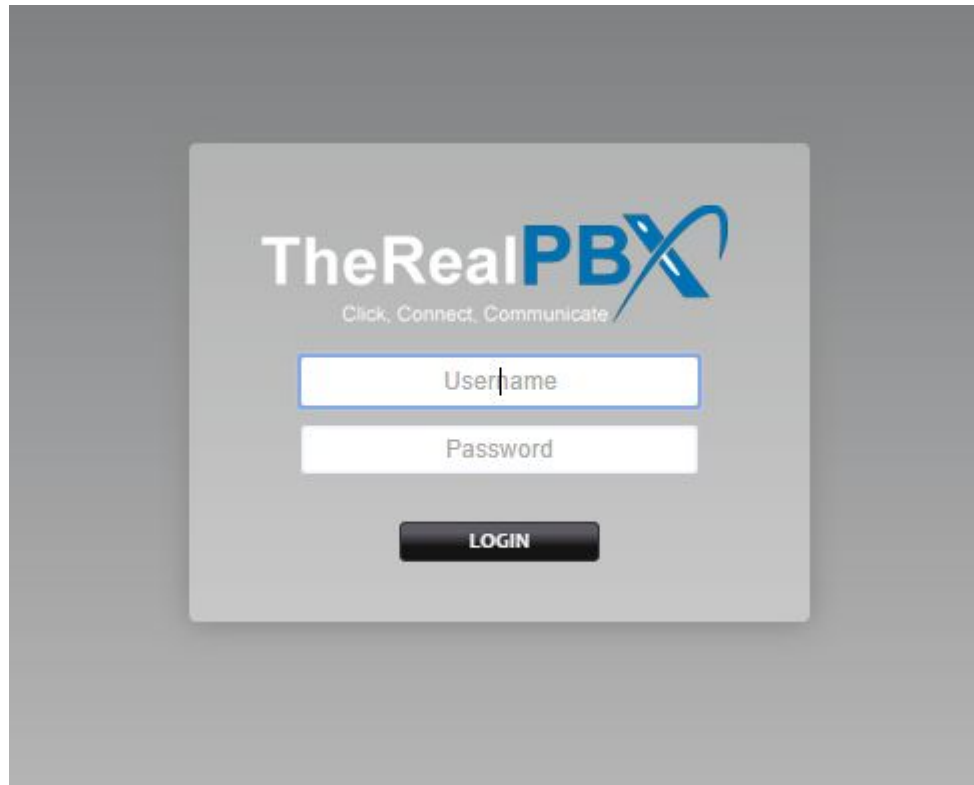


How To Guide

How to filter call records according to toll free number, export them to excel and download call recordings.

