



Open Architecture—Windows NT™

Call Centers

- Order Verification
- Quality Assurance
- Record On Demand (RODNI)
- Instant Recall

Public Safety/Law Enforcement

- 911 Centers
- Disaster Command Centers / Fire, Water
- Prisons, Inmate Call Verification/Monitoring

Transportation

- Airport Emergency/Towers
- Dispatch for Cab & Livery
- Public Transportation

Utilities

- Dispatch
- Customer Service
- Emergency

Financial

- Trading Turrets/Dealerboards
- Brokerage
- Banks & Credit Unions
- Mortgage
- Credit Card Verification
- Collections

Government/Military

- Intelligence
- National Security
- Investigation

Insurance

- Claims
- Customer Service
- Billing

Telemarketing

- Inbound
- Outbound
- Blended



The Audiolog voice-recording server uses standard computer industry hardware — No proprietary components — This open architecture design results in a cost-effective platform that is flexible and Year 2000 compatible. Mercom's software takes optimal advantage of your hardware, operating, and connectivity systems, providing the most efficient and powerful recording solution available.

Open Architecture for a Connected, Integrated Solution

- Windows NT-based platform
- cost-effective hardware
- efficient installation
- easy system maintenance

- standalone recording system or network server solution
- 4 to 96+ channels per server
- digital or analog voice interface cards for simple connectivity to Analog, T1, E1, ISDN PRI/PRA, PCM30 trunks, and standard analog extensions
- calls archive to DAT (DDS2 or DDS3), Magneto-Optical, or DVD-RAM cartridges
- LAN/WAN interconnect
- supports IPX/SPX, TCP/IP, NetBEUI, NetBIOS, and VINES IP network transport protocols
- user access from any Win95, WinNT, Win98 workstation or Computer Aided Dispatch (CAD) station
- CTI link options support integration with most major PBX and ACD systems
- Motorola Radio Trunking connectivity

Security and Reliability

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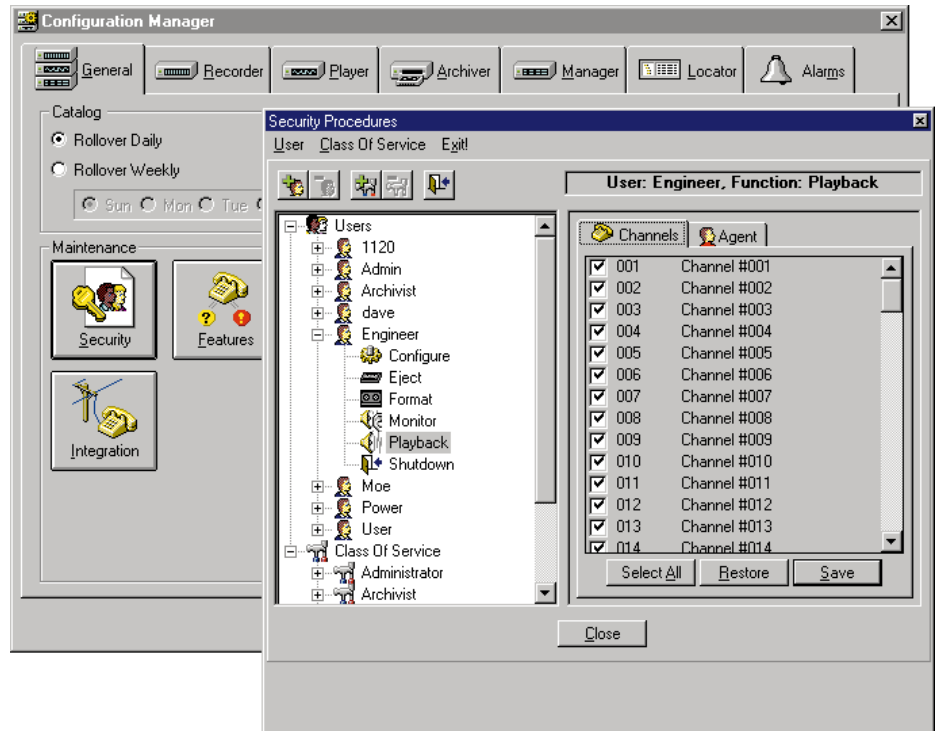
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When conversation recording is a critical need in your organization, Audiolog provides the optimum in security, reliability, and flexibility. You need accurate, confidential recording; fast, precise search and retrieval; and quality replay. Audiolog voice recording servers are designed to reliably meet these needs, giving you the protection your system needs from start-up to playback.

