



# SPA525G2 Call Recording v7.5.2a

The SPA525G2 7.5.2a firmware enables the SPA525G2 IP phone to record phone audio to a USB device attached to the phone's USB port, independent of the call control in use.

## Using the Call Recording Feature:

By default, once enabled, the call recording soft key will display on the second screen of soft keys.

Observe the red arrow in the top-right of the Transfer soft key's label and press the right-side of the 4-way navigation button:



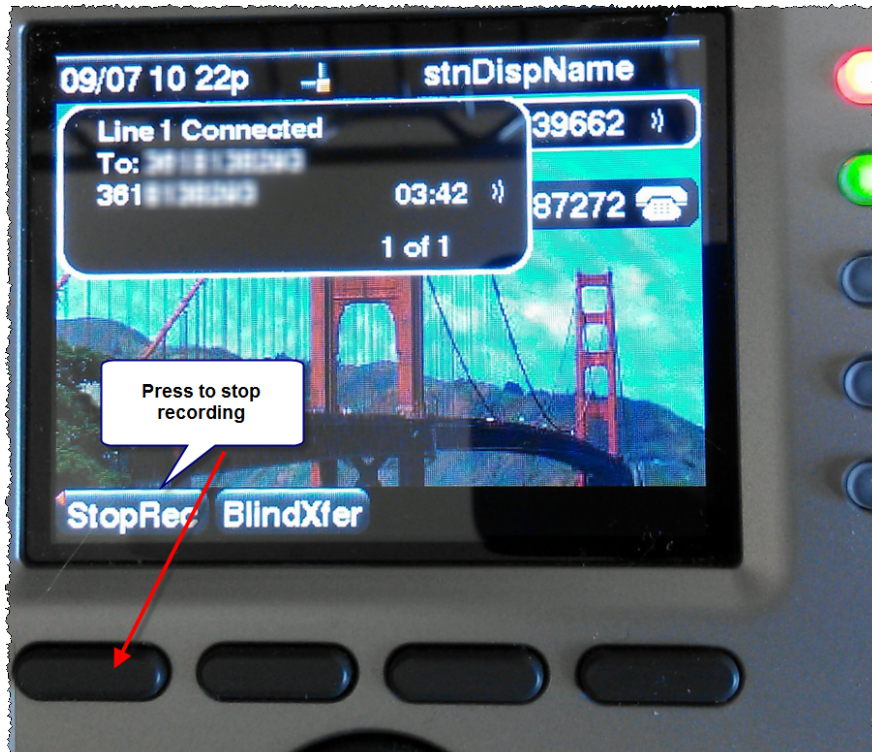
### Starting Call Recording

Press the RecNow soft key's button to start the call recording.



### Stopping Call Recording

Navigate to the second screen of soft keys to view the StopRec soft key and stop recording.



## Configuring the Call Recording Feature:

This feature must be explicitly enabled by either the user or the administrator, with the administrator having final control, affecting whether the user gets the call record feature or not.

The following settings affect the call recording feature:

1. Voice tab > Phone tab > Programmable Softkeys > Programmable Softkey Enable:
  - a. **no:** The Call Recording soft keys will display and work if enabled as described below in #2
  - b. **yes:** The Call Recording soft keys will only display during a call state if enabled as described below in #2 and the ;crdstart;crdstop; softkeys are included for the applicable phone state.  
For example, call recording soft keys will only display in the **Connected, Transfer, Conference, Hold, Shared-active, and Shared-on-hold** call states with the following soft key configuration:

```
<Programmable_Softkey_Enable ua="na">Yes</Programmable_Softkey_Enable>
  <Idle_Key_List
ua="na">em_login;acd_login;acd_logout;astate;avail;unavail;redial;dir;cfwd;dnd;lcr;pic
kup;gpickup;unpark;em_logout;</Idle_Key_List>
  <Missed_Call_Key_List ua="na">lcr|1;miss|4;</Missed_Call_Key_List>
  <Off_Hook_Key_List
ua="na">option;redial;dir;cfwd;dnd;lcr;unpark;pickup;gpickup;</Off_Hook_Key_List>
  <Dialing_Input_Key_List
ua="na">option|1;dial|2;delchr|3;cancel|4;</Dialing_Input_Key_List>
  <Progressing_Key_List ua="na">endcall|2;</Progressing_Key_List>
  <Connected_Key_List
ua="na">hold|1;endcall|2;conf|3;xfer|4;crdstart;crdstop;bxfer;confLx;xferLx;park;phold
;flash;</Connected_Key_List>
  <Start-Xfer_Key_List ua="na">hold|1;endcall|2;xfer|4;crdstart;crdstop;</Start-
Xfer_Key_List>
  <Start-Conf_Key_List ua="na">hold|1;endcall|2;conf|3;crdstart;crdstop;</Start-
Conf_Key_List>
  <Conferencing_Key_List
ua="na">hold|1;endcall|2;join|4;crdstart;crdstop;</Conferencing_Key_List>
  <Releasing_Key_List ua="na">endcall|2;</Releasing_Key_List>
  <Hold_Key_List
ua="na">resume|1;endcall|2;newcall|3;redial;dir;cfwd;dnd;crdstart;crdstop;</Hold_Key_L
ist>
  <Ringing_Key_List ua="na">answer|1;ignore|2;</Ringing_Key_List>
  <Shared_Active_Key_List
ua="na">newcall|1;barge|2;cfwd|3;dnd|4;crdstart;crdstop;</Shared_Active_Key_List>
  <Shared_Held_Key_List
ua="na">resume|1;barge|2;cfwd|3;dnd|4;crdstart;crdstop;</Shared_Held_Key_List>
```

2. Voice tab > Phone tab > Call Audio Recording > Record Enable:
  - yes: Call Recording soft keys **will display** if guidelines in #1 are followed
  - no: Call Recording soft keys **will not display** regardless of the settings in #1.

