

Call Recorder

SYSTEM REQUIREMENTS/TROUBLESHOOTING GUIDE

Full System Requirements:

In this section we'll describe the minimum hardware and software requirements to run The Evolve Office – Call Recorder.

- *Operating System Platforms: Microsoft Windows, Mac OS X*

Hardware Requirements:

1. Microsoft Windows or Mac OS X
 - a. 1.4 GHz or higher Intel Core 2 duo processor or compatible CPU
 - b. 2 GB of RAM recommended minimum; more memory generally improves performance
 - c. 60 MB available hard disk space
 - d. Video graphics card with minimum of 8 MB of RAM
 - e. Super VGA monitor (15 inches or larger)
 - f. Recommended minimum screen resolution 1080x1024
 - g. HTTP(s) connectivity to the Evolve IP Platform

Software Requirements:

1. Windows XP with SP3 (or higher), Windows Vista, Windows 7, Mac OS X, 10.5, 10.6
2. Internet Explorer 7.0 or higher, Firefox 3.6, 10, 11, or 12, or Safari 5

Browser Javascript Requirements:

In order to use call recorder, Javascript must installed and enabled.

1. Call recorder works with the following Java versions:
 - a. 1.6_25
 - b. 1.7

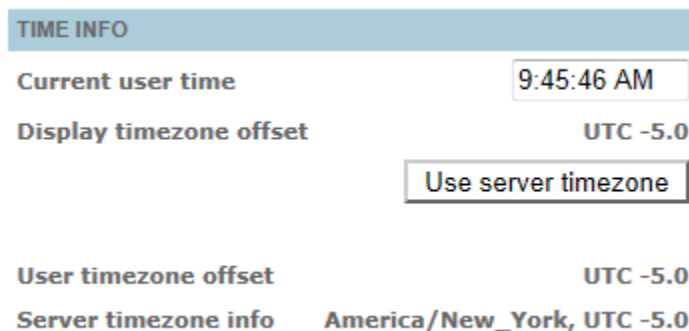
Troubleshooting:

System Time Is Incorrect:

1. If the recording time is incorrect, click on Account tab in the top right corner



2. Go to Time Info section on the left



3. Confirm the user timezone offset is set to UTC -5.0

4. If this is incorrect (might reflect UTC-0), confirm the server timezone offset is America/New York, UTC-4.0
5. If the server timezone is correct, click the Use user timezone option

Use server timezone

6. Click Browse and confirm the time has changed

Inability to Export:

1. Java must be installed in order to run this application. Check compatible Java versions.
2. Insure browser allows for pop-ups
3. Add website to trusted sites
4. If running Windows 7, you can launch the browser as an administrator
5. If you are still unable to export files, please contact your Group Administrator.

Unable To Listen To Recordings:

1. Check with your system administrator to insure you are a part of the recording settings
2. Confirm browser, Call Recorder only works in Internet Explorer or Firefox
 - a. In IE you will get a media player on the top right
 - b. In Firefox you only can listen by selecting the speaker icon to start and stop recording
3. Insure that sound is enabled
4. Insure that speakers are working
5. Insure that you do not have sound on mute and volume is turned up
6. If this does not work have your local IT look at the PC setup

Technical Support:

1. If the application is not accepting your logon credentials you must contact your Group Administrator.
2. For additional technical support please contact The Evolved Support Center at 610-964-8000 option 5.