

Using a Computer to Record Telephone Conversations

Recording telephone conversations used to require expensive hardware and dedicated recording equipment. On the low end, one could use a simple wire to connect a phone handset with a tape recorder. An office with multiple phone lines would need expensive solutions that integrate a PBX with call recording. PBXpress www.callcorder.com is a great example of this approach, providing effective simultaneous recording of analog and digital (VoIP) telephone conversations over multiple lines.

But what if you only need to tap certain conversations once in a while? Purchasing expensive hardware is not nearly cost-effective in this case. Using a tape recorder is always an option, but it does not give you the convenience of digital, its user-friendly instant navigation and transparent search.

Using a computer to handle the recording is perfect for the purpose. Surprisingly, you might already have the necessary equipment to start recording phone conversations immediately. A simple voice modem is the only hardware you need. It is fully capable and sufficient to record your phone conversations. Have a close look at your modem. If it is marked "Voice" or "Data/Fax/Voice", you can use this modem for tapping. If, however, it is labeled as "Data/Fax" or "Fax Modem", then most probably your modem does not support the necessary voice features, and therefore it won't be able to record.

Having a voice modem alone is not enough to record calls. You need call recording software to complement your modem. The software would control your modem, record and store conversations on your hard disk. In the past, modem manufacturers used to bundle such software with their modems, but this is not the case today. Currently, you are on your own if you need software that can record your calls.

Call Corder (www.callcorder.com) by Pingram Software is one of such products. Its purpose is recording telephone conversations, compressing them, and storing in Windows compatible sound files that can be played back with Windows Media Player, Winamp, or any other music player.

Call Corder supports most brands of modems. If it can't find an exact match for your hardware, it defaults to the closest generic device. If you are recording an incoming call, Call Corder will log Caller ID information provided by your modem. This usually includes caller's name and number. In order to receive this call information, you have to subscribe to the Caller ID service offered by your phone company. If you do not have Caller ID, you can always fill in the caller data by hand.

Make marks and memos about the conversation while you're recording or when you're finished. You can conveniently search for a particular call by typing any word or phrase that's in the call's memo, and Call Corder will automatically show you all conversations containing this information. Of course, you can also search by the telephone number or the name of the caller.

Try Call Corder free for 30 days to ensure that your modem is compatible! Download your free evaluation copy from www.callcorder.com

About the Author

Oleg Afonin specializes in software development and marketing of communication tools for small businesses.

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