

---

# RevCell User Manual

---

## Smartphone Enterprise Call Recording Solutions

MMS Version 12.2  
Revision 11.2023

## TABLE OF CONTENTS

TABLE OF CONTENTS	1
INTRODUCTION	1
ENABLING REVCELL IN MMS	2
SPOOFING	4
DOWNLOAD THE APP	5
For iOS	5
For Android	6
LOGGING IN	7
INCOMING CALL NOTIFICATION	8
DURING CALLS	9
DIALING	10
CALL HISTORY	11
CONTACT	12
RECORDING LIST	13
RECORDING PLAYBACK	14
TRANSFER ALERT	15
TRANSFER RECORDINGS	16
Settings	17
Uploaded Logs	18
Uploaded Logs Information	19

## INTRODUCTION

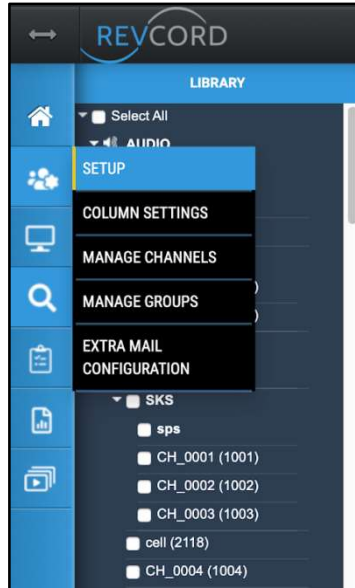
Thank you for choosing RevCell. RevCell is Revcord's Enterprise Call Recording Solution, which works with the Revcord MMS. It will work in two modes. First, you can use the RevCell app to make and receive phone calls. The call will have a unique phone number associated with it. Secondly, if you want to record your inbound calls to your Native Phone App, you can enable that through the Settings area. Your Native Phone App is the phone app that comes with your device.

To begin using your RevCell app, you must first have your Admin Account Holder for your logger enable you in the Revcord Software. (See Enabling RevCell In MMS on the next page for more details.)

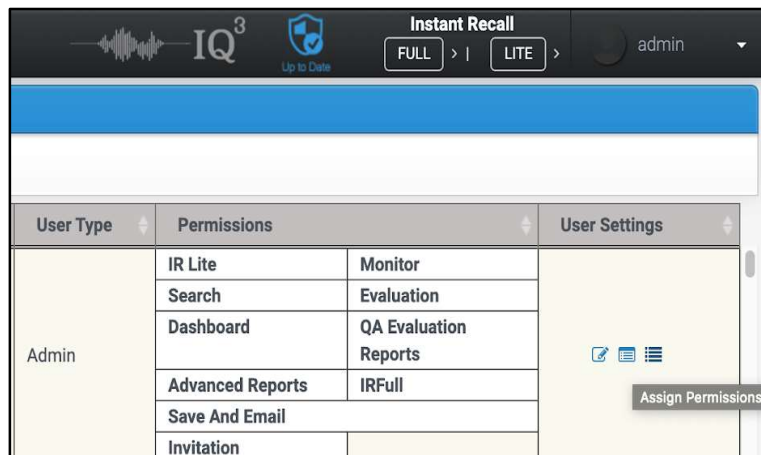
RevCell will record all incoming calls and outbound calls to your RevCell number and, if enabled, all incoming calls to your Native phone number. You can Disable the recording of incoming calls to the Native App, but this will only affect calls coming in through your native phone number; calls coming in through your RevCell number will still be recorded.

