

MobilePBX USER MANUAL

Last updated July 13, 2018

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Introduction

Congratulations on choosing KEYWATCH mobilePBX. With mobilePBX, you can quickly, easily, and cheaply record phone calls and text messages, and also live-monitor and manage operations remotely - all within the KEYWATCH Remote Operations Center (ROC).

The KEYWATCH ROC's mobilePBX feature provides the following general capabilities:

Local Number Selection

An officer is able to request a desired area code and exchange or central office number when establishing a Cover Number and then select from a list of available numbers.

Caller ID Handling

Outbound calls display the Cover Number's caller identification (CID).

24/7 Calling and Messaging

All outbound and inbound calls, as well as mobile text messages, are logged, routed, and recorded by the KEYWATCH ROC server.

Voicemail

Personalized or default voicemail messages can be configured so that inbound calls that go to voicemail (when the phone is in busy, no-answer, or Do-Not-Disturb mode) are logged and recorded on the server.

Remote Monitoring

Team members can log onto their KEYWATCH ROC mobilePBX interface to live-monitor ongoing calls and messages to/from the Cover Number, as well as to review and download recordings of previous calls, voicemails, and messages.

Digital Signatures for Evidentiary Authentication

All recordings are digitally signed to enable evidentiary authentication.

The ROC provides different privileges depending on the type of User. Standard Users can monitor Cover Numbers that are assigned to them, and manage their own preferences, but do not automatically have access to information on other Cover Numbers in the system unless they are granted specific permission. System and Group Administrative Users have additional privileges on the ROC and can (for example): manage Standard Users; purchase Cover Numbers; and manage, and control access to, Cover Numbers. Group Administrators can automatically perform these tasks for all the Cover Numbers in their specific Group(s), whereas System Administrators can automatically do so across the System for all Users, Groups, and Cover Numbers; they can also restart server services.

Getting Started

Web Browser Access

The Remote Operations Center (ROC) and its mobilePBX features are accessed remotely via its website, whose address will be provided by your ROC administrator.

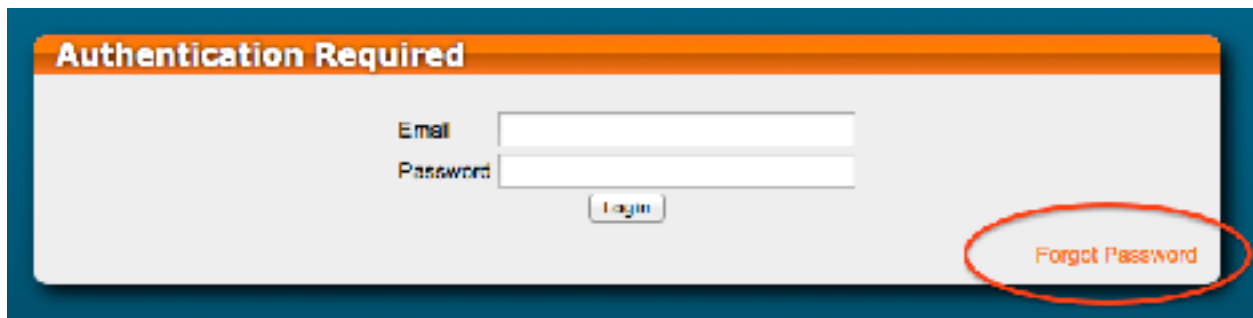
The ROC has been designed for and tested using the following web browsers:

- Mozilla Firefox 60 and above - <http://www.firefox.com>
- Google Chrome 67 and above - <http://chrome.google.com>
- Safari 11 and above - <http://www.apple.com/safari>

Note: Users may find that other browsers work for some or all ROC features, but KEYWAVE Products does not guarantee their functionality or fitness for purpose.

Logging On to the ROC

Enter the website address provided by your ROC Administrator into your browser to access your mobilePBX ROC. You will see the following screen.



Log in using the credentials that were provided by your ROC administrator. If you have forgotten your password, click the 'Forgot Password' link and follow the instructions that will be emailed to your registered email account to reset your password.

All the mobilePBX operational functions are accessible through the web interface to the ROC. Administrators can also manage User accounts, Group membership, permissions, etc., using this web interface (see the KEYWATCH ROC Server - User Manual Appendix A: Administrator Actions for additional information). If questions arise for self-hosted server Administrators, users should see the KEYWATCH ROC Server Set Up Guide, as certain server configuration features are only accessible through the console interface.

