

FAQ T640 T440 Call recording

Introduction

The Automatic / Manual Call Recording feature will provide the following features.

- Record own direct calls via "Feature code" or "REC" key on device.
- Automatic record own direct calls without any user interaction.
- Automatic record all incoming queue calls.
- Groups calls are not recorded. For this you can use queues instead of groups.
- Recordings are visible via user web-interface and can be played/deleted.
- Recordings can be sent via e-mail to user.



Important

Recordings are started with a short beep tone for the caller/callee. In some countries this might not be sufficient, as the other party must properly be informed that the calls are recorded. This can be done by first playing an announcement when the calls are coming in with the message that calls could be recorded.

- [System Settings - Enable the feature.](#)
- [Manual recordings](#)
- [Listen to the Recordings](#)
- [Automatic recording direct call to /from a user.](#)
- [Automatic Recording Queue calls](#)
- [Send via E-mail](#)

System Settings - Enable the feature.

In the web-interface go to **System settings - Miscellaneous**.

Call recording	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Automatic recordings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Setting	Description
Call recording	Enable/Disable the feature to start the recordings manually
Automatic recordings	Enable/Disable the feature to use the Automatic recordings

Manual recordings

Prerequisite: Call Recording is enabled in the **System Settings**.

The user can start the recordings manually via:

Device	Feature code	Record key
DE310/410	*97	N.A.
DE900/700/Maxwell 10	*97	Yes
DECT devices	*97	N.A.

Set permissions to use/start manual recordings

In the web-interface go to: **Users & extensions - Permissions** and change an existing permission group or create a new group that you can assign to the users that are allowed to use Manual Call recording.

Example: We created a new permission group "Call Recording" and added the Permission "Call recording"

The screenshot shows the Asterisk web interface. The top navigation bar includes 'Home', 'Menu', and 'Administration'. The left sidebar lists various system components, with 'Permissions' highlighted. The main content area is titled 'Edit permission group: Call Recording'. It contains a table with the following data:

ID	Name	Type	Members
14	Call Recording	User	1

Below the table, there is a section titled 'Permissions of group: Call Recording'. It contains a table with the following data:

Permission	apply to group
Call recording	Call Recording
Manage manual user recordings	Call Recording

Assign the Permission "Call Recording" to the user that is allowed to record his own calls.

The screenshot shows the 'User groups' configuration page. It features a list of user groups on the right side, including 'Call Recording', 'Admins', 'All Users', and 'All visible users'. Each group has a corresponding icon (a trash can for 'Call Recording', a plus sign for 'Admins', and a trash can for 'All Users' and 'All visible users').

Now the user can start the recordings manually via the Feature code **"*97"** or pressing the **"REC"** key.

In both cases, the other side will not hear the DTMF tones **"*97"** that starts the recording. If the permissions are not set correctly, the other side will hear the DTMF tones. This will inform you that there is a Permission issue.

Listen to the Recordings

In the (User) web-interface go to: **Menu - Call Lists - Call recordings**.

Home
Menu
Administration
Profile

Contacts

Call Lists

Call Forwarding

Fax

Monitor

Features

User Settings

All calls

Outgoing Calls

Accepted Calls

Missed Calls

Call recordings

Time

Date/Time

to

Type

- none -

15.10.15

00:00

15.10.15

24:00

all

Q

Name

Number

Target

Number

Duration (s)

Date

Type

E-mail

Notification

What recordings are visible for the user is defined by Permissions. For this you need to change the permission group of the users that are allowed to see /manage the recordings.

Permissions of group: Call Recording

Permission	Description	
Manage automatic recordings	Show all automatic started recordings	apply to group
Manage manual user recordings	Show all manual recordings, also from other users	Call Recording
Manage own queue recordings	Show the automatic queue recordings.	
Manage own user recordings	Show only your own manual recordings.	Call Recording
	Manage manual user recordings	Call Recording
	Manage own queue recordings	Call Recording
	Manage own user recordings	Call Recording

Automatic recording direct call to/from a user.

Prerequisite: Automatic Recordings is enabled in the **System Settings**.

