



## **How to record calls with Zoiper 3**

Find how to record calls with Zoiper 3

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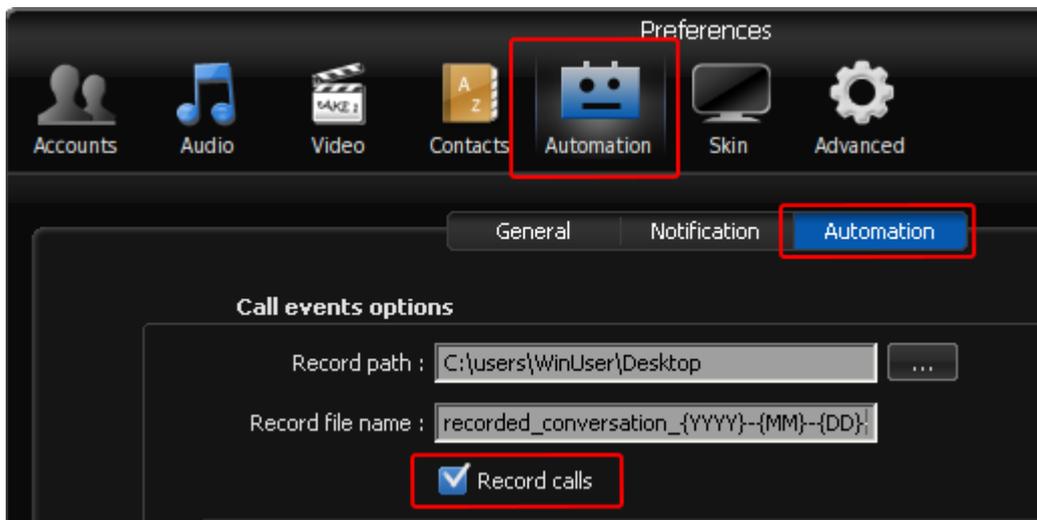
## **Call Recording with Zoiper 3**

Call recording is a BIZ feature. It is not available in Zoiper 3 Free.

Like Zoiper Classic Biz, Zoiper 3 can record all calls automatically, but it can also record only part of the call.

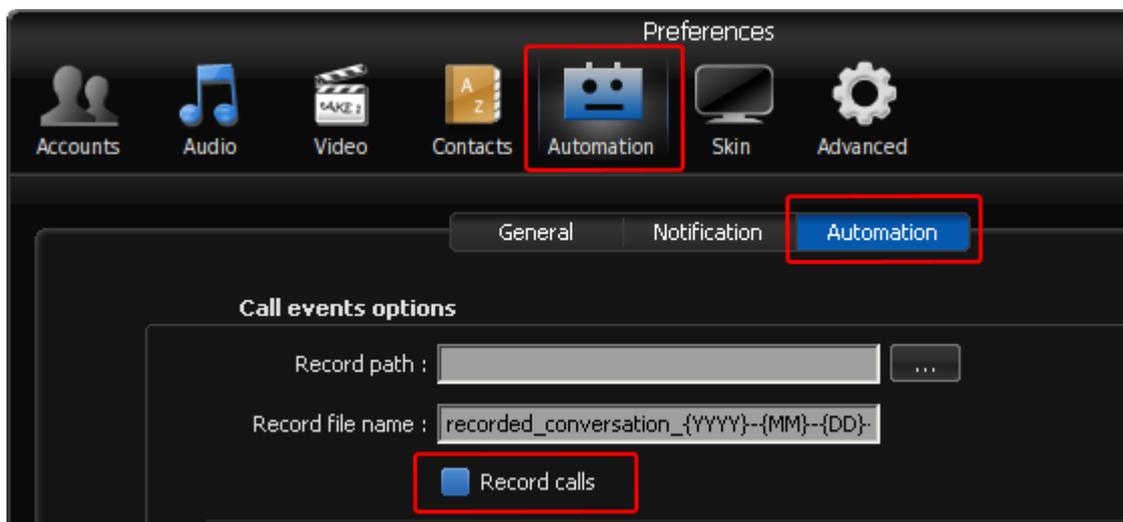
### **How to record all calls automatically?**

Open Settings → Preferences → Automation → Automation and enable “Record Calls”.



### **How to record only part of the call?**

To record only part of the call you do not need the “Record Calls” option enabled.



To start recording in the middle of the call you need to press the Record button for the active call in the calls tab.

To stop the recording press the same button again.



It is the same when you wish to record a call conference.

Press Record for one of the calls and the whole conference will be recorded.



