

Call Record Guide

Table of Contents

Call Record Guide	1
.....	1
1. Recording Calls	2
2. Automatic Recording	2
3. Manual Recording	2
4. How Call Record will act with other features	3
4.1 Held Calls	3
4.2 Parked Calls	3
4.3 Transferred Calls	3
4.4 Call Waiting	3
5. Unable to Record Calls	3
No Channel Available	3
Unable to Record Calls	4
6. Retrieving Recorded Calls	4
7. Emailing Recorded Calls	5
7.1 Email Content	5
7.2 Segmented Messages	5
7.3 Unrecorded Calls	5
8. CIFS and FTP forwarding of Recorded calls	6
9. Automatic Message Deletion	6
10. System Programming	7
10.1 Call Record	7
10.2 Email Addresses	8
10.3 SMTP Settings	8
11. User Programming	9
11.1 User Settings	9
11.2 Voice Message Summary	9
11.3 Email forwarding of recorded calls	9
11.4 Function Key Programming	10
12. Message capacity	11
12.1 System Message Pool	11
12.2 Personal Message Pool	11
12.3 System Storage capacity	11
13. Rules for deletion	12
13.1 Auto Delete of Recorded calls/Voicemail Messages based on age	12
13.2 Auto Delete of Record Calls, if needed	12
13.3 Auto Delete of Voicemail Messages, if needed	12

Specifications subject to change without notice. Facilities described may or may not be supported by your network.

This documentation refers to software version 18.011 and higher.

Revision 4, DM 851

1. Recording Calls

The system can record voice calls, which can be replayed later by a user at his/her extension or they can be emailed out of the system to be listened to externally or stored for future reference.

Calls can be automatically recorded by the system or a user can decide to record individual calls.

The following types of calls can be automatically recorded on a per user basis.

- All Calls (Internal and External)
- All External Calls
- Outgoing External Calls
- Incoming External Calls

There's an additional, overriding option for User Control over which calls are recorded or which portions of calls are recorded.

Note: When a call is being recorded an audible beep may be played to denote the fact that the call is being recorded.

2. Automatic Recording

If Call Record has been programmed to automatically record calls for a particular user, then all calls of the type specified will be recorded.

But the user can, if User Control is programmed, override the recording by pressing the associated button on a system phone. A typical application of User Control is to manually suspend recording while credit cards details are being discussed.

3. Manual Recording

If the System Manager has programmed the “**Call Record**” option for an extension to be “*User Selectable*”, then the user will have the ability to record his/her individual calls. Once the call (Internal or External) has been established, the Record option appears over the Right mouse key

J o e B l o g s
C o n n e c t e d
O p t i o n s ↑ ↓ R e c o r d

If the user presses the Right button the conversation is recorded and the button changes from “Record” to “Stop” i.e.

J o e B l o g s
0 0 : 0 0 : 0 6 (R e c o r d i n g)
O p t i o n s ↑ ↓ S t o p

If either party terminates the call the recording is stopped. Also if the user places the call on hold the recording stops.

4. How Call Record will act with other features

4.1 Held Calls

If the system is automatically recording a call and the user places a call on hold, the system stops recording the call. When the user resumes the call, the system starts to record the call again, but the system creates a separate message for the resumed call.

Note: When a recorded call is placed on hold the associated voice channel is released back into the channel pool. So it is possible that when this call is retrieved there will be no channel available to continue the recording.

4.2 Parked Calls

If a user parks a call that is automatically being recorded, the system stops recording the call and the voice channel that was being used to record the call is freed.

If the Parked call is picked up by another extension is to be classified as an Incoming Call for the purposes of call record.

If the Parked call is picked up by the user that originally parked it then it is to be classified according to the origin of the call.

4.3 Transferred Calls

As with parked calls, a call transferred to another extension is subject to the Call Record setting of the extension it was transferred to. If the transferred call returns to the original extension unanswered, it is to be classified according to the origin of the call.

4.4 Call Waiting

If a user receives a waiting call while he/she is recording the current call, the "Answer" option appears above the right mouse key, although the "Stop" option remains as one of the option that the user can choose.

