



Desktop VoIP Recorder

Simple Connectivity, Powerful Features, Affordable Price

The VoIP Desktop Recorder from Intelligent Recording delivers a simple and affordable solution for recording SIP and other IP system phones (supports both Gigabyte & 10/100 phones) Simply connect the provided pre-configured switch and install the Desktop VoIP Recorder software, follow the simple set-up instructions and you are recording in minutes.

The Desktop VoIP Recorders can be set up for an individual user or distributed in a group and configured for centralized storage and management.

Desktop VoIP Recorder Overview

- No handset cord connection
- No complex network setup
- Caller ID and digits dialed recorded as part of call record
- 'True IP' recording, not voice activated
- 168 hours of recording per Gb of disk space
- Supervisor Management packages available.

Because talk isn't cheap...

There are many valuable reasons why companies record telephone conversations:

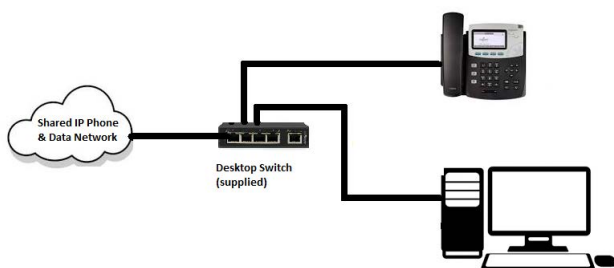
- **Customer service quality monitoring** - recording calls ensures best practice
- **Transaction recording** - record critical information to ensure accuracy of transactions
- **Compliance monitoring** - ensure industry regulations are met
- **Security alerts** - record threats and verbal abuse.

Flexible set-up for multiple applications

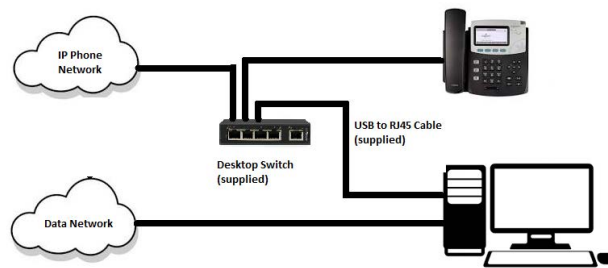
Set-up options include:

- Record all calls, manually select which to record or be prompted after the call to save or delete the call
- Can restrict user access to features of desktop software where desirable
- Save calls locally or on a network server for centralized monitoring and playback.

Almost every company has a call record application that can deliver substantial business benefits. What's yours?

