

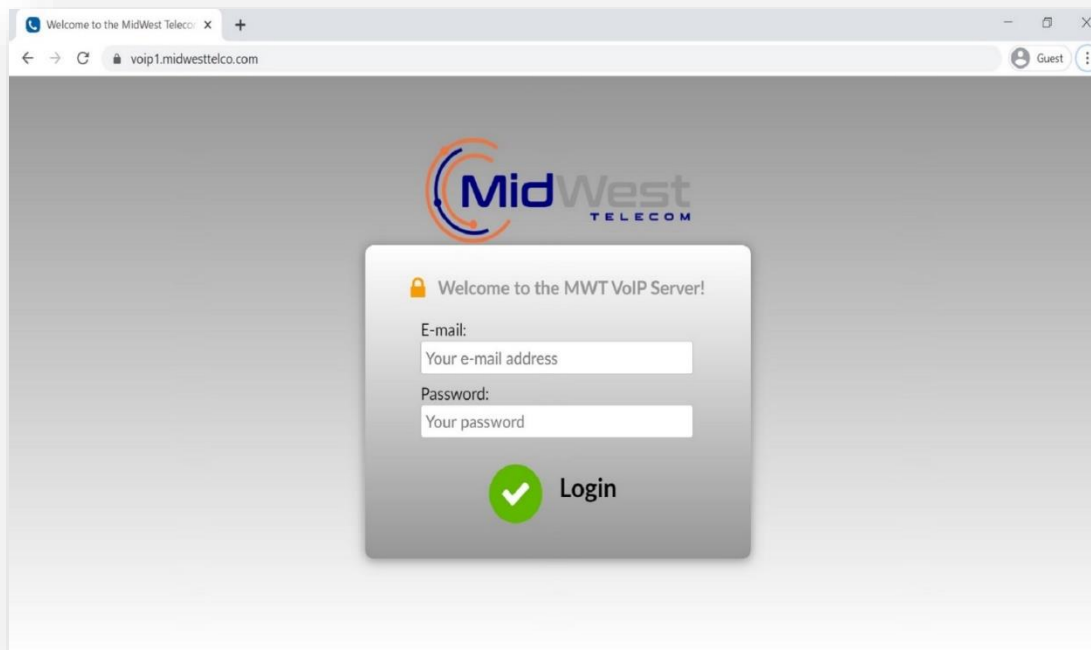


## How to view your company's Call Detail Record (CDR)

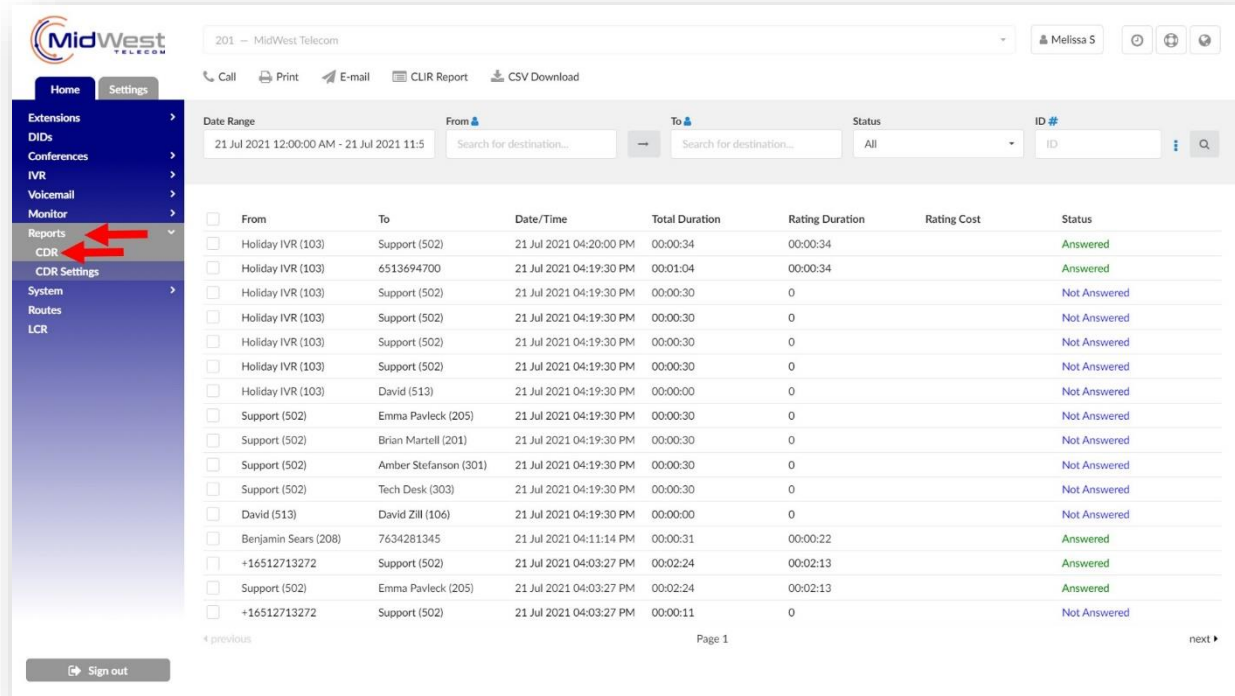
Your Call Detail Record (CDR), also known as Calls Log, displays all incoming and outgoing calls made to/from your business phone system. The report highlights the following details for each call:

