applies to products that have a 25-digit product key included.

- Open the configuration program for OfficeMaster CallRecording
- Select *License*, then *Add*. In the consecutive window, you will see a list of various methods that can be used to activate your license.

Activating license Using This Wizard (Requires a Service Center Account)

- Use the product key provided to activate your license. This requires access to the internet. Please note that a Ferrari electronic Service Center account is a prerequisite. Should you not have an account, follow the link displayed in the dialog window (<https://service.ferrari-electronic.de>). An appropriate license file will be generated and added to the license manager automatically.

Activating License Using the Service Center

In case you have no Ferrari electronic Service Center account yet or your computer running the CallRecording software has no access to the Internet, perform the following steps:

- Enter the license key and confirm the entry by clicking *Next*. Depending on the type of license, you will be shown an overview or you will be requested to specify the network interface that you intend to use. After confirming the network interface, you will also be shown an overview of information.
- Please use this information to fill in the input fields of the Ferrari electronic Service Center.
- If required, you can choose to either add the information to the clipboard or add them to a dedicated file.
- To generate a license file, visit <https://service.ferrari-electronic.de> and create an account. As soon as you have signed in, click *Active License*. Enter the information that had been displayed in the configuration program.

Loading the License File

Choose this option to load a pre-generated license file into the system.

- Click *Next* to continue. Specify where the license file is located at. You should now see the license content.
- Again, click *Next* to continue.
- Depending on the license file, you will either be prompted to provide additional details or you will be shown an overview.
- Click *Finish* to conclude the activation process.

Requesting a SIP Trial License

Here you can optionally request a trial license for a recording of calls via SIP.

- Select the respective item and confirm by clicking *Next*.
- In the consecutive window, choose one of the options:
 - Option 1: Click on the link to create an account for the Ferrari electronic Service Center.
 - Option 2: Enter your E-Mail address and password if you already possess an account for the Ferrari electronic Service Center. Click *OK* to continue.

Choose one of the trial licenses and click *Next* to continue. Again, specify the network interface that you intent to use for the SIP recording. Continue until the wizard closes.

Loading a Preinstalled License

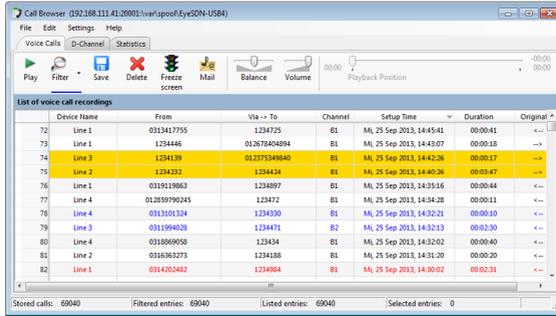
Choose this option if you have recently updated an existent Ferrari electronic product.

- Enter the product key and confirm the entry by clicking *Next*. Depending on the license type, a window should pop up.

7. Overview

7.1. Call Browser

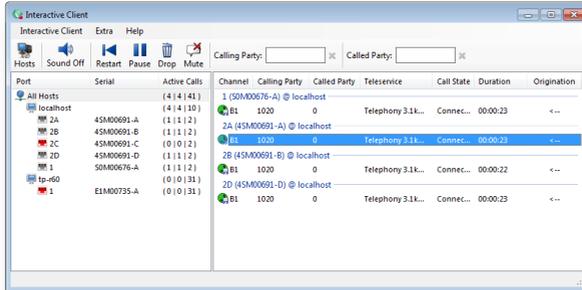
This is the user interface for locating and playing recording files.



» Find it here: [Start / All Programs / OfficeMaster / Call Browser](#)

7.2. Interactive Client

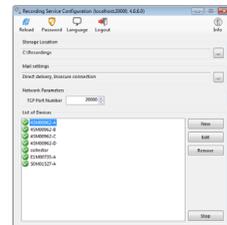
User interface for listening to calls interactively.



» Find it here: [Start / All Programs / OfficeMaster / Interactive Client](#)

7.3. Recording Service Configuration

Configuration program used for the recording service and the OfficeMaster CallRecording USB devices.



» Find it here: [Start / All Programs / OfficeMaster / Recording Service Configuration](#)

8. Additional Information

Manual

- Find a PDF version of this manual:
 - On the volumes provided
 - In the download center of Ferrari electronic AG

Forum

- Ferrari electronic AG operates a forum that is regularly visited by customers and partners alike. Here you find answers to common questions and even post a question yourself. As it is thoroughly overlooked by our staff, we will commonly provide an answer.
- Questions/remarks posted in the forum are not subject to a guaranteed response, as opposed to a support ticket.

Support Ticket

- Purchase a support ticket to enjoy full support for a predefined period.

Basic Support Product

- Open an incident case for your solution at the support desk of Ferrari electronic AG.

Premium Support Contract

- Open an incident case for your solution at the support team of your service provider.

9. Additional License Keys

License Key

License Key

License Key

License Key