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# *ĀTEA FTR Call Recording Solution*

## ***User Guide***

Version 1

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# 1.Document History

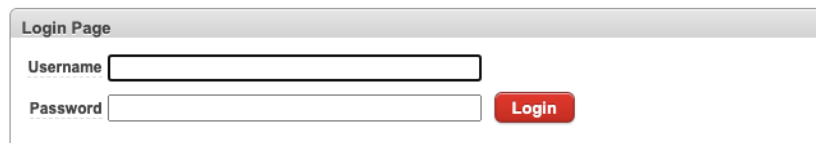
Date	Version	Contributor	Description
20-May-2021	1	Callum Kātene	Initial

## 3.About This Document

This document describes the purpose and use of the FTR portal. It is intended for use by FTR administrators, but is also useful to standard FTR users.

## 4.Logging In

Log in to the FTR portal by entering the FTR URL into the address bar of your browser. You will see a form with a username and password field. Enter your credentials, then click **Login**.

A screenshot of a web browser window titled "Login Page". It contains two input fields: "Username" and "Password". To the right of the "Password" field is a red button labeled "Login".

To login in with administrator privileges, use the credentials of a CUCM user that is a member of the FTR administration **CUCM Access Control Group**<sup>1</sup>.

Once you have logged in you will see the following screen. The navigation bar at the top provides links to the four pages of the FTR Portal. The are:

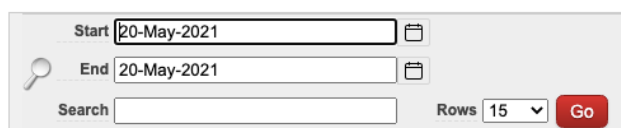
- **Active Calls:** Shows calls currently in progress and provides the ability to monitor these calls
- **Recorded Calls:** The list of recordings that are available
- **Administration:** Provides a mechanism for adding and removing devices to be recorded, for creating FTR recording groups, and for adding and removing non-administrative users
- **Activity Log:** The audit trail of all activity in the FTR Portal



Welcome: CALLUM Logout



### Information

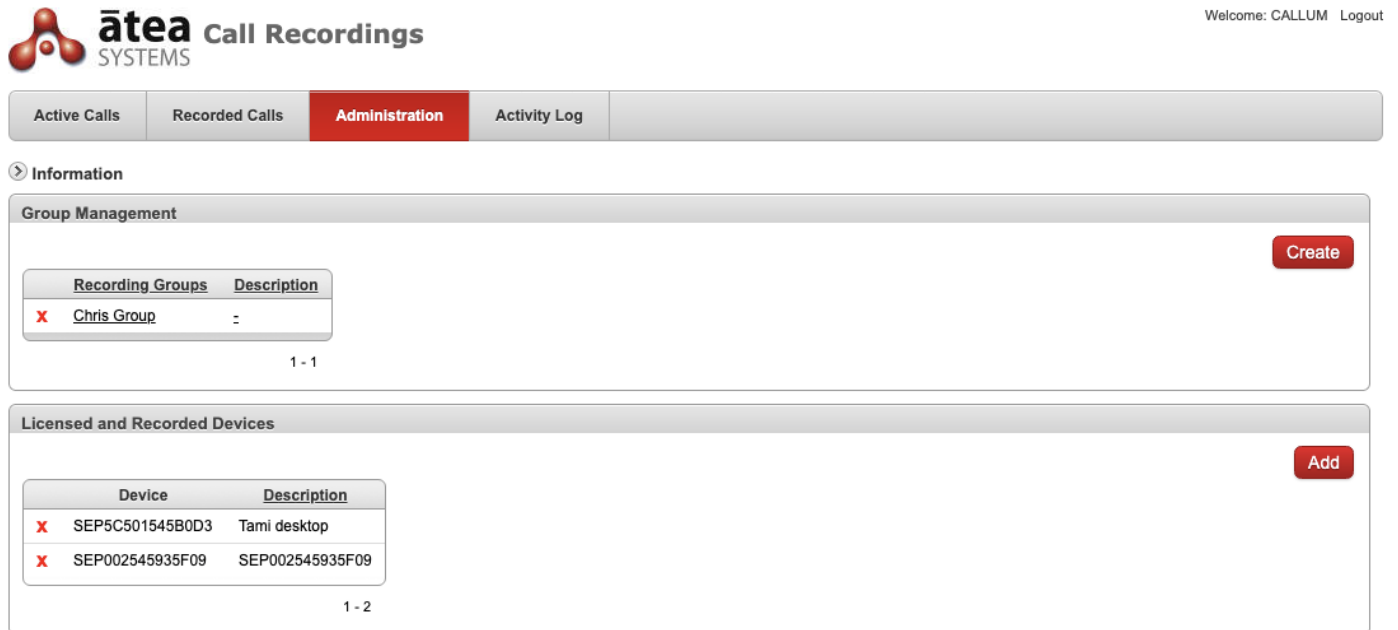
A search form for the "Recorded Calls" section. It includes a "Start" date field with "20-May-2021" and a calendar icon, an "End" date field with "20-May-2021" and a calendar icon, a "Search" text field, a "Rows" dropdown menu set to "15", and a red "Go" button.

