

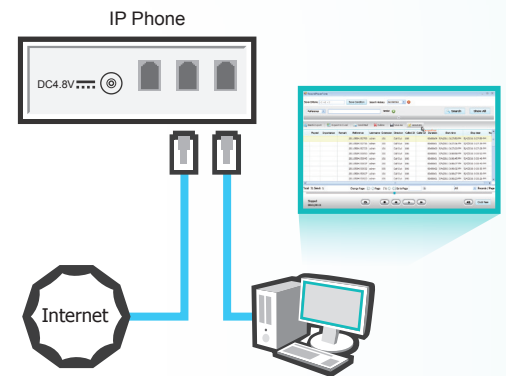
Technical note: SPAN to PC

Purpose:

This technical note describes how to enable SPAN to PC in your VoIP telephony environment in order to record VoIP telephony conversation by Crystal Gears (CG as short) – desktop telephone recorder without an extra hub or switch.

Background:

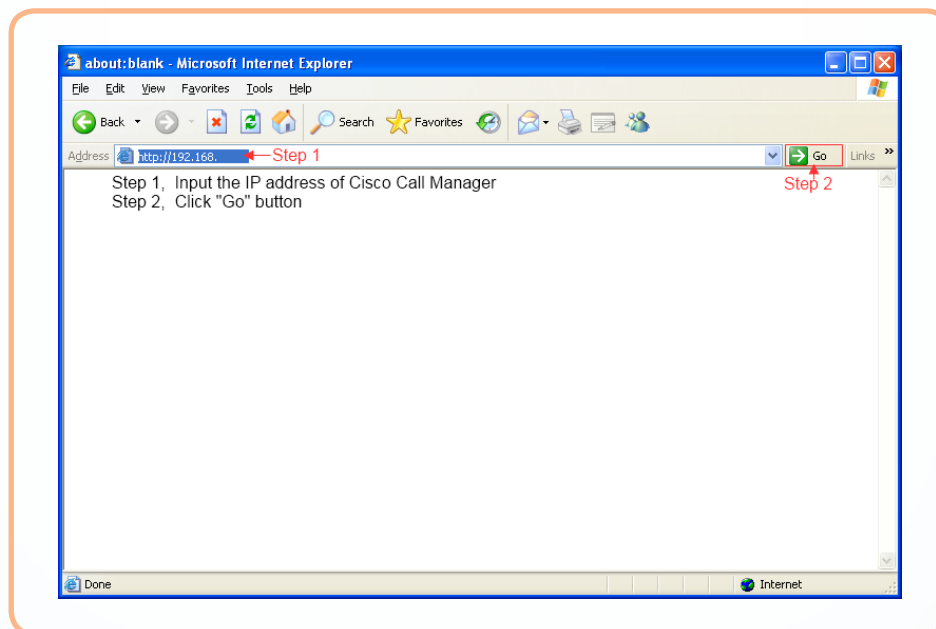
SPAN to PC is a feature supported by some IP phones like Cisco 7970, 7941, Yealink SIP phone etc. that allows users to monitor the IP traffic by connecting IP phone with their own desktops or laptop. See the connection diagram as below:



Find the PC port on your VoIP phone set (normally on the backside), connect it with PC NIC card directly

How to enable SPAN to PC on your VoIP phone set:

-For Cisco

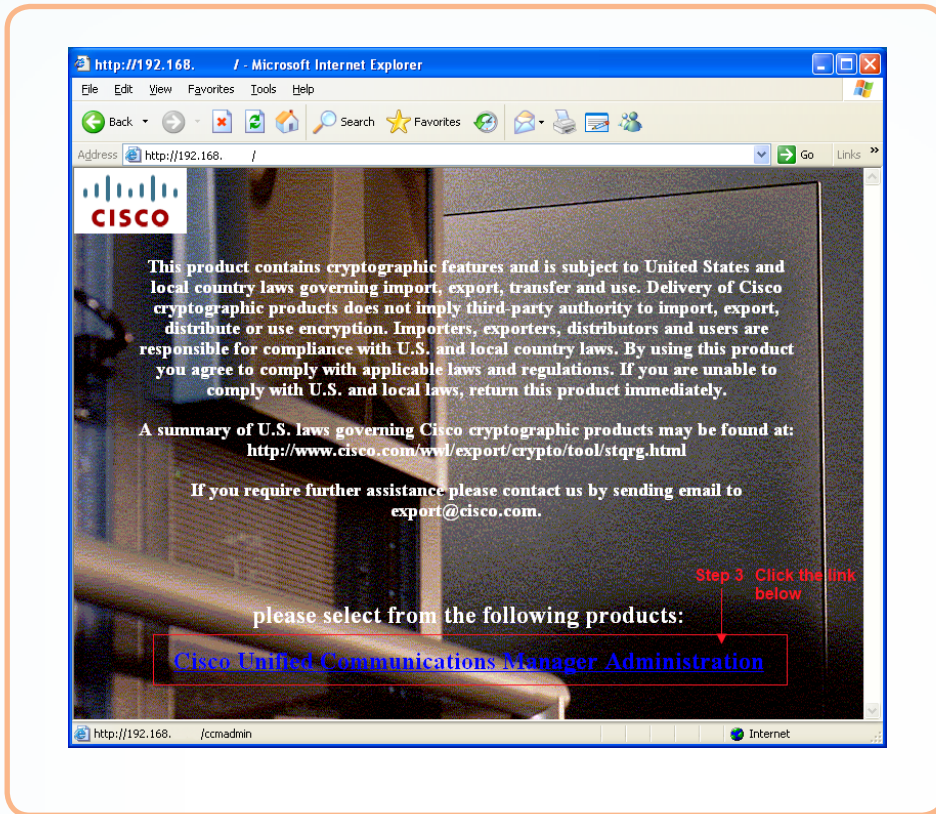


Step 1



Step 2

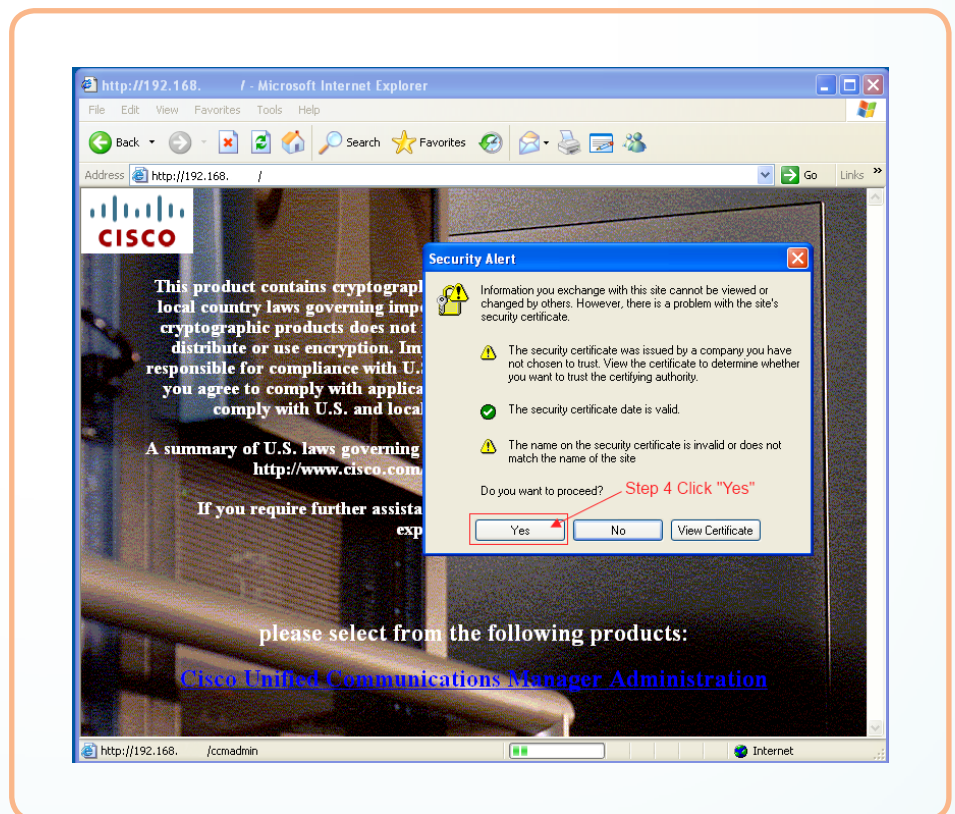


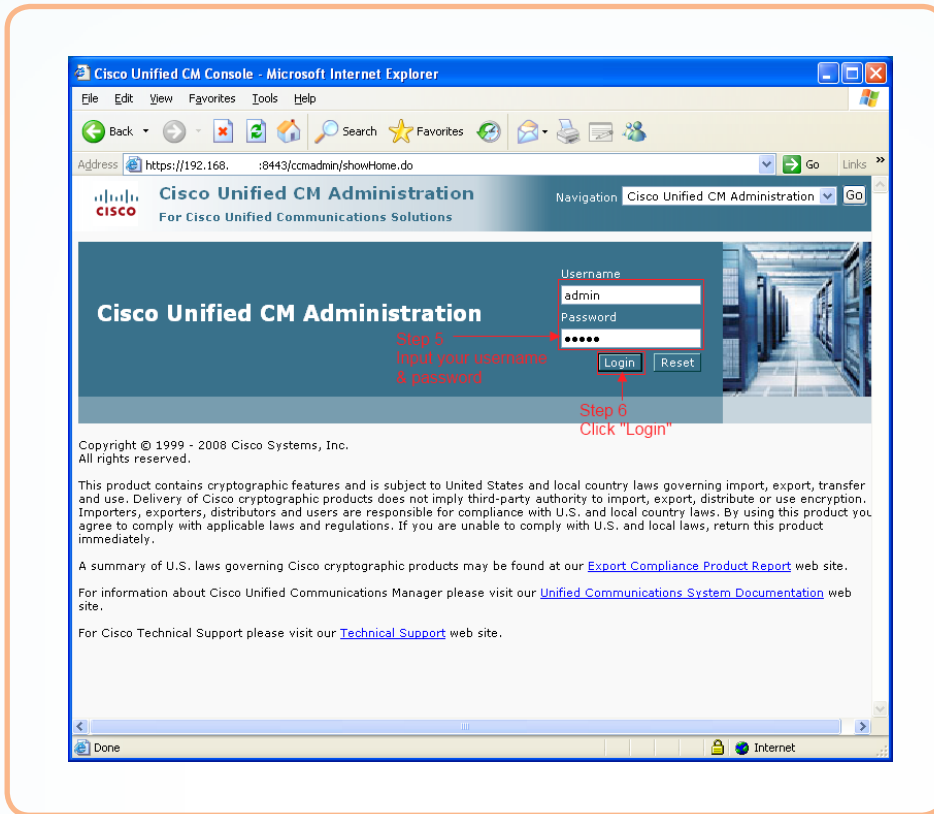


Step 3



Step 4

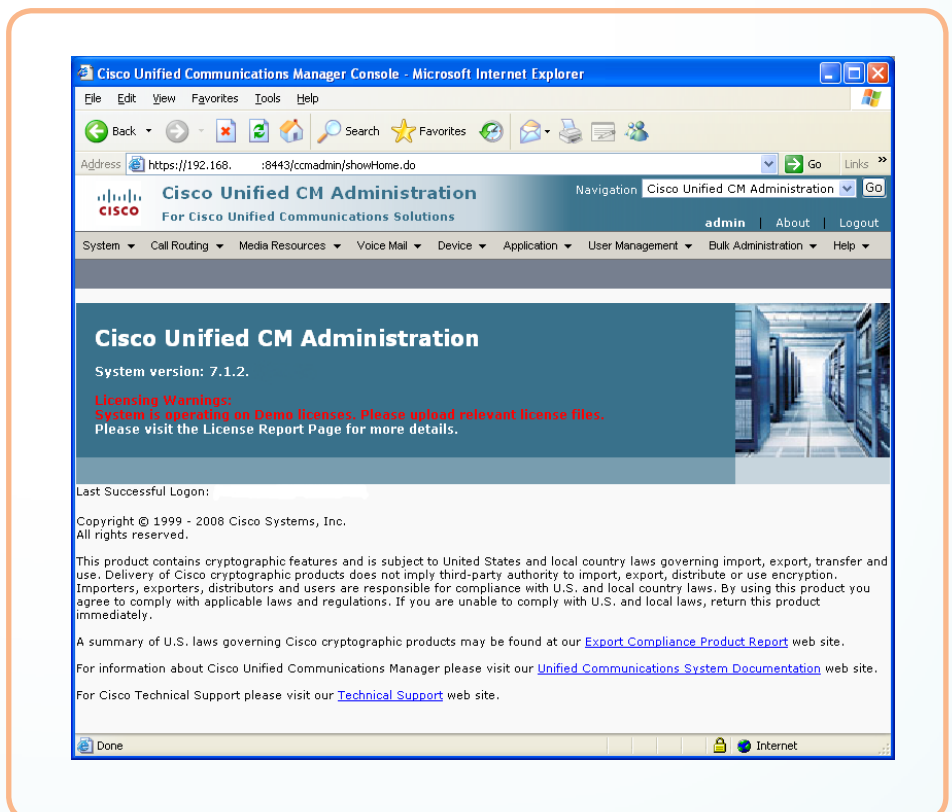


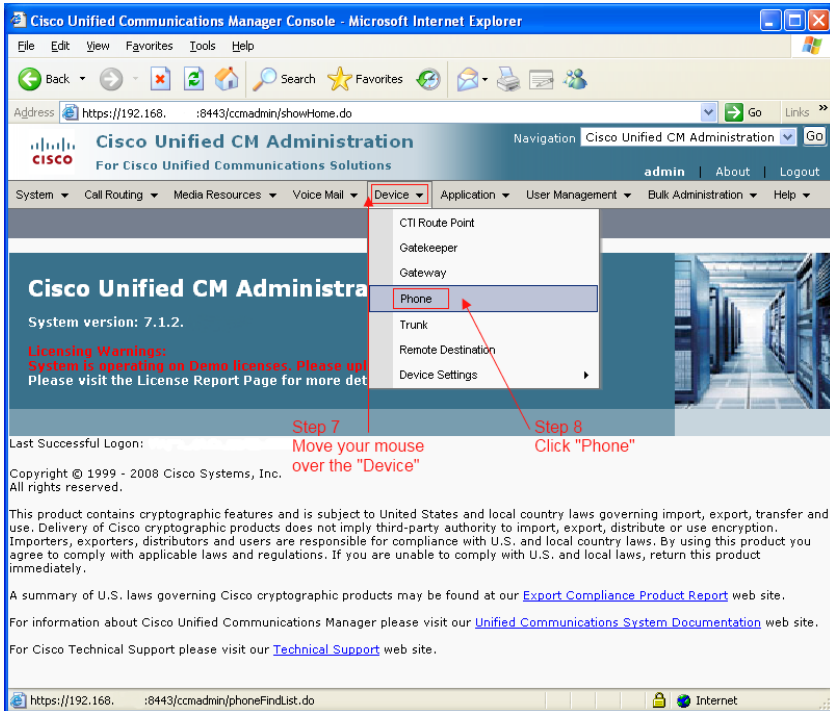


Step 5



Step 6





This screenshot shows the Cisco Unified CM Administration console in a Microsoft Internet Explorer browser. The address bar shows the URL `https://192.168.1.8443/ccadmin/showHome.do`. The main navigation menu includes System, Call Routing, Media Resources, Voice Mail, Device, Application, User Management, Bulk Administration, and Help. The 'Device' menu is expanded, showing options like CTI Route