

Here's how to record and download your conference calls.

### How do I record my conference?

#### 1. Automatic recording

We can set up your account to automatically record all of your conference calls. This way you never have to remember to start recording at the beginning of your conferences.

Call us on 1800 857 079 to set up auto record on your account.

#### 2. On-demand recording


The host can choose to start recording manually at any time during a conference.

To start recording, press \*2 then \*1. To stop the recording, press \*2 then \*1 again.

### How do I download my recordings?

Recordings are stored on our secure servers for 28 days.

To download your recording:

1. Visit the [Customer Portal](#) (to follow the link, please right click on 'Customer Portal' and choose 'Open link in new tab').
2. Under **Audio Conferencing**, click on **Access Recordings**.
3. In the Username field, enter your **Customer Portal Number**.  
In the Password field, enter your **Host Code**.
4. Click **Login**.
5. Click **Access Recordings**.
6. You will see a list of your recordings. To download a recording, click on the  icon.
7. Your recording will automatically start downloading and can be found in your computer's **Downloads** folder.

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You can also have your conference recording played back to you over the phone via our toll-free number.

1. Call us on **1800 857 079** to receive a recording access code.
2. To listen to your recording, call **1800 260 563** and enter the code followed by the hash (#) key.

### How much will it cost me?

The cost of recording is \$20 per conference, no matter the recording length.