Navigation Bar

The dark blue **Navigation Bar** at the top of every page allows the ROC user to jump to either the KEYWATCH **mobilePBX** page or the **Devices** page from anywhere in the ROC, and to quickly access the **Username/Menu** pages. (See the KEYWATCH Mobile for Android or iPhone User Guide, as appropriate, for more information on the KEYWATCH Mobile features and capabilities, and the KEYWATCH ROC Server - User Manual Appendix A: Administrator Action for Administrator views.)

Click on **Username/Menu** at the top-right of the **Navigation Bar** to access a drop-down menu for account management, and to log out.

Username/Menu	Displays the user currently logged in to the ROC (e.g. 'Narcotics Agent 1'). Clicking on the Username will show a drop-down Menu from which you can access the Account Settings page, or where you can Logout .
Account Settings	Jumps to the user's Account Settings.
Logout	Logs the user out of the ROC. Users should log out when they are not actively using the ROC for safety, security, or privacy reasons.

Account Settings

The **Account Settings** is the first option on the **Username/Menu** drop-down menu and allows the User to manage password and notification settings.

The screenshot shows a web interface for editing a user profile. The title is "Editing User: Narcotics". The interface is organized into several sections:

- User Information:** Contains two input fields: "Name" with the value "Narcotics" and "Email" with the value "narcotics@team".
- Manage Passwords:** Contains two input fields: "Enter Password" and "Re-enter Password".
- Notification Options:** Contains a dropdown menu for "Send notifications via" set to "Email", and a checked checkbox for "Receive involuntary notifications".
- Custom Theme Selection:** Contains a dropdown menu for theme selection and an "Update User" button.





Cover Numbers Page

On the **mobilePBX** page, clicking on 'Cover Name' loads its **Cover Information** page, providing icons to navigate quickly to each of the Cover Number functions, and certain information.



Quick Navigation Icons to Access the KEYWATCH Apps

The following icons are displayed at the top of the **Device Information** page.

 Cover Information	Displays detailed information for the KEYWATCH Cover Number.
 Voice	Displays the Cover Number's Voice page. The ROC User may listen to a real-time audio stream of calls to/from the Cover Number, and/or download previous audio streams.
 Messages	Displays the Cover Number's Messages page. The ROC User may send/receive messages, view messages coming in in real-time, and/or download previous messages. (Read-Only Users can view but cannot send messages).
 Cover Settings	Displays the Cover Number's Cover Settings page (Read-Only Users do not have access to this page).

Purchasing and Configuring a Cover Number

System/Group Administrative Users can purchase cover numbers and allocate them to specific Groups and/or Users. For further information on how to do so, please refer to Appendix A - Administrator Actions.

Once a Cover Number has been purchased, before it can be used it must be properly set up through the ROC at the **Cover Settings** page. If the Administrator has not done so, a Normal User can by clicking the blue 'Cover Settings' button on the **Cover Numbers** page (Read-Only Users do not have access to this page or these functions).

On the **Cover Settings** page, the User can create a name for each Cover Number, if desired, set up all audio to be recorded on the server, turn Do-Not-Disturb on and off, and set up a PIN for voicemail. The **Cover Settings** page also provides the necessary information to live-monitor ongoing calls using the supported softphone apps.

If Do-Not-Disturb is switched to 'ON,' calls will go directly to voicemail, and will be logged and recorded on the server, where they can be played back or downloaded as required (see section on Voice Calls below). If Do-Not-Disturb is switched to 'OFF,' inbound calls can either be left to go to voicemail or answered, as desired.



Cover Numbers Page

The ROC **Cover Numbers** page lists all the KEYWATCH mobilePBX Cover Numbers that the User can access and that are currently active on the ROC, together with a summary of each Cover Number's current status.



For more information on a particular Cover Number, click on the 'Name' assigned to the Cover Number. This navigates the User to the **Cover Information** page, which has navigation icons at the top that link to the Voice, Messages, and Cover Settings associated with that Cover Number. It also provides an overview of the last contact made associated with the Cover Number, and the total number of recordings and text messages associated with that Cover Number, together with the information necessary to set up the softphone app for making and live-monitoring calls to/from the Cover Number.

