

# IVR USER TRAINING GUIDE

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*Includes...*

1. SOFTWARE CD
2. IVR USER TRAINING GUIDE
3. WARRANTY INFORMATION

**Vision Controls Corporation  
455 E. Industrial Drive  
P.O. Box 94  
Hartland, WI 53029**

**Technical Support: 262.369.8798  
Sales & Service: 262.369.8797  
eFAX: 312.602.1356 [www.visioncontrols.net](http://www.visioncontrols.net)**



## **Software CD Enclosed:**

- 1. QUICK START GUIDES**
    - a. Cube Chassis**
    - b. MidTower Chassis**
    - c. Rackmount Chassis**
  - 2. USER TRAINING GUIDE**
  - 3. REMOTE USER TRAINING GUIDE**
  - 4. COMPLETE USER MANUAL**
  - 5. 2007 WARRANTY INFORMATION**
- SOFTWARE SETUP FILES**

# User Controls – Basic Controls

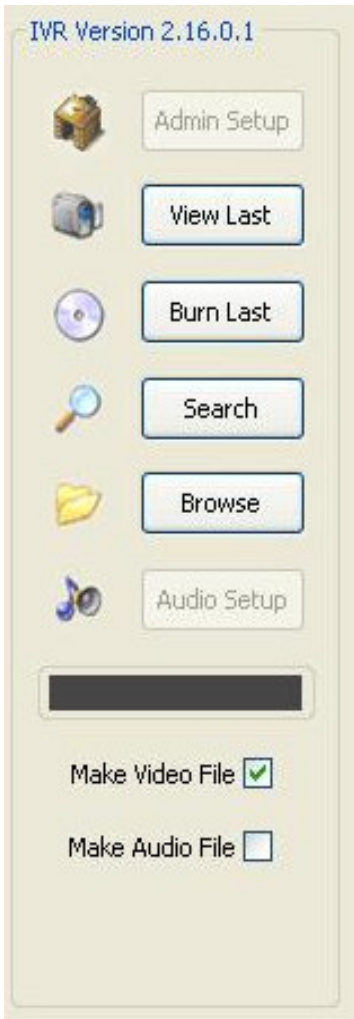


**Setup:** See the session setup page.

**Start:** This button starts the video recording.

**Stop:** This button stops the video recording.

**Mark:** This button marks the video for quick reference / review.



**Admin Setup:** This button opens up the admin configuration tool.

**View Last:** This button plays back the last recorded video.

**Burn Last:** This button burns the last recorded video to DVD/CD.

**Search:** See local search page.

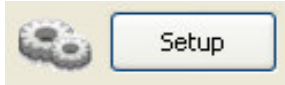
**Browse:** This button opens the root video folder allowing archived video review.

**Make Video File:** This check box will always be checked. Creates a video file.

**Make Audio File:** This check box creates a Audio File when the IVR is set to record.

# User Controls – Session Controls

Click **Setup**



Enter information for this Session ✕

File Summary Information

Case Number

Officer Name

Badge Number

Suspects Name

Date and Time

Checking the item next to the custom fields adds the information to the name of the output file.

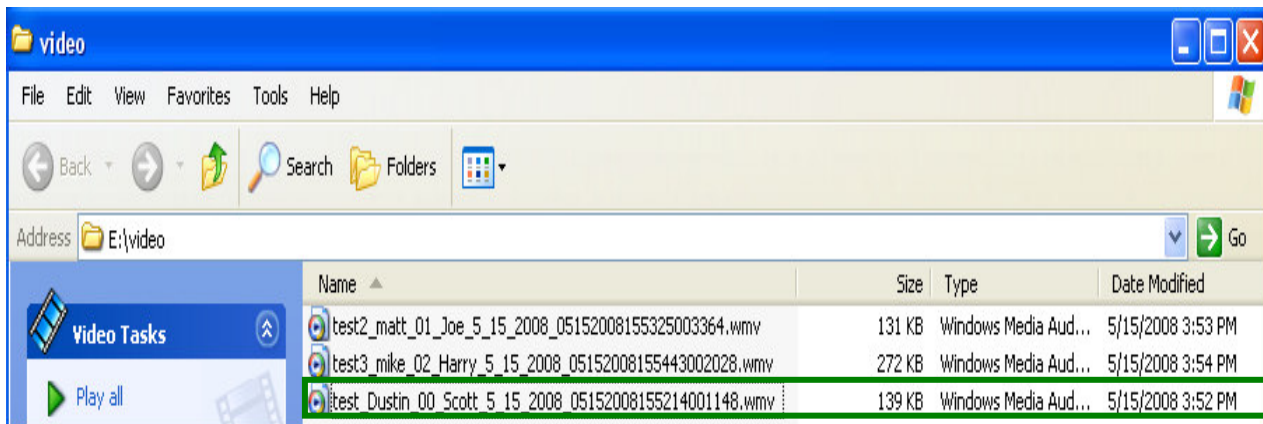
**Session Setup:** Pressing this button will open the dialogue box shown above. The user will then want to fill in the corresponding fields (edit boxes, drop down menus, and timestamps) with the correct information.

