



Call Recording Quick Reference Guide

BCC Call Recording

Updated April 2026

To learn how to access your call recordings, please visit the NHC Academy. The detailed link for accessing and managing your recordings can be found below.

<https://nhcgrp.com/wp-content/uploads/newVoice-Business-Cloud-Call-Recording-Portal-Guide.pdf>

On Demand

If your NHC call recording service is On Demand, please see the below.

On-demand recording doesn't automatically record calls. To start recording, enter in-call Star Codes after the call begins; a prompt will notify you of the action.

Mid Call Star Code	Action taken	Prompt heard
*80	Start Recording	This call is being recorded (Heard by both parties)
*81	Pause Recording	Recording Paused (Only heard by recording party)
*82	Resume Recording	Recording Resumed (Only heard by recording party)
*83	Stop Recording	Recording Stopped (Only heard by recording party)

Always On

Always on recording automatically records calls by default and plays an announcement to the other party stating that recording is for training purposes. You can pause and resume recording using the star codes below.

Mid Call Star Code	Action taken	Prompt heard
*81	Pause Recording	Recording Paused (Only heard by recording party)
*82	Resume Recording	Recording Resumed (Only heard by recording party)



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