1. The phone number/extension the call is made from
2. The phone number/extension the call is going to
3. Date and time
4. Total Duration
5. Status – Answered or Not Answered

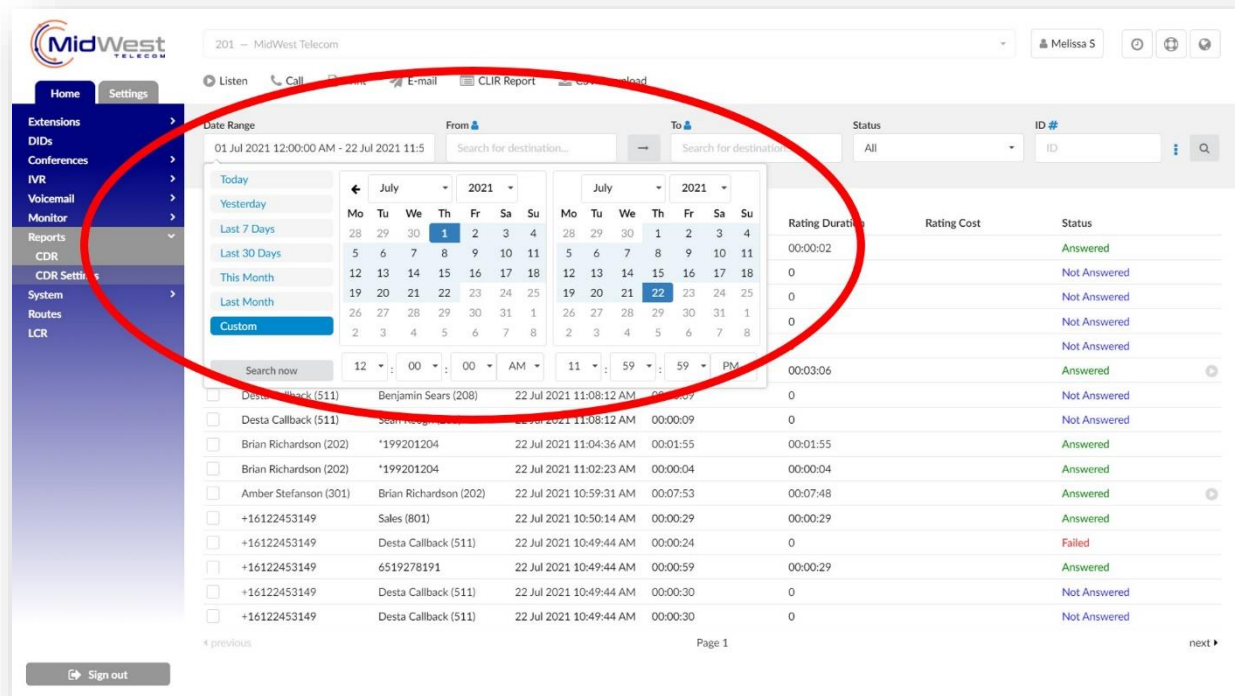
1. To start, log into the MidWest Telecom Portal: <https://voip1.midwesttelco.com/>.



