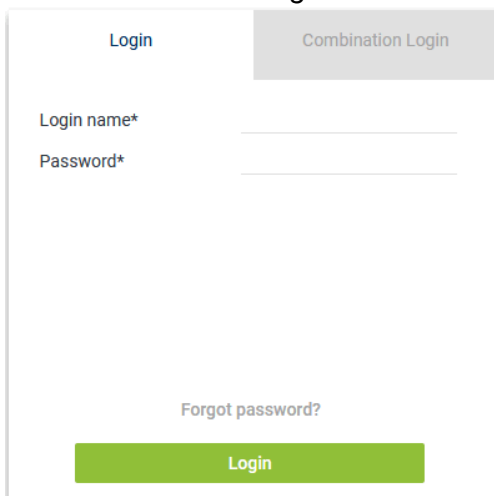


## Quick User Guide for Infinite Voice Recording Plus Service

### For General User

#### Portal Login

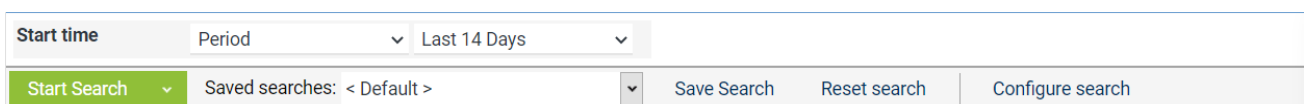
1. Access the URL <https://recordingplus.hkbninfi.net/POWERplayWeb/>.
2. Enter your login name and password.
3. Click on the button *Login*.





The screenshot displays a login form with two tabs: 'Login' and 'Combination Login'. The 'Login' tab is active. Below the tabs, there are two input fields labeled 'Login name\*' and 'Password\*'. Below these fields is a link that says 'Forgot password?'. At the bottom of the form is a green button labeled 'Login'.

#### Search Recording by Period

When opening the portal, a search filter is set automatically so that only data sets of the last 14 days are displayed. You can search the recording by different periods.




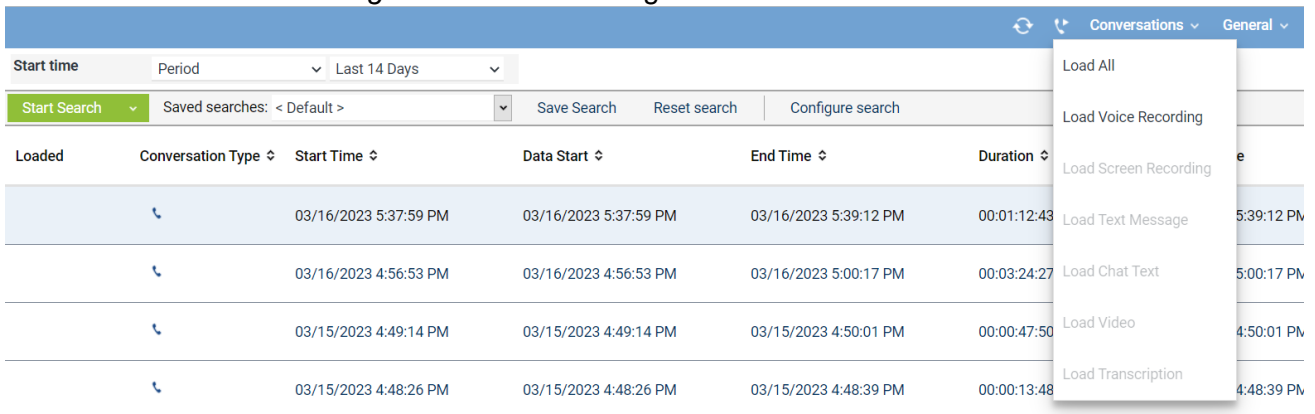
The screenshot shows a search filter interface. It includes a 'Start time' section with a 'Period' dropdown menu currently set to 'Last 14 Days'. Below this are several buttons: 'Start Search', 'Saved searches: < Default >', 'Save Search', 'Reset search', and 'Configure search'.





1. Click on the drop-down list  of the box *Last 14 Days* to select period of time.
2. Click on the button  to save the changes made for the displayed search criteria.

Notes: The Period starts with the current date.