# Playback – Browse Method

Click **Browse**



**Browse:** Clicking this button will take the user directly to the video storage folder. The user can then sort the archived video using the fields shown below.



Name

**Name:** Clicking this will sort all the files in alphabetic order by name.

Size

**Size:** Clicking this will sort all the files by file size.

Type

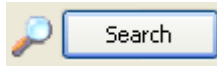
**Type:** Clicking this will sort all the files by type (video, .wmv files, etc).

Date Modified

**Date Modified:** Clicking this will sort all the files by their created date. This is an easy way to lookup video by date.

# Playback – Local Search

Click Search



**Search Box:** Entering text in this area then clicking search will return matching results.

**Advanced:** This switches the search interface to "advanced" mode allowing for additional search options.

**Search:** This button starts the search.

**Clear:** This button clears all of the search results.

**Setup:** N/A

**Exit:** This button exits the search module and returns the user to the IVR recording software.

The screenshot shows the 'IVR - Local Search' application window. At the top, there are two tabs: 'Simple Search' and 'Advanced'. A search box contains the text 'test'. Below the search box are buttons for 'Search', 'Clear', 'Setup', and 'Exit'. The 'Search Results...' section displays a list of search results:

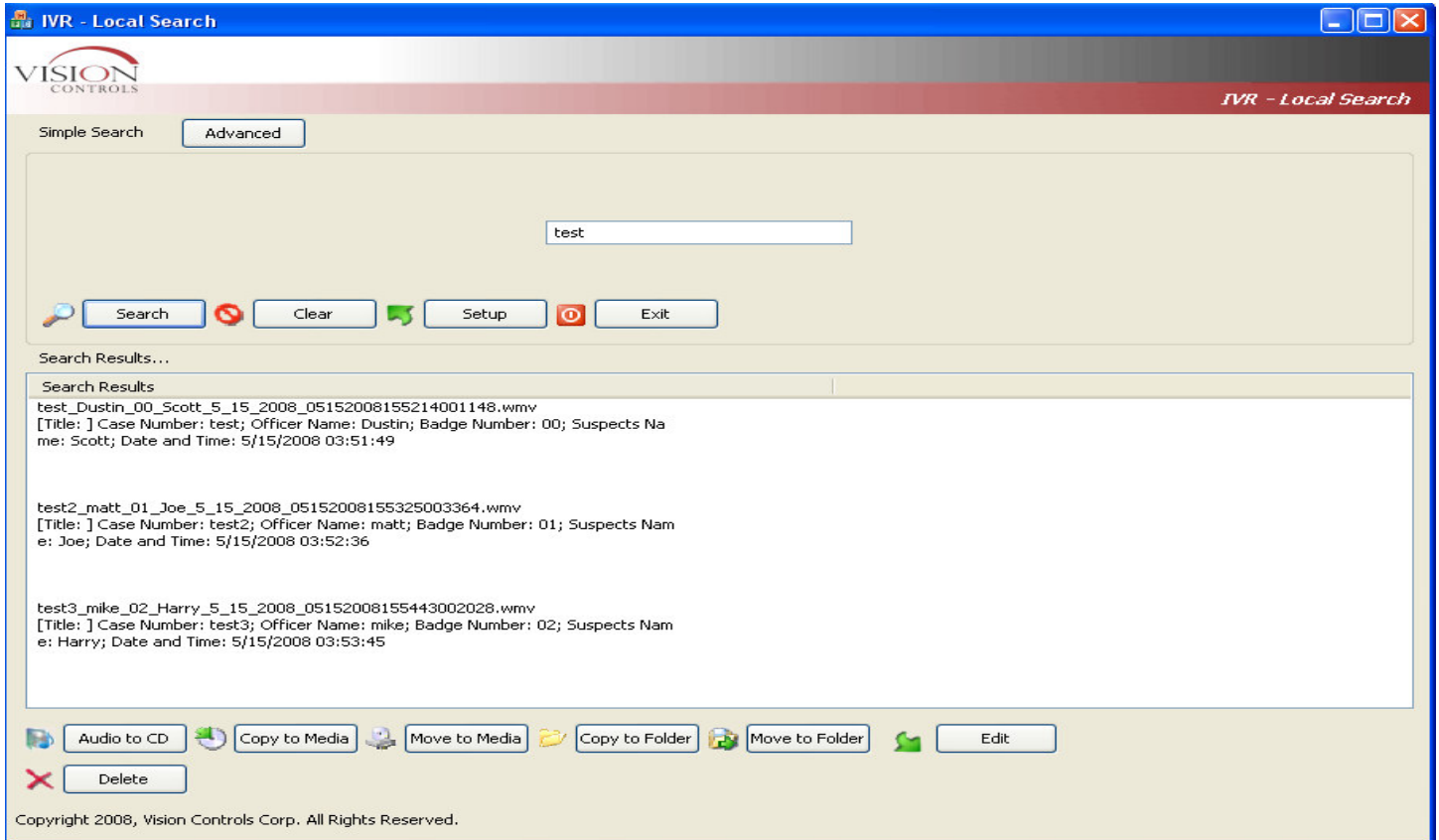
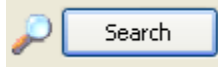
