



Cloud Hosted Call Recording Solutions with Dubber

Quick Start Users Guide v5.22

EVOLVE IP, LLC

Cloud Hosted Call Recording Solutions with Dubber 

Quick Start Users Guide v5.22

© Evolve IP, LLC

CORPORATE HEADQUARTERS

630 Allendale Road

King of Prussia, PA 19406

Main Phone: 610-964-8000

Table of Content

Getting Started.....	2
Introduction	3
About this guide	3
Overview of Layout.....	3
How to Create a Username	4
Create a User	4
How to Delete a User	5
Delete a User	5
How to Change a User's Name.....	6
Change a User's Name	6
How to Change a User's Role.....	8
Change a User's Role	8
How to Login to Dubber.....	10
Login to Dubber	10
How to Change the Language.....	11
Change the Language	11
Log out of Dubber	12

EVOLVE IP, LLC

Cloud Hosted Call Recording Solutions with Dubber 

Quick Start Users Guide v.522

CONTRIBUTIONS:

Lisa Brown Tech Writer

dubber.net Content Contributor(s)

Autumn Salama

Ed Ireson

John Miller

Getting Started

Evolve IP are registered trademarks of Evolve IP, LLC.

Evolve IP is a trademark of Evolve IP, LLC. © 2006-2022 by Evolve IP, LLC. All rights reserved.

Any technical documentation that is made available by Evolve IP, LLC is proprietary and confidential and is considered the copyrighted work of Evolve IP, LLC.

This publication is for distribution under Evolve IP non-disclosure agreement only. No part of this publication may be duplicated without the express written permission of Evolve IP, LLC 630 Allentown Road, King of Prussia, PA 19406.

Evolve IP reserves the right to make changes without prior notice.

The electronic version (PDF) of this document may be downloaded and printed for personal use or stored as a copy on a personal machine. The electronic version (PDF) of this document may not be distributed. Information in this document is subject to change without notice and does not represent a commitment on the part of the vendor. The software described in this document is furnished under a license agreement and may be used or copied only in accordance with the agreement. It is against the law to copy the software on any medium except as specifically allowed in the agreement.

The use of general descriptive names, trade names, trademarks, etc., in this publication, even if the former are not especially identified, is not to be taken as a sign that such names, as understood by the Trademarks and Merchandise Marks Act, may accordingly be used freely by anyone.

Windows is a registered trademark of Microsoft Corporation.

Dubber is a trademark of Dubber Corporation Limited.

All other trademarks are property of their respective owners.

Introduction

About this guide

In scope: This guide provides a review of commonly used features in Dubber and describes how to use them.








Out of Scope: How to install Dubber, how to configure Dubber (audio, camera, backgrounds, advance settings, etc.).

Overview of Layout

The Dubber  *main screen* provides a convenient tool bar for the most common used features.



By *default*, **All** call recordings are shown on the main screen. You can *sort* call recordings using the **Filter** on the main screen:

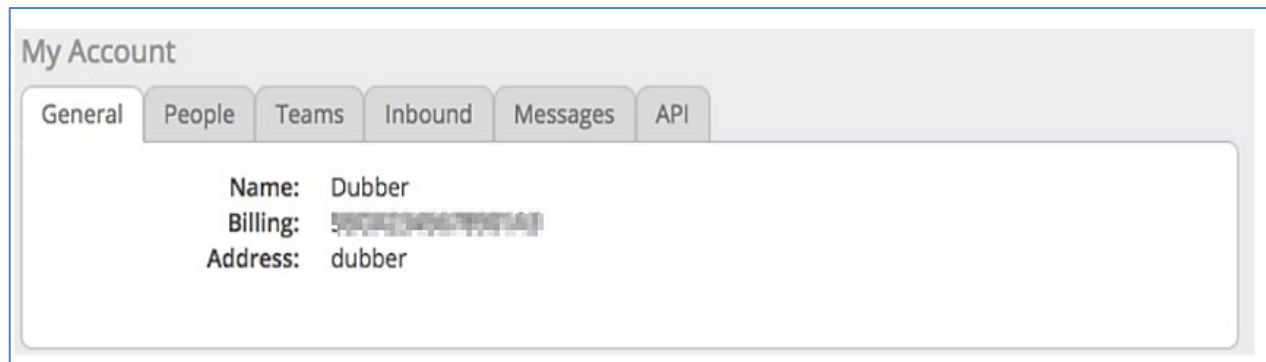
-  Show recording(s) by **team**.
-  Show recording(s).
-  Show **voicemail** recording(s).
-  Show meetings.
-  Show **tagged** recording(s).
-  Show **starred** recording(s).
-  Restrict a recording to a **dub.point**.