2. On the menu in the left margin, click the **Reports** tab. Then, select **CDR**.



3. Enter the **Date Range** for the calls you would like to review.



4. Type the extension number in the **From** and/or **To** fields. Leave these fields blank to view calls dialed from and received by all extensions.

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Home Settings

Extensions  
DIDs  
Conferences  
IVR  
Voicemail  
Monitor  
Reports  
CDR  
CDR Settings  
System  
Routes  
LCR

Date Range: 01 Jul 2021 12:00:00 AM - 22 Jul 2021 11:59:59 AM

From: 502 To: 502 Status: All ID #: ID

502 - Support

<input type="checkbox"/>	From	To	Date/Time	Total Duration	Rating Duration	Rating Cost	Status
<input type="checkbox"/>	Jen (102)	*78	22 Jul 2021 11:22:01 AM	00:00:02	00:00:02		Answered
<input type="checkbox"/>	Support (502)	Emma Pavleck (205)	22 Jul 2021 11:21:42 AM	00:00:08	0		Not Answered
<input type="checkbox"/>	Support (502)	Tech Desk (303)	22 Jul 2021 11:21:42 AM	00:00:08	0		Not Answered
<input type="checkbox"/>	Support (502)	Brian Martell (201)	22 Jul 2021 11:21:42 AM	00:00:05	0		Not Answered
<input type="checkbox"/>	David (513)	David Zill (106)	22 Jul 2021 11:21:42 AM	00:00:00	0		Not Answered
<input type="checkbox"/>	Benjamin Sears (208)	6514560000	22 Jul 2021 11:18:27 AM	00:03:11	00:03:06		Answered
<input type="checkbox"/>	Desta Callback (511)	Benjamin Sears (208)	22 Jul 2021 11:08:12 AM	00:00:09	0		Not Answered
<input type="checkbox"/>	Desta Callback (511)	Sean Keogh (206)	22 Jul 2021 11:08:12 AM	00:00:09	0		Not Answered
<input type="checkbox"/>	Brian Richardson (202)	*199201204	22 Jul 2021 11:04:36 AM	00:01:55	00:01:55		Answered
<input type="checkbox"/>	Brian Richardson (202)	*199201204	22 Jul 2021 11:02:23 AM	00:00:04	00:00:04		Answered
<input type="checkbox"/>	Amber Stefanson (301)	Brian Richardson (202)	22 Jul 2021 10:59:31 AM	00:07:53	00:07:48		Answered
<input type="checkbox"/>	+16122453149	Sales (801)	22 Jul 2021 10:50:14 AM	00:00:29	00:00:29		Answered
<input type="checkbox"/>	+16122453149	Desta Callback (511)	22 Jul 2021 10:49:44 AM	00:00:24	0		Failed
<input type="checkbox"/>	+16122453149	6519278191	22 Jul 2021 10:49:44 AM	00:00:59	00:00:29		Answered
<input type="checkbox"/>	+16122453149	Desta Callback (511)	22 Jul 2021 10:49:44 AM	00:00:30	0		Not Answered
<input type="checkbox"/>	+16122453149	Desta Callback (511)	22 Jul 2021 10:49:44 AM	00:00:30	0		Not Answered

Sign out

5. Select the **Status** or leave it pre-set to **All**. Note: **Answered** calls include voicemail messages sent/received.