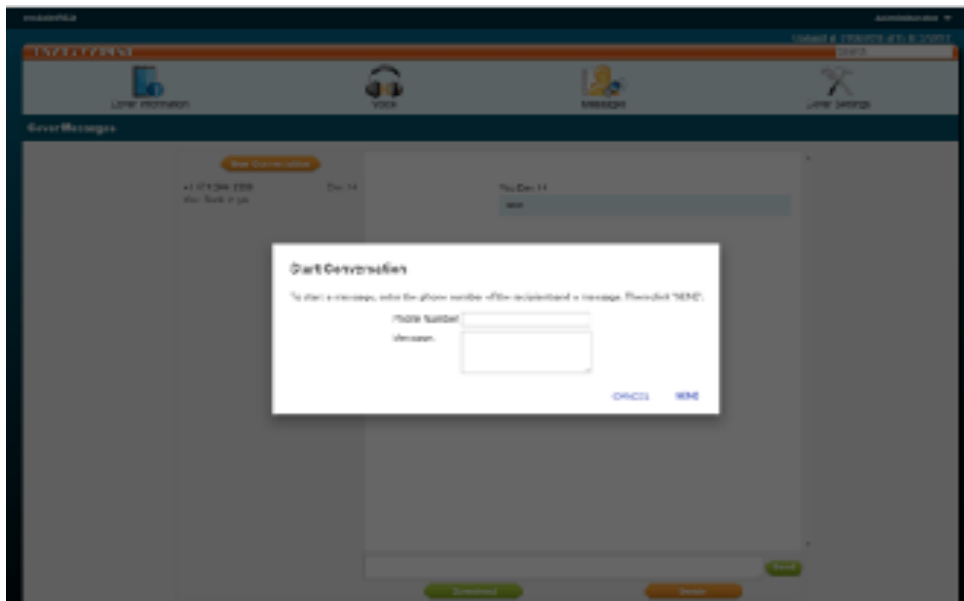
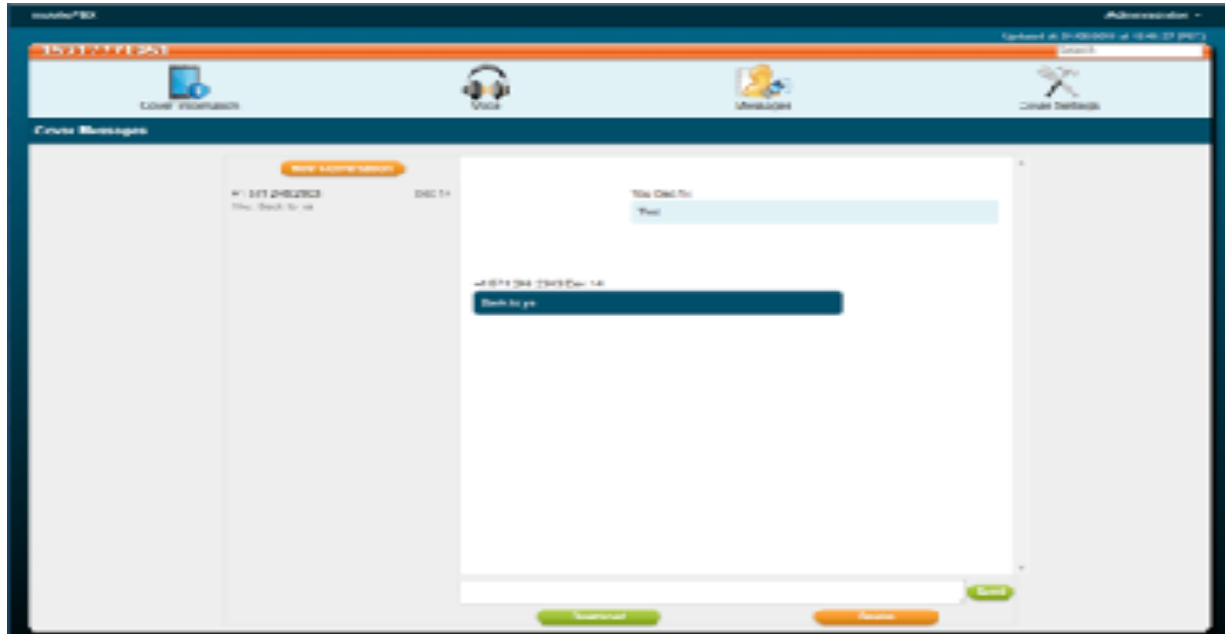
*Note: In the screen shots being used for illustration here, the Cover Numbers are named according to their individual phone numbers, but the User is free to assign a different name as desired; this can be done on the **Cover Settings** page.*



Messages

Text messages sent through mobilePBX can be securely monitored and recorded in real-time.

