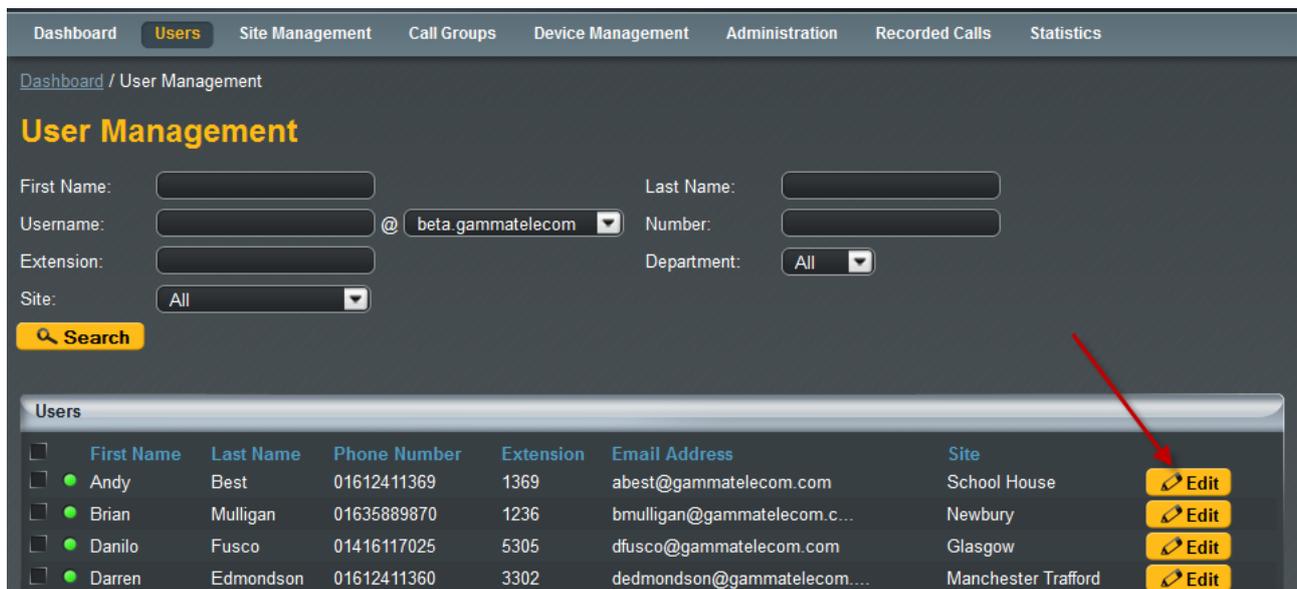# Horizon Call Recording Administration
Set-up and Config Guide

How Do I Setup Call Recording?

You must have first purchased Horizon Call Recording. If you have not already done so please contact your Cerberus account manager.

Call Recording is set up on a per user basis and must be done by the company Administrator. The first step is to access Users / List users and select 'Edit' next to the relevant user.

Select 'Call Setup' from the main navigation menu and under 'Settings' select 'Call Recording'.
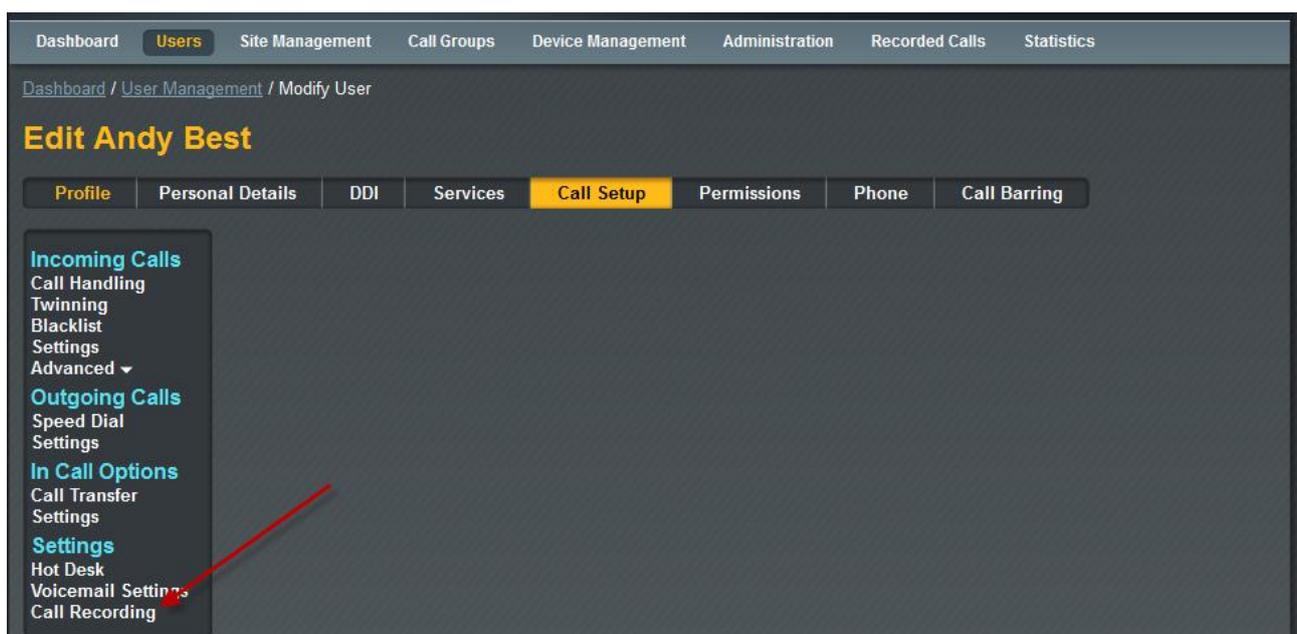
You can then select whether you wish a percentage of the users calls to be recorded, to be recorded on demand, or not to be recorded at all.
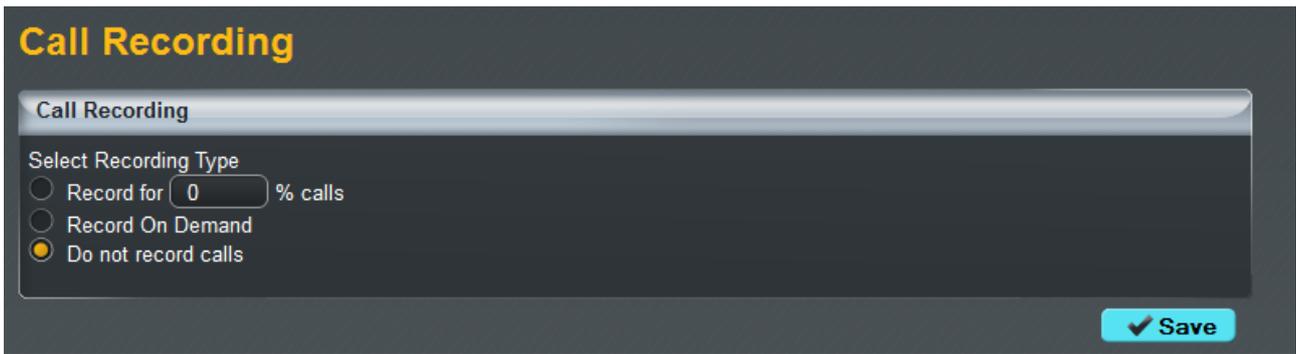
How do I locate Call Recordings?

