

# Quick Start Guide

## Red Box Browser Set Up v1 20/06/2019 CJT

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## 1. Red Box Call Recorder

Inclarity maintains a call recording service for basic call recording requirements sourced from our supplier partner Red box.

The Red box platform is being maintained to support existing customers who have the service, and for new customers that have only basic recording requirements.

This platform does not facilitate GDPR, MiFID II or PCI DSS compliance requirements – any new or existing customer with these requirements should not use this platform.

The Red Box Call Recording service can be accessed through Internet Explorer, Google Chrome and Firefox web browsers. Before you can replay calls through the Red Box Call Recording portal there is a level of set up required depending on your web browser of choice.

**PLEASE NOTE: Monitoring/ Live Acquire is only available through the Internet Explorer web browser.**

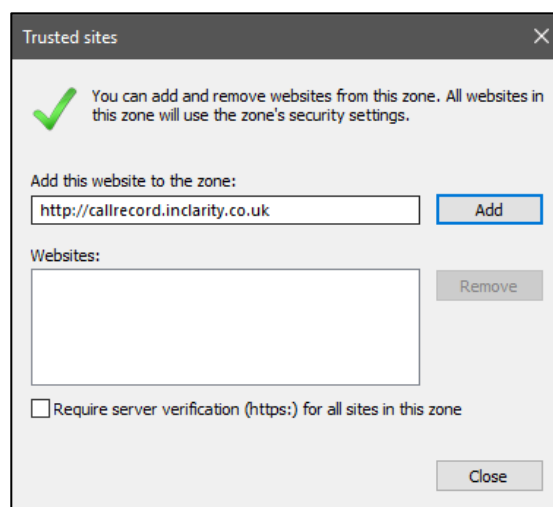
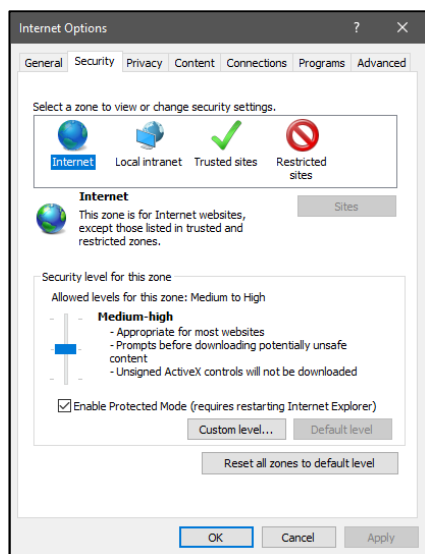
## 2. Internet Explorer

The Red Box Call Recording portal can be accessed using the **Internet Explorer** browser program – of the three web browsers compatible with Red Box, Internet Explorer offers the most functionality.

Before you log in for the first time you will need to a) modify your browser to accept a plugin, b) install a certificate and c) create a media folder on your desktop.

### 2.1 Modify Browser Security Settings

In the Internet Explorer window select **Settings -> Internet Options -> Security**, and then click on **Trusted Sites** and the **Sites** button.



Ensure that you untick the box **Require server verification (https) for all sites in this zone**.

Enter the address **http://callrecord.inclarity.co.uk**, **Add** it into the list and press **Close**. (If it does not let you add this address then go back and untick the box noted above.)

Then in the previous window press the **Custom level...** button.

