

Information about the documentation



6/21/2021

Product line neo, version 6.x

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

EVOIPneo

EVOLUTIONneo / XXL / eco

INSPIRATIONneo

Please note that you can always find the most up-to-date technical documentation and product updates in the partner area on our website at <http://www.asctechnologies.com>.

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1 General information

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All manuals for version 6.x have been compiled on basis of a beta version of the product line neo. For this reason it is possible that figures and descriptions differ from the eventual software version in some places.

2 Updating manuals

2 Updating manuals

Manuals are updated in regular intervals. All manuals refer to the version at the time of delivery. The latest versions can be found in the ASC partner portal in the Information and Download Center.

Type and target groups of the manuals

Installation manuals

In the installation manuals, the installation of the recording system (hardware and software) is described.

- Installation requirements
- Hardware setup and installation
- Setup of operating systems and databases for the operation with the *neo* software
- Installation of the *neo* software

Installation manuals are meant for technicians and system administrators of the system providers and the tenants.

The title page of the installation manuals indicates the target group (*system providers* or *tenants*).

Administration manuals

Administration manuals describe (subsequent) adjustments to the system according to the individual conditions.

Administration manuals are meant for technicians and system administrators of the system providers and the tenants.

The title page of the administration manuals indicates the target group (*system providers* or *tenants*).

User manuals

User manuals describe the application-oriented usage of the ASC applications.

- **User manuals for users**

These user manuals are meant for users with restricted technical knowledge and serve to describe the application-oriented usage of the system.

- **User manuals for administrators**

These user manuals are meant for technicians and system administrators of the system providers and the tenants. They describe the usage of administrative applications.

The title page of the user manuals indicates the target group (*system providers* or *tenants*).

Service manuals

Service manuals describe the maintenance, installation of optional hardware components into the system, and approaches to error analysis.

Service manuals are meant for trained specialists. They are made available at our website <http://www.asctechnologies.com> in the partner portal under *Information & Download Center > Technical Documents*.

4 Layout of the manuals

The documentation is divided into the following **types of manuals**:

- Installation manuals
- Administration manuals
- User manuals

You can find the individual manuals in the directories of the different manual types divided into target groups:

- System providers or administrators
- Tenants or administrators
- Users

Manuals which are located directly in the directory of the manual type are valid for all target groups.

For information about the different manual types see [chapter "Type and target groups of the manuals", p. 6](#).

Orientation guide

In addition to the manuals above, we offer an **Installation guideline** and an **Administration guideline**:

- The installation guideline offers an overview of all steps which are necessary for the installation of the recording system as well as the information which manuals are relevant.
- The administration guideline offers an overview of all steps which are necessary or possible for the administration of the recording system as well as the information which manuals are relevant. Furthermore, it contains specific catchwords along with the information which manual contains more information on this topic.

Please use these two manuals to get an overview which manual may contain the information you are looking for.

5

Hint categories

In the manuals, different types of notices are used which are marked by the following signal words and icons:

5.1

Warnings and safety notices

**DANGER!**

Indicates an **immediately** hazardous situation which causes a **serious injury or death** if not avoided.

**WARNING!**

Indicates a **potentially** hazardous situation which could cause a **serious injury or death** if not avoided.

**CAUTION!**

Indicates a **potentially** hazardous situation which could cause a **minor or moderate injury** if not avoided.

ATTENTION!

Indicates a situation which could cause **material damage, environmental damage, loss of data**, etc. if not avoided.

All warning notices and safety instructions serve to avoid injuries of persons! or damage to the device. Observe the warnings and follow the instructions for your own safety.

5.2

Notes and tips




Indicates **tips and additional information** which aim at avoiding operating errors and facilitating the usage of the software or the device.



Indicates a **reference to another document** which contains information on the topic.