## ENABLING REVCELL IN MMS

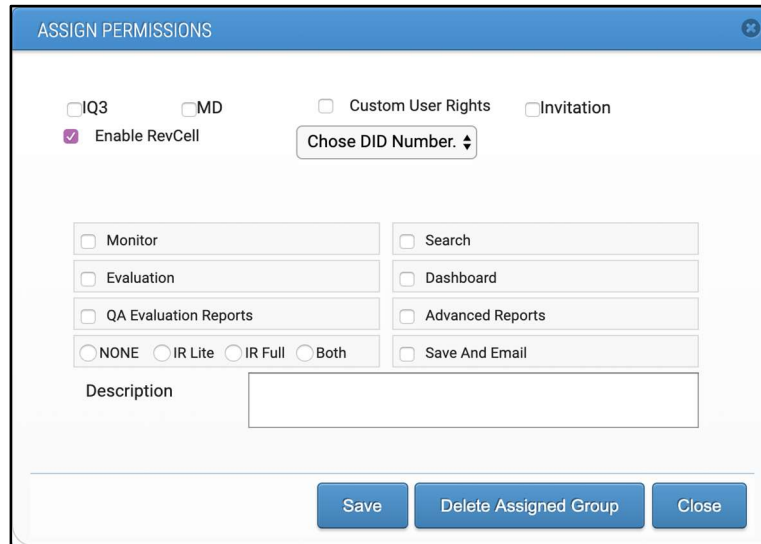
1. Login to the MMS using an Admin Account and go to the Setup page.



2. Select the User you want to enable for RevCell and go to Permissions.



3. Check the RevCell permission checkbox. A pop-up will require you to confirm the changes.



ASSIGN PERMISSIONS

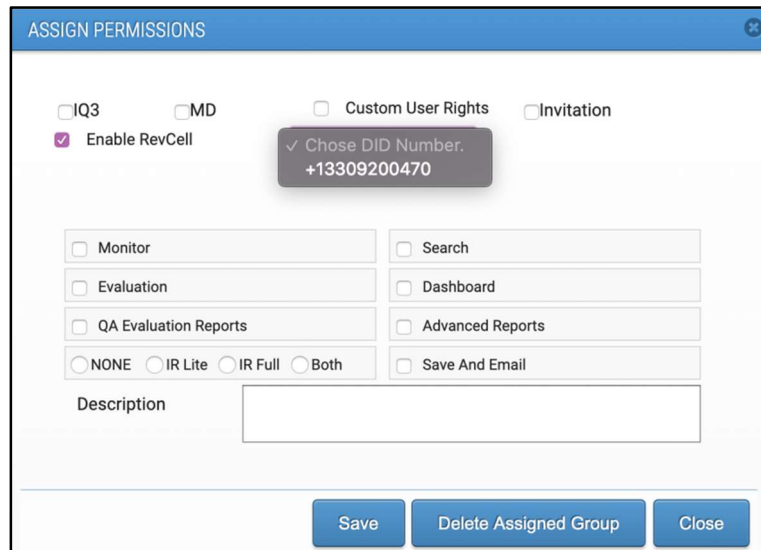
IQ3     MD     Custom User Rights     Invitation  
 Enable RevCell    Chose DID Number. ▾

Monitor     Search  
 Evaluation     Dashboard  
 QA Evaluation Reports     Advanced Reports  
 NONE     IR Lite     IR Full     Both     Save And Email

Description

Save    Delete Assigned Group    Close

4. After confirmation, a drop-down menu will load all available phone numbers.



ASSIGN PERMISSIONS

IQ3     MD     Custom User Rights     Invitation  
 Enable RevCell    Chose DID Number. ▾

Chose DID Number.  
 +13309200470

Monitor     Search  
 Evaluation     Dashboard  
 QA Evaluation Reports     Advanced Reports  
 NONE     IR Lite     IR Full     Both     Save And Email

Description

Save    Delete Assigned Group    Close

5. Select the number and then click "Save."
6. For a User with permissions to RevCell, the phone number will be listed on the permissions dialog.

ASSIGN PERMISSIONS

IQ3     IMD     Custom User Rights     Invitation

Enable RevCell    +13309200880

Monitor     Search

Evaluation     Dashboard

QA Evaluation Reports     Advanced Reports

NONE     IR Lite     IR Full     Both     Save And Email

Description

7. After disabling the RevCell permissions, all the Signal wire settings will be reset, and that phone number will be released.