Security

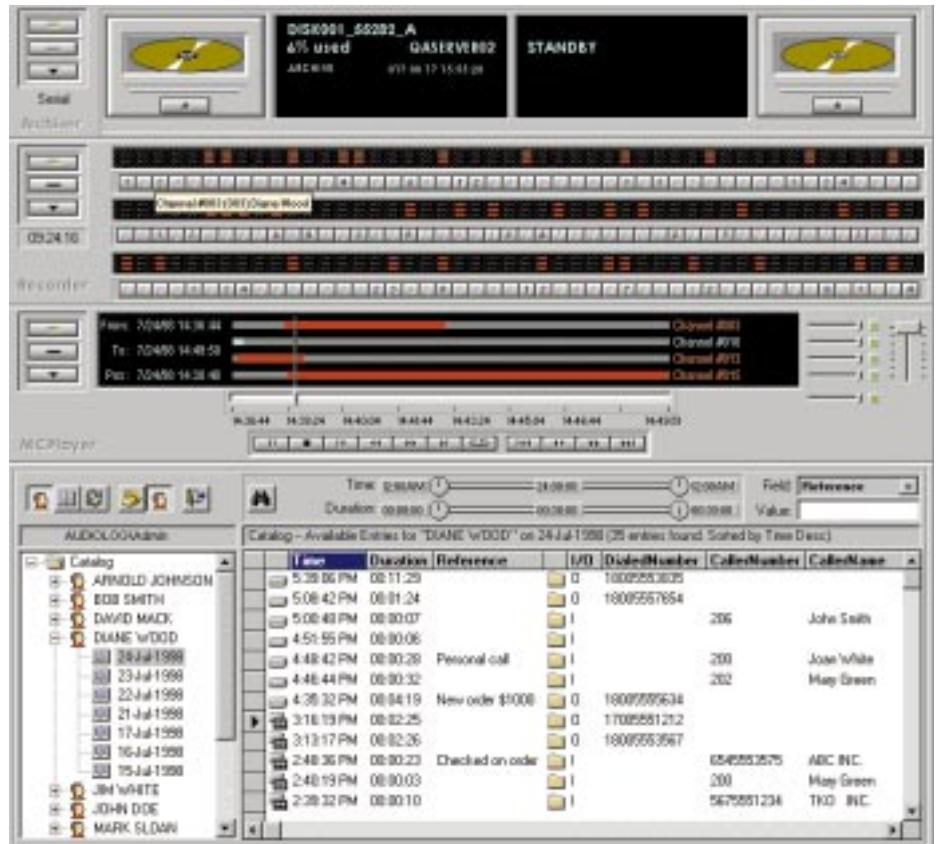
- highly secure Windows NT environment
- specially-designed Audiolog security manager assures maximum protection
- multi-permission user log-ins with password protection
- pre-defined and customizable user profiles

Reliability

- hardware redundancy options for optimal reliability
- single, dual, or multiple hard disks (RAID)
- single or dual DAT, Magneto-Optical, or DVD-RAM drives
- optional dual power supplies