J	o	e	B	l	o	g	s													
0	0	:	0	0	:	3	3	(R	e	c	o	r	d	i	n	g)		
J	e	n	n	y	S	m	i	t	h	W	a	i	t	i	n	g				
O	p	t	i	o	n	s		↑	↓				A	n	s	w	e	r		

If the user rejects the Waiting Call or the Calling party hangs up the "Stop" option reappears above the right mouse key. However if the user answers the Waiting Call the recording stops.

5. Unable to Record Calls

No Channel Available

If the user selects the Record option (or presses the Record button) and there are no Channels available the display will change as follows.

J	o	e	B	l	o	g	s											
N	o	C	h	a	n	n	e	l	A	v	a	i	l	a	b	l	e	
O	p	t	i	o	n	s		↑	↓				R	e	c	o	r	d

The display remains in this state for 5 seconds and then reverts to the original display as follows.

J	o	e	B	l	o	g	s											
0	0	:	0	0	:	0	6											
O	p	t	i	o	n	s		↑	↓				R	e	c	o	r	d

Unable to Record Calls

The option to “Record” call will not appear if any of the following criteria are met

- No Voice Card present
- Voice Card Full
- Voice Card is not currently available (e.g. Voice card being defragmented)
- No Voice Channel available

If the user is making or receiving a call that should be automatically recorded, but the call can't be recorded for one of the above reasons, the call will still proceed.

The fact that the call is not being recorded will be indicated as follows.

```

J O E   B L O G G S
0 0 : 0 0 : 1 2   ( N o   R e c o r d )
O p t i o n s       ↑ ↓       E n d C a l l

```

6. Retrieving Recorded Calls

There is a new option in the user's Programming menu in the “**Mailbox Settings**” option called “**Recorded Calls**” which can be accessed as follows:

```

1 0 : 0 0   M o n   2 4 / 0 6 / 0 2
E x t e n s i o n   1 3
M e n u s       ↑ ↓       P h o n e   B k

```

Press the Left mouse key to enter the User Programming menu.

```

▶ P e r s o n a l   A d d r   B o o k
  C a l l   D i v e r s i o n
  M a i l b o x   S e t t i n g s
  P h o n e   S e t t i n g s
  L i s t   o f   C a l l s
  A l a r m   C a l l s
S e l e c t       ↑ ↓       E x i t

```

```

M a i l b o x : J o e   B l o g s
  M e s s a g e   L i s t
▶ R e c o r d e d   L i s t
S e l e c t       ↑ ↓       E x i t

```

If the user chooses the ‘**Recorded List**’ option, the system attempts to get a voice channel for the user. However as there is a limited number of channels available on the voice card, it is possible that they are all currently in use, in which case the user gets Proceeding tone and the following display:

```

                P L E A S E   W A I T
                                E x i t

```

When the user gets a voice channel, he/she is presented with the following display:

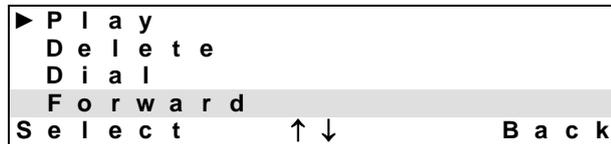
```

▶ 0 8 7 2 9 7 9 6 7 6           3 : 0 5
  U n k n o w n                 1 : 0 3
  E x t n   1 4                 0 : 2 1
S e l e c t       ↑ ↓       E x i t

```

The “▶” prompt will point to the last recorded message. The list is ordered based on the Date/Time the messages were recorded, starting with the most recent message.

The user can use the Up/Down mouse key to move to the required message, and then select the message by pressing the Left mouse key. Once the user selects a message, he/she is presented with the following 4 options:



These 4 options are the same as the option currently available to a user who is accessing his/her voice mail.

Notes: When playing a recording, the user may fast forward or rewind by using the Up and Down arrow keys. If the user holds down one of these keys the rate of fast forward/rewind will be accelerated.

7. Emailing Recorded Calls

On the “Email Addresses” page (see **Section x.x**), there is a new column used to specify if calls recorded for each extension will be sent to the email address associated with the extension.

7.1 Email Content

The email message has the following structure.

Subject :	Recorded Call (8160007) or Recorded Call (Gary Marjoram) <i>if there is a matching Address Book Entry.</i>
Message Body :	Other Party. Call Type. Duration. Time. Date.
Attachment:	G723.1 WAV file.

