# Call Recordings

Telecoms → VoIP → Edit VoIP Account → Call Recordings

## Enable / Disable Call Recordings

**Account Level**
Edit the Hosting VoIP / Trunk in question, click on the *Call Recordings* icon and click on the *Settings* tab. From here you can choose which calls are recorded, and whether you want to make use of an extended retention period.

**Live Call Recording Controls**
It is possible to enable and disable recording whilst on a live call using feature codes. To access this facility it must be enabled on a per user basis. Edit the user in question, click on the *Call Recordings* icon, and select the 'Live Call Recording Settings' tab. From here you can select to enable these controls.

## Accessing Call Recordings

**Full Recording**
Recordings can be played through the control panel, or downloaded as an MP3 file.

**Partial Recordings**
End user control panels provide a user with visibility of their associated inbound and outbound call logs and recordings. Should a call be transferred across multiple users within an account, they will only be able to play back their leg of the call. A copy of the full recording is available via other user types.

## Storage Location

All calls are stored encrypted (AES-256), and held within the UK. Files are replicated, as standard, across 2 UK data centres.

## Retention Periods

By default we will store call recordings for 30 calendar days. If you require them to be held for longer, we offer plans to extend storage, or you can opt to download and store the files locally.

# Disclaimer

*Where you take a service which includes call recording of inbound and / or outbound calls you accept that it is your responsibility to obtain legal advice to ensure you are fully compliant before recording any calls. We shall have no liability for any costs or claims which may be incurred as a result of any failure by you to comply with any legal requirements whether or not you were aware of the requirement.*

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