

JoyCall+

3.0

User's Manual

JoyCall+ 3.0

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November 20, 2012 issued the fourth edition

Homepage: <http://www.joycall.co.kr>

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Introduction

JoyCall+ records and manages phone calls to prevent conflicts that can occur between customers and people in the sales department, customer management, office workers, human resource management and urgent work, etc or to make plans for the future, also it can evaluate employee's work ability and quality. It can be applied to all types of businesses that use phones. You can use this when calls need to be recorded. In addition, if you register on our website when you install the product, we provide benefits such as customer support and new product information, and guarantee your rights as a user. We at Ubintech promise that we will always be with the users.

November 20, 2012
JoyCall+ development team

Product Characteristics

1. All settings are automatically defaulted. – Auto configuration
(This product adjusts the sound related defaults automatically.)
2. Software upgrades will be performed online. – Online Auto Update
3. It provides an auto recording function. (Recording starts at the moment when you hold the phone and finishes when you put the phone down.)

4. There is a codec in the software so it doesn't require a separate audio player.
5. OGG or MP3 are available for the recording format.
6. It is easy to input or modify the call contents.
7. It is easy to search the recorded data.
8. It can limit the users by means of a security function.
9. It provides a convenient users interface.
10. It provides a convenient users interface. (MIC / Line-In)
11. It provides a customer management database function.
12. The folder for recorded data is marked with the date in the computer, and it can't be changed.
13. Various skins for software can be applied so users can organize desired GUI.

How to Install the Software

In order to use JoyCall+, the following specifications of computers is required.

Recommended Specifications

OS : Windows 95/98/ME/2000/XP

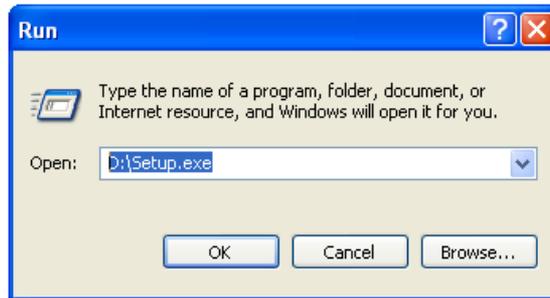
CPU : Pentium III 400 MHz or more

RAM : 64Mb or more

HDD : At least 40Mb of free space

Sound Card

1. Turn on the desktop computer and start Windows.
2. When you insert the JoyCall+ installation CD, the installation screen will automatically appear. If it doesn't appear automatically, in the program manager mode, push **Start-Run** to enter the drive name, select setup, and click OK.



Note: The above picture will appear when you open the JoyCall+ installation CD on the D: drive.

3. The following installation screen will appear.



- **Setup** – Install the JoyCall+.
- **Explore** – It executes the Windows Explorer.
- **Read me** – It opens a readme.txt to show installation related information.
- **Manual** – It executes the PDF file called User's Manual.

Note: It requires Acrobat Reader Program which can be download from <http://www.adobe.com/> and installed.

4. If you click the **[Setup]** button, the terms of use will appear as in the following picture.

Click the **[Yes >>]** button, if you agree to the terms of use, you can register user's information and product number. (Product number is included in the product package.)

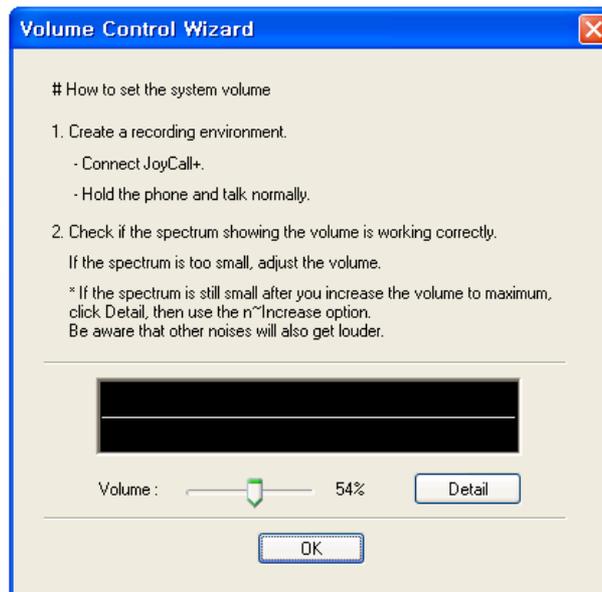


5. Correctly enter the product number, and push **[Next>>]**, then the following picture will appear showing the installation progress. Select **[I want to make a shortcut on the desktop]**, then a Shortcut icon will be created on the desktop and Start Menu.