- test\_Dustin\_00\_Scott\_5\_15\_2008\_05152008155214001148.wmv  
[Title: ] Case Number: test; Officer Name: Dustin; Badge Number: 00; Suspects Name: Scott; Date and Time: 5/15/2008 03:51:49
- test2\_matt\_01\_Joe\_5\_15\_2008\_05152008155325003364.wmv  
[Title: ] Case Number: test2; Officer Name: matt; Badge Number: 01; Suspects Name: Joe; Date and Time: 5/15/2008 03:52:36
- test3\_mike\_02\_Harry\_5\_15\_2008\_05152008155443002028.wmv  
[Title: ] Case Number: test3; Officer Name: mike; Badge Number: 02; Suspects Name: Harry; Date and Time: 5/15/2008 03:53:45

At the bottom of the results pane, there are buttons for 'Audio to CD', 'Copy to Media', 'Move to Media', 'Copy to Folder', 'Move to Folder', 'Edit', and 'Delete'. The copyright notice at the bottom reads: 'Copyright 2008, Vision Controls Corp. All Rights Reserved.'

**Playback:** Double clicking on any of the file names displayed in the results pane will open up the corresponding video.

# Playback – Local Search

Click Search



**Audio to CD:** This button is used to copy the highlighted audio file to CD.

**Copy to Media:** This button is used to copy the highlighted video file to Media Disk.

**Copy to Folder:** This button is used to copy the highlighted video file to the defined folder or network shared folder.

**Move to Folder:** This button moves the highlighted file off of the IVR to the defined folder

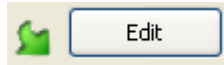
**Move to Media:** This button is used to move the highlighted video file to Media Disk

