

SIPREC instructions for Call Recorder Apresa

Installation

To use SIPREC in Apresa, you will need at least Apresa version 9.9.0. This version can be installed using the normal update procedure; it is an official update.

In addition, a recent version of the VoIP service is needed. To install version 2.0.1, download the following update file to your PC, then upload the file unmodified to Apresa as update (Tools → System, Software update).

<https://www.vidicode.com/support/add-telsys-2.0.1.tgz>

After installation, on the System information page (Tools → System), you can see the installed version numbers of Apresa and the VoIP service.

Configuration

- In the menu, choose Tools → VoIP Service.
- Enable the “VoIP Service”.
- As action rule 1, let it accept the call always, and set Play test tones to None or Silence.
- Enable “SIPREC”
- Determine direction: Select First number is caller, or if the direction is swapped, then choose Second number is caller.
- Click Apply
- Click Restart service

At the PBX or another device supporting SIPREC:

- Configure it to send SIPREC data to Apresa

When making a test call, a recording should be shown in the Active Calls, with the correct phone numbers.

Detecting side and direction

- In Options → System settings, open the VoIP tab
- Enable the “Advanced settings” (top-right corner)
- Fill in the Local telephone numbers setting. This is a comma separated list of telephone numbers that are local. Instead specifying telephone numbers one by one, it is possible to specify a range of numbers. For example to specify all numbers in the range from 3914100 to 3914199, specify: 3914100 - 3914199. The required format for number ranges is: First number space - space last number. The first and last number must have the same number of digits.
- If the direction is swapped, see the option “Determine direction” on the VoIP Service page.

Diagnostics

To test if the VoIP Service in Apresa is working, and if it properly records (independent of SIPREC):

- Set Play test tones to “Test tone”
- Suppose Apresa has IP address 192.168.0.1, then dial for example [400@192.168.0.1](tel:400@192.168.0.1) with a capable SIP phone, and you should be connected to Apresa and hear test tones.
- During the call, in Tools → Active Calls, the call should be visible, and after hangup, the recording should be available.

If the SIPREC part is not working:

- In Tools → System, click to Enable a network trace
- Perform a call
- Disable the network trace, and download the log files
- Inside the .tgz file, the trace will be present as a .pcap file, which can be opened in Wireshark, to inspect if any data is arriving at Apresa from the device that is expected to send SIPREC data to Apresa.
- Send the .tgz package to Vidicode for analysis. Files can be sent using this request: <https://www.dropbox.com/request/76ri413IOpGZdcfgley> or by email if it is not large (<10 MB). Please include with the trace information about the calls (phone numbers and other relevant data).

Because we are in development and verification phase, we would appreciate also receiving a network trace when it works well.