Click **[Install]** to complete the installation, then the **[Finish]** Button the finish the installation process, after which the system will automatically start the JoyCall+ executable file.



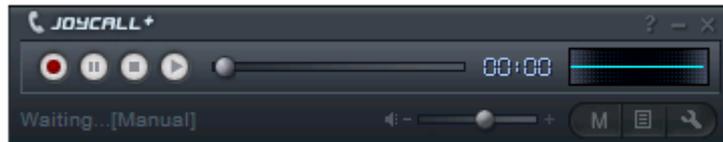
6. After the installation is completed, the volume control wizard will be executed.



At this time, control the volume to a perfect sine wave which is not distorted because the spectrum wave of the screen is too small or too big.

If the volume is increased to the highest point but the wave is small, push [Detail] to use the software expansion function.

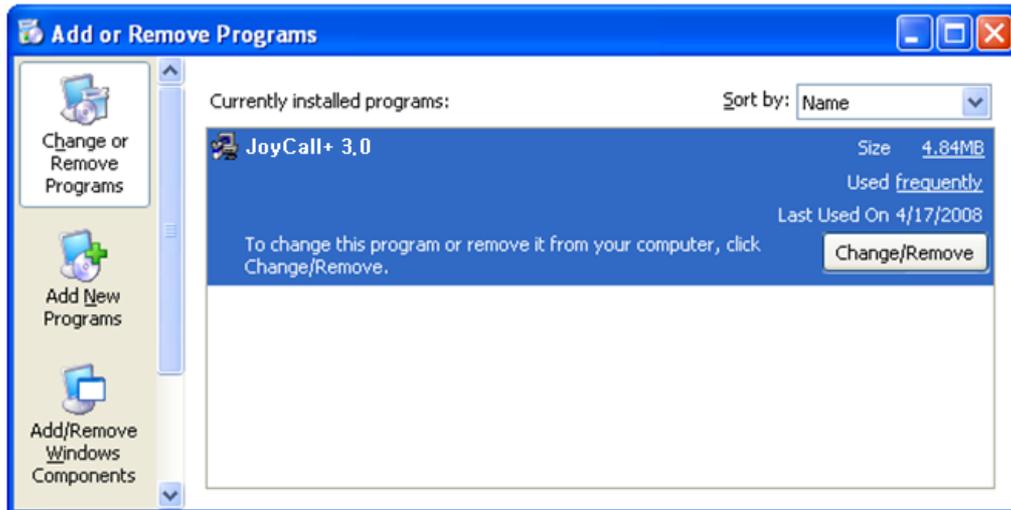
If the volume is increased to the highest point, but there is no wave, your sound card or microphone port may have a problem, so ask a computer engineer for assistance before you use JoyCall+.



How to Remove the Software

You can use the regular software removal method provided by Windows to delete the JoyCall+ software.

1. Open “Add or Remove Programs” in the Control Panel.



2. If you click **[Change/Remove]**, a message box asking for confirmation will appear. Click **[OK]**.



3. If you click **[Remove >>]** from the product list, the following message box saying that the removal is completed will appear. Click **[OK]**.

Product Authentication (Remove/Change)

To remove the registered product, Press Remove button.

Registration

User name

Company

Email

Tel

Enter the user's information to register. Otherwise you have limited service when you enroll incorrect information.

Product number

Product number -

Enter the product number. If the product number is incorrect, it cannot proceed with the installation.



4. If you click **[Uninstall (U)]**, JoyCall+ software will be removed from the system. Push **[Finish]** to finish.

Uninstall Wizard

Remove installed files. (except DB)

If you want to uninstall, press Uninstall button.
Successfully removed the product.

Usage

How to Record



(1) You can choose either auto recording or manual recording.

