

Call Recording, Management and Control



Multi Line Systems



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Call Management



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Complete recording systems

Sense Call Analyser - ISDN 30

Complete Call Recording System for ISDN 30 lines

- Unique call recording system with call management
- Records all inbound & outbound calls
- Built in call management and call logging
- Shows lost calls, call costs, call fraud
- Call encryption and compression
- Hard disk storage, screen, keyboard, mouse
- High quality stereo recording of calls
- Cube, tower or rack mount options
- Blackberry™ recording
- Recording capacity up to 100,000 hours
- Search for calls by extension name or number
- Search for calls by dialed number or CLI
- Works on Euro ISDN E1 only
- From 2 to 240 channels
- Compatible with on any PABX
- One year warranty or maintenance contract
- Model - Sense Call Analyser ISDN 30

The screenshot shows the 'Call Analyser - Demonstration' software interface. On the left, there are three large colored boxes displaying call statistics: 'Answered Calls 20' (green), 'Outgoing Calls 28' (blue), and 'Abandoned Calls 5' (red). The main area is a table with columns for Date/Time, From Device, To Device, Number, Location, Abbr, and Costing Class. The table contains a list of call records with various details such as time, device names, and numbers.

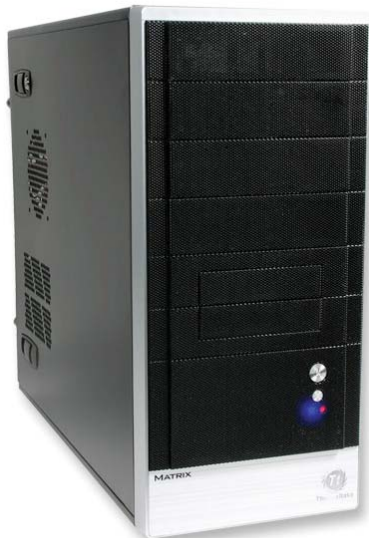
Date/Time	From Device	To Device	Number	Location	Abbr	Costing Class
19/07/2007 11:23	13 (13)	232 (Allison Res.)	0183767200	Oshtangton	Inc	Incoming
19/07/2007 11:23	226 (Jeanne Gal)	16 (16)	00481667200	Poland	Out	International
19/07/2007 11:23	226 (Jane Smith)	50 (50)	1240595700		Out	National
19/07/2007 11:23	224 (Todd Hilde)	49 (49)	0208832500	London	Out	National
19/07/2007 11:23	223 (Cafes De...)	44 (44)	0049112248912	Denmark	Out	International
19/07/2007 11:23	222 (Jack Faw)	40 (40)	0161282500	Manchester	Out	National
19/07/2007 11:23	215 (Howard Ca...)	215 (Howard Ca...)	01218953700	Birmingham	Inc	Incoming
19/07/2007 11:23	221 (Cathy Blank)	46 (46)	01651756600	Malton	Out	National
19/07/2007 11:23	45 (45)	213 (John Speed)	01824242000	Flughen	Inc	Incoming
19/07/2007 11:23	220 (Sara Pflafer)	44 (44)	01212436800	Birmingham	Out	National
19/07/2007 11:23	38 (38)	211 (Tony Cole)	01652895700	Non-Geographic Area	Inc	Incoming
19/07/2007 11:22	219 (Jevia Gali)	14 (14)	0054412677153	Argentina	Out	International
19/07/2007 11:22	217 (Jane Galia)	43 (43)	004113132601	Canada	Out	International
19/07/2007 11:22	42 (42)	210 (Ement Sola)	01218984800	Birmingham	Inc	Incoming
19/07/2007 11:22	41 (41)	209 (Kasia Viana)	07771463900	Mobile Phones (Vodafone)	Inc	Incoming
19/07/2007 11:22	40 (40)	208 (Brandon F.A.)	039542000	Mobile Phones (Vodafone)	Inc	Incoming
19/07/2007 11:22	39 (39)	207 (Rudyn Cast.)	01227673600	Canterbury	Inc	Incoming
19/07/2007 11:22	215 (Howard Ca...)	38 (38)	01626478900	Macclesfield	Out	National
19/07/2007 11:22	37 (37)	205 (Jason Smith)	0200588700	London	Inc	Incoming
19/07/2007 11:22	36 (36)	223 (Cafes De...)	02008868900	London	Inc	Incoming
19/07/2007 11:22	212 (Todd Stam.)	36 (36)	01313959000	Edinburgh	Out	National
19/07/2007 11:22	213 (Tony Speed)	34 (34)	01708483200	Southport	Out	National
19/07/2007 11:22	211 (Tony Cole)	33 (33)	02009443000	London	Out	National



