



Desktop Analog

Recall every conversation using the power of your PC

The UA-1 Professional Universal Adapter 3.0 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.

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

Flexible set-up for multiple applications

Set-up options include:

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

The Universal Adapter 3.0 can connect directly onto any analog telephone line making a recording log of incoming callers (with caller ID if enabled) and outgoing dialed calls. The Universal Adapter 3.0 can also connect to any IP, digital or analog business telephone at the handset curly cord.

Complete with XtR Desktop software, and installed in minutes, the Universal Adapter 3.0 delivers the best analog desktop connectivity and recording on the market.

Because talk isn't cheap...



The **leader** in cost-effective **true digital call recording**

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Recording Features:

View local and distant end digital signal levels

Caller ID and dialed digits detected automatically

Date, time stamp and duration of every call is noted

Output to PC speaker for monitoring

Snapshot feature allows playback during recording

Stop/Start/Pause Control

Highlight important calls

Add comments during conversation

Recorder

3:29 PM 12/15/2011 00:00:24 Caller ID: 9493137832

Notes

Predefined comments:

- Product Interest
- Verbal Quote
- Very Interested
- ** Sale **
- Callback Again
- Follow Up
- Great Sales Technique
- Product Demo Call
- Webinar

Xtension RECORDER

Record every conversation using the power of your PC

Close

Some application ideas:

- **Message Taking** - use Xtension Recorder Desktop Software 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** - Using the included Room Recorder feature, Xtension Recorder allows you to dictate directly into your PC microphone and email the recording to an assistant.

Contact us

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Complete Playback Control:

Email or Export Recordings (to wav. file)

View the full call graphically

Stop/Start/Pause Control

List calls by Caller ID, date and call duration

Search by Caller ID, digits dialed or comment

Highlight important calls

Add/view/edit comments about the call content

Click to any part of conversation to play/replay any section

Delete calls

Highlight important parts of the Call Using Bookmark Feature

Call Center

Call ID	Caller ID	Date & Time	Duration	Phone	Comment
9493137832	9493137832	12/15/2011 3:29 PM	00:00:24	9493137832	Product Interest
9493137832	9493137832	12/15/2011 3:29 PM	00:00:24	9493137832	Verbal Quote
9493137832	9493137832	12/15/2011 3:29 PM	00:00:24	9493137832	Very Interested
9493137832	9493137832	12/15/2011 3:29 PM	00:00:24	9493137832	** Sale **
9493137832	9493137832	12/15/2011 3:29 PM	00:00:24	9493137832	Callback Again
9493137832	9493137832	12/15/2011 3:29 PM	00:00:24	9493137832	Follow Up
9493137832	9493137832	12/15/2011 3:29 PM	00:00:24	9493137832	Great Sales Technique
9493137832	9493137832	12/15/2011 3:29 PM	00:00:24	9493137832	Product Demo Call
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