

*Call Mynah Desktop  
Software Reference Guide  
Version 1.0.0.7*



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Downloads Available at [www.CallMynah.com](http://www.CallMynah.com)

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# *Introduction*

Congratulations on your purchase of the Intelligent Xtension Recorder (XtR) Call Mynah Call Recorder!

The Call Mynah is part of an exciting range of cost-effective Digital call recorders from Intelligent Recording.

This quick reference guide will take you through the installation and setup of the Call Mynah software and help you begin recording your calls quickly.

**Note: There are various support manuals, programs and examples in the Call Mynah memory and via Intelligent Recording's web site [www.CallMynah.com](http://www.CallMynah.com) including 'Live Chat' technical support to help get you started.**

## *CAUTION!*

The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record telephone conversation or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any telephone conversation.

## *PC Compatibility*

The Xtension Recorder desktop application software supplied will work on recent Microsoft operating systems including Windows XP, Vista, 7 systems. Note: Windows 95, 98, NT and Macintosh are not supported.

# *Product Registration*

It is very important you register your Call Mynah with us.

Registration provides you with free technical support for your Call Mynah hardware and software as well as free upgrades to the latest version of Call Mynah firmware and the Xtr Desktop software supplied with the Call Mynah.

## ***HOW TO REGISTER***

1. Visit [www.CallMynah.com/](http://www.CallMynah.com/) and click register.
2. Enter your details on the form provided.

Once registered, you will be ready to begin using the Call Mynah.

## *Software Installation*

Your Call Mynah comes complete with PC applications that allows you to manage your recordings on your PC.

You can install the software either by connecting your Call Mynah in USB mode and browsing for the Software directory, or by downloading it from <http://www.callmynah.com/>.

Run the **Setup\_CallMynah.exe** installer (you may need to unzip it first if downloaded from the website).

The installer installs two applications:

Xtr Call Mynah –View and change Settings and Phonebook entries, view, backup, and delete Calls.

Xtr Desktop – Play and manage calls on your PC.

## *XtR Call Mynah*

The XtR Call Mynah application allows you to modify the configuration of your Call Mynah easily from your PC. If your Call Mynah is connected when the application starts it will automatically detect the device and load the settings. If a Call Mynah is connected in USB mode while the application is running it will automatically load the settings from the device. Automatically loading settings will load all data from the device.

The settings are only ever saved back to the device when you click the Save button.

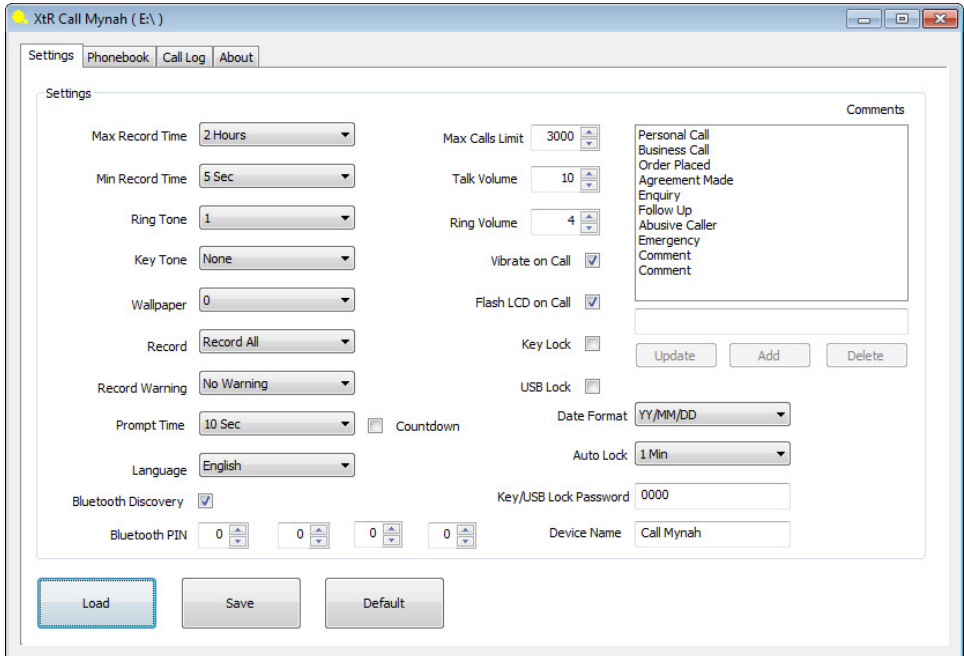
It is possible to load and save settings to or from another source. This allows you to backup settings, or use a common setup across a number of Call Mynah devices. When loading files manually only the page you load from is updated.

