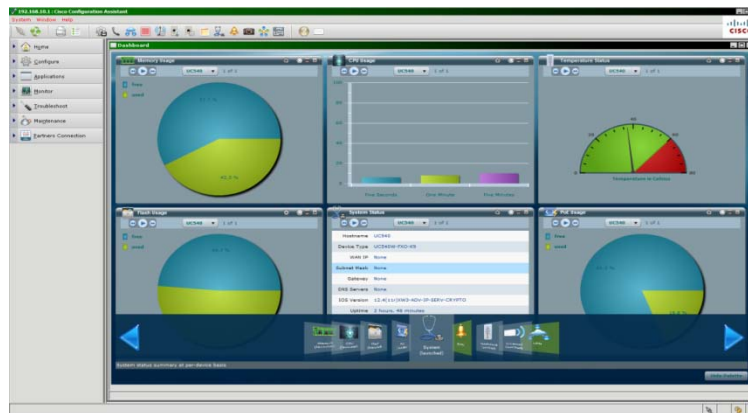


Cisco Small Business Pro

Smart Business Communication System

Technical Enablement Labs



Lab 13

Smart Application:
Live Record

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Introduction

This lab is recommended to be performed on a non-production Smart Business Communications System (SBCS), however the steps taken to perform the operations in this lab are non-intrusive in nature and should not cause the UC500 to reboot/restart or cause problems with ongoing business operations. It is a recommended Best Practice to utilize this lab on a “demo”, “lab” or other non-production system initially when trialing or training with this lab.

This lab assumes you have an otherwise fully configured & operational UC500 system to include configured and activated voicemail accounts. This lab will explain how to configure the included Smart Application – Live Record. 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 here and the party to be recorded. Periodic tones are played to indicate that the call is being recorded.

The size of Live Record messages is limited only by the amount of space remaining in the subscriber's voice mailbox.

In this lab, you will:

- Use the Cisco Configuration Assistant (CCA) to configure and enable the Live Record Application
- Use Cisco IP Communicator (CIPCC) software or an applicable Cisco IP Phone to place/record a call & review the recorded call

Live Record Configuration

For this configuration you will need to have:

- A fully configured and operational SBCS to include compatible Cisco IP Phones & voicemail accounts
- Level 15 Admin User/Pass
- Cisco Configuration Assistant (CCA) 2.0 or later
- Recommend UC 500 Software Pack 7.0(3) or later & the following:
 - Cisco IOS 12.4(20)T2 or later
 - Cisco Unified Communications Manager Express (CME) 7.0 or later
 - Cisco Unity Express (CUE) CUE 7.0.1 or later

