

HIDEF CONFERENCING

Musings From The Tech Guy

Don't just listen: Record for posterity (part 1 of 3)

Some people record every conference. Some record important conferences. I never record conferences because I say too many things that I regret. However, several users have asked me for my tips on recording so here goes.

Recordings are usually created for one of two reasons:

- To have an archived record of the conference
- So that others can listen to the conference

There's no difference in the recording, just the way it's used.

How long will a recording be stored?

All HiDef Conferencing plans include recording and storage (well, almost all, the Single Conference pay as you go plan does not allow recording but you can always upgrade). There's no limit to the number of conferences you can record nor to the duration of each recording. Each plan specifies the minimum time that HiDef Conferencing will retain the recording for you (30 days, 60 days, 90 days or forever). As long as your account is active and you have not deleted a recording it will be available to you, at least for the period specified in your plan.

What can I do with my recording?

You can do nothing and your recording will sit there until it expires, you can listen to your recording by calling one of the numbers listed on the recording page and/or you can download the recording to your PC.

Getting started

There is only one rule for recording a conference but there are a few tips and tricks.

Rule: Start the recording

Tip: Check that the recorder is running

Tip: Manage your recordings

Tip: Name your recordings

Trick: Pausing the recording can help cut out the "bad" bits

There are two ways to start recording a conference, via the web or the telephone/Skype dial-pad.

At the bottom of the web controls is a round, red button labeled RECORD. Click it and the button turns square, all conference participants hear "This conference will now be recorded" and "Recording" appears on the screen as a new username. This is confirmation that the conference is being recorded. Unless you see the "Recording" username then your conference is not being recorded.

On the telephone or Skype dial-pad press *7 and you will be prompted to enter 1 to confirm that you really want to record the conference. If you do nothing then the conference will not be recorded but if you press 1 then the recorder is turned on and all callers will hear "This conference will now be recorded" as confirmation. Unless you hear this confirmation your conference is not being recorded. If you are on the web you will also see the "Recording" username appear even if you activated recording from the telephone. Note that only callers signed in to the telephone/Skype as a moderator can start or stop the recording.

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The recording will automatically stop once the conference is over but you can pause a recording by pressing the "Stop Rec" button on the web controls or by pressing *7 and then 1 on the telephone/Skype dial-pad. If you start the recording again (click Record on the web or press *7 and then 1 on the telephone/Skype dial-pad) it will append to the current recording not start a new one. Thus you can use stop and start to pause the recording because there is only one recording file per conference session.

It sounds complex but it's easy to get the hang of. Try a test conference before you do it for real.

That's it for now. Remember to check that the recorder is on, don't just hit *7 or even *71 and assume that it's working, listen to the confirmation messages. In the next installment from the Tech Corner I'll tell you how you can manage your recordings. And don't forget to check that the recorder is on (did I already say that? never mind, check it again anyway).

Cheers,
The Tech Guy

These musings from the Technical Corner are geared to users of the new HiDef Conferencing service (the orange one). Users of the older +Plus or Premium HighSpeed Conferencing service (the blue web pages) or of the ConFreeCall service or of another Vapps' service may find this helpful but the exact web page navigation, command sequences or capabilities may be different.

As always, if you have questions, comments or ideas for a new musing do let me know. I will not have time to answer all of your questions but I will answer as many as I can. I can be reached by email at: TechGuy@hidefconferencing.com

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