

Xtension Recorder

Recall every conversation using the power of your PC

- No sound card required
- No handset cord connection
- No complex sound card adjustments
- Simple: Digital: Connectivity!



Xtension Recorder: Cost Effective 'true digital' recording!

Xtension Recorder simply connects in line with digital PBX telephones and plugs into the USB connector on any PC. Using Comvurgent's 'True Digital' technology, Xtension Recorder stores conversations in the same high quality format as your digital telephone ensuring excellent sound quality.

Because talk isn't cheap...

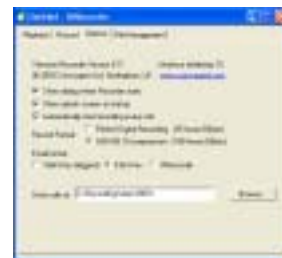
There are many valuable reasons why companies record telephone conversations:

- 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 bomb/violence threats and verbal abuse.

Flexible set-up for multiple applications

Set-up Options Include:

- Record all calls or manually select which to record.
- Use compression to save disc space.
- Save calls locally or on a network server for centralized monitoring and playback.



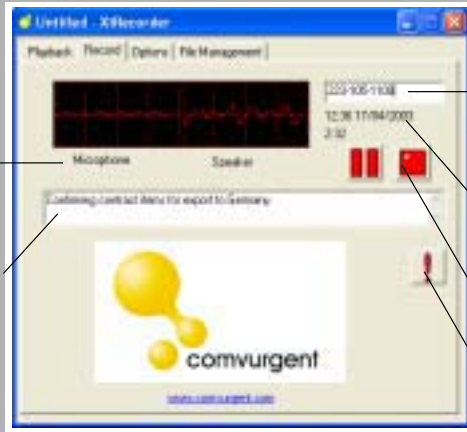
Almost every company has a Call Record application that can deliver substantial business benefits. What's yours?

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Great Record Features:



View local and distant end digital signal levels.

Add comments during conversation

Caller ID and dialed digits detected automatically.

Date, time stamp and duration of every call is noted.

Stop/Start/Pause control

Highlight important calls

Complete Playback Control:



View the full call graphically.

Drag the cursor to play/replay any section.

Add/view/edit comments about the call content.

List calls by Caller ID, date and call duration.

Filter calls by Caller ID or by comments.

Start/Stop/Pause control.

Highlight important calls.

Delete calls

E-mail conversations.

Some Application Ideas:

- Message Taking - use Xtension Recorder to record a message instead of writing it down. E-mail 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 - Xtension Recorder allows you to dictate directly into your phone and e-mail the recording to an assistant.

PBX Telephone Compatibility:

- Toshiba DK/CTX
- Avaya Definity/Magix/IP Office
- Nortel Norstar, Meridian and BCM
- Siemens Hicom/Hipath
- Samsung DCS
- LG/Goldstar/Vodavi
- Panasonic KXTD/KXTDA/DBS HD & 576/ICX
- NEC NEAX/Elite/Aspire/DXE
- Inter-tel Axxess & Eclipse

** Not all PBX versions are available at time of printing. Check with Comvurgent for availability before ordering.



'Xtension Recorder – the last word in conversation recall'