

Hosted Call Recording Admin Guide

This guide is provided to Business Hosted Voice BG Admins. It provides details on how to access the portal and how to manage recordings and recorded lines.

Hosted Call Recording Service Description

Lightpath Hosted Call Recording (Lightpath HCR for the rest of this document) allows customers to record inbound and outbound calls for licensed employees. There are also a number of enterprise-level recording features built into the Lightpath HCR product such as downloading/deleting of recordings, statistics, and live monitoring.

This guide also provides some troubleshooting techniques to follow.

Hosted Call Recording Features

- Lightpath Hosted Call Recording records all inbound and outbound calls for those designated user's phone numbers
- Easy playback of recordings via a web-based GUI
- Many searching and filtering options for recorded calls
- Download recordings
- Delete old recordings
- Ability to see near-real-time statistics

Login

Here is the link to the portal: <https://alticeprod.orekacr.com/orkweb/app>

Your login ID will be the same as your CommPortal access. If you have misplaced your administration account username, please contact Lightpath at 877-544-4872

Please login

User name

Password

Changing your account Password

Your admin password can be changed within the admin panel. It is suggested you use the BG Admin Password that you have for CommPortal. Once logged in, click on the 'Account' button in the upper right-hand corner of the page. Here, you will be able to change the password for your admin account.

CHANGE PASSWORD

Password

New password

Retype new password

TIME INFO

Current user time

Display timezone offset UTC -4.0

User timezone offset UTC -4.0

Server timezone info UTC, UTC 0.0

SOFTWARE VERSION

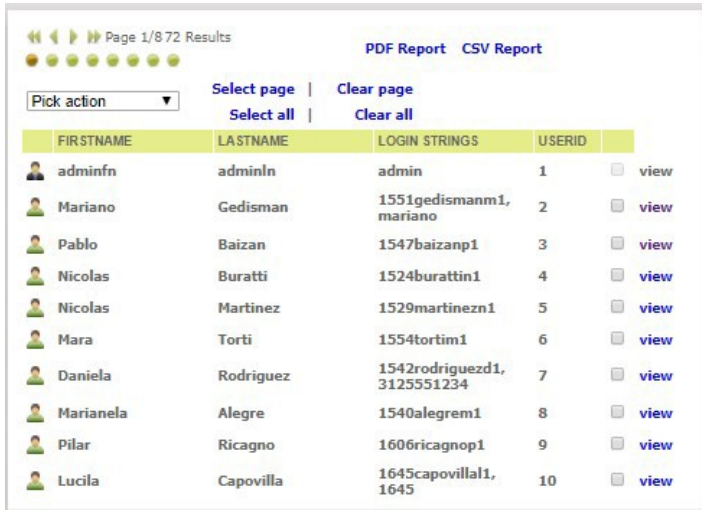
Version : 2.11-6288

Build date: 2017/10/17 15:36:02

[Reload logging configuration](#)

User Administration

After logging in, click the 'Admin' button in the upper left-hand corner of the page. The default search for users is "all users". A table containing the users is displayed on the left-hand side of the page. Each row in the results contains the user's first name, last name, login strings, and user id. Clicking the column headers will sort the table by the column in ascending/descending order, and clicking the 'view' link will load a large view of the user on the right-hand side of the page.