**Edit:** This button is used to edit / add existing meta data and markers this data then becomes searchable.

**Delete:** This button is used to delete the selected file from the IVR

# Playback – Editor

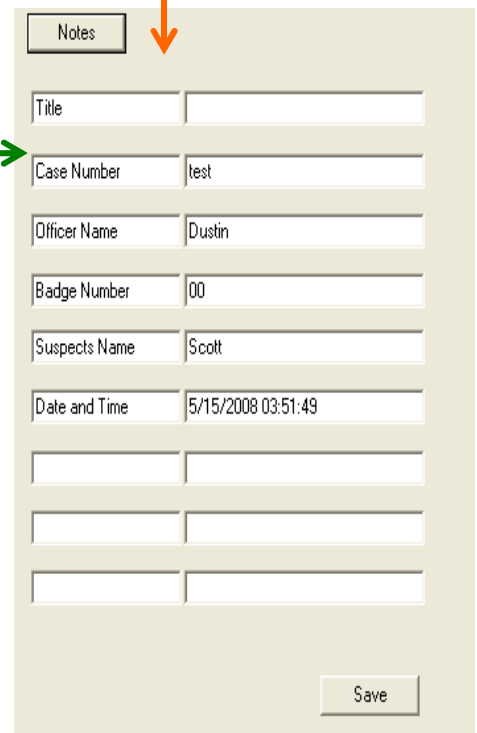
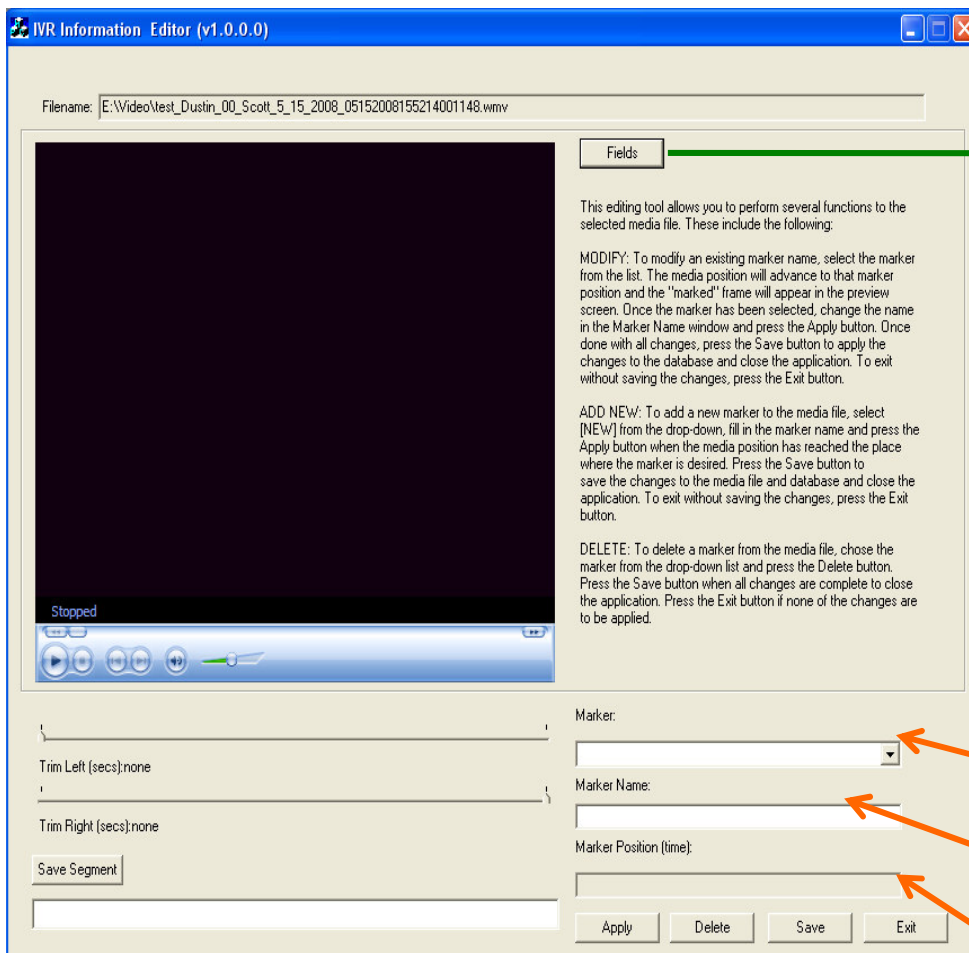
Modifying markers using the **Edit**



Search and select the file you want to change.

Click on the **Edit** button and will open the IVR information Editor window

This shows all the information that was entered in the File Summary Information tab under **Setup** button



Instructions on how to change and editing the video markers.

Use the *Marker* pull down menu to jump to any existing markers or click *New* to make a new marker.

Create the marker name here and click the **Save** button

# Admin – Session Setup

Click Setup



The screenshot shows the 'Session Control' tab of the 'Enter information for this Session' dialog. It contains the following fields and controls:

- Destination directory for media files:  with a folder icon.
- Make this path the default path.
- Temporary file directory:  with a folder icon and a 'Set Factory Default' button.
- Note: This CANNOT BE A NETWORK DRIVE. It must be a local drive.
- Copyright tag:
- Session duration in minutes (leave blank for no limit):
- Security Level - NOTE: Increasing Numbers Increase Security Restrictions:
- Buttons: OK, Cancel, Apply.

