



HCLIS 3000



HCLS3000 is one of the most Reliable, Flexible, and Feature-Rich Call Recording Solution available today.

There are plenty of reasons to record a telephone conversation and faxes. By logically recording and storing your telephone calls/faxes and call/fax information, situations can be verified when you want, your staff can be trained and supervised, and you will always have rapid access to the important business data that effects your company.

It is ideal for agencies, banks, financial institutions, credit card centers, insurance companies, call centers, sales departments, realty municipalities, etc.

HCLS3000 offers ultimate **reliability** due to a wide variety of configurations. Built around the principles of dynamic architecture, HCLS3000 provides less matched **flexibility** in integrations, endless scalability, and limitless capacity. We tell the truth, we're accountable, and we conduct business with utmost **integrity**.

Once recordings are saved, HCLS3000's powerful search functions can find any call/fax in a matter of seconds for playback or export! With a few easy mouse clicks, you select exactly the search criteria you need (such as date, time, Caller ID, channel, call direction, etc.) and HCLS3000 instantly displays just the call recordings matching your criteria.

The powerful HCLS3000 **SQL Database** provides centralized tracking of all your calls for instant search and retrieval, no matter where your recorded calls are stored.

Access Your Recorder from Anywhere on Your Network or the Internet

HCLS3000 is designed to be both Network and Internet friendly, while retaining the high level of security Public Safety agencies demand. Whether you're using the LSClient on your local LAN/WAN or you're thousands of miles away, you can view the status of the system, playback calls/faxes, run reports, evaluate dispatchers and (if authorized) administer the system, making configuration changes to user access rights, system alarms, and other system parameters. Security is never compromised. With HCLS3000 you may have an unlimited number of playback stations completely free.

Connectivity

HCLS supports trunk recording, extensions recording and audio and d-channel on a broad selection of PABXs.

Telephony Support :

- Analog (All Centrals)
- Digital (E1 Cas3 / E1 PRI)
- IP (SIP, H323, SCCP, MiNet, Alcatel)
- Wireless Support
- Support Ericsson, Alcatel (OXE) interception feature.

VoIP support :

- SIP
- H323
- Alcatel IP
- MiNet (Mitel protocol)

Recording features

Global, selective and on-demand recording allow you to log only the Channels and information that you want to log.

Global Recording

Meets the needs of risk management and compliance applications by recording calls, all of the time

Selective Recording

Using a wide range of rules to decide what you want to record and save, capture specific transactions or protect privacy.

Selection can be based on:

- Channels
- Daily Activity Hours
- Max And Min Record Interval
- Record Activation by Dialing
- Caller ID
- Called Number
- Extension Number (If linked with PBX)

Hook Flash Separator

With this parameter each time a Hook Flash is detected the call will be separated and a new call will be generated.

Recording on Demand

Simply use DTMF Trigger set to initiate recording. Recording can be from the beginning of the call in progress or at the point of record demand (you decide).

Record Type

Recording type can be Continuous or VOX.

Record parameters

- Silence before recording
- Silence after recording
- Input Gain
- VOX Threshold

The screenshot displays the 'Logging System -- zanjanpc -- Admin' interface. The main window is titled 'Channel Activity' for channel 1. It features a table with columns 'Ch.', 'Name', 'Extension', and 'Trunk', where channel 1 is selected. Below the table are input fields for 'Line Number', 'Trunk', and 'Line Name'. The configuration panel includes several sections: 'Channel Activity' with checkboxes for 'Hook Flash Separator', 'Record Activation by Dialing', and 'Pilot Tone', along with 'Min Record Interval (S)' and 'Max Record Interval (S)' set to 0; 'Channel' settings for 'Auto Save' (selected) and 'Wireless', and a 'Profile' dropdown set to 'Default'; 'Compression' options for 'ADPCM 32 Kb/S' (selected) and 'PCM 64 Kb/S'; 'Record' type set to 'VOX' (selected) and 'Continuous', with a 'DTMF' trigger checkbox; 'Daily Activity Hours' with three time range selectors; and 'Record Parameters' with sliders for 'Silence Before (s)' (1), 'Silence After (s)' (5), 'Input Gain(dB)' (5), and a dropdown for 'Vox Threshold(dBmv)' (35.5). At the bottom, there are buttons for 'Save Parameters for Current Channel' and 'Save Parameters for All Channels', and a status bar showing 'Host Name: zohre', 'Server Name: zanjanpc', 'User Name: Admin', and '2006/Feb/07 10:23:49'. A sidebar on the right contains navigation icons for 'Facilities', 'Configuration', 'Channels', 'Users', 'Advanced Config...', 'Profile', 'Lines', and 'Lateral Facilities'.

