



Dubber Audio Call Recording with Cox Business Voice User Guide

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Overview

Cox Business voice customers can obtain call recording services from Dubber, a cloud-based call recording software provider. When Cox Business Voice services are established, customers can set up a Dubber account, link it to their Cox Business account, and select call recording plans and features.

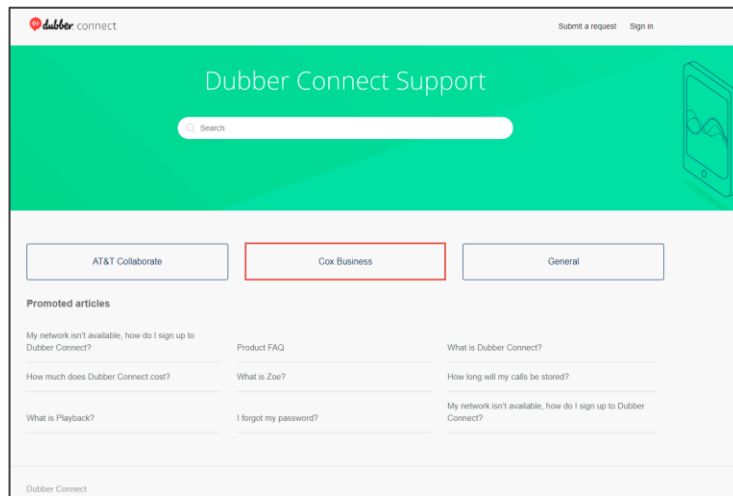


Note: Dubber offers multiple call recording plans for customers to use with their Cox Business voice service. Each plan offers features that can be controlled from the telephone, Cox Business UC App, and web consoles.

Available features may vary based on the type of plan purchased.

Visit <https://support.dubberconnect.com> for details on Dubber call recording plans and assistance with the signup process.

Figure 1. **Dubber Connect Support main page**



Call recordings are stored in the cloud and can be accessed and managed through Dubber's portal.

Calls are recorded if:

- The telephone number is associated with a Cox Account that has Call Recording service.
- You purchase a call recording product from Dubber for the specific telephone number.

Calls are not recorded when:

- they are placed to retrieve voice mail
- they are virtual numbers

Purpose

This guide instructs you on how to create a Dubber account. You will also learn how to use your smartphone, UC App, and web console to start, stop, pause, and resume call recording.

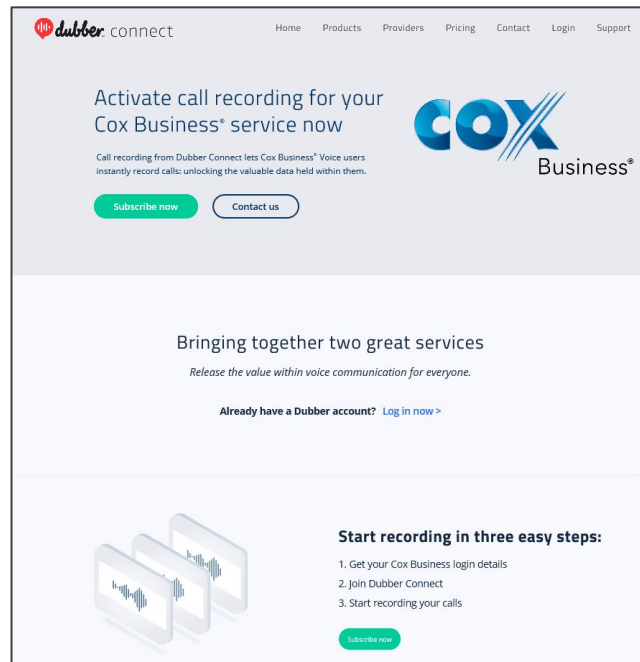
Creating a Dubber Account

Before you can record calls, you must create a Dubber account to link to your Cox Business voice account.



Important: Only Cox Business MyAccount Profile Owners and Profile Admins are authorized to link Cox Business voice services to Dubber.

