

Quick Reference Guide

A quick overview of the [web interface](#), the [web-based media player](#), the [search screen](#) and the [Cisco IP phone app](#).

- [Web interface quick reference](#)
- [Media player quick reference](#)
- [Search screen quick reference](#)
- [Cisco IP phone quick reference](#)

Web interface quick reference

The screenshot shows a web interface for managing recorded calls. It includes a search panel on the left, a main list of conversations, a playback timeline, and a markers section at the bottom.

- 1.** Search button in the search panel.
- 2.** Search input field in the search panel.
- 3.** Basic Search Options section in the search panel.
- 4.** Conversations list header.
- 5.** Results per page dropdown menu.
- 6.** Quick navigation bar with page numbers.
- 7.** Start Date column header.
- 8.** Start Time column header.
- 9.** Clickable line in the conversation list.
- 10.** Playback controls (play, download, delete, share).
- 11.** Verba Player (audio waveform).
- 12.** Playback controls (play, stop, previous, next).
- 13.** Markers section with a list of time-based markers.

1.	Flex Search for recorded calls	8.	Quick-sort columns with the arrows
2.	Save search as easy query	9.	Click on the line for call details
3.	Load query, Reset search fields	10.	Play, download, delete and share controls
4.	Toggle search panel	11.	Hide Verba Player
5.	Call list controls, Personalize call list layout	12.	Verba Player controls
6.	Quick navigation bar	13.	Marker controls
7.	Quick filtering		

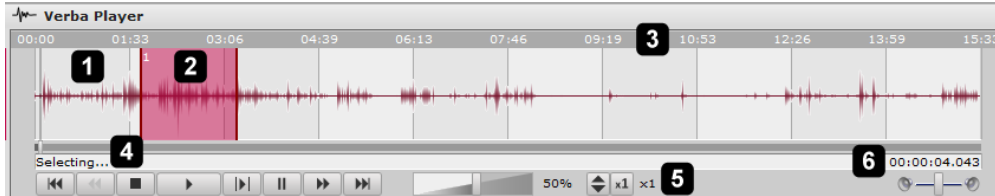
This section provides a close-up of the search and navigation controls. On the left is the search panel with a search input field containing '<saved query name>' and a search button. On the right is a navigation bar with icons for refresh, search, download, list, settings, and help.

Redesigned searches

List operations options at the top right corner


Media player quick reference

Verba media player controls



1.	Waveform display	4.	Status bar showing actual player status
2.	Marker	5.	Playback controls
3.	Timeline	6.	Playback timer in Hr : Min : Sec : Millisec format

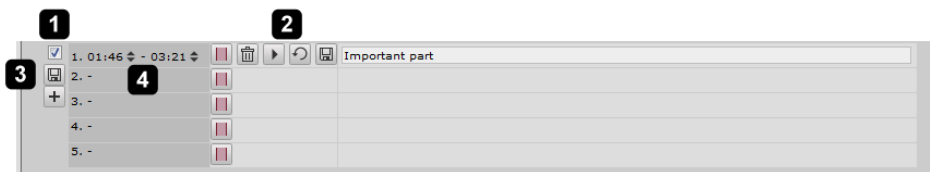
Player Control Icon	Feature	Description
	Begin	Jumps to the beginning of the media.
	Fast reverse	Fast reverses, if applicable.
	Stop	Stops the media playback (and repositions to the beginning).
	Play	Starts playing the stopped or paused media.
	Play selected	Starts playing the selected timeframe. In order to select a timeframe follow these steps: <ul style="list-style-type: none"> Move the mouse over the timeline area. Press the left mouse button and drag it to left/right to select a timeframe. Release the mouse button the area will be highlighted.
	Pause	Pauses the media playback.
	Fast forward	Fast forwards, if applicable.
	End	Jumps to the end of the media.
	Volume control	Drag the volume bar and move the mouse to the left to decrease or to the right to increase the volume.
	Speed control	Press the up arrow to increase and the down arrow to decrease the speed of the playback. If you would like to reset the playing to normal speed, press the x1 button.
	Balance control	Drag the balance bar and move the mouse to the left to mute the right speaker or to the right to mute the left speaker. *

	Fullscreen	Resizes to full screen. This button is only available when the media type is video.
<input type="checkbox"/> Skip silence longer than <input type="text" value="10"/> seconds.	Skip silence	If turned on, the player will automatically skip the silences longer than the provided value. Please note that this feature requires the Voice Activity Statistics setting to be turned on at the recorder services!

