

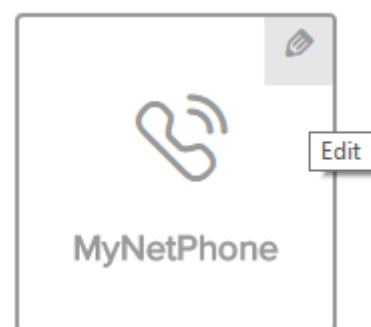
Technical Note: Only Recording selected calls

By default, CallN will record all calls to a handset. There are occasions though that you may not want to record all calls, but would like to activate call recording on selected calls. This can be set up on individual handsets or as the global default for all handsets, the process is similar.

NOTE: Even though you are selectively recording calls, you still need to abide by the local laws. In most cases, you need to inform the other party on the call that you are going to record the call before activating call recording. Please be aware of your local laws before activating this feature.

Log in to your CallN portal. Select Handsets from the menu across the top of the portal. An icon will show for each handset and some configuration buttons on the left.

To set a default for all handsets to selectively record calls, select the preference button on the right. To set up an individual handset, mouse over the handsets icon and click the pencil that appears in the upper right corner.






The settings open up for the handset or global settings for all handsets. Look down the list for the area "Which calls to record?". Set this to "No calls – only record when a keypress for start or keep call is pressed".

Further down the list of options, we need to now set a Keypress Action. Set "Keys" to the combination of keys you want to use to activate the recording. Please be careful not to use any key combination that may already be in use as this will cause a problem. In drop down box to the right of the key combination, select "Keep complete call".

Handset is enabled?

- Yes**
- No** - don't record any calls to or from this handset
- No** - don't record any calls to or from this handset, even if the other party is an enabled handset

Which calls to record?

- Use handset group/account default**
- All calls**
- No calls** - only record when a keypress for start or keep call is pressed
- Record the following**
 - Inbound 
 - Outbound 
 - Internal 

What is the minimum recording length to keep?

- Use handset group/account default**
- Record the following**

10 seconds ▼

Overlay audio tone while recording is paused?

- Use handset group/account default**
- No**
- Yes** - overlay a tone while a call is paused

Keypress actions

Keys: # ▼ 0 ▼ ▼ Keep complete call ▼ 

[Add another action](#)

To activate the call recording, use the assigned key combination while an active call is in progress. If one party disconnects the call before call recording is activated, the call will not be recorded. At all times with Call Recording, please abide by your local laws as they apply to recording calls.