How to Create a Username

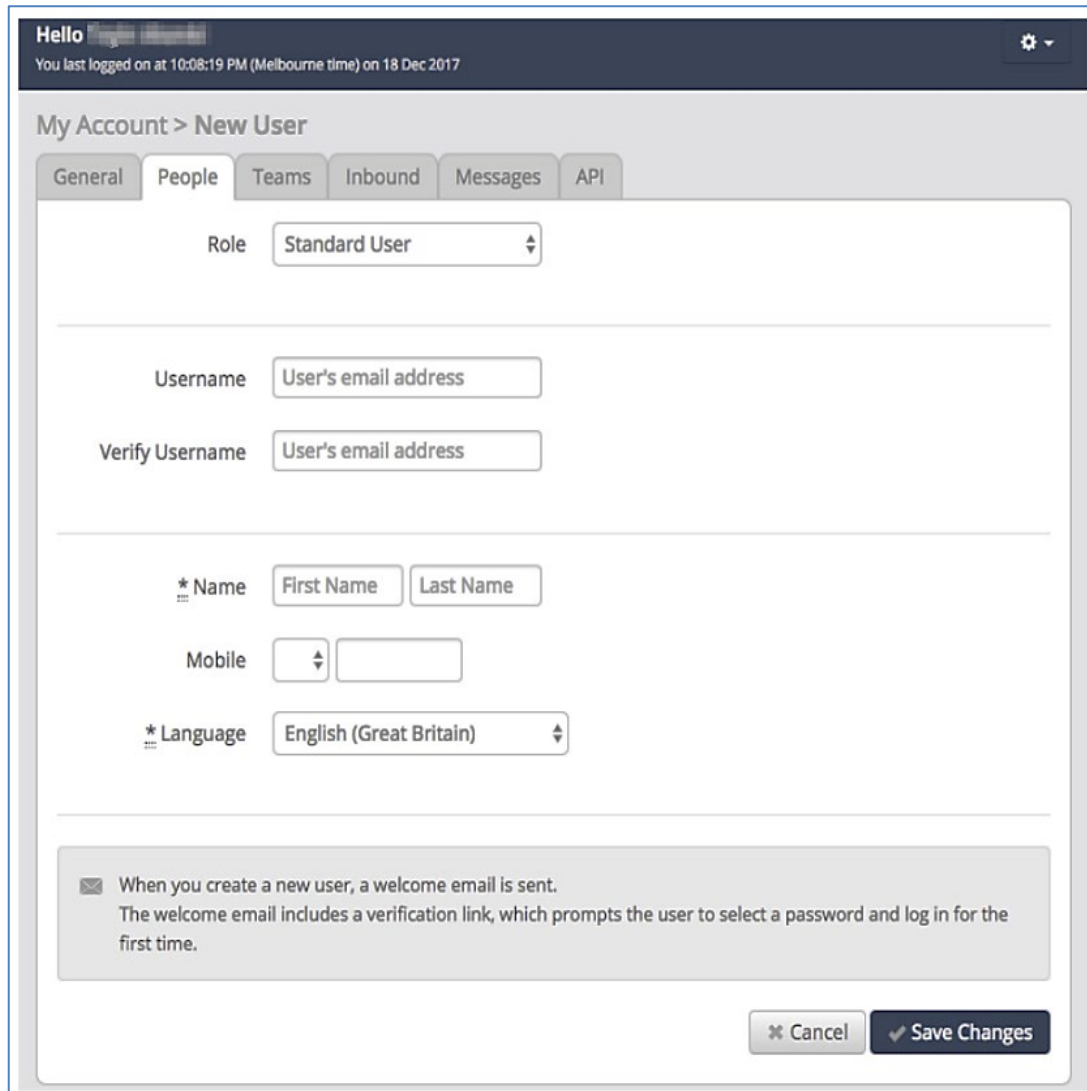
Create a User

Just to let you know, you can only do these things if you are an account administrator or above.

