

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



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**Document Version V1.1**

# Document Revision History

Version	Change Log
1.0	Edited and published document

# 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

# You will learn

- ① **Application Scenarios**
- ② **Configuration on BroadWorks&BTBC**
- ③ **Configuration on Yealink phone**
- ④ **Feature Show**

# ① Application Scenarios

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.

# ② Configuration on BroadWorks

## 1. Assign the Call Recording service to a user:

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

**Options:**

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Client Applications
- Messaging
- Service Scripts
- Collaborate
- Utilities

**Assign Services**

Assign Services allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost.

**Available Service Packs**

- Call Logs - Basic Only

**User Service Packs**

- Advanced Features I
- Advanced Features II
- Basic Interop
- BroadTouch Business Communicator
- Video

**Available Services**

- Integrated IM&P

**User Services**

- Calling Line ID Blocking Override
- Call Me Now
- Call Notify
- Call Recording**
- Call Transfer
- Charge Number
- Directed Call Pickup with Barge-in
- Diversion Inhibitor
- Group Night Forwarding
- Intercept User
- Legacy Automatic Callback

# ② Configuration on BroadWorks

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

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

The screenshot displays the BroadWorks web interface. At the top left is the Broadsoft logo. The breadcrumb navigation path is "Group > Users : 2408889129", with "Users : 2408889129" circled in red and labeled with a circled "1". The left sidebar menu is titled "Options:" and includes items like Profile, Incoming Calls, Outgoing Calls, Call Control (highlighted in red and labeled with a circled "2"), Client Applications, Messaging, Service Scripts, Collaborate, and Utilities. The main content area is titled "Call Recording" (circled in red and labeled with a circled "3") and contains the following configuration options:

- Call Recording allows you to record calls.
- Buttons: 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
- Buttons: OK, Apply, Cancel

## ③ Configuration on Yealink IP Phones

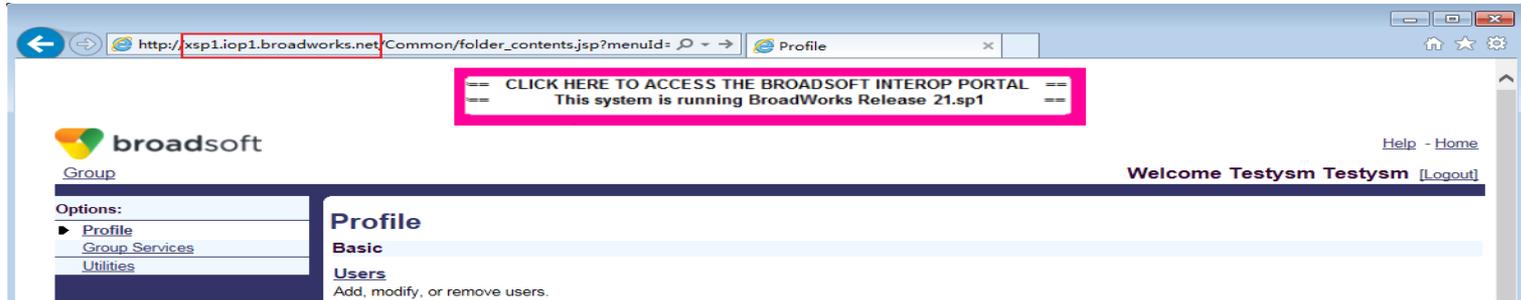
### Ways to configure Centralized Call Recording on IP Phones:

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

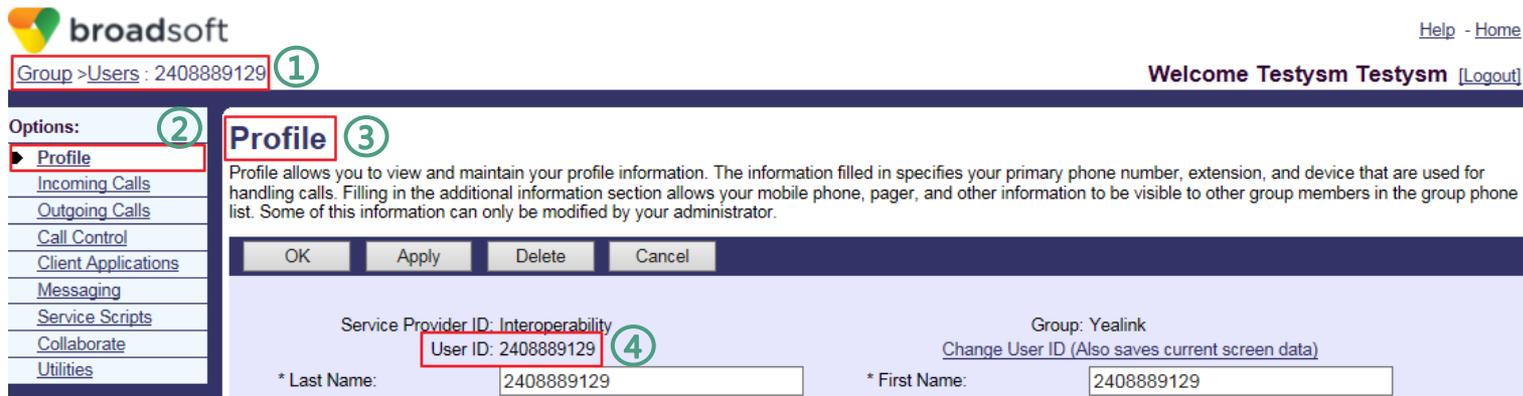
# ③ Configuration on Yealink IP Phones - XSI

