

Accessing Your Call History

The **FibreMAX@fone Portal** lets you review every completed call, with easy-to-use search, filter, and sort tools so you can quickly find the details you need.

Log in:

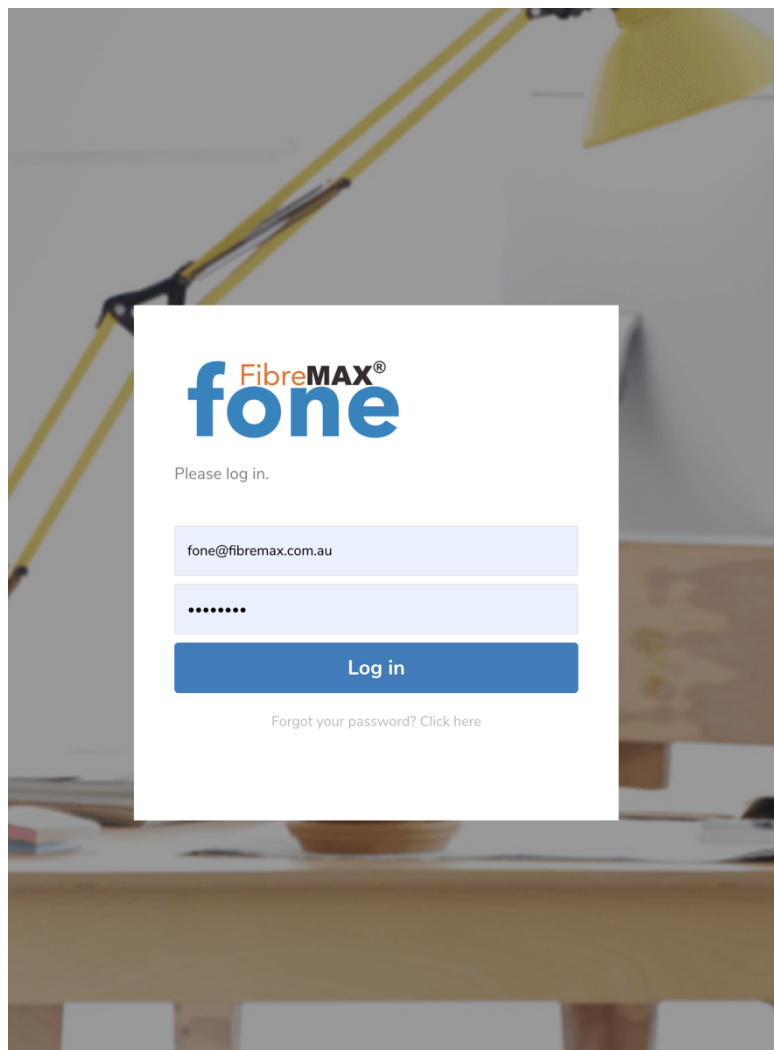
Use the *Username* and *Password* supplied by your FibreMax account manager.

Need access? Simply ask your account manager and we'll set you up.

Go to <https://myaccount.fibremaxfone.com.au> in your web browser.

Enter your credentials and click **Log In**.

You'll land on the dashboard. In the next steps we'll show you how to open the **Call History** screen and apply filters.



