

## BEFORE YOU GET STARTED:

- Have your Commportal User Name

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- Have Your Commportal Password

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- Know Your IP Address \*

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If you do not know this information, please contact your administrator to verify you have the needed information to access Call Recording.

\* Pinnacle restricts access to call recording server logins by IP address, so you will need to report that information to your Account Manager or call into Customer Service to report that information. Your IP address is only needed to access the recordings, not to have the call recorded. So changing IP Address may keep you from retrieving recordings, but your call will continue to be recorded.

*Recorded Calls are normally stored for 30 days on our servers. If a call is needed beyond that, then you can download the call to your own network storage platform for further timeframe. We also offer plans that offer longer storage timeframes, but it is important to notice that no plans include "forever" so please make appropriate plans as needed.*



## Call Recording Quick Start Guide

[Recording.Quick-Portal.com](http://Recording.Quick-Portal.com)



## WELCOME

Welcome to Hosted Recording! This guide is intended to get you up and running with the basic features associated with the product. For more in-depth information, please contact us on our website at [www.pinnacletelecom.com](http://www.pinnacletelecom.com).

As always, you can also contact our local customer care team during support hours at 877-643-0260 and we will be happy to assist you.

Recording.Quick-Portal.com is the web portal used to configure the features on your recording services. With this portal, you can:

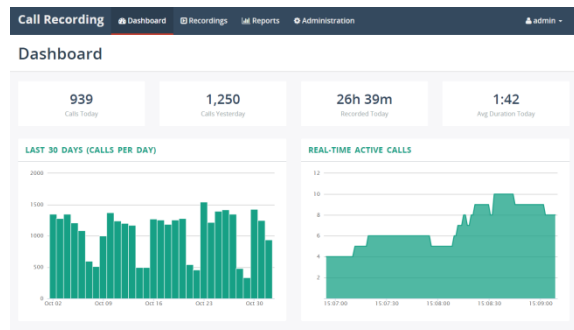
- See all your recording calls
- See statistics about recorded calls
- Run reports
- Set up rules or manage other users (admin only)

To get started, go to the login page at: [recording.quick-portal.com](http://recording.quick-portal.com). Passwords will be the same as your Commportal access. If you don't know your password, please see your admin or contact us.

This Guide is representative and may vary from your individual screen.

## DASHBOARD

Once you are logged in, you will see the main Call Recording screen:

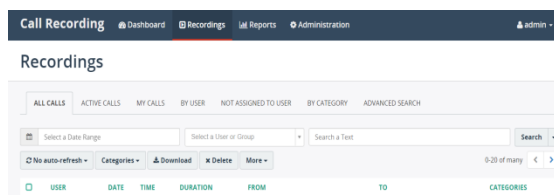


Dashboard – Default screen that provides general stats on your system

1. Calls Today
2. Call Yesterday
3. Recorded Time Today
4. Average Call Duration
5. Real-Time Active Calls

## RECORDINGS

Recordings Tab shows different filters for your recorded calls. Calls can be filtered in a variety of ways.



All Calls – Lists all calls that have been recorded

Active Calls – Lists calls that are in progress

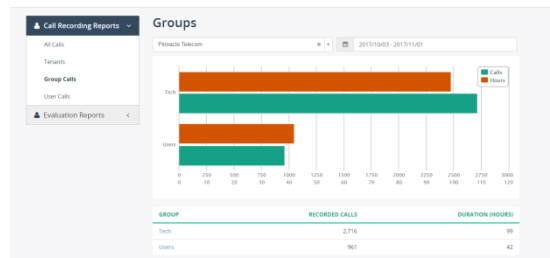
Auto-Refresh – Used to auto-refresh your page.

## REPORTS

Reports let you see information about your recorded calls and can be something as simple as quantity for a user or can be used to show trends between depts.



### Reports

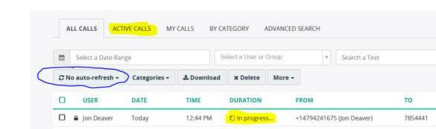


## ON DEMAND RECORDING

If you are setup to record ON-Demand instead of All Calls, then the following steps need to be taken to turn on / turn off recording.

In order to enable on-demand recording, while on the call:

1. Log into Call Recording.
2. Select the active Recordings – From here you can see all calls including in progress calls, or you can select the ACTIVE CALLS tab, to just see your active calls. Make sure your setting is set to “AUTO-Refresh” so you can see your active call. If it is set to “No Auto-Refresh”, then you may need to refresh the browser in order to see your active or new calls.
3. During a call select which active call you want to record and select the expand + which is at the far right of the line.
4. Click **Open in new window** button.
5. Then you will have the option to either Enable Recording/Disable Recording depending on your default. Click Enable Recording to record the call.



### CALL STATUS

Call State: In progress...  
Duration: 1:19  
On-demand recording: **Recording will be discarded** **Enable Recording**  
Recording State: Pause Recording

6. While Recording is Enabled, you can choose to Pause Recording (which will leave blank space during the paused recording).

Pinnacle utilizes LOOKBACK technology, so you can wait until the last minute of the call to decide to record it, and it will have recorded the entire length of the call.