



REC

DOCUMENTATION · PHONE SYSTEM

Call recording

Keep a copy of the conversations that matter — recorded automatically when a call is answered, and a click away when you need to hear one again.

Updated 19 September 2026

filantis.com/docs/call-recording/

© 2026 Filantis™. All rights reserved.

At a glance

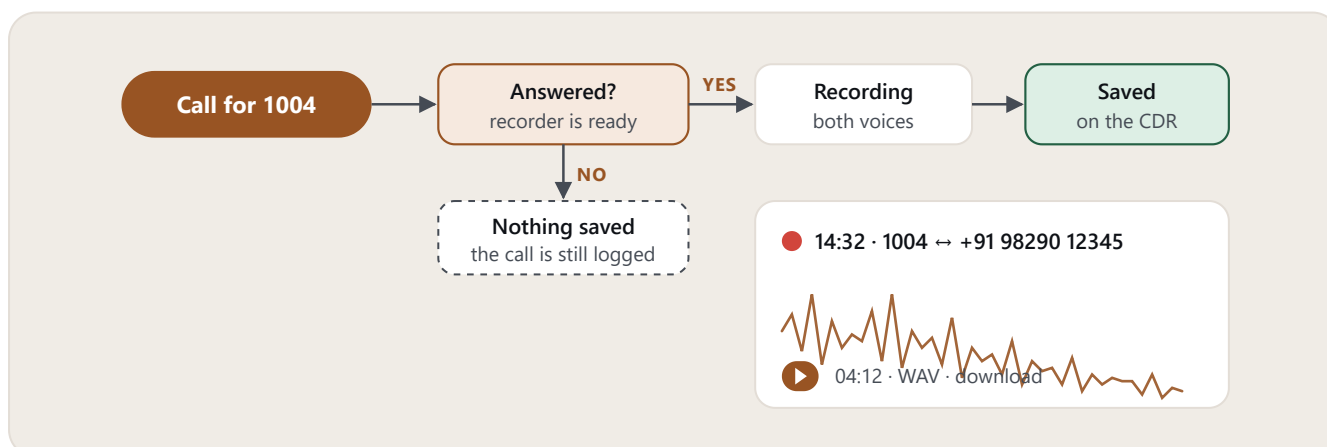
- **Every answered call is recorded automatically** — in, out and between extensions. Nobody has to press anything.
- **Only answered calls are kept.** A call that rang out leaves no file.
- **Play any recording from the call report**, or from the extension's own list, and download it as a WAV file.
- **Tell callers** they may be recorded — your greeting is the simplest place.
- **On Medium and Large**, with 1 GB and 2 GB of recording and voicemail storage — more can be purchased at a nominal cost.

On this page:

1. [How recording works](#)
2. [Which calls are recorded](#)
3. [Find a call and play it](#)
4. [One extension's recordings](#)
5. [Tell your callers](#)
6. [Storage, access and deleting](#)
7. [Questions](#)

1 How recording works

There is nothing to switch on for each call. When a call rings a person or a team, or leaves for an outside number, Filantis gets ready to record; the moment someone answers, both voices are recorded until the call ends, and the file is filed against the call.



Answered means recorded. Every call, recorded or not, still appears on the call report.

2 Which calls are recorded

CALL	FOR EXAMPLE
 Calls between extensions	Colleague to colleague, desk to app, branch to branch
 Outside calls to a person	A phone number, dial route or menu key pointed at an extension
 Calls to a team	A department, or a call menu's Ring to Department step — filed under whoever answered
 Forwarded calls	Recorded where they are finally answered
 Outgoing calls	Calls that leave through your carrier
 Calls nobody answered	Nothing was said, so nothing is kept

Recording is part of the **Medium** and **Large** sizes. On other sizes every call is still listed on the call report — just without a recording.

3 Find a call and play it

- 1 Open **CDR** in the sidebar, under **Reports & Access**. Every call is listed, newest first.
- 2 Narrow it down with **Date From**, **Date To**, **Caller** or **Destination** until you find the call.
- 3 A recorded call has a **play** button. Click it to listen in the page, or open the call's details to see who spoke, for how long, and play it there.

CDR				
TIME	FROM	TO	DURATION	
14:32	+91 98290 12345	1004 Priya	4:12	
14:05	1005 Arjun	1009 Meera	1:48	
13:51	+91 99280 55501	1004 Priya	0:00	

4 One extension's recordings

On **Phone & Extensions** → **Extensions**, the red **recordings** button on a row opens that extension's own list: a calendar of the days with recordings, then each call's **Time**, **Direction**, **Other party** and **Duration**, with a player and a **Delete** button.

An extension's list holds the calls it **made** and the outside calls it **answered**. For anything else — a call between two colleagues, seen from the one who was rung — search the CDR, which shows every recorded call.

5 Tell your callers

In many countries you must tell people before you record them, and it is good manners everywhere. Add one sentence to the greeting your callers already hear:

“Thank you for calling Hotel Aravali. Calls may be recorded for training and quality.”

Record it on **Settings** → **Voice Prompts** and choose it as the **Play Welcome Prompt** of your [call menu](#). Tell staff too: their calls with each other are recorded as well.

Rules on recording calls differ between countries and industries. This guide is not legal advice — check what applies to your business.

6 Storage, access and deleting



Storage

Recordings and voicemail share your plan's storage: **1 GB on Medium, 2 GB on Large**. A minute of call takes roughly 1 MB. Additional storage can be purchased at a nominal cost.



Who can listen

Only people who can open **CDR** or **Extensions**. Grant or remove that on **Settings** → **Permissions**.



Deleting

Delete on the extension's recordings list removes the file for good. Download anything you must keep first.

7 Questions

– Can staff pause or stop a recording?

No. Recording runs for the whole answered call, so the record is complete. That is also why callers should be told at the start.

- **Can I switch recording off for one person?**

Not today — every extension call is recorded the same way. Write to us if you need an exception; we are collecting requests.

- **What format are the files?**

WAV, which plays in every browser and media player and can be attached to an email.

- **Are video meetings recorded?**

Meeting rooms have their own **recording** tick box, on **Call Control** → **Meeting Rooms**.

Every word, on the record

Settle a disputed booking, coach a new receptionist, or check what was promised — Filantis keeps the conversation beside the call, the customer and the invoice.

Automatic

Nothing to remember to press.

Searchable

Find a call by date, person or number.

Private

Only the people you choose can listen.

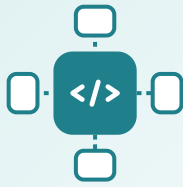
Create my free workspace

See the phone system

What to do next

Make sure unanswered calls are caught in [Voicemail and greetings](#), and read how callers are routed out of hours in [Office hours and holidays](#).

FILANTIS DEVELOPERS



Need it to work your way?

Certified Filantis developers build custom reports, integrations with your other software, and plugins made for your business. Tell us what you need and get a quote.

[<> Request custom work](#)

[Meet Filantis Developers](#)

Latest version: filantis.com/docs/call-recording/

Questions? hello@filantis.com



Phone system, team and accounts — in one place.

Filantis runs the calls, the staff register, the invoices and the front desk of your business, on any phone and any device.

Start free

A free plan, not a trial.
filantis.com

Every guide

Step by step, for every screen.
filantis.com/docs

Custom work

Reports, integrations and plugins by certified developers.
filantis.com/developers

Talk to us

Questions, quotes and support.
hello@filantis.com