Smart Logger

Multi-channel call recording and monitoring system

Smart Logger

Description

- ✓ **Records voice conversations from different sound sources.**

- ✓ **Gives instant and comfortable access to recorded data.**

- ✓ **The recording quality is extremely high.**

- ✓ **Has embedded Fax Decoding, Transcription, Noise Filtering modules and Playback module with the special functionality.**

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Recording sources

Analog PSTN telephone lines

Digital extensions of PBX, ISDN S0, E1-trunks

Line output of other audio equipment

Microphones

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Smart Logger is available as a scalable distributed Network system for call-centers or monitoring centers and as a portable system for field applications.

PBX or PSTN   Recording stations   Archiving server   Administration workstation

LAN

E1, ISDN, analog and digital phone lines

Operators' workstations with fax decoding system

Remote operator workstation

Smart Logger

Applications

✓ **Police and other Law Enforcement Agencies**: Legal recording and monitoring of conversations with mobile or fixed monitoring centers.

✓ **Emergency services (fire, ambulance, rescue)**: Recording of incoming voice messages for effective follow up of accidents.

Among our customers are Law Enforcement Agencies of: Spain, Italy, Germany, India, Hungary, Greece, UK, USA, France, Belgium, Netherlands, Finland, China, Vietnam.

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✓ **Dispatcher sites:** Recording of messages of internal and external communication for subsequent control and possible investigations.

✓ **Call-centers :** Recording of important verbal communications for financial safety purposes and conversations for safety reasons (e.g. against terrorist calls), tracking customer issues and for staff performance control.

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● **Advantages**

High quality hardware

High reliability, non-stop continuous operation

Perfect sound quality

The recordings can be used for forensic analysis and effective speech enhancement

Passive recording mode

Can not be detected by detection equipment

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Recording Triggers

The recording can be initiated by different triggers: signal level, phone hook on/off, external remote activation

Hook state trigger can be adjusted for non-standard line voltages

High voltage protection

The system is protected from accidental high voltage

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● Advantages

Easy to use and rich functionality

Convenient and transparent user interface provides minimum time for training
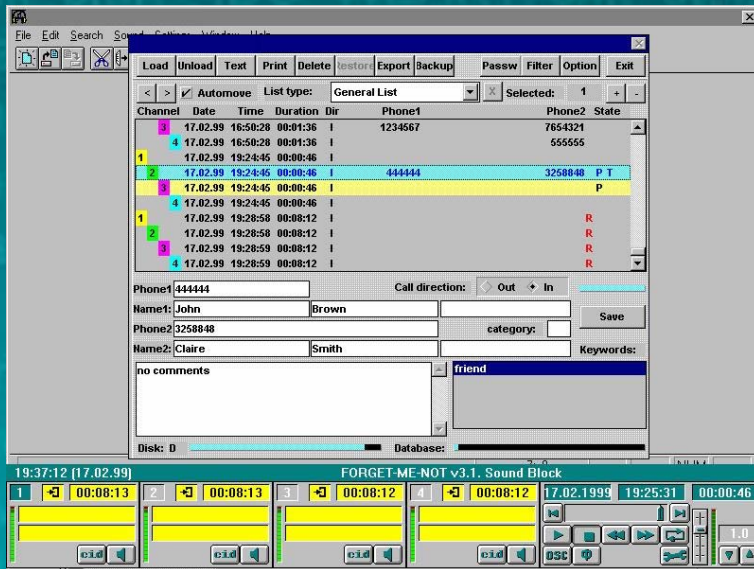
Smart Logger