7.2 Segmented Messages

Every time a call that is being automatically recorded by the system is placed on hold, the system stops recording the call and releases the Voice Channel. If the user resumes the call, the system starts to record a separate message. These separate messages are queued for email individually as separate email messages.

If the user goes to access the recorded call from his/her phone, the call appears as a number of separate messages.

7.3 Unrecorded Calls

If the system was unable to record a call that should have been automatically recorded, it still has information about the call i.e. Calling Party, Called Party, Type of Call, Time & Date, Call Duration etc...

Therefore if the system had programmed an email address for the extension to send recorded calls to, it will send the call details to this address as well as the fact that no call was recorded and the reason why the call wasn't recorded.

8. CIFS and FTP forwarding of Recorded calls

Recorded calls may be stored at CIFS or FTP locations. These options can be configured on the main programming page.

9. Automatic Message Deletion

As with the standard voice mail messages, recorded messages need to be automatically deleted to ensure that the system continues to operate as effectively & efficiently as possible.

To this end we have the following rules for automatically deleting messages:

- Read messages are deleted after 30 days.
- A message that has been emailed is considered to have been read.
- If the user has reached his/her maximum number of recorded calls, the oldest read recorded call will be deleted to make room for a new call.
- If the user has reached his/her maximum number of recorded calls and there are no read recorded calls, the oldest recorded call will be deleted to make room for a new call.

10. System Programming

10.1 Call Record

There is a programming option on a per Extension basis to allow the ability to record calls. This option will appear in the Extension Settings section called “**Call Record**” and when selected will display the following page:

Home		Call Record			Help	
IP system phone users:						
User	Name	Type Of Calls	Number of Recordings	Notification Enabled	User Control	
251	Bence Vamos 251	No Calls ▼	20 ▼	<input type="checkbox"/>	<input type="checkbox"/>	
252	Brian Shannon 252	All Calls ▼	20 ▼	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
253	Philip Reilly 253	All External Calls ▼	20 ▼	<input type="checkbox"/>	<input type="checkbox"/>	
254	Celine Dilwort 254	Outgoing External Calls ▼	20 ▼	<input type="checkbox"/>	<input type="checkbox"/>	
255	Daniel King 255	Incoming External Calls ▼	20 ▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
256	Tracy McDonal 256	All Calls ▼	20 ▼	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
257	Adam McManus 257	All Calls ▼	20 ▼	<input type="checkbox"/>	<input type="checkbox"/>	
258	David McMahon 258	Incoming External Calls ▼	20 ▼	<input type="checkbox"/>	<input type="checkbox"/>	
259	Eddie Buggle 259	No Calls ▼	20 ▼	<input type="checkbox"/>	<input type="checkbox"/>	
260	John Crumpton 260	No Calls ▼	20 ▼	<input type="checkbox"/>	<input type="checkbox"/>	
261	Vincent Gilvarry 261	No Calls ▼	20 ▼	<input type="checkbox"/>	<input type="checkbox"/>	
262	Extn 262	No Calls ▼	20 ▼	<input type="checkbox"/>	<input type="checkbox"/>	

The page allows the Installer to specify the Type of Calls that are automatically recorded by the system for each extension i.e.

- All Calls
- All External Calls
- Outgoing External Calls
- Incoming External Calls
- No Calls

Ticking the 'User Control' box allows the user to override the programmed Type of Calls specified for recording, on a call by call basis. The user can use a 'Record' function key or the 'Record' option, which appears when the user is on a call. A typical application is for the user to suspend call recording while credit card details or other sensitive information are being discussed.

The Installer can also specify the number of recorded messages that will be kept for each extension. These messages can be accessed in the same way as the user's normal voice mail messages.

The Installer can also specify if the other party is to be notified by a beep that the call is being recorded.

Note: The dropdown menu for standard SIP extensions does not contain the “User Control” option.

10.2 Email Addresses

There is an option to program an email address for each extension and to specify if the voice mail or Recorded Calls for that extension will be automatically sent to the email address.

The Message Forwarding to Email system manager programming option allows automatic email forwarding of Voice mail messages and Recorded calls to the email address entered for each extension.

