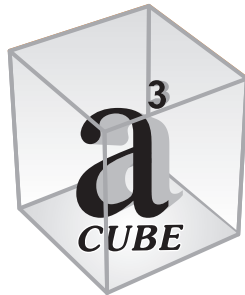


A - CUBE

VOICE LOGGERS
PHONE RECORDERS

1 to 128 LINES per PC

User Manual



A - CUBE **VOICE LOGGERS** **PHONE RECORDERS**

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WELCOME

THANK YOU for purchasing the `A - CUBE` Analog Voice Logger / Phone Recorder

The System comprises of Hardware and Application software

This Product is the Result of Investment of more than 5000 hours of high quality manpower. Specialists from different disciplines have worked hard and like a team to make this a great success

You have 'Actually' purchased `100% Monitoring Capability and an Absolute Control on the Telephonic Activities of your Organization

Special and serious efforts have been made to make the Product and Software 'Very Simple and User Friendly'. Users can self install the product in a few minutes The Product is also maintenance free

Free Help Desk / Software trouble shooting support is available both during the 1st time Installation, as also, during the lifetime of the Product. Your Vendor will be pleased to serve you

Management will not require more than 15 Minutes of briefing to understand the Various Features and Advantages of the Product

The Users can comfortably learn its Working in less than 1 hour

The Report Formats are Simple, Incisive, and Powerful. These are further supported by Database of Actual Recordings and Time / Activity Logs

On Line Alerts and Monitoring Capabilities over the LAN Network empowers Managers to keep themselves Informed, Monitor / Replay Conversations and Act in Real Time or immediately thereafter

A - CUBE PHONE RECORDERS empower you to:

Reduce Telephone bills drastically

Enforce Courteous; Polite and Correct Telephonic Conduct by your Staff

Increase Office Discipline and Manpower Efficiency / Productivity

Analyze, and Respond Fast and Correctly to Customer / Caller Needs

Convert Telephonic Communications to and as a part of the Total

Corporate Transaction Record

Reduce Financial Losses / Litigation by ensuring Correct / Timely Response

Prevent Information Leakage / Espionage

Make your Organization more Dynamic and Responsive

Generate Higher Revenues resultant to the above Factors

Yet, Maintain Confidentiality, Whenever / Wherever Required

The Product also places a Responsibility on the Purchaser

You may Use it to enhance the Efficiency of Your Organization and Protect Your / Organizational Interests, by Installing it ONLY on the Telephone Systems Owned / Subscribed to by-You / Your Organization

Indian Laws' or for that matter The Laws of any Country DO NOT allow you to Install the Product on Telephone Connections that do not belong to you / your Organization

Laws of Some Countries, require User to inform the Caller / Called Party that the Call is being Recorded for purposes of Organizational Efficiency

The 'Seller' cannot be held responsible for any illegal activities by any Purchaser / User The Onus for Correct and Lawful Use of the Product/s lies ONLY with the Purchaser/s and User/s

We do hope you will be fully satisfied with the use of the `A - CUBE` Phone Recorder We wish this to be

`The Best Purchase Decision, You ever made`



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PHONE RECORDERS

INSTALLATION FORM

(Please Fill & Keep For Your Record)

Voice Logger : Model _____ Serial No. _____

PHONE LINE SETTINGS - QUICK REFERENCE GUIDE

EPABX/PHONE LINE NO.	RECORDER PORT NO.	LOCAL PHONE NO.

Manager Password

Please make photocopies (before filling) of this page for additional lines

INSTALLATION FORM

(Please Fill & Keep For Your Record)

Voice Logger : Model _____ Serial No. _____

PHONE LINE SETTINGS - QUICK REFERENCE GUIDE

EPABX/PHONE LINE NO.	RECORDER PORT NO.	LOCAL PHONE NO.
Manager Password		

Please make photocopies (before filling) of this page for additional lines



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PHONE RECORDERS**

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PHONE RECORDERS

1. PACKAGE CONTENTS

Depending upon your Purchase, Each Package will Contain any of the Following:

(1)

PRODUCT	USB CABLE	RJ-11/RJ-45 CABLES
USB-1	✓	1
USB-2	✓	2
USB-4	✓	4
USB-8	✓	8
USB-16	✓	8x2 PORT
PCI-4	NA	4 x 1 PORT
PCI-8	NA	4 x 2 PORT
PCI-16	NA	4 x 4 PORT

Note: Only 1 USB Device can be installed on a Single PC. However, multiple PCI Cards can be installed on a single PC to increase recording Line capacity

- (2) Installation Form (Please Fill before Installation)
- (3) Software CD also contains Electronic User Manual & Installation Form
- (4) User Manual Hard copy

Note 1: Some Installations may require 'Distribution Boxes'. These may be purchased locally

Note 2: **Installation Form** is contained in the Product Package, and also in the Software CD. It is recommended that the User fill the Installation Form prior to Installation. This will help to make the installation Simpler, faster and methodical.

The installation form will also come in handy at a later date when trouble shooting or changes are required to be done.

2. SYSTEM REQUIREMENTS

- (1) P-IV, 1GHz / equivalent or Higher
- (2) Minimum 128 MB RAM or higher depending on no. of lines installed/ traffic
- (3) 20 GB / More Free Hard Disk Space; again depending on no. of lines installed / traffic
- (4) Windows XP / 2000 / 2003 / 2007
- (5) CD Rom Drive
- (6) Multimedia Speakers

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3. BEFORE INSTALLATION

1. Please fill the 'Installation Form'. This will help to make the installation simpler, faster and methodical. The installation form will also come in handy at a later date; when trouble shooting or changes are required to be done.

Format of this Form is also available in the Software CD, provided along with this Product . You may make extra copies / keep it at a safe / secure place

2. The Installation Procedure, described below is based upon the following assumptions :
 - (a) The Operating System is Windows 2000 and is installed on Drive C Other Operating Systems viz. Windows XP / 2003 are almost similar
 - (b) However, Windows 2000 is taken as the Operating system for purposes of explaining in this Manual
 - (c) The CD Rom Drive Installed on the System is Drive E

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4. SOFTWARE INSTALLATION

The application software is required to be installed first, and prior to installation of the Hardware.

This is applicable both for USB and PCI Model Phone Recorders

- Insert the software CD, provided along with the Product into the CD ROM drive of the computer system.
- Create Folder, C:/ Phones or any other folder as per your choice
- Copy the `Application Software` folder into the above folder

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5. HARDWARE INSTALLATION

a. Installation of USB Recorders: USB-1/2/4/8 & 16

Model USB-4 is being taken as an example for illustration in this Manual Please see Figure 1.1 below and connect the Hardware as below.