On the Dubber *Home Page*, click on the **Settings** icon.  From there click on **Account**, this will take you to **My Account** settings.



Next, click on the **People** tab, then click on **Add Person** and you will then see the below screen.



Hello [User Name]
 You last logged on at 10:08:19 PM (Melbourne time) on 18 Dec 2017

My Account > New User

General | **People** | Teams | Inbound | Messages | API

Role: Standard User

Username: User's email address
 Verify Username: User's email address

* Name: First Name | Last Name
 Mobile: [Dropdown] | [Text Box]
 * Language: English (Great Britain)

When you create a new user, a welcome email is sent.
 The welcome email includes a verification link, which prompts the user to select a password and log in for the first time.


You will then need to fill out all the fields. You can decide whether the user will be an administrator or a standard user.

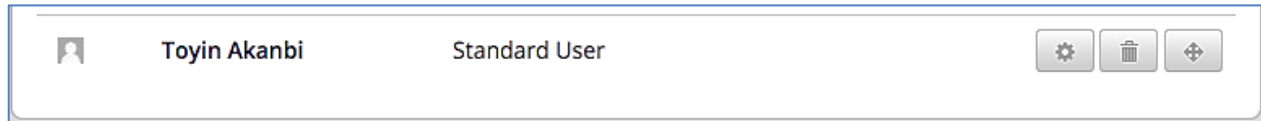
Once you save the changes, the user will receive a verification link email which will allow them to access the portal. They will need to *create a password* in order to access the portal.

How to Delete a User

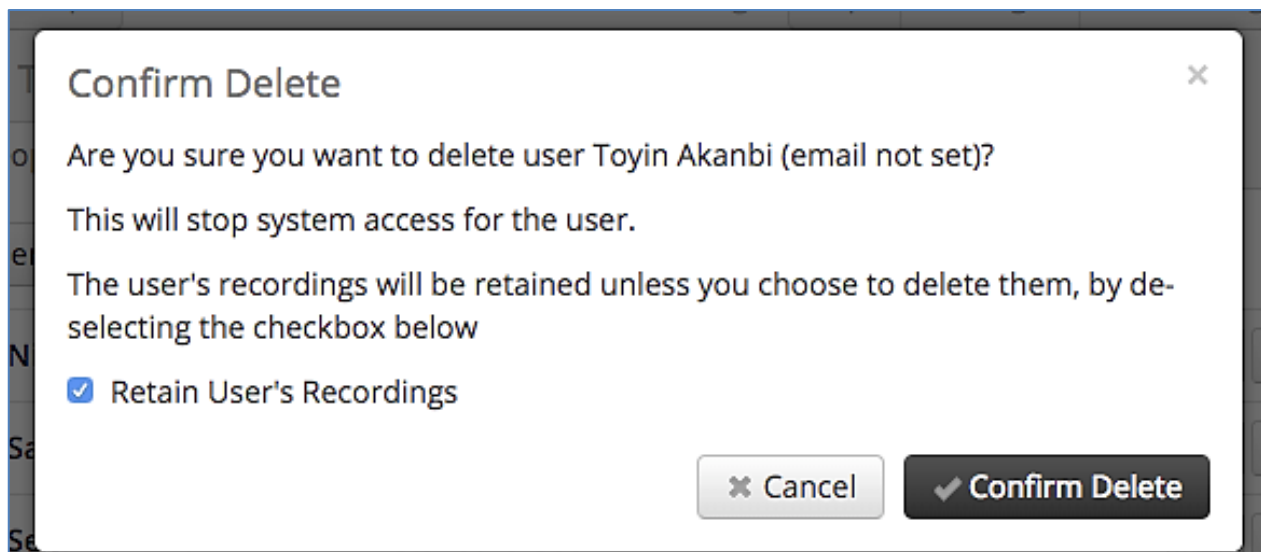
Delete a User

Just to let you know, you can only do these things if you are an account administrator or above.

On the *Home Page*, click on the **Settings** icon.  From there click on **Account**. Next click on the **People** tab.



