

# How To Guide

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HOW CAN I CHECK MY CALL RECORDS, CALL RECORDINGS & DOWNLOAD THEM TO MY PC.

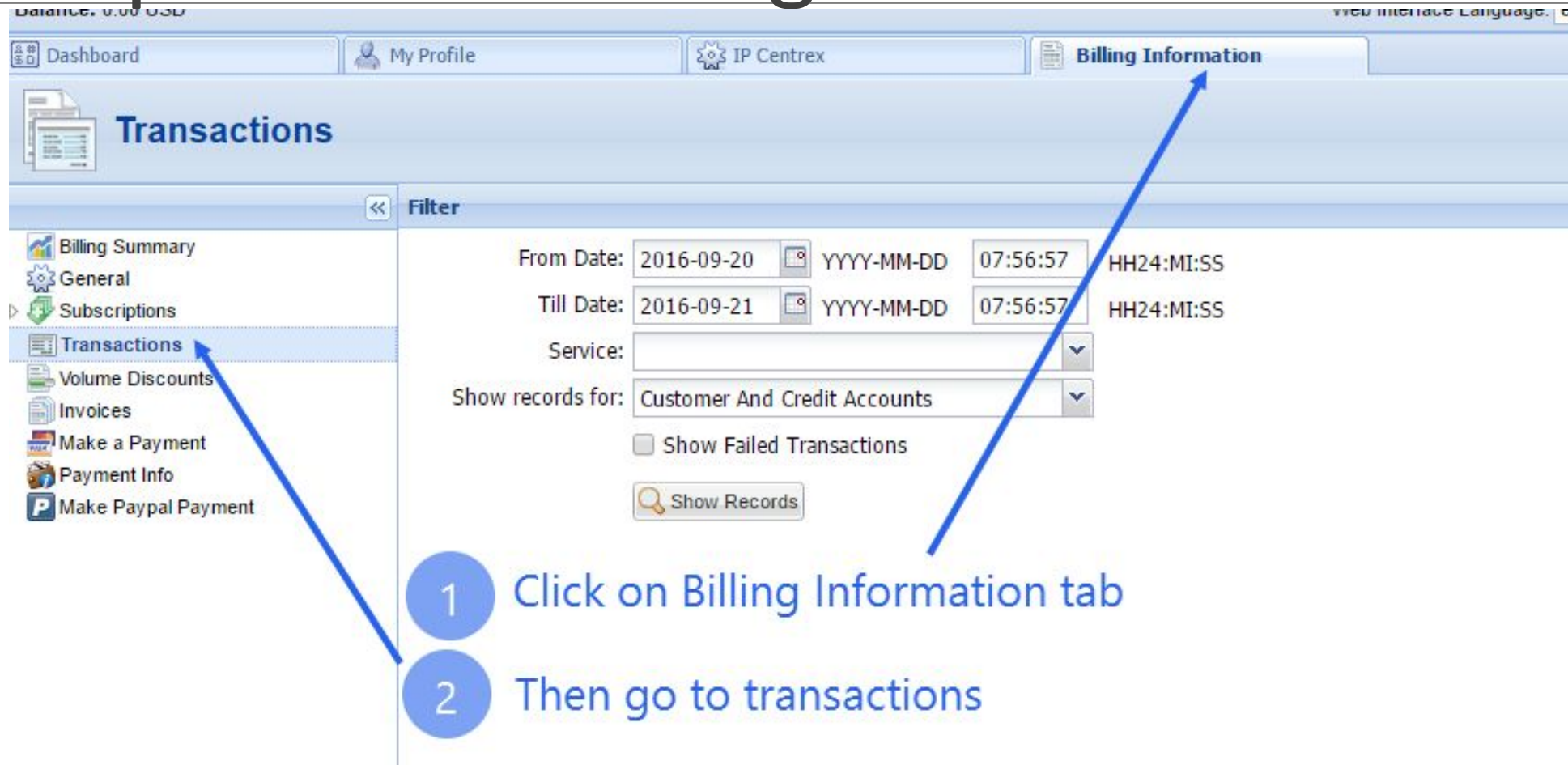
# Step 1: Login to you self-care access

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## Customer Login

Login	<input type="text" value="realpbxtestaccount"/>
Password	<input type="password" value="....."/>
	<input type="button" value="Login"/>

# Step 2: Go to Billing Information



The screenshot shows a web interface with a top navigation bar containing tabs for Dashboard, My Profile, IP Centrex, and Billing Information. The Billing Information tab is selected. Below the navigation bar, there is a main content area with a left sidebar and a main panel. The sidebar contains a list of menu items: Billing Summary, General, Subscriptions, Transactions (highlighted), Volume Discounts, Invoices, Make a Payment, Payment Info, and Make Paypal Payment. The main panel is titled 'Filter' and contains several input fields: From Date (2016-09-20), Till Date (2016-09-21), Service (dropdown), and Show records for (Customer And Credit Accounts). There is also a checkbox for Show Failed Transactions and a Show Records button. Two blue arrows point from the instructions below to the Billing Information tab and the Transactions menu item.

Balance: 0.00 USD

Dashboard My Profile IP Centrex **Billing Information**

**Transactions**

Filter

From Date: 2016-09-20 YYYY-MM-DD 07:56:57 HH24:MI:SS

Till Date: 2016-09-21 YYYY-MM-DD 07:56:57 HH24:MI:SS

Service: [dropdown]

Show records for: Customer And Credit Accounts [dropdown]

Show Failed Transactions

Show Records

- 1 Click on Billing Information tab
- 2 Then go to transactions

# Step 3: Select the time period








From Date: 2016-09-19 YYYY-MM-DD 07:24:08 HH24:MI:SS  
Till Date: 2016-09-21 YYYY-MM-DD 07:24:08 HH24:MI:SS  
Service: All  
Show records for: Customer And Credit Accounts  
 Show Failed Transactions  
Show Records Download

- 1 Select the period of time for call records
- 2 Select services as All
- 3 Show records for both customer & credit accounts
- 4 Click on show details

Summary				
Service	Total Transactions	Charged Quantity	Charged Amount	Show Details
oice Calls	5	120 (seconds)	0.00000 USD	
Total Service Used:	1	Total Transactions: 5	Total Charged Amount:	0.00 USD

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# Step 4: View call records & download recording

Account	From	To	Country	Description	Bill time	Charged Time, min:sec	Amount, USD	Play
007008009	19492014134	007008009			2016-09-21 07:25:14	1:00	0.00000 USD	
18004452650	19492014134	18004452650			2016-09-21 07:25:11	0:00	0.00000 USD	
007008009	18004452650	14156550003	UNITED STATES OF AMERICA		2016-09-20 07:16:30	1:00	0.00000 USD	
007008009	18888929646	007008009			2016-09-20 06:36:17	0:00	0.00000 USD	
18004452650	18888929646	18004452650			2016-09-20 06:36:15	0:00	0.00000 USD	
007008009	18888929646	007008009			2016-09-20 06:34:57	1:00	0.00000 USD	
18004452650	18888929646	18004452650			2016-09-20 06:34:53	0:00	0.00000 USD	

1 Click on Play icon to download call recording.