



RECOorder

RECOorder Telephony Switch

It is often necessary to perform automatic voice recording in call centres, customer service hotlines, dispatch centers or even in office environments.

Voice recording systems need to accommodate a great variety of user requirements. Therefore, the recording capacity, the features and a flexible interface to enable compatibility with other systems may save you additional expenses while improving the variety of uses of the system.



Using RECOorder, a voice recording application that is compatible with the Aastra (formerly known as Ericsson MX-ONE) Telephony Switch (TSW), you can make active voice recordings via IP without the need of port mirroring. Using the ApplicationLink CSTA protocol of the Telephony Switch system the RECOorder application can record all the required call information in its database.



Aastra/Ericsson MX-ONE Telephony Switch compatibility

- voice recording of IP extensions without port mirroring



Automatic voice recording

- on pre-defined extensions



Flexible capacity extension

- from 4 channels up to 100 channels



Cleverly simple

- clear and easy to use web-based interface



Improves customer service quality

- users with the required privilege can play back their own or specific team members' voice recordings



Compatibility with Aastra (formerly known as Ericsson MX-ONE)

Telephony Switch – RERecorder can record IP traffic without port mirroring when used with the majority of TSW compatible Mitel/Aastra/Ericsson IP system phones.

The choice of hardware is yours

RERecorder is a software application that can be run on most of today's current Windows operating systems, which means it can be seamlessly integrated into your own IT environment – you can even use a virtual server.

Automatic voice recording

Any IP extension can be recorded automatically. To do so, you only need to update the configuration file of the unit and set the extensions for recording in the voice recording module.

User interfaces for users, team managers and system administrators

The system administrator can set up users that can replay their voice recordings via the web-based interface and team managers can be authorised to access their team members' recordings.

Quick and easy search among voice recordings

The web-based interface offers search options that go beyond the usual parameters (period, incoming or outgoing call, caller id, number called) and enable querying additional data (case number, notes), thereby enabling voice documentation and integration with other system (e.g. CRM, business management systems).

Start calling	Stop calling	Extension number	Extension name	Call direction	Remote number	Case number	Comment	Actions
2015-10-15 14:16:20	2015-10-15 14:16:34	8611	Aastra 6869i	↔	8612			▶ ⬇️ 📄
2015-10-15 14:15:14	2015-10-15 14:15:26	8611	Aastra 6869i	↔	8612			▶ ⬇️ 📄
2015-10-15 12:59:38	2015-10-15 12:59:48	8611	Aastra 6869i	➡	8536			▶ ⬇️ 📄
2015-10-15 12:54:06	2015-10-15 12:54:18	8611	Aastra 6869i	➡	8536			▶ ⬇️ 📄
2015-10-15 12:53:57	2015-10-15 12:54:18	8611	Aastra 6869i	↔	8612			▶ ⬇️ 📄
2015-10-15 11:55:10	2015-10-15 11:55:23	8611	Aastra 6869i	↔	8612			▶ ⬇️ 📄
2015-10-15 11:53:13	2015-10-15 11:53:32	8611	Aastra 6869i	➡	8536			▶ ⬇️ 📄
2015-10-15 11:49:46	2015-10-15 11:50:14	8611	Aastra 6869i	➡	8536			▶ ⬇️ 📄
2015-10-15 11:49:23	2015-10-15 11:50:14	8611	Aastra 6869i	↔	8612			▶ ⬇️ 📄
2015-10-15 11:47:53	2015-10-15 11:47:58	8611	Aastra 6869i	➡	8536			▶ ⬇️ 📄

High capacity and flexible expansion

You can use the same system to record the voice traffic of just a few channels or as many as 100 IP extensions. The system management interface enables you to select or change the extensions set up for voice recording with just a few mouse-clicks.

Security

The system is protected by a multi-level authentication scheme; voice recordings are stored on a central server so you can manage them in full compliance with your company's internal rules.

Specifications

FEATURES

Extensions set up for recording

Extensions set up for recording can be viewed and modified under the Extensions menu of the web-based system administrator interface (administrator privileges required).

Automatic recording

Without port mirroring (active recording).

Search

You can search the call log for a specific period, call direction, the number and/or name of the recorded extension, the caller number and certain combinations of these parameters.

Playing back and downloading recordings

The web-based user interface can be used to play back voice recordings with a HTML5 media player (privilege restrictions apply). Administrators can also download the recordings in .mp3 format.

Start calling	Stop calling	Extension number	Extension name	Call direction	Remote number	Case number	Comment	Actions
2015-10-15 14:16:20	2015-10-15 14:16:34	8611	Aastra 6869i	↔	8612			▶ ⬇ 📄
2015-10-15 14:15:14	2015-10-15 14:15:26	8611	Aastra 6869i	↔	8612			▶ ⬇ 📄
2015-10-15 12:59:38	2015-10-15 12:59:48	8611						▶ ⬇ 📄
2015-10-15 12:54:06	2015-10-15 12:54:18	8611						▶ ⬇ 📄
2015-10-15 12:53:57	2015-10-15 12:54:18	8611						▶ ⬇ 📄
2015-10-15 11:55:10	2015-10-15 11:55:23	8611						▶ ⬇ 📄
2015-10-15 11:53:13	2015-10-15 11:53:32	8611						▶ ⬇ 📄
2015-10-15 11:49:46	2015-10-15 11:50:14	8611						▶ ⬇ 📄
2015-10-15 11:49:23	2015-10-15 11:50:14	8611	Aastra 6869i	↔	8612			▶ ⬇ 📄
2015-10-15 11:47:53	2015-10-15 11:47:58	8611	Aastra 6869i	→	8536			▶ ⬇ 📄

Play recorded conversation

8611 (Aastra 6869i) ↔ 8612

0:01

TECHNICAL DATA

File format of voice recordings

MP3

VoIP codecs supported

G711a and G711u

Capacity

Simultaneous recording on up to 100 channels.
The number of extensions that can be recorded depends on the user license.

SYSTEM REQUIREMENTS

PBX

Aastra TSW SP08 (formerly known as Ericsson MX-ONE TSW or md110 „BC13”)

CTI interface

TSW ApplicationLink 8.0 (CSTA)

Server (PC) minimum hardware requirements

2.4 GHz processor/core
250 GB storage capacity
minimum 4 GB RAM

Operating system

Window 7, 8, 8.1, Windows 2008 and 2012 Server

Supported phones

Mitel / Aastra / Ericsson Dialog 4420 02, 4422 02, 4425 02
Aastra 7433ip, 7434ip, 7444ip, 7446(5446)ip



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