MUC1004/2008/2016 Call Recording System

User Guide

Version 1.0

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1. Introduction

1.1 Overview

MUC1004/2008/2016 allows you to record the calls automatically. Here is the guide for you to use it.
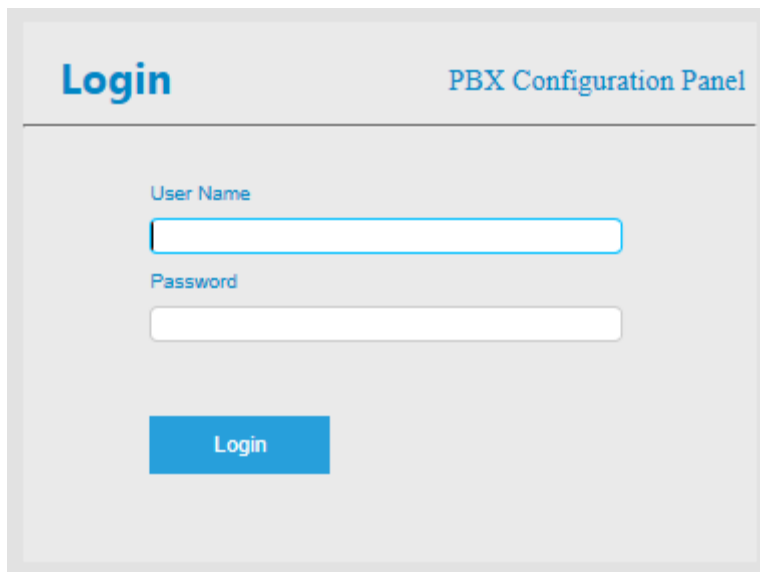
Notes:

1. Before starting auto recording function, please make sure you have inserted an USB device with the correct format.

2. Login Call Recording System

From your web browser,Enter IP address of MUC1004/2008/2016 in IE/Google Chrome/Firefox Browser. The default IP of LAN port is 192.168.6.200. and the GUI shows as below:
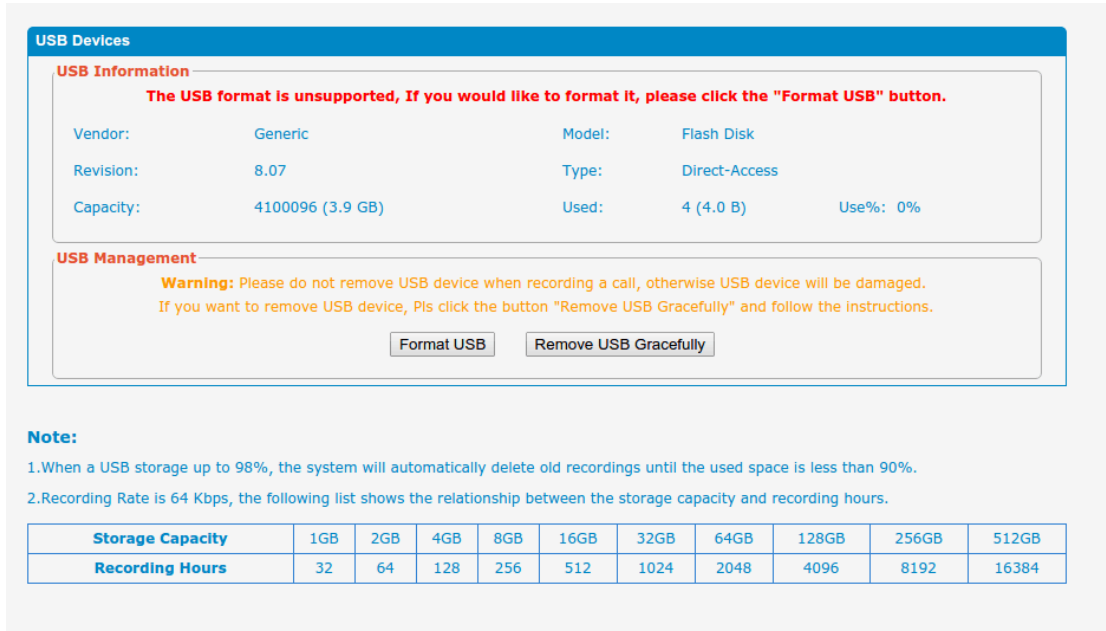
Figure 2-1-1

User Name: monitor
Password: monitor

3. General Preferences

3.1 USB Devices

Figure 3-1-1

As show above figure,If the format is incorrect, system will prompt you to format it. So click the "Format USB" button. After that the prompt will disappear as Figure 3-1-2 below shows.