Page 1/872 Results

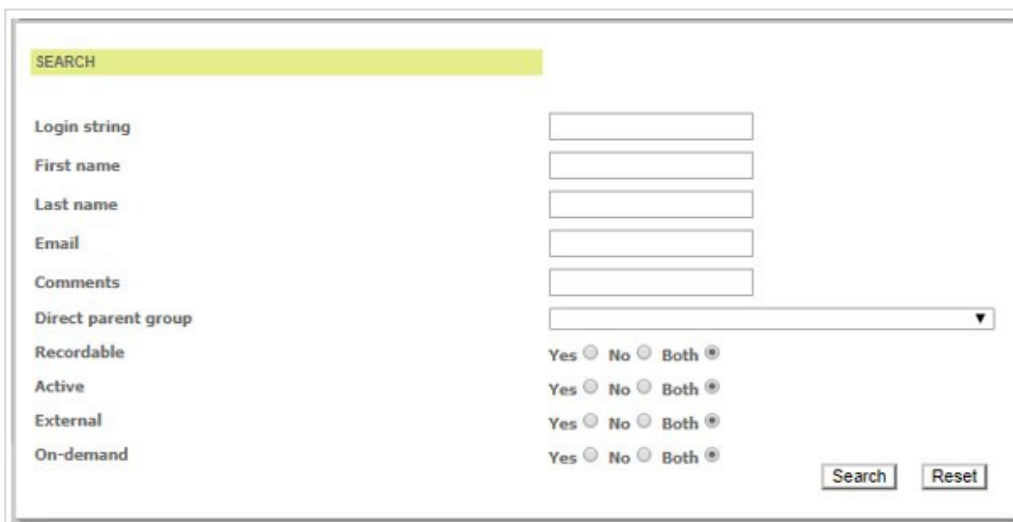
PDF Report CSV Report

Pick action Select page Clear page
Select all Clear all

FIRSTNAME	LASTNAME	LOGIN STRINGS	USERID	
adminfn	adminln	admin	1	<input type="checkbox"/> view
Mariano	Gedisman	1551gedismanm1, mariano	2	<input type="checkbox"/> view
Pablo	Baizan	1547baizanp1	3	<input type="checkbox"/> view
Nicolas	Buratti	1524burattin1	4	<input type="checkbox"/> view
Nicolas	Martinez	1529martinezn1	5	<input type="checkbox"/> view
Mara	Torti	1554tortim1	6	<input type="checkbox"/> view
Daniela	Rodriguez	1542rodriguezdz1, 3125551234	7	<input type="checkbox"/> view
Marianela	Alegre	1540alegrem1	8	<input type="checkbox"/> view
Pilar	Ricagno	1606ricagnop1	9	<input type="checkbox"/> view
Lucila	Capovilla	1645capovilla1, 1645	10	<input type="checkbox"/> view

Searching for Users

To search for individual users, you can utilize the search box on the right-hand side of the page. Common search criteria include login string, first name, last name, whether or not the user is recordable, and whether or not the user is active. You can use a wildcard (e.g., Kim*) to match partial names. After specifying one or more search criteria, click the 'Search' button. To clear all search criteria, click the 'Reset' button.



SEARCH

Login string

First name

Last name

Email

Comments

Direct parent group

Recordable Yes No Both

Active Yes No Both

External Yes No Both

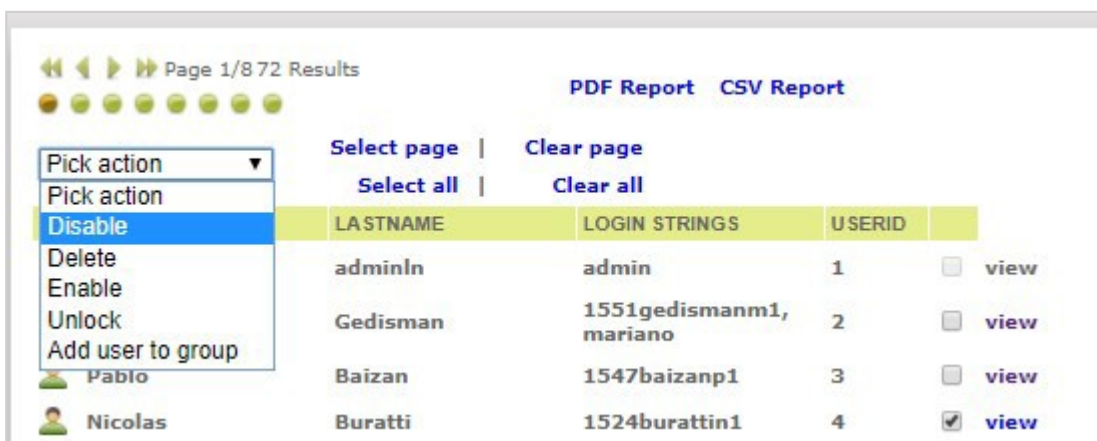
On-demand Yes No Both

Please note that users only appear in the Lightpath HCR portal once they started making/receiving calls on their designated recorded line.

Also note that if you need to change users, please contact Lightpath at 877-544-4872. If you need to add additional users or remove users from your account, you will need to work with your sales representative to make those changes. Additional charges will may apply.

Disable/Enable a User

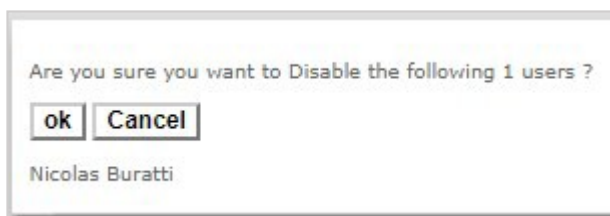
Users may be disabled when not logged in as that user. Identify the user you wish to disable, and then check the box to the far right of the row containing the user. From the pick action drop-down, select the 'Disable' action.