Advantages
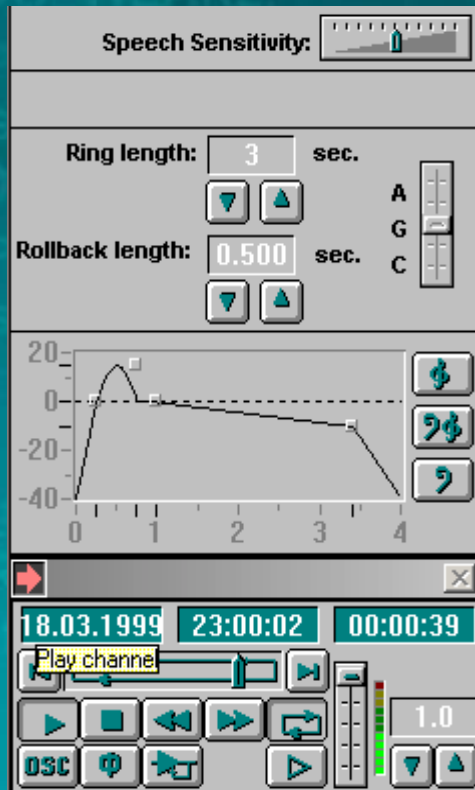
Extensive playback functionality:

- ✓ Playback simultaneously while recording,
- ✓ Loop mode,
- ✓ Rollback,
- ✓ Automatic gain control,
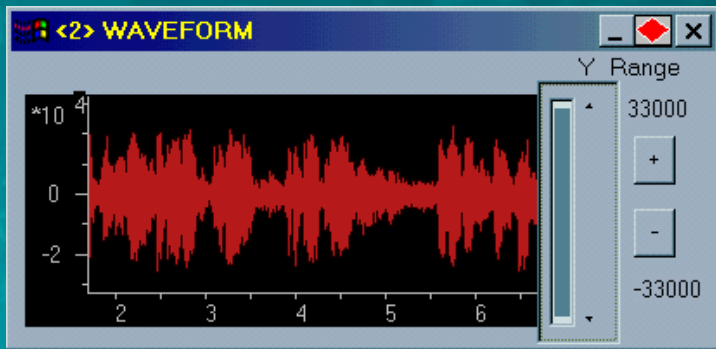- ✓ Waveform viewer,
- ✓ Speech search and etc.

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○ **Advantages**

Inbuilt Noise cancellation

Increases operator productivity by reduction of noise and distortions
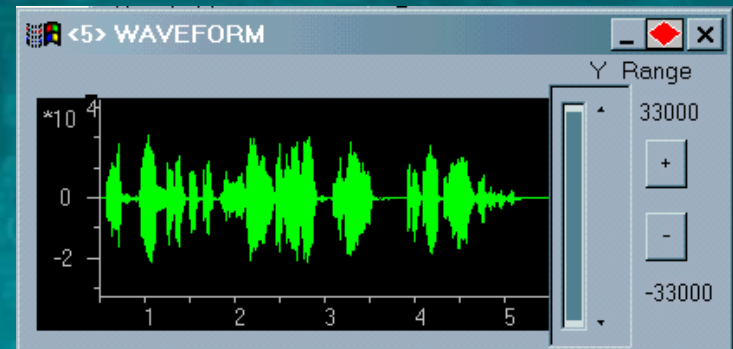
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Advantages

Text Transcription Module

Provides an easy way for the operator to transcript speech into text. Text is automatically linked to the recording and can be accessed easily.

Playback speed alteration

With embedded Stretcher feature operator can slow down or make faster the playback without voice distortion

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Advantages

PBX or PSTN | Recording stations | Archiving server | Administration workstation

LAN

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Operators' workstations with fax decoding system

Remote operator workstation
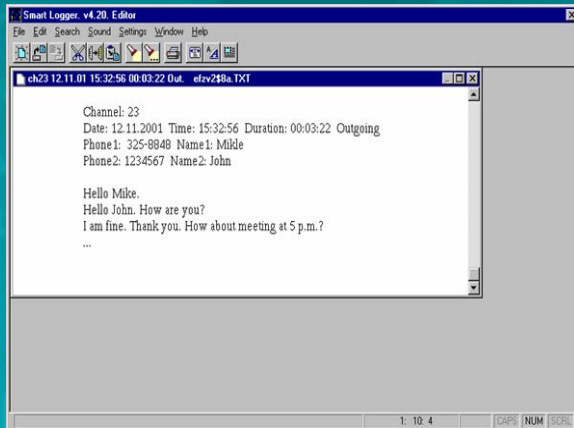
Networking

Smart Logger is scalable distributed system allowing to built large monitoring centers

