

How Do I Set Up & Use REPLAY TO PHONE

Replay to Phone allows Quantify users to replay call audio through a phone rather than a PC. System install and configuration is performed by a Red Box Professional Services Engineer. This Quick Question topic describes how to setup and use Replay to Phone for an individual client.

Note that Replay to Phone is an optional feature from Red Box, and restricted to certain telephony types.

Client PC Setup

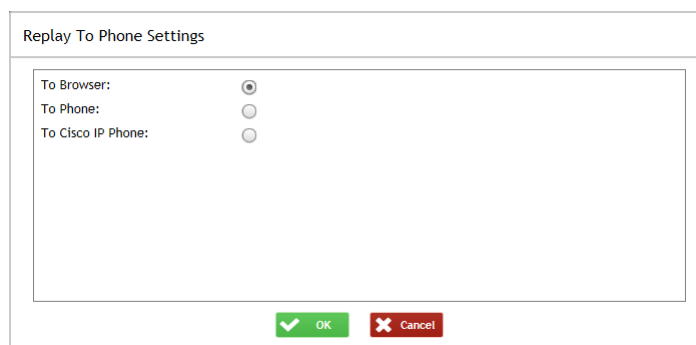
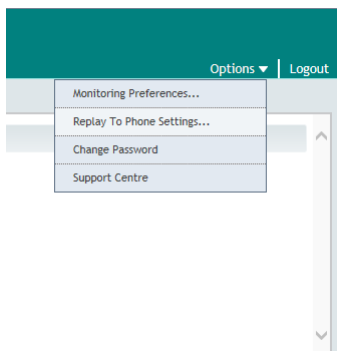
Follow the steps below to set up a Replay to Phone client. Note that you will need system information in order to set up Replay to Phone, so see your system administrator for help if you need to.

To set up a replay to phone client:



1. On the client PC, login using the user account.
2. From the Search & Replay application, click the **Options** menu and select **Replay to Phone Settings**.
3. Select the **To Phone** (including SIP phone) or **To Cisco IP Phone** option depending on your telephony integration type.
4. Edit the phone and email settings as needed — see “Phone & Email Settings” on page 2.
5. When you’re done, click **OK** to apply your changes.

Once phone & email settings have been applied, the settings are remembered. Therefore, the Quantify user can switch between the **To Browser** and the **To Phone** or **To Cisco IP Phone** options as required, without having to re-enter the information.



Phone & Email Settings

The tables below provide detailed information on each of the **Replay to Phone** settings — **Options > Replay to Phone Settings > To Phone / To Cisco IP Phone**

The screenshot shows the 'Replay To Phone Settings' dialog box with the following fields and options:

- To Browser:**
- To Phone:**
 - Number to Dial:**
 - Redial Attempts:**
- To Cisco IP Phone:**
- From Email Address:**
- Default 'To' Email Address:**

Buttons:

The screenshot shows the 'Replay To Phone Settings' dialog box with the following fields and options:

- To Browser:**
- To Phone:**
- To Cisco IP Phone:**
 - Cisco IP Phone:**
- From Email Address:**
- Default 'To' Email Address:**

Buttons:

To Phone	
Number to Dial	Extension number used to replay the audio. Note that this extension needs to be part of the network “visible” to the Red Box recorder. When a call is replayed, the Red Box recorder will dial the stated extension number and replay the call.
Redial Attempts	Number of redial attempts to perform if there’s no answer.
From Email Address	“From” Email address to use if a call is exported to a WAV file using the Email option during playback — see “Select & Control Replay” on page 3. Note that the user would need export permissions.
Default “To” Email Address	Email address to send call audio to, if exported using the Email option during playback — see “Select & Control Replay” on page 3. Note that the user would need export permissions.

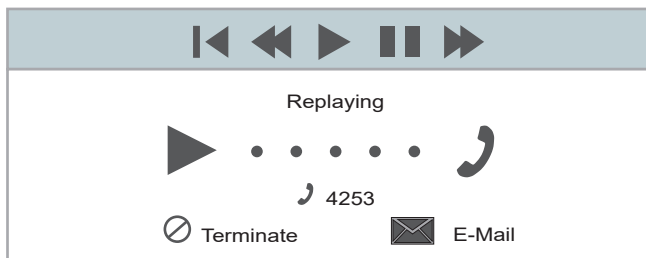
To Cisco IP Phone	
Cisco IP Phone	Cisco IP phone number used to replay the audio. Note that this extension needs to be part of the network “visible” to the Red Box recorder.
From Email Address	“From” Email address to use if a call is exported to a WAV file using the Email option during playback — see “Select & Control Replay” on page 3. Note that the user would need export permissions.
Default “To” Email Address	Email address to send call audio to, if exported using the Email option during playback — see “Select & Control Replay” on page 3. Note that the user would need export permissions.

Select & Control Replay

To select between PC or phone playback in Quantify Search & Replay or Quantify Live Acquire, click **Options > Replay to Phone Settings** and select **To Browser** (replay to PC speakers/headphones) or **To Phone / To Cisco IP Phone** (replay to phone, depending on your telephony type).

When replaying a call **To Browser**, use the Media Player controls as detailed in the Search & Replay Quick Question Topic. When replaying a call to a phone, you can control playback using the **basic** PC player controls or using the phone keypad. Note that the advanced features of the Quantify Media Player are not available during Replay to Phone.

PC Playback Controls



Phone Keypad Controls



- 1 - Rewind to Start
- 4 - Rewind 10 Seconds
- 5 - Play/Pause
- 6 - Forward 10 Seconds

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