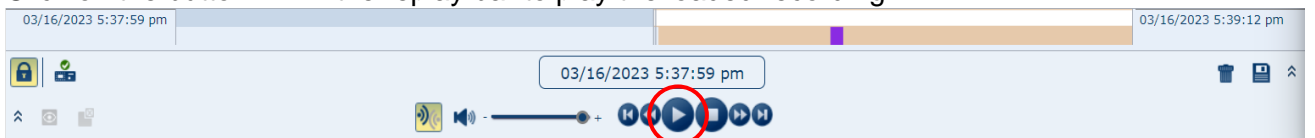
## Play Recording

1. Select the recording you would like to play in the main view.
2. Click on the icon  (*Load selected conversation*).
3. Select *Load Voice Recording* to load the recording.




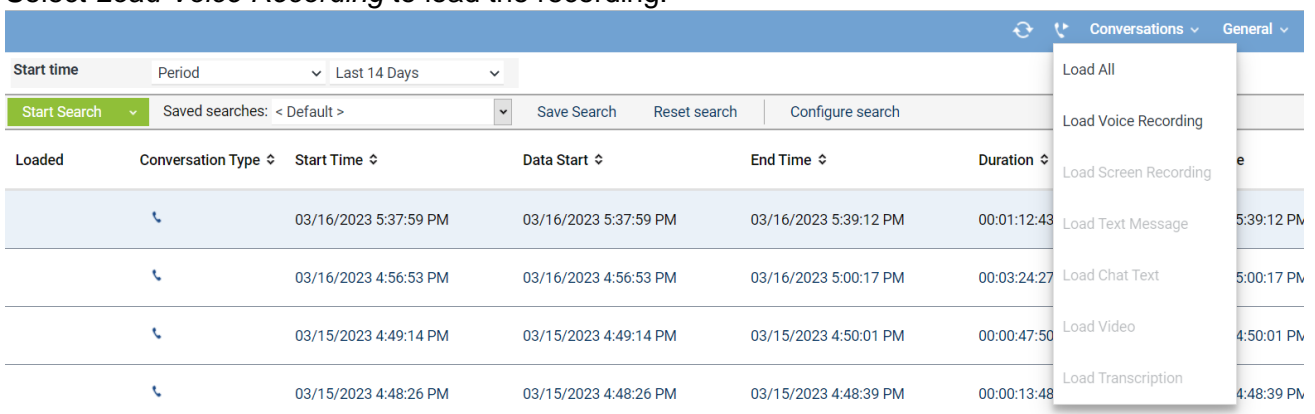
Loaded	Conversation Type	Start Time	Data Start	End Time	Duration
		03/16/2023 5:37:59 PM	03/16/2023 5:37:59 PM	03/16/2023 5:39:12 PM	00:01:12:43
		03/16/2023 4:56:53 PM	03/16/2023 4:56:53 PM	03/16/2023 5:00:17 PM	00:03:24:27
		03/15/2023 4:49:14 PM	03/15/2023 4:49:14 PM	03/15/2023 4:50:01 PM	00:00:47:50
		03/15/2023 4:48:26 PM	03/15/2023 4:48:26 PM	03/15/2023 4:48:39 PM	00:00:13:48





4. Click on the button  in the replay bar to play the loaded recording.



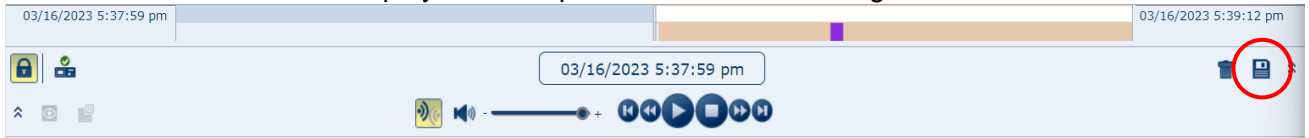
## Download Recording

1. Select the recording you would like to download in the main view.
2. Click on the icon  (*Load selected conversation*).
3. Select *Load Voice Recording* to load the recording.

