

VDS-II for CISCO UCM

Technical Information

Voice Recording System VC-MDX

Version 1908

Table of Contents

1	Document History	3
2	Introduction	4
3	PBX requirements	4
4	Supported phone sets	4
5	Supported audio codecs	4
6	Recording Software requirements	4
7	Supported features	5
7.1	Call scenarios	5
7.2	Recording scenarios	5
7.2.1	Automatic recording / BIB recording	5
7.2.1	Selective recording using ATIS UHER marking GUI	5
7.2.1	Selective recording using configured button on phone	5
7.2.1	Selective recording by Supervisor (not verified)	5
8	Logical view	6
9	Technical appendix	7

1 Document History

Version	Date	Author	Changed
0.1	2017-05-03	PR	Initial Version
0.2	2018-05-08	PR	Query for features added
1908	2019-08-14	PE	VC adapted

2 Introduction

This document describes the supported functions and features for recording phone sets on a CISCO UCM based telephony solution.

VDS-II for CISCO UCM bib recording features an optional marking GUI to select phone sets for monitoring.

Customer can configure a dedicated button for record on demand purposes on supported phone sets.

3 PBX requirements

- a. CISCO UCM 9.1 (separate software bundle)
- b. CISCO UCM 10.6su3 or higher
- c. CISCO BE6000
Basically a CISCO UCM and an UCS offered as a bundle.
- d. CISCO CCX 10 or higher

4 Supported phone sets

- a. devices to be recorded must support BIB recording.
- b. Refer to CISCO technical documentation
- c. Recommended usage as displayed in CISCO admin guide “selective recording – user recording”
- d. For reliable results only active CISCO ucm versions will be supported. Refer to CISCO EOL documentation (at the last change of this document the oldest supported version was 10.6SU3)

5 Supported audio codecs

- a. G.711
- b. G.729a
- c. G.723
- d. G.722
- e. OPUS
- f. Speex

6 Recording Software requirements

- a. VCMDx recorder v 11.8 or newer

7 Supported features

7.1 Call scenarios

- a. Inbound calls
- b. Outbound calls
- c. Internal calls
- d. Call transfers
- e. 3-way conference

7.2 Recording scenarios

7.2.1 Automatic recording / BIB recording

- Working on phones supporting BIB recording.
- Configuration in PABX needed
- Optional configuration in the marking GUI to configure CSTA/JTAPI link in order to retrieve correct call details from PABX.

7.2.1 Selective recording using ATIS UHER marking GUI

- Phone/PABX combination must support “silent recording – call recording”
- Configuration in PABX needed
- The marking GUI must be configured to monitor targets

7.2.1 Selective recording using configured button on phone

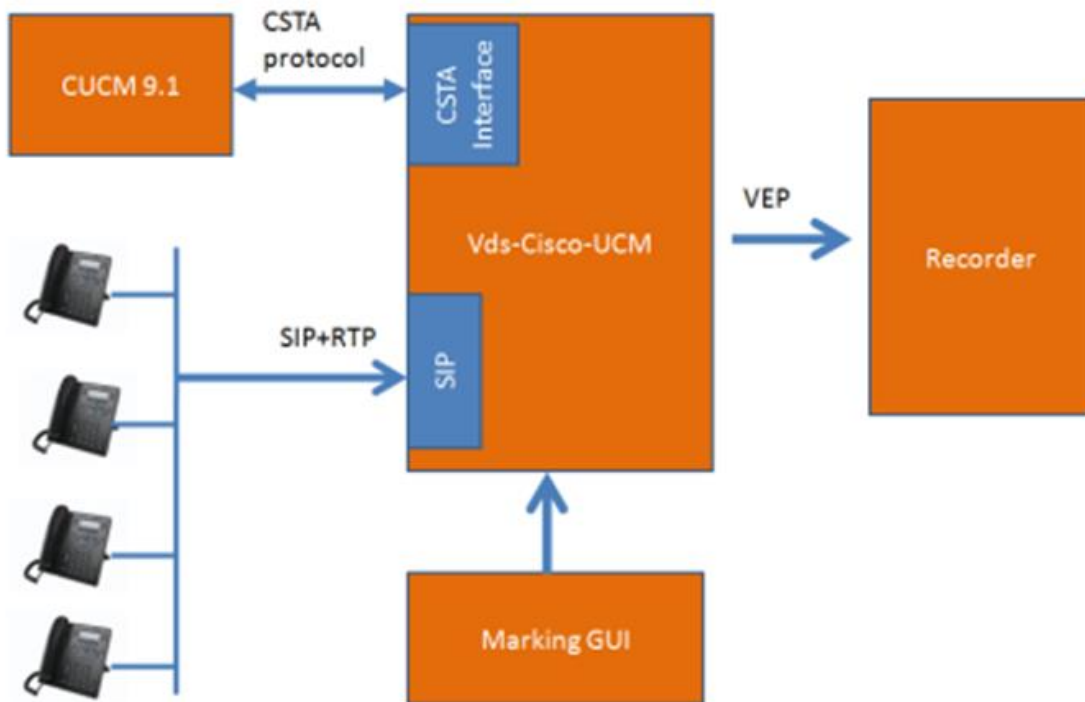
- Phone/PABX combination must support “selective recording – user recording”
- Configuration in PABX needed
- Additional marking GUI from VoiceCollect needed to configure CSTA/JTAPI link to retrieve Events and correct CRD.

