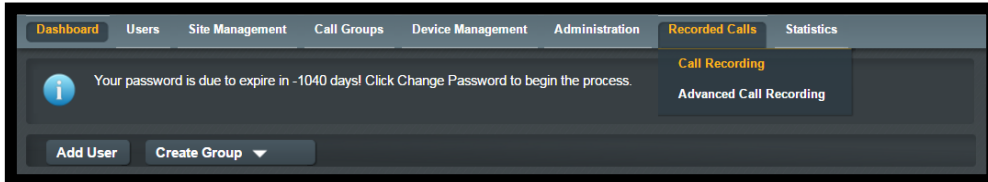

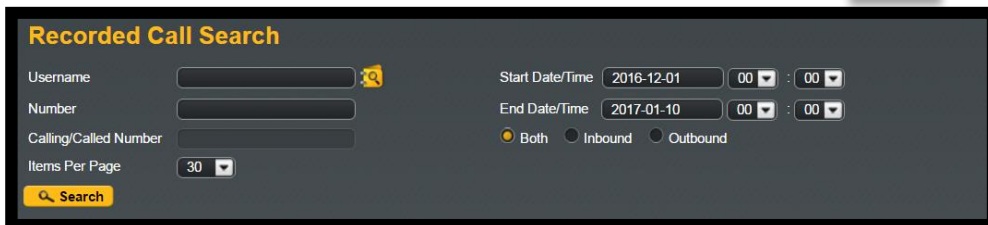




How To Access And Download Call Recordings

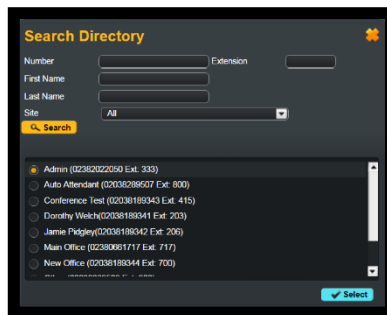
Whilst on the Dashboard, hover over Recorded Calls and click on Advanced Call Recording.



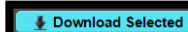
Now, you can search for specific call recordings in a certain time frame or by a certain user or Hunt Group. To look at all of the call recordings that your company has taken during a certain time frame, enter the correct fields into the Date/Time boxes and click 




Alternatively, to search via user or Hunt Group, click on the  button, click  and then select the extension of the user/hunt group that you want call recordings for.



After this, select all of the call recordings you want to download and click the



. This will bring you to your download manager page to which you will have to press  . It will then download an .mp3 file.

