

Full Time Recording (SIP)

FTR 2.2.40

User Guide

April 2015

Doc version 2.4

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Document History

Date	Author	Version	Summary
15/04/2015	Murray Lum	2.4	Updated for release 2.2.40, including whisper and monitor feature
11/2011	Te Kairangi Katene	2.3 / 2.2	Included radio recording

Related Documents

Document	Description
FTR installation and administration guide	Guide for installation and administration of SIP based recording

1 Overview

The Atea Full Time Recording (FTR) application records voice conversations on a Cisco based IP telephony system. The recordings are saved as audio files with a web browser page to search for recordings.

Feature options include:

- Recording IP phones (such as those used by a contact centre or work group)
- Recording radio traffic over an IP network
- Monitoring live conversations with ability to whisper in the ear of the agent.

The FTR application itself requires little end user interaction. Use this document to find out:

- How to access and listen to the recording files (phone or radio)
- How to monitor a phone conversation from another phone
- How to whisper to the agent (person being monitored) during a conversation.

For additional information on setting up and running the FTR application, see the Installation and Administration guide.

2 Getting Started – Logging in

To log into the system, use a web-browser. Navigate to the login page by entering in the URL below, substituting the server IP address or server name (excluding the square brackets).

`http://[ip-address-of-your-host]:8080/apex/f?p=106`

Enter your login credentials

User Name	<input type="text" value="admin"/>
Password	<input type="password"/>

Upon successfully logging in, you are presented with one of several recording search pages based on the options configured in your system (such as telephone or radio conversations).

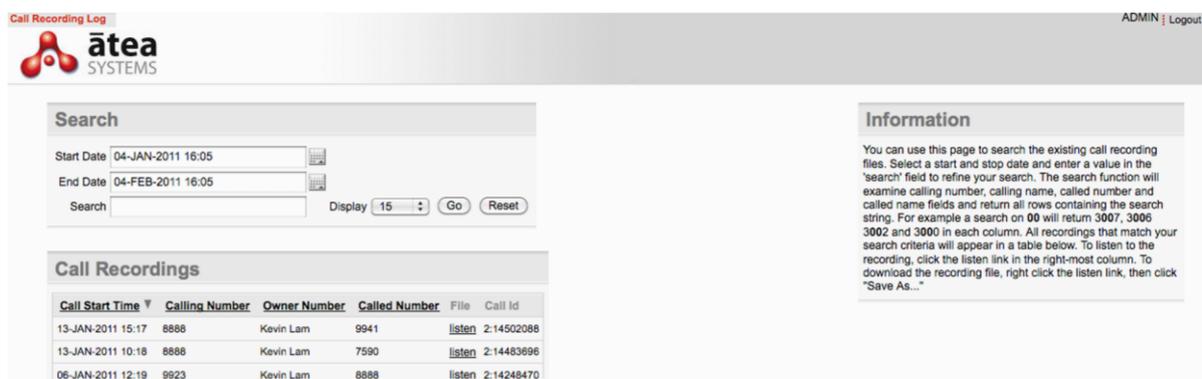
3 Finding a recording – SIP phone conversations

Use the recording file search page to browse the recording files, and either listen or download them.

To search for a recording, enter a **start date** and **end date** plus any other **search criteria** (such as a phone number), and click **GO**.

The date format is dd-mmm-yyyy hh:mm (e.g. 01-JAN-2015 16:00) which is created automatically if you use the calendar date picker pop-up next to the date fields.

You may leave the search criteria blank or include information such a particular DN (or other phone number) to filter the results that are returned.



Call Recording Log ADMIN | Logout

Search

Start Date: 04-JAN-2011 16:05
 End Date: 04-FEB-2011 16:05
 Search: Display: 15 Go Reset

Call Recordings

Call Start Time	Calling Number	Owner Number	Called Number	File	Call Id
13-JAN-2011 15:17	8888	Kevin Lam	9941	listen	2-14502088
13-JAN-2011 10:18	8888	Kevin Lam	7590	listen	2-14483696
06-JAN-2011 12:19	9923	Kevin Lam	8888	listen	2-14248470

Information

You can use this page to search the existing call recording files. Select a start and stop date and enter a value in the 'search' field to refine your search. The search function will examine calling number, calling name, called number and called name fields and return all rows containing the search string. For example a search on 00 will return 3007, 3006 3002 and 3000 in each column. All recordings that match your search criteria will appear in a table below. To listen to the recording, click the listen link in the right-most column. To download the recording file, right click the listen link, then click "Save As..."