There are three main pages:

- Settings – General Device Settings
- Phonebook – Phonebook entries
- Call Log – Calls made and received

There is also an About page which contains information about obtaining support or downloading updated versions of the software.

## Settings Page



The screenshot shows the 'Settings' window for 'Xtr Call Mynah (E\)' with the following configuration:

- Settings:** Max Record Time (2 Hours), Min Record Time (5 Sec), Ring Tone (1), Key Tone (None), Wallpaper (0), Record (Record All), Record Warning (No Warning), Prompt Time (10 Sec), Language (English), Bluetooth Discovery (checked).
- Max Calls Limit:** 3000
- Volumes:** Talk Volume (10), Ring Volume (4)
- Call Features:** Vibrate on Call (checked), Flash LCD on Call (checked)
- Locks:** Key Lock (unchecked), USB Lock (unchecked)
- Countdown:** Unchecked
- Date Format:** YY/MM/DD
- Auto Lock:** 1 Min
- Key/USB Lock Password:** 0000
- Device Name:** Call Mynah
- Bluetooth PIN:** Four input fields, each containing '0'
- Comments:** A list of predefined comments including 'Personal Call', 'Business Call', 'Order Placed', 'Agreement Made', 'Enquiry', 'Follow Up', 'Abusive Caller', 'Emergency', 'Comment', and 'Comment'. Buttons for 'Update', 'Add', and 'Delete' are present.

At the bottom of the window are three buttons: 'Load', 'Save', and 'Default'.

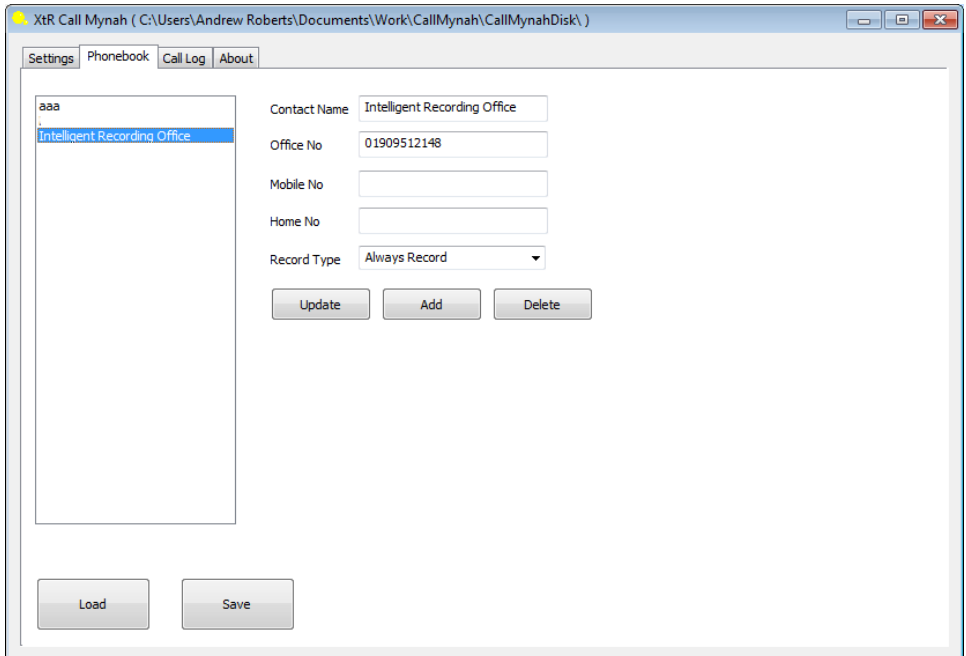
The title bar displays the location the settings are loaded from. Your Call Mynah should be automatically detected when connected to the PC. Only use the **Load** button if you want to load settings manually from a different location. The settings are the same as those available from the Call Mynah menus. There is a limit of 10 predefined comments.

Clicking **Save** will allow you to save the settings back to the device. The default is to save to the same location the settings were loaded from.

Clicking **Default** will load the default settings.

**NOTE** – If you wish to change these settings you should export the settings from the Call Mynah device before connecting it to the USB. Select Menu->Settings->System->Export Set. After saving your settings in the Xtr Call Mynah software you must Import the settings on the Call Mynah. Exit USB mode and select Menu->Settings->System->Import Set.

