



RADIO TRANSMISSIONS COMPATIBILITY GUIDE

TelStrat's Engage Contact Center Suite provides business and contact center users the affordable, flexible tools they need for call recording, workstation screen capture, quality management, speech analytics and/or workforce management. Engage Radio Recording captures communications held between radio base station and handset users as simply as recording on telephones. Designed to capture each radio conversation independently, it provides organizations our exclusive combine-and-play/download feature, a time-synchronized merging of the audio recording playback so the voices of both parties are audible from a single playback session. Engage Record can simultaneously record any analog, digital, VoIP, or SIP phone on the same server.

Interoperability with Engage Suite features:

- Record up to 96 radio channels simultaneously on one standard Engage server. Recordings can be setup automatically, or according to user-defined rules.
- Start recording when volumes reach a certain level for a certain time based on customized decibel and timing triggers.
- Uses silence detection to isolate conversations into call segments and prevent recording of "dead air".
- Equalize and normalize conversation volumes with Automatic Gain Control (ACG) plus Input Gain Control settings so all recorded parties are audible and replay at a comfortable, consistent volume.
- Creates a separate recording and associated call record for each radio conversation.
- Playback both sides of a conversation in a single playback session with our unique combine-and-download and combine-and play features.
- Live monitoring will monitor radio channels from a remote location.
- Archiving solutions on inexpensive NAS, enterprise-grade SAN, or DVD.
- Recorded audio files can be downloaded, emailed, or shared as a .WAV file.

- Any Analog Conventional Radio Systems
- Any Radio System with 600 Ohm Analog Terminations

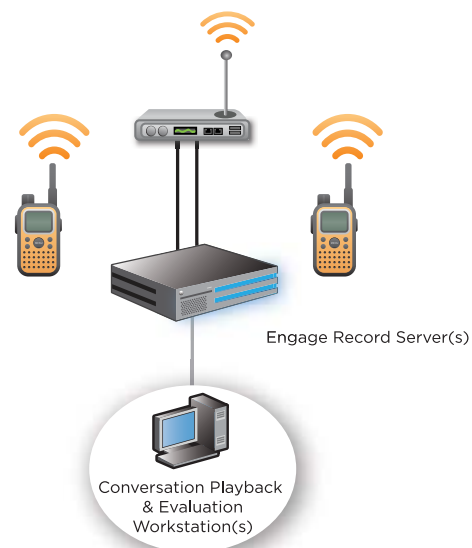
SUPPORTED INTEGRATIONS

Network Architecture Details

Engage records conversations on Analog Conventional Radio systems on a frequency-by-frequency basis. As long as there are distinct outputs for each radio channel, Engage taps a twisted pair output from the radio base station and assigns that output to a recording port in the Engage Server.

Engage supports most conventional radio environments and trunked radio environments where a separate output for each channel or talk group exists. Engage will record both simplex and duplex outputs from the radio system's analog interface.

Audio Conversations can be retrieved from the Engage Server via a LAN connection. A special designation in the DN field denotes a radio conversation, and the DNIS field identifies the radio group over which the conversation occurred for identification of the parties involved.



DETAILS

Engage Server Requirements:

- **Engage Record server application software** and any additional packages purchased.
- **Windows Server 2008 (32 bit or R2), or Windows Server 2003** operating system supports up to 1,000 concurrent stations. **Windows 7 or XP (32 or 64 bit)** operating system supports up to 250 stations.

NOTE: The Engage Server must support a full-length, full-height PCI or PCI Express Tap Card

- **Microsoft SQL Server 2012, 2008, or 2005** Express, Workgroup, Standard, or Data Center database applications supported.
- Optional **RAID 1 or RAID 5** configured internal hard drive, which is recommended for resiliency.

Other Integration Requirements:

- A radio base station that has **600 Ohm** analog terminations.
- A full-length, full-height **PCI or PCI Express Tap Card**

NOTE: A PCI expansion solution is available from TelStrat to add slots to existing PCs.

A simple installation of Engage Suite will have call recording implemented in as little as one (1) day. With additional support for SIP, VoIP, TDM, analog, and radio voice technologies; customers migrating between PBX platforms can record multiple voice technologies or platforms on a single server simultaneously.

Security Features

Engage Suite is securely accessed using Secure Sockets Layer (SSL)/HTTPS as well as provides robust user access security to satisfy corporate security requirements. No need to logon multiple times, Engage uses Microsoft® Single Sign-On (SSO) and Active Directory integration.

To comply with regulatory security requirements, audio files can be watermarked to ensure the recording's authenticity.



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