

Quotation SC 587/2009
OVERSTRAND MUNICIPALITY

Specifications:

SUPPLY AND INSTALL

- Multi channel/port voice Recording System with SOL database and 1 Management stat screen to record all calls on:
1 Digital Switchboard, 6 digital extensions, 1 analogue Telkom line and 4 Base radio's,
- Voice server complete with 1,3 TB hard drive and/or backup program to DVD drive
- Installation & Fixtures & Fittings & Setup & Training

This system must also be compliant to the following conditions:

Server	<ul style="list-style-type: none">• Dell rack mount server
Software	<ul style="list-style-type: none">• Recording Software (Developed in South Africa)• MS-Windows XP Pro• MS-Windows Server• My SQL as underlying database
Recording Modes	<ul style="list-style-type: none">• Continuous recording, VOX, on-hook/off-hook- recognition• Selective and rules based recording
Call Search Criteria	<ul style="list-style-type: none">• Search by any combination of the criteria:<ul style="list-style-type: none">• Management Stat Screen• User PoP Up screen• Call duration - Name• Date and time – Notes• CLI/Dialled no. - Number• Channel ID• Call direction
Security	<ul style="list-style-type: none">• User level access rights with Passwords• Access & Permissions with Maker/Checker PCM 64 kbit/s (Standard)
Storage & Archive	<ul style="list-style-type: none">• Local storage on 500GB hard disk• Local archive to 500GB hard drive with DVD-RAM or Iomega REV drives for back up.• Central storage to SAN/NAS (also mirroring, RAID)• Central archiving to EMC Centera• Flexible scheduled archiving capabilities• Many standard media types supported
Playback	<ul style="list-style-type: none">• Playback or call export in to WAVE or MP3 Format• Replay over the LAN/internet via web browser• Real-time monitor at VS• Last call Replay• Loop playback replay of call sections• Add remarks to call playback• Easy navigation through calls• Replay directly from archiving media
Scalability	<ul style="list-style-type: none">• Mixed analogue / digital / trunk / VoIP recording (from 4 channels and upwards)• Unlimited input channels• Limited only by number of available PCI slots on server and system performance• Recorder systems can be clustered to extend limits• Number of channels can be extended by adding an extra card or additional recorder chassis
User Admin	<ul style="list-style-type: none">• All user administration is web based• Remote maintenance possible• Extensive rights can be defined for users• Users can be assigned to groups

- CTI & Integrations
- Flexible passive and active CTI integrations for all major PABX systems
 - Active VoIP recording for Avaya, Nortel, Cisco, Mitel and Mitel Secure Connector
 - MS-Windows API and SDK for software developments

- Audio Interfaces
- Trunk recording

- ISDN E1 - BRI - CAS	- E1/T1 PRI - PCM30 / PCM32 - DPNSS / QSIG
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- Extension recording

- Analogue - Proprietary digital extensions	- VoIP - SIP
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- Audio and D-channels support for all major PBX

Digital Parallel - Alcatel OmniPCX - Ascom Ascotel - Aspect - Avaya - Bosch Integral - DMS-100 (BRI) - Ericsson - Fujitsu Coral - Goldstar - Intertel Axxess - ISDN2 ETSI/1TR6 - LG Starex-VSP - Nitsuko DX2E - Nortel - Panasonic KX-TD - Philips/NEC	- Realitis DX 4-wire - Rockwell - Spectrum - Selta - Siemens - Tadicom Coral - Toshiba Strata Digital Serial - Avaya Index (SDX) - Mitel X200/SX2000 VoIP - Alcatel - Avaya IP office - Cisco - Mitel - Nortel - Siemens
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- Certifications
- Recording Technology certified by : Avaya, Cisco, Nortel, EADS, EMC and others.
Recording Systems certified by : Dimension Data and Mitel South Africa.

- Languages
- English