

## Call Recording

### I WOULD LIKE TO...

Avaya Cloud UC allows you to record calls made to or from your telephone. Call Recording can be set to automatically save all calls, or to allow the user to manually control which calls will be recorded at the time. Recordings are saved to the user's voice mailbox, or to a designated mailbox. The recording for a single call can be up to 60 minutes in length.

### ADMIN SETUP

The administrator must first configure the system to use call recording.

- Open a web browser and enter the URL for your program management portal. Login using administrator credentials.
- Go to **System Settings > System** and open the **Voicemail** tab for system-wide settings.  
**Recording Mailbox Email Address:** Enter an email address. If a value is entered, all automatically generated recordings will be sent to this location as a WAV file attachment. Only administrators have access to these recordings.

**Warning:** If no value is entered, the automatic recording of calls cannot be configured.

**Voicemail Recording Notification:** Configure how the system alerts users that the call is being recorded. Select a value from the dropdown menu.

**None** - Disable notifications.

**Audio Only** - Plays a warning message before recording starts.

**Visual Only** - Show a warning indicator on internal phones when recording.

**Audio and Visual** - Combine both options.

**Auto Restart Paused Recording (sec):** Enter the time delay in seconds (0-999) between a recording being paused and the time that the system will automatically restart it.

The screenshot displays the Avaya Cloud UC System Settings interface. The top navigation bar includes 'AVAYA', 'Solution', 'Call Management', and 'System Settings'. The main content area is titled 'System' and features a sidebar with 'General', 'Avaya Cloud Services', and 'Voicemail' tabs. The 'Voicemail' tab is active, showing various configuration options. Two red boxes highlight specific settings: the 'Recording Mailbox Email Address' text input field and the 'CALL RECORDING' section, which includes a 'Voicemail Recording Notification' dropdown set to 'Audio Only' and an 'Auto Restart Paused Recording (sec)' dropdown set to '15'. At the bottom, there are 'Cancel' and 'Update' buttons.

- Go to **Call Management > Users**, select a user to modify, then open their **Voice Recording** tab. These settings are specific to each user.

**Recording Inbound / Outbound:** From the dropdown menu, configure the rules for recording incoming and outgoing calls.

**None** - Do not record these calls.

**On** - If possible, always record calls.

**Mandatory** - Always record the calls. If recording is not possible, the caller will hear a busy signal.

**xx%** = Randomly record the listed percentage of calls of this type.

**Call Type:** Enable recording for calls between these numbers.

**None** - Do not record these calls.

**Internal** - Record calls between internal extensions only.

**External** - Record calls with numbers outside the company.

**Internal and External** - Enable recording for both types of calls.

**Time Profile:** Based upon the working day profile setup for the company, choose which time of day to record calls. Any calls outside of the selected time will not be recorded.

**None** - Do not record calls based upon the time of day. Calls will continue to be recorded based upon other the other settings.

**Working Hours** - Only record calls during the configured working hours for the company.

**Morning / Afternoon / Evening** - Only record calls in the morning / afternoon / evening as configured for the company.

**Manual Recording Destination:** When a user chooses to record a call manually through their telephone controls, the recording will be sent to the voice mailbox address entered here. By default, this is the voice mailbox for the current user.

The screenshot displays the configuration interface for a user's voice recording settings. The user is identified as 'u202 (202)'. The interface is divided into two main sections: 'AUTO RECORDING' and 'MANUAL RECORDING'. In the 'AUTO RECORDING' section, there are four dropdown menus: 'Recording Inbound' (set to 'None'), 'Recording Outbound' (set to 'None'), 'Auto Recording Destination' (set to 'Mailbox'), and 'Call Type' (set to 'External'). The 'Time Profile' dropdown is also set to 'None'. The 'MANUAL RECORDING' section contains a single dropdown menu for 'Manual Recording Destination' set to '202 u202'. At the bottom of the form, there are three buttons: 'Cancel', 'Update', and 'Save As Template'.

- Go to **System Settings > Incoming Call Routes**. Select an existing route, or create a new one.

**Recording Inbound:** From the dropdown menu, specify the rules for recording incoming calls.

**None** - Do not record these calls.

**On** - If possible, always record calls.

**Mandatory** - Always record the calls. If recording is not possible, the caller will hear a busy signal.

**xx%** = Randomly record the listed percentage of calls of this type.

**Record Time Profile:** Based upon the working day profile setup for the company, choose which time of day to record calls. Any calls outside of the selected time will not be recorded.

**None** - Do not record calls based upon the time of day. Calls will continue to be recorded based upon other the other settings.