No data found.

<sup>1</sup> The default name for the CUCM Access Control Group is **ATEA\_FTR\_ADMIN**

## 5. Adding Devices to be Recorded

To add a device to FTR, click the Administration tab. You will see two regions: **Group Management** and **Licensed and Recorded Devices**. Click the **Add** button in the Licensed and Recorded Devices region.



ātea Call Recordings SYSTEMS

Welcome: CALLUM Logout

Active Calls Recorded Calls **Administration** Activity Log

Information

Group Management

Create

Recording Groups	Description
X Chris Group	:

1 - 1

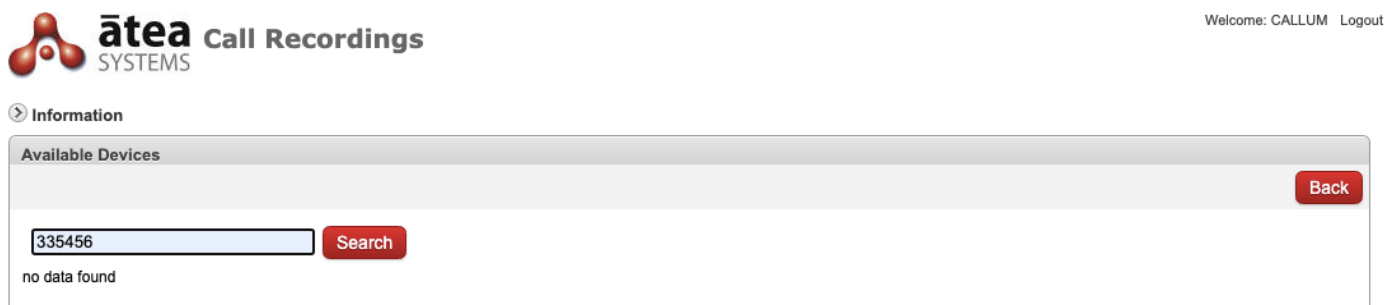
Licensed and Recorded Devices

Add

Device	Description
X SEP5C501545B0D3	Tami desktop
X SEP002545935F09	SEP002545935F09

1 - 2

You will be presented with the following form. Enter a search pattern for the required device name, then click **Search**.



