

Call Recording on Broadworks Platform

to version Application Suite 201x (any version)

Applies to:

Winter 2019

Description:

Call Recording on Broadworks Platform

How-to:

Imagicle Call Recording can deliver call recording capabilities to PBX BroadWorks Platform (R22.0), both in case of On Prem and Cloud scenarios; the following recording modes are supported:

- Always On
- Always On with Pause/Resume
- On Demand with User Initiated Start



Group > Users : Imagicle8565

Options:	
Profile	
Incoming Calls	
Outgoing Calls	
▶ Call Control	
Client Applications	
Messaging	
Collaborate	
Utilities	

Call Recording

Call Recording allows you to record calls.

OK Apply Cancel

Record Call:

☐ Always
☒ Always with Pause/Resume
☐ On Demand
☐ On Demand with User Initiated Start
☐ Never

☒ Play Call Recording Start/Stop Announcement
☐ Record Voice Messaging

Pause/Resume Notification:

☒ None
☐ Beep
☐ Play Announcement

Recording Notification:

☒ Repeat Record Call Warning Tone Every seconds

OK Apply Cancel

Configurations

Network Configuration

If Imagicle Application Suite is deployed in a network environment configured with NAT (this typically happens in Cloud based scenarios), it is necessary to connect via RDP to Imagicle Application Suite Server and navigate to C:\Program Files (x86)\StonevoiceAS\Apps\Recorder\Settings. Locate the file Recorder.Opal.config.xml and add the two lines below inbetween the configuration xml tags.

```
<preference key="voip.paramgeneral.nat.method" value="STUN" />
<preference key="voip.paramgeneral.nat.server" value="stun.stunprotocol.org" />
```

Save file and restart Call Recorder service.

IAS Configuration

For any PBX User who needs to be recorded it is required to create a IAS User specifying into his **PBX username** PBX userId, with domain included (i.e. ImagicleBTBCUser2@as.iop1.broadworks.net).