

How to Access the Call Recordings

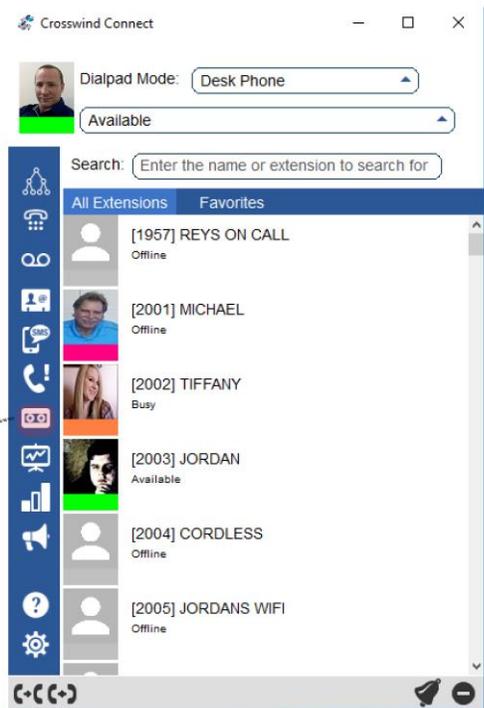
The Record feature allows you to record the call you are on. While on a call **dial #3** which will **Start, Stop, and Resume** recording. To pause recording, **dial #4**. *Please make sure you understand any legal ramifications of recording calls in your state.* In addition, some companies such as Call Centers, record all calls for quality and training purposes. To listen to recordings for your extension or if you are authorized, to listen to the recordings for your company, you will use the Crosswind Connect application.

1. Open and log into the **Crosswind Connect** application.



2. Click the **Call Recordings** icon on the left-hand side.

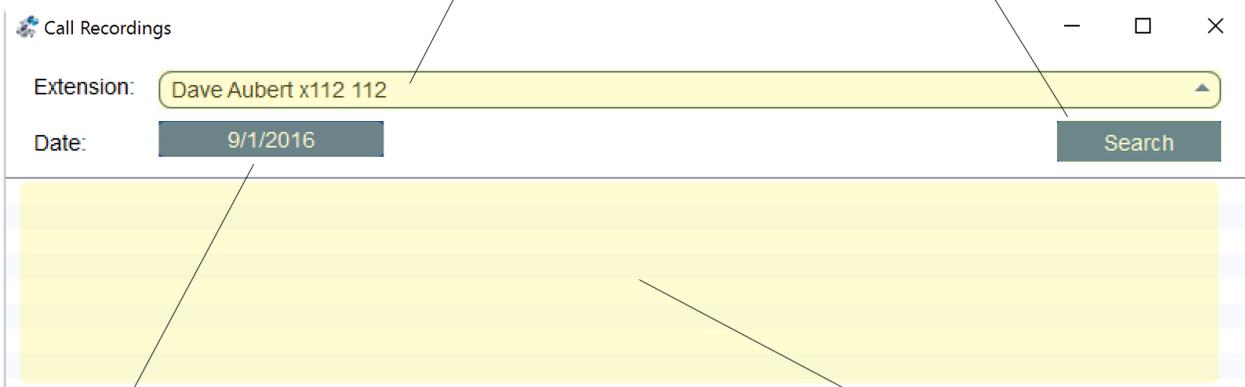
Call Recordings



3. The **Call Recording** screen will be displayed, shown below. Select the extension and date of the recording(s) you wish to listen to.

Click the Extension drop-down menu to select the extension of the user to listen to the recordings.

Once the extension and date have been selected, click Search to see the recordings from that day.

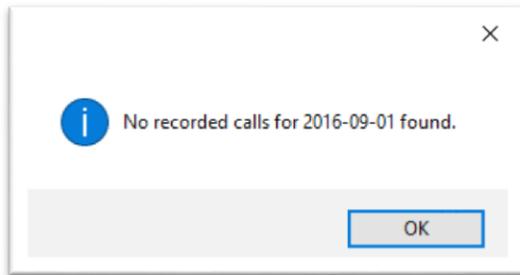
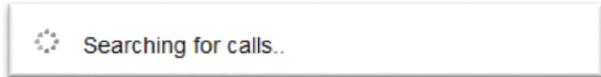


Click the date box to select the date of the recordings you wish to search for.

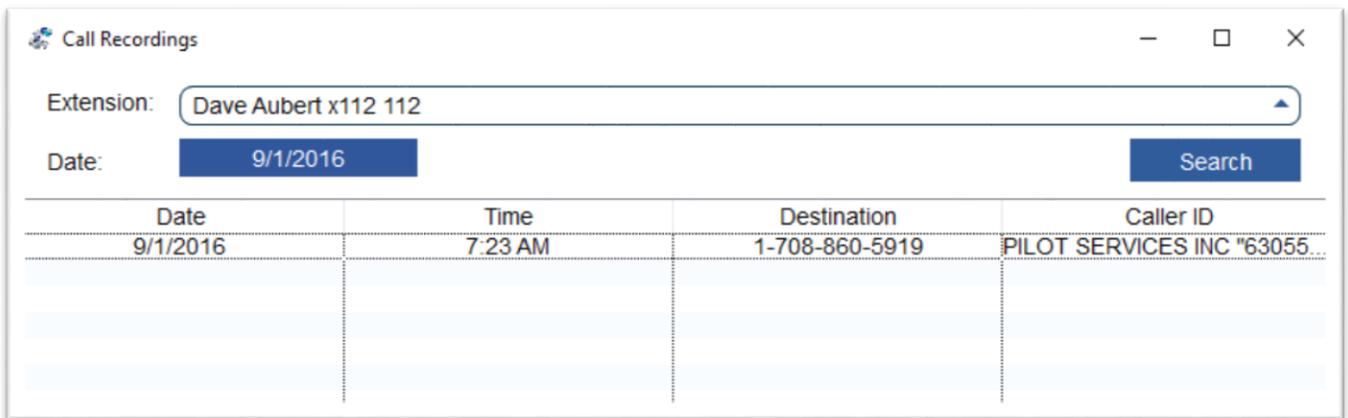
This is the area where recording search results will be displayed.

- The system will Search for any recordings for that extension and date.

If there are no recordings found you will receive a message stating that.



- If any recordings are found they will be displayed in the window.



- To **play** and/or **download** any of the recordings, **double-click** on it and a small window will pop up that will play the recording and give you the option to **Download**.