## SPOOFING

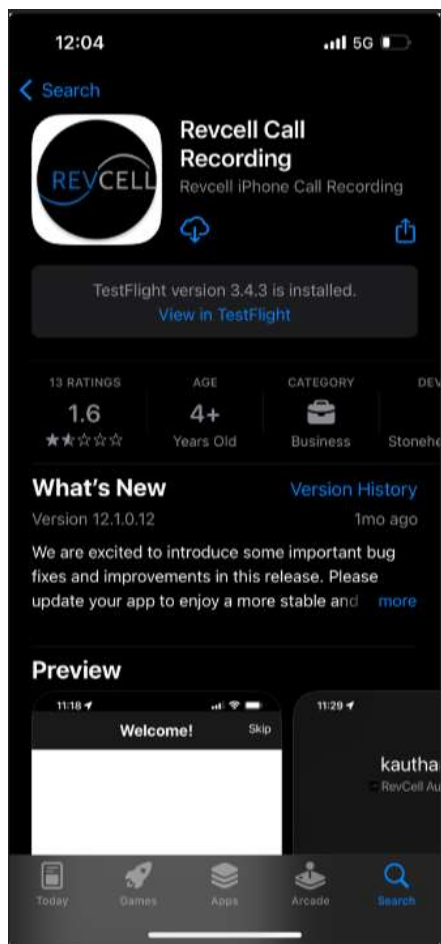
After configuring your phone to the Revcord MMS, you will be given a RevCell phone number.

If you would like your native phone number to be shown when calling out, Revcord can spoof your number to show up on Caller ID systems. Email [support@revcord.com](mailto:support@revcord.com) with your request, and we can set that up for you.

## DOWNLOAD THE APP

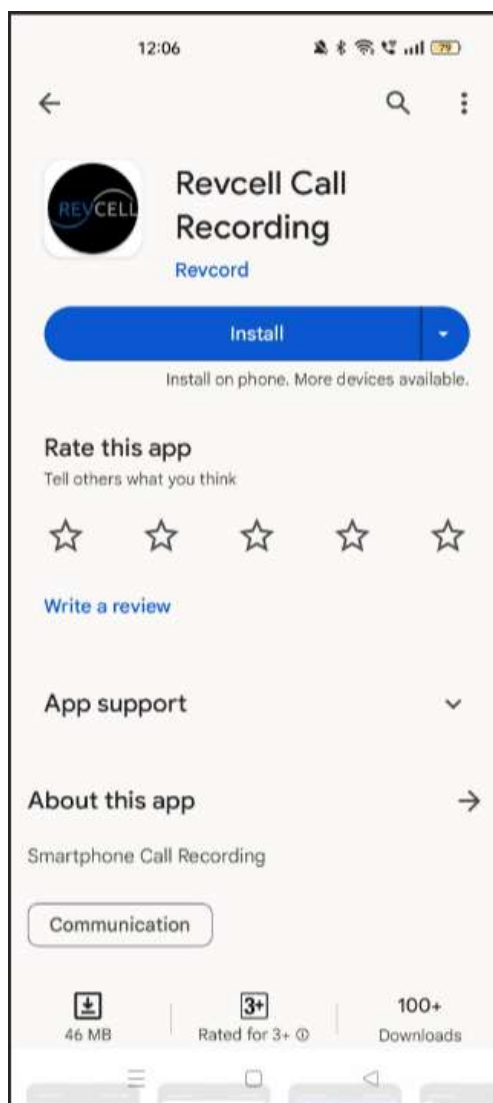
### FOR IOS

Users go to the App Store and search for "Revcell Call Recording," then click on the cloud icon to download the App to their phone.



