Technical Note: Pausing/Resuming Call Recording or Discarding Calls
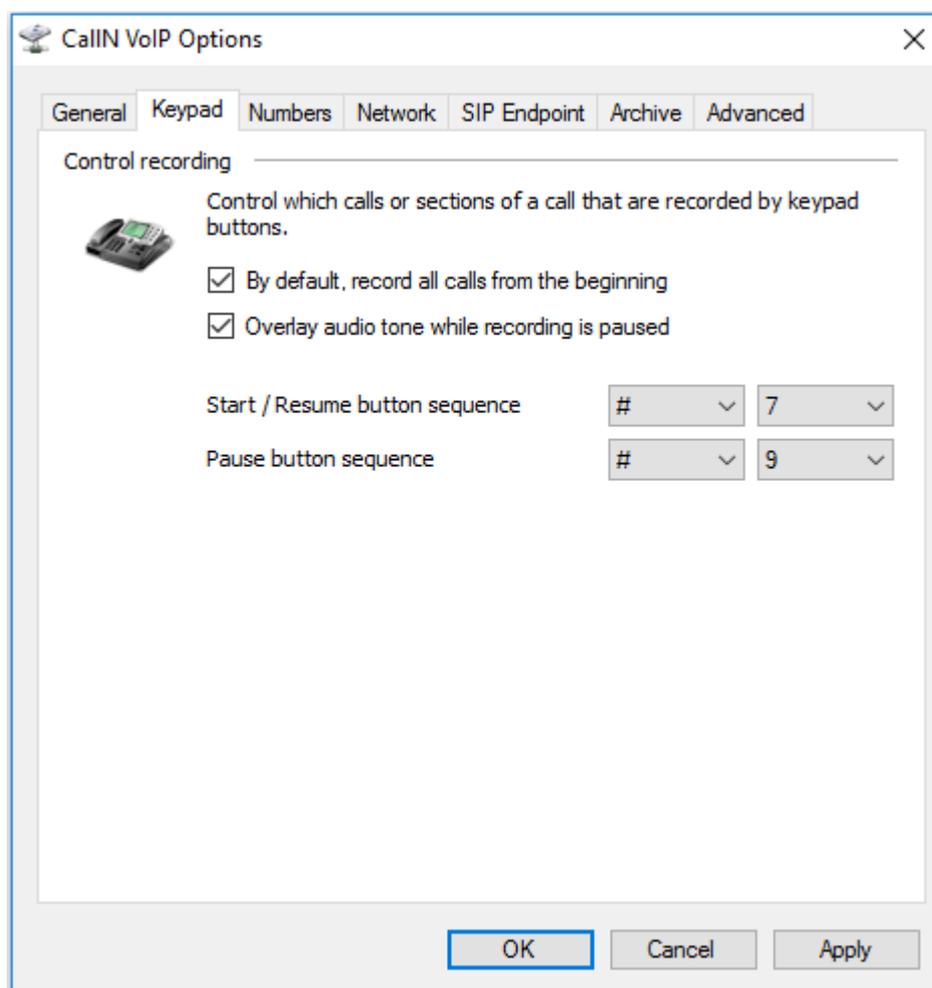
CallN does provide a feature for administrators to create key press combinations on the phone to pause the recording of a call, resume the recording of a call or discard a call recording once the call is complete. The reasons behind why an organisation may want to use these features is varied, but the common reason is to not record credit card details that may be passed on in confidence during a call.

Pausing and Resuming Call Recording

Pausing and Resuming Call Recording key combinations are created within the CallN Client installed on the Recording Computer. Open the client application by clicking the icon in the system tray.

Select the Keypad Tab. Set the Start/Resume Button Sequence by selecting the digits from the drop down list. Set the digits in the same way for the Pause Button Sequence. The button sequences must be different for each feature. Click Apply to save the changes.

The key press sequences must be used while the call is active. They will not work after either party on the call disconnects.

Discarding Calls

Setting a key sequence to discard a call is done from the CallN Portal. This can be set up on individual handsets or globally for all handsets within your portal.

Log in to your portal and select the Handsets menu. Select the handset that you wish to setup the key combination for and select edit from the upper right of the handsets icon or for a global key combination to discard the call, select the Preference button on the right side of the portal.

Scroll down till you find the Key Press Actions or Default Keypress Actions field. Select the Add Another Action and from the drop down list, create a key combination. Key combination can contain a single key press or up to 4 keys for the combination. Set the action to Discard Call from the drop down list.
Press Apply to save the change.

To use the combination to discard a call and not record it, the key combination must be pressed while the call is active. If either party disconnects the call before the combination is used, the call will be recorded and uploaded to the portal.

Note

This technote has shown that key combinations can be setup in both your CallN portal and on the CallN Client installed on the recording computer. If you use the same combination in the client application as you have in the portal, both actions will occur. For example, if Resume Call Recording is set to #9 and Discard Call Recording is also set to #9, entering #9 during a call will resume the call recording but also Discard the call recording once the call is completed.