

## ViewPoint for Calltakers

### DSS Digital Logging Recorder

The Call Taker user level will have access to the basic interface of Viewpoint. The user will have access to **Live Recall** for instant playback of recorded transmissions on selected channels, chosen by the PSAP. 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 (**Agent**) and password (**Agent**), and 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 Call Taker user level appears.  
*After the Call Taker has logged in at a terminal once, the system will keep the Call Taker user signed in, so the login prompt may not always appear.*

#### Overview of ViewPoint Call Taker Interface

The ViewPoint Call Taker interface is used for instant playback of recorded transmissions.

- **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 “Call Taker” User Do?

For PSAPs lacking playback options for recorded channels other than 9-1-1, a Call Taker user can review calls and/or radio transmissions which have occurred in the PSAP. The user can log-in from either the DSS Admin computer or a remote computer with access to the recorder over a LAN.



The Call Taker will have playback capability going back **240 minutes (4 hours)**. The Call Taker will have the ability to add notes to a recording, or series of recordings, such as the incident or case number. The call taker can also “flag” recordings for review or follow-up by a Supervisor.

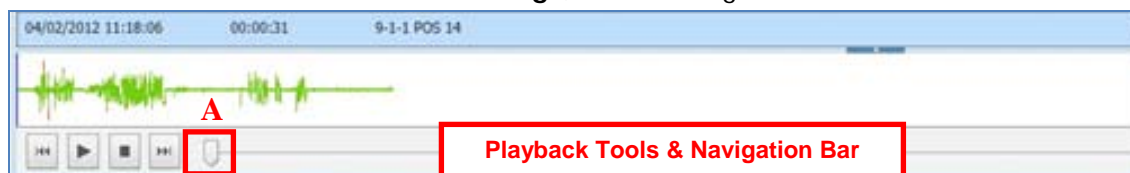
The screenshot displays the ViewPoint Live Recall web interface. At the top, there's a navigation bar with 'Live Recall' and 'About' tabs. Below this is a search bar with 'Show Everyone' selected and a 'Show up to 240 minute(s) ago' filter. The main area is a table with columns: Time, Duration, Device, Flag, Incident Number, Notes, Phone Number, and Address. The table lists various recordings from 9-1-1 phones and business lines. A red box labeled 'Channel List' highlights the left sidebar where channels are selected. Another red box labeled 'Recall List' highlights the main table of recordings. A third red box labeled 'Audio Player' highlights the bottom section which includes a waveform and playback controls.

Time	Duration	Device	Flag	Incident Number	Notes	Phone Number	Address
04/02/2012 11:19:26	00:00:40	9-1-1 POS 16					
04/02/2012 11:18:43	00:00:19	9-1-1 POS 14					
04/02/2012 11:18:06	00:00:31	9-1-1 POS 14					
04/02/2012 11:17:33	00:00:10	9-1-1 POS 14					
04/02/2012 11:17:31	00:00:20	9-1-1 POS 13					
04/02/2012 11:17:07	00:00:25	9-1-1 POS 13					
04/02/2012 11:16:16	00:00:31	9-1-1 POS 12					
04/02/2012 11:14:44	00:00:58	9-1-1 POS 11					
04/02/2012 11:13:48	00:00:38	9-1-1 POS 15					
04/02/2012 11:12:51	00:00:39	9-1-1 POS 17					
04/02/2012 11:11:39	00:00:55	9-1-1 POS 20					
04/02/2012 11:09:56	00:00:43	9-1-1 POS 19					
04/02/2012 11:08:58	00:00:37	9-1-1 POS 21					
04/02/2012 11:08:10	00:00:47	9-1-1 POS 21					
04/02/2012 11:07:43	00:00:09	9-1-1 POS 21					
04/02/2012 11:06:24	00:00:09	9-1-1 POS 20					
04/02/2012 11:06:14	00:00:09	9-1-1 POS 17					
04/02/2012 11:05:54	00:00:09	9-1-1 POS 13					
04/02/2012 11:05:40	00:00:09	9-1-1 POS 12					
04/02/2012 11:05:39	00:00:09	9-1-1 POS 16					

### 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.
  - b. To **Rewind and Fast-forward** while playing a recording, use the place holder (A below) in the navigation bar sliding the left and to the right.
  - c. To **move thru the list of recordings**, use the navigation buttons  .



### Creating Follow-up/Reference Tags

Show up to 240 minute(s) ago

Time	Duration	Device	Flag	Incident Number	Notes	Phone Number	Address
04/02/2012 11:19:26	00:00:40	9-1-1 POS 16					
04/02/2012 11:18:43	00:00:19	9-1-1 POS 14					
04/02/2012 11:18:06	00:00:31	9-1-1 POS 14		12-OF-12563			

#### 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 (B above).  
*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 (C above).
3. Begin typing in-line notes (or edit an existing note) pertaining to this recording, per the department policy.

### Displaying and Filtering Channels Available

#### To Display ALL Channels for Playback:

1. From the Channel List, click  at the top of the column.

#### To Filter Devices/Channels for Playback:

1. In the Channels List, click on the desired channel name. To select **multiple channels** to filter by, hold down the **[Ctrl]** key on the keyboard while clicking the desired channel names.

*Channel name will highlight in blue when selected. The recordings displayed in the Recall List will now reflect only the highlighted channels. If none are displayed, no recordings are available.*

#### 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.

#### To Remove a “Flag” or Incident Number/Note:

1. **To remove a “flag”:** In the Recall List, click once directly on the flag icon in the **Flag** column (B above).  
*The icon will be deleted.*
2. **To remove an Incident Number/Note:** In the Recall List, click once directly on the in-line notes entered (C above).  
Use backspace or delete on the keyboard to erase.