Keyboard shortcuts

Keyboard shortcut	Description
CTRL+Left	Move the position bar/playback 1 second back
CTRL+Right	Move the position bar/playback 1 second forward
CTRL+Space	Stop/Pause the playback
CTRL+Up	Increase the playback speed
CTRL+Down	Decrease the playback speed
CTRL+Page Up	Increase volume by 5%
CTRL+Page Down	Decrease volume by 5%

Marker specific controls



1.	Show/Hide markers on the waveform display	3.	Save all markers button
2.	Marker controls	4.	Marker descriptors - Move the mouse over the area to display the descriptions

Search screen quick reference

Search

↶
📁

📄

▼ Basic Search Options
1
?

Interval

📅

Phone Number (From or To Party)

📞

📁

User

👤

📁

Search conference participants

Label

🏷️

Case

📄

▼

▼ Advanced Search Options
2
?

Display results according to timezone

▼

Archived conversations

▼

Conversation detail record fields

🗑️

▼

+

▶ Metadata and Markers

▶ Instant Messaging / Transcript 3

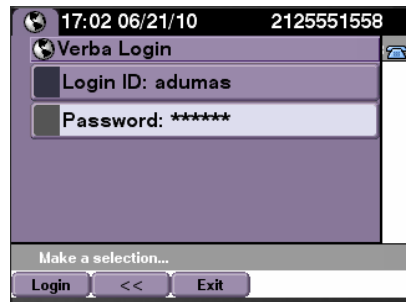
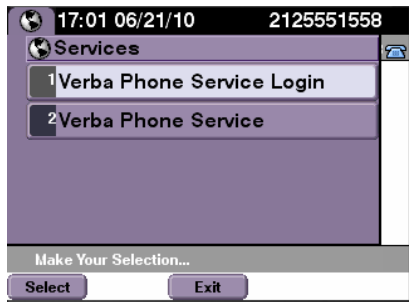
▶ Speech Search

Reset Search
🔍 Search

[Can not find a conversation?](#)

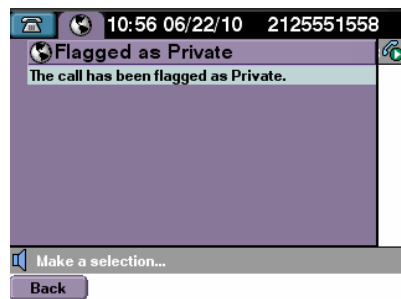
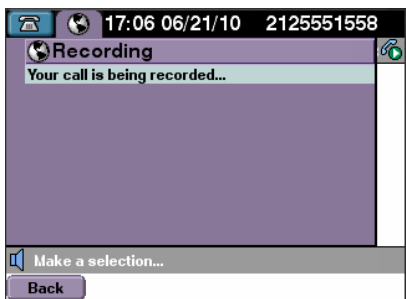
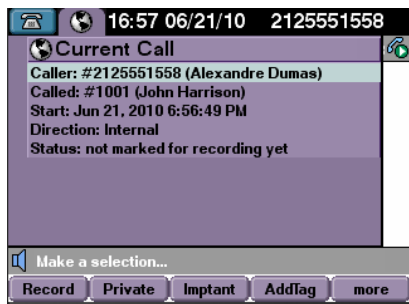
1.	<p>Date</p> <p>Use << and >> to select year</p> <p>Use < and > to select month</p> <p>Hold left mouse button for faster selection</p>	<p>Time</p> <p>Click any of the time parts to increase</p> <p>Shift-click to decrease</p> <p>Click and drag for faster selection</p>
2.	Advanced search options	
3.	Metadata and Markers, IM, Transcript, Speech Search	

Cisco IP phone quick reference



For CUCM Express, only one service is available, so choosing Verba Phone Service from the Services List is not necessary, continue to Current Call screen as your starting.

In case of a different configuration, it might also be necessary to provide Login ID/Password for authentication.



Ongoing calls can be recorded and flagged using the corresponding buttons.

Tags can be added or removed at the group level using Comment Template field - IP Phone Service XML List. See your group administrator if you would like values modified.