CCA Procedure

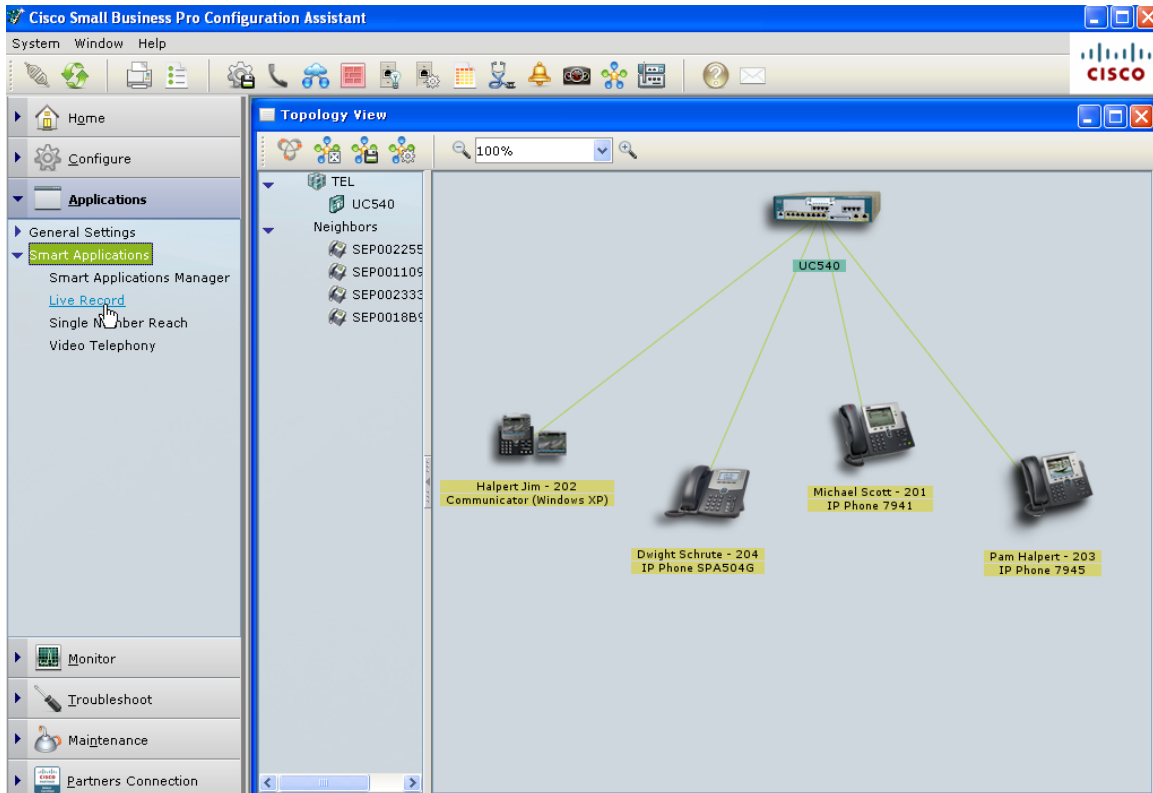
To enable and configure Live Record, we will follow these steps as identified on the following pages and screen shots:

1. Click the **Enable Live Record** checkbox.
2. Enter the Live Record pilot extension.
3. Click **OK** to apply the changes and return to the Smart Applications Manager window.

