Cisco Small Business

SBCS

Technical Enablement Lab (TEL)

Live Record Configuration with CCA

Contents

Introduction

Live Record enables users to record live conversations and store the recording as a message in their mailbox. They can then play it or forward it to another subscriber or group of subscribers. The default setting for this application is disabled.

Phone users can start a Live Record session by pressing the LiveRcd softkey on their IP phone during a call. The system sets up a conference call between the Live Record pilot number you configure in CCA and the party to be recorded. Periodic tones are played to indicate that the call is being recorded. CCA 3.0 introduced a configuration control to eliminate these recurring beeps.

Since live record creates a conference call to the users voice mail box, there is an approximate 500ms delay during which the calling party will hear MOH (if enabled on UC 500) during conference establishment. And since it is using Conferencing feature, you can disable JOIN and LEAVE zip tones (beep beep beep) in CCA as well.
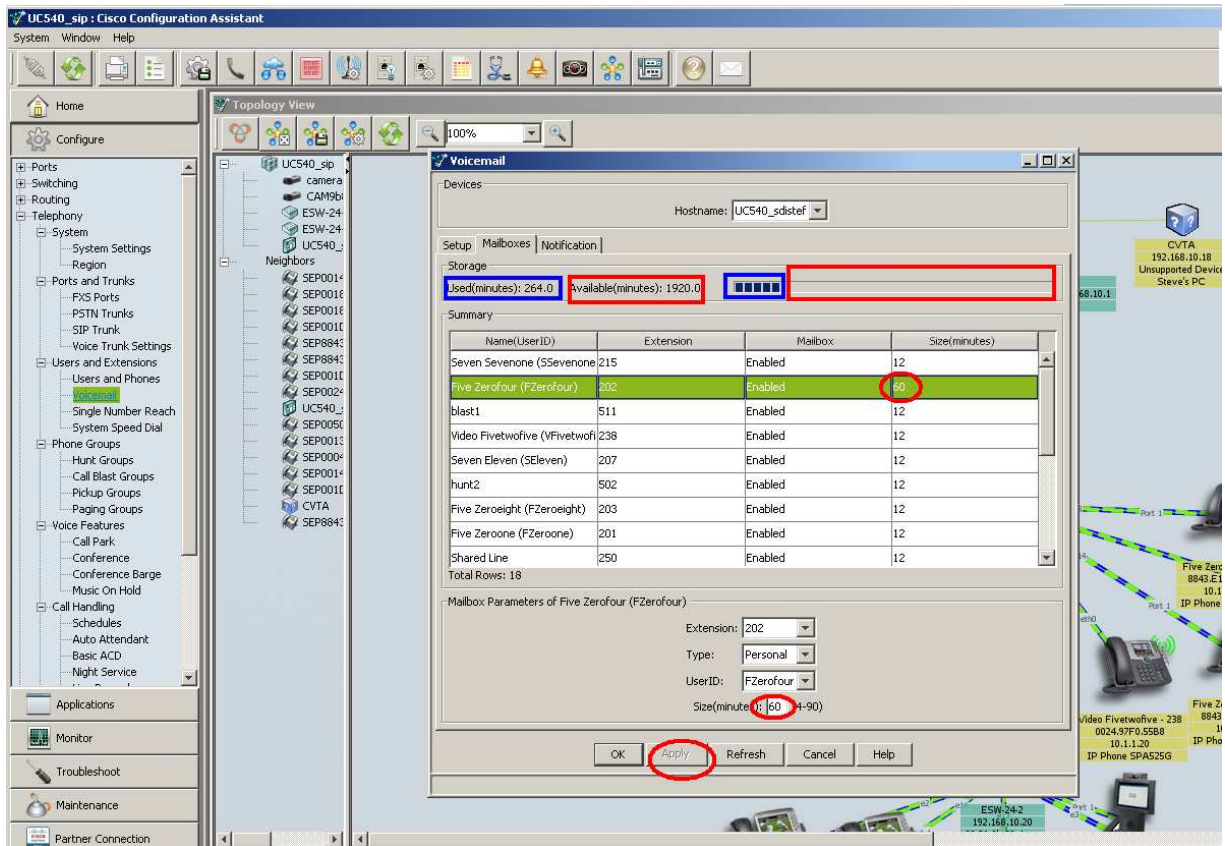
The size of Live Record messages is limited only by the amount of space remaining in the subscriber's voice mailbox, which is also configurable in CCA.

