SmartVoice

SmartVoice Logger is an award winning analog/digital multi-channel voice recording system that enables users to record their telephone communications in a quick, easy and reliable manner. Our systems have been deployed in thousands of call centers, trading markets and other areas which have been proven to dramatically improve all business performance and productivity.

Unlike other companies, we offer the entire hardware to software solutions package inclusive of the recording server, client software, voice cards and PCI cards at a very affordable price. With the association of three self-invented servers (i.e. Archive Server, Alarm Server and Centralized Query Server), the recording system becomes more powerful. These servers enable additional features including RDX storage, alarm notification and remote administration.

NETWORK LAYOUT

Phone 1

Phone 2

Phone 3

Connect to local PABX

PABX links to
the SmartVoice server

Access server files through the web

PABX

SmartVoice   Servers

Calls stored on   external device

Evaluate calls and print call lists

Printer

Remote Playback PC

Storage Device
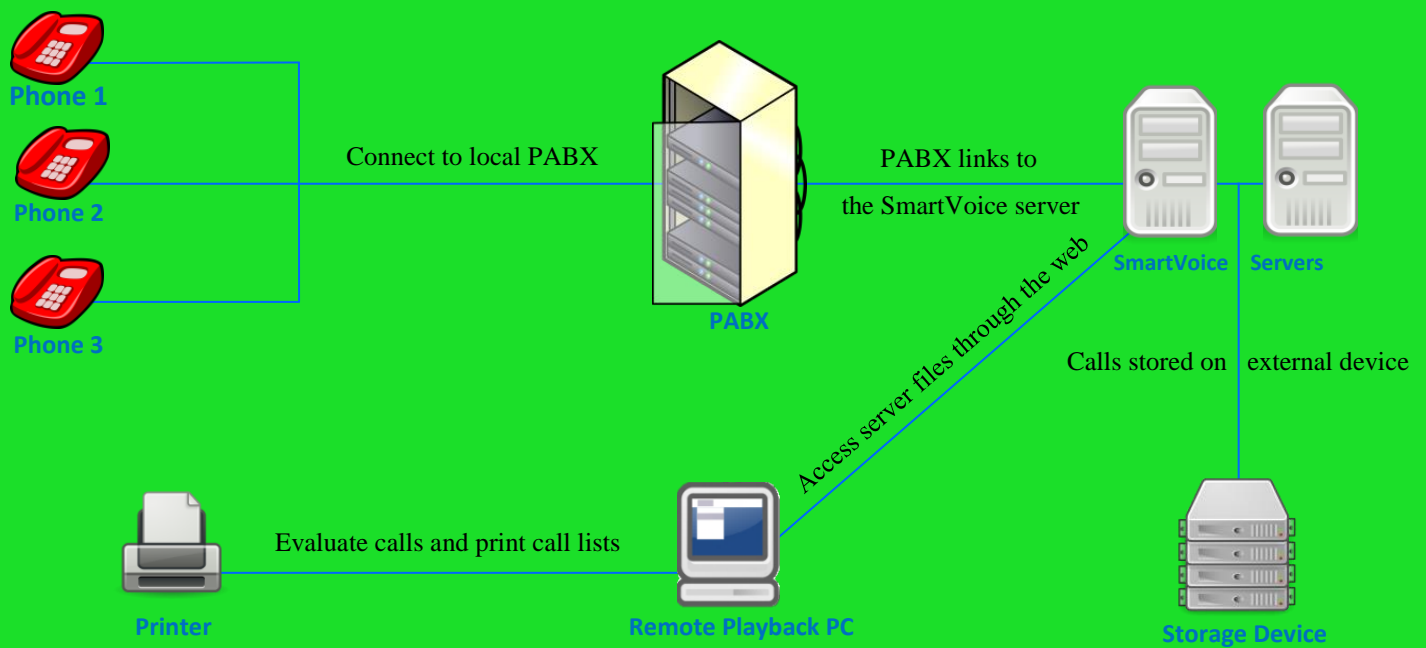
FEATURES

Universal Compatibility
Our system supports T1/E1 connections, VoIP, all types of analog lines and digital PABX connections.

Alarm Notification
With an alarm server, users will be noticed immediately by means of sound, SMS and e-mail when an error occurs.

Intelligent Disk Management
Automatic disk management without human intervention. Default option overwrites oldest records first.

Reliable Data Storage
With an archive server, any recording and data can be stored not only in the hard disk, but also RDX cartridges. The capability of replacing RDX cartridges enables unlimited storage.

Customization
Clients can declare desired features during the contract period and our engineers will customize the products to incorporate the features that match the client's business and personal needs.

Advanced Performance
Our servers use advanced compression techniques to digitize and compress incoming voice packets to archive them on various media storage devices within the server and network.

