

How to Download and Identify Call Recordings

Version: 1.0

Date: June 2026

The purpose of this document is to provide the reader with the required information to manage downloaded call recordings and match that with the actual call. This is required to identify calls in future or when an inquiry is made.

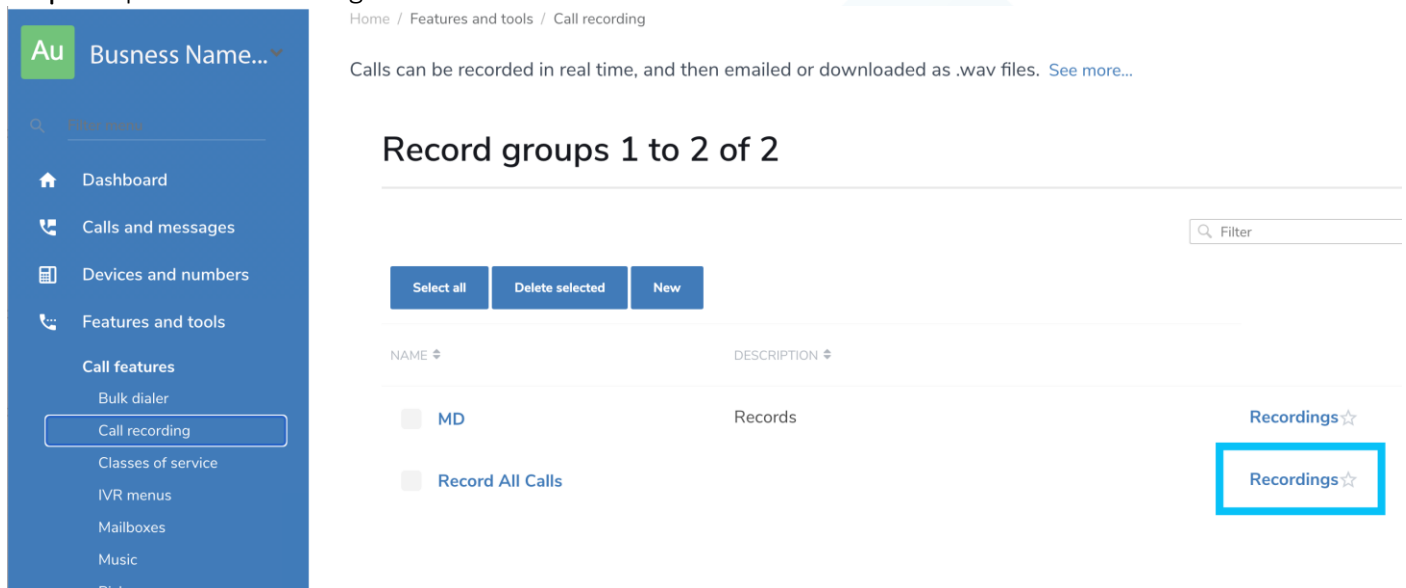
Following these steps will allow you to accurately identify calls by date, calling number or called party.

Step 1: Sign in to My Account

Sign in using the FibreMax credentials provided to you

<https://myaccount.fibremaxfone.com.au>

Step 2: Open Call Recordings



The screenshot shows the FibreMax account interface. On the left is a blue sidebar menu with the following items: 'Au Business Name...', 'Features and tools', 'Dashboard', 'Calls and messages', 'Devices and numbers', 'Features and tools', 'Call features' (with sub-items: 'Bulk dialer', 'Call recording', 'Classes of service', 'IVR menus', 'Mailboxes', 'Music', 'Disks...'). The 'Call recording' item is highlighted. The main content area has a breadcrumb 'Home / Features and tools / Call recording' and a sub-header 'Record groups 1 to 2 of 2'. Below this is a table with columns 'NAME' and 'DESCRIPTION'. The table contains two rows: 'MD' with 'Records' and 'Record All Calls' with 'Records'. To the right of the table are two 'Recordings' buttons with star icons, the bottom one is highlighted with a red box. A search bar labeled 'Filter' is also visible.

