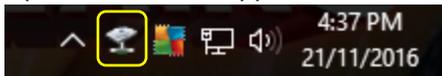


## Pause/Resume/Discard Call Recording

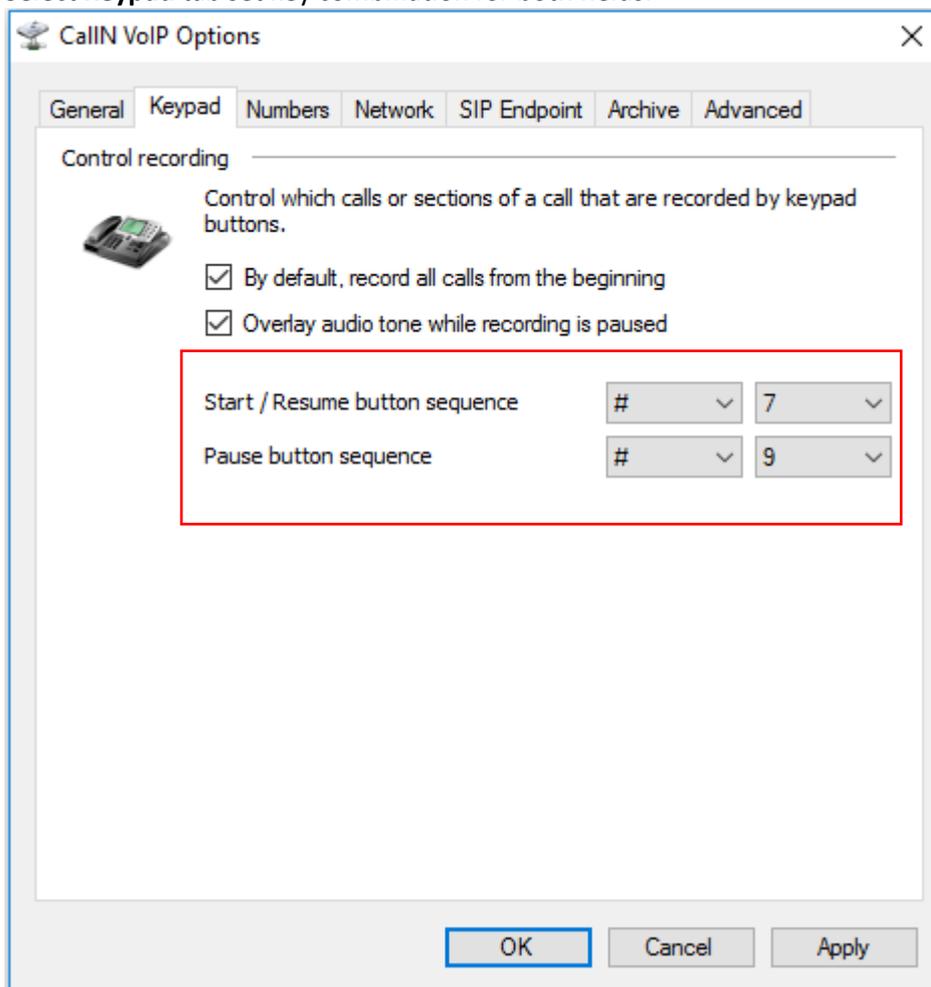
CallN provides a feature for administrators to create key press combinations on the phone to pause, resume or discard a call recording during the call. The reasons behind why an organisation may want to use these features are varied, but the common reason is to not record confidential information like- credit card details or personal information during a call.

### Pausing and Resuming Call Recording

- Open CallN Client App.



- **Double click** on the **Icon**.
- Select **Keypad** tab set key combination for both fields.



- Click **Apply** to save changes.

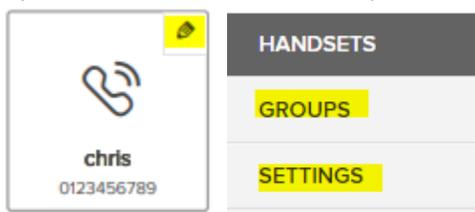
**Note:** "Key combinations must be pressed during the call."

## Discarding Calls

These settings are done from the CallN portal. This can be set up on an individual, group or account default handsets.

### Steps:

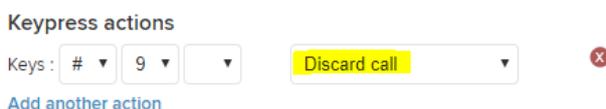
- Log in to your company CallN portal.
- Click **Handsets** menu from the horizontal navigation bar.
- Steps are the same for all three levels.
  - Open edit handset mode/Groups/ Settings



- Navigate to the field “**Keypress actions**”. In keypress actions, select **Add an action**.



- Select key and appropriate tag for it.



- Click on **Apply**, to save changes.

**Notes:** “Key combinations must be pressed during the call.”

- Now if the user will press (#9) from the handset during the call, the call will be discarded.

### Note

*“This technote has shown that key combinations can be set up in both your CallN portal and on the CallN Client installed on the recording computer. If you use the same combination in the client application as you have in the portal, both actions will occur. For example, if Resume Call Recording is set to #9 and Discard Call Recording is also set to #9, entering #9 during a call will resume the call recording but also Discard the call recording once the call is completed.”*