

ESI Media Manager

User's Guide

0450-1239
Rev. 1

For on-line help, visit www.esiusers.com.

About ESI

ESI (Estech Systems, Inc.) is a privately held corporation based in Plano, Texas. Founded in 1987, ESI designs and builds innovative telecommunications products for businesses like yours. Because of their powerful combination of value and features, ESI products are consistently recognized by industry publications and leaders.

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We Make It Easy To Communicate

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Introduction

ESI Media Manager is a hardware and software solution offering access to multiple types of stored data gathered from an ESI Communications Server, including video recordings, audio recordings, system call activity, and ESI Presence Management fob events.

ESI Media Manager enhances your organization's ability to manage facilities and personnel.

ESI Media Manager: An overview

ESI Media Manager is a Windows®-based application that displays four types of data:

- Video recordings from ESI Video Adapters
- Audio recordings of calls from extensions, departments, and CO lines
- System call activity, including incoming, outgoing, and transferred calls
- Fob events from ESI Presence Management RFID Readers

Data is stored on an ESI Applications Services Card.

Minimum requirements

ESI system requirements

- **Call-processing software:** Version **xx.xx.xx.xx** (or higher).
- **System:** ESI-1000, ESI-600, ESI-200, ESI-100, or ESI-50.¹

Computer system requirements

- **Operating system:** Windows XP® or Vista® (64-bit Windows versions are **not** supported).
- **RAM:** 2 GB or better.
- **Processor:** Intel® Pentium® 4 (or equivalent), 2.0 GHz or better.
- **Video:** 256-color (eight-bit) video output. ESI recommends using a **separate video card**, as opposed to built-in CPU video support, especially for viewing multiple motion-detection-enabled cameras. This is because a separate video card exerts less of a drain on the CPU, allowing the PC — and *ESI Media Manager* — to run more smoothly than when depending upon built-in video support on the CPU.

¹ The entry-level ESI-50L system must be upgraded to an ESI-50 to support *ESI Media Manager*. Consult your ESI Reseller for more details.

Setting up ESI Media Manager

ESI Media Manager requires licensing, and can be installed for a limited number of users (depending upon which ESI Communications Server model you have). Your ESI Reseller or your System Administrator will enable your ESI station for *ESI Media Manager* and activate the necessary software licenses. If you're not sure whether your system has been properly enabled, please contact your System Administrator.

Important: If your PC has a **previous** installation of *ESI Media Manager*, **uninstall** it **before** installing **this** version.
The PC where you're installing *ESI Media Manager* must have *Windows* Administrator log-in privileges at the time of installation.

To install and configure *ESI Media Manager* correctly, complete **all** of the following steps. **Failure to do so may cause *ESI Media Manager* to function improperly.**

Obtaining *ESI Media Manager* installation software

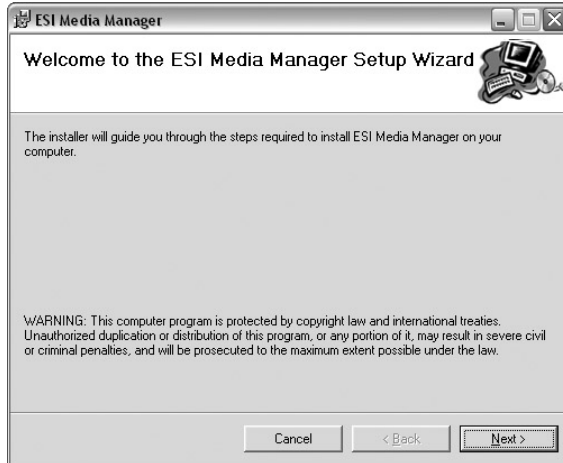
1. Point your Web browser to www.esiusers.com/downloads. This will take you to the "Downloadables" page on ESI's special Web site for users of its products.
2. Click the link for *ESI Media Manager* software. This is a self-expanding archive file which may be called something like *ESI_Media_Manager_1_0_0.exe*, depending on the current version of *ESI Media Manager*. When your Web browser asks you whether you want to **open** or **save** the file, select **save** and pick a location on your PC where you can find the file again in subsequent steps.
3. Open *Windows Explorer* and navigate to the location where you saved the download in step 2. (Depending on your "Folders" settings in *Windows*, the file name may not show the ".exe" extender.)
4. Double-click this file to expand the needed files, one of which — *Setup.exe* (or *Setup*) — is the installer file for *ESI Media Manager*.

