



## Call Recording FAQ's

1. Why do I get an error when I try to login?
  - a. Check with your Group Administrator to verify that you have an account and login string.
2. What are the password and other account rules?
  - a. The minimum password length is 6 characters and must contain at least one digit.
  - b. The User account is automatically locked after 60 days of inactivity.
  - c. There are a maximum of 5 login attempts allowed before the User account is locked.
  - d. The Login screen will reset after 5 seconds if no login is attempted.
3. What are the Call Recording storage rules?
  - a. 1 GB is the default amount of disk space allocated per User.
    - i. An additional 1 GB of storage space is available for an additional charge.
    - ii. The additional disk space is only available on a per user basis.Note: To check your current disk space usage, go to Browse > recordings and click on the Calculate disk space button in the lower left hand corner.
  - b. 30 days is the default amount of time that the recordings are kept in the system.
    - i. An additional 30 days of storage space is available for an additional charge.
    - ii. The additional time is available on both a per User and per Group basis.
  - c. Once either of these limits have been reached, the system will automatically delete earlier recordings to maintain these limits.
4. How do I change my password?
  - a. Go to the Account tab and use the Change Password form.
5. Are the call statistics valid?
  - a. The statistical call data reporting feature isn't supported at this time.
6. How do I maintain my users and ensure that they are in their proper groups?
  - a. Your Group Administrator maintains them. Refer to the User Guide for instructions.
7. Can I export my recordings using the download and email features?
  - a. Due to the possibility of the files being very large, downloading the recordings is the optimal way to export your recordings, and therefore the email option is not available.
8. Why don't I get the latest recordings?
  - a. Verify that the End Date in the multi-criteria search form is not in the past.
9. Why are no recordings appearing in the Browse page?
  - a. Verify that the End Date in the multi-criteria search form is set correctly.
  - b. Verify that the recorder is running correctly and is creating new recordings by listening live to your own call. If you cannot hear your call, contact your Group Administrator.
  - c. Verify that the User's account is set to "Recordable".
  - d. Verify that the User's login string contains the user's full 10-digit telephone number.
  - e. Check for any Programs that might be conflicting with the recording schedule and verify that they are configured properly to allow the recordings you are expecting.
10. Why can't I hear my recordings?
  - a. Verify that Java has been installed on your computer.
  - b. Download the file to your local computer and use any media player to listen to it.
11. What are the Programs and how would I use them?
  - a. We do not recommend using the Programs feature. This feature allows your Group Administrator to create rules to override the system's default settings. However, using Programs can cause a loss of recordings and create inaccurate reports.