Point, Gatekeeper, Gateway, Phone, Trunk, Remote Destination, and Device Settings. The 'Phone' option is highlighted with a red box. Red arrows point to the 'Device' menu and the 'Phone' option, with text labels 'Step 7 Move your mouse over the "Device"' and 'Step 8 Click "Phone"'. The page content includes system version information (7.1.2), licensing warnings, and copyright information.

Step 7



Step 8



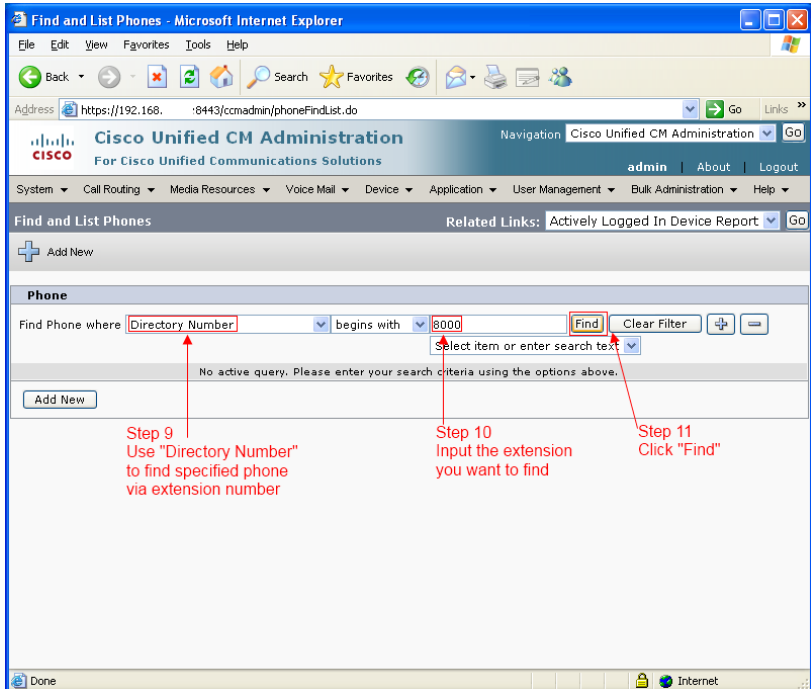
Step 9



Step 10



Step 11



This screenshot shows the 'Find and List Phones' page in the Cisco Unified CM Administration console. The address bar shows the URL `https://192.168.1.8443/ccadmin/phoneFindList.do`. The page title is 'Find and List Phones'. The search criteria are set to 'Find Phone where Directory Number begins with 8000'. The 'Find' button is highlighted with a red box. Red arrows point to the 'Directory Number' dropdown, the '8000' input field, and the 'Find' button, with text labels 'Step 9 Use "Directory Number" to find specified phone via extension number', 'Step 10 Input the extension you want to find', and 'Step 11 Click "Find"'. The page also includes an 'Add New' button and a 'Related Links' section.



Find and List Phones

Status: 1 records found

Query Information: Searching on Directory Number may show the same device name multiple times depending on the number of lines configured per device.