The search returns matching entries with the following call information:

- **Call Start Time** – the date and time the call started
- **Calling Number** – phone number where the call originated
- **Owner Number** – the owner of the IP phone used to make the recording
- **Called Number** – destination telephone number
- **File** – a link to the recording
- **Call Id** – this is an identifier from the CUCM used to link the different legs of the call together.

Depending on your search, there may be too many results to fit on a single page. To view the additional results, use the link at the bottom of the page to jump to the other pages.

To find recordings for a specific device, include this in the “Search” box.

Search

Start Date

End Date

Search Display

Call Recordings

Call Start Time ▼	Calling Number	Owner Number	Called Number	File	Call Id
13-JAN-2011 15:17	8888	Kevin Lam	9941	listen	2:14502088

1 - 1

In this example, the results are filtered so that only calls to 9941 are returned in the search.

To listen to a recording, click the “listen” link. This link will launch an audio player and open the file associated with the record selected. Alternatively right click on the listen link and select ‘Save linked File As’ to download the .au audio file. These audio files can be played using industry-standard media players, such as Windows Media Player. You may also save the files on your computer.

4 Finding a recording – multicast radio conversations

This is very similar to finding a recording for a SIP phone based conversation. The key difference with multicast is that you must choose the 'Calls' tab on the top right hand side of the page. The chosen or current tab is in red.

Information

You can use this page to search the existing call recording files. Select a start and stop date for your search, and you can also select to view only outgoing calls, incoming calls, internal calls, or any combination. Also, you can enter values in the name and/or number fields to further refine your search. All recordings that match your search criteria will appear in a table below. To listen to the recording, click the listen link in the right-most column. To download the recording file, right click the listen link, then click "Save As..."

Date Started	MD5 Checksum	Multicast Address	Description	Duration	File
26-JAN-2011 13:05:09	ae513c58e3180f58798ce407b6670b	239.1.1.250	primary	00:00:27	listen
25-JAN-2011 10:44:24	89782bd8e454e4673e2850de000c60	239.1.1.250	this is the first multicast address	00:00:56	listen
21-JAN-2011 13:42:00	3bb47c2b86049353632ef9a74ed075	239.1.1.250	primary	00:03:13	listen
21-JAN-2011 13:42:00	4d9e0a64325694b16ee33e39f1823c7	239.1.1.250	this is the first multicast address	00:03:13	listen
21-JAN-2011 13:41:17	49c3c37e11a7d3709633a61082982b0	239.1.1.250	primary	00:00:15	listen
21-JAN-2011 13:35:23	7733a5c7f1be8117a0351980d70d	239.1.1.250	this is the first multicast address	00:00:53	listen
21-JAN-2011 13:29:30	ead26e87d082418f006666475ec031	239.1.1.250	this is the first multicast address	00:00:31	listen
21-JAN-2011 10:23:53	86a0826ac3a52338e1746ab729c041	239.1.1.250	this is the first multicast address	00:01:12	listen
20-JAN-2011 13:56:18	223c0949ac85a10556c997898c371	239.1.1.250	this is the first multicast address	00:04:27	listen
20-JAN-2011 13:52:34	8c37c326cca418694b435456216c42d	239.1.1.250	this is the first multicast address	00:01:39	listen
20-JAN-2011 13:41:33	364e81376a4a3275ef1721d9a6560	239.1.1.250	this is the first multicast address	00:01:08	listen
20-JAN-2011 13:40:24	17c54482d614a5b942a817b8325ed	239.1.1.250	this is the first multicast address	00:00:17	listen
20-JAN-2011 08:40:12	8f9a48a637f47861013731c48c10be	239.1.1.250	this is the first multicast address	00:01:19	listen
19-JAN-2011 09:41:48	d11615a19370408d8f64af9f9c62d	239.1.1.252	this is the third multicast address	00:00:21	listen
19-JAN-2011 09:36:37	3312a32535be1952e16f5d8f1481d2b1	239.1.1.252	this is the third multicast address	00:00:21	listen

For multicast records the information displayed for any given record is:

- **Date Started** – the date and time the call started
- **MD5 Checksum** – the MD5 checksum computed on the file after it was closed. An option is to hide this from the view, however it is still accessible when needed.
- **Multicast Address** – the multicast IP address and UDP port number of the channel
- **Description** – description of the channel
- **Duration** – duration of the recording
- **File** – a link to the recording

Use the recording file search page to browse the recording files, and either listen or download them.

