

MAP based IP Emergency Call Center Solution

MAP based IP Emergency Call Center Solution

- AP-EIP100 Emergency IP Phone
- AP-EIP90 Emergency IP Phone
- AP-EIP70 Emergency IP Phone
- AP-EIP60 Emergency IP Phone
- AP-EIP60L Emergency IP Phone
- AP-EIP50 Emergency IP Phone
- IPNext600 IP-PBX Solution for Call Center
- IP Phone Solution for Call Center
- IP Voice Recording Solution (Option)
- MAP based IP Emergency Call Solution

[Learn More >](#)

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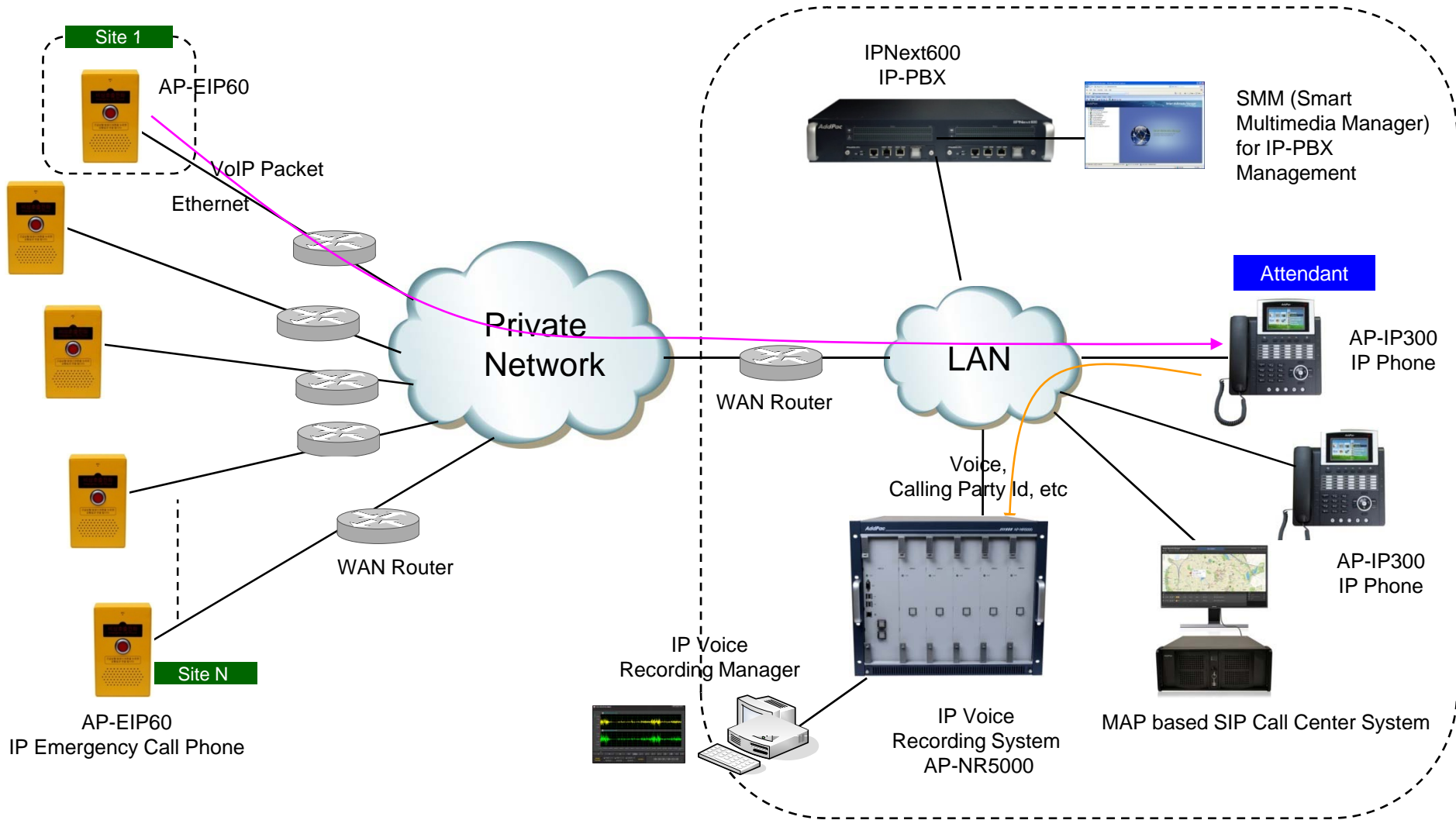
AddPac Technology

Sales and Marketing

Contents

- IP Emergency Call Center Network Diagram
- Emergency Call IP Phone Comparison Table
 - AP-EIP100
 - AP-EIP90
 - AP-EIP80
 - AP-EIP70
 - AP-EIP60, AP-EIP60L
 - AP-EIP50
- AP-MSCS MAP based IP Emergency Call Center System
- IPNext600 IP-PBX Solution for Call Center
- IP Phone Solution for Call Center
- IP Voice Recording Solution (Option)

Network Diagram












Emergency Call IP Phone Solution

(SIP VoIP Standard Signaling Protocol)

Emergency Call IP Phone Comparison Table

Model	AP-EIP100	AP-EIP90	AP-EIP80	AP-EIP70	AP-EIP50
Service Features					
Duplex	Full Duplex (Acoustic Echo Canceller)	Full Duplex (Acoustic Echo Canceller)	Full Duplex (Acoustic Echo Canceller)	Full Duplex (Acoustic Echo Canceller)	Full Duplex (Acoustic Echo Canceller)
Key Pad	3x4 Key Support	N/A	N/A	N/A	N/A
Handset	Support	N/A	N/A	N/A	N/A
Voice Codec	G.711/G.726/ G.729/G.723	G.711/G.726/ G.729/G.723	G.711/G.726/ G.729/G.723	G.711/G.726/ G.729/G.723	G.711/G.726/ G.729/G.723
Signaling	SIP	SIP	SIP	SIP	SIP
Speaker Phone	Support	Support	Support	Support	Support
LAN Port	1	1	1	1	1
PoE(Optional)	Support	Support	Support	Support	Support
Application	Indoor	Outdoor(water resistance)	Outdoor(water resistance)	Outdoor(water resistance)	Indoor

Emergency Call IP Phone Comparison Table

Model	AP-EIP60	AP-EIP60L
Service Features		
Duplex	Full Duplex (Acoustic Echo Canceller)	Full Duplex(Acoustic Echo Canceller)
Key Pad	N/A	N/A
Handset	N/A	N/A
Voice Codec	G.711/G.726/G.729/G.723	G.711/G.726/G.729/G.723
Signaling	SIP	SIP
Speaker Phone	Support (Internal SPK.Watt is comparative large for Outdoor Env.)	Support
LAN Port	1	1
PoE(Optional)	Support	Support
Chassis	Die-Casting Steel Frame Chassis(Optional) Front, Back (Steel)	Front Panel (Steel)
Application	Outdoor(water resistance)	Indoor

MAP based SIP Emergency Call Center System (AP-MSCS)



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MAP based SIP Emergency Call Service Overview

- JavaScript based Interactive MAP Service
- Integrated Security Management Service via MAP based Device Overlay Display
- SIP Emergency Call Phone, Video Phone, etc, Geographical Display on MAP for Instinctive Control Service
- MAP Editor Service (Background Image, Device Lists, etc)
- MAP based IP Emergency Call Phone Status Display
- Zoom to Area, Double Click Zoom, Scroll Wheel Zoom, etc
- Tile Layer, etc

MAP based SIP Emergency Call Service Overview (Example)

The screenshot displays the Smart Security Manager interface. At the top, the title bar reads "Smart Security Manager" and the time is "PM 12:13". Below the title bar, there are navigation icons and a search bar. The main area is a map of Suwon, with a call log table at the bottom left and a device status panel at the bottom right.

The call log table shows the following data:

ID	시간	단계	구분	지역	장치	메시지	위치 정보
1747001	2017-09-27 11:17:20	주의	시스템	권선구	EIP60	연결 끊김	권선구 탑동 탑동사거리
1747000	2017-09-27 09:11:20	주의	시스템	팔달구	EIP60	연결 끊김	팔달구 우만동 효성사거리

The device status panel shows the following information:

장치	상태
Camera	0/0
Emergency Intercom	1/40
Sensor	0/0

MAP based SIP Emergency Call Service Overview (Tile Layer Example)

Smart Security Manager

PM 12:13

관리소 장치 알림 5 작업 이력

팔달구 지도

장안구 지도

알림							
ID	시간	단계	구분	지역	장치	메시지	위치 정보
1747001	2017-09-27 11:17:20	주의	시스템	권선구	EIP60	연결 끊김	권선구 탑동 탑동사거리
1747000	2017-09-27 09:11:20	주의	시스템	팔달구	EIP60	연결 끊김	팔달구 우만동 효성사거리

장치

Camera	0/0
Emergency Intercom	1/40
Sensor	0/0

MAP based SIP Emergency Call Service Overview (Tile Layer Example)

Smart Security Manager

PM 12:13

상황판 관리소 장치 알람 5 작업 이력

팔달구 지도

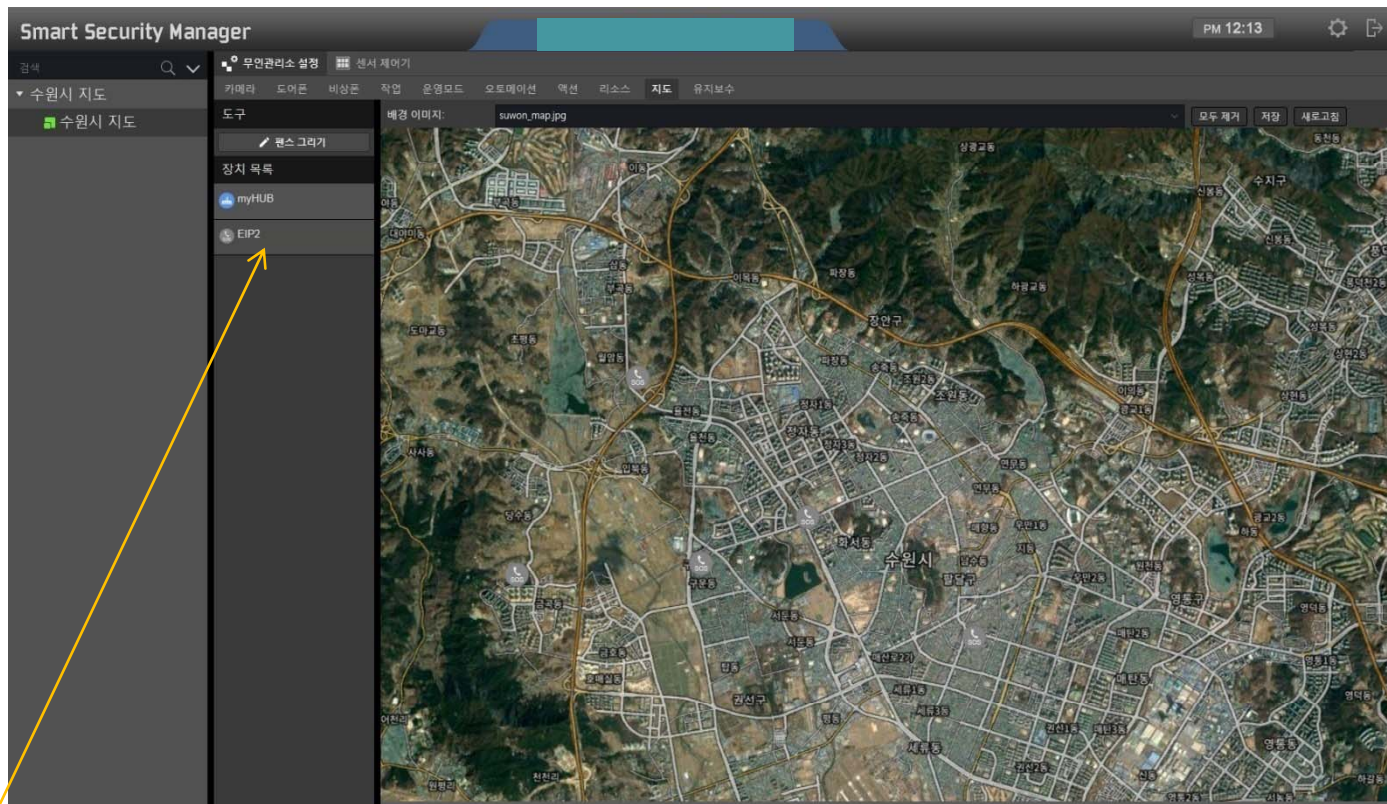
장안구 지도

알람	ID	시간	단계	구분	지역	장치	메시지	위치 정보
	1747001	2017-09-27 11:17:20	주의	시스템	권선구	EIP60	연결 끊김	권선구 합동 합동사거리
	1747000	2017-09-27 09:11:20	주의	시스템	팔달구	EIP60	연결 끊김	팔달구 우안동 효성사거리