Configuration

I can show you the three areas to configure Live Record so it is least intrusive in one screen.
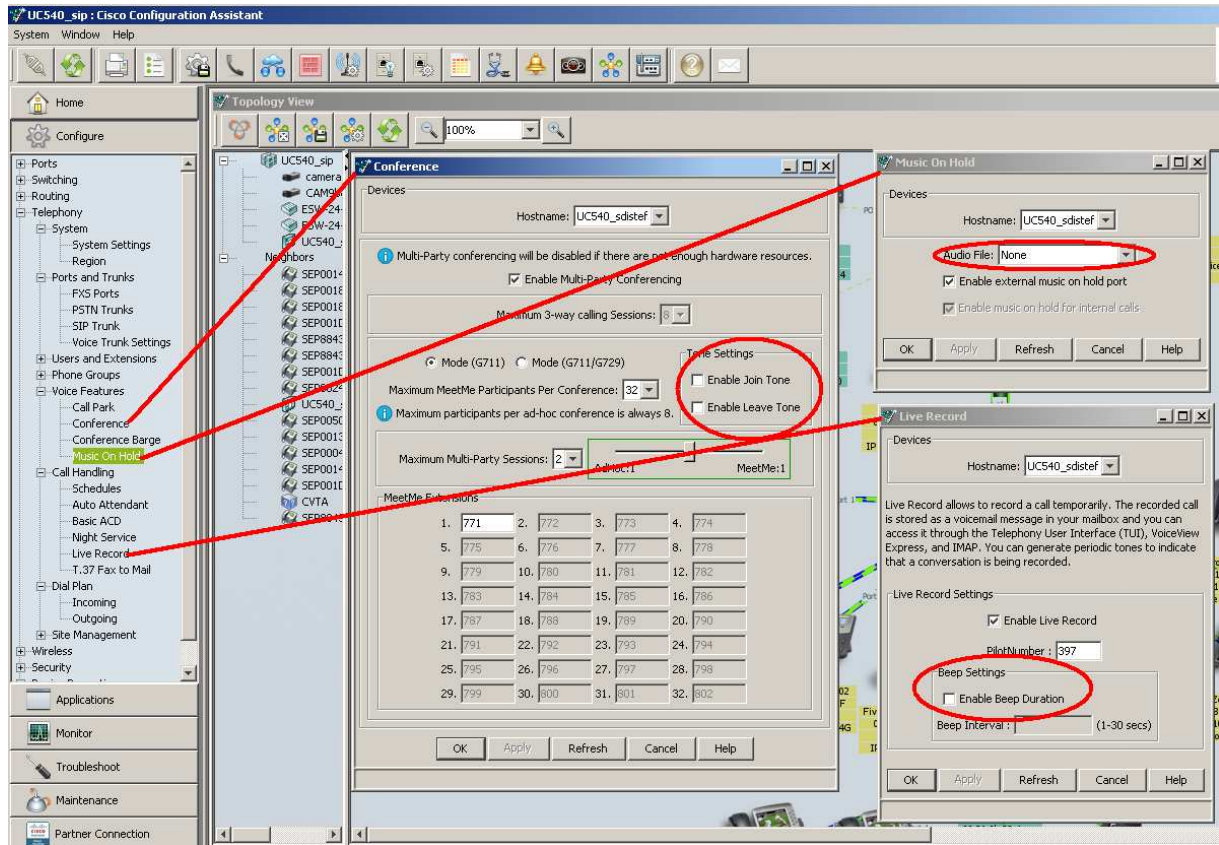
Then adjust Voice Mail Box size as you desire (its OK to steal from one user to give to another if you are running a large license SKU with less than maximum users. Notice the available voice mail space remaining (the system default allocates only a minimum size, which you should adjust).

Save your work!