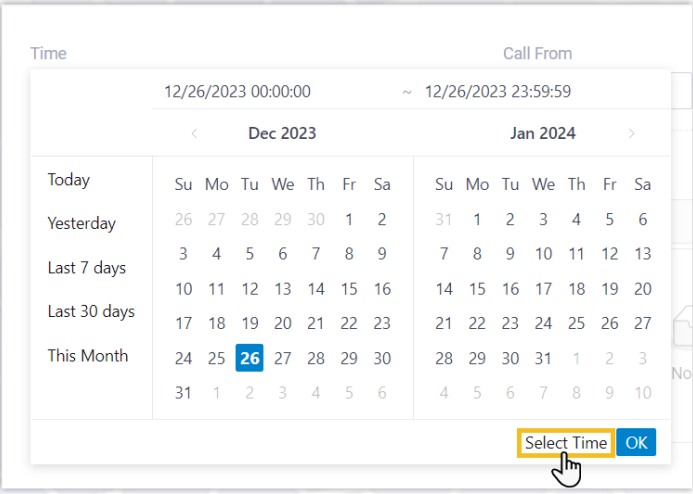


Managing Call Logs, Call Reports and Call Recordings

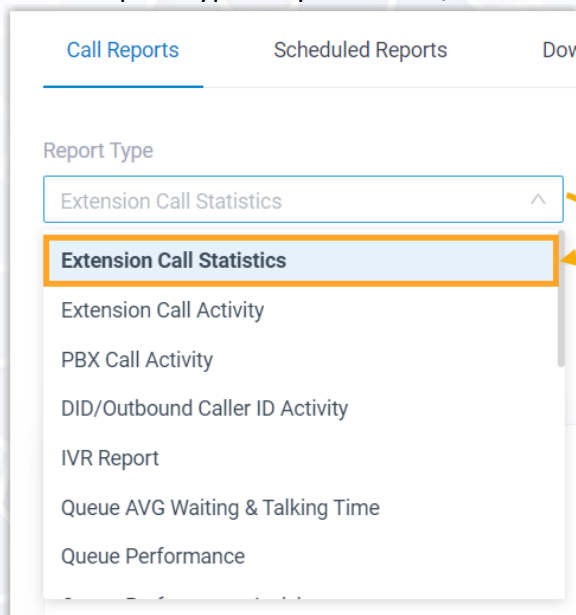
View and Manage Call Logs

1. Log in to PBX web portal, go to Reports and Recordings > CDR.
2. **Optional:** Set the basic filter criteria.

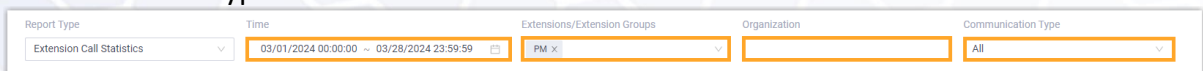
Filter	Description
Time	<p>Set the start date and the end date. Note: To specify a time period of a day, click Select Time to set the start time and the end time.</p> 
Call From	Enter the caller's number or name.
Call To	Enter the callee's number or name. Tip: To swap the callee for the caller, click ⇄.
Status	Select a call status. <ul style="list-style-type: none"> • All • ANSWERED • NO ANSWER • BUSY • FAILED • VOICEMAIL

