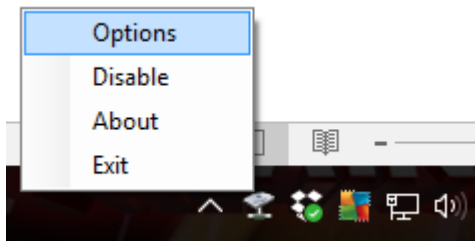


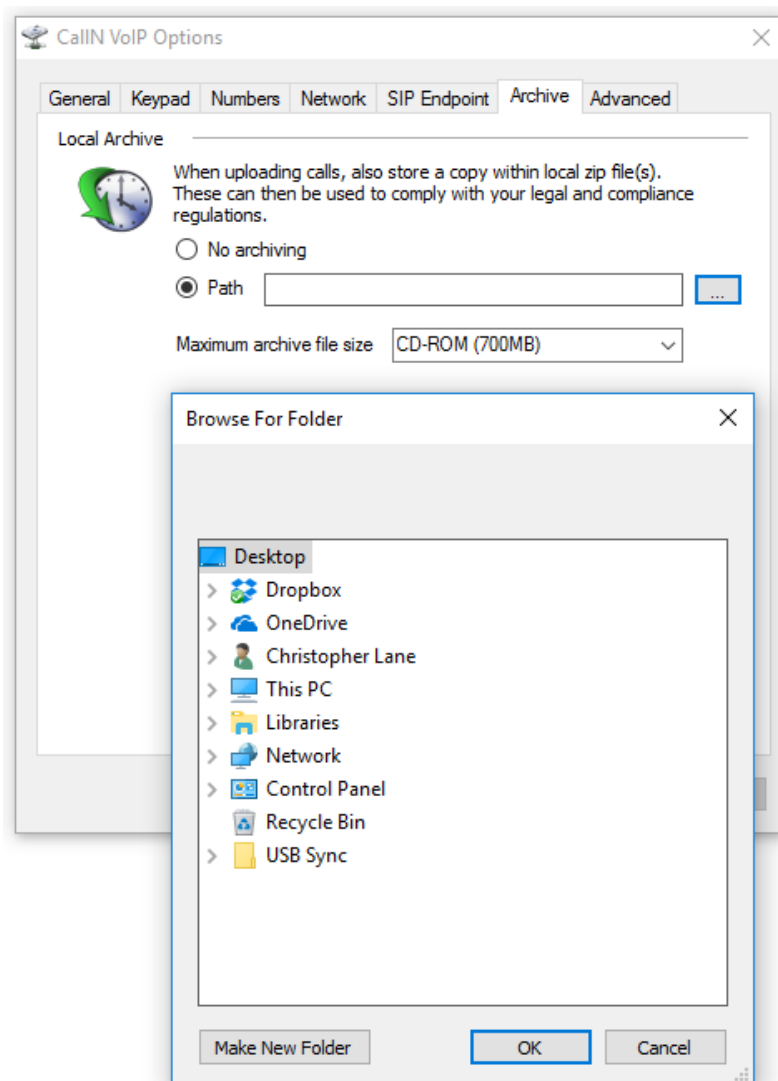
## Technical Note: Archiving Calls

CallIN has the ability to archive your calls, and store them on your local machine or network. This process is an ongoing process in that calls when recorded, are uploaded to the CallIN portal for access and then added to an archive file that rolls over at the end of each month. This is setup from the recording client on the recording computer.

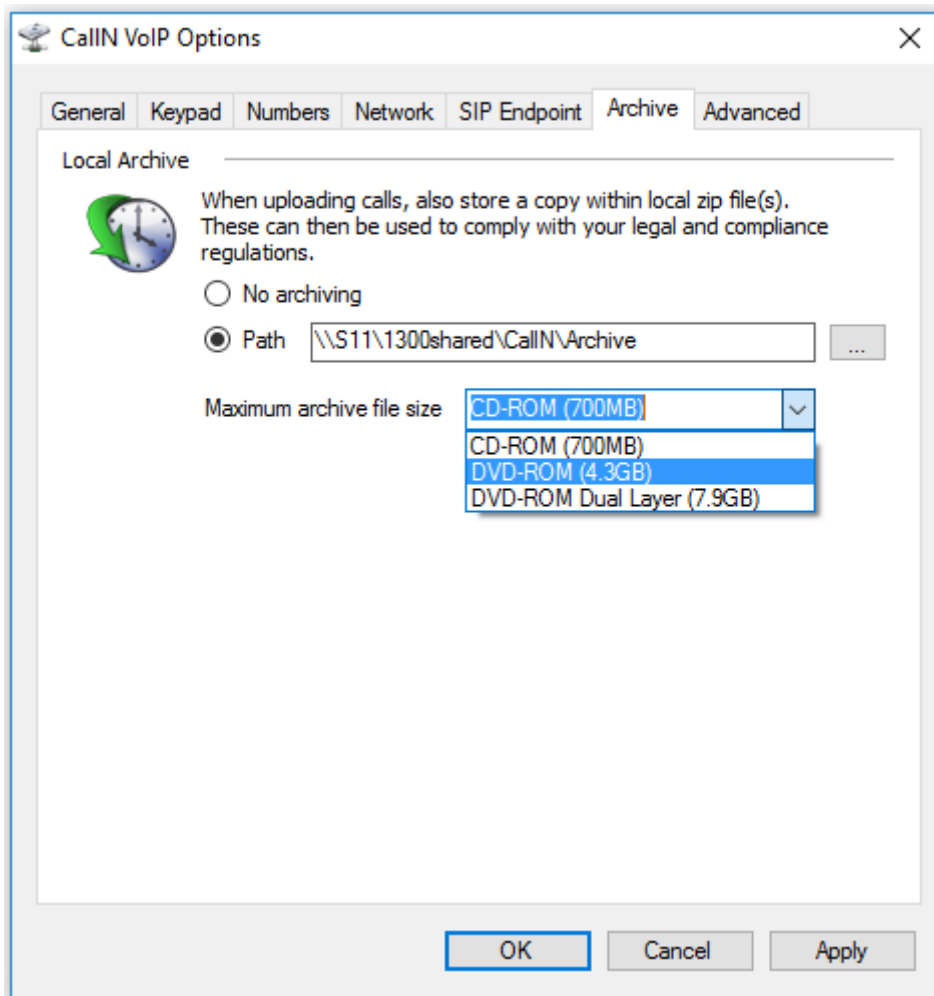
From your recording computer, open the CallIN client by right clicking on the tray icon and selecting Options.



Select the Archive Tab. Select the path either locally or on the network where the archive is to be created and stored.



Select the maximum size that an archive file can grow. If the maximum size is reached before the end of the month, a new archive file is created and will be titled 'part 2'.



Select 'OK' to save the changes.

Archiving of calls will begin immediately after saving the changes.

NOTE: The archive is as a recording computer level only. If you have multiple recording computers in operation, you will need to repeat this process for each recording computer. Each recording computer will create its own archive file, and it is best to store the archives in separate folders to prevent overwriting other files from different recording computers.