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## About This Document

This user guide provides step-by-step procedures and reference information for using MegaPath's Call Recording product.

### Audience

This document is intended for Administrators and End Users who use the MegaPath Call Recording product.

## Introduction to Call Recording

MegaPath's Call Recording services allows users the ability to record all or part of a call based on permissions given by an administrator. The service is portable, meaning it can be moved from one user to another without the need to purchase additional licenses. If the license is moved from one user to another, the calls of the first user will be maintained for the standard two-week timeframe. There are several options an administrator can assign to an end user, which are explained later in this document. One feature of the call recording service is the ability to pause and resume. This is only supported by limited devices.

Devices that support Pause and Resume:

- › Polycom VVX 300, VVX 400, VVX 410, VVX 500 and VVX 600
- › MegaPath One desktop client

Note: All call recording are stored for 2 weeks and will then be deleted. All recording should be downloaded prior to the 2 week time period.

## How to assign call recording to a user

Log into the Customer Portal using the credentials provided to you by MegaPath when your service was ordered. Note: these credentials may have changed if you have accessed the portal before.

1. In the voice section of the portal, click on the Voice Services Management link.

The screenshot shows a vertical list of four service management options, each with a gear icon and a corresponding button:

- Voice Services Management**: Manage User PINs, Passwords, 911, Phone Assignments and Voice Services. The **Manage Now** button is highlighted with a red box.
- New Service Order**: Place an order for additional voice services and phones for an existing voice service location. **Order Now** button.
- Upgrade Existing Service**: Place an order to upgrade existing voice services for a particular service location. **Upgrade Now** button.
- Transfer Existing Numbers**: Click to transfer (port) your telephone numbers from your existing service provider to MegaPath. **Transfer Now** button.

2. Once you are in the services management section, select Users.

The screenshot shows the 'Voice Services Users' page. On the left is a navigation sidebar with the following items: Sites, **Users** (highlighted with a red box), Phones, Global Services, and Phone Numbers. The main content area has a filter section: 'Show: All Plans' and 'at All Sites' with a 'GO' button. Below is a table of users:

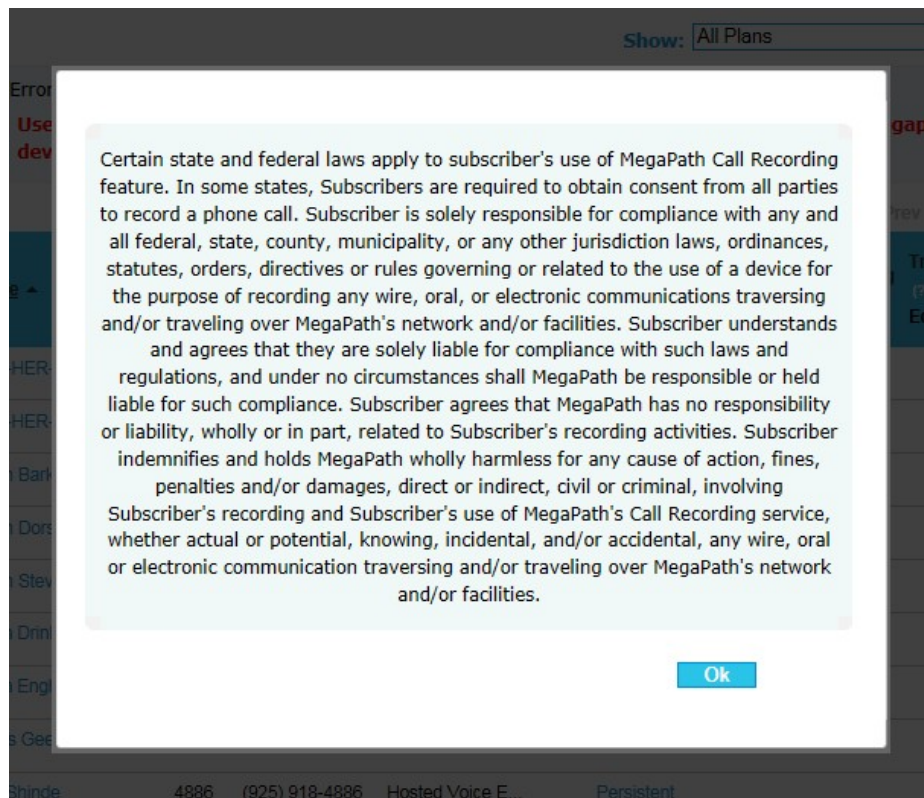
Name ^	Ext ⇅	Number ⇅	Calling Plan ⇅	Site ⇅
<a href="#">4242756732_SBRecepti...</a>	54	(424) 275-6732	Hosted Voice R...	<a href="#">Site_1</a>

3. Next click on Edit under the call recording header to assign or change a user's profile.

The screenshot shows the user profile settings for 'Call Recording'. The 'Call Recording' header has a red box around its 'Edit' button. Below the header, the 'Call Recording' status is shown as 'Enabled-User-Pausable' with a dropdown arrow.

