



Using Avaya IP Office™ Platform Media Manager

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Chapter 1: Introduction

Purpose

This document describes IP Office Media Manager product features and instructions on how to use recordings using the web self-admin interface.

Change history

Issue	Date	Summary of changes
1	May, 2017	This is the first version of the document for IP Office Media Manager Release 10.1. The document includes: <ul style="list-style-type: none">• Instructions to access IP Office web self administration.• Instructions to search, view, and download call recordings.
2	May, 2018	Updates for Release 11.0: <ul style="list-style-type: none">• Added a new topic on Supported languages• Updated the topics about Searching a recording and Playing a recording, to add more information.• Updated the Downloading a recording topic to add that the downloaded file is saved in Opus file format.

Chapter 2: Getting started

Avaya IP Office™ Platform Web Self Administration

End users can access the Web Self Administration portal to manage their personal configuration parameters. The system administrator must enable access for each user.

Logging in to Web Self-Administration Procedure

1. On a client PC, type one of the following URLs, as required:
 - `https://<Server Edition IP address>:7070/WebManagement/selfadmin.html`: For IP Office Server Edition systems.
 - `https://<ip500v2 IP address>:8443/WebMgmtEE/selfadmin.html`: For IP500 V2 systems.
 - `https://<apps_server Ip address>:7070/WebManagement/selfadmin.html`: For accessing recordings on IP500 V2 systems.
2. Type your **User Name**.
3. Type your **Password**.
4. Click **Login**.

Accessibility

The Web Self Administration user interface supports the following accessibility features.

Keyboard Navigation

To	Press
Move forward through the elements on a Web page	Tab
Move backward through the elements on a Web page	Shift-Tab

Table continues...

To	Press
Change the value of a Yes No field.	left / right arrow
Execute a currently selected button action.	Enter

Keyboard Shortcuts

*** Note:**

Keyboard shortcuts do not work if the current focus is the browser URL / Address field.

To	Press
Shift focus to menu bar.	ALT+1
Shift focus to left menu.	ALT+3
Shift focus to details pane.	ALT+4
Shift focus to footer.	ALT+6

The screenshot shows the Avaya IP Office Self Administration web interface. The top navigation bar includes the Avaya logo, the title "IP Office Self Administration", and a "ALT + 1" shortcut for the menu bar. The left sidebar contains a list of settings categories: PROFILE, VOICEMAIL, DO NOT DISTURB (highlighted with a blue border), MOBILITY, PERSONAL DIRECTORY, BUTTON PROGRAMMING, RECORDINGS, and SETTINGS. A "ALT + 3" shortcut is shown for the left sidebar. The main content area displays the "Do Not Disturb" settings, with a "DND Exception List" section. A "ALT + 4" shortcut is shown for this section. At the bottom, there are "Save" and "Cancel" buttons, with a "ALT + 6" shortcut for the footer area.

High Contrast

The Web Self Administration user interface supports high contrast settings in the Internet Explorer browser (9.0 and higher). Perform the following steps to configure high contrast.

1. On the IE menu bar, click **Tools > Internet Options**.
2. In the Internet Options window, under **Appearance**, click **Colors**.
3. In the Colors window, uncheck **Use Windows colors**.
4. Click the **Text** color box and then select black.
5. Click the **Background** color box and then select white.
6. In the Internet Options window, under **Appearance**, click **Accessibility**.
7. In the Accessibility window, click to check the following check boxes.
 - **Ignore colors specified on webpages.**
 - **Ignore font styles specified on webpages.**
 - **Ignore font sizes specified on webpages.**

Screen Reader Support

The Web Self Administration user interface supports screen readers that comply with standard Accessible Rich Internet Applications (ARIA) specifications.

