Using Centralized Call Recording on Yealink IP Phones with BroadSoft UC One

Apr 2017

Document Version V1.1

Document Revision History

Version	Change Log
1.0	Edited and published document

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Requirements for BroadWorks and IP Phones

BroadWorks (UC ONE) software version:

R20.0/R21.0

Firmware version on IP phones:

T19(P) E2: 53.81.xx.xx
T21(P) E2: 52.81.xx.xx
T23P/G: 44.81.xx.xx
T27P: 45.81.xx.xx
T29G: 46.81.xx.xx
T40P: 54.81.xx.xx
T41P: 36.81.xx.xx
T42G: 29.81.xx.xx
T46G: 28.81.xx.xx
T48G: 35.81.xx.xx

T27G: 69.81.xx.xx
T41S: 36.81.xx.xx
T42S: 29.81.xx.xx
T46S: 66.81.xx.xx
T48S: 65.81.xx.xx

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You will learn

① **Application Scenarios**

② **Configuration on BroadWorks&BTBC**

③ **Configuration on Yealink phone**

④ **Feature Show**

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Centralized Call Recording feature enables you to record all active calls. You can initiate and control call recording process on your IP phone.

The BroadWorks provides five recording modes:

Always: All calls are recorded and saved automatically. No recording control functions are offered to the user on the phone.

Always with Pause/Resume: Call recording starts when the call is set up. You can pause and resume the recording during a call. The recording is saved automatically.

On Demand: Call recording starts when the call is set up, but the recording is not saved unless you press the **StartREC** soft key. You can choose to save it or not during the call. Once the recording is saved, you can pause and resume the recording.

On Demand with User Initiated Start: You can start the recording manually. Once the recording starts, you can pause and resume the recording. You can also stop the recording. You can record multiple times during a call. The recording is saved automatically.

Never: The centralized call recording feature is disabled.

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1. Assign the Call Recording service to an user:

Configuration Path: Group->User->select a user (2408889129)->Profile->Assigne Services

2. Configure the Centralized Call Recording feature via web user interface:

Configuration Path: Group->User->select a user (2408889129)->Call Control->Call Recording

Ways to configure Centralized Call Recording on IP Phones:

| Access Portal	Availability	How to access?
Phone LCD portal	Not Available	NA
Web portal	Available	Log in by IP address: *Username/password are admin/admin by default
Auto Provisioning	Available	Use DMS or 3 party provision tool