Figure 2. Dubber Connect for Cox Business main page

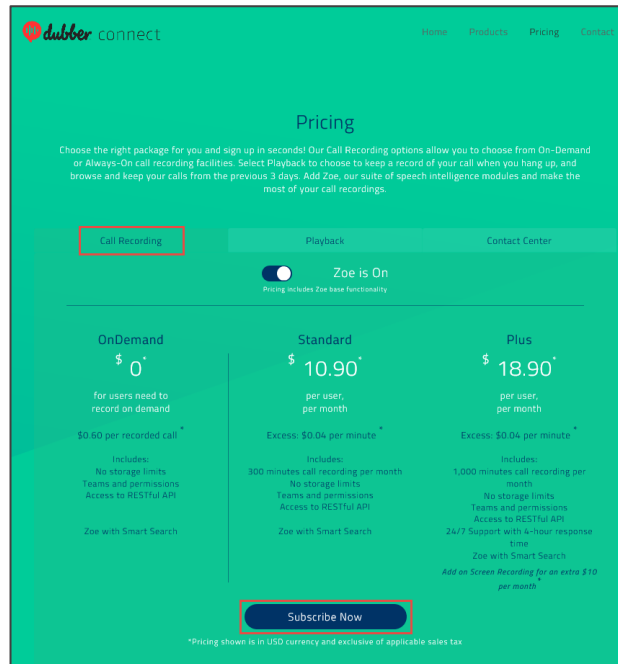


Use the following steps to create an account with Dubber.

1. Enter <https://dubberconnect.com/cox-business/> in your web browser.
2. From the Welcome page, click the **Subscribe now** button.

Result: The Pricing page appears. (See Figure 3.)

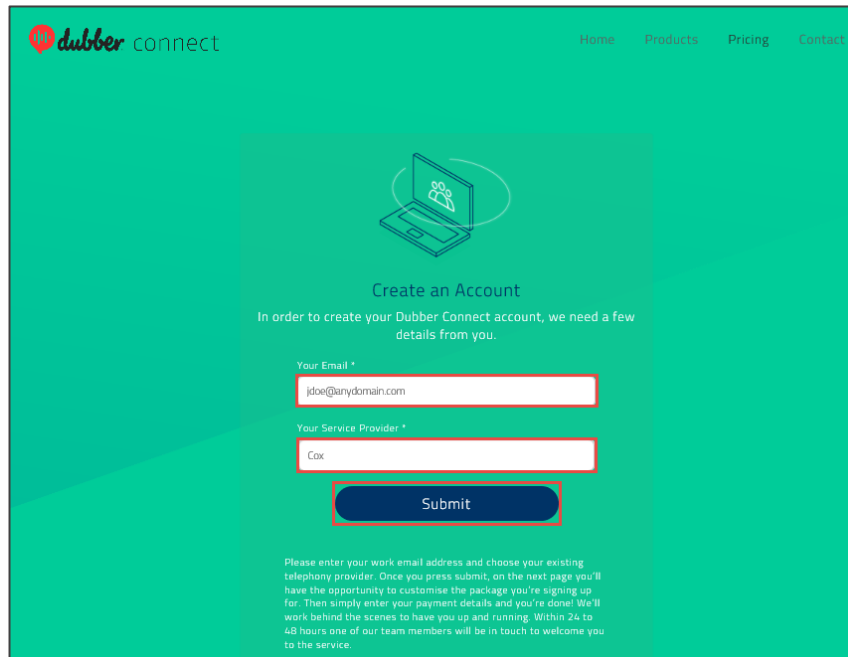
Figure 3. Pricing page



3. Click the **Call Recording** link.
4. Click the **Switch on Zoe** toggle to access speech analytics features that unlock the data in your recorded calls.
5. Click the **Subscribe Now** button.

Result: The Create an Account page appears. (See Figure 4.)

