How to Access Call Recordings

ALLIANCE
COMMUNICATIONS™

Getting Started

Call Recording allows you to access and listen to recordings based on your hosted phone system settings and user access.

Using the User Web Portal

Each extension of your Cloud PBX system has access to a powerful web portal for managing your phone system.

Accessing the Portal

To access the web portal:

1. Open a web browser
2. Go to https://portal.alliance-hpbx.com. Google Chrome is the preferred browser.
3. On the login page, enter your login name and password.

Please contact Alliance Communications at hpbxsupport@alliance.coop if you need your log in and/or password information.
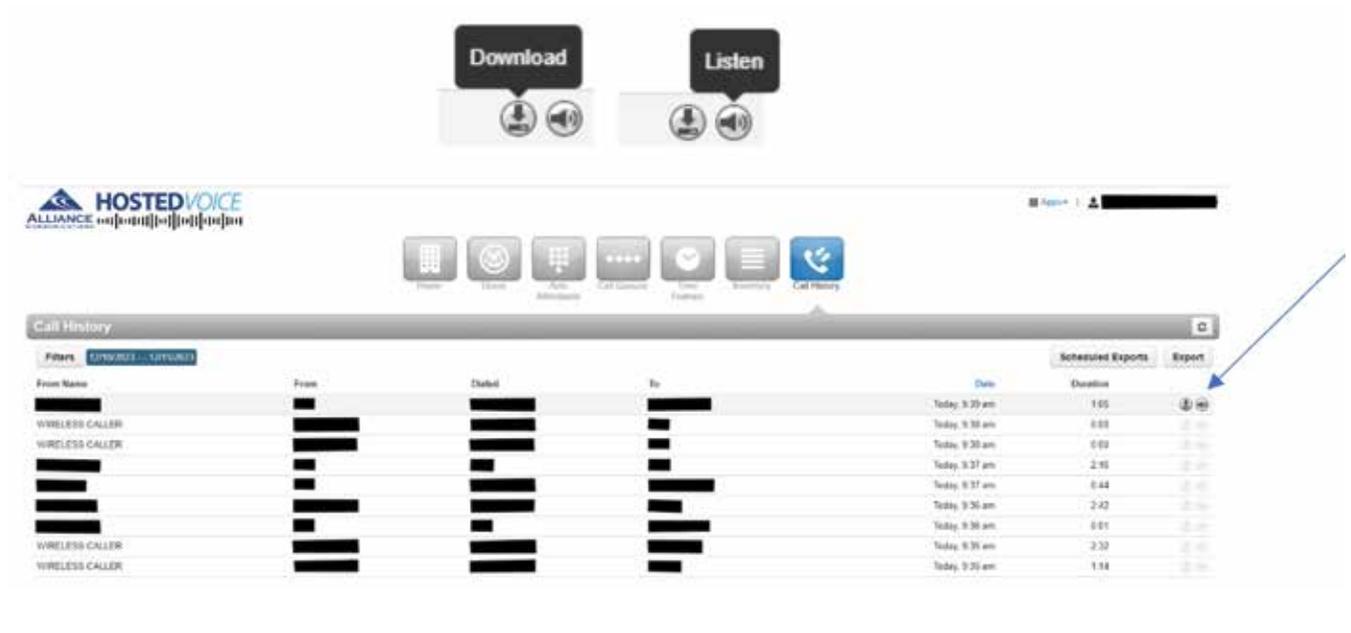
Call History

Call History will provide a list of incoming and outgoing calls for the hosted phone system or user, depending on your access. If your hosted phone system has call recording enabled, you can download or listen to the recording. To display this page, click the Call History icon at the top of the page.

Find the call in the call history list. Click to download or listen to the recorded call. Use Filters to expand your call history.

Need help? Email hpbxsupport@alliance.coop