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Get the XSI information

1. Host Server: The Host Server is your BroadWorks Web Portal management address. For example: xsp1.iop1.broadworks.net
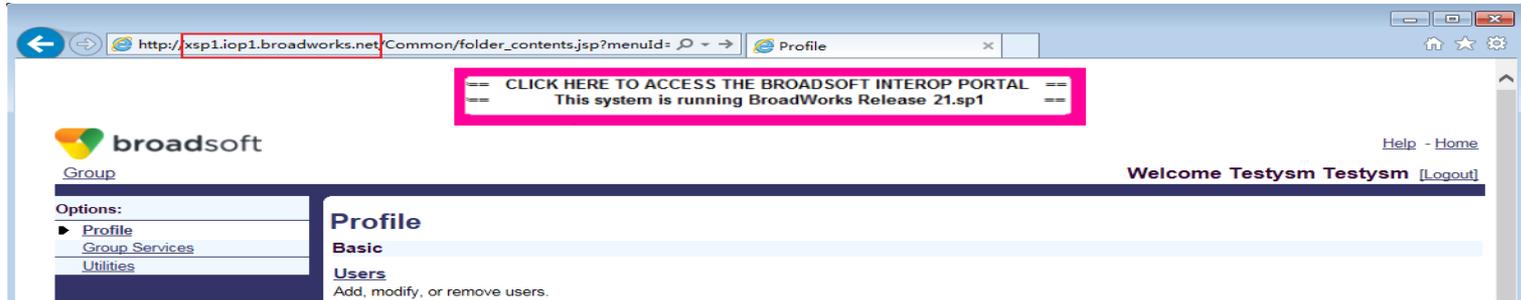
2. XSI User ID: The user ID is in the profile of the User ID. It should contain the whole SIP URI. For example: 2408889129@as.iop1.broadworks.net
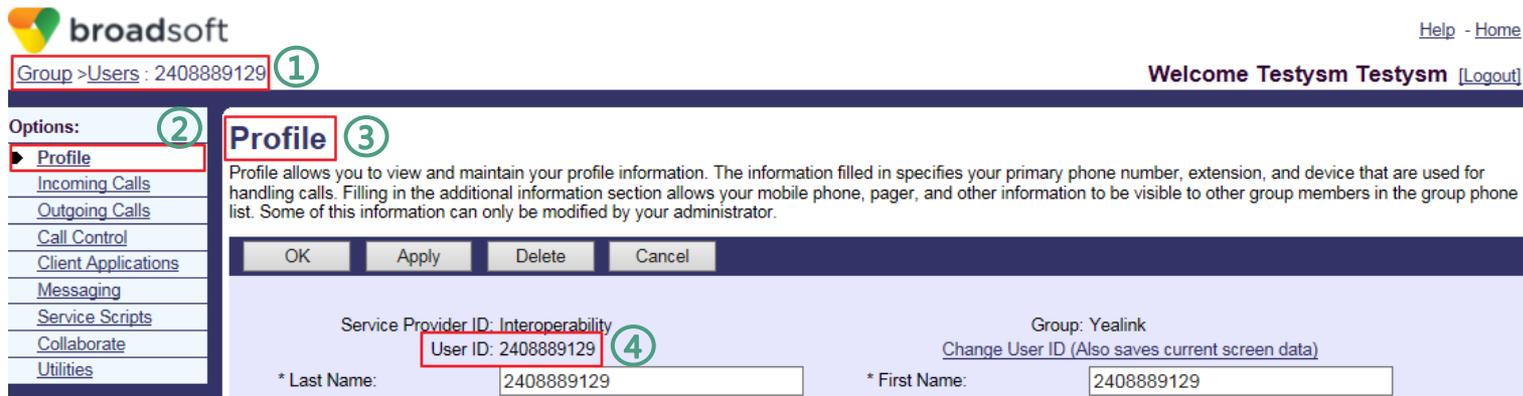
3. The Password is the BroadWorks Web Portal access password of each user.

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Set the XSI information via phone web UI

Configuration Path: Applications->Broadsoft XSI

##Notice: All BroadSoft features will be displayed in phone Web UI after you enable this feature via Auto-Provisioning or you can't find it. This is very important.
##Enable the BroadSoft features. Require reboot.
##0-Disabled, 1-Enabled (default).
bw.xsi.enable = 1

Set the XSI information via Auto-Provisioning

```
##Notice: All BroadSoft features will be displayed in phone Web UI after
you enable this feature or you can't find it. This is very important.
##Enable the BroadSoft features. Require reboot.
##0-Disabled, 1-Enabled (default).
bw.xsi.enable  = 1

#Configuration of XSI, the XSI configuration is corresponding to the first
account  on the phone.
account.1.xsi.user = %BWLOGIN-ID-1%
account.1.auth_name = %BWAUTHUSER-X%
account.1.password = %BWAUTHPASSWORD-X%

#Configure the server host of XSI
account.1.xsi.host = %XSP_ADDRESS%

#Configure the type of server. Value: http (default), https.
account.1.xsi.server_type = https

#Configure the port of server. The default port is 80.
account.1.xsi.port =
```

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##Enable the centralized call recording for the account.
##0-Disabled (default), 1-Enabled;

account.1.call_recording.enable = 1

##Configure the centralized call recording mode.
##0-XSI; XSI should be configured first.
##1-SIP (default);
bw. call_recording.mode =0

