



RECALL INSTALLATION 3CX

USER MANUAL
Version Software 2.01



INDEX

1- OVERVIEW	3
2- INSTALL RECALL SET UP AND RMW	4
3- INSTALL SQL SERVER 2012.....	5
3- INSTALL JUSAN 3CX SERVICE	6

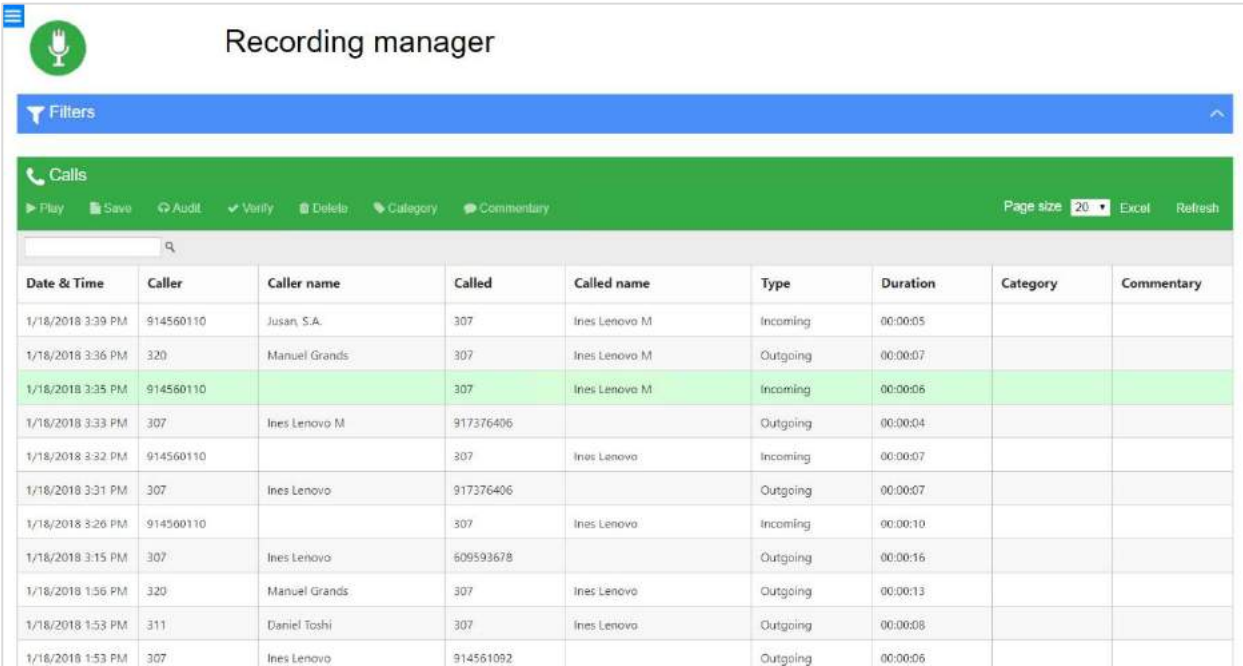
1- OVERVIEW

Recall for 3CX is a solution that complements the internal recording capabilities of the 3CX telephone system.

Once the software is installed on the 3CX server, it reads the recorded files as they are generated by the telephone system and processes them into the Recall SQL database.

This enables the user to enjoy all the advanced features of the Recall family of call recording solutions such as:

- ✓ Voice Compression
- ✓ Encryption
- ✓ PCI compliance
- ✓ Unlimited user profiles
- ✓ Audit of Recordings
- ✓ Agent scoring
- ✓ Powerful search engine
- ✓ Full web access from any device
- ✓ Tagging of recordings

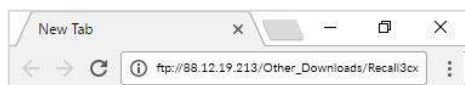


The screenshot shows the 'Recording manager' interface. At the top, there is a microphone icon and the title 'Recording manager'. Below this is a blue 'Filters' bar. A green bar contains a 'Calls' header and navigation icons: Play, Save, Audit, Verify, Delete, Category, and Commentary. On the right of this bar, it shows 'Page size 20', 'Excel', and 'Refresh'. A search bar is located below the navigation icons. The main area is a table with the following data:

Date & Time	Caller	Caller name	Called	Called name	Type	Duration	Category	Commentary
1/18/2018 3:39 PM	914560110	Jusan, S.A.	307	Ines Lenovo M	Incoming	00:00:05		
1/18/2018 3:36 PM	320	Manuel Grands	307	Ines Lenovo M	Outgoing	00:00:07		
1/18/2018 3:35 PM	914560110		307	Ines Lenovo M	Incoming	00:00:06		
1/18/2018 3:33 PM	307	Ines Lenovo M	917376406		Outgoing	00:00:04		
1/18/2018 3:32 PM	914560110		307	Ines Lenovo	Incoming	00:00:07		
1/18/2018 3:31 PM	307	Ines Lenovo	917376406		Outgoing	00:00:07		
1/18/2018 3:26 PM	914560110		307	Ines Lenovo	Incoming	00:00:10		
1/18/2018 3:15 PM	307	Ines Lenovo	609593678		Outgoing	00:00:16		
1/18/2018 1:56 PM	320	Manuel Grands	307	Ines Lenovo	Outgoing	00:00:13		
1/18/2018 1:53 PM	311	Daniel Toshi	307	Ines Lenovo	Outgoing	00:00:08		
1/18/2018 1:53 PM	307	Ines Lenovo	914561092		Outgoing	00:00:06		

2- INSTALL RECALL SET UP AND RMW

Download the installation kit from Jusan’s FTP:
ftp://88.12.19.213/Other_Downloads/Recall3cx

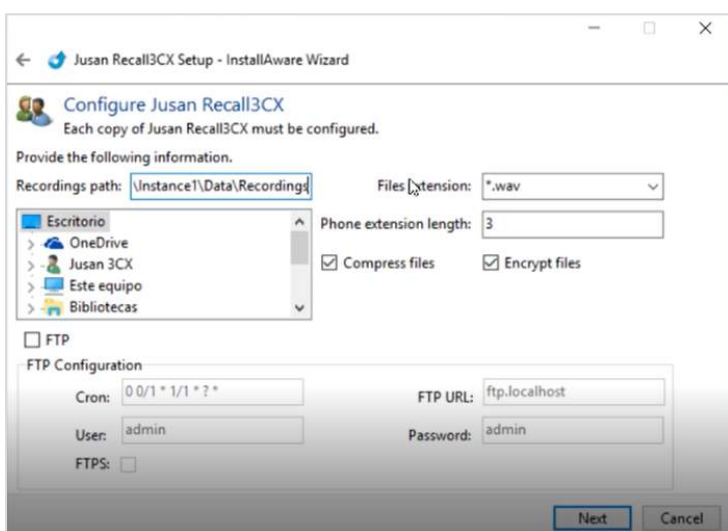


Make sure you have administrator privileges and double click on “Recall3cx.exe”.

NOTE:

For w7: Necessary to have previously installed the IIS.
 Others: If the 3cx recordings are in remote machine, it is necessary to create an administrator user identical to that of the remote machine and execute the Recall3CX service with those credentials.

recall3cx.exe	16/01/2018 11:58	Aplicación	15.137 KB
SQLEXPRTW_x64_ENU.exe	29/12/2017 9:07	Aplicación	686.011 KB



On the first screen, fill in the following fields:

Recordings path: \\Instance1\Data\Recordings

Recordings path (Location of recording files generated by the 3CX system. Usually: C:\ProgramData\3CX\Instance1\Data\Recordings)

Files extension: *.wav

Extension length (number of digits)

