

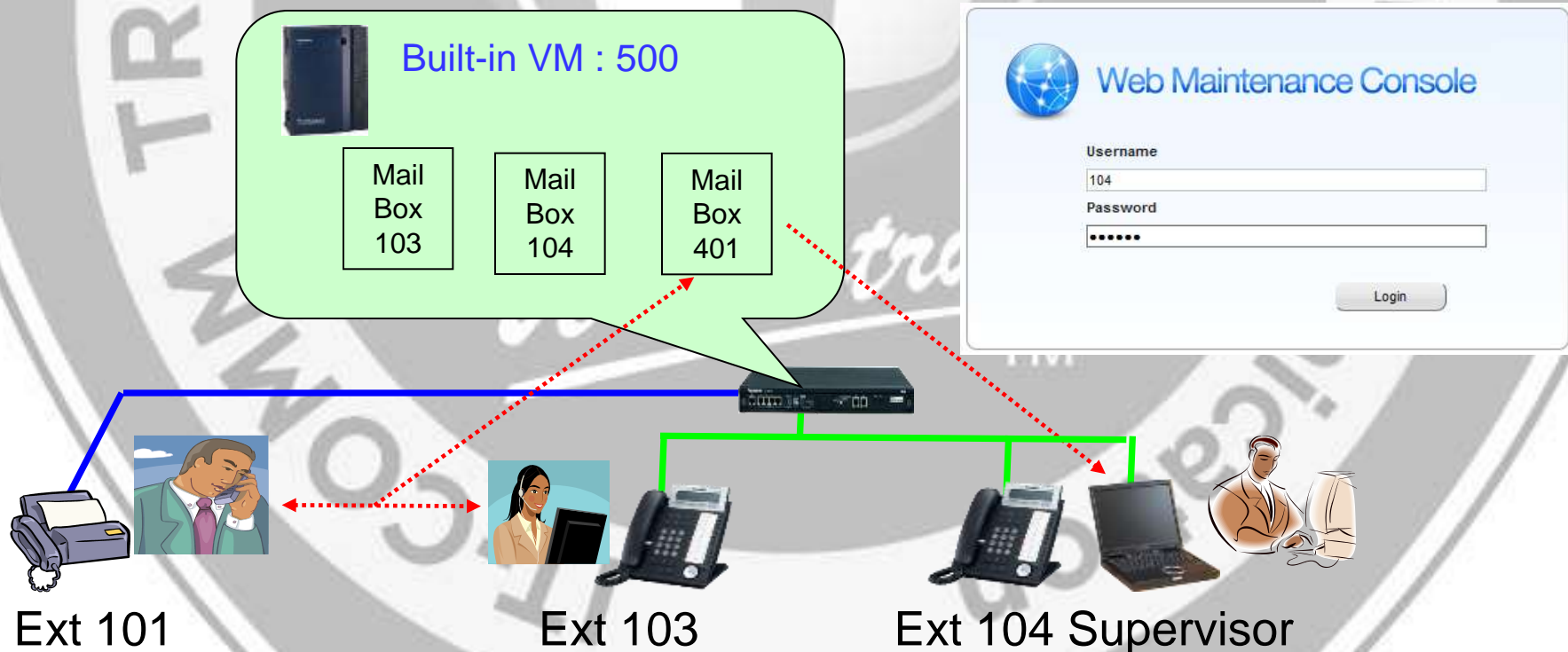
KX-NS Step by Step Guide

# Recording by Supervisor

Specifications are subject to change without notice.

