

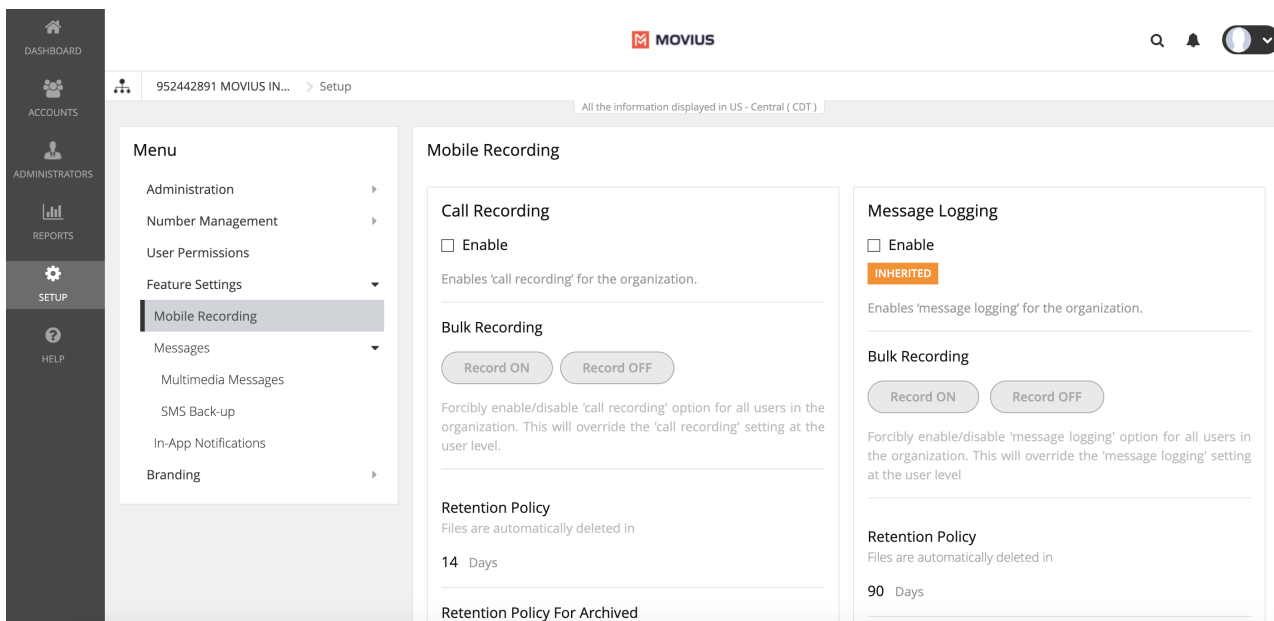
Configure mobile recording and announcements

Last Modified on 06/26/2023 4:22 pm EDT

Read on to learn about enabling call or message recording settings in the Management Portal.

Overview

You can edit settings for voice recording, text recording, group messaging, and picture messaging in **Mobile Recording** under the **Setup** tab.



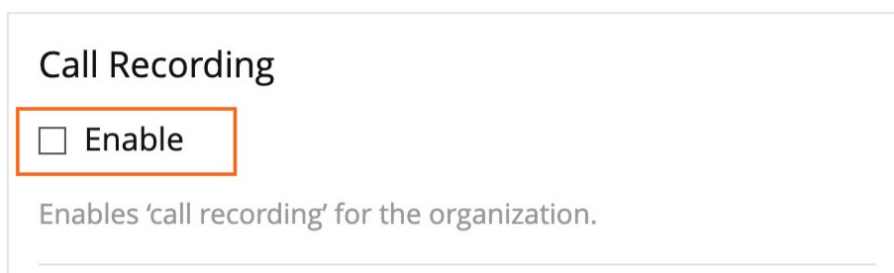
Before you start

- An admin must have "Setup" Role in the organization to do these instructions. See [What Admin Roles are in the Management Portal](https://help.moviuscorp.com/help/what-admin-roles-mmp) (<https://help.moviuscorp.com/help/what-admin-roles-mmp>).

Enable Call Recording

All calls will be captured by enabling this option.

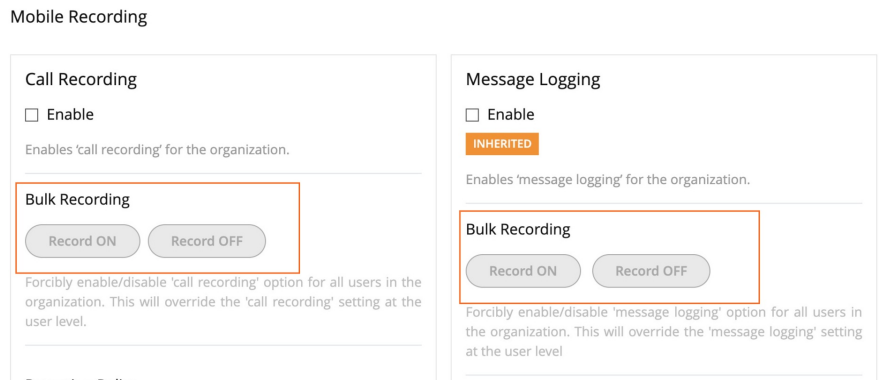
1. Go to Setup > Mobile Recording.
2. Check **Enable** checkbox to enable **Call Recording**.



