

# Call Recording - Known Behaviours

| Known behaviour                                                                                                                                                                                    | Mitigation                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| Music on Hold stops when connected to a user who uses FAC *45 to stop the recording.<br>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".<br>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.<br>Full resolution is being investigated.    |