

# ToolsOnAir-Support

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## The recording button is missing

Chris - 2018-05-25 - in just:in v2.x

If you are not seeing the recording button, then this can have one of the following reasons:

- the channel is not configured properly, please make sure that there is at least one valid capture- and destination-presets set
- or the channel is in schedule mode and there is no recording button as the recording starts and stops automatically

In case the communication between the engine and the UI is slow, the recording button will disappear frequently. Lower the number of channel connections or the size and/or the frame rate of the previews to solve the problem.