

# General information about ASC products



5/20/2019

## 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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## 2 Introduction

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### 2 Introduction

The delivered software is used for recording and monitoring conversations. The recording is executed either via a recorder of the EVOLUTION<sub>neo</sub> series or via a computer with installed EVOIP<sub>neo</sub> software. If no other information is given, the term *Recorder of the EVOLUTION<sub>neo</sub> series* is used synonym for the product variants EVOLUTION<sub>neo</sub> XXL, EVOLUTION<sub>neo</sub>, and EVOLUTION<sub>neo</sub> eco.



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Software updates and migrations can change or increase the requirements on the ITK infrastructure which is the foundation for operating the ASC software solutions. This concerns e. g. server hardware, firmware, operating systems, databases, software of third-party providers, PBXs, network components and services, as well as the corresponding communication, system and end device licenses.

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## 8

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**Electrical and Electronic Equipment Act (ElektroG)**

ASC is subject to the German Electrical and Electronic Equipment Act (ElektroG) and therefore, as a B2B device manufacturer, is committed to take back and environmentally safely dispose of your purchased ASC devices. ASC offers the following options of disposal:

1. ASC offers to uninstall, take back and environmentally safely dispose of the ASC legacy device free of charge except for an allowance of the expenses (transport costs, labor time, etc.).
2. ASC offers to environmentally safely dispose of the ASC legacy device free of charge if returned freight-paid to ASC Technologies AG, Hösbach, Seibelstraße 2 - 4.

**ATTENTION!****Environmental hazards by inappropriate disposal of ASC devices**

ASC devices may not be disposed of at communal waste deposits. Inappropriate disposal causes unnecessary environmental hazards.

ASC devices can be returned to ASC where they will be disposed of in an environmentally friendly way.

### 10 Functionality of the license file

The systems can only be operated with a valid license file. The license file has been adjusted to the specific hardware. If the hardware is defective and has to be exchanged completely, you can continue to use the license file on a new hardware without limitations for 5 days. During this period a new license file compatible with the new hardware has to be installed. Otherwise the system will be inoperable afterwards.



For information about the activation and administration of licenses refer to the administration manual *License administration*.

## 11 Exchanging hot-swap hard disks

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### 11 Exchanging hot-swap hard disks

#### **ATTENTION!**

##### **Damage caused by inappropriate handling while changing hot-swap hard disks**

Inappropriate mounting or removal may cause the following damages:

- Damage to the hard disk
- Damage to the RAID box
- Loss of data

Hot-swap hard disks may only be changed by authorized technical staff. Please contact your system administrator.

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List of figures

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List of tables



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### Glossary

#### ITK

Information and telecommunication technology

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