



.: www.totalrecallvr.com :.

Total Recall VR Desktop

User Guide

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Related Documents:

- [1] Prolancer Pty Ltd, Total Recall VR web site. Available from:
<http://www.totalrecallvr.com/>.
- [2] Prolancer Pty Ltd, Prolancer web site. Available from:
<http://www.prolancer.com.au/>.
- [3] Prolancer Pty Ltd, Total Recall VR Overview User Guide, 25.0, September 2019
- [4] Prolancer Pty Ltd, Total Recall VR Deployment User Guide, 25.0, September 2019
- [5] Prolancer Pty Ltd, Total Recall VR Embedded GUI User Guide, 25.0, September 2019
- [6] Prolancer Pty Ltd, Total Recall VR Monitor User Guide, 16.0, September 2019
- [7] Prolancer Pty Ltd, Total Recall VR Manager User Guide, 16.0, September 2019

Table of Contents

1. Preface	5
1.1. <i>Conventions</i>	5
1.1.1. Notes & Warnings	5
1.1.2. Typographic Conventions.....	5
1.1.3. Procedures	6
1.2. <i>We Need Feedback</i>	6
2. Introduction	7
2.1. <i>About This Guide</i>	7
2.2. <i>What is Total Recall VR</i>	7
2.3. <i>What is Total Recall VR Desktop</i>	9
2.4. <i>Total Recall VR Archives</i>	10
3. Start Here.....	12
3.1. <i>System Requirements</i>	12
3.2. <i>Compatibility</i>	12
3.3. <i>Application Working Mode</i>	13
3.3.1. Workstation Mode	13
3.3.2. Workgroup Mode	14
3.4. <i>Pre-Installation</i>	14
3.4.1. Java SE Runtime Environment.....	15
3.4.2. FTDI 2DXX Drivers.....	15
3.4.3. Visual C++ 2015 Redistributable	16
3.4.4. NFS Client	17
3.4.5. H2 Database.....	18
3.4.6. Remote Interface	20
3.5. <i>Application Installation</i>	22
3.6. <i>Application Upgrade</i>	22
3.7. <i>First Run</i>	23
4. User Interface	33
4.1. <i>Desktop</i>	33
4.2. <i>Main Menu Bar</i>	34
4.2.1. File Menu	34
4.2.2. Help Menu	34
4.2.3. User Menu	35
4.3. <i>Applications</i>	36
4.4. <i>Drag and Drop</i>	38
4.5. <i>Plug and Play</i>	40
5. Resource Manager.....	41
6. Criteria Builder	41
7. Recorder Monitor	41
8. Audio Player	41

9. Event Player42

10. Recording Explorer(s)42

11. Recorder Status Panel42

12. Recorder Control Panel.....42

13. Software License43

1. Preface

1.1. Conventions

Our guides use several conventions to highlight certain words and phrases and draw attention to specific pieces of information.

1.1.1. Notes & Warnings

We use the following visual styles to draw attention to information that might otherwise be overlooked:



Notes are tips, shortcuts or alternative approaches to the task at hand. Ignoring a note should have no negative consequences, but you might miss out on a trick that makes your life easier.



Important boxes detail things that are easily missed: configuration changes that only apply to the current session, or services that need restarting before an update will apply. Ignoring the information will not cause data loss, but may cause irritation and frustration.



Warnings should not be ignored. Ignoring warnings will most likely cause data loss.

1.1.2. Typographic Conventions

We use typographic conventions to call attention to specific words and phrases. These conventions, and the circumstances they apply to, are as follows.

Example	Meaning
Select <u>Guide</u> to display ...	Locate the link named "Guide" on the screen, position the cursor over the link and then depress the appropriate mouse button to follow the link.
Select Add to create a new ...	Locate the button or menu item named "Add" on the screen, position the cursor over the button or menu item and then depress the appropriate mouse button to initiate an action.

Enter <i>Commission</i> ...	Locate the field named "Commission" on the screen, position the cursor over the field and then depress the appropriate mouse button to select the field. Once the cursor appears in the field, enter a value.
Choose <i>Country</i> ...	Locate the field named "Country" on the screen, position the cursor over the field and then depress the appropriate mouse button to display the available options. Then position the cursor over the desired option and depress the appropriate mouse button to select it.
Tick <i>Active User</i> ...	Locate the check box named "Active User" on the screen, position the cursor over the check box and depress the appropriate mouse button to place a visual tick in the box.
Un-tick <i>Active User</i> ...	Locate the check box named "Active User" on the screen, position the cursor over the check box and depress the appropriate mouse button to remove the visual tick in the box.
Enter <i>\$30.95</i> ...	Enter "\$30.95" using the keys on your keyboard.

1.1.3. Procedures

We use numbered sequence of steps to define procedures for performing certain tasks. For example:

Procedure Title

1. This is the first step of the procedure.
2. This is the second step of the procedure.
 - a. This is the first sub-step of step 2.
 - b. This is the second sub-step of step 2.
3. This is step three.

1.2. We Need Feedback

If you find a typographical error in this guide, or if you have thought of a way to make this guide better, we would love to hear from you.

Please submit your feedback using the feedback form on our web site:

<http://www.prolancer.com.au/contact/feedback>.

If you have a suggestion for improving the guide, then try to be as specific as possible when describing your suggestion. Otherwise, if you have found an error, please include the section number and some of the surrounding text so we can find it easily.

2. Introduction

2.1. About This Guide

This guide describes the Total Recall VR Desktop application.

The guide is intended for Total Recall VR end users. It describes how to use the Total Recall VR Desktop application. Please keep a copy of this guide handy for quick reference.

2.2. What is Total Recall VR



Audio Logging
and
Call Recording
Systems

Total Recall VR is a professional audio logging and call recording system which is self-contained, fully featured and cost-effective. Enterprises and governments worldwide use it to create electronic records of many forms of audio communication including telephone, 2-way radio, broadcast radio, public address, intercoms, room microphones and much more.

Total Recall VR is the ideal solution for:

- Recording business telephone conversations;
- Recording agent calls in contact centres;
- Logging emergency response communication;
- Logging business operations communication;
- Logging radio broadcasts;
- Logging public announcements;
- Logging Air Traffic Control communication;
- Creating audio records of meetings, legal proceedings, public enquiries and similar events; and
- Creating compliance records to meet duty of care and legal requirements.

Total Recall VR captures all audio in digital format and stores it in a proprietary, secure and tamper proof file format in its on-board hard drive storage. The file format preserves the originality of the audio that it stores and has a number of built-in mechanisms that aid quick and reliable detection of tampering. However, for ease of access, Total Recall VR client applications can generate copies of recordings in a number of popular and everyday formats such as Microsoft's Wave (.wav) and MPEG Layer-3 (.mp3).

Storing audio by itself does not help when looking for one recording in a store that can hold hundreds of thousands of recordings. That is why, in addition to audio, Total Recall VR captures and then stores information related to each recording and audio source in its database such as start time, end time and duration of recordings, calling and called numbers on telephone calls, DTMF digits during calls, radio IDs, user configurable notes and much more. This information is the backbone of a powerful search capability which can pin point a single recording in a set of hundreds of thousands of recordings which reside either on a Total Recall VR recorder or in one of many types of off-system archives of recordings.

In addition to the audio recorder and the on-board storage, each Total Recall VR system comes with a built-in media player with comprehensive player controls (start, stop, fast-forward, rewind ...). The player can play audio stored in files directly on the system or stream audio to a remote client application which then outputs the sound to the PC speakers of the PC that it runs on.

While audio recording, storage and re-play are the main functions of Total Recall VR, every Total Recall VR offers many more advanced, professional-grade features. For example:

- Ability to capture audio from different types of audio sources (analogue, VoIP, RoIP, AoIP and ISDN), at the same time – hybrid recording.
- Live and real-time monitoring (listening) of recordings in progress on the system itself or on a remote PC with the aid of a PC client application.
- Feature-rich archiver which can create searchable archives of recordings on CD, DVD or BD discs, USB keys or drives and network drives, either automatically or on-demand.
- Automated self-cleaning mechanism that removes obsolete recordings automatically and on regular intervals to keep the system operating endlessly.
- SNMP agent capable of generating SNMP alarms (traps).
- SMDR integration for a number of popular PBXes.
- Fully internationalised user interface; all menus and software available in multiple languages.
- Role based access control.
- On-board LCD display and control keypad on selected models.
- A range of PC client applications with value adding functionality.
- APIs and PC applications for integration with other business systems and solutions.

When audio records are critical to your operations, Total Recall VR delivers. It is professional, reliable and fully self-contained solution for audio logging and call recording that comes at an affordable price.



The Total Recall VR Overview [3] guide contains a comprehensive description and overview of Total Recall VR.

2.3. What is Total Recall VR Desktop

Total Recall VR Desktop is an all-in-one Total Recall VR PC application that combines the features and functions of the following Total Recall VR applications into one desktop like application:

- Total Recall VR Manager
- Total Recall VR Monitor
- Total Recall VR Browser
- Total Recall VR Audio Player
- Total Recall VR Event Player

A single copy of the Total Recall VR Desktop application can be used instead of individual copies of all of the above listed Total Recall VR PC applications.