Note: Only 2 physical connections have been shown in Fig 1.1. Balance connections are also to be done in the same manner

Wiring Diagram A - CUBE Phone Recorders

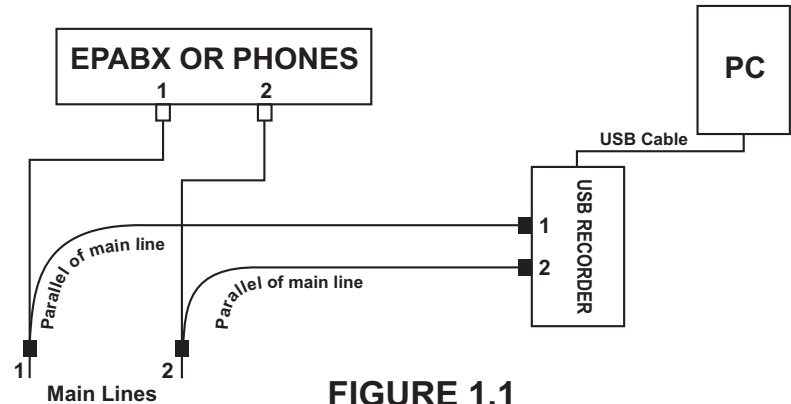


FIGURE 1.1

- Please connect the USB port of the recorder to the USB port of PC
- The Phone Recorder will be detected by the PC and you will be asked for the Driver
- Browse for C:/ Phones or any other folder/path where you have installed the software.
- Select Driver folder and click Ok. The Driver will install itself

5. Open Application Software/Server/TMN
6. Create Shortcut of TMN by Right Clicking on TMN Folder. Copy shortcut to Desk Top or any other location of your choice.
7. Double click on shortcut of TMN and activate it. Software Display will open, and icon will be created in Task Bar.
8. Please refer to the Installation Form filled earlier, and connect the Parallel Phone Lines into the Phone Recorder accordingly. **(You may label each parallel line by Phone No for easy identification)**
9. For Next Step Please go to 'Configuring Server Software' on Page 15

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(b) Installation of PCI Model Phone Recorders - PCI-4 / 8 / 16 & 32

It is assumed the Application Software has already been copied to PC as per Software Installation procedure given above.

1. Shut Down the Computer System
2. Take out the Main Power Plug which provides power to the PC
3. Open the Case of the PC
4. Insert the PCI Card **gently and evenly** into the PCI Slot of the Mother board. Ensure that it sits firmly. Screw and tighten the clamp of the PCI Card
5. Shut the PC Cover
6. Reconnect the Main Power Plug and Switch on the PC
7. Upon boot up the PC will detect the PCI card and ask for Driver
8. Browse for C:/ Phones or any other folder/path where you have installed the software.
9. **Select Driver folder and click OK. The Driver will install itself**
10. Open Application Software/Server/TMN
11. Create Shortcut of TMN by Right Clicking on TMN Folder. Copy shortcut to Desk Top or any other location of your choice.

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12. Double click on shortcut of TMN and activate it. Software Display will open, and icon will be created in Task Bar.
13. Please refer to the Installation Form filled earlier, and connect the Parallel Phone Lines into the Phone Recorder accordingly. **(You may label each parallel line by Phone No for easy identification)** Please refer Figure 1.2 below
14. For Next Step Please go to 'Configuring Server Software' on Page 15

Wiring Diagram A - CUBE Phone Recorders

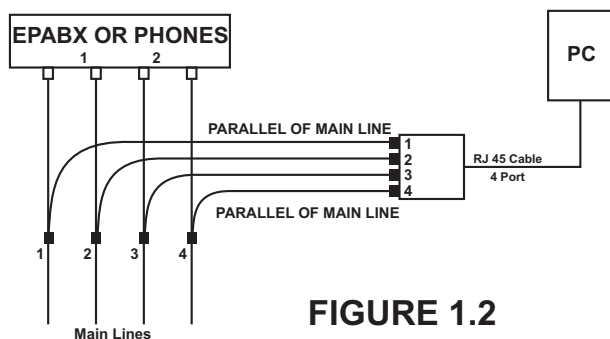


FIGURE 1.2

Only 4 Physical Connections have been shown in the above Figure 1.2. Balance Connections are also to be done in the same manner



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6. CONFIGURING SERVER SOFTWARE

Note:The procedure for configuring Server Software for all Models is the same and described below

(A) Auto - Start up of Software upon PC Boot up

1. You had created shortcut of TMN.EXE. as per page 12 for USB Recorder and as per page 13 for PCI Recorder
2. Now Copy the shortcut and paste to C:/ Documents and Settings/Administrator/Start Menu/Programs/Startup
3. This will create an AUTO.EXE file and the Recording system will automatically activate on PC boot up.
4. Go Back to Server Folder and double click on the Shortcut of TMN.EXE.This will activate the Programme and an icon will be created on the Task bar

OR

(B) Manual Activation of Software

Incase you do not want to execute automatic activation of the Phone Recording system on PC boot up, you may not follow step A, above. Instead you may create a short cut of `TMN.EXE` on the Desktop or any other location of your choice. In such case you will have to double click the shortcut file to activate the software manually every time

In both cases A and B, the Phone Recorder will work in the background, and the PC will remain free for use



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Click on logon. Figure 2.1 below will appear



FIGURE 2.1

Default Username is 'Manager' and Default Password is 'Blank'

Note: Only 'Manager' will have power to access all Facilities/Software features Manager has All Rights'. **Manager Account cannot be Modified or Deleted**

Click OK. (User ID's and Password/s can / will be set later. The procedure is described later, in this Manual. System>User Setting)

All features of Software '**Call Data**', **Monitor**, **Customer**, **Statistics**, **Line**, **System** and **Exit**' will get highlighted as shown in Figure 2.2 below.

Please Note that above features are 'not active' in Figure 2.1

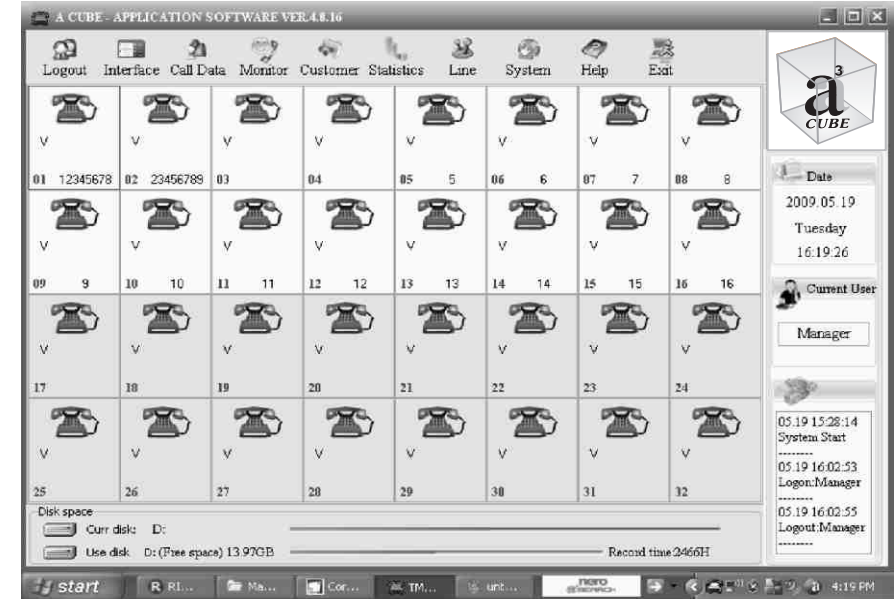


FIGURE 2.2



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Click on '**Line**' following Screen; Figure 3.1 will appear.



FIGURE 3.1

Please refer the 'Installation Form' and fill the Local Phone No. of Line 1 as written in the Installation Form

Note: Same Procedure, as described above will be followed for entering all Phone Nos. (Line 2 and onwards, as filled by you in the Installation form) into the Recording System

Recording Mode: Default Recording Mode is '**VLT**'. This will Display the Phone No of all Incoming / Outgoing Calls. '**Audio**' will not display the incoming / Outgoing Phone Nos

Note: It is assumed that the Caller ID facility is active and working on your Phone. Please request your Service Provider to activate it, if the same is not the case

Prefix: This refers to STD / ISD prefix code / digits. There are 2 columns Dial In and Dial Out.

Dial-In: Suppose the STD Code of Delhi is 11 and the party is calling you at Delhi (11). The Delhi No receiving the call may show as call from 11-12345678.