Scroll down to the section

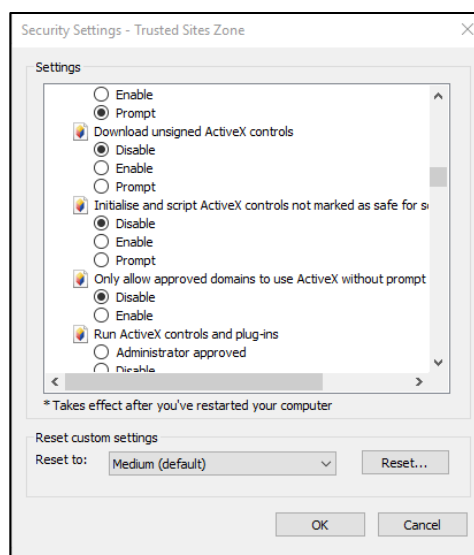
### ActiveX controls and plug-ins

and change the rule for

### Initialise and script ActiveX controls not marked as safe for scripting

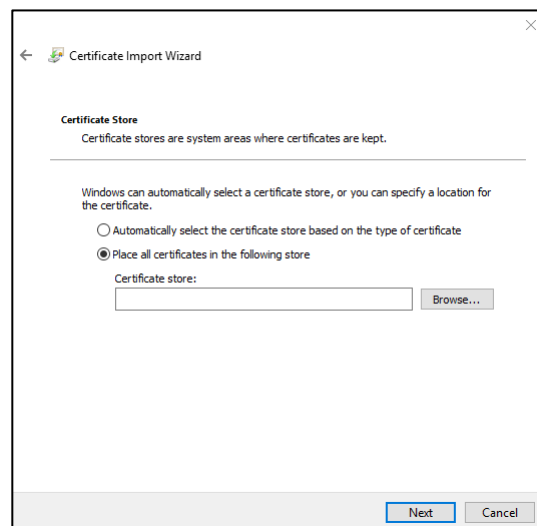
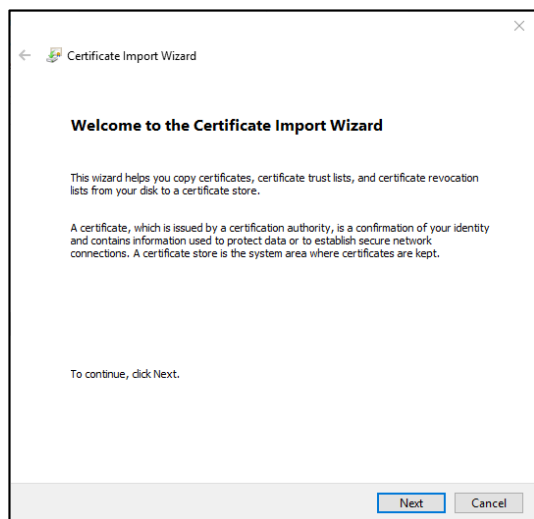
to **Enable**.

Press **OK** and then **OK** again to return to the main browser screen.

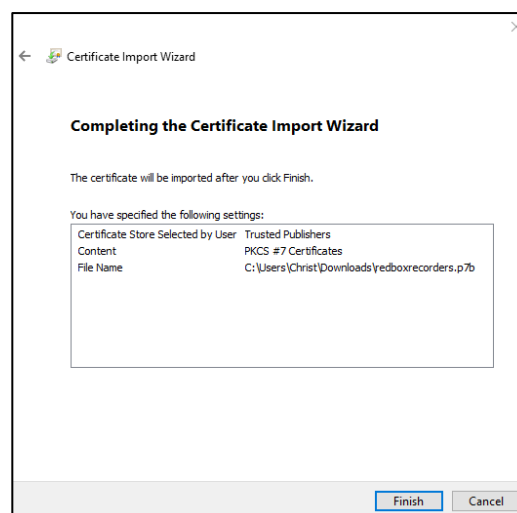
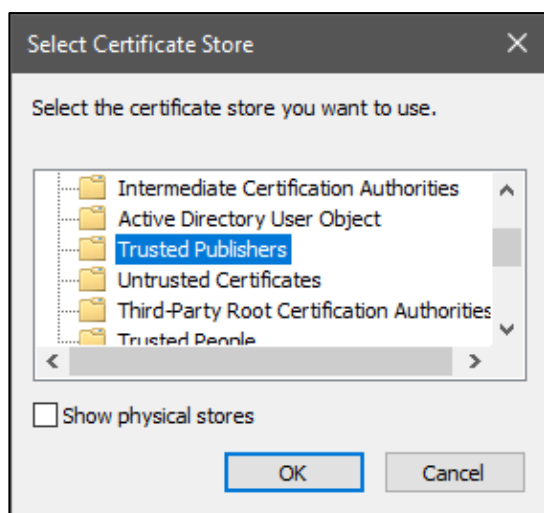


## 2.2 Install Certificate

Download the new certificate from <http://callrecord.inclarity.co.uk/static/installers/redboxrecorders.p7b>. Go to your Downloads folder, **right-click** on the file and select **Install Certificate**. In the window that appears press **Next** to move to the next screen.



Choose **Place all certificates in the following store** and then press the Browse button to choose the location. Click on the folder **Trusted Publishers** and then press **OK**. Press **Next**, press **Finish** on the summary window to complete the process.



