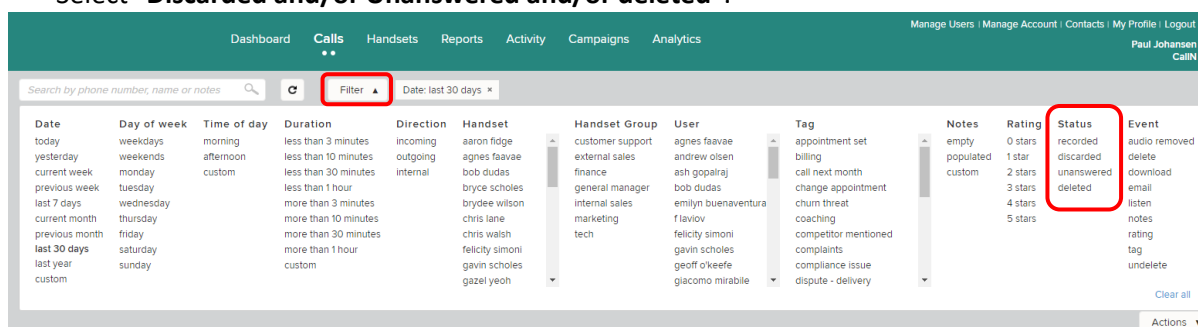


Unable to Find Call

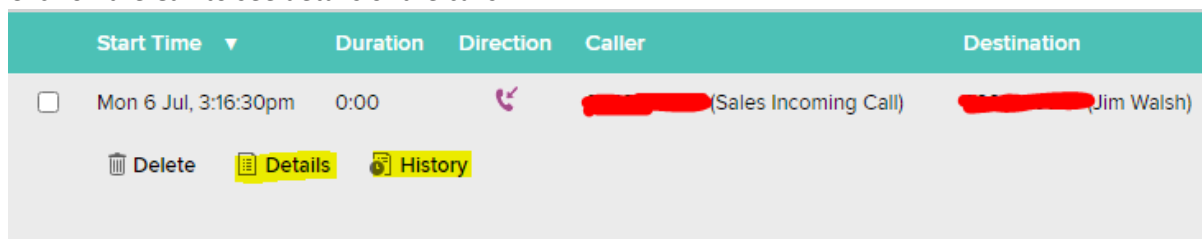
There are times when you need to locate a call, but you can't find it in your CallN Portal. There could be a number of reasons for this, but it is simple to find out why and to rectify the issue.

Steps:

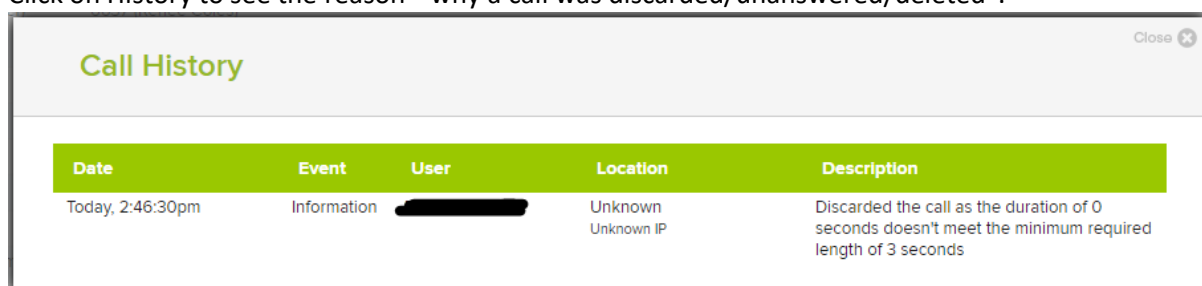
- Log into your CallN portal.
- Click on **Calls** tab, then you see a search bar and filter button.
- Click on **Filter** button, it will open a drop-down.
- Navigate to **Status** far right of the filter list.
- Select **“Discarded and/or Unanswered and/or deleted”**.



- Below there will a list of “Discarded/Unanswered/Deleted calls”.
- Click on the **Call** to see details of the calls.



- Click on **Details** to see call details.
- Click on **History** to see the reason “ why a call was discarded/unanswered/deleted”.



- After founding the reason, the user can make changes to the required handset.

Note: “ If you couldn't resolve the issue, please email us at support@calln.com or Call us at 1300 IMPROVE (+61 1300 467 768). We are always there to help our lovely customers.”