

Technical Note: I only hear half of my recording?

It is important to know that call recording made by CallN are done as stereo recordings. This means that in a typical phone conversation, one party will be heard in the left speaker of the headset or computer and the other party in the right speaker.

If you ever have a problem where you are listening back to a call and only hear half the conversation, check your speakers or headset to ensure that they are working correctly. Try listening to the call on a different computer and see if you have the same problem. Problem could be as simple as forgetting to turn a speaker on, or one speaker is muted or its volume is turned down extremely low.

If you have confirmed the speakers or headset is working correctly but still have the problem, please contact CallN Support by email (support@calln.com) or call us on 1300 IMPROVE (1300 467 768).