

Configuration Note

Call Recording on AudioCodes 400HD Series IP Phones

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Notice

This note shows how to configure the call recording feature on AudioCodes' 400HD Series of IP Phones.

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Related Documentation

Document Name
400HD Series IP Phone Administrator's Manuals
420HD IP Phone User's Manuals
430HD and 440HD IP Phone User's Manuals
420HD / 430HD / 440HD IP Phone Quick Guides

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1 Introduction

This note shows how to configure the call recording feature on AudioCodes' 400HD Series of IP Phones.

2 Functionality Description

When a softkey is configured with the Call Recording feature, you can record a call. When you press the softkey, call recording commences. When the key is pressed again or when the call ends, the recording is stopped.

3 Required Parameters

The following parameters are configured for this feature:

- Signal Duration
- Signal Values

4 Procedure

You need to instruct the enterprise softswitch to start recording the active call. This information is included in the SIP INFO message. A separate SIP INFO message is sent for each configured parameter.

For example, you can configure *1346 to start recording the active call.

The configuration file settings will then be:

```
[personal_settings/soft_keys/call_record/signal_duration=170]
[personal_settings/soft_keys/rec/0/signal_value=star]
[personal_settings/soft_keys/rec/1/signal_value=one]
[personal_settings/soft_keys/rec/2/signal_value=three]
[personal_settings/soft_keys/rec/3/signal_value=four]
[personal_settings/soft_keys/rec/4/signal_value=six]
```

5 Configuring Call Recording

This section shows how to configure call recording.

➤ **To configure call recording:**

- Set the configuration file parameters using the table below as reference.

Table 5-1: Configuration File Parameters Descriptions

Parameter	Description
[personal_settings/soft_keys/call_record/signal_duration]	Sets the duration of the signal tone. Default=170
[personal_settings/soft_keys/rec/0/signal_value]	Sets the value for the prefix to start recording. Default=star Possible values=star, pound, one, two, three, four, five, six, seven, eight, nine, zero, end.
[personal_settings/soft_keys/rec/1/signal_value]	Sets the first value for the recording code. Default=zero Possible values=as above

Parameter	Description
[personal_settings/soft_keys/rec/2/signal_value]	Sets the second value for the recording code. Default=End Possible values=as described for signal value /rec/0
[personal_settings/soft_keys/rec/3/signal_value]	Sets the third value for the recording code. Default=End Possible values=as described for signal value /rec/0
[personal_settings/soft_keys/rec/4/signal_value]	Sets the fourth value for the recording code. Default=End Possible values=as described for signal value /rec/0
[personal_settings/soft_keys/rec/5/signal_value]	Sets the fifth value for the recording code. Default=End Possible values=as described for signal value /rec/0
[personal_settings/soft_keys/rec/6/signal_value]	Sets the sixth value for the recording code. Default=End Possible values=as described for signal value /rec/0
[personal_settings/soft_keys/rec/7/signal_value]	Sets the seventh value for recording code. Default=End Possible values=as described for signal value /rec/0
[personal_settings/soft_keys/rec/8/signal_value]	Sets the eighth value for recording code. Default=End Possible values=as described for signal value /rec/0
[personal_settings/soft_keys/rec/9/signal_value]	Sets the ninth value for recording code. Default=End Possible values=as described for signal value /rec/0
[personal_settings/soft_keys/rec/10/signal_value]	Sets the tenth value for recording code. Default=End Possible values=as described for signal value /rec/0
[personal_settings/soft_keys/rec/11/signal_value]	Sets the eleventh value for recording code. Default=End Possible values=as described for signal value /rec/0

6 Notes

- The End (default) parameter is ignored and not included in the SIP INFO message.
- When a softkey is configured with the record functionality and the softkey is pressed, a separate SIP INFO message is sent for each configured value.
- The SIP INFO message body will appear similar to the following:

```
Signal=x\r\n
Duration=y\r\n
```

where x is the signal parameter and y is the duration parameter

- Up to 12 SIP INFO messages can be sent per single call record event.

The SIP INFO message only includes those values that are actually configured. For each signal_value configured, a separate SIP INFO message is sent.

If, for example, you configure this

```
[personal_settings/soft_keys/call_record/signal_duration=50]
[personal_settings/soft_keys/rec/0/signal_value=star]
[personal_settings/soft_keys/rec/1/signal_value=one]
[personal_settings/soft_keys/rec/2/signal_value=three]
[personal_settings/soft_keys/rec/3/signal_value=four]
[personal_settings/soft_keys/rec/4/signal_value=six]
[personal_settings/soft_keys/rec/5/signal_value=end]
[personal_settings/soft_keys/rec/6/signal_value=end]
[personal_settings/soft_keys/rec/7/signal_value=end]
[personal_settings/soft_keys/rec/8/signal_value=end]
[personal_settings/soft_keys/rec/9/signal_value=end]
[personal_settings/soft_keys/rec/10/signal_value=end]
[personal_settings/soft_keys/rec/11/signal_value=end]
```

then the following SIP INFO messages will be sent:

```
signal=*, duration=50
signal=1, duration=50
signal=3, duration=50
signal=4, duration=50
signal=6, duration=50
```

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