

PORTFOLIO BULLETIN

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MyCalls Call Recording 5.1.0.6

With this release MyCalls continues to provide new and enhanced features, helping you to increase your business opportunities. This release sees a new call recording engine with many new features making managing a call recorder easier than ever before. This new recording engine replaces the previously available Sense Call Recording engine for SIP trunk call recording.

New Call Recording Features

The new features are available as standard with 5.1.0.6 MyCalls Call Recorder.

- The installation and configuration of the call recording elements are now contained within MyCalls meaning call recorder management has massively improved.
- Flexible deployment architecture, this is especially useful in a multi-site installation where trunks are recorded at different locations.
- Runs on a single PC to save on PC hardware costs.
- Email Notification and alerts – a proactive approach to managing disk space and call recordings.
- Disk storage management helps to automatically maintain call recordings in line with your data storage policy.
- Call recording alarms can alert you when calls haven't been recorded.
- Audit Stop / Start record by running reports on calls that have been paused.
- A manual pausing licence is now available that includes DTMF pausing AND the ability to manually click a button to pause recording through MyCalls.
- Support for 256 bit encryption – a mandatory feature in certain sectors.

Compatibility

MyCalls Call Recording is available on SV9100 / SL2100 and Univerge 3C.

The legacy Retell Sense ISDN and SIP Call Recording software can still be used with MyCalls 5.1.0.6. Upgrade / expansion licence can still be purchased for this product as before. It's also possible to use a mixture of Retell Sense ISDN recording with MyCalls SIP Call Recording.

Pricing aspects & Items

New part numbers are for the call recording product can be found in the table below for each of the platforms.

Product code	Product name	Description
EU100194	LK-SV9100-MyCalls Call Rec 4 Concurrent Calls	MyCalls Call Recorder 4 Concurrent SIP Calls
EU100195	LK-SV9100-MyCalls Call Rec 8 Concurrent Calls	MyCalls Call Recorder 8 Concurrent SIP Calls
EU100196	LK-SV9100-MyCalls Call Rec 16 Concurrent Calls	MyCalls Call Recorder 16 Concurrent SIP Calls
EU100197	LK-SV9100-MyCalls Call Rec 30 Concurrent Calls	MyCalls Call Recorder 30 Concurrent SIP Calls
EU100198	LK-SV9100-MyCalls Call Rec 60 Concurrent Calls	MyCalls Call Recorder 60 Concurrent SIP Calls
EU100199	LK-SV9100-MyCalls Call Rec Manual Pause	MyCalls Call Recorder Manual Pause
EU400038	LK-SV9100-Rec.Start-Stop	MyCalls Call Recorder Stop Start
EU400030	LK-SV9100-MyCalls-EnhCallPlay	Enhanced Call Player
EU400031	LK-SV9100-MyCalls-CallAuditing	Call Playback Auditing
EU100200	LK-SL2100-MyCalls Call Rec 4 Concurrent Calls	MyCalls Call Recorder 4 Concurrent SIP Calls
EU100201	LK-SL2100-MyCalls Call Rec 8 Concurrent Calls	MyCalls Call Recorder 8 Concurrent SIP Calls
EU100202	LK-SL2100-MyCalls Call Rec 16 Concurrent Calls	MyCalls Call Recorder 16 Concurrent SIP Calls
EU100203	LK-SL2100-MyCalls Call Rec 30 Concurrent Calls	MyCalls Call Recorder 30 Concurrent SIP Calls
EU100204	LK-SL2100-MyCalls Call Rec 60 Concurrent Calls	MyCalls Call Recorder 60 Concurrent SIP Calls
EU100205	LK-SL2100-MyCalls Call Rec Manual Pause	MyCalls Call Recorder Manual Pause
EU500038	LK-SL2100-Rec.Start-Stop	MyCalls Call Recorder Stop Start
EU500030	LK-SL2100-MyCalls-EnhCallPlay	Enhanced Call Player
EU500031	LK-SL2100-MyCalls-CallAuditing	Call Playback Auditing
EU100210	3C MyCalls Call Rec Upto 30 Calls per ch	MyCalls Call Recorder 1-30 Concurrent SIP Calls
EU100211	3C MyCalls Call Rec 30-60 Calls per ch	MyCalls Call Recorder 30-60 Concurrent SIP Calls
EU100212	3C MyCalls Call Rec 60-90 Calls per ch	MyCalls Call Recorder 60-90 Concurrent SIP Calls
EU100213	3C MyCalls Call Rec 90-200 Calls per ch	MyCalls Call Recorder 90-200 Concurrent SIP Calls
EU100214	3C MyCalls Call Rec 200-400 Calls per ch	MyCalls Call Recorder 200-400 Concurrent SIP Calls
EU100215	3C MyCalls Call Rec > 400 Calls per ch	MyCalls Call Recorder > 400 Concurrent SIP Calls
EU100216	3C MyCalls Call Rec Manual Pause	MyCalls Call Recorder Manual Pause
EU100173	3C MC Call Rec Stop/Start 1 LIC	MyCalls Call Recorder Stop Start
EU100177	3C MC Call Rec Enh. CallPlayer LIC	Enhanced Call Player
EU100178	3C MC Call Rec Call Auditing LIC	Call Playback Auditing

Pricing can be obtained from your NEC representative/Channel Manager or Prophix.

Training & Webinars

All new features are incorporated into the MyCalls class room based training program.

- MyCalls Basic / Call Manager – 1 Day foundation course.
- MyCalls Call Recorder – 1 Day training course.
- MyCalls Desktop / Console / Presence / MyCalls Call Centre – 3 Day training course.

For further details on SV9100 / SL2100 training courses refer to the training pages on BusinessNet. A series of videos for installation engineers who are already trained on MyCalls Call Recorder can be found on BusinessNet.

3C MyCalls Call Recorder training is available on request.

Documentation

Documentation is available in the appropriate area of business net.

- Technical Installation Manuals:
 - [SV9100 Call Recorder installation manual.](#)
 - [SL2100 Call Recorder installation manual.](#)
 - [3C Call Recorder Installation manual.](#)
- Release Overview
 - [3C Release Overview.](#)
 - [SV9100 / SL2100 Release Overview.](#)

Migration

In the coming weeks, a separate announcement will be made about the availability of migration licences. This will allow a customer who has the existing Retell Sense call recording solution to obtain the equivalent MyCalls Call Recording licences at a discounted rate. If there is an immediate requirement to get these migration licences, please contact your NEC account manager.

Availability & Order Information

The new functionality is already available in Prophix.

Software can be obtained from the NEC FTP server from October 11, 2019 onwards