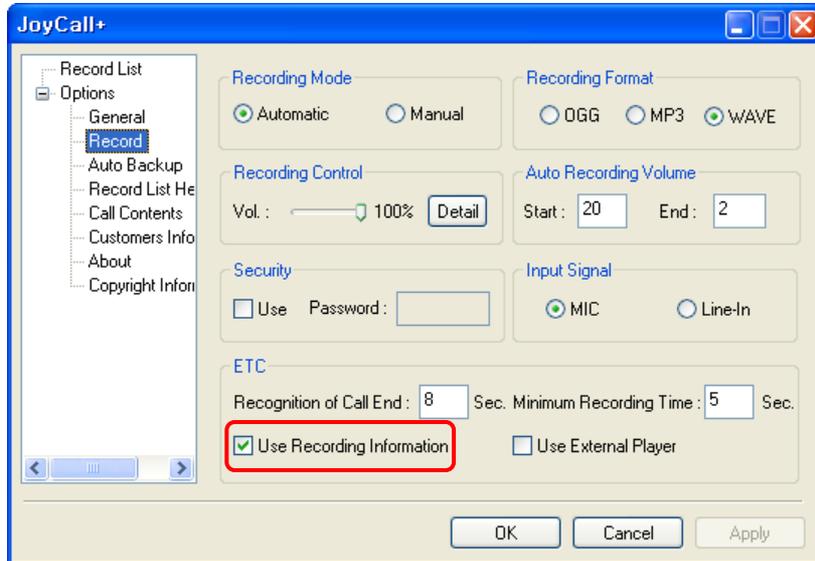
Recording Mode	Description
Automatic (A)	Recording will start when you pick up the phone, and finish when you put the phone down.
Manual (M)	Recording is started or stopped by pushing the button 'Record' or 'Stop'.

(2) It displays the input signal level, and you can change the display method.

(3) It displays the time length of the recorded file or processed time when it is played. You can change the display setting by clicking the mouse to show how long it played or to show how much time is left.

(4) These are the Start and Stop button for recording.

Recording Information



If you check the check box that says “Use Recording Information”, when the recording starts, the following window will appear. You can enter comments for the call in this window. If you input the comments in the past from the last call with the same customer, or if you already input the information on “Customers Information” then you can select the customer’s name from the name field to automatically input the basic customer information.

JoyCall+ Recording Information

Type : Inbound Outbound

Name :

Phone Num. :

Organization :

Address :

Contents :

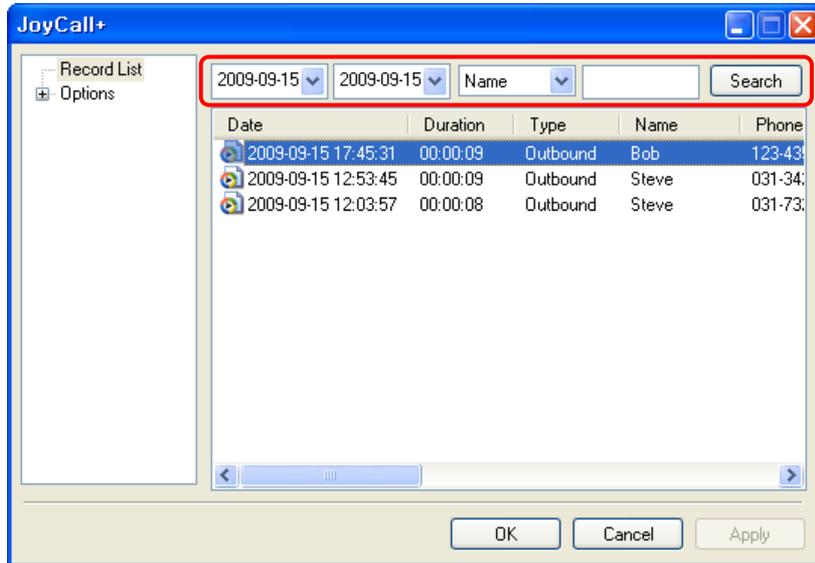
Select Cont.:

ETC1 :

ETC2 :

