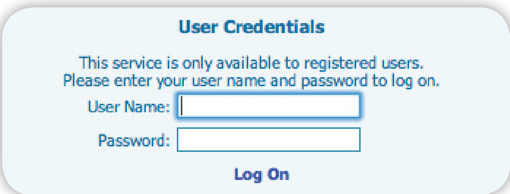
VONAGE CALL RECORDING QUICK START GUIDE

Log In – An email is sent from support@vonage.com that contains the link and your log in credentials. Click on the link https://cr.vonage.com/CallRecorder/ and enter your Username and Password. (Recommend copy/paste from email)



Change Password – Click on "Change Password" in upper right hand corner. Enter old password (copy/paste from email) Enter new password twice.

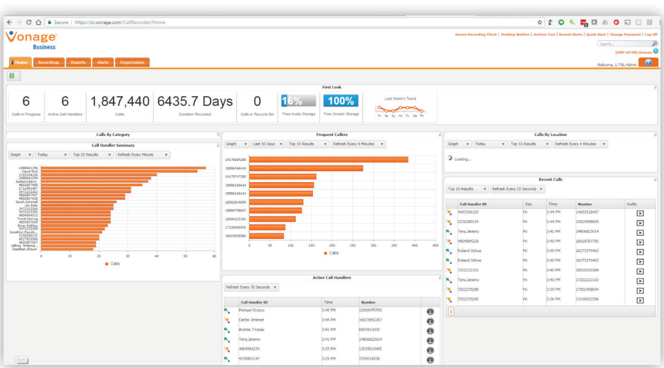
For a complete user's guide section by section click on the question mark.

Quick Start – Tutorial of the tab/section that is currently displayed.

Desktop Notifier – Sends automated notifications of new alerts to user.

Recent Alerts – Displays up to 20 new alerts.

Home Tab



Dashboard of Activity –The dashboard provides a visual snapshot of your environment giving you instant access to the most widely used information.

To minimize a section click the arrow in the upper right hand corner of that section. Each section can be toggled between a details and graph view with the drop-down menu at the top left corner.

Recordings – Displays log of incoming/outgoing calls recorded.

Delete – Click on the box(s) next to call you want to delete. To select all currently displayed click on the box next to the "Number" column; click Delete.

Download the Recorded MP3 File – Click on the box(s) next to the call; click Download. To select all currently displayed click on the box next to the "Number" column; click Download. File Download window appears; click Save and select the destination; click Save again.

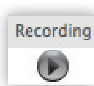
Export the Columned Information – Click on the box(s) next to the call. To selected all displayed click on the box next to the "Number" column; click Export File Download window appears; click on Open or Save. CSV file format

Export All – Transfers the complete list.

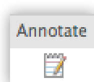
Categories – To create a category click on Manage Category; type in the name and click Add; To apply a category to a call click inside the box next to the call, click the drop down arrow and select the category then click Apply Category.

CRM Client Settings – To upload a call to a CRM click the link and select the CRM from the dropdown arrow, type in the URL, User Name and password; click Save.

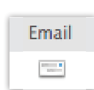
Select Columns – To select which columns will be displayed click on the link and click next to the box of the column; click Update.



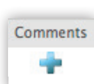
Recording – To listen to a recorded call click the arrow, Save, select a destination, then click Save. Click Open to listen.



Annotate – To add a note or attach a document to a call click the notepad.



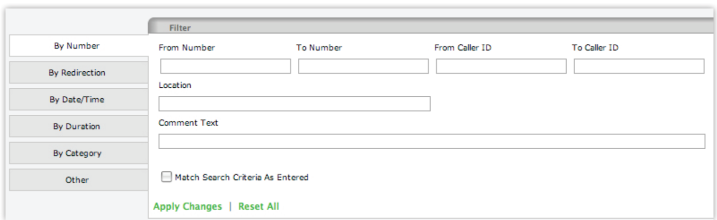
Email – To send an email that contains the link to a recording click the envelope, enter an address and click Send.



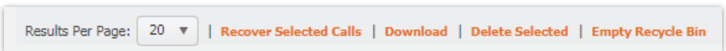
Comments – To add a comment to a call click the plus sign. Note: *Comments appears in Recorded Calls, Calls in Progress.*

For More Support **888.616.6414**

Applying a Filter – To enter criteria to narrow down search results click on Filter, select the search filter, enter the data, click Apply Changes. Note: *Filter appears in Recorded Calls, Recycle Bin and Reports.*



Recycle Bin – Displays all calls that were deleted from the Recorded Calls section.