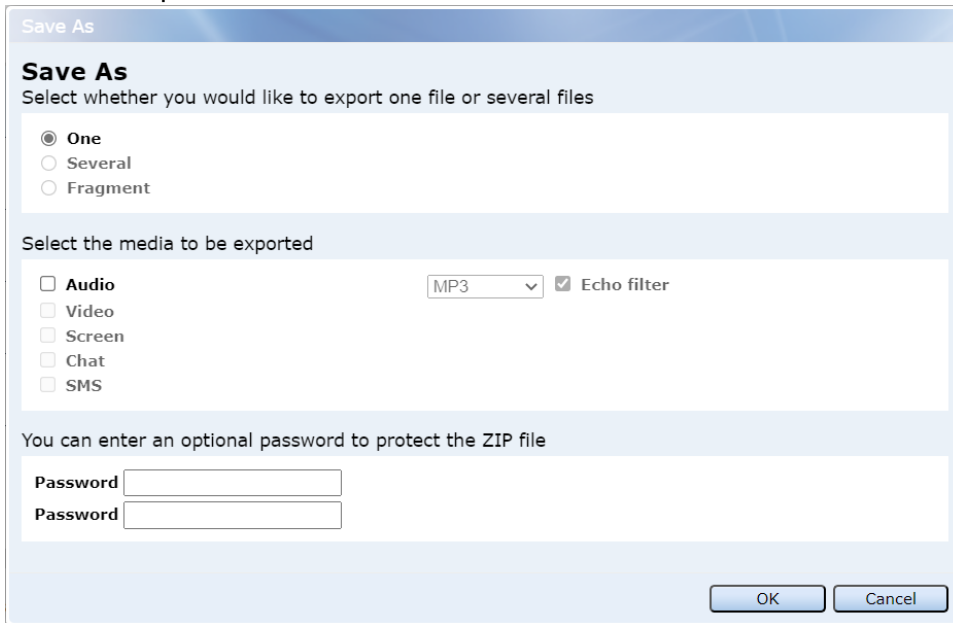


Loaded	Conversation Type	Start Time	Data Start	End Time	Duration
		03/16/2023 5:37:59 PM	03/16/2023 5:37:59 PM	03/16/2023 5:39:12 PM	00:01:12:43
		03/16/2023 4:56:53 PM	03/16/2023 4:56:53 PM	03/16/2023 5:00:17 PM	00:03:24:27
		03/15/2023 4:49:14 PM	03/15/2023 4:49:14 PM	03/15/2023 4:50:01 PM	00:00:47:50
		03/15/2023 4:48:26 PM	03/15/2023 4:48:26 PM	03/15/2023 4:48:39 PM	00:00:13:48

- Click on the icon  in the replay bar to export the loaded recording.



- Select the option *One* in the Save As window.



- Select the option *Audio* to save the audio data.


- Select the audio format from the drop-down list.

PCM Wave	With PCM, the output file is not compressed and can be replayed by almost any player. This method requires a lot of storage capacity.
MP3	With MP3, the output file is compressed and can be replayed by almost any player. When using MP3, less storage space is required for high quality recordings than when exporting recordings in WAVE format.

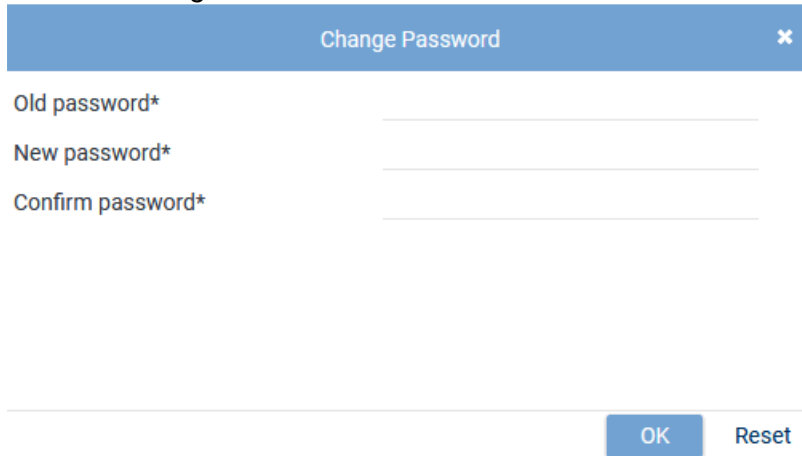
- [Optional] Input password to protect ZIP file.

- Click on the button *OK*.

## Change Password

- Click on the menu item  (*Logged in as*).

2. Click on *Change Password* in the user interface and the following window appears.



Change Password x

Old password\* \_\_\_\_\_


New password\* \_\_\_\_\_

Confirm password\* \_\_\_\_\_

OK Reset

3. Enter your old password.
4. Enter your new password and confirm it.
5. To save the change of the password, click on the button *OK*.  
To delete the entries without saving them, click on the button *Reset*.

