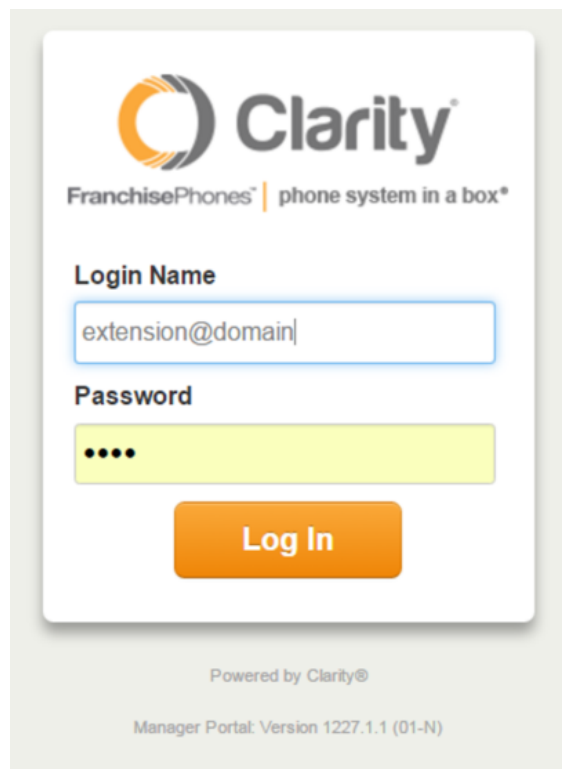# Setting Up Your Call Redaction is as Easy 1, 2, 3

Protect Your Company – Pause Call Recording when confidential information is conveyed.

*NOTE: Call Recording must be enabled on your account for this feature to work.

1. Navigate to **portal.clarityvoice.com**, you should see the login page:


2. Enter your **Extension** and **Domain**, for example, 200@handyman, along with your password. If you don't know your password, click **Forgot Password** to have a password reset email sent to you. **Click Login.**
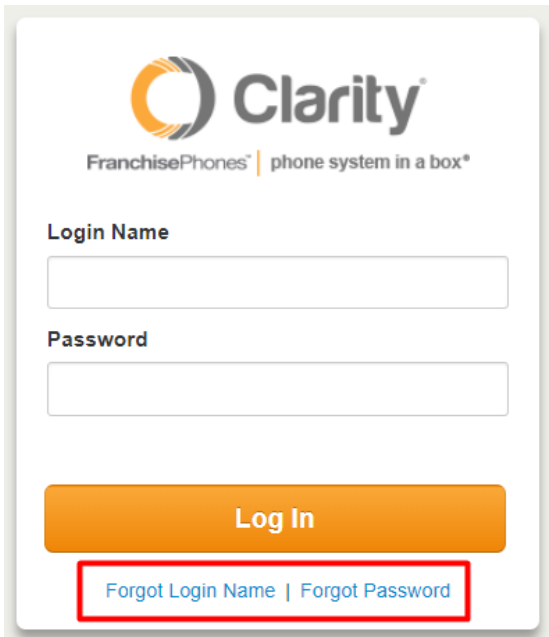
3. If you want to view **Call Recordings** for *just your extension*, continue onto the next step. If you want to view Call Recordings for the *whole organization*, click **Manage Organization** in the top right. ***NOTE**: Only users with administrative permissions can access the Manage Organization tab. Please contact Support at **800.676.3995** to authorize a user.

4. The main landing page has several tabs, click the **Call History** tab.
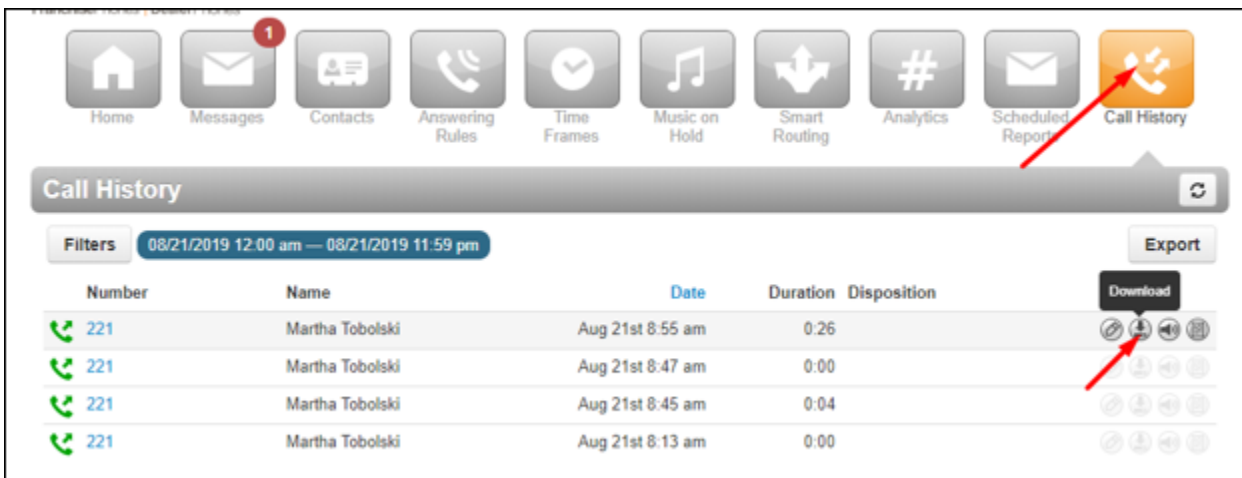
5. Here you can see all of the recorded calls for your account. You can use the **Filters** button to narrow your search to day, time, caller number, dialed number or call type. When you have found the desired call, hover over the call and click the **Download** button on the right side, or the **Listen** button to listen to the call in your browser.

Date ▼	Duration		
Today, 10:59	0:00		
Today, 10:57	0:32		
Today, 10:51	4:05		
Today, 10:54	0:00	Download	
Today, 10:51	3:15		
Today, 10:50	0:36		
Today, 10:43	0:19		
Today, 10:40	7:08		

Here's How it Works

While on the call, dial ***37** and the call recording will pause. To resume the recording, dial ***38**. On the call recording audio file, there will be blank audio during the time it was paused. ***NOTE**: Callers will not hear the key presses.

If you would like line keys programmed on your phone to pause & resume the recording, please contact Support at **800.676.3995** Mon-Fri 8am-9pm EST

If you have any additional questions or require additional assistance, please contact Support at 800.676.3995. We are available 8 AM to 9 PM EST, Monday through Friday. Or, feel free to contact us on our support page at: https://clarityvoice.com/support/

CLICK HERE FOR MORE CLARITY QUICK TIPS!

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