

## CALL RECORD FREQUENTLY ASKED QUESTIONS

### 1. How do I back up recordings on the current platform to my computer?

EPB will transfer the past six months of your recordings to the new platform. Also, here are instructions for backing up your current recordings to your computer.

### 2. How long will recordings be saved on the new platform?

Your new account will save recordings for six months before they are deleted. Should you wish to upgrade your account for 12-month recording storage, please contact your EPB Fiber Optics sales representative at 423-648-1500 for details and pricing.

### 3. How often do I need to change my password?

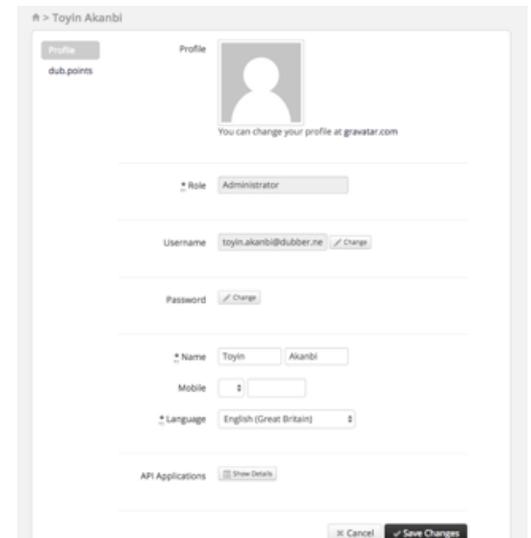
You will need to change your password every six months.

### 4. How do I change my user name and/or password?

To change your user name or password, go to your “Profile” page and click “Change” button next to either field.

Remember, your password must:

- be at least eight characters long
- include a lower case character
- include an upper case character
- include a digit
- include a special character
- not be a common password
- not be related to your name or email



Afterward, you will receive a confirmation email about the changes you have made.

### 5. What do I do if I forget my password?

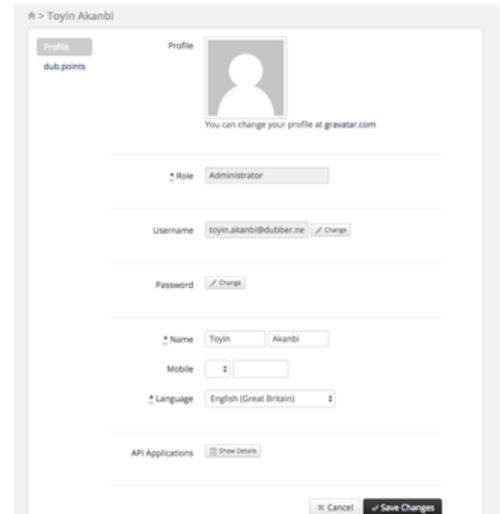
You may contact your administrator or you may choose the “Forgot Password” link on the login page. You will need to enter your User Name in order to reset your password. Follow the prompt screens in order to create a new password.

Remember, your password must follow the guidelines mentioned above.

## 6. What elements can I set up on my “Profile” page?

Your profile has several elements that can be edited by the user, including:

- Profile Picture – which can be uploaded from your desktop
- Role – everyone but the system Administrator will be a “User”
- Username – typically an email, can be changed at any time
- Password – must be changed every six months
- Name – however you want to be referred to on the platform
- Mobile – you may add a mobile phone number
- Language – you may select from a number of languages
- API Application – shows whether a user has an API token



## 7. How can I search for a recording?

To make it easier to find a recording, there is the filter icon bar at the top of the page where you can use the following filter options:



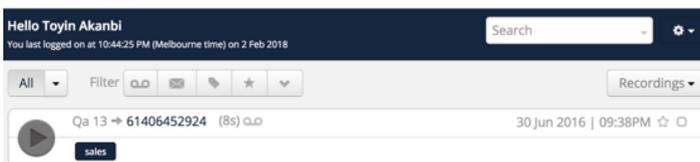
- Show Recordings 
- Show Voicemail 
- Show Tagged 
- Show Starred 
- Restrict to Dub.Point 

When you click on each item, it will sort out your recording by that icon. For example, if you filtered your recordings by the tagged icon, only your recordings that have been tagged will appear.

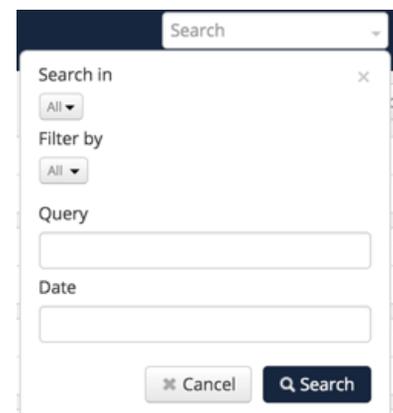
## 8. Can I search for a recording by specific criteria?