Bulk Recording

Use to forcibly enable or disable call or text capture for all users in the organization. This will override the **Call Recording** setting at the user level.

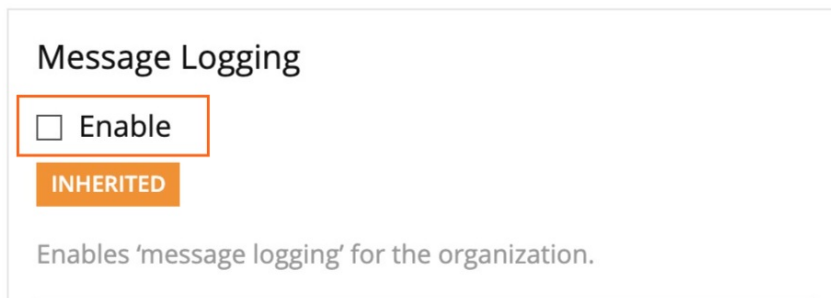
- Click the **Record ON** button to enable recording for all users
- Click the **Record OFF** button to disable recording for all users.



Message Logging

All messages will be captured by enabling this option. Text, picture, and group messages will be recorded when the feature is enabled.

1. Go to Setup > Message Logging.
2. Check **Enable** checkbox to enable **Message Logging**.



Retention Policy

Non-editable information for management portal users. You must put in a ticket with your customer success team in order to change the value.

The **Retention Policy** defines when files will be deleted. For example, if it is set as **14** days, the recorded files are deleted after 14 days. The Retention policy can be different for voice and message files.

Retention Policy for Archived

Non-editable information for management portal users. You must put in a ticket with your customer success team in order to change the value.

The **Retention Policy for Archived** defines when archived files will be deleted. For example, if it is set as **14** days, the recorded files are deleted after 14 days. The Retention policy can be different for voice and message files.

Set Up Announcements

Checking the **Enable** box for announcements enables **Voice Prompts** feature for call recording.

Set Up Announcements

Enable

Enables 'Voice Prompts' for the call recording.

Note: If you do not want the user to hear any prompts, then don't select the **Enable** checkbox.

It allows you to upload an audio file that can be played as an announcement for outbound and inbound calls. The audio file formats supported are **WAV** and **MP3**. Different audio files can be uploaded for different call scenarios.

Then you can determine which individual prompts to enable with the toggle. You can configure based on different scenarios, such as whether MultiLine user or Non-MultiLine user initiated the call, or whether the call is between members of your organization (MultiLine user to MultiLine user). Consider the example below:

Set Up Announcements

Enable

Enables 'Voice Prompts' for the call recording.

File formats supported are: .WAV and .MP3. Uploaded audio file should contain the information to be announced at the beginning of the call. E.g.: "This call will be recorded for quality purposes."

Enable **Enable**

MultiLine **Calling** Non-MultiLine

Listens To Listens To

🎵 Prompt 1

default.mp3 ▶

Replace

🎵 Prompt 2

default.mp3 ▶

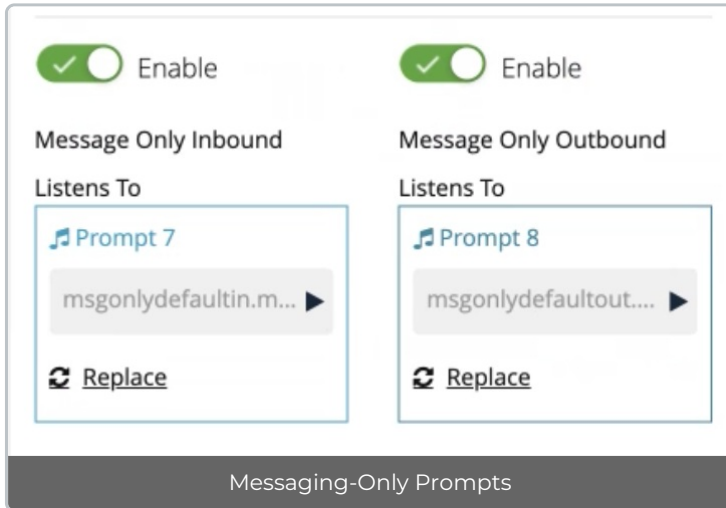
Replace

Example Announcement Settings

In this example, **MultiLine Calling Non-MultiLine** is configured such that when a MultiLine user calls a Non-MultiLine user, the MultiLine user hears **Prompt 1** and the Non-MultiLine user hears **Prompt 2**.

Messaging Only Prompts

We have special prompts available for users of MultiLine Messaging Only. For these organizations, calling is not enabled, so these prompts can help inform the user or caller that the number is not enabled for calling.



Note that these announcements will only play if you are set up with Messaging Only.