### Portal Logout

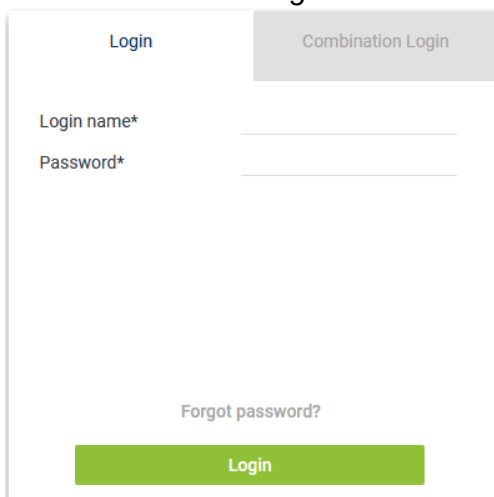
1. Click on the menu item  (*Logged in as*).
2. Click on *Logoff* in the user interface to log out the portal.

## For Admin User

### Portal Login with Two-Factor Authentication

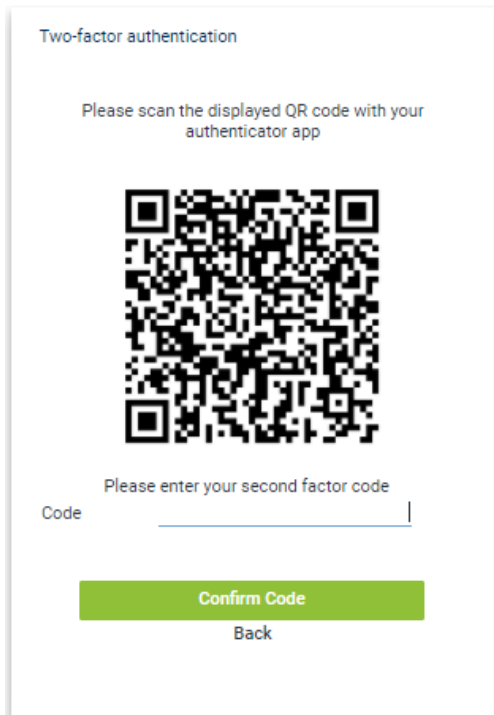
To protect the system against unauthorized access, an authentication app for two-factor authentication by providers such as Microsoft or Google can be used. We highly recommend Microsoft Authenticator. Please visit Google Play or Apple App Store to get the authentication app on your mobile phone.

1. Access the URL <https://recordingplus.hkbninfi.net/POWERplayWeb/>.
2. Enter your login name and password.
3. Click on the button *Login*.



The screenshot shows a login interface with two tabs: "Login" (active) and "Combination Login". Under the "Login" tab, there are two input fields: "Login name\*" and "Password\*". Below these fields is a link that says "Forgot password?". At the bottom of the form is a green button labeled "Login".

4. Scan the QR code with the authentication app.



The screenshot shows a "Two-factor authentication" page. It contains the instruction "Please scan the displayed QR code with your authenticator app" above a large QR code. Below the QR code is a text input field labeled "Code" with the prompt "Please enter your second factor code". At the bottom, there is a green button labeled "Confirm Code" and a "Back" link.

5. Enter the six-digit code from the authentication app.
6. Click on the button *Confirm Code* to confirm the code.

Notes: For subsequent logins, it is unnecessary to scan the QR code. The deployed authentication app generates authentication codes in 30-second intervals which can be used to log in.

Two-factor authentication

Please enter your second factor code

Code

**Confirm Code**

Back

### Search Recording by User

When opening the portal, a search filter is set automatically so that only data sets of the last 14 days are displayed. You can search the recording by different users.

Start time    Period    Last 14 Days

Start Search    Saved searches: < Default >    Save Search    Reset search    Configure search

1. Click on *Configure search* in the search bar.

2. Click on the icon ▶ of Participant Information in the Search Criteria window.

Search Criteria
✕

Saved searches: < Default > ▼

<b>Start time</b>	Period	▼	Last 14 Days	▼	★
▶ <b>Conversation Information</b>					
▶ Statistics of the Conversation					
▶ Calling Party Information					
▶ Called Party Information					
▶ 1st-Connected Participant Information					
▶ <b>Participant Information</b>					
▶ General					
▶ Additional Data					