Figure 3-1-2

1) USB Device information

In this page, we can check the USB Device information, such as USB Model, Type, Disk Size, and Storage Info and so on.

2) USB Devices Management

·Format USB

Formatting will erase all data on the USB, and initialize the USB Device.

·Clear USB

Clearing will erase all data on the USB.

·Remove USB Safely

When ticked, the USB Device will be removed safely.
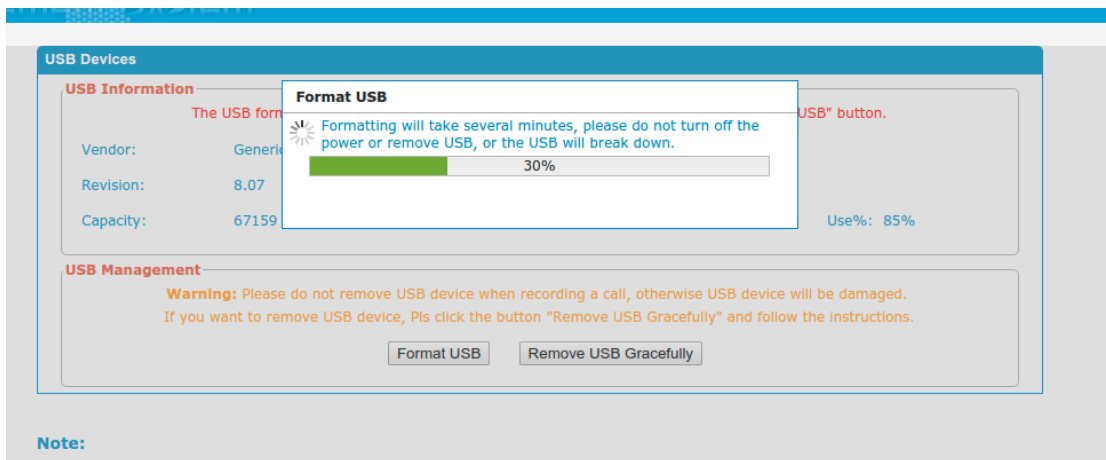
Warning: Please do not remove USB device when recording a call, or else USB device will be damaged.To remove the USB device, click the button "Remove USB Safely" and follow the instructions.

3.2 Recording Settings

Figure 3-2-1

1) General Preferences

Note: Before enabling call recording, please make sure that the USB storage or the Net Disk performs well.

·Enable Call Recording

Enable this function here.

·Storage Location

After enabling Call recording, you can choose where to store the recordings, in the Network Disk or in the USB.

2) Allow Recording options

a. Record Inbound calls

b. Record Outbound calls

c. Record Internal calls

d. Record Callback calls

e. Record Conferences calls.

3) Record Prompt Options

If call recording is enabled, the callee of outbound calls will hear the preconfigured prompt reminding them that the conversation is being recorded. If you tick the option "Written to the Recording file", the prompt will also be recorded.

The inbound calls will hear the preconfigured prompt reminding them that the conversation is being recorded.If you tick the option "Written to the Recording file", the prompt will also be recorded.