# 1. Overview

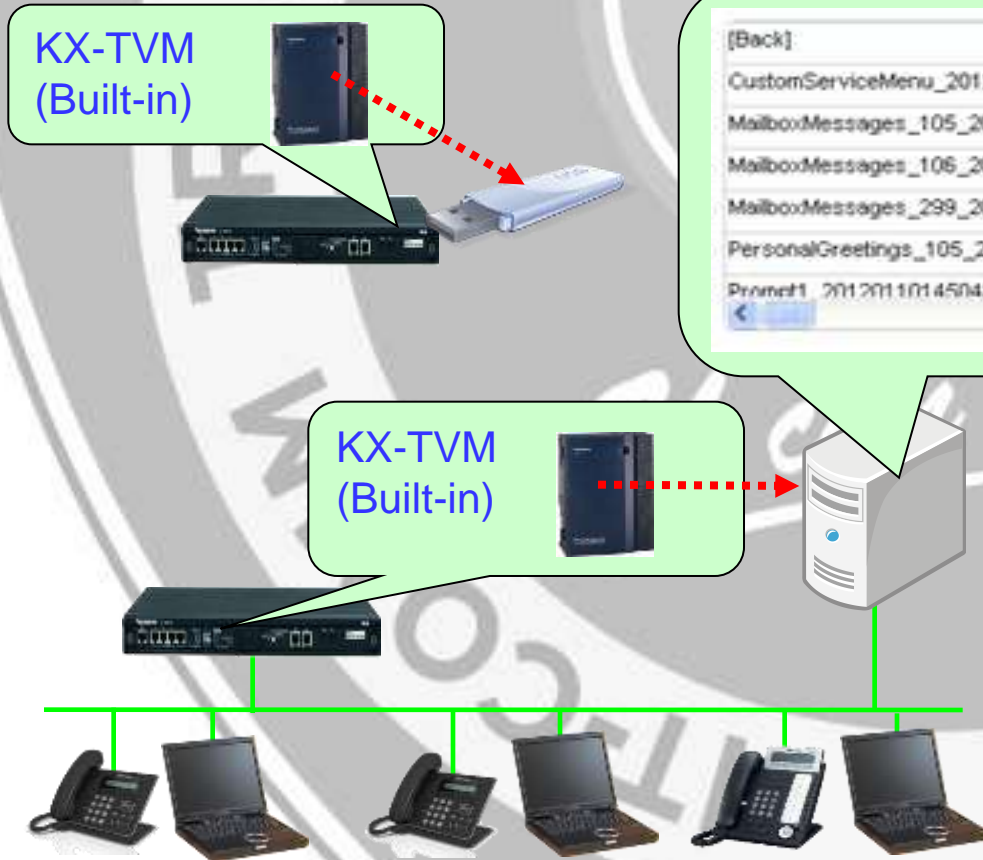
- Talking can be recorded automatically by supervisor.  
Supervisor extension can have another mailbox (401) for this purpose.  
Supervisor logs in to web and listens to the recording.
- Supervisor has to have user account to log-in to web.
  - It is not possible to log-in to the mailbox (401) using phone.  
(Call 500 + #6 + \*401 is not available.)



## 2. Back-up

Back-up is available for recording to server (NAS) or USB memory automatically by schedule if maximum recording capacity is not enough. KX-NS PBX has USB port.

*Activation key : KX-NSU003 is required for back-up.*



WAV converter is provided by Panasonic.

rcvm0009_0800000120802124810.wav	1,407 KB
rcvm0009_0800000120802130145.wav	995 KB
rcvm0009_0800000120822154657.wav	66 KB
rcvm0009_0800000120824160139.wav	102 KB
rcvm0009_0800000120824160740.wav	208 KB
rcvm0009_0800000120824160959.wav	164 KB

Caller ID, year, date and time are included in the file name for easy search.

### 3. Activation Key

Activation key is required.

Activated feature	Pre-installed
Recording Time Expansion	0
Two-way Recording Control	0
Message Backup	0
UM Port (ch)	2
UM/E-mail (user)	0
Two-way Recording (user)	0
CTI interface	0
CSTA Multiplexer	0

This activation key is required for recording by supervisor.  
One activation key can support **one or more supervisors for all calls.**

This activation key is required for back up.

This activation key is not required.  
This activation key is used when extension user records a call manually using [2way-Rec] button or using CA.



# Chapter 1

## Set-up to start Recording

# 11. Decide Supervisor for Recording.



- Status
- System Control
- Tool
- Utility
  - 1.Diagnosis
  - 2.File
  - 3.Log
  - 4.Monitor/Trace
  - 5.Report
  - 6.Activation Key Installation
  - 7.Email Notification
  - 8.Command
  - 9.UM - System Prompts Customisation
  - 10.Automatic Two-way Recording
    - 1. Supervisor Setting
    - 2.Extension Setting

## Supervisor Setting

### Select Auto Two-way Rec Supervisor Extensions

01 103 : Mike Smith

02 104 : Tom Red

03

04

05

06

07

08

09


10

11

12

13

Add Ext 104 for example.



