

# V-LOGGER



## *Digital Voice Logger System*

Everything you need in a digital tele-conversation recording solution. Whether for Call Center requirement or for enterprise telephone recording, V-logger will exceed its value in supporting your business goals.

This Advanced voice recorder stores all (or a selection of) the telephone conversations made. These voice recordings are enriched with CLI / DDI number information and other Call Details Records.

The outstanding product can be connected easily and fully transparently to the Co lines of any PABX using a T-Splitter. Internal digital extension lines of all major PABX systems are supported as well.

### Typical Usage

V-Logger is highly applicable everywhere. From public safety and government agencies, financial institutions to any other industries, corporate can deploy V-Logger to manage the quality of their employees and verify critical information. Whether your need is real time quality recording, performance evaluation or agent monitoring, on other solution can give your organization more value. A number of reasons why to choose long term voice recording:

- \* Security and event reconstruction
- \* Record verbal agreements; prevent disputes
- \* Quality and efficiency improvements
- \* Follow-up information; support written notes

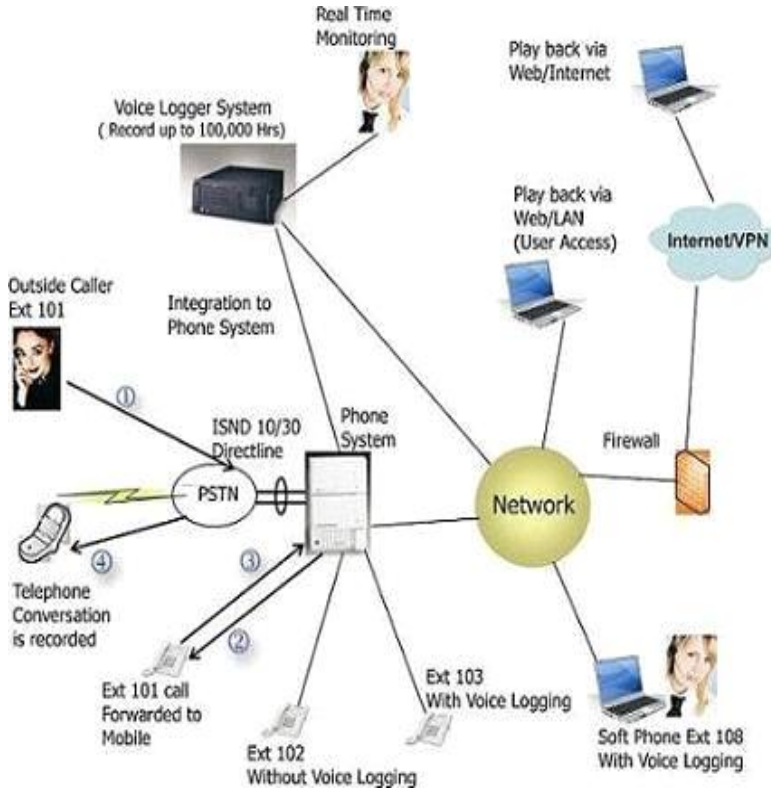
### Such application areas are

- \* Call Centre
- \* Brokers
- \* Insurance Agencies
- \* Bank and Financial Institute
- \* Educational Institute and many more
- \* Fire and Police Department
- \* Legal Professions
- \* Hotels and Hospitals
- \* Railways
- \* Leasing Agencies

### Key Features

- \* Convert to Wave file
- \* Remote playback via LAN, Web or Internet
- \* Multiple user log in
- \* Backup to external hard disk CD/ DVD or FTP Server
- \* Redundancy option
- \* Real time monitoring
- \* 19" industrial server rack (optional RAID—5)
- \* Analog & Digital PBX line interface
- \* Authorized channels allow to be played
- \* Call details reports in excel format
- \* GUI interface for easy access of any module
- \* No limit to file size
- \* Daily Auto Backup
- \* CE, FCC and RoHS compliance

## Integration to Phone System



## V - Logger Meets All Your Requirement

This comprehensive voice recorder has numerous unique features, including superior sound quality (also when using speech compression). Because of its modular architecture it can be expanded easily and therefore preserves your investment.

The V - Logger can be integrated with your corporate LAN without the need of additional investments. Obviously the V - Logger can be used equally well as a stand-alone voice recording system.

### Modular Architecture

Because of its modular design the V-Logger is available in mixed configurations from 2 analog lines to 240 lines of PRI ISDN-30. There is no limit on the number of V-Logger systems that can be used on a single site or multiple sites using VPN.

### Screen Capturing

Optional V - Logger client software enables high resolution MPEG4 based screen recordings (including mouse and cursor movements) synchronized with voice recordings.

## Search Indexes

- \* Date & Time range
- \* Channel / Line Number
- \* Dialed / Number
- \* Caller ID
- \* Project code
- \* Miss / No Answer Calls
- \* Remarks

## Recording Modes

- \* Record continuously or
- \* Demand recording (one touch key press)
- \* Configured to not record preset telephone numbers

## Technical Specifications

- \* Weight: From 0.7 to 1.0kg.
- \* Dimensions: 8 Channel Card: 173mm x 112mm x 22mm and 16 Channel Card: 261mm x 113mm x 21mm.
- \* Power shared from the PC / Server Motherboard.
- \* Line Impedance AC: >10k Ohm Line Impedance DC: >10M Ohm
- \* Ringer Equivalence: <0.1
- \* Caller ID: FSK / DTMF

- \* Frequency Response: 340 – 3400Hz, +/- 3db
- \* Sampling Rate: 8000Hz
- \* Recording Trigger: Off-Hook (phone line, voltage sensing for start/stop, <20vDC>)
- \* Storing recorded files on hard disk
- \* 70 Recording Hours / GB
- \* The ultimate professional multi channel voice recording, voice logging and screen capturing solution for Analog, Digital PBX Extensions, ISDN-2 Basic Rate, ISDN-30 Primary Rate, SIP VoIP and GSM Mobiles.

## Compatibility

- \* V - Logger offers the following interfaces:
- \* Analog radio, trunk and extension lines with DTMF and FSK CLI signaling
- \* ISDN-2 Basic Rate
- \* ISDN-30 Primary Rate (including fractional PRI from 4 channels)
- \* Primary Rate Q.SIG and DASS-2
- \* VoIP SIP trunk / extension

- \* GSM mobile recording (based on integrated back-to-back GSM gateways)
- \* Digital extension lines of all major PBX brands:
 

Avaya	Alcatel / Lucent	Ascom / Aastra
Ericsson	LG	Mitel
NEC	Nortel	Nitsuko
Philips	Panasonic	Siemens
Samsung		



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