4) Apply To

·Trunks Recording

When ticked, all calls through the selected trunks will be recorded.
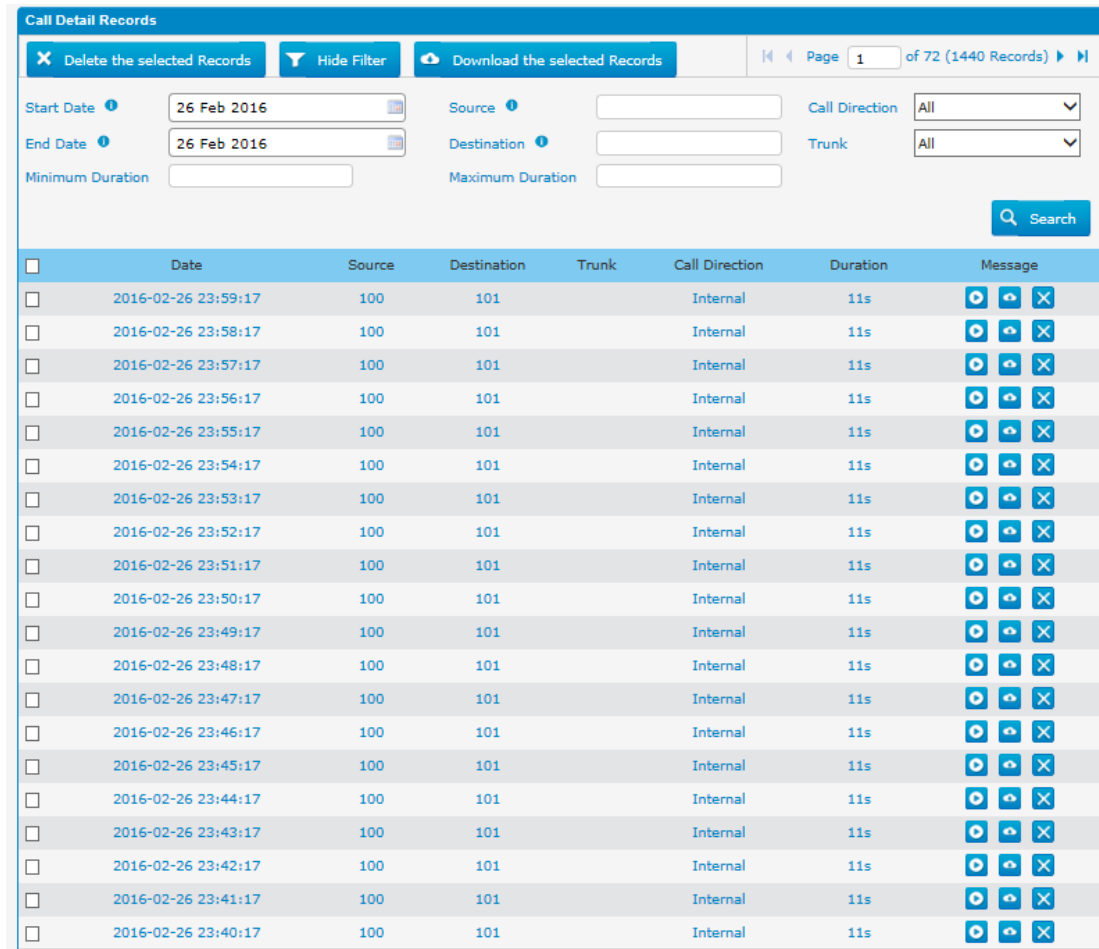
·Extensions Recording

When ticked, all calls made by the selected extensions will be recorded.

Conferences Recording

When ticked, all conversations through the selected conferences will be recorded.

3.3 Call Detail Records

Figure 3-3-1

·Start Search

You are able to search the recording by Start Date to End Date, Extension, Trunk, Duration and Communication Type.
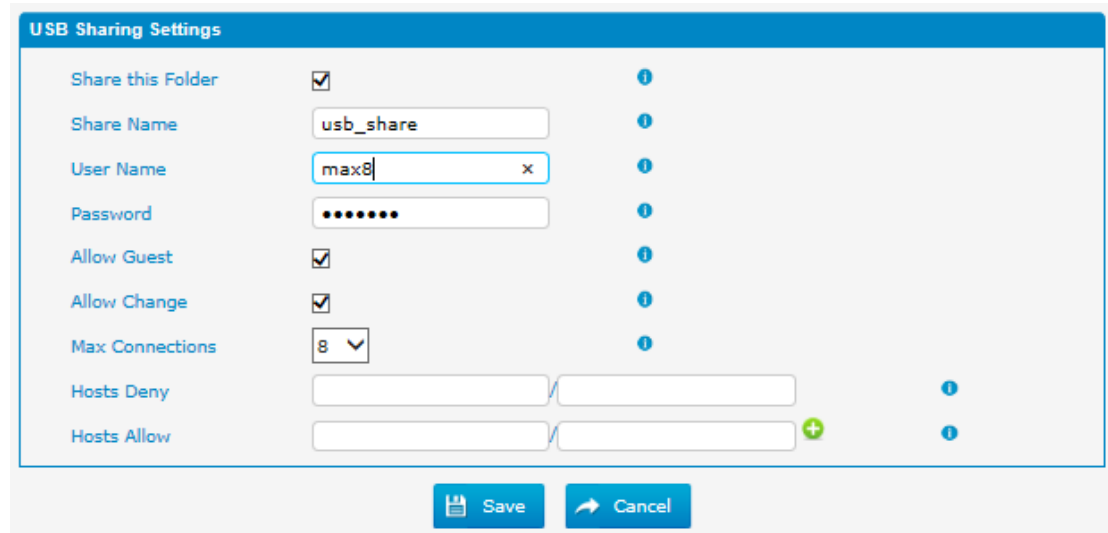
·The Recording List

You can check the Time, Source(Caller), Destination(Callee), Trunk, Call Direction(Communication Type) and Duration (second) of each recording. You can play, download or delete the recording files.

