

innovaphone Voice Recording:

Recording of calls made easy



Recording phone calls often has a negative connotation, especially in view of phone-hacking scandals. However, there are companies, institutions and authorities, for whom recording calls is necessary, even vital. Such critical applications are found in emergency police and fire department call centres, but also at banks and service providers whose telephone calls are contract-binding. For instance, recording threatening calls can be of utmost importance for investigations by police criminal investigation departments.

innovaphone Voice Recording is exactly the right tool for such cases. If necessary, any call can now be recorded with the innovaphone PBX, no matter whether it is inbound or outbound.

Another advantage: The innovaphone Multisite Recording can even record calls from different branches on a central recorder.

With innovaphone Voice Recording it does not matter which end devices are used for recording the calls. Phone calls can be recorded with all IP phones, analogue phones, DECT phones and even mobile phones.

innovaphone Voice Recording - Individual call recording:

Calls can be recorded quite freely and in various formats with the innovaphone Voice Recording tool. The user has the possibility to record complete calls or just selected parts of a phone call. The recording can be done automatically or manually from your own computer. This is possible even for a specified period of up to 5 minutes after a call has been terminated.

Recordings are in stereo mode: the left channel records the external party's speech and the right channel that of the internal party. The stereo audio files are stored as .wav or .mp3 formats and can also be AES encrypted, if required. A backup

copy is created automatically to ensure maximum security. Playback of non-encrypted call recordings is possible on any player (wave or MP3 format), encrypted recordings can be played back using the free innovaphone Player.

innovaphone Multisite Recording - A central recorder enables call recordings in small branches

With innovaphone Multisite Recording, companies with several small branches have the possibility to record calls using a central recorder.

The real-time recording takes place locally in the respective branch and the automatic data transfer to the central recorder is time-controlled. The timing or the duration of the data transmission to the central recorder can be customised.



innovaphone Player - Easy management of call recordings

With the innovaphone Player, the user has the option of marking calls as important directly on the phone, during or after a phone call, adding comments, and copying call recordings to global and private lists.

Recordings can be merged, archived and deleted. To provide a protocol of a complete chain of evidence, editing of recordings is also logged.

All call recordings are kept securely encrypted and can be managed easily. Recordings can be found quickly using a filter search thanks to the automatic addition of important information such as date, time, and call parties. In this, the user has the option of searching in directories according to month, days and by calling party or party being called.

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The innovaphone Player enables a user to manage all calls recorded by himself. It is also possible to add other parties and to manage them.



Direct playback of conversation at the workplace

The innovaphone Player has all the common function keys: play, stop, pause, fast forward, rewind, looping, etc. Call recordings can be listened to through the clear playback window. The file name contains all important information at a glance: date, call time, caller and recipient, direction, ring duration.

A progress bar allows the user to easily forward or rewind the recorded call, or to select just a certain section for playback. The volume can be regulated individually. Other call details, such as for example, 3-party conference calls, forwarding, queue etc. appear in a second window of the innovaphone Player.

The innovaphone Player can be started either via a function key on the innovaphone telephone or directly from the innovaphone Reporting tool. An interface to external applications allows remote control and database queries.

Licensing

One Voice Recording basic license per PBX as well as one Voice Recording user license and one Reporting license per user are required for innovaphone Voice Recording.

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At a glance



Voice Recording

innovaphone Voice Recording

Voice Recording:

- Simple and convenient tool for call recordings, from any source
- Different ways of recording as required - automatically or manually
- Recordings are in stereo mode
- Possibility to record calls via a central computer
- Local real time recording per branch
- Individual configuration of the length of time and timing of data transmission
- Call recordings easily and individually managed during or after a phone call
- Audit trail ensured
- Extensive filtering and search capabilities
- Important information added automatically
- Encrypted call recordings possible

Requirement:

- Windows 7 or higher
- Installed media player
- At least innovaphone V10
- V12 recommended to get all features

Licensing:

- One basic license per PBX, one Voice Recording user license and one Reporting license per user.

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