

# ViewPoint for Supervisors

## DSS Digital Logging Recorder

The Supervisor user level will have access to a more advanced interface of Viewpoint. The user will have access to **Live Recall** for instant playback of recorded transmissions on selected channels, chosen by the PSAP. In addition, the Supervisor will have access to **Live Monitor**, allowing for observation of calls "in progress". Default log-in information is listed below.

### To Access Viewpoint Live Recall:

Viewpoint must be launched from an approved terminal in the PSAP using a compatible web browser like Internet Explorer v7+, Firefox v1.5+, or Google Chrome.

<http://servername/Viewpoint/Login.aspx>

1. From a web browser (such as Internet Explorer), type the Viewpoint URL (above) in the browser address bar - substituting *servername* with the PSAPs IP Address. *Please see your PSAP Administrator for the IP address for the PSAP.*
2. At the login prompt type in your username (**Supervisor**) and password. *Please see your Administrator for Supervisor Password.* Then click **OK**. *Username and Password information is CASE SENSITIVE, and should be entered exactly as it is seen here without parenthesis.*
3. The **default** Viewpoint Live Recall page for the Supervisor user level appears.

### Overview of ViewPoint Supervisor Interface

The ViewPoint Supervisor interface is used for both live monitoring and instant playback of recorded transmissions.

- **Live Monitor** – Displays recorded channels in the PSAP and allows observation of calls "in progress"
- **Channel List** – Displays default channels available for recall, chosen by the PSAP
- **Recall List** – Shows individual recordings, available for review on the selected channels
- **Audio Player** – Allows playback options for the selected recording

### What Can a "Supervisor" User Do?

A Supervisor user can do everything that a Call Taker can do, in terms of call review, flagging and notes, going back 240 minutes (4 hours). The user can log-in from either the DSS Admin computer or a remote computer with access to the recorder over a LAN. The Supervisor will also have the ability to listen to current calls through Live Monitor, allowing them to observe what is happening in the Communications Center while it is happening. This can be very useful with new staff members in training, etc. The Supervisor can also review calls within the past four hours, or those which have been "flagged" by a Call taker.

The screenshot displays the ViewPoint Live Recall web interface. At the top, there is a navigation bar with 'Live Recall', 'Settings', 'Logout', and 'About' tabs. Below this is a grid of channel buttons, each representing a different communication channel (e.g., 911 Phones, Business Lines, radio). A 'Live Monitor Window' label points to this grid. Below the grid is a table of recordings. The table has columns for 'Time', 'Duration', 'Device', 'Flag', 'Incident Number', 'Notes', 'Phone Number', and 'Address'. A 'Channel List' label points to the left-hand side of the table, and a 'Recall List' label points to the table itself. Below the table is an 'Audio Player' window showing a waveform and playback controls. A 'Live Recall Window' label points to the right side of the interface. At the bottom, there is a 'Playback Tools & Navigation Bar' with various playback controls.

**Please Note:** Information displayed in the "Phone Number" and "Address" columns is imported from the ANI and ALI data obtained for 9-1-1 calls. Information may be incomplete at times, and on occasion may appear for business/administrative lines also.

## Accessing Live Monitor

### Live Device Status Indicators

-  Idle device
-  Active, selected device being monitoring
-  Active recording device, not monitored
-  Idle, selected device for monitoring

**Live Monitor is ONLY  
available on the  
DSS Administrator  
computer at this time.**



Viewpoint's **Live Recall** application can be used to monitor live voice communications as they are being recorded, or to gain instant access to the most recent voice message recordings. **Live Monitor** allows observation of calls "in progress". If a PSAP wishes to have other systems using Live Monitor, a MAC Request (Modify-Add-Change) can be filed with the Systems Department of the State 911 Department to add Live Monitor to additional terminals in the communication center **AFTER** the initial installation has been completed.

## Replaying Transmissions

### To Playback Voice Recordings (occurring in the last 4 hours):

1. In the Recall List, **click** the recorded voice message listed.  
*Once selected, the recording will highlight in blue.*
  - a. **To Play, Pause and Stop** an audio file, use the **Playback tools** of the Player window at the bottom of the screen.
  - b. **To Rewind and Fast-forward** while playing a recording, use the **place holder** in the navigation bar sliding the left and to the right.
  - c. **To move thru the list** of recordings, use the arrow navigation buttons.

## Displaying and Filtering Channels

### To Display ALL Channels for Playback or Filter Channels:

1. For ALL channels, click  **Show Everyone** at the top of the column.
2. For Filtered Devices/Channels, click channel name or hold **[Ctrl]** key on keyboard while clicking the desired channel names.

## Monitoring Recordings

### To Select Channels to Monitor:

1. In the Live Monitor area of the Live Recall window, click the selected device channel button highlighted red .
- The device channel button will display a green  if active, and orange  if idle.*

### To Monitor a Voice Recording "In-Progress":

1. While the status is highlighted blue , click once on the device channel button listed in the Live Monitor area of the Live Recall window.  
*The live audio feed will begin streaming thru the local computer speakers, and the device channel button will display as green  indicating it is being monitored.*  
*There is no TWO WAY communication available – so no telephone handset is required.*

### To Stop Monitoring a Voice Recording "In-Progress":

1. In the Live Monitor area of the Live Recall window, click the selected device channel button highlighted green  to de-select and stop monitoring.  
*The device channel button will display as either orange  or red  indicating it is idle*

## Creating Follow-up/Reference Tags

### To "Flag" Voice Recordings for Follow-up:

1. In the Recall List, click to highlight the recording you would like to tag.
2. Click once inside the **Flag** column next to the highlighted recording.  
*Once tagged, a small flag will appear next to the recording until it is removed.*

### To Add (or Edit) an Incident Number or Notes:

1. In the Recall List, click to highlight the recording you would like to tag.
2. Click once inside the **Incident Number** or **Notes** column next to the highlighted recording. Begin typing in-line notes (or edit an existing note) pertaining to this recording, per the department policy.

### To Remove a "Flag" or Incident Number/Note:

1. **To remove a "flag"**: In the Recall List, click the **flag** icon in **Flag** column.
2. **To remove an Incident Number/Note**: In the Recall List, click once directly on the in-line notes displayed. Use backspace/delete to erase.