For better readability and comprehensibility, different formats and typographical means are used in the documentation of ASC products:

Representation	Description	Example
<i>italics</i>	Interface texts such as buttons, names of entry fields, tabs, options and documents including additional information are written in italics.	Select the entry <i>Never</i> in the field <i>Sleep</i> > <i>Sleep after</i> > <i>Setting (Minutes)</i> .
>	In a succession of instructions, individual commands are separated by a ">".	Click on the buttons <i>Manage Searches</i> > <i>Saved Searches</i> .
< >	Arrow brackets indicate placeholders and must be replaced with customer-specific data.	<a href="https://<Recorder-IP-Address>/POWERplay-Web_Xpert/POWERplay-WebLogin?loginID=<generated-login-ID>">https://<Recorder-IP-Address>/POWERplay-Web_Xpert/POWERplay-WebLogin?loginID=<generated-login-ID> .
(<i>Tooltip</i>)	When referring to an icon, the corresponding tooltip is added in italics in round brackets behind the icon.	Click on the icon  (<i>Print</i>).
[]	Key names are depicted in square brackets.	Press the [Ctrl] key.
	When referring to a chapter within the same document, dynamic links are used which allow you to jump to the linked location with one mouse click. In PDF productions, the page number is added behind the link while online help documents feature only the link.	Additional information can be found under General information.
⇒	In instructions, interim results and the final results are marked by an arrow.	Single login <ol style="list-style-type: none"> Click on the button -> <i>Login</i>. ⇒ The welcome screen of the application appears. Enter your user name and your password. ⇒ You are logged in.
✓	In instructions, preconditions which have to be fulfilled for successful further action are highlighted by a check mark.	Create superior <ol style="list-style-type: none"> ✓ The user is an agent. ... Open the Employees module.
	Technical terms and abbreviations are explained in a glossary at the end of the manual. In continuous text, these technical terms are highlighted by blue links. By clicking on these links, you are redirected to the corresponding entry in the glossary.	The configuration is specific for each PBX integration.

Quick Guide

Quick Guides provide users with a comprised step-by-step overview of the instructions from the manual. The following formats are used in Quick Guides:

Representation	Description
bold	<ul style="list-style-type: none">• Headline of the chapter• Arrow (>) to indicate the next instruction• Name of a tab, menu item, button, option, etc.• Name of a key
Standard	<ul style="list-style-type: none">• Subheadings• Descriptive text
Code	Parameter which has to be selected in a drop-down list or entered manually in an entry field.

Example:

Select vSwitch > **Properties** > vSwitch > **Edit** > **Security** > **Promiscuous Mode:** Accept > **MAC Address Changes:** Accept > **Forged Transmits:** Accept > **OK** > ...

The programs of the product family of Adobe Acrobat (Adobe Acrobat Reader/DC/PRO/PRO DC etc.) allow you to run a full-text search in documents as well as across directories.

To start the search, proceed as follows:

1. Open the program.
2. Click on *Edit > Advanced Search*.

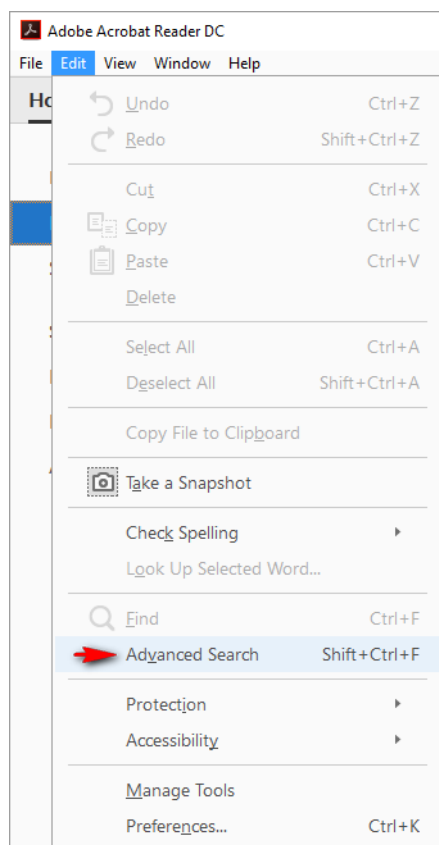


Fig. 1: Start advanced search

⇒ The window *Search* appears.