Simple, Quick, and Effective User Interface

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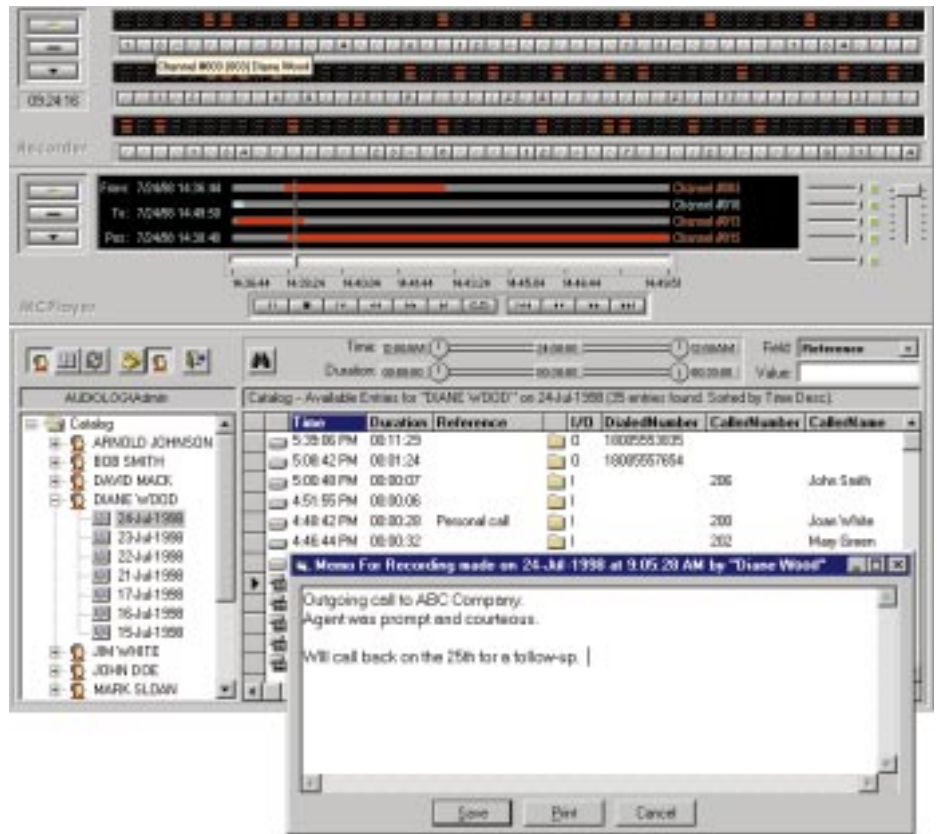
Audiolog is designed to let you concentrate on your business, while helping you to keep the facts straight. Mercom knows that today's office environment is constantly changing, so your recording solutions must be flexible as well. Audiolog allows you to capture desired call details automatically, and to record conversations transparently. If you need replay now or a year from now, Audiolog gives you the tools at your desktop... We made the user interface as intuitive as possible, with the majority of operations automatic-but with complete control available for custom configuration, if you prefer.

The User Interface; Simple, Quick, Effective

- graphical "Windows" ease of use
- easy-to-understand mouse-click controls
- real-time channel activity indicator
- real-time "live" monitoring of conversations
- simple, powerful search and playback controls
- multi-recording playback options
- at-a-glance archiving status
- visible and audible alarms; optional dial-out alarms
- tool-tips and help windows

Recording, Cataloging, and Playback

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Audiolog is designed to meet the challenges of the new millennium. Regardless of the number of channels, Audiolog has been designed to provide reliable recording, with fast and accurate retrieval and playback. Through the use of its Windows NT platform, Audiolog offers a variety of connectivity options for optimization of your network resources: LAN, WAN, and dial up services can be used for playback, monitoring, and exporting.

Recording, Cataloging, Recall, Playback

- records any combination of handsets, headsets, lines, trunks, microphones, or speakers
- automatically detects, samples, compresses, and stores audio for future playback

- can capture call-specific data, such as: date, time, channel, duration of call, dialed digits, as well as agent name, Caller ID, Incoming DNIS (Dialed Number Identification Service) where available
- cataloging and retrieval system supports multi-parameter searches, for ready access to conversations from online disk or tape, or from archival storage
- recording retrieval is as easy as using "Windows Explorer"
- remote access client software options for replay of calls on disk, via LAN or WAN
- instant recall client software for full 24-hour point-and-click access
- DTMF playback option for replay of calls on disk from any phone