If we enter the prefix 11 in Dial In Box; the local Incoming call that will be displayed in the Software will be only '12345678' The Code 11 will be automatically deleted / ignored /not displayed

Dial Out: Suppose you are making an External call thru Extension 35 and dial 9 to access the Telephone line; the Software will register the Dialed Out No as 9 12345678

But if 9 is filled in Dial-Out, the No 12345678 will be registered in the Software Call Register and the prefix 9 will not be displayed

Need Record: This has 4 Options; 'ALL, IN, OUT, and NO. The User can set according to Need for 'Each' Line The Default is "ALL"

Recording Time Zone: There are 3 columns to set Recording Time Zones

The Default setting in column 1 is from 00.00.00 (0 Hours, 0 Minutes, 0 Seconds Midnight) to 23.59.59 Seconds (i.e. 24 Hour Recording)

The setting can be changed, for example, **Recording required** from:

- (1) 09.00.00 to 13.00.00 (1st Time Zone)
- (2) 14.00.00 to 17.30.00 (2nd Time Zone)
- (3) 20.00.00 to 23.00.00 (3rd Time Zone)

If the above 3 time zones are filled in the respective columns, Then Recording **will not** be done between:

1. 13.00.01 to 13.59.59 (Vacant Time Zone between Recording Zone 1 and 2)
2. 17.30.01 to 19.59.59 (Vacant Time Zone between Recording Zone 2 and 3)

- 23.00.01 to 08.59.59 (Vacant Time Zone between Recording Zone 3 and 1)

This setting can be different for 'Each' Phone Line

System: Please Click on the **System** Icon. The Following Screen Figure 3.2 will appear.

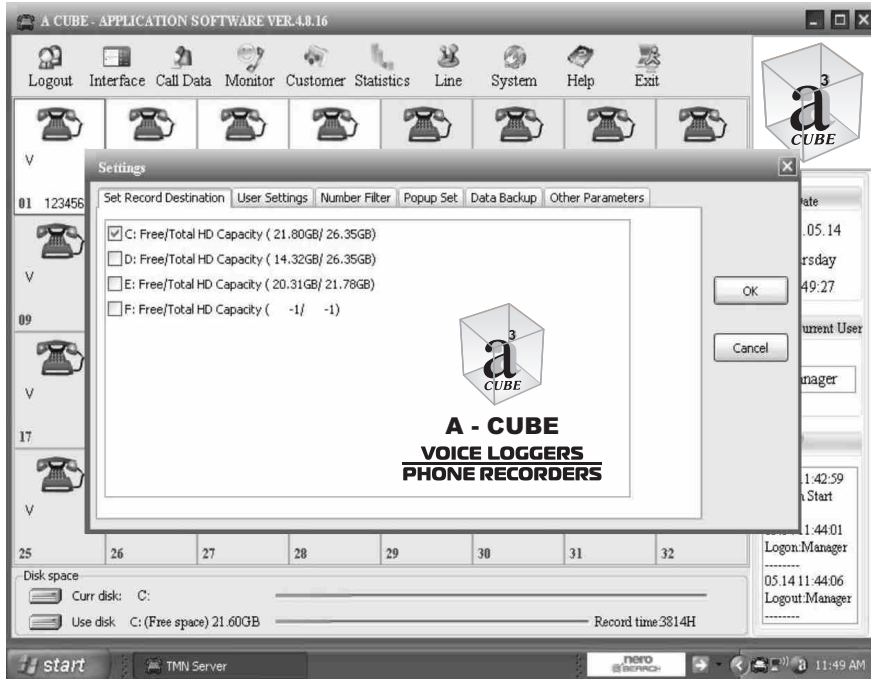


FIGURE 3.2

Select Record Destination: The Default Paths are given. User can change, if required

User Setting : You can add 'Users' and set 'Passwords' through this Menu. Please refer Figure 3.3 below.

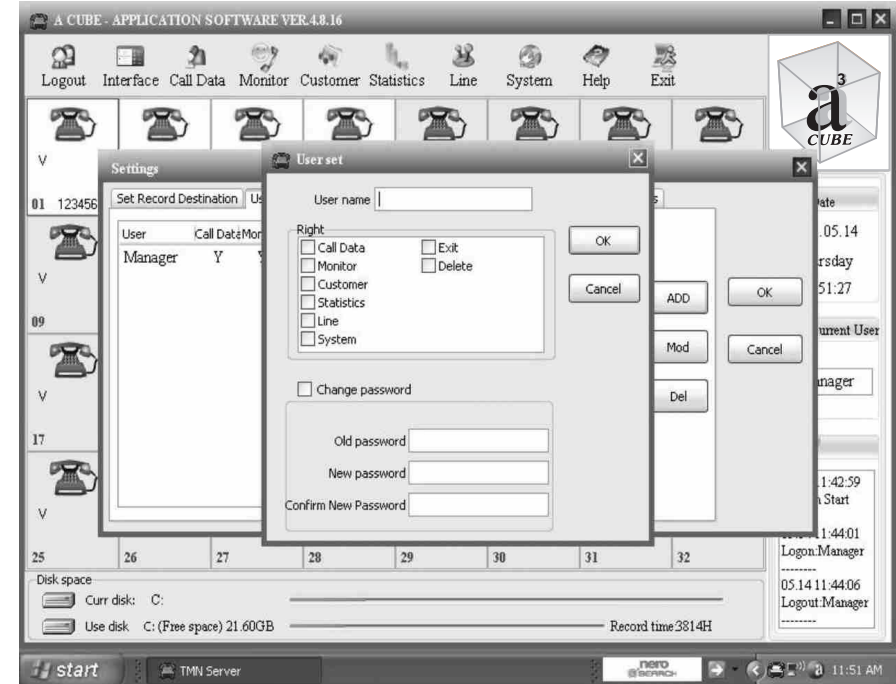


FIGURE 3.3

A) Setting Password for 'Manager'

- Default Setting for Manager are as below

User Name - Manager

Password - Blank

2. To change 'Manager' Password

- (a) Click on 'Manager'
- (b) Select 'Mod' (Modify)
- (c) Click on change Password
- (d) Enter New Password
- (e) Confirm Password
- (f) Click 'OK'



Important : Please ensure that you remember your 'Password' or write it and keep it in a safe/secure place.

Incase, you lose your password, the Programme & Phone Data cannot be accessed.

You will have to remove the Programme from auto start up and Re-install the same.

B. Adding Users and setting Password

1. Click on 'ADD'
2. Enter User Name and assign power by selecting the appropriate Boxes
3. Click on Change Password
4. Enter New Password and confirm it and Click OK

Password can be changed through the Change Password option. You can also 'Modify' and 'Delete' User through the respective options

Ex. User-1 can be another Telephone Operator with Power to Monitor and Replay the Calls only

User-2 can be Supervisor (Not Manager) with Power to perform all Functions except Delete Records & Perform Software Exit function

Note: You can create multiple Users as per your requirement. Only 'Manager' will have power to access all Facilities/Software features Manager has All Rights' and, Manager Account cannot be Modified or Deleted

Number Filter: Figure 3.4. Conversations; of Incoming / Outgoing Calls from / to Phone No/s. entered in this list **will not** be Recorded. Calls will also not be displayed in the 'Call Register'

