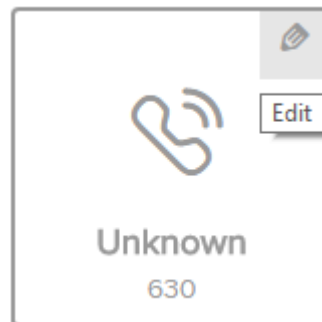


Technical Note: Changing Minimum Call Recording length

By default, CallN will only record calls that are a minimum of 10 seconds in length. This can be changed at a handset level easily from the CallN portal. Display your Handsets by choosing the Handset from the menu across the top of the portal. Find the icon for the handset you want to alter, and mouse over the icon. Click on the small pencil that appears in the top right of the icon to edit the handset settings.



Look down the handset settings until you find "What is the minimum recording length to keep?". Check the button beside "Record the following" and from the drop down list, select a new minimum recording length. Click Apply to save the change

What is the minimum recording length to keep?

- Use handset group/account default
- Record the following

10 seconds ▼

The setting can also be changed at a Handset Group level or Account Level from within the Handset menu as well. On the right, beside the handset icons, are buttons for settings at a Handset Group level or Account Level. Settings for a Handset Group are the same as show above for an individual handset.



Preferences allows you to setup account wide settings for handsets. Look for the setting "By default, what is the minimum recording length to keep?". Set this to a value from the drop down box. Click Apply to save the change.

By default, what is the minimum recording length to keep?

3 seconds ▼