



Using Avaya IP Office™ Platform Media Manager

Release 11.1
Issue 1
April 2020

© 2020, Avaya Inc.
All Rights Reserved.

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

"Documentation" means information published in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010> under the link "Warranty & Product Lifecycle" or such successor site as designated by Avaya. Please note that if You acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to You by said Avaya Channel Partner and not by Avaya.

"Hosted Service" means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

Hosted Service

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/licenseinfo) UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF

YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/licenseinfo), UNDER THE LINK "AVAYA SOFTWARE LICENSE TERMS (Avaya Products)" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants You a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License as set forth below in the Designated System(s) License (DS) section as applicable. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to You. "Software" means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed on hardware products, and any upgrades, updates, patches, bug fixes, or modified versions thereto. "Designated Processor" means a single stand-alone computing device. "Server" means a set of Designated Processors that hosts (physically or virtually) a software application to be accessed by multiple users. "Instance" means a single copy of the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine ("VM") or similar deployment.

License type(s)

Designated System(s) License (DS). End User may install and use each copy or an Instance of the Software only: 1) on a number of Designated Processors up to the number indicated in the order; or 2) up to the number of Instances of the Software as indicated in the order, Documentation, or as authorized by Avaya in writing. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, Instance, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A "Unit" means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server or an Instance of the Software.

Cluster License (CL). End User may install and use each copy or an Instance of the Software only up to the number of Clusters as indicated on the order with a default of one (1) Cluster if not stated. "Cluster" means a group of Servers and other resources that act as a single system.

Enterprise License (EN). End User may install and use each copy or an Instance of the Software only for enterprise-wide use of an unlimited number of Instances of the Software as indicated on the order or as authorized by Avaya in writing.

Named User License (NU). You may: (i) install and use each copy or Instance of the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use each copy or Instance of the Software on a Server so long as only authorized Named Users access and use the Software. "Named User", means a user or device that has been expressly authorized by Avaya to access and use the Software. At Avaya's sole discretion, a "Named User" may be, without limitation, designated by name, corporate function (e.g., webmaster or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software.

Shrinkwrap License (SR). You may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickthrough" license accompanying or applicable to the Software ("Shrinkwrap License").

Transaction License (TR). End User may use the Software up to the number of Transactions as specified during a specified time period. A "Transaction" means the unit by which Avaya, at its sole discretion, bases the pricing of its licensing and can be, without limitation, measured by the usage, access, interaction (between client/server or customer/organization), or operation of the Software within a specified time period (e.g. per hour, per day, per month). Some examples of Transactions include but are not limited to each greeting played/message waiting enabled, each personalized promotion (in any channel), each callback operation, each live agent or web chat session, each call routed or redirected (in any channel). End User may not exceed the number of Transactions without Avaya's prior consent and payment of an additional fee.

Heritage Nortel Software

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software is the software contained within the list of Heritage Nortel Products located at <https://support.avaya.com/LicenseInfo> under the link "Heritage Nortel Products" or such successor site as designated by Avaya. For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Virtualization

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Unless otherwise stated, each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

Third Party Components

"Third Party Components" mean certain software programs or portions thereof included in the Software or Hosted Service may

contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). As required, information regarding distributed Linux OS source code (for those products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the products, Documentation or on Avaya's website at: <https://support.avaya.com/Copyright> or such successor site as designated by Avaya. The open source software license terms provided as Third Party Terms are consistent with the license rights granted in these Software License Terms, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over these Software License Terms, solely with respect to the applicable Third Party Components to the extent that these Software License Terms impose greater restrictions on You than the applicable Third Party Terms.

The following applies only if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

Service Provider

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE H.264 CODEC OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

Compliance with Laws

You acknowledge and agree that it is Your responsibility for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

Preventing Toll Fraud

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud

associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <https://support.avaya.com> or such successor site as designated by Avaya.

Security Vulnerabilities

Information about Avaya's security support policies can be found in the Security Policies and Support section of <https://support.avaya.com/security>.

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<https://support.avaya.com/css/P8/documents/100161515>).

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: <https://support.avaya.com>, or such successor site as designated by Avaya.

Contact Avaya Support

See the Avaya Support website: <https://support.avaya.com> for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <https://support.avaya.com> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners. Linux[®] is the registered trademark of Linus Torvalds in the U.S. and other countries.

