



# Audian User Portal - Call Recording

## Description:

This article outlines how to setup, listen to, and download call recordings.

1. Setup Call Recording on a User
2. Listen to Call Recordings
3. Download Call Recordings

Start  End

Date ↕	Direction ↕	From ↕	Targer Number ↕	Duration ↕	
7/9/2018 1:16:43 PM	Inbound	<a href="#">Kyle VanHuizen</a> <a href="#">+18446116110</a>	<a href="#">+14256895481</a>	0:05	 

## How To - Setup Call Recording On A User:

### Description:

This guide will show you how to enable call recording for a user so that you can listen to the calls later.

An admin must email [611@audian.com](mailto:611@audian.com) requesting to add the service to the account before it will work.

1. **Login to the Audian Portal**
2. Click **the 9 square button** at the top right of the screen.
3. Click on **Smart PBX**.
4. Click Users and **locate the user you would like to enable call recording on**.
5. Click the **User Feature section** which is located on the far right
6. Click **Customized Call Recording**.
7. Click **Enable at the top and then customize** what you would like the service to do.
  1. **Inbound Internal:** Records when a user calls this user from inside the Audian network.
  2. **Inbound External:** Records when a person calls this user from outside the Audian network.
  3. **Outbound Internal:** Records when this user calls another user inside the Audian network.
  4. **Outbound External:** Records when this user calls a person outside the Audian network.
  5. **URL:** CONTACT AUDIAN TO ENTER THIS
  6. **Format:** Audio file format
  7. **Time Limit:** Sets how long the service will record the call.

Customized Call Recording
✕

User Call Recording Customizations

Enabled

Inbound Internal:	Off	Account Default (Off)	On
Inbound External:	Off	Account Default (Off)	On
Outbound Internal:	Off	Account Default (Off)	On
Outbound External:	Off	Account Default (Off)	On

URL:

Format:

Time Limit (sec):

Cancel
Save Changes

## How To - Listen To Call Recordings:

### Description:

This guide will show you how to listen to call recordings in the Audian User Portal.

1. **Login to the Audian Portal**
2. Click the **9 square button** at the top right of the screen.
3. Click on **Audian User Portal**.
4. **Locate the call recording** you would like to listen to.
5. **Press the play button** to listen to the call recording.


Start  End  Filter

Date ↕	Direction ↕	From ↕	Targer Number ↕	Duration ↕	
7/9/2018 1:16:43 PM	Inbound	<a href="#">Kyle VanHuizen</a> <a href="#">+18446116110</a>	<a href="#">+14256895481</a>	0:05	

## How To - Download Call Recordings:

### Description:

This guide will show you how to listen to call recordings in the Audian User Portal.

1. **Login to the Audian Portal**
2. Click the **9 square button** at the top right of the screen.
3. Click on **Audian User Portal**.
4. **Locate the call recording** you would like to listen to.
5. **Press the download button**  to download the call recording.

Start	<input type="text"/>	End	<input type="text"/>	<input type="button" value="Filter"/>	<input type="text" value="Q Search..."/>
Date ↕	Direction ↕	From ↕	Targer Number ↕	Duration ↕	
7/9/2018 1:16:43 PM	Inbound	<a href="#">Kyle VanHuizen</a> <a href="#">+18446116110</a>	<a href="#">+14256895481</a>	0:05	