Article Number: 171 | Rating: Unrated | Last Updated: Thu, Oct 12, 2017 at 4:46 PM

How to enable users for call recordings

This is an article to show how to enable a user to be able to view, playback and download call recordings for other users. Most users will only access their phone system through the UCP (User Control Panel), so rather than making an admin account and restricting access to everything but call recordings you can complete the steps below to give the user permission.

Firstly, go to the PBX for your phone system and log in with the details you have been provided with.

Now click Modules, User Management, Select Modify next to the user you wish to give access to.



Default Phonebook	7744	Demo s700			7744	Autogenerated user on new device creation	🕑 Q. 🗇
Default Phonebook	7747	Demo 400	-	-	7747	Autogenerated user on new device creation	Z Q 🛍

Once you are in the edit user screen, click UCP, then Call History.

©talk	Modules Bas	ic Mode Dasl	aboard UCP												(ک ا
Ed	it User															
_	Login Details	User Details	IC-Talk HC Administration GUI	Bria Cloud Solutions	Conferences	Contact Manager	XactView	Fax	Rest API	Phone Apps	VPN	UCP	XMPP	Zulu		
	What is UCP															
ſ	General M	iscellaneous	Appointment Reminders	History Call Event Log	gging Confere	ences Endpoint M	anager Pre	sence Sta	te Syste	m Admin Voi	cemail	WebRT	Zulu]	

This is where you can add in CDR access and enter the extension of the phone/phones you wish to have access to the recordings. When adding in other extensions, make sure to include the users own extension inside this box as adding other extensions will remove the access to their own call recordings.

@talk	Modules B	asic Mode Das	hboard UCP												Q 🔅	
Ec	lit User															
	Login Details	User Details	IC-Talk HC Administration GUI	Bria Cloud Solutions	Conferences	Contact Manager	XactView	Fax	Rest API	Phone Apps	VPN	UCP	XMPP	Zulu		
	What is UC	Р]
	General	Miscellaneous	Appointment Reminders Call	History Call Event Lo	gging Confer	ences Endpoint Ma	anager Pre	sence Sta	ate Syste	m Admin Voi	cemail	WebRTC	Zulu	٦		
	Allow CDR @		Yes	No Inherit												
	CDR Access 0		Extension	15												
	Allow CDR Down	loads 😧	Yes	No Inherit												
	Allow CDR Playba	ack Ø	Yes	No Inherit												

The other three options will require you to know which group the user is in and whether or not you want them to have the group setting access, which could be set as yes anyway, or if the group setting is a no then you would need to select yes on these options. To inherit is to use the policy of the group the user belongs to. clicking Yes or No will override these settings.

Press submit and navigate to the UCP and go to Call History to check if the process has worked.

Posted by: Wayne Coulthard - Mon, Oct 9, 2017 at 3:39 PM. This article has been viewed 2969 times.

Online URL: https://kb.ic.uk/article/how-to-enable-users-to-access-call-recordings-171.html (https://kb.ic.uk/article/how-to-enable-users-to-access-call-recordings-171.html)