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Listen Call Print E-mail CLIR Report CSV Download

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Date Range: 01 Jul 2021 12:00:00 AM - 22 Jul 2021 11:59:59 AM

From: 502 To: 502 Status: All ID #: ID

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<input type="checkbox"/>	Brian Richardson (202)	*199201204	22 Jul 2021 11:02:23 AM	00:00:04	00:00:04		Answered
<input type="checkbox"/>	Amber Stefanson (301)	Brian Richardson (202)	22 Jul 2021 10:59:31 AM	00:07:53	00:07:48		Answered
<input type="checkbox"/>	+16122453149	Sales (801)	22 Jul 2021 10:50:14 AM	00:00:29	00:00:29		Answered
<input type="checkbox"/>	+16122453149	Desta Callback (511)	22 Jul 2021 10:49:44 AM	00:00:24	0		Failed
<input type="checkbox"/>	+16122453149	6519278191	22 Jul 2021 10:49:44 AM	00:00:59	00:00:29		Answered
<input type="checkbox"/>	+16122453149	Desta Callback (511)	22 Jul 2021 10:49:44 AM	00:00:30	0		Not Answered
<input type="checkbox"/>	+16122453149	Desta Callback (511)	22 Jul 2021 10:49:44 AM	00:00:30	0		Not Answered

Sign out

6. If you have activated the Call Recording feature, you can select an **Answered** call by checking the box in the left column. Then, click **Listen**.

The screenshot displays the MidWest Telecom CDR interface. At the top, there is a navigation bar with 'Home' and 'Settings' (indicated by a red arrow), and a toolbar with 'Listen', 'Call', 'Print', 'E-mail', 'CLIR Report', and 'CSV Download'. Below this is a search and filter section with 'Date Range' (01 Jul 2021 12:00:00 AM - 22 Jul 2021 11:5), 'From' (502), 'To' (Search for destination...), 'Status' (All), and 'ID #' (1626971573.703715). The main table lists call records with columns: From, To, Date/Time, Total Duration, Rating Duration, Rating Cost, and Status. The first row is highlighted in yellow and has a checked checkbox in the left column. A blue banner at the bottom contains the following text:

**NOTE: The Call Recording feature allows you to listen to any Answered call. To activate this feature, contact MWT support.**

	From	To	Date/Time	Total Duration	Rating Duration	Rating Cost	Status
<input checked="" type="checkbox"/>	+19522018010	Support (502)	22 Jul 2021 11:33:24 AM	00:00:03	00:00:03		Answered
<input type="checkbox"/>	Support (502)	Amber Stefanson (301)	22 Jul 2021 11:32:54 AM	00:00:30	0		Not Answered
<input type="checkbox"/>	+19522018010	Support (502)	22 Jul 2021 11:32:54 AM	00:00:30	0		Not Answered
<input type="checkbox"/>	Support (502)	Tech Desk (303)	22 Jul 2021 11:32:54 AM	00:00:30	0		Not Answered
<input type="checkbox"/>	+19522018010	Support (502)	22 Jul 2021 11:32:54 AM	00:00:30	0		Not Answered
<input type="checkbox"/>	+19522018010	Support (502)	22 Jul 2021 11:32:54 AM	00:00:04	0		Failed
<input type="checkbox"/>	Support (502)	Brian Martell (201)	22 Jul 2021 11:32:54 AM	00:00:04	0		Not Answered
<input type="checkbox"/>	Support (502)	Emma Pavleck (205)	22 Jul 2021 11:32:54 AM	00:00:30	0		Not Answered
<input type="checkbox"/>	+19522018010	Support (502)	22 Jul 2021 11:32:54 AM	00:00:30	0		Not Answered
<input type="checkbox"/>	25514	Support (502)	22 Jul 2021 11:30:39 AM	00:00:13	00:00:13		Answered
<input type="checkbox"/>	25514	Support (502)	22 Jul 2021 11:30:08 AM	00:00:30	0		Not Answered
<input type="checkbox"/>	Support (502)	Amber Stefanson (301)	22 Jul 2021 11:30:08 AM	00:00:30	0		Not Answered