7.2.1 Selective recording by Supervisor (not verified)

- Phone/PABX combination must support “selective recording”
- Configuration in PABX needed
- Additional marking on Supervisor station needed.

8 Logical view

Vds-II-Cisco-UCM-9.1



The VDS

- Vds monitors the terminals to be recorded
- Handles all CSTA events (phone events, marking, demarking)
- Maintain the persistence of marked number
- Receive Sip and record SIP calls

Marking Gui

- Enable user to mark/demark target phones

9 Technical appendix

- a. Basic configuration check for CISCO UCM
 - Feature query BIB recording in CISCO UCM – proper user rights required

Pls see:



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System Reports

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- Unified CM Database Status
- Unified CM Device Counts Summary
- Unified CM Device Distribution Summary
- Unified CM Duplicate Directory URIs
- Unified CM Extension Mobility
- Unified CM GeoLocation Policy
- Unified CM GeoLocation Policy with Filter
- Unified CM Lines Without Phones
- Unified CM Multi-Line Devices
- Unified CM Phone Feature List
- Unified CM Phones With Mismatched Load
- Unified CM Phones Without Lines
- Unified CM Shared Lines
- Unified CM Table Count Summary
- Unified CM User Device Count
- Unified CM Users

✓ OK: Report opened successfully.

Unified CM Phone Feature List

Provides a complete list of features available to products supported by Unified CM.
Created on Mon May 07 16:27:06 CEST 2018

Product: All

Feature: Built In Bridge

Unified CM Cluster Name

Cluster Name	Publisher Name/IP
StandAloneCluster	[REDACTED]

List Features

Product	Protocol	Feature	Parameters
Cisco 6911	SCCP	Built In Bridge	
Cisco 6921	SCCP	Built In Bridge	
Cisco 6941	SCCP	Built In Bridge	
Cisco 6945	SCCP	Built In Bridge	
Cisco 6961	SCCP	Built In Bridge	
Cisco 7906	SCCP	Built In Bridge	
Cisco 7911	SCCP	Built In Bridge	
Cisco 7921	SCCP	Built In Bridge	

Possible output, based on UCM 9.1.2:

