

Cistera2.0 Quick Record User Instructions

To record a call:

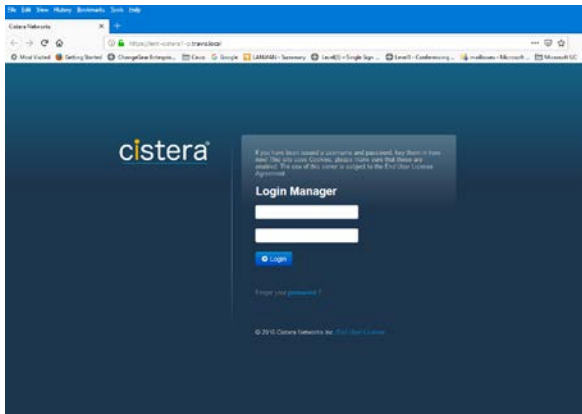
- 1) Place or answer a call on the phone that is configured with the Quick Record feature.
- 2) Anytime during the call press the Record button, or the service button and select Record.
- 3) This will save the recording for the whole call.

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.

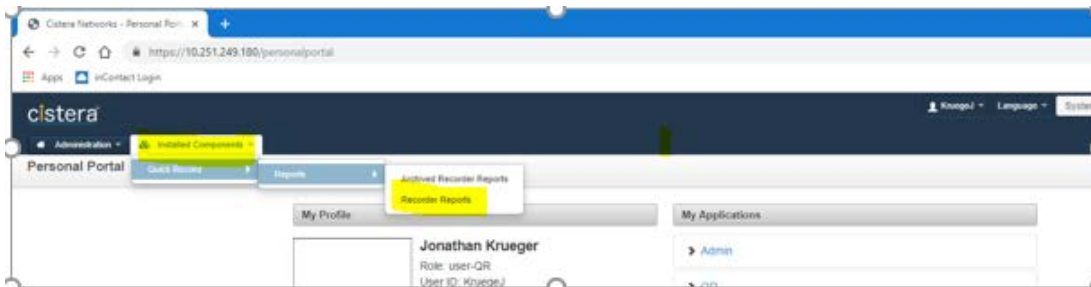
To play back a recorded call:

- 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.



- 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.



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

Start Time	End Time	Call Duration	Recording Duration	Device	Recorded By	Dialed From	Dialed To	Description	Call Parties	Call ID	Call Tag	Media	File Type
2019-06-18 13:12:35	2019-06-18 13:13:01	25	23	SEP901D796138D6	41155	48684	48684	Jonathan Krueger - ITS	48684 16312773	NONE			g711
2019-06-18 13:11:58	2019-06-18 13:12:21	23	21	SEP901D796138D6	41155	43199	43199	Jonathan Krueger - ITS	43199 16312731	NONE			g711
2019-06-18 13:10:42	2019-06-18 13:11:27	44	44	SEP90554FDA0890	48684	48684	43199	Jonathan Krueger	43199 2279310	NONE			g711
2019-06-18 13:10:19	2019-06-18 13:10:30	11	10	SEP90554FDA0890	48684	48684	41155	Jonathan Krueger	41155 2279299	NONE			g711

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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.

The screenshot shows the 'Recorder Reports' page in the Cistera2.0 interface. It includes a 'Query Parameter Selection' section with filters for 'Date Type' (Recording Start Time), 'Start Time' (06/05/2019), 'End Time' (06/19/2019), 'Sort By', 'Sort Order' (Ascending), and 'Profile In Use' (Default). Below the filters is a table of recordings with columns: Start Time, End Time, Call Duration, Recording Duration, Device, Recorded By, Dialed From, Dialed To, Description, Call Parties, Call ID, Call Tag, Media, and File Type. The first row is selected. At the bottom, there are buttons for 'Details', 'Download', 'Email', and 'Archive'. The 'Download' button is highlighted in yellow.

Start Time	End Time	Call Duration	Recording Duration	Device	Recorded By	Dialed From	Dialed To	Description	Call Parties	Call ID	Call Tag	Media	File Type
2019-06-18 13:13:35	2019-06-18 13:13:51	35	23	SEP0010706138D5	41155	41155	48684	Jonathan Kvaeger - ITI	48684	1312773	NONE	🔗	g711
2019-06-18 13:11:58	2019-06-18 13:12:21	23	21	SEP0010706138D5	41155	41155	43199	Jonathan Kvaeger - ITI	43199	1312731	NONE	🔗	g711
2019-06-18 13:18:42	2019-06-18 13:11:27	44	44	SEPA0554FD40890	48684	48684	43199	Jonathan Kvaeger	43199	2279310	NONE	🔗	g711
2019-06-18 13:18:19	2019-06-18 13:10:30	11	10	SEPA0554FD40890	48684	48684	41155	Jonathan Kvaeger	41155	2279299	NONE	🔗	g711

5.2.2. On the Dialog box that open check save file and chick OK.

This screenshot shows the same 'Recorder Reports' page as above, but with a file dialog box open over the 'Download' button. The dialog box title is 'Opening 2019_6_18_13_12_35_853.wav'. It contains the text: 'You have chosen to open: 2019_6_18_13_12_35_853.wav which is: WAV Audio File (WAV) from https://0.251.245.180:8195'. Below this, it asks 'What should Firefox do with this file?' and provides three options: 'Open with VLC media player (default)', 'Save File', and 'Do this automatically for files like this from now on.'. The 'Save File' option is selected and highlighted in yellow. The 'OK' button is also highlighted in yellow.