

The ATIS Advantage Digital Voice and Data Recorder – **MVR**



*A **Complete** System for all your Voice and Data Recording needs; no matter what the Application.*

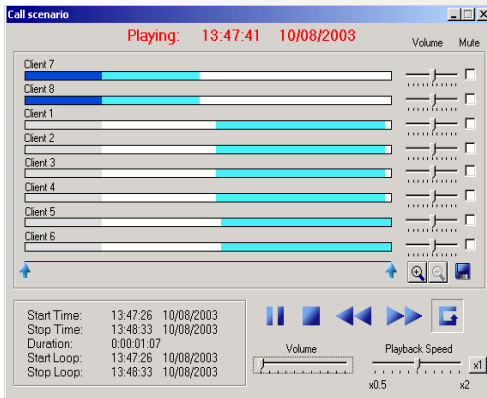
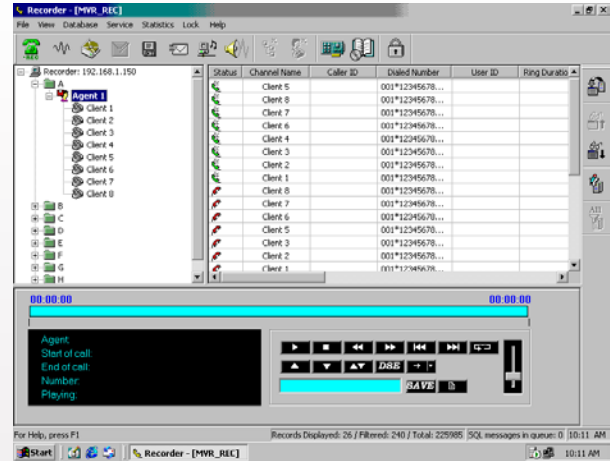


Standard Innovation

The MVR System is based on two concepts:

1. Flexibility that goes beyond the number of recording channels.
2. Extended configuration capabilities.

The MVR, unlike any other system, allows the user to create a mirror image of the organizations recording structure, well beyond the capability of giving a channel a name. This provides superior communication management and organization.



In many applications, the use of removable archive media is not necessary. Using a large hard drive capacity or a RAID 5 storage array, the MVR can retain millions of recordings that are available for instant access.

Comprehensive search and playback functions allow the user to easily search for and playback records.

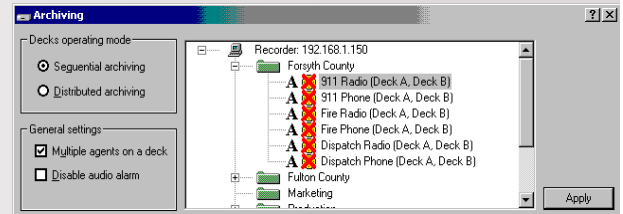
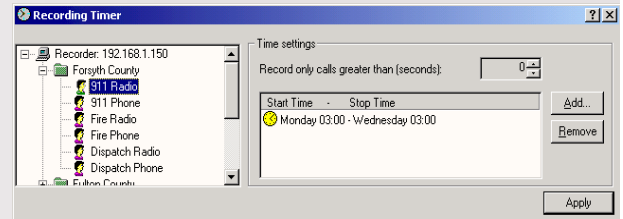
For maximum redundancy, the MVR can be configured with up to eight archive drives for mirrored or sequential archiving.

The MVR System is a client-server system based on proven Windows® 2000 and SQL Server technology. MVR systems can be clustered to provide one large recording system.

An MVR Recording System is composed of the following:

- MVR Replay and Scenario Recreation Client
- MVR System Administrator Client
- Optional Off-Line Player (used to play back records from archive media).

A standard system allows simultaneous access of five Workstation Clients. Additional licenses are available as an option.

