



Desktop Digital

Recall every conversation using the power of your PC

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

Desktop Digital key features include:

- No sound card required
- No complex network setup
- 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, 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?



The **leader** in cost-effective **true digital call recording**

Recording Features:

View local and distant end digital signal levels

Caller ID and dialed digits detected automatically

Date, time stamp and duration of every call is noted

Output to PC speaker for monitoring

Snapshot feature allows playback during recording

Stop/Start/Pause Control

Highlight important calls

Add comments during conversation

Predefined comments:
 Product Interest
 Verbal Quote
 Very Interested
 ** Sale **
 Callback Again
 Follow Up
 Great Sales Technique
 Product Demo Call
 Webinar

Xtension RECORDER
 Record every conversation using the power of your PC

Close

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.

PBX telephone compatibility:

- Toshiba DK/CTX/CiX
- Telrad
- Tadiran
- Avaya Definity/Magix/IP Office 2-Wire Digital Telephones
- Nortel Norstar, Meridian and BCM
- Siemens Hicom/Hipath
- Samsung DCS/iDCS/OfficeServ
- LG/Goldstar/Vodavi
- Panasonic KX Digital Services Panasonic DBS & 576/ICX
- NEC Dterm Series Telephones
- Inter-tel Axxess & Eclipse

Complete Playback Control:

Email or Export Recordings (to wav. file)

View the full call graphically

Stop/Start/Pause Control

List calls by Caller ID, date and call duration

Search by Caller ID, digits dialed or comment

Highlight important calls

Add/view/edit comments about the call content

Click to any part of conversation to play/replay any section

Delete calls

Highlight important parts of the Call Using Bookmark Feature

Call ID	Caller ID	Date & Time	Duration	Phone	Comment
949317832	949317832	12/15/2011 12:24:44	00:00:24	Share Task (2010-01-01)	Product Interest
949317832	949317832	12/15/2011 12:24:44	00:00:24	Share Task (2010-01-01)	Verbal Quote
949317832	949317832	12/15/2011 12:24:44	00:00:24	Share Task (2010-01-01)	Very Interested
949317832	949317832	12/15/2011 12:24:44	00:00:24	Share Task (2010-01-01)	** Sale **
949317832	949317832	12/15/2011 12:24:44	00:00:24	Share Task (2010-01-01)	Callback Again
949317832	949317832	12/15/2011 12:24:44	00:00:24	Share Task (2010-01-01)	Follow Up
949317832	949317832	12/15/2011 12:24:44	00:00:24	Share Task (2010-01-01)	Great Sales Technique
949317832	949317832	12/15/2011 12:24:44	00:00:24	Share Task (2010-01-01)	Product Demo Call
949317832	949317832	12/15/2011 12:24:44	00:00:24	Share Task (2010-01-01)	Webinar



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