

Call Recorder Apresa

VoIP or network-based recording

List of supported or tested PBXs or protocols

Alcatel (UA-UDP protocol)

Alcatel-Lucent OmniPCX Enterprise R9, R11 ⁷⁾

AudioCodes

Mediant v.7 (SIPREC)

Avaya Aura (DMCC)

Application Enablement Services 6.3

Application Enablement Services 7.0

Avaya IP Office (SIP / H.323)

Cisco

Cisco Call Manager 5, 7, 8, 10 (SCCP / SIP)

Cisco Call Manager 9.1, 10.5, 12.0 (built-in-bridge)

Cisco 2921 / CUBE (SIPREC protocol)

Innovaphone

Innovaphone version 12

Megaco / H.248 (used by Toshiba)

Microsoft

Lync Server 2013 ⁵⁾

Skype for Business Server 2015, 2019 ⁵⁾

Mitel

Mitel/Aastra 400 (port-mirroring) ⁶⁾

Mitel/Aastra 400 (CSTA passive)

Mitel/Aastra 5000 ⁴⁾

Mitel/Aastra Intelligate

Mitel/Aastra (Ericsson) Mx-One

MiVoice Office 250 (MiNet protocol) ⁷⁾

NEC SV

NEC SV8100, SV9100, SV9500 (SIP protocol)

NEC SV9500 (SIPREC protocol)

Nortel Unified Networks IP Stimulus (Unistim)

Avaya Nortel CS1000

Panasonic ⁷⁾

NS1000

Samwin

ShoreTel

Siemens / Unify

OpenScape (HiPath) 3000 series / OpenScape Business (HFA)

OpenScape (HiPath) 3000 series (CSTA passive and active ⁸⁾)

OpenScape (HiPath) 4000 series (HFA protocol)

OpenScape (HiPath) 4000 series v.6, v.7 (CSTA passive and active⁸⁾)
HiPath OpenOffice (HFA)
ISDX 3000 (HFA)
OpenScape Mx v.3 (HFA)
OpenScape Voice (CSTA passive and active)
OpenScape Xpert V5 (HTE protocol)
OpenScape Xpert MLC 6.1.8 (SIPREC protocol)

SIP protocol²⁾

SIPREC protocol

List of supported VoIP audio codecs

G.711, 8 KHz, A-law and μ -law
G.722
G.729
GSM 6.10
iLBC
Opus
RT-Audio (S4B)³⁾
Silk (S4B)
Siren 16 kbps (S4B)

Notes:

- 1) For passive recording (using port mirroring), encryption needs to be disabled.
- 2) Data on the SIP trunk is often standard SIP, regardless of the PBX, but has the disadvantage that internal details of the call might be unavailable.
- 3) RT-Audio decoding requires a paid channel license
- 4) For local phone number detection, upgrade of the PBX to version 5.2 or higher might be needed (the use of RTCP is required).
- 5) Requires the Apresa Lync Plugin to be installed on the Lync server. Encrypted Lync or S4B calls can be recorded.
- 6) Depending on the version, as Local ID, the MAC address of the phone might be detected instead of the phone number. A name/number can be attached to this for easier identification.
- 7) As Local ID, the IP address of the phone is detected. A name/number can be attached to this for easier identification.
- 8) For CSTA Active, a visible conference call to Apresa is made with audible clicks