##Notice: Before configuring Centralized Call Recording, please make sure the USB recording is disabled (the values of the parameters "features.usb_call_recording.enable" is set to 0 (Disabled)).
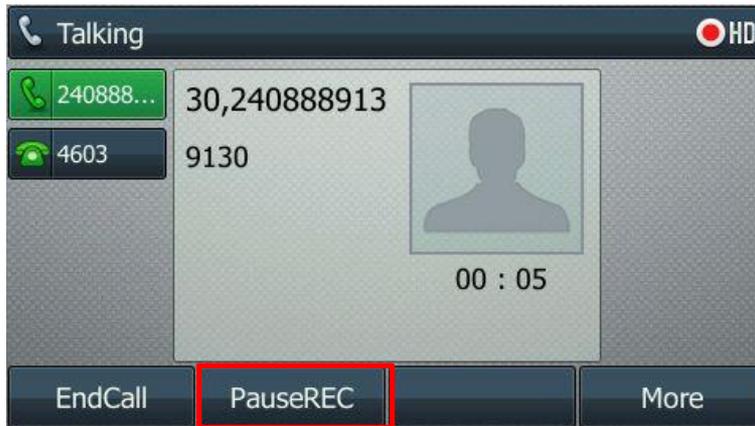
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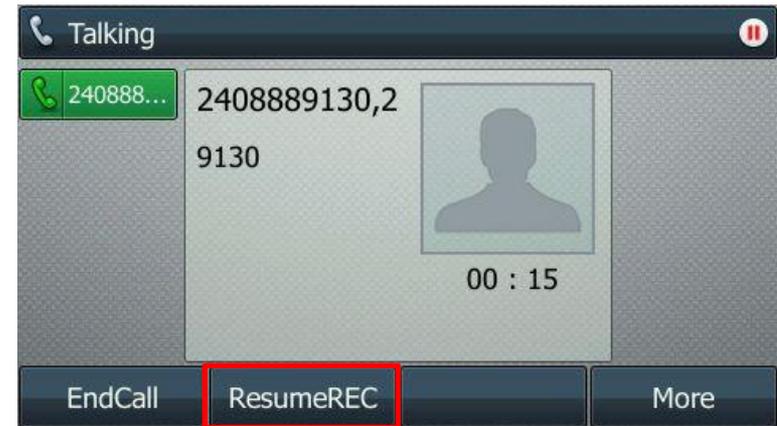**The call will be recorded automatically when setting up the call successfully.**

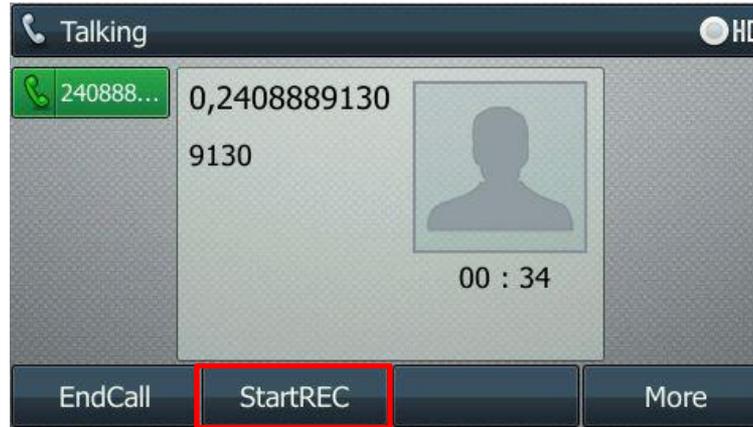**The call will be recorded automatically when setting up the call successfully.**

