

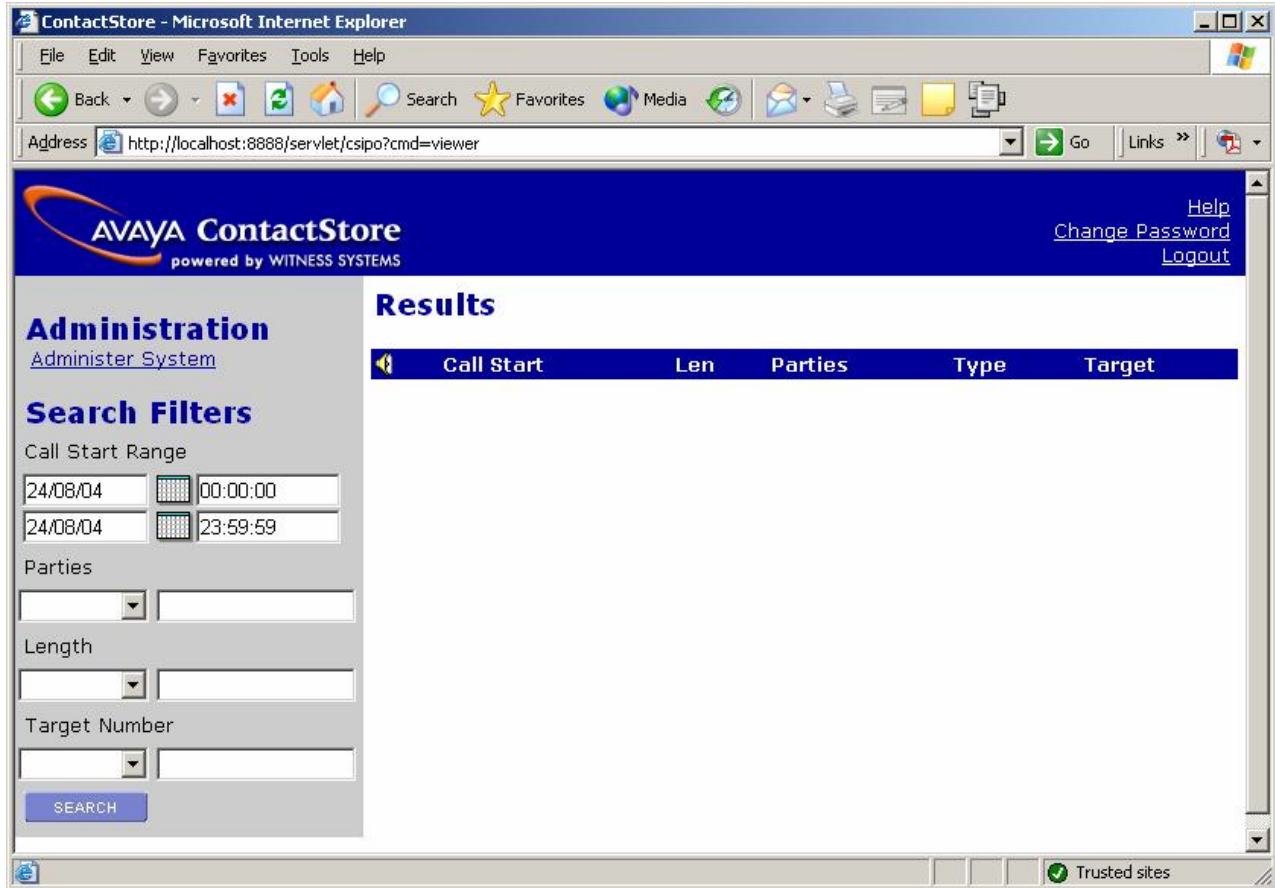


Search and Replay Instructions

You can use ContactStore for IP Office to search for and replay recordings.

Searching for Calls

The Search and Replay screen, shown below, provides filter fields that you can use to search for calls.