장치

- Camera 0/0
- Emergency Intercom 1/40
- Sensor 0/0

MAP based SIP Emergency Call Service Overview (MAP Editor Service)

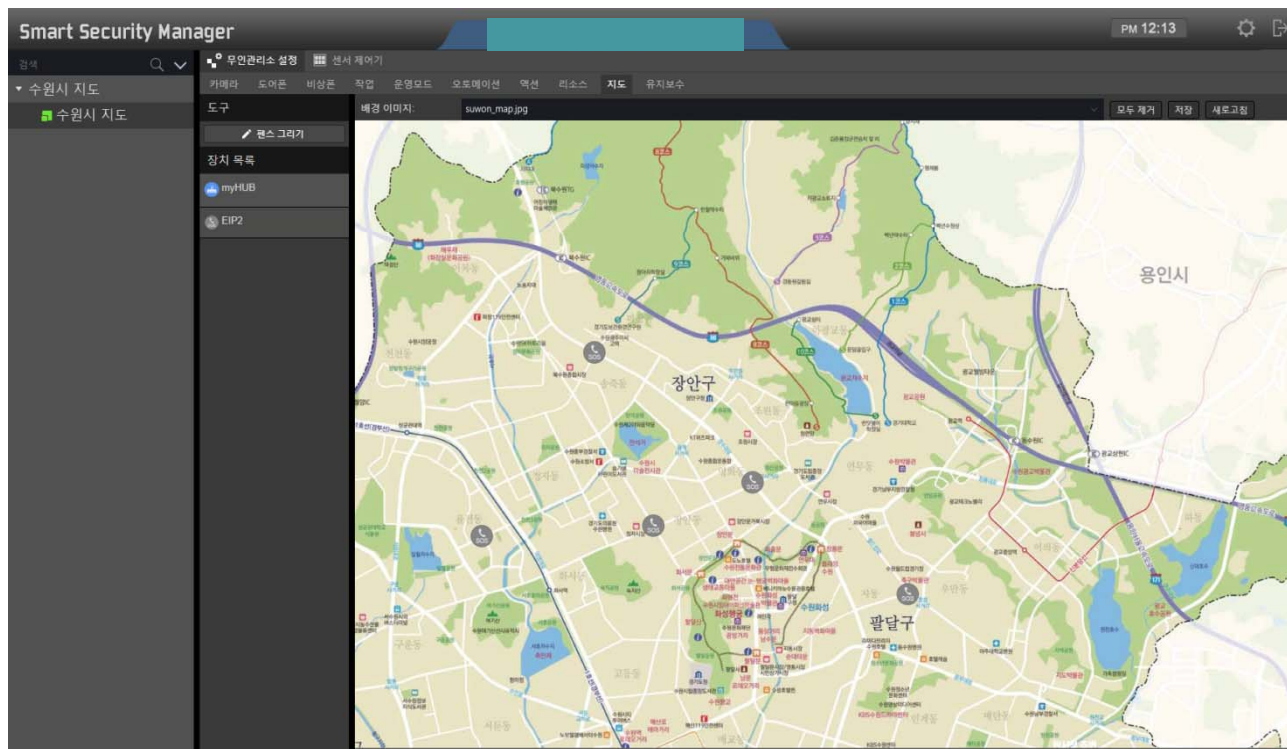


Device Lists : IP
Emergency Call Phone, IP
paging terminal etc

AddPac

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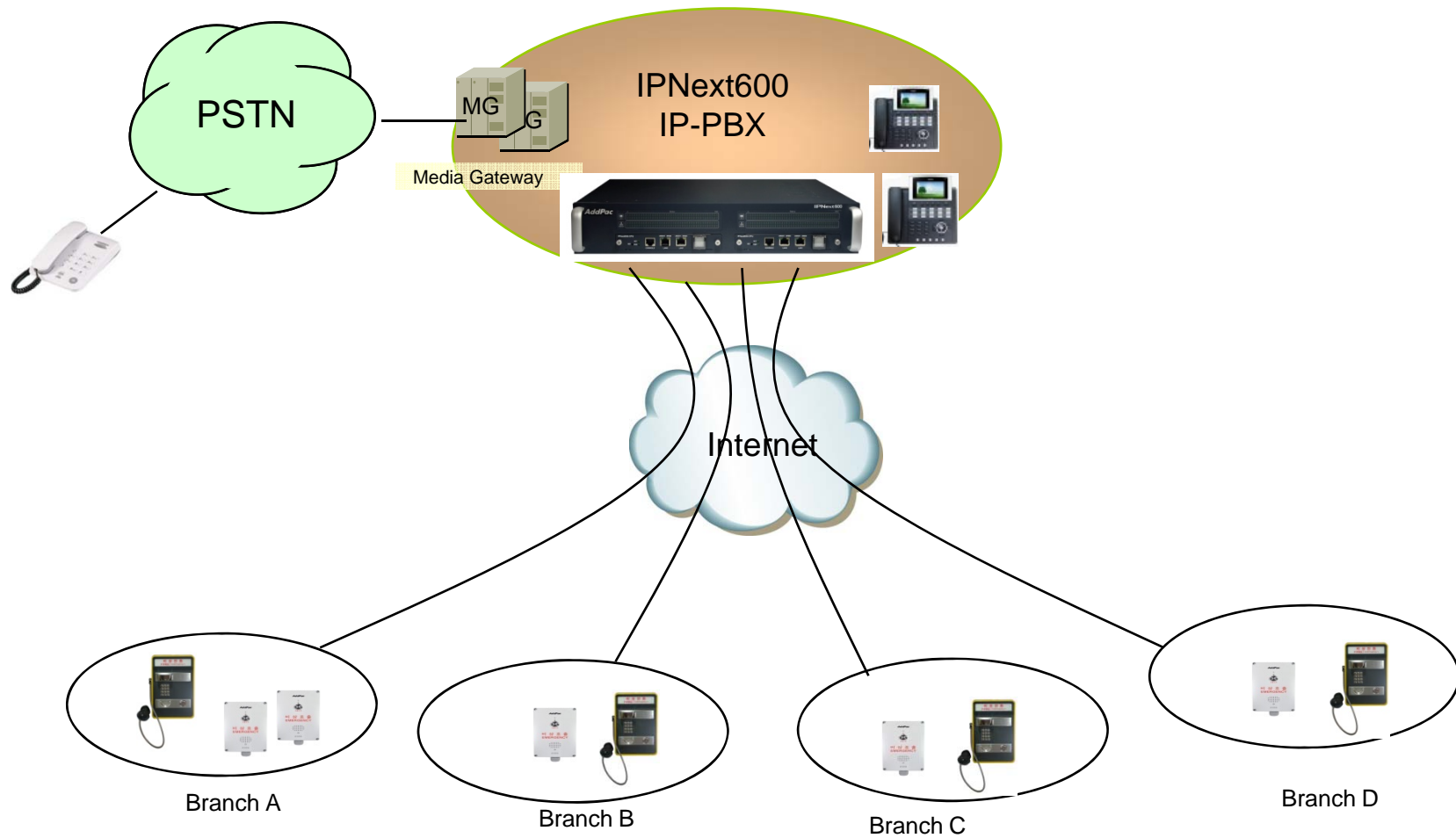
MAP based SIP Emergency Call Service Overview (MAP Editor Service)





IPNext600 IP-PBX Solution for Call Center

Network Diagram



Product Overview

IPNext 600 Next Generation IP-PBX System

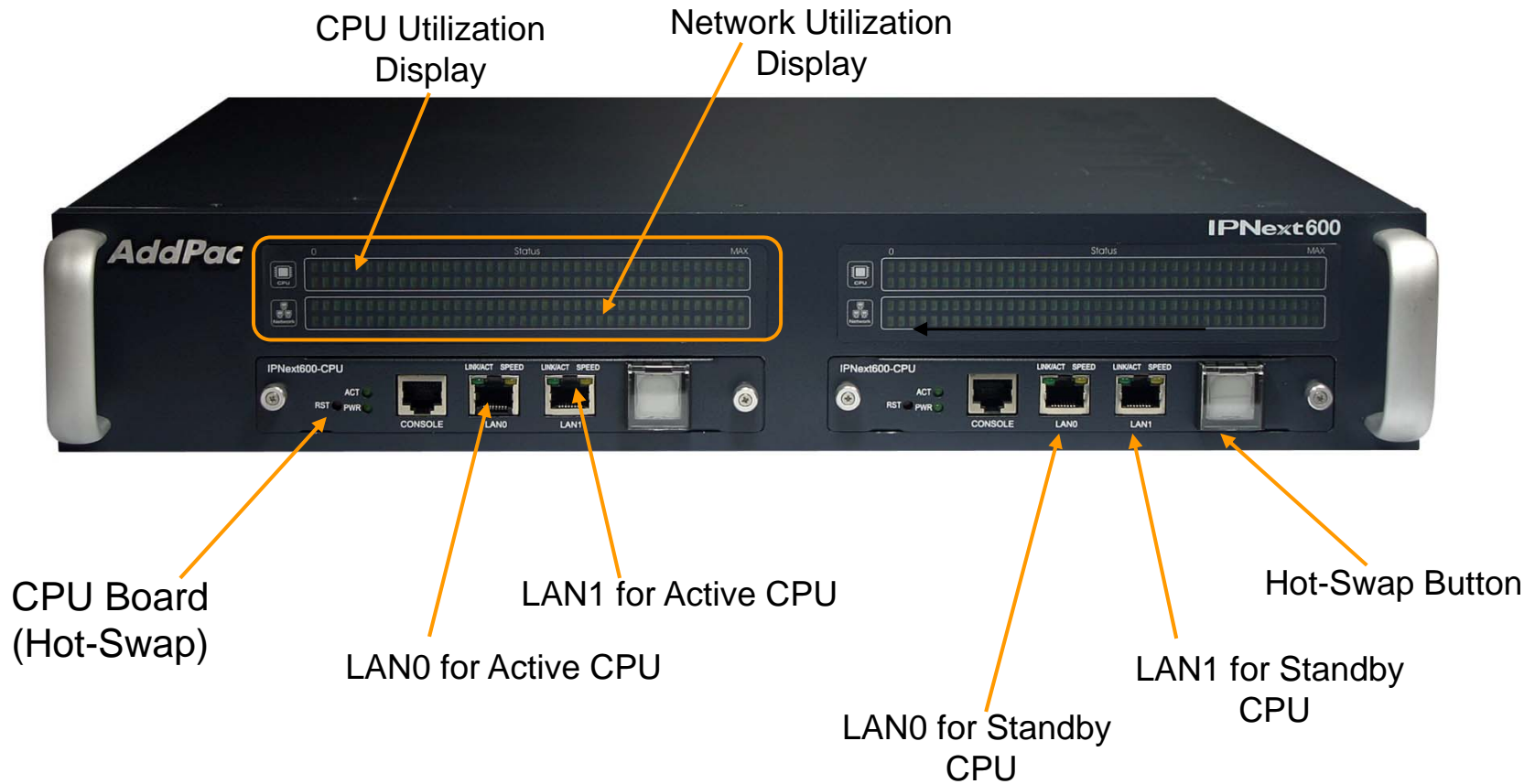
- SIP Application Server, Proxy, Registrar and Location Server
- Multiple ITSP Trunk with SIP & H.323 Accounts Support
- Dual System Redundancy Architecture
 - Two(2) Fast Ethernet Interface / System
- High Performance RISC Architecture
- Powerful Network Protocols (PPPoE, DHCP, Static Routing, etc)
- IPv4/IPv6 Dual Stack
- RTP Proxy Function Embedded for Private IP and IPv6 Address Interworking
- User Presence Service Features for Smart Multimedia Messenger and Smart IP Phone
- IVR Scenario Editor, Voice Mail, Media Service (Coloring), Conference
- Firmware Upgradeable Architecture
- Smart Multimedia Manager for IP-PBX Management
- Smart Messenger Service (click to dial) for Unified Communication
- Smart NMS for Large Scale Deployment
- Advanced Voice QoS Mechanism
- Dual Redundancy Power Module