Software
- Archive Server
- Alarm Server
- Centralized Query Server

Service and Support[1]
- System lifetime support for at least 5 years
- Extended warranty coverage also available[2]
- Support of product development[3]

Centralized Administration
With a centralized query server, users can control and manage different recorders using one computer. It saves users time and makes the administration easier.

TECHNICAL SPECIFICATIONS
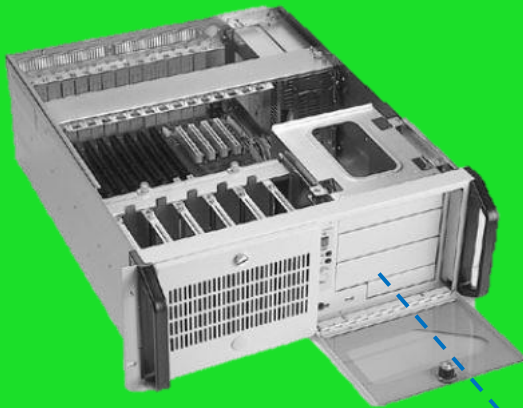
Four front accessible drives

Redundant power supply

System Features	
Channel Capacity	4 channels min. and 168 channels max. per system
Standard Storage	28,000 channel hours up
Intelligent Disk Management	Keep the latest call records and delete the oldest
Recording Trigger	Voltage, VOX, DTMF, CTI event
Tone Capture	Caller ID and DTMF
Search Criteria	Channel, Time, Date, DTMF, Caller ID, Duration, Customized CTI data
Disk storage	Hard disk, AIT, RDX
Search Criteria	Channel name, Time, Date, Duration, Telephone Number, Caller ID, CTI data
Record / Playback	Playback, Record, Pause, FForward, Reverse, Segment playback, Stop
External Time Sync	GPS, NTP
Operation History	Operation log
Network	TCP/IP
Re-record	Tape
Alarm	Audible, Visible, E-mail, SMS (optional)
Operation Password	Multi-level password authorization by functions
Remote Access	Client access and playback, Web access playback (optional) Phone playback (customized option)
Live Monitoring	Yes
Redundant Options	Hard disk mirroring, Dual data hard disk, Redundant power supply
EMI	FCC part 15 Class A & Class
Operating Temperature	0℃ to + 55℃
Storage Temperature	-20℃ to + 85℃
Humidity	8% to 90% non-condensing

Recorder Server[4]	
Dimension	EIA 19 inch Rack-mount, 4U
Motherboard	Industrial, build in VGA / LAN / Audio card
Operating System	Windows 10 / Windows Server 2012 R2 / Windows Server 2016 R2
Back-plane	4 to 8 PCI slots
Power Supply	110-220VAC, 60Hz, 400W, Redundant Supply (optional)
System Disk	Standard 500 Gbyte RDX (optional)
Disk Array	RAID 0, 1, 5, 10 (optional)
Optical Disk	5.25 inch, CD-RW / DVD-RAM

Management / Playback Workstation (optional)
Windows 10, Windows Server 2012 R2, Windows Server 2016 R2, Windows Server 2019 R2

SmartVoice Interface Boards	
Form Factor	Full or Half size PCI, CPCI (Hot Swap)
Channel Capacity	4, 8, 16, 24
Analog Interface	Telephone, Microphone and Radio
Trunk Interface	E1 / T1 (ISDN, MFC R2, SS7, PCM30)
Digital PABX Interface	Avaya, Nortel, Harris, Mitel Siemens, Alcatel, Ericsson NEC, Panasonic, Toshiba, Samsung, LG, Philips Tadicom Coral, eON, TECOM
Special Interface	RADAR (ATC Applications)
AGC	Yes
Input Impedance	High Impedance
Sampling Rate	8kz
Compression Rate (KBPS)	32 (ADPCM) / 13 (GSM) / 8 (MP3) / G729A
Frequency Response	300 - 3,400Hz

About SmartVoice

SmartVoice is an award-winning multinational company with a long history in the field of voice recording. We are located in Hong Kong - the Asian Financial Capital and we serve clients all around the world. We specialize in providing call recording products and solutions to contact centers, financial markets, trading floors and public utility services. Our products have been proven to improve operational productivity and business results. We are highly customer centered and offer tailor made solutions to suit your needs.

http://www.smartvoicesys.com/

CONTACTS

Office C, 9/F., Asia Harvest Commercial Centre, 324 Shau Kei Wan Road, HK

Tel. no. : (+852) 2542 3000

Fax. no. : (+852) 2542 3208

Email: sales@smartvoicesys.com

[1] Price is charged according to user's needs.

[2] Warranty coverage can be extended through subscription plans.

[3] Customized developments can be provided. Please refer to SmartVoice sales representatives for details on availability.

[4] Desired hardware can be provided. Please refer to SmartVoice sales representatives for details on availability.

*Available models and service options may vary by region.

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Digital Multi-channel Voice Logging System