ātea Call Recordings SYSTEMS

Welcome: CALLUM Logout

Information

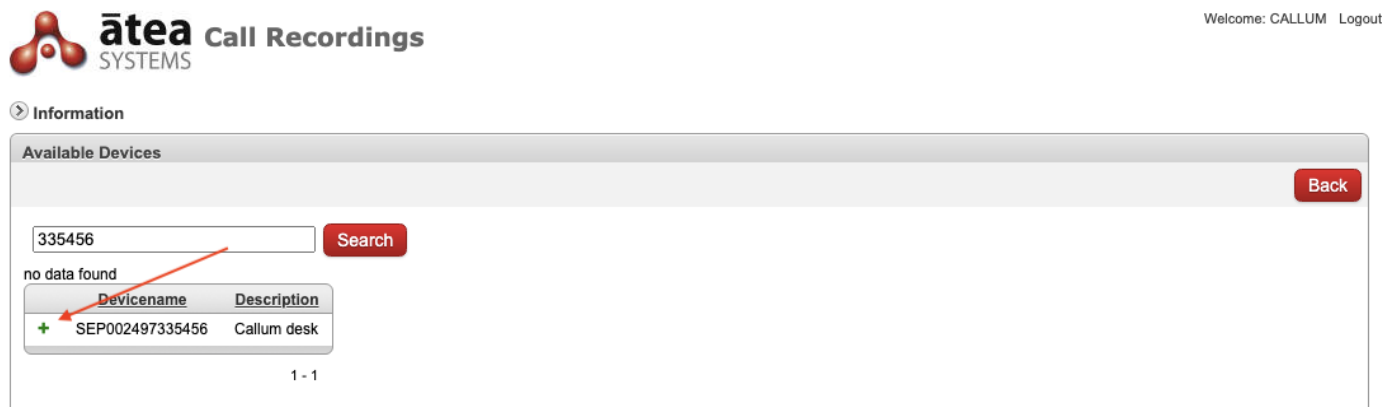
Available Devices

Back

335456 Search

no data found

All devices that match your search criteria will be displayed. Click the green + icon to add a device to FTR.



ātea Call Recordings SYSTEMS

Welcome: CALLUM Logout

Information

Available Devices

Back

335456 Search

no data found

Devicename	Description
+ SEP002497335456	Callum desk

1 - 1

Click **Back** to return to the previous page. You will see the device you just added in the **Licensed and Recorded Devices** region.

## Information

Group Management

Create

Recording Groups	Description
X Chris Group	-

1 - 1

Licensed and Recorded Devices

Add

Device	Description
X SEP5C501545B0D3	Tami desktop
X SEP002545935F09	SEP002545935F09
X SEP002497335456	Callum desk

1 - 3

Once a device has been added to the recorded devices list, all calls on that device will be recorded.

## 6. Accessing Recordings

To access recordings, click the **Recorded Calls** tab in the navigation bar. To search for recordings, enter dates in the **Start** and **End** fields, then click **Go**. All recordings made during the period will be displayed. You can also enter a search spec in the **Search** field to further restrict the results returned.

To reorder the results, click the relevant header in the report table. Click it again to reverse the sort order.



Active Calls	<b>Recorded Calls</b>	Administration	Activity Log
--------------	-----------------------	----------------	--------------

> Information

Start	<input type="text" value="17-May-2021"/>	
End	<input type="text" value="20-May-2021"/>	
Search	<input type="text"/>	Rows <input type="text" value="15"/> <input type="button" value="Go"/>

Start Time ↑	Calling Number	Calling name	Called Number	Agent Name	Duration		Global Call ID
18-MAY-2021 13:59:40	45		+64800000000		00:00:23		1/16084
19-MAY-2021 11:57:54	44	Tamihana Katene_	+64800000000		00:00:21		1/16086
19-MAY-2021 12:08:28	1243		+64800000000		00:00:16		1/16088
19-MAY-2021 12:11:02	1243		+64800000000		00:00:17		1/16090
19-MAY-2021 12:11:32	+64800000000		44	Tamihana	00:00:07		1/16092
19-MAY-2021 12:16:43	+64800000000		44	Tamihana	00:00:07		1/16097
19-MAY-2021 12:55:20	+64800000000		44	Tamihana	00:00:07		1/16104
19-MAY-2021 12:55:49	+64800000000		44	Tamihana Katene_	00:00:30		1/16104
19-MAY-2021 12:57:05	+6421776898		44	Tamihana	00:00:17		1/16110
19-MAY-2021 12:57:26	+6421776898		44	Tamihana Katene_	00:00:29		1/16110
19-MAY-2021 12:59:35	+6421776898		44	Tamihana	00:00:06		1/16116
19-MAY-2021 12:59:48	+6421776898		44	Tamihana Katene_	00:00:12		1/16116
19-MAY-2021 13:13:06	1243		+6421776898		00:00:11		1/16120
19-MAY-2021 14:25:04	1243		1067		00:01:04		1/16122
20-MAY-2021 07:26:09	1153		+64800000000		00:00:09		1/16125