Supported languages

The IP Office Media Manager user interface and documents are available in the following languages:

- US English
- Dutch
- Italian
- German
- Russian
- French
- Latin Spanish
- Brazilian Portuguese
- Simplified Chinese

Chapter 3: Using the recordings

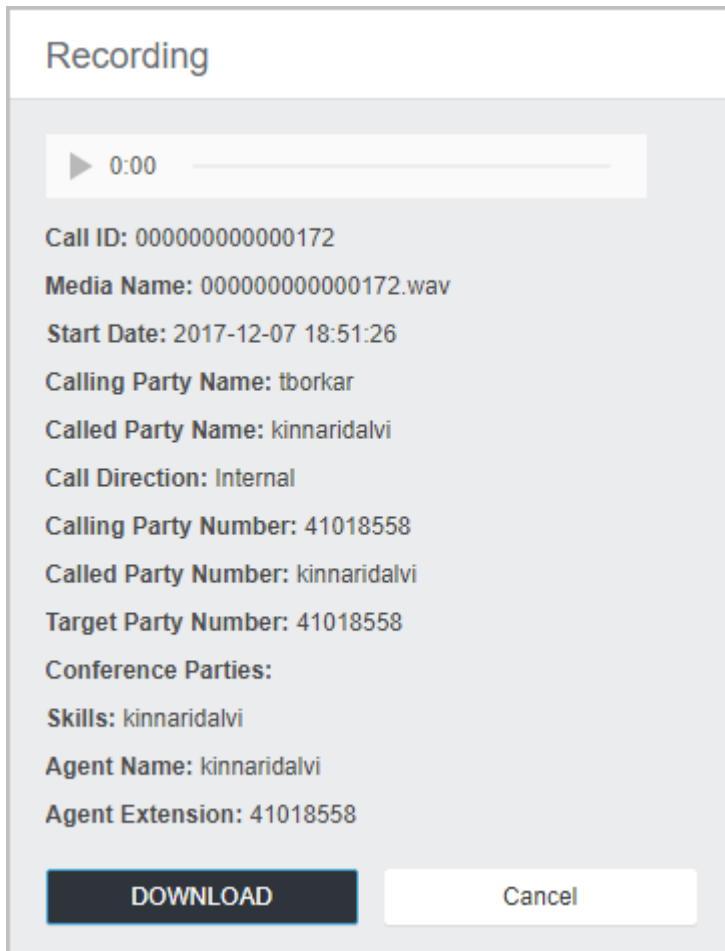
Recordings overview

IP Office Media Manager archives call recordings and makes them available to the users through the Web Self-Admin interface. A maximum of 100 recordings are displayed on the Web Self Admin interface. You can view the Web Self-Admin interface and access the recordings only if your administrator has enabled the services for you.

Depending on the permissions granted by your administrator, you can do the following:

- Filter the recordings.
- View the details of recordings of your own calls.
- View the details of recordings of other calls.
- Play the recordings of your own calls.
- Play the recordings of other calls.
- Download the recordings.

User Interface



The system displays the Recording window when you click any of the recordings. You can use this window to view the details of the recording, play a recording, control the volume, and download the recording to your computer.

*** Note:**

The option to download a recording is available only if you have permission to download a recording.

Viewing the details of a recording

Procedure

1. On the navigation pane of the IP Office Self Administration page, click **RECORDINGS**.
The system displays all the recordings available for the user on the Recordings screen.
2. To view the details of a recording, click the recording.

The system displays the details of the recording on the Recordings window.

Related links

[Recordings field descriptions](#) on page 12

Recordings field descriptions

Name	Description
Call ID	The unique ID assigned to the recording.
Media Name	The name of the media file.
Start Date	The date of the call.
Calling Party Name	The name of the user who initiated the call.
Called Party Name	The name of the user who received the call.
Call Direction	The direction of the call, that is, whether the call was Internal, Incoming, or Outgoing.
Target Party Number	The extension number of the called party.
Conference Parties	The users who participated in the conference call.
Skills	The skill of the agent who participated in the call.
Agent Name	The name of the agent who initiated the call.
Agent Extension	The extension number of the agent who initiated the call.

Related links

[Viewing the details of a recording](#) on page 11

Searching call recordings

About this task

You can search the Media Manager call recordings available on the Web Self Admin interface by using the search filters provided on the screen. To search for a recording quickly, use multiple filter criteria. Depending on the access permissions, you can view and download the recordings.

Procedure

1. On the navigation pane of the IP Office Self Administration screen, click **RECORDINGS**.
The system displays all the recordings available for the user in the Recordings screen.
2. Click **Filter Records**.
3. On the Filter screen, type or select call recording details as appropriate.

You can type more than one value by including a comma between them. The system searches for recordings that contain any of these comma-separated values.