Reading the Dashboard

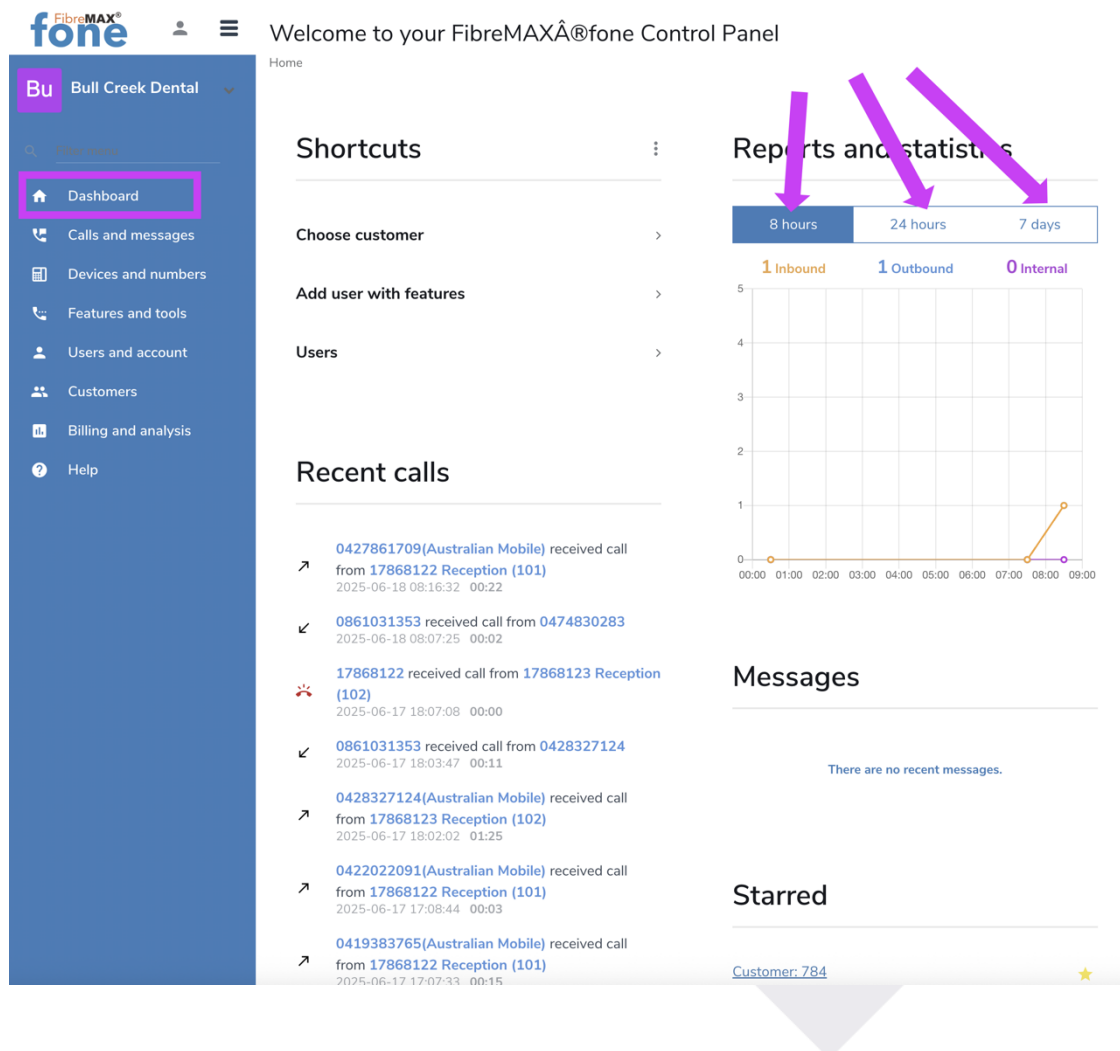
After you sign in, the Dashboard opens by default (you can always return to it by clicking Dashboard in the blue left-hand menu).

Quick call statistics

At the top-right you'll see a miniature graph with three time-range buttons:

8 hours, 24 hours and 7 days

Click a button to instantly update the chart and headline numbers (Inbound, Outbound, Internal). This gives you a snapshot of call volume and helps you spot any spikes at a glance.



Tip: Use the Dashboard for a fast health-check. For detailed filtering, head to **Call history** (covered in the next section).

Filtering Your Call History

Open Call history

In the blue sidebar choose **Calls and messages** ► **Call history**.
 The filter panel appears on the right-hand side.