Sense Call Analyser - ISDN 2

Complete Call Recording System for ISDN 2 lines

- Features the same as Sense ISDN 30, but for ISDN 2 lines
- From 2 to 24 channels
- Cube, tower or rack mount options
- Model - Sense Call Analyser ISDN 2



Sense Call Analyser - Analogue

Complete Call Recording System for Analogue lines

- Features the same as Sense ISDN 30, and Sense ISDN 2, but for Analogue lines
- Cube tower or rack mount option
- From 2 to 40 channels
- Model - Sense Call Analyser Analogue



Complete recording systems

Call Capture Multi Line

Recording multiple line types



- Records multiple PSTN, ISDN 30, Radio, ISDN 2 lines
- ISDN DASS 2, PPNSS also available
- Records all inbound & outbound calls
- Compatible with all PABX types
- Compressed & Encrypted recording
- Up to 60,000 hours recording capacity
- Search by CLI, DDI, dialed number, extension
- Includes Server, Keyboard, Screen & mouse
- From 8 to 1000 plus channels

Call Capture Multi Extension

Recording multiple extension types



- Features as Call Capture multi line but for extension side recording
- Compatible with most PABX handset types
- Compatible with analogue or digital extensions
- Options for screen capture & live monitoring
- Successful / Unsuccessful call mark
- SIP Extensions available soon

call recording interfaces

Call Capture Multi USB

Multi line or extension recording

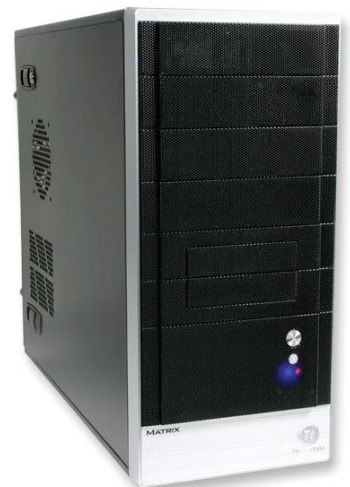
- Features same as other call capture systems but includes USB interface only
- Works on analogue lines and extensions
- Works on ISDN 2 & 30, Radio lines and digital extensions
- Small USB connection box
- RJ45 connection to own PC/server
- Includes search & replay software
- Does not include PC, keyboard, screen & mouse
- Model - Call Capture USB



Server Specification for Recording Interfaces

Server recommendations for Call Capture & Sense

- Windows XP Professional SP2
- NTFS file system
- Dedicated, internal USB hub and controller.
- Minimum 1GB RAM, 250GB of free hard disk space
- Minimum Pentium 4 3.2GHz CPU or higher, Core2 duo
- PC must be dedicated for call recording
- No virus protection should be loaded as this may interfere with the recording
- PS2 mouse & PS2 keyboard
- One com port



