

pbxnsip Recording (PBX-REC)



Product Name: pbxnsip Recording (PBX-REC)

Manufacturer: pbxnsip

Model Number: -

Availability: In Stock

The PBX 2.0 supports several ways of recording calls:

It is able to record selected calls to the file system. Those files are recorded in compress format using the GSM codec at 13.2 kbit/s (approximately 100 KB per minute).

Alternatively, calls can be sent to a real-time recording station. This is done using a standard SIP call. By using the SIP standard, the PBX can be connected to a large number of recording devices, including soft phones for listening in or recording solutions that support SIP.

The user may also initiate a recording by pressing the record button on the phone.

The user-initiated recording, which was supported in the 1.x version, does currently not support the sending of the WAV file. Because such files can get large, we are currently investigating alternative ways of providing recording information.

In order to control the location for the recording, check out the setting "Record Location" in the system administrator menu.

pbxnsip Components

pbxnsip Component*
Order Code
Description

Domain
PBX-DOM
An instance of the PBX with defined extensions, trunks, auto attendant etc.

Extension**
PBX-EXT
A device that registers the PBX e.g. IP phone, softphone, etc.

Auto Attendant
PBX-AA
An extension that automatically answers calls and facilitates call transfers

Calling Card

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PBX-CC

An account that makes it possible to place outbound calls from the PBX.

Hunt Group

PBX-HG

A grouping of extensions set up to receive calls in order if a line is busy.

Paging Account*

PBX-PA

A one-way audio communication from one caller to a large group of listeners.

IVR Node

PBX-IVR

An account that allows a telephone caller, to select an option from the menu.

Agent Group

PBX-AG

A queue for incoming calls that allows for dispatch to a list of agents.

Conference Room

PBX-CR

A PBX account acting as a simple conference for multiple participants.

Trunk

PBX-TRK

A connection used to interface with devices that are not registered with the PBX.

Recording

PBX-REC

An option of the PBX that allows for inbound and outbound call recording.

CDR Reporting

PBX-CDR

An option of the PBX that allows for Call Detail Records to be used for billing.

SIPS Security

PBX-SEC

A security option of the PBX that secures calls using TLS, SRTP, and SDP.

Co-Lines

PBX-CO

CO-Lines are associated with trunks, Each trunk may have several CO-Lines.

Low rate Codec

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PBX-LRC

A voice comprehension algorithm that compresses voice audio down to 8Kb/sec.

*What is an Account?

We are using the term account to be any of the following: Auto Attendant, Conference, Hunt Group, Agent Group, Calling Card, Paging, Service Flag, and IVR Node. The customer can choose to configure the PBXs accounts so as to meet their needs. You cannot create accounts beyond the number you are licensed for.

**What is an Extension?

An extension is a special account type that has a phone and a mailbox associated with it. An extension can have multiple phones connected to it with the same extension number.

*The pbxnsip components above can be added to the base bundles found on pbxnsip Software IP PBX Section

Please Enquire