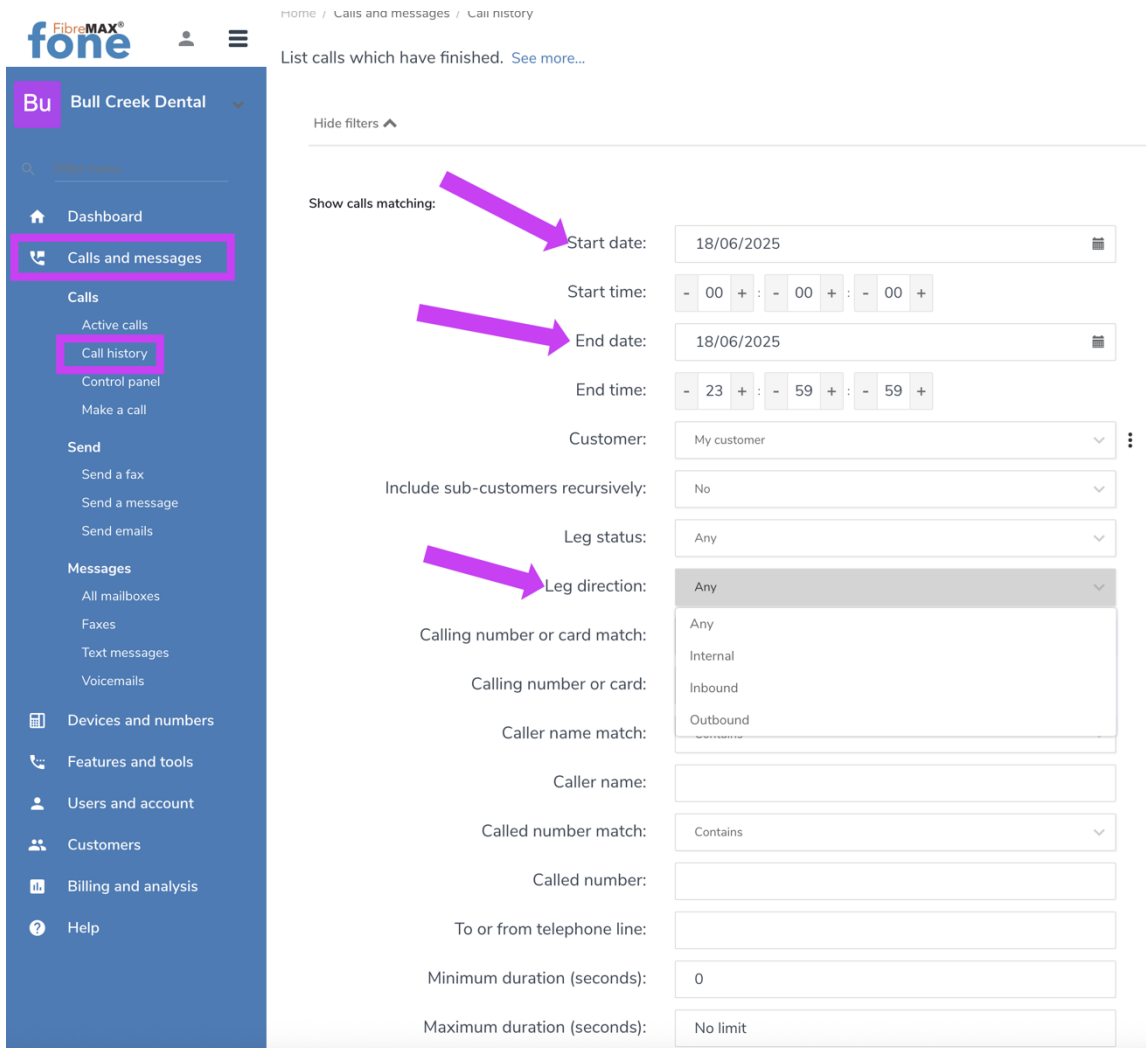
Set a date range (recommended)

- **Start date / time** – the earliest call you want to see.
- **End date / time** – the latest call you want to include.

