

Enabling and using MediaManager on Server Edition / Apps Server

1. Log into the server management on port 7071 of the server and enable the MediaManager (license required) via the "Show Optional Services" then Media Manager checkmark

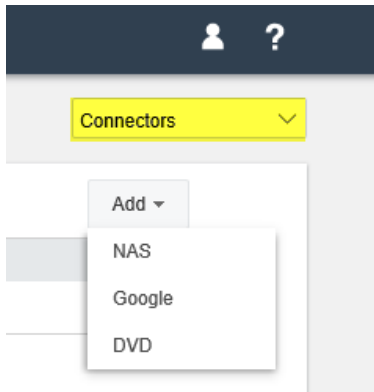
The screenshot shows the 'Services' section of a server management interface. At the top, there are tabs for 'System', 'Logs', 'Updates', 'Settings', and 'AppCenter'. Below the tabs, there are 'Start All' and 'Stop All' buttons. A list of services is displayed, each with a checkbox, a status indicator (green circle), a name, version/build number, up time, and memory/CPU usage. A red arrow points to the 'Show optional services' link. Below this link, the 'Media Manager' service is shown as 'stopped' with a yellow highlight on its checkbox.

Service	Version/Build	UpTime	Mem/CPU usage	Action
<input checked="" type="checkbox"/> Voicemail	11.1.0.0.0 build 234	18:54:22	5652K / 15%	Stop
<input checked="" type="checkbox"/> one-X Portal	11.1.0.0.0 build 651	18:54:31	991320K / 0%	Stop
<input checked="" type="checkbox"/> Web License Manager	11.1.0.0.0 build 237	18:54:08	370056K / 0.4%	Stop
<input checked="" type="checkbox"/> IP Office Demo	11.1.0.0.0 build 237	18:54:28	27460K / 0%	Stop
<input checked="" type="checkbox"/> Web Manager	11.1.0.0.0 build 237	18:53:52	370044K / 0.4%	Stop
Show optional services				
Hide optional services				
<input type="checkbox"/> Media Manager	11.1.0.0.0 build 237	stopped	0K / 0%	Start
<input type="checkbox"/> Web Client		UpTime	Mem/CPU usage	

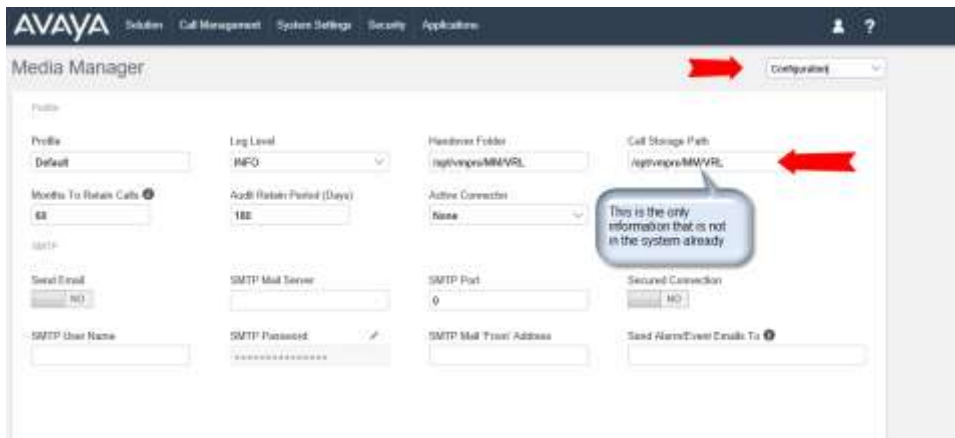
2. Start the service and most likely you will have to restart the server
3. Log into the WebManagement on port 7070 and go to Applications and Media Manager

The screenshot shows the AVAYA web management interface. The top navigation bar includes 'Solution', 'Call Management', 'System Settings', 'Security', and 'Applications'. The 'Applications' menu is open, showing a list of applications: File Manager, IP Office Manager, one-X Portal, Voicemail Pro - System Preferences, Voicemail Pro - Call Flow Management, WebRTC Configuration, Media Manager (highlighted), and Web License Manager. The main content area shows 'Solution' and 'SOLUTION OBJECTS' with a 'View All (1)' button. Below that, there is a 'SERVER STATUS' section showing 'Online (1)' and 'Offline (0)'. A server named 'DemoR11-HyperV' is listed with a status of '192'.