Retrieval features

The LS provides a powerful array of search capabilities to enable you to retrieve any case easily.

Search can be based on:

- Duration of the call (span) Min ,Max
- Date and time (span)
- Caller ID/Dialed number
- Extension Number (If linked with PBX)
- Channel
- Call direction (incoming/outgoing/incoming not replied/wireless)
- Comments
- Coded Dialogue
- Faxes
- Success faxes or unsuccessful faxes
- Any combination of the above

The screenshot displays the 'Logging System -- systema -- Admin' interface. The main window is divided into several sections:

- Channel:** A table with columns 'Select', 'Tel No', and 'Ch. Name'. The 'Select' column contains checkboxes, and the 'Ch. Name' column contains green checkmarks.
- Time:** Fields for 'Start Date', 'End Date', 'Start Time', and 'End Time'. A 'Today' button is present.
- Dialogue Time (Seconds):** 'Min' and 'Max' input fields.
- Call Type:** A list of checkboxes: 'Input Call', 'Output Call', 'Input Not Replied', and 'Wireless', all of which are checked.
- Tel No:** Fields for 'Tel No', 'Dialled Number', 'Caller ID', and 'Line Number'. A note below states 'Number can Contain "*" and "?"'.
- Coded Dialogue:** A 'Dialogue' input field.
- Comments:** A 'Comments' input field.
- Search Buttons:** 'Start Search', 'New Search', and 'Search from Archive'.
- Footer:** 'Host Name: zohre', 'Server Name: systema', 'User Name: Admin', and '2006/Feb/07 06:49:05'.

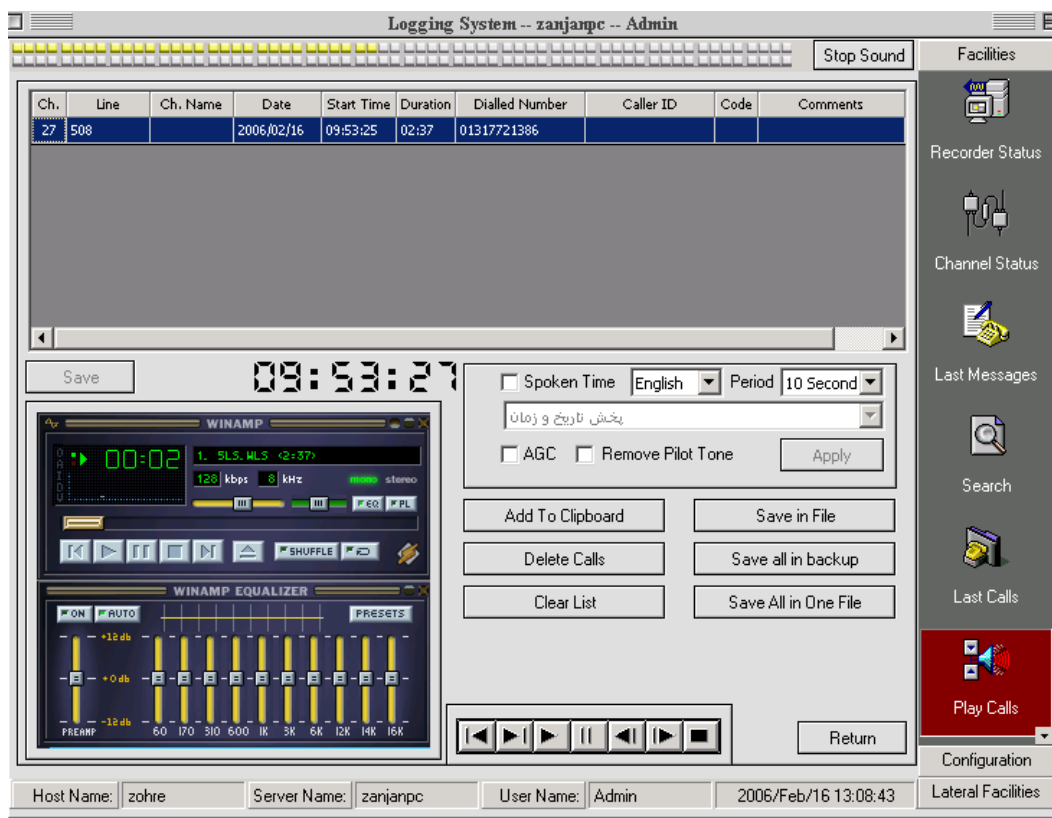
On the right side, there is a vertical sidebar titled 'Facilities' with the following options: Recorder Status, Channel Status, Last Messages, Search (highlighted in red), Last Calls, Play Calls, Configuration, and Lateral Facilities.