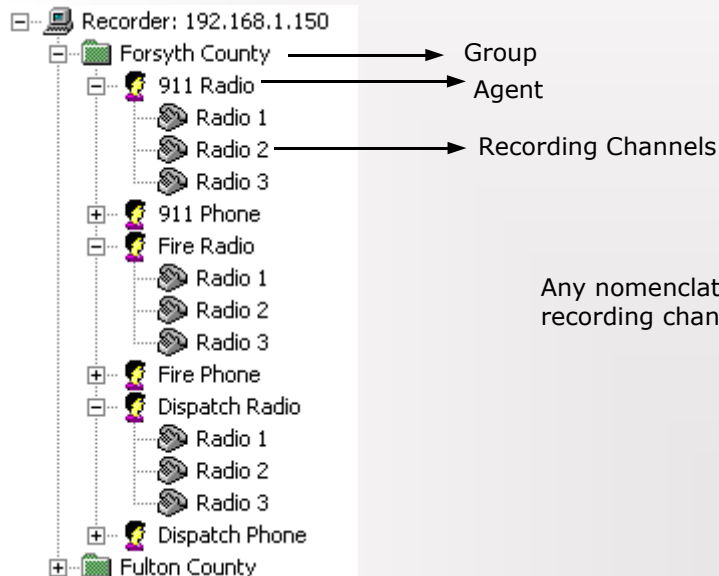


Installation

During the set-up phase (installation), the system will be customized to reflect the organization using it. Technical terms are replaced by department and agent names.

Advanced Configuration

During the configuration process of the system, physical channels (radio, phone, etc.) are assigned to groups and agents. The user has complete control of what the communication structure within the MVR Application looks like.



Any nomenclature can be assigned to group, agent and recording channel.

Quick Access to Recorded Calls

Calls can be retrieved for a Group, Agent or Channel simply by clicking on the appropriate icon within the configured nomenclature. It is not necessary to input search parameters.

Scalability Beyond the Number of Channels

The MVR System makes it possible to assign online recording capacity (Instant Recall) to agents on an individual basis. Agents that handle high call volumes may be assigned more capacity, which provides a longer call retention time for instant access.

Long-Term Reliability and Dependability

The MVR is a robust voice and data recorder designed to run on a continuous basis while minimizing the risk for system failure. Continuance of operation is ensured with dual archive devices (more available upon request), RAID 5 configuration, and redundant power supply options.



Features

Recording Options

- The ATIS Advantage MVR is designed to record on a continual basis (24-7-365) for mission critical applications.
- It is possible to program the MVR Recorder to stop and start recording at specified times, and to only record a specific department (s) or agent (s) during the specified time.
- The System can be set to record or not to record certain phone numbers, either incoming or outgoing.

Scalability/Channel Capacity

Two Modules are available: max. 64 channels or 128 channels per module. Modules can be clustered to a virtually unlimited number of channels. Mixed analog/digital extension recording.

Connectivity

The MVR supports trunk recording, analog extension recording and a broad range of digital phone systems.

NOTE: Check with ATIS for PABX model and DTMF/CLI support.

- T & R, T1/E1, BRI, PRI
- Ascom
- Alcatel
- Aspect
- Bosch
- Avaya
- Coral
- Ericsson
- Lucent Index
- Mitel
- NEC
- Nortel
- Panasonic
- Phillips
- Siemens Hicom

Fast Access to Recorded Calls

The unique structure of the MVR allows "one click" retrieval of calls for a group, an agent or a physical recording channel. In addition, a powerful array of search parameters is available for searching through millions of calls. Search by:

- Date and Time
- Duration of the call
- Call Direction
- Caller ID or Dialed Number
- Physical Channel
- Channel Name
- Channel Number
- Annotated Fields
- Already archived calls
- Overwrite protected calls
- Any combination of the parameters

Playback Capabilities

- Real-Time Playback of a call that is in progress
- Replay calls over the LAN/Internet
- Last Call Repeat
- Repetitive playback of a preset portion of a call
- Export a call, or a preset portion of a call
- Play the recorded calls for up to 8 channels simultaneously
- Slow down or speed up playback without pitch change
- Add notes to the calls as you play them
- Add spoken time/date and channel number to playback.

Fault Detection

The system comes equipped with audio and visual alarms that monitor system performance and alert the user of possible fault conditions.

Built-In Service Functions

- Card Tests—Test ATIS proprietary boards for functionality.
- System Logs—Investigate certain system states and diagnose errors.
- Media Management Tool—Keeps a record of every archive disk created. Built-in search engine helps retrieve information about media.
- Statistics—View the call activity of an Agent or Channel to determine proper operation.
- Channel Inactivity—Set the system to output an alarm after so many hours of channel inactivity.

For additional information and Technical Specifications for the ATIS ADVANTAGE MVR Voice and Data Recorder, please contact ATIS, Ltd. directly.