Hardware Specification

IPNext 600 Next Generation IP-PBX System

RISC
CPU

IPNext 600 Front Side



Hardware Specification

IPNext 600 Next Generation IP-PBX System



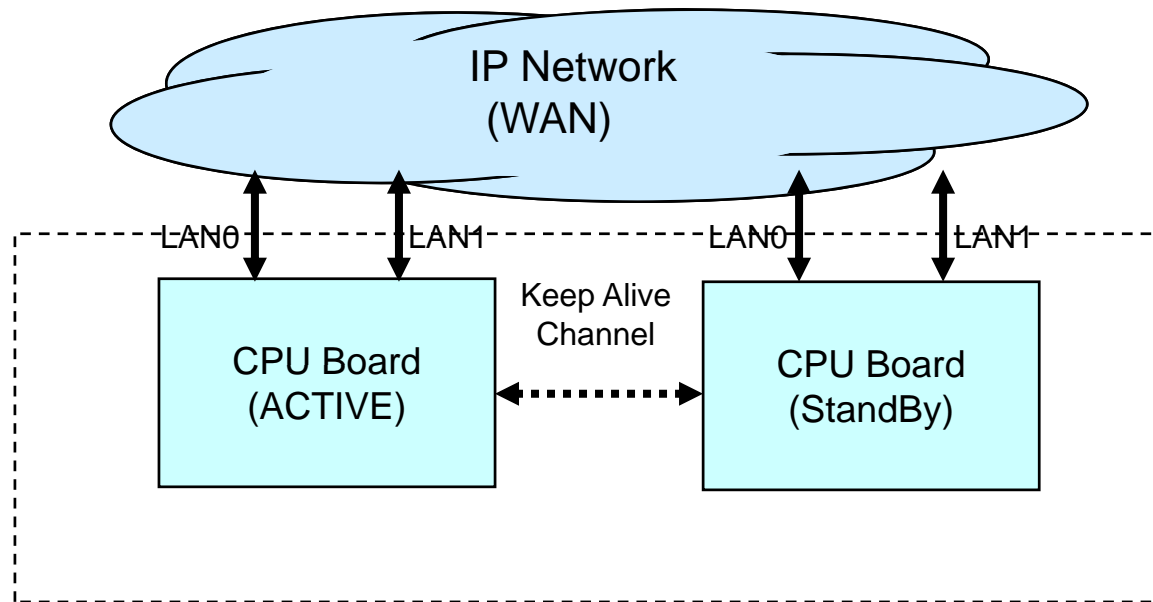
IPNext 600 Back Side



System Redundancy Features

IPNext 600 Next Generation IP-PBX System

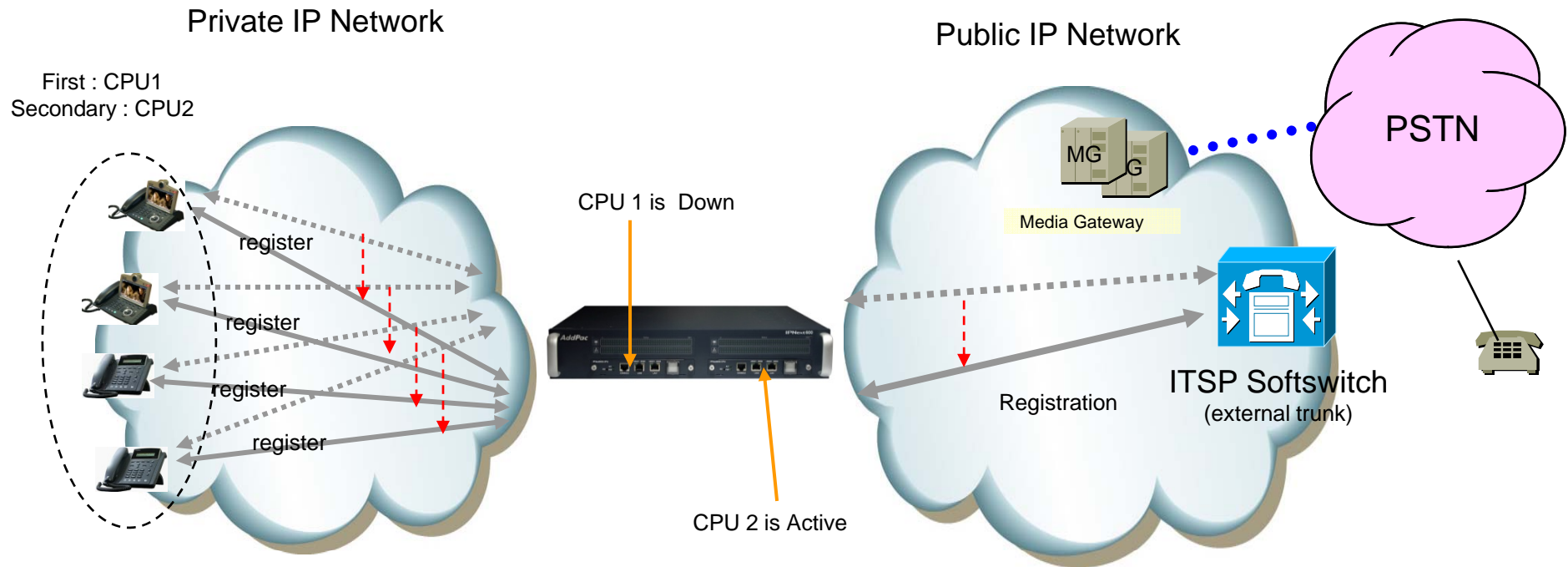
IPNext600 System Block Diagram



System Redundancy Features

IPNext 600 Next Generation IP-PBX System

- Active– Active Duplication Scheme
- Active – Standby Duplication Scheme
- VRRP based Duplication Scheme





Active – Standby Duplication Scheme (example)



IP Phone Solution for Call Center

IP Phone Comparison Table

Model	AP-IP300	AP-IP230
Spec.		
LCD Size	4.3 Inch Color LCD	5 Inch Color LCD
Touch Screen	N/A	Support
Speed-Dial Keys	25 Key with Presence LED	Touch Screen based 25 Keys
Voice Codec	G.711/G.726/ G.729/G.723	G.711/G.726/ G.729/G.723
Signaling	H.323/SIP	H.323/SIP
3-Party Conversation	Support	Support
LAN Port	2	2
PoE(Optional)	Support	Support
FXO(Optional)	Support	Support



IP Voice Recording Solution

Contents

- IP Voice Recording Servers
- Network Diagram for Voice Recording
- SIP Voice Call Flow Diagram
- Smart Digital Voice Recording Management Program



IP Voice Recording Server AP-NR5000

Product Overview

AP-NR5000 IP Voice Recording Server

- IP based Voice Recording Server
- Linux Operating System
- Powerful Management and User Friendly Features
- High-performance Voice/Video Recoding Service
- External IP Phone (AP-IP300, AP-IP230, etc) Interworking Support
- Firmware Upgradeable Architecture
- One(1) 10/100/1000Mbps Gigabit Ethernet Interface
- Up to Five(5) 3.5Inch SATA Hard Disk Interface Support
- USB Interface Support

Hardware Specification

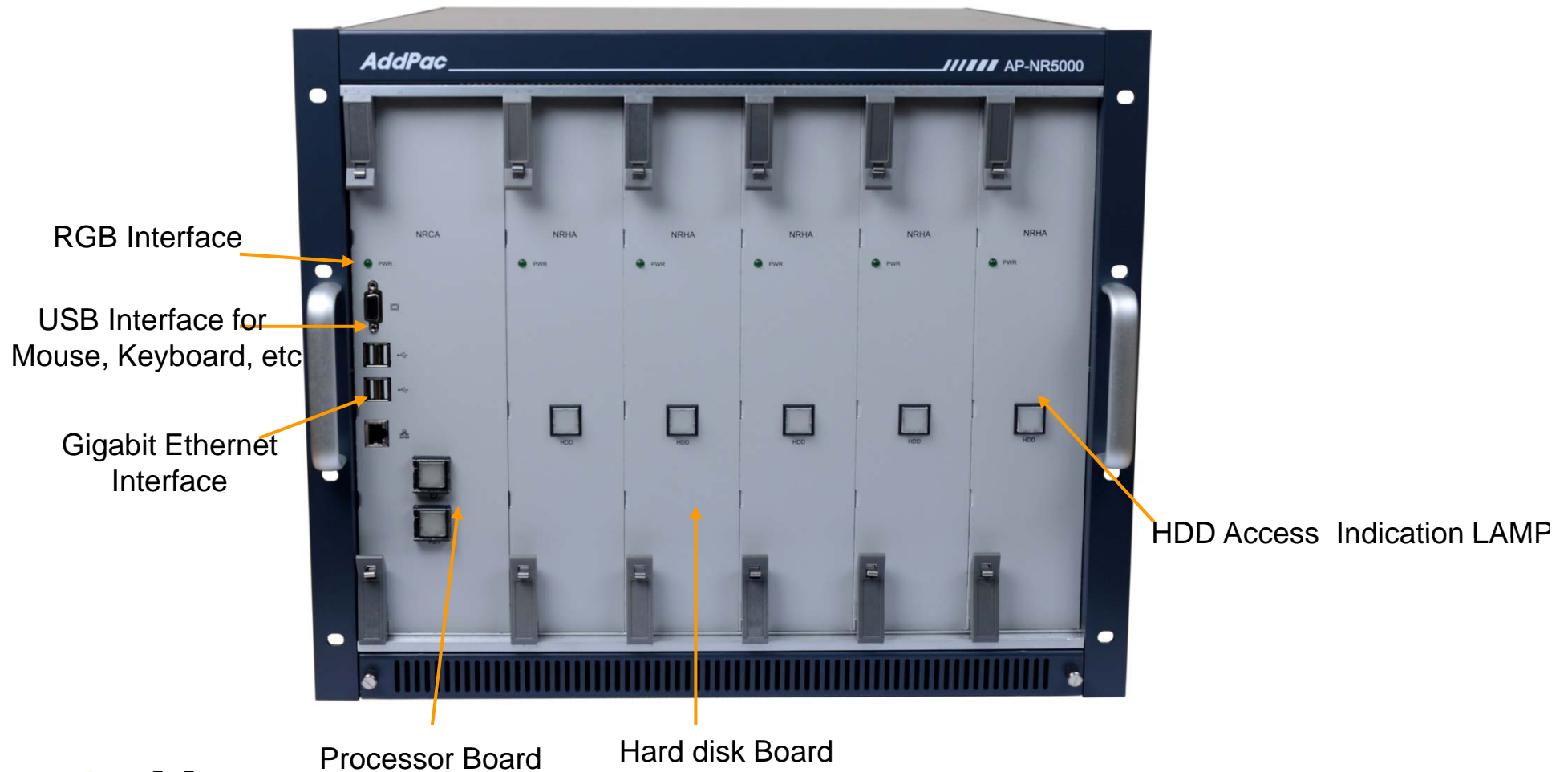
AP-N5000 IP Voice Recording Server

- High Performance Computing Power
- Main Processor Board
 - Network Interface
 - One(1) 10/100/1000Mbps Gigabit Ethernet
 - Video Output Interface
 - RGB Video Output
 - USB 2.0 Interfaces for Mouse, Keyboard, etc
- Hard Disk Board
 - Module Type Design
 - Up Five(5) Hard Disk Slots
 - 10~20 Tera HDD Capacity
- Power Supply
 - Dual Power Supply for Power Redundancy
 - Module Type Power Supply