Compress files

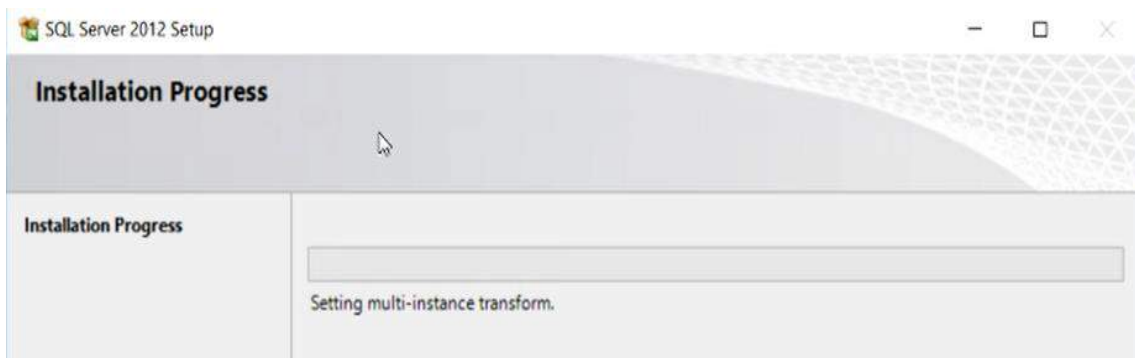
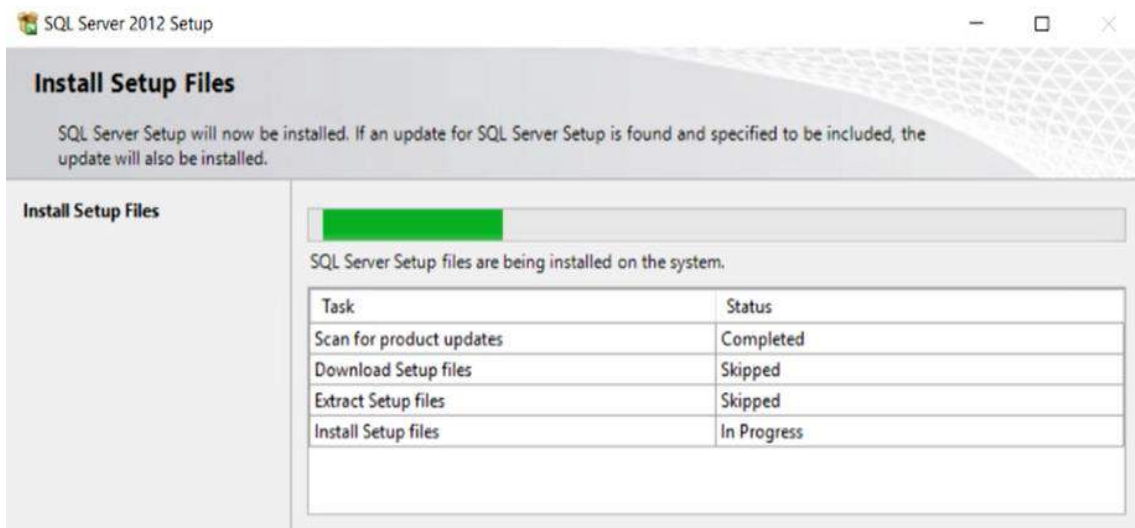
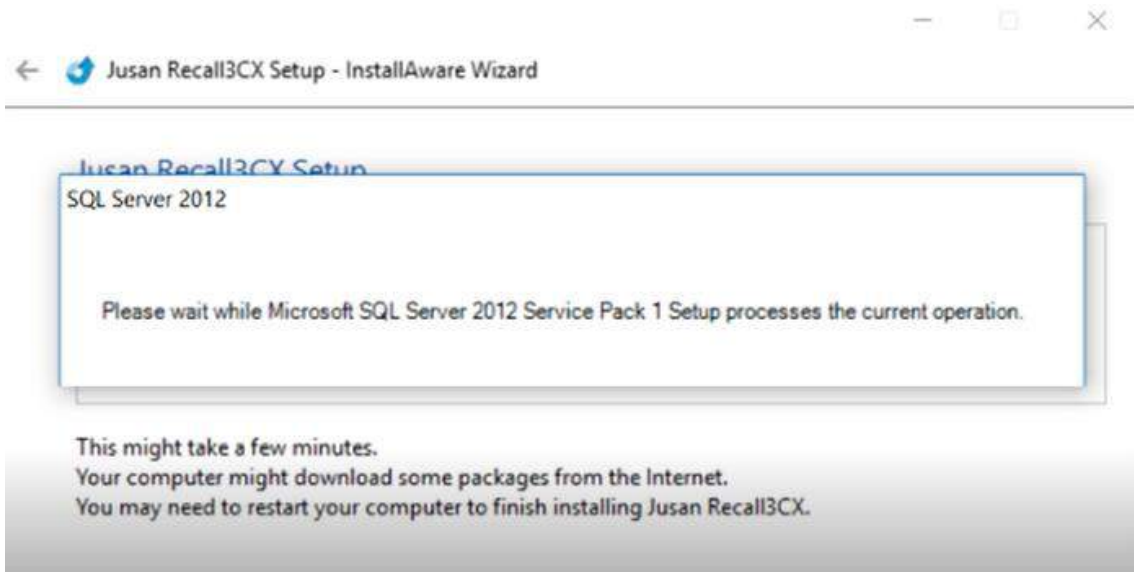
Compress files
 (Tick the box only if you want to compress the files)

