

Call Recording Manual

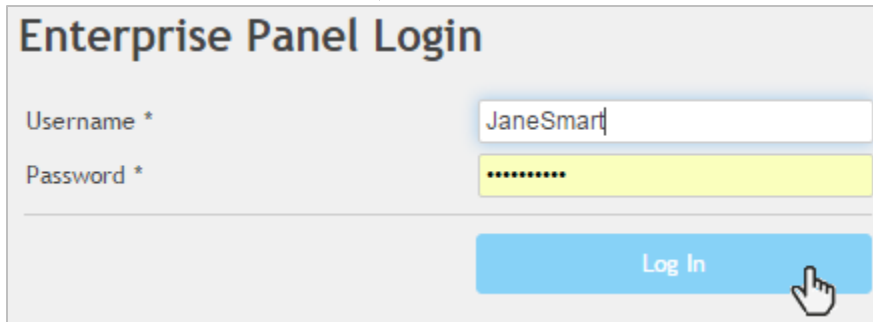
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CALL RECORDING SET UP

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.

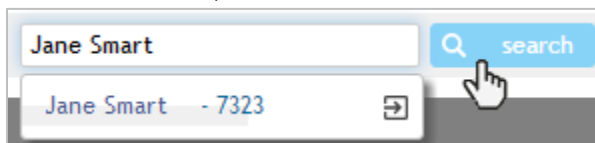


Enterprise Panel Login


Username *

Password *

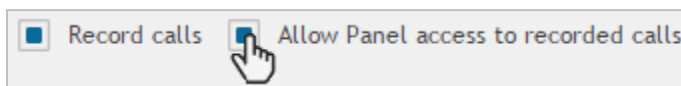
On the **Manage Extensions** page, type the name or number of the extension you would like to enable into the text field, and click search.



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

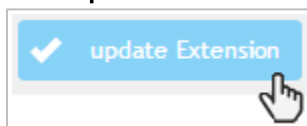
<input type="checkbox"/>	Edit	Extension	Name
<input type="checkbox"/>		7323	Jane Smart

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

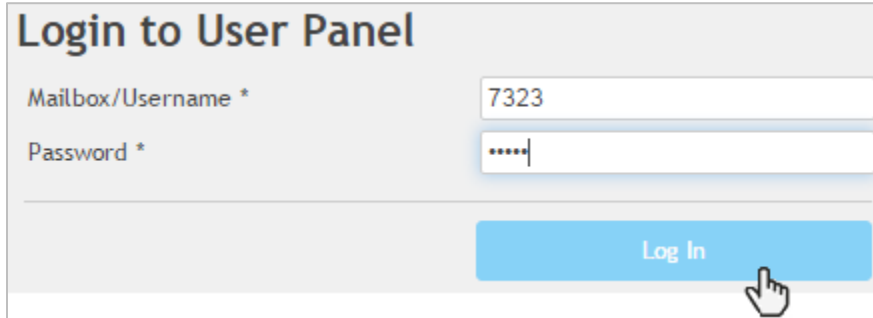


Record calls Allow Panel access to recorded calls

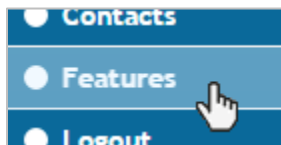
Click **Update Extension**.



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



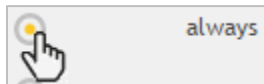
Click the **Features** button on the next page.



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

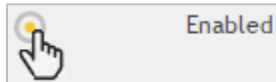


On the next screen, click the **always** radio button to ensure all calls are automatically recorded.



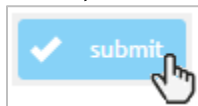
or

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.**

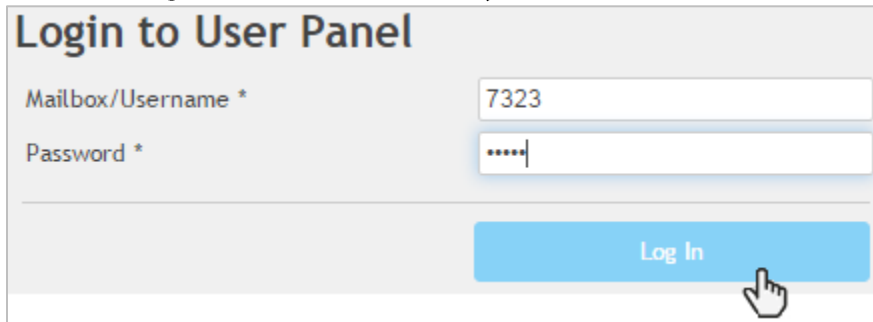
When you are finished, click the **submit** button.



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.



Login to User Panel

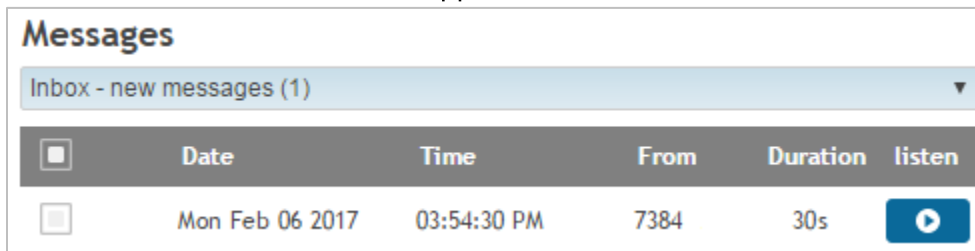
Mailbox/Username *

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.



Messages

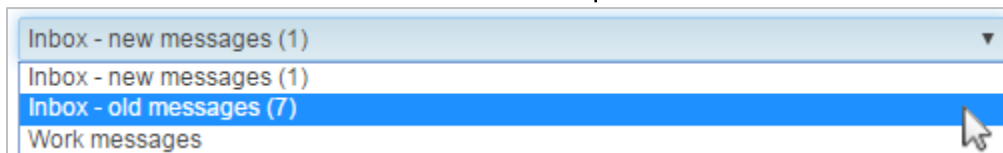
Inbox - new messages (1) ▾

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



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**.