Phone (1 - 1 of 1) Rows per Page: 50

Find Phone where: Directory Number begins with 8000

Device Name (Line)	Description	Device Pool	Extension	Partition	Device Protocol	Status	IP Address	Copy	Super Copy
SEP0024 (1)	8000 Cisco IP Phone 7970	192.168.	8000		SCCP	Unknown	Unknown		

Step 12 Click the link to edit

Step 12



Step 13



Phone Configuration

Status: Ready

Association Information:

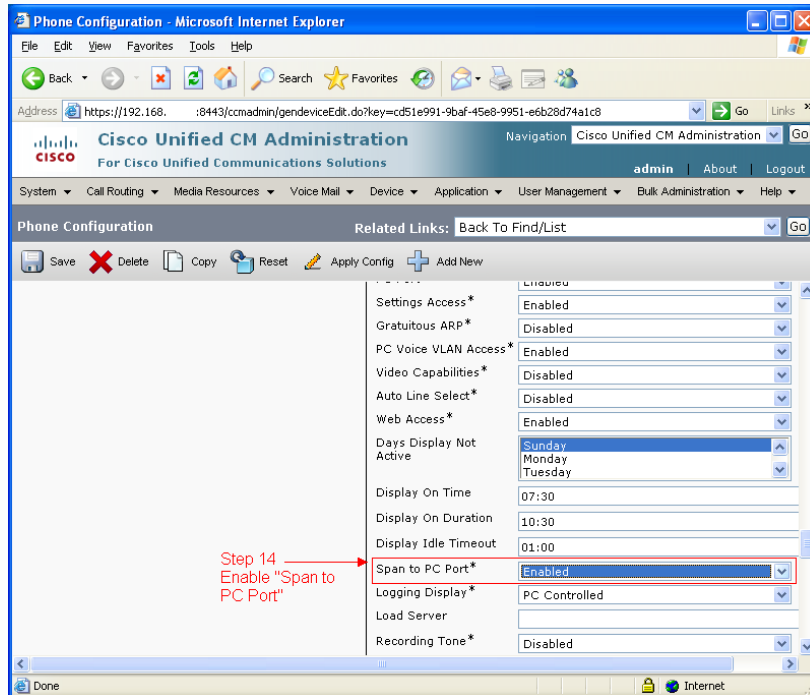
1	Line f11 - 8000 (no partition)
2	Line f21 - Add a new DN
3	Add a new SD
4	Add a new SD
5	Add a new SD
6	Add a new SD
7	Add a new SD
8	Add a new SURL

Phone Type: Product Type: Cisco 7970, Device Protocol: SCCP

Device Information: Registration: Unknown, IP Address: Unknown, Is Active: checked, MAC Address*: 0024, Description: 8000 Cisco IP Phone 7970, Device Pool*: 192.168., Common Device Configuration: < None >, Phone Button: SEP0024 -SCCP-Individual Template