Ext 104 Supervisor

Select Supervisor Extensions			
	Extension No.	First Name	Last Name
<input type="checkbox"/>	101	Andrew	White
<input type="checkbox"/>	102	Becky	Black
<input checked="" type="checkbox"/>	103	Mike	Smith
<input checked="" type="checkbox"/>	104	Tom	Red
<input type="checkbox"/>	106	Susan	Green
<input type="checkbox"/>	107	Ext.107	

18

19

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Max. 32 Web log-in users can be assigned as supervisors for one KX-NS PBX.

# 12. Decide Mailbox for Recording.

**Extension Setting**

**Select a Supervisor**

- 103:Mike Smith
- 103:Mike Smith
- 104:Tom Red

**UM Group Destination Mailbox**

**Assign a Destination Mailbox**

- Add New Mailbox
- Select Mailbox

**Assign a Destination UM-Group No.**

UM Group No.1

**What type of calls to record**

- Internal Call
- External Call
- ICDG Incoming Only

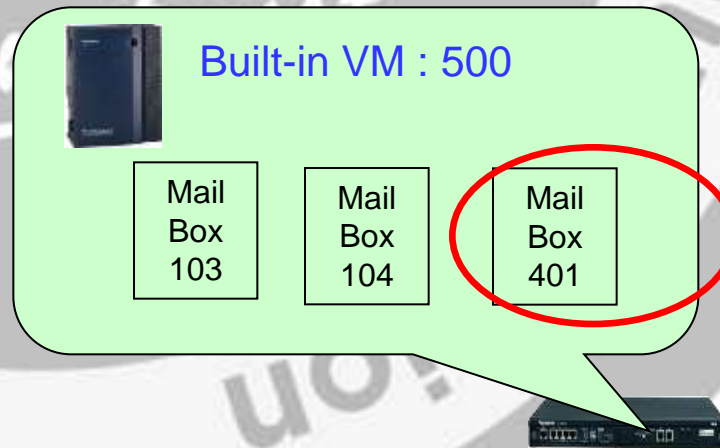
**UM Group Destination Mailbox**

**Assign a Destination Mailbox**

- Add New Mailbox : 401
- Select Mailbox

**Assign a Destination UM-Group No.**

UM Group No.1



# 13. Decide Target Extension and Call type.

**Extension Setting**

**What type of calls to record**

- Internal Call
- External Call
- ICDG Incoming Only

**Select User Extensions**

101:Andrew White  
102:Becky Black

- Internal Call
- External Call
- ICDG Incoming Only

Trunk call only

- Internal Call
- External Call
- ICDG Incoming Only

Trunk Call through ICD group only

- Internal Call
- External Call
- ICDG Incoming Only

Trunk call through ICD group and extension call

- Internal Call
- External Call
- ICDG Incoming Only

Any trunk call and any extension call

Automatic Two-way Recording Settings

Extension Number	Extension Name	Internal Call	External Call	ICDG Incoming Only	Supervisor	UM Group No.	Mailbox Number
101	Andrew White	Off	On	Off	104:Tom Red	UM Group No.1	401
102	Becky Black	Off	On	Off	104:Tom Red	UM Group No.1	401



# 14. Make more Mailbox for Recording.

One supervisor can have one or more recording mailbox.

The screenshot shows a web interface for configuring recording mailboxes. On the left is a navigation menu with categories: Status, System Control, Tool, and Utility. Under Utility, there are folders for 1. Diagnosis, 2. File, 3. Log, 4. Monitor/Trace, 5. Report, 6. Activation Key Installation, 7. Email Notification, and 8. Command. The main content area is titled "Extension Setting" and contains the following sections:

- Select a Supervisor:** A dropdown menu showing "104:Tom Red".
- UM Group Destination Mailbox:**
  - Assign a Destination Mailbox:** Two radio buttons are present: "Add New Mailbox" (selected) and "Select Mailbox".
    - Next to "Add New Mailbox" is a text input field containing "404", which is circled in red.
    - Next to "Select Mailbox" is a dropdown menu showing "401".
  - Assign a Destination UM-Group No.:** A dropdown menu showing "UM Group No.1".
- Select User Extensions:** A dialog box with an "Add" button and a list of extensions: "141:", "142:", and "143:".