Save ▼   Reset   Delete

3. Click on the drop-down list of Participant phone number and select *equal*.

▼ Participant Information

Participant first name	inactive	▼	★
Participant last name	inactive	▼	★
Participant employee number	inactive	▼	★
Participant PBX Agent ID	inactive	▼	★
Participant phone number	inactive	▼	★
Participant device name	inactive	▼	★

4. Input the phone number of the user you would like to search for.

Search Criteria
✕

Saved searches: < Default > ▼

Start time	Period	▼	Last 14 Days	▼	★
Participant phone number	equal	▼	34990828		★


- ▶ **Conversation Information**
- ▶ Statistics of the Conversation
- ▶ Calling Party Information
- ▶ Called Party Information
- ▶ 1st-Connected Participant Information
- ▼ **Participant Information**

Participant first name	inactive	▼			★
Participant last name	inactive	▼			★
Participant employee number	inactive	▼			★
Participant PBX Agent ID	inactive	▼			★
<b>Participant phone number</b>	equal	▼	<u>34990828</u>		★
Participant device name	inactive	▼			★

- ▶ General

Save ▼   Reset   Delete

5. Click on the button **Save** to save the configured search criteria.

6. Click on the icon  to close the Search Criteria window.

7. Click on the button **Start Search** to save the changes made for the displayed search criteria.


Start time	Period	▼	Last 14 Days	▼	Participant phone number	equal	▼	34990828
Start Search ▼	Saved searches: < Default > ▼		Save Search	Reset search	Configure search			

### Play Several Recordings

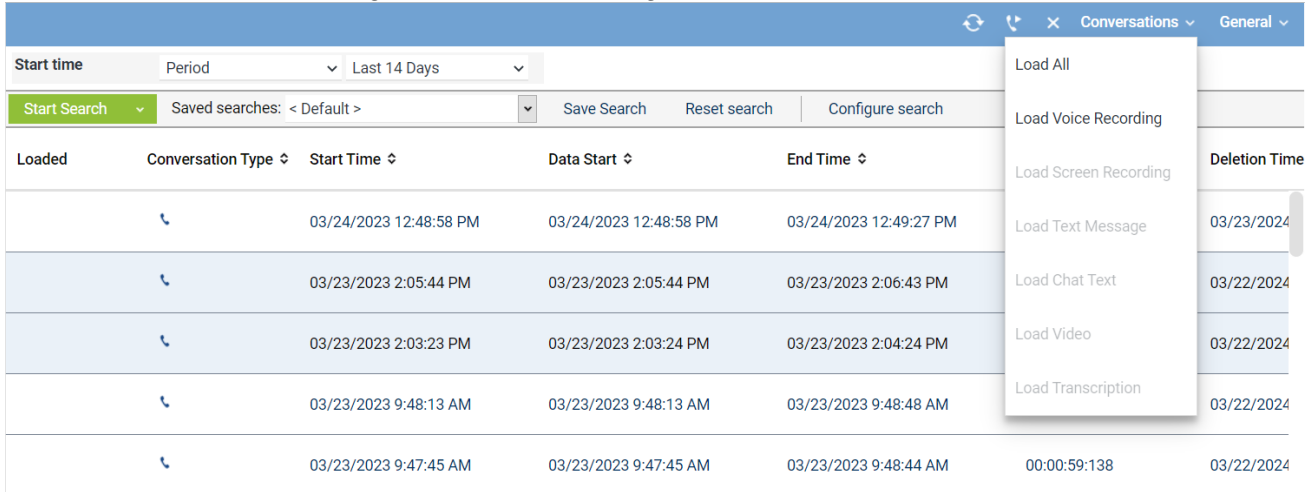
1. Select the recordings you would like to play in the main view while holding the **[Ctrl]** key down.

Notes: If you would like to select several recordings, the earliest start time and the latest end time must not more than 24 hours apart.



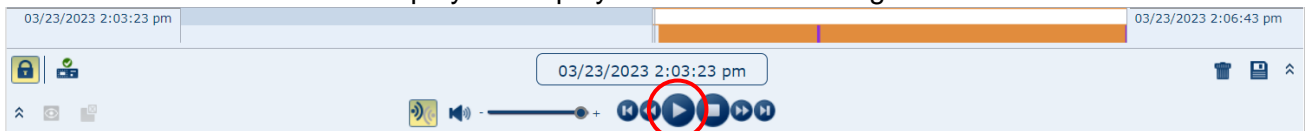
2. Click on the icon  (*Load selected conversation*).

