

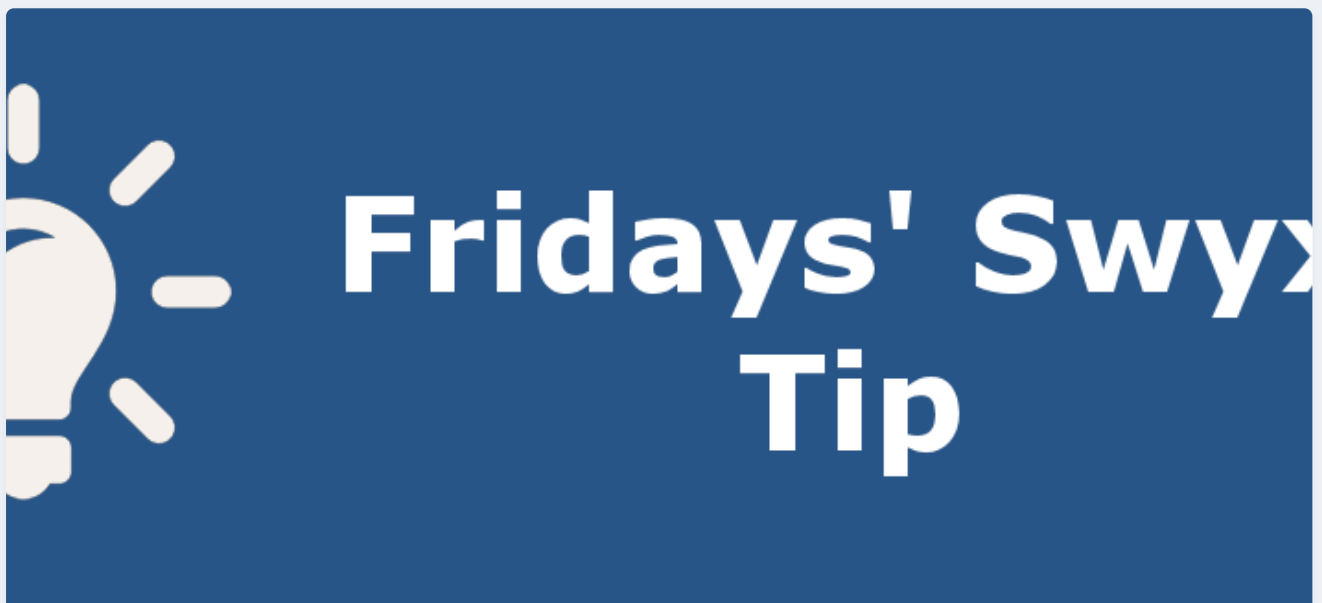


- Fridays' Swyx Tip
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Fridays' Swyx Tip

 A group blog by Mirjam Baumberger in General



Fridays' Swyx Tip #25: Recording playback



Entry posted by Tom Wellige March 6, 2020

417 views

From 2009 to 2011 [mirjam baumberger](#) wrote a great blog, the "**Fridays' Swyx Tip**". Every Friday she posted a tip regarding the usage of SwyxWare and connected tools and devices. As the old forum is offline, this article series will be restored here again over the time. Please note that some information in this article series might not be valid anymore with current SwyxWare versions.

