

# OfficeMaster Call Recording 6

OfficeMaster CallRecording offers software and hardware solutions  
for every scenario

Stand 27.07.2026

# CallRecording 6 – OfficeMaster CallRecording offers software and hardware solutions for every scenario

## OVERVIEW AND ARCHITECTURE

The CallRecording software integrates with the OM CallRecording USB/VoIP devices to form a complete system. When used with a PC or laptop, it creates a call recording system that can be used in a variety of ways to capture data available on telecommunications connections.

The user programs are easy to use and offer a wide range of features. The recorded data is stored in a future-proof manner using standard audio formats, open interfaces, and a straightforward folder structure.

## LISTING, SEARCHING, AND PLAYING BACK CALLS

The Recording Finder is the main user interface of the CallRecording recording system. As a client, it communicates with an integrated SQL database. The application is designed to make it easy to search for and play back calls. The search and filter functions allow users to manage recordings effectively. Using a sorting function, a specific phone call can be quickly located in the list of calls. Different colors indicate unanswered calls, fax connections, encrypted recordings, and standard recordings. The software allows users to add comments to recordings and view the call history between two parties. Phone numbers are automatically replaced with names from the phone book. Call statistics provide an overview of communication patterns within a selected time period.

The Call Monitor is used for discreetly listening of ongoing calls and for manually controlling call recording. It receives call information and audio data from various recording devices over the network and displays the status of the telephone lines.

The service configuration tool allows administrators to remotely configure recording devices, set storage parameters, and set up automatic email delivery of recordings.

|    | Anschluss       | Von                | Über -> An     | Zeitpunkt des Rufaufbaus   | Rufdauer | Transkript                                                          |
|----|-----------------|--------------------|----------------|----------------------------|----------|---------------------------------------------------------------------|
| 55 | +49 0001 234567 | Peter Kunde        | Max Mustermann | Di, 14. Jul 2026, 08:24:16 | 00:00:42 | Guten Morgen, ich habe eine Frage zu Ihrem Produkt.                 |
| 56 | +49 0002 345678 | Silvia Einkäuferin | Reiner Zufall  | Di, 14. Jul 2026, 08:51:37 | 00:01:18 | Hallo, können Sie mir bitte kurz weiterhelfen?                      |
| 57 | +49 0003 456789 | Karin Kundin       | Andy Arbeit    | Di, 14. Jul 2026, 09:36:09 | 00:00:27 | Guten Tag, ich wollte mich kurz informieren.                        |
| 58 | +49 0001 234567 | Peter Kunde        | Zentrale       | Di, 14. Jul 2026, 10:27:45 | 00:01:46 | Guten Tag, ich interessiere mich für Ihr Produkt und wollte fragen. |
| 59 | +49 0004 567890 | Klaus Besteller    | Max Mustermann | Di, 14. Jul 2026, 11:13:22 | 00:02:31 | Hallo, ich habe eine Rückfrage zu Ihrem Angebot.                    |
| 60 | +49 0005 678901 | Klara Käuferin     | Reiner Zufall  | Di, 14. Jul 2026, 11:48:03 | 00:00:55 | Guten Tag, bin ich bei der Kundenberatung richtig?                  |
| 61 | +49 0006 789012 | Ralf Interessent   | Andy Arbeit    | Di, 14. Jul 2026, 12:22:41 | 00:00:23 | Hallo, ich wollte nur kurz etwas nachfragen.                        |
| 62 | +49 0002 345678 | Silvia Einkäuferin | Zentrale       | Di, 14. Jul 2026, 13:07:18 | 00:01:34 | Guten Tag, es geht um eine Bestellung von letzter Woche.            |
| 63 | +49 0001 234567 | Peter Kunde        | Max Mustermann | Di, 14. Jul 2026, 13:42:56 | 00:02:08 | Hallo, könnten Sie mir bei einer technischen Frage helfen?          |
| 64 | +49 0003 456789 | Karin Kundin       | Reiner Zufall  | Di, 14. Jul 2026, 14:19:30 | 00:00:38 | Guten Tag, ich benötige eine kurze Auskunft.                        |
| 65 | +49 0004 567890 | Klaus Besteller    | Andy Arbeit    | Di, 14. Jul 2026, 14:53:11 | 00:01:12 | Hallo, ich habe eine Frage zu den Vertragsbedingungen.              |
| 66 | +49 0005 678901 | Klara Käuferin     | Zentrale       | Di, 14. Jul 2026, 15:26:47 | 00:02:44 | Guten Tag, wir interessieren uns für Ihre Leistungen.               |
| 67 | +49 0006 789012 | Ralf Interessent   | Max Mustermann | Di, 14. Jul 2026, 16:02:05 | 00:00:31 | Hallo, kann ich kurz mit dem Kundenservice sprechen?                |
| 68 | +49 0001 234567 | Peter Kunde        | Reiner Zufall  | Di, 14. Jul 2026, 16:38:29 | 00:01:57 | Guten Tag, ich wollte den aktuellen Stand erfragen.                 |
| 69 | +49 0002 345678 | Silvia Einkäuferin | Andy Arbeit    | Di, 14. Jul 2026, 17:11:52 | 00:00:48 | Hallo, es geht um eine Rechnung, die ich erhalten habe.             |

## SERVER COMPONENTS

The Recording Service monitors the OM CallRecording USB devices and saves the recordings to the hard drive. The Audio Conversion Service compresses the audio files, supplements call information with data from external sources as needed, sends recordings via email, and implements a push service. The indexing service inserts the call-related data from the recordings into an SQL database. Client applications access the call information via SQL/TCP connections to the indexing service.