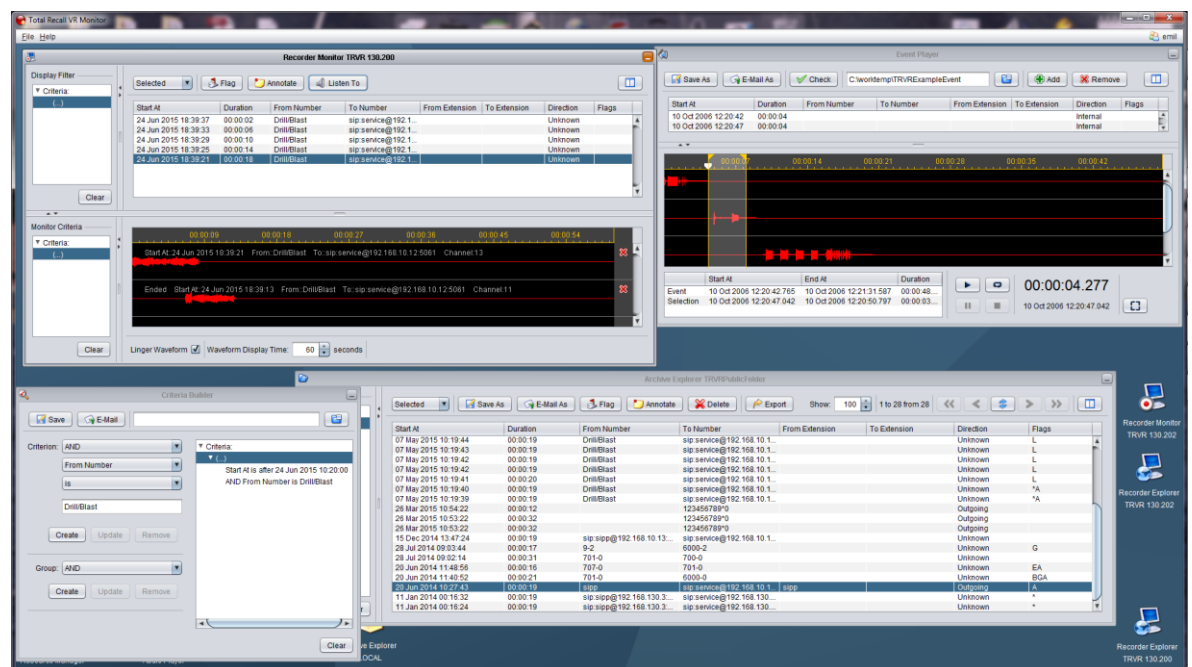


Figure 1: Total Recall VR Desktop Screen Shot

Total Recall VR Desktop is a Java/Windows based application designed to run on a PC with Windows 7, 8 or 10.



Total Recall VR Desktop is a licensed application. You must purchase an Activation License in order to use the application.



Total Recall VR Desktop requires an AMBE decoder license to play recordings that are stored in the AMBE audio format.

You can purchase a USB based AMBE decoder from us, order code TRVR-AMBE and TRVR-AMBE-3.

NOTE: Multiple AMBE decoder licenses are needed to monitor multiple recordings that use the AMBE audio format and are in progress at the same.

2.4. Total Recall VR Archives

Total Recall VR Desktop allows you to access recordings stored in different types of Total Recall VR archives:

- **Disc archives.**

Disc archives are collection of recordings and a database of metadata on the recordings that are stored on a CD, DVD or BluRay disc. Total Recall VR systems create disc archives when you archive recordings on a Total Recall VR system.

There are two types of disc archives:

- Legacy disc archives that were created by old generation Total Recall VR systems which run the Total Recall VR application release 4.60 or earlier; and
- Latest generation disc archives that are created by the new generation Total Recall VR systems that run the Total Recall VR application release 5.x.y or later.

Total Recall VR Desktop supports both types of disc archives.

- **USB archives.**

USB archives are collection of recordings and a database of metadata on the recordings that are stored on a USB device. Total Recall VR systems create USB archives when you archive recordings on a Total Recall VR system.

As USB devices usually contain files from many sources, Total Recall VR systems use a folder called 'trvr-archive' on USB devices as a Total Recall VR archive. It simply ignores all other files and folders on USB devices.

- **Network drive archives.**

Network drive archives are collections of Total Recall VR archives which are stored on a disk drive that is accessible over a network. Each sub-archive, in the collection of archives, contains a collection of recordings and a database of metadata on the recordings.

Total Recall VR systems create network drive archives when you archive recordings on a Total Recall VR system.

Total Recall VR Desktop 'hides' the fact that network drive archives are a collection of archives and allows you to treat each collection as a single archive when searching and managing recordings in it.

- **Public Folder archives.**

Public Folders are ad-hoc archives that users can create while using Total Recall VR Desktop.

Public Folder archives have no restrictions on number of recordings; however, the intended use of this type of archives is to create small collections of recordings from various sources in order to share recordings with multiple users of Total Recall VR Desktop. This is similar to public folders that you may create in other applications to share documents or e-mail messages for example.

- **Mega archives.**

Mega archives are a new type of archives which unlike all other types of archives are designed to store unlimited number of recordings. Of course, disk space limits apply.

In addition, unlike all other types of archives, Total Recall VR Archiver creates this type of archive. Total Recall VR systems cannot create this type of archive.

- **Local Folder archives.**

Local Folder archives are specific to the now obsolete Total Recall VR Remote Manager application. Other applications, including Total Recall VR Desktop, do not support this type of archives.

3. Start Here

3.1. System Requirements

Total Recall VR Desktop is a Java based application designed to run on a PC with Windows 7, 8 or 10.

The application is compatible with Windows XP and Vista, however it has not been tested for correct operation on Windows XP and Vista.

For best experience with Total Recall VR Desktop install it on a PC with the following specification:

- 40Mb free hard disk space.
- 8Gb memory (RAM).
- Intel i7 CPU is strongly recommended due to the real time audio processing needs of the applications, in particular when monitoring more than one channel at a time.
- Display hardware that supports the HD resolution (1920x1080).
- Sound system with built-in or external speakers or headphones.
- 100Mbps Ethernet network interface (NIC) hardware.
- Drive capable of reading CD-R, CD-RW, DVD+RW, BD-R and BD-RE discs.
- At least one USB 2.0 port.

The PC must have a working network connection and access to an E-Mail server in order to send e-mail from Total Recall VR Desktop.

Total Recall VR Desktop requires an AMBE decoder license to play recordings that are stored in the AMBE audio format.



You can purchase a USB based AMBE decoder from us, order code TRVR-AMBE and TRVR-AMBE-3.

NOTE: Multiple AMBE decoder licenses are needed to monitor multiple recordings that use the AMBE audio format and are in progress at the same.

3.2. Compatibility

Total Recall VR Desktop uses cutting edge technology to connect to Total Recall VR systems that run different releases of the Total Recall VR application.

As a result, it is possible to connect Total Recall VR Desktop to Total Recall VR systems that run a 9.x.y, 10.x.y or 11.x.y version of the application at the same time.

However, the minimum releases of the Total Recall VR application that have support for applications like Total Recall VR Desktop are 9.18.0 and 10.9.0 so you will have to upgrade your Total Recall VR systems to at least 9.18.0 or 10.9.0, if possible to do so, in order to use Total Recall VR Desktop with your systems.



It is not possible to connect Total Recall VR Desktop to Total Recall VR systems that run application version 8.x.y or earlier.

3.3. Application Working Mode

You can use Total Recall VR Desktop in one of two working modes: workstation or workgroup.

3.3.1. Workstation Mode

This mode is best when a single or multiple users will use Total Recall VR Desktop on a single PC.

In this mode the Total Recall VR Desktop configuration (users, archives, Total Recall VR systems ...) is local to the PC that runs the application. As a result, Total Recall VR Desktop can be used by a single user, or multiple users on the same PC.

The following diagram illustrates workstation mode. In summary, Total Recall VR Desktop is installed on a single PC. It uses the configuration database (H2 database) on the same PC. Multiple users, each with their own application account, can use the Total Recall VR Desktop on the same PC.

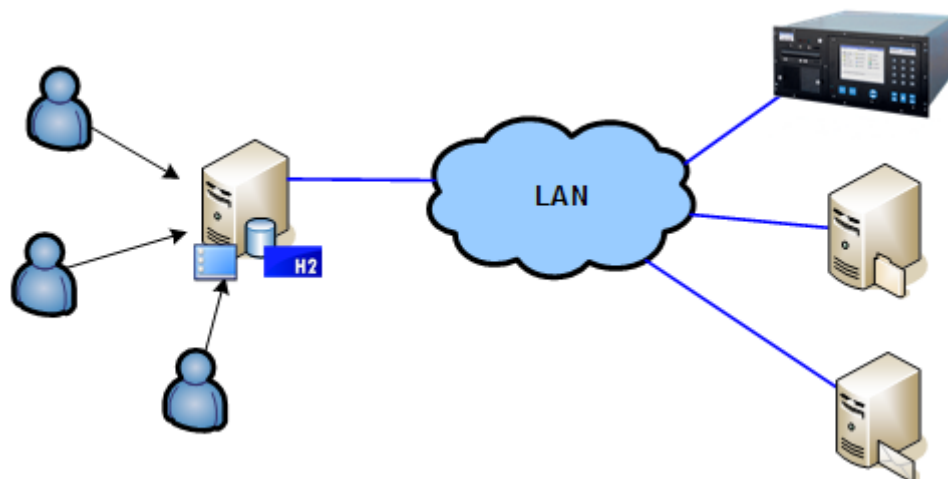


Figure 2: Total Recall VR Desktop in Workstation Mode

Of course, you can install Total Recall VR Desktop on multiple PCs and use it in workstation mode on each PC. However, each instance is independent from all other instances and must be configured independently of all other instances.

3.3.2. Workgroup Mode

This mode is best when multiple users will use Total Recall VR Desktop from different PCs.

In this mode all Total Recall VR Desktop instances use the same configuration (users, archives, Total Recall VR systems ...). As a result, Total Recall VR Desktop can be used by multiple users, each with their own application account, on multiple PCs. You can manage the Total Recall VR Desktop configuration from any PC that has an instance of Total Recall VR Desktop and the changes will apply to all instances of Total Recall VR Desktop on all PCs.

The following diagram illustrates workgroup mode. In summary, Total Recall VR Desktop is installed on multiple PCs. Each instance uses the central configuration database (H2 database) which is installed on a separate server. Multiple users, each with their own application account, can use Total Recall VR Desktop from different PCs.