Login to the Call Monitoring Portal



TheRealPBX
Click, Connect, Communicate

Username

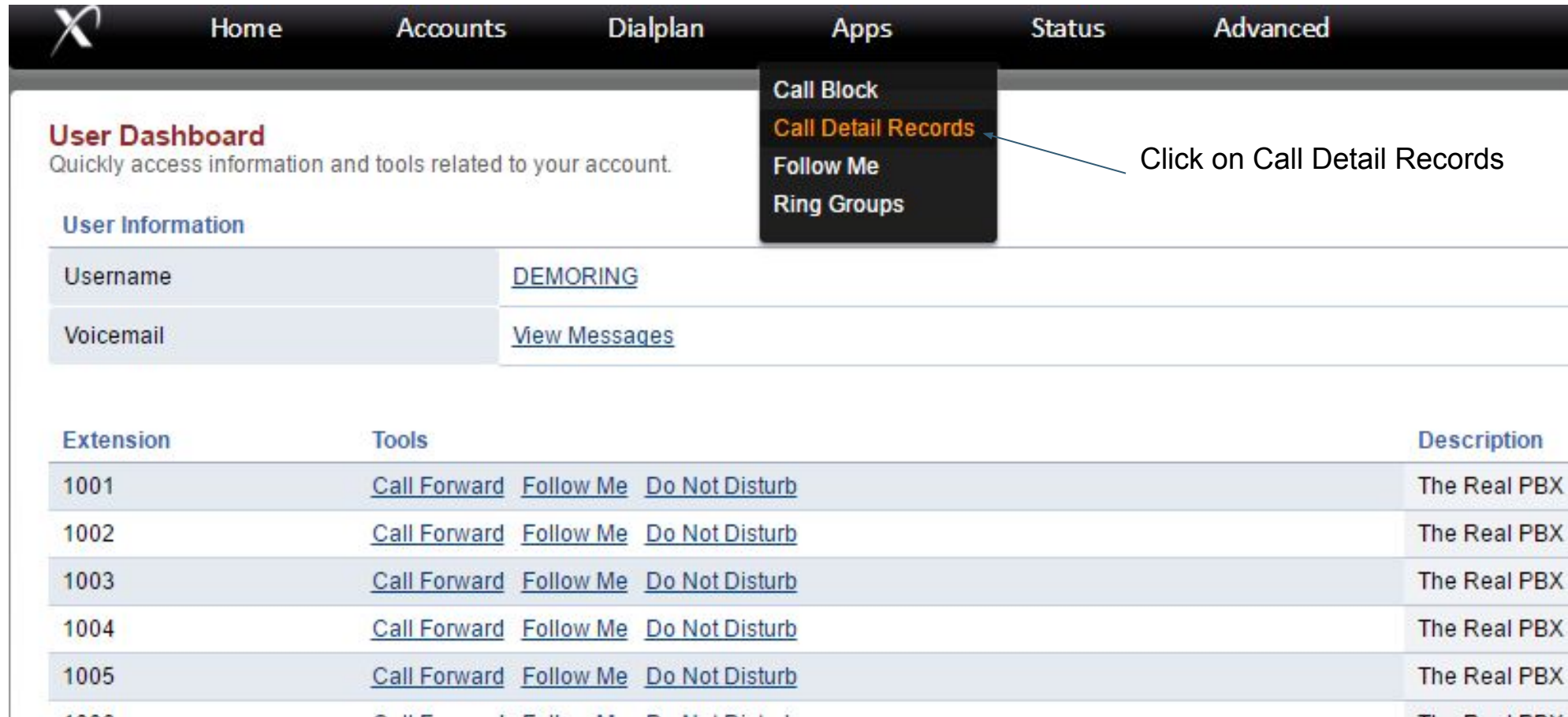
Password

LOGIN

The image shows a login form for TheRealPBX. The form is centered on a gray background. It features the company logo at the top, followed by the tagline 'Click, Connect, Communicate'. Below this are two input fields: one for 'Username' and one for 'Password'. At the bottom of the form is a black button with the word 'LOGIN' in white capital letters.

Login to the Call Monitoring portal using the credentials provided in your email.

Go to Call Detail Records



The screenshot shows a user dashboard with a navigation bar at the top containing: Home, Accounts, Dialplan, Apps, Status, and Advanced. The 'Apps' menu is open, showing options: Call Block, Call Detail Records (highlighted in orange), Follow Me, and Ring Groups. An arrow points to 'Call Detail Records' with the text 'Click on Call Detail Records'.

User Dashboard
Quickly access information and tools related to your account.

User Information

Username	DEMORING
Voicemail	View Messages

Extension	Tools	Description
1001	Call Forward Follow Me Do Not Disturb	The Real PBX
1002	Call Forward Follow Me Do Not Disturb	The Real PBX
1003	Call Forward Follow Me Do Not Disturb	The Real PBX
1004	Call Forward Follow Me Do Not Disturb	The Real PBX
1005	Call Forward Follow Me Do Not Disturb	The Real PBX

Set the Filter as per your requirement

Call Records

[DOWNLOAD ALL](#) [SHOW ALL](#) [ADVANCED SEARCH](#) [MISSED CALLS](#) [STATISTICS](#) [EXPORT](#) [◀](#) [▶](#)

Call Records (CDRs) are detailed information on the calls. Use the fields to filter the information for the specific call records that are desired. Then view the calls in the list or download them as comma separated using the 'csv' button.

