Soft π

Software Projects and Innovations
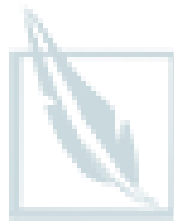
VoiceNib 2.x

User's guide

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Contents

Purpose

This document is intended for users of the VoIP call recording system, **VoiceNib 2.x**. Further in the text, the **VoiceNib system**, **VoiceNib** names or simply the **recording system** are used.

This document describes VoiceNib features, the VoiceNib installation, activation, configuration, and working.

1. Introduction

The VoiceNib system is designed for recording VoIP telephone calls using SIP and RTP as well as Skype calls and further listening to these calls.

VoiceNib is based on interception of SIP and RTP packets from specified Ethernet interfaces and recording telephone calls in sound files with simultaneous recording a log of the calls in the database.

Recording Skype calls is executed directly from each Windows equipment, where Skype was installed.

It is possible to listen to both the already completed phone conversations and the conversations that are currently being performed.

Listening to all recorded conversations can be performed by the VoiceNib administrator. A subscriber can listen to his own telephone conversations. A subscriber appointed as a head of a group of subscribers can listen to conversations of any of the participants in this group.

The VoiceNib system can be useful for:

- Dispatcher services to log all incoming calls;
- Contact centers to record any calls for further analysis and training of personnel;
- Marketing departments to record calls for various actions and projects;
- Technical support of companies to quickly store information received from customers for further analysis;
- Small and medium-sized businesses to record individual telephone calls of further interest, for example, calls to law enforcement, tax authorities, etc.;
- Private persons to record specific telephone conversations.
- And in many other cases.

2. Main features

VoiceNib scans the network traffic of one or a group of Windows servers (computers) in passive mode to detect information about telephone calls made using VoIP, which are based on SIP and RTP. VoiceNib also scan computers where Skype (Microsoft) works. The number of Windows servers with Ethernet interfaces on which network traffic can be viewed or computer with Skype is not limited. If information about a VoIP call is found, RTP streams of the call are written to the VoiceNib server and logged information about this call. If VoiceNib finds a Skype call it also records it.

In addition to recording the conversation itself, the following data are stored:
- SIP address of the caller or his login in Skype, if Skype call was recorded,
- SIP address of the called side or his login in Skype, if Skype call was recorded,
- IP address of phone or computer from which the call was made,
- IP address of phone or computer to which the call was made,
- MAC address of phone or computer from which the call was made,
- MAC address of phone or computer to which the call was made,
- Subscriber's name of the caller,
- Name of the called side,
- Call date and time,
- Call duration.

The VoiceNib configuration, management and an access to recorded telephone calls and data about them are performed via the Web browser.

When logging into VoiceNib system, a user's authorization is performed. When the user logs on with administrator's rights, he can access to the system settings and all recorded calls. When the user logs on with team leader's rights, he can listen to the calls of any of the members in his group. When an ordinary user logs on, he can only listen to his calls.

The user can sort and filter records by any of the above fields when viewing recorded calls. This allows the user to quickly find the calls he is interested in.

Call recording is carried out in the **WAV** files. An individual file is created for each side of the call. When you play a call, the contents of these files are mixed. If you want to listen to the speech of an individual call side, use third-party players by selecting the desired audio file.

VoiceNib allows you to record VoIP calls (non-Skype calls) that are performed using one of the following audio codecs:
- G.711 A-law,
- G.711 μ-law,
- G.722,
- Opus,
- Speex,
- Speex WB.

3. VoiceNib structure
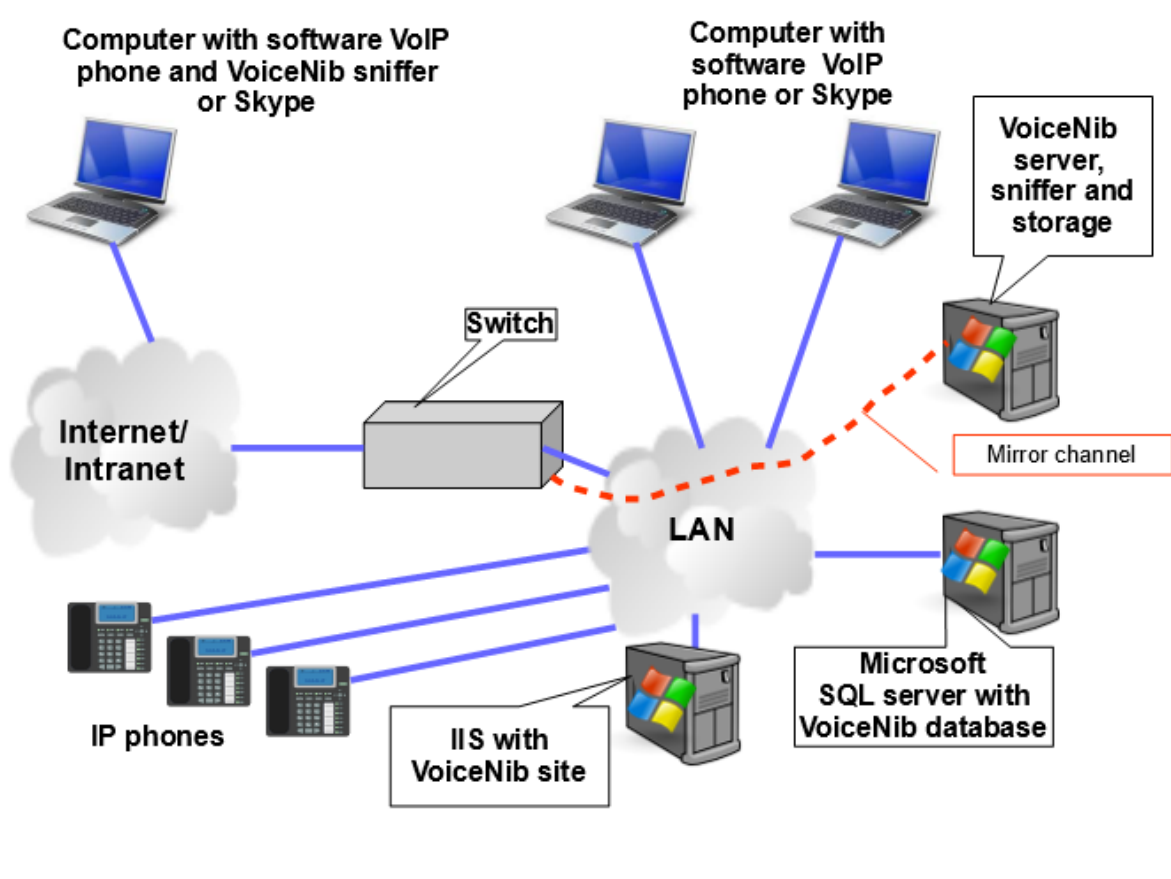
The VoiceNib structure is shown in Figure 3.1.

Figure 3.1

The VoiceNib system consists of the following software modules:
- **VoiceNib server**. It manages the recoding system.
- **VoiceNib database**. The VoiceNib database stores information about recorded calls and system settings. Microsoft SQL Server is used for working the VoiceNib database.
- **VoiceNib storage**. It is a folder where voice files are stored.
- **VoiceNib and Skype sniffers**. VoIP sniffers monitor data that pass through a network interface of computer in real time and catch SIP and RTP packets. RTP packets, which belong to the same phone call, record into the voice file. To monitor network traffic that contains VoIP calls of all or part of LAN we recommend using mirror ports on switches or routers. Skype sniffer is set on each Windows computer or laptop where Skype is used which should be recorded.
- **IIS with the VoiceNib site**. Provides an administrator access to all recorded calls and system parameters and it allows VoiceNIb users to listen to their recorded calls. If a VoiceNib user is a manager of user group or groups he can listen to any recorded call of these users.

A various distribution of the system modules is possible depending on the specific task of the user, the estimated number of simultaneous recordable calls, and hardware parameters of servers (computers) used for the system.

If you have few simultaneous recordable calls, it is possible to set all VoiceNib modules on the single server.

Another option of the VoiceNib modules distribution is a configuration where each module is set on the single computer (server).

There is also the option to use more than one server where you will set more than one module.

Several sniffers can simultaneously work in the VoiceNib system. Their number is not limited in the system. For example, if your company use only software IP telephones on the computers or tablets with Windows, you can set the sniffer on each device and you do not need to use a mirror port on your switch.

4. System requirements

The hardware requirements for the VoiceNib system depend essentially on how many simultaneous recorded calls are supported on the VoiceNib license, whether all VoiceNib modules will work on a single server or various ones, and the presence of other applications that can load the servers.

The minimum recommended hardware requirements are as follows:

Processor: Intel Core I5 or more productive.

RAM: 8 GB.

Hard drive: VoiceNib takes about 220 MB. For recorded phone calls, we recommend using a hard disk with a capacity not lower than 500 GB.

The VoiceNib system runs under the following operating systems: Windows Server 2016, Windows 10, 8.1, 8, Windows Server 2012, 2012 R2.

The following software is required to work the VoiceNib system:

- **Microsoft SQL Server 2012** or higher. The VoiceNib installation package includes Microsoft SQL Server 2012 Express Edition.
- **.Net Framework 4.5.2** or higher. If the Framework is absent on the server during the installation and the server has access to Internet, the VoiceNib installation downloads and installs the Framework automatically.
- **Internet Information Services (IIS) version 8** or higher.

5. Installation

To install the VoiceNib system, download the installation package from the site: http://softpiua.com. The installation package is contained in the file: **VoiceNib.setup.exe**.

Copy this file to the server on which all or part of the VoiceNib system will be installed and run this file. A window appears prompting you to select the installation language. Select the desired language. The installation window appears as shown in Figure 5.1.
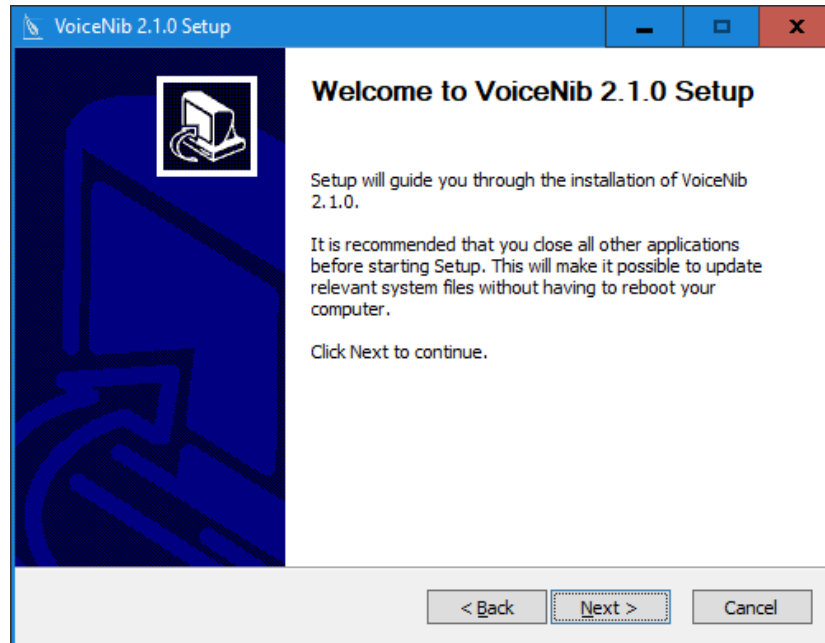

Figure 5.1

Read the contents of this window and click **Next**. The installation window will be as shown in Figure 5.2.
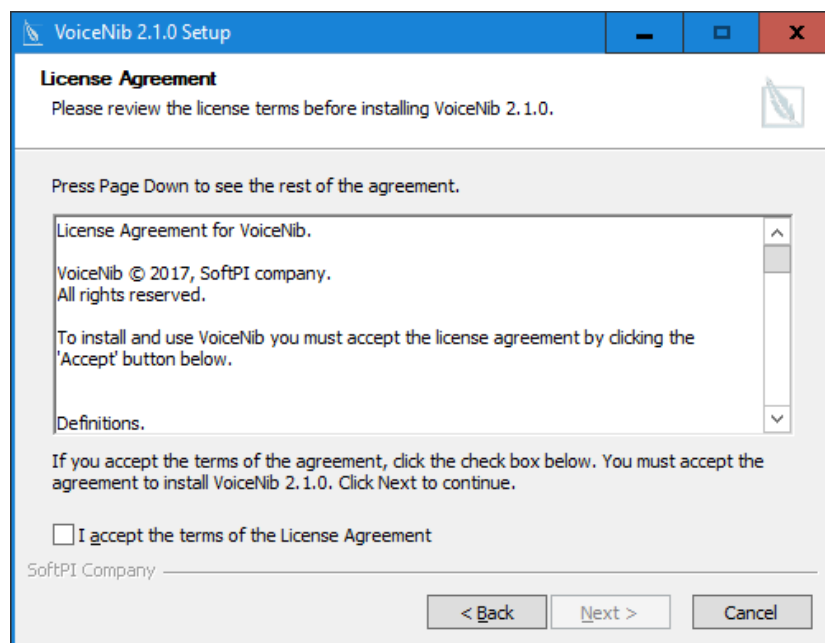
Figure 5.2

This window contains the license agreement. If you agree to the terms of the license agreement, select the **I accept the terms of the License Agreement** check box and click **Next**. If you do not agree with the license agreement, click **Cancel** to stop the VoiceNib installation.

