

Record selected calls

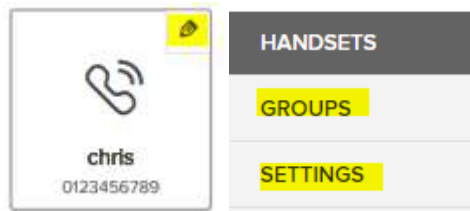
By default, CallN will record all calls to a handset. There are occasions though that you may not want to record all calls but would like to activate call recording on selected calls. This can be set up on individual handsets or as the global default for all handsets, the process is similar.

NOTE: *‘Even though you are selectively recording calls, you still need to abide by the local laws. In most cases, you need to inform the other party on the call that you are going to record the call before activating call recording. Please be aware of your local laws before activating this feature. At all times with Call Recording, please abide by your local laws as they apply to record calls.’*

Steps:

- Login to your company CallN portal as **Owner or Admin** Account.
- Go to **Handsets** menu, we can set it for an individual handset, **group** or **account** default.
- Steps are the same for all three levels.

- Open edit handset mode/Groups/ Settings



- Navigate to the field **“Which calls to record?”**

Which calls to record?

- Use handset group/account default
- All calls
- No calls - only record when a keypress for start or keep call is pressed
- Record the following
 - Inbound ?
 - Outbound ?
 - Internal ?

- After in keypress actions, select **Add an action.**



- Select key and appropriate tag for it.



- After making the required changes, Click on **Apply.**

- Now recording will only happen when Recording Key is pressed. In the above image, it is (*) key.

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