

# CALL RECORDING

# MANUAL

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# CALL RECORDING SET UP

If you are a system administrator, you may set inbound and outbound call recording options for each extension in your network.

Sign into the Panel Login with your username and password.

On the **Manage Extensions** page, type the name or number of the extension you would like to enable into the text field, and click search.

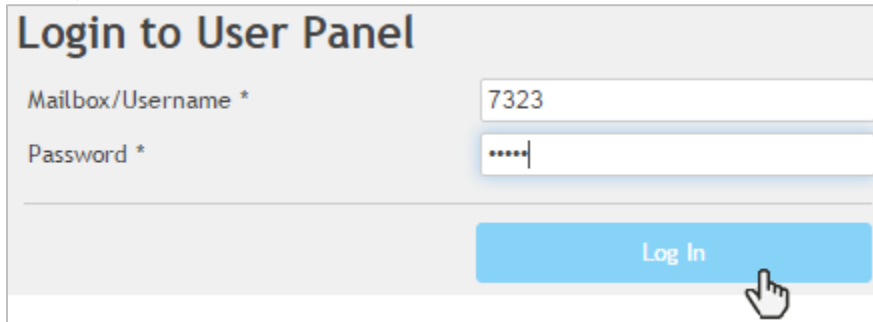
When the extension appears in the search results, click the **edit** icon.

<input type="checkbox"/>	Edit	Extension	Name
<input type="checkbox"/>		7323	Jane Smart

On the **Edit Extension** page, make sure to select the **Record calls** box and the **Allow Panel access to recorded calls** box.

Click **Update Extension**.

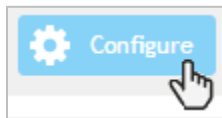
Enter your extension and voicemail password on the **Login to User Panel** screen and click **Log In**.



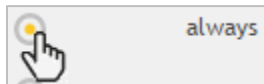
Click the **Features** button on the next page.



Scroll down to the **Call Recording** box and click the **Configure** button.

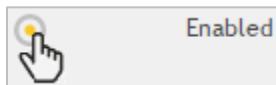


On the next screen, click the **always** radio button to ensure all calls are automatically recorded.



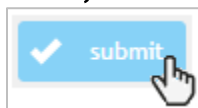
or

Click the **Enabled** radio button to let extension users record in-progress\* calls.



**\*When the Enabled option is selected, dial \*5 to record an in-progress call.**

When you are finished, click the **submit** button.



# RETRIEVING RECORDED CALLS

Recorded calls are sent to your **Voicemail Box**.

For access, log into the User Panel with your extension number and voicemail box password.

Click the **Voicemail** button on the left-hand side of the panel.



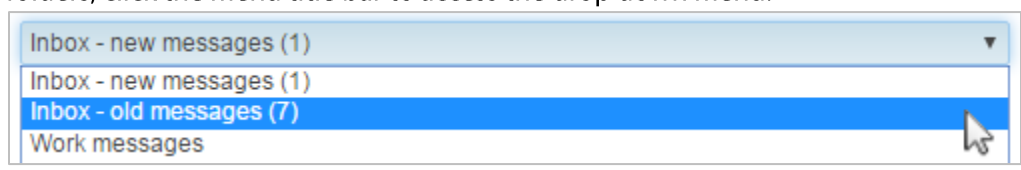
New calls and call information will appear in the **Inbox**. The number of *new messages* will display.

<input type="checkbox"/>	Date	Time	From	Duration	listen
<input type="checkbox"/>	Mon Feb 06 2017	03:54:30 PM	7384	30s	

Click the **listen** button to hear the recording and to open up the **Playback Voicemail message** pane.



After the first playback, recorded calls will be sent to the **old messages** folder. To access this and other folders, click the menu title bar to access the drop down menu.



Previously played recordings will appear in the **old messages** folder, and remain until they are manually deleted.

Messages					
Inbox - old messages (7)					
<input type="checkbox"/>	Date	Time	From	Duration	listen
<input type="checkbox"/>	Wed Dec 07 2016	09:47:11 AM	1-(212)-777-7777	17s	
<input type="checkbox"/>	Fri Dec 16 2016	10:11:26 AM	1-(212)-666-6666 NY CHA	35s	

## FEATURES PANE

The **Playback** pane offers several features in addition to listening capabilities.

**Playback Voicemail message**

0:02 / 0:13

- Pause the recording.
- Mute the recording.
- Download the recording. \*

\*The recording will be saved as a .wav format.

## FREQUENTLY ASKED QUESTIONS

**Question:** How many recordings can we save?

**Answer:** Each user has 2 gigabytes of storage.

**Question:** Can I email recorded calls?

**Answer:** Yes, once the file has been downloaded from the **Playback Voicemail message** pane.

**Question:** How can I receive additional support?

**Answer:** You can reach Smart Choice Communications **24x7x365** at **(800) 217-3096**.