

Administrators Guide

Recording Notification



Version: 7.5.1

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1 Recording Notification description

1.1 Introduction

Recording Notification is a solution for Cisco CUCM that warns the user that the call will be recorded, which is a legal requirement. The information may be displayed on the phone and/or played by an audio message. Recording Notification reduces administration costs by monitoring automatically the recorded lines. If the server is down, the calls are not affected.

1.2 Architecture

The solution consists of a CTI Server that relies on the CTI JTAPI interface available in Cisco CUCM. It connects to a primary and backup CTI Manager service. Recording Notification can also use an External Call Control Profile (also called CURRI) associated with the registered line to redirect calls to the audio server (CTI Route Point) or to play a CUCM announcement.

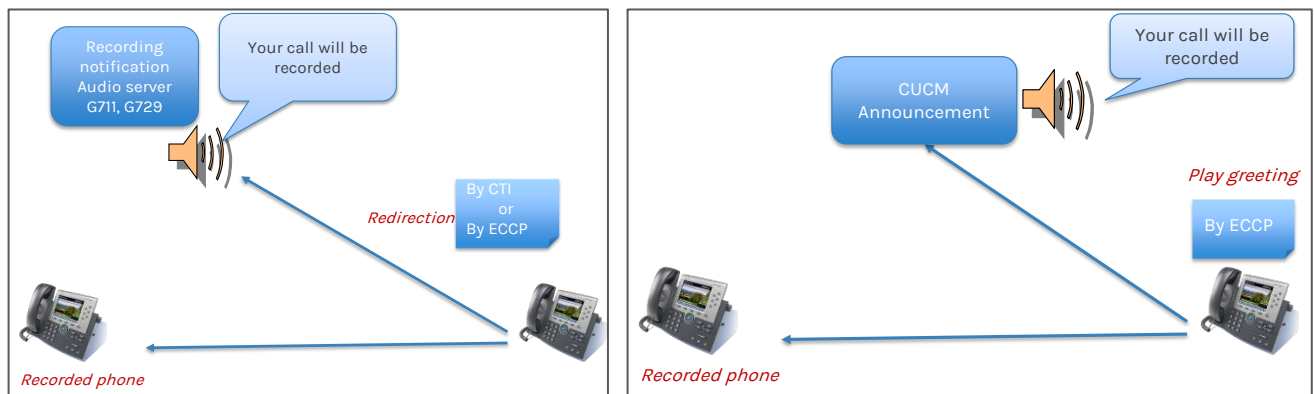
The administration of the application is automated. For the registered line module, the list of registered lines is available either in a text file operated by the registration server. The list of registered numbers can also be obtained directly from the configuration defined in CUCM according to the value defined in the 'Recording option' and 'Recording profile' fields at the lines associated with IP phones.

The Recording Notification CTI Server automatically observes the IP Phones corresponding to the recorded line numbers. This minimizes the administration load.

When using External Call Control Profile, the application automatically adds the ECCP to the recorded number's line.

1.2.1 Redirect to audio warning message on incoming calls

When a recorded line is called, the call can be redirected (by CTI or External Call Control Profile) to Recording Notification integrated audio server that plays an audio message. This message may differ, depending of recorded line directory number profile. At the end of the message, the call is redirected again to the recorded lines.

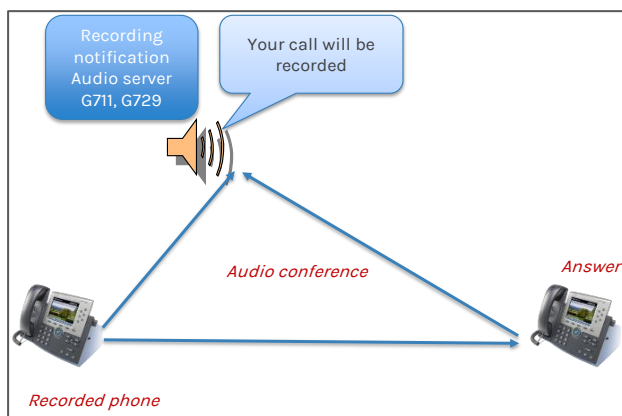


An alternate solution, using External Call Control Profile, is to play an announcement defined on CUCM (in Media Resource / Announcement) before the call rings on the recorded number.

In the meantime, the recorded phone may receive a warning message (incoming external call).

1.2.2 Audio conference on outgoing calls

When a recorded line is calling an external number, the call may be conferenced with Recording Notification Built in audio server to play Warning message, when the external number answers the call. This message may differ, depending of recorded line directory number. In this case the warning message is recorded by recording server.

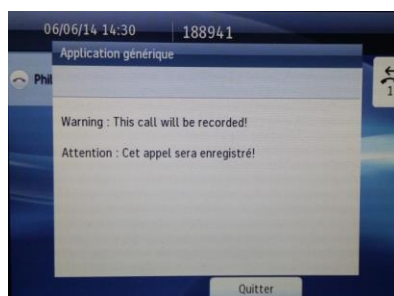


1.2.3 Audio conference on incoming calls

When a recorded line is called by an external number, the call may be conferenced with Recording Notification Built in audio server to play Warning message, when the recorded line answers the call. This message may differ, depending of recorded line directory number. In this case the warning message is recorded as well by recording server.

