



Virtual Call Center Solutions  
www.vccs.ca  
Montreal, QC  
1-514-667-5962

### **Welcome to VCR. Third Party Verification at it's best!**

This guide will provide you with some important information on getting started with your VCR service. To access our verification genie system please dial 1-514-448-1097 (CA).

#### Recording a call

1. Dial the access number
2. You will prompted to enter in your account number
3. Press 1 to make a recording
4. Enter your access number for recording (separate from the listening code)
5. Recording will start, flash back to the other party, press pound when you are finished.
6. Press 1 to re-record the message, press 2 to save the recording.

#### Listening to a call

1. Dial the access number
2. When prompted, enter your 6 digit account number
3. Press 2 to hear a call
4. Enter your listening access code
5. Enter the contract number and press #
6. At the end of the recording you may press 1 to listen to another recording

#### **\*New\* Advanced Playback Options!**

You can use the follow functions with your telephone while playing back a verbal contract

- "\*" to Rewind 5 seconds
- "#" to Skip Forward 5 seconds
- "1" to Pause and Resume
- "0" to Stop
- "3" to Restart the recording

#### Accessing the VSearch web interface

To access the recording interface visit <http://vccs.trixboxhosting.com/search>

Enter your account number as the login name and your listening code as the password.

**Thank you for choosing VCCS for your TPV needs.**