Professional call recorders

Intelligent Cassette Call Recording Kit

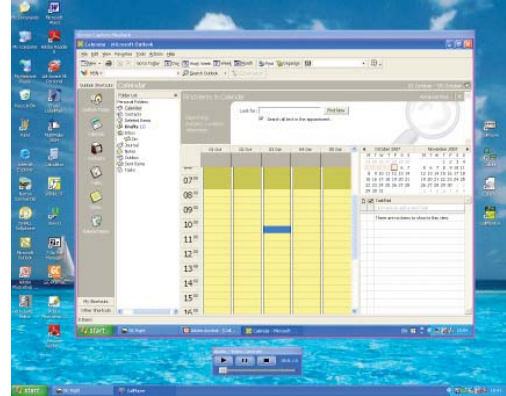
Professional standard cassette system



- Works on any handset including analogue/IP/digital
- Automatic voice activated recording
- Two speed standard cassette recorder
- Tape counter for easy search
- Recording capacity - up to 6 hours
- Includes C 120 tape, USB and power supply for IRI
- IRI incorporates lockable mute and in use LED
- Earpiece for third party/discreet listening
- One year warranty
- Model - 703N

Call Capture Personal

Call Recording software with Screen Capture



- Records calls and PC screen input
- Replays video & audio at time of call
- Records calls to hard drive of PC
- Connects via the line cord of handset
- Compatible with most handsets including digital
- Digital, analogue, ISDN 2 versions for 1 or 2 lines
- USB connection to PC
- One year warranty
- Model - Screen Call Capture

957 Advance Call Recording Software

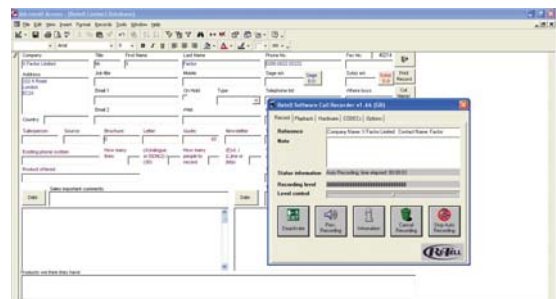
Call Recording for PC's



- Records calls to hard drive of PC
- Universal handset connector for office telephones
- Encrypted & compressed recording
- Up to 200 hours per Gbyte Storage
- Time, Date & Duration notification
- Add notes to recordings manually
- Key word search for calls
- Manual or automatic recording
- Calls can be saved to server
- One year warranty
- Model - 957 Advance

Data Integration Link

Enhances Retell Call Recording Software



- Automatically inserts customer account number / name to individual recordings in the call recording software
- Find recordings by searching for comments / references attached to a specific call
- Remotely start/stop recordings
- Can be used for hundreds of applications e.g. attaching contract numbers to calls
- Can be linked to Visual Basic and C++ applications
- LAN compatible
- Requires installation by your IT department
- For use with Advanced PC & RP Pro Software
- Model - Data Integration Link

High capacity recorders

Call Recorder Single

High-capacity, single desk call recording

- Works on any handset including digital & IP
- 3 options - CD, hard drive & CD with hard drive
- 13,800 hour capacity with hard drive version
- 300 hours per CD with 5 hour flash capacity
- Meeting recorder function
- Built-in 10/100Mbit network interface
- Quick access software for search on a PC
- Answering machine function
- 30 outgoing messages on answering machine
- Model - Call Recorder Single



Featurephone 175

High capacity recording featurephone

- Features as CD version of Call Recorder Single
- Featurephone functionality
- CD only with 300 hour capacity
- Multi function memory and address book
- For analogue sockets only
- Model - Featurephone 175



mobile phone recorders

Call Capture Mobile

GSM mobile Call Recording software

- Records mobile phone calls to the hard drive of a PC
- For one or two GSM mobiles
- Requires extra SIM cards
- Records SMS messages
- Quad Band GSM technology
- High performance encryption
- Compatible with all mobile operators
- Model - Call Capture GSM



Portable Call Recorder

Ideal for travellers and sales people

- Records from any phone, anywhere
- Uses WatsonMike® in ear connector
- Records to micro cassette recorder
- Works with mobile, cordless, radio handset
- Patented technology
- Includes MC60 micro cassette
- Model - 126t