## FOR ANDROID

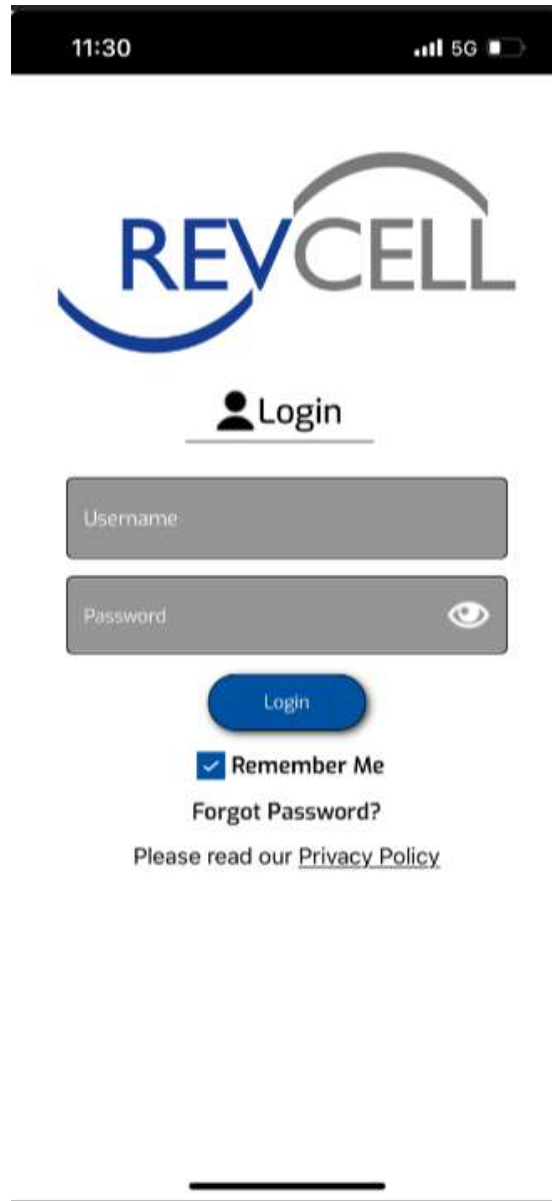
Users go to the Play Store App and Search for "Revcell Call Recording" and then click on the 'Install' button to download the App to their phone.





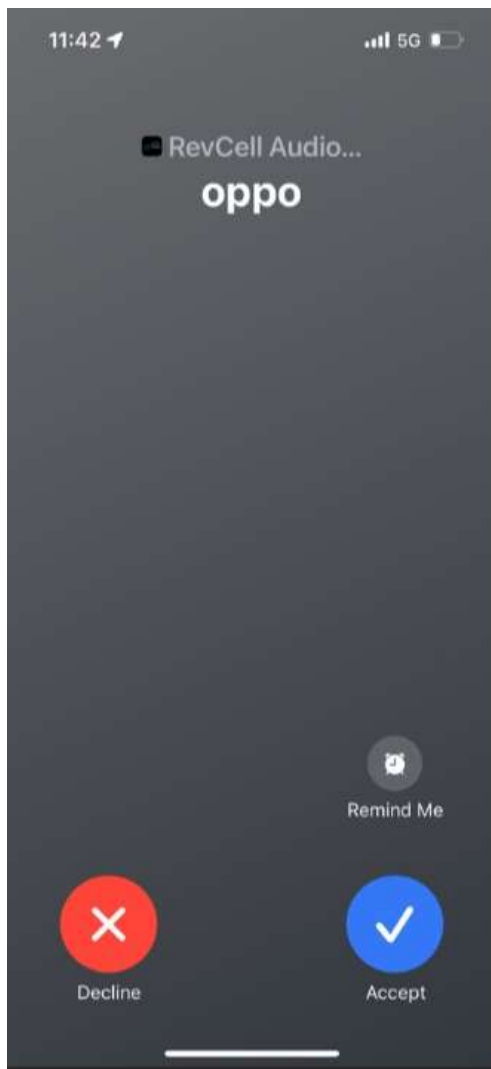
## LOGGING IN

Users can log in to the RevCell app on this screen. Users will be required to enter their RevCell app user details based on their Revcord MMS Configuration.