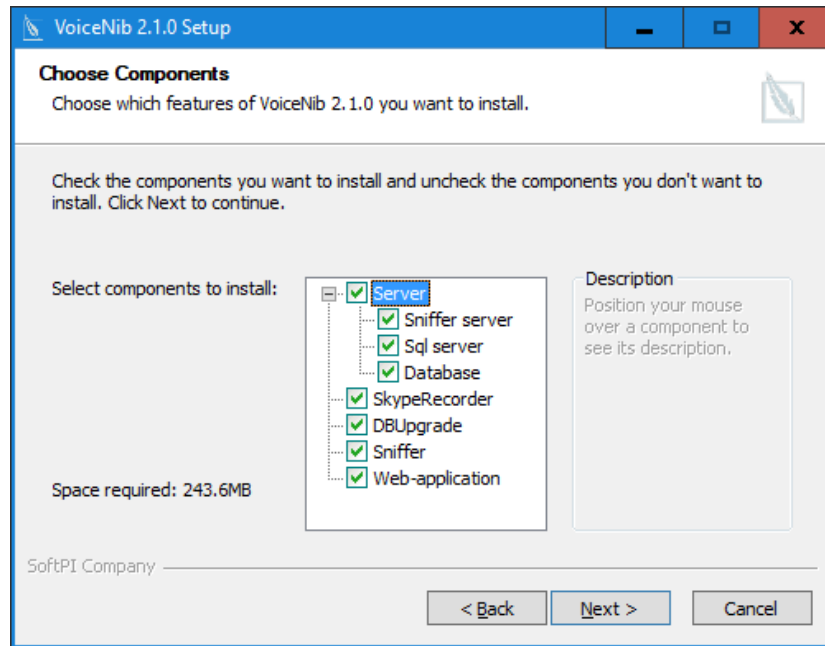If you choose to continue the installation, the program window will be as shown in Figure 5.3.

Figure 5.3

This window offers a list of VoiceNib modules for installation. By default, all modules are selected. If you wish to install different modules on several servers, leave only those that are required for the current installation. Consider the purpose of each of the modules that are available for installation:

- **VoiceNib server**. This is the main module of the system, which ensures the operation of the whole system. If you install VoiceNib modules on several servers, install the VoiceNib server only on one server.
- **SQL server**. Microsoft SQL Server 2012 Express edition provides a work with the VoiceNib database. If you already have Microsoft SQL Server, which you want to use for VoiceNib system, do not install this server and clear this check box.
- **Database**. If you already have the VoiceNib system and you are updating it, clear this check box, otherwise the existing database will be replaced with an empty database from the installation package.
- **SkypeRecorder**. You should set this module on each computer where Skype works and calls from which you want to record. The remaining modules of the installation package should not be installed on such computers. This module does not need to be installed on a computer with a VoiceNib server or other computers if you don't need to record Skype calls from this computer. To install the SkypeRecorder module, Skype should be already started.
- **DBUgrade**. This module is used to update the previous version of the VoiceNib database. If you install VoiceNib for the first time, clear this check box.

- **Sniffer**. This module is intended for the detection of IP packets associated with voice transmission passing through the network interface of the computer. This module should be installed on the server to which the mirrored channel of the switch is directed or to a separate computer on which the software IP telephone is used. You can install several sniffers on several servers (computers).
- **Web-application**. This is the Web site through which you configure the VoiceNib system and work with it. This Web site should be installed on the computer with IIS.

After selecting the modules required for installation, click **Next**. The installation window will be as shown in Figure 5.4.
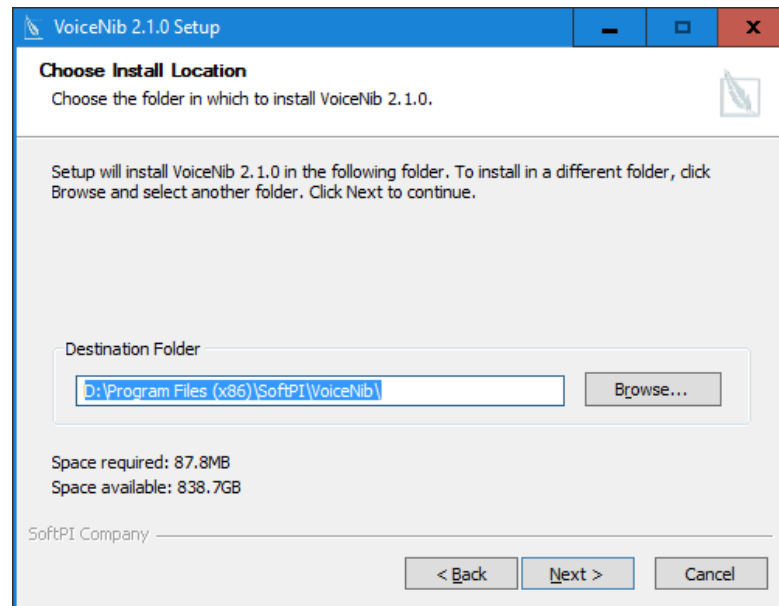
Figure 5.4

Select the folder where the VoiceNib modules will be installed. The default folder is **…:\Program Files (x86)\SoftPI\VoiceNib**

Click the **Next** button. The installation window will be as shown in Figure 5.5.
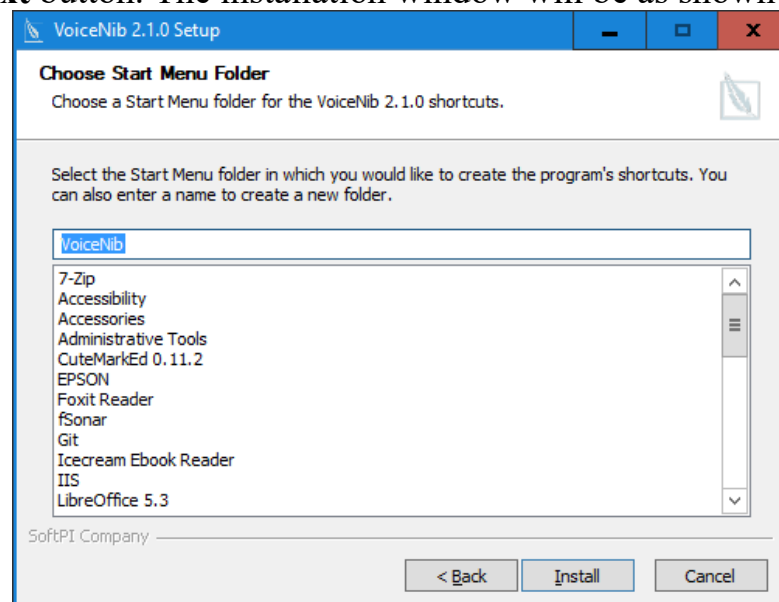

Figure 5.5

Specify the folder name for the VoiceNib system in the **Windows Start** menu. The default name is **VoiceNib**.

Click the **Install** button. The selected modules will be installed.

If you have selected the SkypeRecorder installation, a message appears in Skype that requests an access of SkypeRecorder to Skype. Confirm this request.

If you have chosen to install **Web-application**, after the installation is completed, the **Web site installation** window appears as shown in Figure 5.6.
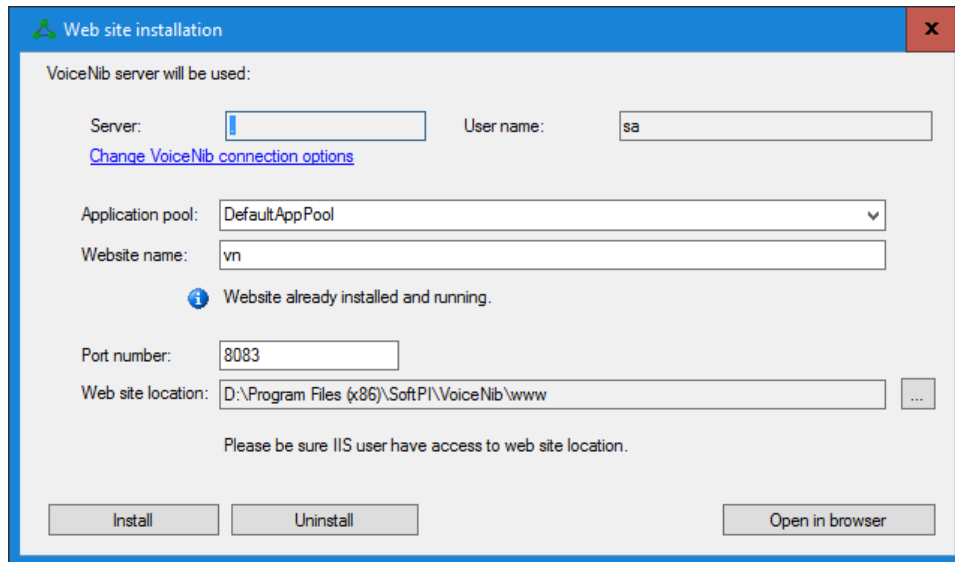

Figure 5.6

Click the **Change VoiceNib connection options** link. The **Connect to database server** window appears as shown in Figure 5.7. It is used to set the connection parameters to the Microsoft SQL server that manages the VoiceNib database.
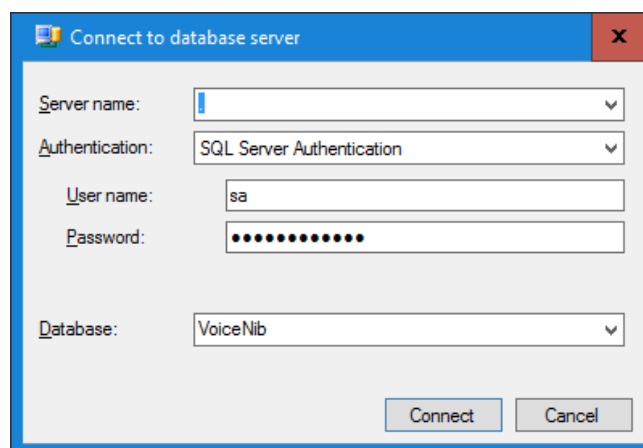

Figure 5.7

The **Server name** list displays the computer name or ".", which means the local computer. Click on this list and the program will automatically search for the SQL server on the local computer. In case the program finds the SQL server, its name is displayed in this list. Select this name. If the search was unsuccessful or the SQL server is on another computer, you should enter the name of the computer (or its IP address) and the name of the SQL server.

