



# Desktop ipTap Recorder

**Simple Connectivity, Powerful Features, Affordable Price**

The ipTap from Intelligent Recording delivers a simple and affordable solution for recording SIP and other IP system phones. The ipTap eliminates the need for a second Ethernet card or complex network setup. Simply connect the ipTap and install the provided XTR Desktop software, follow the simple set-up instructions and you are recording in minutes.

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

#### ipTap Overview:

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

#### Because talk isn't cheap...

There are many valuable reasons why companies record telephone conversations:

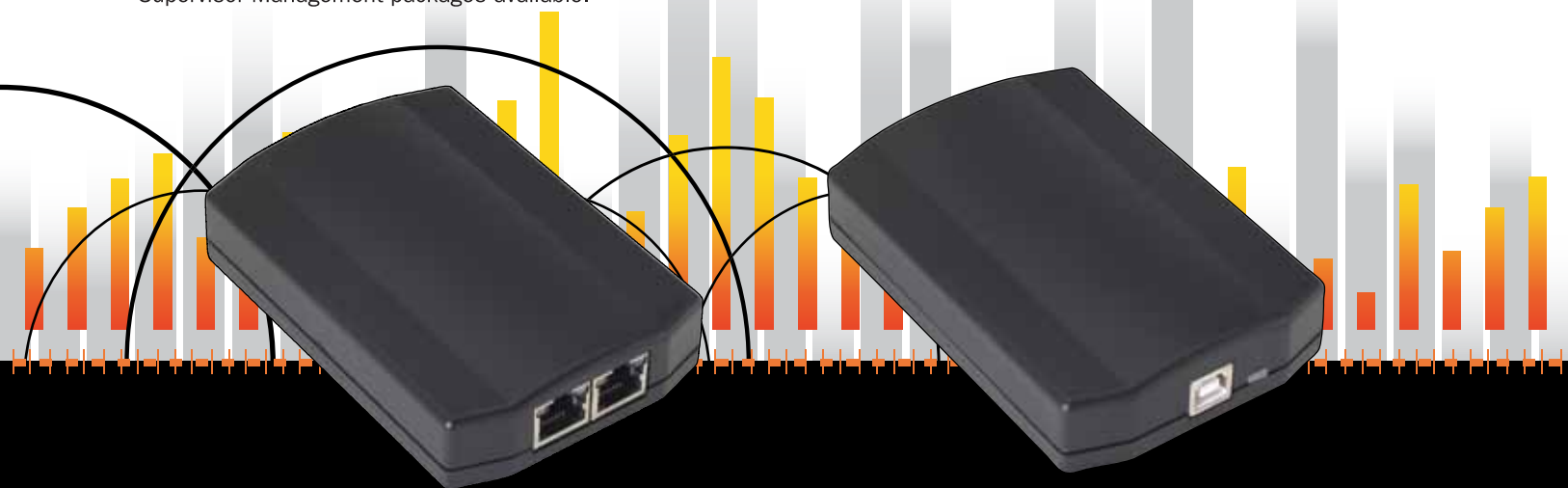
- **Customer service quality monitoring** - recording calls ensures best practice
- **Transaction recording** - record critical information to ensure accuracy of transactions
- **Compliance monitoring** - ensure industry regulations are met
- **Security alerts** - record threats and verbal abuse.

#### 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?**



The **leader** in cost-effective **true digital call recording**  
[www.usbcallrecord.com](http://www.usbcallrecord.com)

## Recording Features:

View local and distant end digital signal levels

Caller ID and dialed digits detected automatically

3:29 PM 12/15/2011 00:00:24 Caller ID: 9493137832

Date, time stamp and duration of every call is noted

Stop/Start/Pause Control

Output to PC speaker for monitoring

Highlight important calls

Snapshot feature allows playback during recording

Add comments during conversation

Notes

Predefined comments:

- Product Interest
- Verbal Quote
- Very Interested
- \*\* Sale \*\*
- Callback Again
- Follow Up
- Great Sales Technique
- Product Demo Call
- Webinar

**Xtension RECORDER**

Record every conversation using the power of your PC

Close

## 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.

## Contact us

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## 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

Call List

Caller ID	Date & Time	Duration	Preview	SP	Comment
9493137832	12/15/2011 3:29 PM	00:00:24	Share Tool (2011)...		Product Interest
9493137832	12/15/2011 3:29 PM	00:00:24	Share Tool (2011)...		Product Interest
9493137832	12/15/2011 3:29 PM	00:00:24	Share Tool (2011)...		Product Interest
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