


Pause or Resume Call Recording

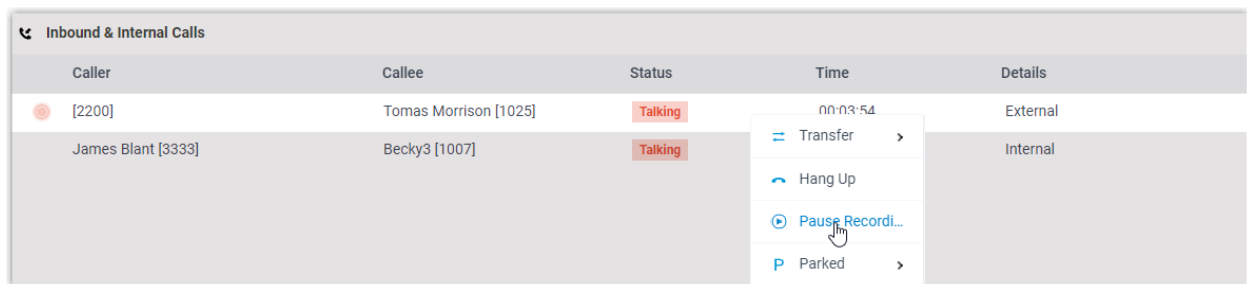
If call recording is enabled on your system, you can pause call recording to avoid sensitive personal information such as credit card details being recorded. This topic describes how to pause or resume call recording.


Prerequisites

- To pause or resume call recording for your group members, **Switch extensions' recording status** permission is required.
- To pause or resume call recording during your own calls, make sure that the **Allow the extension to pause or resume call recording during a call** option is enabled for your extension.

Pause call recording

1. On the **Inbound & Internal Calls** or **Outbound Calls** panel, hover your mouse over an active call.
2. To pause recording, right click the call, and click **Pause Recording**.
The recording icon stops flashing, and changes to .



3. To resume recording, right click the call, and click **Resume Recording**.
The recording icon is changed to  and flashing.

