

Last Call Repeat Facility



User manual

5/20/2019

Product line neo, version 6.x

The described functions can be used with the following ASC products:

EVOIPneo

EVOLUTIONneo / XXL / eco

EVOflex (country-specific)

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2 Introduction

The function Last Call Repeat (LCR) allows you to replay calls which have been recorded with the ASC recording system on any phone. User are guided through the process by automatic telephone announcements. The telephone keys are used to interact with the recording system. For this reason the employed telephone has to support [DTMF](#). If the [DTMF](#) function has not been activated on the telephone, check the user manual of your phone to find out how to activate it. Replay can also be controlled via an external [DTMF](#) module.

The LCR function is contained in the delivered system. There are no additional system requirements for using this function.

3 Replay of calls

3 Replay of calls

3.1 Opening the LCR server with user identification

To replay the calls, you have to select an extension or a phone number of the LCR server. After the first ring tone, the LCR server answers the call by replaying the welcome message.

After that, you will be asked to enter the user identification. Enter the user identification via the telephone keys and finish the entry by pressing the asterisk key [*].

Example:

The user with the identification number 1234 has to enter:

1234*

After that, you will be requested to enter the password. Enter your password via the telephone keys and finish the entry by pressing the asterisk key [*].

Example:

The user with the password 5678 has to enter:

5678*

After entering the correct user identification and the correct password, the main menu of the LCR server opens.

After having entered an incorrect user identification or password for the third time, the connection will be interrupted by the LCR server.

3.2 Usage/Control of the LCR server

After the successful login, the user is forwarded to the main menu of the LCR server. Here, you can select and replay the calls. Users can only select calls for which they have the user rights. The last 10 calls are available in inverted order. This implies that the most recent call will be replayed first. You can navigate to the next or to the previous call via the telephone keys.

If no entry via the telephone keys is possible, the most recently recorded call will be replayed automatically.

In the main menu of the LCR server, the following functions are available:

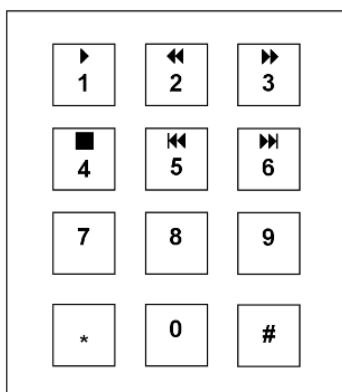








Fig. 1: Functions of the telephone keys

Function	Key	Remark
	1	Starts the replay of the call. Depending on the required load times, it may take some seconds until the replay of the call starts.
	4	Stops the replay of the call.
	2	Rewinding within a call.

Function	Key	Remark
	3	Fast-forwarding within a call.
	5	Jumps to the previous call.
	6	Jumps to the next call.
	9	Interrupts the connection to the LCR server.

3.3

Interrupting the LCR connection

The LCR connection can be interrupted as follows:

- Press the number 9 on your telephone.
- Place the receiver back on the cradle.
- Automatic interruption of the connection by the LCR server, if no user input is registered over a time period of 10 minutes. The LCR server logs off the user and interrupts the connection.



Before hanging up, the connection to the LCR server should be interrupted because otherwise the LCR channel could be blocked for some time.

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Glossary

DTMF

Dialed Dual Tone Multi Frequency keys represent dialing signals on the analog connecting cable of the telephone. This is a method to transmit the phone number to the telephone network or to a PBX.