Calling Plan ⇅	Site ⇅	Transcription ?	Call Recording 3 ?
Hosted Voice R...	<a href="#">Site_1</a>	✓	Enabled-User-Pausable ▾

4. You will have to “Ok” after reading and understanding the disclaimer on call recording service.



5. Look for the user you want to assign call recording to and active by selecting one of the following from the drop down on the left hand side of that user.

Options for call recording:

**Disabled:** Call Recording is disabled for this user

**Enabled Admin-Always:** Call Recording is enabled for all calls for this user. There is no pause functionality and the user doesn't have access to the call recordings. Call recordings are only accessible to the administrator via the customer portal.

**Enabled Admin-Pausable:** Call Recording is enabled for all calls for this user. The user has the ability to pause and resume but doesn't have access to the call recordings. Call recordings are only accessible to the administrator via the customer portal.

**Enabled User-Always:** Call Recording is enabled for all calls for this user. The user does not have the ability to pause and resume but does have access to the call recordings via the Voice Manager. Call recordings are also accessible to the administrator via the customer portal.

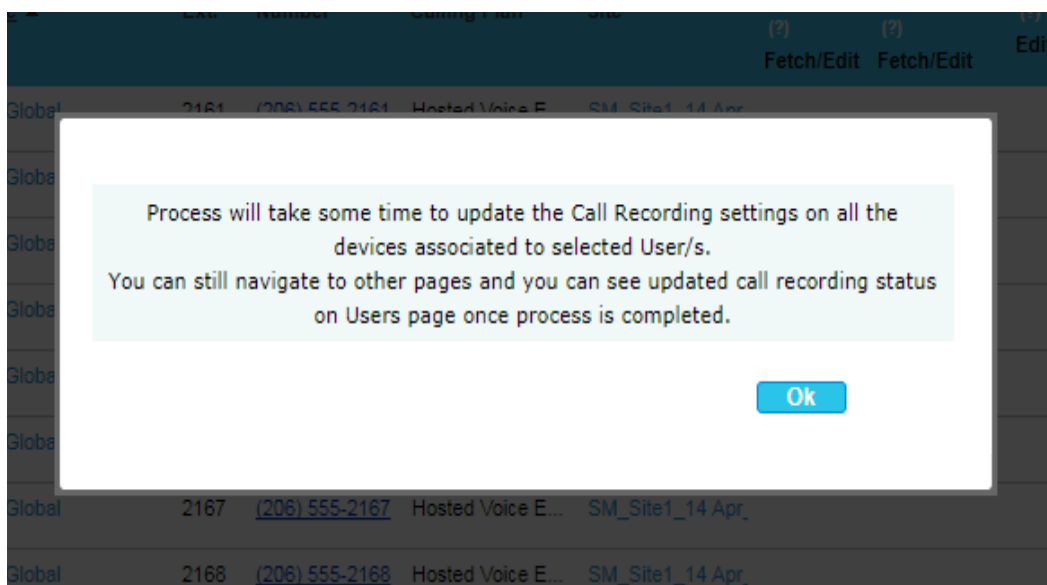
**Enabled User-Pausable:** Call Recording is enabled for all calls for this user. The user does have the ability to pause and resume and has access to the call recordings via the Voice Manager. Call recordings are also accessible to the administrator via the customer portal.

Calling Plan	Site	Transcription	Call Recording
Hosted Voice R...	<a href="#">Site_1</a>	✓ <a href="#">Edit</a>	Call Recording 0 ? <input type="checkbox"/> <a href="#">Update</a>
Hosted Voice E...	<a href="#">Site_1</a>	✗	<div style="border: 2px solid red; padding: 5px;">           Enabled-User-Pausable ▼            Disabled            Enabled-Admin-Always            Enabled-Admin-Pausable            Enabled-User-Always            Enabled-User-Pausable         </div>
Hosted Voice C...	<a href="#">OCI</a>		

- To activate the service selected, click the Update button below the call recording header.

