

FREQUENTLY ASKED QUESTIONS

ETERNITY PE/GE/ME/LE

What
When
Which
Where
How
Who
Why

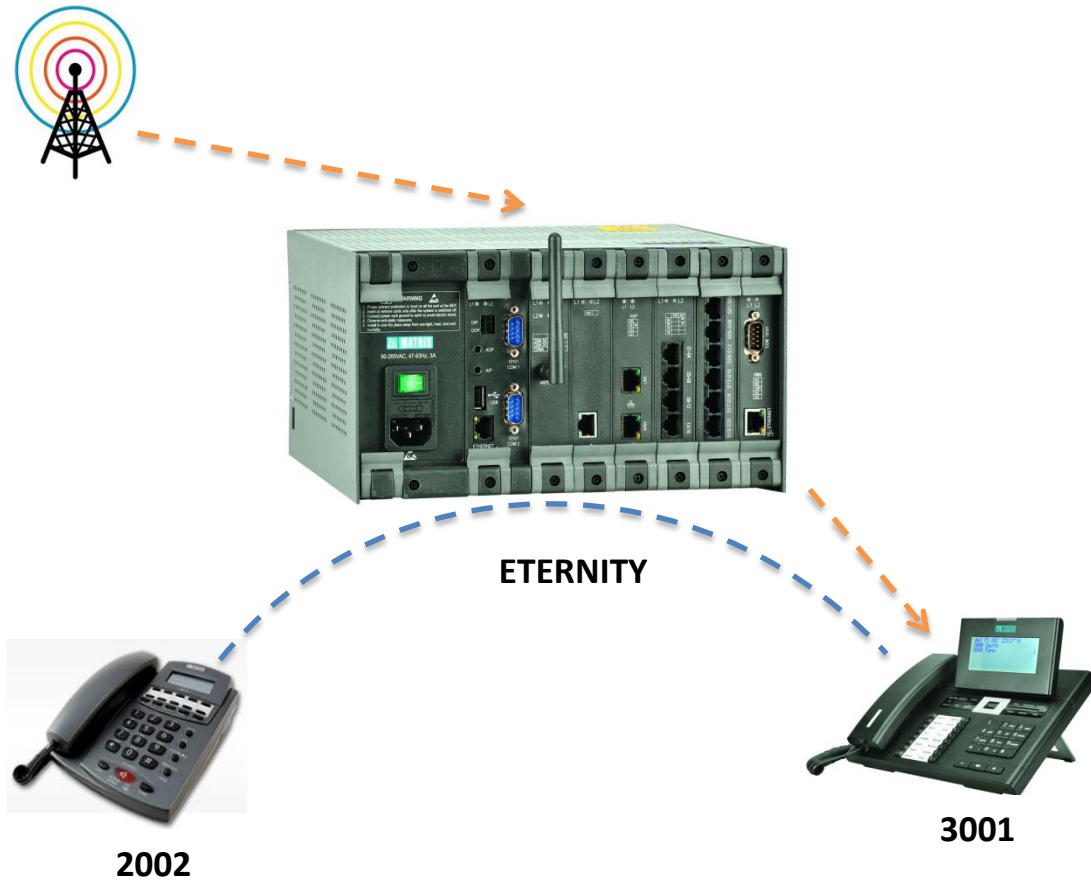


Date: 23rd December, 2014

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How to Enable Conversation Recording in ETERNITY?