[Download](#)

1 - 15

## &gt; Information











Start

End

Search

Rows

Go

Start Time ↑	Calling Number	Calling name	Called Number	Agent Name	Duration		Global Call ID
19-MAY-2021 12:57:05	+6421776898		44	Tamihana	00:00:17	 	1/16110
19-MAY-2021 12:57:26	+6421776898		44	Tamihana Katene_	00:00:29	 	1/16110
19-MAY-2021 12:59:35	+6421776898		44	Tamihana	00:00:06	 	1/16116
19-MAY-2021 12:59:48	+6421776898		44	Tamihana Katene_	00:00:12	 	1/16116
19-MAY-2021 13:13:06	1243		+6421776898		00:00:11	 	1/16120

[Download](#)

1 - 5

To listen to a recording, click the recording's **Play** icon. To download the recording, click the download icon.

## &gt; Information

Start

End

Search

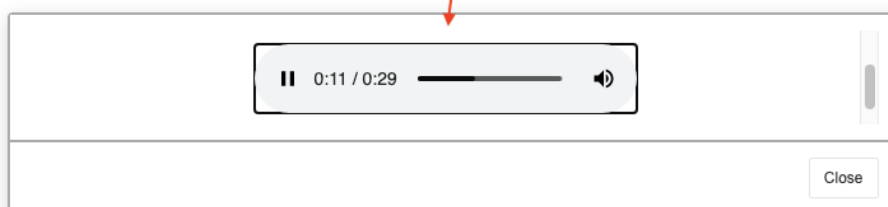
Rows

Go

Start Time ↑	Calling Number	Calling name	Called Number	Agent Name	Duration		Global Call ID
19-MAY-2021 12:57:05	+6421776898		44	Tamihana	00:00:17	 	1/16110
19-MAY-2021 12:57:26	+6421776898		44	Tamihana Katene_	00:00:29	 	1/16110
19-MAY-2021 12:59:35	+6421776898		44	Tamihana	00:00:06	 	1/16116
19-MAY-2021 12:59:48	+6421776898		44	Tamihana Katene_	00:00:12	 	1/16116
19-MAY-2021 13:13:06	1243		+6421776898		00:00:11	 	1/16120

[Download](#)

1 - 5



## 7. Accessing Live Calls

To access calls currently in progress, click the **Active Calls** tab in the navigation bar. Any current calls will appear in the **Active Recorded Calls** region.





## Information

Active Recorded Calls		
Call started	Extn	
May 20, 2021, 07:41:47	1153 -	<a href="#">Monitor/Whisper</a>

To monitor a call that is currently in progress, click the **Monitor/Whisper** button. The monitor/whisper popup will appear. Click **Start** begin monitoring. The audio of the call will be played by your browser.



## Information

Active Recorded Calls		
Call started	Extn	
May 20, 2021, 07:47:34	1153 -	

Monitor / Whisper For 1153

Monitor

Whisper

Start

Start

Close

Once monitoring has started you will be able to activate the whisper function by clicking the corresponding **Start** button<sup>2</sup>.

<sup>2</sup> Your browser will require access to your PC's audio input device.

Information

Active Recorded Calls	
Call started	Extn
May 20, 2021, 07:45:52	1153 -

Monitor / Whisper For 1153

Monitor

Whisper

Stop

Start

Monitoring started

Close

## 8.About Recording Groups

ATEA FTR can provide access to recordings to non-administrative users, or standard users. Standard users have access to only the recordings and calls of a predefined set of devices.

This framework users **Recording Groups**. An FTR administrator can create a recording group, and existing recorded devices to the group, and then also add CUCM end users. Once a CUCM end user has been added in this way they will be able to log in to the FTR portal using their CUCM credentials. The only recordings they will see will be those relating to the devices in their recording group only.

