

# 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

The screenshot shows the Broadsoft user interface for configuring call recording. On the left is a navigation menu with options: Profile, Incoming Calls, Outgoing Calls, Call Control (expanded), Client Applications, Messaging, Collaborate, and Utilities. The main area is titled 'Call Recording' and contains the following settings:

- 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

Buttons for OK, Apply, and Cancel are located at the top and bottom of the configuration panel.

## 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).