Cistera2.0 Quick Record User Instructions

To record a call:

- 1) Place or answer a call on the phone that is configured with the Quick Record feature.
- 2) Anytime during the call press the Record button, or the service button and select Record.
- 3) This will save the recording for the whole call.

Please note the system will only retain a call recording for 60 days. If you need to keep the recording longer than 60 days, you must download a copy to a local or shared drive.

To play back a recorded call:

- 1) Using Firefox, Chrome, or Microsoft Edge browse to the following link. (note IE is not supported) https://ent-cistera1-p.travis.local/
- 2) Login using you network login.

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- 3) Navigate to Installed Components -> Quick Record -> Reports and click on
 - a. Recorder Reports for recording made within the last 7 day.
 - b. Archived Record Reports for recording older than 7 days.

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4) You can narrow the search by enter a Start Date and Time and/or End Date and Time then click on Search.

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- 5. Listen or download a recording:
 - 5.1. To listen to a recording

5.1.1. Click on the Start time of the Recording you wish to listen to.

- 5.2. To download a recording
 - 5.2.1. Check the box next to the recording and select download.

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