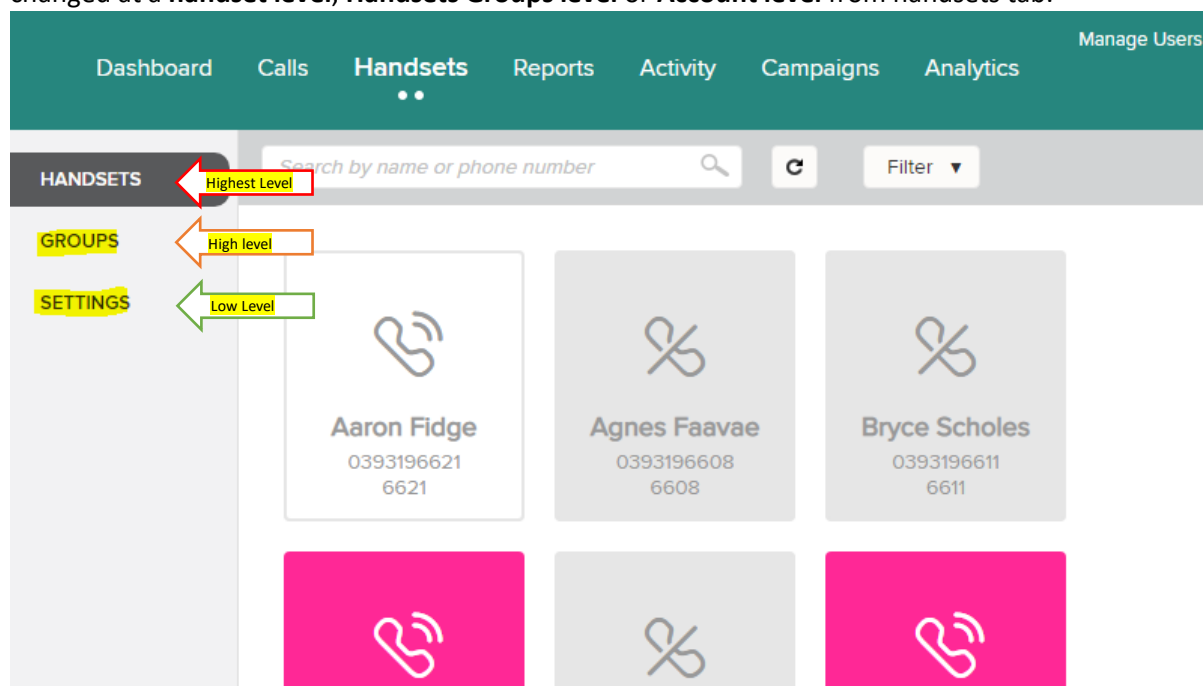


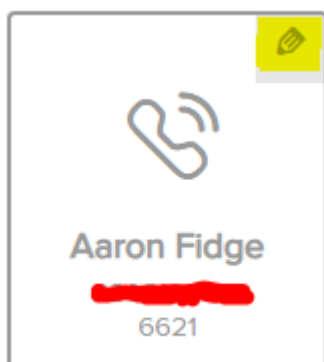
## Changing Minimum Call Recording length

By default, CALLN will only record calls that are a minimum of 10 seconds in length. This can be changed at a **handset level**, **Handsets Groups level** or **Account level** from handsets tab.



### Handset Level:

- Display your Handsets by choosing the Handsets from the menu across the top of the portal.
- Find the handset you want to alter.
- Hovers over the mouse cursor on a handset 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 (**Note: These settings will override group and account default**)








### What is the minimum recording length to keep?

- Use handset group/account default
- Record the following

10 seconds ▼

### Group Level

- Click on **Groups** from left navigation bar in **Handsets**.
- Select the handset group to make changes.

DASHBOARD	CALLS	HANDSETS	REPORTS	ACTIVITY	CAMPAIGNS
HANDSETS	<b>Name</b>	<b>Colour</b>	<b>Members</b>		
<b>GROUPS</b>	Customer Support		[Redacted]		
<b>SETTINGS</b>	External Sales		[Redacted]		
	Finance		[Redacted]		
	General Manager		[Redacted]		
	Internal Sales		[Redacted]		
	Marketing		[Redacted]		
	Outbound Sales		[Redacted]		

- Follow the same steps as shown above for individual handset.
- Note: *It will override account default but not individual handset level settings so make sure all the group members handsets have "Use handset group/account default" selected.*

### Account Level

**Account default** settings are managed from **SETTINGS**.

By default, all the handsets are set to these settings.

To make changes in this:

- Click on Settings from left navigation bar in **Handsets**.
- Edit the field "By default, what is the minimum recording length to keep?".
- Click **Apply** to save the change.

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

3 seconds ▼

**Note:** "To implement account level settings, make sure that **use handset account default** is ticked for all the individual and groups handsets".