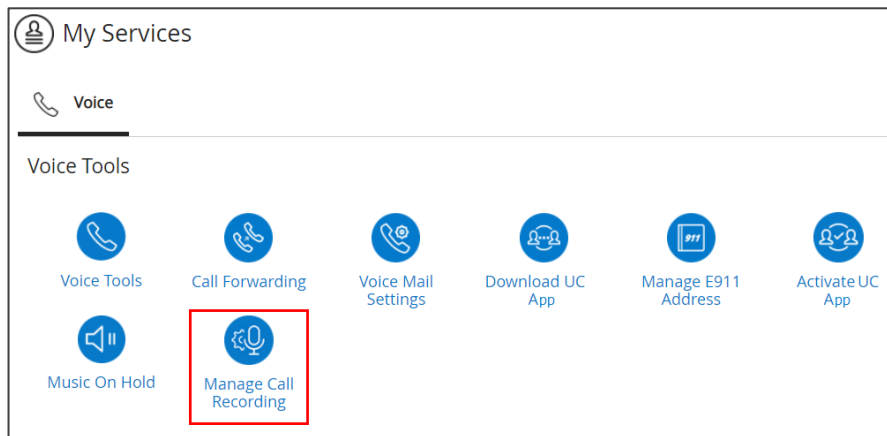
Figure 4. Create an Account



The screenshot shows the Dubber Connect 'Create an Account' page. It has a green background and a laptop icon with 'DB' on the screen. The heading is 'Create an Account'. Below it, a subheading says: 'In order to create your Dubber Connect account, we need a few details from you.' There are two input fields: 'Your Email *' with the value 'jdoe@anydomain.com' and 'Your Service Provider *' with the value 'Cox'. A 'Submit' button is highlighted with a red box. At the bottom, there's a paragraph of text: 'Please enter your work email address and choose your existing telephony provider. Once you press submit, on the next page you'll have the opportunity to customise the package you're signing up for. Then simply enter your payment details and you're done! We'll work behind the scenes to have you up and running. Within 24 to 48 hours one of our team members will be in touch to welcome you to the service.'

6. Enter your business email and type “**Cox**” as your telephony service provider’s name.
7. Click the **Submit** button.
Result: The MyAccount Sign In page appears.
8. Enter your Cox Business MyAccount login credentials.
9. Click the **Sign In** button.
Result: The Manage Call Recording icon appears in the MyServices > Voice section on the MyAccount Welcome page.

Figure 5. **Manage Call Recording icon**



Managing Call Recording

When you create a Dubber account and link it to your Cox Business voice service, you may begin to record calls. There are multiple ways you can start, stop, pause, and resume a recording. They include:

- Star codes
- Soft keys
- Unified Communications (UC) App
- Web consoles (Call Center Standard)

Audio Call Recording (ACR) Modes

The following ACR modes listed below are supported. The description of each mode is also provided.

ACR Mode	Description
Always On	ACR service is automatically turned on for every call and the user does not have any control.
Always On with Pause/Resume	ACR service is automatically turned on for every call and the user has option to Pause and Resume recording.
On-Demand with Start/Stop and Pause/Resume	The user can initiate ACR service with options to either Stop, Pause, and Resume the recording.

Additional supported features include announcements and tones. Cox Business customers who use Dubber's call recording product can configure the frequency of tones. However, the announcement is system generated and cannot be changed.

Using Star Codes

Star Codes[†] (Feature Access Codes) are comprised of an asterisk (*) and a two-digit combination that IP Centrex and VoiceManager customers dial to manage call recording. **Note:** PRI Trunking and SIP Trunking from Cox Business do not support the use of Star Codes with Dubber's call recording products. Instead, Dubber's call recording plans featuring 'always on' recording are recommended.

The table below describes each call recording function and displays its associated Star Code.

Function	Description	Star Code
Start	Starts recording an active call or the next outgoing call. Your Call Recording service must be set to On Demand or On Demand with User Initiated Start; otherwise, dialing the code has no effect.	*44
Stop	Stops recording a call. This option is only available in the On Demand with User Initiated Start mode.	*45
Pause	Pauses the recording of a call. This option is not available in the Always recording mode.	*48
Resume	Resumes call recording after it has been paused. This option is not available in the Always recording mode.	*49



Note: The types of available star codes vary based on the specific call recording product purchased. If your plan does not include the functions listed in the table above, you will receive an error message.

VoiceManager – Using Star Codes

Use the following steps to manage call recording modes via star codes.

