

PLEXTEL

SYSTEM

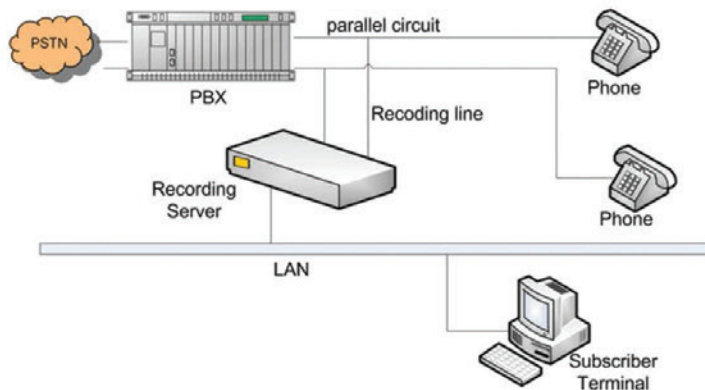
Voice Recording Server

Voice Recording Server is stand-alone call recording solutions for small or medium-scalability application in analog network. This server possesses web-based interface feature for users to configure logging modes and search logging files, so they could set up audio monitoring system effortlessly in any (analog) network environment.



Key Features & Benefits

- Reliable PowerPC built-in application software, with low power consumption
- Hot swappable 3.5in hard disk, with high capacity
- HI-IMPEDANCE monitoring
- Multiple modes to stop/start recording
- Simultaneous recording for up to 24 analog channels
- Caller ID reception
- Support DTMF
- Programmable signal analysis tool to monitor audio signals;
- Audio/silence monitoring
- Support AGC
- Calling process monitoring
- Automatic Voltage Sensor
- Generate Beep tone;
- Web-based administration
- Audio Search and perimeter configuration
- User Identity management
- Intelligent search and information statistics
- Remote reset and upgrading



► Typical Application

Functionalities

- Configurable for analog 8~24Chs
Monitoring points could be flexibly selected, including points between PBX or Telephone, or Point between any audio signals; it is widely used in call center or logging systems.
- OLED display
Adapt 128*64 duplex high profile display to show status of recording server; With on-board keys, users could configure logging features effortlessly.
- Programmable signal monitoring
Monitor single or dual frequency signals, so it can be widely used in complex network environments, for a variety of PBX brands and corporate telephone categories.
- Hi-Impedance Recording
Input impedance: $\geq 1M\Omega/500V$ DC; $\geq 8k\Omega/1000V$ AC, do not influence signal transfer.



- Multiple Codes Formats
DSP-based Codecs: A-law(G.711), μ -Law, IMA-ADPCM; Software-based Codecs: 16-bit linear PCM, MP3, VOX; Support Windows WAV format; the audio file could be replayed out or edited by Cooledit or other general audio tools.
- Generate Beep tone;
Beep tone is for logging alert, and could be adjusted while needed (the default gain is -4DBM); While audio frequency is 1KHz, the audio on the line is -24DBM.

Channel Working State										
Monitor	Ch No.	Voltage	State	Remote Phone	Station	Monitored Phone	Call Direction	Start Time	Length	Remarks
1	0007		PickUp	8227	8005	8227	Call out	16:53:52	00:00:10	date123
2	0018		Ringin	*	8002	2081	Call in	*	*	*
3	0018		Idle	*	*	*	*	*	*	*
4	0000		Offline	*	*	*	*	*	*	*

► Channel State Interface

• Web-based administration

Web-based interface is user-friendly for controlling and administration. In the same LAN, all users could interface with the server; it also supports diverse logging texts, and can search logging message by channel NO., caller ID, Called Number, Logging time interval, Logging time length, logging direction, calling categories or logging with or without file.

The screenshot shows the 'Main Interface with All Features'. On the left is a sidebar with menu items: Channel State, Rec Options, Sys Settings, User Manage, Info Manage, Status Report, Operate Log, Remote Support, and Change PWID. The main area displays a table with columns: Monitor, Ch No, Voltage, State, Remote Phone, Station, Monitored Phone, Call Direction, Start Time, Length, Remarks, and Store. The table lists 16 channels, each with a status icon (green or red) and various numerical values.

► Main Interface with All Features

• Real-time monitoring and statistics feature

Monitor the ongoing channels in real time, and can output statistics report in terms of channel NO., caller ID, Called Number, Logging time interval, Logging time length, logging direction, calling categories; follow up all users' activities, and recover web-based activities of users; could configure tens of logging parameters for logging applications, so users could customize logging features in terms of individual demands.

• Intelligent saving modes

With independent saving configuration page, users could manage hard disk, and so server could administrate HD automatically. For instance, a hard disk is fully occupied, the system will use another disk or delete data in the existing disk, which ensures 365*24 availability; real-time backup, or on-demand backup is also available, or delete backup data in certain time point.

• Configuration for all channels and number filtering

Each channel could be configured independently, including recording direction, corresponding calling parties, or agents. Certain numbers could be filtered, and long-distance calling or calling-in alert number could also be alerted.

Technical Specifications

ENVIRONMENTAL CONDITIONS

Operating temperature: 0℃—55℃

Storage temperature: -20℃—85℃

Humidity: 8%—90% non-condensing

Storage humidity: 8%—90% non-condensing

• Input/output Interface

24 telephone line interface (RJ11, 2-Pin)

• Recording Specification

Coding and decoding: CCITT A/μ-Law 64kbps; IMA-ADPCM 32kbps

Distortion: ≤2%

Frequency response: 300-3400Hz(±3dB) -Signal-to-noise ratio ≥

38dB Echo suppression: ≥40dB



• Agent and caller information management

For agent recording in call center, an array of agent information management could be activated by Agent Administration Page for recording. For easy management of caller information, the number filtering could add caller number and set alert feature, so the caller identity would be alerted on display.

• Multiple Alert Modes and users authorization management

To remind users in mal-function situation, the recording server could launch audio alert, email alert, web alert and so on while channels do not work normally, disk is fully occupied, or no recording goes on; it also systematically manage users' authorization, and the administrator could define authorization for web-based users, and customize different authorization for different users.

• Remote reset and upgrading

The web-based terminal could reset the recording servers, and upgrade the firmware anytime and anywhere.

• Input/output Interface

RJ11 interface: one jack for one telephone Network interface: 10/100M for Internet

SD interface: standard SD interface, 4G SD card, Built-in system software

Cabinet for Hard Disk: for 3.5inch hard disk

The screenshot shows the 'Recording Inquiry Interface'. It includes fields for Start Date (2013-02-26), End Date (2013-02-26), Start Time (08:00:00), and End Time (16:00:00). There are dropdown menus for Call Direction (AB), Station No., Customer Phone, CallerID, and Call Type (AB). A 'Recording Length' field is set to 'Unlimited'. A 'Channels' field shows '1' to '16'. A 'Sort by' dropdown is set to 'Recording time'. There are 'Inquiry' and 'Reset' buttons at the bottom.

► Recording Inquiry Interface

• Maximum capacity

8/16/24 channels available, 24 channels at maximum;

Multiple servers combined for more than 24 channels;

• Power requirement

19volts DC, less than 20W power consumption

• Hi-Impedance Resistance

Input impedance: ≥1MΩ/500V DC; ≥8kΩ/1000V AC

Isolation insulation resistance (Telephone line to microcomputer): ≥2MΩ/500V DC

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