Hardware Specification

AP-NR5000 IP Voice Call Recording Server

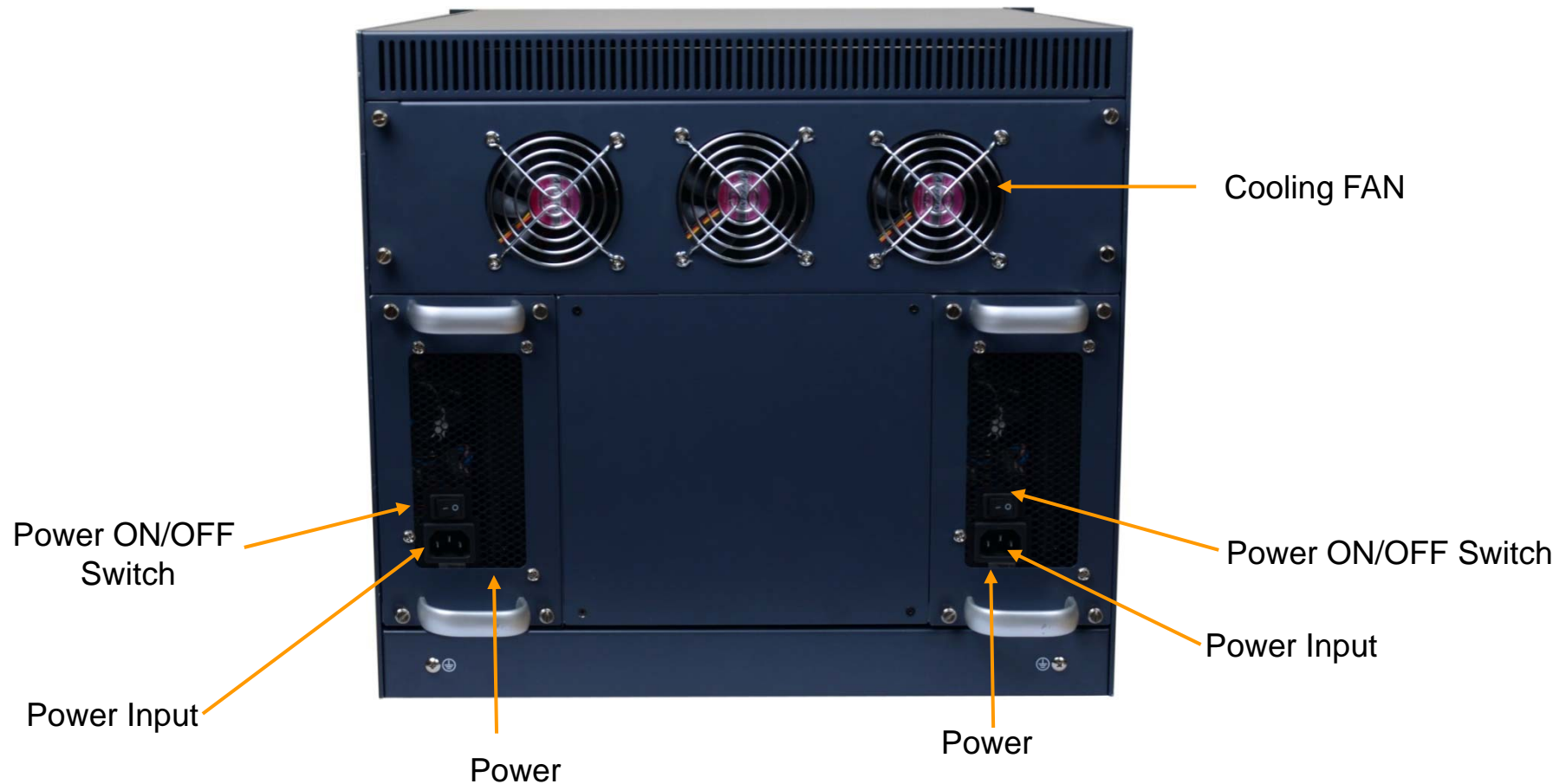
AP-NR5000 Front Side



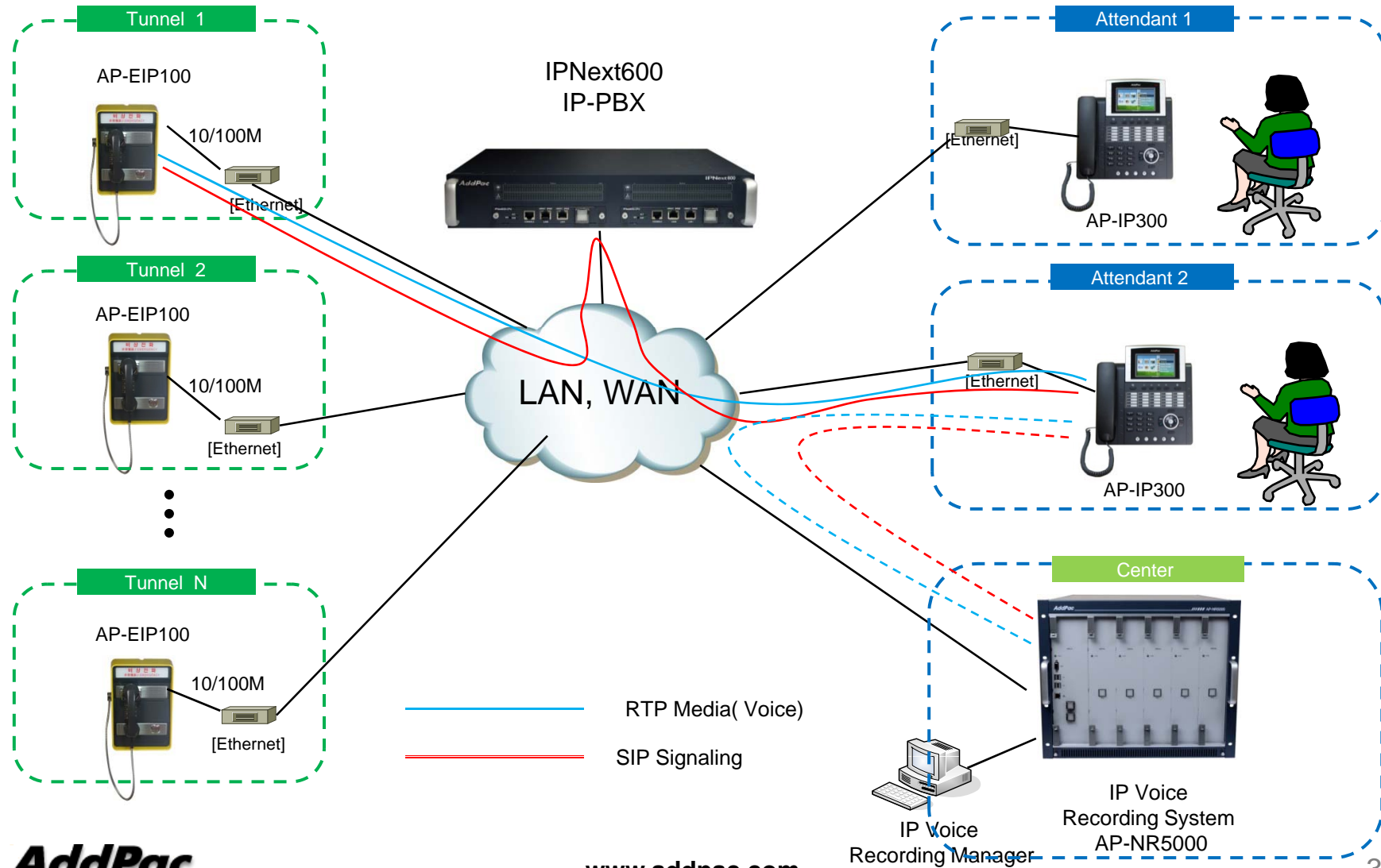
Hardware Specification

AP-NR5000 IP Voice Call Recording Server

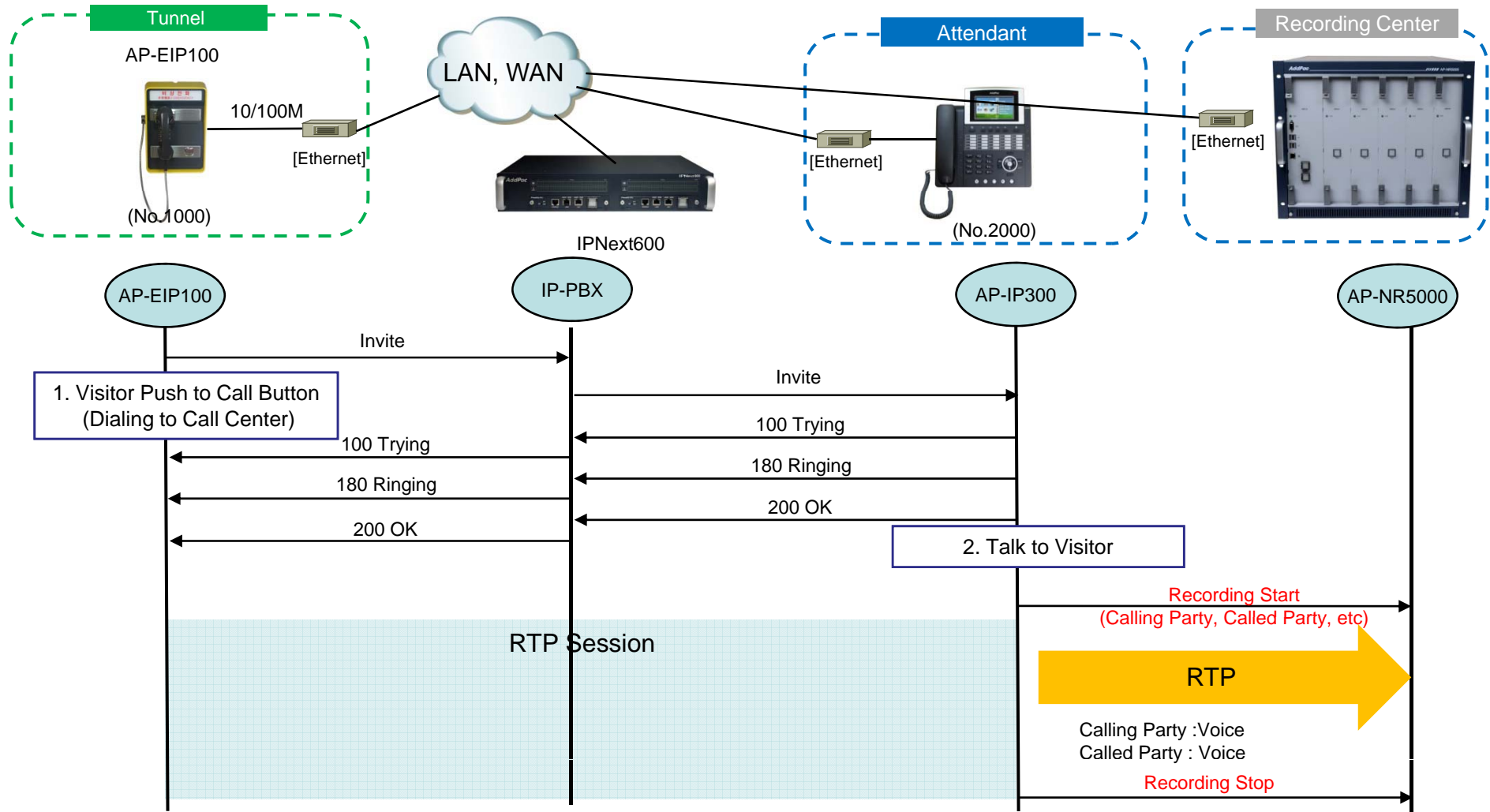
AP-NR5000 Back Side
(Dual Power)