Playback features

You can play back recorded calls or show recorded faxes from the Hard Disk of the system or archive media.

Flexible Playback Capabilities:

- Easy navigation through calls/Faxes
- Replay directly from archiving media or show Faxes
- Repeated replay of conversations
- Real-time monitor
- Replay over the LAN/internet
- Replay last message for each channel
- View and replay Last 50 calls for selected channel
- Winamp equalizer and other Winamp features available
- Different Multilanguage Spoken Time options
- Automatic Gain Control (AGC)



Scalability features

Extremely scalable hardware and software options like mixed external and internal hardware, virtually unlimited channels and server clustering.

Scalability :

- Mixed analogue/digital recording (4 channels and upwards)
- Upper limits are determined by number of available PCI slots and USB hubs on server and system performance
- Servers can be clustered to provide one large recorder system
- Extending the number of channels by simply plugging in an extra interface card

Dual Server features

Servers can be dual to make sure recording will not stop if a server fails.

Dual Servers :

- Master/Slave Servers
- Parallel Servers
- Server Connection can be UDP or Serial
- Alarm on neighbor server failure
- No call will be missed

Storage features

Local and remote storage of audio with adjustable compression and full RAID support

Speech Storage:

- Compression: ADPCM32/PCM 64/G729A/G726/GSM6.10/Microsoft ADPCM/G721 ADPCM 32Kbit/G723 ADPCM 24Kb,40Kb/Dialogic VOX/
- 75 hours per each 1GB disk with ADPCM32
- Local or network storage
- Redundant storage (mirroring/RAID) supported