1.2.4 XML text message on internal IP Phones

Recording Notification can push an XML message on internal IP Phones when they are calling or are called by a recoded line. This popup can be pushed on **ringing** or on **answered** events.



1.2.5 Recorded phones icons

To avoid stickers on recorded phones, Recording Notification can push at startup and periodically a background icon on the IP Phone. Icon image can be defined by administrator. Depending of the phone model it is possible or not to minimize the banner's size.



Note: Not all IP phones support a graphic banner. For 'text phones' like 69xx or 78xx series, an XML Text screen can be pushed instead. The text screen clears when calling or answering a call but it can be pushed periodically.

1.2.6 Multi-messages support

Different audio messages can be played. Administrator can define directory number ranges (recorded lines directory numbers) or recording profiles and associate them with different audio messages.

1.2.7 Multi-Profiles

Different profiles can be defined and associated to the recorded lines. Depending of the profile the different features of Recorded Notification can be enabled.

2 Pre-requisites, installation

For more information, please read the common requirements for all telisca apps in [Setup and Exploitation Guide](#)

Supported Cisco CUCM versions: 10.5, 11.5, 12, 12.5, 14

Available on private cloud company.telisca.cloud

On premise installation:

Windows servers supported:

- Windows Server 2012 R2 v6.3 build 9600 Essentials or Standard
 - Windows Server 2016 Essentials or Standard
 - Windows Server 2019 Essentials or Standard
 - Windows Server 2022 Standard
- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
 - Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E

2.1 Prerequisites CUCM

To complete the setup of Recording Notification, you will need the following items on CUCM.

DNS name CUCM Publisher:

The AXL SOAP service must be enabled on this server. It is necessary to enter the same DNS name CUCM installed SSL certificate. The certificate must have been deployed to the Recording Notification Server. If DNS is not enabled, it will set the name in the host file server.

Address CUCM CTI Manager:

A primary server and backup on which the CTI Manager service is enabled.

Application User:

in the groups' Standard Super user ', 'Standard CTI Enabled ', 'Standard CTI Allow control all devices', 'Standard CTI Allow Control of Phones Connected Xfer and the Supporting conf.

CTI Route Point:

CTI Route Point associated with a line that can receive internal and external calls. The CTI Route Point must be in a Device Pool accepting the G711 codec.

External Call Control Profile:

An ECCP is associated (by telisca Administration) to the recorded line and is used to redirect the incoming calls to the audio server before they ring the recorded line.

Check list:

Required parameter	Value
DNS name CUCM Publisher	
CTI manager address primary	
CTI manager address emergency	
USER ID applying CUCM	
Application user password CUCM	
CTI route point name	
External Call Control Profile	

2.2 Prerequisites configuration

Audio file recorded calls notification:

A standard file is provided, one or more custom files (depending on ranges of numbers called) can be loaded. They must be at 8Hz Mono format, 8bit. You can broadcast different warning messages based on ranges numbers stored.

Determination of recorded lines:

For recorders Asset Recording Notification determines the list of recorded following lines recording profiles defined at lines in the CUCM administration.

For passive recorders, Recording Notification load list recorded at regular intervals lines from a text file that can be on a network directory with login access.

IP Phones registered headband:

A panel screen is displayed on the IP Phones registered and replaces the mandatory label. Examples of banners are available, it is possible to use a different .png file assuming it has the exact same size as the examples provided for the different models of phones (79XX, 89XX, 88XX).

Exclusion list: It can be defined in a text file with a list of telephone numbers (unregistered) who do not receive notification of recorded message.

2.3 Prerequisites flow network

Source	Destination	Protocoles/ports	Timeout RTT
telisca Server	Backup telisca Server (fault tolerance)	http 80 (configurable), TCP 200x (configurable)	1000ms
telisca Server	CUCM	AXL, Serviceability SOAP: https post 8443 (or 8080 or CUCM 4)	500ms
telisca Server	CUCM	Extension Mobility, Web Dialer SOAP: http post 8080 or https post 8443	500ms
telisca Server	CUCM	JTAPI (CTI): TCP 2748	300ms
Web: IPS Administration, Web Directory, IPS Pager	telisca Server	http (80) or https (443)	1000ms
IP Phone	telisca Server	http get (80) programmable	1000ms
telisca Server	IP Phone	http post (80) ¹	1000ms
telisca Server	IP Phone	RTP (UDP 24576-32767) (*)	200ms

*) : UDP ports are not required when using CUCM announcements

3 Administration

3.1 Recording Notification Parameters

Recording Notification is used to broadcast a text or voice message when you are in communication with a registered online, you must have a "Recording Notification" license.

Then check the box to enable the 'Recording Notification' application, or uncheck to turn the service off.