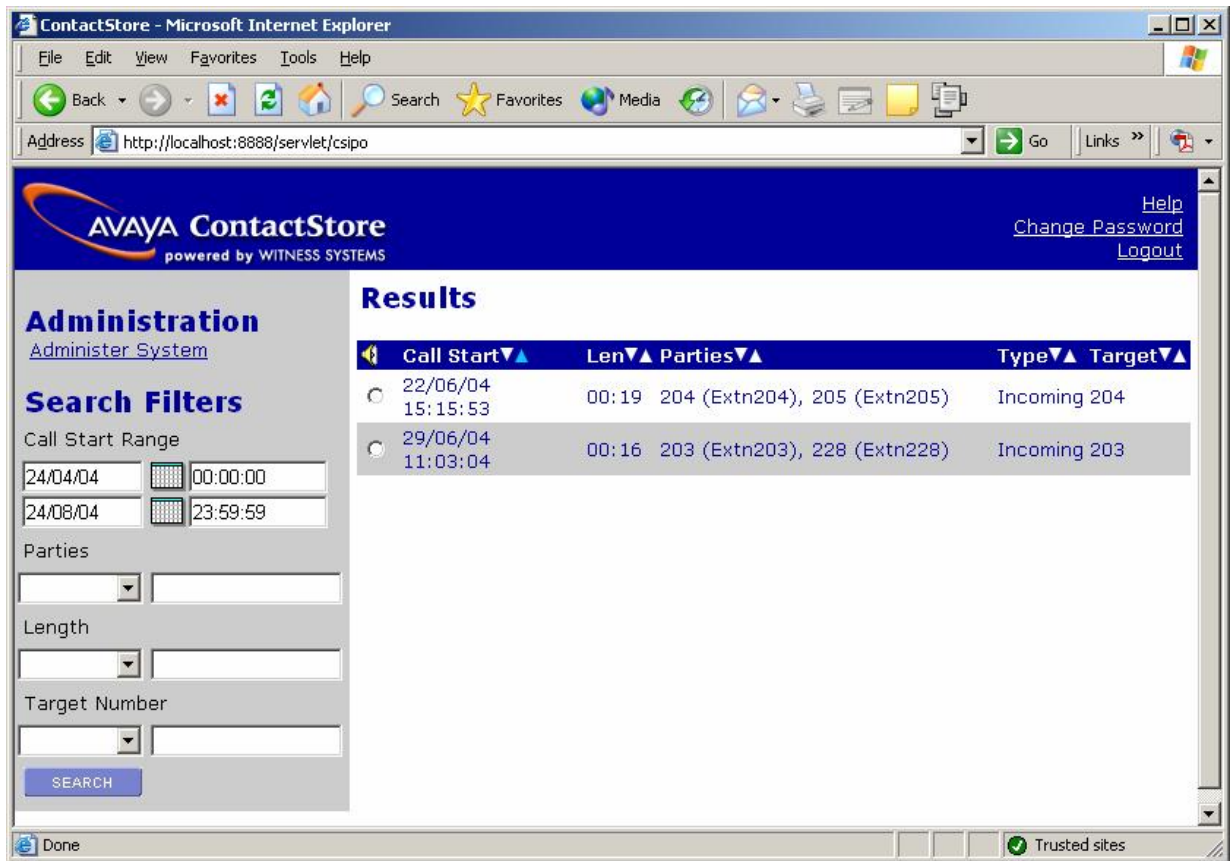
To search for calls, enter the search criteria in the **Search Filters** fields and click on **Search**. The meanings of the symbols and abbreviations in the drop-down list are shown in the following table.

Note: When searching using the Parties filter place a) (Closed bracket) at the end of the search criteria.

| Drop-down | Meaning |
|-----------|---|
| | No criteria |
| = | Equals (numeric fields only) |
| < | Less than (numeric fields only) |
| > | Greater than (numeric fields only) |
| Incl | Includes or Contains (string fields only) |
| Starts | Starts with (string fields only) |
| Ends | Ends with (string fields only) |

Incl is the most helpful criterion to use when searching for calls involving specific parties.

Search results are listed in the right pane as shown in the screen below:






The Results list includes the following information:

- Call Start Time
- Call length in hours, minutes and seconds
- Name (where available) and number of the parties on the call
- Call type – incoming, outgoing. Target number (the number dialed – which may not be the same as the number that answered the call)

Playing the Call

To play one of the calls listed:

1. Click on the radio button next to the call. The radio button is listed at the left in the column headed by the loudspeaker icon . The call will be played through the Multi-media devices on your PC.
 - The audio is retrieved from the server and an audio waveform is shown in the top bar. 
 - Audio retrieval may take a few seconds to a few minutes depending on the bandwidth of the link between your PC and the ContactStore server.
2. Once the first few seconds of the call have been loaded, click on the audio waveform to play it.
3. Place your mouse over the audio waveform to display a small control panel that you can use you to pause, skip forward, skip backward or export the recording to a readily playable .wav file. 
 - Click anywhere in the audio waveform to play from that point in the call.
 - Click just to the left of the audio waveform to play from the very beginning of the call.



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