In this example we configure the system to automatically record all incoming and outgoing calls to a user.

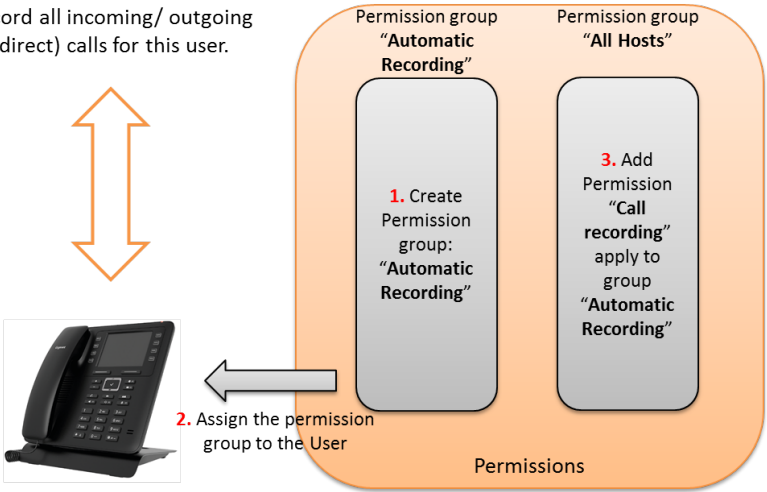
Direct calls to and from this user. Group and Queue calls are not recorded.

1. Create a Permission group, you can define the name of the group. (In this example: "Automatic Recording")
2. Assign the Permission group to the user. **Administration - Users and Extensions - Users - Select user - User groups**
3. Open the Permission group "All Hosts" and Add Permission "Call Recording" apply to group you created in **step 1**.

Now all calls are recorded for this user.

- You can assign the permission group to more users to record more calls for more users.
- You can create more groups needed to set permissions to listen to recordings for single users and not all users.

Record all incoming/ outgoing (direct) calls for this user.



Assign rights to see/manage the automatic recordings.

If you create one or more permission (recording) groups, you can determine who can see the Call Recordings from users within these groups.

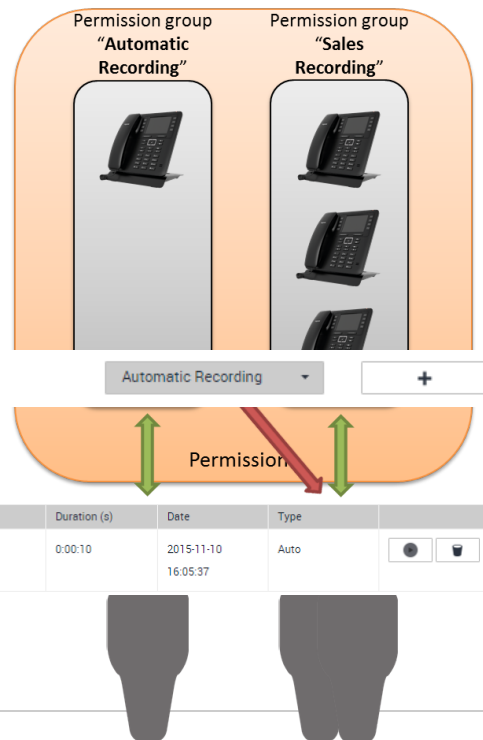
Like in this example where one person can see the recordings of group "**Automatic Recording**" and 2 persons can see the Recordings of the group "**Sales Recording**". You can also assign that people can see multiple groups.

1. Create a Permission group or more to define the rights of managing (show) the automatic recordings. Or if all Users should be able to see it, just open the Permission group "**All users**"
2. Add the right "**Manage automatic recordings**" apply to: Select the Permission group you would like to Manage.

Permission Manage automatic r apply to

If the users go to: **Menu - Call Lists - Call Recordings** he can see the automatic recordings for the groups he has the access rights.

Name	Number	Target	Number	Duration (s)	Date	Type	
.	06551	K. 214	214	0:00:10	2015-11-10 16:05:37	Auto	 



Automatic Recording Queue calls

Prerequisite: Automatic Recordings is enabled in the **System Settings**.

