



Cisco Jabber for Android, iOS, and Windows Features

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Silent Monitoring and Call Recording

Applies to: Cisco Jabber for Windows, Cisco Jabber for Android, Cisco Jabber for iOS

This feature is supported for on-premises deployment. Cisco Jabber for Windows requires Cisco Unified Communications Manager 9.x or later.

Cisco Jabber for iPhone and iPad and Cisco Jabber for Android require Cisco Unified Communications Manager 11.0 or later.

You can set up extra audio path functions for devices such as silent monitoring and call recording.

To enable silent monitoring and call recording, see the *Monitoring and Recording* section of the *Cisco Unified Communications Manager Features and Services Guide* for step-by-step instructions.

Notes:

- Cisco Jabber does not provide any interface to begin silent monitoring or call recording. Use the appropriate software to silently monitor or record calls.
- Cisco Jabber does not currently support monitoring notification tone or recording notification tone.
- You can use silent monitoring and call recording functionality only. Cisco Jabber does not support other functionality such as barging or whisper coaching.
- You might need to download and apply a device package to enable monitoring and recording capabilities on the device, depending on your version of Cisco Unified Communications Manager. Before you start configuring the server, do the following:

- 1 Open the **Phone Configuration** window for the device on which you plan to enable silent monitoring and call recording.
- 2 Locate the **Built In Bridge** field.

If the **Built In Bridge** field is not available on the **Phone Configuration** window, download and apply the most recent device packages.