**Session Control:** This tab controls which directory the video files will be stored in.

The screenshot shows the 'Meeting Data' tab of the 'Enter information for this Session' dialog. It features two lists of custom fields and a set of control buttons:

- Inactive Custom Fields (Status):** Badge Number - (Neither)
- Active Custom Fields (Status):** Case Number - (Neither), Officer Name - (Neither), Suspects Name - (Neither), Date and Time - (Neither)
- Control Buttons:** New, Edit, Delete, > Add, >> Add All, < Remove, << Remove All.
- Buttons: OK, Cancel, Apply.

**Meeting Data:** This tab is where the administrator defines which custom fields will be defined and what they will be (edit box, drop down, timestamp, etc).

Enter information for this Session

File Summary Information    Session Control    Meeting Data    **Event Marker Names**

Event Marker Names - (Status)

New

Edit

Delete

Move Up

Move Down

Select the Column Name then Select Here to Set This Event Name as the Event Title in the Marker List Drop-Down During Video Playback.

NOTE: Only ONE Column May be the Event Title.

Pre-Event Fence Setting (seconds)

OK    Cancel    Apply

**Event Marker Names:** This tab is where the administrator defines any marker names and fields associated with those markers.

# Admin Setup-Admin Setup Button

Advanced IVR Editor System (v 1.0)

VISION CONTROLS

IVR - Administrative Editor

This system enables the IVR Administrator to modify specific low-level settings within a modeless framework. Modifying these settings will enable their activation directly after the settings are applied with the exception of the streaming mode. This mode must match the mode setting in the Window Media Encoder file.

**Media Delivery Options**

Destination Path:  
The final path where video is delivered to. This path was developed for UNC paths as well as post locations for the web search interface.  
E:\Video

Archive Path:  
The path used for moving older files to once disk space is getting low. This setting works with the associated archive settings.  
E:\Archive

Media Streaming:  
This option reflects the setting which enables the delivery of the media file to a streaming server so that it may be viewed while it is being generated. This setting must be made to match the Windows Media Encoding file setting being used.  
 WME Streaming Is On

Advanced IVR Editor System (v 1.0)

VISION CONTROLS

IVR - Administrative Editor

This system enables the IVR Administrator to modify specific low-level settings within a modeless framework. Modifying these settings will enable their activation directly after the settings are applied with the exception of the streaming mode. This mode must match the mode setting in the Window Media Encoder file.

**Data Storage Settings**

Database System Name:  
The ODBC DSN which is used to connect to the IVR Database. This DSN should be set up under the ODBC Administrator area.  
VMeetingDB

Custom DSN Setting:  
Additional DSNs may be assigned to drop-down lists within the application. The IVR can connect to the custom database given the DSN setting shown. Please refer to the IVR instruction manual for additional details.  
UVMDB

Refresh Custom Controls (Works with Custom DSN):  
This enables or disables the system's ability to refresh the custom data each time a new IVR session is started. If there is no custom-data supplied controls or this is not necessary, this setting should be OFF.  
 Refresh Custom Data

Create XML Output:  
The event data is automatically delivered as XML information to the delivery location when this setting is ON.  
 Create XML Output

Advanced IVR Editor System (v 1.0)

VISION CONTROLS

IVR - Administrative Editor

This system enables the IVR Administrator to modify specific low-level settings within a modeless framework. Modifying these settings will enable their activation directly after the settings are applied with the exception of the streaming mode. This mode must match the mode setting in the Window Media Encoder file.

**External Application Settings**

Media Player Path:  
The media player is used to view the output from the encoding session. This would be included in the View Last option as well as results from the VLauncher application.  
C:\Program Files\Windows Media Player\wmplayer.exe

Default Burn Drive Letter:  
This is a single character drive letter used to designate which drive is the primary CD/DVD burning drive. This is generally D or E on most machines.  
D

Product Burn Path:  
This path and filename of the software used to burn CD/DVD media. The application currently uses the Nero burning suite.  
C:\Program Files\Nero\Nero 7\Core\NeroCmd.exe

Media Burning Type:  
This setting is based on the media burning drive capability and the user preference. If the drive/preference is to copy media files to CD-ROM, the CD-ROM type should be selected. Likewise for the DVD type.  
 CD-ROM  DVD Media

# Admin Setup-Admin Setup Button (Cont.)

Advanced IVR Editor System (v 1.0)

VISION CONTROLS

IVR - Administrative Editor

This system enables the IVR Administrator to modify specific low-level settings within a modeless framework. Modifying these settings will enable their activation directly after the settings are applied with the exception of the streaming mode. This mode must match the mode setting in the Window Media Encoder file.