Contents

Chapter 1: Introduction	6
Purpose.....	6
Change history.....	6
Chapter 2: Getting started	7
Avaya IP Office™ Platform Web Self Administration.....	7
Logging in to Web Self-Administration.....	7
Accessibility.....	7
Supported languages.....	9
Chapter 3: Using the recordings	10
Recordings overview.....	10
Viewing the details of a recording.....	11
Recordings field descriptions.....	12
Searching call recordings.....	12
Filter field descriptions.....	13
Playing a call recording.....	13
Downloading a recording.....	14
Chapter 4: Resources	15
Documentation resources.....	15
Finding documents on the Avaya Support website.....	15
Support.....	16
Viewing Avaya Mentor videos.....	16
Using the Avaya InSite Knowledge Base.....	17
Additional IP Office resources.....	17

Chapter 1: Introduction

Purpose

This document describes IP Office Media Manager product features and instructions on how to use recordings using the web self-admin interface.

Change history

Issue	Date	Summary of changes
1	May, 2017	This is the first version of the document for IP Office Media Manager Release 10.1. The document includes: <ul style="list-style-type: none">• Instructions to access IP Office web self administration.• Instructions to search, view, and download call recordings.
2	May, 2018	Updates for Release 11.0: <ul style="list-style-type: none">• Added a new topic on Supported languages• Updated the topics about Searching a recording and Playing a recording, to add more information.• Updated the Downloading a recording topic to add that the downloaded file is saved in <code>Opus</code> file format.
3	April 2020	Updates for Release 11.1 Updated Avaya support website address.

Chapter 2: Getting started

Avaya IP Office™ Platform Web Self Administration

End users can access the Web Self Administration portal to manage their personal configuration parameters. The system administrator must enable access for each user.

Logging in to Web Self-Administration Procedure

1. On a client PC, type one of the following URLs, as required:
 - `https://<Server Edition IP address>:7070/WebManagement/selfadmin.html`: For IP Office Server Edition systems.
 - `https://<ip500v2 IP address>:8443/WebMgmtEE/selfadmin.html`: For IP500 V2 systems.
 - `https://<apps_server Ip address>:7070/WebManagement/selfadmin.html`: For accessing recordings on IP500 V2 systems.
2. Type your **User Name**.
3. Type your **Password**.
4. Click **Login**.

Accessibility

The Web Self Administration user interface supports the following accessibility features.

Keyboard Navigation

To	Press
Move forward through the elements on a Web page	Tab
Move backward through the elements on a Web page	Shift-Tab

Table continues...

To	Press
Change the value of a Yes No field.	left / right arrow
Execute a currently selected button action.	Enter

Keyboard Shortcuts

*** Note:**

Keyboard shortcuts do not work if the current focus is the browser URL / Address field.

To	Press
Shift focus to menu bar.	ALT+1
Shift focus to left menu.	ALT+3
Shift focus to details pane.	ALT+4
Shift focus to footer.	ALT+6

The screenshot shows the Avaya IP Office Self Administration web interface. The top navigation bar includes the Avaya logo, the title "IP Office Self Administration", and a search icon with the shortcut "ALT + 1". The main content area is divided into a left sidebar menu and a main details pane. The sidebar menu items are: PROFILE (ALT + 3), VOICEMAIL, DO NOT DISTURB (highlighted with a blue border), MOBILITY, PERSONAL DIRECTORY, BUTTON PROGRAMMING, RECORDINGS, and SETTINGS. The main details pane shows the "Do Not Disturb" settings, including a toggle switch set to "NO" and a "DND Exception List" section. A large "ALT + 4" box is overlaid on the main details pane. At the bottom of the interface, there are "Save" and "Cancel" buttons, with an "ALT + 6" box overlaid on the "Cancel" button.

High Contrast

The Web Self Administration user interface supports high contrast settings in the Internet Explorer browser (9.0 and higher). Perform the following steps to configure high contrast.

1. On the IE menu bar, click **Tools > Internet Options**.
2. In the Internet Options window, under **Appearance**, click **Colors**.
3. In the Colors window, uncheck **Use Windows colors**.
4. Click the **Text** color box and then select black.
5. Click the **Background** color box and then select white.
6. In the Internet Options window, under **Appearance**, click **Accessibility**.
7. In the Accessibility window, click to check the following check boxes.
 - **Ignore colors specified on webpages.**
 - **Ignore font styles specified on webpages.**
 - **Ignore font sizes specified on webpages.**

Screen Reader Support

The Web Self Administration user interface supports screen readers that comply with standard Accessible Rich Internet Applications (ARIA) specifications.