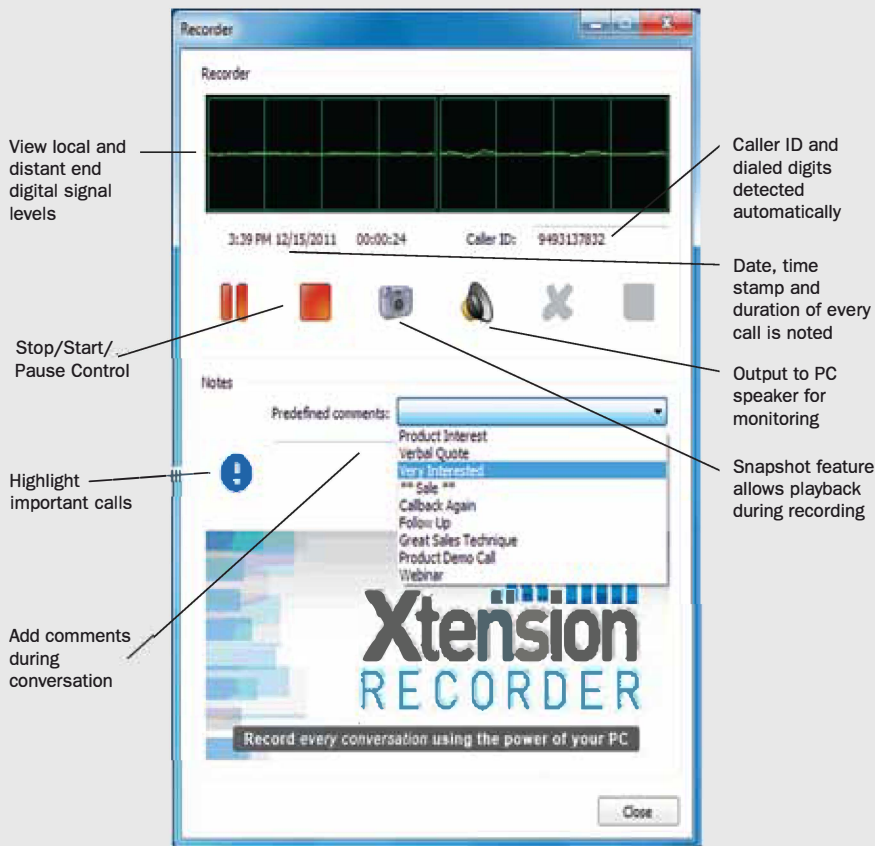


VoIP Desktop Recorder with Shared Network



VoIP Desktop Recorder with Separate Networks

Recording Features:



View local and distant end digital signal levels

Caller ID and dialed digits detected automatically

Stop/Start/Pause Control

Date, time stamp and duration of every call is noted

Highlight important calls

Output to PC speaker for monitoring

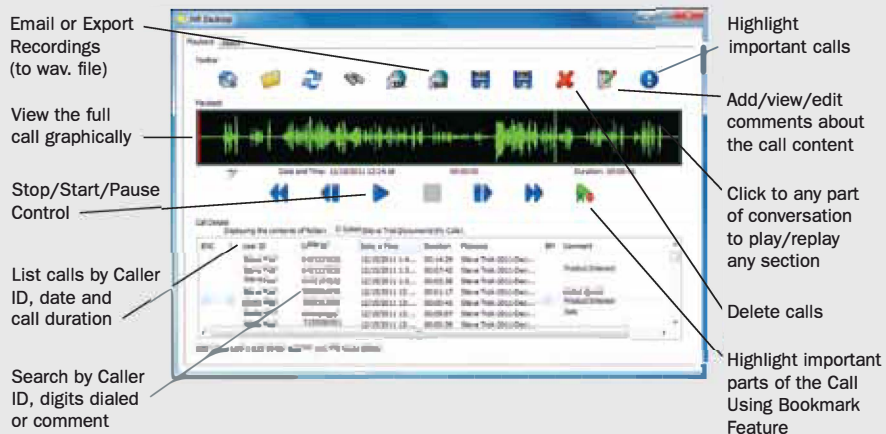
Add comments during conversation

Snapshot feature allows playback during recording

Some application ideas:

- **Message Taking** - use Xtension Recorder Desktop Software to record a message instead of writing it down. Email the message to the recipient. It's like a mini Unified Messaging system.
- **Customer Service Desks** - Xtension Recorder is a great training tool. Move it around to different agents to monitor activity from time to time.
- **Operator Positions** - monitor how those important callers are being answered and transferred.
- **Call Centers** - install Xtension Recorder at each desk and record to a central server location for supervisor listening.
- **Conference Calls** - record those important discussions and decisions.
- **Dictation** - Using the included Room Recorder feature, Xtension Recorder allows you to dictate directly into your PC microphone and email the recording to an assistant.

Complete Playback Control:



Email or Export Recordings (to wav. file)

Highlight important calls

View the full call graphically

Add/view/edit comments about the call content

Stop/Start/Pause Control

Click to any part of conversation to play/replay any section

List calls by Caller ID, date and call duration

Delete calls

Search by Caller ID, digits dialed or comment

Highlight important parts of the Call Using Bookmark Feature

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