1. While on an active call, place the call on hold by pressing the flash hook.
Result: You will hear a stutter tone, a series of beeps followed by another dial tone.
2. Dial the desired call function star code.
Result: A brief audio message will play to confirm your selection.
3. Press the flash hook again to return to the call on hold.
4. Repeat this process to use any of the Star Codes.

Figure 6. Flash hook



IP Centrex – Using Star Codes

Use star codes to operate audio call recording controls (ACR) on all IP Centrex phones.



Important: You must first place the call on hold before you can dial the star code.

Figure 7. Star Code on IP Centrex phone



Use the following steps to manage call recording on an IP Centrex phone.

1. Place the existing call on hold.
2. Select another line.
Result: You will hear a dial tone.
3. Press the desired Star Code.
Result: A brief audio message will play to confirm your selection.
4. After the system announcement, return to the call on hold.

Using Soft Keys

Polycom VVX Phones

IP Centrex Polycom phones automatically receive soft keys based on the recording mode (Start, Pause, Resume, and Stop).

When you use any call recording soft key, the second party is placed on hold, you hear a dial tone and the star code is automatically dialed.

You will then hear a system announcement that tells you the requested action has been carried out.

After you hear the system announcement, return to the call on hold.


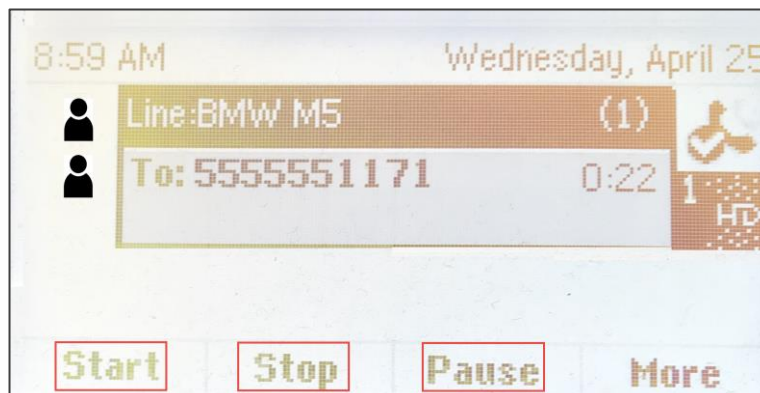
	<p>Note: This soft key feature is unique to Polycom phones.</p>
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Figure 8. **Recording Soft Keys**



Using the UC App

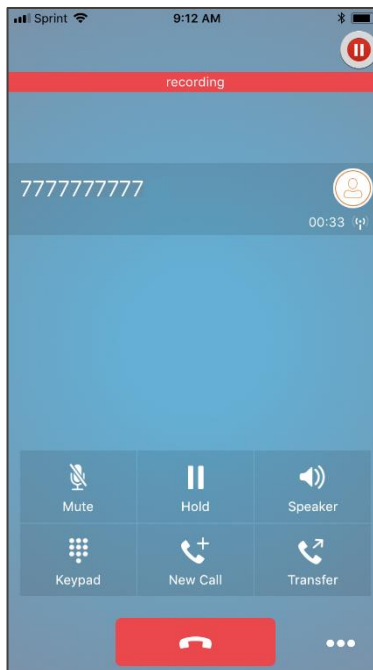
The UC App provides full recording controls through *conditional* buttons. For example, if you press the PAUSE button during a recording, the only other recording button that will appear is RESUME.

You can access call recording controls on-screen and through user activated menus.

This section instructs you on how to start, stop, pause and resume call recordings from either device.

Mobile UC App

Figure 9. Start Recording



Use the following steps to manage call recording on a smartphone.