Installing *ESI Media Manager*

1. Close any other currently running ESI applications (as well as *Microsoft Outlook*[®] if any *VIP* application has been installed on the PC). Indeed, for optimal installation, ESI recommends closing **all other** currently running applications.
2. If you haven't done so already, assign a **voice mailbox password** at your phone. To do so, press **PROGRAM 5 1** and follow the prompt's instructions.
3. Access the directory that contains the *ESI Media Manager* installer file, *Setup.exe* (or *Setup*).
4. Double-click the *ESI Media Manager* installer file. The *ESI Media Manager* **Setup Wizard** will appear.

(Continued)

5. Follow the installation instructions displayed by the *ESI Media Manager Setup Wizard*:



You will see this screen at the beginning.

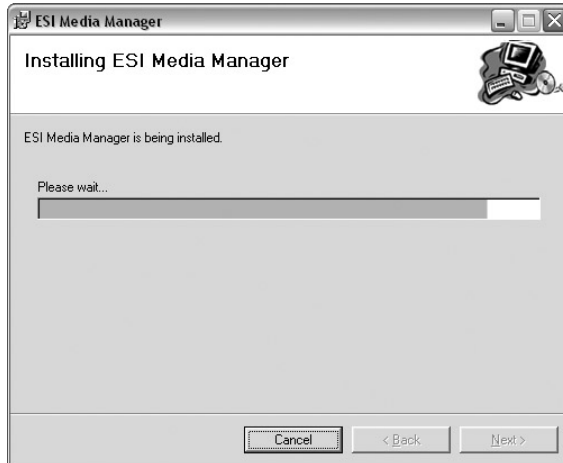
Click **Next** to continue.



Here, you choose where *ESI Media Manager* will be installed on your PC. ESI suggests that, unless you have a specific reason to do otherwise, you accept the default location shown.

You also can select whether the application will be available to everyone with access to your computer or just yourself. (The default is "Everyone.")

Click **Next** to continue.



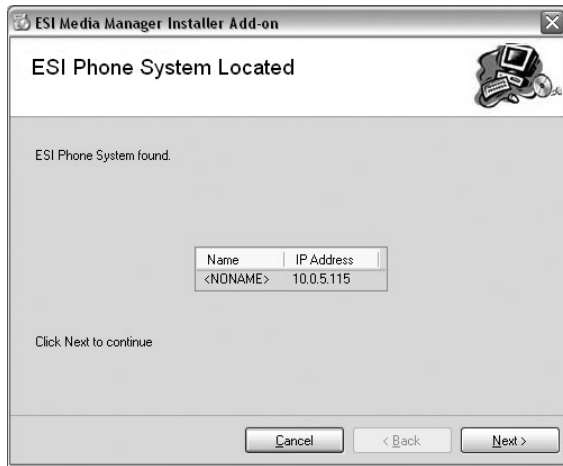
You will see this **progress bar** display as the *ESI Media Manager Setup Wizard* proceeds to copy files to the appropriate locations on your PC.

(If this process is interrupted, the installation will be unsuccessful, so don't click **Cancel** unless it is absolutely necessary).



As the installation continues, the *ESI Media Manager Setup Wizard* configures ports, makes necessary entries in the *Windows Registry*, and installs TSP¹ software.

(If this process is interrupted, the installation will be unsuccessful, so don't click **Cancel** unless it is absolutely necessary).



The **Setup Wizard** will indicate it has located your ESI system and displays its IP address.

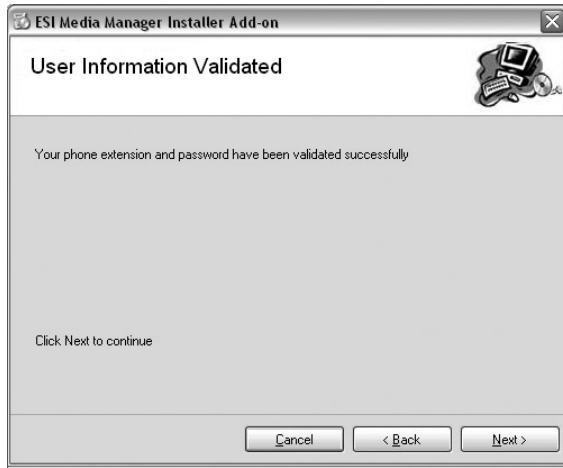
(If multiple systems and IP addresses appear, click the appropriate one for your extension. If you need assistance with this, consult your System Administrator.)

Click **Next** to continue.