As you can see from the example above there is a **Bin** icon, you will need to click on this. You will then be asked to **Confirm Delete**.




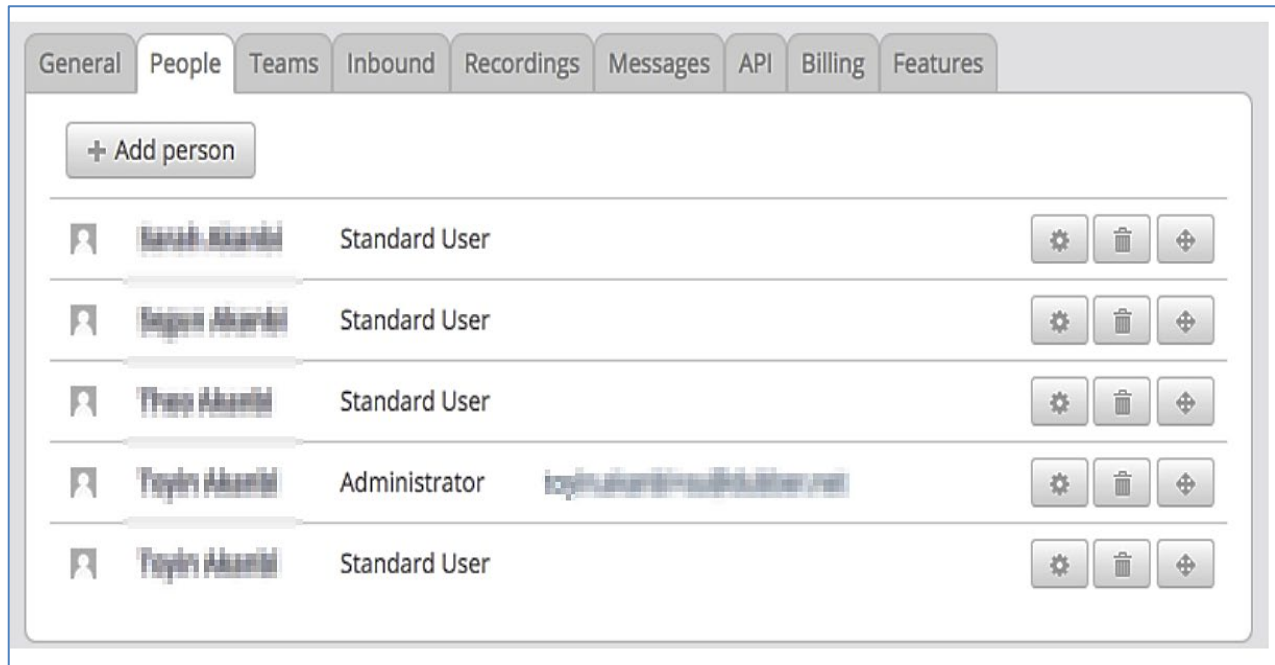
NOTE: Retain User's Recordings - If you un-select this, all the recordings associated with the dub.point will be deleted. If the user has any recordings in the future, the recording will be displayed as an Unidentified Dub.Point.