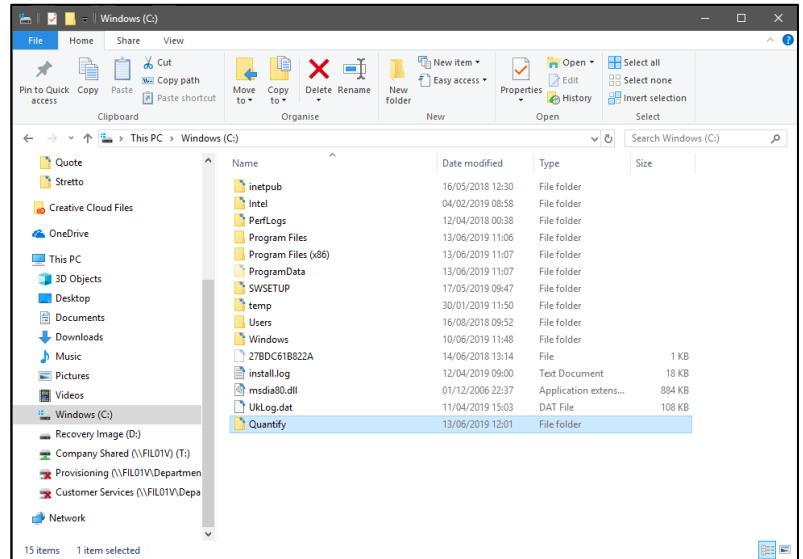
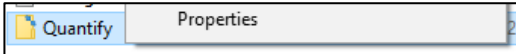
## 2.3 Create Local Folder

The last step is to create a folder on your desktop to which your recordings will be downloaded.

Go to Computer and find your C: drive.

Here add **New Folder** called **Quantify**.

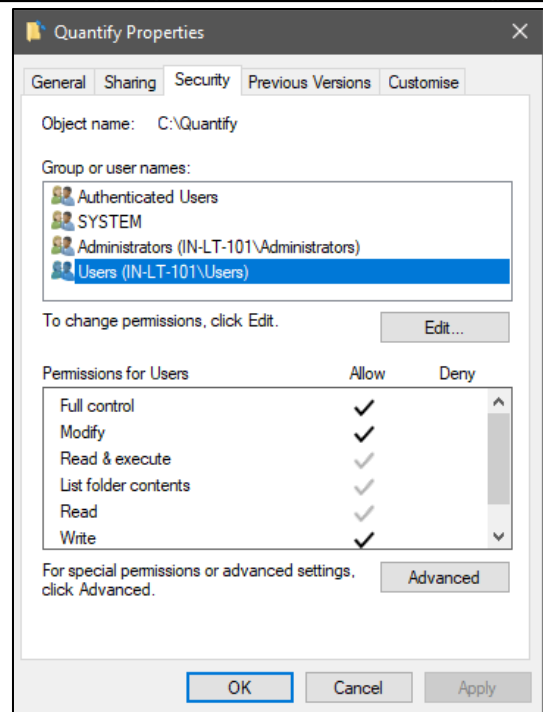
Right-click on the folder and select Properties.



Select the **Security** tab, and then select the Group **Users** from the list.

Underneath in the box **Permissions for Users** tick to **Allow Full Control** and then press **OK**.

You are now ready to use the Call Recording service.



## 3. Firefox

The Red Box Call Recording portal can be accessed using the **Firefox** browser program.

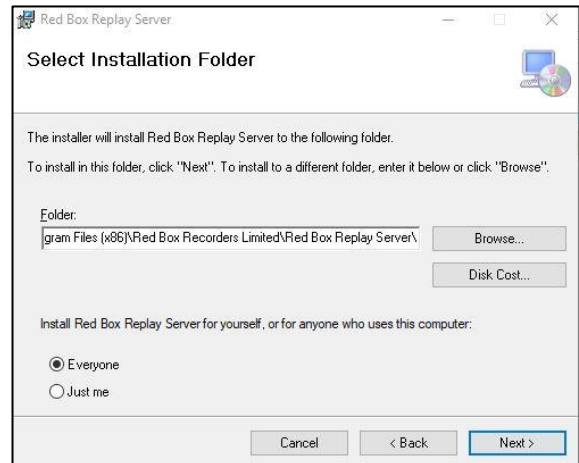
Before you log in for the first time you will need to download and install the Red Box Replay Server onto your desktop and adjust your security settings within the Firefox web browser.