## 9.Creating a Recording Group

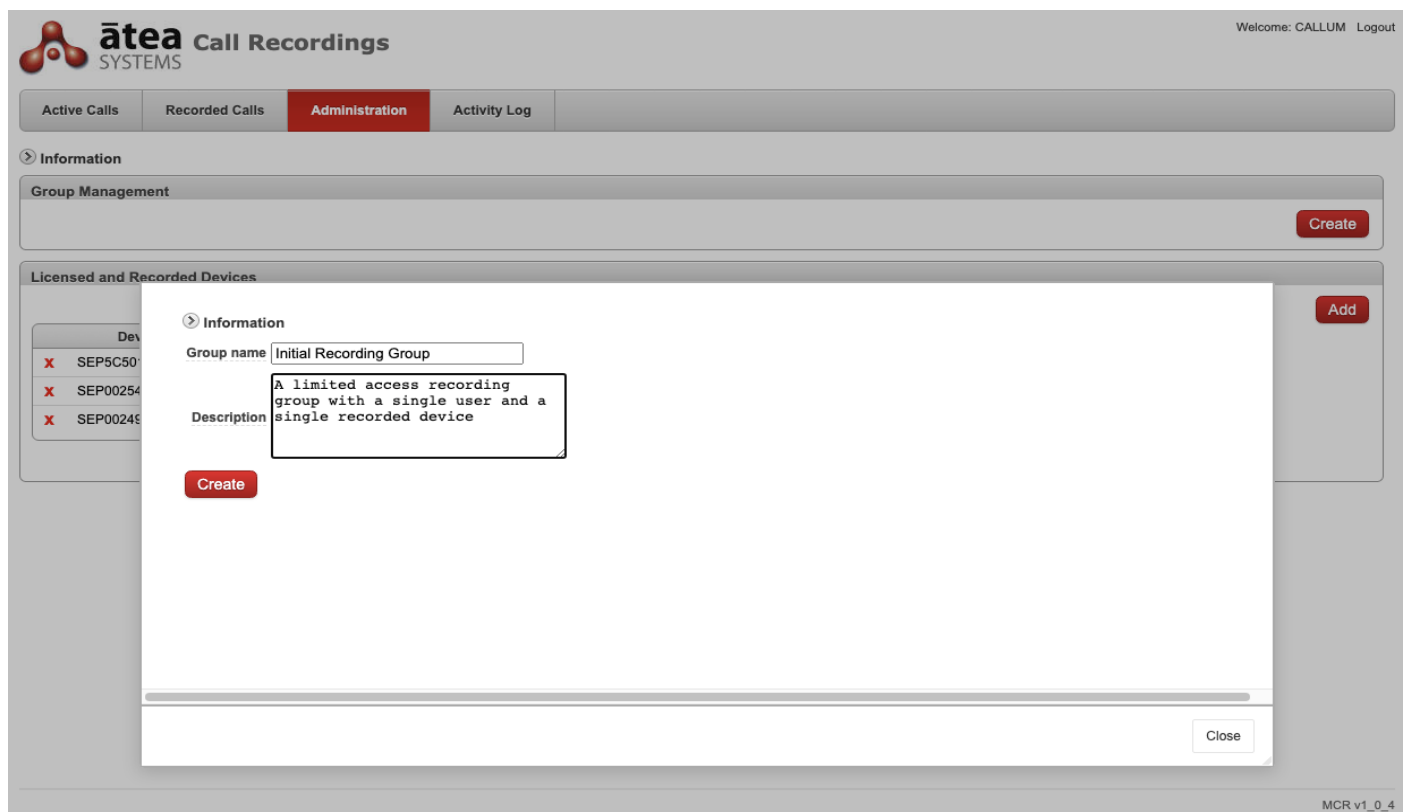
To create a recording group, navigate to the **Administration** page, then click the **Create** button in the **Group Management** region.



The screenshot shows the Atea Call Recordings SYSTEMS interface. The top navigation bar includes 'Active Calls', 'Recorded Calls', 'Administration' (selected), and 'Activity Log'. The 'Information' section is expanded, showing 'Group Management' with a 'Create' button highlighted by a red arrow. Below this is the 'Licensed and Recorded Devices' section, which contains a table of devices and an 'Add' button.