In the **Authentication** list, choose the desired type of authentication to the SQL Server:

- **SQL Server Authentication**,
- **Windows Authentication**.

If you have selected the **SQL Server Authentication** option, you should enter a name and password of the user whose rights will be used to connect to SQL Server.

If you have selected the **Windows Authentication** option, the VoiceNib system will use the rights of the Window user to connect to SQL Server.

Click **OK**. The process of connecting the VoiceNib database to the SQL server starts.

In the **Web site installation** window (Figure 5.6), in the **Application pool** list, select the pool in which the website will be run. By default, the value of **DefaultAppPool** is suggested. If necessary, change this pool to the required one.

The **Website name** box displays the internal name of the site. The default value is **vn**. Change this name to another name if necessary.

An access to the site is determined by the port number, which is indicated in the **Port number** box. If necessary, change the port number.

The path to the site files is indicated in the **Web site location** box. If necessary, you can change the default value. In this case, it is necessary that the IIS user's rights, which are used to work the site, grant the access to the specified folder.

Click the **Install** button. The installation process starts.

To configure the VoiceNib system, click the **Open in browser** button.

6. VoiceNib configuration

To configure VoiceNib, click on the **Open in browser** button on the installation step (Figure 5.6) or open a browser and enter the site address. The **Login** page of VoiceNib appears as shown in Figure 6.1.
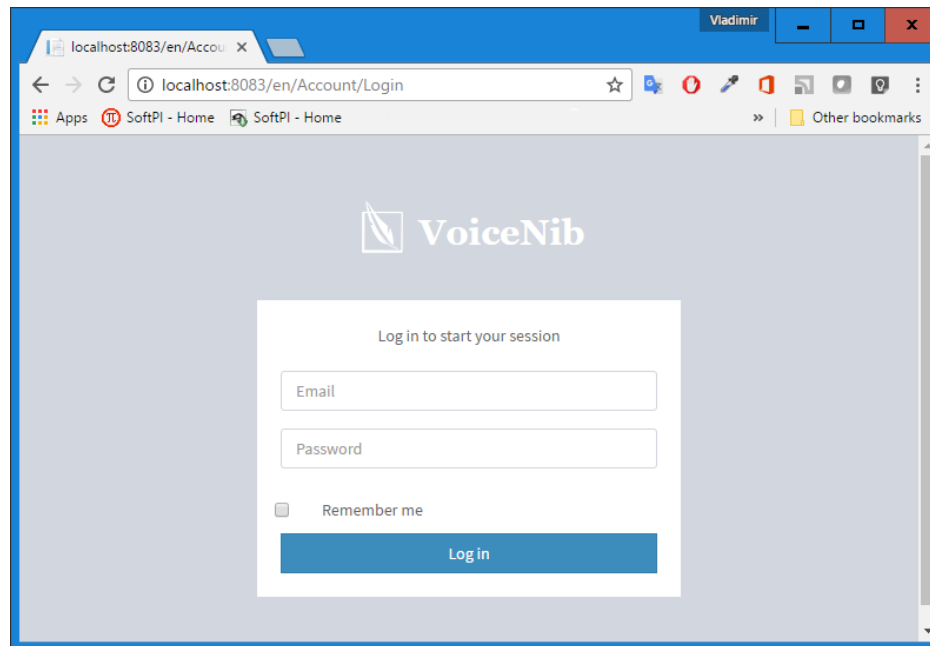

Figure 6.1

For initial login in the system, in the **Email** box, enter the value of **admin@mail.com**, and in the **Password** box, enter the value of **111111**. You can change them later.

If you want to use these authentication parameters in the future and do not enter them every time, check the **Remember me** check box. If unauthorized persons may have access to your computer, <u>**it is not recommended to select this check box for security purposes**</u>.

After entering the authentication parameters, the **Home** page appears as shown in Figure 6.2.
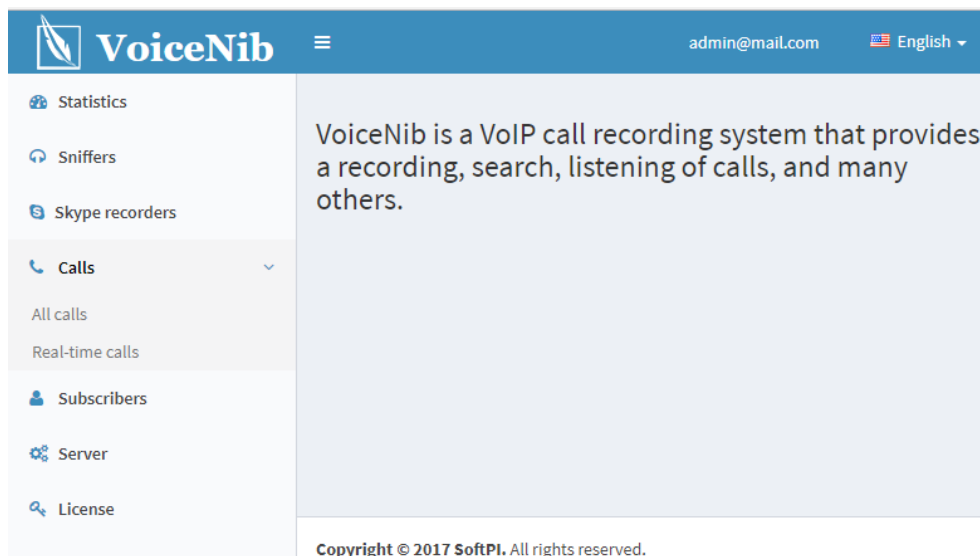
Figure 6.2

All pages of the VoiceNib system contain a menu, located vertically on the left side of the page. The menu contains the following items:

- **Statistics**. Displays the statistical data of the VoiceNib system.
- **Sniffers**. Provides a configuration and display of the current state of the VoiceNib sniffers.
- **Skype recorder**. Provides a configuration and display of the current state of the Skype recorders.
- **Calls**. The item contains two subitems: **All calls** and **Real-time calls** that allow to open appropriate pages. Both pages allow you to view the list of recorded calls, search for a desired call and listen to calls. The **Real-time calls** page displays a list of recordable calls that are made at the current time. The **All calls** page displays a list of all recorded calls.
- **Subscribers**. The item allows you to add, delete, and edit subscribers' data.
- **Server configuration**. The item allows you to enter and view settings of the VoiceNib server.
- **License**. Provides an activation key request and application of it, and viewing license parameters.

6.1 Server configuration

To configure VoiceNib server settings, click the **Server** menu item. An example of the **Server** page is shown in Figure 6.1.1.
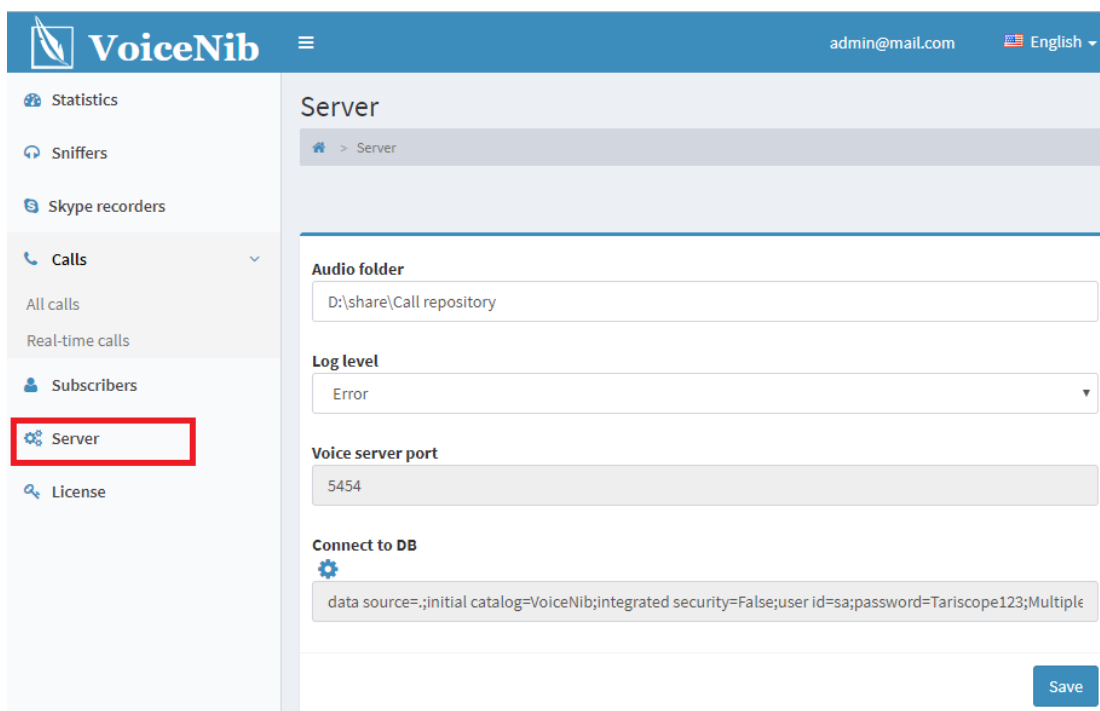

Figure 6.1.1

The page contains the following items.

The **Audio folder** box is intended to enter a folder name where audio files of recorded calls will be stored.

The **Log level** list allows you to select the level of logging of the system. The following options are possible, where each next option increases the detail level of logging:

- **Status**,
- **Critical error**,
- **Error**,
- **Warning**,
- **Information**,
- **Advice**,
- **Debug**.

The log is used to identify the causes of the malfunction of the VoiceNib server. By default, the log file is in the: ...**\ProgramData\SoftPI\VoiceNib**. The file name is **Server.log**

The default level is **Error**. If you don't have problems with VoiceNib work, leave the default log level.

If you could not find out the cause of the incorrect operation using this log and fix the problem yourself, send this log to SoftPI technical support.

In the **Port** box, the IP port of the VoiceNib server, which will receive data from sniffers, is displayed. The default value is **5454**. To change the port value, open the file …**/ProgramData/SoftPI/VoiceNib/Server.xml**, and change the value in the **VoiceServerPort** tags.

The **Connect to DB** box displays the connection string to the VoiceNib database. If you need to change parameters of the connection string, click on the icon near the box name. The **Connect to DB** window appears as shown in Figure 6.1.2.

Connect to DB   X

Server name
`.`

Authentication
SQL Server Authentication   ▼

Log in
sa

Password
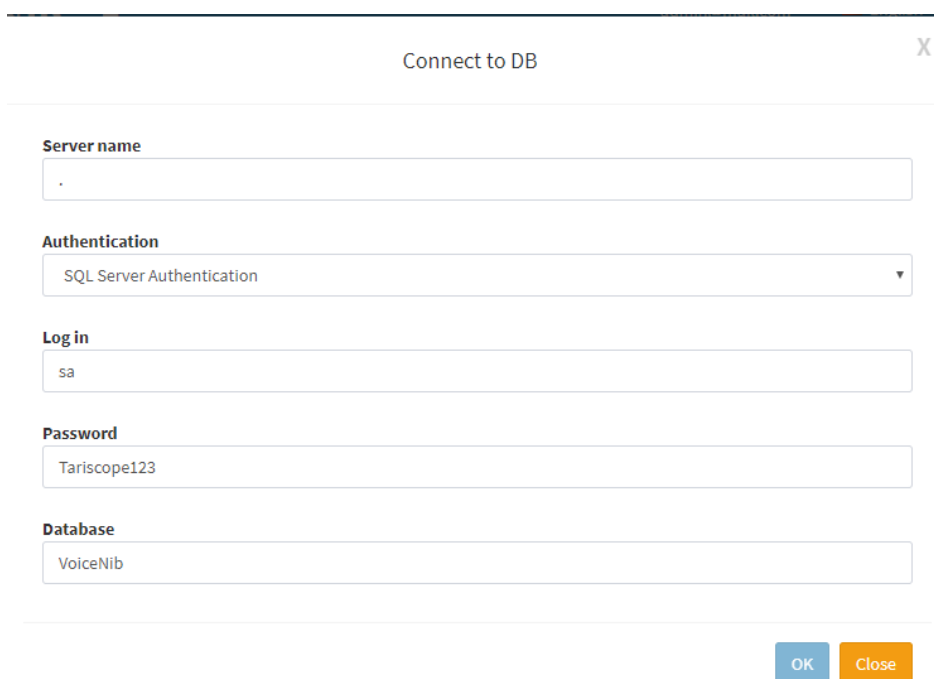Tariscope123

Database
VoiceNib

OK   Close

Figure 6.4

In the **Server name** box, enter the server name or its IP address.