Using Smart Search, you can look for recording within a date range or a specific date. You can also look for a recording that has a certain Tag.

The Smart Search can be used as soon as you log into your account. On the recording page, you should be able to see the search bar.



When you click on each item, it will sort out your recording by that icon. For example, if you filtered your recordings by the tagged icon, only your recordings that have been tagged will appear.



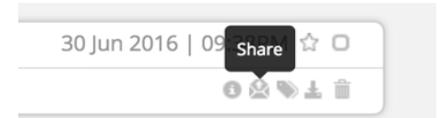
## 9. Can I download an individual recording?

Yes, but only account administrators have access to the function of downloading a recording. Simply select a recording, and then click the “Download” icon shown below.



## 10. Can I share a recording with others?

Yes. To do so click on the recording in question. Then click on the envelope icon.

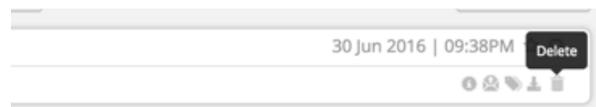


When you do this you will see the screen below. All you need to do is add the email address. You can also add a subject heading and include a message. The recording will be sent as a link to the recipient and this link is only valid for 24 hours.

A screenshot of the 'Share this recording' dialog box. It has a title 'Share this recording' and a close button (X). There is a 'To' input field. Below it is a 'Recommended Call Recording' section with a subject line 'Qa 13 → 61406452924 (8s) 30 Jun 2016 | 09:38PM'. The main message area contains: 'Hi, A call has been recorded using our call recording platform and I think you should listen to it. Thanks, Toyin'. At the bottom, there is a checkbox 'Do you understand you're sharing this recording? Yes, tick the box. [Learn](#)' and two buttons: 'Cancel' and 'Share'.

## 11. Can I delete a recording?

Yes, but only account administrators have access to the function of deleting a recording. Find the recording you would like to delete and click on it. On the administrator’s version of this screen, there will be “Trash” icon in the lower right hand corner. You will need to click on this.

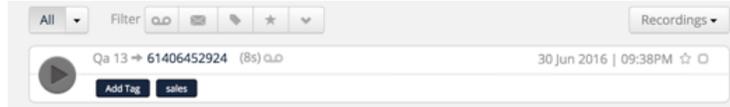


You will then have to enter the password to your account as well as click on confirm delete to ensure the recording is deleted from your account. **NOTE: Once a recording has been deleted it cannot be brought back.**

A screenshot of the 'Confirmation' dialog box. It has a title 'Confirmation' and a close button (X). The main text asks: 'Are you sure you want to delete this recording? Deleting this recording will remove it from your account and it will not be available for playback.' Below this is a password field labeled '\* Password' with the instruction 'enter your password to confirm'. At the bottom, there are two buttons: 'Cancel' and 'Confirm Delete'.

## 12. How can I make a recording a “Favorite”?

Find the recording in question and simply click on the star icon. This signals that you have made the recording a favorite.

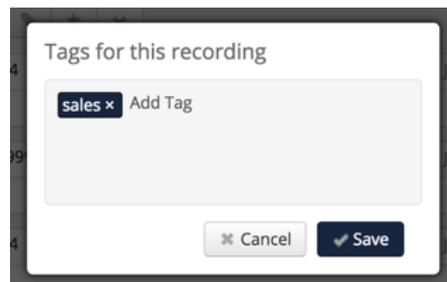


## 13. How can I label, or “Tag” a recording?

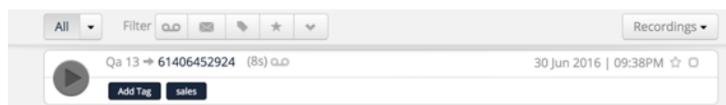
Having your recordings tagged will help you search through your catalogue of recordings much easier and will save you a lot of time. To tag your recordings you will need to click on the recording you would like to tag.



Clicking on the “Tag” icon will bring up the screen below. This is where you will create the tag. Once you are happy with this, click “Save.”



Your tag will be saved and will be visible at the bottom of the recording. When you search through your account using this tagged word, you will bring up this recording. (Also any other recording using the same tag).



To remove a “Tag,” click on the recording and then click the “Tag” icon. Find the tag you want to delete click the “x” beside it. Then click “Save.”