



The Cisco SPA 525G includes on demand integrated call recording capabilities using a built-in USB port.

The client can choose to:

- Use an existing USB 2.0 or 3.0 compatible jump drive
- Purchase a 16G USB jump drive from POPP (stores up to 500 hours of audio as .wav files.)

### Enable Call Recording feature in Cisco SPA 525G telephone

- Press the [Menu] button 
- Press the [Down] arrow button until [User Preferences] is selected and then press the [Select] softkey
- Press the [Down] arrow button until [Call Record Configuration] is selected and then press the [Select] softkey
- With [Record Audio Mode] selected, press the [Right] arrow button to display a blue check mark, indicating that the feature is enabled.
- Press the [Down] arrow button until [Record Beep Reminder] is selected.
- The [Record Beep Reminder] is enabled by default. When this enabled, **both you and the other party** will hear two beeps indicating that call recording has begun. To disable this feature, press the [Right] arrow button to display a red dash, indicating that the feature is disabled.
- Press the [Save] softkey
- Press the [Menu] button  to exit
- Plug a USB 2.0 or 3.0 compatible jump drive into the USB port located on top of the telephone above the Cisco logo.  
Note: Make sure there is sufficient storage available on the USB jump drive to store calls. A five minute call is equal to about 2.5M of storage.



### Record a Phone Call in Progress

Call Recording is available on a per call basis. You must start and stop the recording of each call.

- To start recording:
  - o Once an incoming or outgoing call is answered, press the [Right] arrow button once
  - o Press the [RecNow] softkey to begin recording. If the Record Beep Reminder feature is enabled, **both you and the other party** will hear two beeps indicating that call recording has begun.
- To stop recording:
  - o During a call, press the [Right] arrow button once
  - o Press the [StopRec] softkey to stop recording

Note: Call recording stops automatically when you hang up or when a call is transferred to another phone


**Listen to Recorded Calls:**

- Make sure that the USB jump drive is plugged into the USB port on the telephone
- Press the [Menu] button 
- Press the [Down] arrow button until [Call Recordings] is selected and then press the [Select] softkey
- Recorded calls are listed in chronological order with the most recent recording listed at the top
- Press the [Up] and [Down] arrow buttons to move up and down in the list until the desired call is selected
- Press the [Play] softkey to play the call
- While listening to a call:
  - Press [+ or -] on the [Volume] button to adjust the playback volume
  - Press the [Stop] softkey to stop playing the call
  - Press the [Previous] softkey to play the previous call
  - Press the [Next] softkey to play the next call
  - Press the [Back] softkey to return to the list of call recordings
- Press the [Menu] button  to exit

Note: You can also listen to recorded calls by connecting the USB jump drive to your computer.

**Delete Recorded Calls:**

You can connect the USB jump drive to your computer and save call recordings to your hard drive before deleting them from the jump drive.

- Make sure that the USB jump drive is plugged into the USB port on the telephone
- Press the [Menu] button 
- Press the [Down] arrow button until [Call Recordings] is selected and then press the [Select] softkey
- Recorded calls are listed in chronological order with the most recent recording listed at the top
- Press the [Up] and [Down] arrow buttons to move up and down in the list until the desired call is selected
- Press the [Option] softkey
- [Delete Entry] is selected by default (deletes only the selected call). To select [Delete All] (deletes all call recordings on the USB jump drive, press the [Down] arrow button.
- Press the [Select] softkey
- Press [OK] softkey to verify the deletion of the call recording record(s)

**For Additional Training and Support**

- Visit [www.popp.com](http://www.popp.com) or call POPP Communications at 763-797-7900