

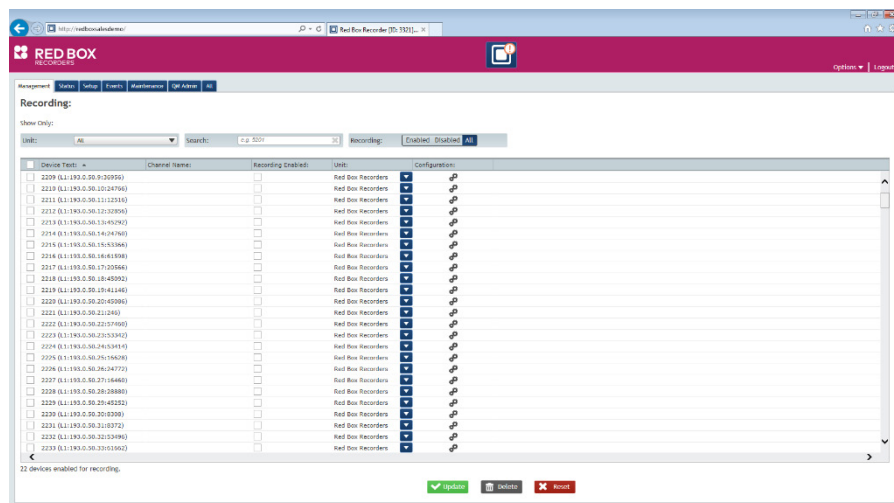
# How Do I MANAGE CHANNELS/DEVICES

A Channel can be regarded as a “recordable device” – that is, a fixed line phone, mobile phone, PC, radio, etc used as a communications device (for voice calls, video calls, Instant Messaging, etc.).



## Manage Channels

To manage channels, go to **Configuration > Management > Recording**. Here you can see all “available” devices.




For most integration types (telephony, trader turret, radio, etc), devices are automatically detected when they are added to your network and will appear in the list. For some integration types, you will need to add a device “manually”, as described in your Integration Guide — Red Box supports over 100 integration types, so there are too many to list here.

Similarly, some integration types will automatically populate the Channel Name field. If not, then you can edit the channel name “manually” as described below. In general, if the field is automatically populated, then don’t change it in the recorder.

## Edit a Channel Name

To edit a channel name:



1. From **Configuration > Management > Recording**, roll over the **Channel Name** field, click the  **Edit** icon, and enter your **Channel Name**. The **Channel Name** is usually a number or person associated with the individual device.
2. Edit each **Channel Name** you want to change. When you’re done, click the **Update** button to save your changes.

Device Text	Channel Name	Recording Enabled	Unit	Configuration
<input type="checkbox"/> 2205 (L1:193.0.50.5:45212)		<input type="checkbox"/>	Red Box Recorders	
<input type="checkbox"/> 2206 (L1:193.0.50.6:12292)		<input type="checkbox"/>	Red Box Recorders	
<input checked="" type="checkbox"/> 2207 (L1:193.0.50.7:45198)	Danny Spence	<input checked="" type="checkbox"/>	Red Box Recorders	
<input type="checkbox"/> 2208 (L1:193.0.50.8:49256)	David Spence	<input checked="" type="checkbox"/>	Red Box Recorders	
<input type="checkbox"/> 2209 (L1:193.0.50.9:36956)		<input type="checkbox"/>	Red Box Recorders	
<input type="checkbox"/> 2210 (L1:193.0.50.10:24766)		<input type="checkbox"/>	Red Box Recorders	

## Enable/Disable a Channel/Device for Recording

If you want to record all communications for a channel/device, or ensure no communications are recorded, you must select the appropriate **Recording Enabled** setting for the channel.

### To enable/disable a device:



1. Go to **Configuration > Management > Recording**.
2. To record all communications for a channel/device, tick the **Recording Enabled** box. To ensure the device is **not** recorded, untick the box.
3. Edit each channel you want to update. When you're done, click the **Update** button to save your changes.

Note that if a channel is enabled for recording, you also need to make sure all appropriate replay permissions are configured (including any defined groups and filters) to allow or restrict access to the recordings.

- To set general replay permissions (including applying filters and groups), go to **Configuration > Management > Users**, highlight a user and click **Edit**.
- To define filters, go to **Configuration > Management > Filter Management**.
- To define groups, go to **Configuration > Management > Groups**.

For finer control of what communications are recorded or not recorded (for example, calls between specific numbers, or outgoing calls from an individual extension), use the **Blacklist** settings – **Configuration > Management > Blacklisting**.

[www.redboxvoice.com](http://www.redboxvoice.com)

[info@redboxrecorders.com](mailto:info@redboxrecorders.com)

+44 (0)115 937 7100



RBRQQ1006 V1.2