Record List

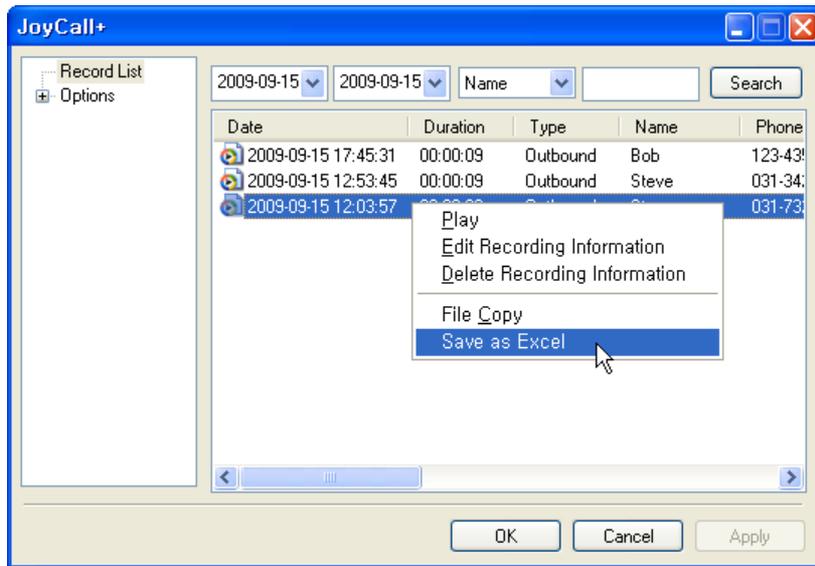
You can search, edit and play recorded data from the List of Recordings.



You can search by date or keyword.

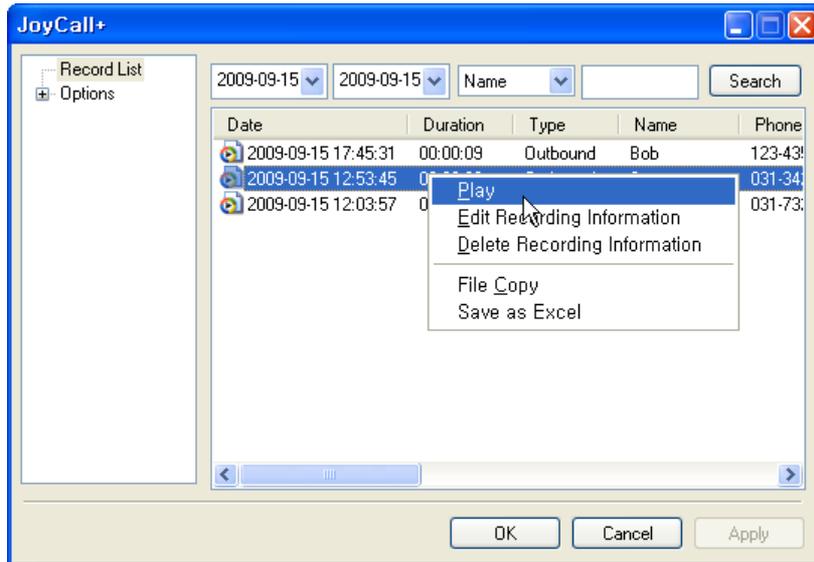
Save as an Excel File

Search the recorded data from the Record List and right click from the mouse to send it to an Excel file. This function is very effective to combine data for a report.



Play

Double click the Record List or right click with the mouse to play the recorded file on the popup menu.



Recording Management

A popup menu will appear if you right click on the Record List. You can manage the Record List through this menu.

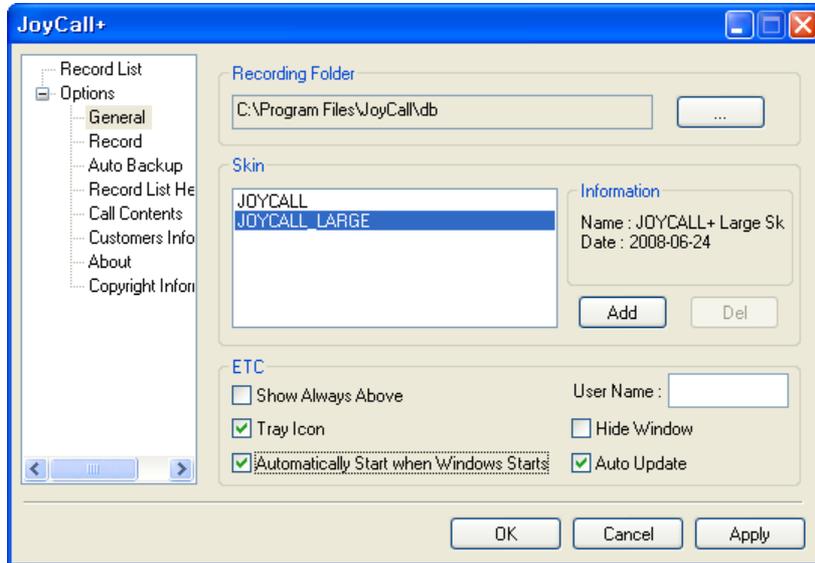
Edit Recording Information : Allows you to edit the Information of the recorded data.