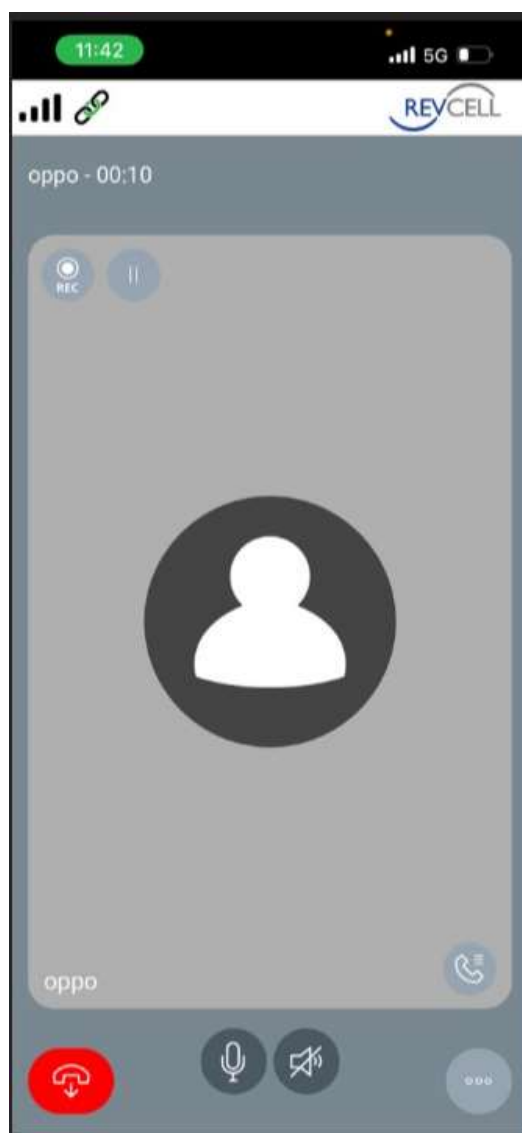
## INCOMING CALL NOTIFICATION

Users will receive the below notification when a call is incoming.



## DURING CALLS

Once connected, this menu will appear. The "REC" icon will indicate that the call is being recorded. Mute, End Call, and Speaker options are located on the bottom of the screen. You can also pause the recording.



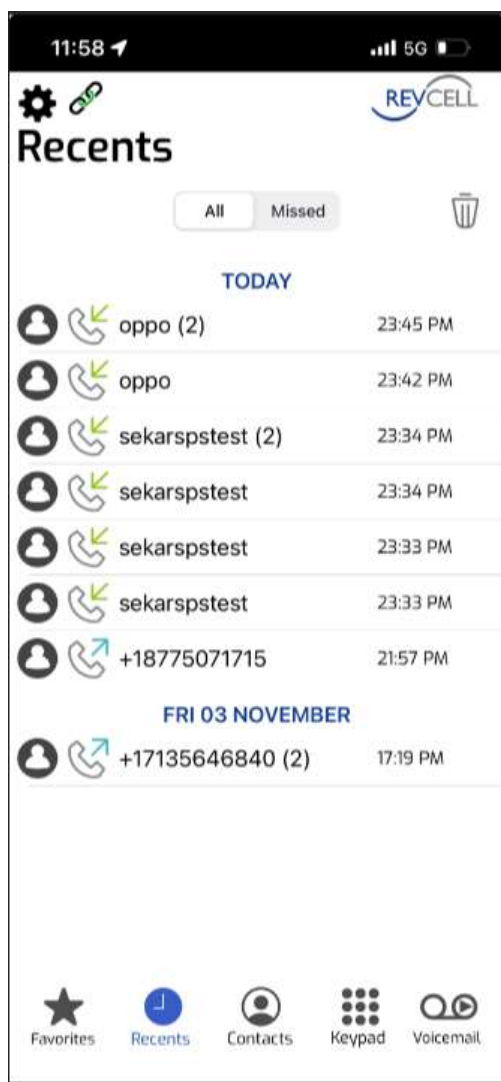
## DIALING

Users can dial any number in the United States using the below dial pad screen.