In the **Authentication** list box, select an authentication method to connect to the database. There are two options:
- **SQL Server Authentication**. If you have selected this option, enter a login and password that will be used to connect to the database in the appropriate boxes.
- **Windows Authentication**. In this case the login and password will be used that are applied to Windows.

In the **Login** and **Password** box you should enter data, if you have selected the SQL Server Authentication.

The **Database** box displays the database name.

Click **OK** to save your changes.

6.2 Sniffers configuration

The sniffers are used to scan the network traffic and select data that belong to VoIP calls. VoiceNib do not have a limit on the number of sniffers.

Before executing the sniffer configuration, it is necessary that the VoiceNib server and a sniffer (sniffers) have already been installed somewhere and the VoiceNib server has access to computers with the VoiceNib sniffer over the network.

To configure sniffers, click on the **Sniffers** menu item. An example of the **Sniffers** page is shown in Figure 6.2.1.
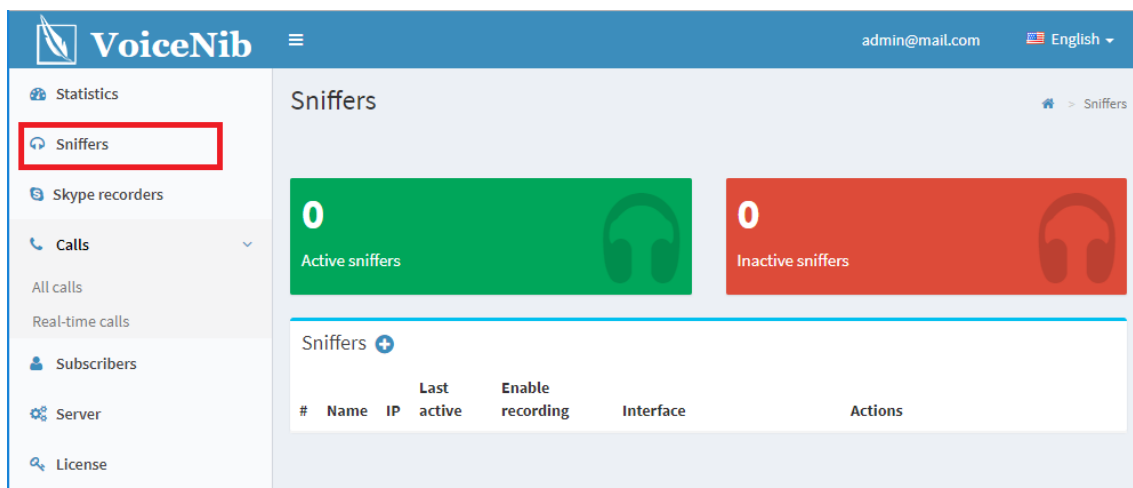
Figure 6.2.1

Create a new sniffer in the system. To do this, click the '+' button. The **Create** page appears as shown in Figure 6.2.2.

In the **Name** box, enter an arbitrary name that will allow you to identify the sniffer.

In the **IP** box, enter the IP address of the computer where the sniffer was installed.

If there is a network access between the VoiceNib server and a computer with the sniffer, the list of network interfaces of the computer with the sniffer is displayed in the **Device** list. Select the interface through which the voice traffic is passed.
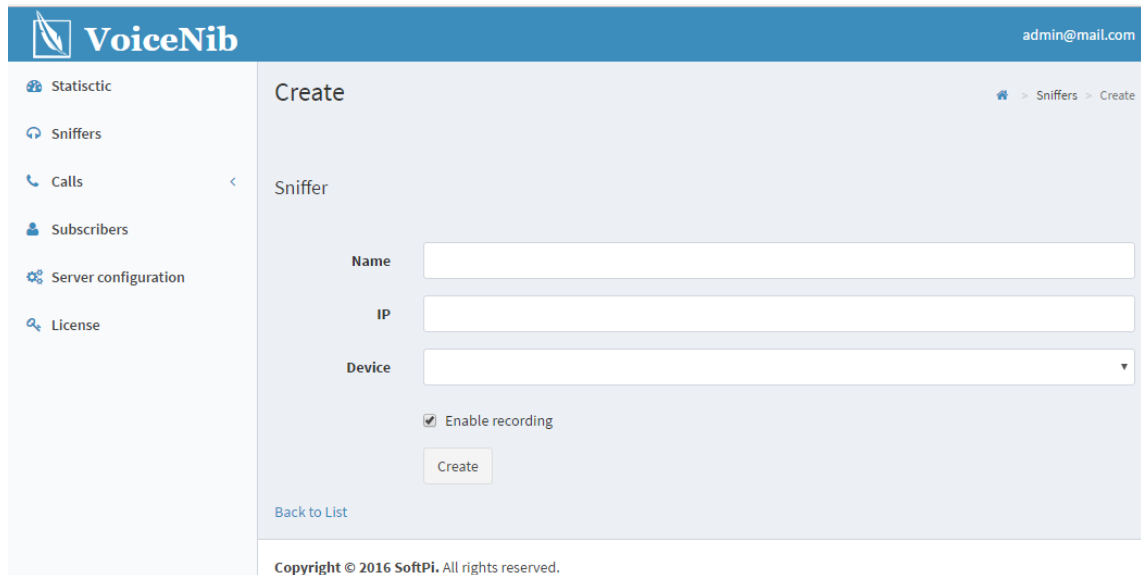
Figure 6.2.2

You can enable or disable recording VoIP calls. To do this, use the **Enable recording** check box. Check the box to record calls.

To save the settings, click the **Create** button. The sniffer data is reflected in the table (Figure 6.2.3).
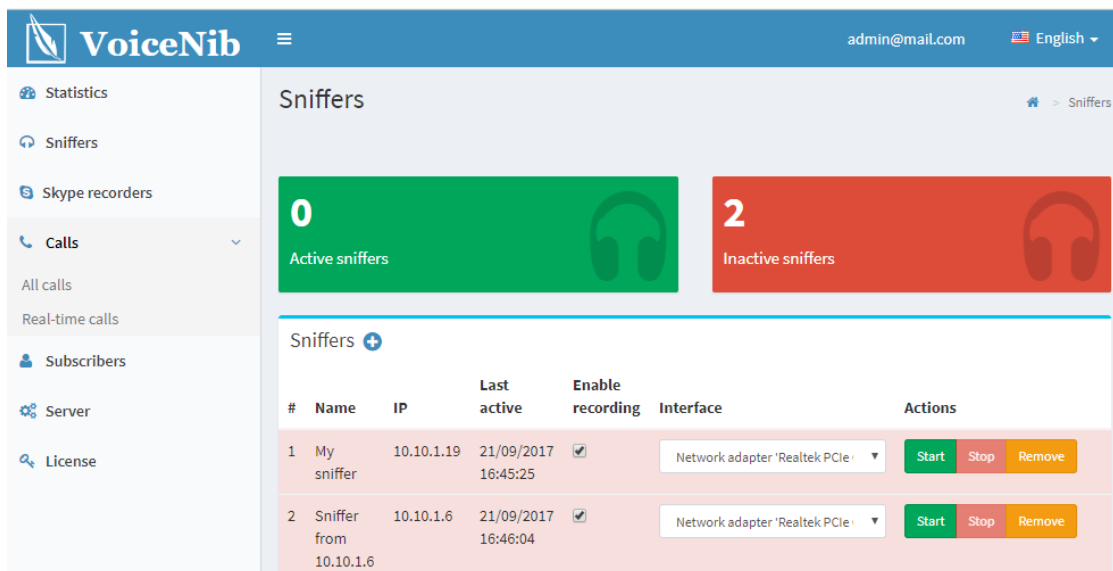

Figure 6.2.3

All sniffers work as Windows operating system services. To enable the sniffer, click the **Start** button of the corresponding row of the sniffer table.

To stop the sniffer, click the **Stop** button.

To remove the sniffer from the list, click the **Delete** button.

To temporarily disable recording VoIP telephone calls without stopping the corresponding sniffer service, clear the check box in the **Enable recording** column.

The sniffer lines that currently are active are highlighted in green.

The sniffer lines that are currently are inactive are highlighted in red.

At the top of the configuration page, information on the total number of active and inactive sniffers is displayed.

6.3 Skype recorder configuration

The VoiceNib system allows you to record Skype calls from group of computers and store them in a single storage. Skype recorders are used to record Skype calls. Skype recorder should be installed on each Windows computer from which you want to record Skype calls.

Before executing the Skype recorder configuration, it is necessary that the VoiceNib server and Skype recorder have already been installed and the VoiceNib server has access to computers with the Skype recorder over the network.

To configure Skype recorders, click on the **Skype recorders** menu item. The **Skype recorders** page appears as shown in Figure 6.3.1.
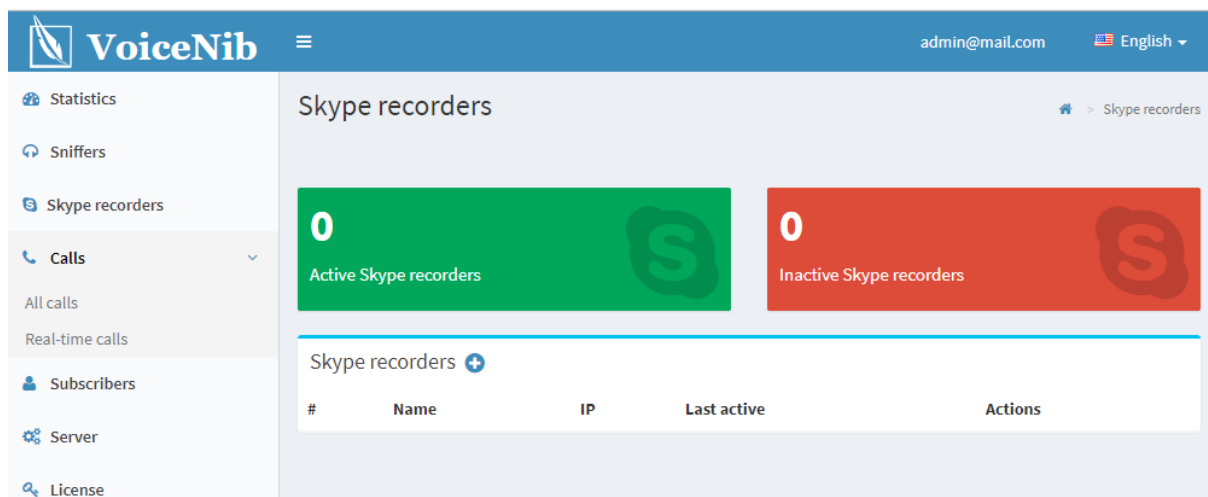
Figure 6.3.1