Direction	<input type="text" value="Inbound"/>	Source	<input type="text"/>	Start Range	<input type="text" value="From"/> <input type="text" value="To"/>
Status	<input type="text"/>	Destination	<input type="text"/>	CID Name	<input type="text"/>
				Last Destination	<input type="text"/>

Source, Destination and Caller ID (CID) Name fields support the use of an asterisk (*) as a wildcard character.

CID Name	Source	Destination	Recording	Start	Duration	Last
1000	1000	18888929646		19 Sep 2016 22:13:22	0:00:28	

Calendar: Sep, 2016

<	<<	Sep, 2016	>>	>		
Mo	Tu	We	Th	Fr	Sa	Su
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

17 | 53

Now | Done | Clearing

[RESET](#) [SEARCH](#)



Filter records as per Toll Free Number

Call Records

Enter the Ring Group Extension number for that TFN in destination.

DOWNLOAD ALL

SHOW ALL

ADVANCED SEARCH

Call Records (CDRs) are detailed information on the calls. Use the fields to filter the information for the specific call records that are desired. Then view the records by clicking the 'csv' button.

Direction	Inbound ▼	Source	<input type="text"/>	Start Range
Status	<input type="text"/>	Destination	201	CID Name
				Last Destination

Source, Destination and Caller ID (CID) Name fields support the use of an asterisk (*) as a wildcard character.

CID Name	Source	Destination	Recording	Start	Duration
1000	<u>1000</u>	<u>18888929646</u>		19 Sep 2016 22:13:22	0:00:28

How to locate TFN Extension number ?



Home Accounts Dialplan Apps Status Advanced

Ring Groups
A ring group is a set of destinations that can be called with a ring strategy.

Call Block
Call Detail Records
Follow Me
Ring Groups

1. Go to Ring Groups
2. Here you will find the TFN extension number

Name	Extension	Tools	Description
RG-18444464450	202	Call Forward	Ring Group

Export call records to PDF or Excel format

After filtering the Call records, Click on export and select CSV for excel or PDF format.

DOWNLOAD ALL SHOW ALL ADVANCED SEARCH MISSED CALLS STATISTICS EXPORT

...
...
CSV
PDF

formation on the calls. Use the fields to filter the information for the specific call records that are desired. Then view the calls in the list or download them as a CSV or PDF separated

	Source	<input type="text"/>	Start Range	From <input type="text"/>	To <input type="text"/>
<input type="text"/>	Destination	<input type="text"/>	CID Name	<input type="text"/>	
			Last Destination	<input type="text"/>	

D) Name fields support the use of an asterisk (*) as a wildcard character.









RESET SEARCH

Source	Destination	Recording	Start	Duration	Last Destination	Status
1000	18888929646		19 Sep 2016 22:13:22	0:00:28		Normal Clearing
abc123	18888929646		19 Sep 2016 18:29:54	0:00:31		Normal Clearing
1002	1003		11 Feb 2016 03:49:56	0:00:30		Normal Clearing

Download call recordings

ID (CID) Name fields support the use of an asterisk ("*") as a wildcard character.

After filtering call records, you will see the list of calls and if recording is activated on your account then you will see play and download

Source	Destination	Recording	Start	Duration	Last Destination
1001		 	5 Oct 2016 13:22:48	0:05:23	
1001		 	5 Oct 2016 02:13:49	1:06:36	
	202	 	5 Oct 2016 01:47:11	0:08:54	1001
1001		 	5 Oct 2016 01:19:46	0:20:33	
1001			5 Oct 2016 00:01:37	0:00:00	