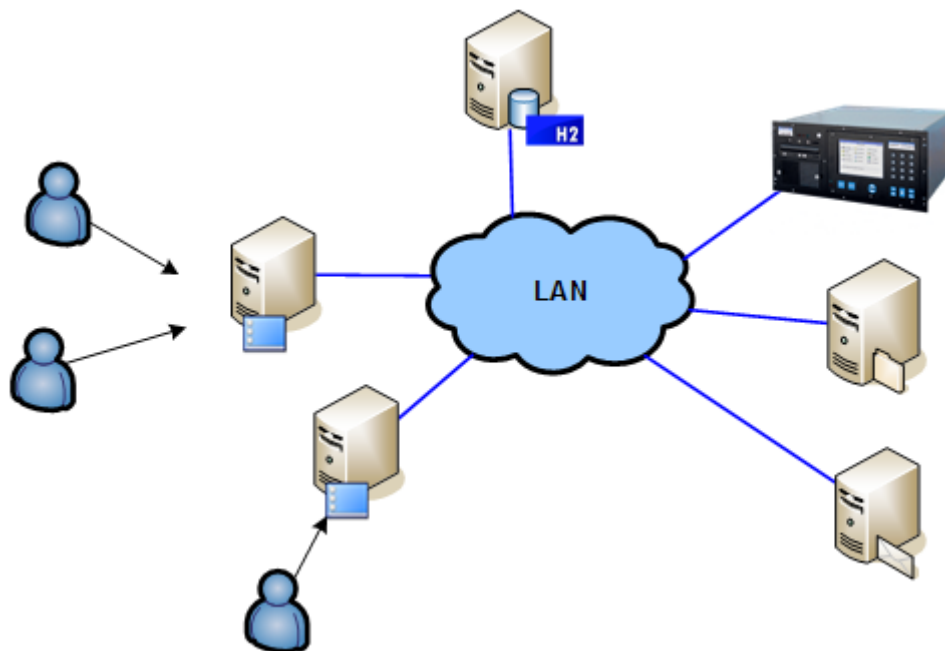


Figure 3: Total Recall VR Desktop in Workgroup Mode

3.4. Pre-Installation

Total Recall VR Desktop requires 3rd party software and drivers which you may need to install before installing it.

3.4.1. Java SE Runtime Environment



This 3rd party software is mandatory. The application will not run at all without it.

Total Recall VR Desktop is a Java application and as such it requires a Java SE runtime environment to run.



You must install a 32bit, version 8 (tested and recommended), Java SE Runtime Environment on your PC to use Total Recall VR Desktop.

You can download a Java SE Runtime Environment installer from <http://www.oracle.com/technetwork/java/javase/downloads/index.html>.

You may already have a Java SE runtime environment on your PC. Ask your friendly technical staff to help you determine this if you are not sure how to check.

If your PC is running a 64bit version of Windows, then you may already have a 64bit Java SE runtime environment on your PC. If this is the case you must install the 32bit Java SE runtime environment on your PC as well in order to use Total Recall VR Desktop. Ask your friendly technical staff to help you if you are not sure what to do.

3.4.2. FTDI 2DXX Drivers



This 3rd party software is optional. It is required to decode recordings that use the AMBE audio encoding.

Total Recall VR Desktop uses a USB based AMBE decoder when playing AMBE encoded audio.



You can purchase the USB based AMBE decoder from us – order

code TRVR-AMBE and TRVR-AMBE-3.

The USB device requires FTDI D2XX drivers to work.



You must install FTDI's D2XX version 2.12.06, or better, WHQL certified drivers on your PC to enable Total Recall VR Desktop to play recordings in the AMBE format.

You can download an installer for the drivers from <http://www.ftdichip.com/Drivers/D2XX.htm>.

3.4.3. Visual C++ 2015 Redistributable



This 3rd party software is mandatory. The application will not run correctly without it.

Total Recall VR Desktop uses native Windows libraries and as such it requires the Visual C++ 2015 redistributable to run.



You must install the 32bit Visual C++ 2015 redistributable on your PC to use Total Recall VR Desktop.

You can download an installer for the 32bit Visual C++ 2015 redistributable from <https://www.microsoft.com/en-au/download/details.aspx?id=48145>.

You may already have a Visual C++ 2015 redistributable on your PC or server. Ask your friendly technical staff to help you determine this if you are not sure how to check.

If your PC or server is running a 64bit version of Windows, then you may already have a 64bit Visual C++ 2015 redistributable on your PC or server. If this is the case

you must install the 32bit Visual C++ 2015 redistributable on your PC or server as well in order to use Total Recall VR Desktop. Ask your friendly technical staff to help you if you are not sure what to do.

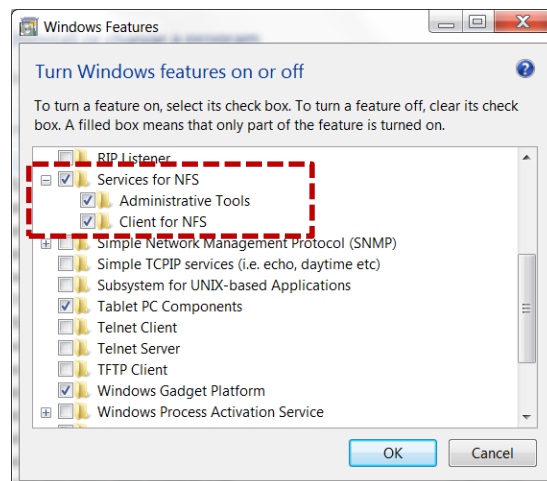
3.4.4. NFS Client



This 3rd party software is optional. It is required to access recordings that are stored in Total Recall VR Network Archives on NFS drives.

Total Recall VR Desktop requires an NFS client in order to access network archives on Linux/Unix network drives.

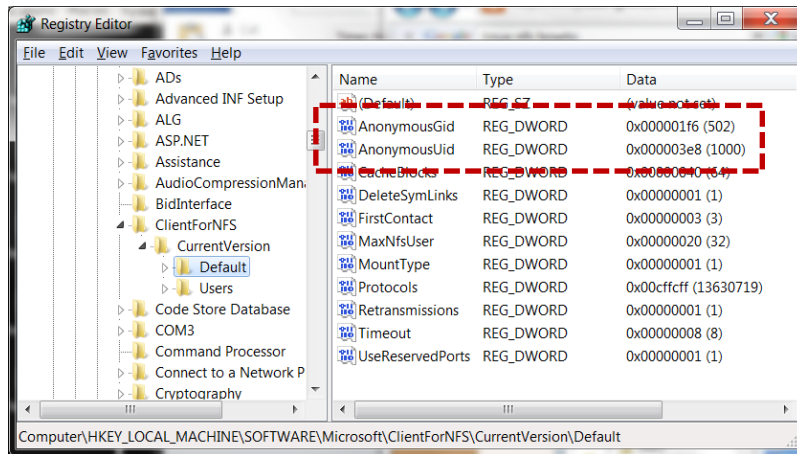
An NFS client is included with Windows 7, 8 and 10, however it is not installed by default. You can install it through **Control Panel – Programs – Programs & Features – Turn Windows features on and off**.



Once installed, you may have to set the group ID (GID) and user ID (UID) for the anonymous user which the client uses to access NFS network drives by adding an *AnonymousUid* and *AnonymousGid* configuration parameters to the NFS client configuration in the registry.



Registry changes can render your PC unusable. Ask your friendly technical staff to help you if you are not sure what to do.



Reboot the machine after making the changes. Now you should be able to map NFS drives as local drives on your PC.

3.4.5. H2 Database



This 3rd party software is optional. It is required to use the application in the workgroup mode. It is not needed to use the application in the workstation mode.

Total Recall VR Desktop uses an H2 database to store its configuration and operating parameters. If you intend to use Total Recall VR Desktop in workgroup mode (see section 3.3.2 Workgroup Mode), then you must install a central H2 database which will be shared by all instances of Total Recall VR Desktop.



You can download a Windows installation package for an H2 database server from <http://www.h2database.com/html/download.html>. We have tested the application with version 1.4.197 and we recommend that you use this version.

Once you have installed an H2 database on a server, configure the H2 database service (using the wrapper.conf file in the services directory) and make sure that the H2 database service is running.



This document uses an H2 database server which runs on a machine with IP address 192.168.120.200 and provides service on TCP port 9092 in examples. The same server provides a management service on TCP port 8082.

The H2 database installation instructions are not as clear as they should be when it comes to explaining how to get an H2 database server going. The following is a summary of the steps and can be used as a guide when setting up an H2 database server; however, it does not aim to replace the official H2 database documentation.

Install an H2 database server

1. Download the latest stable Windows installer from <http://www.h2database.com/html/download.html>. We downloaded a file named 'h2-setup-2017-04-23.exe' for this example.
2. Run the installer file which by default will install the software in "c:\Program Files\H2" on a 32bit system or "c:\Program Files (x86)\H2" on a 64bit system.
3. Step 2 does not install the H2 database service automatically. You must manually install it, after configuring it, as follows.

The service ensures that the H2 database starts when the machine restarts.

4. The service configuration is in the "c:\Program Files\H2\service\wrapper.conf" file. We modified the following to tailor the service to our environment:

```
1. # Application parameters. Add parameters as needed starting from 1
2. ## -- Make sure to allow tcpPort on the firewall -- ##
3. wrapper.app.parameter.1=org.h2.tools.Server
4. wrapper.app.parameter.2=-tcp
5. wrapper.app.parameter.3=-tcpPort 9092
6. wrapper.app.parameter.4=-tcpAllowOthers
7. wrapper.app.parameter.5=-web
8. wrapper.app.parameter.6=-webPort 8082
9. wrapper.app.parameter.7=-webAllowOthers
10. wrapper.app.parameter.8=-baseDir "c:/worktemp/db"
```

In summary, we want the service to store database files in the "c:\worktemp\db" directory on the local machine and run on TCP port 9092. Also, we want the service to use TCP port 8082 for web management.

5. With the above changes in place, open a terminal window and change to the “c:\Program Files\H2\service” directory. Then:
 - a. Run the *1_install_service.bat* script to install the service on the machine. This adds the “H2 Database Engine Service” to the set of services on the machine.
 - b. Run the *2_start_service.bat* script to start the service.
 - c. To make sure that the service is running, start a browser using the *3_start_browser.bat* script on the same machine. This should show the login page for the database server management console.
6. Edit the firewall configuration for the machine and make sure that TCP ports 9092 and 8082 (if you are using our configuration from step 4) are not blocked.

How you complete this step depends on the firewall application that you are using. Please consult the documentation for your firewall application.
7. Once the firewall is allowing communication to TCP ports 9092 and 8082 open a browser on a different machine and attempt to access the H2 server web management console using <http://192.168.120.200:8082> (if you are using our configuration from step 4) to make sure that remote access to the server is possible.