## 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.

# ③ Configuration on Yealink IP Phones - XSI

Set the XSI information via phone web UI

Configuration Path: Applications->Broadsoft XSI

Yealink | T46G

Log Out English(English)

Status Account Network DSSKey Features Settings Directory Security **Applications**

**Broadsoft XSI**

**XSI Account**

Allow SIP Authentication for XSI	Enabled	?
Host Server	xsp1.iop1.broadworks.net	?
Port	443	?
XSI Server Type	https	?
User ID	2408889129@as.iop1.broad	?

**NOTE**

**Broadsoft XSI**

You can click here to get more guides.

**##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**

## ③ Configuration on Yealink IP Phones - XSI

### 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 =**

## ③ Configuration on Yealink IP Phones

##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)).

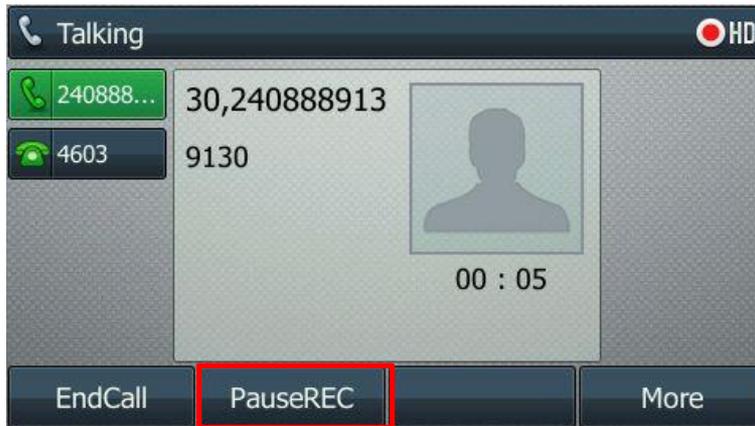
## ④ Feature show – Always Mode

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

