

Configure recording

Following steps are necessary if you want to use the Callisto Recording feature.

On Cisco Unified Communications Manager V10.x or later mobility and off-network conversations can be captured using Network-recording. Please refer to the [Cisco Recording documentation](#).

Turn on IP phone BIB to allow recording

The Built In Bridge of the agent phone must be set to On to allow its calls to be recorded.

Location	Hub_None
AAR Group	< None >
User Locale	< None >
Network Locale	< None >
Built In Bridge*	On
Privacy*	Default
Device Mobility Mode*	Default
	Device Mobility Settings
Owner User ID	< None >
Phone Personalization*	Default
Services Provisioning	Default

Alternatively, you can set the Built-in Bridge Enable service parameter to On and leave the Built In Bridge in the Phone Configuration window set to Default. Use the Device > Phone menu option in Cisco Unified Communications Manager Administration to perform the necessary configuration.

Configure tones for Recording

Set the service parameters for playing a notification tone to True to allow playing it either to agent only, to customer only, or to both.

Go to System > Services (Cisco Callmanager) and set the parameters to your needs.

Clusterwide Parameters (Feature - Call Recording)		
Play Recording Notification Tone To Observed Target *	False	False
Play Recording Notification Tone To Observed Connected Parties *	True	False

Configure codec for recording

Set the service parameters for the used codecs.

Recording is only supporting the G.711 codec.

Set G.711 A-law and μ -law to Enabled for All Devices.

All other codecs must be set to Enabled for All Devices Except Recording-Enabled Dev.

Clusterwide Parameters (System - Location and Region)	
Enforce Millisecond Packet Size *	True
Locations Trace Details Enabled *	False
Preferred G.711 Millisecond Packet Size *	20
Preferred G.722 Millisecond Packet Size *	20
Preferred G.723.1 Millisecond Packet Size *	30
Preferred G.729 Millisecond Packet Size *	20
Always Use Preferred G.729 Packet Size For SIP Trunk Answers *	False
Preferred GSM EFR Bytes Packet Size *	31
G.711 A-law Codec Enabled *	Enabled for All Devices
G.711 μ-law Codec Enabled *	Enabled for All Devices
G.722 Codec Enabled *	Enabled for All Devices Except Recording-Enabled Dev
iLBC Codec Enabled *	Enabled for All Devices Except Recording-Enabled Dev
iSAC Codec Enabled *	Enabled for All Devices Except Recording-Enabled Dev


Create recording profile

1. Go to Device > Device Settings > Recording Profile menu in Cisco Unified Communications Manager Administration to conduct the necessary configuration.
2. Enter the recording profile name, recording calling search space, and recording destination address.
3. Add a [route pattern](#) to Callisto for this recording destination number.

This destination number must be configured in Callisto Recording Option. Refer to the [Callisto Administration Manual](#).

Recording Profile Configuration Related Links: [Back To Find/List](#)

Status

 Status: Ready

Recording Profile Information

Name *

Recording Calling Search Space

Recording Destination Address *

Enable recording for a line appearance

To enable recording of an agent, set the Recording Option in the line appearance of the agent.

Go to Call Routing > Directory Number in Cisco Unified Communications Manager Administration to conduct the necessary configuration.

Line 1 on Device SEP00169D597D09

Display (Internal Caller ID)	<input type="text"/>	displaying text such as a name instead of a directory number for i receiving a call may not see the proper identity of the caller.
ASCII Display (Internal Caller ID)	<input type="text"/>	
Line Text Label	<input type="text"/>	
ASCII Line Text Label	<input type="text"/>	
External Phone Number Mask	<input type="text"/>	
Visual Message Waiting Indicator Policy*	Use System Policy	
Audible Message Waiting Indicator Policy*	Default	
Ring Setting (Phone Idle)*	Ring	
Ring Setting (Phone Active)	Use System Default	Applies to progress.
Call Pickup Group Audio Alert Setting(Phone Idle)	Use System Default	
Call Pickup Group Audio Alert Setting(Phone Active)	Use System Default	
Recording Option*	Automatic Call Recording Enabled	
Recording Profile	CallistoRecording	
Monitoring Calling Search Space	< None >	

Log Missed Calls

To enable the automatic and manual recording during and at the end of a call, set the *Recording Option* parameter to Automatic Call Recording Enabled.