Network Diagram for IP Phone Recording



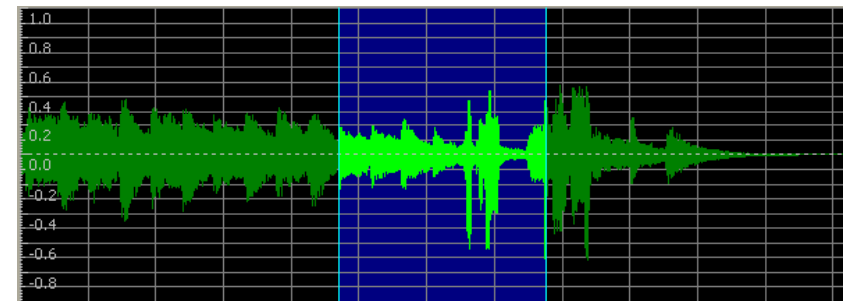
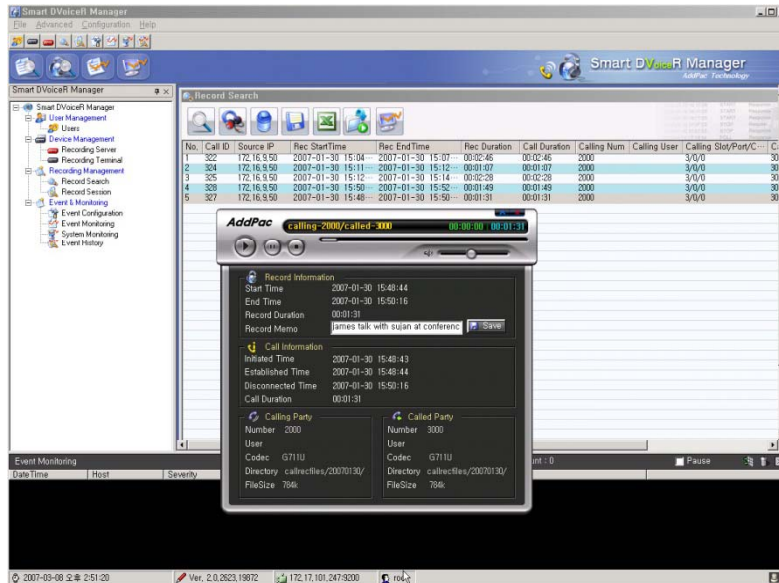
SIP VoIP Call Flow





Smart DVoiceR Manager

Smart DV_{ideo} door phoneR Management Program



- Call History Management (search/modify/delete/save)
- Media Play Management (Play/Stop/Seek/Pause)
- Live Call List Management, Live Call Monitoring
- Local Backup (File Manager Support, PC HDD, DVD) and Local Play
- User Management (registration/modify/delete/search)
- Server Status (CPU/Memory/HDD) & Event Monitoring
- Recording Source Management (Video Phone, etc)
- Live Recording Board

UI example (recording file search..)

Recording File Search Result

Calling Num ▼

	Calling Number	Called Number	Recording Start Time	Recording End Time	Duration (sec)	Play
<input type="checkbox"/>	9000	5000	2010/03/17 09:50:45	2010/03/17 09:51:45	60	Play
<input checked="" type="checkbox"/>	9000	3000	2010/03/18 09:00:12	2010/03/17 09:00:45	33	Play
<input checked="" type="checkbox"/>	9002	9000	2010/03/18 10:50:12	2010/03/17 10:55:12	300	Play
<input type="checkbox"/>	9005	9000	2010/03/18 15:12:03	2010/03/18 15:12:13	10	Play
<input type="checkbox"/>	9006	9000	2010/03/19 01:10:23	2010/03/19 01:11:10	47	Play

[1] [2] [3] ... [Next]

Powerful Recording Search
 * calling number
 * called number
 * date
 * call identifier, etc

Recording Play

Recording Backup
 * selected files from recording server to PC storage

Calling Number : Video Door Phone
 Called Number : Video Phone (attendant)

Login

The image shows the 'Smart DVoiceR Manager' login screen. At the top, it says 'AddPac Technology' and 'Smart DVoiceR Manager USER LOGIN'. There are two input fields: 'I D' with 'root' and 'Password' with '*****'. To the right are 'Login' and 'Setting' buttons. Below the fields are checkboxes for 'Auto login' (unchecked) and 'Save password' (checked). A 'Setting' dialog box is open, titled 'Setting', with a 'Smart Recording Server' section containing 'IP Address' (172.16.4.22) and 'Port' (9200, default: 9200). 'OK' and 'Cancel' buttons are at the bottom of the dialog. Red arrows point from the 'Auto login' checkbox to the text 'Auto Login Configuration' and from the 'Save password' checkbox to 'Password Save'. Another red arrow points from the 'Setting' button to the dialog box.

Auto Login Configuration

Password Save

Setting

Smart Recording Server

IP Address 172.16.4.22

Port 9200 (default: 9200)

OK Cancel

User Management

The screenshot shows the Smart DVoiceR Manager application window. The main window title is "Smart DVoiceR Manager" and it has a menu bar with "File", "Advanced", "Configuration", and "Help". Below the menu bar is a toolbar with various icons. The main content area is divided into a left sidebar and a main pane. The sidebar contains a tree view with the following items: Smart DVoiceR Manager, User Management, Device Management, Smart Recording Server, Smart Recording Terminal, Recording Management, Record Search, Record Session, Event & Monitoring, Event Configuration, Event Monitoring, System Monitoring, Event History, Recording Board, Board Users, Board Groups, and Map List. The main pane is titled "Users" and contains a table with the following data:

No.	ID	Name	Description
1	Administrator	Administrator	Addpac Administrator
2	root	recording manager	Maintenance dept.

Annotations with red arrows point to the following features:

- New Manager Registration**: Points to the "New" icon (a person with a plus sign) in the top toolbar of the "Users" window.
- Manager Information Modification**: Points to the "Edit" icon (a person with a pencil) in the top toolbar of the "Users" window.
- Manager Delete**: Points to the "Delete" icon (a person with a minus sign) in the top toolbar of the "Users" window.

The status bar at the bottom of the application shows the date and time "2007-06-13 오후 1:43:49", the version "Ver. 1.0.2719", the IP address "172.16.31.14:9200", and the user "root".

Recording Server Status Monitoring

The screenshot displays the Smart DVoiceR Manager application interface. The main window shows a tree view on the left with 'Smart Recording Server' selected. Two 'Smart Recording Server' status windows are open, showing server status and configuration options.

Smart Recording Server Status (Left):
172.16.31
Smart Re

Smart Recording Server Status (Right):
172.16.31, 14:9200
Smart Recording Server is running.

Configuration (Client Session List):
Max Session : 10
Keep Alive Interval : 15 sec

Client List Table:

No.	User	IP Address	Port	Access Time	Duration
1	root	172.16.1.31	4417	2007-06-13 13:40:05	00:04:49

A red arrow points to the first row of the Client List table, labeled 'Client List'.

System tray: 2007-06-13 오후 1:46:20, Ver. 1.0.2719, 172.16.31, 14:9200, root

Recording File Management

(Recorded File Monitoring (play/seek/pause/resume/stop))

The screenshot displays the Smart DVoiceR Manager software interface. The main window shows a 'Record Search' table with columns for No., Call ID, Source IP, Rec StartTime, Rec EndTime, Rec Duration, Call Duration, Calling Num, Calli..., Calling..., Called Num, Calle..., and Called S... The table contains 19 rows of recording data. A 'Search Filter' dialog box is open, showing search criteria for Record Time (Start Time: 2007-06-14 00:00:00, End Time: 2007-06-14 23:59:59) and Filter rules (Calling Number: IsExactly 2000, Called Number: IsExactly 3000). A playback control window is overlaid on the table, showing 'AddPac calling-3004/called-5020' with a progress bar and a 'Memo Save' button. The status bar at the bottom shows the date and time as 2007-06-13 오후 3:25:07, version 1.0.2720, and the IP address 172.16.4.22:9200.

No.	Call ID	Source IP	Rec StartTime	Rec EndTime	Rec Duration	Call Duration	Calling Num	Calli...	Calling...	Called Num	Calle...	Called S...
1	39500	172.17.213.100	2007-06-13 13:12:15	2007-06-13 13:12:43	00:00:28	00:00:28	3000		4/0/0	5016		4/0/0
2	39502	172.17.213.100	2007-06-13 13:12:15	2007-06-13 13:12:43	00:00:28	00:00:28	3001		4/1/0	5017		4/1/0
3	39504	172.17.213.100	2007-06-13 13:12:15	2007-06-13 13:12:43	00:00:28	00:00:28	3002		4/2/0	5018		4/2/0
4	39506	172.17.213.100	2007-06-13 13:12:15	2007-06-13 13:12:43	00:00:28	00:00:28	3003		4/3/0	5019		4/3/0
5	39508	172.17.213.100	2007-06-13 13:12:15	2007-06-13 13:12:44	00:00:28	00:00:28	3004		5/0/0	5020		5/0/0
6	39510	172.17.213.100	2007-06-13 13:12:15	2007-06-13 13:12:44	00:00:28	00:00:28	3005		5/1/0	5021		5/1/0
7	39512	172.17.213.100	2007-06-13 13:12:15	2007-06-13 13:12:45	00:00:29	00:00:28	3006		5/2/0	5022		5/2/0
8	39514	172.17.213.100	2007-06-13 13:12:15	2007-06-13 13:12:45	00:00:29	00:00:28	3007		5/3/0	5023		5/3/0
9	39516	172.17.213.100	2007-06-13 13:12:15	2007-06-13 13:12:45	00:00:29	00:00:28	3007		5/3/0	5023		5/3/0
10	39518	172.17.213.100	2007-06-13 13:12:15	2007-06-13 13:12:45	00:00:29	00:00:28	3007		5/3/0	5023		5/3/0
11	39520	172.17.213.100	2007-06-13 13:12:16	2007-06-13 13:12:16	00:00:00	00:00:00				5024		6/0/0
12	39522	172.17.213.100	2007-06-13 13:12:16	2007-06-13 13:12:16	00:00:00	00:00:00				5025		6/1/0
13	39524	172.17.213.100	2007-06-13 13:12:16	2007-06-13 13:12:16	00:00:00	00:00:00				5026		6/2/0
14	39526	172.17.213.100	2007-06-13 13:12:17	2007-06-13 13:12:17	00:00:00	00:00:00				5027		6/3/0
15	39528	172.17.213.100	2007-06-13 13:12:17	2007-06-13 13:12:17	00:00:00	00:00:00				5028		7/0/0
16	39529	172.17.213.100	2007-06-13 13:12:17	2007-06-13 13:12:17	00:00:00	00:00:00				5029		7/1/0
17	39498	172.17.213.100	2007-06-13 13:12:17	2007-06-13 13:12:17	00:00:00	00:00:00				5030		7/2/0
18	39499	172.17.213.100	2007-06-13 13:12:17	2007-06-13 13:12:17	00:00:00	00:00:00				5031		7/3/0
19	39501	172.17.213.100	2007-06-13 13:12:17	2007-06-13 13:12:17	00:00:00	00:00:00				2000		0/0/0
										2001		0/1/0
										2002		0/2/0
										2003		0/3/0
										2004		1/0/0
										2005		1/1/0
										2006		1/2/0
										2007		1/3/0
										2008		2/0/0
										2009		2/1/0
										2010		2/2/0
										2011		2/3/0
										2013		3/1/0
										2014		3/2/0
										2015		3/3/0
										2012		3/0/0
										5016		4/0/0
										5017		4/1/0

