

Hardware/Software

- Standard Windows NT/2000 system and network utilities facilitate and ease managing your system
- Voice over IP (VoIP) real-time listening and monitoring
- Caller's Phone Number (CLI) is automatically processed and linked with database information
- Mixed-mode line configurations (mixed analogue and digital ports) are supported with a single system
- Incoming and/or recordings with outgoing min and max, recording duration
- Lossless, near lossless and lossy-compressed modes are supported
- Voice or line activated recording
- Phone Book support in which:
 - You can import your own relation and address data base records
 - CLI and dialled numbers are automatically cross-linked
 - Extra notes can be added
- You can sort and search on:
 - Date and Time (period)
 - Duration (length)
 - Port (extension or CO lines)
 - Outbound or Inbound calls
 - Telephone number
 - Remarks and Markers
- Up to four hard disk drives are individually configurable
- Hardware expansion is easily installed
- Embedded proprietary Signal and Data Processors from Sumihiro® relieve the Host CPU from hardware and media related tasks

Product Specification

Chassis

- 4U 19" Rack Mount Industrial Computer System (standard)
- 7U 19" Fault Resilient Computer System (optional with RAID HD)
- Mini Tower System (low cost version for up to eight ports)

Operating System

Windows NT, Windows 2000

Typical 4U Industrial Computer Configuration and Peripherals

500(+) MHz CPU, 64 MByte RAM, 20 GByte hard disk, 3.5" Floppy, CD-ROM drive, Windows-US keyboard, 17" SVGA monitor, mouse

Network Interface & Protocol

Auto sensing 10/100 Mbit/s TCP/IP Ethernet (UTP, Class 5)

Number of ports per recording unit (19" units)

2 – 64 analogue (PSTN) ports and/or
4 – 60 digital (ISDN-BRI, ISDN-PR)

Audio bandwidth

300 – 3400 Hz

Coding/storage data rate

64, 36, 25, 18, 13 and 9 Kbits/s

Coding methods

V64 CCITT A-law PCM

V36, V25 Hi-Q PCM

V18, V13 and V09 TA-Q PCM

all based on proprietary coding and ultra secure encryption

Data and system security

Multi-level and discipline user and password protection on top of Windows NT user and sharing management. Voice recordings are heavily (proprietary) encrypted

Initial (hard disk) storage capacity

30 GBytes (4U) for approximately 2,000 hours of voice (V36) storage. Expandable to 320 GBytes with 80,000 hours of voice (V09) storage

Archiving/backup media

Any type of archiving drives/media may be used for LAN based archives

Extra Reliability and Available options

Optional 7U chassis with double active power supplies and RAID hard disk options

Power supply

230 V/115 V, 50/60 Hz

Approvals

Various PTT & ISDN pan European approvals and protocol variants

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For detailed technical specification, please visit our website at www.oak.co.uk/provoice

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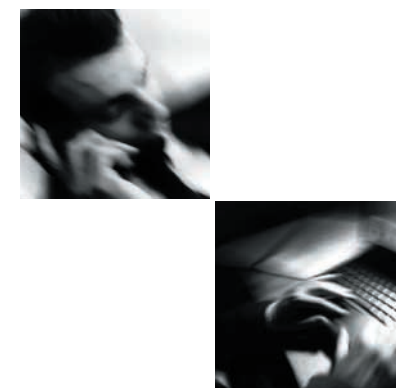
Through our Advance Call Management and VoxPro Voice Processing Systems, we at Oak have monitored and processed voice activity since 1987.

Now, with ProVoice Voice Recording Systems, Oak are pleased to provide a comprehensive solution to customers who require long-term recording of inbound and outbound telephone calls.

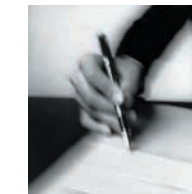
In the competitive and fast-moving business environment of today, ProVoice enables the recording of calls for many business purposes, including security, transactional analysis and performance monitoring.