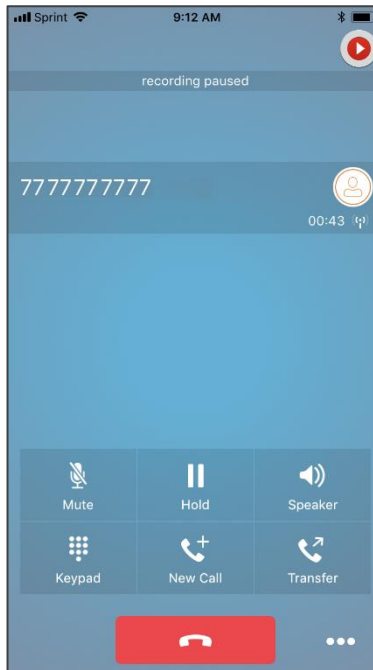
1. Dial the number of the call you wish to record.
2. Tap the menu icon  in the lower right corner to access the UC App Desktop Call Recording control.
3. Press the **Recording** option.
Result: A message states that the call is being recorded; and a red bar will appear at the top of the phone screen labeled “**Recording**.”
4. To **pause** the recording (if the option is enabled), tap the red pause icon  in the upper right corner of the screen.
Result: The red bar will change to “**Recording Paused**.” (See Figure 10.)

Figure 10. **Pause Recording**



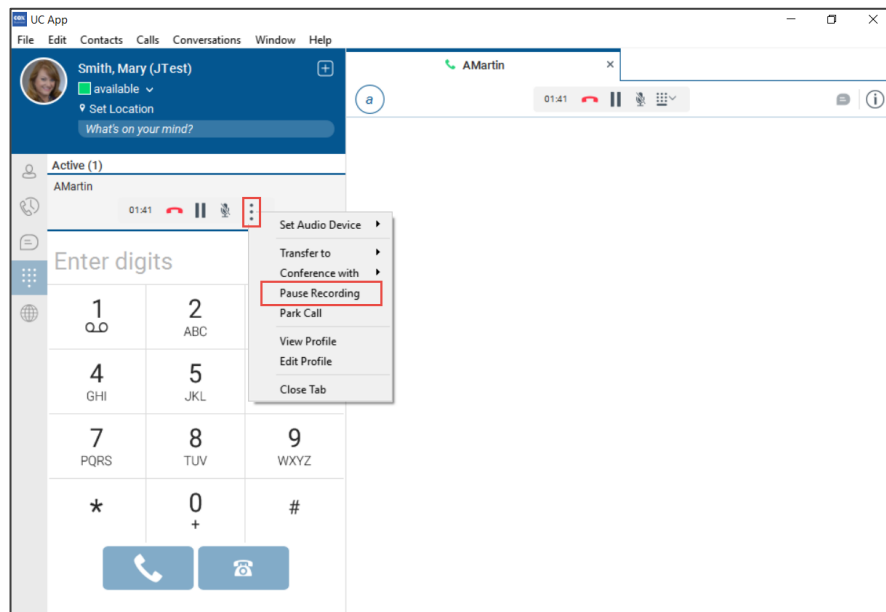
5. To **resume** recording, tap the red play icon  in the upper right corner of the screen.
6. Tap the menu icon  to access the **Stop Recording** option.

Desktop UC App

You can access UC App Desktop call recording controls when you click the menu icon .

This section instructs you on how to manage call recording from the UC App on your desktop.

Figure 11. Start Call Recording



Use the following steps to start recording a call.


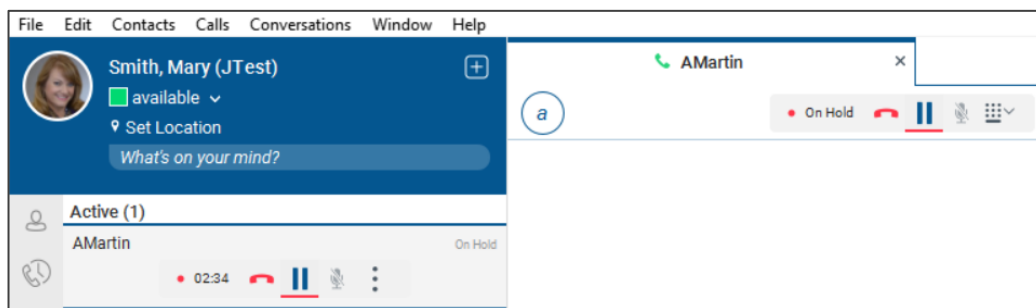

1. Dial a phone number.
Result: If the ACR Mode – Always On is pre-set, a message states that the call is being recorded.
2. Pause the recording by clicking the menu icon  and clicking the **Pause Recording** option.
Result: The call is placed on hold.