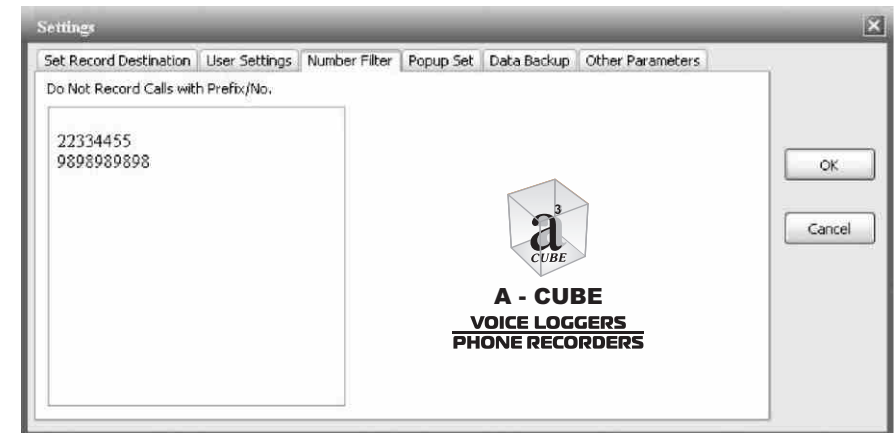


FIGURE 3.4



Popup Set: Click on Popup Set Figure 3.5 below will appear

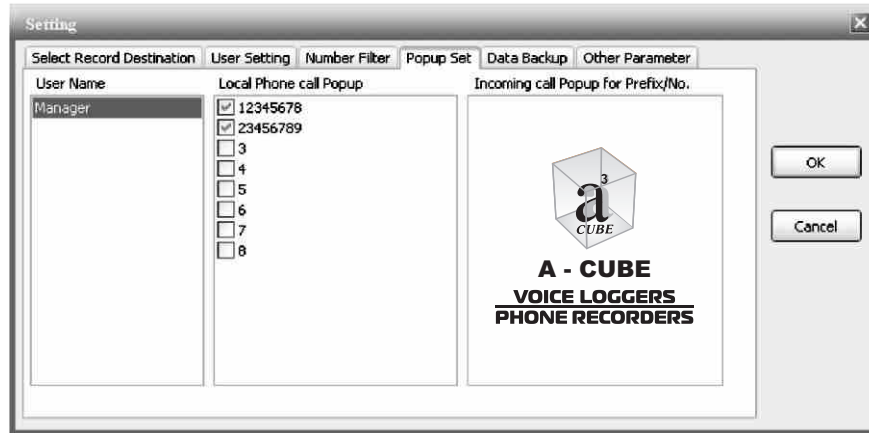


FIGURE 3.5

User Name: The default is Manager. If, You have created 'Users' also you can add their names in the list

Local Phone No/s: You can enter the local Phone No/s to which the 'Phone Recorder' is connected Please Click Box to activate any/all Numbers

Incoming Call Popup for Prefix/No: We will explain this by 3 Examples

Example 1: Suppose there is an Incoming call to 12345678 from 'Any No' (example 56789012). The Popup Screen will get activated and show Incoming call from '56789012'. But, if the Box 12345678 is not ticked and the call comes from any No the Popup screen will not activate.

Example-2: You are located at Delhi (Code 11) and want to monitor all calls from Mumbai (Code 22) only. You can enter 22 in the 'Incoming Call Popup for prefix/No' Column. If you have done this; then any Incoming call which has Prefix 22 Dialing Code of Mumbai will automatically Popup on screen

Example 3: Suppose you are the MD of your Company & your Phone No. is 98-110-XXXXX you can enter this No. in Incoming call Popup for Prefix/No. When you call on 12345678 your No. will immediately Popup on Screen and Staff stands notified to attend to your call promptly. This facility is available on LAN also, so that Senior Manager/s working on their Computer/s also stand notified in real time

Note: Client Popup Software has to be Installed /activated in the Remote Computer which is a part of the LAN Network

Data Backup: The Settings can be configured to meet User needs. Click on 'Data Backup' Figure 3.6 below will appear

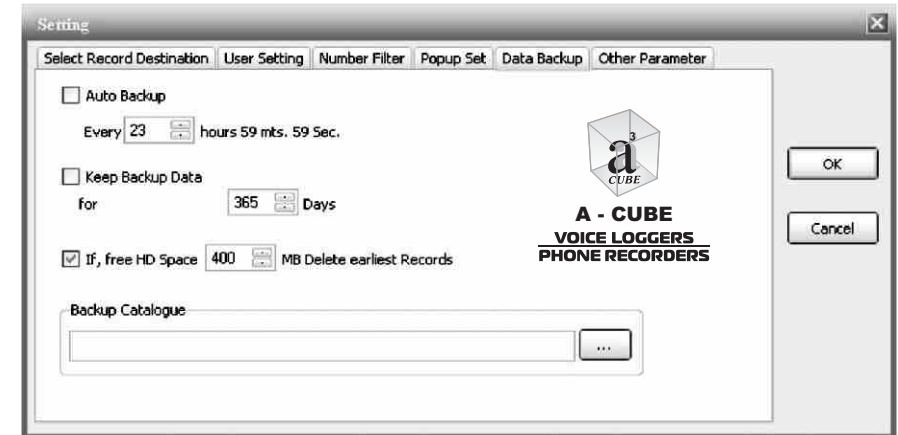


FIGURE 3.6



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Other Parameters: Click on Other parameters. Figure. 3.7 below will appear

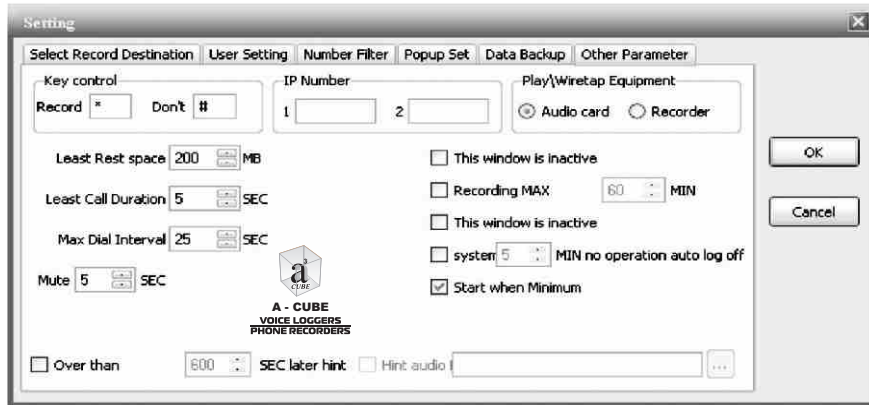


FIGURE 3.7

Key control: This Facility can be used when the User does not opt for Automatic Recording and wants Manual Recording. Pressing "*" on the Telephone keypad, will 'Save' the recording, Pressing "#" on the Telephone keypad will 'Not Save' the recording

Note: This Facility will work only when '**Recording Mode** is set at **Key**' in **Line Setting**. Please refer **Figure 3.1**

Note: The Setting can be different for every Phone No connected to the System

Play/Wiretap Equipment:- The default setting is Audio card

Least Rest Space: Suppose Least Rest Space is set at 200MB, the system will keep this space as Reserve. It will delete earlier calls in sequential order and use the space for Latest Incoming/Outgoing calls

Least Call Duration: Suppose Minimal call duration is set at 5 seconds; Calls of up to 5 seconds duration will not be recorded by the system

Max Dial Interval: Suppose the Maximum Dial Interval is set at 30 seconds; Calls; for which dialing is not completed within the above Period of 30 seconds will not be recorded

Mute: If, Mute is set at 5 seconds and there is no Sound after receiving / dialing out the call the system will not record

Note: This Feature will work only when line setting is set at Audio please refers Figure 3.1

Recording Max: User can set Maximum Time for which single call may be recorded. If this is not activated the call will be recorded for its full duration

System Auto Log Off: When This is active and software display is open and time period in set software goes in background automatically default time is 5 seconds

Start when Minimum : When this is active on clicking TMN icon on taskbar software display opens first and then ask for password. In addition when software is opening automatically or manually it goes into back ground directly

This window in inactive : When this is active on clicking TMN icon on taskbar it will ask for password first and then software display opens. In addition when software is opening automatically or manually it goes into background directly