### Interface Options

VRRunner Product Used:

This setting applies to the VRrunner product which ensures that the IVR product is in a continuous encoding mode once a session has been completed. If this is ON, VRrunner will manage the sessions. Otherwise, the sessions will be managed manually.

Use VRrunner to Manage Sessions

Set File Prefix Non-Editable:

Turning this option ON prevents non-administrative users from changing the file prefix used for the custom fields. Turning this option OFF allows this to be changed.

Freeze the File Prefix

File Prefix Text:

For the cases when the file prefix is non-editable, this allows the string to be set by the administrator.

Title

Audio Volume Level:

Turning this option ON displays the audio volume level on the IVR. If this is OFF, this level does not show on the interface.

Show the Audio Level

255

### Hardware Interfaces

Multi-Button IVR Controller:

This USB controller requires settings for each pin used for START, STOP, PAUSE and MARK. If this module is turned ON, these settings must appropriately match the output levels of the board for each button setting.

Multi Board On

Board Number	<input type="text" value="1"/>
All Off Value	<input type="text" value="255"/>
Start Value	<input type="text" value="254"/>
Stop Value	<input type="text" value="253"/>
Pause Value	<input type="text" value="251"/>
Mark Value	<input type="text" value="247"/>
Reread Delay (ms)	<input type="text" value="200"/>

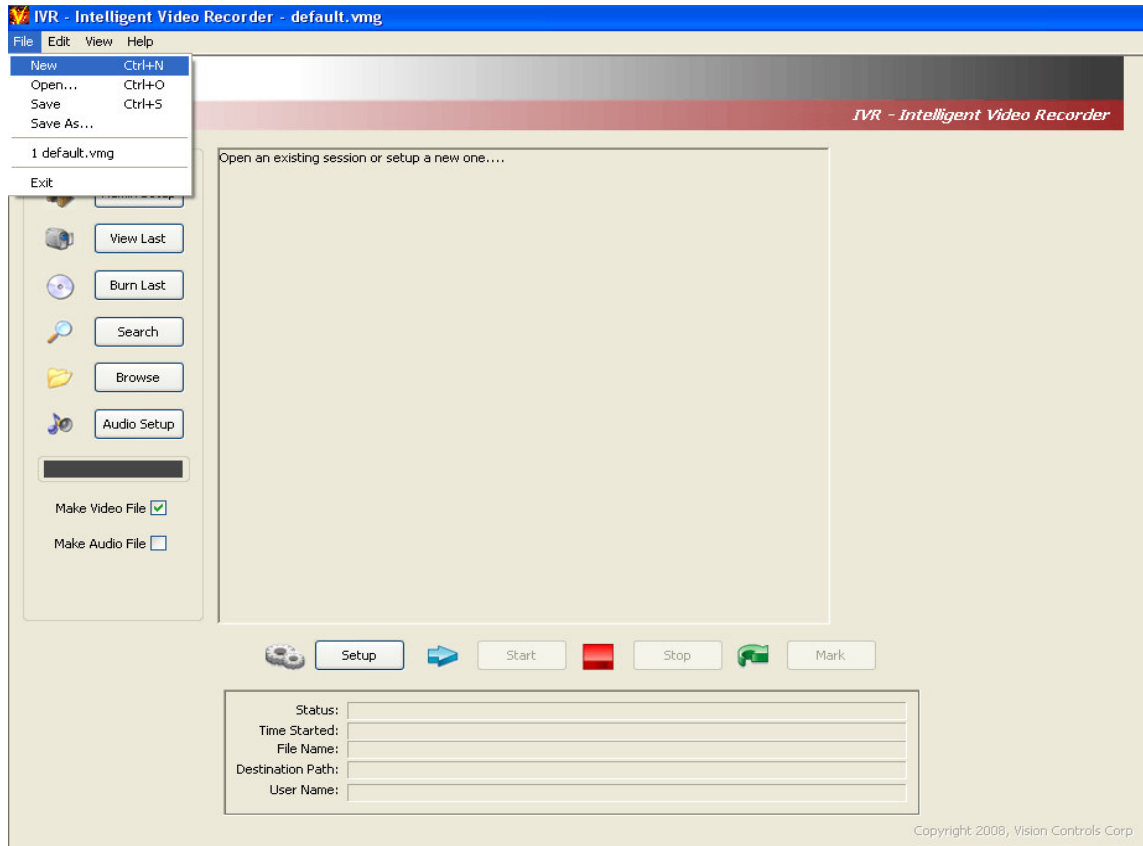
Single-Button IVR Controller:

This USB controller requires settings for each pin used for START and STOP. If this module is turned ON, these settings must appropriately match the output levels of the board for each button setting.

