Summary

Once Voicemail Pro is installed, users are able to trigger manual call recording via their phone or through the IP Office applications. This document looks at the various methods that can be used and at those settings available to adjust how manual call recording operates.

For details of automatic call recording, refer to "Job Aid 062: Voicemail Pro Auto-Recording".
Voicemail Pro Manual Recording

Introduction

Voicemail Pro can be used to record calls where the call recording is manually triggered by a user.

- **Advice on Call Recording (AOCR):**
  Depending on the IP Office's location, it may be a local or national requirement to warn those involved in a call that they are being recorded. One method to do this is to enable the AOCR message provided by the Voicemail Pro server.

- **Conference Capacity:**
  Call recording utilizes conferencing and so is subject to the available conferencing capacity of the IP Office system.

- **Recording Duration:**
  Recording is limited to the maximum message length set on the Voicemail Pro system.

- **Recording Auto End:**
  Recording is automatically stopped if the call being recorded is parked on put on hold. If a conference call is being recorded, recording automatically stops when a new party joins the conference.

- **Customization:**
  The recording process can be customized to alter where the recordings are placed. See "Customising Manual Recording" on page 7.
Manager Configuration

Recording Destinations
Manager can be used to specify where recordings triggered by a user are placed.

1. Within IP Office Manager, click on \(\rightarrow\) to receive the IP Office's configuration.
2. Click on \(\rightarrow\ User\) to display the current entries.
3. Select and double-click on the entry for which you want to alter the manual recording destination.
4. Select the **Voice Recording** tab.
5. In **Manual Recording Mailbox** use the drop-down list to select which mailbox should be used to contain recordings triggered by the user.
6. Click on **OK**.
7. Click on \(\rightarrow\) to send the configuration back to the IP Office. If user, hunt group and/or account codes were the only changes made, select **Merge Config**.

Recording Indication
Some Avaya telephones indicate when a call is being recorded by displaying **REC**. This can be suppressed by switching on the Manager setting **System | System | Hide auto record**.
Voicemail Pro Configuration

For default auto-recording operation, no additional configuration of Voicemail Pro is required following installation. The only option that may be required is the “advice on call recording” prompt.

- The prompt is the file "aor_00.wav". This is located in the appropriate c:\Program Files\Avaya\IP Office\Voicemail Server\WAVS sub-folder for each language on the Voicemail Pro server.

Additionally the maximum recording time is controlled by the maximum message length setting for Voicemail Pro. This can also be adjusted.

1. Within Voicemail Pro, click on or select Administration | Preferences | General.
2. Click on Play Advice on Call Recording to switch this option on (ticked) or off (unticked).
3. Adjust the maximum recording length using Max. Message Time (secs).
4. Click on OK.
5. Click Save & Make Live.
Triggering Manual Call Recording

Phone Manager Pro

Users can trigger call recording using Phone Manager Pro.

When on a call, press F5 to start recording or select Function | Start Recording.

To end recording select Function | Stop Recording.

For Phone Manager Pro users working in Agent mode, the Start and Stop actions are also shown as buttons on the Phone Manager Pro toolbar.

SoftConsole

SoftConsole users can manually trigger recording using the button on the toolbar or by selecting Action | Start Recording.

This action toggles and so is also used to stop recording.

2030/2050 Telephones

During a call, users of these phones can press SCROLL and then RECORD to trigger manual recording.

4400 and 6400 Series Phones

Phones in these series with a Menu key can manually trigger call recording by selecting Menu | Menu | Func | Recor.

Using DSS Keys

The call record function can be programmed against a DSS key.

To set a DSS key for manual recording:
1. Open Manager and select the user.
2. On the Button Programming tab, select the required DSS key and for the Action select Advanced | Call | CallRecord.
3. Merge the new settings back to the system.

To use the DSS key:
1. Place the current call on hold and then press the DSS key.
2. The held call is reconnected and recording is started.
Using Short Codes

The shortcode feature "CallRecord" can be used to trigger recording of calls to Voicemail Pro.

To record your own calls

The following example shortcode can be setup as a user shortcode or a system shortcode. In either case it will trigger recording into the user's designated mailbox.

To use the shortcode, place the call on hold and dial *95. The call is automatically reconnected and recording begins.

- **Shortcode:** *95  
- **Telephone Number:** Blank  
- **Line Group ID:** 0  
- **Feature:** CallRecord

To record other calls

The following is an example shortcode for recording a call involving a specific extension. You do not have to be in conference with or part of the call in order to use this shortcode - therefore this shortcode should only be setup as a user shortcode for trusted users.

- **Shortcode:** *96*N#  
- **Telephone Number:** N  
- **Line Group ID:** 0  
- **Feature:** CallRecord
Customising Manual Recording

Normally auto-recording is performed by the Voicemail Pro server as a default task. However, a module named AutoRecord can be used to customise the operation of auto-recording.

- **Note:** If an Record module is created, it overrides the default record operation. Therefore it must at minimum emulate the default manual recording process of placing recordings into the mailbox of the user who triggered recording. For example, in the module callflow shown below, the listen action is set to $UUI.

- **The $UUI Variable:**
The $UUI variable is supported from Voicemail Pro 1.3.15 onwards. Whenever recording is triggered, $UUI contains the user name of the user who that triggered the recording process.
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