

Dial-in audio and video call recorder

The Verba Dial-in Recorder is an **audio and video** call recording solution, where users can actively dial into various recorder lines to access the following services:

1. record a call or conference (both audio and video)
2. playback recorded calls (both audio and video)
3. listen to ongoing calls on your network (audio only)

When used for recording the dial-in recorder becomes a party of the conversation. There are two main recording situations:

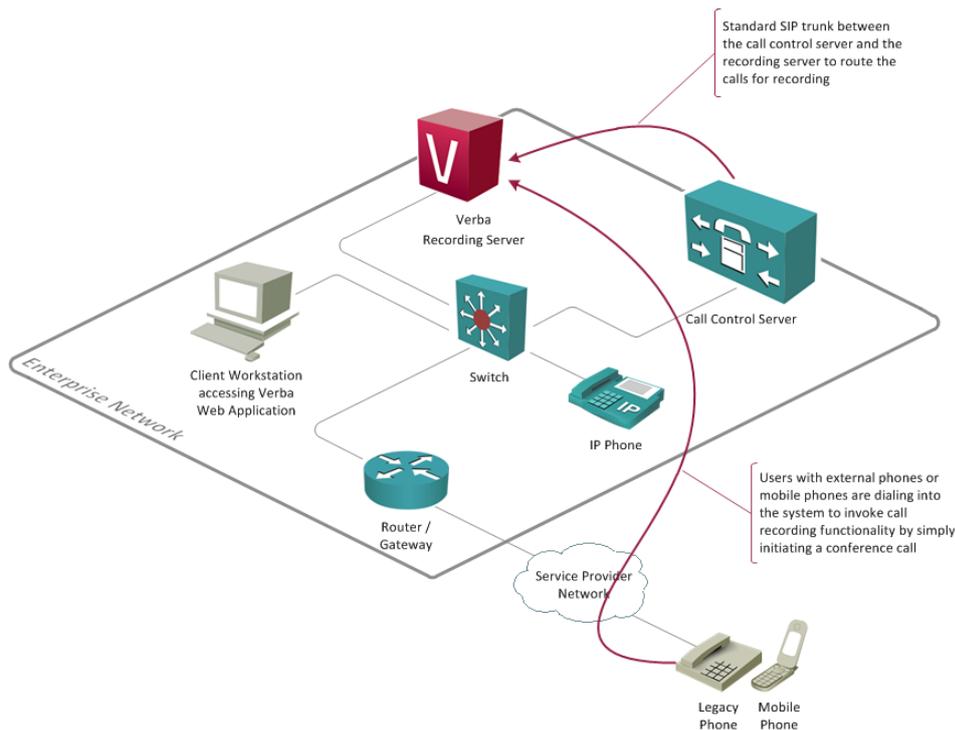
1. **dictation, note taking** - when a caller calls the line, talks and does not connect any other party
2. **conference recording** - when the caller adds the recorder to a conference call where more two or more parties are present

All recordings are stored in a central archive and are available through our web interface.

The recording lines can be **secured** using caller number detection or even PIN authentication.

Consider the following example user cases to get a better understanding of the solution:

- **Conference call** - A consultant wants to record a conference call at the customer-site where the internal recording system is not available
- **Trading** - A trader needs documentation of a deal, but she is currently out of office, where recording is not available
- **Interviews** - A journalist wants to record an interview from a mobile phone: calls the recorder and starts a three party conference to conduct an interview
- **Verbal contracts and third party verification** - A call center worker can connect the dial-in recorder into a call when the a voice contract is started



Supported audio phones

The dial-in recorder solution supports:

- **all audio endpoints** in Cisco UCM and BroadSoft BroadWorks environments are officially supported.
- most **standard SIP audio endpoints**
- all endpoints where the phone system can **route calls to the recorder through a SIP trunk** (this way the solution can record calls from analogue phones, digital phones, mobile phones and more)

Experimental H.323 support is also available.

Supported video phones

The dial-in recorder solution supports **most standard SIP video endpoints**.

In **Cisco environment** the solution supports the following endpoints:

- Cisco Unified Video Advantage associated with a Cisco Unified IP Phone 7911, 7940, 7941, 7942, 7945, 7960, 7961, 7962, 7965, 7970, 7971, or 7975, or with Cisco IP Communicator, running Skinny Client Control Protocol (SCCP)
- Cisco Unified IP Phones 9971 and 9951 with the optional USB camera attachment
- Cisco Unified IP Phones 8941 and 8945 with built-in camera
- Cisco IP Video Phone 7985
- Cisco E20 Video Phone
- Tandberg 2000 MXP, 1500 MXP, 1000 MXP, 770 MXP, 550 MXP, T-1000, and T-550 models running SCCP
- Sony PCS-1, PCS-TL30, and PCS-TL50 models running SCCP
- Cisco Unified Personal Communicator (running in softphone mode)
- Cisco Unified Client Services Framework (CSF) clients
- Cisco Unified Personal Communicator and Cisco Unified Client Services Framework (CSF) clients (running in deskphone mode) associated with a Cisco Unified IP Phone 7941, 7942, 7945, 7961, 7962, 7965, 7971, or 7975 running Skinny Client Control Protocol (SCCP)

Experimental H.323 support is also available.

Advantages

- **Record any calls** - Any phone call can be recorded; even mobile phone calls are supported.
- **Playback on phone** - Call playback on any phone device.
- **Silent monitoring on phone** - Supports silent monitoring.

Considerations

- **No automatic/compliance recording** - the conference has to be manually set up on the phone device by the user