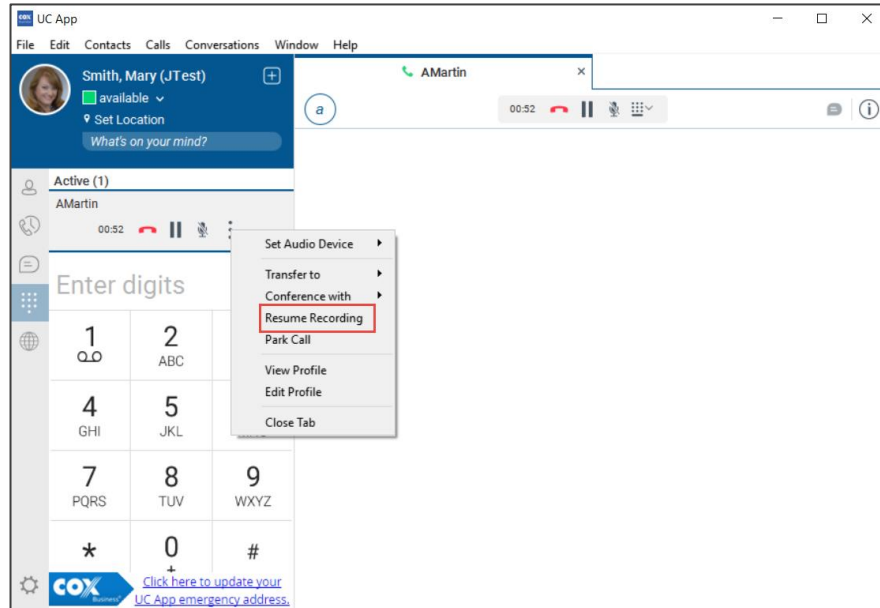
Figure 12. Recording On Hold



- Resume the call recording by clicking the menu icon  and the **Resume Recording** option.

Result: The call continues recording.

Figure 13. Resume Recording



Using Web Consoles

IP Centrex Call Center Standard

Call Center Standard (CCS) provides robust call center queueing to IP Centrex Seats configured as Agents. Additionally, web-based consoles are available for Agents or Supervisor feature controls for managing call queues, transferring calls, reporting, and much more.

With IP Centrex CCS, you receive:

- Efficient call handling and automatic call distribution (ACD) state management by Call Center agents
- Integration of online directories with Click-To-Dial capability
- Real-time monitoring of agent and queue activity by Call Center supervisors
- Historical reporting on agent and queue activity by Call Center supervisors
- Depending on the Dubber call recording plan, recording controls, such as pause, resume, and stop are available in both Call Center Standard and Receptionist web-based consoles.

Start Call Recording

When a call is being recorded, the recording state (*Active*, *Active/Recording* or *Paused*) appears on the line for the call.

To manually record calls, your Dubber call recording plan must have *On Demand* or *On Demand with User Initiated Start* enabled.

Figure 14. On Demand with User Initiated Record (Start) Button



Use the following step to record a call.

1. Select a call you want to record in the CCS console and click the **Record**  button.



Important: In the *On Demand* mode, the call is recorded from the beginning. You must start the recording *before* the end of the call to keep the recording.

In the *On Demand with User Initiated Start* mode, the recording starts from the moment when you click the **Record** button.

Visit www.dubberconnect.com for details on Dubber call recording plans and features.



Pause and Resume Call Recording

To pause and resume a recording, set the Call Recording service mode to *On Demand*, *On Demand with User Initiated Start*, or *Always with Pause/Resume*.

Figure 15. Always On with Pause/Resume



Use the following steps to pause and resume call recording.

1. To pause a recording, select a call that is being recorded in the *Call Console* and click the **Pause** icon . **Result:** The recording pauses until you resume it or the call ends.
2. To resume a paused recording, select a call whose recording has been paused in the *Call Console* and click the **Resume** icon . (**Note:** When you pause and resume a recording, only one call recording is generated for the call.)


Stop Call Recording

You can only stop recording a call if your Call Recording service mode is set to *On Demand with User Initiated Start*.