**Working Hours** - Only record calls during the configured working hours for the company.

**Morning / Afternoon / Evening** - Only record calls in the morning / afternoon / evening as configured for the company.

### Incoming Call Route

**GENERAL SETTINGS**

Line Group ID <input type="text" value="0"/>	Incoming Number <input type="text"/>	Incoming CLI <input type="text"/>	Locale <input type="text" value="None"/>
Priority <input type="text" value="1 - Low"/>	Tag <input type="text"/>	Hold Music Source <input type="text" value="System Source"/>	Ring Tone Override <input type="text" value="None"/>

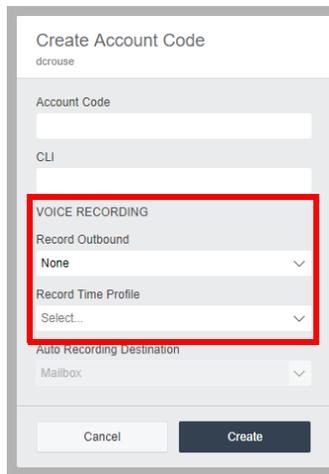
**VOICE RECORDING**

Recording Inbound <input type="text" value="None"/>	Record Time Profile <input type="text" value="None"/>	Auto Recording Destination <input type="text" value="Mailbox"/>
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**DESTINATIONS**

Time Profile	Destination	Fallback Extension	
Default Value			<input type="button" value="✎"/> <input type="button" value="✖"/>

- Go to **System Settings > Account Codes**. Select an existing entry, or create a new one.
  - Record Outbound:** From the dropdown menu, specify the rules for recording outgoing calls.
    - None** - Do not record these calls.
    - On** - If possible, always record calls.
    - Mandatory** - Always record the calls. If recording is not possible, the caller will hear a busy signal.
    - xx%** = Randomly record the listed percentage of calls of this type.
  - Record Time Profile:** Based upon the working day profile setup for the company, choose which time of day to record calls. Any calls outside of the selected time will not be recorded.
    - None** - Do not record calls based upon the time of day. Calls will continue to be recorded based upon other the other settings.
    - Working Hours** - Only record calls during the configured working hours for the company.
    - Morning / Afternoon / Evening** - Only record calls in the morning / afternoon / evening as configured for the company.



The screenshot shows a 'Create Account Code' form with the following fields and sections:

- Account Code: [Text input field]
- CLI: [Text input field]
- VOICE RECORDING** (highlighted with a red box):
  - Record Outbound: [Dropdown menu with 'None' selected]
  - Record Time Profile: [Dropdown menu with 'Select...' selected]
- Auto Recording Destination: [Dropdown menu with 'Mailbox' selected]
- Buttons: 'Cancel' and 'Create'

## AUTOMATIC RECORDING

The administrator can configure the system to automatically record calls. Whatever calls are to be recorded, whether it is incoming or outgoing, calls from external numbers or other extensions, or all of the above, will be recorded and the saved file will be sent to the designated mailbox. This location is typically only accessible by the system administrator.

**Warning:** An email address must be configured on the system to receive the automatically recorded calls. If this is not setup, then automatic recording cannot occur.

Recording can be paused at any time, even when recording automatically. If your phone supports it, you can use the Pause button or a menu item there to temporarily stop the recording, and then restart it when ready. Short codes may also be used if configured.

**Note:** Call controls are specific to the telephone that you have. Similarly, the Short Code required to pause / resume recording are also unique to your company. For complete details on these features, consult your owner's manual or speak with your administrator.

You should be aware that your system administrator may have configured your system to automatically restart the recording after a delay. This is 15 seconds by default.

## PLAYING AN AUTOMATICALLY RECORDED CONVERSATION

The selected calls will be recorded and sent to the email address specified during setup. The recordings are stored as an attachment to the email in WAV audio format. Replay the recordings using any suitable application.

## MANUAL RECORDING

If the administrator has enabled call recording on your account, you can manually decide which calls to record and which calls to let go. The saved file will be sent to the designated voice mailbox. This is typically your own mailbox, but it can be any other mailbox on the network.

Call Recording can be started and stopped at any time. If your phone has the capability, you can use the keypad buttons or the menu system to control recording. Short codes may also be used if they have been programmed.

In most cases, recording a call requires putting the caller on hold and activating the appropriate command to start recording and return you to the call.

## PLAYING A MANUALLY RECORDED CONVERSATION

Once you have recorded a call, you can listen to the conversation using your telephone. Login to the voice mailbox that holds your recordings. This is normally your own mailbox, but it can be any mailbox on the system configured by the administrator.

Recordings appear as any other voicemail message and are replayed in the same fashion as read/unread messages.