

# KNOWLEDGE BASED ARTICLES

## ROD - RECORD ON DEMAND USER CONFIGURATION CHANNEL CONFIGURATION

The trigger for recording must be changed to ROD in the Physical Channel Settings. This will let Revagent start and stop recording for a particular channel.

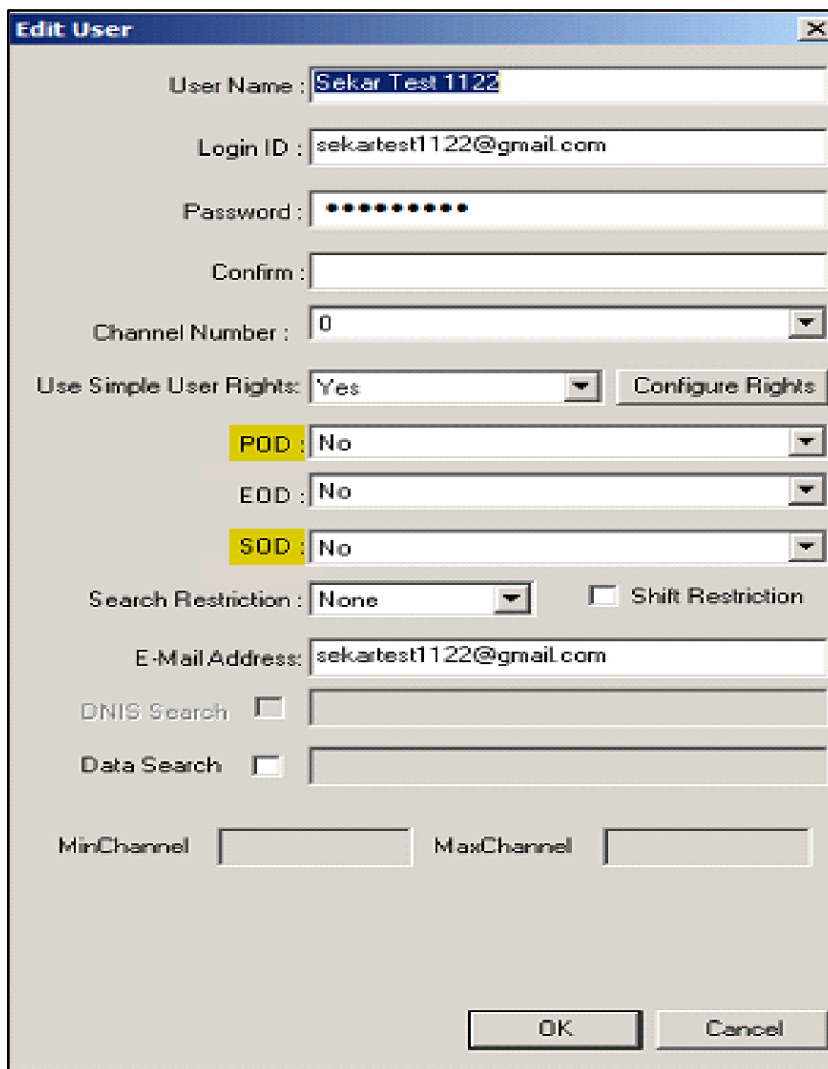
Launch the Revcord Configuration Wizard and select the channel that needs to be an ROD channel and change the trigger to ROD. Then click on OK.

The screenshot shows the 'Physical Channel settings' dialog box. The 'Trigger' dropdown menu is open, and 'ROD' is selected. The 'Additional Settings' checkbox is checked. The 'Stream Type' dropdown menu is also open, showing 'SIP' selected. The 'Use MAC Address' checkbox is checked. The 'Save Recorded Files To' field is set to 'D:\DissTech\Dis'. The 'Max Call Duration (ms)' is set to '3600000'. The 'Vox Level' is set to '50' and the 'Gain' is set to '0H0015'. The 'Status' field is empty. The 'Discard Calls less than (ms)' is set to '2000'. The 'Merge Calls interval (ms)' is set to '3000'. The 'Beep' checkbox is unchecked. The 'Interval' is set to '10' (Sec). The 'Caller ID Mode' is set to 'DTMF/FSK Mode'. The 'Enable AGC' checkbox is unchecked. The 'Line Hold Time on Stop Recording' is set to '0' (MilliSec). The 'Hangup DTRM Voltage(5~49 Dlt:26)' is set to '26'. The 'OK' and 'Cancel' buttons are visible at the bottom.

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## USER CONFIGURATION

For MMS users who need to use the Record On Demand feature, go to the users list and select each user and then change the POD and SOD to yes from the drop down menu. Lastly, restart the Newsvrms windows service once these settings are configured.



The screenshot shows the 'Edit User' dialog box with the following fields and options:

- User Name: Sekar Test 1122
- Login ID: sekartest1122@gmail.com
- Password: [Redacted]
- Confirm: [Empty]
- Channel Number: 0
- Use Simple User Rights: Yes (with a 'Configure Rights' button)
- POD: No
- EOD: No
- SOD: No
- Search Restriction: None (with a 'Shift Restriction' checkbox)
- E-Mail Address: sekartest1122@gmail.com
- DNIS Search: [Empty]
- Data Search: [Empty]
- MinChannel: [Empty]
- MaxChannel: [Empty]

Buttons: OK, Cancel