Delete Recording Information : Allows you to delete the recorded data.

File Copy : Allows you to copy the recorded file to another directory.

Save as Excel : Allows you to save the recorded data in an Excel file for reporting purposes.

Options – General



You can set the general factors for operating software in General.

Recording Folder : It saves the recorded files and information. You can change the folder by clicking the “...” button.

Skin : You can select, add, or delete the GUI for the program. Also you can check the selected skin information.

Show Always Above : You can set it to be appear always above other programs.

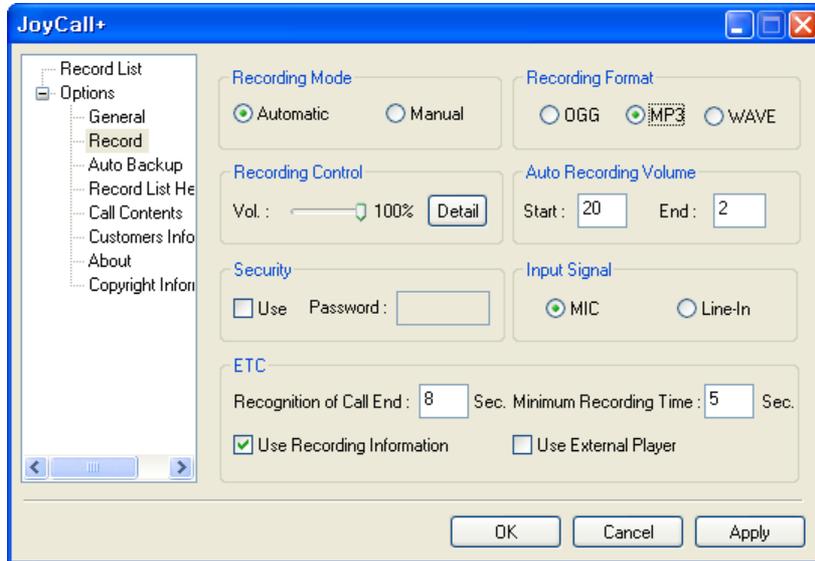
Automatically Start when Windows Starts : You can set the program to automatically start when Windows start.

Tray Icon : You can insert the program icon on the tray.

Hide Window : You can minimize the window when you execute this program.

Auto Update : Update is the ability to set up. Checking is disabled, the patch does not update.

Options – Record



You can set recording related factors in Recording.

Recording Mode : You can select either Automatic or Manual.

Record Mode	Description
Automatic	Recording will start when you pick up the phone, and finish when you put the phone down.
Manual	Recording is started or stopped by pushing the button 'Record' or 'Stop'.

Recording Format : You can select either the OGG , MP3,WAVE recording format.

Recording Volume : Set the recording volume.

Auto Recording Volume : Set the volume of starting and finishing the recording.

Security : Set the security function to limit other people's use. When the security function is set, it will require a password to start the program.

Input Signal : Select either Microphone of Line-In for the sound signal.

Recognition of Call End : If There is no conversation during the auto recording or the

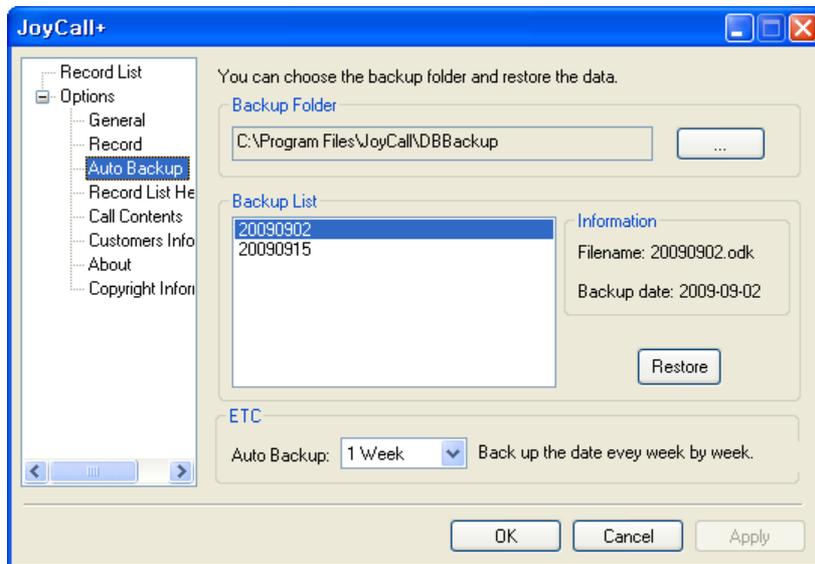
phone is hung up, the system will stop recording after the designated length of time. (Even if you hang up, the system will still record until the designated length of time ends.)