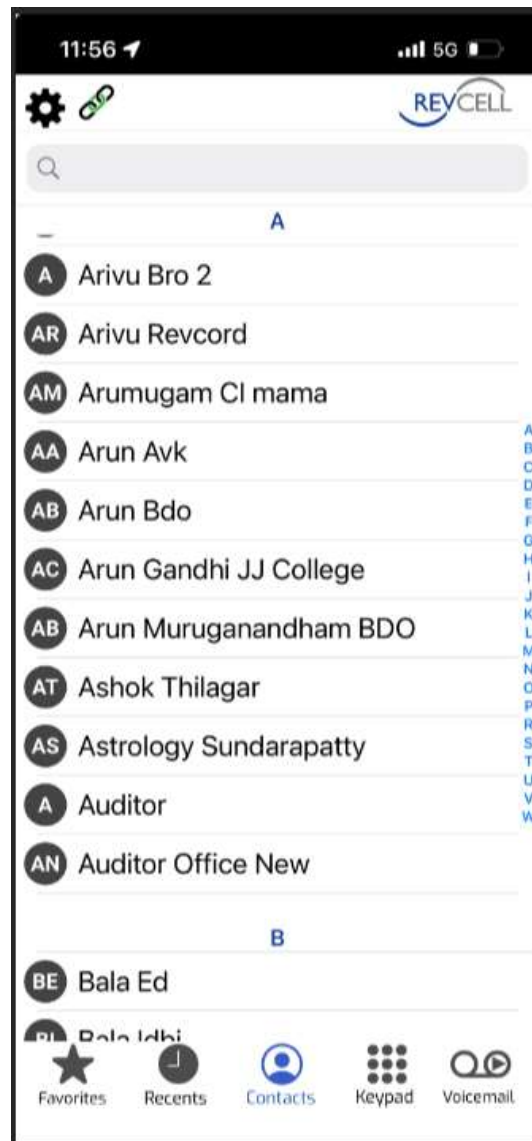
## CALL HISTORY

The below screen shows where users can check their call logs and missed calls.



## CONTACT

This screen will list the contacts stored on the User's phone.



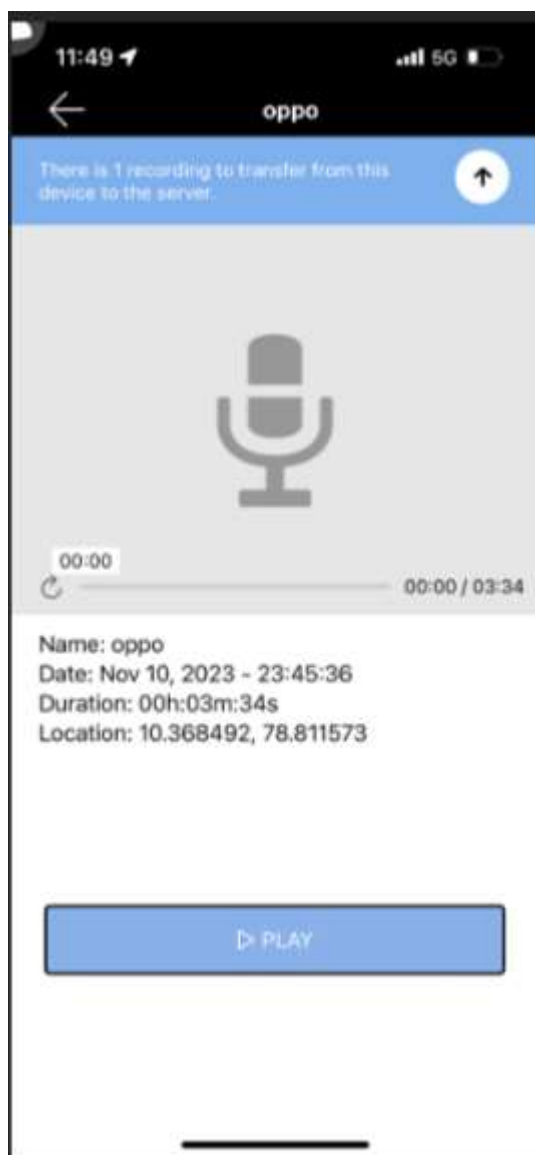
## RECORDING LIST

This screen will list all recordings for incoming and outgoing calls that have not been uploaded. Users can click on the chosen file for playback.