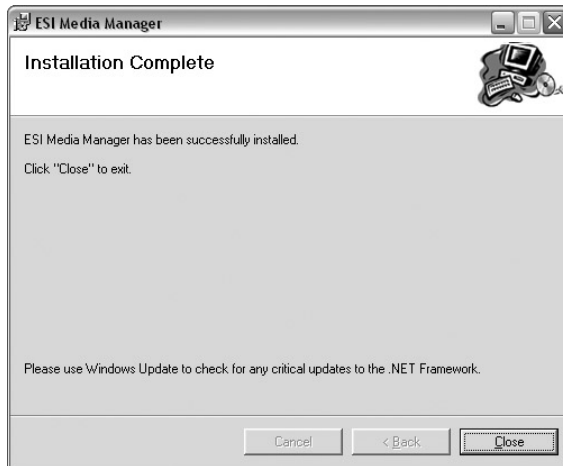
The **Setup Wizard** then will communicate with the ESI system and show your phone extension and voice mail password. Confirm that this information is correct as displayed (or change an entry if it is wrong), and click **Next** to submit this and continue.

¹ Telephony service provider — defined by Microsoft as “a dynamic-link library (DLL) that supports communications device control through a set of exported service functions.” For details, see [http://msdn.microsoft.com/en-us/library/ms725167\(VS.85\).aspx](http://msdn.microsoft.com/en-us/library/ms725167(VS.85).aspx).



The **Setup Wizard** next will report that the ESI system has validated the phone extension and password you submitted from the previous screen.

Click **Next** to continue.



Congratulations! *ESI Media Manager* is now successfully installed on your PC, and a shortcut to *ESI Video Viewer* has been placed on your *Windows Desktop*.

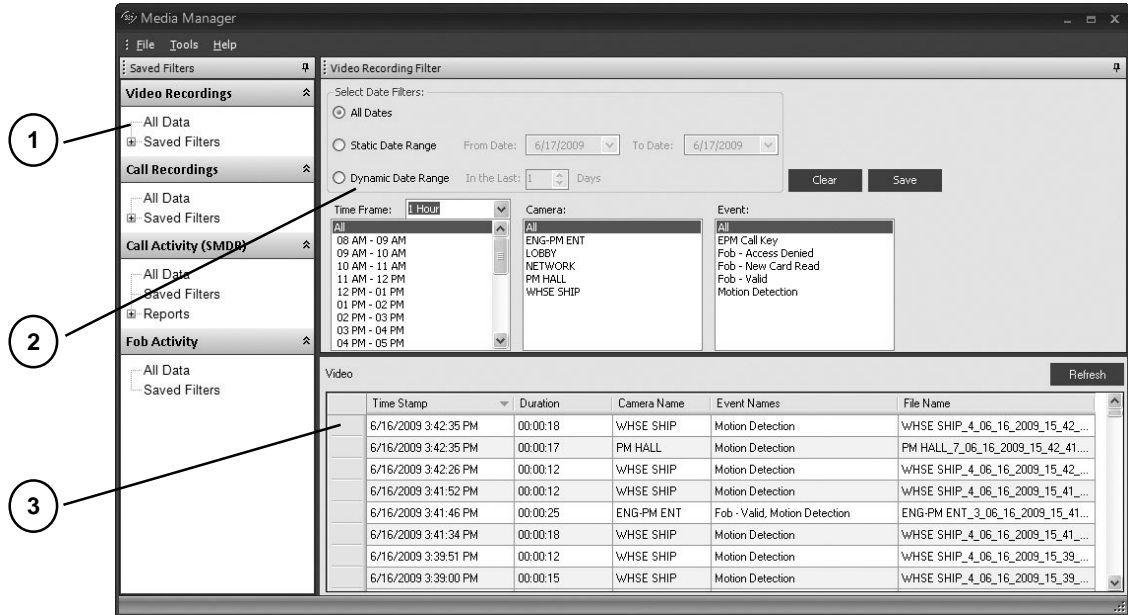
Exit the setup by clicking **Close**. Then, use the instructions on the following pages to set up and use *ESI Media Manager's* layouts, panel options, and properties to suit your particular requirements

ESI Media Manager: An introduction

When first launched, *ESI Media Manager* will retrieve events stored on your ESI system's Applications Services Card, and then display a list of events in four distinct groups: **Video Recordings**, **Call Recordings** (recorded audio), **System Call Activity**, and **Fob Activity** (ESI Presence Management fob events).

