ReDAT

ReDAT Recorder

Recording system for IP telephony, classic telephony, PC screens and data communication

Digital recording system intended for recording, archiving, viewing and playback of audio records from various communication technologies (VoIP, analog, digital), PC screens and data communication. The device also supports recording of the general data, which contain the additional information of audio records (e.g. CTI data, events and others).

RETIA

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KEY FEATURES

— reliable recording of the voice communication
— fully automatic
— unmanned operation for the continuous recording mode 24/7/365
— simultaneous recording on many channels with the different configurations
— securely saved data
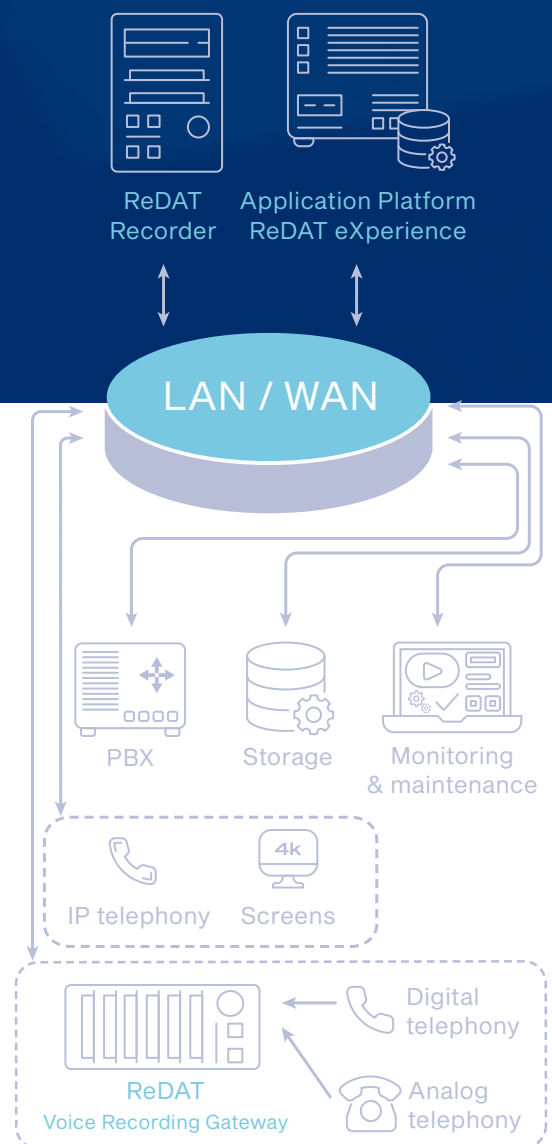— system diagnostics support

ADVANCED FUNCTIONS

— elaborated system of the data saving and archiving
— intuitive web environment
— well-arranged list of records for the simple and quick searching, filtering and sorting
— export and sending of records via e-mail
— advanced playback of records
— live monitoring/listening of calls
— CTI integration with the commercially available telecommunication technologies
— user record is controlled directly from the IP phones
— modular architecture - possibility of the system extension with the Quality Management modules (evaluation, coaching, reporting and voice analyses)
— documented XML API interface

MINIMAL HW AND SW REQUIREMENTS ON THE SERVER

— CPU min. 2 GHz
— RAM min. 2 GB
— HDD 80 GB
— LAN 10/100/1000 Ethernet
— sound card (playback and listening of records)
— OS Windows: Win7, Win8, Windows Server 2008, Windows Server 2012
— audio player (compatible with the respective OS)

SYSTEM SPECIFICATIONS

— SW solution, independent on HW, supplied together with the ReDAT eXperience application platform
— data are stored on a hard disk of a large capacity
— redundant solution support
— integration into the LAN / WAN networks
— records are realized by using the standard Ethernet interface (10 Mbit, 100 Mbit, 1 Gbit), or via interface cards or external boxes (DVI, DP, KMM, MIC-4CH)
— option to configure the thousands of speech channels and to record the hundreds of simultaneously recorded phone calls
— switching records: continuous recording, manual control, by signalling, RTP detection, by the CTI integration, by special protocol (ED-137, SIPREC)
— supported codecs: G.711, G.723, G.729, G.722, iLBC
— supported formats of records: WAV and proprietary RAW format
— supported protocols: SIP, RTSP, RTP, H.323, MGCP, ED-137, SIPREC and proprietary protocols
— support of the time synchronization NTP, GPS and DCF
— SNMP diagnostics

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Application Platform ReDAT eXperience

LAN / WAN

PBX

Storage

Monitoring & maintenance

IP telephony

Screens

ReDAT Voice Recording Gateway

Digital telephony

Analog telephony

ACTIVE RECORDING METHOD

The communication system (PBX) initiates the connection of the voice and the recording system to realize recording (the data are sent directly to the recorder).

This method is used for recording of:
— IP telephony, VCS/GRS, dispatching terminals
— PC screens (intrusive/non-intrusive methods)
— radar/surveillance data (ASTERIX) and flight data (multicast/unicast)
— data-link and HID

Supported technologies: Cisco, Unify, TTC, Alcatel-Lucent, DCom, RTSP, Avaya, Mitel, Genesys SIP, etc.

PASSIVE RECORDING METHOD

Data intended for recording are directed to the recording device by the mirroring function that is based on the active elements of LAN. The SPAN port, RSPAN and Switch TAP are supported.

This method is used for recording of:
— IP telephony, VCS/GRS

Supported technologies: Cisco, Unify, Alcatel-Lucent, Mitel, Genesys, Avaya, Ericsson, Nortel, Kapsch, