

Quick Start Guide

Red Box Call Suppression v2 20/05/2019 CJT

The Redbox Stop/Start Client is a software application that can be installed (for an additional fee) by any Inclarity user to enhance his or her Call Recording service.

The normal Inclarity Call Recording service is an 'always on' feature that captures every inbound and outbound external call, which can subsequently be played back by a supervisor via the dedicated Call Recording web portal.

Some users however may have a regulatory requirement to avoid recording some calls – or certain portions of calls – that contain sensitive personal information. E.g. credit card details, bank account details, address and contact details.

If the Stop/Start Client is installed then the Inclarity user can stop the recording temporarily, so that this sensitive information is not capture or stored by the Inclarity service. The stop can be implemented a) automatically based on desktop window focus, and/or b) manually based on the user pressing a button.

This ability to take call recordings out of scope is mandatory for any business to achieve PCI Compliance.

IMPORTANT: Please note that simply taking your call recordings out of scope is not in itself enough to achieve PCI Compliance. There are many other considerations concerning the transmission of your calls, and appropriate access by your users, your network, your data, and your service credentials. Inclarity does not claim to be fully PCI compliant but would be glad to assist you in your pursuit of your compliance. We recommend that if you have such a compliance requirement then you should seek the help and advice of an appropriately qualified compliance professional.

1 Client Installation

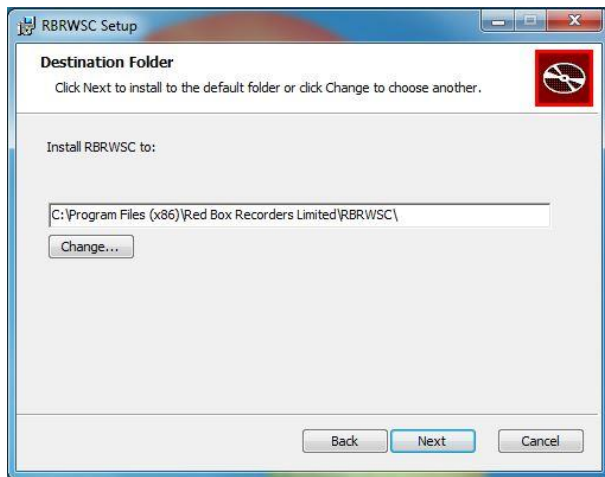
The Redbox Stop/Start Client application installation file will be sent to you by Inclarity. Double click on this file to begin the installation.



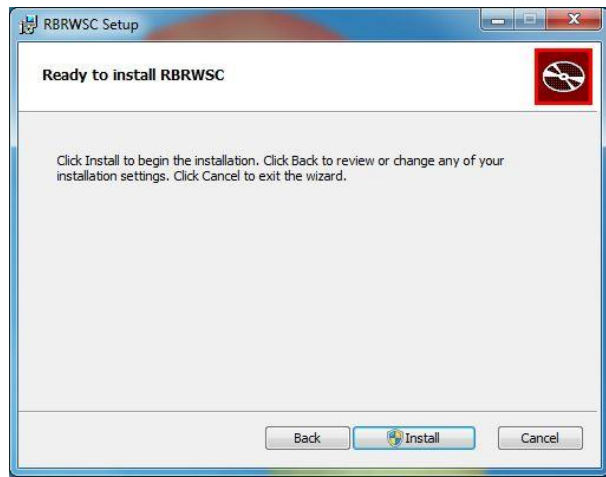
1. After the wizard begins press **Next**.



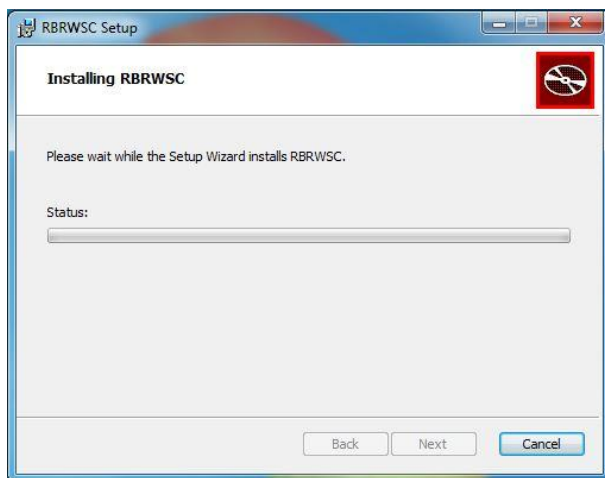
2. Accept the License Agreement and press **Next**.