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● Advantages

Fax Reader - Fax decoding module

Intercepts Faxes being transmitted automatically in background for every line
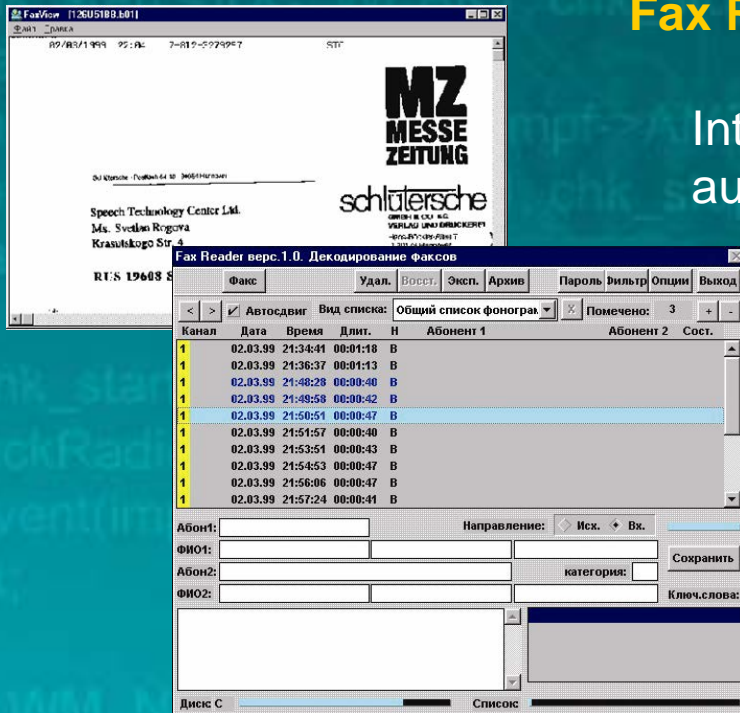
Fax Reader module supports wide range of transmission protocols:
V.27, V.29, V.17,
and some non-standard ones.
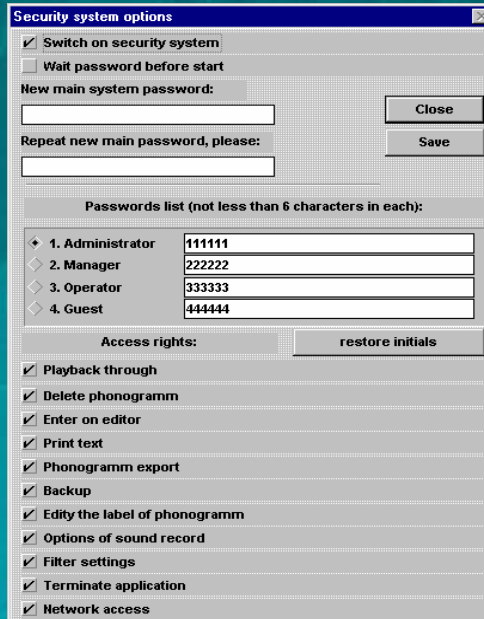
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○ **Advantages**

Multi level access restriction

Only authorized personnel allowed to access and make changes

The following actions can be banned:

- ✓ Playback,
- ✓ Delete,
- ✓ Modify,
- ✓ Export,
- ✓ Backup,
- ✓ Search and others.

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● Advantages

Comprehensive Search

Instant search for the records in the database

Search by:

✓ Date and time,
  Call direction,
✓ CallerID and dialed number,
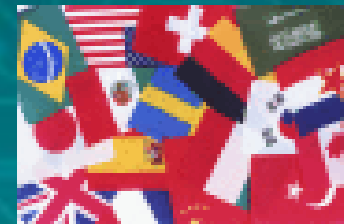✓ Channel number,
  Keywords, etc.

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Backup

Automatic & manual scheduled archiving on different types of removable media:
DVD-RAM, MO, DVD-RW, CD-RW.

Languages

Interfaces in ENGLISH, ITALIAN, SPANISH, GERMAN, RUSSIAN and CHINEESE are available now.
Additional languages could be easily added.

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