4. Advanced Settings

4.1 USB Sharing settings

Figure 4-1-1

Configure this setting to share the recording files on the network.

·User Name

The user name to access the files

·Password

The password for the user name

·Share Name

The name of the folder showed on the network.

For WIN 7/Vista user, please modify the registry before checking the shared file:

Step1: Start->Run->regedit

Step2: Modify the value of
"HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa\
LmCompatibilityLevel" to "1".

If "LmCompatibilityLevel" doesn't exit, create a Dword value
"LmCompatibilityLevel" = 1

You can check the recording file on the network by Explorer/Resource Manager

Run: \\ IP of MUC1004/2008/2016

In the picture below, the IP is 192.168.6.90
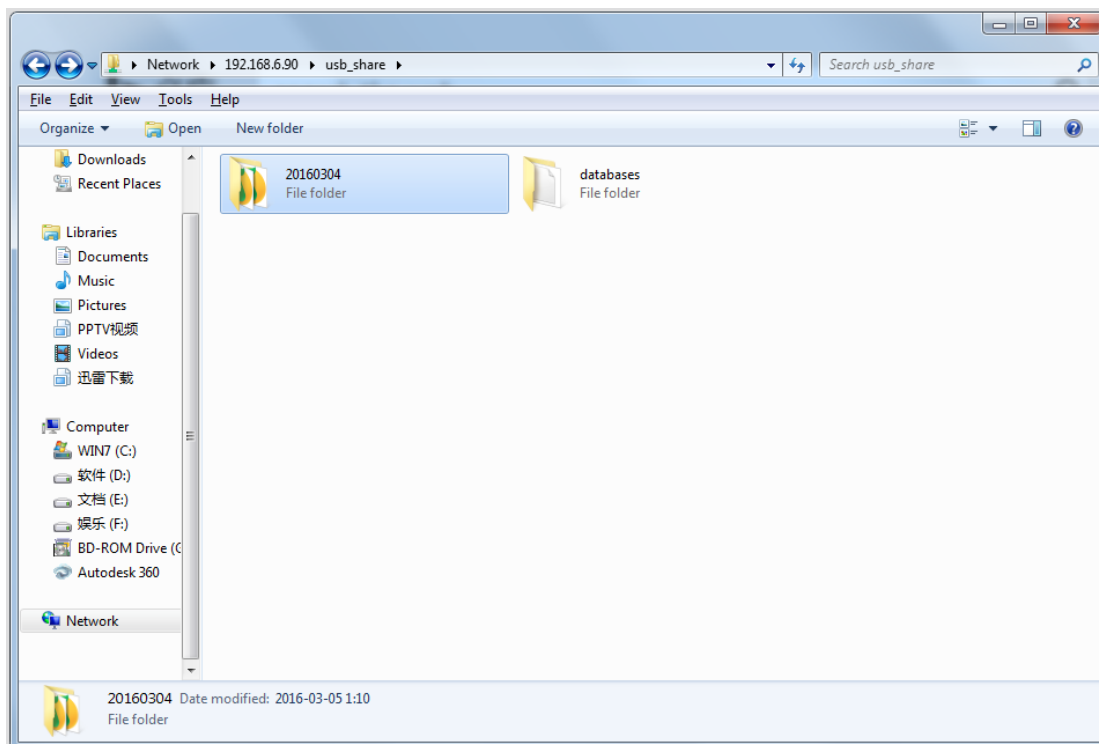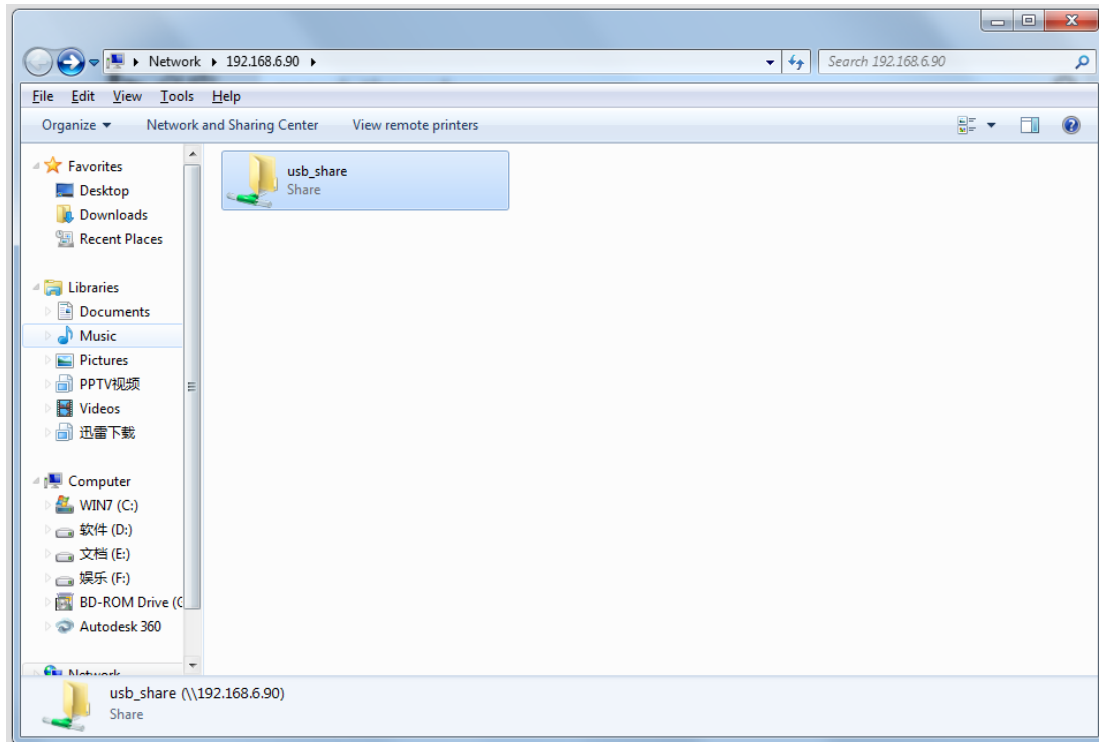
If you change the password of the share folder, the network users may not be able to check the shared files then.