How to Change a User's Name

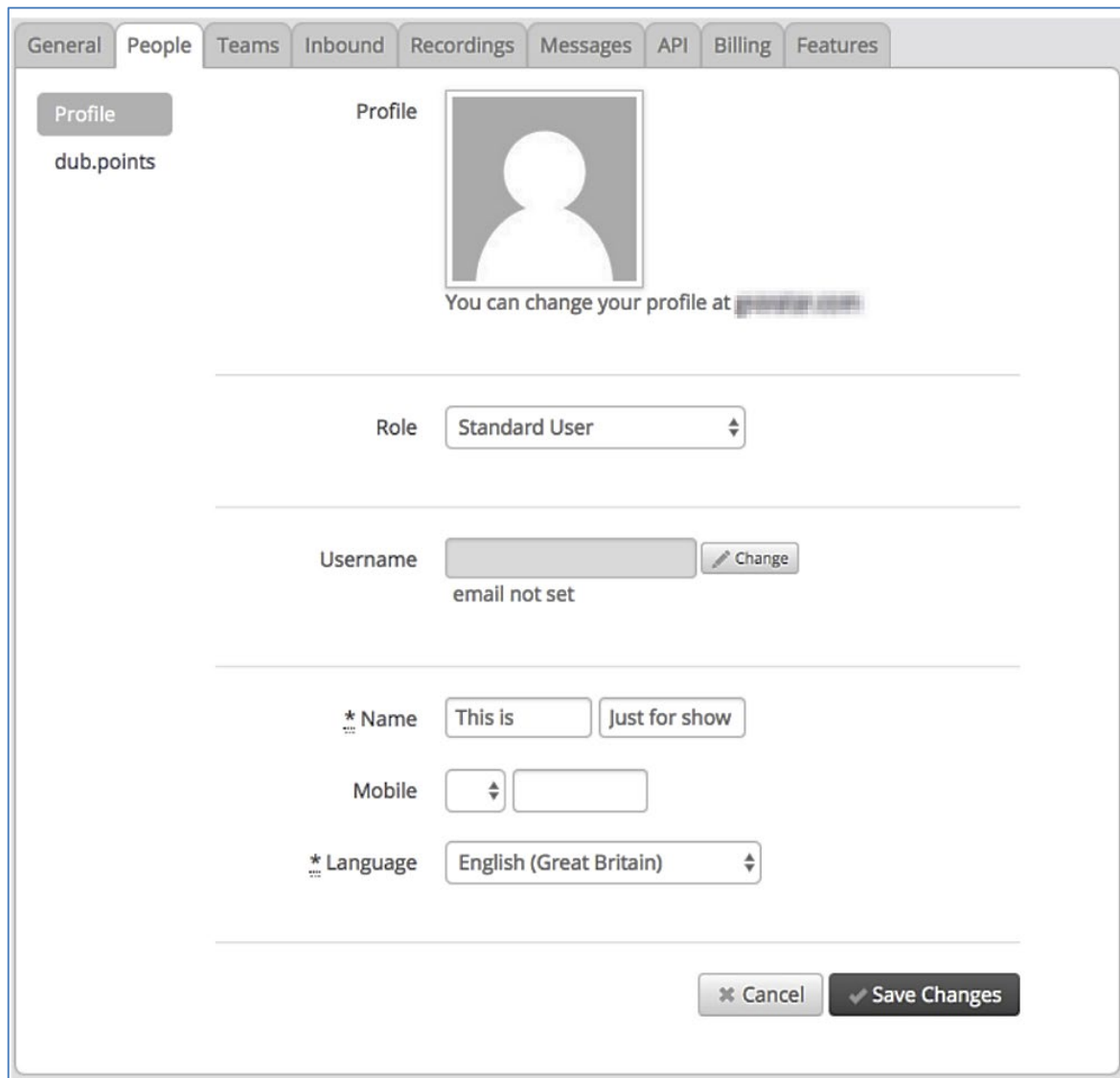
Change a User's Name

Just to let you know, you can only do these things if you are an account administrator or above.

On the *Home Page*, click on the **Settings** icon.  From there click on **Account**. Next click on the **People** tab. You will see all the users on your account.



Click on the *user* you would like to change and you will be taken to the profile of that user.



From here you can update the name section on the profile. Once you are happy with the change, click on **Save Changes**.


How to Change a User's Role

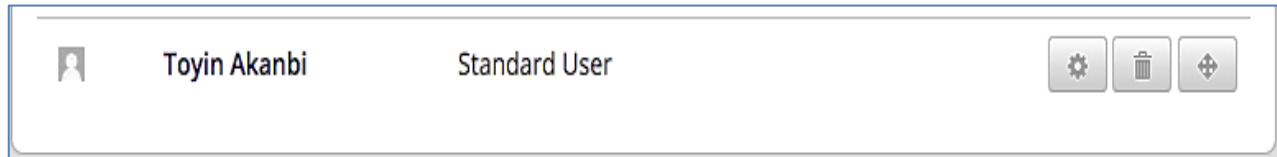
Change a User's Role


Just to let you know, you can only do these things if you are an account administrator or above.

