

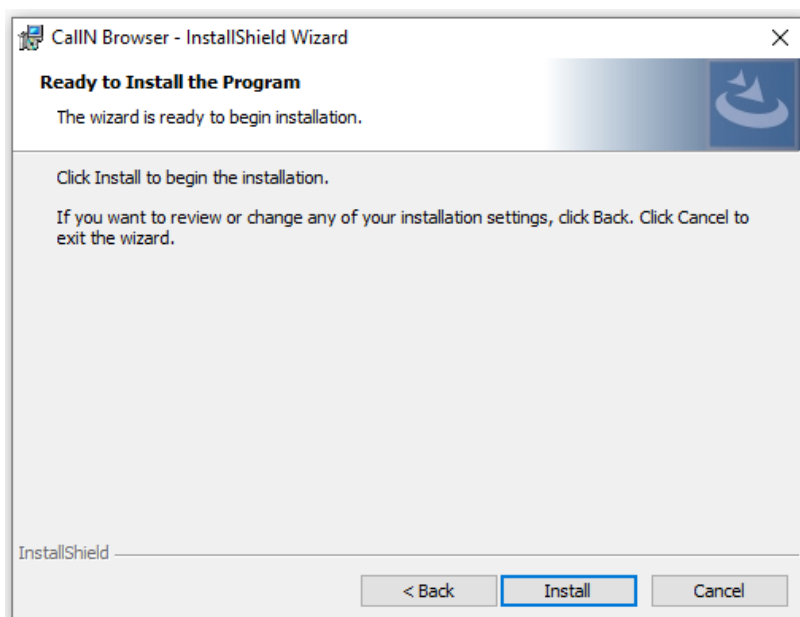
## Technical Note: CallN Browser for Skype

The CallN Browser allows call recording for web embedded softphones from services such as Skype, Talkdesk and Zendesk. The CallN Browser can be installed on any computer running Windows 8.1 (x64) or later. 32-bit versions of Windows are not supported.

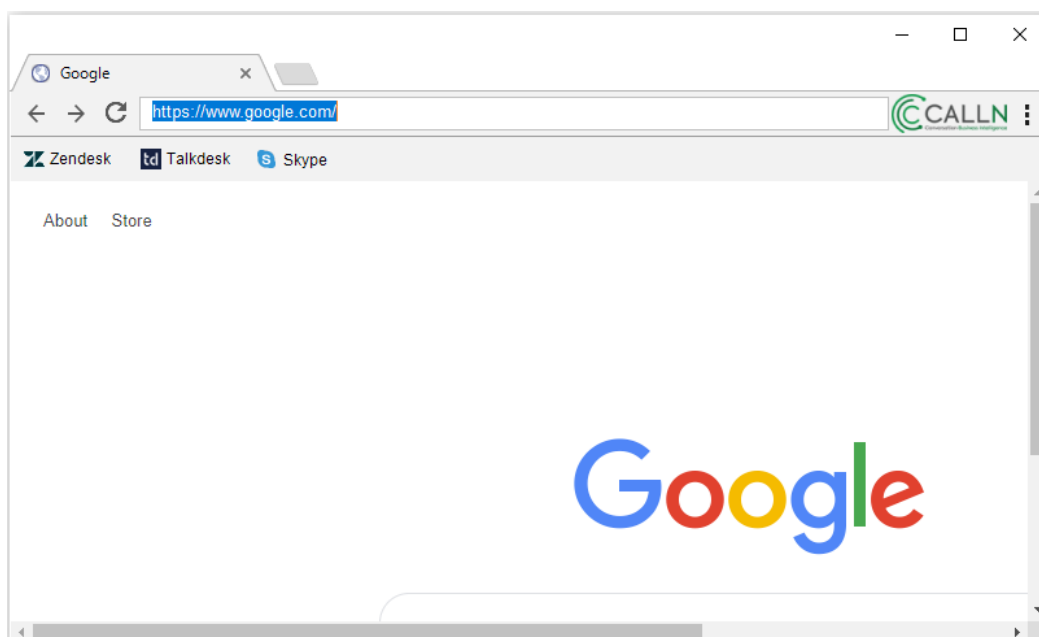
### Installation

The installer for the CallN Web Browser can be found on the CallN Web page.

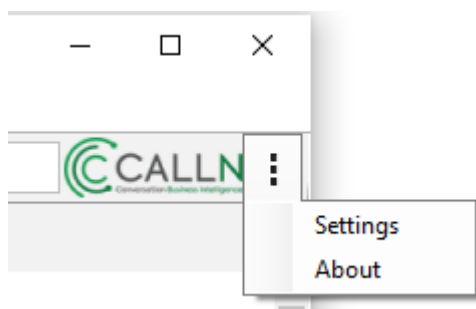
Once the installer has been downloaded, run the CallNBrowser1.0.0Setup.exe. Please read the Terms and Conditions before accepting the licensing agreement.