Device	Description
SEP5C501545B0D3	Tami desktop
SEP002545935F09	SEP002545935F09
SEP002497335456	Callum desk

1 - 3



The screenshot shows the Atea Call Recordings SYSTEMS interface with the 'Create' dialog box open. The dialog box has a 'Group name' field with the value 'Initial Recording Group' and a 'Description' field with the text 'A limited access recording group with a single user and a single recorded device'. There is a 'Create' button and a 'Close' button at the bottom right of the dialog box.

Group name: Initial Recording Group

Description: A limited access recording group with a single user and a single recorded device

Create Close

## 10. Assigning Devices and Users to a Recording Group

The new recording group will appear in the **Group Management** region of the **Administration** page. Click the group's name to edit the list of associated devices and users.



Welcome: CALLUM Logout

[Active Calls](#) [Recorded Calls](#) [Administration](#) [Activity Log](#)

Information

Group Management

Recording Groups

Description

Initial Recording Group

A limited access recording group with a single user and a single recorded device

1 - 1

Create

Licensed and Recorded Devices

Device

Description

SEP5C501545B0D3

Tami desktop

SEP002545935F09

SEP002545935F09

SEP002497335456

Callum desk

1 - 3

Add

The page that will appear has two regions: **Users** and **Devices**. To add a device to this recording group, click the green plus (+) symbol beside the device name. To add a user to this recording group, click the green plus (+) symbol beside their user ID.

If the user or device that you wish to add does not appear in the **Available Users** or **Available Devices** lists, enter a search spec in the corresponding search field, then click the **Search** button.



Welcome: CALLUM Logout

[Active Calls](#) [Recorded Calls](#) [Administration](#) [Activity Log](#)

Information

Access Group: Initial Recording Group

Users

Search

Search

Current Users

--no current users--

Available Users

+ sascha

1 - 1

1 - 1

Devices

Search

Search

Devicename

--no current devices--

Available Devices

Description

SEP5C501545B0D3

Tami desktop

SEP002545935F09

SEP002545935F09

SEP002497335456


Callum desk

1 - 1

1 - 3

MCR v1\_0\_4

Once this step has been completed, the newly created user will be able to login to the FTR portal using their CUCM credentials. They will only be able to access the calls and recordings of the devices in their group.

 **atea** Call Recordings  
SYSTEMS

Welcome: CALLUM Logout

Active CallsRecorded CallsAdministrationActivity Log

Information

Access Group:

Back

Users

Search  Search

Current Users

X sascha

1 - 1

Devices

Search  Search

Devicename

X SEP5C501545B0D3

1 - 1

Available Devices

SEP002545935F09 SEP002545935F09

SEP002497335456 Callum desk

1 - 2

## 11.The Activity Log

The FTR Activity Log is an audit trail of all activity on the FTR portal. Administrators can use the Activity Log to see who has logged in, and what resources they have accessed. Click the **Activity Log** tab in the navigation bar to go to the Activity Log page.

Use the **Start** and **End** date pickers to set a search range. You can then enter your search criteria in the search field provided to refine the report's results. In addition, there are further options in the **Action** drop down menu.

## Information

The report below shows the activity of users that have logged in this FTR recording console. The records are ordered by date and time, with the most recent at the top. You can enter a search string in the **Search** field to filter the results. You can also use the options of the **Action** menu to further customise your report.