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7. USING SERVER SOFTWARE

User will essentially need to understand the following functions for day- today use **Call Data, Monitor, Customer & Statistics**

Call Data: Click on Call Data the following Figure 4.1 will appear

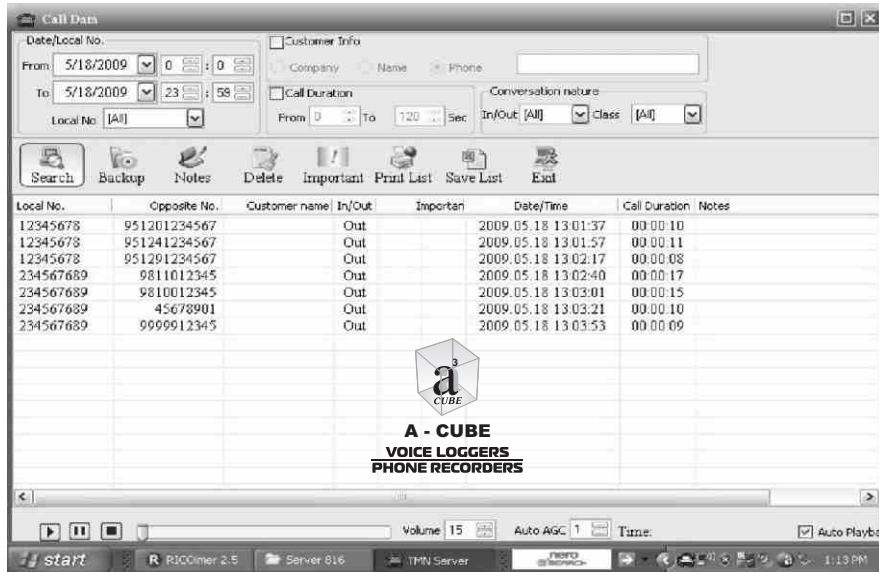


FIGURE 4.1

User can Search Entire Call Data by any One or More of the following Criterion:

By Incoming / Outgoing / All Calls

Date & Time of Calls

Local / Opposite Phone No/s

Call Duration

Client Information, already stored by User in 'Customer'

Select Criterion of your requirement and click on Search. Data will appear as shown in Figure 4.1. You can also Index the file by clicking on the appropriate column Heading

Data Back-Up: Select the conversation that you need to back up / save and click on 'Back Up'. The following Figure 4.2 will appear.

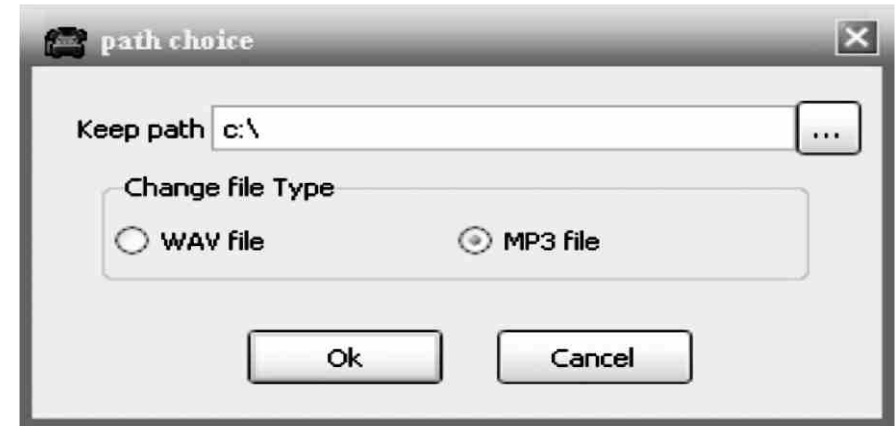


FIGURE 4.2

There are two formats of Back Up 'MP3' and 'WAV'. Select the format of your Choice, and give the Path where you want to Save the Backup and click 'OK'



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Explain: User can write remarks; example, 'Urgent' for any Recording. Select the Recording and click on Explain the following Figure 4.3 will appear, Input 'Note' and click 'OK'

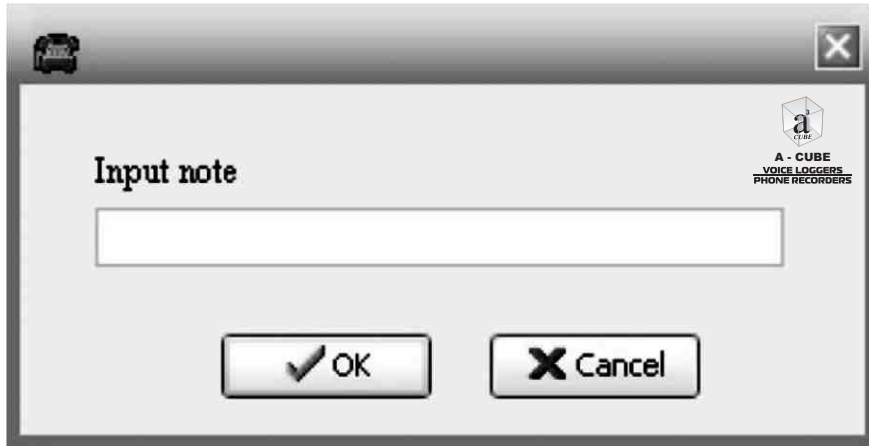


FIGURE 4.3

Record Deletion: Select the recording that you want to Delete and click on 'Delete' and confirm 'OK'

Important: User can mark "Important" to selected Recording. This Field is apart from the Note Field, explained in Figure 4.3 above

Print: User can, also Print Call List

Save List: User can save Call List in MS EXCEL (.XLS) format

Auto AGC: User can Increase Volume of Remote / Opposite side through AGC. The Default setting of Automatic Gain Control (AGC) is 0. User can increase this up to 7

Monitor: Only the Current User can Monitor Phone Conversation/s and that too if he has the Monitor Right (Please refer Figure 3.3)

To Monitor a Conversation, Click on 'Monitor' This Mode will Show Mouse pointer as "☞". User can also change Line to be monitored by clicking on the other Line. Click on Monitor again to exit from the Monitor function

Note: Monitor Function will work, only when Conversation is going on, Monitoring cannot be sensed by the conversing parties

Customer: Click on 'Customer' the following Figure 5.1 will appear

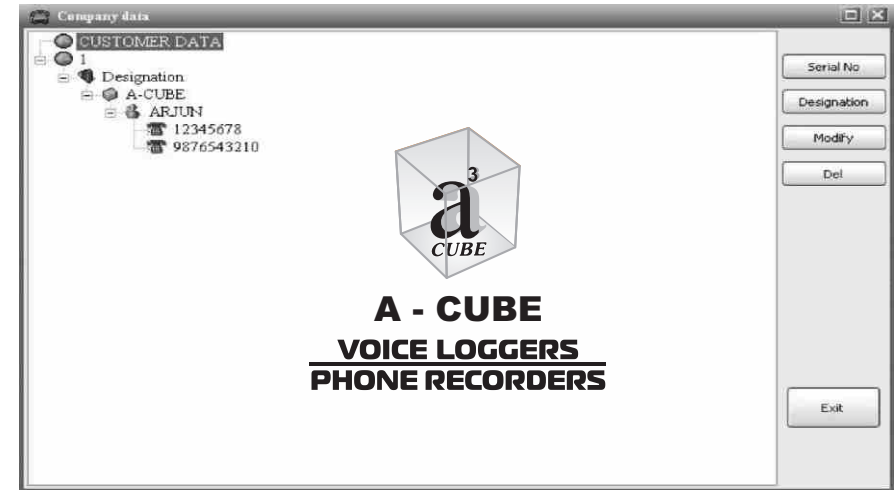


FIGURE 5.1

You can 'Add' Data as per example below

Serial Number	-	1
Designation	-	
Company	-	A - CUBE
Name	-	ARJUN
Phone No.	-	12345678 9876543210