Supported languages

The IP Office Media Manager user interface and documents are available in the following languages:

- US English
- Dutch
- Italian
- German
- Russian
- French
- Latin Spanish
- Brazilian Portuguese
- Simplified Chinese

Chapter 3: Using the recordings

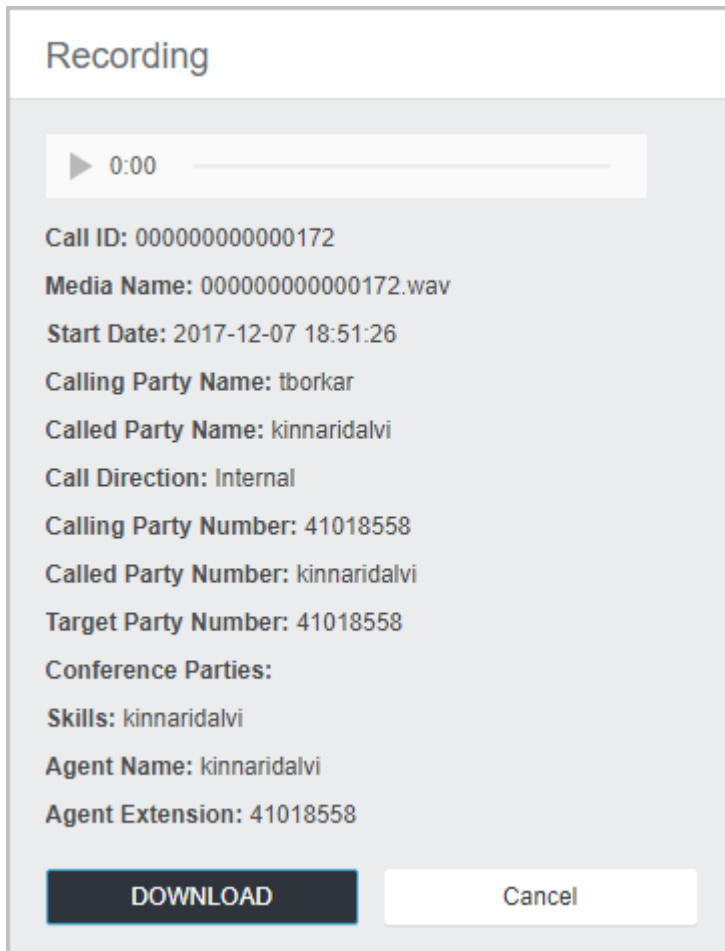
Recordings overview

IP Office Media Manager archives call recordings and makes them available to the users through the Web Self-Admin interface. A maximum of 100 recordings are displayed on the Web Self Admin interface. You can view the Web Self-Admin interface and access the recordings only if your administrator has enabled the services for you.

Depending on the permissions granted by your administrator, you can do the following:

- Filter the recordings.
- View the details of recordings of your own calls.
- View the details of recordings of other calls.
- Play the recordings of your own calls.
- Play the recordings of other calls.
- Download the recordings.

User Interface



The system displays the Recording window when you click any of the recordings. You can use this window to view the details of the recording, play a recording, control the volume, and download the recording to your computer.

*** Note:**

The option to download a recording is available only if you have permission to download a recording.

Viewing the details of a recording

Procedure

1. On the navigation pane of the IP Office Self Administration page, click **RECORDINGS**.
The system displays all the recordings available for the user on the Recordings screen.
2. To view the details of a recording, click the recording.

The system displays the details of the recording on the Recordings window.

Related links

[Recordings field descriptions](#) on page 12

Recordings field descriptions

Name	Description
Call ID	The unique ID assigned to the recording.
Media Name	The name of the media file.
Start Date	The date of the call.
Calling Party Name	The name of the user who initiated the call.
Called Party Name	The name of the user who received the call.
Call Direction	The direction of the call, that is, whether the call was Internal, Incoming, or Outgoing.
Target Party Number	The extension number of the called party.
Conference Parties	The users who participated in the conference call.
Skills	The skill of the agent who participated in the call.
Agent Name	The name of the agent who initiated the call.
Agent Extension	The extension number of the agent who initiated the call.

Related links

[Viewing the details of a recording](#) on page 11

Searching call recordings

About this task

You can search the Media Manager call recordings available on the Web Self Admin interface by using the search filters provided on the screen. To search for a recording quickly, use multiple filter criteria. Depending on the access permissions, you can view and download the recordings.

Procedure

1. On the navigation pane of the IP Office Self Administration screen, click **RECORDINGS**.
The system displays all the recordings available for the user in the Recordings screen.
2. Click **Filter Records**.
3. On the Filter screen, type or select call recording details as appropriate.

You can type more than one value by including a comma between them. The system searches for recordings that contain any of these comma-separated values.

4. Click **Apply Filter**.

The system displays the call recordings matching your filter criteria.