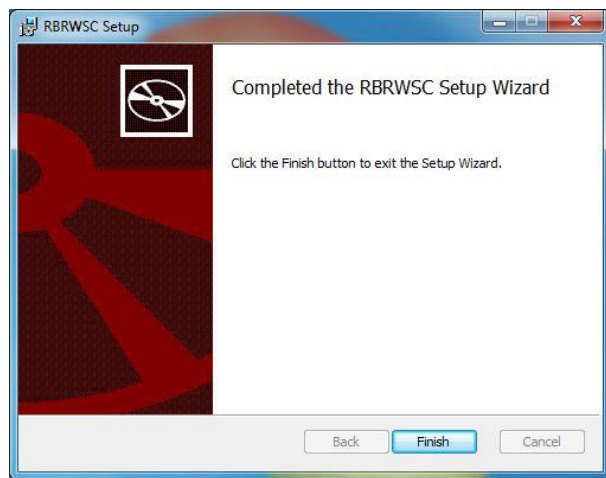
3. Leave the installation folder on its default and press **Next**.



4. Press **Install** to begin the installation.



5. Wait for the installation to complete.



6. When the wizard is finish, press **Finish**.

2 Client Configuration

Before you run the application for the first time you will need to update the application's Windows Registry entry with the Inclarity Call Recording server addresses.

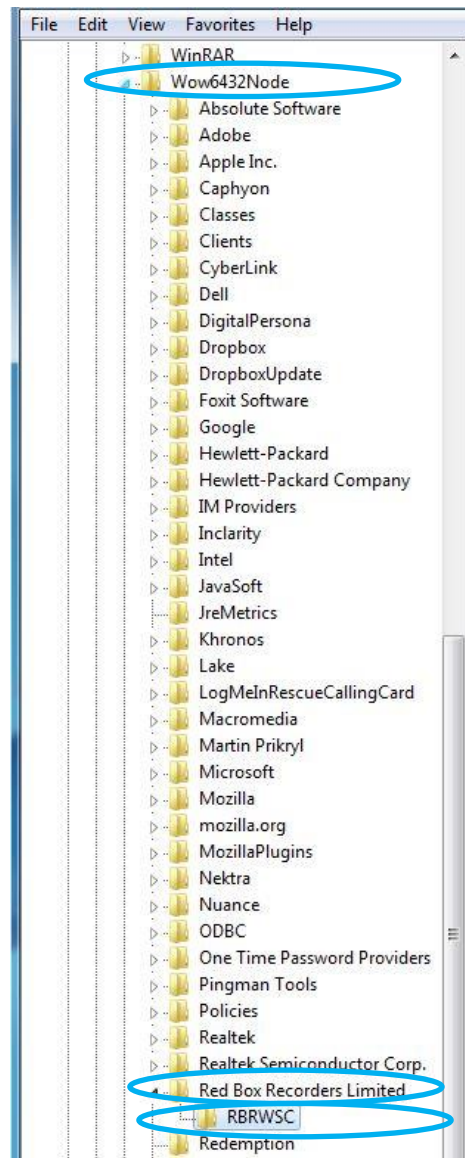
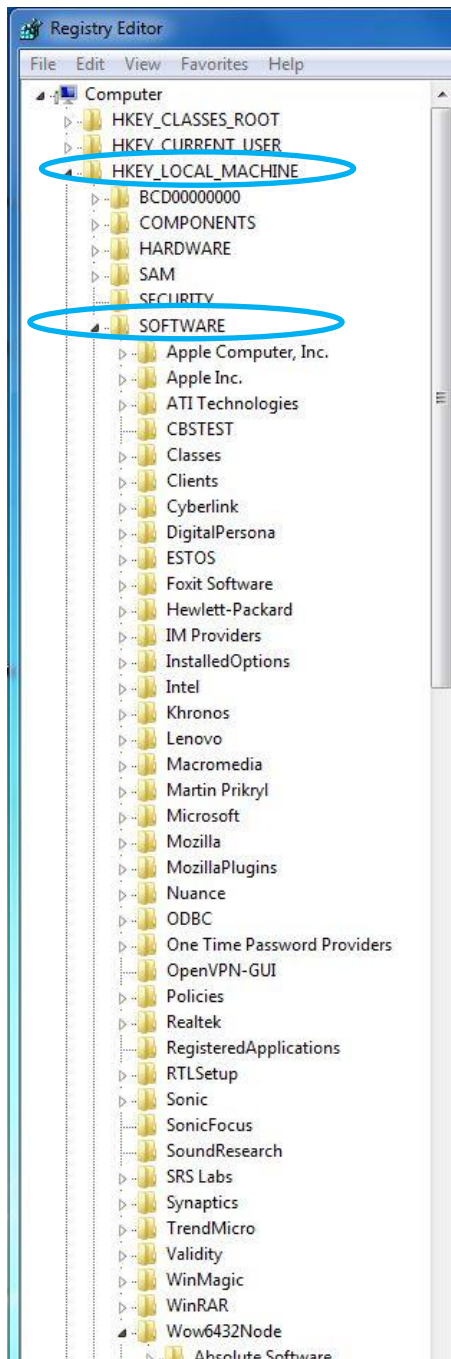
IMPORTANT: If you do not have permission to use the Windows Registry Editor on your computer then please notify your System Administrator to do this for you.

