

# How Do I MANAGE CALLSAFE

This Quick Question topic is aimed at System Administrators and details the administrator features for “standard” CallSafe and for the **optional** “enhanced” CallSafe (provided in Quantify 5A and above). If you’re not sure which version is implemented in your system, just look in the Search & Replay app and if you have more than two CallSafe buttons, then you have the enhanced version.

Note that for general CallSafe information, please see the “How Do Use CallSafe” and “How Do I Use Enhanced CallSafe” topics.

## Standard CallSafe – Set Up & Enable

To set up the CallSafe feature on the recorder, just apply a **CallSafe** license and create a CallSafe NAS – this may already have been done for you. To enable CallSafe Users, simply enable access in user accounts.

### To set up CallSafe:



1. Login to Quantify with an administrator account and go to **Configuration > Setup > Licensing** – check/apply the **CallSafe** license as needed:
  - Check the **CallSafe** item under the **Recorder** licenses.
  - If you need to apply a new license code, enter the code in the **New License Code** field and click **Update** to apply the license. Note that once you’ve enabled CallSafe via a new license, you’ll need to restart the recorder.
2. Create a NAS Archive dedicated to CallSafe tagged recordings. Go to **Configuration > Management > Network Storage > Add Network Storage** – set **Mode** to **Network Archive** and select **CallSafe** from the filter menu. For more information on creating a NAS, please see the Call Storage Quick Question topic or Administrator Guide. Once you’ve created a CallSafe NAS, all locked recordings will be transferred to that NAS.



### To enable CallSafe:



1. Login to Quantify with an administrator account (User Management permissions) and go to **Configuration > Management > Users**.
2. Highlight a user and click the **Edit** button to update their permissions as needed.
3. In the **Permissions** panel, tick the **CallSafe** option.  
You can enable as many CallSafe users as needed. However, we recommend that you limit access to CallSafe to help prevent potential errors and misuse.
4. When you’re done, click the **Update** button to save your changes. Note that the change will be applied when the user next logs in to Quantify.

#### Permissions:

User management:	<input type="checkbox"/>
System configuration:	<input type="checkbox"/>
Event reconstruct:	<input type="checkbox"/>
CallSafe:	<input type="checkbox"/>
Annotation:	<input type="checkbox"/>
Media management:	None ▼
Event logs:	None ▼


## Enhanced CallSafe

The **optional** set of “enhanced” CallSafe features provided in Quantify 5A and above, expands the CallSafe feature set to allow multiple locks, bulk locks, and automatic locks, as well as distinguishing between CallSafe Users and CallSafe Administrators.

Note that the NAS provisioning and additional install required for Enhanced CallSafe will be performed by your Red Box Installation Engineer (or partner equivalent).

### Users & Administrators

A **CallSafe user** can:

- Apply a lock to any recording, including those already locked.
- See the  **Lock** flag for any locked recording, including recordings locked by any other CallSafe user.
- View, search, and control their own **CallSafe** tags.
- Unlock any recording that was locked by them.

A **CallSafe administrator** also has visibility and control of **all** CallSafe locks and tags, from **all** CallSafe users and administrators:

### Locks

A CallSafe user and administrator can apply locks in a few ways:

- **Standard Lock** – used to lock one or more recordings highlighted in the Search & Replay Results panel.
- **Bulk (Ad Hoc) Locks** – used to lock multiple recordings at the same time (based on search criteria)
- **Automatic (Ongoing) Locks** – used to lock a set of recordings (based on search criteria) and then automatically apply the lock to all future recordings (matching the same search criteria).

Note that Special Locks are only available in Search & Replay – Live Acquire only provides standard lock and unlock features.

For details on how to lock and unlock recordings, and how to edit, search, and view locks, please see the “How Do I Use Enhanced CallSafe” topic.

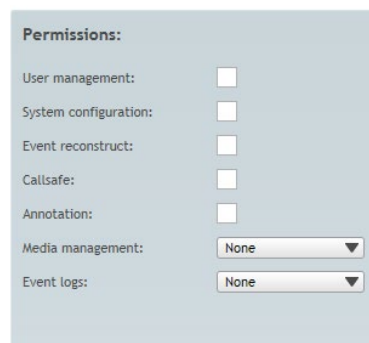
### Enable CallSafe

To enable CallSafe Users and Administrators, simply enable access in user accounts.

#### To enable CallSafe:



1. Login to Quantify with an administrator account (User Management permissions) and go to **Configuration > Management > Users**.
2. Highlight a user and click the **Edit** button to update their permissions as needed.
  - To enable a CallSafe User, simply tick the **Callsafe** field in the **Permissions** panel.
  - To enable a CallSafe Administrator, tick the **System configuration** and **Callsafe** fields in the **Permissions** panel.
  - You can enable as many CallSafe Users and Administrators as needed. However, we recommend that you limit access (especially CallSafe Administrators) to help prevent potential errors and misuse.
3. When you're done, click the **Update** button to save your changes. Note that the change will be applied when the user next logs in to Quantify.



Permissions:	
User management:	<input type="checkbox"/>
System configuration:	<input type="checkbox"/>
Event reconstruct:	<input type="checkbox"/>
Callsafe:	<input type="checkbox"/>
Annotation:	<input type="checkbox"/>
Media management:	None ▼
Event logs:	None ▼

## Considerations

- Once a recorded communication has been locked using CallSafe, this prevents all automatic delete actions (e.g. Aged Call Delete), or manual delete (Call Delete) actions.
- CallSafe is used to lock/unlock recorded communications **within the recording system**. That is, all data that the recorder has access to. Therefore, any data that has been exported (e.g. exported to WAV), or any recorded communications stored on media that have been removed from the recording system (e.g. NAS or DVD), can't be accessed or modified.
- CallSafe makes use of a dedicated CallSafe NAS (all locked recordings are transferred to the CallSafe NAS). This NAS should be provisioned and monitored in the same way as any other call storage medium to prevent storage issues, and prevent any additional impact on CallSafe operation.
- If you don't have CallSafe enabled on your system, please contact your Red Box representative for details.

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