# Technical Note: CallN Browser for Talkdesk

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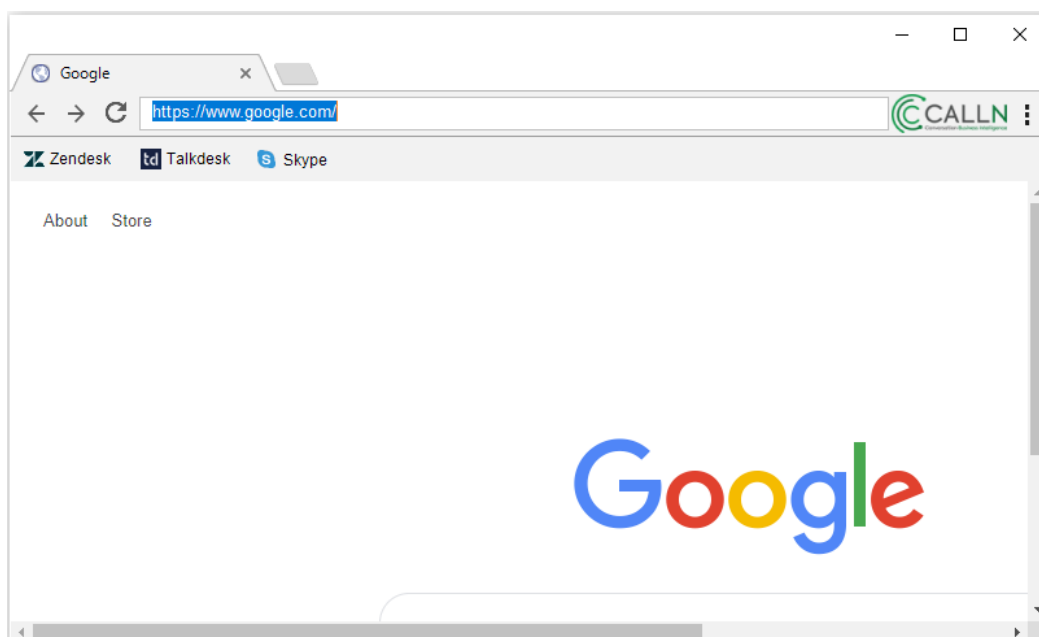
Installation

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.
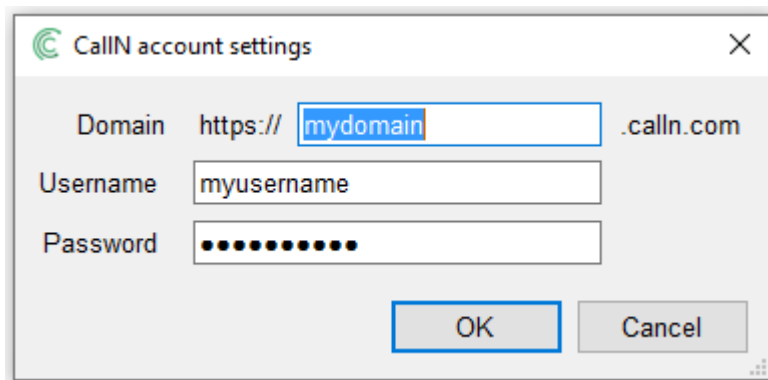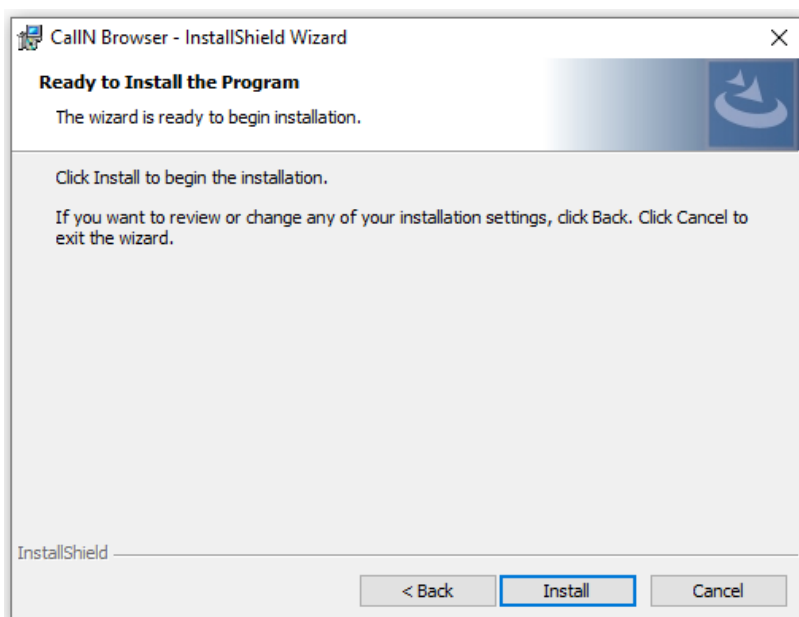

Select install to begin the installation of the CallN Web Browser.