Pick a leg direction (optional)

The **Leg direction** drop-down lets you narrow results to:

- **Inbound** – calls coming into your business
- **Outbound** – calls made by your team
- **Internal** – extension-to-extension calls inside your system



Home / Calls and messages / Call history

List calls which have finished. [See more...](#)

Hide filters ▲

Show calls matching:

Start date: 18/06/2025

Start time: - 00 + : - 00 + : - 00 +

End date: 18/06/2025

End time: - 23 + : - 59 + : - 59 +

Customer: My customer

Include sub-customers recursively: No

Leg status: Any

Leg direction: Any

Calling number or card match: Any

Calling number or card: Internal

Caller name match: Inbound

Caller name: Outbound

Called number match: Contains

Called number:

To or from telephone line:

Minimum duration (seconds): 0

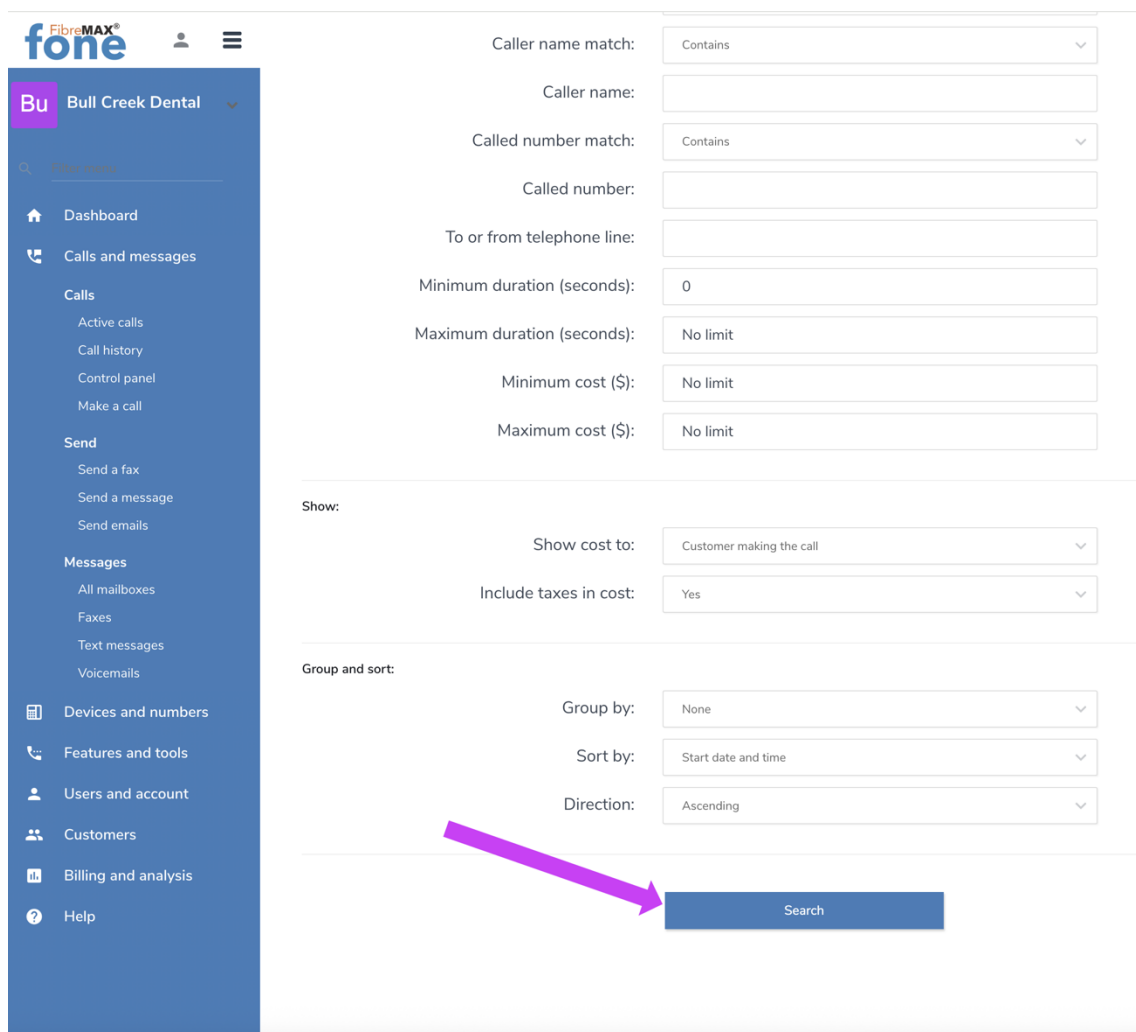
Maximum duration (seconds): No limit

Explore additional filters *(all optional)*

Refine by caller or called number, minimum/maximum duration, cost, telephone line, and more. Feel free to experiment—nothing is saved until you run a search.