# 15. Confirm programming and modify.

**Extension Setting List**

<input type="checkbox"/>	Extension Number	Extension Name	Internal Call	External Call	ICDG Incoming Only	Supervisor	UM Group No.	Mailbox Number
<input type="checkbox"/>	101	Andrew White	On	Off	Off	104:Tom Red	UM Group No.1	401
<input type="checkbox"/>	102	Becky Black	On	Off	Off	104:Tom Red	UM Group No.1	401
<input type="checkbox"/>	111		Off	On	On	103:Mike Smith	UM Group No.1	301
<input type="checkbox"/>	112		Off	On	On	103:Mike Smith	UM Group No.1	301
<input type="checkbox"/>	114		Off	On	On	103:Mike Smith	UM Group No.1	301
<input type="checkbox"/>	116		Off	On	On	103:Mike Smith	UM Group No.1	301
<input type="checkbox"/>	141		Off	On	Off	104:Tom Red	UM Group No.1	404
<input type="checkbox"/>	142		Off	On	Off	104:Tom Red	UM Group No.1	404
<input type="checkbox"/>	143		Off	On	Off	104:Tom Red	UM Group No.1	404

View 1 - 9 of 9

OK Cancel Apply

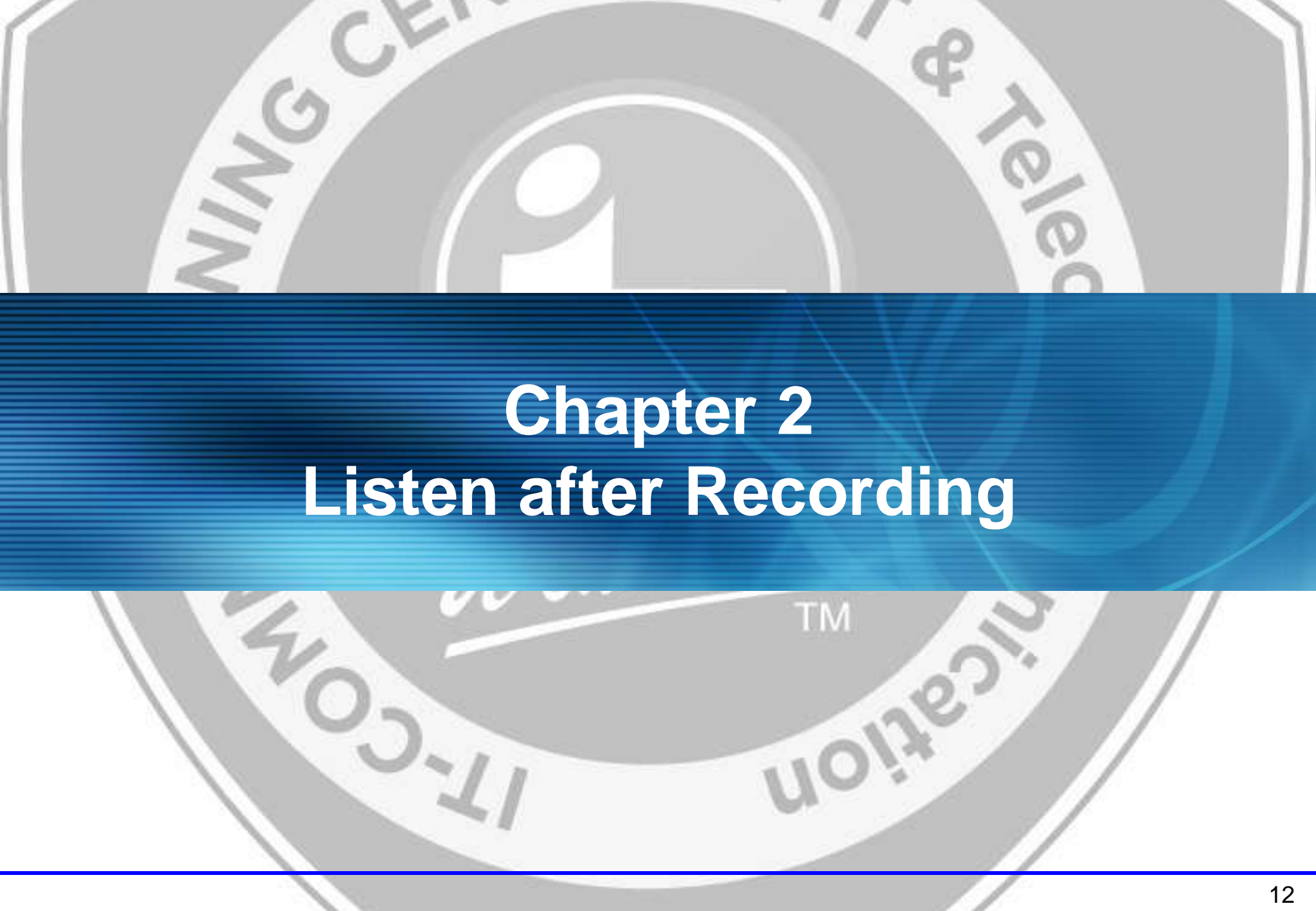
**Navigation Menu:**

- Status
- System Control
- Tool
- Utility
  - 1.Diagnosis
  - 2.File
  - 3.Log
  - 4.Monitor/Trace
  - 5.Report
  - 6.Activation Key Installation
  - 7.Email Notification
  - 8.Command
  - 9.UM - System Prompts Customisation
  - 10.Automatic Two-way Recording
    - 1.Supervisor Setting
    - 2.Extension Setting
    - 3.Extension Setting List**
    - 4.Maintenance

