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# Configure

## Configuring your Verba Recording System

The Verba Recording System needs configuration both in your network and in the system itself.

Your Verba Recording System comes with an advanced web-based [Central Configuration](#) solution that lets you:

- configure all your server and desktop recorders from a single web interface
- automatically push the configuration to all local and remote components
- keep track all configuration changes for auditing purposes

You can access the Central configuration solution with your administrator account under **Administration / Verba Servers**.

Configuration steps:

- [Step 1 - Apply the license](#)
- [Step 2 - Pull the server specific settings from the server registries](#)
- [Step 3 - Configure Verba and the UC platform for recording](#)
- [Step 4 - Configuring media file upload](#)
- [Step 5 - Configuring extensions](#)
- [Step 6 - Check the functionality of your Verba system](#)
- [Step 7 - Configure backup](#)

### Step 1 - Apply the license

The first step has to be done after the installation is applying the license.

[How to Install your Verba license](#)

### Step 2 - Pull the server specific settings from the server registries

Before being able to configure your Verba system, there are some initial configuration steps.

[How to pull the server specific settings after the initial installation](#)

### Step 3 - Configure Verba and the UC platform for recording

Different phone system and recording modes require different settings in the Verba Recording System.

#### Unified Communication:

[Cisco recording](#)

[Skype for Business / Lync recording](#)

[Avaya recording](#)

[RingCentral recording](#)

#### Team Collaboration:

[Microsoft Teams recording](#)

[Cisco Webex Teams recording](#)

[Symphony recording](#)

#### Trading:

[BT Trading \(IP Trade\) recording](#)

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BT ITS recording

Speakerbus recording

Cloud9 recording

IPC Unigy recording

### Mobile:

Mobile recording (Singtel, Truphone, Tango, Movius)

SMS recording

### Messaging:

Bloomberg IM recording

### Other:

Other SIP-based recordings:

- Broadsoft Broadworks
- ACME Packet / Oracle SBC
- Avaya ESBC
- Cisco UBE (CUBE) SBC
- Polycom RMX MCU
- Metaswitch Perimeta SBC
- Cisco VCS
- Intracom VCOM
- Huawei

Passive recording:

- Standard SIP based platforms
- Asterisk (SIP only)
- Mitel MiCloud Telepo
- Telstra TIPT
- Aastra (SIP only)
- Alcatel (SIP only)

IP-based Radio recording

Analog recording

## Configuring the Verba Dial-in Recorder

The Verba Dial-in Recorder provides rich features including leaving and playback audio/video recordings. For the configuration steps see: [Configuring the Verba Dial-in Recorder Service](#)

## Configuring Phone-based Silent Monitoring for Skype for Business / Lync or Cisco

Using the Verba Dial-in Recorder, it's also possible to set up phone-based silent monitoring for Skype for Business, or for Cisco without using the Built-in Bridge. For the configurations steps see: [Configuring Phone-based Silent Monitoring](#)

## Configuring the Verba Desktop Agent

The Verba Desktop Agent is required for several features like Agent View, call recording pop-up/control, screen recording, and PCI DSS. For the configuration steps see: [Configuring the Verba Desktop Agent](#)

## Step 4 - Configuring media file upload

If the Recorder Server is not co-located with the Media Repository or there are multiple Recorder Servers, then the media files have to be uploaded to a single location. For the upload options see [Configuring media file upload](#)

## Step 5 - Configuring extensions

After finalizing the configuration of the recording services, make sure you have added the extensions you want to record to the Verba extension list. This can be done manually ([Extension list](#)) or using [Active Directory Synchronization](#).

## Step 6 - Check the functionality of your Verba system

There are several steps should be taken in order to verify the system readiness before going into production. For the most important verification steps, see: [Verifying System Readiness](#)

## Step 7 - Configure backup

It is highly important that you [properly configure Backup of your Media Repository](#). All other components can be reinstalled and reconfigured if your Media Repository is restored.