Calling Plan	Site	Transcription	Call Recording
Hosted Voice R...	<a href="#">Site_1</a>	✓ <a href="#">Edit</a>	<input type="checkbox"/> <div style="border: 2px solid red; padding: 2px;"><a href="#">Update</a></div>
			<div style="border: 1px solid blue; padding: 5px;">           Disabled ▼         </div>

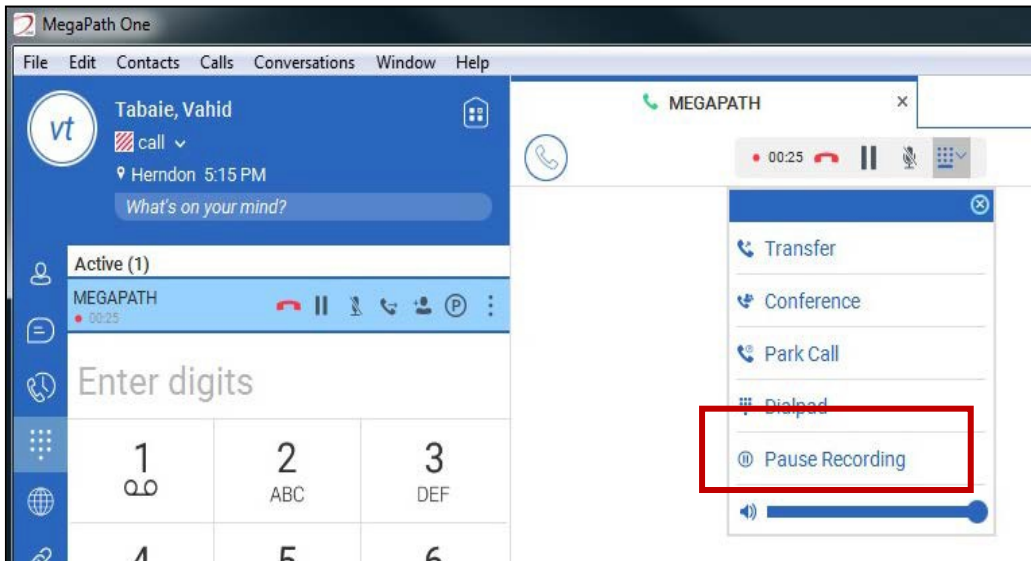
- A message will appear warning of timing for updates. This normally takes a couple of minutes. Click "OK" to acknowledge.



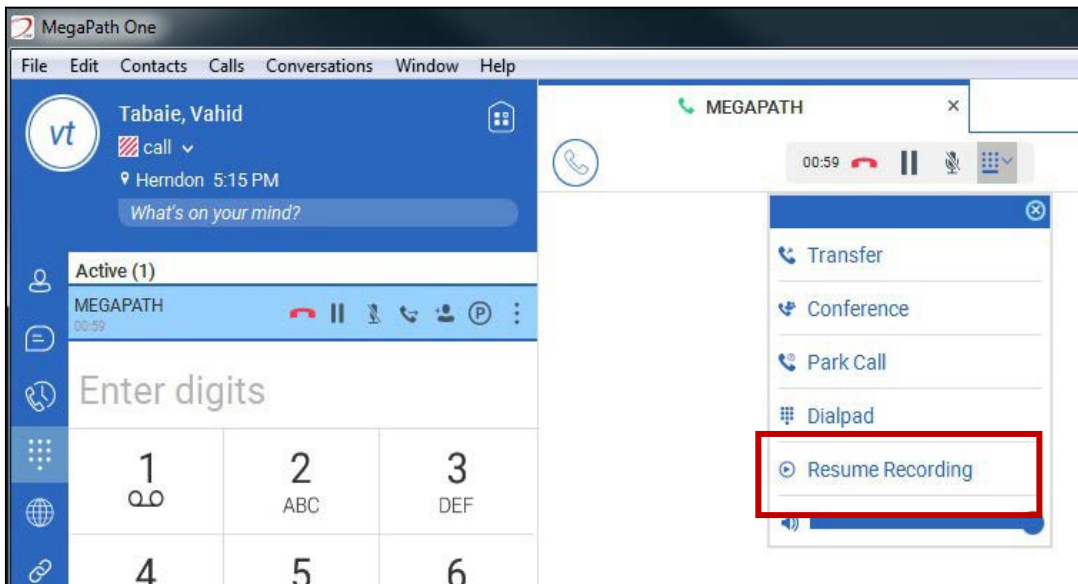
## How to use Pause and Resume.