# 16. Start Recording.

The screenshot shows a web application interface for 'Automatic Two-way Recording'. The top left corner indicates the user is logged in as 'INSTALLER'. A left-hand navigation menu contains several categories: 'Status', 'System Control', 'Tool', and 'Utility'. Under 'Utility', there are folders for '1.Diagnosis', '2.File', '3.Log', '4.Monitor/Trace', '5.Report', and '6.Activation Key Installation'. Below these are '7.Email Notification', '8.Command', and '9.UM - System Prompts Customization'. Under '10. Automatic Two-way Recording', there are sub-items: '1. Supervisor Setting', '2. Extension Setting', '3. Extension Setting List', and '4. Maintenance', which is highlighted with a red circle. The main content area is titled 'Maintenance' and shows 'Automatic Two-way Recording' with the status 'Service is stopped'. A 'Start' button is circled in red. Below this, the 'Recording Period' section has a 'Setting' field with radio buttons for 'Yes' and 'No' (where 'No' is selected), and a 'Date & Time (DD/MM/YYYY - HH:MM)' field with two input boxes.

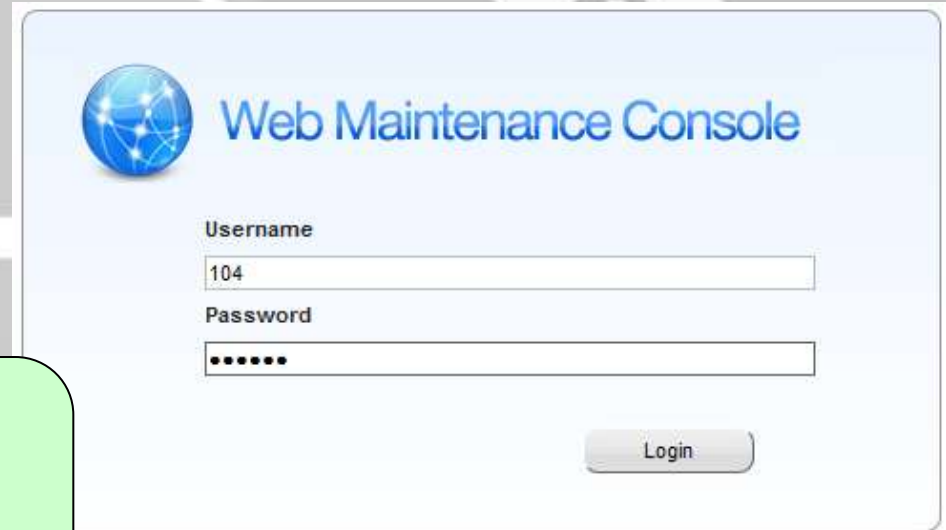
This inset screenshot shows the 'Automatic Two-way Recording' section with the status 'Service is running'. A 'Stop' button is visible next to the status.

The background features a large, semi-transparent watermark logo. It is circular with a stylized 'i' in the center. The text 'TRAINING CENTER' is at the top, '& Teleco' is on the right, 'IT-COMM' is on the left, and 'nication' is at the bottom. A 'TM' symbol is also present.