Home Message Forwarding To Email Help			
IP system phone users:			
Name	E-mail Address	Voicemail Messages Available=(All)	Recorded Calls
Declan Gibbons	<input type="text" value="declan.gibbons@mdsgateways.com"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Seamus Doran	<input type="text" value="seamus.doran@mdsgateways.com"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dave Victory	<input type="text" value="dave.victory@mdsgateways.com"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Polycom Soundstation	<input type="text" value="gary.marjoram@mdsgateways.com"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Gary Nolan	<input type="text" value="gary.nolan@mdsgateways.com"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Filippo Scimone	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patch	<input type="text" value="patch@mdsgateways.com"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Andrea Hartigan	<input type="text" value="andrea.hartigan@mdsgateways.com"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
John Harper	<input type="text" value="john.harper@mdsgateways.com"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Note: This option appears in the Main Menu. The email address may also be entered at the User Portal.

10.3 SMTP Settings

In order for the system to send emails containing the recorded calls it needs to be given information about the SMTP E-Mail server it is to use. This information is entered on the “**SMTP Configuration**” web page under “**IP Settings**” on the Installer programming page. By default, the built-in email server is used.

11. User Programming

11.1 User Settings

There are a number of options associated with the Call Record feature that can be accessed on the browser-based User Programming HTML page e.g.

- Voice Messages Overview
- Recorded Calls Overview

11.2 Voice Message Summary

This Voice Mail option on the main User Programming portal page displays the voice messages and recorded calls, together with Download, Play and Delete buttons, in addition to Call and Contact Edit options.

The screenshot shows the 'Voice Mail' interface. At the top, there is a navigation bar with various icons. Below it, the 'Voice Messages : 3' section displays a table of messages:

Controls	Date	Calling Party	Name	Duration	Status
[X] [Play] [Download]	23/03/15 11:33:34	00353872535080	My Mailbox (B)	00:00:04	[X]
[X] [Play] [Download]	06/03/15 13:14:33	1046	DaveShaw	00:00:03	[X]
[X] [Play] [Download]	05/03/15 15:52:18	0035316810000		00:00:28	[X]

Below this, the 'Recorded Calls : 20' section displays a similar table:

Controls	Date	Calling Party	Name	Duration	Status
[X] [Play] [Download]	25/03/15 13:37:42	1048	John Harper	00:00:45	[X]
[X] [Play] [Download]	25/03/15 11:12:01	1048	John Harper	00:02:51	[X]
[X] [Play] [Download]	25/03/15 10:53:29	0035316810000		00:07:03	[X]
[X] [Play] [Download]	24/03/15 17:42:02	0035314852745	Magnet Test LI (Mob)	00:00:09	[X]
[X] [Play] [Download]	24/03/15 17:40:44	0035314852745	Magnet Test LI (Mob)	00:00:28	[X]
[X] [Play] [Download]	24/03/15 17:39:34	0035314852745	Magnet Test LI (Mob)	00:00:28	[X]
[X] [Play] [Download]	24/03/15 16:35:13	1048	John Harper	00:10:31	[X]
[X] [Play] [Download]	24/03/15 12:35:43	1048	John Harper	00:09:16	[X]

On the right side, there is a user profile for 'DaveShaw' with status 'Available' and buttons for 'Active Calls', 'Parked Calls', and 'Pick-Up'.

11.3 Email forwarding of recorded calls

Under Phone Settings, the user can activate/deactivate the Red/Green button to forward recorded calls to the programmed email address. The email address may also be entered or modified on this page.

The screenshot shows the 'Phone Settings' interface. It is divided into two main sections: 'Enable/Disable' and 'Other Settings'.

Enable/Disable:

- VoiceMail Forwarding
- Recorded Calls Forwarding** (highlighted with a red box)
- Receive Page Call
- Keypad Tones
- Show Number
- Auto-answer

Other Settings:

- Change Language : English
- Alarm Call : 00:00
- Day/Night Changeover : Off
- E-mail Address : seamus.doran@mdsgate
- PIN Code : 2601
- Remote number : Off

At the bottom, there is an 'Agent login/out' section with buttons for 'Sales 803', 'Room 1', and 'Doorphone 2'.

