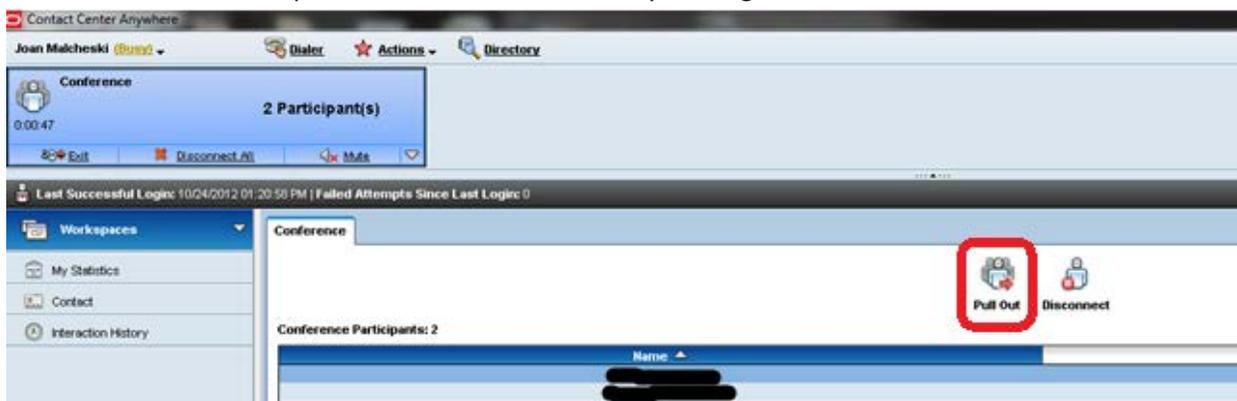


CCA – How to Record during a Conference Call

1. When you have both callers in Conference and you need to record the call, you will need to select one of the callers on the Conference tab and pull them out of conference by clicking the Pull Out button.



2. When you have pulled one of the callers out of conference, you should see a Conference call, and an Active call. To start the recording process, click the Record icon on the Active



call.

3. Once you have started the recording process, click the Conference icon to bring both callers back together in conference while recording.