To add a new Skype recorder, click on the "+" icon. The **Create** page appears as shown in Figure 6.3.2.
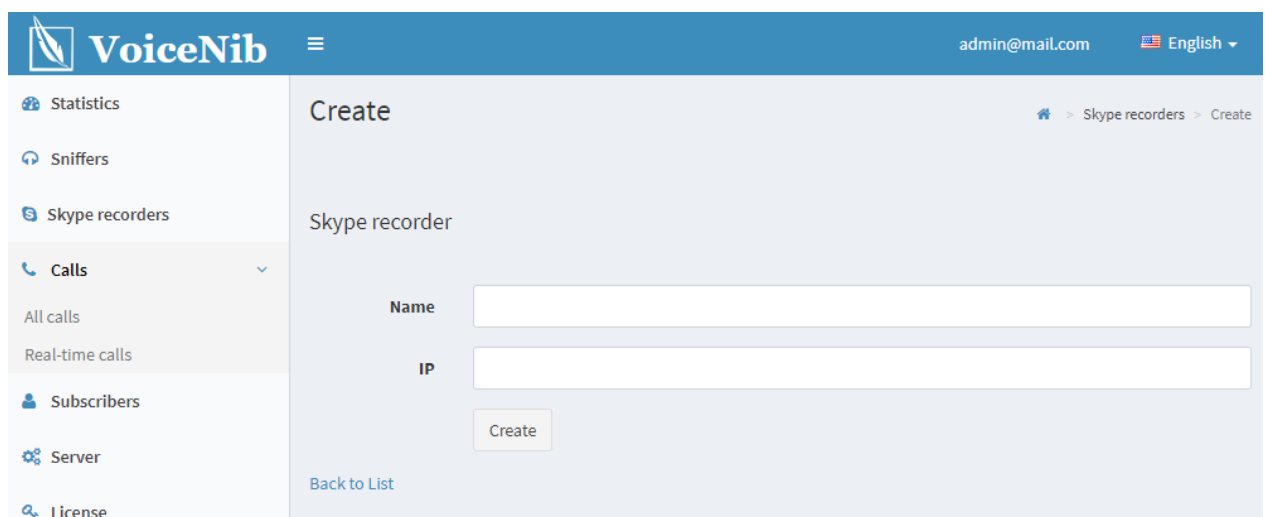
Figure 6.3.2

In the **Name** box, type a name that will allow you to identify the computer with the Skype recording module installed.

In the **IP** box, type IP address of the computer.

Click on the **Create** icon.

If the VoiceNib server establishes a connection with the computer, a corresponding entry will be displayed on the **Skype recorders** page. An example of such a page is shown in Figure 6.3.3.
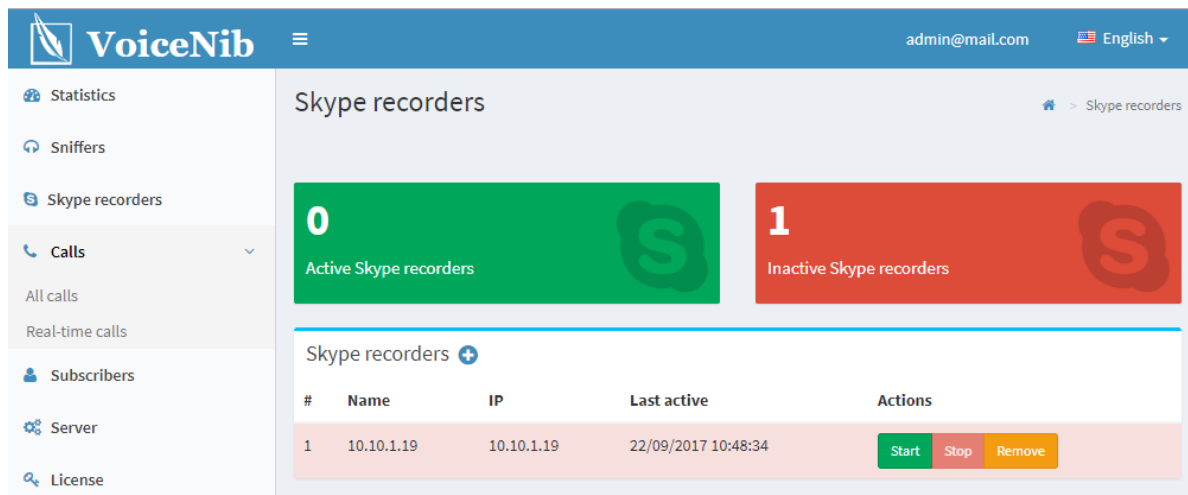
Figure 6.3.3

Each row of the Skype recorders table contains three buttons: **Start**, **Stop**, and **Remove**.

To start the Skype recorder, click on the **Start** button. At this the row is highlighted in green.

To stop the Skype recorder, click on the **Stop** button. At this the row is highlighted in red.

To delete the Skype recorder, click on the **Remove** button.

If the VoiceNib server could not communicate with the computer containing the Skype module of the VoiceNib system, the message appears as shown in Figure 6.3.4.
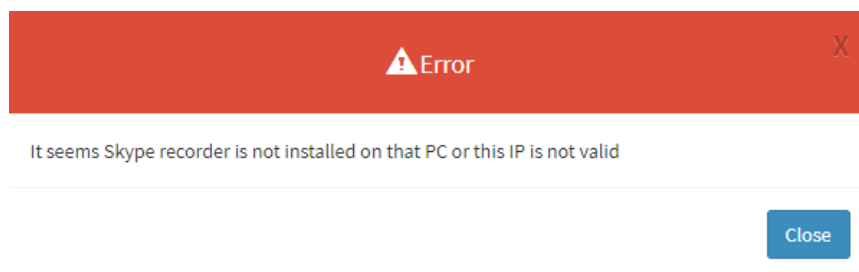
Figure 6.3.4

In this case you need to check:
- The Skype module of the VoiceNib system was installed on the computer and it is working. Open the Windows services list and find the VoiceNibSkypeRecorderAgent service.
- Correctness of the entered IP address.

- There is a communication between the VoiceNib server and the computer over the network via IP port of 5454.

6.4 Subscribers

To record IP calls of a subscriber, it is necessary to enter subscriber's data into the VoiceNib system. To do this, use the **Subscribers** configuration page. To go to this page, click on the **Subscribers** menu item. The **Subscribers** page without the entered data is shown in Figure 6.4.1.
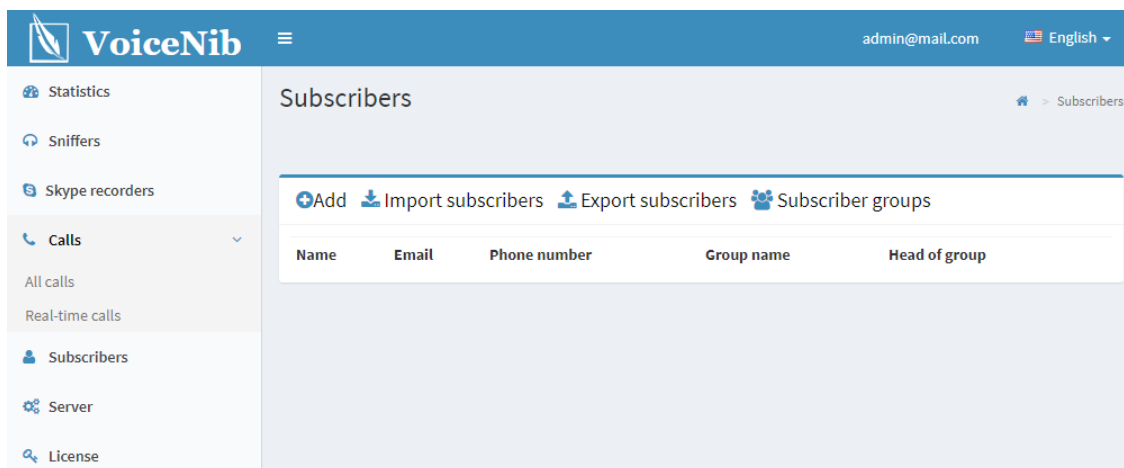

Figure 6.4.1

Subscribers can be divided into groups. To add a new group of subscribers, click the **Subscriber groups** link. The **Subscriber groups** page is opened as shown in Figure 6.4.2.
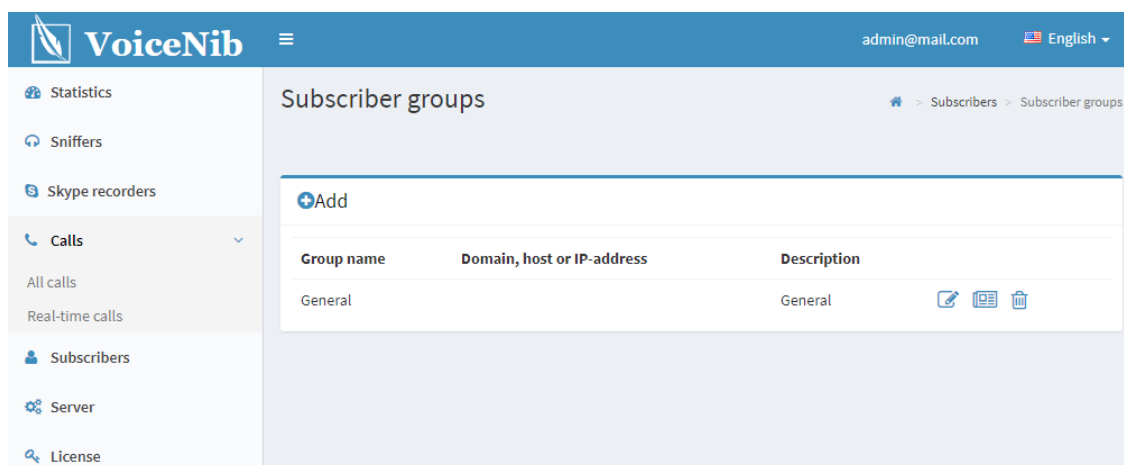
Figure 6.4.2

Click the **Add** button. The **Create** page opens as shown in Figure 6.4.3.
In the **Group name** box, enter a name that uniquely identifies the group.
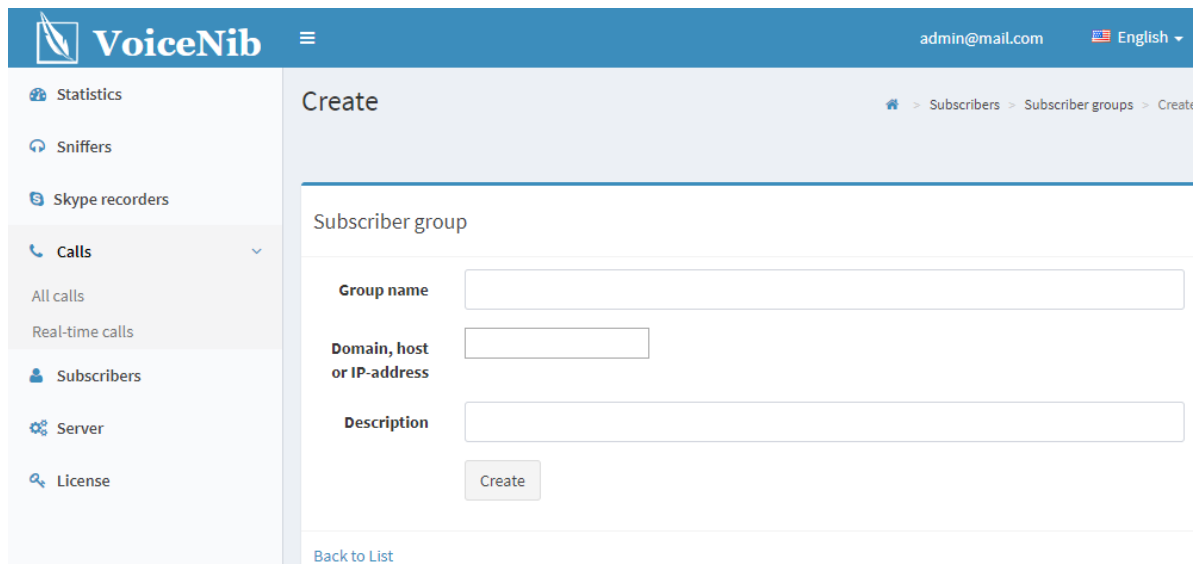
Figure 6.4.3

When making calls using SIP, Uniform Resource Identifier (URI or else called SIP URI) is used to identify subscribers. This identifier is usually written in the following formats:

105@abcde.com
105@10.10.1.10
john@abcde.com
john@10.10.1.10

That is, at the first part of SIP URI there is either a number or a name, and after the '@' symbol either a domain name or an IP address is specified. Typically, the company has a group of subscribers using the same IP address or domain name. To eliminate the need to input the corresponding IP address or domain name for each subscriber of the group, you can specify them together with the parameters of the group where the subscriber is included. In this case, it will be sufficient to enter '105' or 'john' for the subscriber of our examples.