## Configuring Using a Provisioning File:

### Call Recording with Soft Keys Disabled:

```
<flat-profile>
...
...
<!-- Programmable Softkeys -->

<Programmable_Softkey_Enable ua="na">No</Programmable_Softkey_Enable>
...
...
</flat-profile>
```

### Call Recording with Soft Keys Enabled:

```
<flat-profile>
...
...
<!-- Programmable Softkeys -->

<Programmable_Softkey_Enable ua="na">Yes</Programmable_Softkey_Enable>
<Idle_Key_List
ua="na">em_login;acd_login;acd_logout;astate;avail;unavail;redial;dir;cfwd;dnd;
lcr;pickup;gpickup;unpark;em_logout;</Idle_Key_List>
  <Missed_Call_Key_List ua="na">lcr|1;miss|4;</Missed_Call_Key_List>
  <Off_Hook_Key_List
ua="na">option;redial;dir;cfwd;dnd;lcr;unpark;pickup;gpickup;</Off_Hook_Key_Lis
t>
  <Dialing_Input_Key_List
ua="na">option|1;dial|2;delchr|3;cancel|4;</Dialing_Input_Key_List>
  <Progressing_Key_List ua="na">endcall|2;</Progressing_Key_List>
  <Connected_Key_List
ua="na">hold|1;endcall|2;conf|3;xfer|4;crdstart;crdstop;bxfer;confLx;xferLx;par
k;phold;flash;</Connected_Key_List>
  <Start-Xfer_Key_List
ua="na">hold|1;endcall|2;xfer|4;crdstart;crdstop;</Start-Xfer_Key_List>
  <Start-Conf_Key_List
ua="na">hold|1;endcall|2;conf|3;crdstart;crdstop;</Start-Conf_Key_List>
  <Conferencing_Key_List
ua="na">hold|1;endcall|2;join|4;crdstart;crdstop;</Conferencing_Key_List>
  <Releasing_Key_List ua="na">endcall|2;</Releasing_Key_List>
  <Hold_Key_List
ua="na">resume|1;endcall|2;newcall|3;redial;dir;cfwd;dnd;crdstart;crdstop;</Hol
d_Key_List>
  <Ringing_Key_List ua="na">answer|1;ignore|2;</Ringing_Key_List>
  <Shared_Active_Key_List
ua="na">newcall|1;barge|2;cfwd|3;dnd|4;crdstart;crdstop;</Shared_Active_Key_Lis
t>
  <Shared_Held_Key_List
ua="na">resume|1;barge|2;cfwd|3;dnd|4;crdstart;crdstop;</Shared_Held_Key_List>
...
...
<!-- Call Audio Recording -->
<Record_Enable ua="rw">Yes</Record_Enable>
<Record_Beep_Remider ua="rw">Yes</Record_Beep_Remider>
...
...
</flat-profile>
```

# Configuring Using the Web-User Interface

## Call Recording with Soft Keys Disabled:

The screenshot displays the Cisco IP Phone SPA525G2 web interface. At the top, the Cisco logo is on the left, and the device name 'IP Phone SPA525G2' and manufacturer 'Cisco Systems, Inc.' are on the right. Below this is a navigation menu with tabs for Voice, Wi-Fi, Bluetooth, Personal Address Book, Call History, Speed Dials, and Firmware Upgrade. Under the 'Voice' tab, there are sub-tabs for Info, System, SIP, Provisioning, Regional, Phone, Ext 1, Ext 2, Ext 3, Ext 4, Ext 5, User, Att Console, and TR-069. The 'Phone' sub-tab is selected. At the bottom of the navigation area, there are links for 'Attendant Console Status', 'User Login', 'basic', and 'advanced'. The main content area is divided into sections: 'General', 'Programmable Softkeys', and 'Call Audio Recording'. In the 'Programmable Softkeys' section, 'Programmable Softkey Enable:' is set to 'no'. In the 'Call Audio Recording' section, 'Record Enable:' is set to 'yes' and 'Record Beep Reminder:' is set to 'yes'. At the bottom of this section are two buttons: 'Undo All Changes' and 'Submit All Changes'. At the very bottom of the page, there are links for 'Attendant Console Status', 'User Login', 'basic', and 'advanced'.

Call Recording with Soft Keys Enabled:

The screenshot shows the configuration page for a Cisco IP Phone SPA525G2. The page is titled "IP Phone SPA525G2" and "Cisco Systems, Inc.". The navigation menu includes Voice, Wi-Fi, Bluetooth, Personal Address Book, Call History, Speed Dials, and Firmware Upgrade. The "Voice" section is active, and the "Phone" sub-section is selected. The "Call Audio Recording" section is expanded, showing the "Record Enable" dropdown set to "yes" and the "Record Beep Remider" dropdown also set to "yes". There are two buttons: "Undo All Changes" and "Submit All Changes". The page footer includes links for "Attendant Console Status", "User Login", "basic", and "advanced".

Click Submit All Changes

<end>