

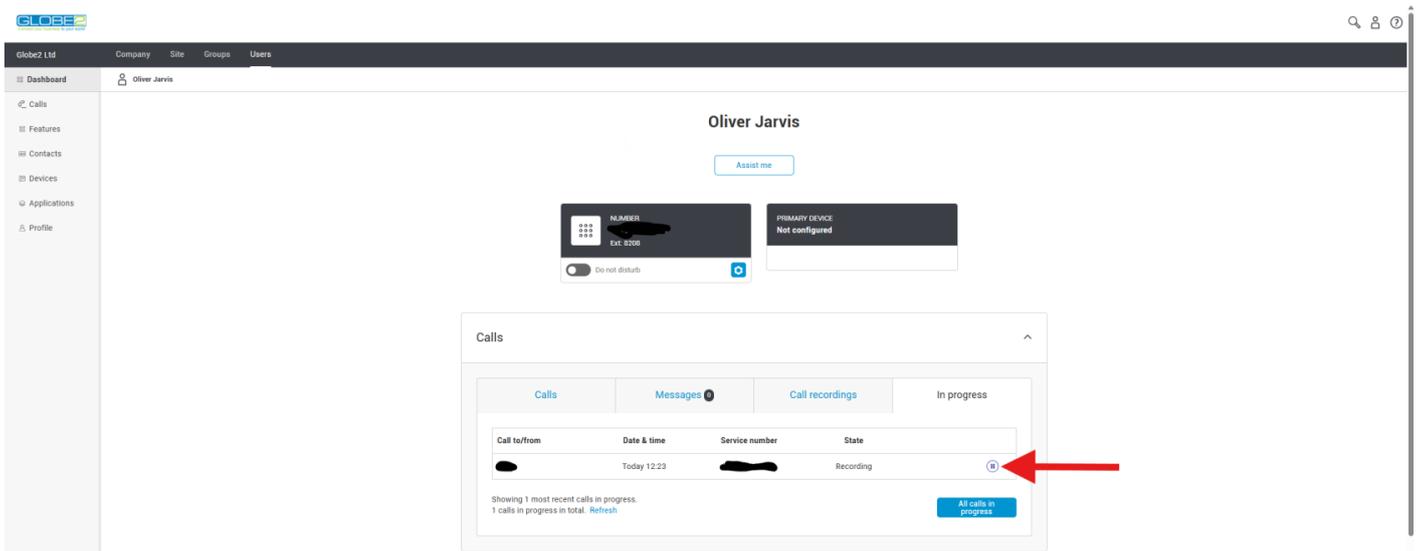
# Pausing / Resuming Call Recording (Public)

Please note: this feature must be enabled by Globe2 before use.

If enabled, individual users can pause and resume call recordings during a phone call and there are a few different ways to achieve this depending on the device you are using:

## Via the portal (easiest):

If provided access, users can login to the "Business Portal", and pause/resume call recordings easily via the dashboard as shown in the example below:



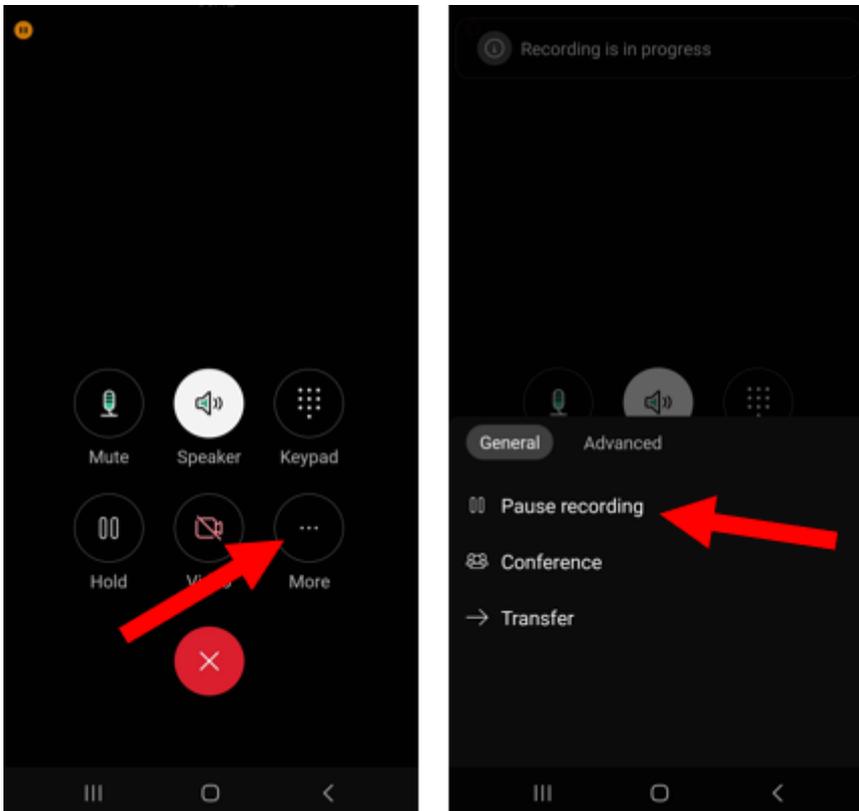
The screenshot shows the Globe2 Business Portal dashboard for user Oliver Jarvis. The dashboard includes a sidebar with navigation options like Calls, Features, Contacts, Devices, Applications, and Profile. The main content area displays user information and a 'Calls' section. In the 'Calls' section, there is a table with columns for Call to/from, Date & time, Service number, and State. A single call is listed with the state 'Recording'. A red arrow points to a small icon in the 'Recording' state column, which is used to toggle the recording status. Below the table, it indicates 'Showing 1 most recent calls in progress. 1 calls in progress in total.' and includes a 'Refresh' link and an 'All calls in progress' button.

