

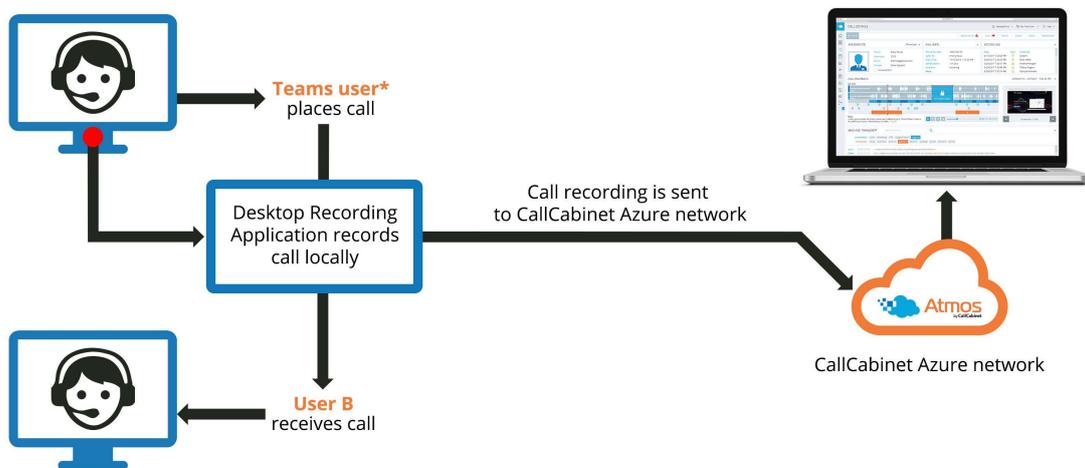
Atmos Desktop Recorder for CallCabinet

Ari Rebach - 2024-11-05 - Comments (0) - CallCabinet

Atmos Desktop Recorder for CallCabinet

With a desktop recording method, call audio is captured on the agent's computer using a local executable application like the Atmos Desktop Recorder. Once recording is complete, the call metadata and encrypted recording are transferred directly from the agent PC to Atmos in the Cloud. Call data moves from there to the user's Atmos account in the Cloud, where it is available for playback and any other Atmos applications the customer has a license for.

Currently only Microsoft Teams on Windows is supported by Atmos Desktop Recorder. The Atmos Desktop Recorder doesn't interact with the Calls at all - so there is no "Call Recording" announcement. If you live in an "all party" or "two party" consent state, such as Maryland, it is critical that you let all parties know that the call will be recorded ahead of time.



* Both the caller and the receiving party can be a Teams user in this scenario

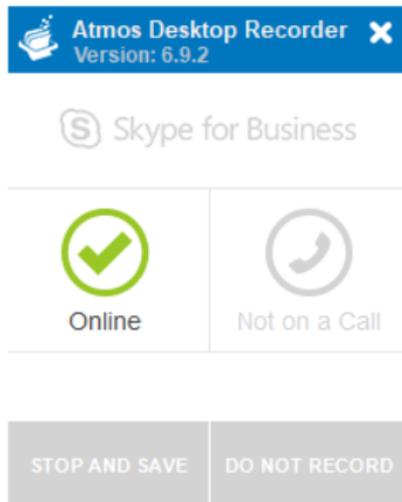
Installing the Atmos Desktop Recorder

See the attached Microsoft Teams\S4B Client-side Recording Installation Guide for details on how to download and install the Atmos Desktop Recorder for CallCabinet.

Accessing Atmos Desktop Recorder

After install, Windows should make the "CallCabinet Atmos Recorder" available through the Start Menu. You should also see a green cloud icon in the System Tray. If you click on that

icon, the Atmos Desktop Recorder interface should appear:



Verifying Atmos Desktop Recorder connectivity to the CallCabinet Cloud

The "Client Heartbeats" page within the portal allows the user to evaluate the number of Atmos Desktop Recorder installs and which sites and IP addresses are actively using these features. Follow these steps to view number of Atmos Desktop Recorder installs:

1. Log into the CallCabinet Cloud Portal: <https://atlantech.callcabinet.com/>
2. Click on "**Client Heartbeats**" section in the left-hand navigation
3. Click on the "Client Heartbeats" button at the top of the main window to ensure you are viewing the right section

Enabling "Selective" Call Recording within Atmos Desktop Recorder

By default, the Atmos Desktop Recorder is setup to record all calls going through the soft-phone application on your desktop. If you prefer to record calls manually, then the Windows registry will need to be modified:

1. Open "Registry Editor" in Windows as a Local Administrator
2. Browse to the following key: Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Call Cabinet Corporation\atmosS4B
3. Update the **StartRecordingAutomatically** value to **False**

You can also visit <https://teamsapp.callcabinet.com/TeamsSupport> which will give you license information.

Tags

call cabinet

call recording

call2teams

microsoft teams

windows

Attachments

- [Microsoft-Skype_SFB-Teams-Recording-Client-Installation-Guide.pdf \(1.04 MB\)](#)