Run the search

Click **Search** at the bottom of the page. Your filtered list of completed calls appears instantly. Click any row for full call details.



The screenshot shows the 'fone' interface for 'Bull Creek Dental'. On the left is a sidebar with navigation links: Dashboard, Calls and messages, Calls (Active calls, Call history, Control panel, Make a call), Send (Send a fax, Send a message, Send emails), Messages (All mailboxes, Faxes, Text messages, Voicemails), Devices and numbers, Features and tools, Users and account, Customers, Billing and analysis, and Help. The main area contains filter settings: Caller name match (Contains), Caller name (text input), Called number match (Contains), Called number (text input), To or from telephone line (text input), Minimum duration (seconds) (0), Maximum duration (seconds) (No limit), Minimum cost (\$) (No limit), and Maximum cost (\$) (No limit). Below these are 'Show' settings: Show cost to (Customer making the call) and Include taxes in cost (Yes). At the bottom are 'Group and sort' settings: Group by (None), Sort by (Start date and time), and Direction (Ascending). A large blue 'Search' button is at the bottom right, with a red arrow pointing to it.

Tip: If you routinely look up the same information (for example, last month's outbound calls), bookmark the page after running the search—your filter settings are preserved in the URL.

Reading, exporting, and drilling-into results

Once you run a search, your matching calls appear in a table.

Review the list

Calls are shown newest-first by default.

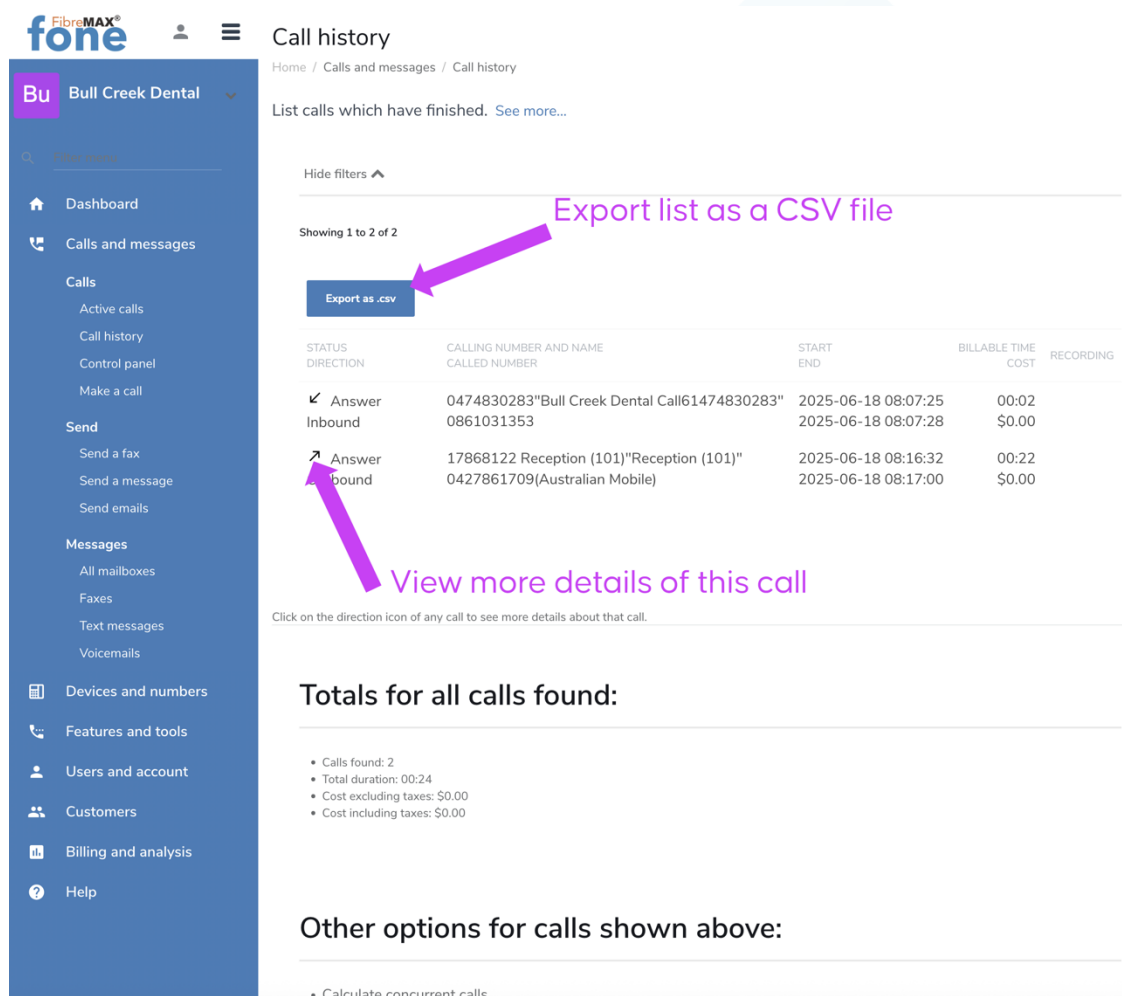
Each row displays the **direction icon** (answered inbound , answered outbound , missed ) , calling & called numbers, start/end times, billable duration, and cost.