Step 13 Drag the scroll bar almost to the page ending

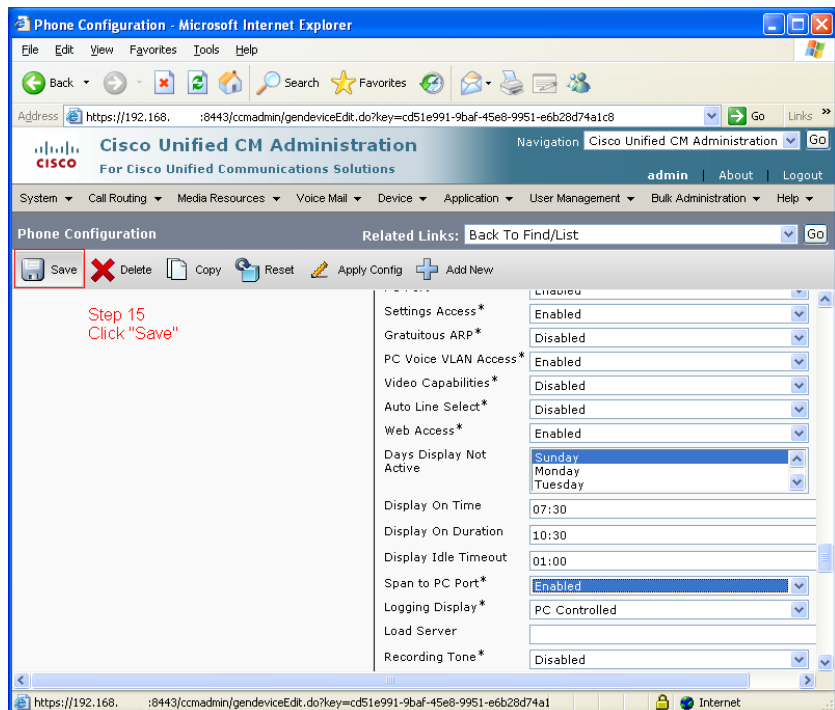


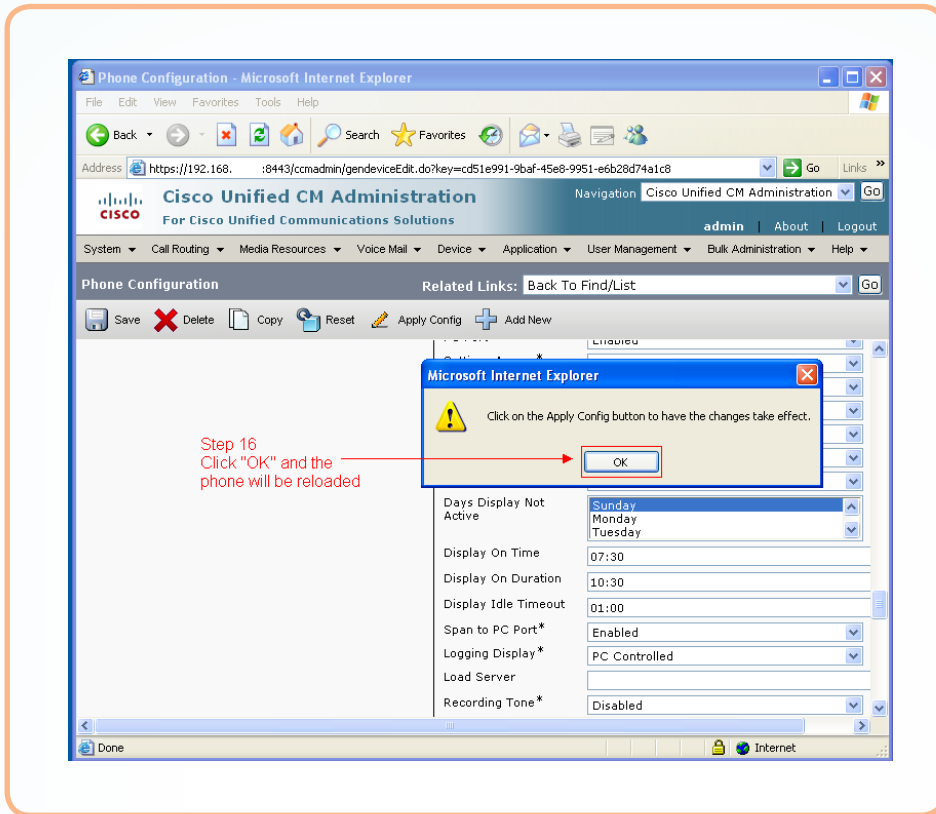


Step 14

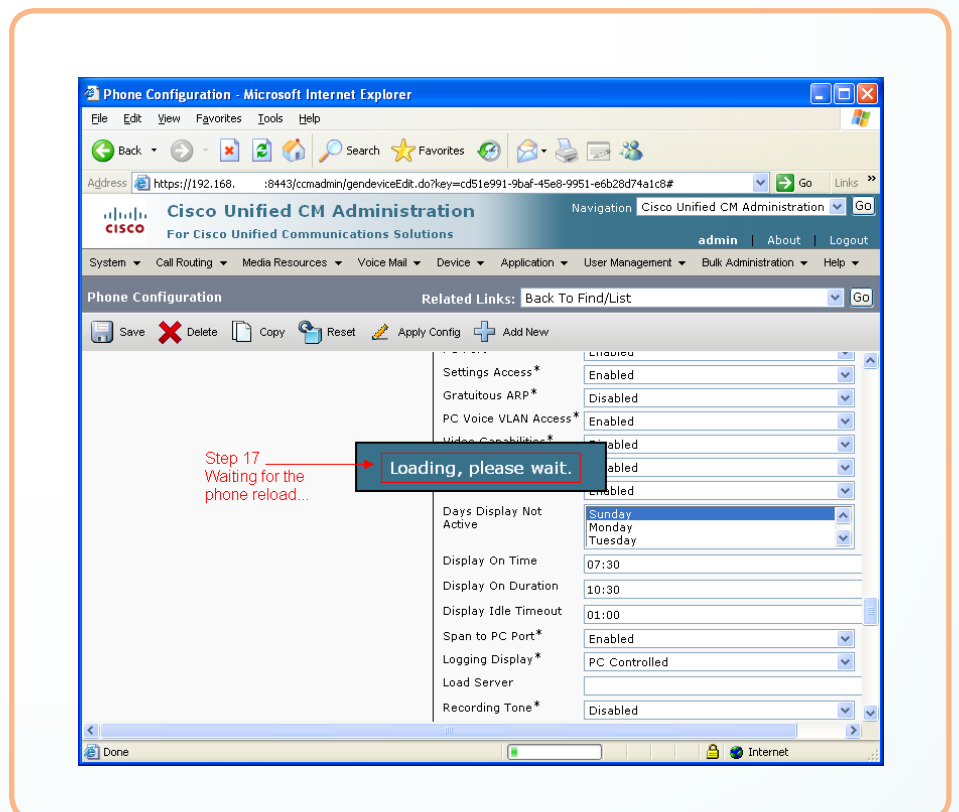


Step 15



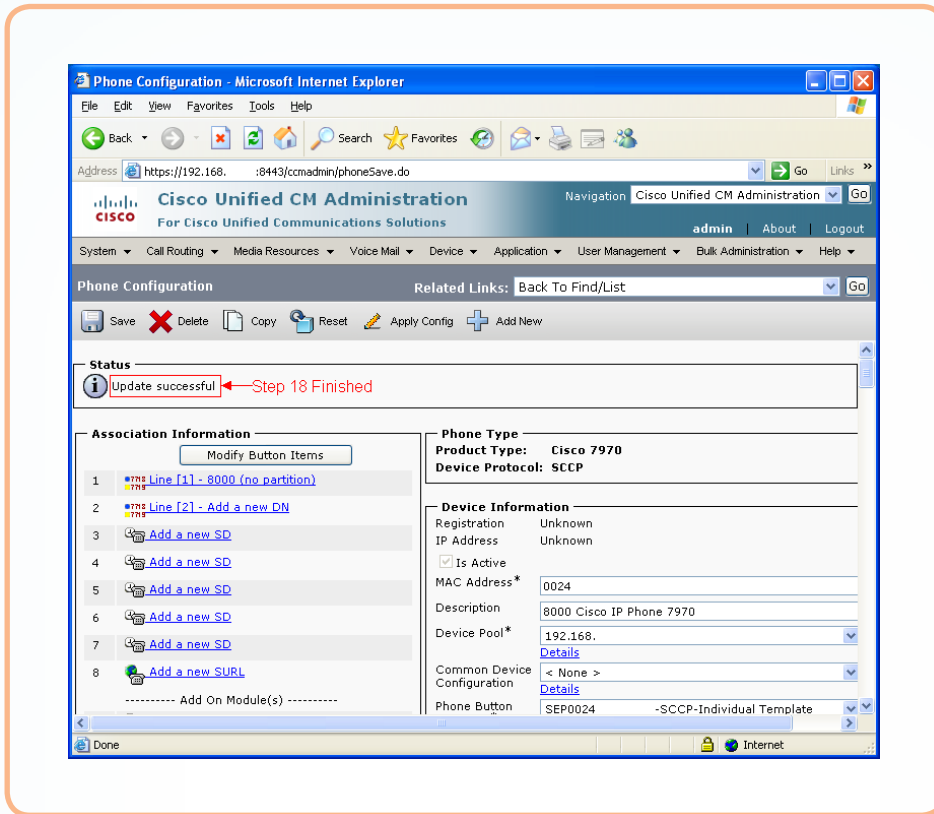


Step 16



Step 17

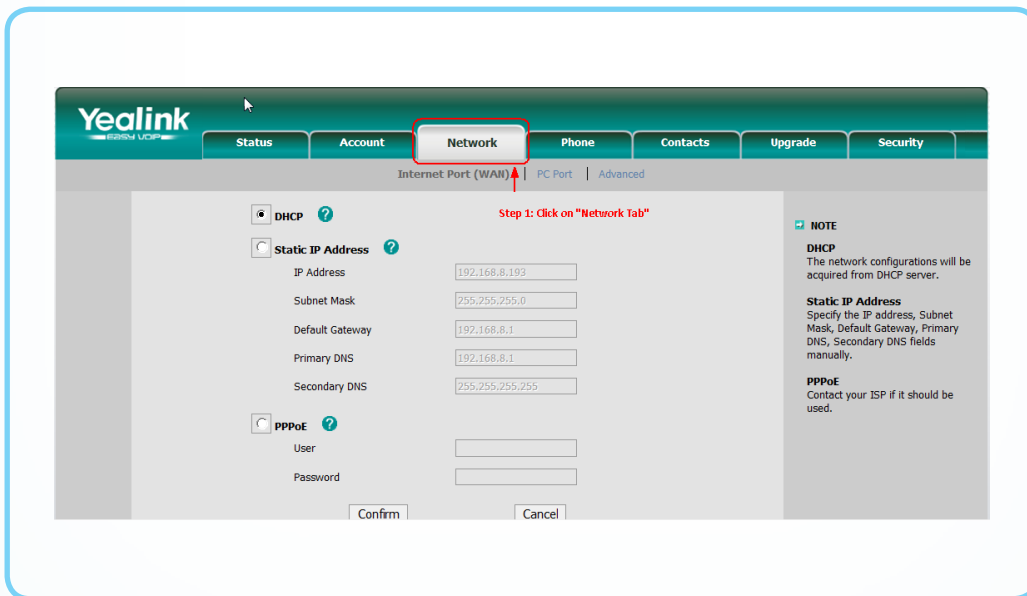




Step 18

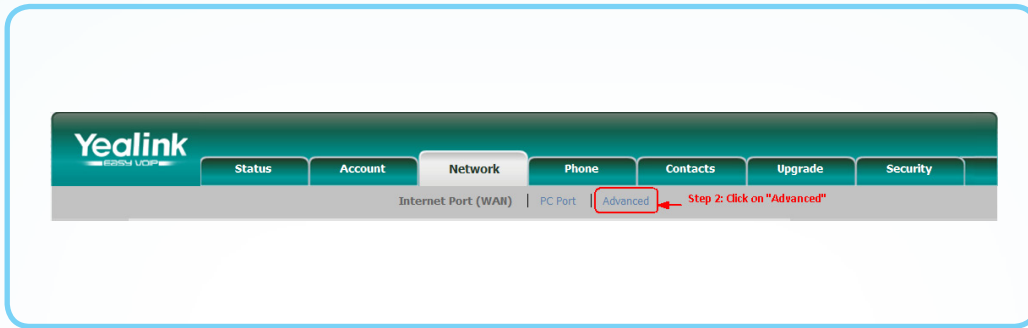