3.1.1 Notification redirection modes: CTI or ECCP

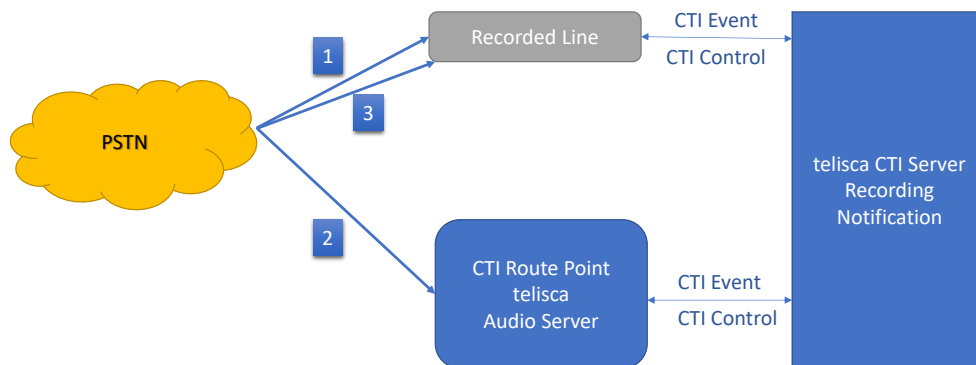
The recorded notification on incoming calls can be triggered by the following:

- CTI events
- ECCP (External Call Control Profile)

The call is redirected by CTI when it rings on the destination, however with ECCP it is possible to redirect the call before it rings the destination.

3.1.1.2 Redirection by CTI

In this mode the incoming call to a recorded line is redirected on ringing to the audio server (CTI Route Point).



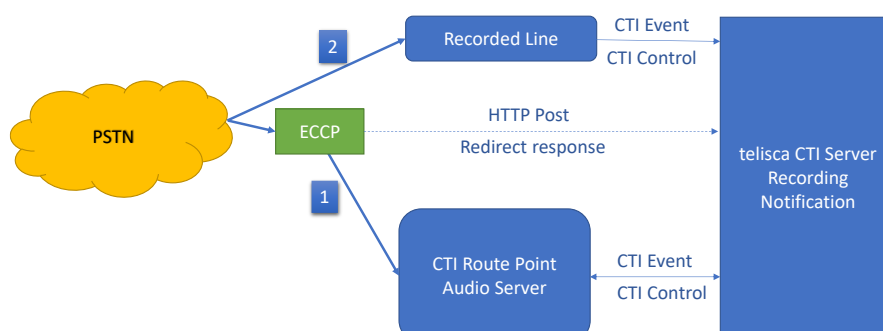
Even if the redirection is executed ASAP (generally in 300ms) a missed call (1) appears in the recorded line call history.

When the call rings on the CTI Route Point, it is immediately answered, the audio server plays the audio notification (2).

At the end of the audio message, the call is redirected again onto the recorded line (3).

3.1.1.2 Redirection by External Call Control Profile

An ECCP is associated (by telisca Administration) to the recorded line and is used to redirect the incoming calls to the audio server before they ring the recorded line (1). This is the way the incoming call is redirected when calling a recorded line.



There is a limitation, when using ECCP, it does not provide the partition of the called number. So, if same directory numbers in different partitions are supported, there is a second treatment executed when the call rings on the CTI Route Point. If the partition does not match with a recorded line or if the profile of this recorded line/partition exclude an incoming call notification, then the call is redirected immediately from the CTI Route point to the recorded line. Otherwise, the audio notification is played, and at the end of the audio, the call is redirected by the CTI Route Point to the Recorded line.

After this initial redirection the call is anyway handled by CTI. In the mode which created a conference to play the audio notification on incoming call, ECCP is not used.

Note: Using ECCP to play a CUCM announcement does not supports the same directory number in different partitions.

3.1.1.2 ECCP mode avoids missed calls

The plus side using the ECCP mode will mean that there won't be a missed call showing on the end-user's phone before the call is redirected to the CTI route point to play the message. Such missed call is generated when using the CTI mode, as the incoming call hits the end user's phone before being passed to the CTI route point.

3.1.1.2 ECCP mode provisioning

When selecting ECCP Mode, each time a recorded line is added, Recording Notification will add the External Call Control Profile to the Recorded Line automatically using AXL SOAP on CUCM. As well when a line is no more recorded, the ECCP will be unselected.

3.1.1.2 ECCP mode with Hunt Pilot / Line Group

Another plus of ECCP is when the Recorded Lines are part of a Line Group.

In CTI mode as we can redirect the call only when it rings to the recorded line it happens when the call has already been distributed to one of the directory numbers of the Line Group. When the Line Group is in broadcast mode, it rings almost at the same time on all members of the line group, so Recording Notification will redirect randomly from one of the lines for which it has received the CTI event first.

So, redirecting the call to the destination after the audio notification has been played may be challenging. If the Line Group is in broadcast mode, we need to redirect the call to the Hunt Pilot number so that the call is distributed again in broadcast mode and not to only one line (the one from which the call was redirected). However, if the Line Group is in 'Top down', 'Circular' or 'Longest Idle Time' distribution mode, we have to redirect the call to the destination it was distributed.

In ECCP mode it is possible to redirect the call when it 'rings' on the Hunt Pilot. You can then define a list of Hunt Pilot numbers that are recorded, in Recording Notification administration 'Define Recorded numbers' screen. If Recorded Line are detected automatically from CUM you can use the mix mode 'CUCM + Text file' and add the Hunt Pilot numbers in a text file.