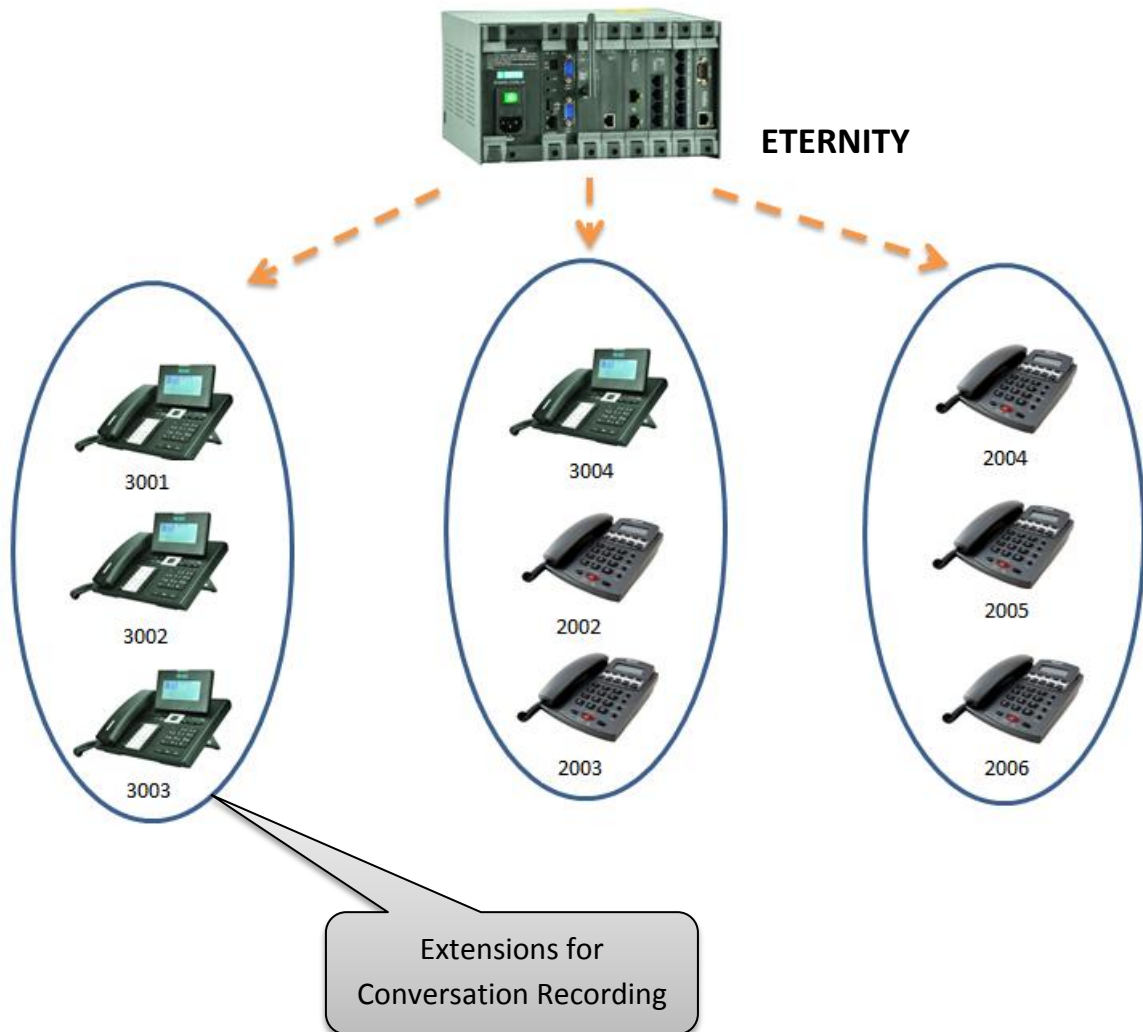


- Pre-requisite for Conversation Recording is **VMS Card** into the ETERNITY System



Configuration Steps:

Step1: List down the extension No. on which you want conversation recording



Step2: Enable personal mail box for these extensions

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01-08 09-16 17-24 25-32 33-40

Voice Mail Settings

DKP Port No.	H/w Slot - Port	Access Code	Name	Personal Mailbox	Mailbox Size (min)	Maximum Message Length (sec)
1	18 - 01	3001		<input checked="" type="checkbox"/>	00005	0015
2	18 - 02	3002		<input checked="" type="checkbox"/>	00005	0015
3	18 - 03	3003		<input checked="" type="checkbox"/>	00005	0015
4	18 - 04	3004		<input type="checkbox"/>	00005	0015
5				<input type="checkbox"/>	00005	0015
6				<input type="checkbox"/>	00005	0015
7				<input type="checkbox"/>	00005	0015

Assigning personal mail box to each extension

Step3: Give different SBFT to these extensions

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DKP Parameters

Port No.	DKP H/w Slot - Port	Access Code	Name	Station Basic Features Template	Station Advance Features Template
1	18 - 01	3001		02	01
2	18 - 02	3002		02	01
3	18 - 03	3003		02	01
4				01	01
5				01	01
6	03 - 02	3006		01	01
7	03 - 03	3007		01	01
8	03 - 04	3008		01	01

Assigning different SBFT

Step6: To record the conversation with external/internal caller, proceed as shown below:



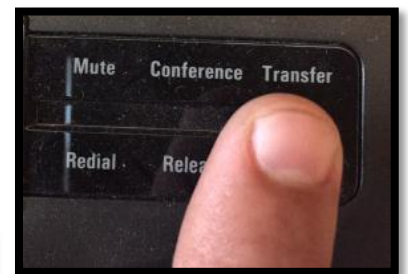
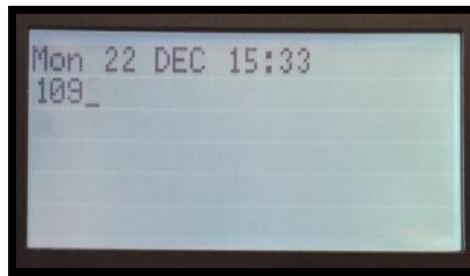
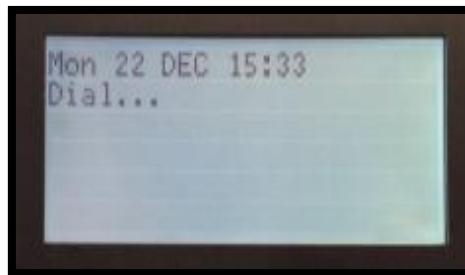
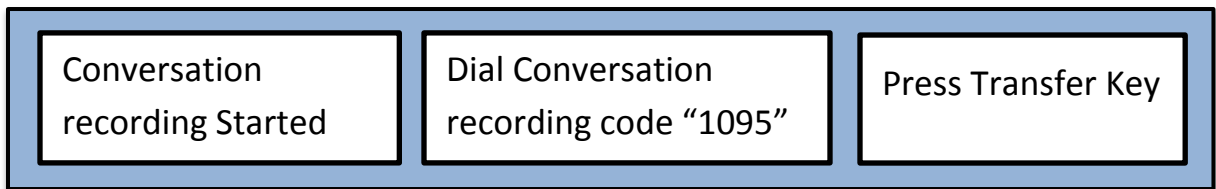
External / Internal
caller

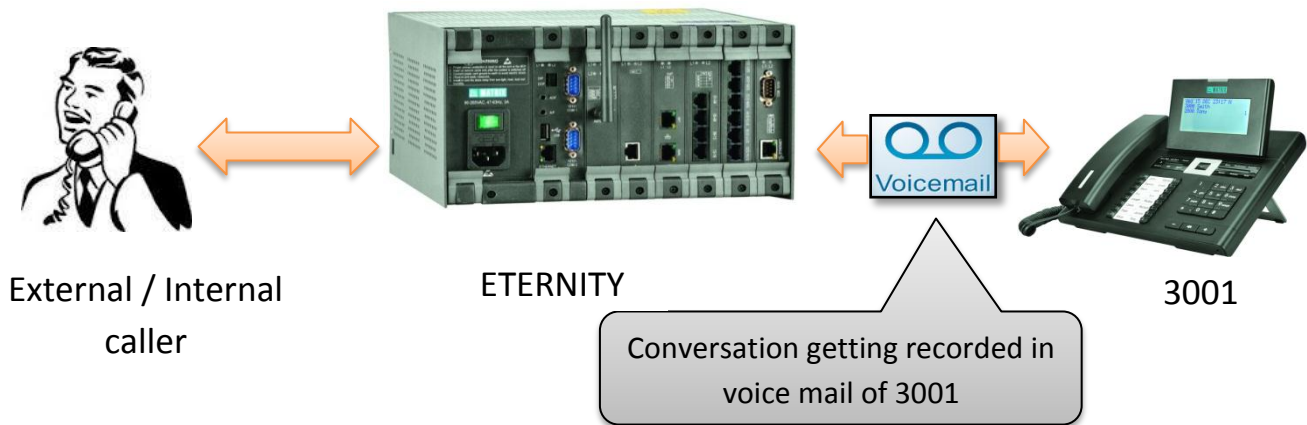


ETERNITY



3001





Note: When conversation recording starts, the system plays a beep sound in the background of conversation.

Step7: To stop beep sound. Go to System Parameters

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SMS Gateway

SMS Routing

SMS Server

System Log

System Activity Log

System Fault Log

System Log Notification

System Parameters

System Prerequisites

System Timers and Counts

T1E1 Configuration

Time Table

Trunk Features Templates

Virtual Extensions

Voice Message Applications

VMS Configuration

VoIP Configuration

VoIP Port Parameters

SIP Extension Settings

System Parameters

Disconnect Built-In Auto Attendant Call, when dialed number is busy

Disconnect Built-In Auto Attendant call, when dialed number is not responding

Disconnect Built-In Auto Attendant call, when caller does not dial any digit

If Extension creating 3 party conference, disconnects during Conference

Play Beep when Conference/Dial-in Conference begins

Play Beep when Raid/Call Taping/Conversation Recording starts

Play Feature Tone in place of Dial Tone when Call Forward is set

Ignore call forward set by member extension, when call is routed on Routing/Dept. Group

Call Proceeding Tone for Multi-stage Dialing

Companding Algorithm

Language of SE, SA and Front Desk User Web Interface

Form Feed in Report Printing

Minimum No. of digits received in CLI to consider the call is from Public N/w

Display Presence status during call on DKP/Extended IP Phone

Disable Flag to stop beep sound

Step8: To listen the conversation recording, press voice mail key or dial 3931 and follow as per the recording.



Note: Conversation Recording does not work in case of 3-party conference or multi party conference.

Note: Number of simultaneous conversation recordings possible are equal to the maximum number of simultaneous 3 – party conferences supported by each model/variant of ETERNITY.

For more information, contact
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