You can enable that:

- All incoming queue calls for all Queue groups are recorded automatically.
- Define for which queues all incoming calls are recorded automatically.

Example 1: All incoming calls for all Queue groups are recorded automatically.

1. Open the Permission group **All Hosts**
2. Add Permission "**Call Recording**" apply to the group "**All Queues**"

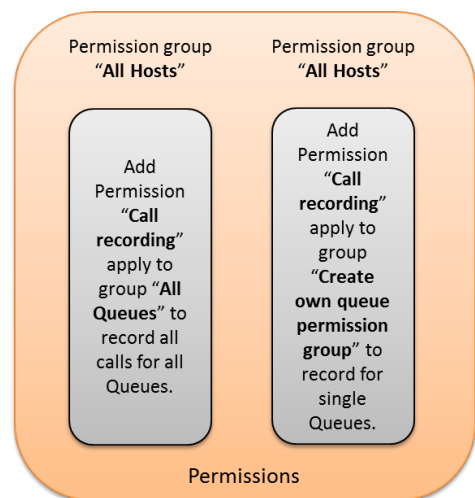
All Queue calls are now recorded.

Example 2: Record only incoming queue calls for one or more queues.

1. Create a new Permission group, type **Queue** example named: "**CallCenter**"
2. Open the New Permission group "**CallCenter**"
3. Add a **Member** to this group, insert the **queue phone number**.
4. Open the Permission group **All Hosts**
5. Add Permission "**Call Recording**" apply to the group "**CallCenter**"

All incoming Queue call for the Members of the Permission group "**CallCenter**" are now recorded.

Record all incoming queue calls.



Assign rights to see/manage the automatic Queue recordings.

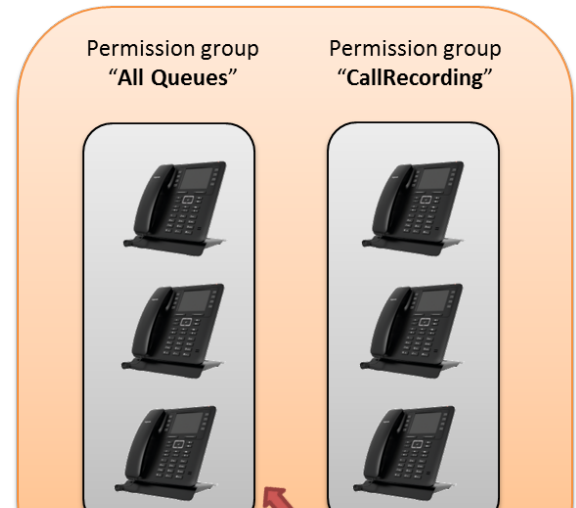
If you create one or more permission (queue) groups, you can determine who can see the Call Recordings from queues within these groups.

See all queue recordings

1. Create a Permission group or more to define the rights of managing (show) the automatic recordings. Or if all Users should be able to see it, just open the Permission group **"All users"**
2. Add the right **"Manage automatic recordings"** apply to: Select the Permission group **All Queues**.

Or see only the recordings for the Permission group **"CallRecording"**

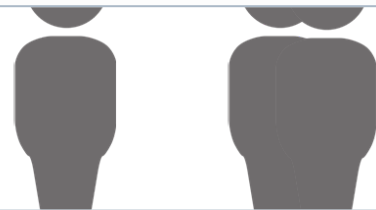
1. Create a Permission group or more to define the rights of managing (show) the automatic recordings. Or if all Users should be able to see it, just open the Permission group **"All users"**
2. Add the right **"Manage automatic recordings"** apply to: Select the Permission group **CallRecording**.



Record outgoing calls

To Record outgoing calls, you need to configure automatic recording direct call to/from for these users/agents.

Reason: Queues are inbound routing groups and when dialling outgoing a Queue is not used.



Important

New recordings are visible after maximum 2 minutes, this depends on the length of the recording and the load of the system.

Send via E-mail

Under the user settings, you can enable the email notification. New recordings will be send via email with mp3 recording file attached.