# Chapter 2

## Listen after Recording

# 21. Log-in

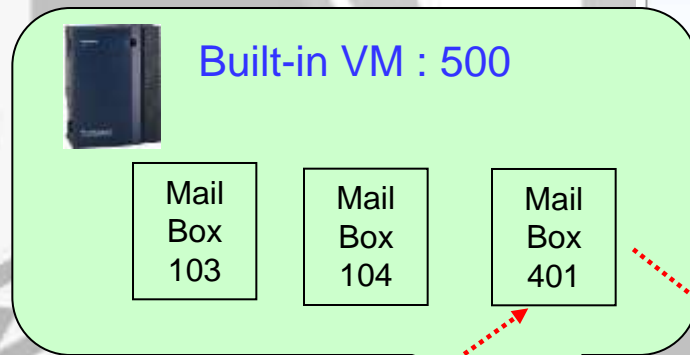


Web Maintenance Console

Username  
104

Password  
.....

Login



Built-in VM : 500

Mail Box 103

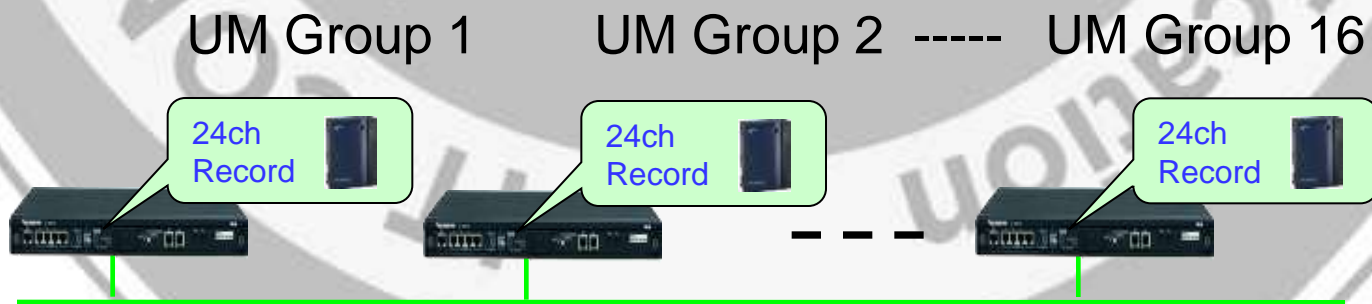
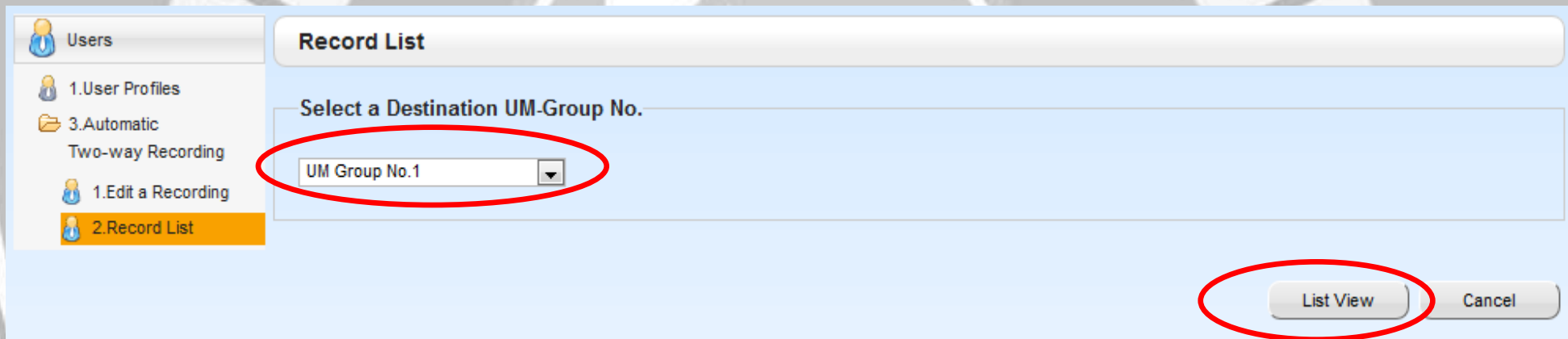
Mail Box 104