To listen to a recording, click the "listen" link. This link will launch an audio player and open the file associated with the record selected. Alternatively right click on the listen link and select 'Save linked File As' to download the .au audio file. These audio files can be played using industry-standard media players, such as Windows Media Player. You may also save the files on your computer.

5 Managing multicast groups – radio only

Authorised users can access the ‘**Manage**’ tab on the top right hand side of the multicast recording application page. From this page, an authorised user can add or edit multicast groups and also check the status of each group.

The screenshot below shows the multicast group management page.



Multicast Group Management **Create**

Search

PkId	Multicast Address ▼	Port	Description	Status
	239.1.2.30	20341	number three	Joined/waiting
	239.1.1.251	20251	2	Joined/waiting
	239.1.1.250	20482	primary	Joined/waiting

download 1 - 3

Apply

Each multicast group contains:

- The multicast IP address
- The port number (Note- the address and port number must be unique)
- The description of the group. This is a free form field.
- The status of the group

5.1 Adding a multicast group

To add a group click on the ‘**Create**’ button from the main multicast group management page. A new form is displayed as shown below.

Form on MULTICAST_GROUPS **Cancel** **Create**

Multicast Address

Port

Description

Add the IP address, port and description and click 'Create' to submit the form. This returns you to the main multicast group management page. As you will see below the group is now configured but is in a state of 'Not Joined'. Now you may add additional groups or proceed to enabling the group for multicast.

Action Processed.

Multicast Group Management Create

Search

Pkid	Multicast Address ▼	Port	Description	Status
	239.1.2.30	20341	number three	Joined/waiting
	239.1.2.100	32987	Another test multicast group	Not Joined
	239.1.1.251	20251	2	Joined/waiting
	239.1.1.250	20482	primary	Joined/waiting

download 1 - 4

Apply

To enable a group for multicast click on the 'Apply' button. The application then sends IGMP joins for un-joined group. The status will change to **Joined/Waiting**.

Multicast Group Management Create

Search

Pkid	Multicast Address ▼	Port	Description	Status
	239.1.2.30	20341	number three	Joined/waiting
	239.1.2.100	32987	Another test multicast group	Joined/waiting
	239.1.1.251	20251	2	Joined/waiting
	239.1.1.250	20482	primary	Joined/waiting

download 1 - 4

Apply

5.2 Editing a multicast group

To edit a group, click on the pencil icon to the left of the group. This opens up the form to allow editing of attributes. In the example below the group with a description of '2' was chosen for editing.

Form on MULTICAST_GROUPS Cancel Delete Apply Changes

Multicast Address

Port

Description

From here you can modify any of the attributes. Note that if you change only the description, the group will stay joined. However if you change the address or port, the change **must be reapplied on the main multicast group management page**. In this example, we changed only the description and clicked 'Apply Changes'.

Multicast Group Management Create

Search

PkId	Multicast Address ▼	Port	Description	Status
	239.1.2.30	20341	number three	Joined/waiting
	239.1.2.100	32987	Another test multicast group	Joined/waiting
	239.1.1.251	20251	Second group	Joined/waiting
	239.1.1.250	20482	primary	Joined/waiting

download 1 - 4 Apply

5.3 Deleting a multicast group

To delete a group click on the pencil icon on the left of the group and then on the 'Delete' button on the multicast form.

The example below shows the group "Second group" has now been deleted.

Multicast Group Management					Create
<input type="text"/>				Search	
PkId	Multicast Address	Port	Description	Status	
	239.1.2.30	20341	number three	Joined/waiting	
	239.1.2.100	32987	Another test multicast group	Joined/waiting	
	239.1.1.250	20482	primary	Joined/waiting	
download				1 - 3	
					Apply

5.4 Multicast Group Status

Once a group has been enabled (by clicking on the Apply button) the application will send out IGMP joins. The Cisco LMR will not respond with an acknowledgement so the application will assume it has joined the group that it requested.