## **How to find my recordings?**

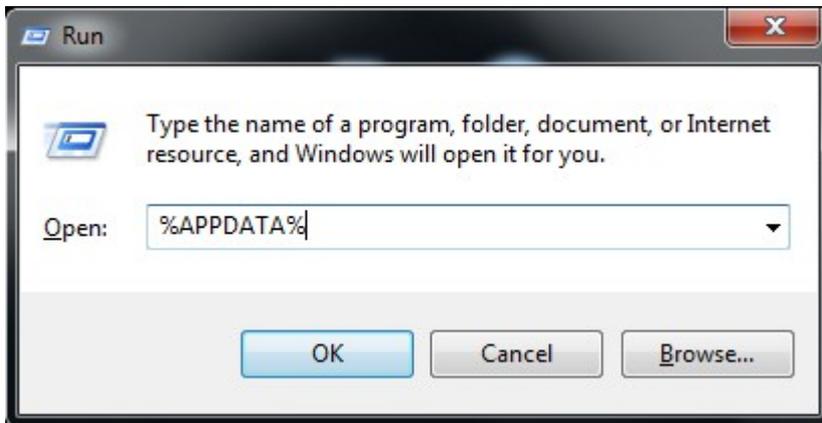
### Default path for call recordings on Windows.

When using default path all recordings are saved in the Application Data\Zoiper folder for the currently logged windows user.

Press Win+R on your keyboard.

A new window will appear.

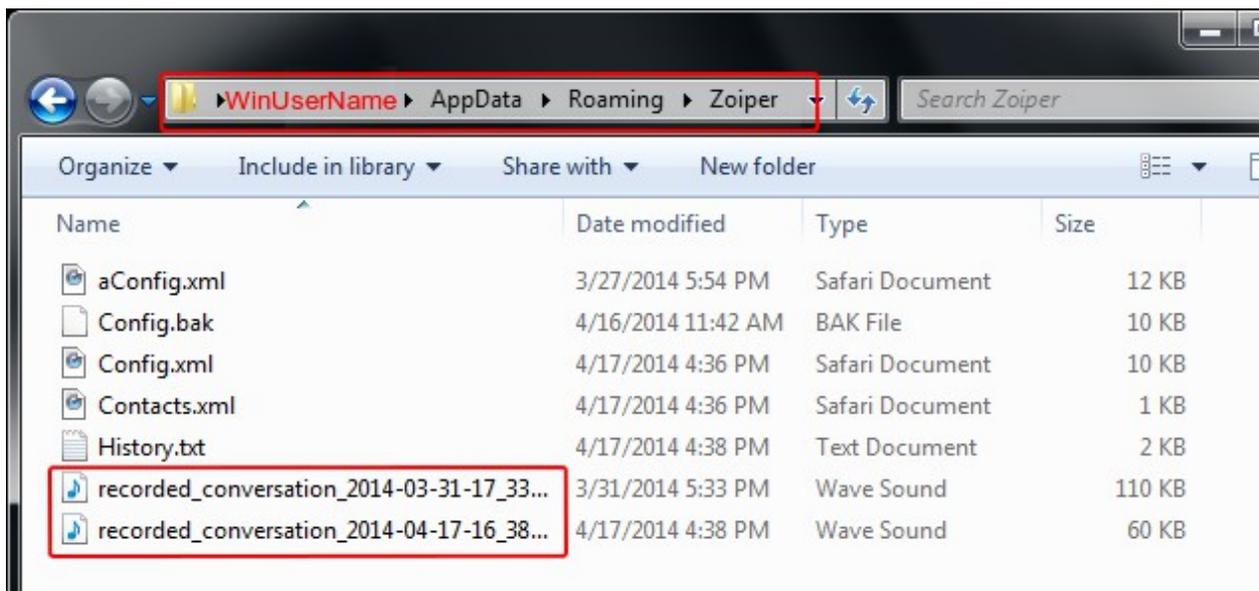
Type %APPDATA% and press OK.



This will open a new window.

Open the folder named Zoiper.

You will see your recorded conversations.



### Default path for call recordings on Mac OS X.

When using default path all recordings are saved in the ~/Library/Zoiper for the current user.

If no "Record file name" is provided, the call will be recorded as :

*recorded\_conversation\_YYYY-MM-DD-HH\_NN\_SS.wav*

*YYYY - year*

*MM - month*

*DD - day*

*HH - hour*

*NN - minutes*

*SS - seconds*

### Default path for call recordings on Linux

When using default path all recordings are saved in the ~/.Zoiper folder for the current user.

