



Call Recording

The call recording feature, when enabled, records all inbound and outbound calls on your PBX. **NOTE:** There is a sperate monthly charge to call record your calls.

Legal Requirements

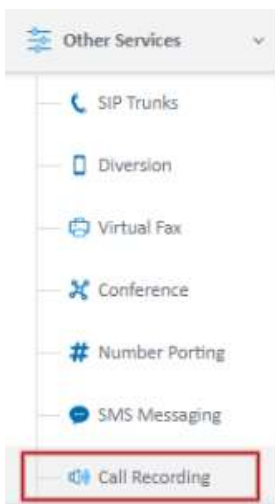
Note that call the call recording feature has certain legal requirements that must be adhered to in order to be used.

You should read and ensure you fully understand the relevant legislation before using this feature.

For more information please see [Call Recording and Monitoring Legal Requirements](#) at the end of this guide


Enabling Call Recording

To enable call recording on your account, login to <https://voipportal.com.au/> and select Other Services, then Call Recording.



Click the **Enable Call Recording** button to switch on call recording for any calls made across your account.

CALL RECORDING OPTIONS




STATUS: Disabled
Click to enable call recordings

[Enable Call Recording](#)

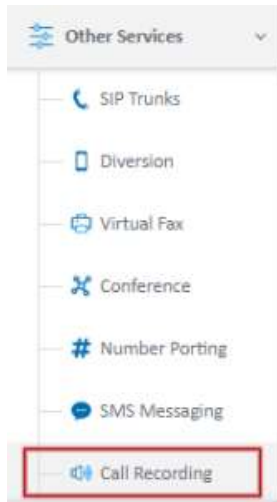


Retrieving Recordings

To listen to the recordings of past calls, find the call in question in **Call History** and click the  icon to download the recording.

Disabling Call Recording

To disable call recording on your account, login to <https://voipportal.com.au/> and select Other Services, then Call Recording.



Click the **Disable Call Recording** button to switch off call recording for any calls made across your account. Note that, when call recording is disabled, any previous recordings will be deleted.

We recommend downloading a copy of any recordings you may need to retain before clicking disable.

Pausing, Resuming and Stopping Recordings

If you have call recordings enabled on your account, you can pause and resume call recordings while a call is ongoing, stop and delete a recording in progress, or manually choose whether or not to record an outbound call.

*20XXXX..	Record the call	*20 Prefix records the call if some other policy (Do Not Record, or Don't record Incoming or Outgoing calls) is active and Call Recordings is enabled
*21XXXX..	Do not record the call	*21 Prefix prevents the call from being automatically recorded if Record Inbound or Record Outbound policy is active and Call Recordings is enabled
*0	Recording Pause/Unpause	Dial *0 during a call to pause or unpause call recording as long as Call Recording is enabled.



		If a policy is preventing the call being automatically recorded, *0 will start the recording manually
**0	Recording Stop	Dial **0 during a call to immediately stop and delete the recording. A new recording can be started by dialling *0. Call Recording must be enabled before these codes will work.

For more information, see [Dialling Codes](#)

Call Recording and Monitoring Legal Requirements

In Australia, there is current legislation applicable to the recording and monitoring of phone calls. This legislation varies by state and has different requirements for different circumstances. In some cases it may not be legal for you to use call recording or monitoring features at all.

By law it is your responsibility to ensure that your use of any Tronic product features and functions is compliant with any relevant legislation.

Tronic accepts no responsibility for misuse of, or implementation of these features and functions that may be deemed unlawful or the subject of any criminal or civil matter.

The ACMA provides a fact sheet that may provide a starting point to understand the legal requirements of using these features:



[Please click fact sheet](#)

Tronic intends for this information to be used as a guide only and it does not constitute legal advice, nor should it be relied upon as a substitute for legal advice. We strongly recommend seeking independent legal advice before the use of call recording or monitoring features.