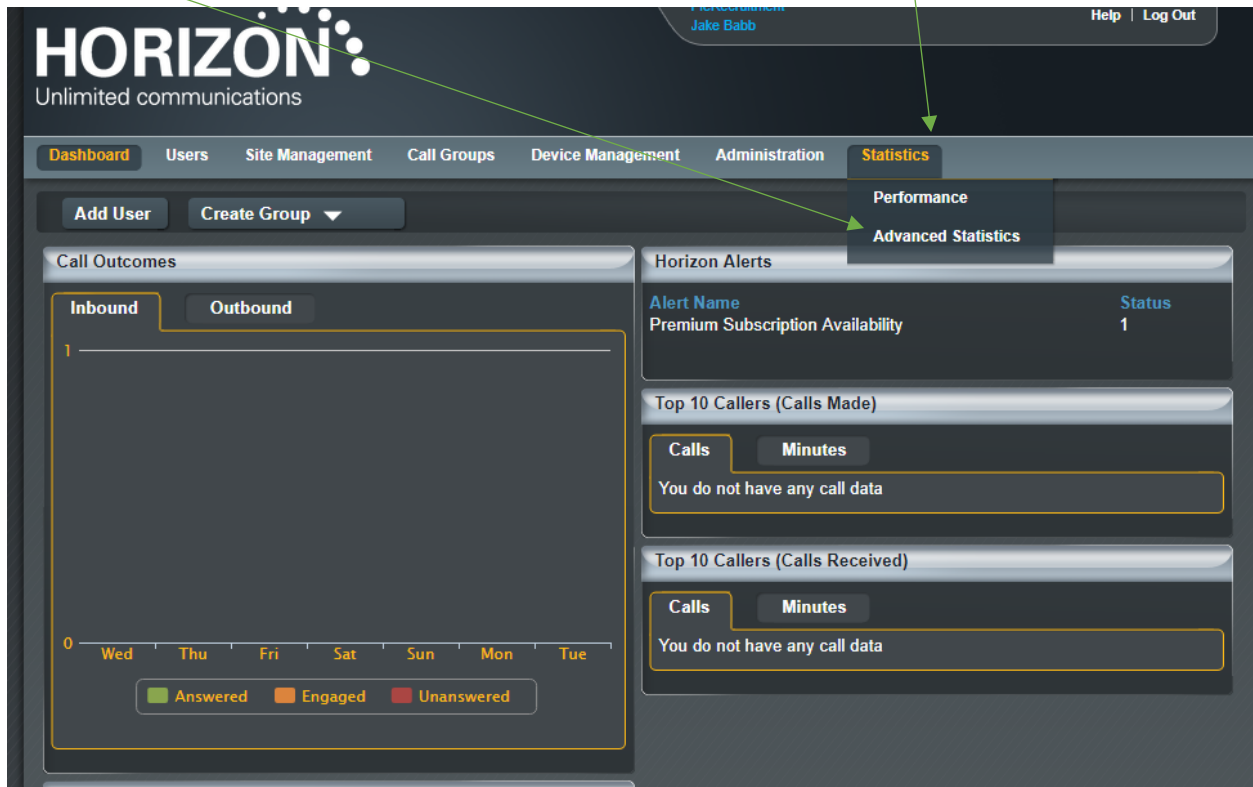
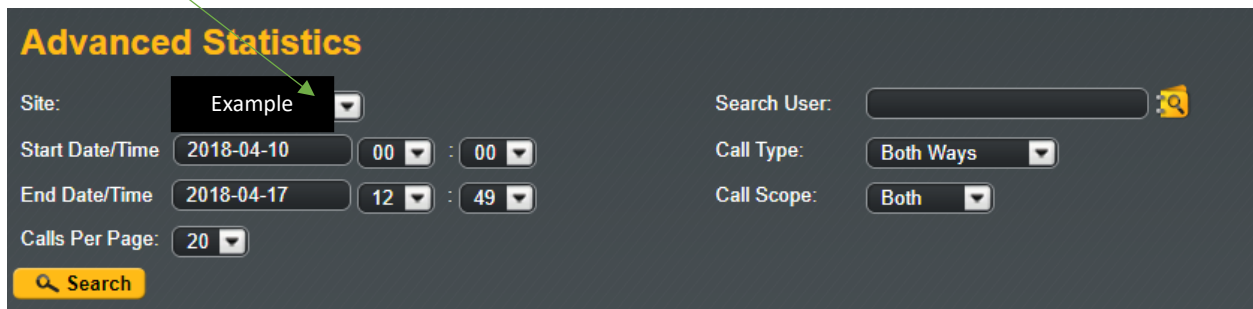


Guide on how to download recorded calls.

Once logging into Horizon, on the navigation bar, hover over “Statistics” and click “Advanced Statistics”



Set “Site” to your company and select your desired options, such as date, call type (inbound or outbound), etc.



Then click “Search” and you’ll see some results come up below the box shown above.

Depending on the specific date parameters you set to search, you'll see a list of numbers and times etc... at the bottom of that result box, you'll see a "Download" button. Clicking this will download all records in that current search. Please note, you will have to manually delete these after download is complete.

HORIZON
Unlimited communications

Help | Log Out

Dashboard Users Site Management Call Groups Device Management Administration Recorded Calls **Statistics**

Dashboard / Advanced Statistics

Advanced Statistics

Site: Search User:

Start Date/Time: :
 End Date/Time: :

Call Type:
 Call Scope:

Calls Per Page:

Search

Type	Site	Call Date/Time	Duration	Calling Number	Destination Number	Outcome
Outgoing		2018-04-17 14:24:21	00:01:43			Answered
Outgoing		2018-04-17 13:57:26	00:00:03			Answered
Outgoing		2018-04-17 13:57:12	00:00:00			Unanswered
Outgoing		2018-04-17 13:55:07	00:02:01			Answered
Outgoing		2018-04-17 11:54:24	00:02:30			Answered
Outgoing		2018-04-17 11:51:22	00:00:10			Answered
Outgoing		2018-04-17 10:57:13	00:00:36			Answered
Incoming		2018-04-17 09:58:25	00:00:11			Answered
Outgoing		2018-04-17 09:58:25	00:00:11			Answered
Incoming		2018-04-17 09:57:27	00:00:11			Answered
Outgoing		2018-04-17 09:57:27	00:00:11			Answered

Download

So, for example, here I selected all calls from today and at the bottom left of the box, there is a download button. Clicking this will only download the calls shown in this result box.