

XtR Desktop Software

Xtension Recorder simply connects in line with digital PBX telephones or Analog POTS lines and plugs into the USB connector on any PC. Using 'True Digital' technology, Xtension Recorder stores conversations in the same high quality format as your digital telephone ensuring excellent sound quality.

- XtR Desktop key features include:
- No sound card required
- No handset cord connection
- No complex sound card adjustments
- Caller ID and digits dialed
- 'True Digital' recording
- Simple: Digital: Connectivity!
- Complete with XtR Desktop Software
- Supervisor Management packages available.

Because talk isn't cheap...

There are many valuable reasons why companies record telephone conversations:

- Customer service quality monitoring - recording calls ensures best practice
- Transaction recording - record critical information to ensure accuracy of transactions
- Compliance monitoring - ensure industry regulations are met
- Security alerts - record bomb/violence threats and verbal abuse.

Flexible set-up for multiple applications

Set-up options include:

- Record all calls or manually select which to record
- Use compression to save disc space
- Save calls locally or on a network server for centralized monitoring and playback.

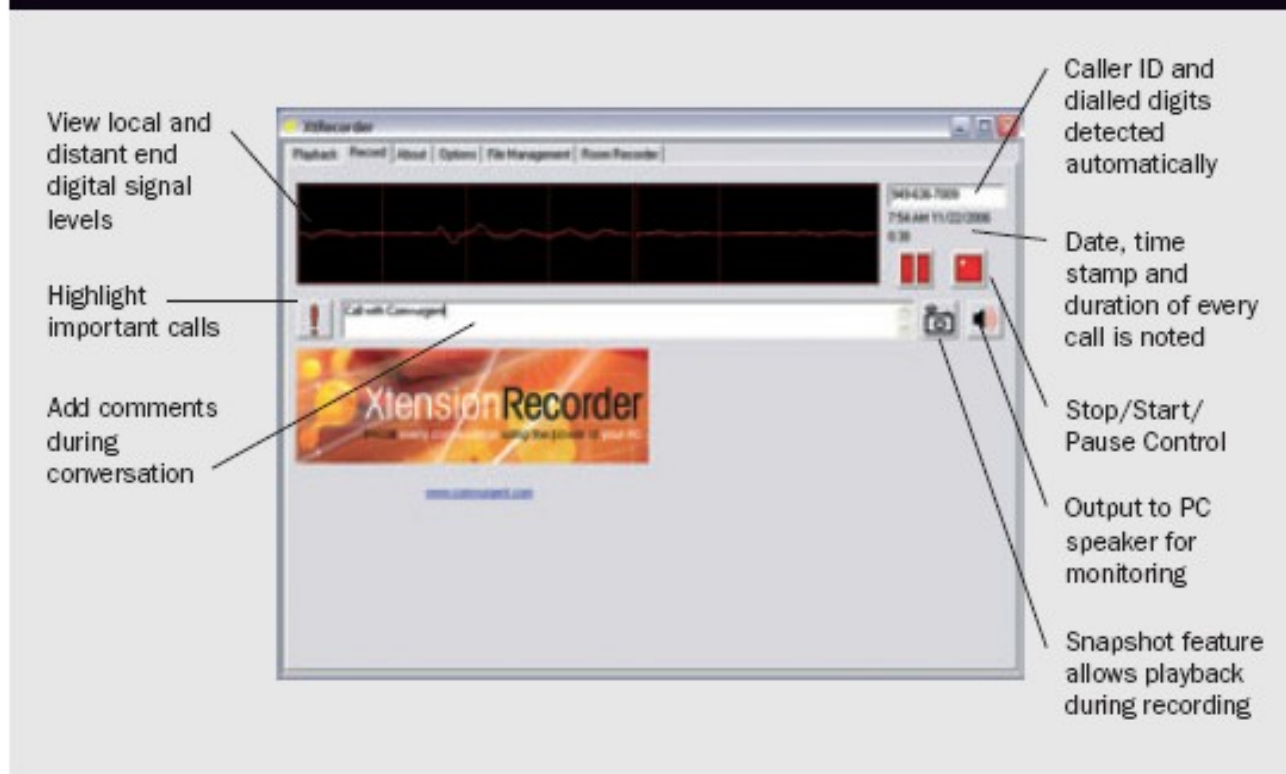
Almost every company has a call record application that can deliver substantial business benefits. What's yours?

Software included with Digital 01, Secure Digital Call Recorder and Universal Adapter 2.0

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Great Record Features:



Some application ideas:

- Message Taking - use Xtension Recorder to record a message instead of writing it down. Email the message to the recipient. It's like a mini Unified Messaging system.
- Customer Service Desks – Xtension Recorder is a great training tool. Move it around to different agents to monitor activity from time to time.
- Operator Positions – monitor how those important callers are being answered and transferred.
- Call Centers - install Xtension Recorder at each desk and record to a central server location for supervisor listening.
- Conference Calls - record those important discussions and decisions.
- Dictation - Xtension Recorder allows you to dictate directly into your phone and email the recording to an assistant.

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Complete Playback Control:

The screenshot displays the software interface with various call playback controls and a call log table. The interface includes a playback window with a waveform, a call log table, and several control buttons.

Call Log Table:

| User ID | Call ID | Time + Date | Length | Comment |
|------------|--------------|--------------------|--------|-----------------|
| Steve Task | 221-885-1112 | 9:24 PM 11/21/2006 | 0:29 | |
| Steve Task | 949-587-1226 | 3:23 PM 11/21/2006 | 1:25 | |
| Steve Task | 949-436-7009 | 2:38 PM 11/21/2006 | 1:40 | New Sales Order |
| Steve Task | | 2:35 PM 11/21/2006 | 3:15 | New Inquiry |
| Steve Task | | 2:32 PM 11/21/2006 | 1:17 | ABC Electric |
| Steve Task | | 1:52 PM 11/21/2006 | 17:52 | |
| Steve Task | 213-885-1288 | 1:45 PM 11/21/2006 | 5:17 | 2M |
| Steve Task | | 11:14 AM 11/21/06 | 0:47 | |
| Steve Task | | 11:08 AM 11/21/06 | 4:11 | |
| Steve Task | | 10:54 AM 11/21/06 | 1:34 | |
| Steve Task | | 10:49 AM 11/21/06 | 2:44 | |
| Steve Task | 963-885-1234 | 9:32 AM 11/21/2006 | 0:10 | 2M/2006-2 |
| Steve Task | | 7:51 AM 11/21/2006 | 13:54 | |
| Steve Task | | 7:36 AM 11/21/2006 | 13:27 | Start of CTS |

Annotations:

- Stop/Start/Pause Control
- Highlight important calls
- List calls by Caller ID, date and call duration
- Search by Caller ID, digits dialed or comment
- Email or Export Recordings (to wav. file)
- View the full call graphically
- Drag the cursor to play/replay any section
- Slide control for rapid location of key parts of calls
- Delete calls
- Add/view/edit comments about the call content

PBX telephone compatibility:

- Toshiba DK/CTX/CiX
- Telrad
- Tadiran
- Avaya Definity/Magix/IP Office
- Nortel Norstar, Meridian and BCM
- Siemens Hicom/Hipath
- Samsung DCS/iDCS/OfficeServ
- LG/Goldstar/Vodavi
- Panasonic KXTD/KXTDA/DBS HD & 576/ICX
- NEC NEAX/Elite/Aspire/IPK
- Inter-tel Axxess & Eclipse
- Alcatel.

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