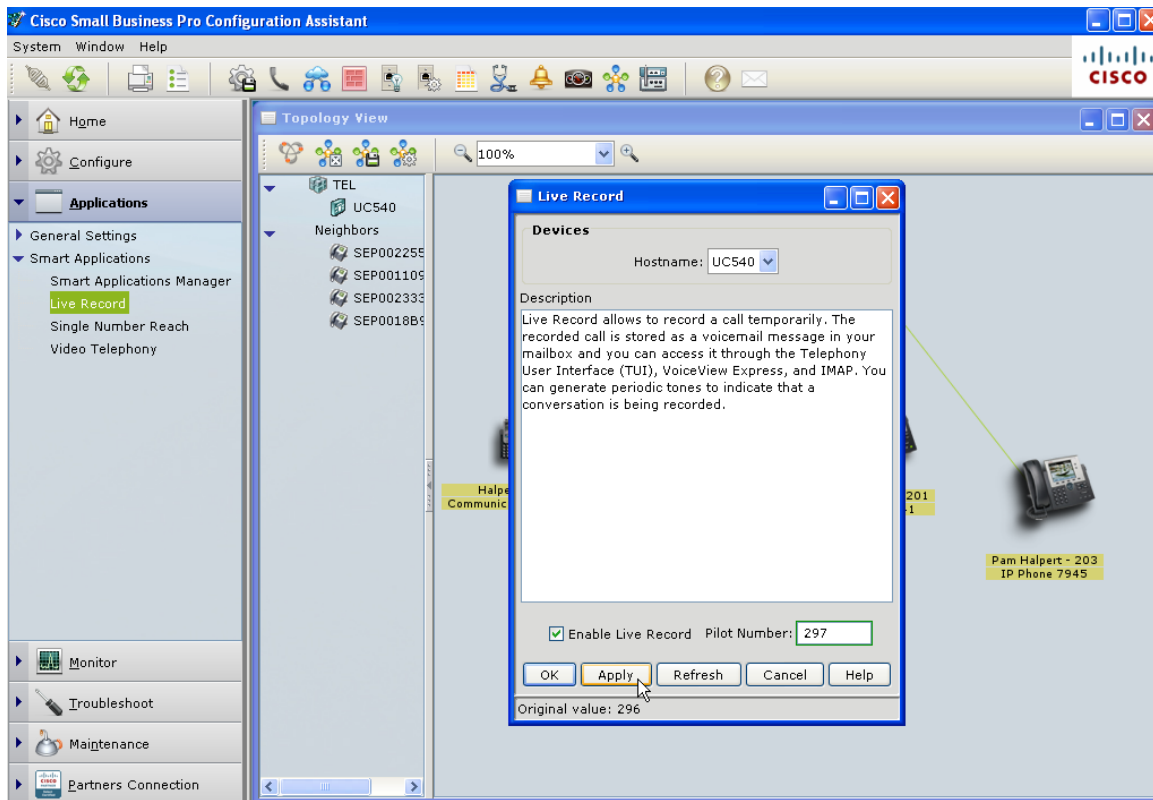
CCA Configuration

This lab will begin at the CCA main screen as identified below. Note the four configured phones and users as displayed on the Topology View below:

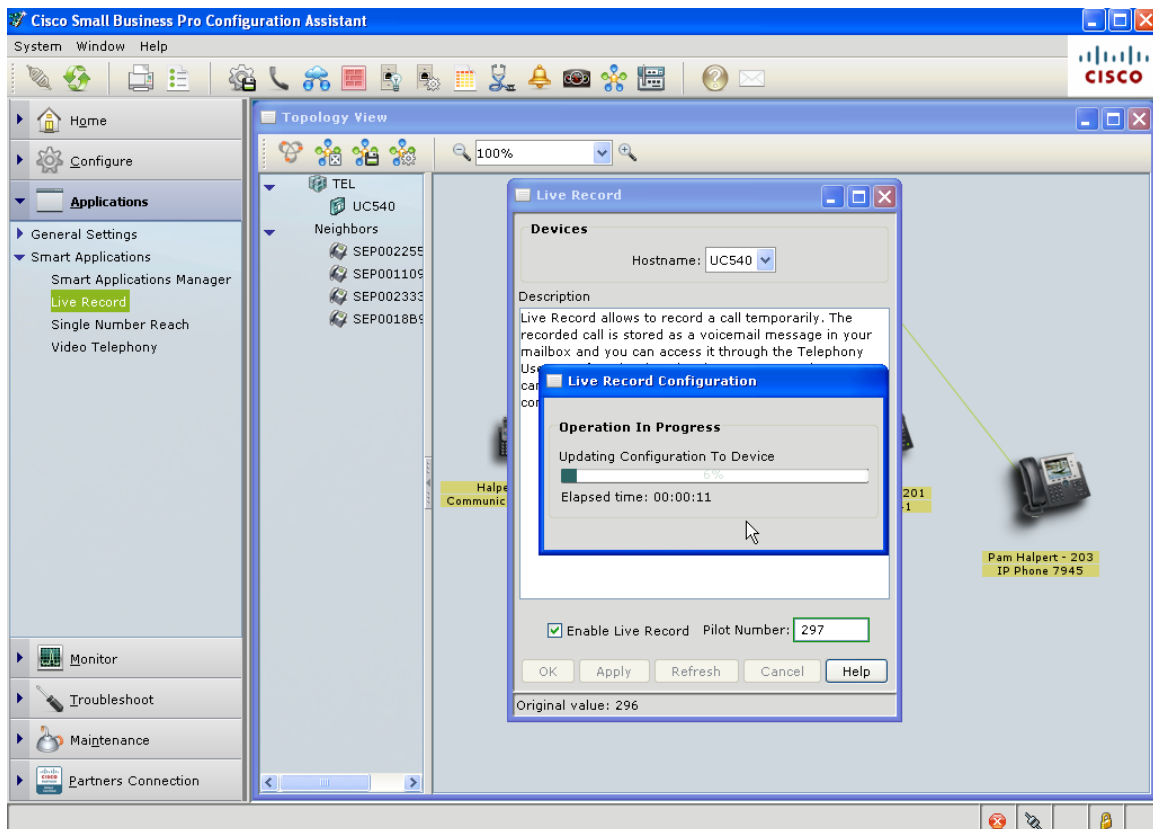
- Michael Scott – ext. 201
- Jim Halpert – ext. 202
- Pam Halpert – ext. 203
- Dwight Schrute – ext. 204



