

Call Recording - Known Behaviours

Known behaviour	Mitigation
Music on Hold stops when connected to a user who uses FAC *45 to stop the recording. This happens if the recorded user is on the mode 'On Demand with User-Initiated Start'.	Using call recording controls on supported devices instead of FACs solves the issue.
When a recorded user enters a conference call the announcement 'This call is being recorded' is not played to the other MyRoom participants.	Currently this does not happen if the recorded user is on the mode "On Demand with User-Initiated Start". Full resolution is being investigated.
Horizon desktop client: changes to the call recording controls shown to the user are not applied automatically upon a change of user's call recording mode (e.g. from 'Always' to 'Pause/Resume').	The user needs to sign out from the Horizon desktop client and sign back in to see the updated call recording controls.
Connect users: Feature Access Codes do not work from the native dialler of a Connect user's mobile	Use FACs or call recording controls on other devices even if the call is active on the Connect mobile. Full resolution is being investigated.