Please ask the network user to try:

Step1: Start-> Run -> cmd

Step2: net use * /del (there is a space behind *)

Step3: Visit the device again with the new password

4.2 Windows SMB

Figure 4-2-1

Status: It will show the status of Network disk.

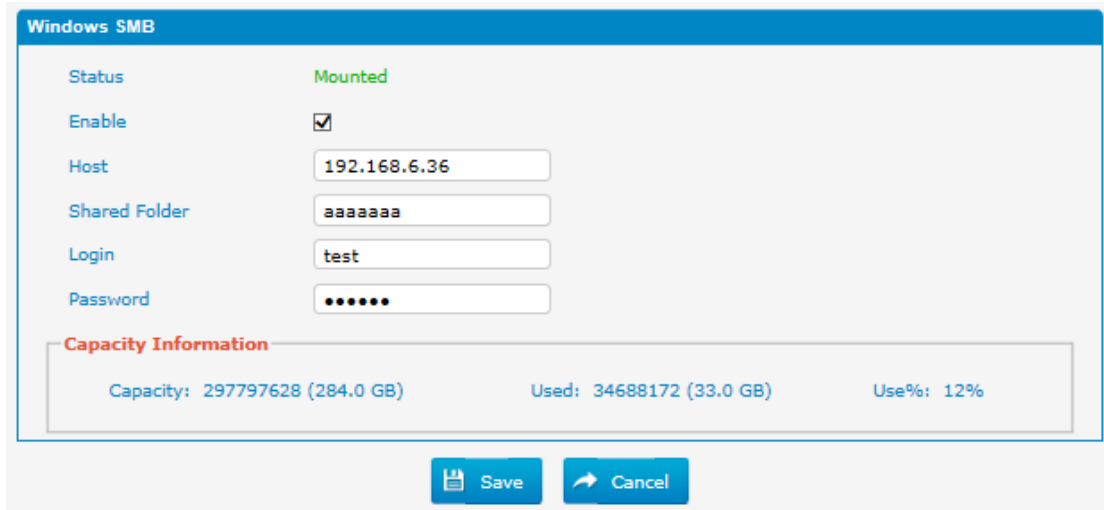**Host/IP**: Change this to the IP address of the computer where files will be stored.