Figure 16. On Demand with User Initiated Resume/Stop Buttons



Use the following step to stop call recording.

1. Select the call that is being recorded (or whose recording has been paused) in the *Call Console* and click the **Stop**  button. (**Note:** If you click the **Start** button after a call recording has been stopped, a separate recording is created.)

Receptionist Console

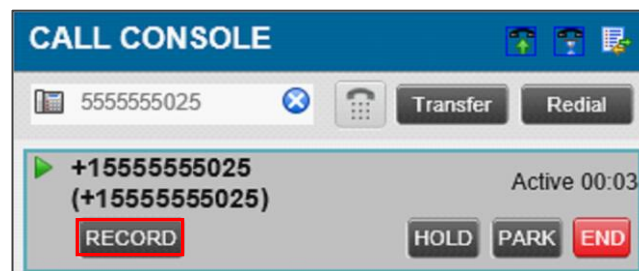
The Web Based Receptionist Console manages and routes incoming telephone calls for front house receptionists. It provides a robust set of call control features, such as: transfer, call volume, call queues, call recording, multiple contact directories, customized call views, Microsoft Outlook Integration, and more.

When a call is being recorded, the recording state (*Active*, *Active/Recording* or *Paused*) appears on the line for the call.


Start Recording

To manually record calls, set your Call Recording service mode to *On Demand* or *On Demand with User Initiated Start*.

Figure 17. On Demand with User Initiated Record (Start) Button

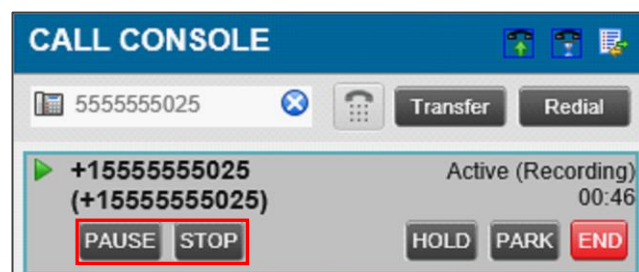


Use the following step to record a call in Receptionist Console.

1. Select a call you want to record in the console and click the **Record**  button. (**Note:** If the calling mode is *Always On*, Receptionist Console displays the call being recording *without* Audio Call Recording controls.)
Result: When you begin recording the call, the RECORD button is replaced with the PAUSE and STOP buttons.

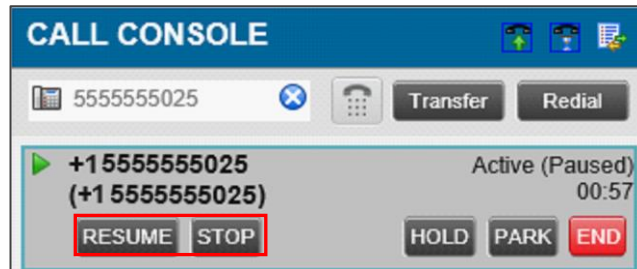
Pause and Resume Call Recording

Figure 18. On Demand with User Initiated Pause/Stop Buttons



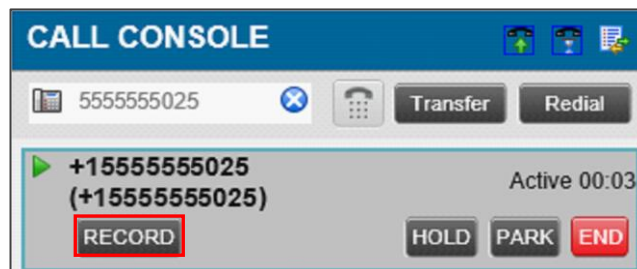
1. Click the **PAUSE** button.
Result: The **RESUME** and **STOP** buttons appear. (See Figure 19.)

Figure 19. On Demand with User Initiated Resume/Stop Buttons




Stop Call Recording

Figure 20. On Demand with User Initiated Record (Start) Button



Use the following step to stop call recording.

1. Select the call that is being recorded (or whose recording has been paused) in the *Call Console* and click the **Stop**  button.

Result: The RESUME/STOP buttons are replaced with the RECORD button.