Click on the 'Messages' icon to go to the **Messages** page for the Cover Number to view the text messages for each conversation thread and to continue or start new conversations. Text messages can also be downloaded or deleted on this page.



Voice Calls

Calls made through mobilePBX are securely monitored, logged, and recorded in real-time via the ROC. Recorded calls can be listened to or downloaded via the ROC website interface.

In order to place an outbound call, or receive an inbound call, you will need to install and configure a softphone app. In order to do so, you will need the SIP Domain, SIP Username and SIP Password, all of which can be found on the **Cover Settings** page. For detailed instructions on correctly installing and configuring the selected softphone app, see the Softphone Set-Up User Guides for Android, iOS, or Desktop, as appropriate.



Listening to a Recorded Call

On the ROC website, click on the 'Voice' icon to go to the **Voice** page and press the 'Playback' icon to start playback. You may also press the green 'Download' button to download the voice call recording and play it back using another application.



The screenshot displays the Meridian Cover 1 web interface. At the top, there are navigation icons for 'Cover Information', 'Voice', 'Messages', and 'Cover Settings'. The main content area is titled 'Cover Recordings' and features a 'Call Library' button. Below this, there are 'CID Settings' for various phone numbers. On the right side, there is a table of recorded calls with columns for 'Recording Date', 'Type', 'Phone Number', 'Duration', and 'Playback'. Each row includes a 'Download' button.

Recording Date	Type	Phone Number	Duration	Playback
06/06/2018 11:40:38 (EST)	Outgoing Call	+1 303 884 1905	1m	Download
06/06/2018 11:40:27 (EST)	Incoming Call	+1 303 435 1173	1m, 4s	Download
06/06/2018 11:40:18 (EST)	Incoming Call	+1 303 435 1173	1m	Download
06/06/2018 11:39:47 (EST)	Incoming Call	+1 303 435 1173	1m, 1s	Download
06/06/2018 11:39:28 (EST)	Outgoing Call	+1 303 435 1173	1m	Download
06/06/2018 11:40:12 (EST)	Outgoing Call	+1 303 435 1173	1m	Download
06/06/2018 11:39:58 (EST)	Incoming Call	+1 303 435 1173	1m	Download
06/06/2018 11:39:48 (EST)	Outgoing Call	+1 303 435 1173	1m	Download
06/06/2018 11:39:38 (EST)	Outgoing Call	+1 303 435 1173	1m	Download
06/06/2018 11:40:02 (EST)	Outgoing Call	+1 303 435 1173	1m	Download

Placing an Outbound Call/Receiving an Inbound Call

First ensure that the selected softphone app has been correctly installed and configured.

Once you have installed the softphone app, you must make sure that it is open and that the Cover Number is displayed. You are now ready to place an outbound call from, and receive inbound calls to, the Cover Number. Outgoing calls will display the Cover Number as the caller identification (CID) number on the recipient's phone.

To place an outbound call from the Cover Number, dial the 10 digit number on the softphone app keypad.

The softphone app need not be open in order to receive calls to the Cover Number as long as the soft phone app settings have been correctly applied (see the Softphone Set-Up User Guides for Android, iOS, or Desktop, as appropriate).

Both outbound calls from, and inbound calls to, the Cover Number, are recorded and saved. They can be accessed for playback or download on the **Voice** page, together with their duration, and time/date.

Setting up Voicemail

In order to set up 'busy' and 'unavailable' voicemail greetings, first ensure that the selected softphone app has been correctly installed and is open, displaying the Cover Number. Next, locate the Voicemail PIN, which can be found on the **Cover Settings** page, as illustrated above. You are now ready to set up your voicemail.

To set up your voicemail, dial 6500 on the softphone app . The voicemail system will answer and the system will ask for your "mailbox." Enter the **full** cover number - you must use the country code (e.g., '1' for the USA). Wait for the PIN/Password prompt and then enter the Voicemail PIN. Once you have accessed the Voicemail box, follow the directions to change your greetings.

Note: If you do not enter the country code as part of the cover number, you will not be able to access the Voicemail box.

Live Monitoring an Ongoing Call

You can live-monitor an ongoing call to/from the Cover Number either directly via the ROC using a supported web browser or via a softphone app.

