





Recording Audio Content with AudioAcrobat

Connect your Call for Recording

1. Always get on the line and connect with your call/client first.
(If you are considering the use of a bridge line service like FreeConferenceCall.Com, connect with your client and then make your connection to AudioAcrobat.)
 2. Ask permission to record the call.
 3. To start the recording, **Flashover** to get that third line. Tell the participant you will return in 15-20 seconds.
 4. To record an audio by phone, dial: **(214) 615-6500**.
 5. When prompted, enter your PIN: **141-157-935** .
 6. To record a conference call, select option  from the main menu. Unlike the other recording methods, you can record a message up to two hours in length. Any key presses will be ignored during this recording and recording can only be terminated by hanging up or depressing the "Flash" button on your telephone keypad.
- Please Note:**  Do ***not*** be tempted to press **1** on your phone keypad to record a conference call.
7. After pressing the **3** on your phone keypad, you will hear a recorded prompt.
 8. As soon as you hear the prompt say "Patch this line into your conference call now," hit the Flash button to return to your conference call participants.
 9. You will hear two audible tones when the recording starts.
 10. **It is that easy!** 

To stop a recording

To stop the recording process, simply hit the Flash button again and AudioAcrobat will disengage. This is the preferred action to disengage AudioAcrobat. You can also hang-up the phone to disconnect.

To get a copy of your recording

1. Once you have made your recording, AudioAcrobat will manufacture your MP3 file which may be available after a short time in your AudioAcrobat account.
2. To request a copy of the recording, please contact Marci Heerman at marci_heerman@cargill.com. Provide her with the date, time, and length of the recording. She will email you a link to access the copy of the recording.
3. Please send the link to your supervisor at least 48 hours prior to your appointment. You can send it as early as 1 week prior if you wish.

General Call Recording Tips

Before you begin recording any call, it is a good idea to do a systems check:

- If using headsets, test your voice level to record at the proper volume.
- Make sure that you are using a Land Line for the best results. Avoid using a cell or a cordless/wireless phone. Cordless phones, cell phones and Voice Over IP connections can be troublesome.
- To record using AudioAcrobat, you must have three-way calling one line for you, one for your participant(s) and one for AudioAcrobat.