

# How Do I Set Up Recording Alarms

Using Quantify, you can monitor and manage a number of recording alarms designed to alert you when “no calls” or “silent calls” are recorded. This Quick Question topic takes you through those alarms.

## General Alarm

You can set up a general “No Calls” alarm to notify you when no calls have been recorded for a set number of days. If you need more granularity, see “Device Specific Alarms” on page 2.

### To set up a general alarm:



1. Login to Quantify with an administrator account (System Configuration permissions) and go to **Configuration > Setup > Misc Settings**.
2. Tick the **Enable No Calls Alarm** option and enter your timeout period (in Days, Hours, or Minutes).
3. When you're done, click **Update** to save your settings.

Alarms are reported via the Quantify main menu and can also be viewed at any time from **Configuration > Status > Recorder Status**. Similarly, Quantify Insight will also report this alarm type via the **Recording Status** indicator. See “Monitor & Manage Alarms” on page 3 for more details.



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### Misc Settings:

**Recordable Items:**

Channel detection mode:

Channel allocation mode:  Non-Roving  
 Roving  
 Billed  
 Roving Per Unit

Record internal calls:

**Blacklisting:**

Enabled:

**Network Activity Alarms:**

Enable 'No Calls' alarm:

No calls timeout:

**High Precision Time Display:**

Enabled:

**Allow Shared Accounts:**

Enabled:

Your Red Box system may look different to the one used in this document.  
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## Device Specific Alarms

You can set up specific “Recording Alarms” to notify you when no calls (or constant calls) have been recorded for one or more devices during specific days and times.

### To set up a recording alarm:



1. Login to Quantify with an administrator account (System Configuration permissions) and go to **Configuration > Management > Recording Alarms**.
2. In the **Schedule** drop-down menu, type a name for your alarm. In general, we recommend you use a descriptive name to help identify the alarm type in any notifications.
3. Now select what type of recording event will trigger the alarm:
  - **No Calls** - activate the alarm if **no calls** are recorded for the set number of minutes.
  - **Constant Calls** - activate the alarm if there are **constant calls** being recorded for the set number of minutes. This could indicate a “stuck” call or simply excessive call length.
  - You can select between “standard” and “CTI” call types.
4. Select the active days and active time-frame for the alarm. You can preview the schedule using the **Preview Schedule Timeline** button.
5. Select what devices to monitor — drag and drop channels (devices) from the **Available** list to the **Assigned** list.
6. When you’re done, click **Apply** to apply your new alarm.

Alarms are reported via the Quantify main menu and can also be viewed at any time from **Configuration > Status > Recorder Status**. Similarly, Quantify Insight will also report this alarm type via the **Recording Status** indicator. See “Monitor & Manage Alarms” on page 3 for more details.

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### Recording Alarms

Schedule:

Raise no calls alarms after  minutes
  Raise constant calls alarms after  minutes

Raise no CTI calls alarms after  minutes
  Raise constant CTI calls alarms after  minutes

Active days:  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday

Start time:  End time:

[Preview Schedule Timeline](#)

Show Only:

Member:

Members Assigned to Schedule	Available Members
Adam Smith	Bryan Griffiths
Barbera McFell	Helen Johnstone
Charlie Brown	Jane Doe
Danny Spence	Jim Morisson
Peter Fielding	Kang Hyun Kim
Samantha Green	Maonga Irpae

Schedule was successfully updated

[Apply](#) [Reset](#)

## Trend Analysis Alarms

Please note that the following trend analysis alarms apply to Quantify Version 4A SP3 and later releases.

Your Red Box Recorder will automatically perform trend analysis to compare recorded data in the last hour with recorded data from the same time period in the previous week. The following general alarms can help to highlight potential issues:

- **Recording Trend Alarm:** Compares the number of recordings (calls) with the previous week. This alarm could indicate that one or more devices are no longer being recorded.
- **Packet Trend Alarm:** Compares the number of packets with the previous week. This alarm could indicate that although calls are being recorded, there's no audio (silent calls).

As with the other recording alarms, the trend analysis alarms are reported via the Quantify main menu and can also be viewed at any time from **Configuration > Status > Recorder Status**. Similarly, Quantify Insight will also report these alarms via the **Health** indicator. See "Monitor & Manage Alarms" below.

## Monitor & Manage Alarms

Monitor and manage your recording and trend analysis alarms to help prevent data loss:

- **Quantify Alarms:** All alarms are reported via the Quantify main menu and can also be viewed at any time from **Configuration > Status > Recorder Status**.