Note that you do not need to create database users and a database for Total Recall VR Desktop once the server is running. The first instance of Total Recall VR Desktop that will attempt to use the server will create users and a database which you must then use for all other instances of Total Recall VR Desktop.

3.4.6. Remote Interface



This recorder configuration is mandatory. The application will not be able to connect to recorders without it.

In most cases Total Recall VR Desktop will connect to one or more Total Recall VR systems.

Total Recall VR Desktop uses the Remote Interface provided by Total Recall VR systems to connect and interact with Total Recall VR systems. As a result, you must configure the Remote Interface on each Total Recall VR system that you wish to access from Total Recall VR Desktop.

See section 6.5 in the Total Recall VR Embedded GUI User Guide [5] for details on how to configure the Remote Interface on systems with built-in screen.

For example:

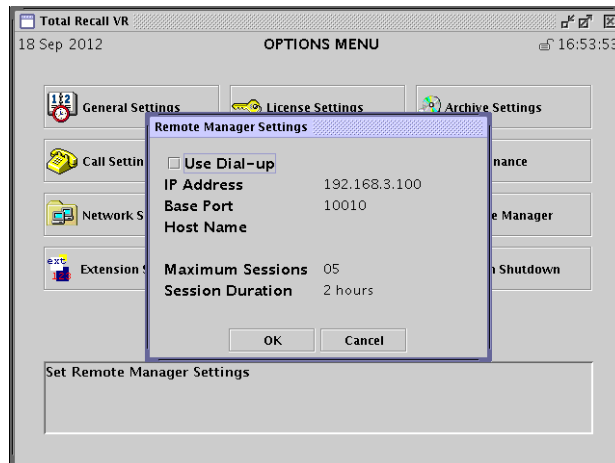


Figure 4: Remote Interface Configuration

The value of the *Maximum Sessions* parameter is important when monitoring multiple recordings with Total Recall VR Desktop. Its value defines the maximum number of recordings that can be monitored by all instances of Total Recall VR Desktop.

For example, if *Maximum Sessions* is set to 5, as shown the previous screen capture, then the maximum number of monitoring sessions across all running instances of Total Recall VR Desktop is 5. As a result, if a single instance of Total Recall VR Desktop is monitoring 5 recordings in progress, then all other instances will not be able to monitor any recordings in progress until the instance that is monitoring 5 recordings stops monitoring at least 1 or more recordings.

If your Total Recall VR system does not have a built-in screen, then use the Total Recall VR Manager application to configure the Remote Interface. See section 8.2.5 in the Total Recall VR Manager User Guide [7] for details on how to configure the Remote Interface on systems without a built-in screen.

For example:

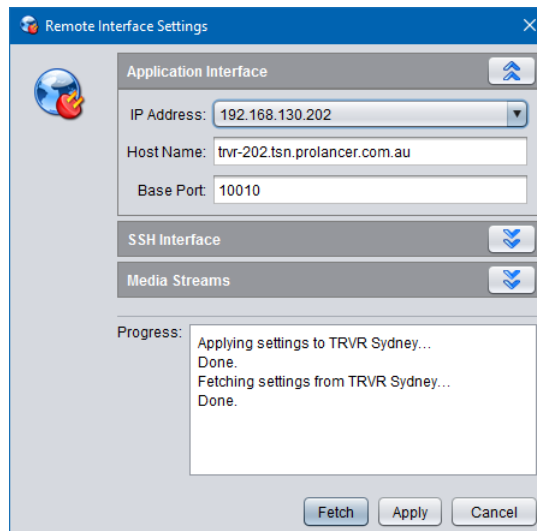


Figure 5: Remote Interface Configuration

3.5. Application Installation

A Total Recall VR Desktop installer is available for download from our web site. We do not ship installation media for Total Recall VR Desktop.



Please visit <http://www.totalrecallvr.com/applications/total-recall-vr-desktop> to download the installer for Total Recall VR Desktop.

The installer is a wizard based installation program which will guide you through the installation steps. To install Total Recall VR Desktop on your PC:

Install Total Recall VR Desktop

1. Extract the TRVRDesktop-Setup-x.y.z.yyyymmdd.exe file from the TRVRDesktop-Setup-x.y.z.yyyymmdd.zip file that you downloaded from our web site.
2. Double-click on the TRVRDesktop-Setup-x.y.z.yyyymmdd.exe file to launch the installer.
3. Follow the prompts to complete the installation.

3.6. Application Upgrade

To upgrade Total Recall VR Desktop:

- If you wish to keep the previous configuration and activation license for the application, then simply follow the installation procedure. Do not uninstall the previous version of the application.
- If you wish to have a clean installation of the application, with new configuration, then first uninstall the previous version of the application and then install the new version. Please make a record of your activation license before you uninstall the old version of the application. You will need the activation license for the new version of the application.

3.7. First Run

Total Recall VR Desktop requires an activation license to run. As a result, when you run Total Recall VR Desktop for the first time, it will prompt you to enter an activation token or license as shown on the following screen capture.

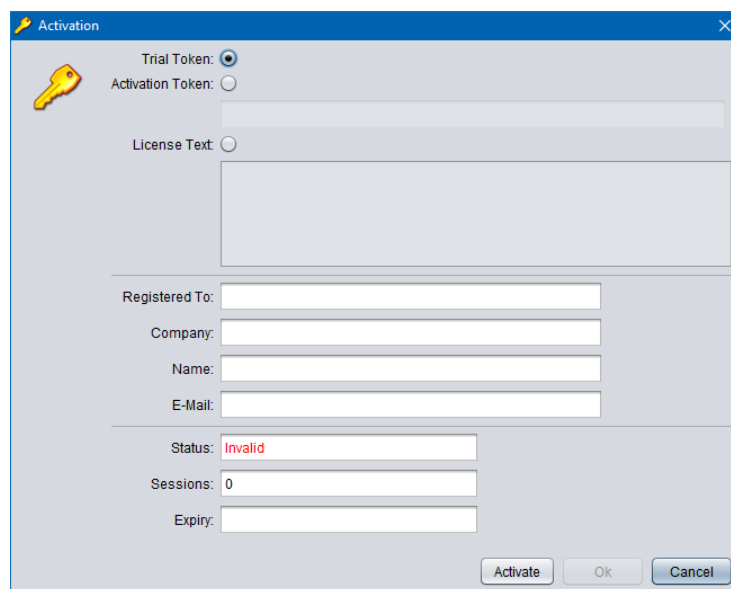


Figure 6: Activation Dialog

You can activate the application in one of the following ways:

1. Activate a 10 day trial of the application by choosing the **Trial Token** option. This mode of activation requires Internet access.

Note that you will be able to activate one, and only one, trial of the application on a given PC. Once the 10 day trial is complete, it will not be possible to activate another trial for the application on the same PC.

2. Activate the application for either a limited time or perpetually by entering an **Activation Token** that we send you when you purchase a license for the application. This mode of activation requires Internet access.

Based on the number of licenses that you purchase, and the type of token that we send you, you may be able to activate the application with the token on a single

PC or multiple PCs. Please consult the instructions that come with the token for more details.

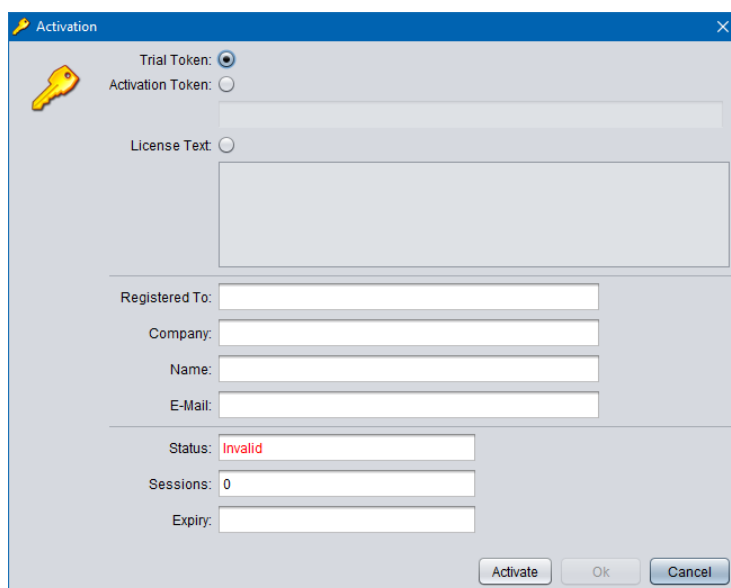
3. Activate the application for a limited time or perpetually by entering a **License Text**. This mode of activation does not require Internet access.

This mode of activation, in general, will be used only for existing licenses (activated previously) when lost or misplaced. Please contact us for instructions on how to proceed to recover lost activation licenses. However, it can be used to activate the application on PCs that do not have Internet access.

Instructions for each method of activation follows.

Activation with the Trial Token

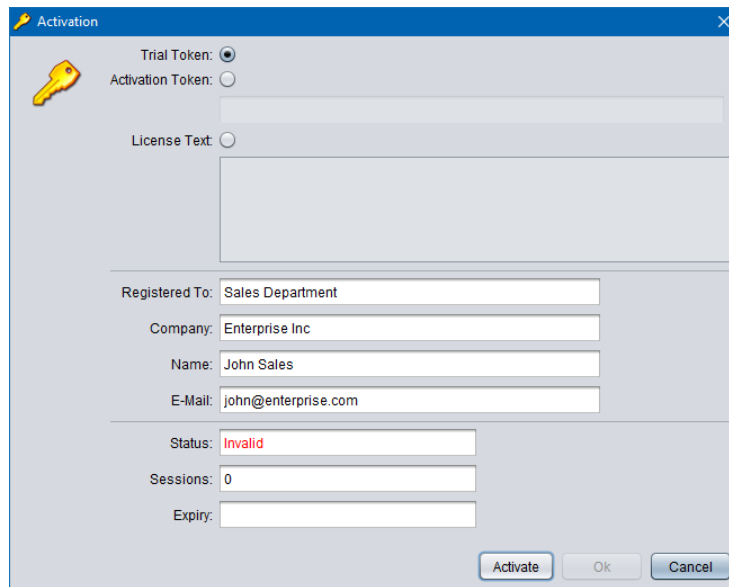
1. To activate a 10 day trial of the application select **Trial Token**.