It is not possible to associate an ECCP to a Hunt Pilot, however it is possible to associate it to a Translation Pattern that receives the external call for the Hunt Pilot and Recorded Lines.

Note: ECCP mode is convenient when you have mix of Line Groups with Broadcast mode and other distribution mode.

Note: ECCP mode will play the notification as the Hunt Pilot level, so it will not work if only some of the line group members are recorded.

3.1.1.2 Limitation with private or global calling number

A limitation of ECCP is that it does not provide the callId (the unique number that identifies a call). So, when redirecting the initial call to the recorded line, in order to identify the call and not play again the audio message which would generate a loop, the application only takes into account the incoming call number / called number pair association.

When the calling number is empty (private call) a random calling number is generated. When it is a global calling number (not a DID number) there is (very) little probability the two calls from the same global company number rings the same recorded lines.

3.1.1.2 Supporting forward from recorded line to another recorded line

There is a special case when a recorded line is forwarded to another line. If the destination of the forward is also a recorded line then the audio notification needs to be played. With ECCP this requires a specific configuration. The CTI Route Point needs to have two different line numbers. They are used to redirect back and forth the call between the two recorded lines.

3.1.2 Recording Notification in CTI Mode

This is the Parameters' screen when CTI mode is selected.

Home / Recording Notification / Recorded lines notification parameters

General

Advanced settings

Recording Notification ?

Notification triggering CTI (On ringing event) ?

Vocal server CTI Route Point name * TANNCE-JML ?

3.1.3 Recording Notification in ECCP mode

When "ECCP" mode is selected, the configuration page appears as the following:

Home / Recording Notification / Recorded lines notification parameters

General

Advanced settings

Recording Notification ?

Notification triggering ECCP (External Call Control Profile) ?

External Call Control Profile Recording-Notification ?

Vocal server CTI Route Point name * TANNCE-JML ?

Before selecting a value for 'External Call Control Profile', you must create an External Call Control Profile (ECCP) in CUCM Administration, Call Routing menu. See example below:

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾

External Call Control Profile Configuration

Save Delete Copy Add New

Status
Status: Ready

External Call Control Information

Name* Recording-Notification

Primary Web Service* http://10.168.0.101:8081/ECCL/?do=RECNTFY

Secondary Web Service

Enable Load Balancing

Routing Request Timer 2000

Diversion Rerouting Calling Search Space CSS_ALL

Call Treatment on Failures* Autoriser les appels

Save Delete Copy Add New

In the example:

- 10.168.0.101 is the IP address of telisca server
- 8081, is the default HTTP of telisca CTI server. It can be amended in "Global configuration" / "CTI config" / Advanced Parameters, "CTI Server http port".
- The Calling Search Space should allow to redirect the call to CTI Route Point created to play the audio message, then to the recorded lines
- The Call Treatment on Failures (if the telisca CTI Server does not answer in 2000ms) should 'Allow the calls'.

3.1.4 Audio server CTI Route Point name

The CTI Route point is used to play audio messages, calls received will be redirected to the CTI Route Point. It must be already created in CUCM and must have a line defined. Enter here the name of the CTI route point; after that you need to restart the CTI service to pick up this change.

1.2.8 Playing CUCM Announcement

CUCM announcements used to play a recording notification needs to be defined and uploaded from CUCM Administration, menu Media Resources, sub-menu Announcement.

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾

Announcement Configuration

Save Delete Add New Upload File

Status
Add successful

Announcement

Announcement Identifier* Recording-Notification

Description

Default Announcement < None >

Save Delete Add New Upload File

*. indicates required item.

Upload File

Status
Status: Ready

Upload File

Announcement Identifier* Recording-Notification

Locale* English, United States

Upload File Parcourir... Aucun fichier sélectionné.

Upload File Close

The audio file uploaded must be in PCM 8khz, 8bits, mono .wav format, for each required language.

3.1.5 Redirections Calling Search Space

In Advanced settings you can define which Calling Search Space to use when redirecting the call to the recorded line.

Home / Recording Notification / Recorded lines notification parameters

General | **Advanced settings**

Redirections' Calling Search Space: CTI Ports/CTI Route Point Calling Search Space

Text file containing the list of numbers not notified: Choisir un fichier | Aucun fichier choisi

Load DN list

105881

List of excluded calling numbers

Redirections' Calling Search Space: Default Calling Search Space

- Default Calling Search Space
- CTI Ports/CTI Route Point Calling Search Space

When redirecting the incoming call to the audio CTI route point or when redirecting the call to the destination, it is possible to use either the default calling search space of the current call or the CTI port.

3.1.6 List of calling numbers not notified

In some case when the calls are distributed to the recorded line throw an Attendant Console or a Help Desk application using a pool of CTI Ports to dial, these calling numbers should be excluded to avoid playing the notification when these number are dialing instead of the real calling user.

The file to select must contain the authorized calling numbers that will not be notified of the recording. They can be separated by a carriage return, semi colon, tab, with or without quotes. The directory numbers loaded will show in the 'List of excluded callings numbers' window. You can also enter directly the directory numbers.

