

AltiGen KB

Call Recording Restrictions (Tech note)

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Recording Permissions and Restrictions:

The option to record calls to voice mail from a personal extension is a feature of the AltiGen system that uses Triton Analog, T1/E1, or an IP board. With the proper number of recording seat licenses, calls in AltiContact Manager can also be recorded to a centralized location. This includes extension or workgroup calls.

Recordings can be initiated from:

- The IP phone
- AltiView in a non-workgroup configuration
- AltiClient in a workgroup configuration. AltiClient includes AltiAgent and AltiSupervisor.

When voice recording is enabled at both the extension and workgroup level, the workgroup voice recording settings control workgroup calls; extension voice recording settings control direct extension calls. The following table lists

- Extension and workgroup call recording settings in AltiAdmin/ACM Admin
- Permissions/restrictions on recording with each setting

<https://know.altigen.com/questions/947/>