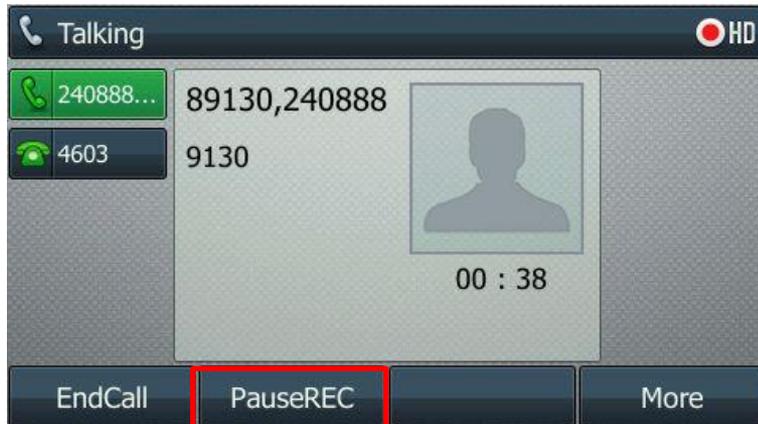Press the **More**-> **PauseREC** soft key to pause the recording.

Press the **More**-> **ResumeREC** soft key to resume the recording.
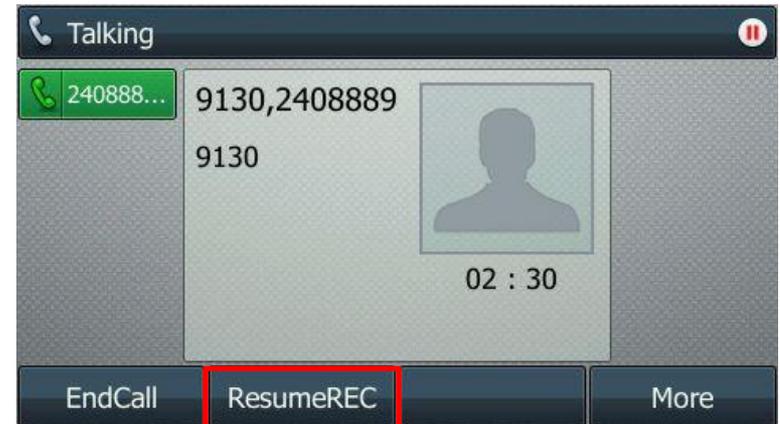
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The call starts to record automatically when setting up the call successfully.

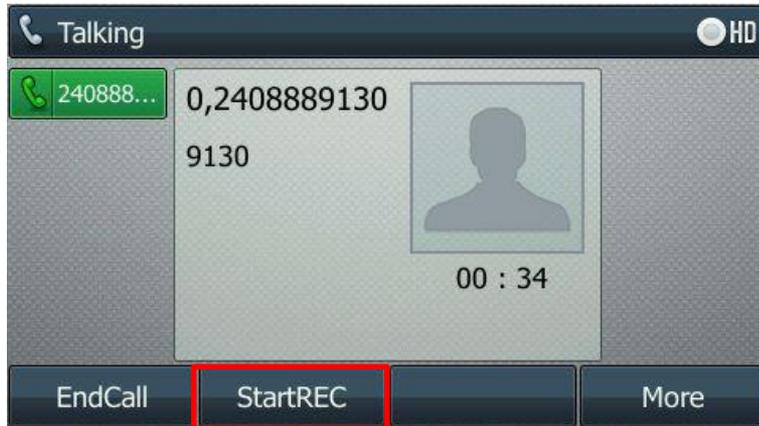Press **More**->**StartREC** soft key to save the recording.

Press the **More**-> **PauseREC** soft key to pause the recording.

Press the **More**-> **ResumeREC** soft key to resume the recording.

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The call is not recorded when setting up the call successfully.

Press the **More**->**StartREC** soft key to record the call.

Press the **More**-> **StopREC** soft key to stop recording.

Press the **More**-> **PauseREC** soft key to pause the recording.

Press the **More**-> **ResumeREC** soft key to resume the recording.

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Enjoy the Centralized Call Recording feature. ☺