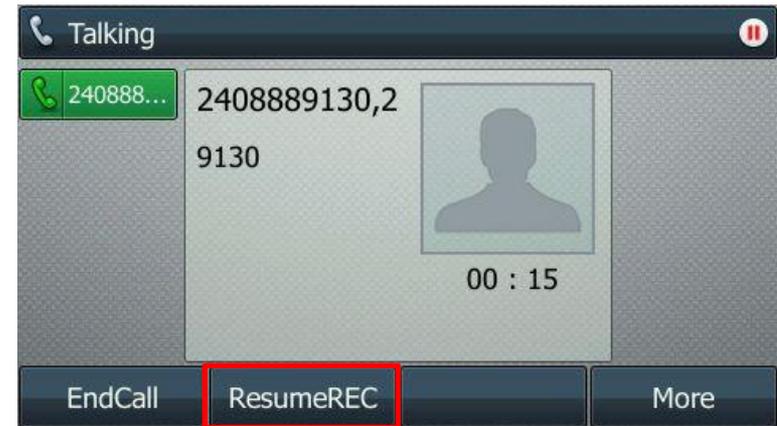


## ④ Feature show - Always with Pause/Resume Mode

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



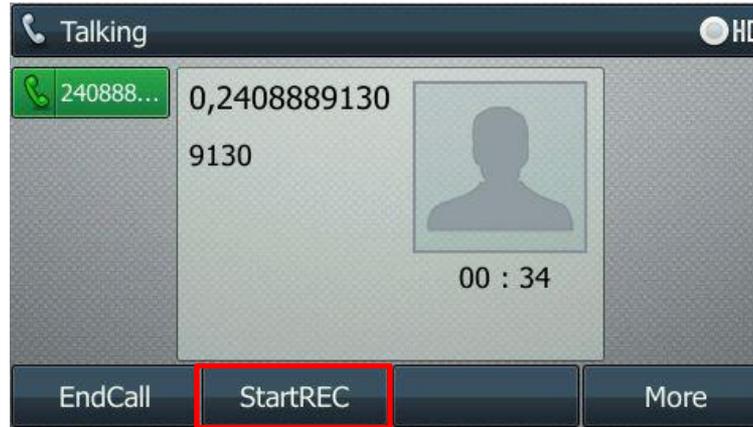
Press the **More-> PauseREC** soft key to pause the recording.



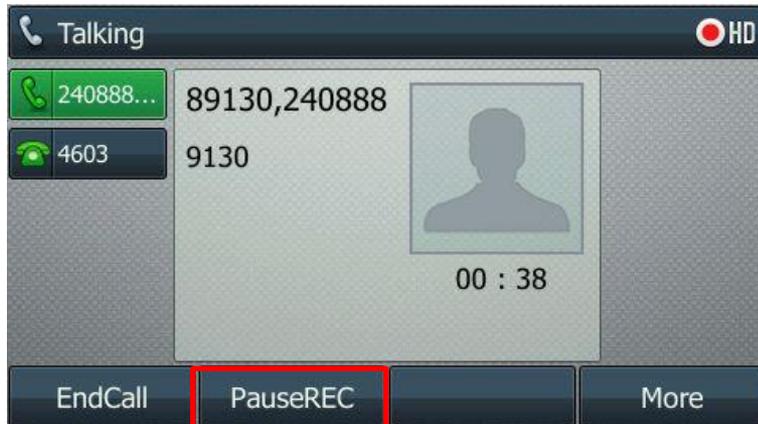
Press the **More-> ResumeREC** soft key to resume the recording.

## ④ Feature show - On Demand

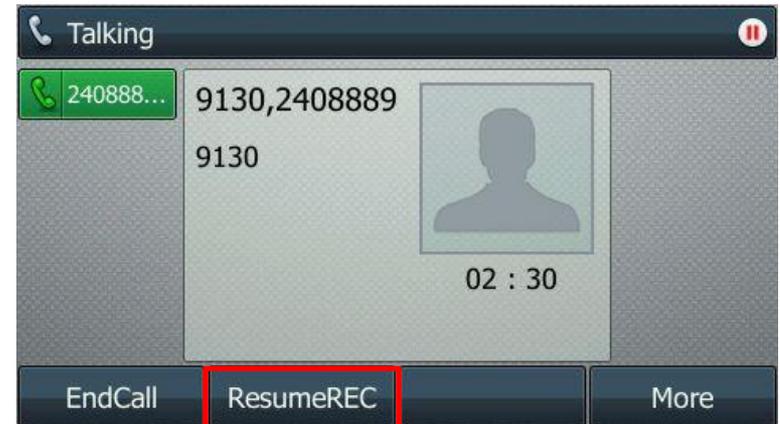
The call starts to record automatically when setting up the call successfully.



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



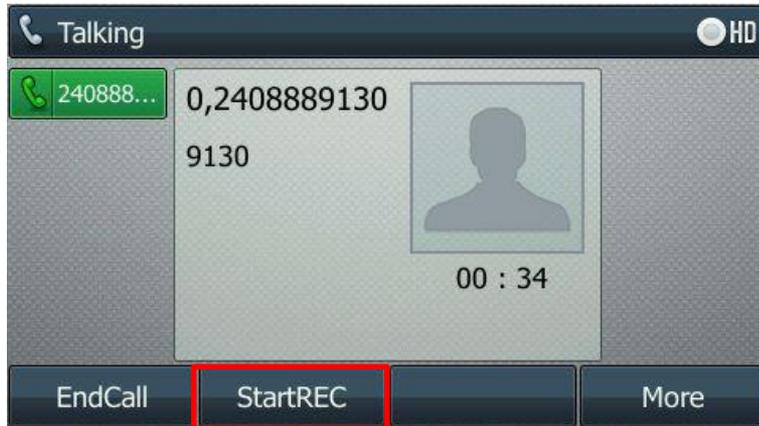
Press the **More**-> **PauseREC** soft key to pause the recording.



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

## ④ Feature show - On Demand with User Initiated Started

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.

**Enjoy the Centralized Call  
Recording feature.**