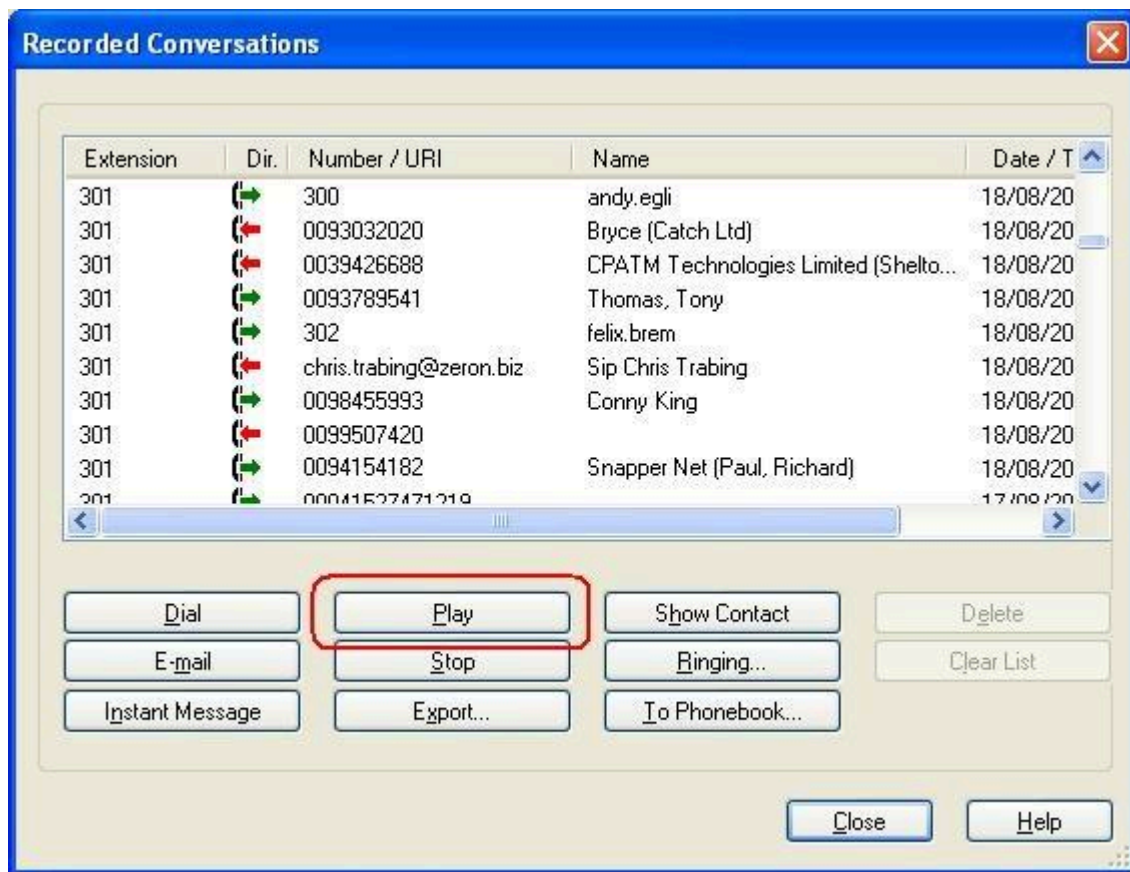
This blog article was originally posted on 21.08.2009 01:52

Dear Swyx Users

SwyxWare records all conversations as wav files to your local hard-drive. Accessing these files is just two mouse click away ;-)

All recorded conversations are shown in the recorded conversations list. This list contains all recorded calls as well as additional information such as date and time of the call, the phone numbers involved, the extension used and it also signals whether it was an outgoing call (green arrow) or an incoming call (red arrow).



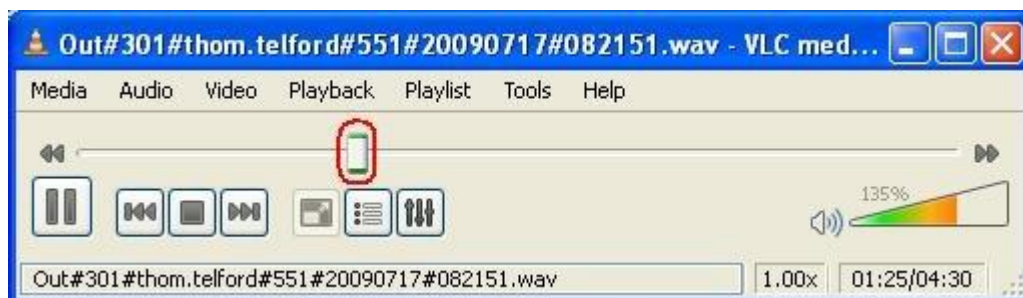


One can mark the desired conversation, click play or even send the conversation as an e-mail attachment.

You can call the conversation partner again "*dial*", assign a special ringing sound to his phone number "*ringing*" or add the number to your Personal Phonebook "*To Phonebook*".