3. Select *Load Voice Recording* to load the recordings.



Loaded	Conversation Type	Start Time	Data Start	End Time	Deletion Time
		03/24/2023 12:48:58 PM	03/24/2023 12:48:58 PM	03/24/2023 12:49:27 PM	03/23/2024
		03/23/2023 2:05:44 PM	03/23/2023 2:05:44 PM	03/23/2023 2:06:43 PM	03/22/2024
		03/23/2023 2:03:23 PM	03/23/2023 2:03:24 PM	03/23/2023 2:04:24 PM	03/22/2024
		03/23/2023 9:48:13 AM	03/23/2023 9:48:13 AM	03/23/2023 9:48:48 AM	03/22/2024
		03/23/2023 9:47:45 AM	03/23/2023 9:47:45 AM	03/23/2023 9:48:44 AM	03/22/2024

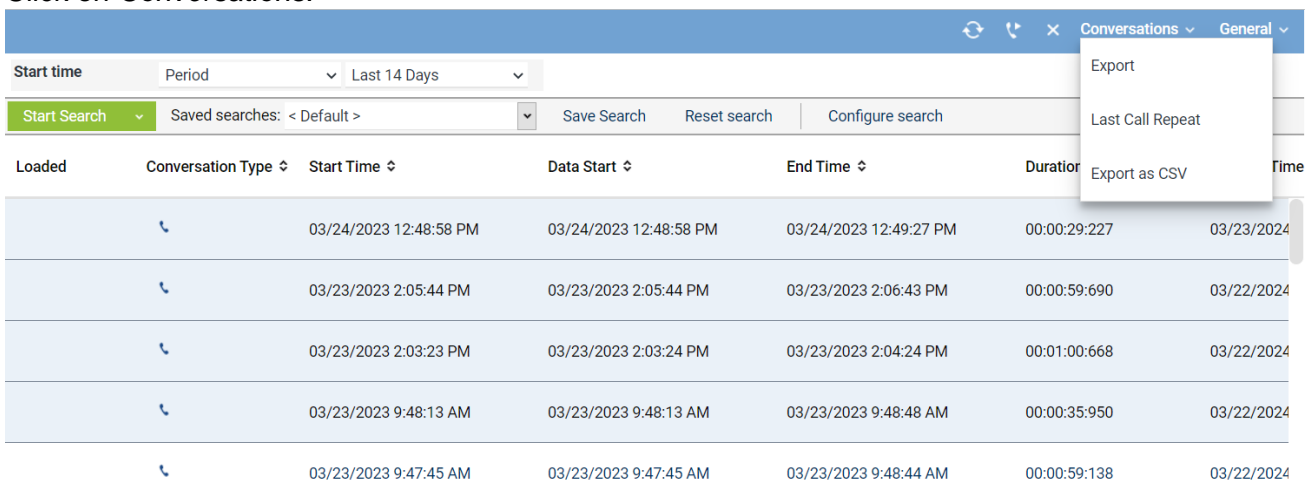
4. Click on the button  in the replay bar to play the loaded recordings.



### Download Several Recordings

1. Select the recordings you would like to download in the main view while holding the *[Ctrl]* key down.

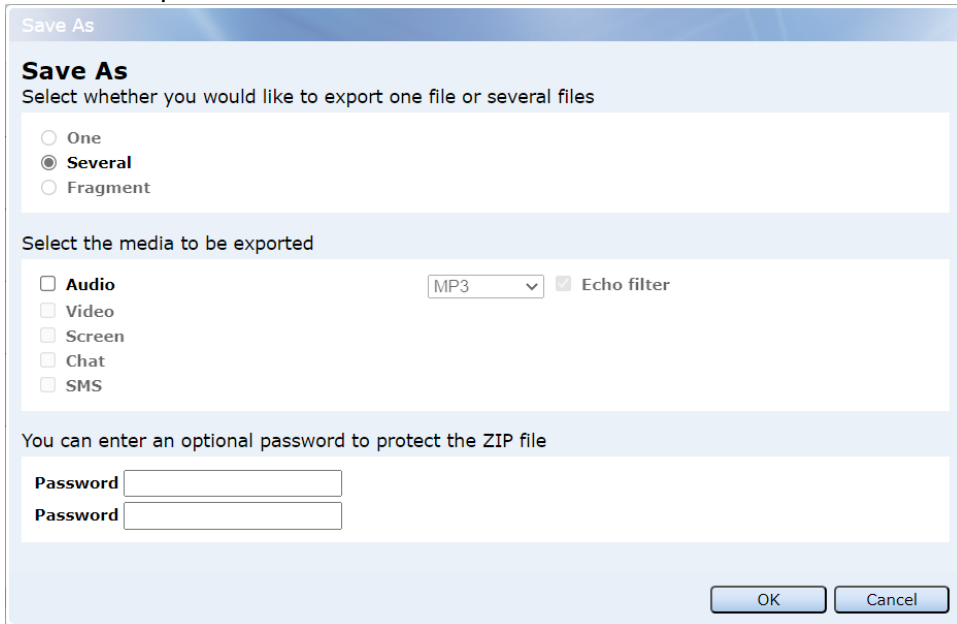
2. Click on *Conversations*.