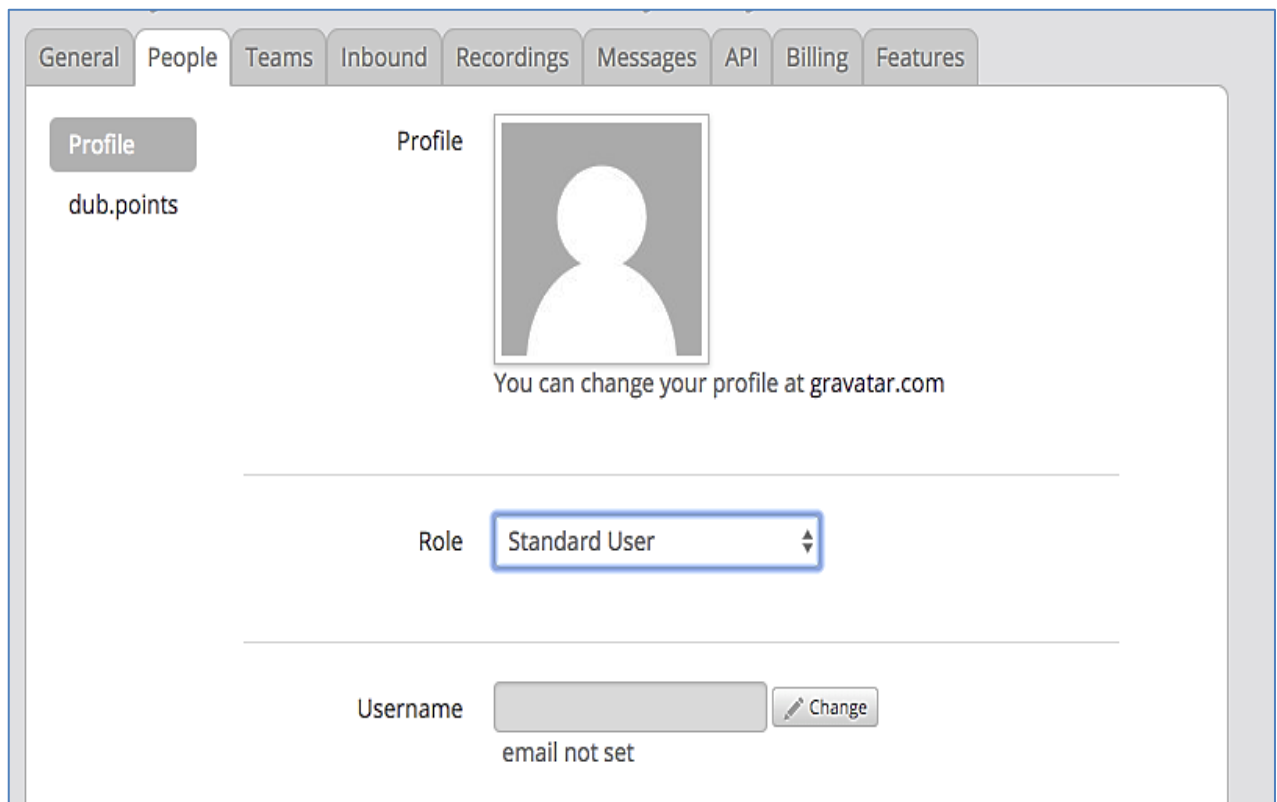
This should only be done if you are looking to set a user to be able to access the entire account, including all recordings. In most cases, you'll want to use Dubber teams and set

the user as a supervisor in that team. (This limits their access to viewing only the recordings of other users in that team.)

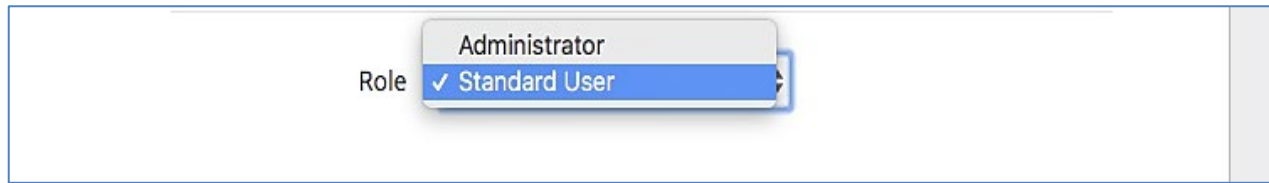
On the *Home Page*, click on the **Settings** icon.  From there click on **Account**. Next click on the **People** tab.