Minimum Recording Time : If the length of recording is less than the designated length of time, recorded data will not be saved.

Use Recording Information : When the recording starts, an input window for comments will appear.

Use External Player : it is playing the recorded data through an external audio player instead of using this program. (It will be played through the audio player connected to each OGG and MP3 extension.)

Options – Auto Backup



You and Database files backed up regularly recorded and backed-up data can be restored.

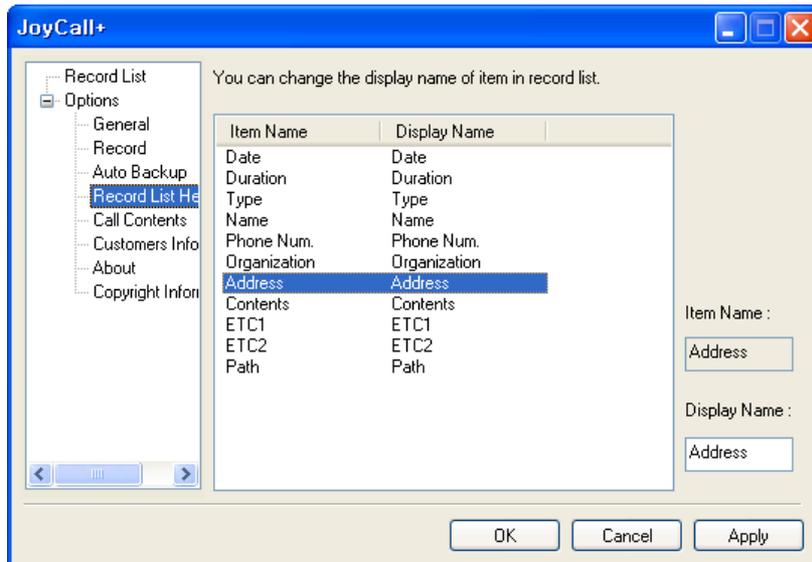
Backup Folder : Automatic backup data is stored in a folder. [...] Button to change the folder.

Backup List : Is a list of backed up data.

Restore : After restoring the file, select [Restore] button when you are restoring data backed up to date.

ETC : Select the backup cycle.

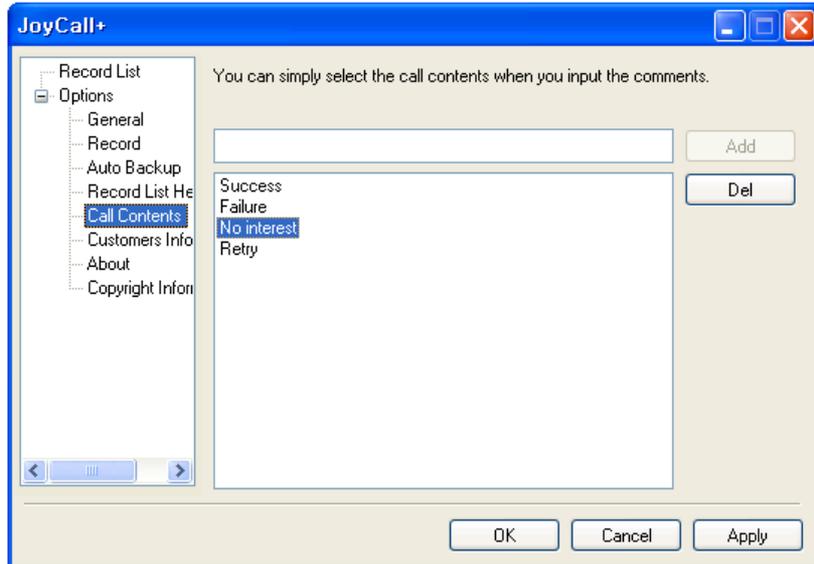
Options – Record List Header



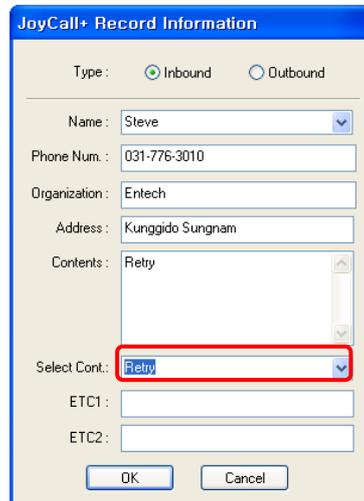
You can select the details you want to display for the items on the list.