3.2 Recording notification screen

3.2.1 Notification audio file and params

Notification audio file and params

- By directory numbers ranges
- By directory numbers ranges**
- By profile

It is possible to play a different audio notification depending of the directory number range of the recorded line.

Another solution is to define profiles by defining the list of recorded numbers and their associated profile in a text file. It is then possible to define the audio file but also the treatments (text notification, conference on outgoing external calls, redirection to audio message on incoming external calls) per profile.

3.2.2 Internal IP phones notification pushing text message

Internal calls between a registered phone and a non-registered phone, the non-registered phone receives a warning text message on the phone screen advising them of a recorded call.

You can select when the popup text message will appear, either connected or whilst ringing.

Internal IP Phones notification pushing text message 

Popup text message condition

Warning message, when calling or called by a recorded line

Messages display duration (s)

Create the message you want to appear plus how many seconds it will appear for, 0 will mean it stays up for the duration of the call.

3.2.3 Audio notification on external incoming call

In case of an external incoming call, an audio notification may be played:

- Either by redirection to the audio server when the call rings (at the end of notification, the call is redirected again to initial recipient)
- By setting up a conference with the audio server when the call is connected

Incoming external call notification mode

- Redirect on ringing
- Conference on connected

3.2.4 Line group distribution mode (for redirect)

In CTI mode as we can redirect the call only when it rings to the recorded line it happens when the call has already been distributed to one of the directory numbers of the Line Group. When the Line Group is in broadcast mode, it rings almost at the same time on all members of the line group, so Recording Notification will redirect randomly from one of the lines for which it has received the CTI event first.

So redirecting the call to the destination after the audio notification has been played may be challenging. If the Line Group is in broadcast mode, we need to redirect the call to the Hunt Pilot number so that the call is distributed again in broadcast mode and not to only one line (the one from which the call was redirected). However, if the Line Group is in 'Top down', 'Circular' or 'Longest Idle Time' distribution mode, we have to redirect the call to the destination it was distributed.

3.2.5 Play audio message on internal incoming calls (redirect)

Even for internal calling parties, the call to a recorded number is redirected to the audio message and at the end will be passed to the recorded number.

3.2.6 Play audio notification on external outgoing calls (conference)

When a recorded phone makes an external call, once call is accepted, recording notification set in conference mode with the audio server then plays the warning message. At the end of the message, the audio server

hangs up for closing the conference, the two others remain on the line. This way, the warning message is heard by the caller and the called persons at the same time.

3.2.7 DTMF code to stop the audio message

The audio notification can be stopped during the announcement by hitting a specific key on the telephone keypad.

3.2.8 Recorded IP Phone status

You have a number of options to select from in this section:

- Display recorded status icon in background
- Push status when login
- Push status periodically
- Push period (mn)
- Recorded phone label above icons

Then you can load up your own icon for the following phone models:

7940, 7960
7941/61, 7942/62, 7945/65, 797X
89XX, 99XX
8841, 8851, 8861

You can manually input text for 'Warning message on recorded phone w/o banner', then select the popup duration and state voicemail numbers.

3.2.9 Notification by profile

When the choice "By profile" is selected (and validated) as "Notification audio file a params" parameter value, the configuration page appears as the following:

Home / Recording Notification / Recorded lines notification parameters

Notification audio file and params **By profile** ?

Internal IP Phones notification pushing text message Defined in 'Profiles' folder ?

Popup text message condition **When ringing**

Warning message, when calling or called by a recorded line
This call will be recorded.

Messages display duration (s)

Audio notification on external inbound call Defined in 'Profiles' folder ?

Inbound external calls notification mode

Line Group distribution mode(for redirect) **Top Down, Circular, Longest Idle** ?

Play audio notification on internal inbound calls (redirect) Defined in 'Profiles' folder ?

Play audio notification on external outbound calls (conference) Defined in 'Profiles' folder ?

DTMF code to stop the audio message # ?

Recorded IP Phone status

Display Recorded status icon in background Defined in 'Profiles' folder

Push status when login

Push status periodically

Push period (mn)

Recorded phone label above icons

Recorded phone icon file 7940, 7960 Aucun fichier sélectionné. ? Delete
Recorded_7940_7960.gif

Recorded phone icon file 7941/61, 7942/62, 7945/65, 797X (.png) Aucun fichier sélectionné. ? Delete
RecordedPhone79XX.png

Recorded phone icon file 89XX, 99XX (.png) Aucun fichier sélectionné. ? Delete
recordedphone79xx.png

Recorded phone icon file 8841, 8851, 8861 (.png) Aucun fichier sélectionné. ? Delete
RecordedPhone88XX.png

Most of the parameters are disabled in the configuration page and must be defined at profile level in "Profiles" administration page.

For each profile, the following options will be defined:

- **Internal IP Phones notification pushing text message**
- **Audio notification on external incoming call (CUCM announcement or redirect)**
- **Play audio message on internal incoming calls (CUCM announcement or redirect to audio server or conference with audio server)**
- **Play audio notification on external outgoing calls (conference)**

Profile Name

Display Recorded status icon in background

Text notification popup for internal calls

Activation notification audio appel entrant interne ?

CUCM announce interne ?