View and Manage Call Reports

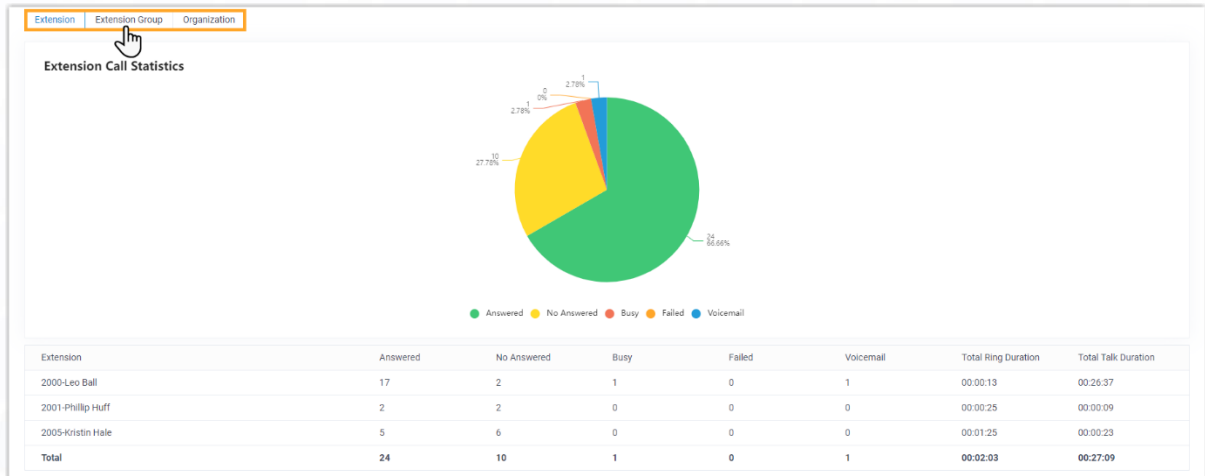
1. Log in to PBX web portal, go to Reports and Recordings > Call Reports > Call Reports.
2. Set search criteria:
 - In the Report Type drop-down list, select the desired report.
 - Set a time period that the report covers.
 - Set one or more objects that you want to query.
3. Log in to PBX web portal, go to Reports and Recordings > Call Reports.
4. In the Report Type drop-down list, select Extension Call Statistics.



- 5.
6. Filter data by system time, extension(s), extension group(s), organization(s), or communication type.



- 7.
8. A report that meets the filter criteria is displayed on the page, as shown below.



9.

View and Manage Call Recordings

1. Log in to PBX web portal, go to Reports and Recordings > Recording Files.
2. Set the search criteria.
 - o Time: Set the start date and the end date.
 - o Call From: Set the caller's number or name.
 - o Call To: Set the callee's number or name.
1. The search results are displayed in the list.

Play recording files

1. Log in to PBX web portal, go to Reports and Recordings > Recording Files.
2. **Optional:** Set the criteria to filter the desired recordings.

Time: 12/01/2023 00:00:00 ~ 12/27/2023 23:59:59

Call From: [] Call To: [] ID: []

Download Recordings | Delete

ID	Time	Call From	Call To	Call Duration	Size	Communication Type	Operations
2023121820362157721	12/18/2023 20:...	Troy Daniel<2004>	Joe Lewis<2010>	00:00:09	143.43 KB	Internal	▶ ↻ 🗑
20231218203536BA1DC	12/18/2023 20:...	Troy Daniel<2004>	Kristin Hale<2005>	00:00:11	184.05 KB	Internal	▶ ↻ 🗑

3. Click ▶ beside the recording to which you want to listen.
 - o Play on Web: Click ▶ to play the call recording on the web directly.
 - o Play to Extension: Play the call recording on the phone.
 - a. Select an extension, and click Play.
 - b. Pick up the call to listen to the call recording on the phone.



Download recording files


1. Log in to PBX web portal, go to Reports and Recordings > Recording Files.
2. **Optional:** Set the criteria to filter the desired recordings.

Time: 12/01/2023 00:00:00 ~ 12/27/2023 23:59:59

Call From: [] Call To: [] ID: []

[Download Recordings](#) [Delete](#)

<input type="checkbox"/>	ID	Time	Call From	Call To	Call Duration	Size	Communication Type	Operations
<input type="checkbox"/>	2023121820362157721	12/18/2023 20:...	Troy Daniel<2004>	Joe Lewis<2010>	00:00:09	143.43 KB	Internal	▶ 🔄 🗑️
<input type="checkbox"/>	20231218203536BA1DC	12/18/2023 20:...	Troy Daniel<2004>	Kristin Hale<2005>	00:00:11	184.05 KB	Internal	▶ 🔄 🗑️

2. Click  beside the recording file.

<input type="checkbox"/>	ID	Time	Call From	Call To	Call Duration	Size	Communication Type	Operations
<input type="checkbox"/>	2023121820362157721	12/18/2023 20:...	Troy Daniel<2004>	Joe Lewis<2010>	00:00:09	143.43 KB	Internal	▶ 📄 🗑️