Recovered Selected Calls – To recover any deleted calls click on the link and the deleted calls will appear in the Recorded Calls section.

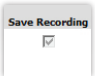
Download – Click on the box(s) next to the call; click Download. To select all currently displayed click on the box next to the “Number” column; click Download File Download window appears; click Save and select the destination; click Save again.

Deleted Selected – To permanently delete calls click the box next to the call and click the link. A warning window appears asking if you are sure you want to delete.

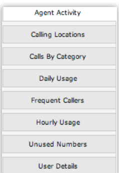
Empty Recycle Bin – Clicking this link will empty the bin in its entirety.

Calls in Progress – Displays current calls

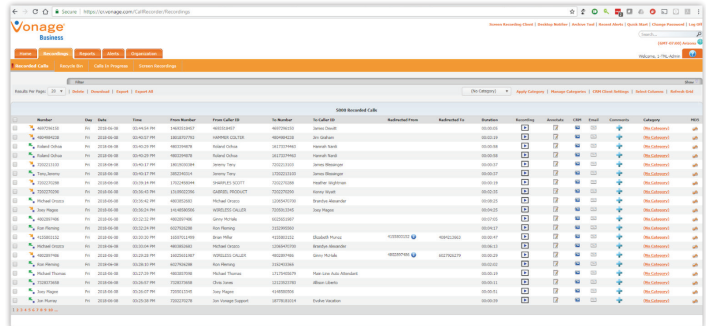
Monitor – To monitor a call click on the headset that corresponds to the call, click Save, select a destination, click Save, then click Open to listen.



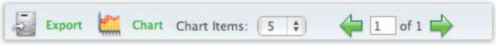
Save Recording – To save a recording of a call on a number that is not configured to retain all recordings, click on the box.



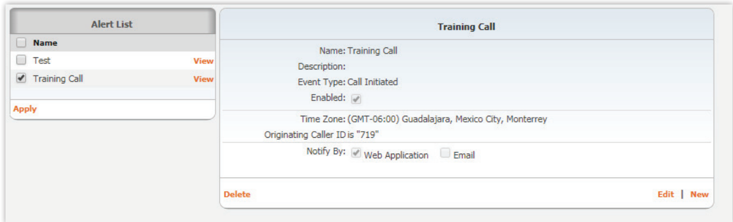
Reports – There are 8 reports that identify statistical information that can also be found on the Dashboard or Home tab; view as text or graphical.



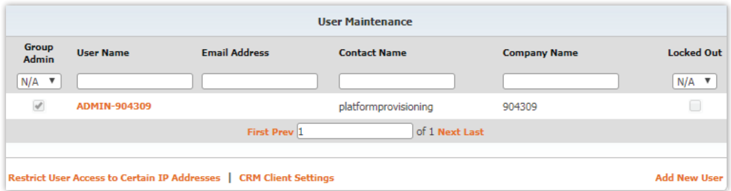
Each report displays activity from the last 30 days and can be exported to Excel and saved on your own PC.



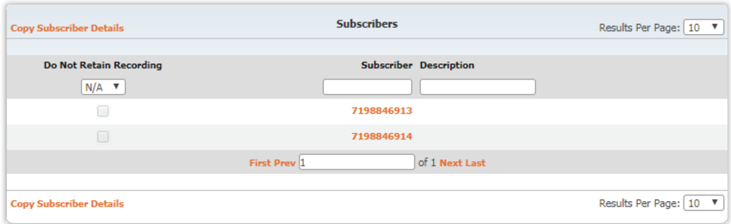
Alerts – Create notifications based on specific call conditions. To create a new alert click New, enter/select criteria, click Save. The New Alert will appear under the Alert List. To enable/disable an alert after it has been added click on the box next to the alert in the Alert History box. This will also display an Alert History at the bottom of the screen.



Users – In order to view recordings users must first be added by an Admin to the app and have numbers assigned to them. When a user is added, an email is sent automatically containing a password. Go to the Organization tab and locate the Users tab to display a list of users. To add a user click on Add New User, enter the Profile information, select numbers assigned to the user, click Add User.



Numbers – Numbers are assigned by an Admin when the group is created. To update a number’s recording criteria, go to the Organization tab and locate the Numbers tab, click on the number, select/enter information, click Update Number. Until alternative recording criteria is selected, all calls are recorded by default.



Vonage Business