Alarm features

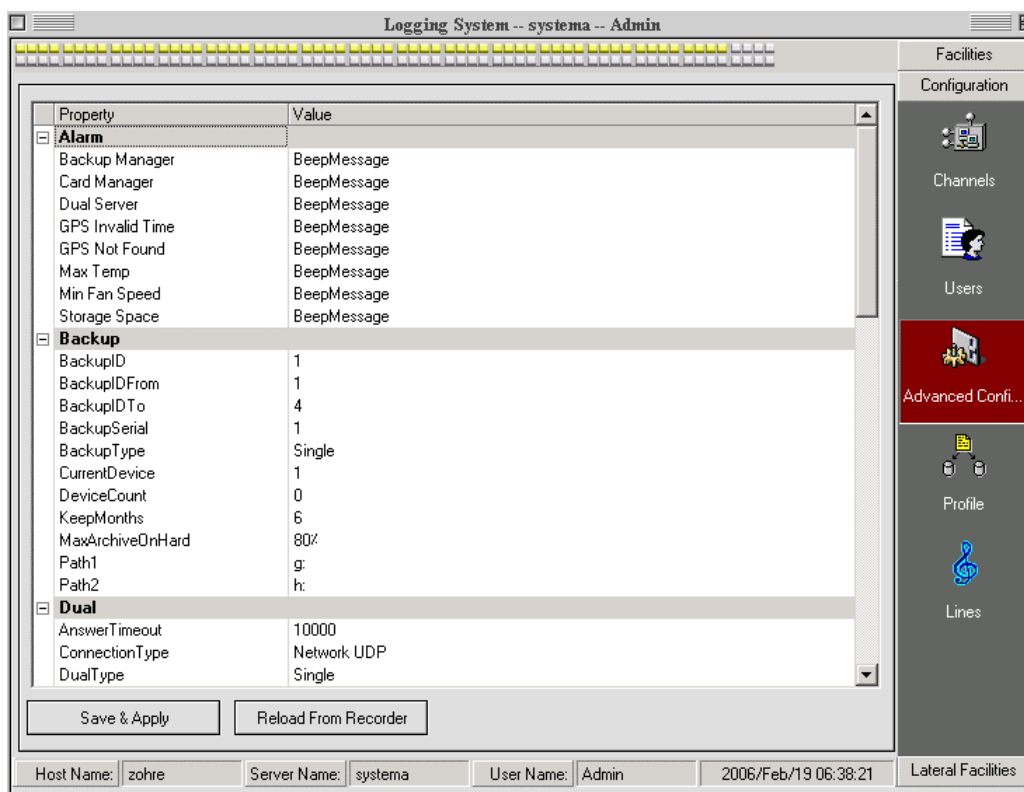
Helpful visual and audio alarms on different situations :

- Alarm on LS hardware failure
- Alarm on GPS failure
- Alarm on GPS invalid time
- Alarm on storage space full
- Alarm for system's fan Low Speed
- Alarm on archive device full
- Alarm for formatting archive devices
- Alarm to switch archive devices
- ...

Maintenance features

Extensive maintenance features such as:

- Automatic removal of archived calls/Faxes.
- Automatic removal of not archived calls/Faxes when HDD is full.
- Manual deleting of selected calls/Faxes.
- Audio and visual alarms for any failure or bad event
- Automatic system shut down on high temperature
- Alarm for system's fan Low Speed
- Watchdog Timer for restarting system on halt
- External alarm to show recorder is alive or not
- Log and search user interactions
- Log and search recorder critical errors, errors, events, warnings



Archiving features

Automatic archiving to any local or remote media such as DVD RAM

Archiving:

