

# Toggle Call Recording

## Scope:

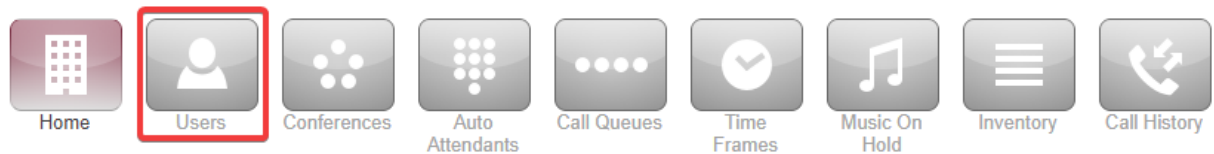
This document will show you how to enable call recording on the conference call system user.

## Requirements:

- Office manager level access to PBX Portal

## How to Enable Call Recording

1. Login to the Manager portal
2. Click on the **Users** tab. ( **If you do not see that** click on **Manage organization** and then **Users** .)



3. **Uncheck** the box next to **Hide System Users**.

**Users** ↻

Enter name, extension, or dept.

Name ▲	Extension	Department	Scope
<input type="checkbox"/> Alexander Hamilton	2222		Basic User
<input type="checkbox"/> Alexander Hamilton	1050	Internal	Reseller
<input type="checkbox"/> Dustin Henderson <span style="background-color: orange;">Password Required</span>	415		Basic User
<input type="checkbox"/> Ethan Hunt <span style="background-color: orange;">Password Required</span>	422		Basic User
<input type="checkbox"/> Thomas Jefferson	2223		Super User
<input type="checkbox"/> Indiana Jones <span style="background-color: orange;">Password Required</span>	403		Basic User
<input type="checkbox"/> Office Manager	2997	Millionaires	Office Manager
<input type="checkbox"/> Dan Marino	3000		Office Manager
<input type="checkbox"/> John McClain <span style="background-color: orange;">Password Required</span>	404	Test	Basic User
<input type="checkbox"/> Marty Mcfly	401		Office Manager
<input type="checkbox"/> Simon Phoenix <span style="background-color: orange;">Password Required</span>	424		Basic User
<input type="checkbox"/> Douglas Quaid <span style="background-color: orange;">Password Required</span>	510		Basic User
<input type="checkbox"/> John Rambo <span style="background-color: orange;">Password Required</span>	407	Internal	Basic User
<input type="checkbox"/> Kyle Reese <span style="background-color: orange;">Password Required</span>	406		Basic User
<input type="checkbox"/> Malcom Reynolds	1009		Reseller

<< < 1 2 3 4 > >>

Users: 54 / Max: 999999  Hide System Users View: 15 25 50 100

4. Find the **C onference** user and click on the **name**.

Name ▲	Extension	Department	Scope
<input type="checkbox"/> <span style="border: 1px solid red; padding: 2px;">Test Conference <span style="background-color: gray;">Conference</span></span>	9010		Basic User

5. In the **Profile Information section**, there you will see the option to **Record User's Calls** , set that to **yes** and click **Save**.

## Profile Information

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First Name  

Last Name

Login Name

Department

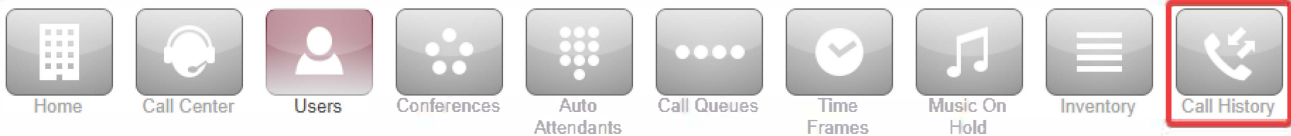
Timezone  ▼

**Record User's Calls**  ▼

- Directory Options
- Announce in Audio Directory
  - List in Directory
-

# How to listen to the calls

1. Click on **Call History**.



2. Find the call and click on the **speaker icon**.