The *ESI Media Manager* window is divided into three main sections:

1. Data groupings and saved filters
2. Filter criteria
3. A list of events associated with the event type you've selected in the left panel

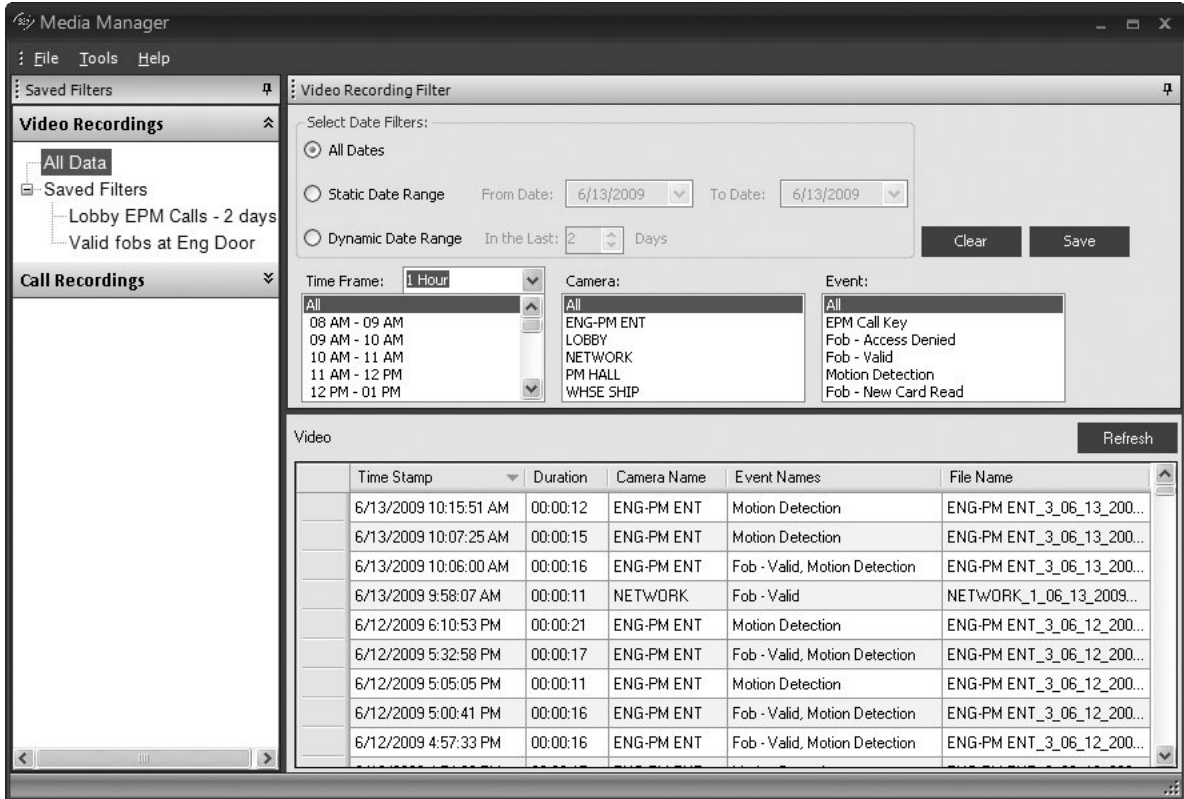


Regardless of which data group you're viewing, you can perform similar tasks:

- **Filter data** — Create a path for locating specific events.
- **Save filters** — Store previously created filters to speed up data location on future searches.
- **Sort** — Sort the data, using the column headings.

Recorded video

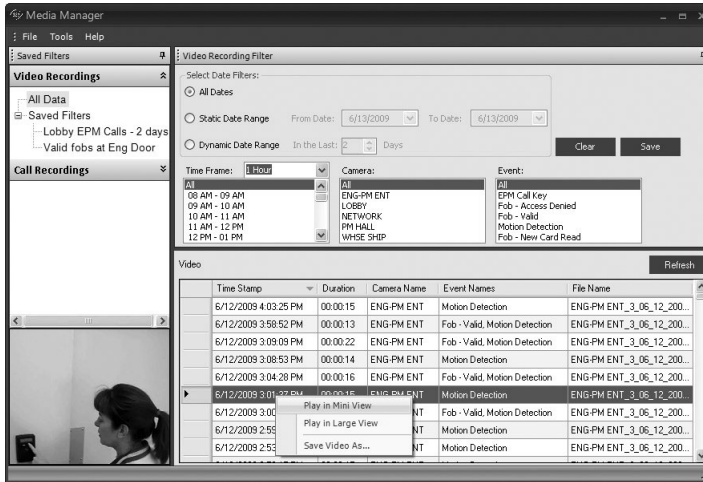
Video events have been recorded from all ESI Video Adapters installed on your system. In addition to providing you a list of video events, *ESI Media Manager* lets you play the recorded video. You will have access to view video from only those ESI Video Adapters for which you have been approved in Installer programming. These will be the same ESI Video Adapters (cameras) from which you can see live video in the *ESI Video Viewer* application. An *ESI Media Manager* Administrator has authorization to view video from **all** installed ESI Video Adapters.



