



CISCO ACTIVE IP RECORDING SOLUTIONS

CYBERTECH RECORDING SOLUTIONS

CyberTech Recording Solutions are the industry's first open and secure recording solutions; designed using industry standards. This industry leading technology is being used by the worlds leading financial institutions, governmental and public safety organizations and contacts centers. By leveraging commercial off the shelf hardware and customer provided network storage devices, this future-proofed solution for the capture, storage, retrieval and playback of voice, radio and data communications provides unsurpassed functionality and reduces a firms total cost of ownership.

This flexible, multi-media product delivers high quality recordings for traditional or VoIP telephony, data and desktop screen for all applications including verification and compliance, dispute resolution, training and quality monitoring.

CERTIFIED IP RECORDING METHODS

CyberTech offers several Cisco VoIP recording methods. Each method is highly reliable, easy to install and economical in use. Each solution uniquely enables organisations to achieve the highest levels of flexibility, quality assurance and liability protection while supporting existing hardware and infrastructure. All Cisco IP recording methods from CyberTech are tested and certified by Cisco.



ACTIVE IP RECORDING BENEFITS

Using Active IP recording from CyberTech has the following benefits:

- Recording of calls is not depending on the SPAN ports of the network switches and independent on IP/MAC addresses.
- Call details such as Call ID, Called Party, Calling Party, Conference Party's are available as search criteria.
- Individual selection of Cisco IP phones that setups the duplicated audio stream sessions to the Recording System.
- Encrypted calls can be recorded (Encryption from Cisco is available from Call Manager version 8.0)
- Supports call details such as Call ID, Called Party, Calling Party, Conference Party's.
- Cisco Active IP recording is an efficient, proven and certified by Cisco method for IP recording, already deployed at many enterprises of any size.





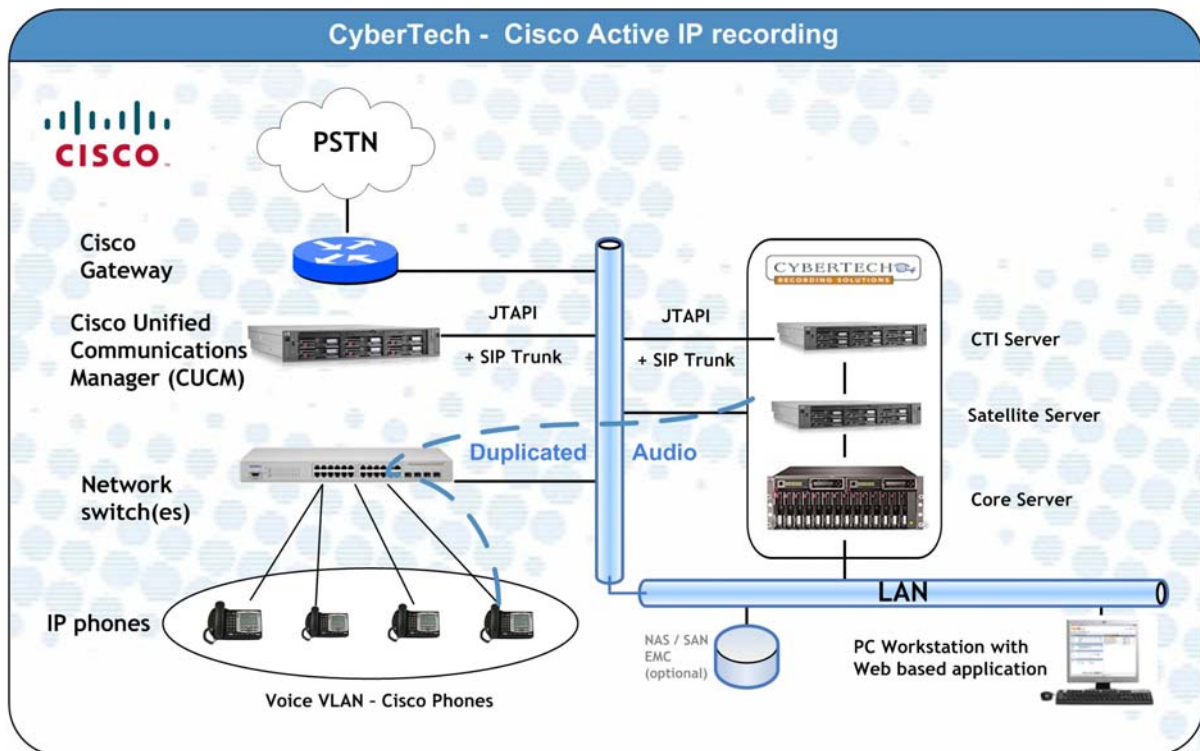
ACTIVE IP RECORDING FEATURES

Using Active IP recording has the following features:

- Calls to be recorded are duplicated from the extension and streamed via a SIP trunk actively terminated at the recording system
- Call details are read from the Cisco JTAPI interface (the CTI connection).
- The duplicated audio stream sessions are initiated by the Cisco Phone.
- Encrypted calls can be recorded (Encryption from Cisco is available from Call Manager version 8.0)
- Supports call details such as Call ID, Called Party, Calling Party, Conference Party's.

Active IP recording for Cisco can be used in combination with Cisco Call Manager version 6.x or higher. In order to use the Dual Media Streaming facility of the Cisco IP phone, these phones must be 3rd generation IP phones (type 79X1). Cisco soft phones do not support Dual Media Streaming and can therefore not be recorded. A dedicated SIP trunk on the Cisco Call Manager (CCM) or Cisco Unified Communications Manager (CUCM) must be configured to send the audio to the recording system.

Please consult CyberTech or a CyberTech Partner for more information on the Cisco Active IP recording solutions.



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