Export the list

Need to analyse in Excel or another tool? Click **Export as CSV** above the table; your browser downloads the file instantly.

See summary totals

A quick tally (calls found, total duration, total cost) sits under the list, along with extra tools such as *Calculate concurrent calls*.



Call history

Home / Calls and messages / Call history

List calls which have finished. [See more...](#)

Hide filters ^

Showing 1 to 2 of 2

[Export as .csv](#)

STATUS	DIRECTION	CALLING NUMBER AND NAME	START END	BILLABLE TIME COST	RECORDING
	Answer Inbound	0474830283"Bull Creek Dental Call61474830283" 0861031353	2025-06-18 08:07:25 2025-06-18 08:07:28	00:02 \$0.00	
	Answer Outbound	17868122 Reception (101)"Reception (101)" 0427861709(Australian Mobile)	2025-06-18 08:16:32 2025-06-18 08:17:00	00:22 \$0.00	

Click on the direction icon of any call to see more details about that call.

Totals for all calls found:

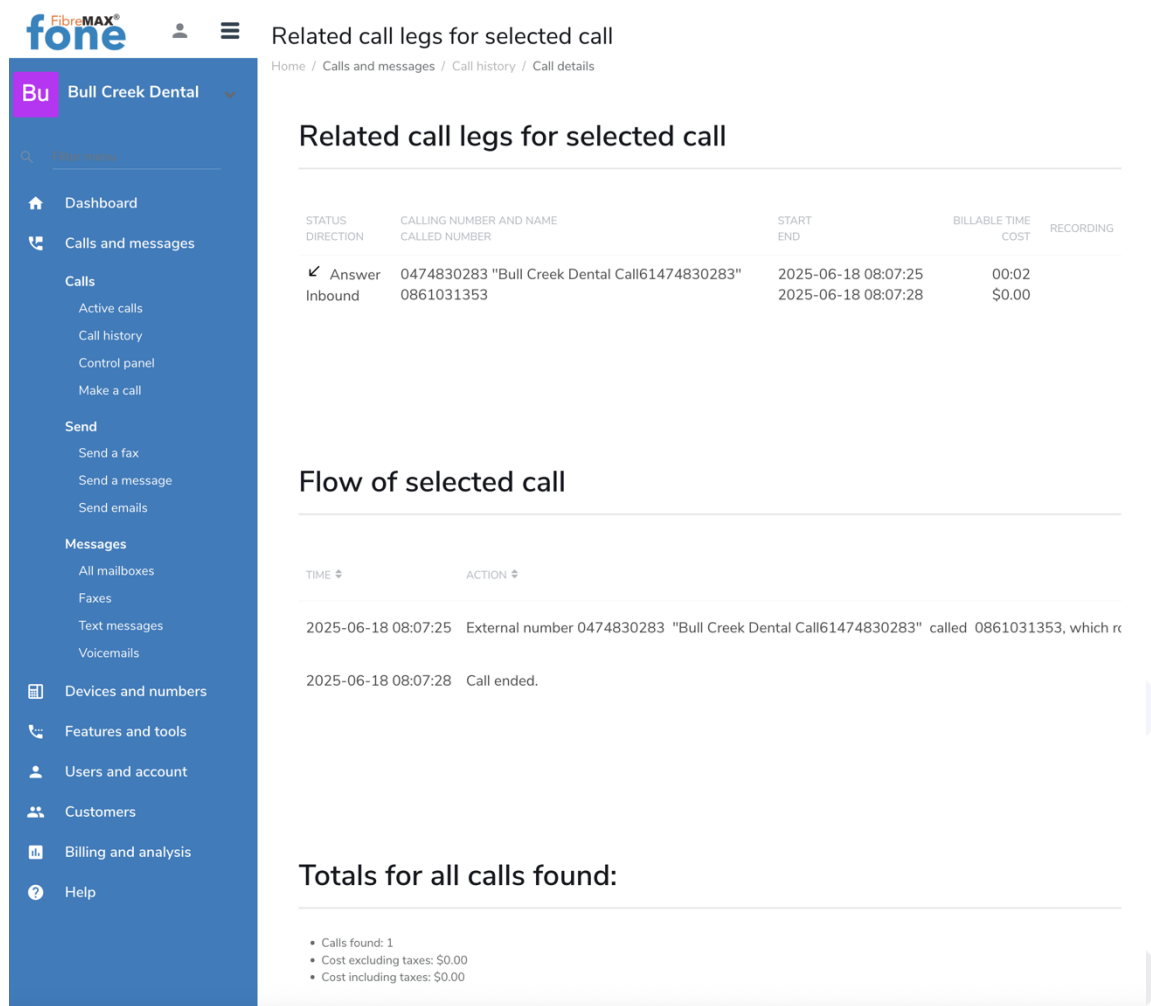
- Calls found: 2
- Total duration: 00:24
- Cost excluding taxes: \$0.00
- Cost including taxes: \$0.00

Other options for calls shown above:

- Calculate concurrent calls

Open full details

Click the **direction icon** or anywhere in the row to open the *Call details* screen. You'll see every leg of the call—who rang whom, when it was answered, transfers, voicemail, etc.—plus a timeline under **Flow of selected call**.



The screenshot shows the FibreMax web interface. The left sidebar contains a navigation menu with options like Dashboard, Calls and messages, Calls, Send, Messages, Devices and numbers, Features and tools, Users and account, Customers, Billing and analysis, and Help. The main content area is titled 'Related call legs for selected call' and shows a table with call details. Below the table is a section titled 'Flow of selected call' which displays a timeline of the call. At the bottom, there is a 'Totals for all calls found:' section showing summary statistics.

Related call legs for selected call

STATUS DIRECTION	CALLING NUMBER AND NAME CALLED NUMBER	START END	BILLABLE TIME COST	RECORDING
✓ Answer	0474830283 "Bull Creek Dental Call61474830283"	2025-06-18 08:07:25	00:02	
Inbound	0861031353	2025-06-18 08:07:28	\$0.00	

Flow of selected call

2025-06-18 08:07:25 External number 0474830283 "Bull Creek Dental Call61474830283" called 0861031353, which r

2025-06-18 08:07:28 Call ended.

Totals for all calls found:

- Calls found: 1
- Cost excluding taxes: \$0.00
- Cost including taxes: \$0.00

Tip: Sort any column by clicking its heading, or filter further with **Hide / Show filters** at the top of the page.