Each recorded video event consists of five data points:

- **Time stamp** — Date and time of the event.
- **Duration** — How long the event lasted.
- **Camera name** — Name given to the camera in Installer programming.
- **Event name** — Any of the following event types that triggered the camera to record video:
 - ESI Presence Management **CALL** keypress
 - ESI Presence Management fob access denied
 - ESI Presence Management fob access
 - ESI Presence Management fob invalid
 - ESI Presence Management new card read
 - Motion detection
- **File name** — Name of the file that's stored on the ESI Applications Services Card.

Video files can be played within *ESI Media Manager*. To play a video, select and **right-click** the desired event, then select from the pop-up menu either **Play in Mini View** (enabling the video to play in the lower-left corner of *ESI Media Manager*) or **Play in Large View** (enabling the video to play in a larger, standalone viewer).



Mini View (within main *ESI Media Manager* window)



Large View (standalone player)

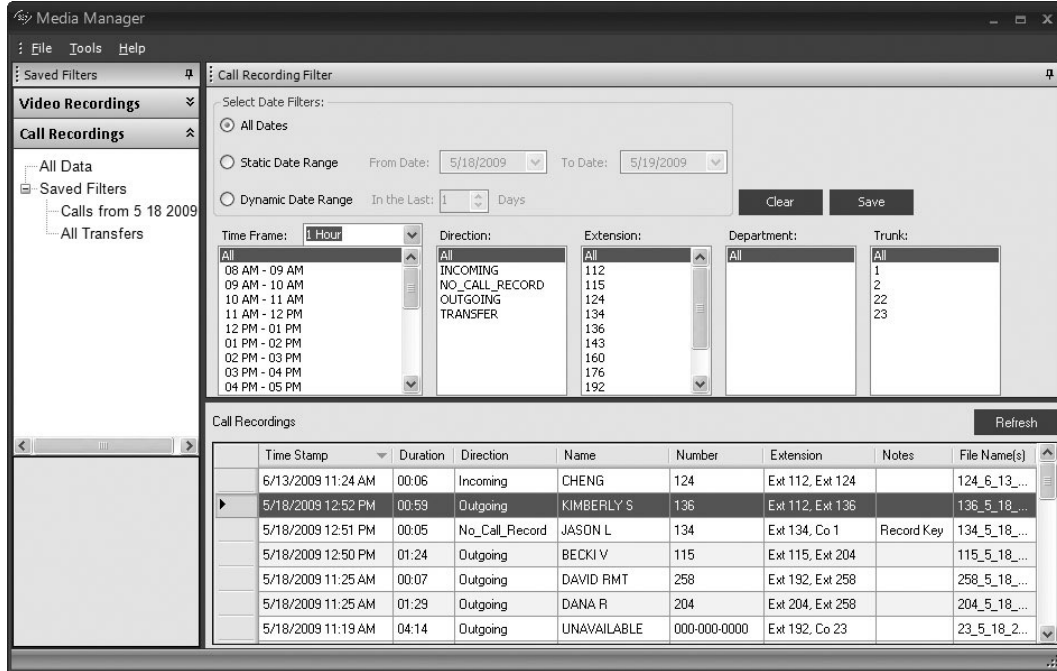
By default, all video is played at an accelerated pace, due to the variable rate at which it is recorded — which is dependent upon network traffic, video server load, and other factors. In the standalone player, the video playback can be controlled by clicking the appropriate buttons:

Button	Name	Function
	Pause	Pauses video playback at the frame you're viewing. (To resume playback from this point, click Play .)
	Stop	Stops video playback and moves video playback progress to beginning of the video. (Thus, it's best to use Stop only when you're through watching the video; otherwise, use Pause .)
	Play	Starts video playback, or restarts video playback that has been paused. (By default, playback will be at an accelerated pace. To slow it down, click Slow Motion .)
	Slow Motion	Click once to slow video playback to approximately normal speed. Click again to slow video playback to true slow-motion. (To resume viewing at an accelerated pace, click Play .)
	Fast Forward	Click to skip ahead a few seconds in the video.

To download a video file from the ESI Applications Services Card, select and right-click the desired event, and choose **Save As**. To view video outside *ESI Media Manager* after the video has been downloaded to your PC or LAN, you will need to install *VLC Media Player*, a free, open-source application (available from www.videolan.org/vlc). ESI video uses MPEG4-SP and is supported only by *VLC Video Player*

Recorded audio

Audio recordings have been stored from all ESI stations, departments, and CO lines, as defined in Installer programming. Besides having a list of audio events, you also will be able to play the audio file directly from *ESI Media Manager*. You can see (and subsequently hear) only audio recordings associated with stations that are in your Service Observe list.