- Unlimited multi-system expansion
- License Free workstation remote client tools
- Best voice and sound quality available in the industry
- Open software structure for customised LAN integrated applications
- Mixed analogue/digital ISDN configurations
- CLI/DDI enriched Call Detail Records

- Secure, encrypted recording storage and VoIP streaming for remote users
- Local or LAN/WAN call playback and monitoring
- Call statistics and advanced system management reporting functions
- Extensive Search, Filter and Record marking capabilities



For every type of enterprise, institute or organisation, needing a facility to record, store and monitor voice telephone calls, ProVoice is the ideal system solution.



ProVoice is the most feature-rich Voice Recording and Monitoring solution available on the market. It can use your corporate LAN, client/server structure to its full extent, or it does the job as a stand-alone system in a very efficient manner.

ProVoice grows with your demand

ProVoice is a very modular and flexible Windows based voice recorder, live monitoring and archiving system. Besides being fully prepared for all your current and future needs, it also offers you superior voice recording quality and huge recording capacity. It is the most cost-effective voice recording solution available on the market today.

Modular and sized to each requirement

You will have a large choice of system configurations, ranging from just a low-cost 2-line mini tower system, up to the recording and monitoring facility of 64 lines per industrial 19" Rack Mount ProVoice system. There is no limit to the number of ProVoice systems and telephone lines that can be used per site, since they all can be linked and accessed through your LAN.

Ease of use; for your comfort

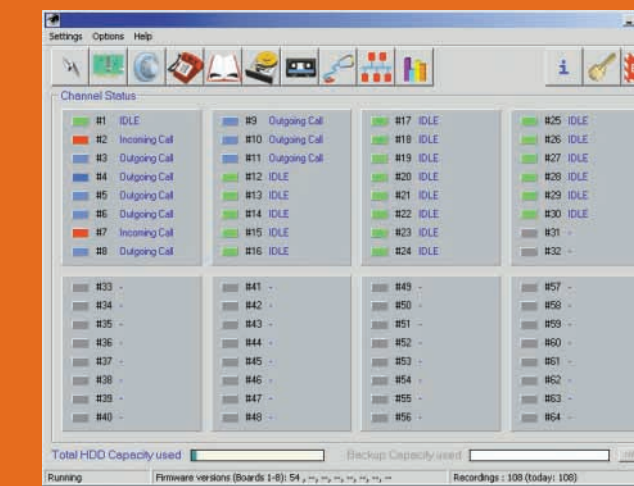
Both systems users and the systems administrator will enjoy the user friendly operation and configuration of the ProVoice system. LAN or WAN-based Searching, Playback and Monitoring facilities are made available to authorised personnel. You will instantly find what you are looking for!

Applications

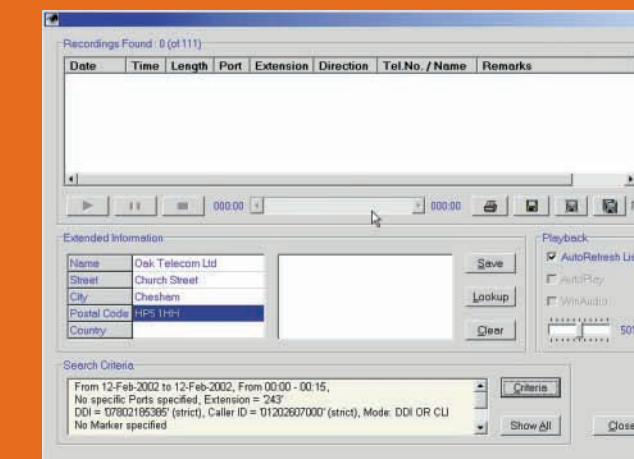
- Call Centre Recording, Logging and Monitoring
- Quality and Service assurance
- Verbal Transaction Recording:
 - Agent training and efficiency improvements
 - Follow-up information
- Financial and Stock Dealing
- Telephone order applications