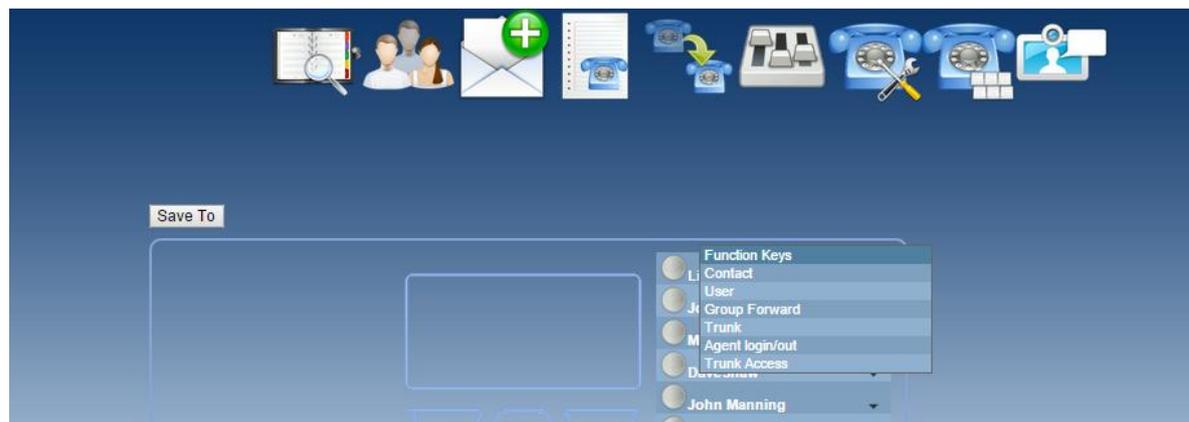
On the right side, there is a user profile for 'Seamus Doran' with status 'Available' and buttons for 'Active Calls', 'Parked Calls', and 'Pick-Up'.

11.4 Function Key Programming

As well as having the option “Record” appearing over the right mouse key, the user can program a function key to be a “Record” button.



Click on Function Keys



Select the key to be programmed and then click on Function Keys, in the drop-down menu.



Click on Record.

Pressing the “Record” button has the same effect as choosing the “Record” option while on an established call. While a call is being recorded the Led of the “Record” button will be turned on, and if the user presses the “Record” button again, the system stops recording the call and the Led is turned off.

Note: All users can program one of their function keys to be a “Record” button, however this button will only work for extensions that have their Call Record option set to “User Control” in System Manager programming.

12. Message capacity

12.1 System Message Pool

The system has an SPG database that can hold 1,000 messages. Each Recorded call or Voicemail message takes one entry in the database.

12.2 Personal Message Pool

Each Extension or Group has one personal message pool for Recorded calls (Minimum 10 and Maximum 100 with a default of 20) and another pool for Voicemail messages (Minimum 10 and Maximum 100 with a default of 20).

12.3 System Storage capacity

The system has from 20 Minutes to 20 Hours Memory capacity for storing Recorded calls and Voicemail messages.

13. Rules for deletion

Messages are deleted either based on age or based on having reached the maximum number of personal Recorded calls (default pool size 20) or on having reaching the maximum number of personal Voicemail messages (default pool size 20). Messages will not be deleted because the storage capacity is reached.

13.1 Auto Delete of Recorded calls/Voicemail Messages based on age

When a message is first recorded its age is set to 0. Each night at midnight, if the message is marked as **Read or Email Forwarded**, its age is incremented by 1. On reaching 30, the message is deleted.

13.2 Auto Delete of Record Calls, if needed

If the system needs to record a call, call and if there's sufficient storage capacity available it will follow these steps.

Check that there is a free entry in the System Message Pool and a free entry in the Personal Message Pool. If there is, then record the call.

If not, then try to delete a message in the following order and then try again.

- Delete Oldest **Read** Recorded call.
- Delete Oldest **Unread** but **Email Forwarded** Recorded call.
- If it's an Analogue or Single line display Extension then delete Oldest **Unread** Recorded call.

13.3 Auto Delete of Voicemail Messages, if needed

There is no automatic deletion of Voicemail messages. If the system needs to record a Voicemail message, it proceeds as follows.

Check that there is a free entry in the System Message Pool and a free entry in the Personal Message Pool. If there is, then record the message.

If not then Play the "This mail box is full" message and clear down.