Related links

[Filter field descriptions](#) on page 13

Filter field descriptions

Name	Description
Recording Range (Date and Time)	The date and time range between which the call was recorded. Use the calendar to select the date and the adjacent drop-down menus to specify the time.
Recording Length	The length of the recording. Use the values in the Recording length field to specify how the search value you enter must be used. For example if you select “=” and enter a time value of 5 seconds, the system displays recordings that are five seconds long. The available options are: <ul style="list-style-type: none"> • <: Less than the recording length you have specified. • >: More than the recording length you have specified. • =: Equal to the recording length you have specified.
Call Direction	The call direction, that is, whether the call was Internal, Incoming, or Outgoing. Use the drop-down list to specify your filter criteria.
Parties	The users that participated in the call.
Agents	The agents that participated in the call.
Target Number	The phone number of the recipient of the call.
Skills	The skill set of the agent involved in the call.
Call ID	The unique identification associated with the call recording.

Button	Description
Apply Filter	The system displays the results as per the filter criteria.
Clear Filter	The system clears all the fields.

Related links

[Searching call recordings](#) on page 12

Playing a call recording

Procedure

1. In the navigation pane of the IP Office Self Administration screen, click **RECORDINGS**.

The system displays all the recordings available for the user on the Recordings screen.

2. To play a recording, click one of the following:

- The **Play** icon next to the recording.
- **Recording > Play** icon.

Media Manager retrieves the selected call recording from the server and plays it. The system displays:

- A Play or Pause icon to operate the recording.
- A progress bar with a time stamp that you can use to move around to go to a specific time of the recording.
- A volume control slider to reduce or increase the volume as per your requirement.
- A speaker icon to mute and unmute when the recording is played.

Downloading a recording

About this task

Use this procedure to download the call recording file in .Opus format to your computer. You can download the recordings if you are provided with the download permissions.

Procedure

1. On the navigation pane of the IP Office Self Administration screen, click **RECORDINGS**.

The system displays all the recordings available for the users on the Recordings screen.

2. Click the recording you want to download.

The system displays the details of the selected recording on the Recordings window.

3. Click **Download**.

4. Save the recording to a location on your computer.

The selected audio file in Opus format is downloaded and saved in your computer.

Chapter 4: Resources

Documentation resources

For a listing of documentation resources related to IP Office,

- *Avaya IP Office™ Platform Start Here First*
- *Avaya IP Office™ Platform SIP Telephone Installation Notes* (including Vantage and IX Workplace).

see .

Download documents from the Avaya Support website at <http://support.avaya.com>.

IP Office documentation is also available on the IP Office Knowledgebase at <https://ipofficekb.avaya.com>.

Finding documents on the Avaya Support website

Procedure

1. Go to <https://support.avaya.com>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select the appropriate release number.

The **Choose Release** field is not available if there is only one release for the product.

6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

For example, for user guides, click **User Guides** in the **Content Type** filter. The list only displays the documents for the selected category.

7. Click **Enter**.

Support

Go to the Avaya Support website at <https://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

- To find videos on the Avaya Support website, go to <https://support.avaya.com/> and do one of the following:
 - In **Search**, type `Avaya Mentor Videos`, click **Clear All** and select **Video** in the **Content Type**.
 - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Content Type**.

The **Video** content type is displayed only when videos are available for that product.

In the right pane, the page displays a list of available videos.

- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and do one of the following:
 - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
 - Scroll down Playlists, and click a topic name to see the list of videos available for the topic. For example, Contact Centers.

 **Note:**

Videos are not available for all products.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to <http://www.avaya.com/support>.
2. Log on to the Avaya website with a valid Avaya user ID and password.
The system displays the Avaya Support page.
3. Click **Support by Product > Product-specific Support**.
4. In **Enter Product Name**, enter the product, and press `Enter`.
5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.

Additional IP Office resources

You can find information at the following additional resource websites.

Avaya

<https://www.avaya.com> is the official Avaya website. The front page also provides access to individual Avaya websites for different countries.

Avaya Sales & Partner Portal

<https://sales.avaya.com> is the official website for all Avaya Business Partners. The site requires registration for a user name and password. Once accessed, the portal can be customized for specific products and information types that you wish to see and be notified about by email.

Avaya IP Office Knowledge Base

<https://ipofficekb.avaya.com> provides access to an online, regularly updated version of the IP Office Knowledge Base.

Avaya maintenance, lifecycle and warranty information

Avaya support services complement standard Avaya maintenance, lifecycle and warranty policies that are posted on <https://support.avaya.com>. For more information, send email to support@avaya.com.

International Avaya User Group

<https://www.iaug.org> is the official discussion forum for Avaya product users.

Index

A

accessibility	7
Avaya support website	16

D

document changes	6
------------------------	-------------------

F

field descriptions	
filter	13
recordings	12

I

InSite Knowledge Base	17
-----------------------------	--------------------

L

languages	
supported	9

R

recording	
downloading	14
Recording	
Viewing details	11
recordings	
overview	
archive	
play	10
playing	13
searching	12
resource websites	17

S

support	16
---------------	--------------------

V

videos	16
--------------	--------------------

W

web self admin	
logging in	7