

Using OpenVoice Audio to Host and Record Case Consultations and Statewide Fidelity Calls

All local case consultations and statewide fidelity calls must be recorded by the staff facilitating the call. The system will inform participants that the call is being recorded and these calls will serve as documentation of the call. Information for connecting to the call as the Conference Organizer and instructions to initiate the recording are outlined below. Please contact the Office of Child Welfare Quality Assurance Unit for any questions.

To begin your call:

1. Dial the conference access phone number (1.888.585.9008).
2. When prompted, enter your conference room number to access your conference room.
3. When facilitating the call, you will be required to enter your Organizer PIN to begin the call.

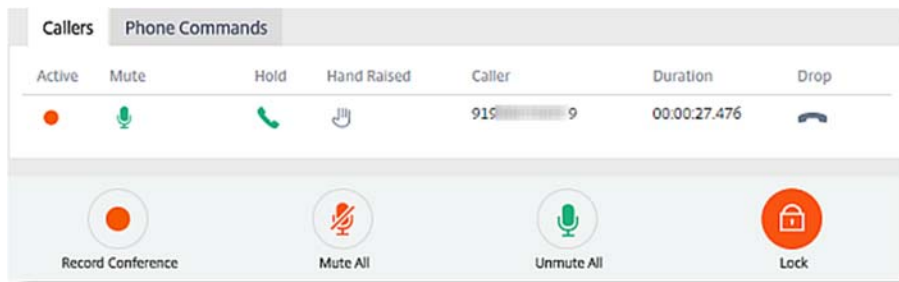
Recording Calls

Using Phone Commands to Record a Conference

1. Connect to a conference call from your phone.
2. Using your phone's keypad, press *7 and then 1 to start recording.
3. To stop recording, press *7 and then 1 again.

Using Web Controls to Record a Conference

1. Log in to your OpenVoice account.
2. In the left navigation, click **Web Controls**.
3. To begin recording, click the record button.
4. To stop recording, click the stop recording button.



Download a Recording

1. Log in to your OpenVoice account.
2. In the left navigation, click **Recordings**.
3. Right-click on the recording date link of the recording you want to download.
4. Save the recording to your computer.

Note: To play the conference file on your computer, be sure you have a media player application that supports the .mp3 format.

Play a recording from the OpenVoice Recordings Page

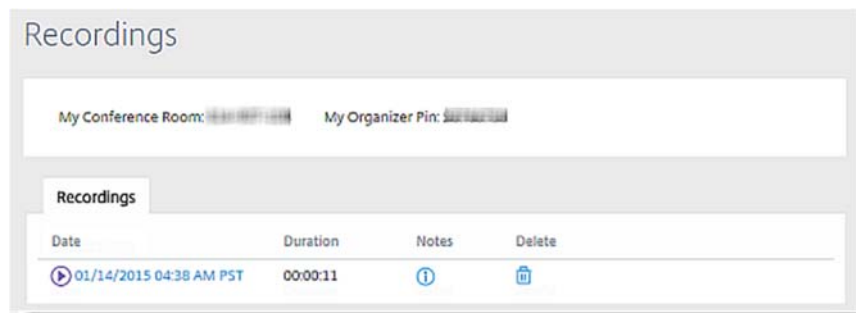
1. Log in to your OpenVoice account.
2. In the left navigation, click **Recordings**.



3. Click on the recording date link of the recording you want to play.
4. The recording will open in a new page.

Notable features

A few notable features are as follows:

- Organizers can record any conference up to 4 hours before it disconnects. OpenVoice generates a single recording file (.mp3) even if the organizer stops and restarts the recording multiple times during a conference.
- All recordings are created in .mp3 format and can be stored in your organizer account up to **12 months**. This file (.mp3) can be downloaded and stored on your computer or network storage.
- To view the recordings, log in with your organizer credentials. In the left navigation, click **Recordings** to view the list of your recordings. Remember that you will need to wait approximately 30 minutes after the close of your conference for the recording(s) to be visible. Longer recordings take additional time.



- If you have chosen to receive a **Call Recording** system notification, you will get an email when your recording is available.
- You can add **Notes** to describe the content of your recording. Click on the Note icon  to open the **Edit Note** window and enter a name for your recording. To view the note, you need to hover over the Note icon . There is a 100-character limit when naming your recording.