Recording for conferencing kits

Conference Call Recorder Tape

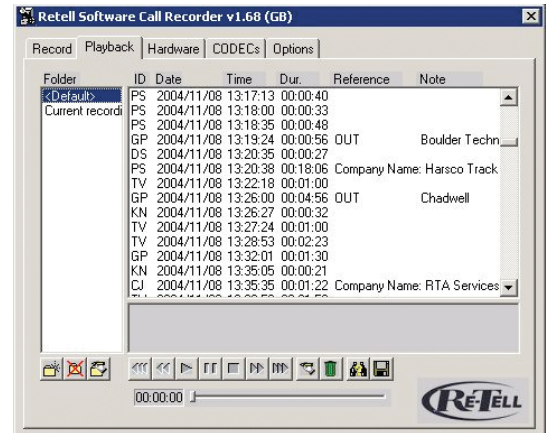
Tape recording for audio conferencing units



- Tape recorder with audio leads for audio conferencing units
- Includes 2 speed tape recorder
- 2.5mm, 3.5mm & Phono leads
- Works with Polycorn, Konftel & ClearOne audio conferencing units
- Includes tape & Power Supply Unit
- One year warranty
- Model - CCR Tape

Conference Call Recorder Lite

PC recording for audio conferencing units



- Includes the same audio leads as Conference Call Recorder Tape but works by recording to PC
- Manual recording to PC
- Non encrypted recordings
- Records calls as WAV files
- Time, date, duration added automatically
- One year warranty
- Model - CCR PC Lite

Conference Call Recorder Pro

PC recording for audio conferencing units

- As Conference Call Recorder Lite but with auto & manual recording
- Encrypted & compressed recording
- Up to 200 hours per Gbyte
- Time & Date Stamp
- Add notes to recordings
- Key word search
- Works with Polycorn, Konftel & ClearOne audio conferencing units
- One year warranty
- Model - CCR PC Pro



Call Recording Software



Budget call recorders

Cassette Call Recorder (SOHO)

Call Recording Kit with Standard Tape



- Call recorder with BT socket connector
- For home / basic analogue telephones
- Works on analogue lines
- Up to 3 hours recording time
- Call counter, Fast Forward, Rewind
- Includes C60 tape, PSU & earpiece
- Includes BT connector 145
- Includes BT double adaptor
- One year warranty
- Model - 120

PC Call Recorder Lite

Call Recording for PC's



- Manual Call recording software
- Home and occasional use
- Works on analogue handsets
- Records to PC hard drive
- Manual recording only
- Saves as uncompressed WAV files
- Capacity approx. 30 hrs per Gbyte
- Includes software & handset connector 157
- One year warranty
- Professional PC recorder
- Model - 957 Lite

Professional PC Recorder

Professional call recording software

- Records to PC Hard drive
- Up to 200 hours recording per Gbyte
- Compression & encrypted recording
- Basic Handset connector
- Works with some office phone
- Manual & automatic recording
- One year warranty
- Model - 957 Pro



Call Recording Software



Call recording connectors

Call Recording Connector 156

Call recording connector for standard recorders



- Unique call recording connector
- For use with digital, tape, MD recorders
- Works on basic home handsets
- Connects to curly cord of phone
- 3.5mm audio plug
- Record and play switch
- Play recordings back over the phone
- EN 60950 approved
- One year warranty
- Model - 156

Call Recording Connector 157

Call recording connector for PC's



- Unique call recording connector
- For use with the PC sound card & recording software
- Protection against power surge to PC
- Works on basic home handsets
- Connects to curly cord of phone
- 3.5mm audio plug
- Record and play switch
- Play recordings back over the phone
- Use for IVR applications
- EN 60950 approved
- One year warranty
- Model - 157

Intelligent Recording Interface

Universal Call Recording Connector



- Universal handset connector for all types of office phone
- Works on any type of office phone
- For use with tape, digital, PC recorders
- Connects via the curly cord
- Superb sound quality
- Patented stop/start technology
- Handset mute button for 'agent observe'
- Near & far party sound control
- One year warranty
- Model - 650

