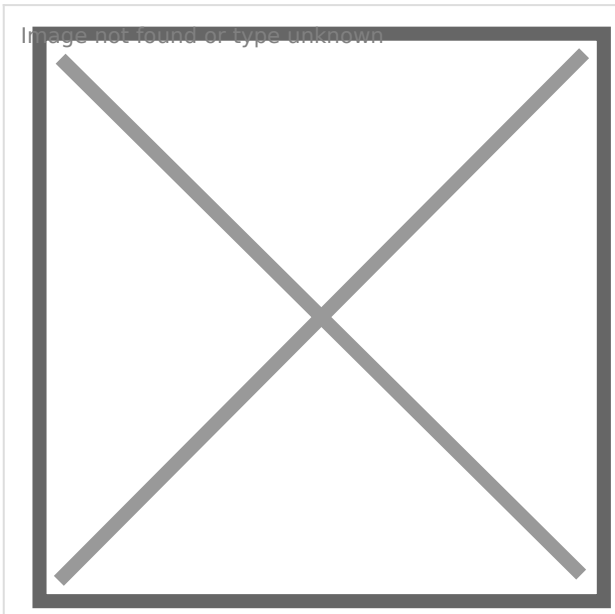
65.041 Call Recording on Wildix



Docs

Document Control

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Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

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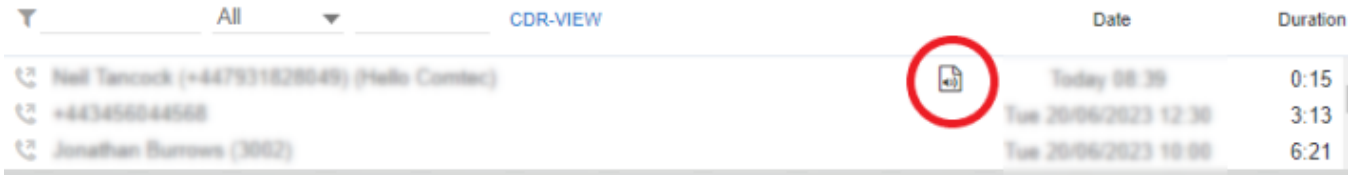
Summary

This how-to will help you use call recording on Wildix. Call recording can be used at any time during the call and the recording will be available in your call history in Collaboration once the call is complete.

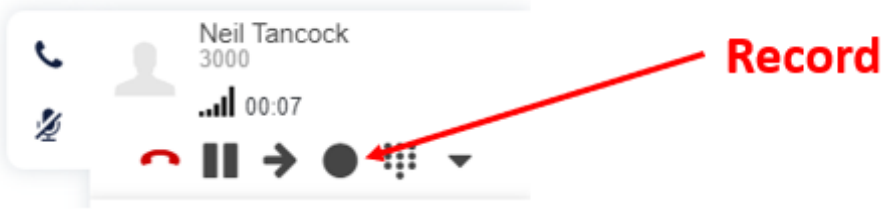
Procedure - using a desk phone

1. To switch on call recording, dial *1 on your phone's keypad. You will hear a beep and the call will start being recorded from that point. The other party will not hear the beep.
2. When you wish to stop recording, you can dial *1 again or simply hang up if the call is complete.
3. The recording will be emailed to you as an attachment and also appear in your Call History in Collaboration. You will see a sound file icon next to the call. Click the icon to download the recording as an MP3 file:

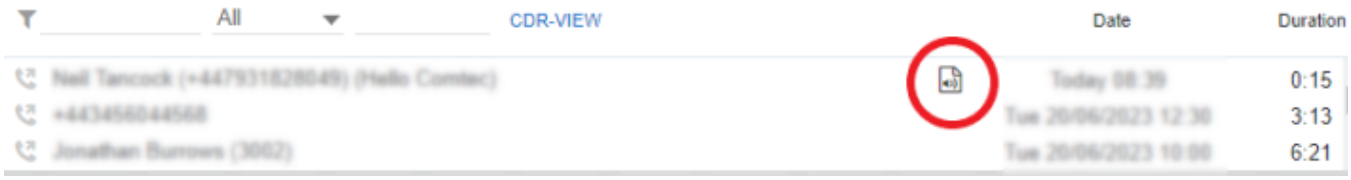


Procedure - using Collaboration

1. To switch on call recording, click the record button on the current call tab:



2. You will hear a beep and the record button will light up. The call will start being recorded from that point. The other party will not hear the beep.
3. When you wish to stop recording, you click the record button again or simply hang up if the call is complete.
4. The recording will be emailed to you as an attachment and also appear in your Call History in Collaboration. You will see a sound file icon next to the call. Click the icon to download the recording as an MP3 file:



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Need help? Get in touch!

You can call us on 01752 373000, option 2 or, if you are on Number Club, just call extension 3001

You can email us at hub@safeharboursupport.com

You can chat & Collaborate with us at https://kite.wildix.com/nc-a12/3001

You can Whatsapp us right here: https://wa.me/441752373000

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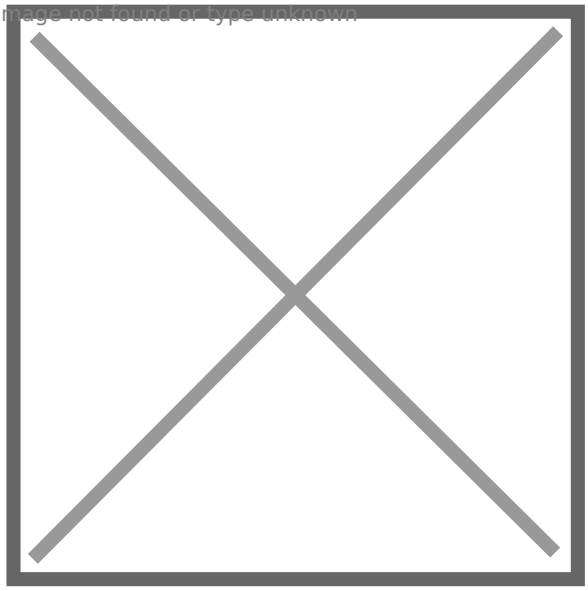

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