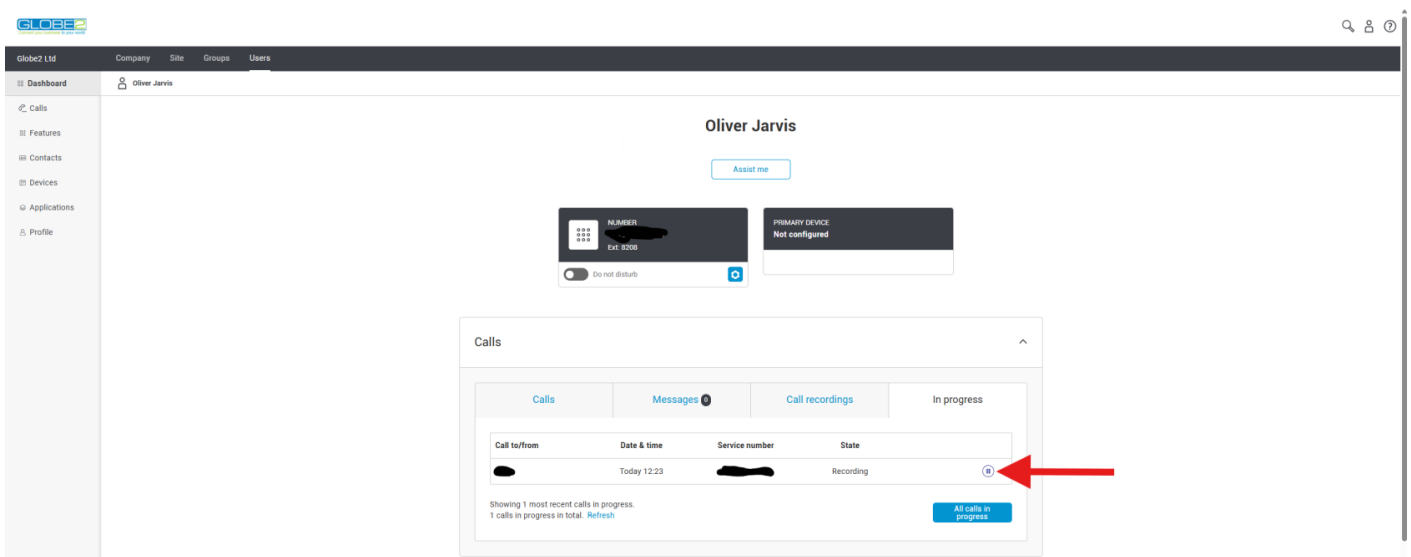# Pausing / Resuming Call Recording (Public)

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:
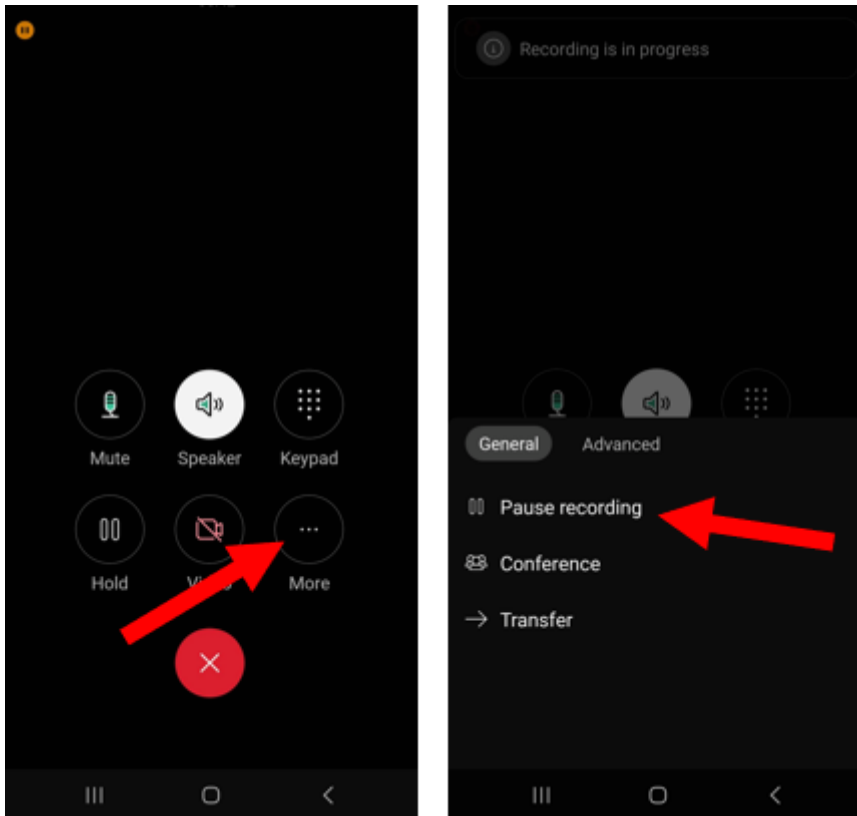