Activation notification audio appel entrant externe ?

CUCM announce externe ?

Play audio notification on external outbound calls (conference)

Audio file for outbound calls

Concatenate languages

Voices

Text to speech

Or upload audio file

c:\inetpub\wwwroot\ipscfg\DATA\AUDIO\audio_39.wav

3.3 Define Recorded Lines

Define recorded phones

Recorded phone list load mode ?

Recorded lines dn, file path ?

Network folder Windows login

Windows' password

Column separator (, Tab Space) ?

Extension column number in file (1 ..n) ?

Partition column number in file (1 ..n) ?

Profile column in file (1 ..n) ?

Support same directory number in different partitions ?

Limit to IP Phones address ranges

3.3.1 Recorded phone list mode

You can either choose from the following:

Recorded phone list load mode ?

- From text file
- From CUCM's recording profiles
- From text file and CUCM Recording profile

3.3.2 Recorded lines from a text file

Text file containing the list of recorded number (one per line). This may be the same file used to defined profiles. If the file is located on a shared drive, a login and password is required.

Define recorded phones

Recorded phone list load mode

Recorded lines dn, file path

Network folder Windows login

Windows' password

Column separator (, Tab Space)

Extension column number in file (1 ..n)

Partition column number in file (1 ..n)

Profile column in file (1 ..n)

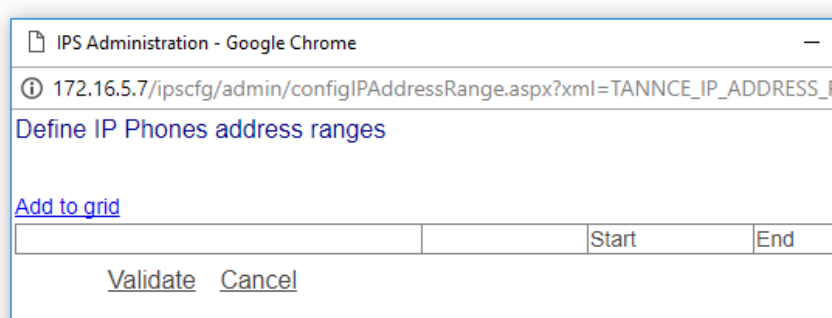
Support same directory number in different partitions

Limit to IP Phones address ranges

You can stipulate the tab space used, extension column number in, partition column number and profile column in.

If you have selected the support same directory number, then the CTI treatments will check the partition to differentiate directory numbers. When amending this setting, you must reload the lines of recorded phones.

Limit to IP Phones address ranges



Place a limit to IP phones address range by adding these to the grid.

3.3.3 From CUCM's recording profiles

Define recorded phones

Recorded phone list load mode

Support same directory number in different partitions

CUCM load time

Limit to IP Phones address ranges

You can stipulate several times throughout the day when the profiles will be loaded from CUCM plus also limit to ip phone address range.

There is also a 'scan' button present to run a manual scan.

3.3.4 Mix mode – from text file and CUCM recording profile

With this choice, you can use both text file and CUCM recording as the list mode.

Define recorded phones

Recorded phone list load mode From text file and CUCM Recording profile Scan ?

Recorded lines dn, file path c:\inetpub\wwwroot\TANNCE\data\RECNTFY_DN_PROFILE.txt ?

Network folder Windows login

Windows' password

Column separator (, Tab Space)

Extension column number in file (1 ..n) ?

Partition column number in file (1 ..n) ?

Profile column in file (1 ..n) ?

Support same directory number in different partitions ?

CUCM load time

Limit to IP Phones address ranges Define IP address ranges

With this new mix mode feature we have added the option to enable/disable line partition check. You would need to add the partition details into the text file and state what partition column you are using. The reason is within the External Call Control Profile on the route pattern, we cannot obtain this information.

An example of the settings would be:

Partition column number in file (1 ..n) ?

Profile column in file (1 ..n) ?

Support same directory number in different partitions ?

3.4 Audio

"Audio" configuration page appears as the following:

telisca
telisca administrator

Home / / Script Close

Entity Default

[Add a script's item](#)

	Identifier	CTI port #	Type	Destination	On busy	Sec.	On timeout	Schedules	On closed	1	2	3
Edit	Brighton		ANNCE_WHILE_RINGING			120						

From here you create the relevant audio files you require, so by clicking 'Add to grid' are then presented with the following:

Identifier : name of the audio file

Audio file : in "Voices" list, select voice you want to read the specific text you add into the "Speech text" box.

You can then generate corresponding audio message; it is possible to download corresponding file. Instead of using text-to-speech, you can upload a custom audio file.

Add to grid : State a range of numbers for which this current audio message will be played. This way you can define different audio messages for different ranges of line numbers.

