

Software

How to check Call Data Records (CDRs) and Voice Recordings?

1. Login to the PBX
2. Press the **CDR and Recordings** tab



3. Select the **Time/Date Range** you are searching for.

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The screenshot shows the 'CDR and Recordings' window. At the top, the 'Time' filter is highlighted with a red box, showing a date range from 2019-09-17 00:00 to 2019-09-17 23:59. Below this are fields for 'Call From', 'Call To', 'Call Duration (s)', and 'Talk Duration (s)'. The 'Status' is set to 'All'. There is a checkbox for 'Include Recording Files' and a 'Search' button. Below the search filters, there are buttons for 'Download CDR', 'Download Recordings', and 'Delete CDR'. A table header is visible with columns: Time, Call From, Call To, Call Dur..., Talk Dur..., Status, Recording Options, and Delete CDR. The table content shows 'No items defined.' At the bottom, there are navigation controls including 'Go to 1' and a page size dropdown set to '10'.

4. Listen or download to listen.
5. If you are searching for a specific number you press the **Advanced Options** on the left of that window and you will have to check on **Number Fuzzy Search** to find that specific number.

This screenshot shows the 'CDR and Recordings' window with the 'Advanced Options' section expanded, highlighted by a red box. The 'Advanced Options' section contains 'Trunk' (set to 'All'), 'Communication Type' (set to 'All'), and 'PIN Code'. A checkbox for 'Number Fuzzy Search' is highlighted with a red box and is currently unchecked. The 'Search' button is visible to the right. The rest of the interface, including the search filters, buttons, and table, is identical to the previous screenshot.

Note: These instructions are applicable to the Cloud PBX as well, not just the S-series

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