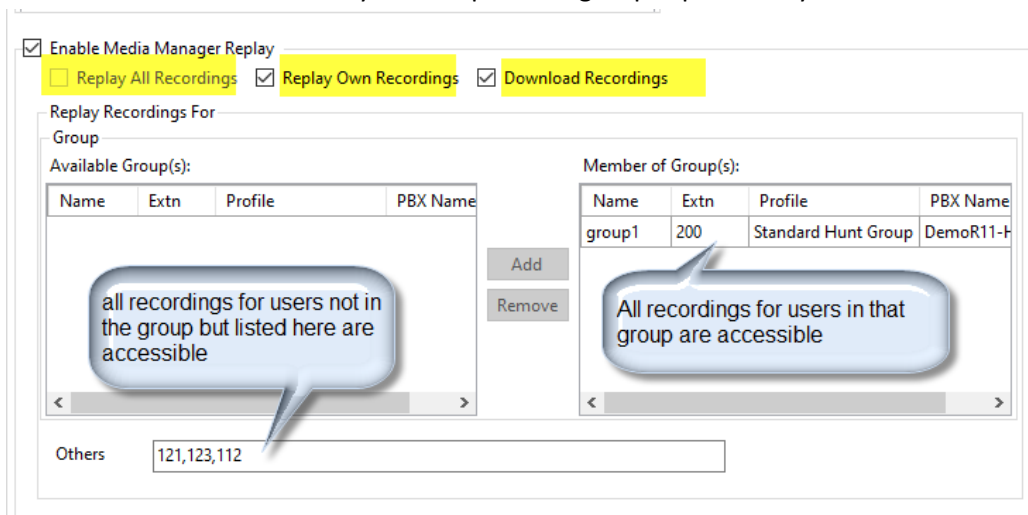
- You can store the compressed audio files locally, on a NAS drive, Google drive or on a DVD drive so you will have to setup the target if it is not locally via connectors



- Then add the file path for the storage of the files, files are approximately 1kb per second of recording which means that 1 GB is allowing 277 hrs of recording



- Log into the IP Office and enable Web Self-Administration and enable the Media Manager Replay
- Options are to allow the users own recordings only, the users recordings plus the users in a certain group(s) or All Recordings
- You can add other users if they are not part of a group separated by commas



9. The users have to log into their Web Self-Administration and go to Recordings

AVAYA IP Office Self-Administration JoeJ179

Profile
Call Handling
Personal Directory
Button Programming
Recordings

Recordings

Filter Records Download

All available recordings will be listed. The amount of recordings per page can be adjusted on the bottom between 10, 100 and 300

	Start Date	Agent Extension	Agent Name	Play
<input type="checkbox"/>	2020-04-13 13:39:15	111	JoeJ179	▶
<input type="checkbox"/>	2020-04-13 10:22:38	111	JoeJ179	▶
<input type="checkbox"/>	2020-04-13 09:40:37	111	JoeJ179	▶
<input type="checkbox"/>	2020-04-09 17:29:13	111	JoeJ179	▶
<input type="checkbox"/>	2020-04-09 16:27:48	111	JoeJ179	▶

Items per page: 10 1 - 5 of 5

10. There are search filters by which the recordings can be narrowed down

Filter Records

Recording Range (Date and Time)
Choose a date
Start and end date of the time frame chosen

Recording Length (sec)
Start and end time of the time frame chosen

Call Direction
Internal, inbound or outbound

Call ID
Call number assigned by Media Manager when compressing and saving the calls. starts with 00000000000001 for the first call made then goes up

Parties
Caller and Callee

Agents
Internal Caller or recipient

Target Number
number called - or DID

Skills
Skills group assigned, for call center agents

Apply Filter Clear Filter

Apply Filter Clear Filter

Apply Filter Clear Filter