Mail Box 401

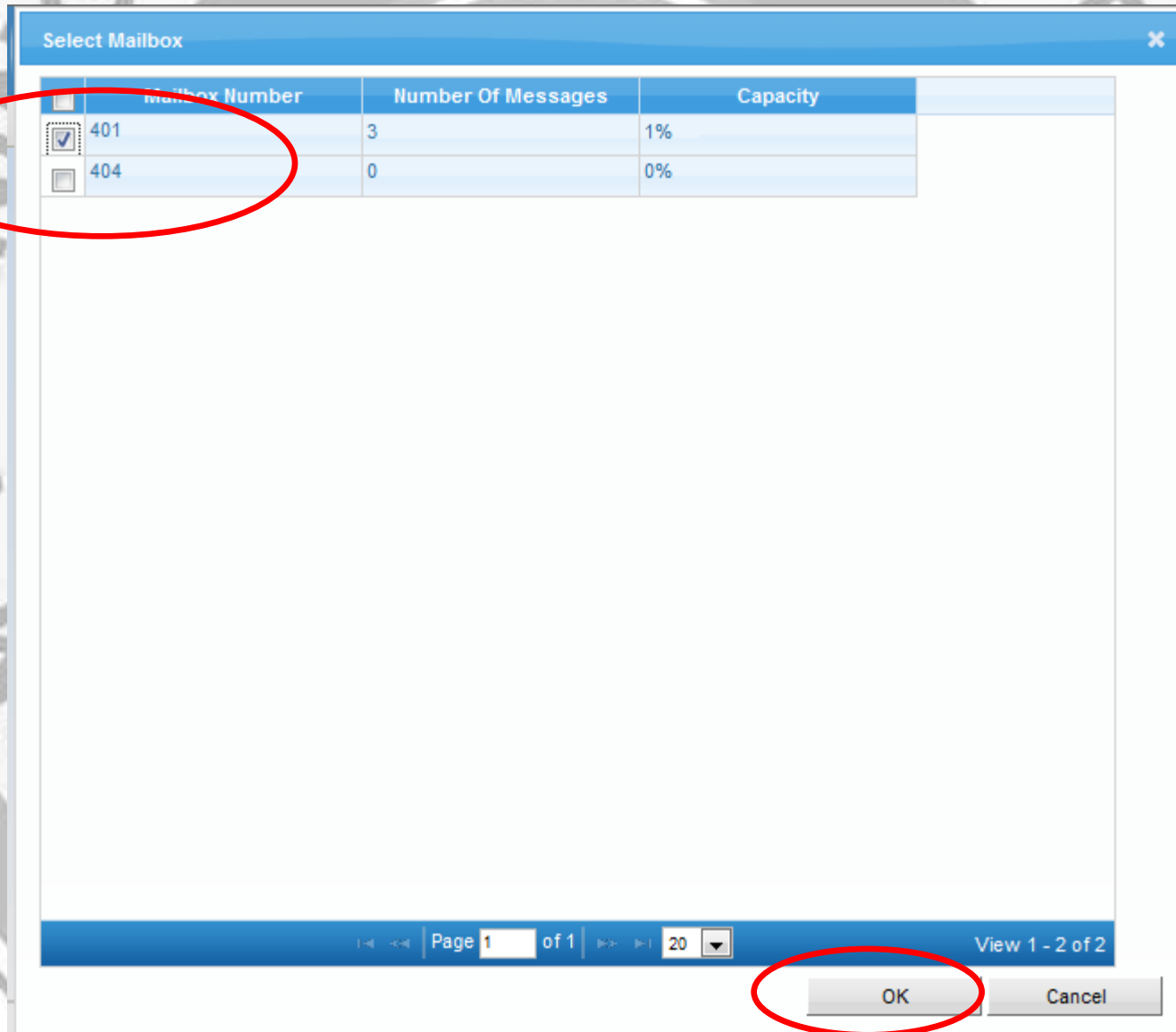
Password : PWD104



# 22. Select UM Group



## 23. Select Mailbox to listen



# 24. Search and Listen using PC

**Filtering**

Mailbox : All Extension : All

Status : All

Internal/External : Both Call Type : Both

Phone Number : Caller Name :

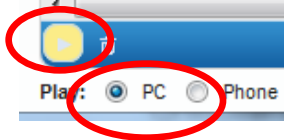
Length : Period :

Search

<input type="checkbox"/>	Status	Caller Name	Phone Number	Received Data	Length	Internal/External	
<input checked="" type="checkbox"/>	New		82810	10/10/2013 16:55:13	00:00:06	Internal Call	Both
<input type="checkbox"/>	New		82510	10/10/2013 16:54:40	00:00:02	Internal Call	Both
<input type="checkbox"/>	New		818107	10/10/2013 16:54:20	00:00:02	External Call	Outg



When "All" is selected for mailbox, phone cannot be used to play.