Shared Folder: Change this to the name of the shared folder where files will be stored.
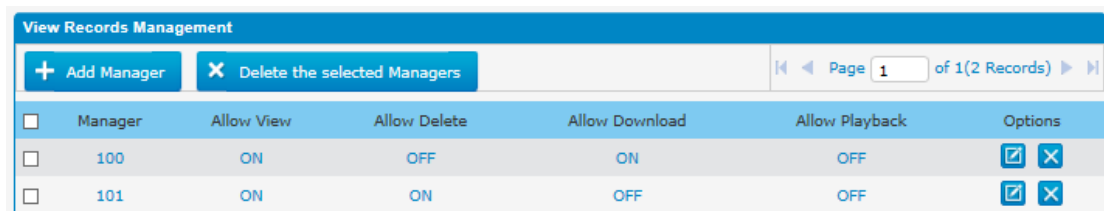
Login(Share Username): The user name used to log into the network share. Leave this blank if it is not required. In general, you use the administrator account on PC as a user name here.

Net-Disk Share Password: The password used to log into the network share. Leave this blank if it is not required.
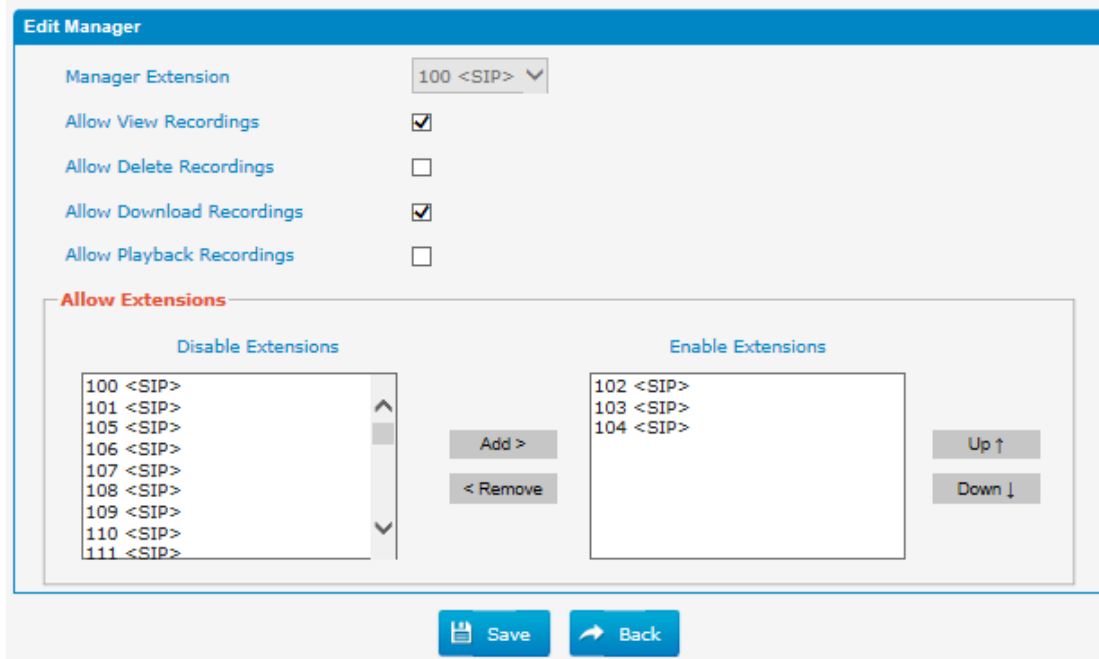
4.3 View Records management

This feature defines whether extensions can check the call recordings or not, we can also set permissions for call recording management.

Figure 4-3-1

Figure 4-3-2

·Manager

Choose the extension number of the manager. Manager can check the call recordings of the selected extensions in the "Allowed Extensions" on the Web User Interface.

·Allow View Recordings

The permission to view recordings

·Allow Delete Recordings

The permission of deleting recordings

·Allow Download Recordings

The permission of downloading recordings

·Allow Playback Recordings

The permission of Playback recordings

·Allowed Extensions

You can decide which extension's calls will be recorded.

For example, we set the extension 100 as a manager and set yes for "Allow View Recordings ". And select 102,103 as allowed extensions. Then tick "Allow Record Internal". Finally, we make a call from 102 to 103. As a result, if you log in Web User interface of extension 100, you can check recording logs in "Auto Recordings" page. But log in that of 102 or 103, you can't find the auto recordings since it doesn't have permission.

4.4 Password

You can change the password of the account "monitor" here.

Figure 4-4-1