Via a desk phone:

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**.
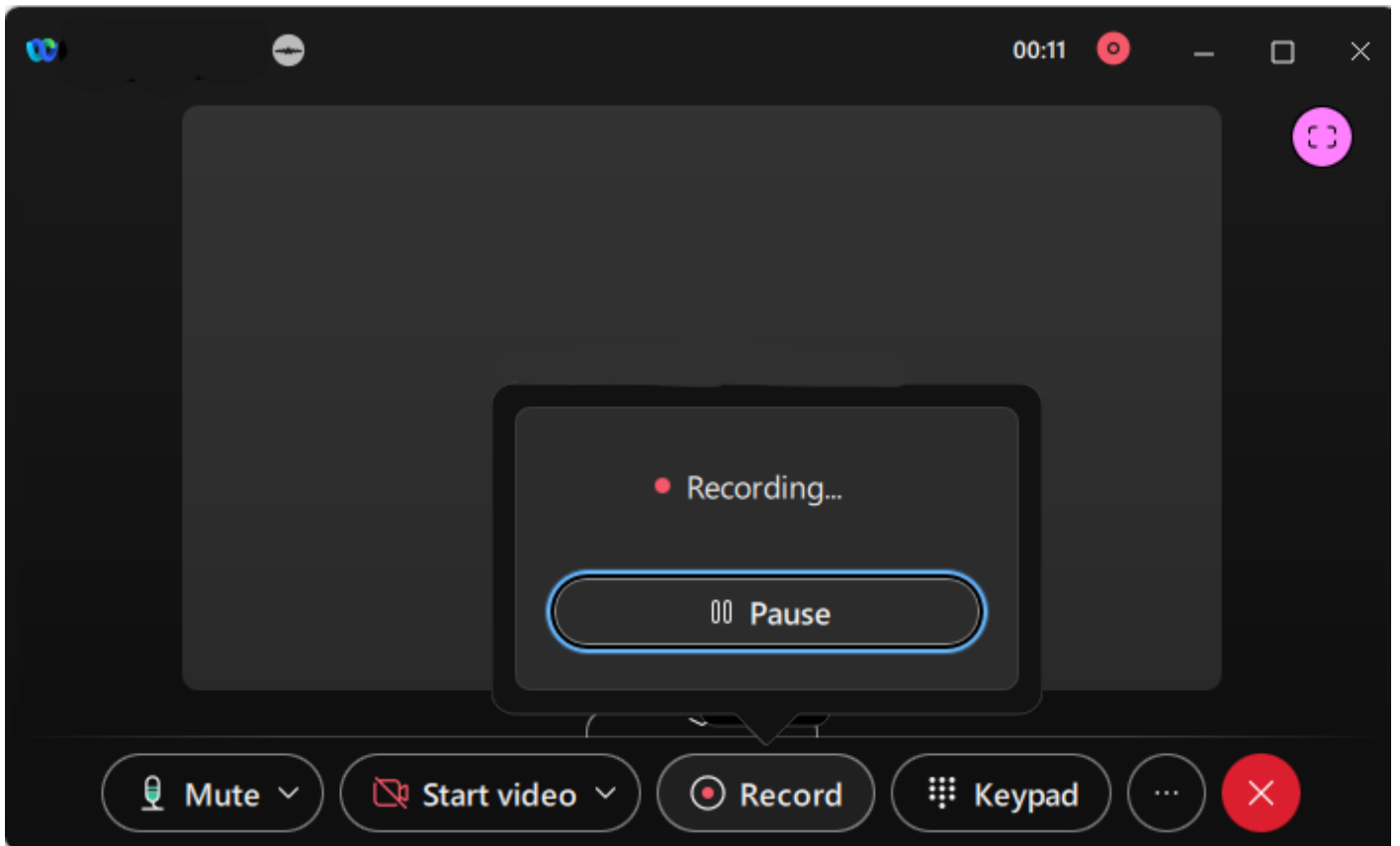
Via Webex (mobile):

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.

Revision #5
Created 27 March 2025 12:21:36 by Oliver
Updated 27 March 2025 13:30:19 by Oliver