The screenshot shows a user management interface. At the top, there are navigation arrows, 'Page 1/872 Results', and links for 'PDF Report' and 'CSV Report'. Below this are 'Select page' and 'Clear page' options, followed by 'Select all' and 'Clear all'. A dropdown menu is open, showing options: 'Pick action', 'Disable', 'Delete', 'Enable', 'Unlock', and 'Add user to group'. The 'Disable' option is highlighted. Below the menu is a table of users with columns for LASTNAME, LOGIN STRINGS, and USERID. Each row has a checkbox and a 'view' link. The user 'Nicolas Buratti' has a checked checkbox.

LASTNAME	LOGIN STRINGS	USERID	
adminIn	admin	1	<input type="checkbox"/> view
Gedisman	1551gedismanm1, mariano	2	<input type="checkbox"/> view
Baizan	1547baizanp1	3	<input type="checkbox"/> view
Buratti	1524burattin1	4	<input checked="" type="checkbox"/> view

A confirmation screen will be displayed. Click 'Ok' to confirm the disable, 'Cancel' to decline the disable.

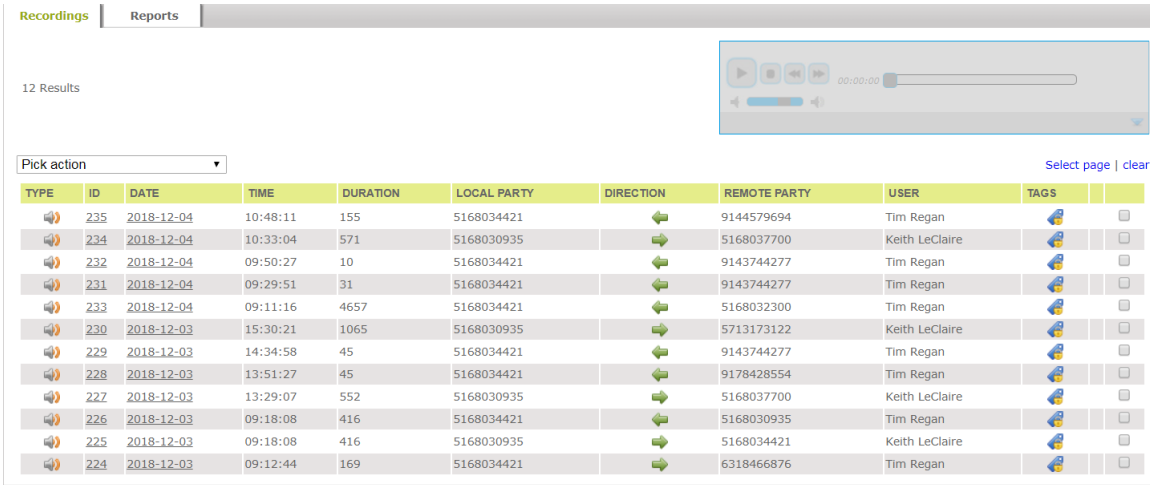


The confirmation dialog box asks: 'Are you sure you want to Disable the following 1 users?'. It has 'ok' and 'Cancel' buttons. Below the buttons, the name 'Nicolas Buratti' is listed.

Note that disabling a user does not remove the monthly license charge for that user. To permanently remove a license, please contact your sales representative.

Browse Recordings

After logging in, you can click on the 'Browse' button in the upper left-hand corner of the page to perform a search for all available call recordings. The default search for recordings is all recordings from midnight (00:00:00) for the current day. A table containing the call recordings is displayed on the right-hand side of the page; each row in the results contains the call time, duration, device address, and the direction the call was made (incoming vs. outgoing), the remote party, and the PBX user placing/receiving the call. Clicking the column headers will sort the table by the column in ascending/descending order.