Each recorded audio event consists of eight data points:

- **Time stamp** — Date and time of the event.
- **Duration** — How long the event lasted.
- **Direction**
 - **Outbound** — The extension made an outbound call.
 - **Inbound** — The extension received an inbound call.
 - **Transfer** — The extension received a transferred call from another extension.
- **Name** — Name of the called party.
- **Number** — Number of the called party.
- **Extension** — CO line or extension number of each party.
- **Notes** — If applicable, when either the **RECORD** key or the soft **Privacy** key was utilized. The **Record** note will appear only if the extension user pressed the **RECORD** key on the ESI Feature Phone and the extension isn't an auto-recorded extension for *ESI Media Manager*.
- **File name** — Name of the file that's stored on the ESI Applications Services Card.

Audio files can be played from within *ESI Media Manager*. To play an audio file, select and right-click the desired event and then choose **Play** from the pop-up menu. The file will play in a standalone player (*right*). The same **Play** option is also available from the *ESI Media Manager* menu bar. The audio playback can be controlled by clicking the appropriate buttons:

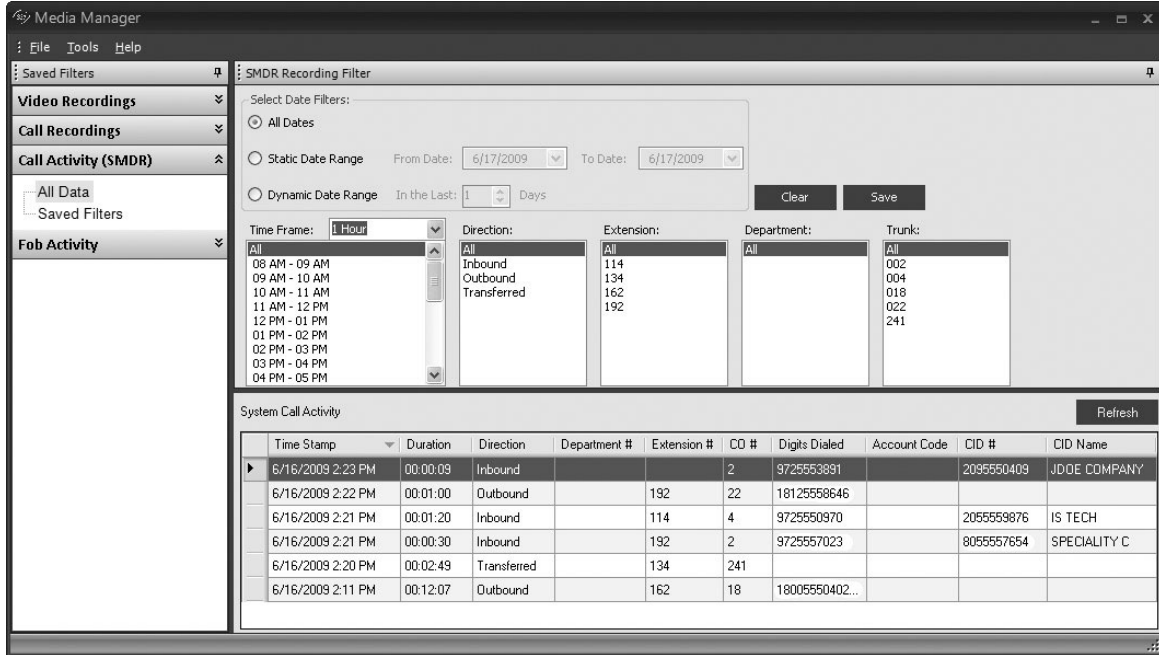


Button	Name	Function
	Pause	Pauses audio playback at the point you're hearing. (To resume playback from this point, click Play .)
	Stop	Stops audio playback and moves audio playback progress to beginning of the file. (Thus, it's best to use Stop only when you're through hearing the audio; otherwise, use Pause .)
	Play	Starts audio playback, or restarts audio playback that has been paused.
	Fast Forward	Click to skip ahead a few seconds in the audio file.

To **download** an audio file from the ESI Applications Services Card, choose and right-click the desired event and select **Save As**.

System call activity

All call activity events from your ESI system are stored on the ESI Applications Services Card and can be viewed by the Administrator. There is no audio associated with these events. Only an *ESI Media Manager* Administrator can view system call activity records.