Time, Duration, Type, Name, Path are necessary to display, also you can't change the displayed names.

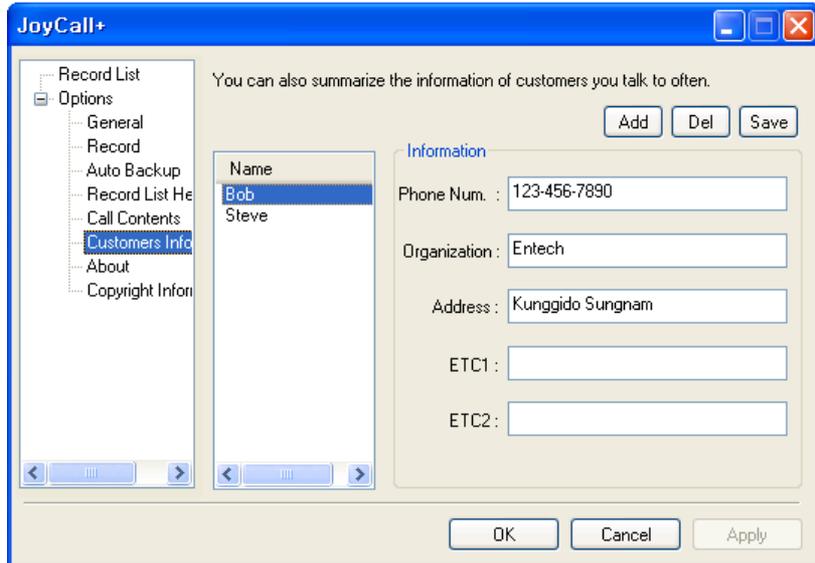
Options – Call Contents



When you input the call contents, you can use the mouse to input the contents that have been already made.



Options – Customers Information



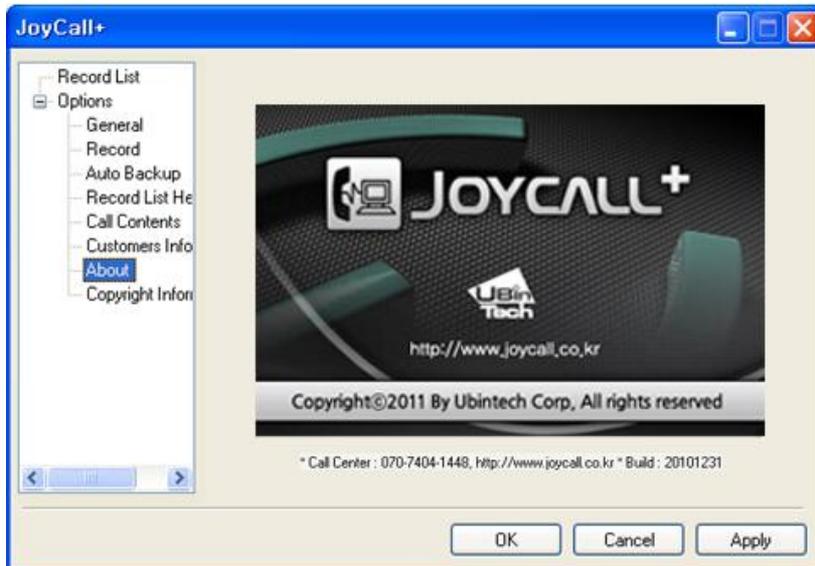
You can Add/Del/Save customer information in the Comments. This information can be used later when you input comments.

Add : Add new customer information.

Del : Delete customer information.