Intelligent Recording

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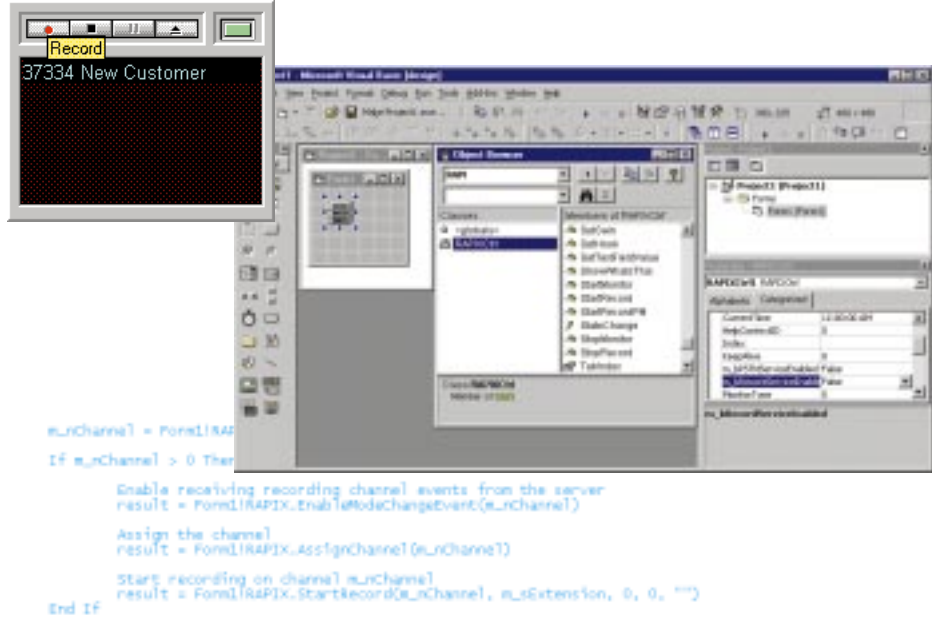
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Audiolog's power lies in the development of software applications and capabilities that maximize and enhance two basic functions—voice recording and playback. These advanced software capabilities bring added value to your business.

Intelligent Recording

- simplify agent activities
- increases consistency in procedures and results
- avoid errors of omission
- minimize the number of concurrently active channels (concentrated recording)
- streamlines retrieval of recordings
- minimizes investment in archival media

Record on Demand

RODNI-record on demand via network interface-is a simple way for agents in a call center to control the recording sessions themselves. By clicking on a small icon on their Windows NT desktop, agents can start and stop individual recordings, or begin and end multi-call recording sessions. Searchable parameters can be input by the agent (such as account codes), for ease of later retrieval of the

call. RODNI supports direct station connections, as well as optional concentrated recording modes.

RAPI-X

RAPI-X is an Active-X component that can be used to query and control the activities of an Audiolog voice server, giving your in-house programmers the capability to automate and integrate the recording process. RAPI-X can be used to begin recording automatically-without agent action-when the agent's Win32 screen-interface progresses to a pre-selected point, such as when a transaction begins. RAPI-X can also be used to add transaction-specific data to the recording database, thus permitting Audiolog to more fully integrate into your core business processes. RAPI-X is available as a Software Development Kit (SDK), and is supported under C++ and Visual Basic 5.

Both RODNI and RAPI-X can be used in the scheduled or randomized recording of agents for the purpose of quality assurance and evaluation. RODNI and RAPI-X reduce the variability in agent results, improving your data accuracy and consistency.

Specifications

Channel Capacity (per server)

- Audiolog MINI: 4 to 48 analog
- Audiolog MAXI: 24 to 96+ analog; 24 to 120+ digital

Channel Capacity (per system)

- Completely scalable to thousands of analog or digital channels

On-Line Recording Storage Options

- 400 to 1500+ channel-hours
- Audiolog MINI: Single 5.1GB or 8GB drive
- Audiolog MAXI: Single 8GB or 12GB drive
- Dual hard drive options (Volume set or Mirrored)
- RAID sub-systems available to 200GB+

Archive Recording Storage Options

- 370 to 2200 channel-hours (depends on archive media)
- 4GB DDS2 DAT
- 12GB DDS3 DAT
- 5.2GB DVD-RAM
- 2.6GB Magneto-Optical
- 5.2GB Magneto-Optical
- Programmable archive media retention / protection

Catalog & Library Databases

- Catalog database of all recordings (with programmable retention)
- Library database of all archive media cartridges

Playback Search Parameters

- Search by one or combination: Channel, date, time, duration, reference text, memo contents, dialed number, ANI, caller ID, agent name, agent ID, radio ID, customer ID, call index number, and user-specific database fields

Security

- Outstanding Windows NT security
- Multiple (unlimited) Audiolog user profiles control permission for media eject, media format, playback by channel, playback by agent, monitoring by channel, monitoring by agent, configuration, password creation, and shutdown

Channel Inputs

- 24Kbps, 64Kbps and 128Kbps compression standard
- 13.3Kbps or 16Kbps compression optional (call for availability)
- Frequency response: 300 to 3400 Hz +/- 0.5dB
- Signal-to-noise ratio: >40dB at 64 Kbps
- Analog Interface: 18KOhms (on-hook), 600 Ohms (off-hook)
- Digital Interface: High-Impedance passive; 75/100/120 Ohm terminating
- AGC: Fast attack / slow release
- Recording triggers: VOX, CTI, remote activation, HV ringing, RS-232/485, continuous, DTMF (all on a per channel basis)
- Recording termination: Silence, CTI, continuous tone, remote, DTMF, SMDR (all on a per channel basis)