The screenshot shows the 'Activation' dialog box. It features a yellow key icon on the left. The 'Trial Token' radio button is selected. Below it are input fields for 'Registered To:', 'Company:', 'Name:', and 'E-Mail:'. The 'Status:' field displays 'Invalid' in red text. The 'Sessions:' field shows '0'. The 'Expiry:' field is empty. At the bottom right, there are three buttons: 'Activate', 'Ok', and 'Cancel'.

2. Enter **Registered To**, **Company**, **Name** and **E-Mail** as desired. Note that the details that you enter here will be needed to recover the trial activation license in the event that it is lost or misplaced so make a record of them and keep them in a safe place.

For example:

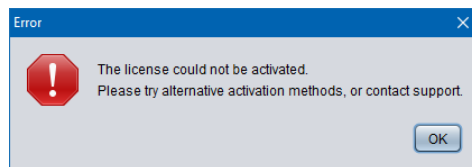


Activation dialog box showing registration details and status. The status is **Invalid**.

Registered To: Sales Department
Company: Enterprise Inc
Name: John Sales
E-Mail: john@enterprise.com

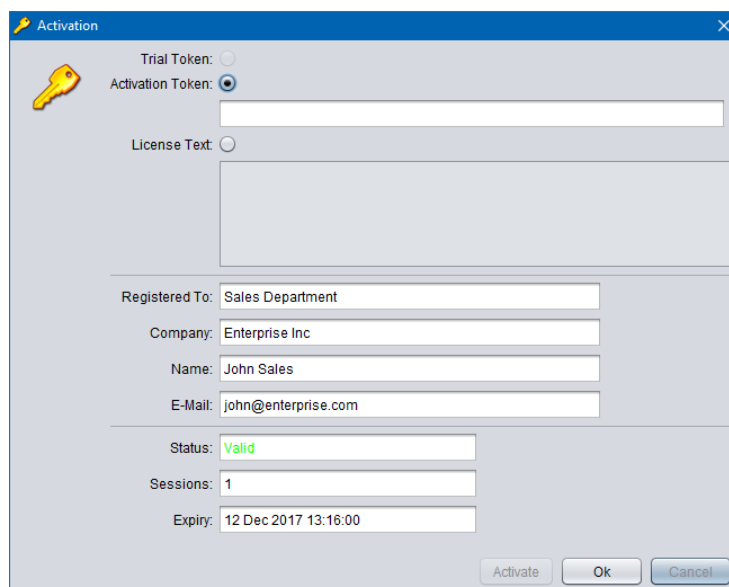
Status: Invalid
Sessions: 0
Expiry:

3. Select **Activate** to attempt activation. The application will attempt activation (over the Internet) with the Total Recall VR licensing server. If you receive the following error message, then a trial of the application was previously activated on the PC.



As a result, the Trial Token cannot be used to activate the application (again).

4. In most cases the activation will be successful. For example:



Activation dialog box showing registration details and status. The status is **Valid**.

Registered To: Sales Department
Company: Enterprise Inc
Name: John Sales
E-Mail: john@enterprise.com

Status: Valid
Sessions: 1
Expiry: 12 Dec 2017 13:16:00

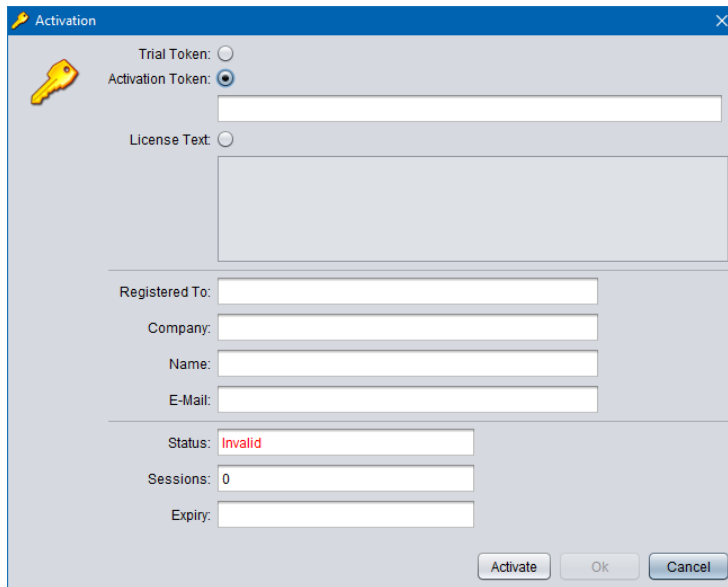
5. Select **Ok** to start the trial of the application. You will not be asked to activate the application again during the trial.

Activation with an Activation Token

1. If you have received an activation token from us, then you can activate the application with the token. This is an example of an activation token that you will receive:

ZU2QL-DSFGK-GHAHA-3NW9B-24RAH-LJQ9A-A9LEH-GTPH5-3G6L4-XJPTX-H5SEA

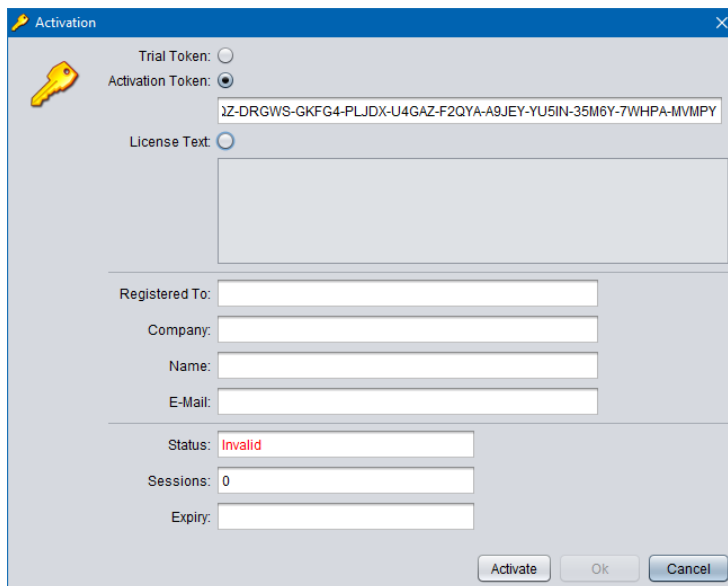
2. To activate the application with an activation token select **Activation Token**.



The screenshot shows the 'Activation' dialog box with the following fields and options:

- Trial Token:**
- Activation Token:** (Selected)
- License Text:**
- Registered To:**
- Company:**
- Name:**
- E-Mail:**
- Status:** (Text is red)
- Sessions:**
- Expiry:**
- Buttons: **Activate**, **Ok**, **Cancel**

3. Enter the token as you received it from us. For example:

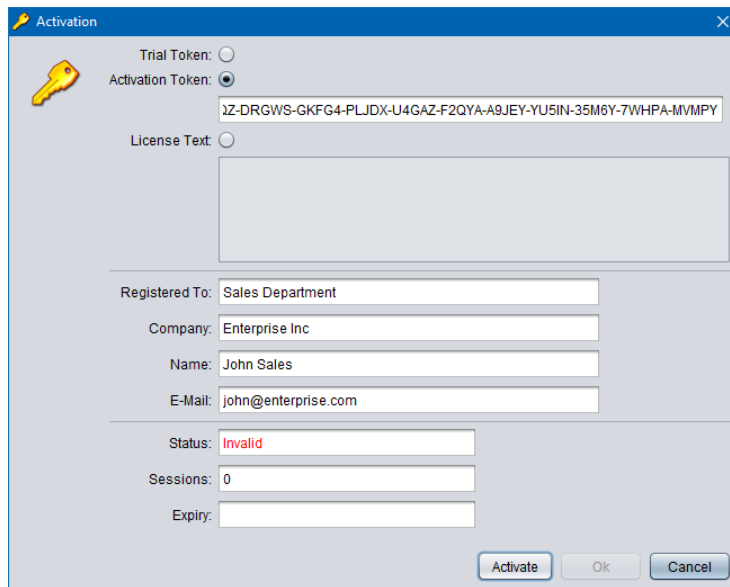


The screenshot shows the 'Activation' dialog box with the following fields and options:

- Trial Token:**
- Activation Token:** (Selected)
- Activation Token:**
- License Text:**
- Registered To:**
- Company:**
- Name:**
- E-Mail:**
- Status:** (Text is red)
- Sessions:**
- Expiry:**
- Buttons: **Activate**, **Ok**, **Cancel**

4. Enter **Registered To**, **Company**, **Name** and **E-Mail** as desired. Note that the details that you enter here will be needed to recover the activation license in the event that it is lost or misplaced so make a record of them and keep them in a safe place.

For example:

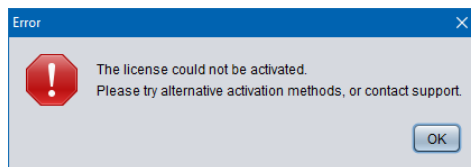


The screenshot shows the 'Activation' dialog box with the following fields and values:

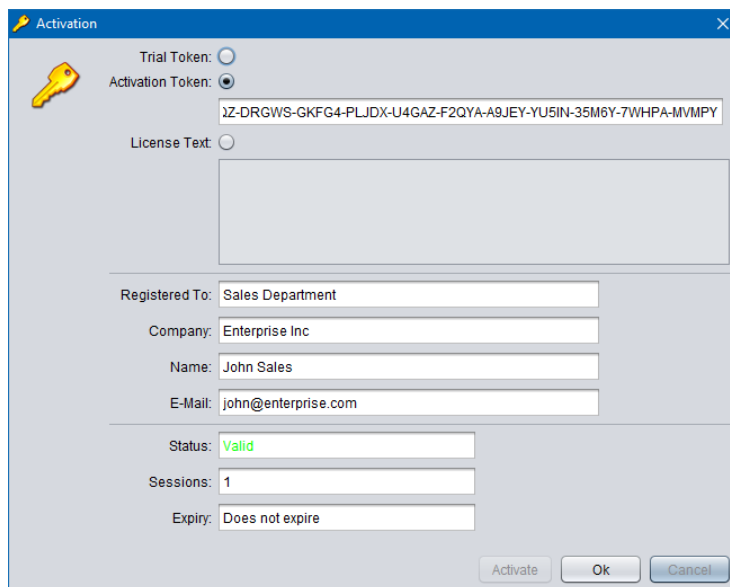
- Trial Token:
- Activation Token: (Selected)
- License Text:
- Registered To:
- Company:
- Name:
- E-Mail:
- Status:
- Sessions:
- Expiry:

Buttons at the bottom: , ,

5. Select **Activate** to attempt activation. The application will attempt activation (over the Internet) with the Total Recall VR licensing server. If you receive the following error message, then the Activation Token is no longer valid, or it was previously used to activate the application.



