






Call Recording Installation Check List


To ensure a successful call recording installation, simply review the check list below prior to your install date, decide on your requirements and liaise with your installer and any third parties accordingly

 **Access** - let your security / reception / IT team know a call recording install is scheduled and arrange the necessary access – key fobs, cards, guest passes etc

 **Cabinet/Rack space** – if you have purchased a server, ensure you have sufficient rack space and check the dimensions of the server match available rack space
✓ Allow a gap for air in the rack space
✓ Ensure the rack space is near power sockets and you have spare sockets available

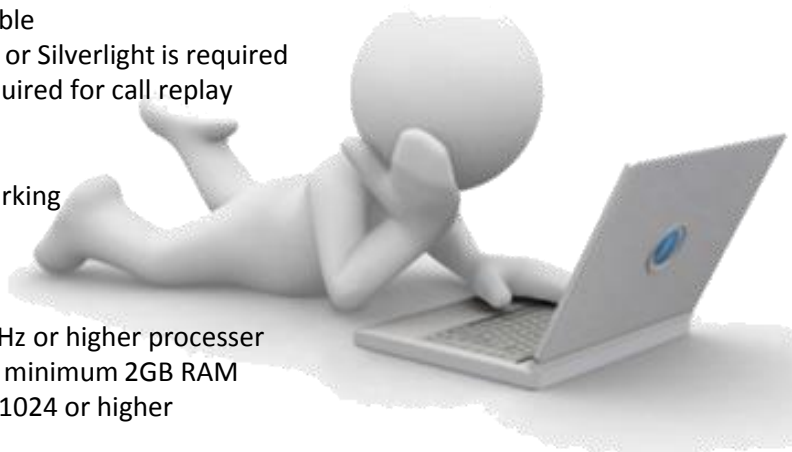
 **Anti Virus software** – if you require Anti-Virus software on your recorder, check its compatibility with your call recording installer/supplier


 **Windows security patches** – disable automatic Microsoft updates to avoid loading issues and systems restarts


 **PC environment** – liaise with your installer/supplier to ensure your PC hardware and software specifications will meet the minimum requirements to run the call recording application. At the very least ensure the following;

- ✓ Identify if Operating System is compatible
- ✓ Identify if additional software like .NET or Silverlight is required
- ✓ Identify if a specific web browser is required for call replay

- ✓ PC/Laptop - should be fitted with a working sound card
- ✓ PC/Laptop – should have speakers or headphones for replaying of calls
- ✓ PC/Laptop – should have Dual Core 2GHz or higher processor
- ✓ PC/Laptop used for replay should have minimum 2GB RAM
- ✓ PC Screen resolution should be 1280 x 1024 or higher















 **User privileges and requirements** – identify in advance who will have access to the call recorder, their login, DDI, Role and the level of access you wish them to have. A good installer/supplier can provide you with a template for this

 **Remote access & support** – consider whether you want your installer/supplier to be able to remotely access and fix problems, if so they can configure this during installation



Call Recording Installation Check List

-  **Network ports and IP addresses** – configure and allocate these in advance, your installer/supplier should be able to provide more detailed information on this, based on your chosen solution
-  **Subnet mask, default gateway and router information** – provide full details of these to your installer/supplier
-  **Time** – if the system is to be synced from a network time source, then provide details of the IP address and time standard to be applied
-  **Name your recorder** - provide any names and ensure they are registered with the IP address provided on DNS servers
-  **SNMP server** – consider whether you want to activate systems alerts to assist with trouble-shooting, if you do, you will need to configure your server accordingly
-  **Firewall ports** – provide your installer/supplier with details of any firewalls on your network which need to be dealt with to ensure smooth flow of traffic from your recorder to any client PC's
-  **Active Directory integration** – if you want to ensure continuity of security and passwords using auto-login to sync windows passwords with access to the recorder, your installer/supplier will advise you on what is required to set this up
-  **Retention period** – let your installer/supplier know how long you want your calls to be retained for
-  **Licensing** – ensure your phone system has sufficient licenses to allow the call recording to monitor and record all phones without impacting day-to-day operations
-  **Onsite testing** – during the installation ensure you provide your supplier with a phone, PC with internet access and with the call recording client installed, so that your call recording installation can be tested
-  **Third party support** – if you use third parties for IT or Telephony issues such as PBX's or network support, ensure they are available and ready to assist on your planned install date
-  **Communication** – make sure all relevant departments and third party suppliers know what is happening and when to ensure deadlines and expectations are met