If a subscriber of the group will have an IP address or domain name that is different from the IP address or domain name of the group that he belongs to, you need to enter the SIP URI in full format for such subscriber.

In the **Domain, host or IP address** box, enter the corresponding value, which is typical for most the group's subscribers.

In the **Description** box, you can enter any additional information about the subscribers' group.

To save entered data, click on the **Create** button.

Repeat the above steps to create other groups. An example of the **Subscriber groups** page with data is shown in Figure 6.4.4.
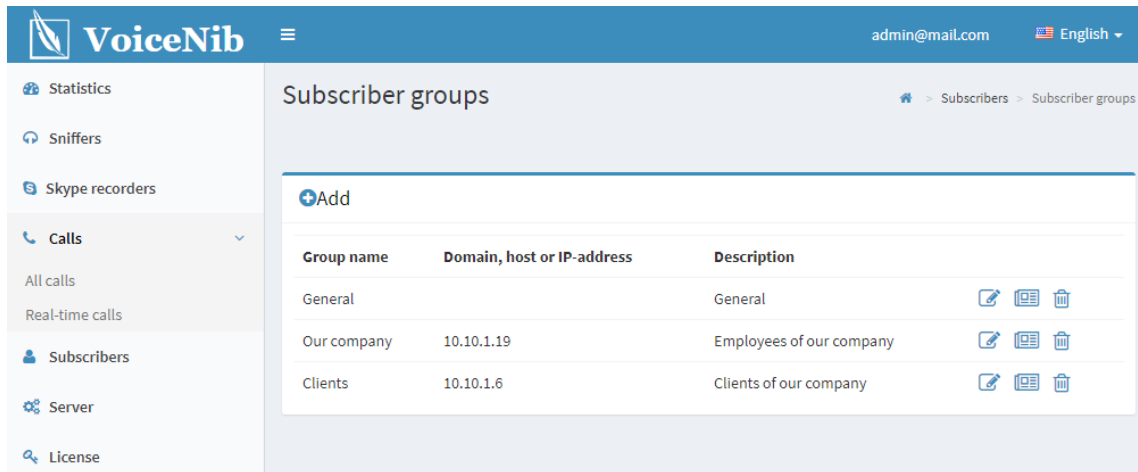
Figure 6.4.4

There are three icons in each line where group data are displayed. Clicking on the icons allows you to edit the data for the group, view data, and delete data. On the group's data view page, there are links that allow you to quickly jump to editing or to a list of groups.

When installing VoiceNib, the default group is created. It is named **General**. If you do not create new groups, then all subscribers will belong to this group.

After creating groups, you should enter subscribers' data. Both manual input of subscribers' data and their import from an external file are possible. Subscribers' data can be imported from **CSV** or **Excel** files.

To import subscribers from an external file, click the **Import subscribers** button on the **Subscribers** page (Figure 6.4.1). The **Import Subscribers** page opens as shown in Figure 6.4.5.

Figure 6.4.5

Click the **Load file** button. The **Download file** window appears as shown in Figure 6.4.6.
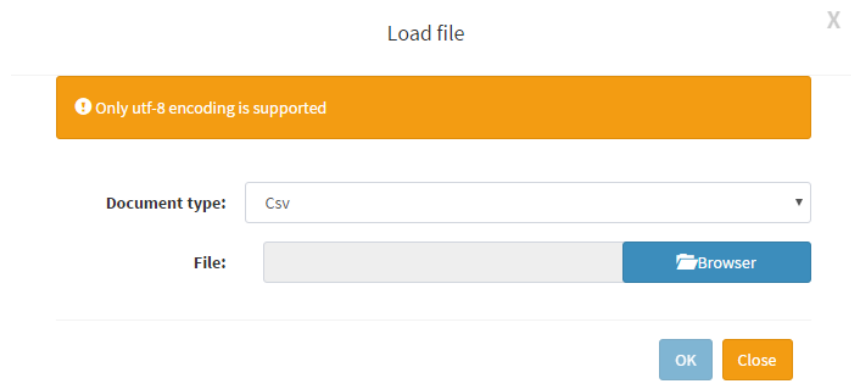
Figure 6.4.6

In the **Document type** list, select: **CSV** or **Excel**.

In the **File** box, type a path to the desired file, or select it by clicking the **Browse** button.

Click the **OK** button. The **Import subscribers** page (Figure 6.4.5) displays the data of the selected file in the table form. Associate the fields of the VoiceNib database with the corresponding columns of the file. To do this, click on the **Name** list. The column names of the file are displayed. Select the column that corresponds to the subscriber name. Repeat these steps for other fields (**Mail**, **Phone number**, etc.).

Click the **Import** button. If the operation is successful, the data will be added to the subscriber database.

To manually add subscribers on the **Subscribers** page (Figure 6.4.1), click the **Add** button. The **Create** page opens as shown in Figure 6.4.7.

Figure 6.4.7

In the **Name** box, enter the subscriber's name.

In the **Phone number** box, enter the SIP number or Skype name of the subscriber. If a domain name or IP address is assigned to the group of subscribers to which this subscriber belongs, then it is enough to enter only the number or name that is used in the SIP number. For example, the subscriber's number: 110@10.10.2.12. If the IP address is set to '10.10.2.12' for the group of subscribers, then it is enough to enter: 110. If the IP address is not specified or another IP address is specified, you need to enter the SIP number completely.

In the list of number type, select SIP or Skype depending on what data you have entered in the **Phone number** box.

If for some reason, you wish to stop the call recording from the subscriber number, in the list to the right of the **Phone number** box, select **Disable**.

If the subscriber has several phone numbers, to add the second number and subsequent numbers, click the **Add phone number** button. A new phone number box appears, where you should repeat the above steps to enter the number.

In the **Select subscriber group** list, choose a group to which subscriber belongs. By default, there is the **General** group.

In the **Email** box, enter a subscriber's email address. The address is used to provide the subscriber an access to his recorded calls.
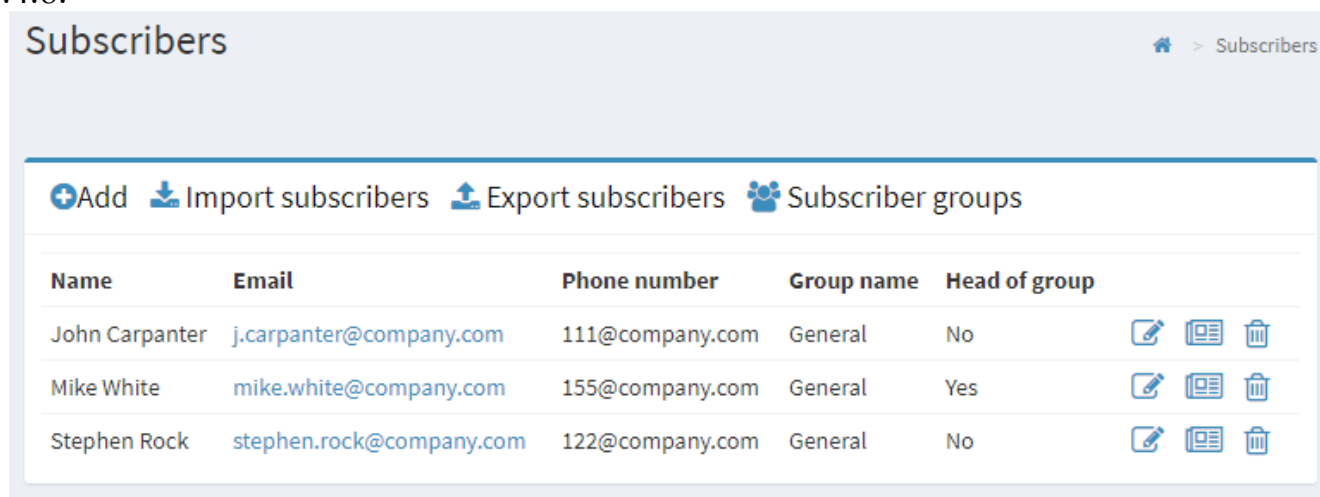
In the **Password** box, enter a password that allows the subscriber initially to log on in the system to view and listen to the recorded calls.

To confirm the correctness of the password input, repeat the password input in the **Confirm password** box.

In the case that the subscriber is a group manager, when he logs in to the VoiceNib system, he can access to the recorded calls of all the members of this group. To specify the groups in which a subscriber is the manager, left-click when the focus is in the **Subordinate groups** box. A list of all available groups is displayed. Select the groups whose calls should be available for viewing and listening. Several subscribers can have access to the same group.

If you need to save some comments related to the subscriber, there is the **Comment** box. Enter the required data into it.

To save the entered data, click the **Create** button. The new data line is displayed in the subscriber table. An example of the **Subscribers** page with entered data is shown in Figure 6.4.8.

Figure 6.4.8

You can view, edit or delete the subscriber's data.

To view the data of the desired subscriber, click on the ✎ icon in the row of the subscriber.
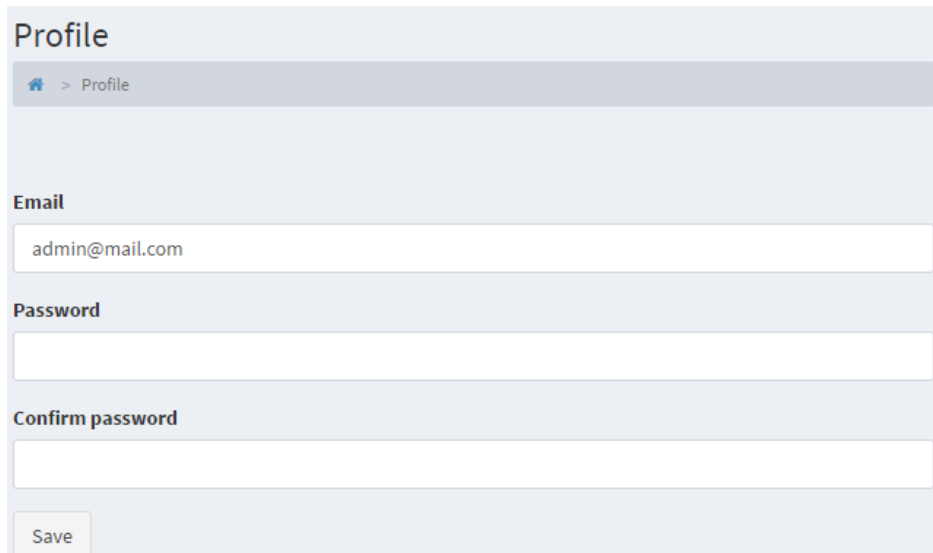
To edit the data of the desired subscriber, click on the ▥ icon in the row of the subscriber.

To delete the data of the desired subscriber, click on the 🗑 icon in the row of the subscriber. Note that it is not possible to recover the data of a subscriber that has been deleted.

If you need to transfer the system to another server, saving the subscriber database to a separate file, you can export subscribers' data. To do this, on the **Subscribers** page, click the **Export subscribers** button. The **Choose a document type** window appears, where you can choose Excel or CSV file format. Select the desired format. A window will open for saving the file. Select the desired folder and save the data to the file.

6.5 Changing VoiceNib administrator settings

After you have logged in to VoiceNib as the system administrator the first time, we recommend that you change the login name and password to log in. To do this, at the top right of the page, click on the admin@mail.com link. Two buttons appear: **Profile** and **Exit**. Click the **Profile** button. The **Profile** page appears, part of which is shown in Figure 6.5.1.