Recording File List Save (Excel File Format)

The screenshot displays the Smart DVoiceR Manager application. The main window shows a 'Record Search' section with a table of recording data. A dialog box titled '다른 이름으로 저장' (Save As) is open, showing the file name 'Records.xls' and the format 'Excel Files'. A progress bar indicates that 69% of the records are being exported. A 'Records Exporting !!!' dialog box is also visible, showing a progress bar and a 'Cancel' button. The background shows a list of records with columns for No., Call ID, Source IP, Rec StartTime, Rec EndTime, and Rec.

No.	Call ID	Source IP	Rec StartTime	Rec EndTime	Rec
1	63292	172.16.9.60	2007-06-12 09:44:59	2007-06-12 09:46:34	00:01:35
2	63293	172.16.9.60	2007-06-12 09:46:38	2007-06-12 10:10:38	00:22:49
3	63295	172.16.9.60	2007-06-12 10:11:28	2007-06-12 10:14:34	00:03:06
4	64171	172.16.9.60	2007-06-12 13:24:09	2007-06-12 13:24:09	00:00:00
5					
6					
7					
8	64177	172.16.9.60	2007-06-12 14:04:09	2007-06-12 14:04:25	00:00:16
9	64181	172.16.9.60	2007-06-12 14:05:11		
10	64185	172.16.9.60	2007-06-12 14:34:21		
11	64186	172.16.9.60	2007-06-12 14:37:31		
12	67503	172.16.9.60	2007-06-12 16:00:00		
13	67504	172.16.9.60	2007-06-12 16:02:51		
14	67515	172.16.9.60	2007-06-12 17:03:21		
15	67517	172.16.9.60	2007-06-12 17:06:00		

Recording File Waveform Analyzer



Recording File Waveform Analyzer

(Repeated Play)



Recording File Waveform Analyzer

(Bookmark Play)

The screenshot displays the 'Voice WaveForm Analyzer' interface. It features two waveform plots: the top one is yellow and the bottom one is green. Both plots have a vertical axis labeled 'smpl' ranging from -20000 to 20000 and a horizontal axis with time markers from 00:00:00 to 00:03:05. The top plot has checkboxes for 'Calling Enable/Disable' and 'Called Enable/Disable'. A 'Bookmark Set' label points to a specific time on the top waveform. A 'Bookmark' label with a pushpin icon points to a specific time on the bottom waveform. A 'Play at Bookmark Position' label points to a time on the bottom waveform. A 'Bookmark List' dialog box is open, showing a table with columns 'No.', 'Name', and 'Time'. The table contains one entry: '1', 'my bookmark no1.', '00:01:05'. The dialog has buttons for 'Modify', 'Bookmark Set', 'Bookmark Delete', and 'Bookmark List'. A 'Play From Here' context menu is open over the bottom waveform, with options 'Set Bookmark' and 'Bookmark List'. The bottom of the interface includes a control bar with play, pause, stop, and other icons, and a 'Bookmark List' section showing '00:00:00 / 00:03:06'.

No.	Name	Time
1	my bookmark no1.	00:01:05

Recording File Waveform Analyzer

(Column Side Zooming)



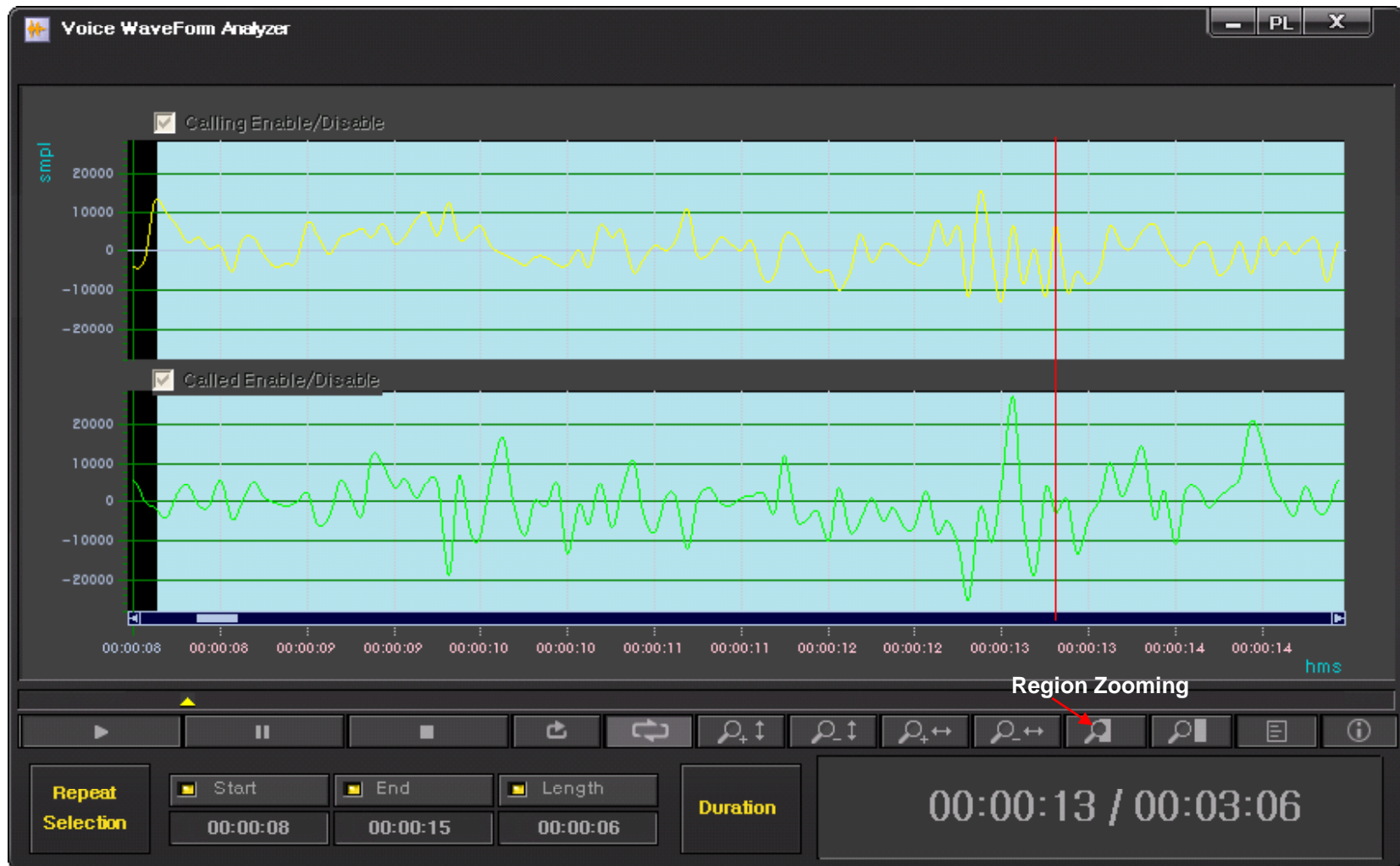
Recording File Waveform Analyzer

(Row Side Zooming)



Recording File Waveform Analyzer

(Region Zooming)



Recording File Waveform Analyzer

(Call Info. Display)

The screenshot displays the 'Voice WaveForm Analyzer' application window. The main interface features two waveform plots: a top plot with a yellow waveform and a bottom plot with a green waveform. A central 'Record Information' dialog box is open, displaying the following data:

Record Information	
Start Time	2007-06-12 10:11:28
End Time	2007-06-12 10:14:34
Record Duration	00:03:06
Record Memo	<input type="text"/>

Call Information	
Initiated Time	2007-06-12 10:13:15
Established Time	2007-06-12 10:13:16
Disconnected Time	2007-06-12 10:16:24
Call Duration	00:03:08

Calling Party	
Number	1015
User	
Codec	G711U
Directory	/mnt/hda1/callrecfiles
FileSize	1606k

Called Party	
Number	6015
User	
Codec	G711U
Directory	/mnt/hda1/callrecfiles
FileSize	1606k

At the bottom of the window, there is a control bar with playback buttons (play, pause, stop, previous, next, zoom in, zoom out, zoom reset, zoom full) and a 'Call Info. Display' button. Below the control bar, a 'Repeat Selection' section shows 'Start' (00:00:10), 'End' (00:00:11), and 'Length' (00:00:01). A 'Duration' section shows '00:00:11 / 00:03:06'. The text 'Original View Mode' is displayed above the duration. A red arrow points from the 'Call Info. Display' button to the 'Call Info. Display' text in the bottom right corner of the waveform area.

Live Call Recording List and Monitoring

The screenshot displays the Smart DVoiceR Manager interface. The main window is titled "Smart DVoiceR Manager" and features a menu bar (File, Advanced, Configuration, Help) and a toolbar. The central area is labeled "Current Call List Display" and "Live Play". Below this, there is a "Record Session" section with a "Refresh Interval" set to 5 seconds and an "Apply" button. The main display is a table of call records with columns: No., Call ID, Source IP, Rec StartTime, Initiated Time, Established Time, Call Duration, Calling Num, Calling User, Calling SI..., and Calling Trans... The table contains 37 rows of data. A "Record Information" window is overlaid on the table, showing details for a call with ID 3006. The window includes a "Live" button and a progress bar. The "Record Information" window is divided into "Record Information", "Call Information", "Calling Party", and "Called Party" sections.