When there in Incoming/Outgoing call form 'ARJUN' from/to his above number his name and company name will appear in 'Call Data' in customer name field as below:

ARJUN (A - CUBE)

While searching in addition to phone number you can also search by his name or Company name in Customer information field

Statistics: Click on Statistics. Figure 5.2 below will appear

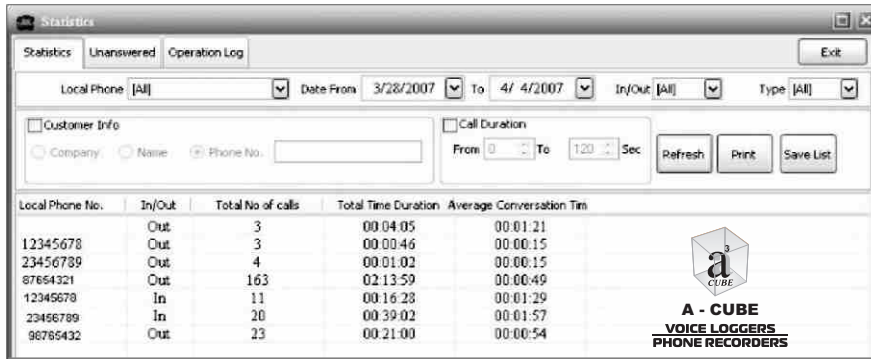


FIGURE 5.2

Statistics: This Provides / Data on Total Call transactions on any / all local Nos

User can search and generate reports by any / more of the followings criterion

By Incoming / Outgoing / All

Date

Local Phone No/s

Call Duration

Client information, already stored by User in 'Customer'

Detailed Report of each Local / Opposite No is already provided to User Under 'Call Data' Function This List can be printed by User.



Unanswered Calls: Click on Unanswered Calls Figure 5.3 below will appear.

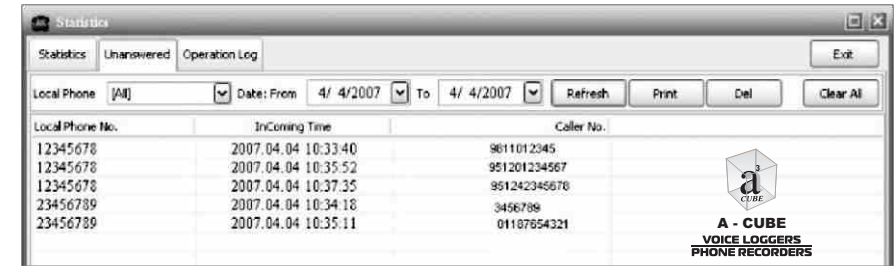


FIGURE 5.3

This provides details of incoming calls that were 'Not Answered' along with Date. This List can be printed by User

Operation Log: Click on Operation Log Figure 5.4 below will appear



FIGURE 5.4

It Provides Date wise information on when the Phone Recording system was Activated / Deactivated. It also provides details of activities conducted by each User and Manager on this Software, Ex. Login, Call Data, Statistics, etc. were accessed by whom? and, how much time was spent where?

8. CONFIGURING AND USING 'CLIENT'

Client is basically designed to allow User to Monitor and Access / Replay Phone Conversations through other Machine/s installed on the Network

Go to the Remote / Other / Another Machine installed on your Network.

Insert Software CD into Drive. Copy and Paste 'Client' folder from "Application Software" at desktop or location of your choice

Open Client

Create shortcut of TNNC.EXE on desktop or any other location of your choice.

On double clicking this shortcut following screen Figure 6.1 will appear

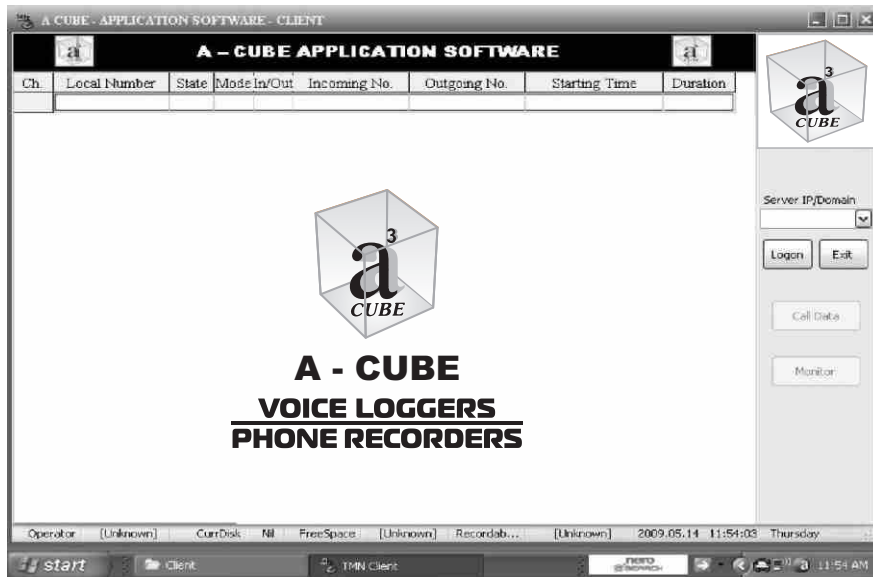


FIGURE 6.1

Enter Server IP/Domain and Click on 'Logon'. Please Enter User Name and Password Click OK. Features Call Data and Monitor become active

User, can now 'Monitor' any Active Call' by selecting the 'Local No.' and Clicking on 'Monitor. The conversation as actually taking Place on that Local No. at that time can be heard

Important Note: You have accessed the above Conversation by accessing the Phone Server; which is connected to the Telephone System. This is different from having a Direct Access to the Telephones

Both the Conversing Parties will not be able to sense that you have entered the Phone Server and are monitoring the actual conversation in real time

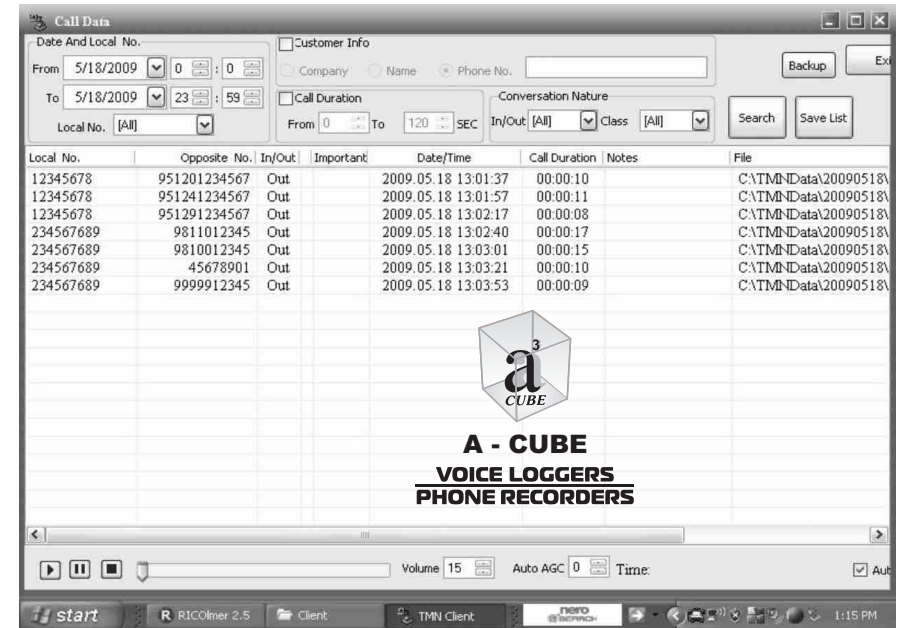


FIGURE 6.2

Click on 'Stop Monitoring' to exit from the above Conversation

Click on 'Call Data. Figure 6.2 will appear

User can set Criterion by clicking on the appropriate column Head, and clicking on Search