From the left-hand side of the screen we will choose "Applications>Smart Applications>Live Record" in the "Applications" pane. Click the "Live Record" link as indicated.



After clicking the "Live Record" link the "Live Record" Enable/configuration window opens. Now click the "Enable Live Record" check-box and provide a "Pilot Number" for Live Record to use (we used ext. 297 in this lab example). Click the "Apply" button and wait about 30 seconds while CCA updates the configuration.



After the “Operation in Progress” window closes, click the “Ok” button, you have now completed the Live Record configuration in CCA. As always it’s a Best Practice to click the “Save” button on the CCA toolbar before proceeding.

Making & Recording a Call

At this point we are now ready to test our Live Record configuration. For this lab exercise I’ll be using the Cisco IP Communicator software; however you can use any applicable Cisco IP Phone configured on your own system as Live Record is enabled globally for all users. The Live Record soft-key will appear on each user’s IP Phone display window during an active call.

I’m going to use Jim Halpert’s extension 202 to place a call to Pam Halpert at ext. 203.



Jim Halpert’s CIPC client software.



Dialing Pam Halpert at ext. 203



Connected to Pam Halpert. Notice the "LiveRcd" soft-key available now. Press the "LiveRcd" soft-key.



After pressing the “LiveRcd” soft-key, notice the “Conference” indication. As you recall we configured an extension on the system for Live Record to use (ext. 297 in our case). We have now essentially conferenced the active call we were in (ext. 202 to ext. 203) with the Live Record extension which automatically records this conference call and places the recording in our voicemail box upon completion of the call.



After we complete the call, we will now see a red Message Waiting Indicator (MWI) light on our IP Phone and the yellow envelope beside our extension number, both indicating we have a message waiting for us in our voicemail box.



We will check our voicemail with the “Services” or Globe button on our IP Phone and Voiceview Express.



Select "Voiceview Express from the option list (number 2).



We must log in to our voicemail box with our extension number and the password we have previously configured for Jim Halpert's vm box ("1234" in our case).



After logging in we see we have one "new" and one "saved" voicemail in our vm box. Select option 1.



We see a message from ourselves (Jim Halpert) is the “new” message in our inbox. This is because Jim Halpert initiated the recording of the call and received the recording in his voicemail box.



Viewing details of the recording/voicemail.



Playing the recording/voicemail. At this point we can now process this recording like any other voicemail (listen, save, delete, forward, etc.). Because this recording resides in our voicemail box it will utilize available space for our voicemails so it's a best practice to save the recording off to another location (our pc, etc) by using the IMAP message integration feature outlined in [Technical Enablement Lab 12 – Smart Application: IMAP](#). By using the IMAP feature we can pull the recording into our IMAP client and save the attached recording somewhere other than our voicemail box for archival purposes or future use. This way we can then delete the recording from our voicemail box and free up the storage space.

Additional Resources

Cisco Unity Express Voice-Mail and Auto-Attendant CLI Administrator Guide for 3.0 & Later Versions:
http://www.cisco.com/en/US/docs/voice_ip_comm/unity_exp/rel3_2/administrator/voicemail/12advVM.html#wp1025665.