6. In most cases the activation will be successful. For example:



The screenshot shows the 'Activation' dialog box with the following fields and values:

- Trial Token:
- Activation Token: (Selected)
- License Text:
- Registered To:
- Company:
- Name:
- E-Mail:
- Status:
- Sessions:
- Expiry:

Buttons at the bottom: , ,

7. Select **Ok** to start using the application.

(Re)Activation with License Text

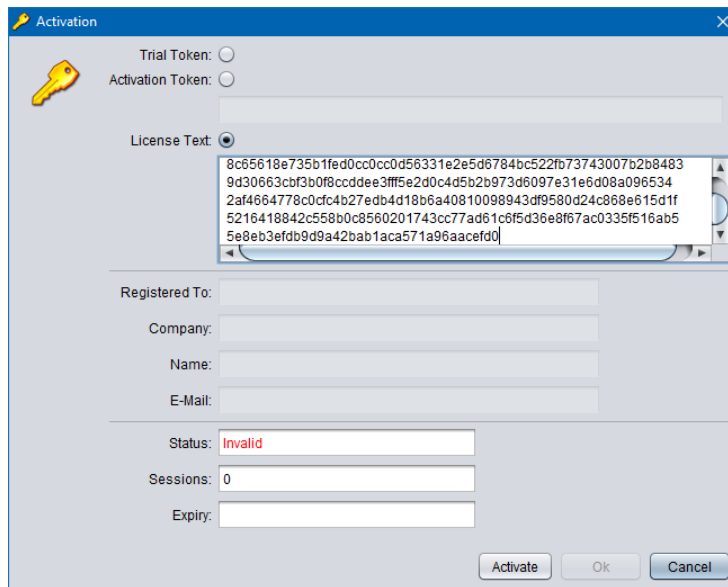
1. We may send you the license text of an activation license if you cannot activate the application over the Internet, or if you have activated the application before and misplaced your activation license for the application on a particular PC. This is an example of license text that you will receive (some lines were removed to save space):

```
# Example Application License (id: 1511837763868)
6729c0c1fc5b9b29b19c4336e2068b75b231474c87cbce079ff39ea741b0
04ec3480fda88ffed82f6dee402293e82e1ece184925ed3510c2189c2b18
4c819332337373235b9e7b8210da6286c2f502de30a0a4140e3a5ddc1102
:
:
4abc5a5efd5f38c804a4ee8b45e92495aac362e67cf5c9721a48400c9ee3
8b699a6d3fc266e0d8efabcede2d58427ac92f510576c4250af30d5ad7a2
5cde6395e2493adb54960307e8083ae8
```

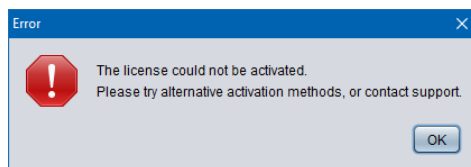
Note:

- a. The PC does not need Internet access to (re)activate the application with license text.
 - b. The license text that we will send you is for an existing license which activates the application on the same PC (without hardware modifications) as it was when activated for the first time.
 - c. If the activation license is lost due to damaged hard disk, or motherboard and you replace the faulty hardware, then the license text of the original activation license (which we will send you) will no longer be valid as the hardware of the PC changed and you will have to purchase a new license.
2. To activate the application with a license text select **License Text**.

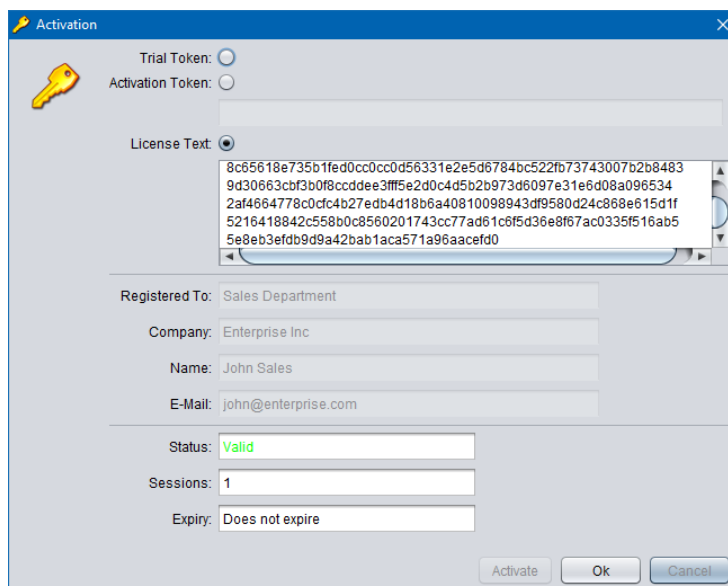
3. Enter the license text as you received it from us. For example:



4. Select **Activate** to attempt activation. If you receive the following error message, then the activation license is no longer valid, or it is for a different application, or it is for a PC with different hardware.



5. In most cases the activation will be successful. For example:

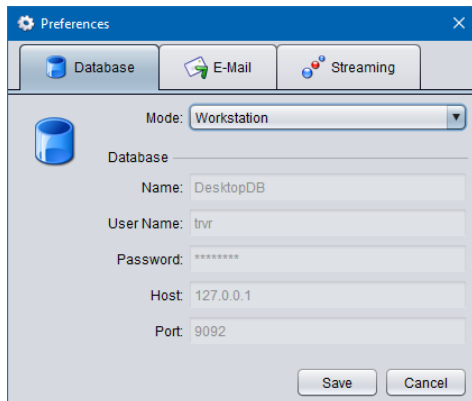


6. Select **Ok** to start using the application.

Once you activate the application (for the first time), it will display the Preference dialog which allows you to configure the application.

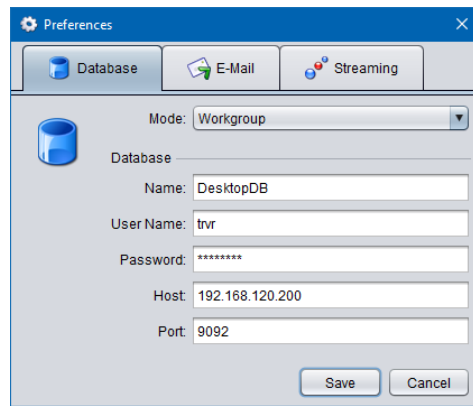
Application Configuration

1. The Preferences dialog allows you to configure the application.

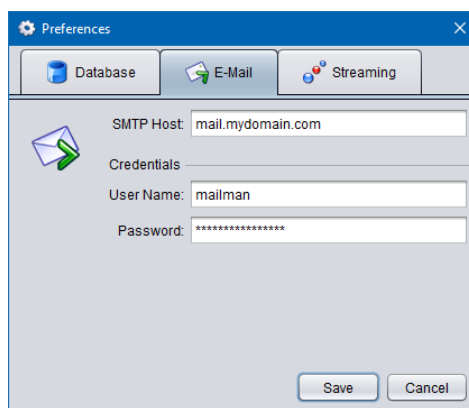


2. On the **Database** tab, select **Mode**. This is the working mode that the application will use. Select one of the following:
 - a. *Workstation* if you wish to allow multiple users to use the application but on a single PC – see section 3.3.1 Workstation Mode for more details.
 - b. *Workgroup* if you wish to allow multiple users to use the application from multiple PCs – see section 3.3.2 Workgroup Mode for more details.
3. If you select *Workgroup* mode, then enter the details of the central H2 database which contains the configuration for the application:
 - a. Enter **Name**. This is the name of the H2 database. All application instances that share the same H2 database must use the same name for the database.
 - b. Enter **User Name**. This is the user name that the application will use when connecting to the database. All application instances that share the same H2 database must use the same user name.
 - c. Enter **Password**. This is the password that the application will use when connection to the database. All application instances that share the same H2 database must use the same password.
 - d. Enter **Host**. This is the IP address, or the host name, of the server which runs the H2 database server.
 - e. Enter **Port**. This is the TCP port that is used by the H2 database server to provide database services.

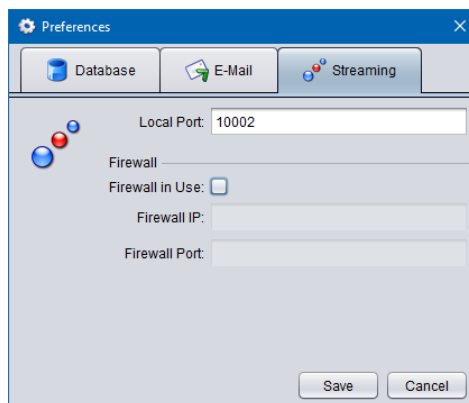
For example:



4. Optionally, and if you wish to enable sending of e-mail from the application, switch to the **E-Mail** tab:

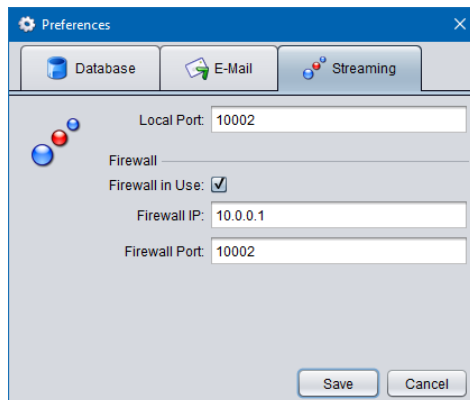


5. To enable sending of e-mail from the application:
 - a. Enter **SMTP Host**. This is the IP address, or the host name, of an SMTP e-mail server on your network that the application can use to send e-mail.
 - b. Optionally, and if your SMTP server requires authentication to send e-mail, enter **User Name** and **Password**.
6. Optionally, and if you wish to change the default streaming configuration for the application, switch to the **Streaming** tab:

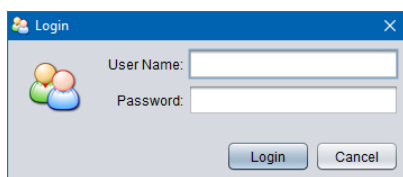


7. By default, the application will use UDP port 10002 on the local PC to receive audio streams from Total Recall VR systems. To change to a different port:

- a. Enter **Local Port**. This is a UDP port on the local PC that the application will use to receive audio streams from Total Recall VR systems.
- b. Optionally, and if you are running the application on a PC that is behind a firewall, tick **Use Firewall**:



- c. Enter **Firewall IP**. This is the external (or public) IP address that is assigned to the firewall.
 - d. Enter **Firewall Port**. This is a UDP port on the firewall that will be used to receive audio streams from Total Recall VR systems.
 - e. Make sure to forward **Firewall Port** to **Local Port** on the firewall. Otherwise, the application will not receive the audio from the Total Recall VR systems.
8. Select **Save** to save the application configuration.
 9. The application may take a moment to initialise. When done, it will display the Login dialog:



10. If you are using the application in workstation mode, then use the pre-configured user with application administration rights to log in:
 - a. **User Name**: admin
 - b. **Password**: changeme
11. If you are using the application in workgroup mode, then you can use any user that exists in the central H2 database. However, if this is the first instance of the application, then use the pre-configured user with application administration rights to log in (see the previous step for login details).

Once you login for the first time you should proceed immediately to the Resource Manager where you need to create at least one user (see Users tab) and one recorder connection (see Recorders tab).

4. User Interface

Total Recall VR Desktop is collection of applications that work together in a desktop like environment which provides the runtime environment for the applications.

4.1. Desktop

The following screen capture shows the desktop as it appears when all applications are minimised. The applications appear as icons at the bottom edge of the desktop.

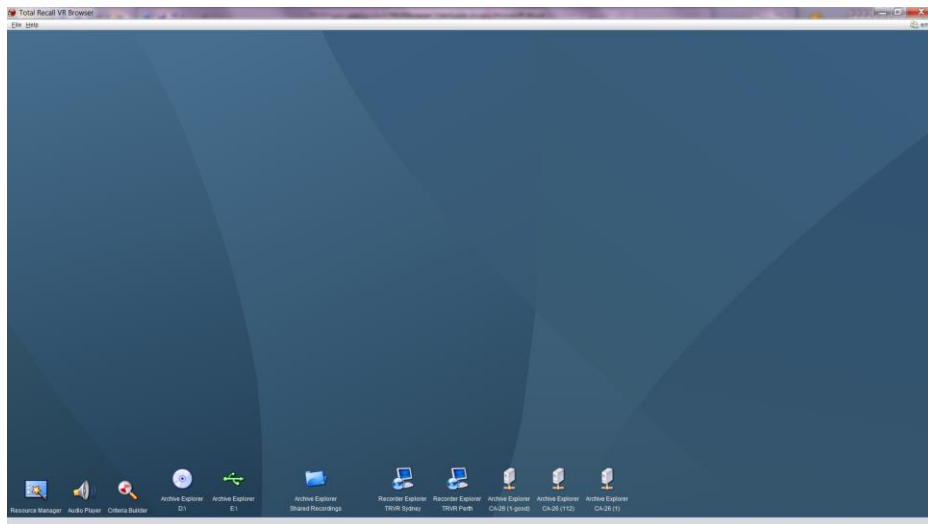


Figure 7: Application Desktop

Note that not all icons that you see on the previous screen capture may appear on your instance of the desktop. Section 4.5 Plug and Play explains why. The following screen capture shows a number of applications in use within the desktop.

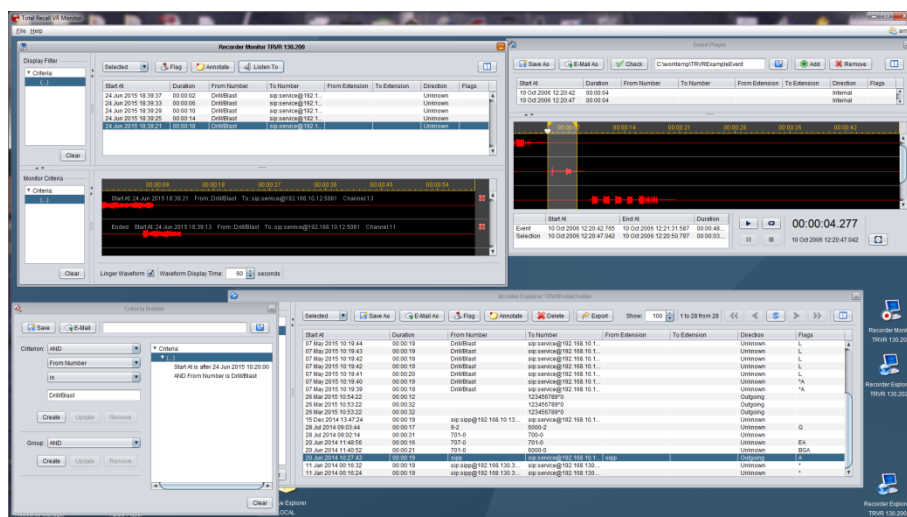
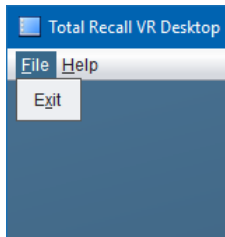


Figure 8: Application Desktop with Applications in Use

4.2. Main Menu Bar

The Total Recall VR Desktop main menu bar comprises of 3 menus:

4.2.1. File Menu

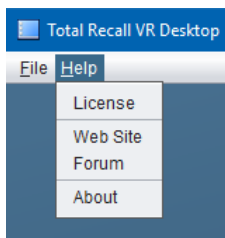


The File menu includes the following options:

1. **Exit**

It terminates the application.

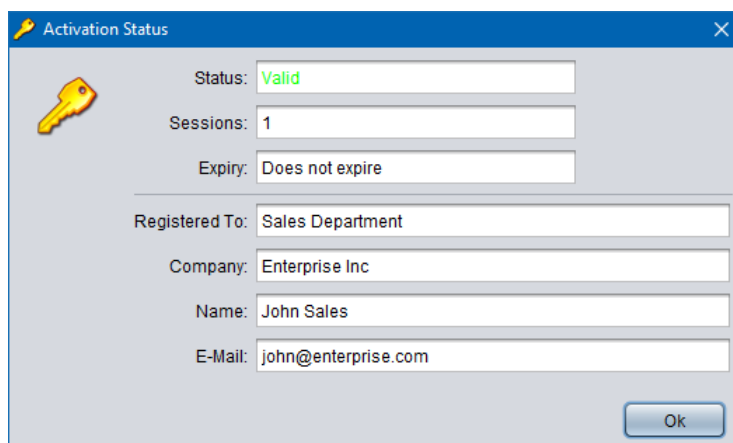
4.2.2. Help Menu



The Help menu includes the following options:

1. **License**

It displays the Activation Status dialog which shows information on the activation license:



2. **Web Site**

It starts the default system web browser and loads the front page of the Total Recall VR web site.

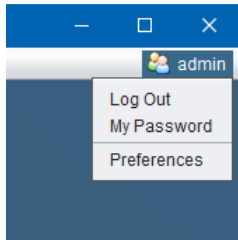
3. **Forum**

It starts the default system web browser and loads the Forums page of the Total Recall VR web site.

4. **About**

It display 'about' information about the application including the version number of the application.

4.2.3. **User Menu**



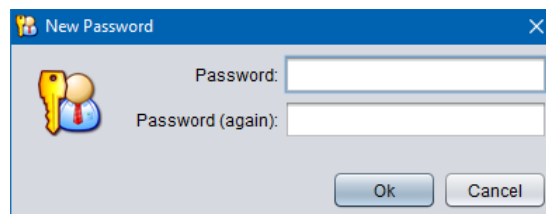
Found in the top right corner of the desktop, and only when a user is logged in, the user menu includes the following options:

1. **Log Out**

It logs out the current user. This will close all applications and show the log in dialog so another user can log in and proceed to use the application.

2. **My Password**

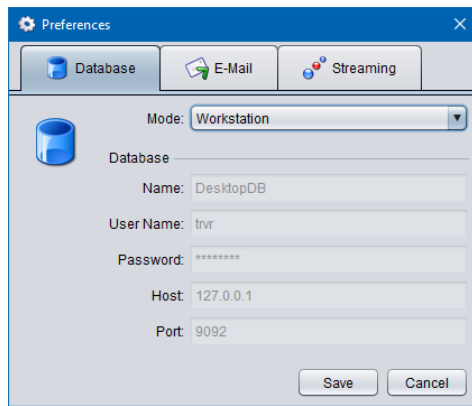
Displays the My Password dialog which allows the current user to change his/her own password:



3. **Preferences**

This item appears on the menu only if the current user has application administration rights.

It displays the Preferences dialog which allows you to configure the application.



4.3. Applications

Total Recall VR Desktop comprises of the following applications:



Resource Manager

Resource Manager is an application that provides for configuration of application resources such as users, Total Recall VR systems, location of network drives which contain Total Recall VR network archives, Public Folder archives and Mega archives.

This application appears on the desktop only, if and only if, the current user has administrative privileges for the application.



Criteria Builder

Criteria Builder is an application that provides for the creation, editing and sharing of comprehensive natural language search queries.

The queries that are created by this application can be shared by multiple recording explorer applications and the event player and monitor applications. In addition, the queries can be used as recording filter on the users' profile.

This application is always present on the desktop.



Audio Player

Audio Player is a powerful audio player application that provides for play of, and conversion between, all Total Recall VR audio file and encoding formats.

In addition to playing and media conversion, this application provides for sharing of recordings via e-mail and integrity check of recordings that are stored in the TRC file format.

This application appears on the desktop only if the current user has authority to play (listen to) recordings.



Event Player

Event Player is a powerful audio player application designed to play the mix of the audio from multiple recordings ordered in time. This enable users to recreate events that comprise of one or more recordings and listen to the audio of the events as it happened in time.

