ReDat® Recording System

RETIA Special Electronics

data sheet

Recording GSM and handsfree

Description of possible cases of GSM Recording due to customer's requirements

1. Request of GSM recording (SIM1) and mobile availability

Recording in the place B (see the picture on the back). DECT telephone is connected to GSM gate via FXS interface. The portable telephone ensures the operator's particular mobility. The mobile range according to local conditions/barriers varies from 50 m (164,04 ft) (buildings) to 300 m (984,25 ft) (open space). You can increase the range by using a repeater. CLIP-FSK detector detects incoming signalling and DTMF detector detects outgoing signalling.

2. Request of GSM recording (SIM1) at the dispatcher's place

The solution is similar to point No. 1. The connection is via GSM gate interface – FXS, where you connect the conventional analogue telephone.

3. Request of outgoing GSM call recording from a mobile telephone (SIM2)

GSM gate – FXO interface is connected to analogue line of local PBX. All telephone calls are recorded in the place A. Then fill in the appropriate direction board for GSM mobile phone (SIM2) in GSM gate. The outgoing calls from phone (SIM2) to GSM gate (SIM1) will be forwarded to PBX line and to appropriate trunk. Then finish call dialling from a mobile phone to a called number. The solution seems to be a little bit complicated. However, the advantage is that you can record outgoing calls from GSM mobile phone at any place of GSM signal. Using this type of mobile calling, you will get a double telephone rating (GSM-GSM, PBX-JTS).

ReDat® Recording System

ReDat® Recording System provides complex customer service solution of record and quality management. It helps to improve agent's and dispatchers´ skills. RETIA's solution reduces training costs and thus helps to improve customer relations and services.

ReDat® holds certified trade-mark of company RETIA, a.s.

ReDat®3 Recording Unit, ReDat® VoIP Recorder, ReDat® Phone Recorder, ReDat® Application Server, ReDat® Catalog, ReDat® CTI, ReDat® QualityChart, ReDat® StorageManager, ReDat® LineMonitor, ReDat® PhoneControl, ReDat® VoiceProcessor belong to group of ReDat® System products.

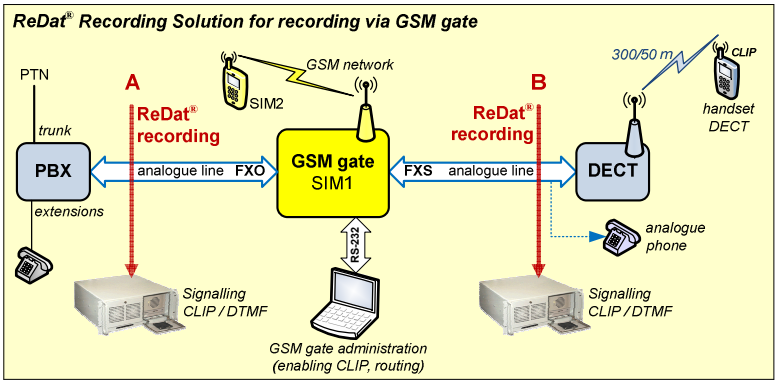
CAA CIVIL AVIATION AUTHORITY CZECH REPUBLIC

AQAP 2110

AOP Asociace obranného průmyslu České republiky Association of the Defence Industry of the Czech Republic

KEMA CERTIFICATE ISO 9001:2000

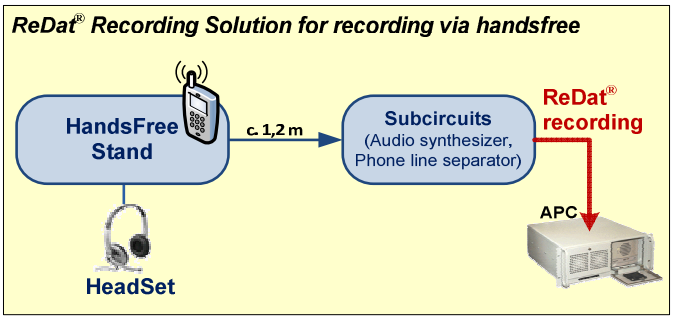
ReDat® Recording Solution for recording via GSM gate



4. GSM gate serves as router for PBX outgoing calls

Recording in the place A. GSM gate and an analogue telephone are connected to PBX (interface FXO). The incoming call from PBX is preset on GSM gate in a following way: If the analogue telephone is ringing and you do not answer the phone, the call will be forwarded to a pre-defined GSM number. The number of ringing and the time of forwarding are specified according to customer's request. This solution enables using the analogue telephone for outgoing calls to GSM network. Then you have to maintain recording also in the place B.

ReDat® Recording Solution for recording via hands free



Solution description

This solution is suitable for mobile phones. The telephone call is being recorded only if the mobile phone is connected to hands free set. The mobile phone connection to the hands free set can be done also after beginning the telephone call. Switching the phone records on ReDat®3 Recording Unit is maintained during the telephone call via ss voltage on mobile phone microphone.

Note: Any signalling during this telephone recording can not be detected.

Price list code	GSM and handsfree recording
R3 IB APC	Analogue input card, 8 ports

RETIA, a.s. offers above standard warranty and post warranty conditions and maintenance services, customizing recording systems to various applications and proactive solution of specific requirements with integration to various telecommunication platforms.

RETIA, a.s. is a partner of significant producers of telecommunication companies such as Alcatel-Lucent, Cisco, Genesys, Orange Business Services, TTC, Siemens, etc. with which closely cooperates on future development of ReDat® recording system.

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