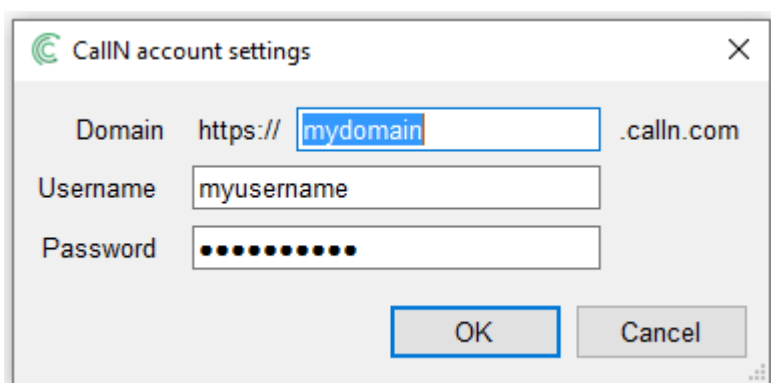
Select install to begin the installation of the CallN Web Browser.



Open the CallN Web Browser if it did not open after installation and select the three dots in the upper right corner.



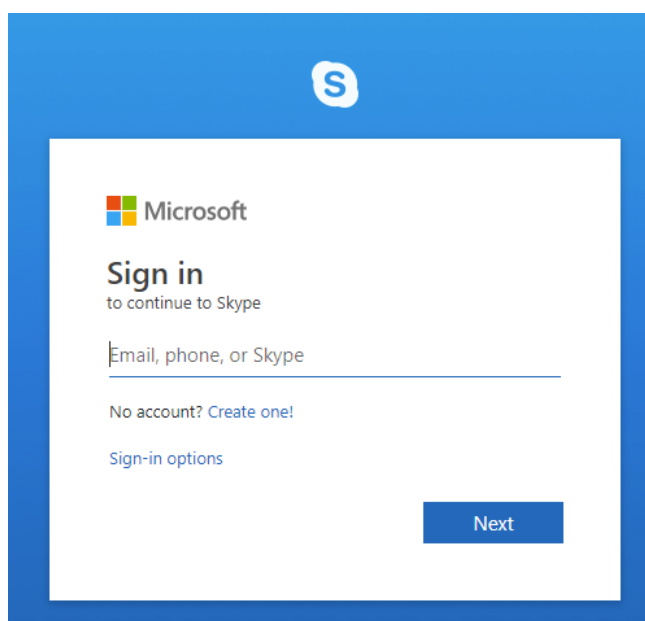
Select settings and enter your CallN portal details into the browser.



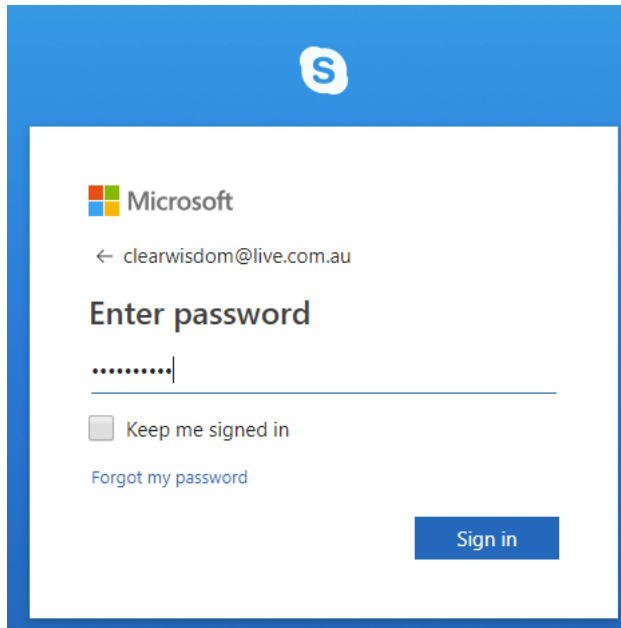
Save your settings to complete the installation.

## Recording Skype

The CallN browser contains bookmarks to popular Web phones such as Skype. By clicking the Skype bookmark, you will be prompted for your Skype login.

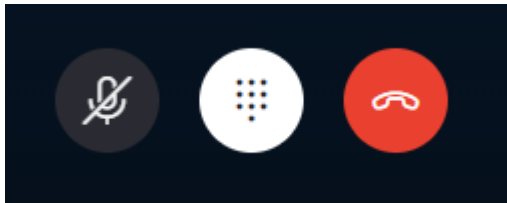


Once your login has been entered, you will be asked for your Skype password.

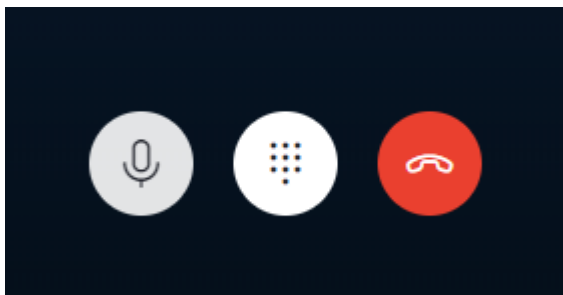


Skype will work as normal within the CallN browser, And your calls will be recorded to your CallN portal.

If during a call you need to pause the recording for any reason, select the microphone icon.



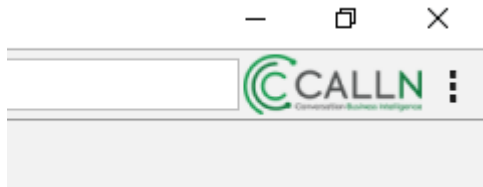
To resume recording, select the icon again.



It is key to note that when the microphone icon is dark and has a line through it, recording will be paused but recording is active when the icon is light and has no line.

## Accessing CallN Portal

From the CallN browser, you can access your CallN portal by simply selecting CallN icon in the upper right of the browser.



The login uses the previously input settings to access the portal.