Run the Windows Registry Editor by opening the Start menu, entering **regedit** into the search box and pressing enter.

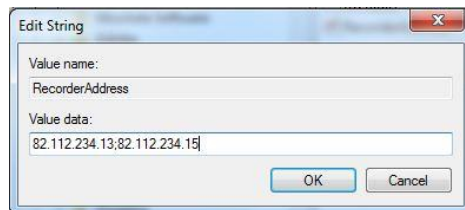


The window that appears will show a large tree of folders. Expand this tree to expose:

HKEY_LOCAL_MACHINE/SOFTWARE/Wow6432Node/RedBoxRecordersLimited/RBRWSC



Name	Type	Data
(Default)	REG_SZ	(value not set)
RecorderAddress	REG_SZ	





Double click on the **RecorderAddress** field and enter the addresses in the following way:

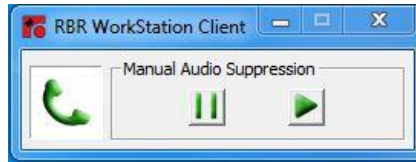
82.112.234.13;82.112.234.15




Press **OK** to return to the Editor window, and then close the Editor window to return to your desktop.

3 Using the Client

To start the client for the first time please double-click on the RBRWSC icon  on your desktop. You should then see a smaller, similar icon  appear in your System Tray (bottom right-hand corner of the screen).

If you double-click on this smaller icon, a control window will appear for your calls. If you have Manual Audio Suppression enabled then it will look like this:



Each time you make a call which is recorded you will see a dot appear like this: . To stop the recording simply press the pause button . To start recording again simply press the play button .

If you have automatic suppression enabled then the same dot will appear and pause while you focus on the relevant screen or URL. (If this does not happen then please contact your System Administrator.)

4 Setting Automatic Suppression

Automatic suppression can be enabled under three conditions:

- **Window Title**
Triggered each time you focus on a Window with this title
- **Sub-Window Text**
Triggered each time you focus on a Sub-Window with this text heading
- **URL**
Each time you browse to this address if your preferred Internet browser program

The relevant suppression criteria must be passed to Inclarity to enable on the server before it will work in your client.

IMPORTANT: In the case of Sub-Window text, this is achieved on a best-efforts basis, pending the client's ability to detect the correct elements. If this detection fails then you may be guided to select the Window Title or URL methods instead.