To listen from within a browser when logged into the ROC, click the green 'Live Listen' button found on the Cover Number's **Voice** page. This process works the same way as for live-monitoring KEYWATCH hotMIC audio streams.

The screenshot shows the 'Nexocore Cover' interface. On the left, there is a 'Cover Settings' section with a 'Live Listen' button. The settings include:

- BP Number: 0000000000
- BP Name: 0000000000
- BP Secret: 0000000000
- BP Secret/Password: 0000000000
- User/Owner Number: 0000
- User/Owner Name: 0000
- Enter and Dial Number: 7111
- Enter and Dial Password: 0000

Below the settings, there is a note: "Use a SIP Softphone (the ROC) [Link to SIP](#) or [Link to SIP](#) Phone. You must have a SIP softphone. [View SIP softphone config doc.](#)"

On the right, there is a 'Recording Call' table with the following columns: RecordingTime, Type, Phone Number, Duration, and Playback. The table contains several rows of call records, each with a 'Playback' button.

RecordingTime	Type	Phone Number	Duration	Playback
2018-02-14 21:02:28 (UTC-5)	Incoming Call	000-0000	00:00	Playback
2018-02-14 21:02:27 (UTC-5)	Incoming Call	000-0000	00:00	Playback
2018-02-14 21:02:18 (UTC-5)	Incoming Call	000-0000	00:00	Playback
2018-02-14 21:02:17 (UTC-5)	Incoming Call	000-0000	00:00	Playback
2018-02-14 21:02:16 (UTC-5)	Incoming Call	000-0000	00:00	Playback
2018-02-14 21:02:15 (UTC-5)	Incoming Call	000-0000	00:00	Playback
2018-02-14 21:02:14 (UTC-5)	Incoming Call	000-0000	00:00	Playback
2018-02-14 21:02:13 (UTC-5)	Incoming Call	000-0000	00:00	Playback
2018-02-14 21:02:12 (UTC-5)	Incoming Call	000-0000	00:00	Playback
2018-02-14 21:02:11 (UTC-5)	Incoming Call	000-0000	00:00	Playback
2018-02-14 21:02:10 (UTC-5)	Incoming Call	000-0000	00:00	Playback
2018-02-14 21:02:09 (UTC-5)	Incoming Call	000-0000	00:00	Playback
2018-02-14 21:02:08 (UTC-5)	Incoming Call	000-0000	00:00	Playback
2018-02-14 21:02:07 (UTC-5)	Incoming Call	000-0000	00:00	Playback
2018-02-14 21:02:06 (UTC-5)	Incoming Call	000-0000	00:00	Playback
2018-02-14 21:02:05 (UTC-5)	Incoming Call	000-0000	00:00	Playback
2018-02-14 21:02:04 (UTC-5)	Incoming Call	000-0000	00:00	Playback
2018-02-14 21:02:03 (UTC-5)	Incoming Call	000-0000	00:00	Playback
2018-02-14 21:02:02 (UTC-5)	Incoming Call	000-0000	00:00	Playback
2018-02-14 21:02:01 (UTC-5)	Incoming Call	000-0000	00:00	Playback
2018-02-14 21:02:00 (UTC-5)	Incoming Call	000-0000	00:00	Playback

To live-monitor an ongoing call to/from the Cover Number via a soft phone app, you will also first need to ensure that the softphone app has been correctly installed and is open.

After successfully configuring the softphone app, dial the unique Listen Only Number or Listen and Chat Number for the Cover Number you wish to live-monitor. When the call is connected, enter the unique Password to access the Cover Number’s ongoing call.

Listen Only Number	Typical number for live-monitoring calls to/from the Cover Number. Users listen to the ongoing call but cannot be heard by each other or by the parties to the call.
Listen and Chat Number	Allows multiple Users to talk to each other while simultaneously monitoring the call to/from the Cover Number. Users dialed into the Listen Only Number will hear any comments by Users using the Listen and Chat number.
Listen Password	Password required for a User dialing with a Listen Only or Listen and Chat Number to access the call to/from the Cover Number.
Listen and Chat Password	Password required for a User dialing with a Listen and Chat Number to access the call to/from the Cover Number.

Troubleshooting and Support

Support

If you encounter a problem that cannot be resolved or if you have a bug to report, please email KEYWAVE Products Support Team at support@keywaveproducts.com and we will respond as quickly as possible.

Please include a detailed description of the question or problem along with any additional relevant information (especially status codes and messages) so the support staff can resolve your issue as quickly as possible.

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