4. Click **Apply Filter**.

The system displays the call recordings matching your filter criteria.

Related links

[Filter field descriptions](#) on page 13

Filter field descriptions

Name	Description
Recording Range (Date and Time)	The date and time range between which the call was recorded. Use the calendar to select the date and the adjacent drop-down menus to specify the time.
Recording Length	The length of the recording. Use the values in the Recording length field to specify how the search value you enter must be used. For example if you select “=” and enter a time value of 5 seconds, the system displays recordings that are five seconds long. The available options are: <ul style="list-style-type: none"> • <: Less than the recording length you have specified. • >: More than the recording length you have specified. • =: Equal to the recording length you have specified.
Call Direction	The call direction, that is, whether the call was Internal, Incoming, or Outgoing. Use the drop-down list to specify your filter criteria.
Parties	The users that participated in the call.
Agents	The agents that participated in the call.
Target Number	The phone number of the recipient of the call.
Skills	The skill set of the agent involved in the call.
Call ID	The unique identification associated with the call recording.

Button	Description
Apply Filter	The system displays the results as per the filter criteria.
Clear Filter	The system clears all the fields.

Related links

[Searching call recordings](#) on page 12

Playing a call recording

Procedure

1. In the navigation pane of the IP Office Self Administration screen, click **RECORDINGS**.

The system displays all the recordings available for the user on the Recordings screen.

2. To play a recording, click one of the following:

- The **Play** icon next to the recording.
- **Recording > Play** icon.

Media Manager retrieves the selected call recording from the server and plays it. The system displays:

- A Play or Pause icon to operate the recording.
- A progress bar with a time stamp that you can use to move around to go to a specific time of the recording.
- A volume control slider to reduce or increase the volume as per your requirement.
- A speaker icon to mute and unumte when the recording is played.

Downloading a recording

About this task

Use this procedure to download the call recording file in .Opus format to your computer. You can download the recordings if you are provided with the download permissions.

Procedure

1. On the navigation pane of the IP Office Self Administration screen, click **RECORDINGS**.

The system displays all the recordings available for the users on the Recordings screen.

2. Click the recording you want to download.

The system displays the details of the selected recording on the Recordings window.

3. Click **Download**.

4. Save the recording to a location on your computer.

The selected audio file in Opus format is downloaded and saved in your computer.

Chapter 4: Resources

Documentation resources

For a listing of documentation resources related to IP Office, see *Avaya IP Office™ Platform Start Here First*. Download documents from the Avaya Support website at <http://support.avaya.com>.

IP Office documentation is also available on the IP Office Knowledgebase at <http://marketingtools.avaya.com/knowledgebase/>.

Finding documents on the Avaya Support website

Procedure

1. Navigate to <http://support.avaya.com/>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select an appropriate release number.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.

7. Click **Enter**.

Support

Go to the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

- To find videos on the Avaya Support website, go to <http://support.avaya.com> and perform one of the following actions:
 - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.
 - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and perform one of the following actions:
 - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
 - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

 **Note:**

Videos are not available for all products.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to <http://www.avaya.com/support>.

2. Log on to the Avaya website with a valid Avaya user ID and password.
The system displays the Avaya Support page.
3. Click **Support by Product > Product Specific Support**.
4. In **Enter Product Name**, enter the product, and press `Enter`.
5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.

Additional IP Office resources

You can find information at the following additional resource websites.

Avaya

<http://www.avaya.com> is the official Avaya website. The front page also provides access to individual Avaya websites for different countries.

Avaya Sales & Partner Portal

<http://sales.avaya.com> is the official website for all Avaya Business Partners. The site requires registration for a user name and password. Once accessed, the portal can be customized for specific products and information types that you wish to see and be notified about by email.

Avaya IP Office Knowledge Base

<http://marketingtools.avaya.com/knowledgebase> provides access to an online, regularly updated version of the IP Office Knowledge Base.

Avaya maintenance, lifecycle and warranty information

Avaya support services complement standard Avaya maintenance, lifecycle and warranty policies that are posted on <http://support.avaya.com>. For more information, send email to support@avaya.com.

International Avaya User Group

<http://www.iaug.org> is the official discussion forum for Avaya product users.

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