CallN Voice Recorder

CallN Voice Recorder allows you to record calls made from a computer using a soft phone or web phone. It works by capturing the audio from the Windows default microphone and Windows default speakers connected to the computer. This could be a headset connected to the computer, a standalone microphone and speakers or a combination.

Download the latest version of the Manual Recorder to your local computer and run the downloaded installer, CallNVoiceRecorder1.x.xSetup.exe.

Accept all the default settings. Once installed, you will be asked for your CallN Domain, Username, Password and Phone Number.
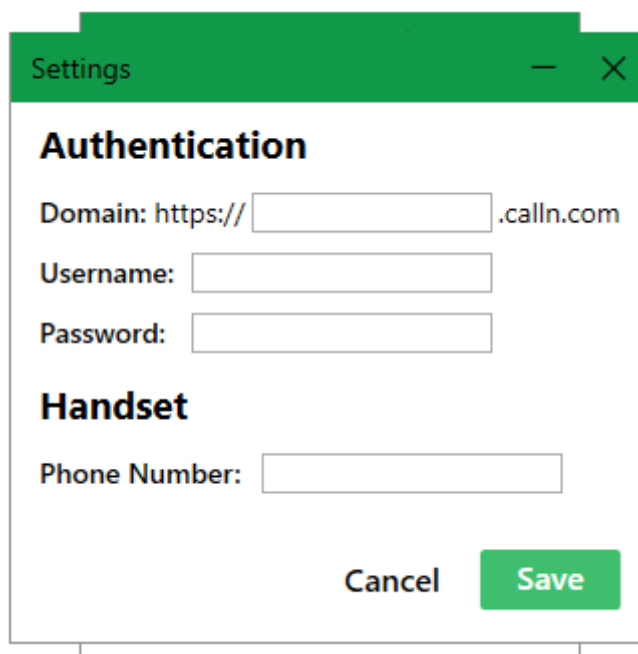

Figure 1 CallN portal information

Please consult your CallN Administrator for these details.

- Domain – In most cases this will be a company name. For example, Record Pty. Ltd. may have the domain name Record.
- Username – This is the same as the Username you use to log into your CallN portal. If you do not have a username, your CallN Administrator can supply a generic username that you can use.
- Password – Is the password for the Username being used above.
- Phone Number – This is your office phones number. It must match exactly the number shown against your handset on the CallN Portal. If the CallN Portal shows Aleshia's handset is 0732146840, then this will be the phone number entered. If Aleshia's handset is set as 6840, then this is the number entered. It must match a handset in the portal.

When wanting to record a call, open the CallN Call Recorder and press the Start button. All parties on the call must be aware the call is being recorded.
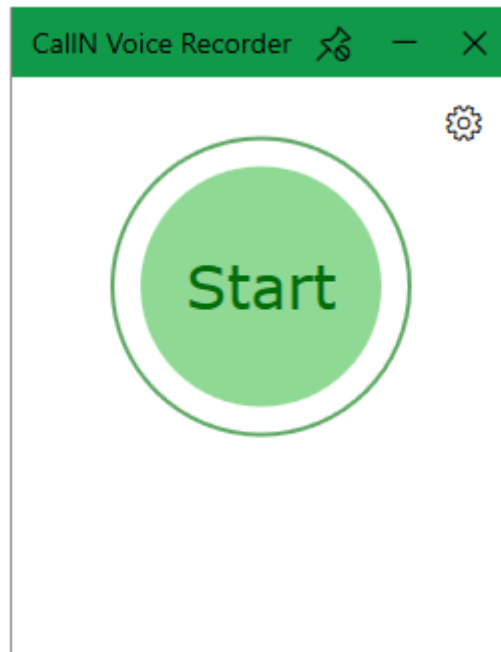

Figure 2 CallN Manual Recorder Start button

The recording can be paused at any time by selecting the pause button (||).

To Resume recording, select the play button ($\triangleright$).

If a person on the call does not want the call recording to continue, select the trash can icon to delete the call.
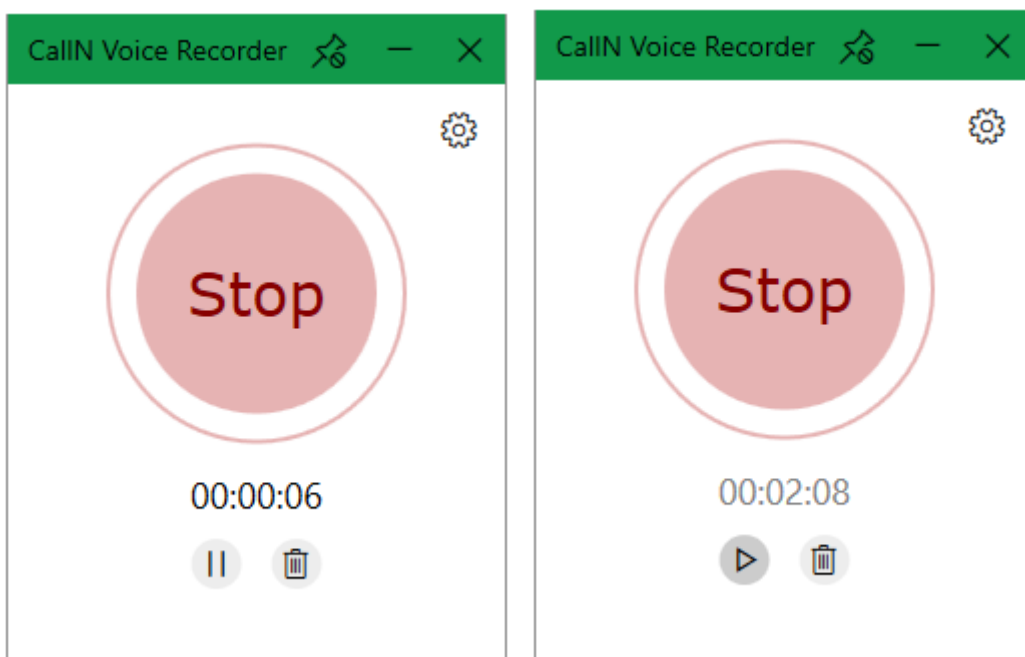

Figure 3 Call Recording and call recording paused.

At the end of the phone call, press the Stop button to finish recording the call. The call will be uploaded to your CallN portal and display showing your phone number.

	Start Time ▼	Duration	Direction	Caller	Destination	Notes	Rating
☐	Today, 9:05:12am	2:55	↳	6631 (Manual Recorder)	Anonymous		☆☆☆☆☆
		Display 20 ▼ rows per page				1 call ⏮◀ Page 1 of 1 ▶⏭	

Figure 4 Call as shown in portal

The CallN Voice Recorder requires manual intervention to records calls. This is because it is recording off the Microsoft default microphone and speaker. This also means that call data is not being captured. Calls captured using the CallN Voice Recorder will appear in the portal showing as outbound calls and only the number input during the Voice Recorders setup. The other party's number will not be captured and show as anonymous in the portal.

NOTE: To pin the CallN Voice Recorder to display on top of your desktop at all times, select the Pin Icon in the top bar. This will prevent the application being pushed to the background by other application you may have open on the computer.

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Figure 5 Icon showing the application pinned to the desktop and the icon showing application not pinned.