## CALLRECORDING 6

# What's new in this version?

OfficeMaster Call Recording 6 is based on modern technologies and supports **current systems**. Outdated components are replaced to ensure stability, security, and long-term return on investment. **Windows 10/11** are now supported and **Windows-Server 2022/2025**.

In addition to SIP recording, the call recording solution also supports the use of **USB-based recording devices for analog and ISDN connections**. The required USB driver now supports **Windows 11 and Windows Server 2022/2025**. Combined with the powerful software and a PC or laptop, this creates a recording system that can be used in a variety of ways to capture data available on telecommunications connections.

OfficeMaster Call Recording 6 now offers, for the first time, the option to transcribe recorded phone calls. To do this, the OfficeMaster Call Recording Server is connected to the **SpeechAI server**, which is also used for the OfficeMaster Suite 9. Using SpeechAI makes it possible to create a **transcript**, which is documented in the Call Recorder. **Everything** is handled locally, without using the cloud, for **maximum data security and digital sovereignty**.

The screenshot displays two software windows. The 'Call Browser' window on the left shows a list of recorded calls with columns for Telephone Circuit, From, Via -> To, Setup Time, Duration, and Transcript. The 'Speech-to-Text' window on the right shows a transcript for a specific call, with a 'Transcript' tab selected. The transcript text is as follows:

Call +49 0001 234567 --> 100  
14.07.2026 10:27:45

Transcript

Hello, how can I help you?

Good afternoon, I'm interested in your product. I'd like to know whether there is a trial version.

Yes, you can use it free of charge for fourteen days.

That sounds good, thank you very much.

The transcripts can be exported to downstream systems for further processing and archiving.

## Software Functions

### Manual or automatic recording control

The Call Monitor allows users to control the recording of calls or parts of calls. The combination of automatic and manual recording can be adjusted to meet specific requirements.

### Audio Compression

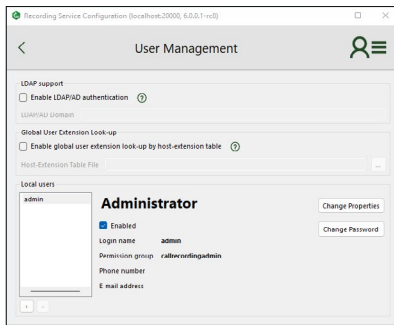
To save storage space, WAV files can be compressed using various codecs. This allows you to achieve a good balance between file size and quality, ranging from 8 kbit/s (low quality) to 128 kbit/s (G.711, high quality). Good options are:

- 24 kbit/s stereo (180 KB/minute) or
- 13 kbit/s mono (98 KB/minute)

### E-Mail Dispatch

The software can automatically send the recorded audio files to specific email addresses (filter rules define the extension/email address mapping). Users then receive the recordings of their conversations in their email inbox and do not need any additional software. After the email is sent, the server can either delete the recording or store it permanently.

## User Management and Group Management



Users can be created and managed locally within the software. However, authentication can also be conveniently performed via LDAP (e.g., Active Directory). This reduces the administrative burden to a minimum, especially for larger companies.

Users can be assigned to different groups, which in turn can be granted different permissions. This makes it possible to grant employees personalized access to their recordings while simultaneously hiding critical information and settings from them. As a result, the strict requirements of the GDPR can be easily met.

In addition, this provides significant added value for users in terms of flexibility. For example, when switching client PCs, a single login is all that's needed, and all personal settings and configurations are automatically applied from the central user settings.

## Filter Rules

The user can use a list of filter rules to specify which calls should be recorded. The parameters of the filter rules include phone numbers, time period, days of the week, time of day, call direction, and external data fields. Filters can also be configured so that only a random sample of calls is recorded for quality management purposes. Filter actions specify how a call should be handled by the software. In particular, whether it should bypass audio compression for later fax decoding or whether the recording should be sent via email.

## DTMF Decoding

The software detects all DTMF sequences during a call and adds them to the call data. This can be helpful for diagnosing problems in the menu navigation of voice dialogue systems or for caller identification. DTMF can also be used for manual recording control.

## Access Control

Recorded calls may contain sensitive information. For this reason, access to the recordings should be restricted to a group of authorized users. The call recording software enables this in two ways: recording encryption and restricting functions through user and group permissions.

## Decentralized installations

Using the Collector or Push service, it is possible to transfer recordings from various branches to a central location and store them there.

## Automatic Error Reports

Any malfunctions in a recording system should be resolved quickly. For this reason, the software can automatically send an email to an administrator if devices are disconnected from the system, the phone line is experiencing problems, or other errors are detected by the software.

## Statistical Reports

Users can define more complex statistical reports to extract useful information from the call database. Statistics can be generated for any time period and aggregate data for intervals such as days, weeks, months, and quarters. Counts, minimum, maximum, and average values for various call data fields can be analyzed.

## Supported Operating Systems

The OfficeMaster CallRecording Release 6 software runs on Microsoft Windows 10/11, Windows Server 2022/2025, and Windows Server 2019. Linux packages are only available for the server components.

## Time- and Volume-Based Storage Limits (Quota)

The software can be configured so that calls are stored only for a specific period of time or so that the amount of storage space used is limited.

