Replay

Call Recording Solutions

TRISYS INC.

Replay Call Recording solutions together with **Tapit 6 Call Accounting** are an invaluable tool for your business! Recording phone calls has never been easier!

Replay Call Recording by Trisys is the ultimate, cost-effective, reliable, easy to configure and maintain, voice recording product suite for all your call recording needs! The Replay product suite delivers high quality digital recording in practically every telephony configuration. Tightly integrated with **Tapit 6**, our flagship call accounting system, replay offers unparalleled ease of use in searching, finding, and managing recording at a price affordable to any business!

Some of the reasons to record telephone conversations:
- Quality Assurance
- Regulatory Compliance
- Dispute Resolution
- Sales Verification
- Staff Training and Development
- Safety and Security

Replay T1
For connecting over T1 trunks: PRI(ISDN) or RBS

Replay T1 records voice activity using passive taps over T1 trunks. This turnkey system is placed in front of a PBX or a channel bank and records all incoming and outgoing calls.

Replay ATS
For connecting over analog ports

Replay ATS records voice activity over the analog ports (trunks or stations). This versatile turnkey system can be installed in the front of a PBX for trunk recording or behind a PBX for designated analog stations recording.

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Replay T1 and **Replay ATS** allow enough storage to record up to 576,000 hours of voice logging depending on the size of the hard drive or more using NAS/SAN. These voice files are accessed via the **Tapit 6 Call Accounting** system. **Replay T1** and **Replay ATS** are the most cost-effective and easy to use T1 and analog recording solutions on the market today.

Features:

- Turnkey solutions includes all required hardware, software and cables
- Advanced role based security
- Optional encryption of recordings
- On-demand recording or ability to pause and resume recording during conversations
- Call recordings are saved as .WAV files
- Built-in easy auto-archive and auto-backup functionality for recordings
- Flexible storage for recordings (local/network drive or NAS/SAN)
- Recordings can be played, downloaded or emailed as attachments BASED ON USER RIGHTS

- Ability to pause and resume (on-demand feature) recording during conversations
- Text notes may be added during playback of recordings allowing alternative search capabilities by entire or partial words
- Recording of all incoming and outgoing calls
- Automated cataloging and centralized voice repository
- Each **Replay T1** turnkey system supports up to two T1's
- **Replay ATS** can notify call parties that a recording is taking place with a beep
- Each **Replay ATS** box supports up to 24 analog ports in 4 port increments
- Multiple Replay systems can be linked together to support larger installations (requires additional systems)

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Replay VoIP
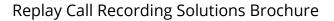For recording voice activity over SIP trunks or VOIP phones

All variations of **Replay VoIP** are "software only" solutions: cost-effective, powerful, easy to implement and simple to use. These recordings are accessed via **Tapit 6** call accounting system. For large installations, multiple systems with **Repay VoIP** can run on the same (or distributed) network – supporting anywhere from 10 to thousands of SIP phones.

1. **Replay SIP** records phone conversations over SIP trunks of designated SIP phones in "on premise" or managed service environments that use the Sessions Initiation Protocol (SIP).
2. **Replay RTP** records voice phone conversations on any VoIP phones. The recordings are constructed directly from audio (RTP) packets for designated extensions. **Replay RTP** required Call Detail Records (CDR) from the PBX.
3. **Replay CSO** works with Cisco Call Manager and records phone conversations on Cisco IP phones that use Skinny call control protocol. **Replay CSO** requires call detail records (CDR) from the Cisco Call Manager.

SIP CDR creates call detail records from SIP headers when you are unable to retrieve or capture CDR data from the PBX*
*(has limited information compared to PBX supplied CDR)

All Replay VoIP Products are:
- 100% software solutions, no hardware to install or configure
- Works on switched or hub-based Ethernet networks
- Advanced role based security
- Optional encryption on recordings
- Call recordings saved as .WAV files
- Built-in easy auto-archive and auto-backup functionality for recordings
- Flexible storage for recordings (local/network drive or NAS/SAN)
- Recorded files may be store on local or network drive
- Recordings can be played, downloaded or emailed as attachments
- Ability to pause and resume (on-demand feature) recording during conversations
- Text notes may be added during playback of recordings allowing alternative search capabilities by entire or partial words
- Automated cataloging and centralized voice repository
- Supported CODEC: G.711, G.729 (G.722, G.723, G.726 coming soon)
- Automated archiving and deleting of recordings
- Very flexible "recording" filter

You Can Depend on Trisys

Since 1987 Trisys Inc., had offered premier telephone call accounting and call recording products. Our commitment has brought us nationwide industry awards and recognition, as well as the appreciations of tens of thousands of clients; you can count on us to provide an exceptional product and to back it up with excellent service. We deliver every time with leading products and unparalleled technical support.

Our Products Work, We Guarantee It.

Call recording products from Trisys Inc. carry a three-year guarantee, by far the longest available in the industry today. We care confident in our products and committed to helping our customers make the most of using them to assist you, each of our products offer convenient, user friendly support with on-screen help facilities and easy to read manuals. The first year of technical support allows unlimited access to our Help Desk.

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