

Understanding call recording

This page reorganizes the operational steps for **Understanding call recording**.

Call recording is a hot topic and while it is quite simple to perform the recording at trunk level, it is very hard to manage start, stopping and transfer of calls while recording. Let's show some scenario and detail what works and what doesn't work.

Phone A is configured with recording "Yes, but allow to stop by caller"

Phone B is configured with recording "Yes, but allow to stop by caller"

DID is configure with recording "Yes, but allow to stop by called"

Type of Call	Description	Result
Direct call	Phone A calls Phone B	The call is recorded
Transferred call	Phone A calls Phone B, Phone A transfers the call to Phone C	The call from A to B is recorded. The call between B and C is not recorded
Transferred call	Phone A calls Phone B, Phone B transfers the call to Phone C	The call from A to B is recorded. The call between A and C is recorded
Inbound call	External Phone calls Phone A	The call from External Phone and A
Inbound Transferred call	External Phone calls Phone A, Phone A transfer the call to Phone B	The call from External Phone and A is recorded. The call between External Phone and B is recorded

Current Verification

After applying the change, verify the related MiRTA PBX page, the Asterisk logs, and the relevant Status menu entry. Recheck tenant selection before testing tenant-specific behavior.

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