Loaded	Conversation Type	Start Time	Data Start	End Time	Duration	Time
		03/24/2023 12:48:58 PM	03/24/2023 12:48:58 PM	03/24/2023 12:49:27 PM	00:00:29:227	03/23/2024
		03/23/2023 2:05:44 PM	03/23/2023 2:05:44 PM	03/23/2023 2:06:43 PM	00:00:59:690	03/22/2024
		03/23/2023 2:03:23 PM	03/23/2023 2:03:24 PM	03/23/2023 2:04:24 PM	00:01:00:668	03/22/2024
		03/23/2023 9:48:13 AM	03/23/2023 9:48:13 AM	03/23/2023 9:48:48 AM	00:00:35:950	03/22/2024
		03/23/2023 9:47:45 AM	03/23/2023 9:47:45 AM	03/23/2023 9:48:44 AM	00:00:59:138	03/22/2024

3. Select *Export* to export the selected recordings.

4. Select the option *Several* in the Save As window.



5. Select the option *Audio* to save the audio data.

6. Select the audio format from the drop-down list.


PCM Wave	With PCM, the output file is not compressed and can be replayed by almost any player. This method requires a lot of storage capacity.
MP3	With MP3, the output file is compressed and can be replayed by almost any player. When using MP3, less storage space is required for high quality recordings than when exporting recordings in WAVE format.

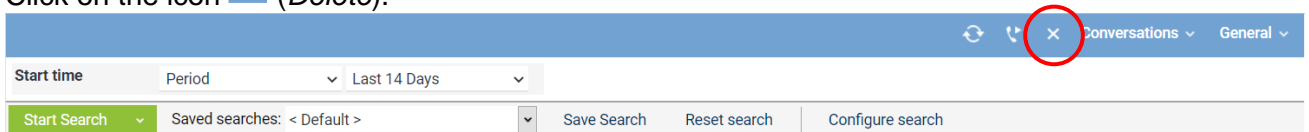
7. [Optional] Input password to protect ZIP file.

8. Click on the button *OK*.

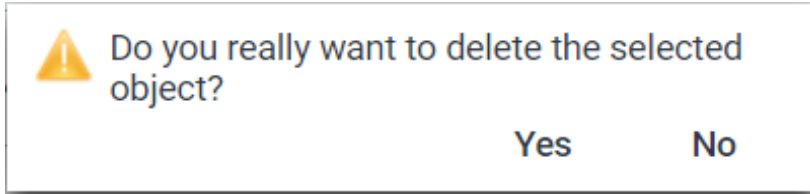
### Delete Recording

1. Select the recordings you would like to delete in the main view while holding the [Ctrl] key down.


2. Click on the icon  (*Delete*).



3. The following message appears.  
To delete the selected recordings, click on the button *Yes*.  
To cancel the action, click on the button *No*.




### Change Password

1. Click on the menu item  (*Logged in as*).
2. Click on *Change Password* in the user interface and the following window appears.

A dialog box titled "Change Password" with a close button (x) in the top right corner. It contains three input fields: "Old password\*", "New password\*", and "Confirm password\*". At the bottom right, there are two buttons: "OK" and "Reset".

3. Enter your old password.
4. Enter your new password and confirm it.
5. To save the change of the password, click on the button *OK*.  
To delete the entries without saving them, click on the button *Reset*.

### Portal Logout

1. Click on the menu item  (*Logged in as*).
2. Click on *Logoff* in the user interface to log out the portal.