# 25. Or Listen using Phone

Filtering

Mailbox : 401 Extension : All

Status : All

Internal/External : Both Call Type : Both

Phone Number : Caller Name :

Length : Period :

Status	Caller Name	Phone Number	Received Data
<input type="checkbox"/> Old		82810	10/10/2013 16:55:13
<input checked="" type="checkbox"/> New		82510	10/10/2013 16:54:40
<input type="checkbox"/> New		818107	10/10/2013 16:54:20

Play

Specify Extension : 104 Connect

Prev Play Stop Next

Status	Received Data	Length
New	10/10/2013 16:54:20	00:00:02

Caller Name

Phone Number

818107

Cancel

Page 1 of 1 100 View 1 - 3 of 3

Play:  PC  Phone

# 26. Programming by Supervisor

Programming by supervisor is available as follows.

Login as 104 Site 1 : NS1000

**Users**

- 1. User Profiles
- 3. Automatic Two-way Recording
  - 1. Edit a Recording**
  - 2. Record List

### Edit a Recording

Extension Number	Extension Name	Internal Call	External Call	ICDG Incoming Only	Supervisor	UM Group No.	Mailbox Number
101	Andrew White	On	Off	Off	104:Tom Red	[500] : [Voicemail 1]	401
102	Becky Black	Off	Off	Off	104:Tom Red	[500] : [Voicemail 1]	401
141		Off	On	Off	104:Tom Red	[500] : [Voicemail 1]	404
142		Off	On	Off	104:Tom Red	[500] : [Voicemail 1]	404
143		Off	On	Off	104:Tom Red	[500] : [Voicemail 1]	404





**Chapter 3**  
**NAS : Back-up to Server**

# 31. Programming for NAS

Login as INSTALLER Site 1 : Site

**NAS**

**NAS Status**

: Disconnected Connect

**NAS Setting**

Protocol : NFS  
NFS  
CFS

NAS Address

IP Address : 192.168.0.99

Name :

Port No. : 2049

Mount directory : Test

**CIFS Setting**

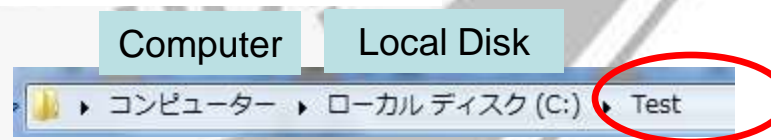
User Name :

Password :

IP address of recording device or PC

Folder name

NFS : Usually for Linux device  
CIFS : Usually for Windows PC



# 32. Schedule back-up

**Scheduled backup**

	Schedule info	Description	Device	Sta
<input type="checkbox"/>				ALL

No records to view

OK Cancel Apply

# 33. Schedule back-up

UM - System Backup - Scheduled Backup

Description : Call center

backup

System Prompts

System Prompts

Mailbox Messages

Mailbox Messages : Edit

Retention Days : None

Remaining mailbox Capacity (min) : None

Delete After Backup : No

Message Type : All

System Backup

Device : NAS

System Backup - Select Mailboxes

	Mailbox Number	Extension	First Name	Last Name
<input type="checkbox"/>	998			
<input type="checkbox"/>	999			
<input type="checkbox"/>	101	101	Andrew	White
<input type="checkbox"/>	102	102	Becky	Black
<input type="checkbox"/>	103	103	Mike	Smith
<input type="checkbox"/>	104	104	Tom	Red
<input type="checkbox"/>	106	106	Susan	Green
<input type="checkbox"/>	107	107	Ext.107	
<input type="checkbox"/>	108	108	Ext.108	
<input type="checkbox"/>	109	109	Ext.109	
<input type="checkbox"/>	110	110	Ext.110	
<input checked="" type="checkbox"/>	401			
<input checked="" type="checkbox"/>	301			
<input checked="" type="checkbox"/>	404			

The background features a large, semi-transparent watermark logo. It consists of a circular emblem with a stylized human figure in the center. The text 'TRAINING CENTER' is visible at the top, and '& Teleco' is on the right. Below the emblem, the text 'IT-COMM' and 'nication' are visible, along with a 'TM' trademark symbol.

**Thank you !**

# Revision

Date	No.	Change
Oct 15	-	First edition
Feb 17 (Jan 19)	-	Picture was revised.
	14 (Page 9)	This page was added about two or more recording mailbox for one supervisor.
	32 & 33 (Page 21 & 22)	This page was added about schedule back-up.