

# Record a Phone Call on SPA300/SPA500 Series IP Phone

## Objective

Live Recording allows a phone conversation to be recorded. After the call is complete, the recording will go into the voice mailbox where it can be accessed just like any other voice mail message. This article explains how to record a call on SPA300/500 Series IP Phones.

## Applicable Devices

- SPA300
- SPA500

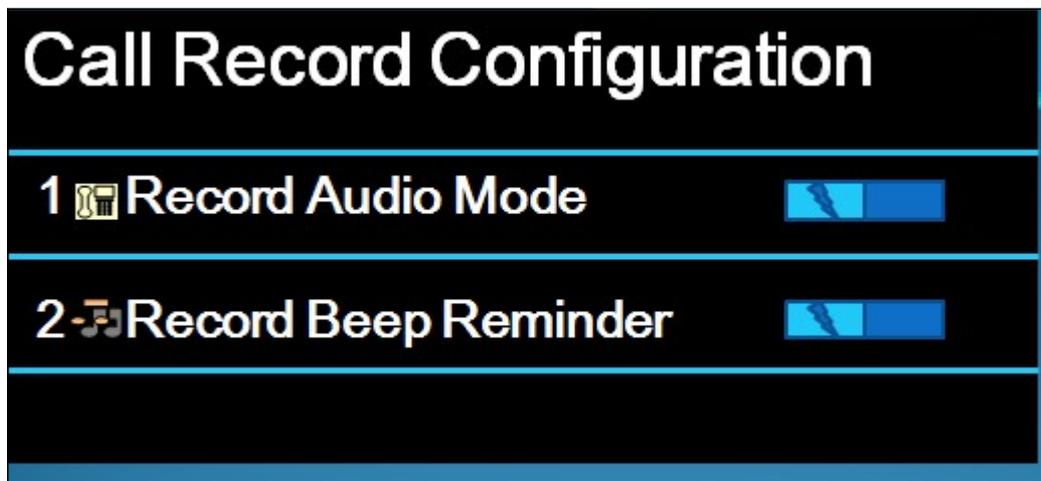
## Software Version

- 7.5.4

## Record Call Configuration

### Record Call Configuration through Phone Interface

Step 1. In the phone menu, choose **User preferences > Call Record Configuration**. The Call Record Configuration menu is displayed.



Step 2. Enable the Record Audio Mode feature. This feature allows the user to record calls.

Step 3. (Optional) To make the phone beep once when the call record is going to begin, enable the Record Beep Reminder.

Step 4. Press **Save**.

**Note:** If the phone does not accept the change, enter the code to unlock the interface and change the properties. The code to unlock the phone is **\*\*#**.

### Record Call Configuration through Web Configuration Utility

Step 1. Log in to the web configuration utility and choose **Voice > Phone**. The *Phone* page opens:



Call Audio Recording

Record Enable: yes ▾ Record Beep Reminder: yes ▾

Undo All Changes Submit All Changes

Step 2. Choose **yes** from the Record Enable drop-down list to enable the record in the phone.

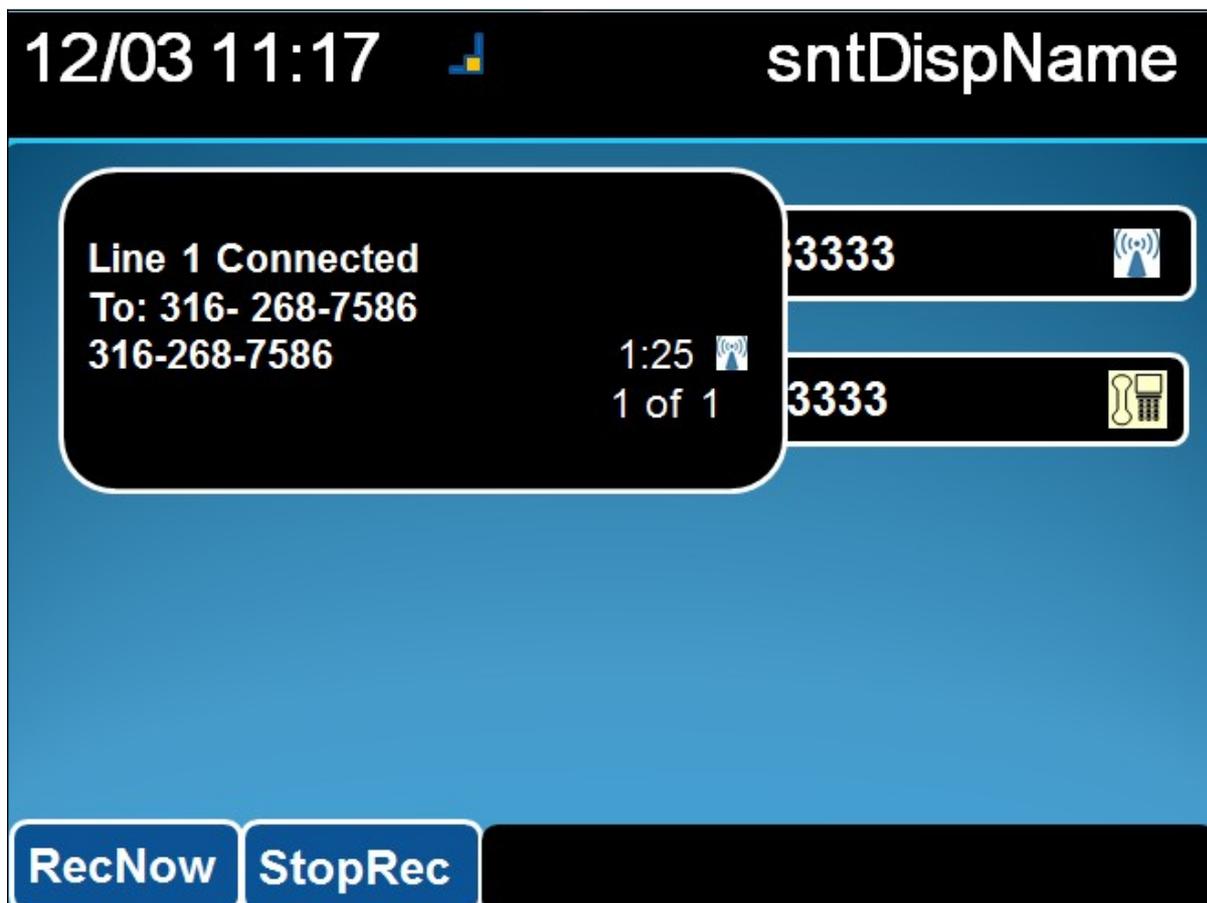
Step 3. Choose **yes** from the Record Beep Reminder drop-down list to enable the beep for record a call.

Step 4. Click **Submit All Changes**.

**Note:** You can either access the phone directly through your PC or through an Unified Communication (UC) device. If you want to change settings from the web configuration utility, make sure you have enabled the **Web Server Writable** for the interface. To enable this on the interface, choose **Settings > Security Configuration > Web Server Writable**, and select **Yes**.

## Record Live Call

**Note:** When you configure the record features in the phone, this is displayed on the main screen. To record a live call, connect an external storage device to the USB port on the SPA525G2.



Step 1. Enter the phone number that you would like to call.

Step 2. When the user on the other part of the line answers, choose **RecNow** with the soft keys.

Step 3. Choose **StopRec** when you want to finish call record.