## RECORDING PLAYBACK

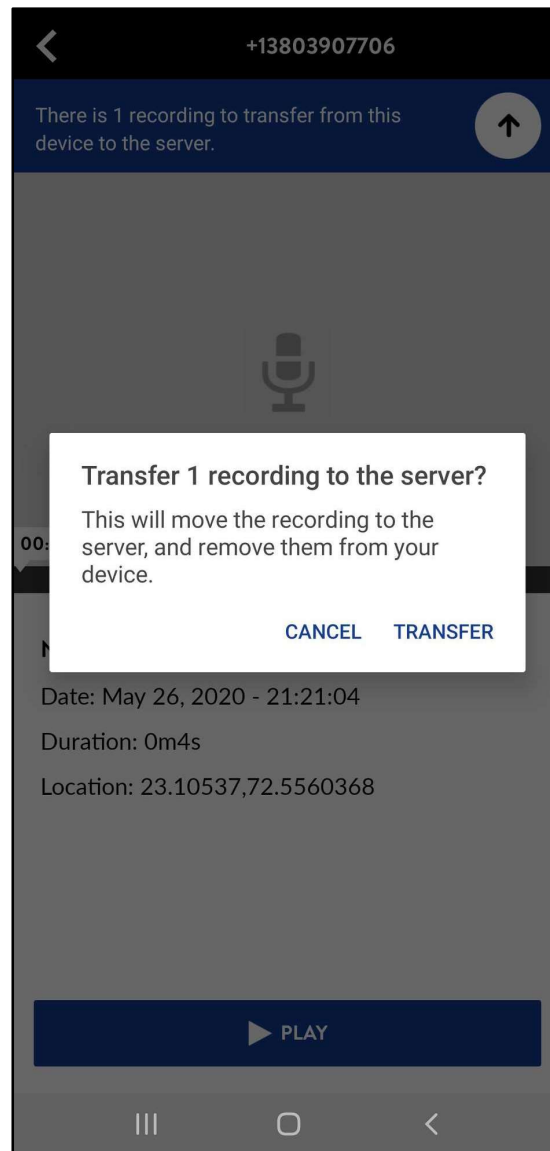
From this screen, users can playback recorded calls.





## TRANSFER ALERT

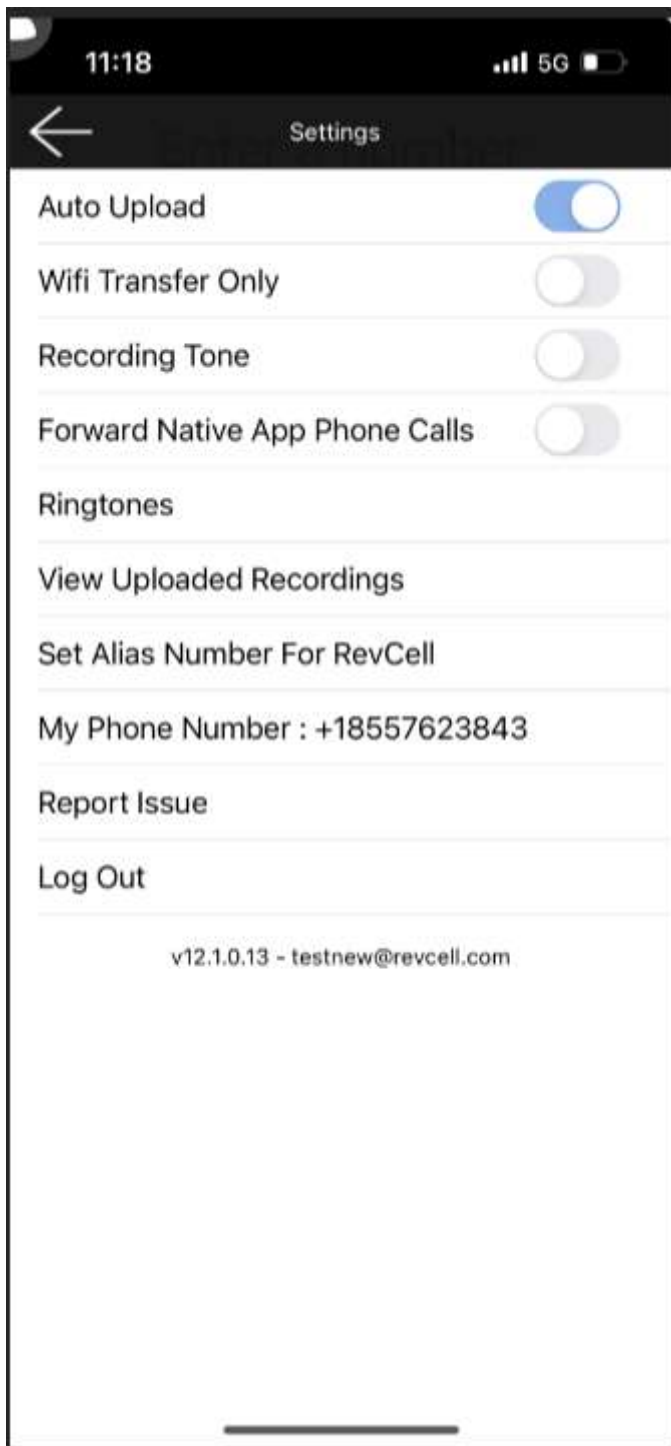
This alert will appear when the User clicks to transfer recordings to their server. Users can choose to auto-upload all recordings in Settings.