Each system call activity event consists of 10 data points:

- **Time stamp** — Date and time of the event. The start time is when one of the following occurred: (1.) the call originated from the system; (2.) the call was presented to the system; (3.) the call was retrieved from hold; or (4.) the call was successfully transferred.
- **Duration** — How long the event lasted (HH:MM:SS). This includes the connection to the call plus any hold time and/or transfer time, if applicable.
- **Direction** — Outbound call, inbound call, or transferred call.
- **Department number** (if applicable).
- **Extension number** — Includes the number of the resource that answered or originated the trunk call. On trunk-to-trunk calls only, trunk numbers are prefixed with **T**. If an incoming call went unanswered and subsequently disconnected, this field will be blank.
- **CO number** — Line number on which the call took place. When a voice mailbox answers a trunk call and the caller disconnects, the call record generated will populate this field with an asterisk (*); otherwise, the field will be blank.
- **Digits dialed** (outbound and transferred outgoing calls only).
- **Account code** (if applicable) — This will appear only in the call record of the station that dialed the account code.
- **Caller ID number** (inbound calls only) — 10 characters.
- **Caller ID name** (inbound calls only) — 12 characters.

Guidelines regarding system call activity records

System call activity records are provided only for inbound and outbound calls between a station and a CO line. This includes all calls answered by, or originating from, a system extension.

None of the following types of calls will generate a system call activity record:

- An incoming call to the auto attendant that doesn't leave the auto attendant.
- An incoming call directly to a voice mailbox.
- An incoming or outgoing call that is call-forwarded off-premises (using ESI Presence Management or ESI's Intelligent Call Forwarding feature).
- An outgoing call sent to the auto attendant and forwarded out using a go-to-outdial branch.
- An outgoing call generated using message delivery notification.

The duration of each call record represents the period of time during which the station controlled its portion of a call. A record is generated each time a station does any of the following:

- Disconnects
- Places a call on hold
- Transfers a call

A single CO call could be included in multiple records if it is transferred from station to station.

Periods when calls are placed on hold or when attempts at supervised transfers are unsuccessful are included in a station's record.

Periods when calls are on hold, in the auto attendant, leaving/retrieving voice mail, or in an ACD queue are **not** included in call records.

A new record begins when a station answers an incoming call, a transferred call, or a hold recall.

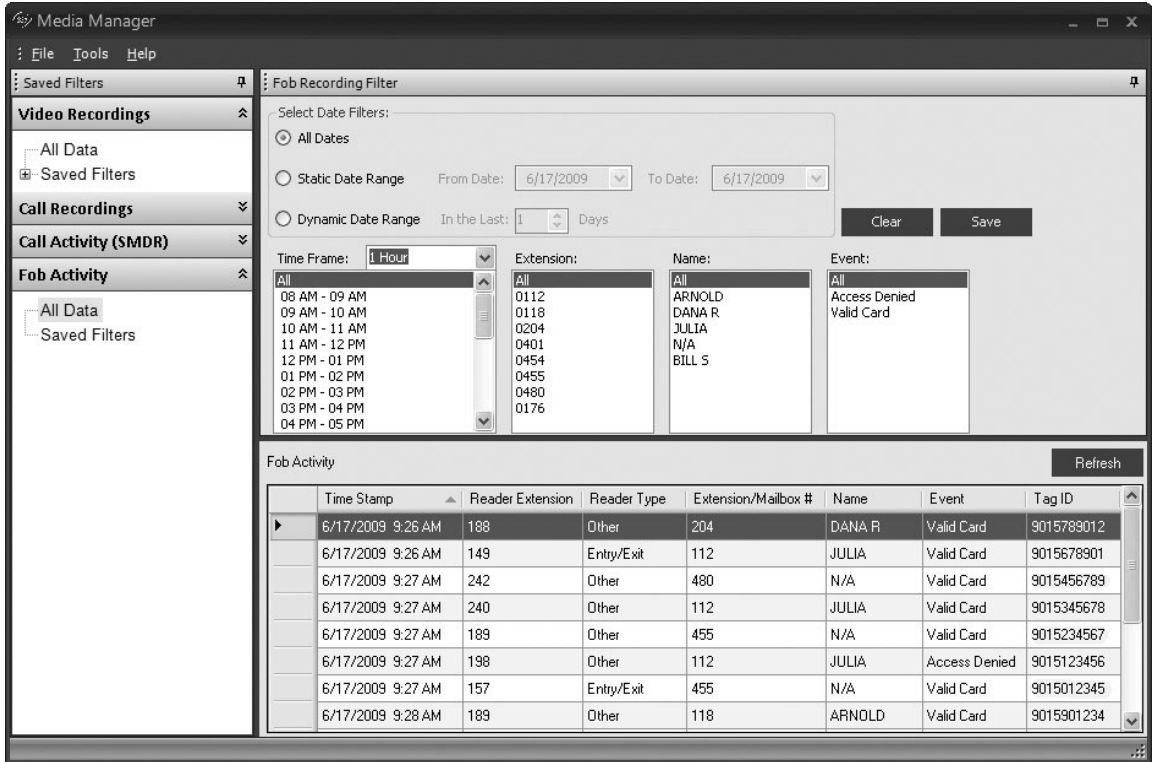
Records will be generated independently for all stations in a conference. If more than one CO line is involved in a conference, each call record generated by the conference will be associated with only the last line disconnected.

