

# CallCatcher®

## The ultimate solution for professional long-term voicerecording and monitoring



### The CallCatcher

This advanced voicerecorder stores all (or a selection of) the telephone conversations made. These voicerecordings are enriched with CLI / DDI number information and other Call Detail Records.

Voicerecordings can be searched for, played back and provided with additional comments using the included client software applications. Locally, over the corporate LAN or internet.

This outstanding product can be connected easily and fully transparently to the CO lines of any PBX using a T-splitter. Internal digital extension lines of all major PBX systems are supported as well.

### Protect your Position.....

#### Record Telephone Calls

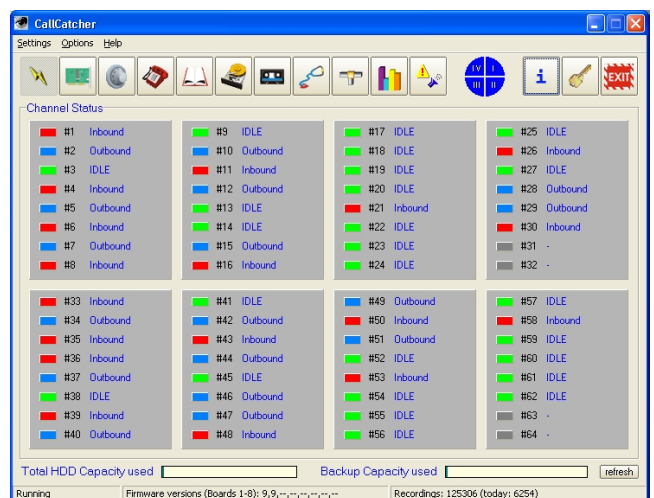
This is an important issue for most private and public companies, service providers, call centres, public safety/health organizations, banks/stock-brokers and government agencies. A number of reasons why to choose long-term voicerecording:

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

#### CallCatcher meets all your requirements

This comprehensive voicerecorder 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 CallCatcher can be integrated with your corporate LAN without the need of additional investments. Obviously the CallCatcher can be used equally well as a stand-alone voicerecording system.



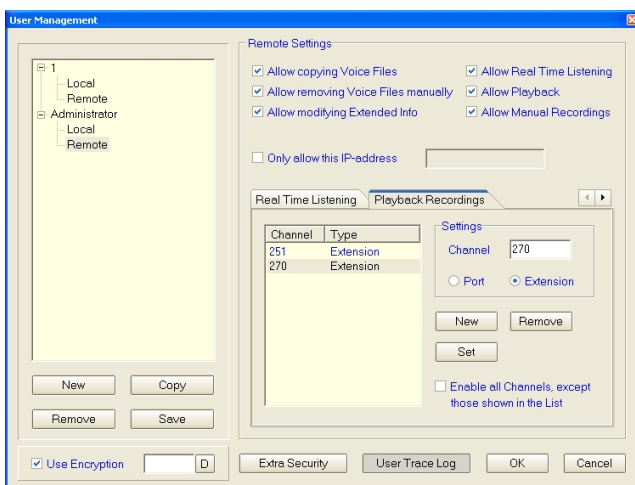
### Ease of use

New users can learn quickly how to use the intuitive windows interface of the CallCatcher. Authorized users will appreciate the easy to use advanced configuration controls and searching capabilities.

Searching, playback and managing your voicerecordings can be done locally on the CallCatcher and over the corporate LAN or internet using CallPlayer and CallLive client software applications. You will find the recordings you're looking for....Quickly and Easily.

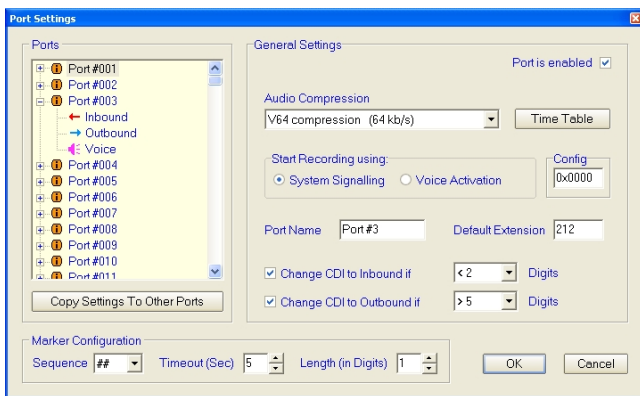
### Security and access control

You can decide which persons will have access from which predefined networked PC to certain facilities of the CallCatcher. Advanced user management defines who is allowed to playback or manage certain recordings.



