

Desktop Analogue

Recall every conversation using the power of your PC >

XtR Professional Universal Adapter 2.0 is the perfect entry level hardware for desktop recording applications. Although it's our basic hardware model, it has many sophisticated features not available on other recorders.

Unique features include:

- A full USB Plug 'n' Play recorder that does not tie up the sound card on your PC
- Easy setup wizard for simple installation
- Comes complete with sophisticated XtR desktop software and all necessary leads
- Incorporates line current detect for reliable start/stop of call recording
- Detects Caller Line Identity (CLI) when used directly on an analogue line
- Detects DTMF digits for dialed detection
- Two flexible inputs for separate local/remote level adjustments
- Built-in microphone for room/memo recording
- Handset (curly cord) and line mode connection
- Wide gain and boost settings to accommodate any telephone
- Parallel extension recording to record all calls on any phone.

The Universal Adapter 2.0 can connect directly onto any analogue telephone line (including cordless telephones) making a recording log of incoming callers (with caller ID if enabled) and outgoing dialled calls. Our unique line and handset (curly cord) connectivity allows both caller ID, digits dialed and accurate start/stop from the telephone line as well as a balanced signal mix (local and remote end) from the handset connection. Universal Adapter 2.0 can also connect to any IP, digital or analogue business telephone at the handset curly cord (although we would recommend our Desktop Digital 01 for compatible PBX's).

Complete with XtR Desktop software, and installed in minutes, the Universal Adapter 2.0 delivers the best analogue desktop connectivity and recording on the market.

Because talk isn't cheap...

There are many valuable reasons why companies record telephone conversations:

- **Customer service quality monitoring** - recording calls ensures best practice.
- **Transaction recording** - record critical information to ensure accuracy of transactions.
- **Compliance monitoring** - ensure industry regulations are met.
- **Security alerts** - record bomb/violence threats and verbal abuse.

Flexible set-up for multiple applications

Set-up options include:

- Record all calls or manually select which to record
- Use compression to save disc space
- Save calls locally or on a network server for centralized monitoring and playback.



Great Record Features:

View local and distant end digital signal levels

Highlight important calls

Add comments during conversation

Caller ID and dialled digits detected automatically

Date, time stamp and duration of every call is noted

Stop/Start/Pause Control

Output to PC speaker for monitoring

Snapshot feature allows playback during recording

Some application ideas:

- **Message Taking** - use Xtension Recorder to record a message instead of writing it down. Email the message to the recipient. It's like a mini Unified Messaging system.
- **Customer Service Desks** - Xtension Recorder is a great training tool. Move it around to different agents to monitor activity from time to time.
- **Operator Positions** - monitor how those important callers are being answered and transferred.
- **Call Centers** - install Xtension Recorder at each desk and record to a central server location for supervisor listening.
- **Conference Calls** - record those important discussions and decisions.
- **Dictation** - Xtension Recorder allows you to dictate directly into your phone and email the recording to an assistant.

Complete Playback Control:

Stop/Start/Pause Control

Highlight important calls

List calls by Caller ID, date and call duration

Search by Caller ID, digits dialed or comment

Email or Export Recordings (to wav. file)

View the full call graphically

Drag the cursor to play/replay any section

Slide control for rapid location of key parts of calls

Delete calls

Add/view/edit comments about the call content

Almost every company has a Call Record application that can deliver substantial business benefits. What's yours?

Contact us

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