



NetVanta Unified Communications Technical Note

Call Recording with snom Phones

Introduction

The NetVanta Unified Communications Server provides call recording functionality on a per-user basis by using the record button provided by the snom 320, 360, and 370 phone models. With a minimal amount of configuration, users can record conversations by pressing the **record** button. The record button is located on the top right-hand side of these snom phones. It is grouped with the retrieve message button and the message waiting indicator (MWI) light.

Call recording on snom phones works with the UC server by auto-conferencing the conversation with an identity whose service automatically records audio. If a call is being recorded, and the record button is pressed a second time (or the call is disconnected), the UC server saves the conversation as a voice message into the mailbox of the user whose identity is registered on the snom phone.

Configuring the UC Server for Call Recording

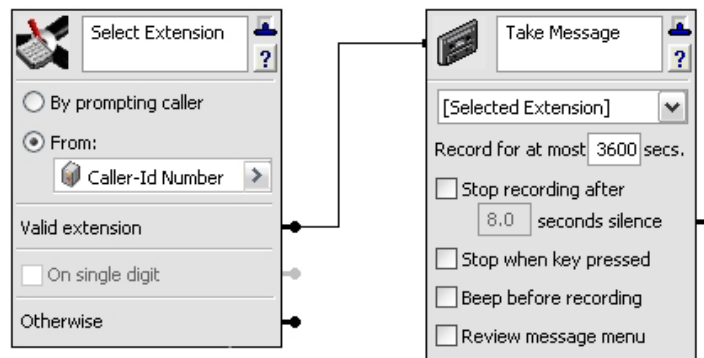
There are two basic configuration steps to allow for call recording to take place on the UC server:

1. Create an identity and service to manage call recording requests.
2. Configure the snom phones for call recording.

Creating an Identity and Service to Manage Call Recording Requests

NOTE: *If you are running NetVanta Unified Communications Server release 4.4.1 or higher, you can skip [Creating the Call Recording Service](#), as the call recording service has been included in the installation. You will still need to activate the call recording service on a new identity as outlined in [Creating an Identity](#).*

Creating the Call Recording Service



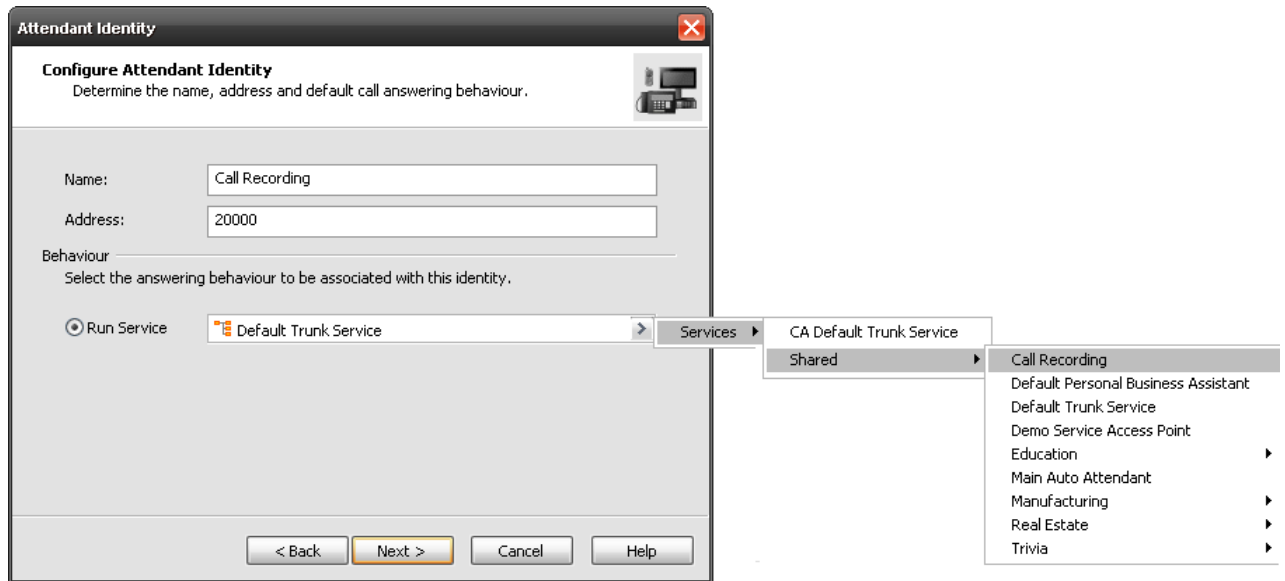
1. Open the UC client and log into the server as a user with administrative privileges.
2. In the **Admin** profile tab, navigate to the **Services** pane, and under the **Shared** folder create a new service called **Call Recording**. Double-click to edit the service.
3. In the service editor, select the **Advanced** tab at the bottom of the element palette and drag the **Select Extension** element on to the canvas. Set the following properties for the **Select Extension** element:
 - Select the **From** radio button.
 - Select the fly-out arrow, move the mouse over **System Values**, and select **Caller-Id Number**.
4. Right-click the connector pin beside **Valid Extension** on the **Select Extension** element, move the mouse over **Insert**, then over **Advanced**, and then select **Take Message**.
5. Set the following properties for the **Take Message** element:
 - [Selected Extension]
 - In the **Record for at most ___ secs.** box, choose the number of seconds for the maximum length of a recorded voice conversation. Be sure to choose a value in seconds that is large enough to accommodate the length of conversations to be recorded by your users (err on the large side; 3600 seconds is usually sufficient).
 - Disable (uncheck) **all** of the check boxes in the Take Message element.
6. Save the service and close the service editor.