Once multicast data traffic (voice) is received on the group the status will change to **Joined/Recording** from **Joined/Waiting**.

Another way to check group membership is to connect to the Cisco LMR and enter the command 'sh ip igmp groups'. The output will look like this:

```
Router#sh ip igmp groups
IGMP Connected Group Membership
Group Address      Interface          Uptime    Expires    Last Reporter
239.1.1.250        FastEthernet0/0   1w3d     00:02:18   9.1.1.113
239.1.1.251        FastEthernet0/0   1w3d     00:02:18   9.1.1.113
239.255.255.253    FastEthernet0/0   1w3d     00:02:11   9.1.1.29
239.255.255.250    FastEthernet0/0   1w3d     00:02:18   9.1.1.168
239.1.2.100        FastEthernet0/0   00:14:16 00:02:18   9.1.1.113
239.1.2.30         FastEthernet0/0   1w3d     00:02:18   9.1.1.113
224.0.1.40         FastEthernet0/0   2w1d     stopped    9.1.1.3
Router#
```

The three groups configured in the application can be seen as joined from the router. (Use the group IP addresses to track this.)

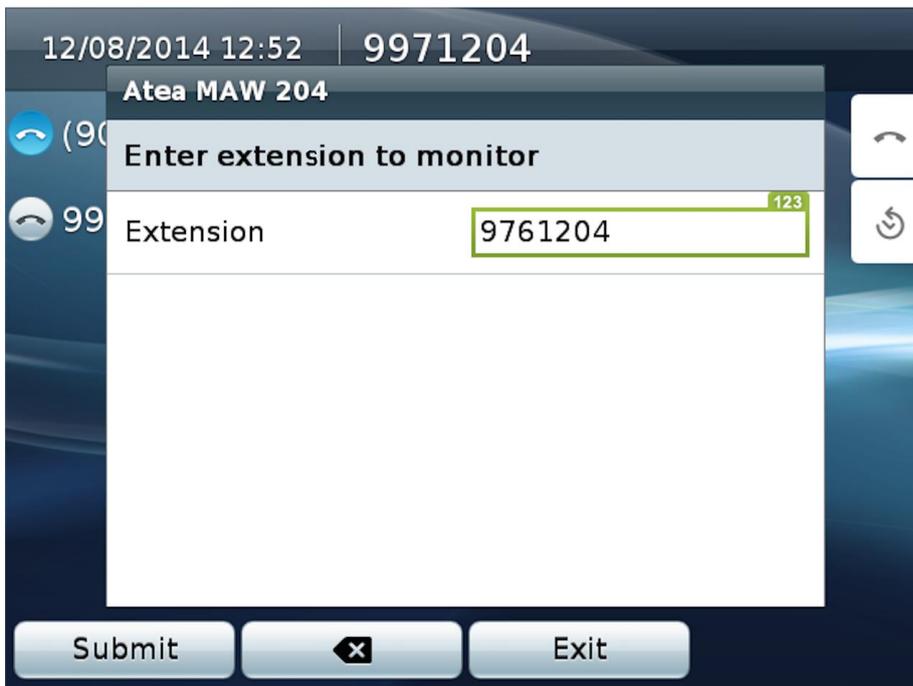
6 Monitor and whisper – phone conversations

The monitor and whisper feature is an optional phone based service. The monitor function allows you to listen into a live phone conversation. The whisper function allows you to talk to the person being monitored, without the other party in the conversation hearing what is being “whispered”.

These features are often used with contact centres, where the supervisor will monitor and whisper to an agent to provide advice or instructions. When using the whisper function, the customer that called the contact centre does not hear what the supervisor is saying to the agent.

6.1 To monitor a conversation

1. From a phone, press the “**Services**” key and select the “**Atea MAW**” service.
2. Enter the extension **number** or DN to monitor and press the “**Submit**” key.



3. The “monitoring in progress” screen appears.



If the keyed-in extension is currently on a call, their call audio stream will be played live on the monitoring phone's speaker, handset or headset. This continues until either the call ends or the supervisor terminates the monitoring session.

If the monitored extension is not currently on a call, the monitoring phone waits until a call starts before playing the monitored audio stream. The monitoring phone waits indefinitely unless the session is terminated by the supervisor.