Figure 6.5.1

In the **Email** box, enter your email address that will be used as a login name in VoiceNib.

In the **Password** box, enter a password and confirm it in the **Confirm password** box.

Click on the **Save** button. You log out from the system. To log in you should use the new login name and password.

7 Activation

The VoiceNib installation package, which is available at the SoftPI site, contains a trial activation key that allows VoiceNib to record 15 simultaneous IP telephone conversations and allows users to test the system for free for 15 days.

If you have purchased a VoiceNib license, you should get the appropriate activation key.

To do this, select the **License** menu item. The **License** page is displayed as shown in Figure 7.1.
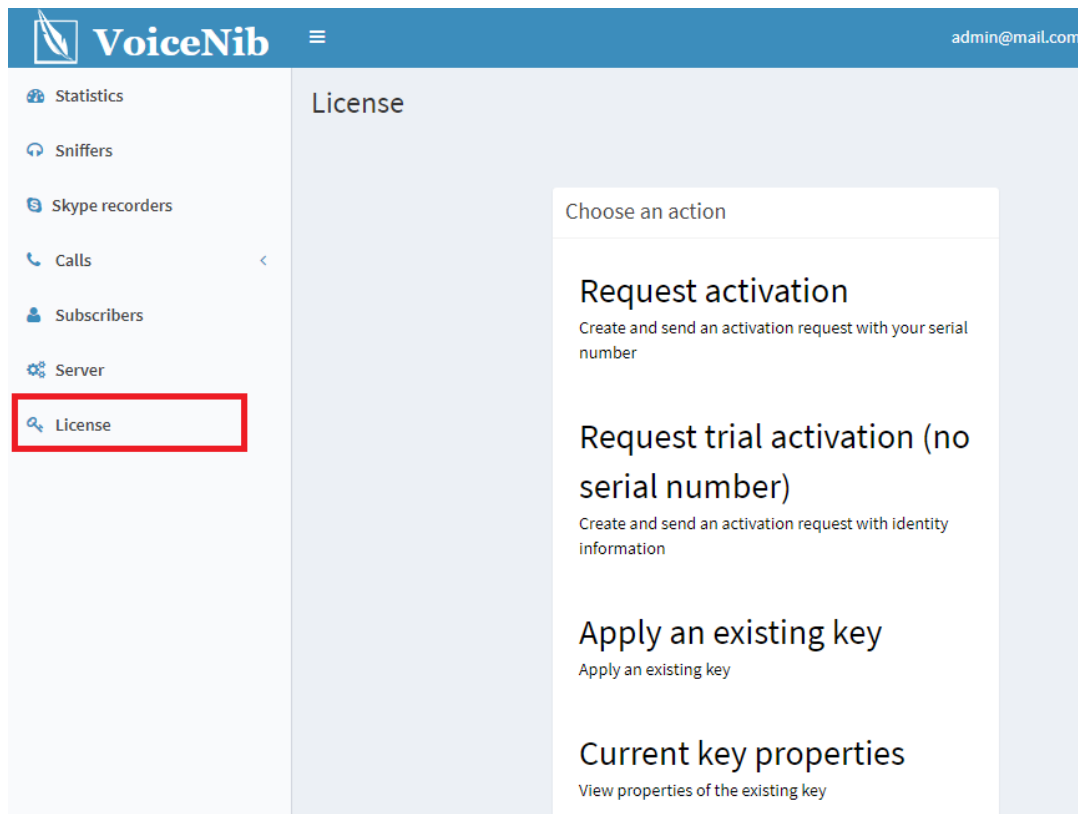

Figure 7.1

The page contains four links:

- **Request activation**. The link allows you to send a request for the activation key of the purchased VoiceNib license.
- **Request trial activation (no serial number)**. The link allows you to send a request for a test activation key for VoiceNib, if the test period or the number of simultaneously recorded telephone conversations that the trial activation key from the installation package provides are not enough for full-featured testing.
- **Apply an existing key**. The link is intended to apply the activation key, if it was received earlier and must be applied again.
- **Current key properties**. The link is intended for viewing the parameters of the activation key.

If you purchased a VoiceNib system, you need to activate it. To do this, click the **Request activation** link on the **License** page. The **Activation request** page appears as shown in Figure 7.2.
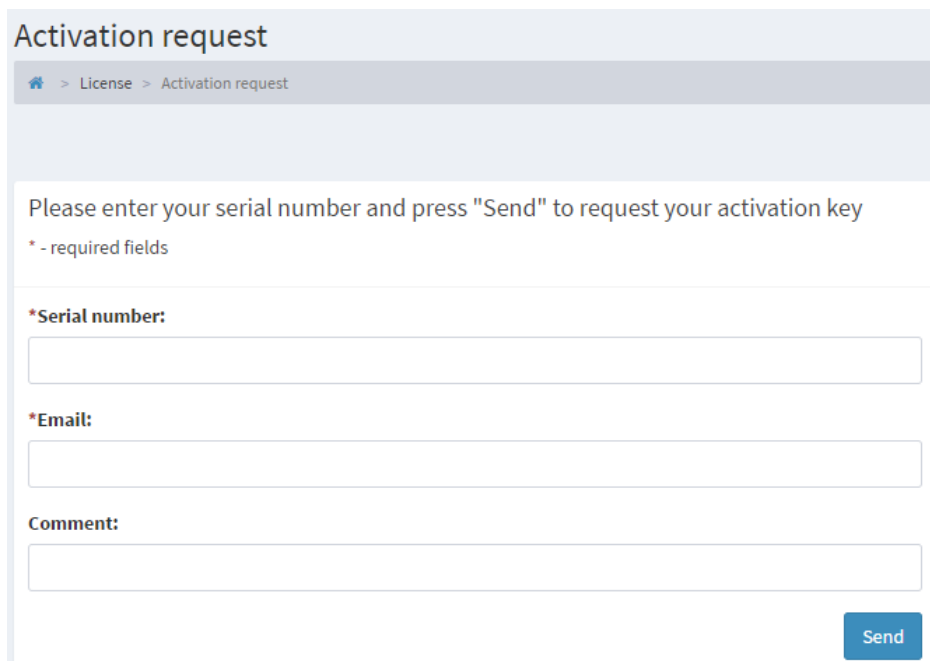

Figure 7.2

In the **Serial number** box, enter your license serial number.

In the **Email** box, enter your e-mail address. If the computer on which the activation is performed has access to the Internet, the activation request is sent automatically by the system itself. And the system will automatically receive and apply the activation key. Otherwise, that is, when the computer does not have access to the Internet, you will be asked to save the activation request to send it by e-mail to SoftPI (support@softpiua.com). In this case, the activation key will be sent to the email address specified in this box.

The **Comment** box is auxiliary. If necessary, you can specify in it any additional information related to the VoiceNib activation.

Click the **Send** button. As mentioned above, if you have access to the Internet from the computer, sending the activation request, receiving the activation key, and its application will be performed automatically by the VoiceNib system.

In the case the computer does not have access to the Internet and the activation request should be sent manually by the user. After receiving the activation key by e-mail, click on the **Apply an existing key** link on the **License** page (Figure 7.1). The **Activation file location** page is displayed as shown in Figure 7.3.

Click on the **Browse** button. A standard Windows window is opened to choose the folder where the activation key file is located. Choose this file, and then click the **Apply** button. The activation key will be applied to the system.

To verify that the activation key has been applied, or to verify that the license activation key complies with the license, on the **License** page, click the **Current key properties** link. The **Active key** page is opened, the example of which is shown in Figure 7.4.
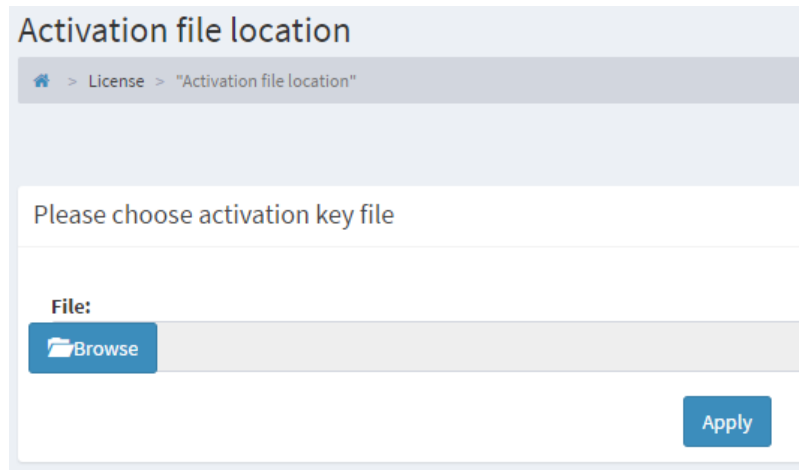
Figure 7.3
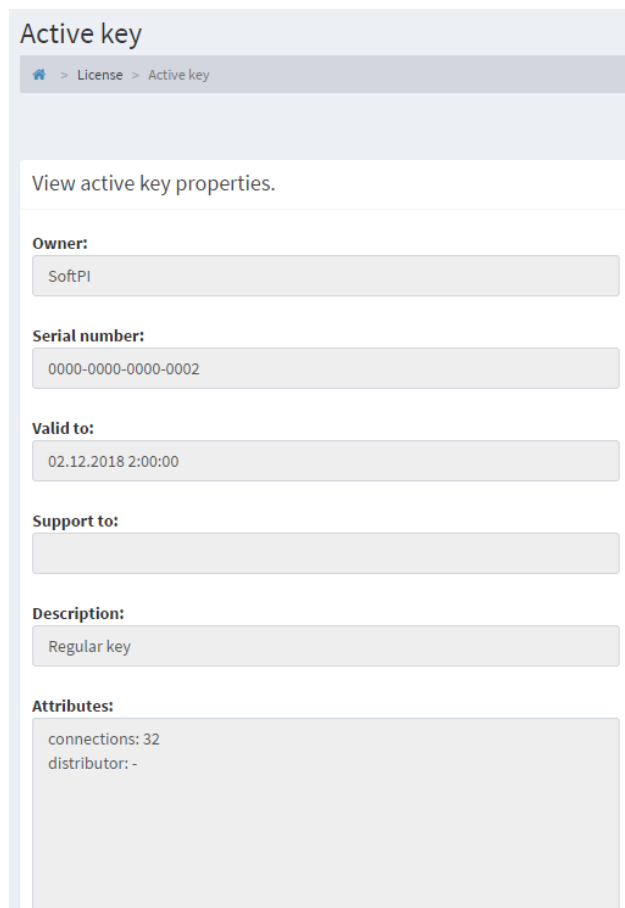
Figure 7.4

The page displays the following key properties:

- **Owner** name.
- **Serial number** of the license.
- Validity of the license is displayed in the **Valid to** box.
- The technical support period is displayed in the **Support to** box.
- The key type is displayed in the **Description** box.
- The key attributes are displayed in the **Attributes** box. This box indicates the number of IP telephone conversations that the system can record simultaneously according to your license.