Dialed digits don't include the line group or location number.

Outbound calls begin a call record 10 seconds after the call has cleared toll restriction.

ESI Presence Management fob activity

All ESI Presence Management fob activity events from the ESI system are stored on the ESI Applications Services Card. Only an *ESI Media Manager* Administrator can view system fob activity records.

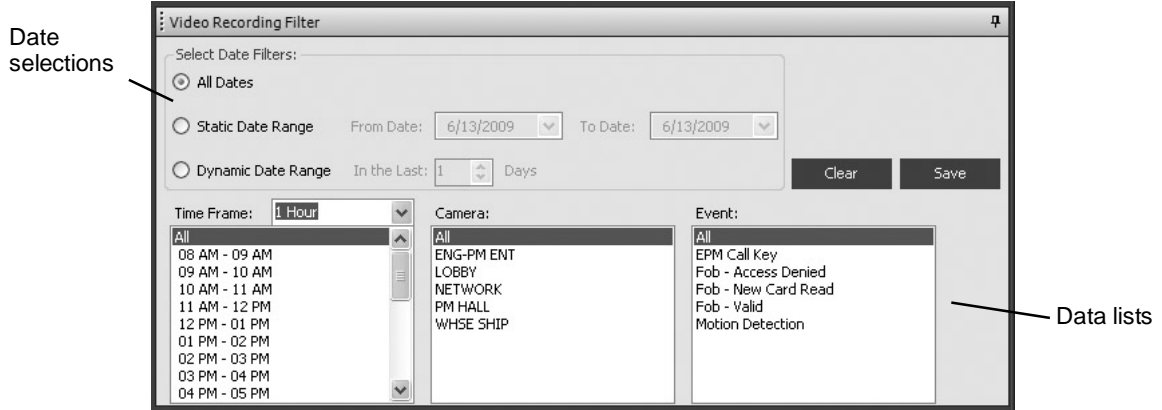


Each system fob activity event consists of seven data points:

- **Time stamp** — Date and time of the event.
- **Reader extension** — Extension number of the ESI Presence Management RFID Reader.
- **Reader type** — Type (entrance/exit, access-only) of the ESI Presence Management RFID Reader.
- **Extension/mailbox number.**
- **Name** — The name of the person assigned to that fob.
- **Event type** — The ESI Presence Management event that triggered the event record:
 - **CALL** keypress
 - Access denied
 - Invalid fob
 - Access granted
 - New card read
- **Tag ID** — The unique identifying number assigned to each fob.

Using filters

The use of **filters** allows you to narrow down the volume of events and specifically target your desired data or recording. The top area of the filter screen presents three **date selections**. The bottom area presents boxes of **lists** based on the data points associated with the data category you're viewing. For example, the **Camera** list appears only when you're creating a filter for video recordings.



Date selections include:

- **All Dates** — The list of events will include all available dates.
- **Static Date Range** — You choose a range of dates.
- **Dynamic Date Range** — You choose the number of days you wish to go back (up to 100 days).

Data list items include:

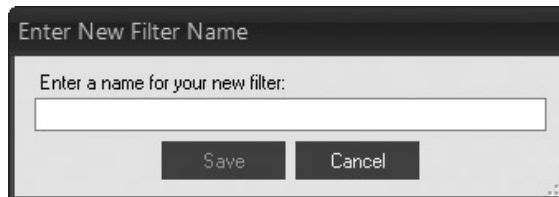
- **Time Frame** — Select the time frame which affects how the time blocks appear in the list. For example, if your time frame selection is **1 Hour**, the time will appear as, say, *08 AM – 09 AM* (8:00 AM to 9:00 AM); if you select **30 Minutes**, the time will appear as, say, *08:00 AM – 08:30 AM* (8:00 AM to 8:30 AM).
- **Data lists** — Go through each list and choose the data you want in your filter.

Tips: You can start a filter by selecting the date and then items in the lists, or *vice versa*.

You can select several items in a list using the PC keyboard's **Ctrl** key. You can select a range of items by either using the PC keyboard's **Shift** key or simply click-dragging the mouse over the range.

Click the **Clear** button to clear, or cancel, a filter.

Click the **Save** button to save the filter for later use. A small window will appear so you can name the saved filter:



Once saved, the filter will appear in the left panel, under the appropriate data type, in the *ESI Media Manager* main window.

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