Encrypt files

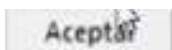
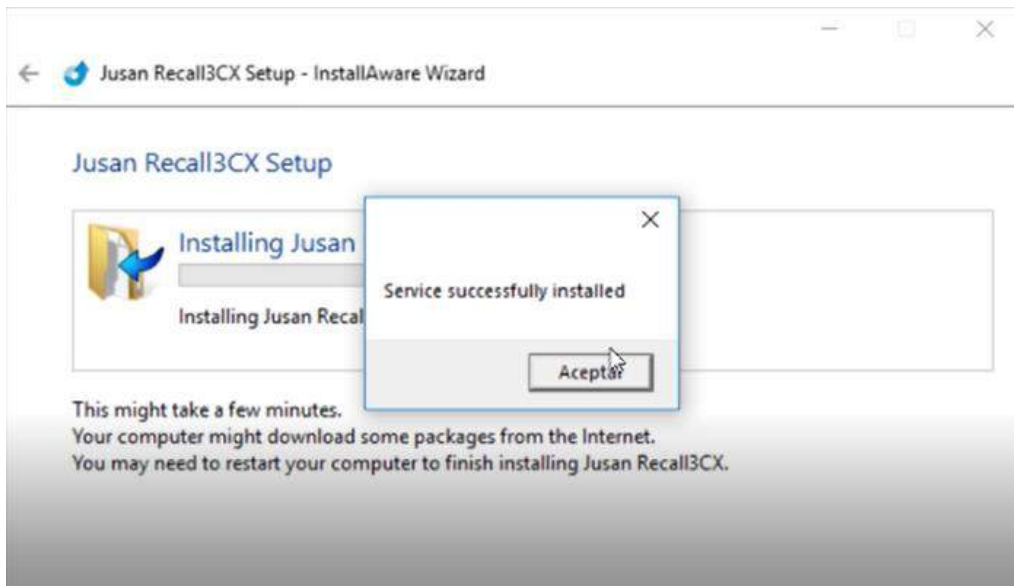
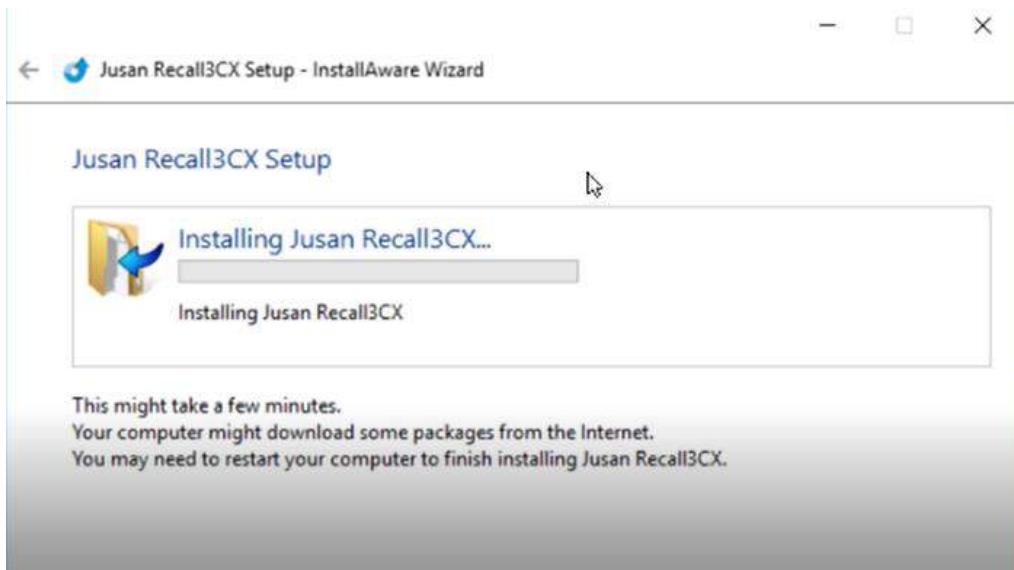
Encrypt files
 (Tick the box only if you want to encrypt the files)