No.	Call ID	Source IP	Rec StartTime	Initiated Time	Established Time	Call Duration	Calling Num	Calling User	Calling SI...	Calling Trans...
1	46551	172.17.213.100	2007-06-13 15:20:42	2007-06-13 15:2...	2007-06-13 15:22:38	00:00:11	5009		2/1/0	G7231_63->... 2
2	46552	172.17.213.100	2007-06-13 15:20:42	2007-06-13 15:2...	2007-06-13 15:22:38	00:00:11	5007		1/3/0	G7231_63->... 2
3	46553	172.17.213.100	2007-06-13 15:20:43	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:10	5013		3/1/0	G7231_63->... 2
4	46558	172.17.213.100	2007-06-13 15:20:44	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	3015		7/3/0	G7231_63->... 5
5	46554	172.17.213.100	2007-06-13 15:20:44	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5011		2/3/0	G7231_63->... 2
6	46555	172.17.213.100	2007-06-13 15:20:44	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		3/2/0	G7231_63->... 2
7	46556	172.17.213.100	2007-06-13 15:20:44	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		3/3/0	G7231_63->... 2
8	46559	172.17.213.100	2007-06-13 15:20:45	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		7/2/0	G7231_63->... 5
9	46557	172.17.213.100	2007-06-13 15:20:45	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		0/3/0	G7231_63->... 2
10	46560	172.17.213.100	2007-06-13 15:20:46	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		7/0/0	G7231_63->... 5
11	46561	172.17.213.100	2007-06-13 15:20:47	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		1/0/0	G7231_63->... 2
12	46546	172.17.213.100	2007-06-13 15:20:34	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		4/3/0	G7231_63->... 5
13	46563	172.17.213.100	2007-06-13 15:20:47	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		6/0/0	G7231_63->... 5
14	46562	172.17.213.100	2007-06-13 15:20:50	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		1/2/0	G7231_63->... 2
15	46545	172.17.213.100	2007-06-13 15:20:36	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		3/0/0	G7231_63->... 2
16	46564	172.17.213.100	2007-06-13 15:20:50	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		4/0/0	G7231_63->... 5
17	46565	172.17.213.100	2007-06-13 15:20:51	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		5/3/0	G7231_63->... 5
18	46547	172.17.213.100	2007-06-13 15:20:41	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		0/2/0	G7231_63->... 2
19	46566	172.17.213.100	2007-06-13 15:20:52	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		6/2/0	G7231_63->... 5
20	46548	172.17.213.100	2007-06-13 15:20:41	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		1/1/0	G7231_63->... 2
21	46567	172.17.213.100	2007-06-13 15:20:52	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		4/2/0	G7231_63->... 5
22	46549	172.17.213.100	2007-06-13 15:20:41	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		2/0/0	G7231_63->... 2
23	46568	172.17.213.100	2007-06-13 15:20:52	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		5/2/0	G7231_63->... 5
24	46569	172.17.213.100	2007-06-13 15:20:52	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		6/1/0	G7231_63->... 5
25	46570	172.17.213.100	2007-06-13 15:20:52	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		5/0/0	G7231_63->... 5
26	46550	172.17.213.100	2007-06-13 15:20:42	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		0/0/0	G7231_63->... 2
27	46573	172.17.213.100	2007-06-13 15:20:53	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		4/1/0	G7231_63->... 5
28	6208	172.16.9.60	2007-06-13 15:20:30	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		4/2/0	G729A_8->G... 2
29	6209	172.16.9.60	2007-06-13 15:20:30	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		5/0/0	G729A_8->G... 2
30	6223	172.16.9.60	2007-06-13 15:20:45	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		1/3/0	G729A_8->G... 6
31	6213	172.16.9.60	2007-06-13 15:20:32	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		4/0/0	G729A_8->G... 2
32	6214	172.16.9.60	2007-06-13 15:20:32	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		4/3/0	G729A_8->G... 2
33	6215	172.16.9.60	2007-06-13 15:20:32	2007-06-13 15:2...	2007-06-13 15:22:39	00:00:09	5014		4/1/0	G729A_8->G... 2
34	6224	172.16.9.60	2007-06-13 15:20:49	2007-06-13 15:2...	2007-06-13 15:22:42	00:00:04	1006		1/2/0	G729A_8->G... 6
35	5882	172.16.9.60	2007-06-13 15:08:56	2007-06-13 15:1...	2007-06-13 15:10:48	00:11:57	1015		3/3/0	G729A_8->G... 6
36	6220	172.16.9.60	2007-06-13 15:20:41	2007-06-13 15:2...	2007-06-13 15:22:35	00:00:12	1004		1/0/0	G729A_8->G... 6
37	6221	172.16.9.60	2007-06-13 15:20:42	2007-06-13 15:2...	2007-06-13 15:22:35	00:00:11	1005		1/1/0	G729A_8->G... 6

Event Management (Configuration)

Smart DVoiceR Manager

File Advanced Configuration Help

Smart DVoiceR Manager AddPac Technology

Event Configuration

Event Source

Host : 172.16.4.22 ← **Server IP address**

Listen Port : 514 ← **Event Port Number**

1. Emergency
The presence of a condition that has either caused the system to become unstable or has crashed the system.

2. Error
Error events are warnings of conditions that will affect the performance of the MX.

← **Realtime event level Setting**

Event Filter | Event Logging Filter

+ Event filter setting for source.

Select / Deselect All

Category	Severity	Description
<input checked="" type="checkbox"/> recording	Warning	recording
<input checked="" type="checkbox"/> play	Warning	play
<input checked="" type="checkbox"/> system	Warning	system

Use Emergency Sound

OK Cancel

Event Configuration

Event Source

Host : 172.16.4.22

Listen Port : 514

1. Emergency
The presence of a condition that has either caused the system to become unstable or has crashed the system.

2. Error
Error events are warnings of conditions that will affect the performance of the MX.

← **Event logging level Setting**

Event Filter | Event Logging Filter

+ Event filter setting for logging.

Select / Deselect All

Category	Severity	Description
<input checked="" type="checkbox"/> recording	Warning	recording
<input checked="" type="checkbox"/> play	Warning	play
<input checked="" type="checkbox"/> system	Warning	system

Use Emergency Sound

OK Cancel

Event level Configuration

Sound Play On/Off at Server Emergency Event Occurring

2007-06-14 오후 4:25:35 Ver. 1.0.2720 172.16.4.22:9200 root

Event Management (Monitoring)

The screenshot displays the Smart DVoiceR Manager interface. The main window shows a list of call records with columns for No., Call ID, Source IP, Rec StartTime, Initiated Time, Established Time, Call Duration, Calling Num, and Calli... The interface includes a menu bar (File, Advanced, Configuration, Help), a toolbar, and a left-hand navigation tree. A 'Refresh Interval' of 5 seconds is set, with an 'Apply' button. A 'Pause' button is visible in the bottom right corner of the main window.

Annotations with red arrows point to specific features:

- Event Display Window:** Points to the left-hand navigation tree.
- Event level Configuration Window:** Points to the 'Record Session' option in the navigation tree.
- Event Display Window Clear:** Points to the trash icon in the bottom right corner of the main window.
- Event Receiving Pause:** Points to the 'Pause' button in the bottom right corner of the main window.

The bottom window, titled 'Event Monitoring', shows a table of events with columns for Date Time, Host, Severity, Module, and Description. The events are listed chronologically from Jun 14 07:25:43 to Jun 14 07:25:46. The status bar at the bottom indicates the date and time as 2007-06-14 오후 4:28:57, version 1.0.2720, and IP address 172.16.4.22:9200.

Event Management

(System Monitoring)

The screenshot displays the 'System Monitoring' window of the Smart DVoiceR Manager. The interface includes a navigation tree on the left and a main performance dashboard. The dashboard features three rows of monitoring widgets, each with a current status gauge and a history line graph.

Performance Metrics:

- CPU Usage:** Current usage is 40%. The history graph shows fluctuating activity over time.
- Memory Usage:** Current usage is 61 MB. The history graph shows a steady increase in memory usage.
- Trans Codec Usage:** Current usage is 54. The history graph shows a peak at 'Max 128'.

System Resource Summary:

Resource	Total	Available	Used	Used(%)
CPU	Total(%)	100	Used(%)	0
Memory	254752 KB	171860 KB	82892 KB	32,54
Transcoding Channel	Max 128	Used	0	
HDD	304273 MB	138124 MB	166149 MB	54,61

Disk Space Usage:

- rootfs (/):** 2.00 GB used out of 3.00 GB total.
- /dev/hda1 (/mnt/hda1):** 139.00 GB used out of 300.00 GB total.

The status bar at the bottom indicates the date and time as 2007-06-14 오후 4:38:08, the version as Ver. 1,0,2720, and the current user as root.

Event Management

(Event History)

Event Search Time Setting

Start : 2007-06-14 00:00:00
End : 2007-06-14 23:59:59

Event category

Recording : Debug
 Play : Debug
 System : Debug

Search Condition Setting

Filter Name : Event
Rule : IsExactly
Search :

Event History Table

No.	Event Time	Host	Category	Severity	Event
22	2007-06-14 15:14:21	172.16.4.22	recording	Informational	recording stopping : call_id = 0, ip = , mac_addr =
23	2007-06-14 15:14:21	172.16.4.22	recording	Informational	recording stopping : call_id = 0, ip = , mac_addr =
24	2007-06-14 15:15:01	172.16.4.22	recording	Informational	new recording starting : call_id = 9702, ip = 172.16.9...
25	2007-06-14 15:15:32	172.16.4.22	recording	Informational	new recording starting : call_id = 9784, ip = 172.16.9...
26	2007-06-14 15:15:32	172.16.4.22	recording	Informational	new recording starting : call_id = 9788, ip = 172.16.9...
27	2007-06-14 15:15:33	172.16.4.22	recording	Informational	new recording starting : call_id = 9790, ip = 172.16.9...
28	2007-06-14 15:15:35	172.16.4.22	recording	Informational	new recording starting : call_id = 9792, ip = 172.16.9...
29	2007-06-14 15:15:37	172.16.4.22	recording	Informational	new recording starting : call_id = 9794, ip = 172.16.9...
30	2007-06-14 15:15:39	172.16.4.22	recording	Informational	new recording starting : call_id = 9797, ip = 172.16.9...
31	2007-06-14 15:15:40	172.16.1.48	system	Debug	getChannelUsage : client ip = 172.16.1.48, port = 1824
32	2007-06-14 15:15:43	172.16.1.48	system	Debug	get system information requested : cpu = 15%, mem...
33	2007-06-14 15:15:44	172.16.1.48	system	Debug	get system information requested : cpu = 20%, mem...
34	2007-06-14 15:15:45	172.16.1.48	system	Debug	get system information requested : cpu = 20%, mem...
35	2007-06-14 15:15:45	172.16.1.48	system	Debug	get transcoding channel usage :
36	2007-06-14 15:15:46	172.16.1.48	system	Debug	getChannelUsage : client ip = 172.16.1.48, port = 1824
37	2007-06-14 15:15:47	172.16.1.48	system	Debug	get system information requested : cpu = 1%, memor...
38	2007-06-14 15:15:47	172.16.1.48	system	Debug	get transcoding channel usage :
39	2007-06-14 15:15:48	172.16.1.48	system	Debug	getChannelUsage : client ip = 172.16.1.48, port = 1824
40	2007-06-14 15:15:49	172.16.1.48	system	Debug	getChannelUsage : client ip = 172.16.1.48, port = 1824
41	2007-06-14 15:15:50	172.16.1.48	system	Debug	getChannelUsage : client ip = 172.16.1.48, port = 1824
42	2007-06-14 15:15:51	172.16.1.48	system	Debug	get system information requested : cpu = 16%, mem...
43	2007-06-14 15:15:51	172.16.1.48	system	Debug	get transcoding channel usage :
44	2007-06-14 15:15:52	172.16.1.48	system	Debug	getChannelUsage : client ip = 172.16.1.48, port = 1824
45	2007-06-14 15:15:53	172.16.1.48	system	Debug	getChannelUsage : client ip = 172.16.1.48, port = 1824
46	2007-06-14 15:15:54	172.16.1.48	system	Debug	getChannelUsage : client ip = 172.16.1.48, port = 1824
47	2007-06-14 15:15:55	172.16.1.48	system	Debug	getChannelUsage : client ip = 172.16.1.48, port = 1824
48	2007-06-14 15:15:56	172.16.1.48	system	Debug	getChannelUsage : client ip = 172.16.1.48, port = 1824
49	2007-06-14 15:15:57	172.16.1.48	system	Debug	get system information requested : cpu = 16%, mem...
50	2007-06-14 15:15:57	172.16.1.48	system	Debug	get transcoding channel usage :
51	2007-06-14 15:15:58	172.16.4.22	recording	Informational	recording stopping : call_id = 9785, ip = 172.16.9.60, ...
52	2007-06-14 15:15:58	172.16.1.48	system	Debug	get system information requested : cpu = 8%, memor...
53	2007-06-14 15:15:58	172.16.1.48	system	Debug	get transcoding channel usage :

