

# Recording Audio Content

with Audio Acrobat


## Retrieve your Direct Dial Number and Pin

Login to your AudioAcrobat account and click the "Audio" tab. Next, click "Create New Audio" in the yellow bar and then "Record by Phone." You should see your direct dial number and pin in green type at the top of the page. Write them below for future reference.

Direct Dial Number: \_\_\_\_\_ Pin: \_\_\_\_\_

## Connect your Call for Recording

This is how you connect AudioAcrobat to record a call:

1. Always get on the line and connect with your call/client first.
2. Once you have greeted your client, then you will make your connection to AudioAcrobat. (You will want to inform your client that you will be recording the call and that you will return in 15-20 seconds.)
3. To start the recording, **Flashover** to get that third line.
4. Dial your AudioAcrobat Direct Dial phone number.
5. When prompted, enter your PIN.
6. After you have entered your PIN, you will hear the phone prompts. To start the conference call recording you will be pressing the  on your phone 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 client.
9. You will hear two audible tones when the recording starts.
10. It is that easy! 😊

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

-- Once this is done, AudioAcrobat will manufacture your MP3 file which will be available after a short time in your AudioAcrobat account for you to publish and send to your supervisor. (See the procedure document on publishing your audio file)

## 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.