In the case, you are not a user of the VoiceNib system, but want to test it within one month for a specific number of simultaneously recorded conversations, on the **License** page, click the **Request trial activation (no serial number)** link. The **Activation request** page is displayed as shown in Figure 7.5.
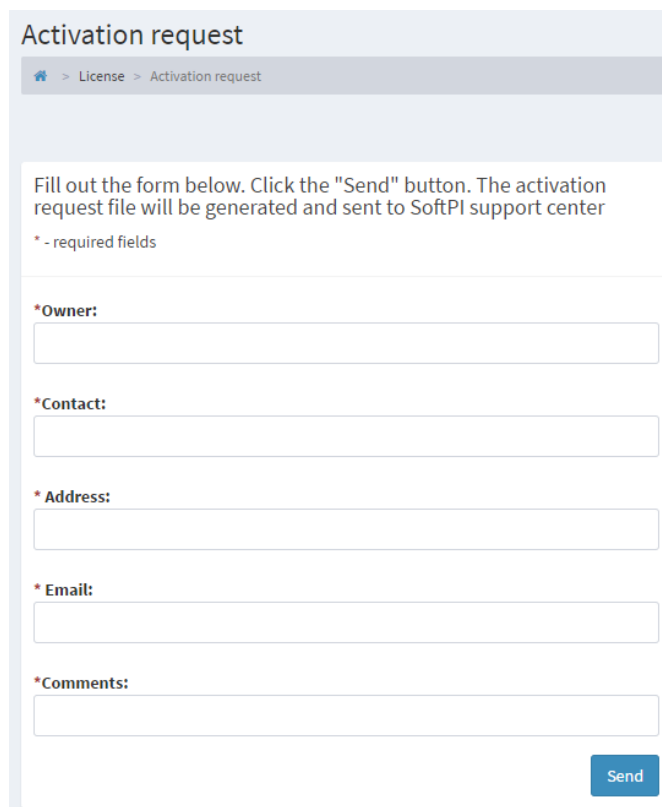

Figure 7.5

All boxes on this page are required to fill.
In the **Owner** box, enter your company name.
In the **Contact** box, enter your name and surname.
In the **Address** box, type the full address of your company.
In the **Email** box, type your email address. If the computer on which the activation is performed has access to the Internet, the activation request is sent automatically by the system itself. And the system will automatically receive and apply the activation key. Otherwise, that is, when the computer does not have access to the Internet, you will be asked to save the activation request to send it by e-mail to SoftPI (support@softpiua.com). In this case, the activation key will be sent to the email address specified in this box.
In the **Comments** box, specify the desired test period and number of simultaneously recordable VoIP calls.

SoftPI reserves the right not to provide a test activation key without any explanation, if it considers that the request data is not true or for other reasons. In this case, you still have the option to test VoiceNib using the activation key included in its installation package.

8 Working with VoiceNib

To work with recorded calls, click on the **Calls** menu item. There are two subitems in the appeared submenu:

- **All calls**. Information on all recorded calls is displayed.
- **Real-time calls**. Information on calls that are executed in current time is displayed.

The main mode of the VoiceNib system is the **All calls** page. To go to this page, select **All calls** in the menu. Initially, this page without recorded telephone calls will be as shown in Figure 8.1.
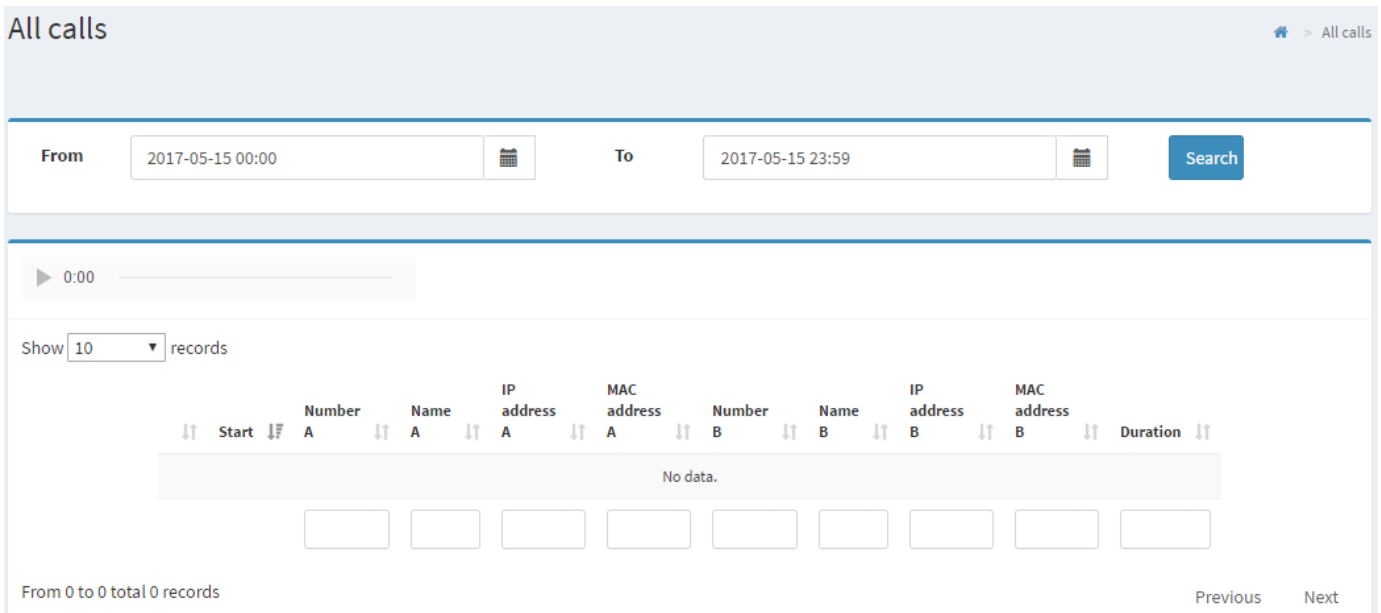

Figure 8.1

The top of the page contains calendar boxes that allow you to filter calls data for a period.

The **From** calendar box allows you to set the beginning of the period. The **To** calendar box allows you to set the end of the period.

By default, the value of the **From** box contains time '00:00:00' and the value of the **To** box contains time '23:59:00'.

If necessary, specify the period you need to display information on recorded calls and click the **Search** button. The table of calls will display information for the specified period.

The calls table contains the following fields:

- **Play**. Each line contains the **Play** button that allows you to listen to the selected call. If the table is empty, these buttons are absent.
- **Start**. Date and time of the beginning of a call is displayed.
- **Number A**. The SIP number or Skype login of the person who made the call is displayed.
- **Name A**. A name of the subscriber who made the call is displayed if the data for the subscriber is present in the VoiceNib database.

- **IP address A**. IP address of telephone or computer with Skype is displayed from which the call was made.
- **MAC address A**. MAC address of telephone or computer with Skype is displayed from which the call was made.
- **Number B**. The SIP number or Skype login of the called subscriber is displayed.
- **Name B**. A called subscriber's name is displayed if the data for the subscriber is present in the VoiceNib database.
- **IP address B**. IP address of telephone is displayed to which call was made. For the Skype call, IP address is not defined. The value of 0.0.0.0 is displayed.
- **MAC address B**. MAC address of telephone is displayed to which call was made. For the Skype call, MAC address is not defined. The value of 00:00:00:00:00:00 is displayed.
- **Duration**. A call duration is displayed.

By default, 10 call records are displayed on the page. You can change the number of displayed records in the **Show records** list. The list contains the following values:
- 10,
- 25,
- 50,
- 100,
- All.

To select a page, use the navigation buttons at the bottom of the right side of the table.

If you have many records in the database, it is not recommended to select the **All** value, since this can lead to a delay with the display of the table data.

At the bottom of each column of the table there are boxes for entering values that provide data filtering.

You can specify values for the filter in different columns of the table.

It is possible to sort the table with data on recorded calls on any of the desired fields of the table. To do this, click on the title of the desired column. The table will be sorted according to this column.

An example of the calls table is shown in Figure 8.2.

Figure 8.2

To listen to the selected call, click on the **Play** button of this entry. The recorded call will start playing that you can see on the player. You can stop a playback, return the playback to any second of the conversation. You can adjust the volume for comfortable listening with the volume control of the player.

To the right of the volume control there is a button that allows you to download the desired call to the local computer.

In addition to listening to already completed telephone conversations, it is possible to listen to current calls. To do this, select the **Real-time calls** item in the VoiceNib menu.

The **Real-time calls** page contains a table with entries where information is displayed on the calls that are making now. This table has a structure like the table structure on the **All calls** page.

The **Real-time calls** page of the current VoiceNib version allows you to listen to a call only until the moment when the playing call was begun.

9 Statistics

The VoiceNib system contains the **Statistics** page, where the general parameters of the system are displayed. To select this page, click on the corresponding menu item. An example of the page is shown in Figure 9.1.
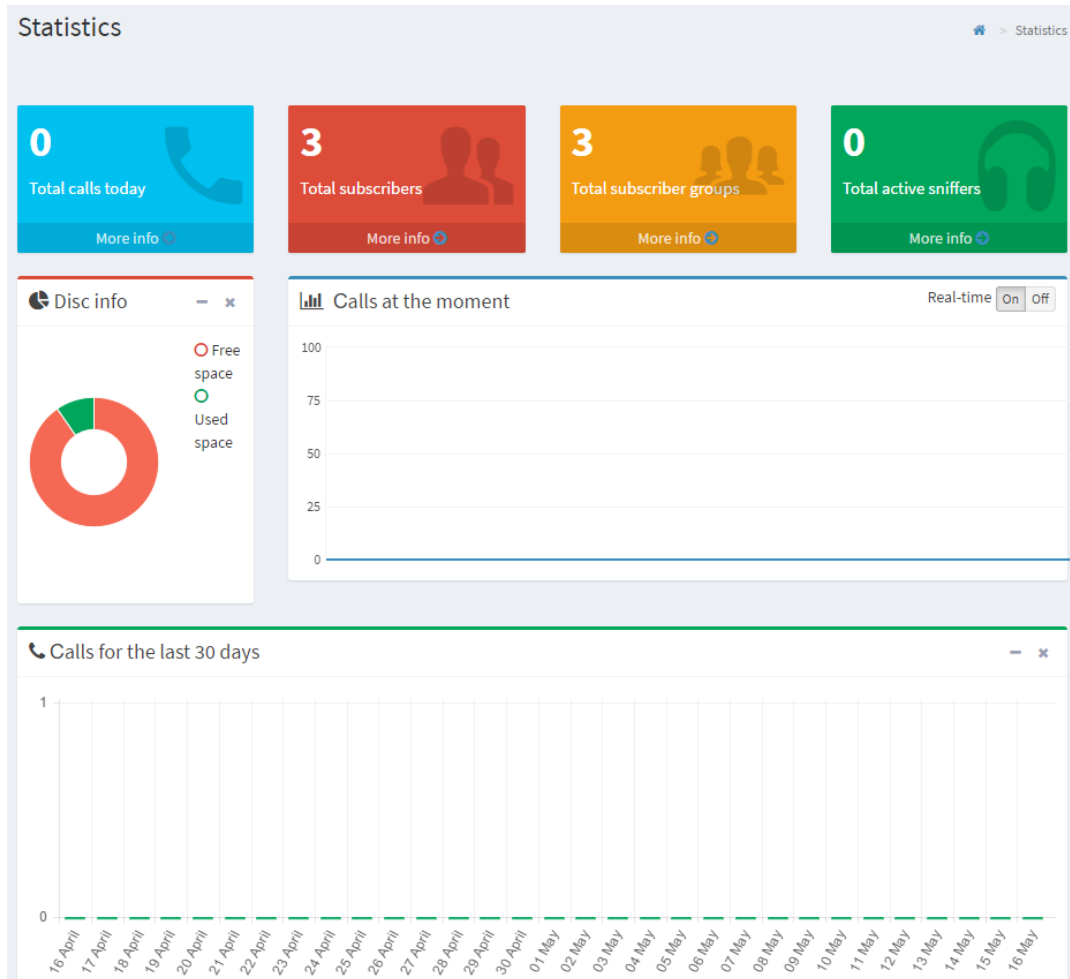

Figure 9.1

The page contains the following information:
- Occupied and free disk space on the computer, where the storage of recorded files is located.
- The number of calls recorded on the current day.
- The number of subscribers whose data were entered in the VoiceNib database.
- The number of subscriber groups that were created in VoiceNib.
- The histogram of the recorded calls at the current moment.
- The histogram of the recorded calls in the last 30 days.

The **Statistics** page contains links that allow you to quickly jump to pages: **All calls**, **Subscribers** and **Subscriber groups**.

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