Recordings | Reports

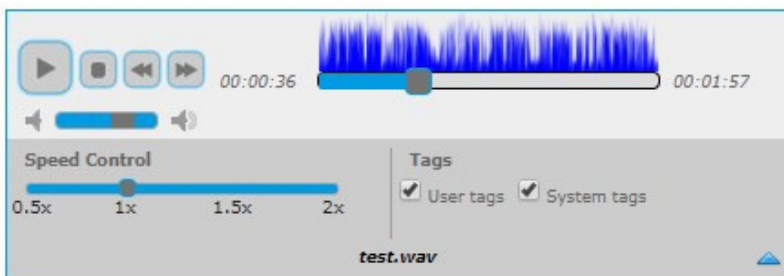
12 Results

Pick action Select page | clear

TYPE	ID	DATE	TIME	DURATION	LOCAL PARTY	DIRECTION	REMOTE PARTY	USER	TAGS	
	235	2018-12-04	10:48:11	155	5168034421	←	9144579694	Tim Regan		<input type="checkbox"/>
	234	2018-12-04	10:33:04	571	5168030935	→	5168037700	Keith LeClaire		<input type="checkbox"/>
	232	2018-12-04	09:50:27	10	5168034421	←	9143744277	Tim Regan		<input type="checkbox"/>
	231	2018-12-04	09:29:51	31	5168034421	←	9143744277	Tim Regan		<input type="checkbox"/>
	233	2018-12-04	09:11:16	4657	5168034421	←	5168032300	Tim Regan		<input type="checkbox"/>
	230	2018-12-03	15:30:21	1065	5168030935	→	5713173122	Keith LeClaire		<input type="checkbox"/>
	229	2018-12-03	14:34:58	45	5168034421	←	9143744277	Tim Regan		<input type="checkbox"/>
	228	2018-12-03	13:51:27	45	5168034421	←	9178428554	Tim Regan		<input type="checkbox"/>
	227	2018-12-03	13:29:07	552	5168030935	→	5168037700	Keith LeClaire		<input type="checkbox"/>
	226	2018-12-03	09:18:08	416	5168034421	←	5168030935	Tim Regan		<input type="checkbox"/>
	225	2018-12-03	09:18:08	416	5168030935	→	5168034421	Keith LeClaire		<input type="checkbox"/>
	224	2018-12-03	09:12:44	169	5168034421	→	6318466876	Tim Regan		<input type="checkbox"/>

Play Recordings

To play recordings, click on the play button for a call recording. Just above the call recordings table a media player will begin playing the recording; Use the pause, stop, rewind, and fast-forward buttons to control the recording. You can adjust the volume or mute the recording, as well.



Media player interface for a recording. The player shows a progress bar at 00:00:36 of 00:01:57. It includes playback controls (play, pause, stop, rewind, fast-forward), a volume slider, and a speed control section with options for 0.5x, 1x, 1.5x, and 2x. The recording is identified as 'test.wav' and has 'User tags' and 'System tags' checked.

Searching for Recordings

The recordings search box is on the left-hand side of the page. Common search criteria include start date and end date, incoming/outgoing/both calls, minimum and maximum call duration, and remote party.

You can use a wildcard to match partial phone numbers in the remote party field.

Wildcard examples:

- 305* for area code
- *8500 for numbers ending in 8500
- *212* for numbers containing 212

In addition, you can filter by User with the "Filter by" drop-down box. After specifying one or more search criteria, click the 'Search' button. To clear all search criteria, click the 'Reset' button.

The screenshot shows a search interface with the following elements:

- Filter by**: A dropdown menu.
- Search**: A button at the top right.
- Monitored only**: A checkbox.
- Tag name**: A text input field with a **Select tag** button.
- Tag text**: A text input field.
- ID**: A text input field.
- Min duration (secs)**: A text input field.
- Max duration (secs)**: A text input field.
- Local party**: A text input field.
- Remote party**: A text input field.
- User first name**: A text input field.
- User last name**: A text input field.
- IP Addresses**: A text input field.
- Start date**: A date-time input field with a calendar icon, showing "2010-07-01 00:00:00".
- End date**: A date-time input field with a calendar icon.
- Outgoing**: Radio button (selected).
- Incoming**: Radio button.
- Both**: Radio button.
- Audio**: Radio button (selected).
- Screen**: Radio button.
- Both**: Radio button.
- All**: Radio button.
- More metadata filters...**: A link.
- More Quality Monitoring filters...**: A link.
- Calculate disk space**: A button.
- Reset**: A button.
- Search**: A button at the bottom right.

Download or Delete Recordings

Identify the call recording you wish to download or delete and check the box to far-right of the row containing the call recording. From the pick action drop-down, select the 'Export' or 'Delete' action.