Analog Interfaces

- Loop-start, ground-start, DID/DDI, and analog PBX extensions
- Speakers, microphones, and radio
- Analog handsets via third-party couplers
- Digital telephones via third-party D/A Converters
- ISDN-BRI (Euro-ISDN2) via third-party D/A Converters

Digital Interfaces

- T1: 23 or 24-channel (D4, ESF, ISDN PRI)
- E1: (Euro-ISDN, MFC R2, DASS2, DPNSS, CAS, 1TR6, PCM30, others)

Audiolog MINI System Platform

- Rack-mount chassis (black) with Pentium 233MHz mainboard
- 5.1GB hard drive (others optional), 64MB EDO RAM
- Single 4GB DDS2 DAT drive (others optional), Adaptec PCI SCSI
- SoundBlaster 16, 2MB video
- 250 watt power supply
- Visual alarms for voltage, temperature, and fan

Audiolog MAXI System Platform

- Rack-mount chassis (black) with Pentium II 266MHz and passive backplane
- 8GB hard drive (others optional), 128MB EDO RAM
- Dual 12GB DDS3 DAT drives (others optional), Adaptec PCI SCSI
- SoundBlaster 16, 2MB video
- 350 watt power supply (dual 400 watt hot-swap supplies optional)
- Visual alarms for voltage, temperature, and fans

Operating System

- Microsoft Windows NT 4.0

Audiolog Server Software

- Recorder, Player, Locator, Archiver, Manager
- 4-Channel Player with silence reconstruction and talking time/date (optional)
- Phone Line and DTMF Playback module (optional)
- Dial-Out Alarm module (optional)
- RAPI-X Server module (optional)
- Audiolog Free-Seating capability (optional)
- Audiolog CTI Link (optional)
- Dialogic CT-Connect (optional CTI middleware)

Audiolog Client Software Options (Win32)

- Remote Playback client
- UNIVIEW Remote Playback client
- 4, 8, or 16-Channel Remote Playback client with silence reconstruction and talking time/date
- UNIVIEW 4, 8, or 16-Channel Remote Playback client with silence reconstruction and talking time/date
- Instant Recall Playback client
- Phone Line Remote Playback client

- Remote Live Monitoring client (WinNT 4.0 only)
- Record-On-Demand (RODNI) client

RAPI-X Software Development Kit

- Active-X recording control API
- Language support: C++, Visual Basic 5.0

Network Connectivity

- 10Mbps Ethernet (standard on Audiolog MAXI)
- 100Mbps Ethernet optional
- 4/16Mbps Token Ring optional
- RAS via modem
- Dual NIC Capable
- TCP/IP, NetBeui, Nwlink (Novell), and Vines Protocols

Audio Output

- Built-in speaker (or external multi-media speakers)
- 1/4 inch headphone jack provided
- Remote playback via LAN to multi-media PC
- DTMF playback via telephone (optional)
- Email recordings via Drag&Drop: play at multi-media PC

Alarms, Diagnostics and Reports

- Talking and visual Audiolog server alarms
- Dial-out alarm option
- Modem for remote diagnostics via RAS
- Extensive Windows NT and Audiolog event logging
- Powerful database engine allows end users to design their own reports
- Reports are easily generated from the logs and databases

Power Requirements

- 90-132VAC / 180-250 VAC, 50/60Hz.
- 250 Watts (MINI), 350Watts (MAXI)
- Uninterruptible Power Supply (third party), 700VA min.

Operating Environment

- 0 to 50 degrees C
- 10% to 85% RH, non-condensing @ 40 degrees C

Dimensions (HWD), Weight

- Audiolog MINI and MAXI: 7x19x20" (18x48x51cm), 45lbs (20kg)
- Audiolog MAXI (Hot-Swap): 7x19 x26" (18x48x66cm), 55lbs (25kg)

Peripherals Required

- SVGA Color Display, PS2 Keyboard, PS2 Mouse
- External Speakers (optional)

Label Printer Option

- Serial printer for archive cartridge labeling