

VS Logger audio recorder

Technical specifications

RECORDING METHODS

- Full recording (fix license per channel) or dynamic (no more simultaneous recordings than existing channel licenses)
- On-Demand Recording (click operator enable/disable channel)
- Licenses possible in max hours recording duration per day (global or per channels group)

STORAGE & ARCHIVING

- Local drive storage for fast access
- Centralized Storage for Multiple Recorders
- Automatic archiving to DVD+RW, network drives, external USB, FTP, or other removable drives
- Archiving modes as continuous, daily, or on-demand

SEARCH PARAMETERS

- Extension
- Date and time
- Caller ID
- Dialed numbers
- Inbound/outbound direction
- Notes (wild card search)
- Duration
- Grades / Scores
- Recorders
- Agent Name

PLAYBACK

- Live Monitoring
- Instant recall (up to 1 minute)
- Save as WAVE
- Standard playback controls
- Email Recording with a Single Click of the Mouse
- Mixed playback
- Bookmark (mark section of call)
- Note tags
- Playback speed and volume control
- Playback over the LAN / WAN via remote client application, unlimited licenses

SCALABILITY

- Based on standard PC under Windows 32 OS Win XP Pro, Win 7 Pro, 2000, Server 2003/2008, Vista.
- System limitations are derived by number of available PCI slots and system performance
- Max 240 channels for extension-side and 256 for trunk-side recording
- Number of channels can be expanded by simply adding extra boards & licenses
- Record inputs such as analog, digital PBX, VoIP, T1/E1, ISDN-BRI

RECORDING TRIGGERS

- D-Channel
- On-hook / Off-hook
- Voltage levels
- VOX (voice activate)
- DTMF Tones
- On demand (operator click)
- Function buttons
- Button Lamps / LEDs
- External API (3rd party)
- ACD events for Zeacom
- ACD events for SER

COMPUTER TELEPHONY INTEGRATION

- ACD Integration
- MSSQL & MySQL Integration
- SMDR/CDR Integration
- Access Integration

QUALITY CONTROL GRADING

- Easily Grade a Recording Using Client Software
- Create Up to 10 Quality Control Tests
- 10 Criteria per Test
- View Results in Percentage Grade
- See Average Grade per Agent
- Create Searches Using Agent Grades

REPORTS

- View and Print Reports
- Save Reports as PDF, Excel, html, delimited, or text files.
- 9 Preset Reports and User Defined
- Report Comparison per Extension and Overall Cumulative

OTHER SOFTWARE FEATURES

- Access Recordings via the Web (optional)
- Save Search Parameters & Search Results
- Third Party Verification Line
- Access Recording via your PDA
- Quick Preview Search
- Security & System Operations Alarms
- Add Note Per Recording
- Automatic Service Startup
- Automatic Delete when Drive is Full

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RECORDING AUDIO COMPRESSION

Compression Type	Compression Rate	160GB Hard Drive	320GB Hard Drive	500GB Hard Drive
MLAW PCM	29MB/hour	5,517 Hours of Speech	11,034 Hours of Speech	17,241 Hours of Speech
ADPCM	14.5MB/hour	11,034 Hours of Speech	22,068 Hours of Speech	34,482 Hours of Speech
GSM	6MB/hour	26,666 Hours of Speech	53,120 Hours of Speech	83,353 Hours of Speech

COMPATIBILITY

Digital PBX List	
- Aastra	- LG
- Alcatel	- Mitel
- Ascom	- Nakaya
- Aspect	- NEC
- Avaya	- Nitsuko
- Bosch	- Nortel
- Cisco	- Panasonic
- Comdial	- Phillips
- EADS	- Rockwell
- Eon	- Samsung
- Ericsson	- Selta
- Fujitsu	- Siemens
- Harris	- Tadiran
- Inter-Tel	- Telrad
- ISDN-BRI	- Toshiba

VoIP List
- 3COM
- Alcatel
- Allworx
- Avaya
- Siemens
- Mitel
- NEC/Phillips
- Nortel
- Siemens
- Ericsson
- H323/H225
- Selta
- Shoretel
- SIP

Trunk Line List	
- Analog Input	- T1-PRI
- ISDN-BRI	- E1-PRI
	- PCM32
T1 Framing:	E1 Framing:
SF (D4), ESF	Basic G.704, CRC4
T1 Line Coding:	E1 Line Coding:
AMI, B8ZS	AMI, B8ZS, HDB3
Signaling:	Signaling:
ISDN, NFAS, CAS	ISDN, DASS2, CAS

TECHNICAL DATA

	Analog Board	Digital Board	T1 and E1 Board	VoIP Board
Channel capacity per board	4, 8, 16, and 24	8, 16, and 24	1 and 2 trunks	240
Max channels per system	240	240	T1=240 & E1=256	240
Connectors	RJ-21X (amphenol)	RJ-21X (amphenol)	RJ45	Network adapters
Dimensions (Inches)	7L x 4.3H (half-size) 13.4L x 4.3H (full-size)	7L x 4.3H (half-size) 13.4L x 4.3H (full-size)	7L x 4.3H (half-size) 13.4L x 4.3H (full-size)	7L x 4.3H
Power Requirements (Watts)	4.5 to 7.6	3.0 to 5.5	9.5	8.7
Storage Temperature	-20C to +85C	-20C to +85C	-20C to +85C	0C to +70C
Tap Type	Parallel	Parallel & serial	Parallel	Span port
Max Tap Length (Feet)	500	30 to 100	T1=98 & E1=52	N/A
Encoding	U-law or A-law	U-law or A-law	U-law or A-law	G.711 & G.729A
OS Windows (32-bit)	2K, Win XP Pro, Win 7 Pro, Vista, Server 2003/2008			
Audio Compression (MB/Hour)	6, 14.5, and 29	6, 14.5, and 29	6, 14.5, and 29	6, 14.5, and 29