Once configured, press next.

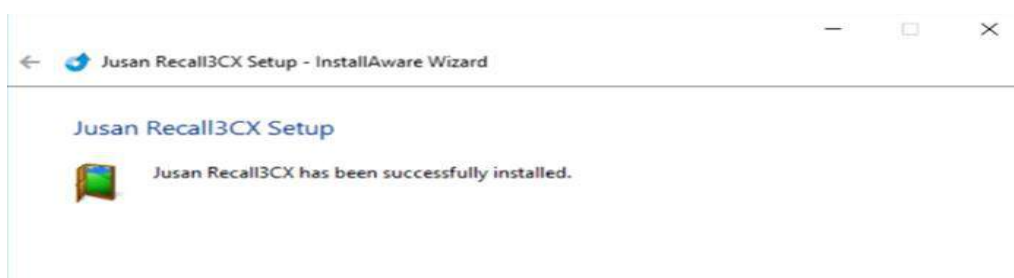
3- INSTALL SQL SERVER 2012



3- INSTALL JUSAN 3CX SERVICE



Press **Accept** the Service Installation (twice) in order to finish the installation.

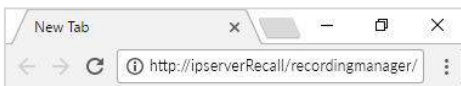




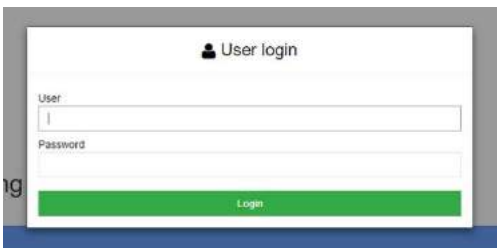
Type on Finish.

At this point, Recall3CX and RMW (Recording Manager Web) have been installed.

Click on the Recording Manager icon which appears on the desktop.



Or enter the following URL on your web browser:
<http://ipserverRecall/recordingmanager/>



Enter User Admin and Password Admin, and check that the recordings are present and that you can listen to them.

 A screenshot of the "Recording manager" web interface. It shows a table of call recordings with columns for Date & Time, Caller, Caller name, Called, Called name, Type, Duration, Category, and Commentary.

Date & Time	Caller	Caller name	Called	Called name	Type	Duration	Category	Commentary
1/18/2018 3:39 PM	914560110	Jusan, S.A.	307	Ines Lenovo M	Incoming	00:00:05		
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JUSAN S.A.

JUSAN is one of the global leaders in value added solutions for telephony, with 40 years' experience in the telecommunications sector, with consolidated products present in more than 40 countries and certified by top market players.

Jusan sells and supports its products through a network of partners and distributors, and closely cooperates with leading carriers and manufacturers for the certifications of interoperability between its applications and the most prestigious telephone systems in the market.

Windows is a trade mark of MICROSOFT CORPORATION
Reference: D505XXJUSUX01ES (RMW)

JUSAN, S.A. reserves the right, for the benefit of its customers, to modify the product specifications without prior notice.