

KB LEVEL:	KB ARTICLE	KB NUMBER:
Telco	<i>How to Disable Auto Call Recording to Existing Agent</i>	KB-TELCO-2019-02-25

KB Category:	How to Disable Auto Call Recording to Existing Agent		
Author:	Cyrus JM M. Gallano	Date:	02/25/2019

Problem Description:	Disable Auto Call Recording
Symptoms and Cause of the issue:	N/A

Figure 1

Steps:

1. Log on to Ring Central's web console at [Ring Central Login](#).

>Phone Number: +17023890313#102

>Password: !D*****5

2. From the main page, go to **Phone System > Auto-Receptionist**

Create your own Auto-Receptionist for your Phone System. Customize your options for effective call management. [Learn More](#)

General Settings IVR Menus IVR Editor Prompts Library Multi-level ▾

Search sites... 🔍

Ext.	Name/Type	Address
	Main Site	655 Skyway Road, #121, San Carlos, CA, 94070, United States
10500	Ul-Ch-BusinessHours	G2 Corp Center, Palm Drive, Ayala Center, Makati City, Metro Manila, 1200, Philippines
10000	Ul-Eng-BusinessHours	G2 Corp Center, Palm Drive, Ayala Center, Makati City, Metro Manila, 1200, Philippines
10100	Ul-Fr-BusinessHours	G2 Corp Center, Palm Drive, Ayala Center, Makati City, Metro Manila, 1200, Philippines
10600	Ul-Ger-BusinessHours	G2 Corp Center, Palm Drive, Ayala Center, Makati City, Metro Manila, 1200, Philippines
10800	Ul-Jp-BusinessHours	G2 Corp Center, Palm Drive, Ayala Center, Makati City, 1200, Philippines
10400	Ul-Kr-BusinessHours	G2 Corp Center, Palm Drive, Ayala Center, Makati City, Metro Manila, 1200, Philippines
10300	Ul-Rus-BusinessHours	G2 Corp Center, Palm Drive, Ayala Center, Makati City, Metro Manila, 1200, Philippines
10200	Ul-Sp-BusinessHours	G2 Corp Center, Palm Drive, Ayala Center, Makati City, Metro Manila, 1200, Philippines
10700	Ul-Thai-BusinessHours	G2 Corp Center, Palm Drive, Ayala Center, Makati City, Metro Manila, 1200, Philippines

Total: 10 Show: 25 ▾ < 1 >

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3. Click Main Site > Call Recording

Ext.	Name/Type
	Main Site
10500	UI-Ch-BusinessHours
10000	UI-Eng-BusinessHours
10100	UI-Fr-BusinessHours
10600	UI-Ger-BusinessHours
10800	UI-Jp-BusinessHours
10400	UI-Kr-BusinessHours
10300	UI-Rus-BusinessHours
10200	UI-Sp-BusinessHours
10700	UI-Thai-BusinessHours

Main Site

Company Hours

24 hours

IVR Settings

Company Fax/SMS Recipient: Nate Martinez, Ext. 101

Dial-by-Name Directory

On

Call Recording

On-demand: On
Automatic: On

Regional Settings

Time Zone: (GMT-08:00) Pacific Time (US & Canada)

4. Click Extensions to Record "Edit"

Call Recording

On-demand Call Recording

☒ Enable On-demand Call Recording

Enable your users to record calls at any time by pressing (*) (9) on a phone dial pad. [Learn More](#)

Announcement on Start

Announcement on Stop

00:00 / 00:00

00:00 / 00:00

Edit

Edit

Automatic Call Recording

☒ Enable Automatic Call Recording

Enable this option if you want to automatically record all calls to a specific user or group extension. Recordings are saved in your Call Log.

☒ Play periodic tones for outbound calls ⓘ

☐ Play Call Recording Announcement for Outbound Calls ⓘ

☐ Allow mute in auto call recording ⓘ

Call Recording Announcement

Extensions to Record

00:00 / 00:00

50

Edit

Edit

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5. Click the **Box** to Disable or Enable Voice Recording for Specific User.
Click **Save**

Users & Groups to Record

Users

Call Queues

Shared Lines

Paging Only

Select the extensions whose calls you want to record.

Department: All

Sites

Show All | Show Selected (22)

Name	Ext.	Department	<input checked="" type="checkbox"/> Incoming	<input type="checkbox"/> Outgoing
Anton Stepanov	141	UI-Russia	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
April Sumarago	106	UI-English	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Evans San Jose	109	UI-English	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Florian Schropp	161	UI-German	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Harald Roy Petit	121	UI-French	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ilhee Yi	185	UI PATH	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Jongwook Park	186	UI Path	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Liam Gonzales	108	UI-English	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Luke Emmanuel Umos	111	English	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Masanori Onizuka	182	UI Path	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Total: 22

Show: 10

< 1 2 3 >

Cancel

Save

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Verification:

1. Some of User is now Disable from Auto Call Recording

Users & Groups to Record

Users

Call Queues

Shared Lines

Paging Only

Select the extensions whose calls you want to record.

[Show All](#) | [Show Selected \(22\)](#)

Name	Ext.	Department	<input checked="" type="checkbox"/> Incoming	<input type="checkbox"/> Outgoing
Anton Stepanov	141	UI-Russia	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
April Sumarago	106	UI-English	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Evans San Jose	109	UI-English	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Florian Schropp	161	UI-German	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Harald Roy Petit	121	UI-French	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ilhee Yi	185	UI PATH	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Jongwook Park	186	UI Path	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Liam Gonzales	108	UI-English	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Luke Emmanuel Urnos	111	English	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Masanori Onizuka	182	UI Path	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Total: 22
Show: 10

1
2
3

Cancel
Save

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