Making Changes or Updates to Call Recording Settings
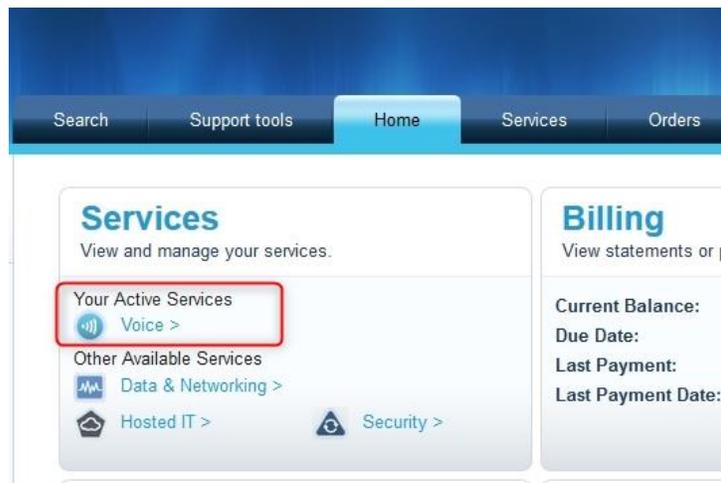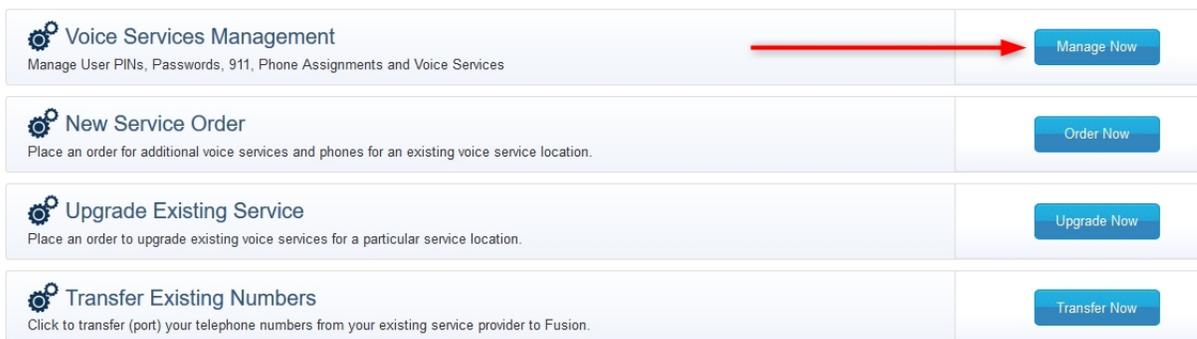
You must log in to your Customer Portal in order to make any changes to a user's settings.
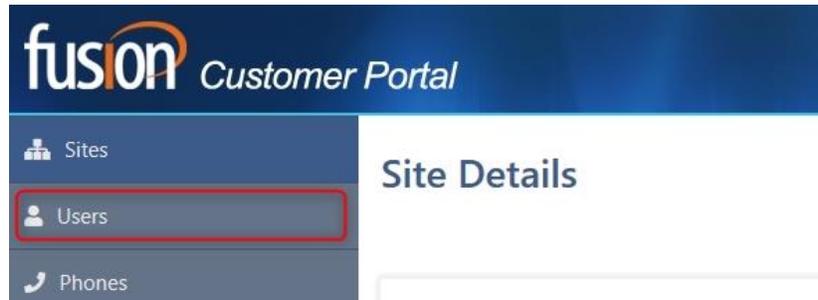
1. Log in to the Customer Portal. Under "Your Active Services" section, click "**Voice**."