This setting can cause massive traffic to Callisto and might be very demanding on computing capacity. Also, each recording will use a line license.

To save a record during or at the end of the call, Callisto Services are used for this. Refer to the [Callisto Administration Manual](#).

Set the recording Profile to the profile you created before.

Only for Cisco Unified Communications Manager v9.x and higher

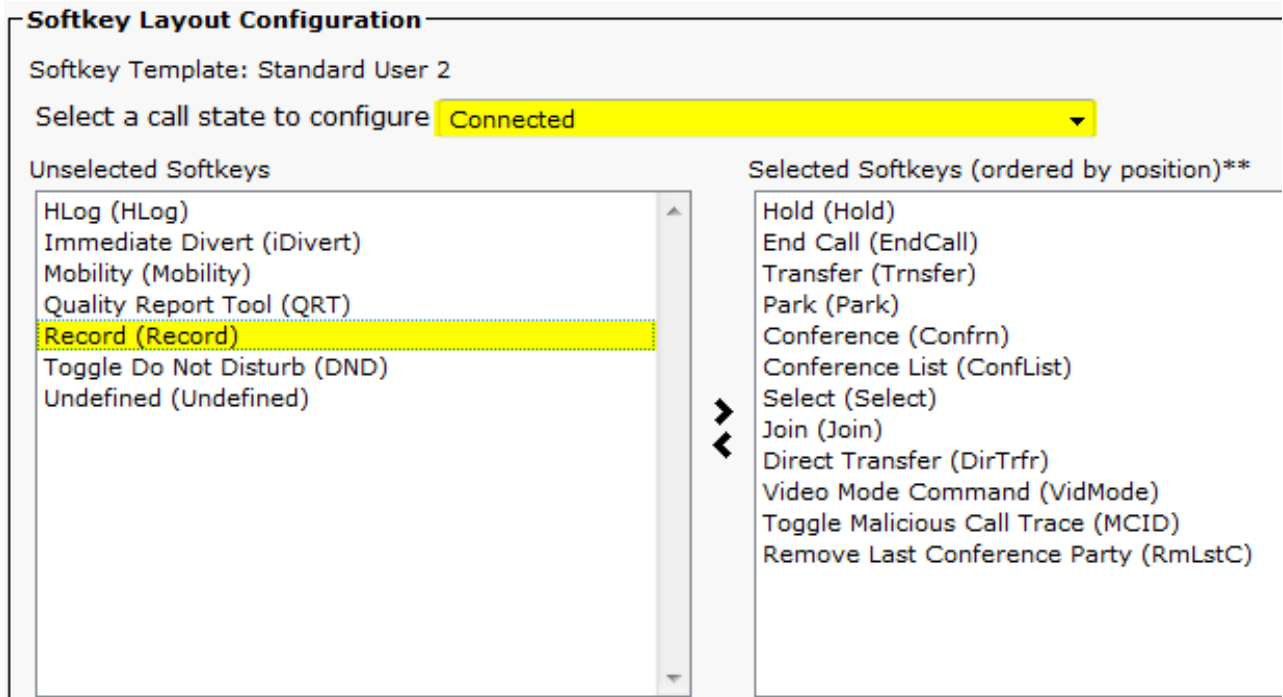
If you want to start a record manually only, set the parameter to Selective Call Recording Enabled.

With this setting, the recording is starting at the actual point of the call. This is invoked by a softkey configuration on the Cisco Unified Communications Manager as described in the next chapter.

Add the record softkey or programmable line key to the device template

This configuration is optional and only available with Cisco UCM v9.x and higher.

To allow a user to start and stop recording from a Cisco IP device, add a record softkey or programmable line key to the device template. This function can only be used if the phone line Recording Option in the chapter above is set to Selective Call Recording.



To add a softkey, go to Device > Device Settings > Softkey Template in Cisco Unified Communications Manager Administration to create or modify a non-standard softkey template. Configure the softkey layout for the call state connected to have the Record softkey in the selected softkeys list.

To add the Record programmable line key, go to Device > Device Settings > Phone Button Template in the Cisco Unified Communications Manager administration. Enter the button Template Name, Feature, and Label.