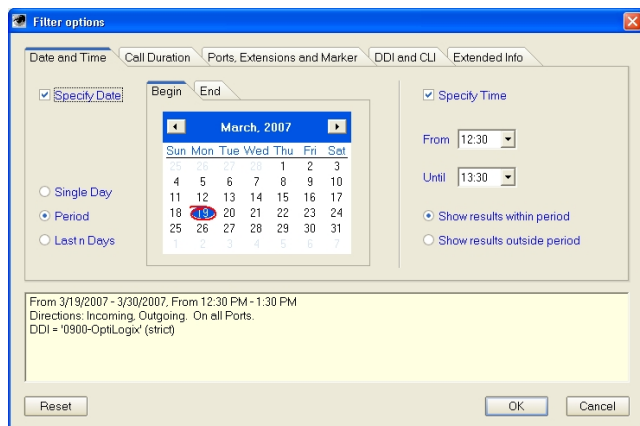
## Features

- Easy to install and to configure
- Connects to CO lines or internal extension lines
- Analog and ISDN-2 / ISDN-30 CO interfaces
- Analog and Digital PBX line interfaces
- Scalable from 4 to 256 channels
- High performance encryption and compression
- 275 hour / Gbyte (200 Gb HDD = 55.000 hour)
- E-mail alarming facilities
- Advanced user-management and security
- Powerful search capabilities
- Integration with Outlook using Drag & Drop
- Built-in rule based backup scheduler
- Backup possible to CD/DVD/DAT/Tape/LAN
- 19" industrial server rack (optional RAID-5)
- CE, FCC and RoHs compliance
- Excellent price / performance ratio !



## CallCatcher Server

The CallCatcher server application is the core of the voicerecorder. It monitors the speech and signalling (like CLI and DDI) on the telephone lines and stores these on the harddrive. Files are stored in a secure encrypted format in which all Call Detail Records are included as well. A selection can be made from 64, 36, 16, or 8kbit/s speech compression of excellent quality. These encrypted and optionally compressed recordings can be exported to standard WAV or MP3 files.



## Modular architecture

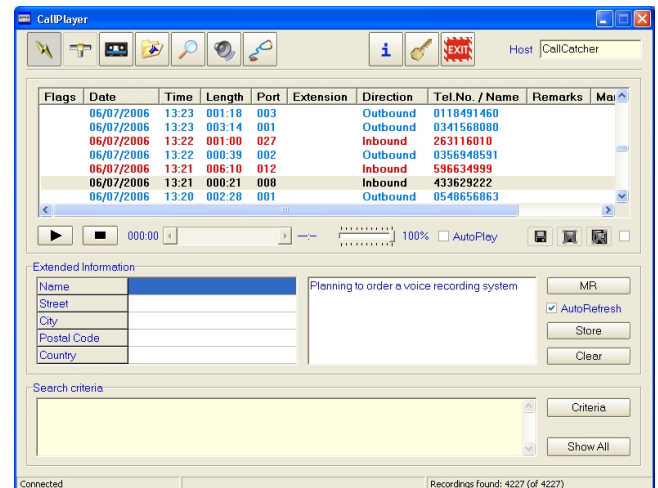
Because of its modular design the CallCatcher is available in mixed configurations from 4 analog lines to 240 lines of PRI ISDN-30. There is no limit on the number of CallCatcher systems that can be used on a single site or multiple sites using VPN.

## CallCatcher Clients

Included CallCatcher client software applications like CallPlayer, CallLive, CallMonitor and the optional CallExport allow the user from anywhere on the LAN or internet to listen in real-time to conversations, search for recordings, automatic export to MP3 and add comments to recordings.

## Drag & Drop

It is easy to drag & drop voicerecordings in WAV or MP3 formats into Outlook to support written notes or to send them as an e-mail attachment.



## SMDR Integration

Optionally the wizard based CallLink SMDR client application can provide additional call details (like extension numbers) to the recordings for all brands and types of PBX by integrating their SMDR information using the RS232 or TCP/IP port.

## Screen capturing

Optional CallCapture client software enables high resolution MPEG4 based screen recordings (including mouse and cursor movements) synchronised with voicerecordings.