If no "Record file name" is provided, the call will be recorded as :

*recorded\_conversation\_YYYY-MM-DD-HH\_NN\_SS.wav*

*YYYY - year*

*MM - month*

*DD - day*

*HH - hour*

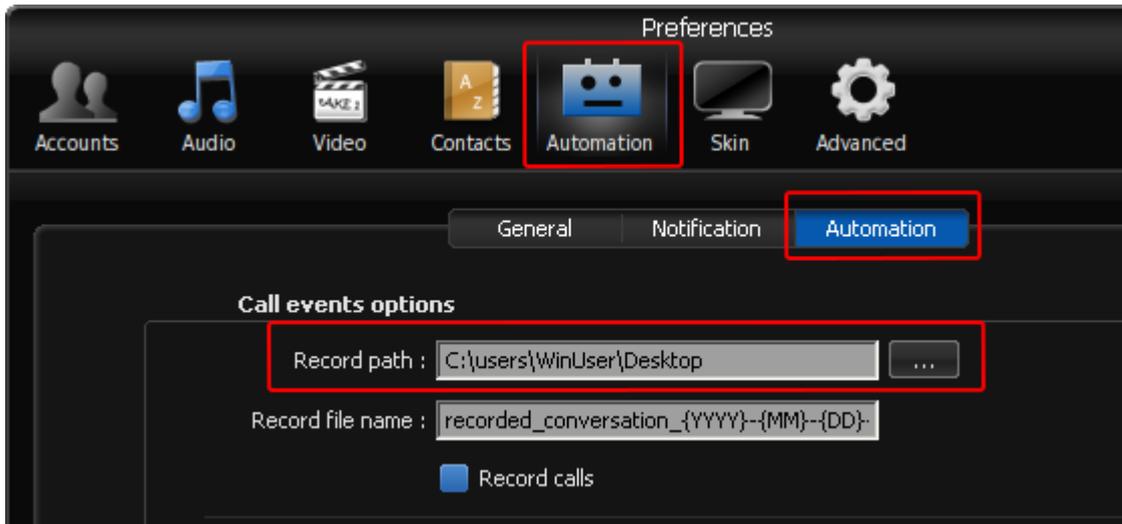
*NN - minutes*

*SS - seconds*

### Custom call recording path.

You can set a network share or a removable device as a custom call recording path. However, if the destination is inaccessible your recordings will not be saved.

To set a custom destination for your call recordings open Settings → Preferences → Automation → Automation and use the browse button to set your desired destination.



## **Zoiper call recording filename**

By default the call recording filename contains the date, time and caller ID.

Sometimes it is useful to add some extra parameters.

### **Available parameters:**

{dnid} - dialed number identifier

{name} - display name for contact

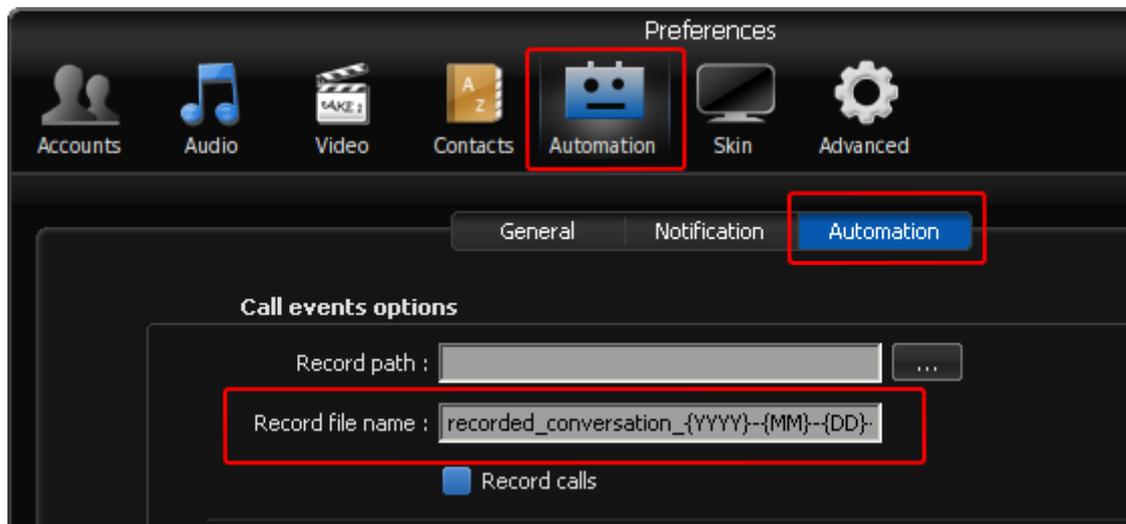
{phone} - contact phone number

{number} - contact phone number

{account} - account name

### **Adding extra parameters:**

To add extra parameters you need to open Settings → Preferences → Automation → Automation and edit the recording filename line.



```
<record_filename>recorded_conversation_{YYYY}-{MM}-{DD}-  
{HH}_{NN}_{SS}_part{recording_part}</record_filename>
```

In order to add the CALLER ID NUMBER, alter the line like this:

```
<record_filename>recorded_conversation_{YYYY}-{MM}-{DD}-  
{HH}_{NN}_{SS}_{number}</record_filename>
```