You should have a *list* of users you have created on the *People* tab. Next to each name is a number of icons, click on the  icon. You will then be in the profile of the user.



If you click on the section of **Role**, you will be given the option to change the role of that user.



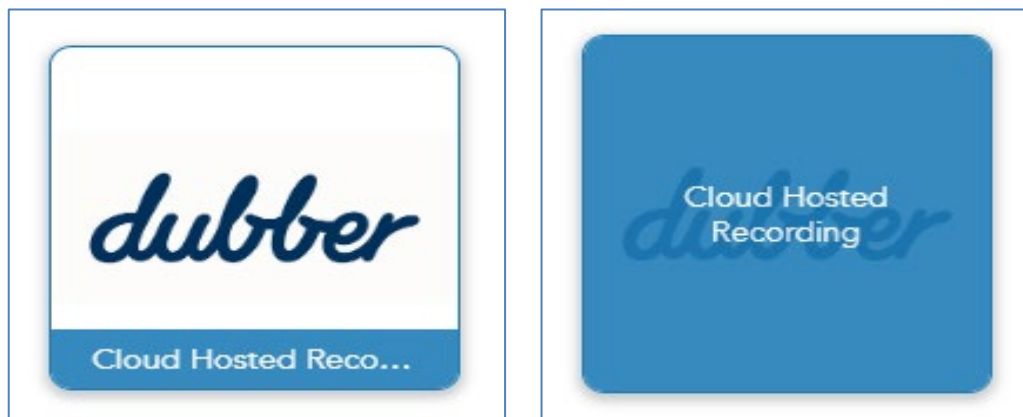
There are two options in this menu, either **Standard User** or **Administrator**.

When you have made the change, **Save Changes**.