Dashboard / Recorded Calls / User Search

Recorded calls allow you to be able to view and download calls that have been made to, or received from, an outside number. You are able to set up the recorded call via call setup and decide how many of the calls you want recording. You are able to select what user you would like to view the calls of, click on the "View Calls" button to see the calls they have made.
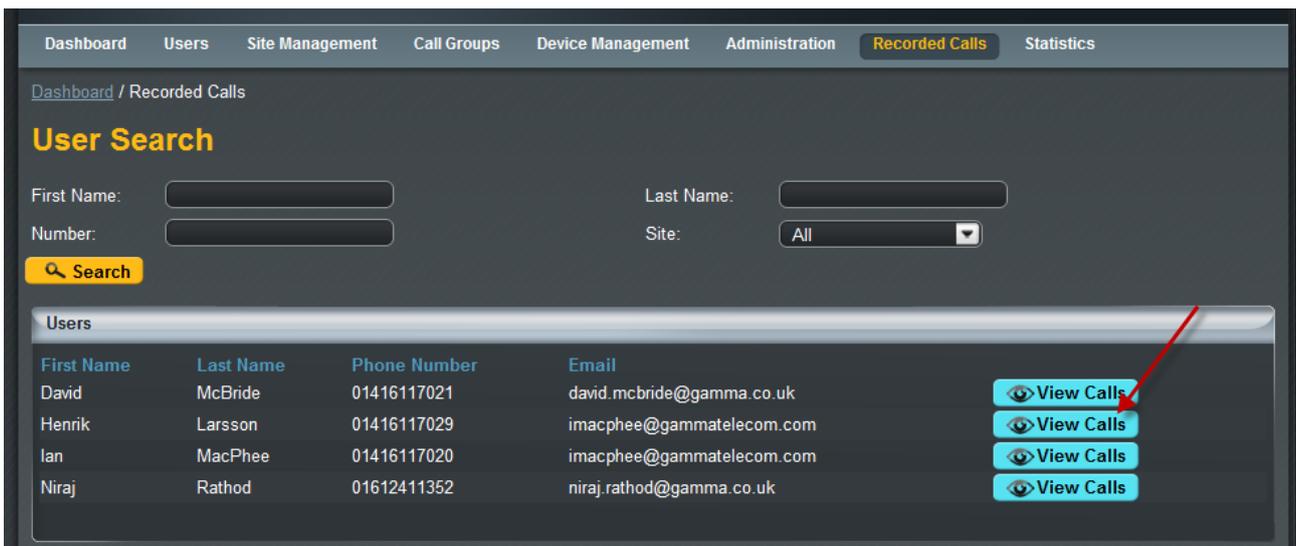

Dashboard / Recorded Calls / User Search/ Recorded Call Search

Once you have selected a user you would like to view you will be able to select whether you want to download inbound or outbound calls. You are also able to select a start date and time if you are looking for a specific call. Once you have selected the search criteria you want and have clicked the "Search" button you will be able to view all calls the fit your criteria for this user. To download a call just check the call or calls you would like to download and then click "download".

If you download a single file you will receive a file in an mp3 format, if you download a selection you will get a zip file with multiple mp3 files. Depending on your browser will depend on where the file will be saved to, for Firefox and Chrome it will go to your download folder or where you have specified your downloads to be saved to. Internet Explorer and Opera you will be asked where they would like to save the file. For Safari the default download location will be either your documents or download folder, this will different if you have changed it.

The mp3 files name includes basic information about the call each section is separated by an underscore and it is in this order:

- DDI for the person making the call
- DDI for the person receiving the call
- The date the call was made
- The time the call was made

Questions?

If you have any further questions please contact the Cerberus Support Team via:

Email: support@cerberusnetworks.co.uk
Telephone   0845 257 1333
Web chat: http://www.cerberusnetworks.co.uk/index.php/support