Creating an Identity

1. Open the UC client and log into the server as a user with administrative privileges.
2. Navigate to the **Identities** pane, and create a new attendant service for **Admin** using the New Identity Wizard.
3. Assign the identity a name like **Call Recording**.
4. Set the address to 20000.

5. Assign the **Call Recording** service to the identity.

The image below shows an example where the identity is named **Call Recording** and the address is **20000**. The identity is associated with the **Call Recording** service created in the previous step.



6. Finish the wizard and close.

Configuring the snom Phone for Call Recording

The snom phone's **record** button needs to be mapped to the above identity (and call recording service). It can be configured in two different ways: Individual snom phones can be configured manually, or the snom's common configuration file can be modified so all snom phones on the UC server have the call recording button mapped automatically.

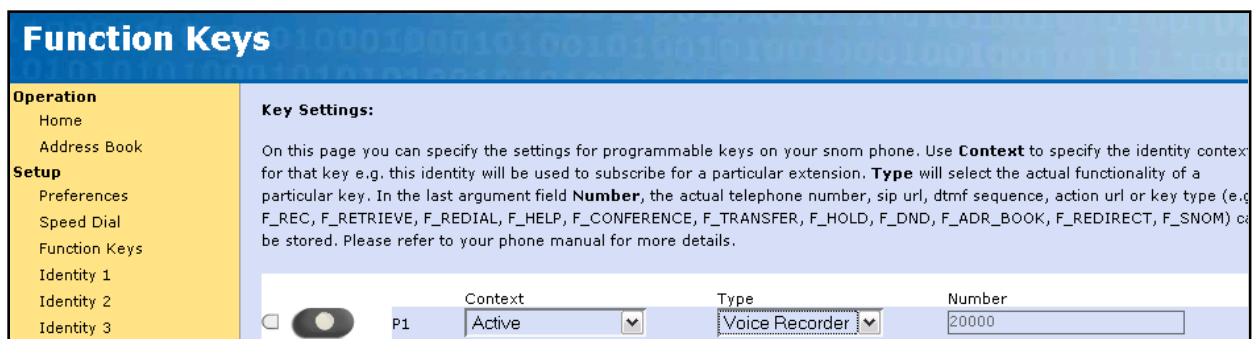
NOTE: Execute the steps in *Individual snom Phone Configuration* only if you plan to deploy call recording to a select number of snom phones in the network. If you want to deploy call recording for all snom phones in the network, skip *Individual snom Phone Configuration* and execute the steps in *System-Wide snom Phone Configuration File Changes*.

Individual snom Phone Configuration

1. Using a standard web browser, navigate to the snom phone's internal web-server by using the phone's IP address as the web address. Select the **Function Keys** link on the left-hand side.



2. In the **Key Settings** section, find the record button icon (marked by a white circle), and change the type to **Voice Recorder**. For the **Number**, enter the address of the identity associated with the call recording service. In the example below, the address for the call recording service is 20000.



3. Select **Save** and close the web browser.

The snom phone is now capable of call recording.

System-Wide snom Phone Configuration File Changes

If the network administrator wants to deploy call recording functionality to all of the snom phones in the network provisioned by the UC server, each snom model system configuration file must be updated. Only update the files that correspond to the types of models that are in your network for which you want to enable call recording:

.\UC Server\Data\System\PhoneTypes\snom300\snom320.htm (snom 320 series phones)

.\UC Server\Data\System\PhoneTypes\snom300\snom360.htm (snom 360 series phones)

.\UC Server\Data\System\PhoneTypes\snom300\snom370.htm (snom 370 series phones)

NOTE: *The configuration file format is different for versions of the UC server pre- and post-4.4.0. Please follow the instructions according to the version of the UC server you have installed.*

Modifications for Versions of UC Server pre-4.4.0

Add the following entry to each of the above applicable file(s):

dkey_record! recorder [identity_address]

(where [identity_address] is the address associated with the call recording service.)

In the above example, 20000 is the address for the identity associated with the call recording service, so the entry looks like the following:

dkey_record! recorder 20000

Modifications for Versions of UC Server 4.4.0 and higher

Add the following entry to each of the above applicable files(s):

<dkey_record idx="1" type="recorder" perm="r"> [identity_address] </dkey_record>

(where [identity_address] is the address associated with the call recording service.)

In the above example, 20000 is the address for the identity associated with the call recording service, so the entry looks like the following:

<dkey_record idx="1" type="recorder" perm="r">20000</dkey_record>

NOTE: *To apply the changes immediately you must restart the snom phones. Otherwise, the changes will propagate when the phone's session times out (default timeout is 3600 seconds – which you can change using the Advanced menu option in the snom administration web-page).*

Limitations and Restrictions

The recorded conversations that are saved in the associated user's mailbox appear as having been sent and received by the same user. For example, if a user by the name of John Smith at address 100 initiates call recording, a message is saved in John Smith's mailbox with the sender and recipient both appearing as "John Smith [100]".