User can now Select any Conversation and Click on Replay to hear the Telephone Conversation as it happened

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9. CONFIGURING AND USING CLIENT POPUP

Note: This feature was configured, when we configured Server Software

The Primary Function of this Software is to provide an alarm / alert to the Management, about the 'Coming In' of Important Call/s in Real Time; that is The Moment when the call actually comes in

We had explained this feature by giving the following 3 Examples

Example 1: Suppose there is an Incoming call to 12345678 from 'Any No' (example 56789012) The Popup Screen will activate and show Incoming call from '56789012'. But, if Box 12345678 is 'not ticked' the Popup Screen will not activate

Example-2: You are located at Delhi (Code 11) and want to monitor all calls from Mumbai (Code 22) only. You can enter 22 in the 'Incoming Call Popup for prefix/No' Column. If you have done this, then any Incoming call, which has Prefix 22 Dialing Code of Mumbai will automatically Popup on screen

Example 3: Suppose you are the MD of your Company & your Phone No. is 98-110-XXXXX. You can enter this No in Incoming call Popup for Prefix / No' When you call on 12345678 your No will immediately Popup on Screen and Staff stands notified to attend to your call promptly

This facility is available on LAN also, so that Senior Manager/s working on their Computer/s also stand Immediately notified



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User can activate this feature on Remote LAN Machine/s over the Network. This can be done by creating a Short cut of TMNCP.EXE on the Remote / Client Machine and activating it. This can be done by copy and Paste

To activate this feature, please activate TMNCP.EXE. The following Figure 7.1 will appear on Screen

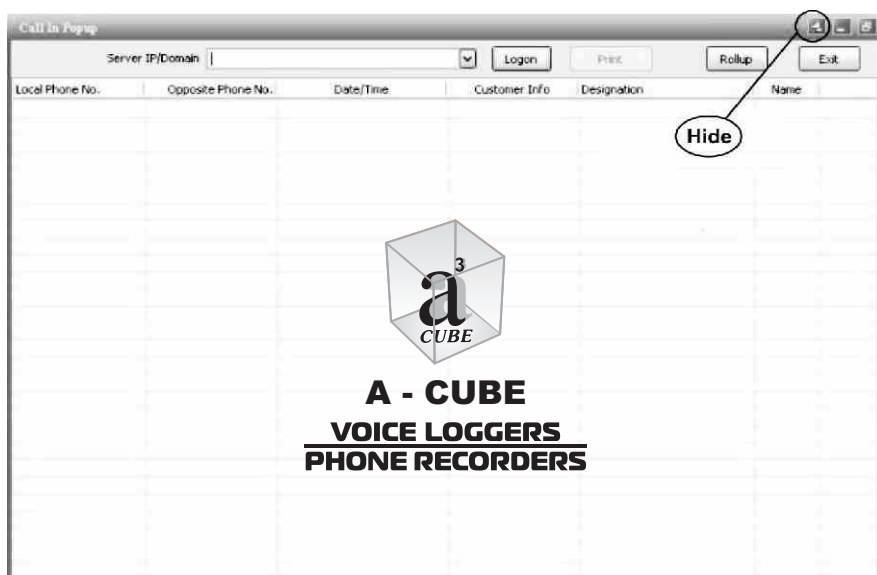


FIGURE 7.1

Enter Server IP / Domain and click on 'Logon' Please Enter User Name and Password~ Click OK. You can 'Hide' this Window, as shown above. The Hide Symbol, as below will appear in the



Taskbar

Note: Incase you Logoff or Exit TMNCP.EXE becomes inactive

10. WARRANTY

A - CUBE Voice Logger / Phone Recorders carry a One Year Warranty against any Manufacturing Defect/s. This is a Hardware Warranty only and applicable only on the recording unit

Software / Telephonic Help Disk support is free during the One Year Warranty Period

A Genuine; A - CUBE Voice Logger / Phone Recorders will always carry the A - CUBE Hologram with the product serial no. mentioned on it. **The A - CUBE Hologram should not be tampered with, otherwise the warranty will become null and void**

The Warranty does not apply to Cables and Software CD provided with the Product

This is a Repair / Replacement Warranty. The Sellers' decision to Repair or Replace the Product will be Final and Binding.

This Warranty is subject to the Product being used under Normal and Proper conditions of Usage and only for the purpose for which it has been designed

The Warranty does not cover Non / Mal functioning of the Product due to Incorrect / Excessive Power Input leading to its Brown Out or Burn Out

Leakage of Power through Computer System/s and / EPABX or Cabling which may adversely affect Product Performance, Cause Physical Damage or even lead to Brown Out / Burn Out of the Product are also not covered under Warranty

The Warranty does not cover Mal / Non functioning of the Product due to Software Corruption, Computer Hardware Problems, EPABX / Telephone System and / or LAN / Telephone Cabling Problems

Physical Damage to Product due to Misuse, Accidental Damage or due to Natural Calamities are not covered under Warranty

Any Attempted / Actual Tampering with the Product will also render the Warranty Null and Void. Warranty Claims will be refused, if the Warranty Seal and /or The Product Hologram are found Damaged and / or Tampered

The Product may be returned to the Seller for Repair / Replacement. The Sellers decision to Repair or Replace the Product will be final and binding on both Parties

Please ensure that the Product is packed in Secure and Shock Proof Packing for Despatch

Normal Lead Time for Repair / Replacement is within 4 5 working days from the date of receipt of the defective Product. This does not include delays due to Logistics / Transportation

The Sellers' Responsibility is Restricted only to Returning a Working Product.

The Seller will not / can not be held responsible for any loss of Data, Collateral Damage, and / or loss of Business / Commercial advantage by Buyer

Please refer to:

- 1) Annual Maintenance Contract Scheme
- 2) Software Support Contract Scheme

The above Schemes are applicable after expiry of One Year Warranty.

Customer may select the Scheme of their choice.

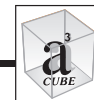


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ANNUAL MAINTENANCE CONTRACT (After Expiry of 1 Year Warranty)

MODEL	1 YEAR ₹	2 YEAR ₹	3 YEAR ₹
USB - 1	900/-	1450/-	1,800/-
USB - 2	1250/-	2,000/-	2,500/-
USB - 4	3,000/-	4,800/-	6,000/-
USB - 8	4,750/-	7,600/-	9,500/-
PCI- 8	3,600/-	5,750/-	7,200/-
PCI - 16	6,200/-	9,900/-	12,400/-
Service Tax Extra as applicable. Present rate is 12.36%			

FEATURES OF AMC SCHEME

1. Both, Voice Logging Hardware and Software Support are included in this Contract.
2. AMC Is accepted for a maximum period of 3 years, after expiry of 1 year Warranty
3. AMC is not accepted for Products OLDER than 2 years.
4. Products up to 2 Years old are accepted under AMC only for a maximum period of 2 years
5. Service Support Contract will become applicable to Products which cannot be covered under AMC
6. Part AMC's are not accepted. AMC and / or SSC (as applicable) will be accepted only for ALL purchases made by Customer
7. AMC's are accepted within the scope of this "AMC CLAUSE" Customers are deemed to have read, understood and accepted the same before making payment for AMC Contract
8. AMC Charges are not refundable / adjustable against other products, in the event of untimely demise of AMC covered product



