

Adaptive Call Recorder

The Adaptive Call Recorder records all telephone calls that are made and received on ISDN telephone lines. Recordings are stored on a central PC and can be searched for and replayed. The functionality of the recorder depends on the software level chosen. There are three levels: Basic, Standard or Professional.



Feature	Basic	Standard	Professional
Record all calls to PC hard disk	Yes	Yes	Yes
All recordings are compressed with the ability to store up to 100 hours of recordings per 1GB of hard disk	Yes	Yes	Yes
Ability to playback recordings on the recorder PC and to search for calls by CLI, DDI, time, date and duration	Yes	Yes	Yes
SQL based database of calls	Yes	Yes	Yes
Ability to play back calls for up to 90 days	Yes	Yes	Yes
Ability to play back calls regardless of age (subject to available storage on the recorder PC)		Yes	Yes
Ability to export recordings to .WAV format			Yes
Ability to encrypt calls to internationally recognised standards			Yes

Pricing (SSP)	Basic	Standard	Professional
8 Channel Basic Rate card	£3250	£3750	£5000
15 Channel Primary Rate card	£3250	£3750	£5000
30 Channel Primary Rate card	£4250	£4750	£6000

Hardware and Software Requirements

The Adaptive Call Recorder is a small box, similar in size to a 5 1/4 internal disk drive that can be mounted within a PC or used externally. The Adaptive Call Recorder connects to the PC via a USB 2.0 port. The PC requires a 3.0 GHz Processor, 512 MB of RAM, a sound card and Microsoft Windows XP operating system. Recordings take approximately 1GB hard disk per 100 hours. New Media Software recommends that the recording PC includes a DVD Drive, so that recordings can be archived.

Installation and support

Onsite installation and training is available at a trade price of £600 per day. Usually one day is sufficient. The Adaptive Call Recorder hardware is supplied with a 12 month return-to-base warranty. Telephone support for Adaptive software is available at a cost of 12.5% of the SSP of the unit.

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