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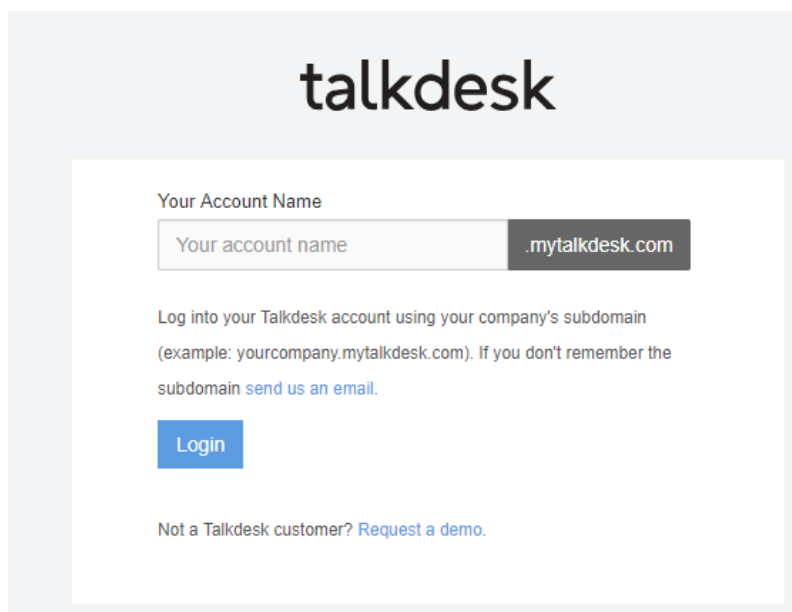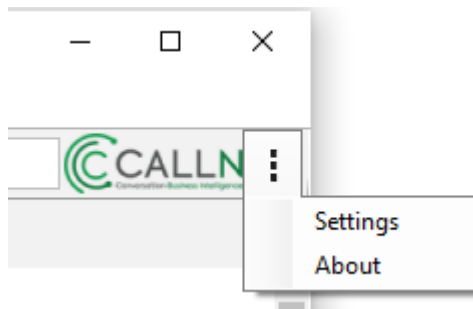

Select settings and enter your CallN portal details into the browser.

Save your settings to complete the installation.

Recording Talkdesk

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

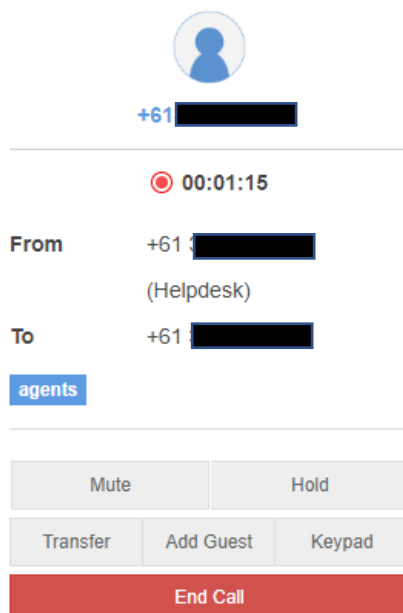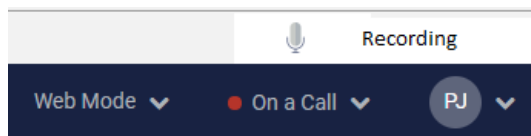Once your account name has been entered, you will be asked for your Talkdesk credentials.
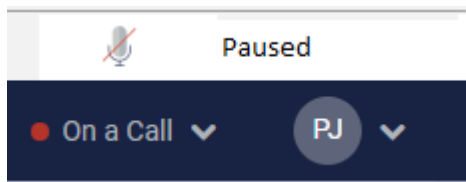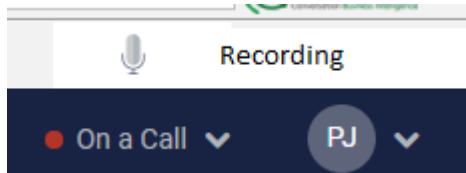

Talkdesk will work as normal within the CallN browser and displays above the phone that it is recording when a call is active.

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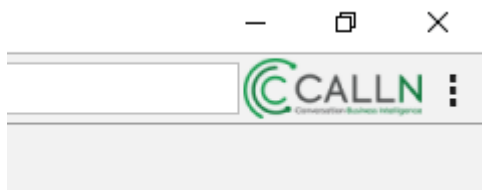

To resume recording, select the icon again.

As shown, the browser will indicate when the recording is paused or actively recording.

Accessing CallN Portal

From the CallN browser, you can access you 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.