Tip: *The supervisor can continue to monitor subsequent calls for that agent provided they leave the monitoring session running.*

Note: *Monitoring and whisper sessions end automatically if the monitoring phone begins another activity, such as making to taking new call.*

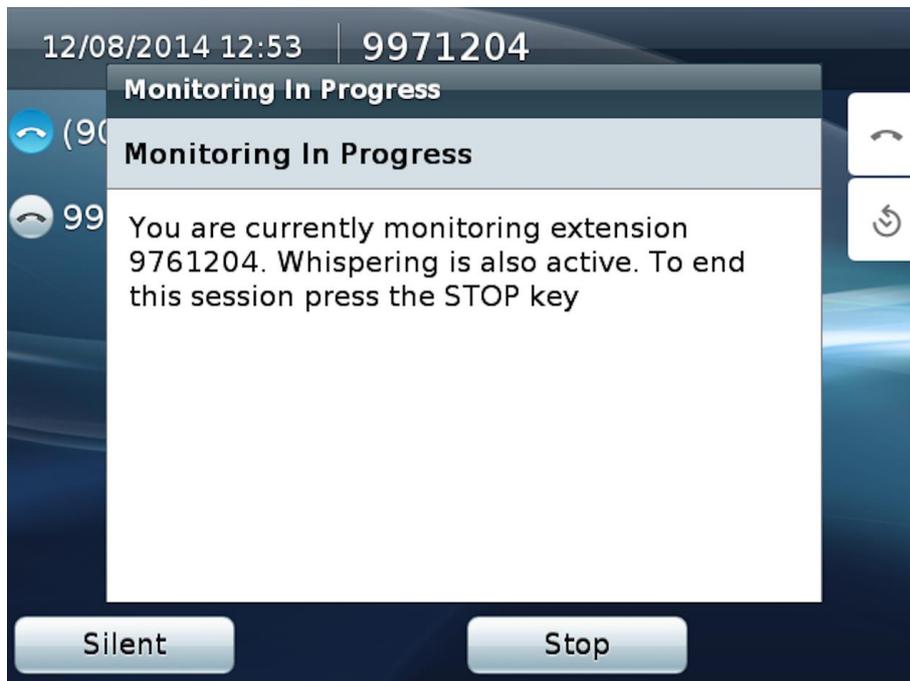
4. To end the monitoring session, press the **"Stop"** key.

6.2 Whisper to an agent during a call

Whispering can only be started during a monitoring session. By activating whisper, the person monitoring can speak into their handset or headset microphone and the audio is sent to the monitored phone. The other person in the call does not hear what is being whispered. For example, the supervisor can speak to the agent (being monitored) without the customer hearing what is being said.

To start whispering

5. Set up a monitoring session, and press the **“Whisper”** key.



The monitoring remains active, and the monitoring person can now speak to the person being monitored.

6. To suspend the whispering, press the **“Silent”** key. This stops sending the audio stream from the monitoring phone. The monitoring will continue.
7. To end monitoring and whispering, press the **“Stop”** key.

If the monitored extension’s call ends during the whisper session, the monitored phone will continue to receive the audio from the monitoring phone until the monitoring phone terminates the whisper session. The existing monitor session will go into standby mode and reactivate upon the monitored extensions next call.

Tip: *Whisper stays active after the customer hangs up so you can still coach an agent after their customer call ends.*

7 Troubleshooting

Here are some troubleshooting tips.

Issue	Tip
Some recordings are not displaying on the recording page	<p>Possible issues:</p> <ol style="list-style-type: none"> 1. The date range is incorrect. 2. The recording has not been processed yet. It may take up to ten minutes for a recording to display on-screen 3. There may be an issue with recordings not being captured. <ol style="list-style-type: none"> a. Check the Linux directory <code>/var/recordings/</code> to see if the recording files are present. b. Check the directory numbers for the caller and calling party. If this is a five or six digit number that is high, contact Atea Support regarding a possible UDP port number issue.
A specific phone is not being recorded	Contact your system administrator. That phone may not be set up correctly.
Recording files are of zero duration	Contact your system administrator. There may be issues with the licensing or configuration.
Recordings display as “not found” on the recording display screen	<p>The recording file may have been moved or archived from the disk. Your system administrator may be able to restore the file to the original location.</p> <p>Alternatively, search for the file name in the location where the recording files have been moved or archived to.</p>
You receive an error message	Contact your system administrator or service desk.

