

## Call Recording Options

There are several options available on when and where you want to start recording a call. This section describes each option and how to configure them.

### Extension

---

Each extension has the ability to configure call recording for that extension.

1. Open the UCx Web-based Configuration Utility
2. From the **PBX** tab, select **PBX Configuration**
3. From the left side column, select **Extensions**
4. From the list on the right hand side, select the extension that you want to configure Call Recording
5. Scroll down to the **Recording Options** section

Recording options are available for inbound and outbound calls, internal and external calls. If the option is set to **Don't Care**, then recording can be enabled as required (i.e. On Demand Recording). **On Demand Recording** is disabled by default.

**Record Priority Policy** sets the priority of call recording relative to other extensions when there is a conflict between an extension wanting recording and the other not wanting it. The higher of the two determines the policy, on a tie the global policy (default is caller) determines the policy.



The overall call recording policy rules will apply. For example if call recording is enabled at the queue or route level, recording cannot be paused at the extension level.

**- Recording Options**

---

Inbound External Calls <sup>?</sup>	Always	Don't Care	Never
Outbound External Calls <sup>?</sup>	Always	Don't Care	Never
Inbound Internal Calls <sup>?</sup>	Always	Don't Care	Never
Outbound Internal Calls <sup>?</sup>	Always	Don't Care	Never
On Demand Recording <sup>?</sup>	Disable	Enable	
Record Priority Policy <sup>?</sup>	10	▼	

## On Demand Recording

If on demand recording is enabled, the user can start or stop recording during a call by dialing \*1. The feature code value \*1 is the default, this value can be changed in the [Feature Codes](#) panel.

In-Call Asterisk Toggle Call Recording    ▼

Nortel phones can be configured with the feature key **F989** (select **Record Call** from the drop-down list) under the Programmable Keys section. The user can start or stop recording by pressing the feature key.

**Programmable Keys:**

---

	Label	Digits	
Key 3: <sup>?</sup>	<input type="text" value="Recording"/>	<input type="text" value="F989"/>	<input style="border: none; border-bottom: 1px solid #ccc;" type="text" value="Record Call"/> ▼
Key 4: <sup>?</sup>	<input type="text"/>	<input type="text"/>	<input style="border: none; border-bottom: 1px solid #ccc;" type="text" value="- Choose Feature -"/> ▼
Key 5: <sup>?</sup>	<input type="text"/>	<input type="text"/>	<input style="border: none; border-bottom: 1px solid #ccc;" type="text" value="- Choose Feature -"/> ▼
Key 6: <sup>?</sup>	<input type="text"/>	<input type="text"/>	<input style="border: none; border-bottom: 1px solid #ccc;" type="text" value="- Choose Feature -"/> ▼

## Queue

---

Within each queue there is the ability to set the recording parameters. It is important to note that these recording parameters override individual user extension recording settings.

1. Open the UCx Web-based Configuration Utility
2. From the **PBX** tab, select **PBX Configuration**
3. From the left side column, select **Queues**
4. From the list on the right hand side, select the queue that you want to configure Call Recording

## 5. Scroll down to the **General Queue Options** section

Field	Default Value	Description
<b>Call Recording</b>	No	Enable call recording of calls sent to the queue by selecting the desired recording format: <b>WAV</b> , <b>wav</b> or <b>GSM</b> (wav is recommended).
<b>Recording Mode</b>	Include Hold Time	Choose when to start the recording: <b>Include Hold Time</b> or <b>After Answered</b> .

**General Queue Options**

Ring Strategy:

Autofill:

Skip Busy Agents:

Queue Weight:

Music on Hold Class:

Join Announcement:

Call Recording:

Recording Mode:

Caller Volume Adjustment:

Agent Volume Adjustment:

Mark calls answered elsewhere:

## Inbound Route

Each inbound route can be configured to record calls. The Call Recording option controls all calls coming into the DID for the route.

1. Open the UCx Web-based Configuration Utility
2. From the **PBX** tab, select **PBX Configuration**
3. From the left side column, select **Inbound Routes**
4. From the list on the right hand side, select the route that you want to configure Call Recording
5. Scroll down to the **Call Recording** section
6. Set **Call Recording** to one of the following values:

Call Recording	Behavior
<b>Allow</b>	Honor normal downstream call recording settings. This is the default.
<b>Record on Answer</b>	Start recording when the call is answered, ignoring any downstream settings that say otherwise
<b>Record Immediately</b>	Start recording immediately capturing ringing, announcements, MOH etc.
<b>Never</b>	Disallow recording, ignoring downstream settings

## Call Recording

---

Call Recording <sup>?</sup>:

## Call Flow

---

By creating a Call Flow which will define how a call will be handled, the call recording parameters associated with the Call Flow can force a call to be recorded or not recorded based on a call flow and override all other recording settings. If a call is to be recorded, it can start immediately. This will incorporate any announcements, hold music, etc. prior to being answered. It can also have the recording start at the time that the call is answered. Call recording can force a call to be recorded prior to going to a specific destination that does not allow call recordings to be set, such as ring groups, IVR etc.

See [Call Recording](#) for configuration and usage details.

### Add Call Recording Instance

---

Description: <sup>?</sup>

Call Recording Mode: <sup>?</sup>

#### Destination:

---