



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Web Services API Reference

MuteCall

12/14/2025

MuteCall

This operation is part of the [Voice API](#) section of the [Web Services API](#).

Overview

Mutes the call. While mute is on, the agent can hear the other participants on the call but other participants cannot hear the agent.

Request URL	/api/v2/me/calls/{id}
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	MuteCall

Sample

Request

```
POST api/v2/me/calls/00HLPASQ24AT9D8VH0A0K2LAES000000G
{
  "operationName": "MuteCall"
}
```

HTTP response

```
{
  "statusCode": 0
}
```

CometD notification

```
{
  "data": {
    "messageType": "CallStateChangeMessage",
    "notificationType": "StatusChange",
    "phoneNumber": "3001"
  }
}
```

```
"call": {
  "callType": "Internal",
  "callUuid": "00HLPA5Q24AT9D8VH0A0K2LAES00000G",
  "capabilities": [
    "AttachUserData",
    "SingleStepTransfer",
    "InitiateTransfer",
    "UpdateUserData",
    "DeleteUserDataPair",
    "Hangup",
    "SendDtmf",
    "DeleteUserData",
    "InitiateConference",
    "UnmuteCall",
    "Hold",
    "SingleStepConference",
    "StartCallRecording"
  ],
  "connId": "0071026ce59fd010",
  "deviceUri": "http://127.0.0.1:8090/api/v2/devices/7ef76a87-a60d-439d-ae90-885e6259bf01",
  "dnis": "3002",
  "duration": "1",
  "id": "00HLPA5Q24AT9D8VH0A0K2LAES00000G",
  "monitoredUserMuted": false,
  "monitoring": false,
  "mute": "On",
  "participants": [
    {
      "digits": "3002",
      "e164Number": "",
      "formattedPhoneNumber": "3002",
      "phoneNumber": "3002"
    },
    {
      "digits": "3003",
      "e164Number": "",
      "formattedPhoneNumber": "3003",
      "phoneNumber": "3003"
    }
  ],
  "path": "/calls/00HLPA5Q24AT9D8VH0A0K2LAES00000G",
  "recordingState": "Stopped",
  "state": "Established",
  "supervisorListeningIn": false,
  "uri": "http://127.0.0.1:8090/api/v2/me/calls/00HLPA5Q24AT9D8VH0A0K2LAES00000G",
},
"extensions": {
  "BusinessCall": 0
},
},
"channel": "/v2/me/calls",
}
```