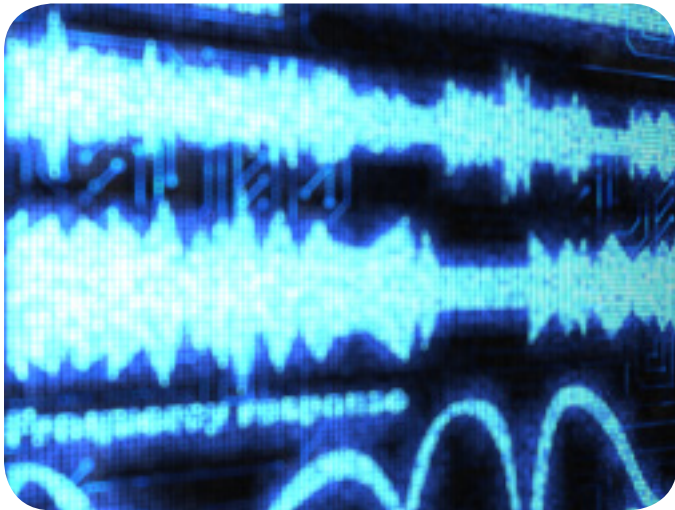




Call Recording



Record Your Phone Calls & Store Them Indefinitely

Call recording is an important tool for many businesses. Recorded calls can be used to meet regulatory requirements, verify accuracy, maintain quality customer service, and to provide guidance and training for employees.

Star2Star provides three call recording options, covering a variety of usage scenarios.

System-Wide Call Recording

Star2Star provides the option of system-wide outbound and inbound call recording. Call recording is an optional add-on service, available for systems using the StarLite CR, StarBox 2250 CR, and the StarBox 5500 CR Cloud Connection Managers.

With system-wide recording, system administrators can select which extensions have the capability to record calls on a per-extension basis. Call recording can be enabled for both on-premise and remote users.

Recorded calls can be stored locally or in the cloud using the optional Archive service. The amount of available local storage varies from approximately 1,000 hours on the StarLite CR up to approximately 5,000 hours on the StarBox 5500.

Locally stored calls are kept until the local storage space is full. At that point, calls will begin to be overwritten, with the oldest calls being overwritten first. Calls saved with the archiving service are saved indefinitely.

StarCenter Call Recording

Star2Star also offers a call recording service for our StarCenter Contact Center solution. The StarCenter recording option records incoming calls only, and it operates with not local and remote extensions.

On-Phone Recording

Certain model Star2Star telephones allow users to record calls onto a USB flash drive attached to the telephone. Current models with recording capability include these models:

- Polycom SoundPoint IP650 and IP 670
- Polycom VVX 500 and VVX 600
- Cisco SPA525G2
- Star2Star SoftPhone for Windows and Mac computers.



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