1. PRODUCT	Protocol	Feature	Parameters
Cisco 6911	SCCP	Built In Bridge	
Cisco 6921	SCCP	Built In Bridge	
Cisco 6941	SCCP	Built In Bridge	
Cisco 6945	SCCP	Built In Bridge	
Cisco 6961	SCCP	Built In Bridge	
Cisco 7906	SCCP	Built In Bridge	
Cisco 7911	SCCP	Built In Bridge	
Cisco 7921	SCCP	Built In Bridge	
Cisco 7925	SCCP	Built In Bridge	
Cisco 7926	SCCP	Built In Bridge	
Cisco 7931	SCCP	Built In Bridge	
Cisco 7937	SCCP	Built In Bridge	
Cisco 7940	SCCP	Built In Bridge	
Cisco 7941	SCCP	Built In Bridge	
Cisco 7941G-GE	SCCP	Built In Bridge	
Cisco 7942	SCCP	Built In Bridge	
Cisco 7945	SCCP	Built In Bridge	
Cisco 7960	SCCP	Built In Bridge	
Cisco 7961	SCCP	Built In Bridge	
Cisco 7961G-GE	SCCP	Built In Bridge	
Cisco 7962	SCCP	Built In Bridge	
Cisco 7965	SCCP	Built In Bridge	
Cisco 7970	SCCP	Built In Bridge	

Cisco 7971	SCCP	Built In Bridge
Cisco 7975	SCCP	Built In Bridge
Cisco 8941	SCCP	Built In Bridge
Cisco 8945	SCCP	Built In Bridge
Cisco IP Communicator	SCCP	Built In Bridge
Cisco 3905	SIP	Built In Bridge
Cisco 3911	SIP	Built In Bridge
Cisco 3951	SIP	Built In Bridge
Cisco 6911	SIP	Built In Bridge
Cisco 6921	SIP	Built In Bridge
Cisco 6941	SIP	Built In Bridge
Cisco 6945	SIP	Built In Bridge
Cisco 6961	SIP	Built In Bridge
Cisco 7811	SIP	Built In Bridge
Cisco 7821	SIP	Built In Bridge
Cisco 7841	SIP	Built In Bridge
Cisco 7861	SIP	Built In Bridge
Cisco 7905	SIP	Built In Bridge
Cisco 7906	SIP	Built In Bridge
Cisco 7911	SIP	Built In Bridge
Cisco 7912	SIP	Built In Bridge
Cisco 7931	SIP	Built In Bridge
Cisco 7941	SIP	Built In Bridge
Cisco 7941G-GE	SIP	Built In Bridge
Cisco 7942	SIP	Built In Bridge
Cisco 7945	SIP	Built In Bridge

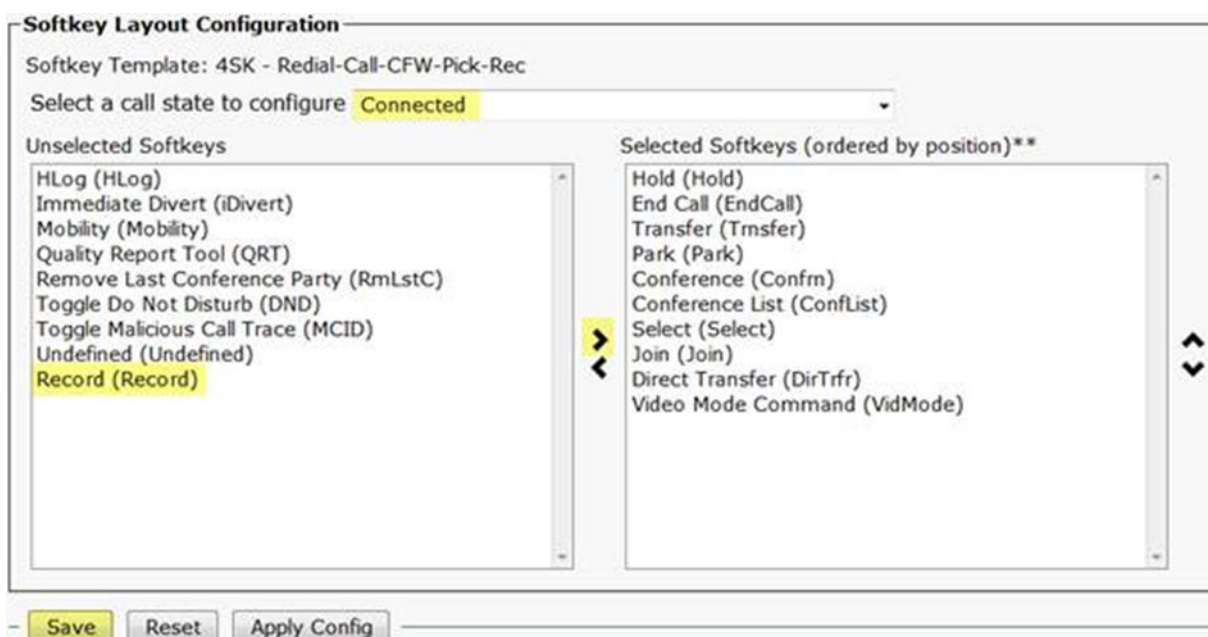
Cisco 7961	SIP	Built In Bridge
Cisco 7961G-GE	SIP	Built In Bridge
Cisco 7962	SIP	Built In Bridge
Cisco 7965	SIP	Built In Bridge
Cisco 7970	SIP	Built In Bridge
Cisco 7971	SIP	Built In Bridge
Cisco 7975	SIP	Built In Bridge
Cisco 8811	SIP	Built In Bridge
Cisco 8831	SIP	Built In Bridge
Cisco 8841	SIP	Built In Bridge
Cisco 8845	SIP	Built In Bridge
Cisco 8851	SIP	Built In Bridge
Cisco 8851NR	SIP	Built In Bridge
Cisco 8861	SIP	Built In Bridge
Cisco 8865	SIP	Built In Bridge
Cisco 8941	SIP	Built In Bridge
Cisco 8945	SIP	Built In Bridge
Cisco 8961	SIP	Built In Bridge
Cisco 9951	SIP	Built In Bridge
Cisco 9971	SIP	Built In Bridge
Cisco ATA 187	SIP	Built In Bridge
Cisco ATA 190	SIP	Built In Bridge
Cisco Cius	SIP	Built In Bridge
Cisco Cius SP	SIP	Built In Bridge
Cisco DX650	SIP	Built In Bridge