From your MegaPath One desktop client.

During an active call you have the option to pause recording from the in-progress call drop down menu. To pause, click the Pause Recording button.



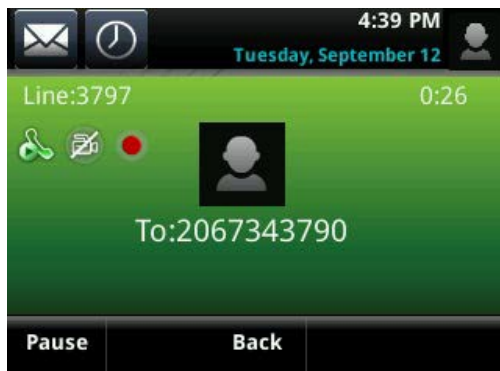
To resume the recording, click on the Resume Recording button.



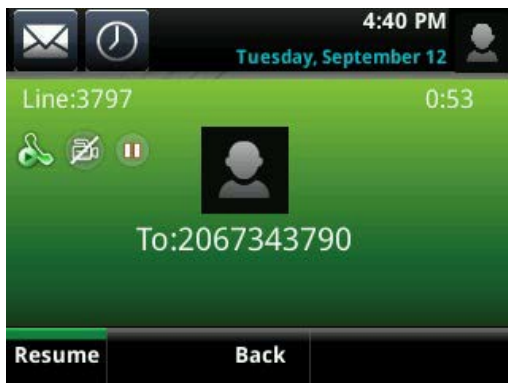
**From your VVX (300, 400, 410, 500 and 600) series phone.**

When a user has pause/enable selected and is using a VVX series phone, new keys will appear to support this option.

To pause a call, click on the Pause button. Note: a message will appear indicating the recording is paused.

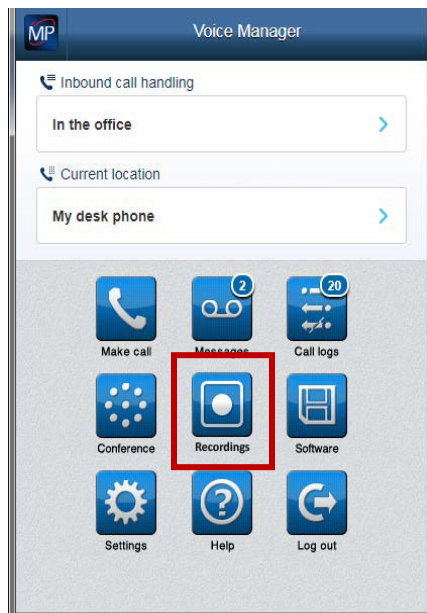


To resume the recording, click on the Resume button and a message will appear.

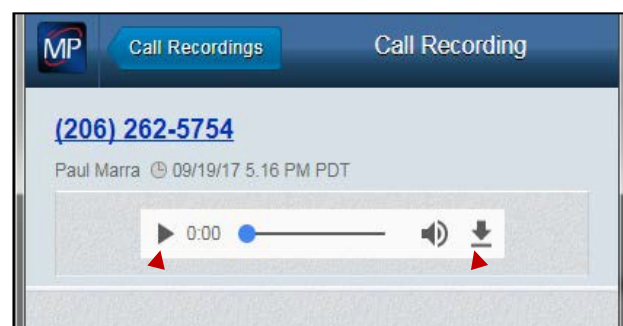
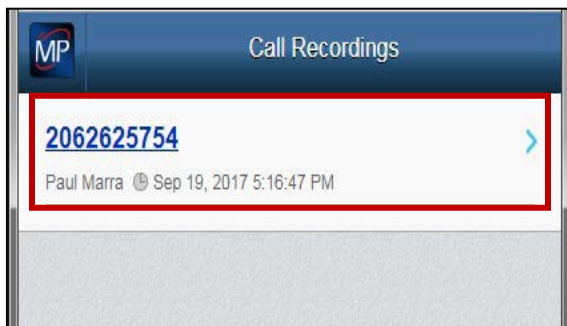


## How to access call recordings as a user.

If a user has been given access to listen or download call recordings, a new button will appear on the Voice Manager main page. To access a recording, click on the Recordings button. Note: Users can only access recordings, they are never give permission to delete them.



In the call recording section you will see all calls listed. To listen or download a call recording, click on the call and click Play or Download from the recording.



Play

Download