Step 3: Export CSV file

Once the recordings are displayed, select **Export as .csv**. This downloads a CSV file containing the detailed call information, including the Start timestamp used to identify each recording.

Select the **checkbox** next to the required recording, then select **Download** selected.

Recordings for Record All Calls →

Home / Features and tools / Call recording / Listing recordings

Hide filters ▲

Recordings 1 to 2 of 2

Filter

Select all

Delete selected

Download selected

Copy or move selected

Export as .csv

CALLER - CALLED

DETAILS



Account Name (0424994223) - 17360673 (17360673)

06:15 on 2026-06-05 15:50:55
Expires 2026-07-05 15:57:10

Play | Play via call



Account Name (0435358245) - 17360673 (17360673)

02:10 on 2026-06-05 14:14:57
Expires 2026-07-05 14:17:07

Play | Play via call

Set expiry for selected

Pro tip:

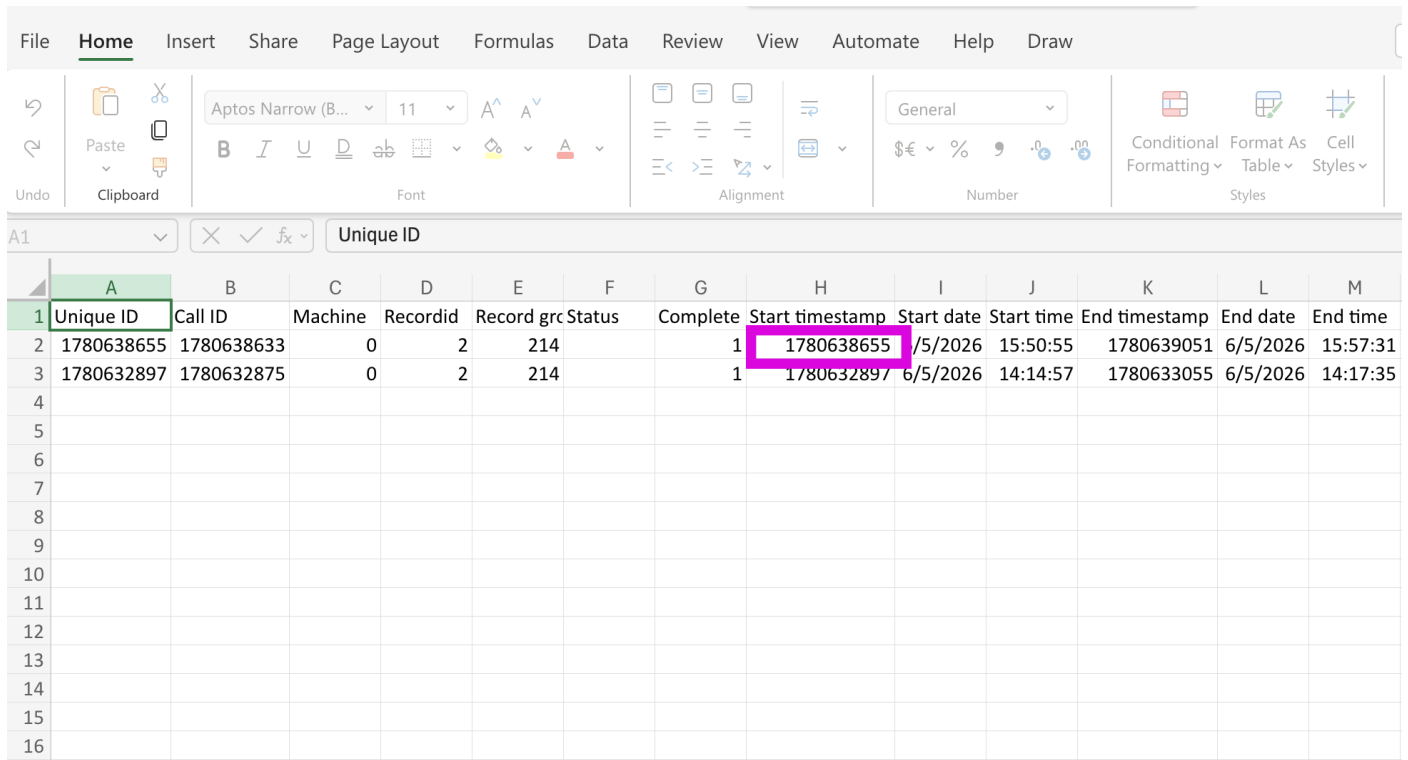
Use the **available filters** to select the required date and time range. If the filters are not visible, select **Show filters**.