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ANNUAL MAINTENANCE CONTRACT

This document outlines the **TERMS & CONDITIONS** under which **AMC** for **A-CUBE VOICE LOGGERS / PHONE RECORDERS** are accepted. This Document may also be termed as the **AMC CLAUSE**

- Products, which do not fall within the scope of Warranty, can be covered under the AMC Scheme.
- Each Genuine A-CUBE Product carries the A-CUBE Hologram with the Product Serial No. mentioned on it. Neither the Product, nor the hologram should be tampered with in any manner. This will render the AMC null and void.
- The AMC is restricted to the Voice Logger / Phone Recorder unit only. The Connecting Cables and Software CD are not covered under AMC
- The AMC is accepted subject to the condition that the Product will be used (a) solely for the purpose for which it has been designed. (b) The Conditions for and the use of the product will be normal and proper. © The Product will not be subjected to improper use and / or conditions
- The product will be provided Clean and Proper Power Supply. There will be no improper / over Voltage / Earthling / Leakage of Power to the Product from the Power Line / Computer / Telephone Lines / EPABX - So as to Short Circuit the product leading to its Brown out or Burn Out. Products, which suffer Brown Out or Burn Out, are not covered under AMC. Vendor decision on Burn out or Brown out of the product will be accepted as final and binding
- Physical damage to products due to accident or natural calamities is Not covered under AMC
- Defective Products are to be returned to us in safe, and secure packing. We will dispatch the Repaired / Replaced product within 4-5 working days of receipt at our end. The decision to repair or replace the product will belong to the Vendor. The Vendors responsibility is restricted only to returning a working product. One way Freight will be borne by either party.
- The Vendors responsibility is restricted only to the maintenance of the product under AMC. Vendor cannot be held responsible for any loss of data or commercial advantage due to the product having turned defective.
- Award of AMC Contract implies that the customer has read, understood and accepted this AMC Clause



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SOFTWARE SUPPORT CONTRACT

(After Expiry of 1 Year Warranty)

MODEL	SINGLE CALL ₹	1 YEAR ₹	2 YEARS ₹	3 YEARS ₹
USB - 1	150/-	300/-	500/-	600/-
USB - 2	200/-	400/-	650/-	800/-
USB - 4	250/-	500/-	800/-	1000/-
USB - 8	300/-	600/-	950/-	1,200/-
PCI - 8	300/-	600/-	950/-	1,200/-
PCI - 16	400/-	800/-	1,250/-	1,600/-
Service Tax Extra as applicable. Present rate is 12.36%				

SCHEME FEATURES:

- Telephone Help Desk / Software Support will be provided to Customer for Trouble Shooting / Re Installation of Software
- We also provide support through Remote Login. Target Machine should be on Internet
- Working hours 0930 to 1730 hours Monday through Saturday. Sundays and Declared Holidays not included
- Software Support Contract is accepted only for ALL our Loggers as purchased by Customer. Software Support Contract for part quantity / items are not accepted.
- Serial No. of Logger is required to be informed, to avail Service
- Voice Logging Hardware is not covered under the Scope of this Contract
- Software Support Contract is accepted for a period of 1 to 3 years. Please select your choice
- Software Support Charges are not refundable / adjustable against other products, in the event of untimely demise of the SSC covered product



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- Supports 1 to 128 Analog / PSTN Lines per PC
- Also Works on GSM & CDMA Phones with FCT / FWT
- Also Supports Recording of PRI Extensions in Analog Mode

Supports Windows XP/ 2000 / 2003 / Vista / Windows 7

Recording System Works in Background. Computer remains free for other Applications

- 24 Hours x 365 Days Recording of all Incoming and Outgoing Telephone Calls
- Simple & User Friendly Software Interface. User can Self Install with No / Little external help
- Telephone Help Desk / Remote Login facility for Software Installation / Support
- 2 User Defined, password protected Security Levels ensure high Data Security

Hardware Features

- Rugged and Reliable Hardware based on SMT
- High Speed Performance
- PC Interface. All Phone Conversations saved in PC
- 175 hours of Phone Recording requires only 1 GB HDD space
- Caller ID and Dialed Out No. Record Supported (Caller ID facility from Phone Service Provider must be active)
- Automatic Gain Control to increase Clarity of Incoming Voice
- High Fidelity Playback of Recorded Conversations

Versatile and Feature Rich Software

- User Defined Software setting. Each line can have different settings. Record All / Only Incoming / Only Outgoing. Do not record Nos. List
- Powerful Index & Search Functions - Excel format. Search by Period / Date / Local No. / Opposite No. / In - Out Call / Call Time / Call Duration. Listen / Save / Email - selected call/s
- Automatic / Manual Data Back-up
- The Software is Network enabled. It can be accessed by Remote PC's through LAN / WAN / Internet - to Monitor events in Real Time and / or Query / Call Record(s) Basis - from Anywhere

Note : Hardware & Software Specifications are subject to Change without notice



TECHNOLOGY to enhance

**PRODUCTIVITY
TRANSPARENCY**



A CUBE

VOICE LOGGERS PHONE RECORDERS



A CUBE

ARCHIVE - Digital

Supports 1 to 4 E1 / PRI LINES per PC

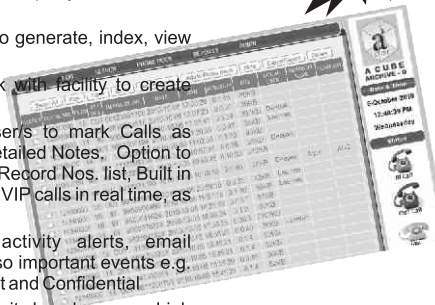
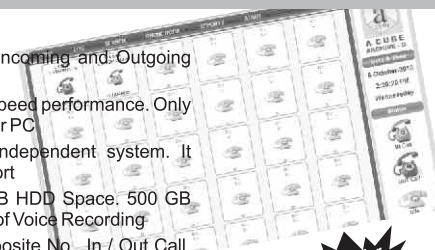
Software Based on Open Source OS

We recommend dedicated system with Static IP address

Product Features

- 24 Hours x 365 Days Recording of all Incoming and Outgoing Telephone Calls
- Software designed for Rugged and high Speed performance. Only Solution that supports up to 4 PRI Lines per PC
- The Software is a Stand Alone and Independent system. It operates without User Prompts and Support
- 275+ hours of Recording takes only 1GB HDD Space. 500 GB HDD can store more than 1,25,000 hours of Voice Recording
- Call Log provides data by Local No., Opposite No., In / Out Call, Date & Time of Call, Call Duration, File Size of Voice Recording, Local User, Opposite Name and Company with which conversation was held
- Powerful Search function enables User to generate, index, view and save reports by any parameter/s
- Built in Local and External Phone Book with facility to create multiple User / Customer Groups
- Versatile Software Features enable Users to mark Calls as Urgent / Important / Confidential with detailed Notes. Option to Hide Sensitive Calls. Also, create Do not Record Nos. list, Built in Missed Calls Register. Facility to POP UP VIP calls in real time, as also send voice files direct from Server
- Software also generates system Inactivity alerts, email notifications on System Resources as also important events e.g. Calls marked as Hidden, Urgent, Important and Confidential
- 3 User Defined, password protected Security Levels ensure high Data Security
- Software allows creation of Multiple User Groups and Sub Groups with Security / Access levels defined through an exhaustive Power List. User Log maintains record of activity of each user on the Software. Admin Control of software is everywhere, but unseen
- Software can be accessed through LAN, WAN and Internet from anywhere

Note : Hardware & Software Specifications are subject to Change without notice



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