### 3.1 Install Red Box Replay Server

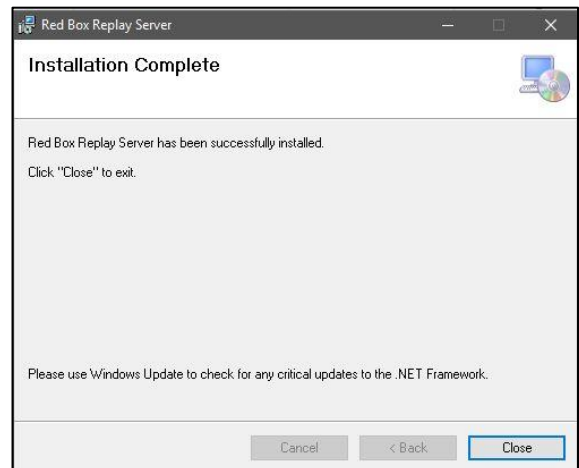
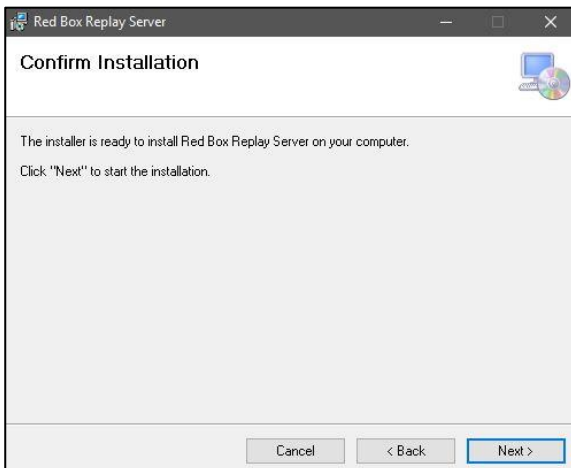
Download the ReplayServerSetup installation application from:

[https://customerservices.inclarity.co.uk/hc/en-us/article\\_attachments/360038803533/ReplayServerSetup.msi](https://customerservices.inclarity.co.uk/hc/en-us/article_attachments/360038803533/ReplayServerSetup.msi)

This will begin the download process for the Replay Server and launch the set-up wizard. Click **Next** to begin. On the next page leave the default folder as is and click **Next**.



Click **Next** to start the installation, once the Replay Server has been installed successfully, click **Close**.

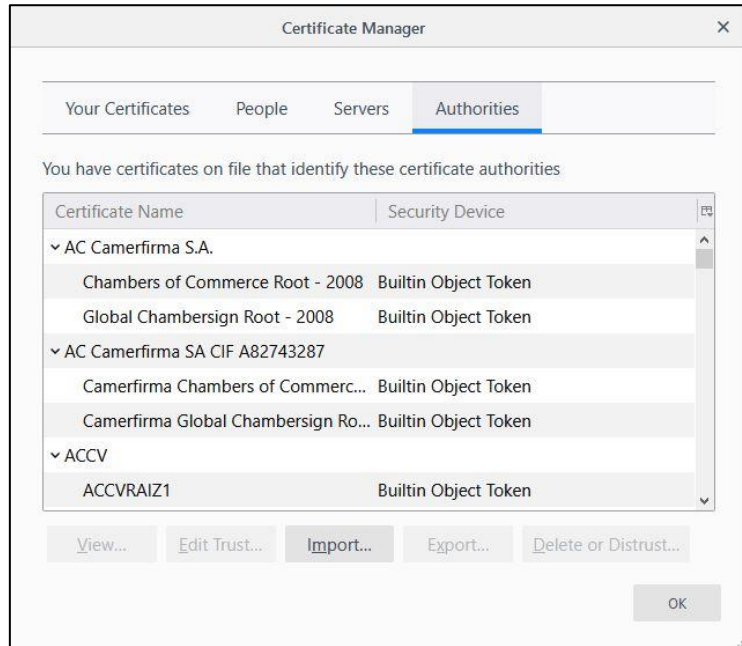


## 3.2 Modify Browser Security Settings

Open Firefox and from within the Firefox browser window select **Menu -> Options -> Privacy & Security**. Scroll down to **Certificates** and click **View Certificates**.



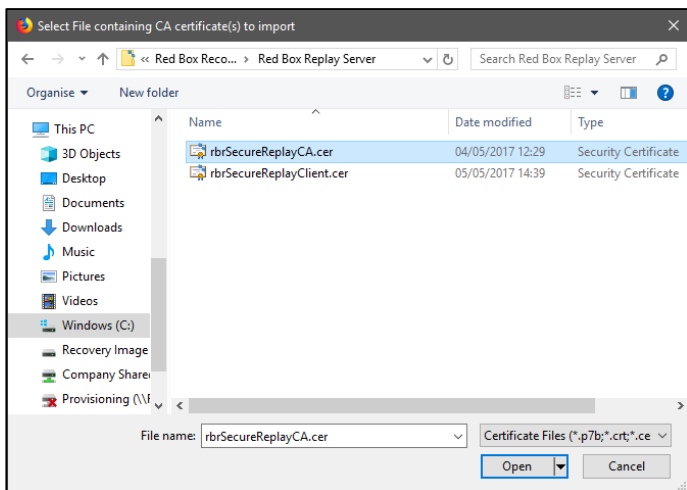
This will open the **Certificate Manager** screen, on this screen click **Import**.