2. Next to "Voice Services Manage" click "**Manage Now**." The Voice Service Management interface will appear.

3. Once you have accessed your Voice Service Management portal, click on the "Users" tab to view all users.

4. In the column with the microphone, click on "**Edit**" to activate the dropdown menu. **NOTE**: *Before the dropdown menu activates, you will be asked to accept a legal disclaimer.*
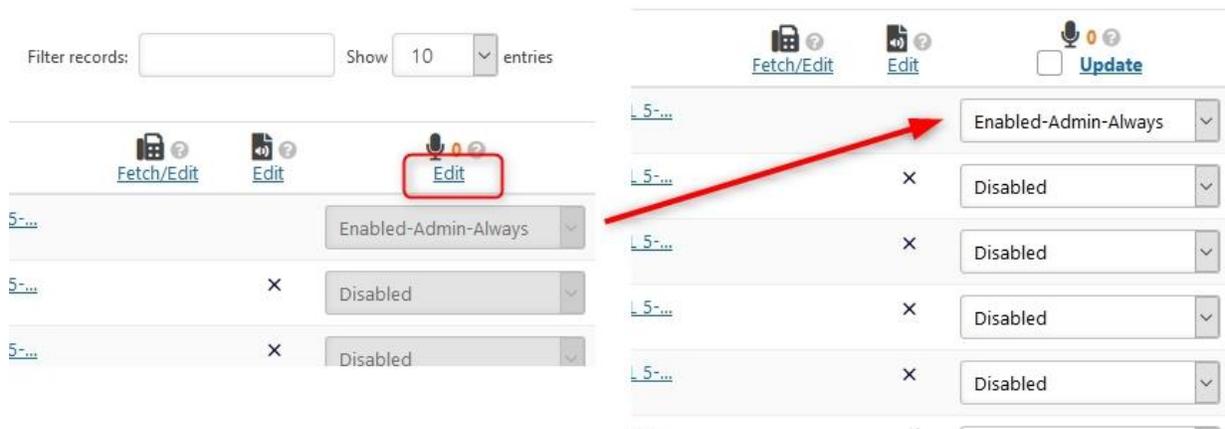
5. From the dropdown menu, select an option and click "Update." **NOTE**: *You'll have to accept another disclaimer.* To save your settings, click "**OK**."

   Be sure to save all desired call recordings before disabling call recordings for a user that previously had them enabled. Once you disable recordings, anything that has not been previously saved will be permanently deleted.
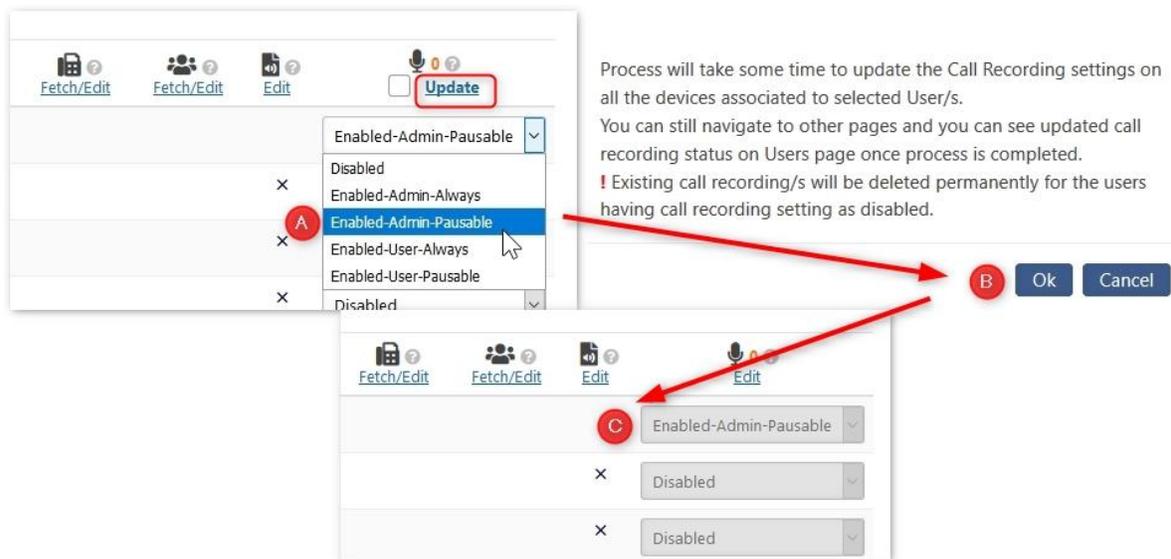
Options Glossary

Disabled:	Turns off call recording features for a specified user.
Enabled – Admin – Always:	This user can manage all of the call recordings on the account, and all calls are recorded at all times.
Enbaled – Admin – Pausable:	This user can manage all of the call recordings on the account and can control call recording using the "Pause" and "Resume" buttons on the phone.
Enabled – User – Always:	This user can only manage their own call recordings, and all calls are recorded at all times.
Enabled – User – Pausable:	This user can only manage their own call recordings, and can control call recording using the "Pause" and "Resume" buttons on the phone.