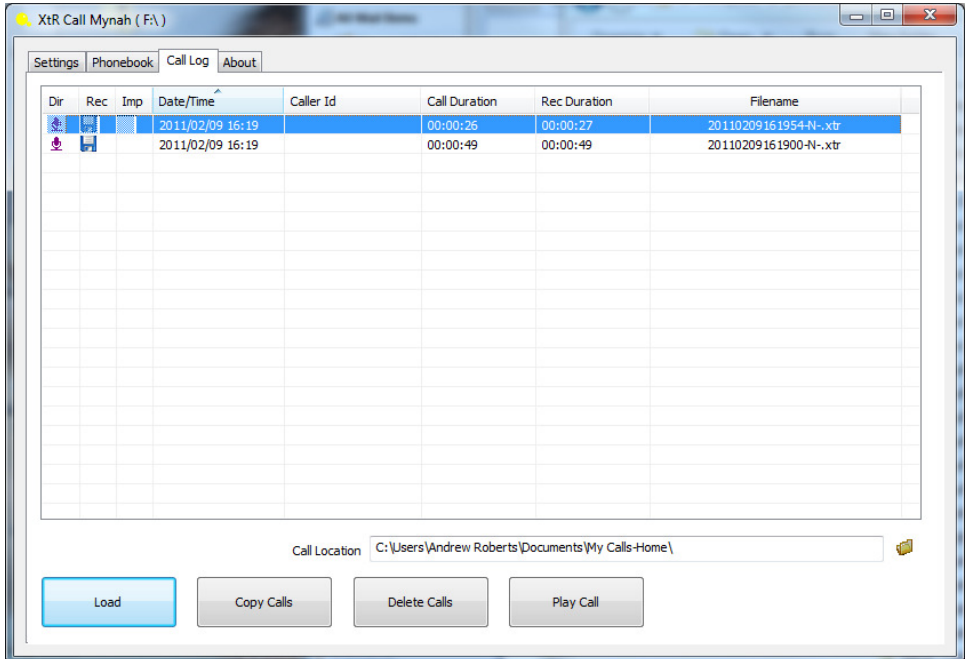
## Phonebook Page



The title bar displays the location the phonebook was loaded from. Your Call Mynah should be automatically detected when connected to the PC. Only use the **Load** button if you want to load settings manually from a different location.

After changing the phonebook entries, remember to click **Save** to save the entries back to the device. You can optionally save the phonebook to your computer as a backup, or to transfer to another Call Mynah.

## Call Log Page



The title bar displays the location the call log was loaded from. Your Call Mynah should be automatically detected when connected to the PC. Only use the **Load** button if you want to load settings manually from a different location.

The **Copy Calls** button will copy the selected recordings to your PC. If no calls are selected then all calls are copied. The Calls are copied to the Call Location displayed above. Click the folder icon to change the Call Location.

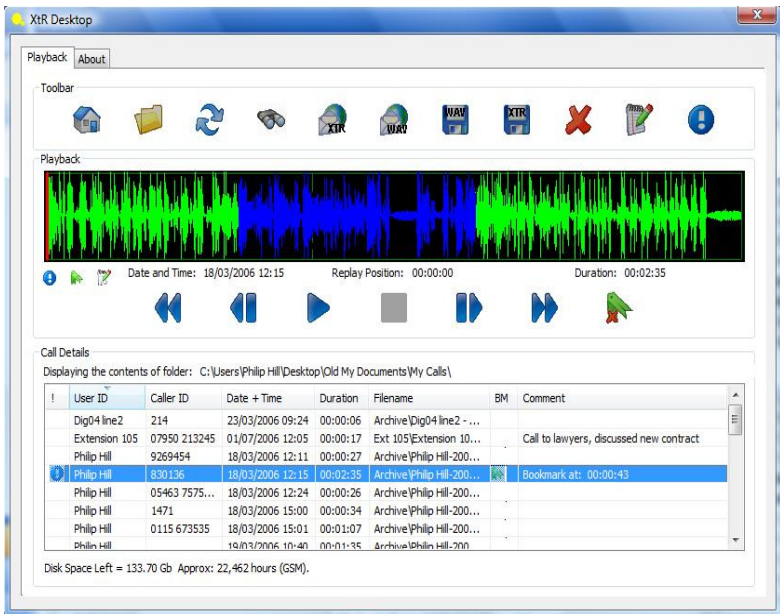
The **Delete Calls** button will delete the selected calls from the device. If no calls are selected then all calls are deleted. You will be prompted to confirm before the files are removed.

The **Play Call** button will play the first selected recording by launching the Xtr Desktop Player software.



# Xtr Desktop Software

Your Call Mynah comes complete with a PC application that allows you to manage your recordings on your PC.