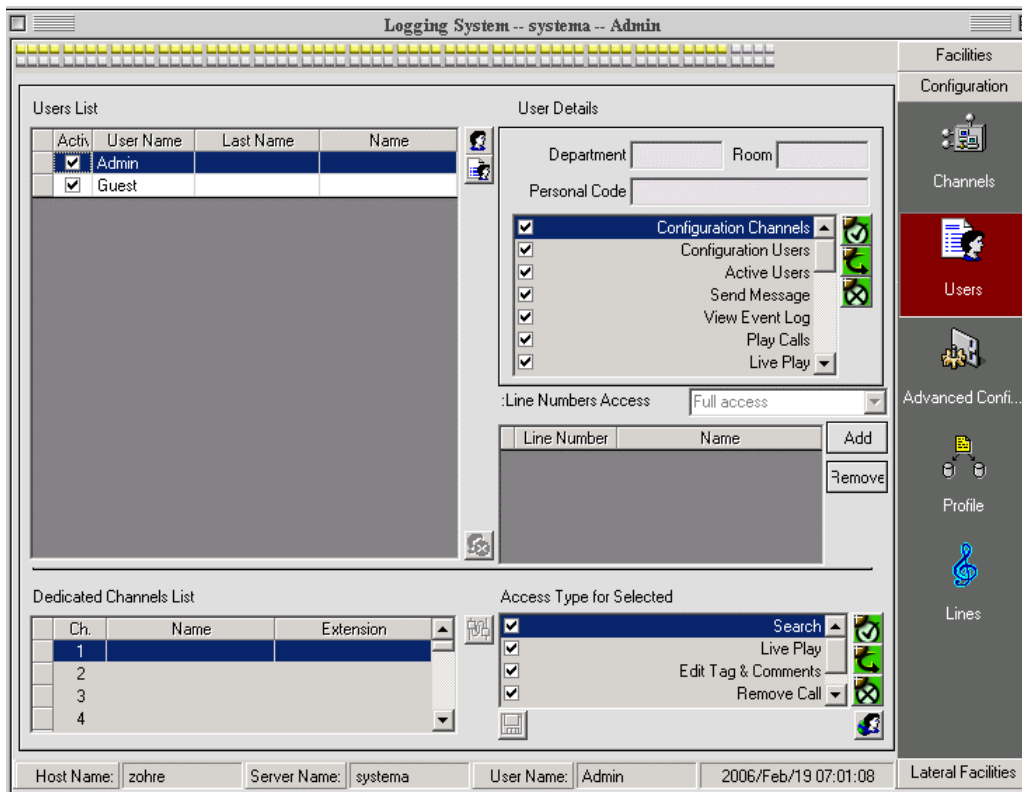
- Parallel archiving on two archive devices
- Dual (Master/Slave) archive device
- Automatic archiving
- Alarm when archive media is full
- Automatic format of old media
- Replay directly from archiving media
- To remote hard drive (for third party back-up solutions)

User administration features

Extensive user administration interface, User-Access level rights

User Administration:

- All user administration is network based, remote maintenance possible
- Extensive rights can be defined for different users
- Managers can assign rights to users to access for example their own calls, or the calls of everybody



Language features

HCLS works in two selectable languages, new languages can be added on demand.

Languages :

Dual linguistic

- English
- Farsi

Other languages can easily be added on request.

ضبط مکالمات

امکانات

وضعیت سرور

جدید

ویرایش

جستجو

حذف

نام سرور	IP آدرس	مدت زمان اجرا	وضعیت
systema	10.10.10.81	2d:19:01:53	Master
TazarvRecorder	10.10.10.82	14d:01:56:30	Master
zanjanpc	10.10.10.41	2d:18:31:00	Master
persians-tbvupz	10.10.10.92	52:49	Master

ورود

غیر فعال

فعال

جستجو

پخش مکالمات

59:59 خروج اتوماتیک پس از

English Language

Host Name: zohre Server Name: User Name:

Logging System

Facilities

Recorder Status

Search

Play Calls

Recorder Name	IP Address	Running Time	Status
systema	10.10.10.81	2d:19:04:01	Master
TazarvRecorder	10.10.10.83	14d:01:58:38	Master
zanjanpc	10.10.10.41	3d:18:33:07	Master
persians-tbvupz	10.10.10.92	54:57	Master

New

Edit

Search

Remove

Login

Active

Not Active

Second Language

Auto Logoff 59:59

Host Name: zohre Server Name: User Name:

Miscellaneous features

Options to make your logging life easier: signal volume adjustment, call annotation

Miscellaneous :

- Client -Server Based
- SQL engine based
- Volume adjustment of incoming signal
- Call annotation enables you to annotate a call with free text, or through telephone function key input
- Downloading selected calls to a standard wave file on your local hard disk
- Clipboard to make a shortcut on favorite calls/Faxes
- Live Monitor calls from any channels in real time
- GPS for synchronizing system's time with world time zone
- Chat Capability
- Remote Control from any node on the LAN, Internet or Dialup
- View Online Users
- Print Label for automatic archived media
- Fully Integrated with Alcatel, Mitel & Ericsson PBXs.
- Can be used for log IP, Analog and Digital extensions.