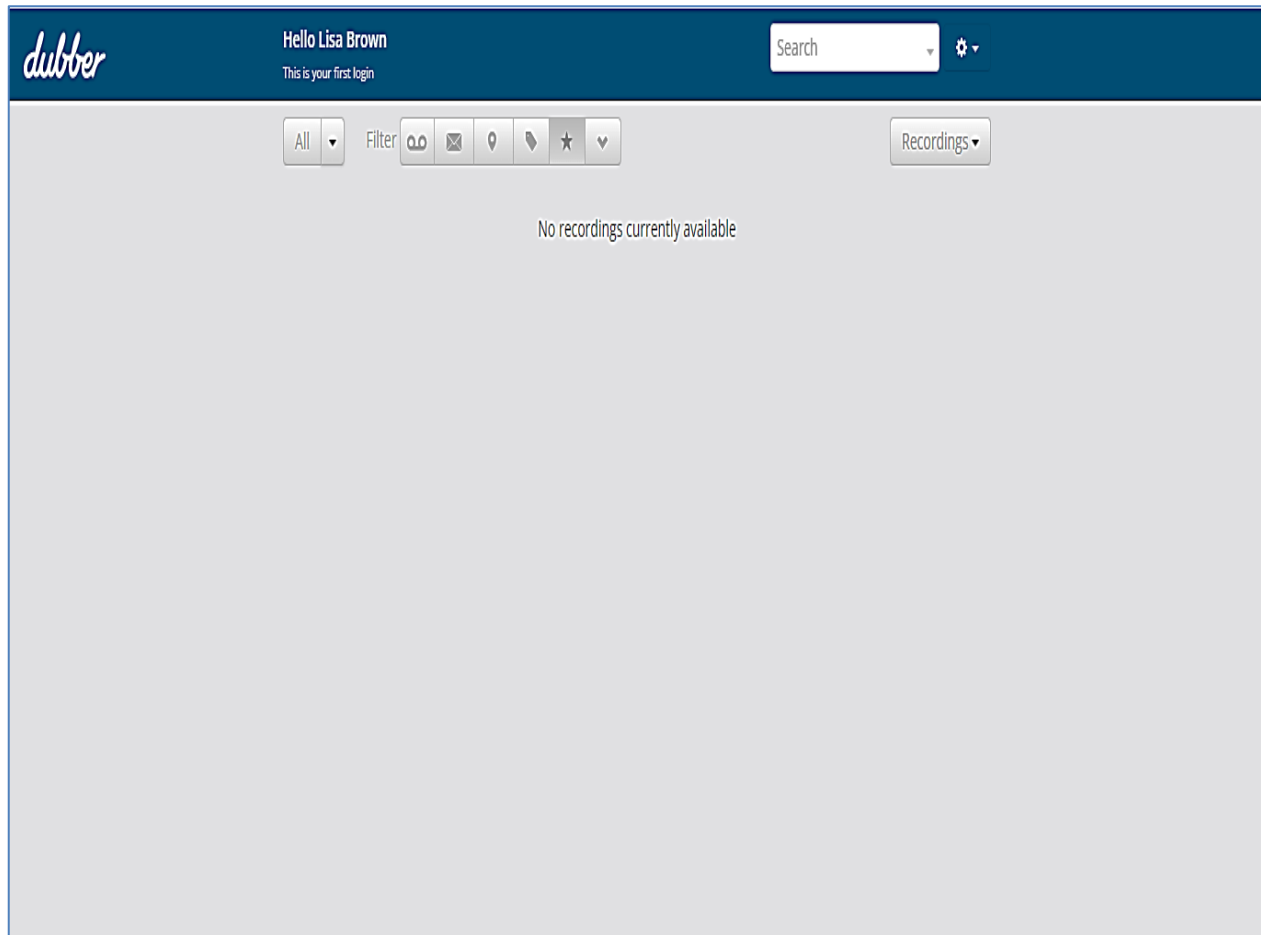
How to Login to Dubber

Login to Dubber

Access to Dubber is through the Clearlogin Dashboard.



Next, the User's main Dashboard will be shown.




How to Change the Language

Change the Language

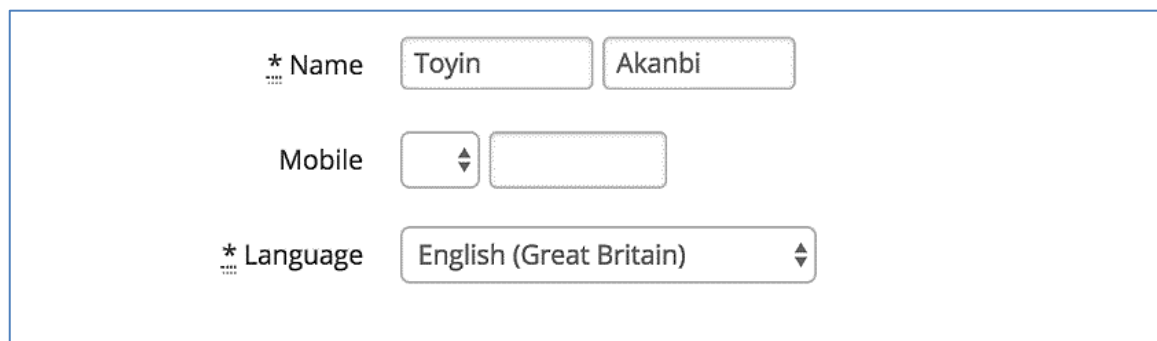
At the moment we currently support 13 different languages on the Dubber platform. They are:

- English (British)
- English (American)
- German
- Spanish
- French
- Italian

- Japanese
- Dutch
- Polish
- Portuguese (Portugal)
- Swedish
- Chinese
- Mandarin

You can select the language on the **User** homepage, click on the **Settings** icon .

Click on **Profile**, towards the bottom of your profile you should see the **Language** section.




The screenshot shows a user profile settings form with the following fields:

- * Name:** Two text input fields containing "Toyin" and "Akanbi".
- Mobile:** A dropdown menu with a downward arrow and an empty text input field.
- * Language:** A dropdown menu with "English (Great Britain)" selected and a downward arrow.

Once you have decided which language you would like to use, click on **Save Changes**. Automatically your account will show in the language of your choosing.

Log out of Dubber

When you are finished for the day, or you are off for a break we encourage you to log out of your account. To do this click on the setting icon  and then click on logout

NOTE: The portal will disconnect you after 15 minutes of inactivity.

EVOLVE IP, LLC

Cloud Hosted Call Recording Solutions with Dubber 

Quick Start Users Guide v5.22