The screenshot shows a web interface with a 'Recordings' tab selected. At the top, there are navigation controls and a page indicator 'Page 306/2039 16309 Results'. A table of recordings is displayed with columns: TIME, DURATION, LOCAL PARTY, DIRECTION, REMOTE PARTY, USER, TAGS, and QM. A 'Pick action' dropdown menu is open over the table, showing options: 'Export query results media files', 'Export selected media files', 'Delete query results', and 'Delete selected'. The table contains several rows of recording data, including details like time (e.g., 07:05:16), duration (e.g., 29), local party (e.g., 1543bermudezm1), direction (e.g., outgoing), remote party (e.g., 17869246137), and user (e.g., Mariano Bermudez).

If "Export" is chosen, a zip file containing all relevant recordings will be downloaded to the default location on your local system.

When deleting, a confirmation screen will be displayed. Click 'Ok' to confirm the deletion or 'Cancel' to decline the deletion. Optionally, you can choose to only delete the file from the database or disk.

Are you sure you want to delete 3 recordings ?

- Delete recording entries in database
- Delete recording files on disk

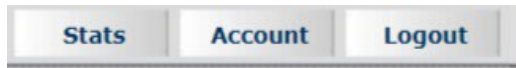
Live Recordings

At times, it is useful to view the call recordings as they take place on the system. To do so, click the 'Live' button in the upper left-hand corner of the page. A table of users will be displayed. Inactive users show the elapsed time since the last call recording. For active users, the panel will display the user name, call direction (incoming vs. outgoing), remote party, elapsed call time, and buttons for keeping, discarding, and monitoring the call.

USER LIVE MONITORING												
Monitoring group: Sales												
USER ID	USER NAME	LOCAL PARTY	DIRECTION	REMOTE PARTY	ELAPSED	KEEP	DISCARD	MONITOR	PAUSE	STATUS	TAG	LIVE TAGS
7	Daniela Rodriguez	inactive		inactive	> 24h					-		
15	Javier Fernandez	inactive		inactive	> 24h					-		
10	Lucila Capovilla	inactive		inactive	> 24h					-		
64	Manager Groups	inactive		inactive	> 24h					-		
6	Mara Torti	inactive		inactive	> 24h					-		
8	Marianela Alegre	inactive		inactive	> 24h					-		
2	Mariano Gedisman	mariano		3125551111	02:00					-		
4	Nicolas Buratti	inactive		inactive	> 24h					-		
5	Nicolas Martinez	inactive		inactive	> 24h					-		

Statistics

You can view your call recording statistics by clicking the "Stats" tab in the upper right corner



This screen presents the admin an overview of the current recording activity. The refresh rate can be modified to 1 minute intervals, 5 minute intervals, 30 minute intervals and "Never".

Troubleshooting

Unable to export recordings

Several things might make this issue occur, and there are several different interpretations to "unable to export recordings":

ZIP FILE OF RECORDINGS DOES NOT DOWNLOAD

Pop-up blocker error

The pop-up blocker is most likely the culprit when one is unable to download the recordings from the Browse -> recordings section.

On Chrome and Firefox, look for a small notification at the top right or bottom of the screen that a pop-up was blocked, and allow it.

Disabling the pop-up blocker frequently does not resolve this issue on Internet Explorer, unfortunately.

Workaround for IE:

1. Perform search query for desired files, and/or checkmark the files that should be exported.
2. Click on "Pick Action" bar at the top. Hold down the "CTRL" key and do the following:
 - While holding down the "CTRL" key, click on either "export selected media files" or "export query results".
 - A new window will pop up. It may ask you where to save the recording. Be sure to continue holding down "CTRL" when you click the OK/save button.
 - Only after the zip file shows that it is downloading can you release the "CTRL" key.
 - Failure to keep "CTRL" held down at any point before the file starts to download will result in the pop-up disappearing, and the file will not appear on the local machine.

Security Settings - Internet Explorer

If the "CTRL" key strategy above does not work, the security settings in Internet Explorer might be at fault.

Make sure Config->Playback replay mode is set to "Standard"
(Doing so might require full Host name in Service config in order to play media)

In Internet Explorer, please try the following steps:

1. Browse to the login page of your Lightpath HCR panel
2. Click on Tools->Internet Options
3. Select the Security tab
4. Click the Trusted Sites icon (Green check-mark)
5. Click the Sites button
6. If not already there, type the website URL in the "Add this website to the zone" box
7. Uncheck the "Require server verification (https:) for all sites in this zone"
8. Click the Add button
9. Click the Close button
10. Back on the Security tab, move the Security level slider-bar to Medium-low (second to bottom notch)
11. Click Ok

At this point, you should be able to export the media files in Internet Explorer.