-For Yealink SIP Phone

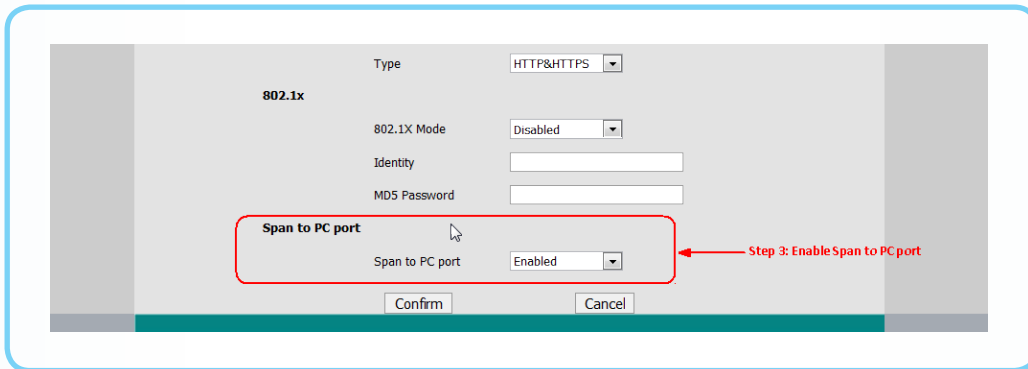


Step 1

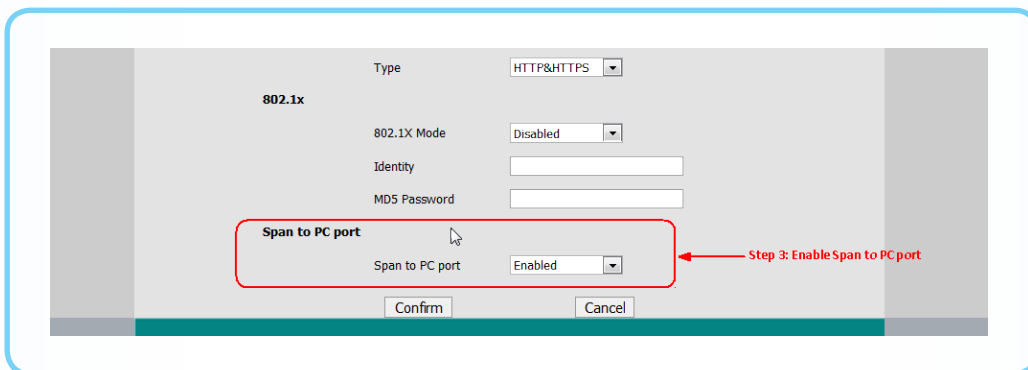




Step 2



Step 3



Step 4



Note: if you can not see "Span to PC Port" on this screen, please refer to the figures below to check the firmware version



Version		NOTE
Firmware Version	2.50.18.11	
Hardware Version	1.0.0.4	Network It shows the information of WAN port and LAN port.
Network ?		
WAN Port Type	DHCP	
WAN IP Address	192.168.8.193	
Subnet Mask	255.255.255.0	
MAC Address	00-15-65-1A-84-79	
Link Status	Connected	
PC IP Address	0.0.0.0	
Device Type	Bridge	
DHCP Server Status(PC)	Disabled	

← Check the Firmware version is up-to-date or not