3.5 Recorded lines report

DN	IP Phone name	Partition	Profile	Disable internal popup	Disable external popup
+18626	SEP10BD18DD4428	P_PARIS	ECCP_PROFILE_IN_INT	<input type="checkbox"/>	<input type="checkbox"/>
+18629	SEPCCD539D68FE0	P_TOKYO	ECCP_PROFILE_IN_INT	<input type="checkbox"/>	<input type="checkbox"/>
+33146465014	SEPB000B4BA4E0C	P_PHONES	PROFIL_DEFAULT	<input type="checkbox"/>	<input type="checkbox"/>
304000	SEP1CDEA7837EDC	P_DEVICEPROFILES	PROFIL_DEFAULT	<input type="checkbox"/>	<input type="checkbox"/>
304004	SEP2C3ECF86DA3B	P_DEVICEPROFILES	PROFIL_DEFAULT	<input type="checkbox"/>	<input type="checkbox"/>
610013	SEPB000B4BA4E0C	P_PHONES	PROFIL_DEFAULT	<input type="checkbox"/>	<input type="checkbox"/>
610024	SEPF41FC267866A	P_PHONES	PROFIL_DEFAULT	<input type="checkbox"/>	<input type="checkbox"/>
61027	SEP5C5015A89315	P_PARIS	PROFIL_DEFAULT	<input type="checkbox"/>	<input type="checkbox"/>

From here you can see all the provisioned lines that have been detected by the telisca server from either scanning the file or loading them from CUCM. So that if a user is reporting that this feature is not present, this would be a good place to see if they are listed.

You will see that you have a couple of options so that you can disable the popup feature for internal and external calls.

4 Calls scenarios supported

You can notify the calling and called that communication will be stored in several ways:

- Push text on the IP Phone (internal call to a non-registered or registered conversely, the ring or hook) screen message
 - Redirect calls to audio server and redirect called number (unregistered to registered call)
 - Conference call to hook (registered to unregistered external call).
- R1 and R2 are assumed lines are recorded, the lines I1 and I2 are unregistered internal lines, and the line E is an outside line.
- Treatment depends on following optional parameters:
- Push: Sending text message on IP Phone
 - Conf-out: Getting conference call recorded to the external
 - Conf-in: Conference call on external call to record

Depending on length settings phone numbers, internal numbers can be treated as external numbers (replace E by I1).

Scenarios calls supported are as follows:

Call recordings	Option	Scenario treatment notification
I1 called R1	Push	A ringing or off-hook (parameter) displaying a message on the computer I1
R1 called I1	Push	A ringing or off-hook (parameter) displaying a message on the computer I1
R1 called R2	Push	Nothing because it continuously displays a banner on the registered IP Phone.
E called R1		The call is redirected to the warning message and then ring R1
I1 called R1 in communication		The call is redirected to the warning message and then ring R1
I1 called (non-broadcast), R1 is part		When R1 is ringing, the call is redirected to the warning message and then ring R1
I1 I2 called, returned to R1		When R1 is ringing, the call is redirected to the warning message and then ring R1
E called R1	Conf-in	After calling R1, conferencing with warning message
E called R1 which is in communication	Conf-in	After calling R1, conferencing with warning message
E called I1, returned to R1	Conf-in	Conferencing with warning message
I1 called a (non-broadcast), R1 is part	Conf-in	When R1 picks, conferencing with warning message
I1 receives a call from R1, intercepted by I2	Conf-in	When I2 answers, conferencing with warning message
R1 called E	Conf-out	After calling E, conferencing with warning message
R1 called I1	Conf-out	After calling I1, conferencing with warning message
R1 called R2	Conf-out	Nothing because it continuously displays a banner on the IP Phone registered.
R1 called I1, returned to I2	Conf-in	After calling I2, conferencing with warning message
R1 in communication with I1, R1 creates a consultation call to I2 (for transfer or conferencing)	Conf-out	After calling I2, conferencing with warning message
R1 in communication with I1, I1 creates a consultation call to I2, then transferred to I2	Conf-out	Transfer to I2, conferencing with warning message
R1 in communication with I1, I1 to I2 transfers without consultation	Conf-out	Transfer to I2, conferencing with warning message
I1 in communication with I2, I1 creates a consultation call with R1, then transferred to R1	Conf-out	A call consultation R1, conferencing with warning message

I1 in communication with I2, I1 creates a consultation call with R1 and R1 sets conference	Conf-out	A setting conference R1, conferencing with warning message (if the MCU allows 4 lines)
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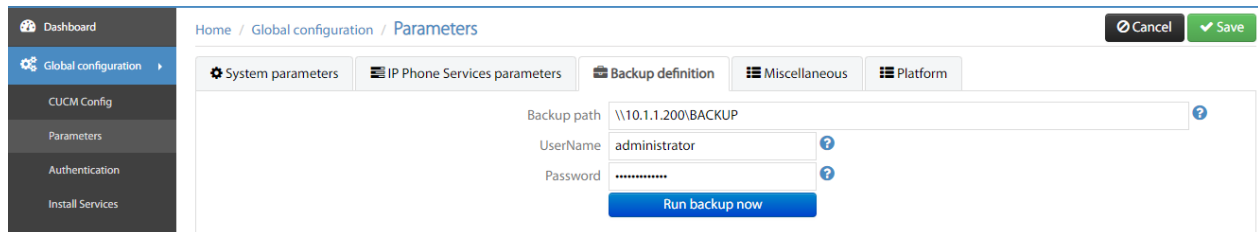
5 Operations

5.1 Backups

It is necessary to safeguard the following directories:

C:\inetpub\wwwroot\IPSCFG\data - IPS Framework and admin, CTI Server configuration, audio files
 C:\inetpub\wwwroot\TANNCE\img – banner's icons

You can configure an automatic backup from Global Configuration, Parameters sub-menu, backup definition tab.