BT Socket Connector 145

Analogue telephone socket connector



- Works in analogue sockets
- Works with tape & digital recorders
- Records on all phones on analogue circuit
- Includes double adaptor
- 3.5mm audio connector
- EN60950 approved
- One year warranty
- Model - 145

Fax & voice servers

Fax Server for ISDN 2 and ISDN 30

Automatic faxing via email. Saves on storage consumables & paper

- Fax server for ISDN - up to 16 lines capacity
- Email faxes direct to a PC
- Send & receive fax from a desktop
- Up to 2 million Page capacity
- Rack mount option
- License free faxing software
- Choice of ISDN 2 or ISDN 30 base units
- Purchase channels seperately



Analogue Fax Server

Automatic faxing via email. Saves on storage consumables & paper

- Email faxes direct to a PC
- Secure Storage - 1,500,000 faxes
- Software acts as an additional printer
- Unlimited licenses for fax sending
- Unattended operation available
- One year warranty
- For use on single analogue line



Ruby Line Voice Server

Managing your calls whilst you manage your business

- Central Voice Server for all ISDN lines
- Compatible with all PABX's
- Interactive Auto Attendant
- Call Queing with progress information
- Call recording option
- Music and announcements during queuing
- Automatic voice mail delivery by e mail
- Comprehensive call logging and statistics



Options for Fax & Voice Servers

Expand your system with one of the following options

- 19" rack mount option for Ruby Line Voice Server
- CD-RW drive option for 300 hours of removable storage - includes Quick Access Software for PC
- Double sized hard drive - 2 Million pages for Fax Server
- 2,760 for voicemail & 27,600 hours recording on Voice Server
- Call recording card for Voice Server
- May need to be ordered factory fitted



Channel Upgrade Card

Music & announcements on hold

VGP 30 Satellite

Music on Hold device

- Unique Music on Hold device for PABX and for individual telephone handsets
- Uses SD memory card
- Includes 3 pre-programmed music tracks
- Includes 3 on hold announcements
- Works on telephone handsets via curly cord
- Music is royalty free
- Messages can be changed using PC & card reader
- Messages in different languages
- Rack mount version available
- Model - VGP 30 Satellite



VGP 30 Standard

Music on Hold device with mixing software



- As VGP 30 Satellite but with software to mix music and messages
- Studio mixing software
- 11 Royalty free music tracks
- 15 on hold messages
- Requires additional SD card reader
- Model - VGP 30 Standard

VGP 30 Pro

MOH device with text to speech software



- As VGP 30 Standard but including text to speech software
- Text to speech software
- Type messages into PC & turns to voice
- Includes USB dongle - 15 minute capacity
- Model VGP 30 Pro

VGP 30 Custom & Rack Mount Versions

Custom message and rack versions of VGP 30

- VGP 30 Custom has all the features of the VGP 30 Satellite
- Includes voucher for customer's own bespoke announcement
- Announcement is professionally recorded to customer requirement
- Model VGP 30 Custom
- One year warranty



- VGP Rack has all the features of the VGP 30 Satellite
- Built in a 19" rack mounting unit
- Can also be used for 'in store' background music
- Model VGP 30 Rack
- One year warranty

Music on hold

Music Tel 60

Basic Music on Hold System

- 1 royalty free music track
- 1 announcement message
- Solid state, no moving parts
- Works with any PABX
- Record new message & download from PC
- Model - Music Tel 60



VGP 20

Basic Music on Hold System for PABX connection



- One music track with one announcement
- 128mb internal flash memory
- Auto play after power failure
- Speaker & Audio volume control
- Includes 3.5mm to cinch & 3.5mm connection leads
- Audio download via USB port on PC
- Includes PC USB power & mains power unit
- Wall mountable
- Model - VGP 20

Gear 2 Voice

Text to speech software for VGP MOH products

- Text to speech software for VGP 30
- Enables words typed on PC software to be changed to speech for use on VGP 30
- Includes dongle with 15 minutes recording capacity



VGP Studio Software

Option for VGP 30 Satellite



- Studio mixing software for VGP 30
- Choice of 15 announcement messages
- Choice of 11 royalty free music tracks
- Mix individual tracks and announcements on PC
- Various language options

Answering machines

332 Business Answering Machine

Business answering machine with three outgoing messages.