## Via a desk phone:

During a call users can pause recordings by placing the current call on hold and dialling **\*48** and resuming their current call. When required, users can then resume call recording by once again placing their current call on hold and dialling **\*49**.

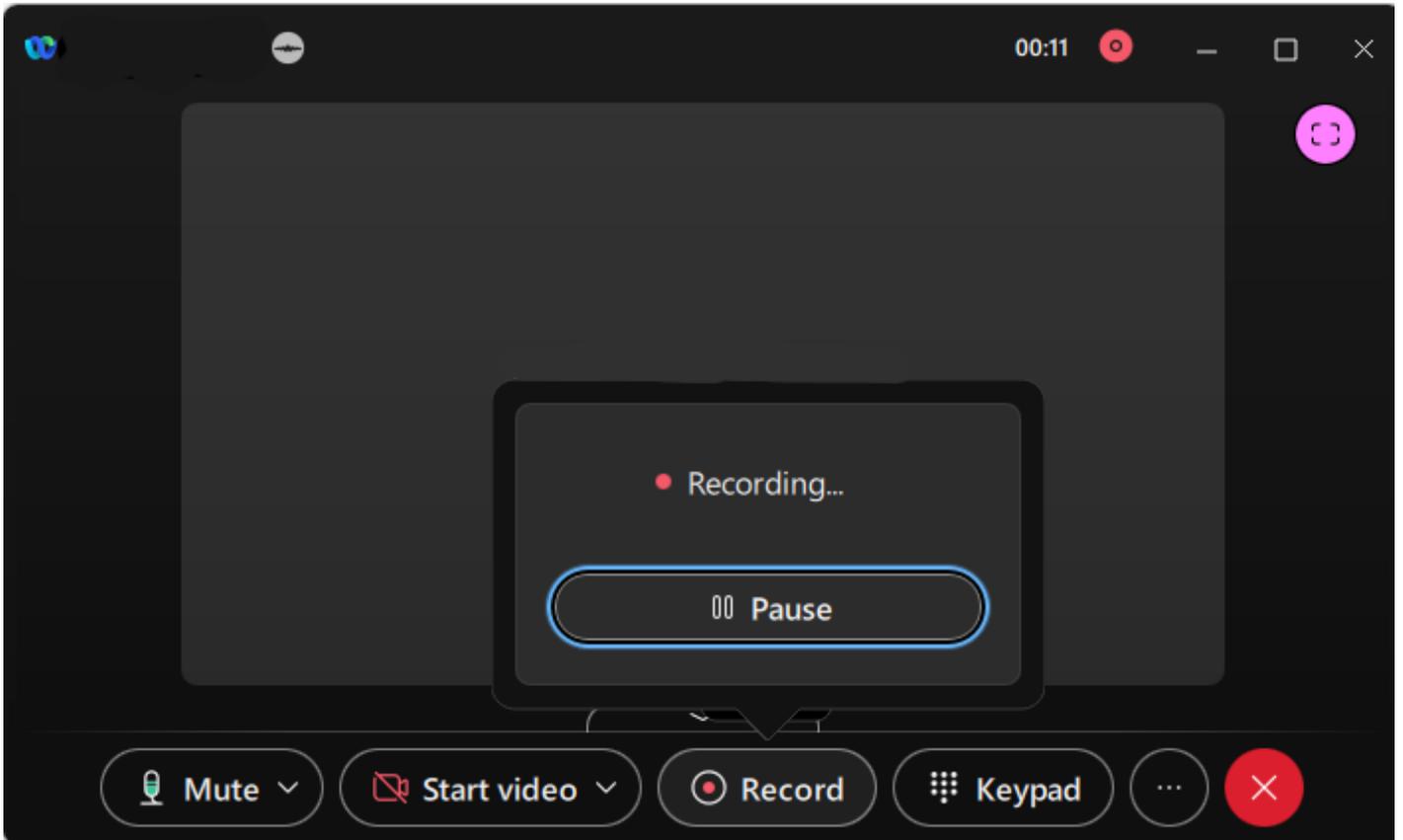
## Via Webex (mobile):

Pausing/Resuming call recordings during a call via Webex is very straight forward and does not require placing the user on hold. During a call, simply click on the more button and select the pause recording option. To resume, click on the more button and click resume recording.



## Via Webex (Desktop)

During a call, press the record button at the bottom of the Webex window, and then click pause. Repeat the same process to resume the recording afterwards.



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Revision #5

Created 27 March 2025 12:21:36 by Oliver

Updated 27 March 2025 13:30:19 by Oliver