Smart File Manager

(Login)



Smart File Manager

(Recorded Call List Search)

Smart File Manager
File Management Help

AddPac Smart File Manager
AddPac Technology

Search Target: Remote Database Start: 2007년 5월 4일 금요일 End: 2007년 5월 4일 금요일 Search Advanced (Total: 1255) (Page 1/2)

Start Time	End Time	Duration	Calling Number	Calling User	Called Number	Called User	Recording Source
2007-05-04 05:28:40	2007-05-04 05:29:07	00:00:27	5000		1015		172.17.213.100
2007-05-04 05:29:26	2007-05-04 05:29:53	00:00:27	5000		1015		172.17.213.100
2007-05-04 05:30:02	2007-05-04 05:30:29	00:00:27	5000		1015		172.17.213.100
2007-05-04 05:30:56	2007-05-04 05:31:34	00:00:38	5000		1015		172.17.213.100
2007-05-04 05:32:09	2007-05-04 05:32:36	00:00:27	5000		1015		172.17.213.100
2007-05-04 05:33:12	2007-05-04 05:33:39	00:00:27	5000		1015		172.17.213.100
2007-05-04 05:34:24	2007-05-04 05:34:51	00:00:27	5000		1015		172.17.213.100
2007-05-04 05:35:18	2007-05-04 05:35:45	00:00:27	5000		1015		172.17.213.100
2007-05-04 05:36:21	2007-05-04 05:36:48	00:00:27	5000		1015		172.17.213.100
2007-05-04 05:36:57	2007-05-04 05:37:24	00:00:27	5000		1015		172.17.213.100
2007-05-04 05:37:33	2007-05-04 05:38:00	00:00:27	5000		1015		172.17.213.100

Remote Database (172.17.101.251)
2007
05
2007-05-04

Local Database (127.0.0.1)
2007
05

Status Display

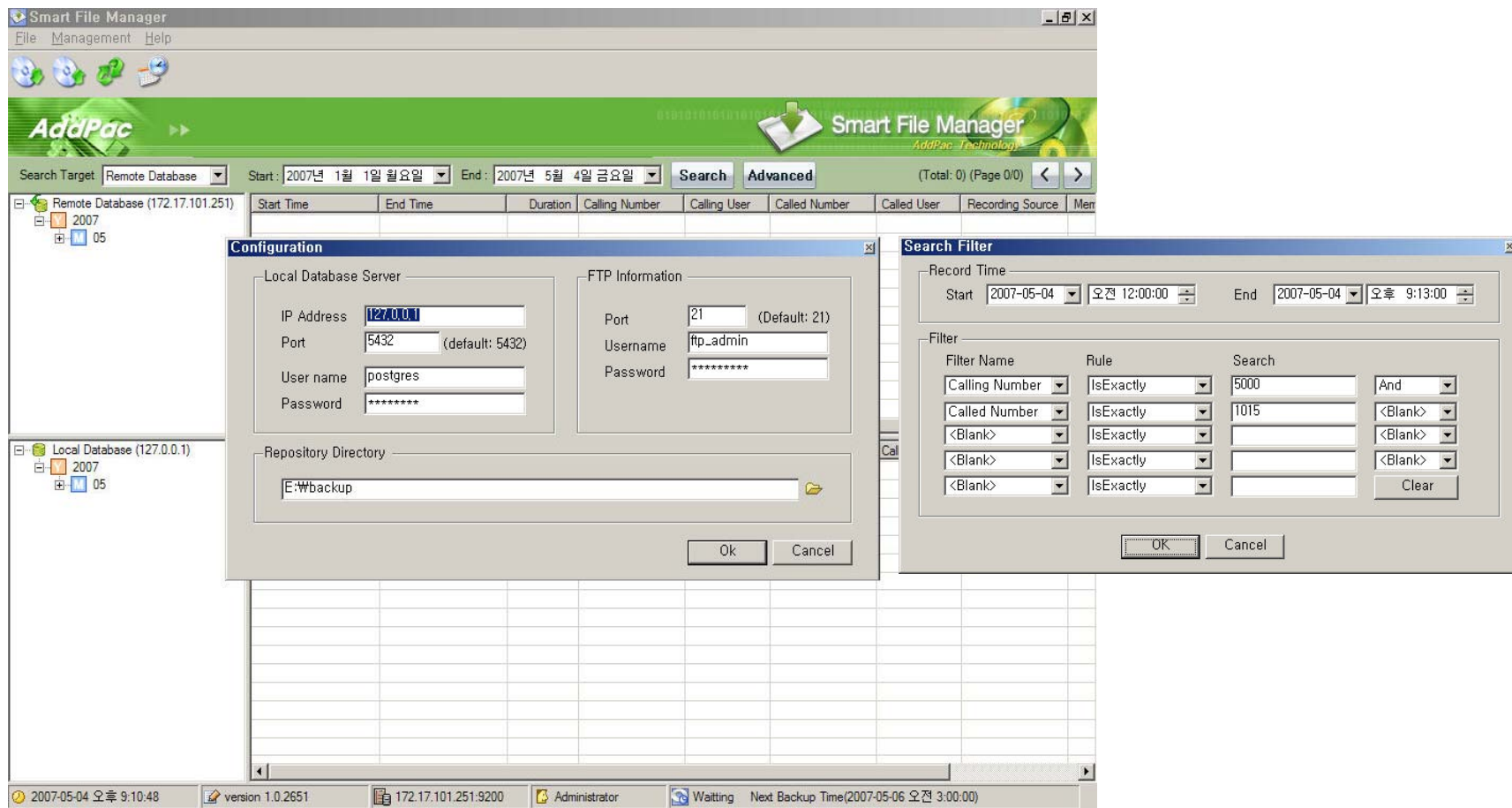
Search List (Server)

Search List (Local)

2007-05-04 오후 9:16:57 version 1.0.2651 172.17.101.251:9200 Administrator Waiting Next Backup Time(2007-05-06 오전 3:00:00)

Smart File Manager

(Configuration and Search Filter)



Smart File Manager

(Call List Properties)

The screenshot displays the Smart File Manager interface. The main window shows a search for call records in a 'Remote Database' for the date 2007-05-04. A context menu is open over a selected record, with the 'Properties' option highlighted. A 'Recording Session Information' dialog box is also open, showing details for two recording sessions.

Start Time	End Time	Duration	Calling Number	Calling User	Called Number	Called User	Recording Source
2007-05-04 05:28:40	2007-05-04 05:29:07	00:00:27	5000		1015		172.17.213.100
2007-05-04 05:28:41	2007-05-04 05:29:08	00:00:27	5012		1027		172.17.213.100
2007-05-04 05:28:42	2007-05-04 05:29:09	00:00:27	6007		1007		172.17.213.100
2007-05-04 05:28:42	2007-05-04 05:29:09	00:00:27	6001		1001		172.17.213.100
2007-05-04 05:28:46	2007-05-04 05:29:13	00:00:27	6008		1008		172.17.213.100
2007-05-04 05:28:47	2007-05-04 05:29:14	00:00:27	5013		1028		172.17.213.100
2007-05-04 05:28:50	2007-05-04 05:29:17	00:00:27	6011		1011		172.17.213.100
2007-05-04 05:28:54	2007-05-04 05:29:21	00:00:27	5005		1020		172.17.213.100

Filename	Start Time	End Time	Duration	Size	Codec
2460720070503202842...	2007-05-04 05:28:42	2007-05-04 05:29:09	00:00:27	146 KB	
2460720070503202842...	2007-05-04 05:28:42	2007-05-04 05:29:09	00:00:27	174 KB	

Smart File Manager

(Server to Local Backup)

The screenshot displays the Smart File Manager application window. The main interface shows a tree view on the left with 'Remote Database (172.17.101.251)' and 'Local Database (127.0.0.1)'. A 'Download' dialog box is open in the center, showing a list of files being downloaded from the remote database to the local backup directory 'E:\Wbackup'. The dialog includes a progress bar and buttons for 'Start', 'Cancel', and 'Close'. The status bar at the bottom shows the current date and time as '2007-05-04 오후 9:40:36', the version as '1.0.2651', and the next backup time as '2007-05-06 오전 3:00:00'.

File Name	Duration	Size	Date Time	Status
✓ callrecfiles/20070504/2460120070...	00:00:27	147 KB	2007-05-04 05:2...	Done
✓ callrecfiles/20070504/2460120070...	00:00:27	178 KB	2007-05-04 05:2...	Done
✓ callrecfiles/20070504/2461320070...	00:00:27	147 KB	2007-05-04 05:2...	Done
✓ callrecfiles/20070504/2461320070...	00:00:27	174 KB	2007-05-04 05:2...	Done
✓ callrecfiles/20070504/2462320070...	00:00:27	147 KB	2007-05-04 05:2...	Done
✓ callrecfiles/20070504/2462320070...	00:00:27	178 KB	2007-05-04 05:2...	Done
✓ callrecfiles/20070504/2462620070...	00:00:27	146 KB	2007-05-04 05:2...	Done
✓ callrecfiles/20070504/2462620070...	00:00:27	176 KB	2007-05-04 05:2...	Done
✓ callrecfiles/20070504/2464120070...	00:00:27	144 KB	2007-05-04 05:2...	Done
✓ callrecfiles/20070504/2464120070...	00:00:27	176 KB	2007-05-04 05:2...	Done
✓ callrecfiles/20070504/2464320070...	00:00:27	146 KB	2007-05-04 05:2...	Done

Smart File Manager

(Periodical Backup)

The screenshot displays the 'Smart File Manager' interface with a 'Schedule Setting' dialog box open. The dialog is configured for a 'Daily' backup of a 'Remote Database' source at 14:24:00. The background shows a file tree and a log table.

Schedule Setting Dialog Configuration:

- Recording Source: 172.17.213.100
- Scheduler Run / Stop:
- Schedule Date:
 - Daily: Every 1 Days
 - Weekly: Every 1 Weeks, Sunday
 - Monthly: Day 1
- Start Time: 14:24:00
- Option:
 - Delete files after download
 - Download to file overwrite
- Directory: E:\#backup

Log Table Data:

Time	Source	Target	Duration	Size	File ID	Recording Source
2007-05-22 19:19:52	2007-05-22 19:31:38	00:11:46	1118	01198591304	59.10.37.177	
2007-05-22 19:21:46	2007-05-22 19:22:49	00:01:03	813	0312455365	59.10.37.177	
2007-05-22 19:24:38	2007-05-22 19:36:53	00:12:15	2000	024251201	59.10.37.177	
2007-05-22 19:30:36	2007-05-22 19:41:48	00:11:12	1025	0522115513	59.10.37.177	
2007-05-22 19:30:37	2007-05-22 19:43:37	00:13:00	15990530	0118297458	59.10.37.177	
2007-05-22 19:36:23	2007-05-22 19:48:58	00:12:35	1601	01191985531	59.10.37.177	



Thank you!

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