

Technical Note: Unable to find Call

There are times when you need to locate a call but you can't find it in your CallN Portal. There could be a number of reasons for this, but it is simple to find out why and to rectify the issue.

Log into your CallN portal.

Once connected, across the top of the portal, click "Calls" to list all calls recorded.

Click "Filter" to display the a list of available filters.

Under "Status" on the far right of the filter listing, select "Not Recorded".

Test Account - Call Recording Trial ends in 19 days, click to subscribe

Dashboard | **Calls** | Handsets | Reports | Activity | Campaigns | Archives

Search by phone number, name or notes **Filter** ▲ Date: last month ✕

Date	Day of week	Time of day	Duration	Direction	Caller	Destination	Tag	Notes	Rating	Status
today	weekdays	morning	less than 3 minutes	incoming	custom	custom	complaint	empty	0 stars	not recorded
yesterday	weekends	afternoon	less than 10 minutes	outgoing			contract agreed	populated	1 star	
last week	monday	custom	less than 30 minutes	internal			milk	custom	2 stars	
last month	tuesday		less than 1 hour				personal		3 stars	
last 3 months	wednesday		more than 3 minutes				successful sale		4 stars	
last 6 months	thursday		more than 10 minutes				none		5 stars	
last year	friday		more than 30 minutes							
last 5 years	saturday		more than 1 hour							
custom	sunday		custom							

A list of "Not Recorded" calls will be displayed showing the details of date and time the call occurred, duration of the call, whether the call was an inbound or an outbound call, caller information and destination information. Selecting a call will expand the call and show the options to "Delete" the call record, show the "Details" of the call or show the call "History".

☐ Wed 31 Aug, 4:38:51pm 0:00 📞 📠 225 📠 624 (Fax)

🗑️ Delete 📄 Details 📅 History

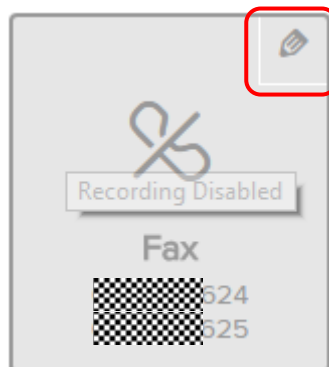
Clicking "Details" opens a window showing call data including the reason why the call was not recorded.

Call Details Close

Details

ID	62708454
Start Time	Wed 31 Aug, 4:38:51pm
Duration	0 seconds
Answer delay	0 ms
Caller	[redacted] 225
Destination	[redacted] 624 (Fax)
Not recorded reason	Handset Fax [redacted] 624, [redacted] 625) is disabled

There are a number of reasons a recording may not be recorded. A common reason is that the handset has been Disabled. If this is the reason, open the handset menu. Click on the pencil icon that appears in the upper right corner of the handset icon when the mouse is moved onto the icon for the handset.



Once the handset is opened, enable the handset to record calls by selecting "Yes" in the section "Handset is Enabled?". Then click Apply to save the setting.

Handset is enabled?

- Yes**
- No** - don't record any calls to or from this handset
- No** - don't record any calls to or from this handset, even if the other party is an enabled handset

Once enabled, Call Recordings will start to appear for any new calls to or from the handset.