

Call Recording / Voicemail (Backup to WebDAV)

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Feature first available:

iPECS Cloud version 26.04

Description:

Allows backup / long term storage of a tenant's call recordings to a customer provided, and internet accessible, WebDAV server.

Pre-Requisites:

1. This feature must be requested via your reseller to be enabled before it is visible / programmable in Customer Manager web interface.
2. Customer MUST have a publicly accessible WebDAV server including the following:
 - Publicly resolvable FQDN
 - SSL certificate that authenticates the FQDN
 - Publicly accessible TCP port
 - Account / password used to authenticate to the server that has write permissions

Programming:

In the Customer Manager web portal, under Company, you will locate Backup, under which is the new header 'Call Recording / Voicemail'. There are two tabs located here:

Call Record Backup Configuration:

Configuration contains the following fields...

- Backup Usage: This determines if you're going to use WebDAV for backup. Set to 'Used'.
- WebDAV Server Protocol: While this can be set to http or https, at most, use http for initial setup or troubleshooting. Vertical will ONLY support https for production usage.
- WebDAV Server IP Address: While you can use an IP address during initial setup, an FQDN will be required for production usage since https is required and an SSL certificate will require an FQDN.
- WebDAV Server port: TCP port used to connect to the WebDAV Server.
- WebDAV Server Directory Path:
- WebDAV Server ID: Username for the account used to connect to and write data to the WebDAV server.
- WebDAV Server Password: Password for the account used to connect to and write data to the WebDAV server.
- Backup Schedule: This can be set to 'Daily' or 'Weekly'; however, the scheduled time (and date for Weekly) is randomized.
- E-mail Address for Receiving Backup Result: Here you can enter an email address to receive a status email

about the backup process. You should use a distribution list if multiple people should receive this report.

Call Recording / Voicemail

Call Record Backup Configuration	Call Record Backup List
Backup Usage	Used
WebDAV Server Protocol	https
WebDAV Server IP Address	webdav.yourcompany.com
WebDAV Server Port	443
WebDAV Server Directory Path	callrecordings
WebDAV Server ID	webdav
WebDAV Server Password	
Backup Schedule	Daily
E-mail Address for Receiving Backup Result	notify@yourcompany.com

Backup Folder / File Naming convention:

Backup Folder - During the backup process, a folder named YYYYMMDD_HHMMSS will be created under the WebDAV Server Directory Path specified in the Call Record Backup Configuration.

Backup Recording filename - Examples below are for Outbound / Inbound calls.

- CR_<Recording Extension>_Outgoing_<Dialed Number>_YYYYMMDDHHMMSS.wav
- CR_<Recording Extension>_Incoming_<Ext Number or CID of calling party>_YYYYMMDDHHMMSS.wav

NOTE: The Timestamp included in the .wav filename is the Start Time of the call.

Call Record Backup List:

Backup List, regardless of backup status, contains a searchable listing of Call Recordings on the tenant.

NOTE: The records of the call recordings listed on this page cannot be deleted nor exported. That said, recordings can still be removed from this list; please see 'Additional Considerations' further below in this article.

The Extension Number, Tel Number, Date/Time, and Duration search parameters act in the same manner as they do in Call History -> Call Detail History and won't be covered further here.

In addition to these parameters, you may also specify the following:

- Extension Name - self explanatory, can be used to search records by a user's first and last name.
- Backup Required - [Y, N, ALL] - Can be used to search via the Backup Required field results.
 - Y - Backup of the record is required. This can be set by the system itself OR by the admin user on this page directly.
 - **NOTE:** This has nothing to do with the actual backup status of a call, simply that the call is flagged to be backed up at the next scheduled time.

- N - Backup of the record is not required. This can mean that the call has been manually exempted from backup by the admin user OR that the call was backed up and the Backup Required flag has been removed.
- All - [Default setting] Lists all calls, matching other search criteria, regardless of the 'Backup Required' flag.
- Backup Time - Allows you to search calls successfully backed up to the WebDAV server between the dates/times specified.

Call Recording / Voicemail

Call Record Backup Configuration **Call Record Backup List**

Extension Name: Extension Number: Tel Number: Backup Required: ALL

✓ Date/Time: 2026-07-04 00:00:00 - 2026-08-04 23:59:59

Duration: 00:00:00 - 00:00:00

Backup Time: 00:00:00 - 00:00:00

Search

Extension Name	Extension Number	Call Type	Rec Type	Tel Number	Start Time s	End Time	Duration	Backup Required	Backup Time
1 Toni	27757	Incoming	Extension	27724	2026-07-29 11:56:00	2026-07-29 11:56:15	00:00:15	☐	2026-07-29 22:00:02
2 Toni	27704	Incoming	Trunk	9602	2026-07-23 10:17:40	2026-07-23 10:18:01	00:00:21	☐	2026-07-23 22:00:02
3 Toni	27704	Outgoing	Trunk	9602	2026-07-22 13:34:24	2026-07-22 13:34:38	00:00:14	☐	2026-07-22 22:00:02
4 Toni	27704	Incoming	Trunk	9602	2026-07-22 12:48:34	2026-07-22 12:48:51	00:00:17	☐	2026-07-22 22:00:02
5 Toni	27704	Outgoing	Trunk	94803748900	2026-07-20 00:37:53	2026-07-20 00:38:11	00:00:18	☐	
6 Toni	27757	Incoming	Extension	27754	2026-07-20 00:33:19	2026-07-20 00:33:51	00:00:32	☐	2026-07-20 22:00:02
7 Toni	27757	Outgoing	Trunk	94803748900	2026-07-20 00:30:36	2026-07-20 00:30:58	00:00:22	☐	2026-07-20 22:00:02
8 Toni	27757	Outgoing	Trunk	94803748900	2026-07-20 00:17:55	2026-07-20 00:18:02	00:00:07	☐	2026-07-20 22:00:02
9 Toni	27704	Outgoing	Trunk	94803748900	2026-07-20 00:13:56	2026-07-20 00:14:00	00:00:04	☐	2026-07-20 22:00:02
10 Toni	27704	Incoming	Trunk	4803748900	2026-07-12 21:29:52	2026-07-12 21:31:00	00:01:08	☐	2026-07-19 22:00:06
11 Toni	27757	Outgoing	Trunk	9602	2026-07-12 21:27:15	2026-07-12 21:27:19	00:00:04	☐	2026-07-19 22:00:07
12 Toni	27704	Outgoing	Trunk	9602	2026-07-12 21:25:13	2026-07-12 21:25:17	00:00:04	☐	2026-07-19 22:00:07
13 Toni	27704	Incoming	Trunk	4803748900	2026-07-12 21:08:44	2026-07-12 21:24:29	00:15:45	☐	2026-07-19 22:00:06

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Additional Considerations:

Even after backup, call recordings (and their call records in the Call Record Backup List) will persist on the iPECS Cloud system until one of the following events occurs...

1. User, if they have delete permission, deletes their own recordings.
2. Recordings exceed user's storage level and at that time is the oldest recording which will then be deleted.

Additional References:

WebDAV servers will typically be configured on one of the following web server platforms, Apache, IIS, Nginx. As the underlying OS and or Version/Distro may vary greatly, it is well outside of the scope of this article to advise on such configuration. Check with your Systems Administrator for further detail.

WebDAV clients can either be a standalone application (examples below) or can simply be a web browser. Exact implementation may be determined by a company use policy, thus, check with your Systems Administrator.

- Cadaver (Linux)
- WinSCP (Windows)
- Cyberduck (Mac/Windows)