

How Do I Set Up Recorder Time

Time is an important parameter in call recording, and it's essential that it's accurately maintained within the recorder. You can use the following time sources:

- **Windows Server Time:** Use the server time for the recorder.
- **Time Synchronisation:** This optional feature allows you to define an SNTP Time Server to provide time data to the recorder. This is especially useful for multi-recorder systems to accurately synchronise time across all recorders in your system.

Whichever source is selected, your recorder will automatically synchronise approximately once every two minutes.

You can also select a time zone, use automatic Daylight Savings Time changes, and use Coordinated Universal Time (UTC).

Windows Server Time

This is the "default" setting for the recorder time and will use the recorder's Windows server to provide time data.



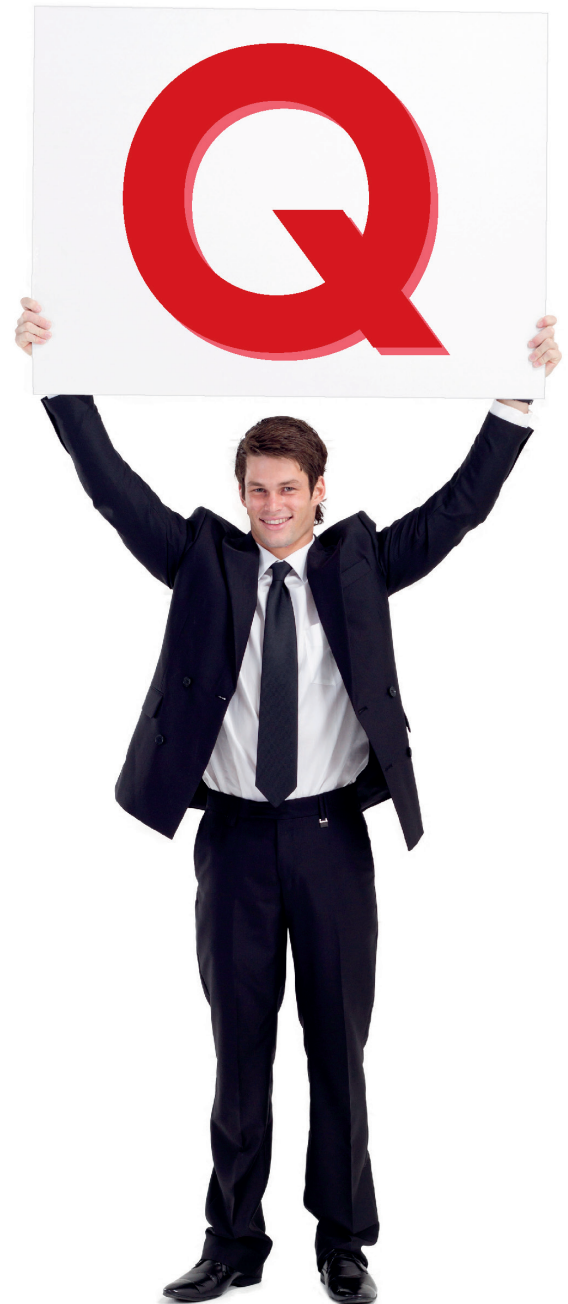
To use Windows server time:



1. Login to the recorder using a Quantify system administrator account with system configuration permissions, and go to **Configuration > Setup > Time**
2. Ensure **Time Source** is set to **None**.
3. In **Time Zone**, select the time zone you wish to use for the recorder, and tick or untick **Automatic Daylight Savings Time** as needed.

Note that you can also make use of UTC Time Stamping — see "Licenses & Options" on page 2.

4. When you're done, click **Update** to apply your changes. You may be automatically logged out of Quantify depending on what changes you've made.



The screenshot shows the 'Configure Time' page in the Red Box Recorders web interface. The page has a navigation bar with 'Management', 'Status', 'Setup', 'Events', 'Maintenance', 'QM Admin', and 'All'. The 'Setup' tab is active. The main content area is titled 'Configure Time' and displays the current recorder time as '16:12:08, 28 Jun 2017'. Below this, there are sections for 'Time Synchronization' and 'Time Zone'. In the 'Time Synchronization' section, the 'Time Source' is set to 'None'. There are input fields for 'Primary Time Server Location', 'Redundant Time Server Location 1', 'Redundant Time Server Location 2', and 'Redundant Time Server Location 3'. In the 'Time Zone' section, the dropdown menu is set to '(UTC) Dublin, Edinburgh, Lisbon, London' and the checkbox 'Automatically adjust clock for daylight saving changes' is checked. At the bottom of the form, there are 'Update' and 'Reset' buttons.

* Screen layout modified for display purposes.

Your Red Box system may look different to the one used in this document.
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Time Synchronisation (SNTP)

This optional setting/feature will use a specified SNTP server to provide time data to the recorder.



To use Windows server time:



1. Login to the recorder using a Quantify system administrator account with system configuration permissions, and go to **Configuration > Setup > Time**
2. Set **Time Source** to **SNTP**. If this option isn't available, then Time Synchronisation is not licensed on the recorder — see "Licenses & Options" on page 2.
3. Enter the DNS lookup name or IP address of the SNTP Time Server in the **Primary Time Server Location** field. You can also enter IP addresses for up to three "backup" (redundant) time servers.
4. In **Time Zone**, select the time zone you wish to use for the recorder, and tick or untick **Automatic Daylight Savings Time** as needed.

Note that you can also make use of UTC Time Stamping — see "Licenses & Options" below.

5. When you're done, click **Update** to apply your changes. You may be automatically logged out of Quantify depending on what changes you've made.

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Licenses & Options

Time Synchronisation (SNTP) and UTC Time Stamping (for recorded communications) are both optional licensed features. To check your licenses, go to **Configuration > Setup > Licensing** — check **Recorder Licenses for Time Synchronisation** and **Quantify Licenses for UTC Time Stamping**.

You can also configure Quantify to display time information for recorded communications using 0.1s resolution — go to **Configuration > Setup > Misc Settings** and set **High Precision Time Display**. If this isn't enabled, 1 second resolution is used.

Ever wondered why Coordinated Universal Time is abbreviated to UTC and not CUT? The abbreviation was a desire by the international community to use the same abbreviation in all languages. English speakers proposed CUT (for "Coordinated Universal Time"), while French speakers proposed TUC (for "Temps Universel Coordonné"). The compromise was UTC.

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www.redboxvoice.com

info@redboxrecorders.com

+44 (0)115 937 7100



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