Cisco DX70	SIP	Built In Bridge
Cisco DX80	SIP	Built In Bridge
Cisco Dual Mode for Android	SIP	Built In Bridge
Cisco Dual Mode for iPhone	SIP	Built In Bridge
Cisco IP Communicator	SIP	Built In Bridge
Cisco Jabber for Tablet	SIP	Built In Bridge
Cisco Unified Client Services Framework	SIP	Built In Bridge
Universal Device Template	SIP	Built In Bridge

Please see configuration under:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/10_5_2/ccmfeat/CUCM_BK_C3A84B33_00_cucm-feature-configuration-guide_1052/CUCM_BK_C3A84B33_00_cucm-feature-configuration-guide_chapter_01010.html

- a. Marking manager
PDF doc to be integrated... (“marking manager manual”)
- b. Recording key configuration
Navigate to “Device > Device Settings > Softkey Template > modify/create template



Save Delete Copy Reset Apply Config Add New

Status
Status: Ready

Association Information
Modify Button Items

1	Line [1] - 9990 in Part BAGALL
2	Add a new BLF SD
3	Add a new BLF SD
4	Add a new BLF SD
5	Add a new BLF SD
6	Add a new BLF SD
7	Add a new BLF SD
8	Add a new BLF SD
9	Add a new BLF SD
10	Add a new BLF SD
11	Add a new BLF SD
12	Add a new BLF SD

Phone Type
Product Type: Cisco 7861
Device Protocol: SIP

Device Information

Registration	Registered with Cisco Unified Communications Manager 172.30.3.241
IP Address	172.30.3.52
Active Load ID	sip78xx.10-3-1-12
Inactive Load ID	sip78xx.10-2-1-12SR1-4
Download Status	Unknown
<input checked="" type="checkbox"/> Device is Active	
<input checked="" type="checkbox"/> Device is trusted	
MAC Address*	C80084AB269F
Description	test
Device Pool*	BAG View Details
Common Device Configuration	< None > View Details
Phone Button Template*	BAG 7861 SIP 1L, 15BLFSD
Softkey Template	4SK - Redial-Call-CFW-Pick-Rec

*** END OF DOCUMENT ***