The Xtr Desktop software is installed automatically along with the Xtr Call Mynah application; there is no need to install it separately.

The default recordings location is \My Documents\My Calls.

XtR Desktop allows you to list and search your recordings, listen to recordings, add comments, add a bookmark and email/export recordings. A summary of Toolbar features is given below.



Home – Lists calls at the specified home location

Folder – Changes the folder/drive where the your recordings are located (also allows you to change the home location)

Refresh – Refreshes the call list

Search – Set parameters and search through recordings

Email (Wav and XtR) – Emails highlighted call in wav or XtR format

Export (Wav or XtR) – Exports highlighted call in wav or XtR format

Delete – Deletes the highlighted call

Notepad (Annotate) – Add notes to the highlighted call (the Bookmark feature also adds specific information to the Notes field. Bookmark information should not be edited or you will lose the Bookmark)

Important – Adds important flag to highlighted call (stops auto delete)

### **Listing Calls Recorded Onto Your Call Mynah**

To list the calls on your Call Mynah, connect the Call Mynah to your computer and select the folder button. Point the recording location to

your Call Mynah \RECORD folder. Alternatively you can transfer the recordings to your PC hard drive first (using the Xtr Call Mynah application).



## *Calls List Box*

Call Details  
 Displaying the contents of folder: C:\Users\Philip Hill\Desktop\Old My Documents\My Calls\

!	User ID	Caller ID	Date + Time	Duration	Filename	BM	Comment
	Dig04 line2	214	23/03/2006 09:24	00:00:06	Archive\Dig04 line2 - ...		
	Extension 105	07950 213245	01/07/2006 12:05	00:00:17	Ext 105\Extension 10...		Call to lawyers, discussed new contract
	Philip Hill	9269454	18/03/2006 12:11	00:00:27	Archive\Philip Hill-200...		
	Philip Hill	830136	18/03/2006 12:15	00:02:35	Archive\Philip Hill-200...		Bookmark at: 00:00:43
	Philip Hill	05463 7575...	18/03/2006 12:24	00:00:26	Archive\Philip Hill-200...		
	Philip Hill	1471	18/03/2006 15:00	00:00:34	Archive\Philip Hill-200...		
	Philip Hill	0115 673535	18/03/2006 15:01	00:01:07	Archive\Philip Hill-200...		
	Philip Hill		18/03/2006 10:40	00:01:35	Archive\Philip Hill-200...		

Disk Space Left = 133.70 Gb Approx: 22,462 hours (GSM).

The list box allows you to list calls by User ID, Caller ID, Date and Time, Duration, Filename, Bookmarks and Comments. Simply click on the title header at the top of each column to list the calls in order.

To highlight a particular call for playback, email etc. (using the toolbar or playback buttons), simply click on the desired call.

Note – tool tips give extra information when your mouse is placed over the Filename and Comments fields.

You can edit the Caller ID field by ‘double clicking’ on the Caller ID entry.

The Calls details box shows the location of the current directory where calls are listed, the amount of disk space left and how many hours recording is left on the disk.

## *Playback Area*



The playback area allows you to manage the playback of the selected call in the call List.

Use the Play, Pause, Stop and Skip buttons to find the location you wish to playback. You can also click on the level indicator to choose a location (or double click to play).

The Bookmark button allows you to highlight a portion of the recording of importance. To enter a bookmark, click the start position of the important section and press the Bookmark key, then click the end location of the important section and click the bookmark key again.

Additional information in the Playback area includes:

- Date, Time and Duration of recording
- Current replay position
- If Important or if Notes (Annotation) or a Bookmark has been set

## *Get Expert Help and see other recording Products from Intelligent Recording.*

Call Mynah is just one product in a wide range of professional quality call recorders for Analogue, Digital and IP telephones, extensions and lines.

Intelligent Recording can offer you centralized supervisor positions for multiple Call Mynahs and if you are considering centralized recording for your business, we have a complete range of BackOffice solutions that use the same recording format as your Call Mynah and integrate seamlessly.

We invite you to visit our web site [www.CallMynah.com](http://www.CallMynah.com) for:

- Technical support and assistance when setting up your Call Mynah
- The latest software and firmware downloads for your Recorder including feature enhancements and bug fixes
- Advice about Call Recording
- Add-on product offerings
- Quotes on professional recording systems for business

We have a 'Live Chat' service to allow you to speak directly to our staff.

We greatly appreciate your business, thank you for choosing the Call Mynah by Intelligent Recording!

## *Thanks – the Intelligent Recording Team!*