- High quality digital recording capacity - 50 minutes
- Outgoing messages - 3 (180 seconds)
- 4 digit Remote access codes
- Call history displays last 4 digit - 30 calls
- Each message is date and time stamped
- Flash memory (no batteries required)
- Message transfer to pre-programmed number
- 1 year repair warranty
- Model - 332

570 Mailbox Business Answering Machine

High capacity multi function answering machine with mailbox functions.



- High quality Digital recording - 4 hours capacity
- 4 voice mailboxes
- Call history displays last - 50 calls
- Each message date and time stamped
- Message transfer to pre-programmed number
- Remote access codes - 4 digits
- Redial from call history
- Headset and footswitch option
- 15 customer recordable outgoing message
- Message transfer to pre-programmed number
- 1 year repair warranty
- Model - 570

953 Professional Answering Machine

The 953 is a professional answering system that can be programmed to match the hours of business. It includes a full voice response system, high capacity answering machine, meetings and conversation recorder.

- Message capacity - 13,800 hours
- Each message is date and time stamped
- Single line auto attendant with 999 locations
- E-mails recorded messages to a PC
- Outgoing messages indicator - 30 messages
- Calendar and timetable functions
- Remote access to message
- Hands free operation
- Doubles up as a heavy duty meeting recorder
- 1 year repair warranty
- Model - 953 IP

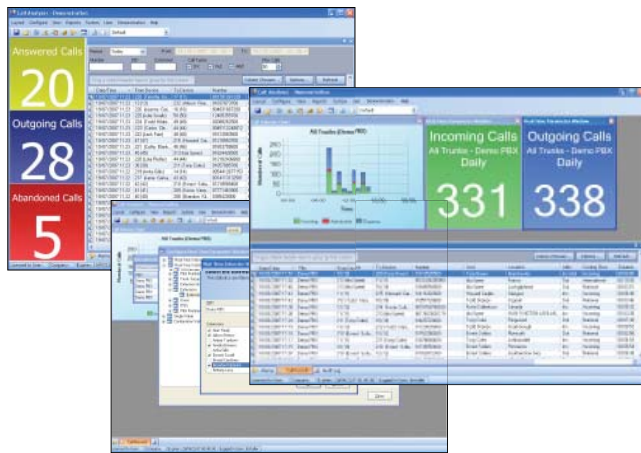


Call management

Call Analyser - Lite 32 / Pro 32 / Pro 100

Call Management Software

- Monitor & Analyse time spent on the phone
- Identify call time, date, duration & numbers
- Identify under & over achieving employees
- Monitor inbound, outbound & abandoned calls
- Requires installation to call logging port
- Entry Software for 32 extensions (Lite 32)
- As above with playback at desktop PC (Pro 32)
- As above but for 100 extensions (Pro 100)



975 Business Meeting Recorder

Designed to eliminate minute taking and dictation.



- Mark important parts of conversation using remote control
- USB sockets - 2
- Ethernet socket for network connection
- Stereo/dual mono mic input
- Analogue and digital outputs
- Optical out
- Line out
- Rear line out
- Centre/subwoofer out
- Loudspeaker mono out

Call Manager - Enterprise and Professional

Call management, call logging statistics and costs

- Control Costs
- Identify peak activity periods
- Allocate staff effectively to cover demand
- Improve service - identify when and where calls are lost
- Monitor & analyse time spent on the phone
- Identify call time, date, duration & numbers
- Identify under & over achieving employees
- One year software update