Select **Play** to listen to the recording without **downloading** it.

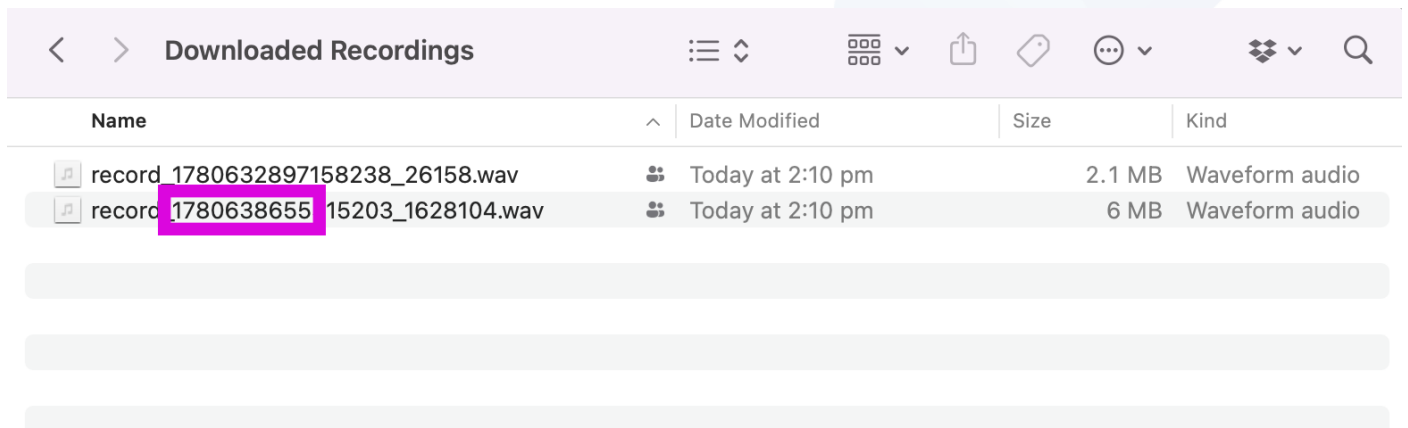


Step 4: Match Recordings

Open the **downloaded CSV** file and locate the required call. Find the number in the **Start timestamp** column. Locate the **WAV recording** whose filename contains the **same number**. Use the caller, called number, date, and time in the CSV file to confirm that it is the correct recording.



	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Unique ID	Call ID	Machine	Recordid	Record grc Status	Complete	Start timestamp	Start date	Start time	End timestamp	End date	End time	
2	1780638655	1780638633	0	2	214	1	1780638655	/5/2026	15:50:55	1780639051	6/5/2026	15:57:31	
3	1780632897	1780632875	0	2	214	1	1780632897	6/5/2026	14:14:57	1780633055	6/5/2026	14:17:35	
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Name	Date Modified	Size	Kind
record_1780632897158238_26158.wav	Today at 2:10 pm	2.1 MB	Waveform audio
record_1780638655_15203_1628104.wav	Today at 2:10 pm	6 MB	Waveform audio

Pro tip:
 The CSV file contains detailed information about that specific call.