3. If you would like to search the current document, activate the option *In current document*.
4. If you would like to search across different documents, activate the option *All PDF Documents in*.
5. Select the option *Browse for Location* in the drop-down list.

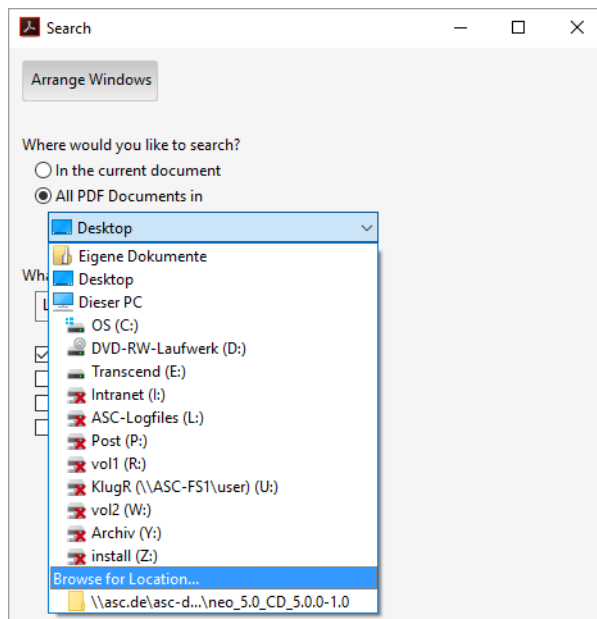


Fig. 2: Search folder

6. In the structure view, select the directory in which you would like to run a full-text search.
7. Click on the button OK.

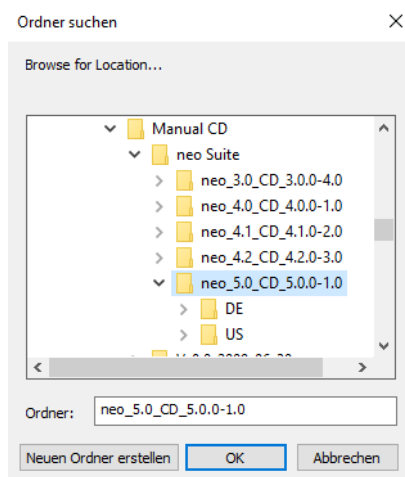


Fig. 3: Select search folder

⇒ The window *Search* appears:

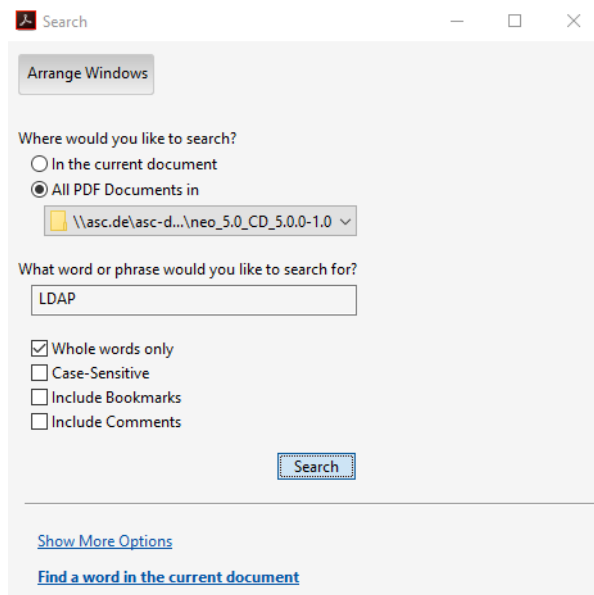


Fig. 4: Enter search term

8. Enter the word or expression that you would like to search in the entry field.
9. If required, activate one or several of the following options:
 - Whole words only
 - Case-Sensitive
 - Include Bookmarks
 - Include Comments
10. Click on the button *Search*.
 - ⇒ The window *Security Warning* appears:



Fig. 5: Confirm security warning

11. Click on the button *Allow* to start the search.
 - ⇒ The window *Search* containing a list of results is displayed:

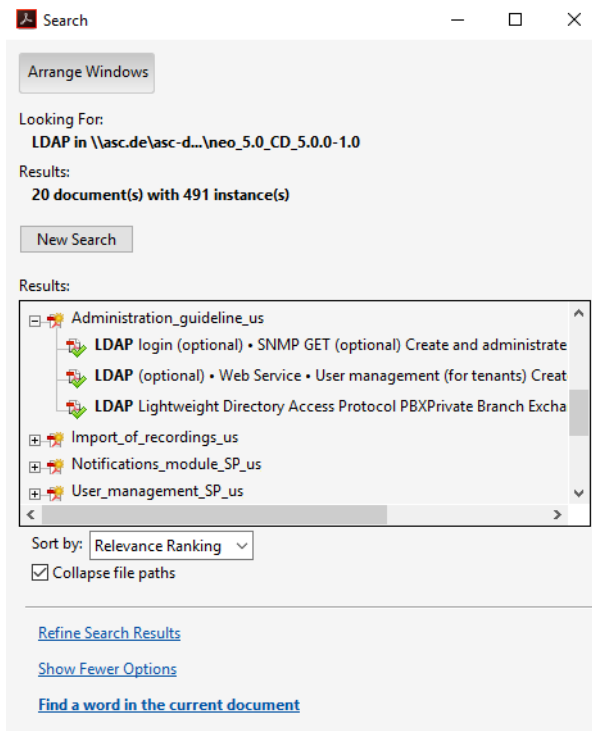


Fig. 6: Display of the search results

12. Open the location(s) where the search term has been found in the structure view to see in which context the term is used.
13. Click on the link of the search term that you would like to display.
 - ⇒ The manual opens and jumps to the selected location with the highlighted search term.

Bookmarks

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- 4 Administration for tenants
- 5 Troubleshooting
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- List of tables
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Administration guideline - 2020.0 Rev. 3

3 Administration guideline for system providers

The following configurations have to be implemented by the system provider:

Description of the task	Keywords
Create and administrate tenants	<ul style="list-style-type: none"> Contact data System availability Assign PBX and extensions Release Web Service functions
Administrate own tenant account	<ul style="list-style-type: none"> Password rules Notification settings SMTP account (optional) SSO login (optional) LDAP login (optional) SNMP GET (optional) Personal data Account configuration Function rights Roles
	<ul style="list-style-type: none"> Usage of the drives Write protection Post compression Format drive Assign capacity

Search

Looking For:
LDAP in \\asc.de\asc-d...\neo_5.0_CD_5.0.0-1.0

Results:
20 document(s) with 491 instance(s)

New Search

Results:

- Administration_guideline_us
 - LDAP login (optional) • SNMP GET (optional) Create and administrate
 - LDAP (optional) • Web Service • User management (for tenants) Creat
 - LDAP Lightweight Directory Access Protocol PBXPrivate Branch Excha
- Import_of_recordings_us
- Notifications_module_SP_us
- User_management_SP_us

Sort by: Relevance Ranking

☒ Collapse file paths

[Refine Search Results](#)

[Show Fewer Options](#)

[Find a word in the current document](#)

Keywords

- Create and activate recording ar
- tures
- Configure server
- Configure PBX
- Create integration in the recordi
- tem
- Configure integration

Fig. 7: Open manual with highlighted term

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Glossary

PBX

Private Branch Exchange