## TRANSFER RECORDINGS

This screen will display all recording transfer progress. Once a file is transferred, the recorded files will be deleted from the device.





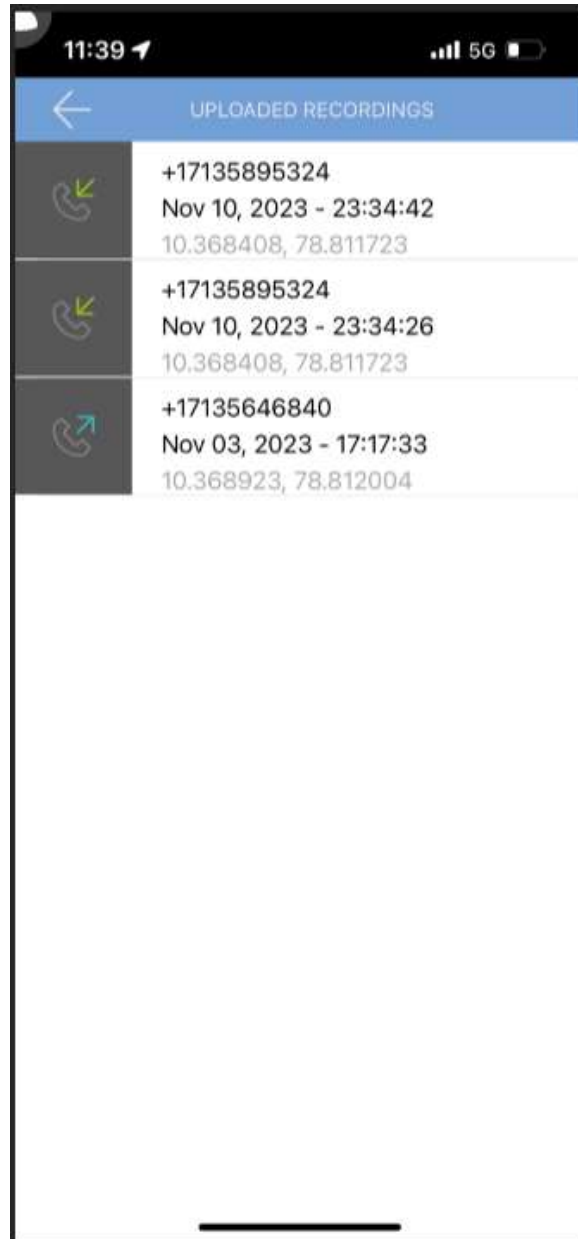
## SETTINGS

The screenshot below shows which settings options are available to the User.

- Auto Upload: Will automatically upload calls recorded on the phone to the MMS.
- Wi-Fi Transfer Only: when a user transfers files, this setting will require a Wi-Fi connection
- Recording Tone: This setting will send a beep tone every (1) minute to the other phone.
- Forward Native App Phone Calls: This turns on call recording for Native incoming calls to the User's phone.
- Ringtone: The User can set any one ringtone from it
- View Uploaded Recordings: This will list all uploaded recordings.
- User can set Alias Number So that call receiver will get Revcell calls from the saved number.
- Report Issue: Sends message to support team.
- Logout: This option logs the User out of the App.

## UPLOADED LOGS

Users can see all Uploaded recordings from this screen.



## UPLOADED LOGS INFORMATION

This pop-up shows detailed information about the User's uploaded recordings.