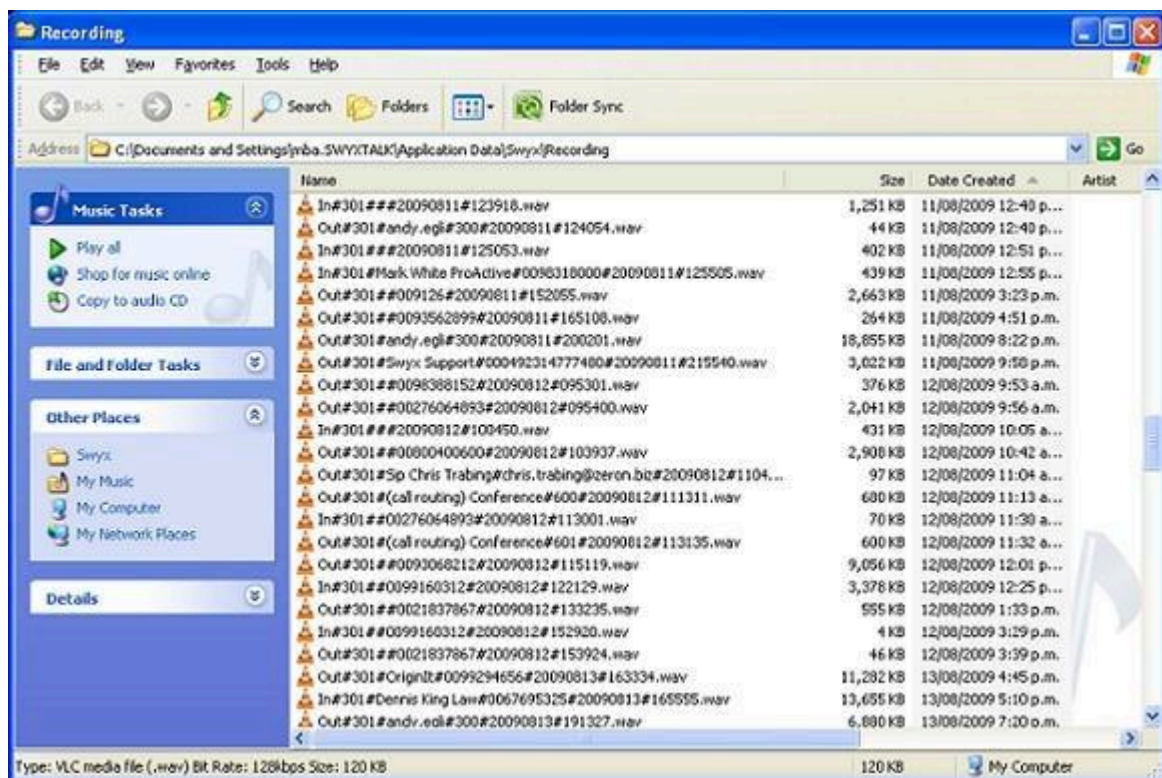
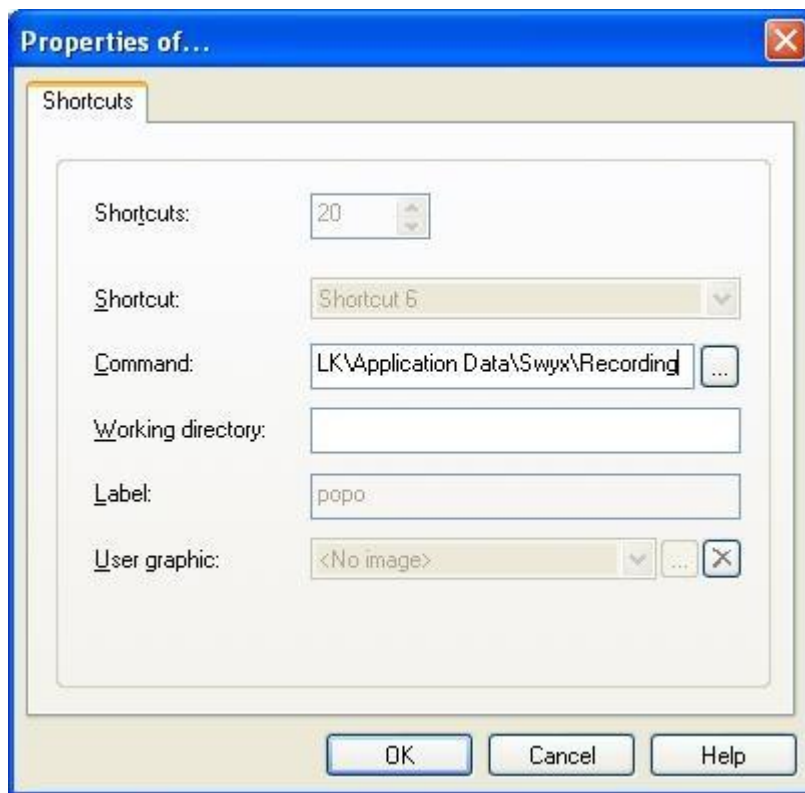
SwyxWare native playback function does not offer a lot of options. One can stop and play, but features such as rewind the last x seconds are missing.

But if you playback the conversation recording with a media player, one can scroll through the sound file, or repeat an explicit section of the recording file easily.



If this is desired, one can directly open the directory where the wav files are saved to via a shortcut on the SwyxIt! soft phone.

Configure a shortcut button to open the specific folder. Default the client recordings are saved to:
 "C:\Documents and Settings\[USER]\Application Data\Swyx\Recording"



You have now an explorer which lists all recordings. If such a conversation recording is opened with a media player one as all comfort function like volume adjustment, rewind or fast forward.

A very popular and open source player is "[VLC media player](#)".



Note: To record all client conversations SwyxWare Optionpack Record or Professional is needed.


Have a good weekend and happy Swyxing...

Regards

Mirjam

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