Retell Extension +

Extension Side Call Recording

The Retell Extension+ Call Recorder is a turnkey scalable call recording solution for VoIP communication and digital extensions (TDM). Developed around the concept that all functionality should be built in, the Extension+ offers everything you can expect from a professional yet affordable recording solution.

Users and Administrators access the recorder through the web browser. Playback of recordings is done in standard media players. Key features like Search calls (by Name, Number or ID), E-mailing calls and Screen recording are easily controlled. The built-in Statistics functions give a quick insight in the telephone traffic.

The use of existing standard applications guarantees a short implementation time. The Extension+ will quickly prove to be a valuable tool in your organisation, with a high Return On Investment at an affordable price

Great features as standard

- Screen recording
- Recording on demand
- Multi level access
- Effective call search functionality
- Call Statistics
- Agent Evaluation
- Stop/Start for PCI Compliance

Product Features

- Multi level access; supervisors, groups and users
- Free seating
- Screen recording
- Store on demand (audio & screen)
- Call commenting
- Statistics for analysis in graph or .csv
- Quick and easy search interface
- User assignable search restrictions
- Fingerprinting MD5, SHA-1
- Encryption (HTTPS)
- Automatic backup to NAS
- Raid 1 or Raid 5 option
- Automatic system check
- Records calls from SIP extensions or trunks or from other VoIP extensions and records from a variety of digital extensions

Technical Specifications

General

- Ambient temperature: 0 - 40°C
- Size (H/W/D): 177 / 483 / 510 mm (19", 4U case)
- Weight: 15 kg
- Power: 90 – 264V / 47~63 Hz
- Power consumption 70W

Hardware

- CPU: Intel Pentium E6500 / 2Core / FSB1066 / 2Mb cache
- RAM: 4GB/ 800MHz
- PSU: 300W
- Optional: redundant power supply

Hard Disks

- 500GB or 1TB, SATA, 3,5"
- RAID: 0, optional RAID 1 or 5 with 2,3 or 4 disks
- HDD archiving 75.000 hours up to 450.000 hours

DVD R/W

- 1 x 22 speed

Channel / license availability

- VoIP licenses per 5, up to 150
- TDM licenses per 8, up to 96