In addition to playing, this application provides for exporting events to popular audio file formats, sharing of events via e-mail and integrity check of event segments.



Disc Archive Explorer

Disc Archive Explorer is a recording explorer that provides for viewing, searching, exporting and managing of recordings that are stored in Total Recall VR disc archives.

This application appears on the desktop only if the current user has authority to search Total Recall VR archives and only when the application detects a disc with a Total Recall VR archive in one of the disc drives that are attached to the machine that runs the application.



USB Archive Explorer

USB Archive Explorer is a recording explorer that provides for viewing, searching, exporting and managing of recordings that are stored in Total Recall VR USB archives.

This application appears on the desktop only if the current user has authority to search Total Recall VR archives and only when the application detects a USB device with a Total Recall VR archive on one of the USB ports of the machine that runs the application.



Public Folder Explorer

Public Folder Explorer is a recording explorer that provides for viewing, searching, exporting and managing of recordings that are stored in Public Folders.

This application appears on the desktop only if the current user has authority to search Public Folders and only when the application has access to Public Folders.



Network Archive Explorer

Network Archive Explorer is a recording explorer that provides for viewing, searching, exporting and managing of recordings that are stored in Total Recall VR network archives.

This application appears on the desktop only if the current user has authority to search Total Recall VR archives and only when the application has access to network drives that contains one or more Total Recall VR network archives.



Mega Archive Explorer

Mega Archive Explorer is a recording explorer that provides for viewing,

searching, exporting and managing of recordings that are stored in Total Recall VR mega archives.

This application appears on the desktop only if the current user has authority to search Total Recall VR archives and only when the application has access to the database and disk space used by the mega archive.



Recorder Explorer

Recorder Explorer is a recording explorer that provides for viewing, searching, exporting and managing of recordings that are stored on Total Recall VR systems.

This application appears on the desktop only if the current user has authority to search Total Recall VR systems and only when the application can access Total Recall VR systems over the network.



Recorder Monitor

Recorder Monitor is a powerful application designed for real-time monitoring (listening) and observing of recordings in progress on multiple Total Recall VR systems simultaneously. It provides for real time display of recording meta data and waveforms as well as listening to multiple recordings in progress.

This application appears on the desktop only if the current user has authority to monitor recording in progress on Total Recall VR systems and only when the application can access Total Recall VR systems over the network.



Recorder Control Panel

Recorder Control Panel is an application that provides for remote configuration management of the configuration of Total Recall VR systems. In addition, the application has provisions for performing a comprehensive set of maintenance activities on Total Recall VR systems.

This application appears on the desktop only if the current user has authority to manage recorders.



Recorder Status Panel

Recorder Status Panel is an application that shows the status of Total Recall VR systems as well as the status of recording channels on Total Recall VR systems in near real-time.

This application appears on the desktop only if the current user has authority to manage recorders.

4.4. Drag and Drop

Drag and drop is a user interface gesture in which you select an object on the screen with a pointing device (mouse for example) and then drop it on top of another object on the screen to invoke a desired action. It is used extensively by Total Recall VR Desktop.

Applications share data (recordings, search queries etc.) via drag and drop. So it is important to familiarise yourself with drag and drop (or DnD as it is otherwise known) in GUI environments if you are not already familiar with it.

For example, to load a recording from a recording explorer application into Audio Player you simply select the recording in the explorer with your mouse, drag it to the area of Audio Player and drop it there.

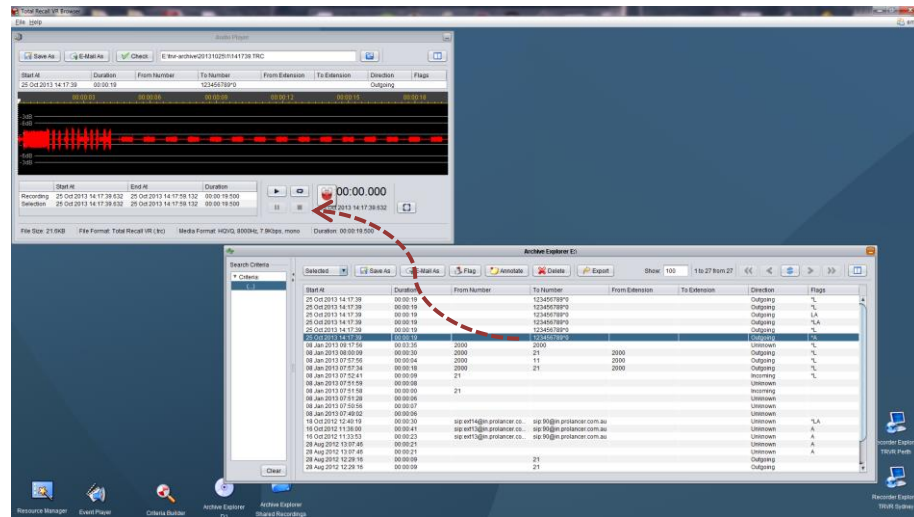


Figure 9: Using DnD to Load Recordings into Audio Player

Another example is the transfer of a search query from Query Builder to a recording explorer. Simply select the root node of the query in Criteria Builder and drag it to the area of an explorer window where you simply drop it to initiate a search based on the query.

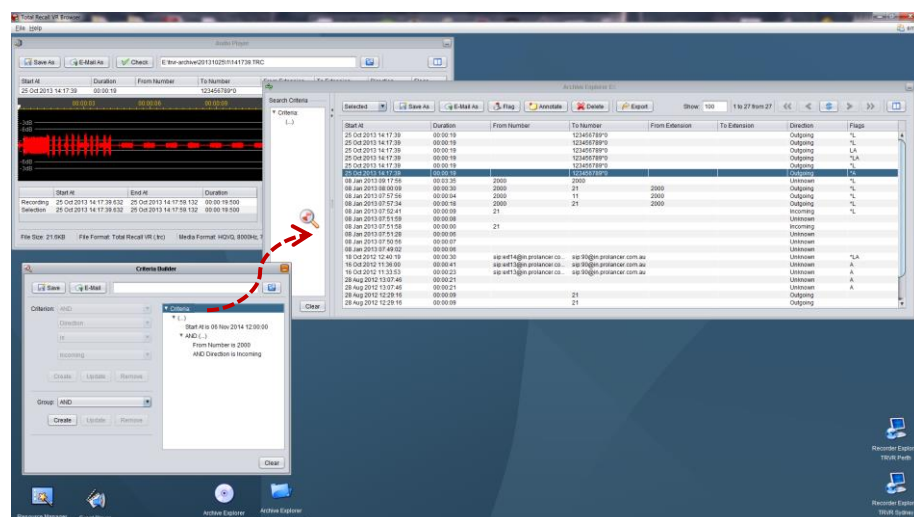


Figure 10: Using DnD to Transfer Search Queries

4.5. Plug and Play

Plug and play is another important feature of Total Recall VR Desktop.

Plug and play is a technology that enables Total Recall VR Desktop to automatically detect discs, USB drives and network connections to network drives and Total Recall VR systems and automatically load and show applications on the desktop. The same technology enables Total Recall VR Desktop to hide and unload applications when you remove a USB device or a network connection breaks for example.

This technology makes the content of the desktop dynamic. Applications appear on, and disappear from, the desktop as events happen.

For example, here is the content of the desktop when there is a disc with a Total Recall VR archive in one of the disc drives and a USB device with a Total Recall VR archive is attached to one of the USB ports:

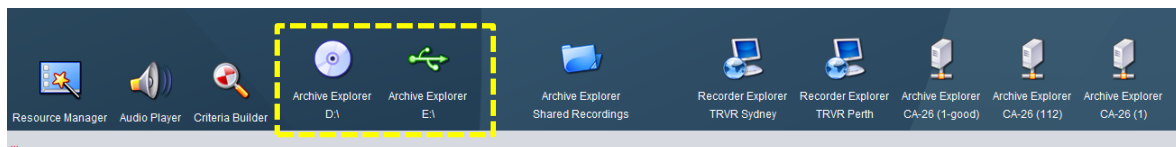


Figure 11: Desktop Icons with Disc and USB Archives Present

If you remove the disc with a Total Recall VR archive and the USB device with a Total Recall VR archive, the desktop will change to the following:

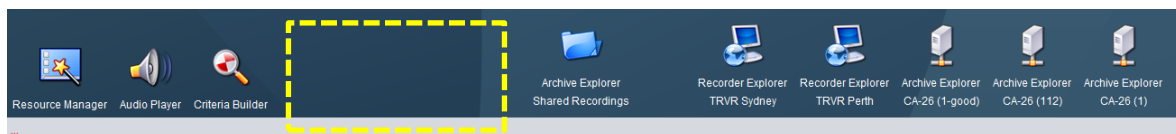


Figure 12: Desktop Icons When no Disc and USB Archives are Present

Note how the Disc Archive Explorer and the USB Archive Explorer disappear from the desktop when you eject the disc and detach the USB device.

This behaviour is consistent with the behaviour of the Windows desktop, and other popular desktops. For example Windows automatically creates and removes drives for discs and USB devices when attached and detached.

5. Resource Manager



See the section with the same title in the Total Recall VR Monitor User Guide [6].

6. Criteria Builder



See the section with the same title in the Total Recall VR Monitor User Guide [6].

7. Recorder Monitor



See the section with the same title in the Total Recall VR Monitor User Guide [6].

8. Audio Player



See the section with the same title in the Total Recall VR Monitor User Guide [6].

9. Event Player



See the section with the same title in the Total Recall VR Monitor User Guide [6].

10. Recording Explorer(s)



See the section with the same title in the Total Recall VR Monitor User Guide [6].

11. Recorder Status Panel



See the section with the same title in the Total Recall VR Manager User Guide [7].

12. Recorder Control Panel



See the section with the same title in the Total Recall VR Manager User Guide [7].

13. Software License

END USER LICENSE AGREEMENT

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15.1 If any provision hereof shall be held illegal, invalid or unenforceable, in whole or in part, such provision shall be modified to the minimum extent necessary to make it legal, valid and enforceable, and the legality, validity and enforceability of all other provisions of this Agreement shall not be affected.

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