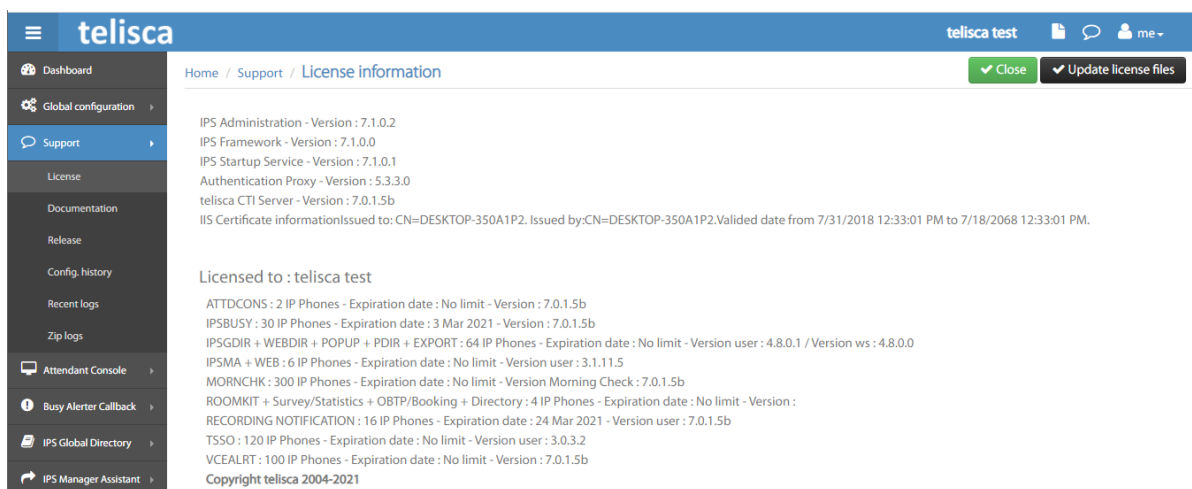


5.2 License files

Recording Notification valid licenses' file can be:

- TANNCE_lic.xml with the first option enabled
- RECNTFY_lic.xml

They are used to install from the setup or can be uploaded from Support Menu, License sub-menu, by clicking on 'Update license file' button.



5.3 Traces

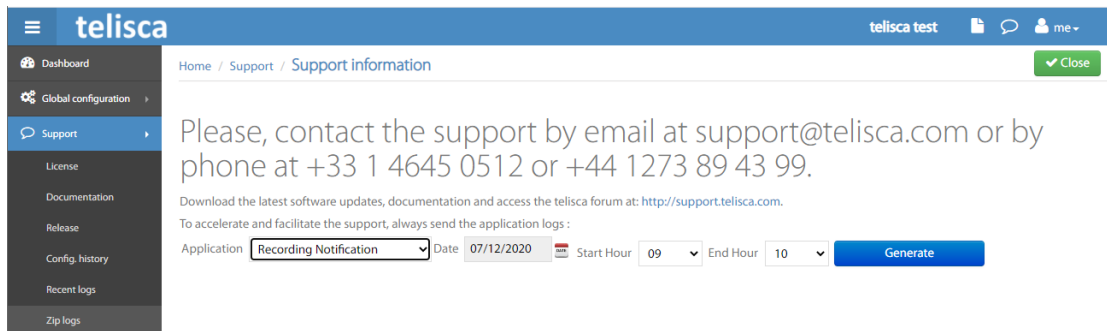
The Recording Notification log files are stored in the directories:

C:\inetpub\wwwroot\IPSCFG\LOGS
 C:\inetpub\wwwroot\TANNCE\ LOGS

They are purged by default after 14 days.

5.4 Support

To provide the best support, telisca Help Desk will ask you to send the ZIP logs available from Support Menu, ZIP logs menu Item by selecting the application Recording Notification and the time range of the issue.



The screenshot shows the telisca web interface. The top navigation bar includes a menu icon, the 'telisca' logo, and user information 'telisca test' with a profile icon and 'me'. A left sidebar contains navigation options: Dashboard, Global configuration, Support (highlighted), License, Documentation, Release, Config. history, Recent logs, and Zip logs. The main content area is titled 'Home / Support / Support information' and contains the following text: 'Please, contact the support by email at support@telisca.com or by phone at +33 1 4645 0512 or +44 1273 89 43 99.' Below this, it says 'Download the latest software updates, documentation and access the telisca forum at: http://support.telisca.com.' and 'To accelerate and facilitate the support, always send the application logs :'. A form for generating logs is present with fields for 'Application' (set to 'Recording Notification'), 'Date' (set to '07/12/2020'), 'Start Hour' (set to '09'), and 'End Hour' (set to '10'). A blue 'Generate' button is to the right of the form. A green 'Close' button is in the top right corner of the content area.

Then please send the generated ZIP to support@telisca.com with the description of the issue, including calling, & called number, time of the issue.