Date Range

Start 
End

Go
Rows 
Actions


DateTime	User ID	Action	Recording DateTime	Calling number	Calling party	Calling phone	Called number	Called party	Called phone	Filename	Duration	MD5
20-MAY-2021 07:37:18	CALLUM	PLAY	19-MAY-2021 12:57:26	+6421776898	-	csr1000	44	Tamihana Katene-	SEP5C501545B0D3	/atea/var/recordings/202105/16110_1_8.wav	29	264713585AE2AE4AC620D59977500472
20-MAY-2021 07:36:07	CALLUM	PLAY	19-MAY-2021 13:13:06	1243	-	SEP002545935F09	+6421776898	-	csr1000	/atea/var/recordings/202105/16120_1_8.wav	11	9F76A0E21E1A6239776DE32D5A7E9253
20-MAY-2021 07:35:51	CALLUM	PLAY	19-MAY-2021 12:57:26	+6421776898	-	csr1000	44	Tamihana Katene-	SEP5C501545B0D3	/atea/var/recordings/202105/16110_1_8.wav	29	264713585AE2AE4AC620D59977500472
20-MAY-2021 07:17:33	CALLUM	LOGIN	-	-	-	-	-	-	-	-	-	-
20-MAY-2021 07:16:37	CALLUM	LOGOUT	-	-	-	-	-	-	-	-	-	-
20-MAY-2021 07:06:19	CALLUM	LOGIN	-	-	-	-	-	-	-	-	-	-
20-MAY-2021 07:01:28	CALLUM	LOGOUT	-	-	-	-	-	-	-	-	-	-
20-MAY-2021 06:49:10	CALLUM	LOGIN	-	-	-	-	-	-	-	-	-	-
20-MAY-2021 06:48:14	CALLUM	LOGOUT	-	-	-	-	-	-	-	-	-	-
20-MAY-2021 06:40:43	CALLUM	LOGIN	-	-	-	-	-	-	-	-	-	-

1 - 10 &gt;

# 12. Recording Controller

The FTR Recording controller is a custom Jabber tab witch will allow an agent to **Stop** or **Pause** a call in progress. It also shows information of the call including weather it is inbound or outbound, the calling/called number, call Status and recording status.

To Stop or Pause a recording, use the **Stop** and **Pause** buttons below the **Recording Status**.




## FTR Controller

Direction	Placed
Number	+64800000000
Call Status	ACTIVE
Recording Status	RECORDING

StopPause (10 sec)

To Resume a recording after a Stop or Pause, user the **Resume** button below the **Recording Status**.



## FTR Controller

Direction	Placed
Number	+64800000000
Call Status	ACTIVE
Recording Status	MUTED

Resume

## 13. Failover Recorder

This tab will show all recordings made by the backup recording server in the event of a failover. These calls are access in the same manner as section 6



Recorded Calls	Administration	Activity Log	Active Calls	Failover
----------------	----------------	--------------	--------------	----------

### Information

Start	<input type="text" value="01-Oct-2021"/>	
End	<input type="text" value="08-Oct-2021"/>	
Search	<input type="text"/>	Rows <input type="text" value="15"/> <input type="button" value="Go"/>

Start Time ↓	Calling Number	Calling name	Called Number	Agent Name	Duration			Global Call ID
05-OCT-2021 18:00:46	8434	Stuart Cocks	7856	Chantelle Jones	00:02:08			2/553995
05-OCT-2021 17:58:17	8434	Stuart Cocks	500004	IPFX VM Port 04	00:00:01			2/553991
05-OCT-2021 17:58:10	7856	Chantelle Jones	8434	Stuart Cocks	00:01:39			2/553958
05-OCT-2021 17:10:12	00410952041		6026	Cameron Rickard	00:01:10			2/553296
05-OCT-2021 15:20:41	5314	Patrick Mavety	8434	Stuart Cocks	00:03:56			2/551366
05-OCT-2021 15:10:18	8821	Luke Jackson	8434	Stuart Cocks	00:01:55			2/551272
05-OCT-2021 14:19:12	00439085858		8434	Stuart Cocks	00:02:29			2/550716
05-OCT-2021 13:59:59	7859	Samantha Jones	6026	Cameron Rickard	00:01:31			2/550566
05-OCT-2021 13:21:58	7802	Matthew Henderson	6026	Cameron Rickard	00:03:32			2/550124
05-OCT-2021 12:47:31	7867	Jenn Bann	6026	Cameron Rickard	00:01:22			2/549767
05-OCT-2021 12:38:48	00405670731		8434	Stuart Cocks	00:07:10			2/549579
05-OCT-2021 12:29:14	00414722769		8434	Stuart Cocks	00:05:47			2/549482
05-OCT-2021 11:59:40	1837	Andrew Church	8434	Stuart Cocks	00:04:09			2/548548
05-OCT-2021 11:48:07	00408778338		8434	Stuart Cocks	00:01:09			2/548456
05-OCT-2021 11:32:38	00414722769		6026	Cameron Rickard	00:05:52			2/548246

[Download](#)

row(s) 1 - 15 of 59