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Save Exit

# Admin – Managing Session



New Ctrl+N

**New:** This button is used to create a new IVR session. (A session is a pre-defined set of custom fields and markers.)

Open... Ctrl+O

**Open:** This button is used to open a pre-created IVR session.

Save Ctrl+S

**Save:** This button is used to save the current field and marker set as the default session.

- 1 default.vmg
- 2 P:\Support\...\default.vmg
- 3 default.vmg
- 4 P:\Support\...\default.vmg

Save As...

**Save As...:** This button is used to save the current field and marker set as a .vmg session file.

**Last:** This menu is used to quickly load recently used session documents.

## **NOTES:**



## ***Vision Controls Hardware Warranty***

### **General Information**

Vision Controls provides buyers of our products with a manufacturers' standard 3 year limited warranty as described within this document. The customer also has the option of purchasing an extended warranty. During its duration this warranty covers parts and service related labor (freight is not included). After this duration, the buyer assumes all part, labor and shipment costs. (Vision Controls offers service contracts for additional technical support and support services. Contact your Vision Controls Media Specialist for service contract information and terms.)

### **Limited Warranty Terms**

Vision Controls manufactures its products from new hardware components in accordance with industry standard practices. Vision Controls warrants its manufactured products against hardware defects and workmanship. Vision Controls warrants its products for a limited, 3 year term beginning on the date of invoice. This warranty covers against damage due to shipping the products to the customer. However, this warranty does not cover damage due to external causes, including accident, abuse, misuse, variations or problems with electrical power, natural disasters, servicing not authorized by Vision Controls Corporation, usage not in accordance with product literature, failure to perform required preventative maintenance, problems caused by third-party software, or problems resulting from hardware parts or components not supplied by Vision Controls.

### **Warranty Coverage**

As stated previously, warranty coverage becomes effective on the invoice date. Vision Controls will repair or

replace products returned to our facility covered under this limited warranty. To request warranty service, customers must call Vision Controls' technical support within the warranty period to determine the appropriate action. In the event that service is required, our technical support will require the buyer to complete a Return Material

Authorization (RMA) Form. You can download this form from our website ([www.visioncontrols.net](http://www.visioncontrols.net)).

Customers must ship the products to Vision Controls in the original packaging. If the original packaging is unavailable, Vision Controls will supply the partner with the appropriate shipping container and inserts upon request for a nominal fee. Any damage caused by failure to ship the product in an authorized shipping container will not be covered under this product warranty.

The customer assumes responsibility for cost of shipping to Vision Controls. Only authorized shipment methods will be acceptable. Vision Controls is not liable for any loss of product during shipment. If authorized shipping methods are not used Vision Controls will not be held responsible for any damage caused during shipping.

The customer should note that Vision Controls uses new and reconditioned parts made by various manufacturers when performing warranty repairs and when building replacement products. In addition, the customer should also note that Vision Controls owns all parts removed from replacement or repaired products.

### **Extended Warranty**

A one year extended warranty may purchased for select products for up to two additional years beyond the standard one year warranty. The extended warranty option covers: software maintenance, software upgrades, hardware failure, remote pc and phone support.

**The extended warranty costs \$195 per system per year.**

Main: (262) 369-8797..... [www.visioncontrols.net](http://www.visioncontrols.net)

Support: (262) 369-8798..... [support@visioncontrols.net](mailto:support@visioncontrols.net)

Fax: (312) 602-1356..... [info@visioncontrols.net](mailto:info@visioncontrols.net)



Vision Controls Corporation  
P.O. Box 94, 455 E. Industrial Dr. Bldg. 2, Hartland, WI 53029  
Ph: 262-369-8797 Fax: 312-602-1356 [www.visioncontrols.net](http://www.visioncontrols.net)