Features and Benefits

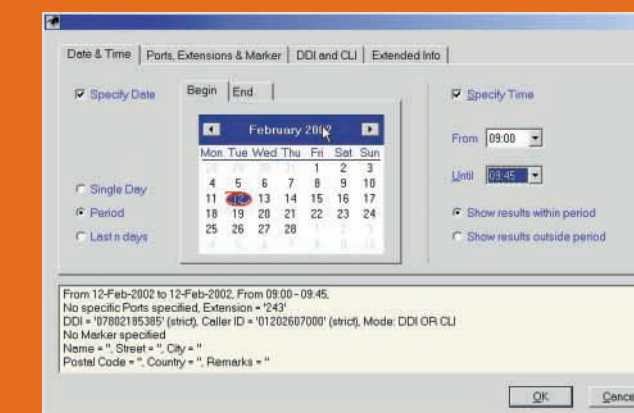
- Analogue or Digital (BRI/PRI-ISDN) multi-channel voice recording and logging
- 2 up to 64 ports per system
- Unlimited multi-system expansion
- Superior voice recording quality
- Storage at 64, 36, 25, 18, 13 and 9 kbits/s
- Encrypted and access secured voice file storage and playback
- Fully configurable recording parameters
- Automatic labelling of time, date, call duration dialled and identified telephone numbers
- Built-in Phone Book with import facility for your relational database
- Local and/or LAN/WAN call playback and monitoring
- Advanced User, Application and Security/Access management
- Automatic multiple hard disk content and capacity management
- Extensive Search, Filter and Storage marking capabilities
- Call Archiving option for Voice Recording Warehousing and Archive Management and Retrieval
- ProVoice API for customised client tools development



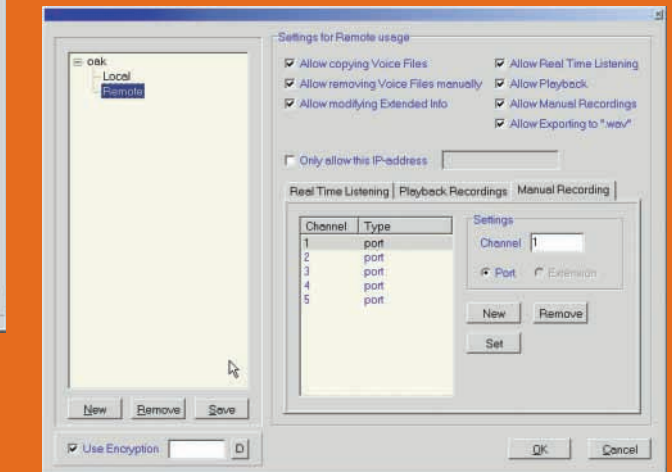
Incoming/outgoing Call status



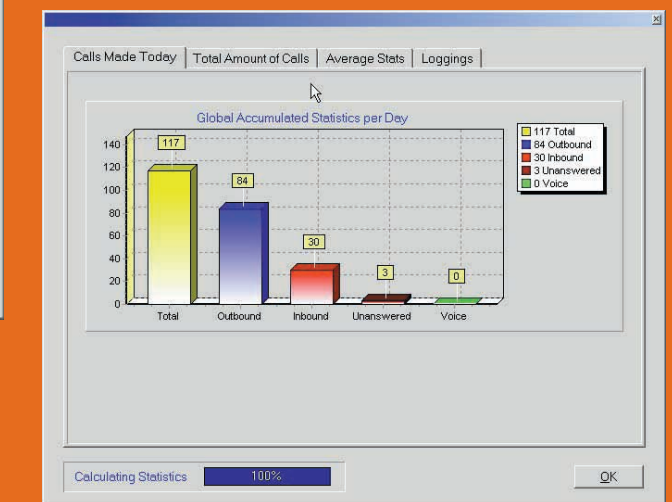
Local and remote Voice recording management, searching and playback



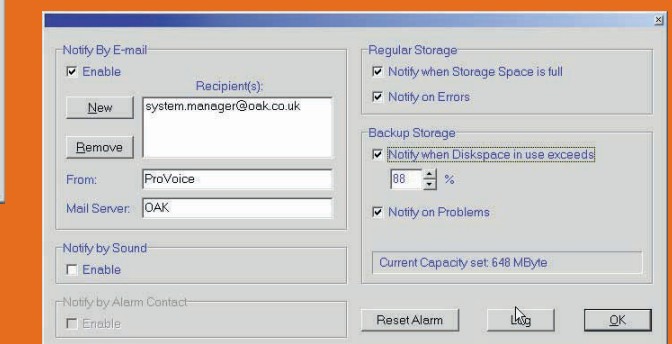
Search options dialogue



User management and security



Call Detail Records and Statistics



Configuration management