Date and Time	Alarm Details
27 Sep 2016 08:31:24	Failed to send a billing E-Mail. Please check configuration settings.
26 Sep 2016 10:32:24	No 'Cisco PP' traffic was processed by the recorder during the last 120 seconds - Contact the network administrator.
26 Sep 2016 10:30:45	The Recorder is nearly full. Check that the Recorder is archiving.
26 Sep 2016 10:30:45	Restart of Operating System disabled for diagnostic purposes. Operating System restart should be re-enabled for correct recorder operation.
26 Sep 2016 10:30:01	E-Mail server settings are not set up. Please check configuration settings.
26 Sep 2016 10:30:01	Software License currently in use will expire in a future version of Recorder. Please contact support to ensure continued operation of the Recorder.

  

Item	Status
Recorder ID	3321
Recorder Status	Recording
System Type	Standalone
Active Alarms	6
Unarchived Data	<div style="width: 0%;"></div> 0 %
Network Storage Backlog	<div style="width: 1%;"></div> 1 %
Recorder Utilization	<div style="width: 0%;"></div> 0 %
Calls Being Recorded	0
Calls Being Discarded	0

- **Quantify Insight:** By far the easiest way to monitor and manage all of your alarms is to use Quantify Insight (provided as part of Quantify Version 4A SP2 and later). Quantify Insight monitors a comprehensive set of critical system information, including recording status, and provides clear and concise status indicators, alarms, warnings, and recommendations — you can even get alarms, summary reports, and other information emailed to you.

Select	Type	Time	Recorder	Alert	Recommendation	Support
<input type="checkbox"/>	Alarm	18 Aug, 16:46	Central-Bus-01	15 Query Answer Daily System Check has failed, 7 out of 7 items failed	Check the System Check details to see the individual items	
<input type="checkbox"/>	Recording Status	14 Aug, 00:00	Central-Bus-01	10 New Unified Devices have expired.		
<input type="checkbox"/>	Recording Status	14 Aug, 00:00	Central-Bus-01	5 New Unified Devices have expired.		
<input type="checkbox"/>	Recording Status	14 Aug, 00:00	Central-Bus-01	25 New Unified Devices have expired.		
<input type="checkbox"/>	Storage	12 Aug, 11:21	Central-Bus-01	Max WED cannot connect	Please check the UNC path for the Network Storage device in the recorder and ensure permissions and network are correct. Please check the UNC path for the Network Storage device in the recorder and ensure permissions and	

  

Select	Type	Time	Recorder	Alert	Recommendation	Support
<input type="checkbox"/>	Health	18 Aug, 16:46	Central-Bus-01	Failed to synchronize with any Time Servers. Ensure the Time synchronization settings are correct		
<input type="checkbox"/>	Health	18 Aug, 16:46	Central-Bus-01	There has been a non-critical problem with		

- Quantify Assure - Daily System Check:** Quantify Assure - Daily System Check (DSC) can also be used to automatically check that every phone in your telephony system is recording correctly, using a test call. As with general alarms and status information, you can also get DSC test results emailed to you. If you don't have Quantify Assure - Daily System Check, contact your dealer or Red Box for details.

The screenshot shows the 'Daily System Check' interface in the Red Box system. It displays a summary for 20 devices, with 5 failed and 15 passed. Below the summary is a table with columns for Start Time, End Time, Extension, System Check Extension, Status, Other Information, and Reply. The table lists 20 individual test results, with some marked as 'Failed' and others as 'Passed'. Failed tests include messages like 'Call recording not found' and 'An error has occurred on the item under test'.

Start Time	End Time	Extension	System Check Extension	Status	Other Information	Reply
18 Feb, 16:00:00	18 Feb, 16:00:00	1014	1014	Passed		
18 Feb, 16:00:00	18 Feb, 16:00:00	1014	1014	Failed	Call recording not found	
18 Feb, 16:07:00	18 Feb, 16:07:00	1017	1014	Failed	An error has occurred on the item under test	
18 Feb, 16:08:00	18 Feb, 16:08:00	1020	1014	Passed		
18 Feb, 16:09:00	18 Feb, 16:09:00	1011	1014	Passed		
18 Feb, 16:11:00	18 Feb, 16:11:00	1023	1014	Passed		
18 Feb, 16:12:00	18 Feb, 16:12:00	1025	1014	Failed	Call recording not found	
18 Feb, 16:13:00	18 Feb, 16:13:00	1024	1014	Failed	An error has occurred on the item under test	
18 Feb, 16:14:00	18 Feb, 16:14:00	1026	1014	Passed		
18 Feb, 16:15:00	18 Feb, 16:15:00	1022	1014	Passed		
18 Feb, 16:16:00	18 Feb, 16:16:00	1046	1014	Failed	An error has occurred on the item under test	

www.redboxvoice.com  
 info@redboxrecorders.com  
 +44 (0)115 937 7100



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