You will need to navigate to:

**C:\Program Files (x86)\Red Box Recorders Limited\Red Box Replay Server** in this file select **rbrSecureReplayCA.cer** and click **Open**.

Tick both **Trust this CA to identify web sites** and **Trust this CA to identify email users** and click **OK**.



You will be taken back to the **Certificate Manager** window, click **OK**. You can now begin to use the Red Box Call Recording portal using Firefox.

## 4. Google Chrome

The Red Box Call Recording portal can be accessed using the **Google Chrome** browser program.

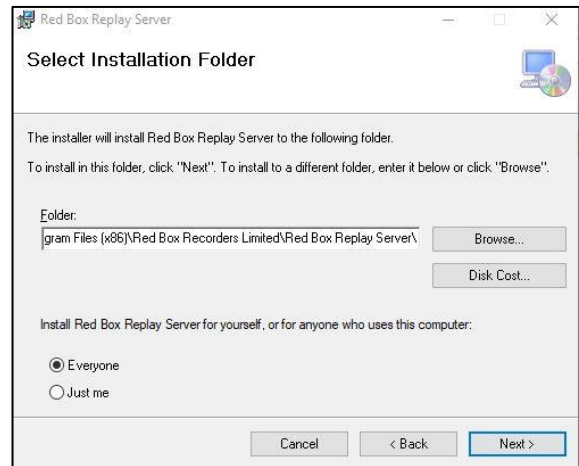
Before you log in for the first time you will need to download and install the Red Box Replay Server onto your desktop.

### 4.1 Install Red Box Replay Server

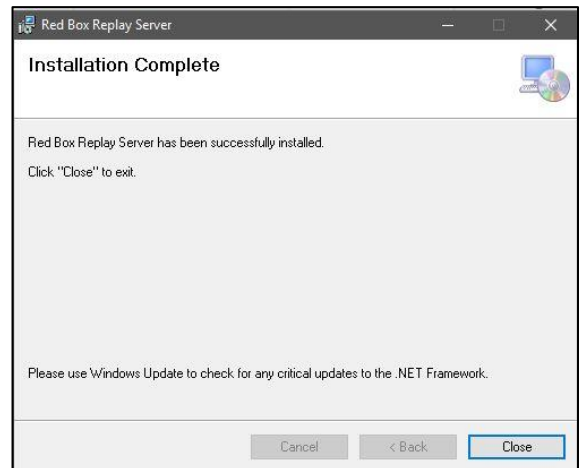
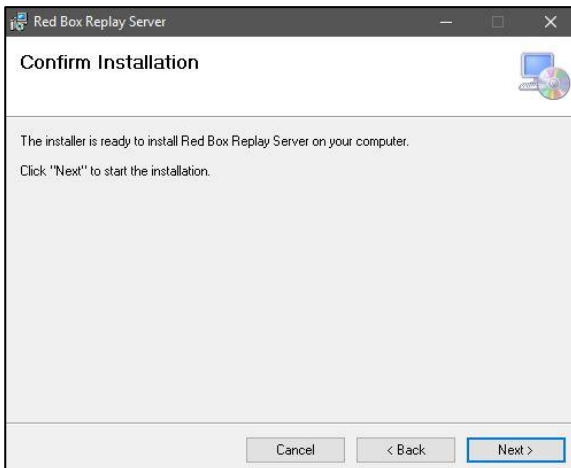
Download the ReplayServerSetup installation application from:

[https://customerservices.inclarity.co.uk/hc/en-us/article\\_attachments/360038803533/ReplayServerSetup.msi](https://customerservices.inclarity.co.uk/hc/en-us/article_attachments/360038803533/ReplayServerSetup.msi)

This will begin the download process for the Replay Server and launch the set-up wizard. Click **Next** to begin. On the next page leave the default folder as is and click **Next**.



Click **Next** to start the installation, once the Replay Server has been installed successfully click **Close**.



You can now begin to use the Red Box Call Recording portal using Google Chrome.