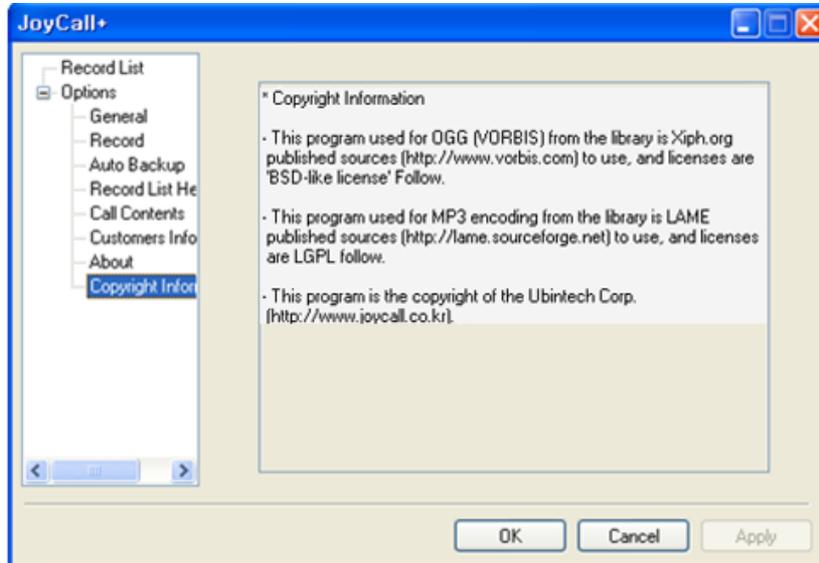
Save: Save the edited customer information.

Options – About

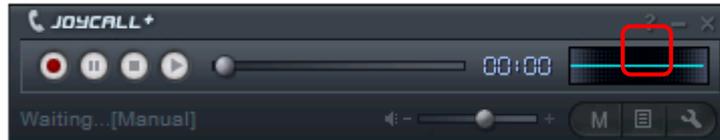


You can check the program information of JoyCall+ through this window.

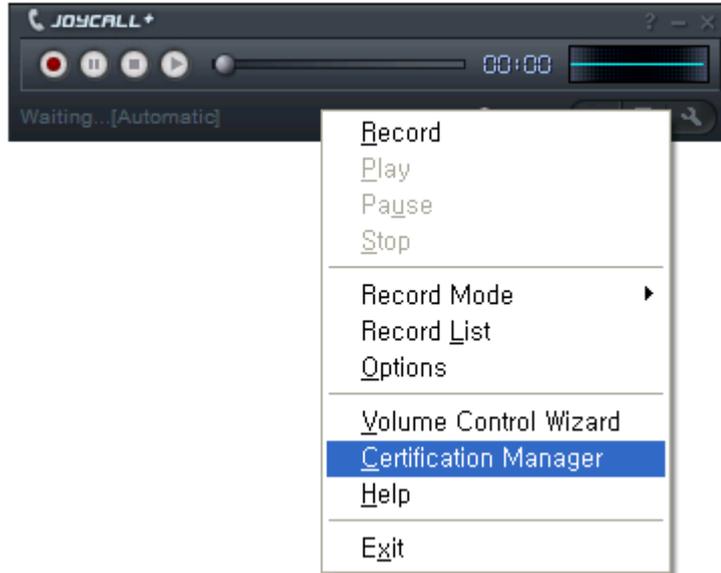
Options – Copyright Information



Help



Certification Manager



You can right click on the program window to manage Products Numbers.



You can check the product numbers that are currently being used, and if you move JoyCall+ to another computer, you have to delete the product other computer to install

it.

List of Shortcut Keys

Major functions can be easily executed with shortcut keys.

Shortcut Keys	Description
'R' or 'r'	Record
'P' or 'p'	Play
'S' or 's'	Stop
'U' or 'u'	Pause
'L' or 'l'	Record List
'O' or 'o'	Options
'H' or 'h'	Help

FAQ (Frequently Asked Questions)

*** It doesn't record.**

-> Check if the audio cable for the recording terminal(NTRS) is connected to the computer's microphone input terminal(pink).

-> Check if there is any input level signal on the right top of JoyCall+ when you hold the phone.

-> Check if the microphone volume is close to "0", and if it is, increase the volume.

*** After on phone call, why are many files created on the [Record List]?**

-> it is because when there is no sound, the system recognizes as the end of a call and automatically finishes recording, but when the sound comes back, it automatically starts recording again. Push [Options]-[Record]-[Recognition of Call End] to increase the time.

*** Do I have to register?**

-> You have to register to update the program online and to get technical support.

*** I want to use a microphone in the computer and use JoyCall+ at the same time, how should I do that?**

-> Change the input signal to "Line-In".

Memo

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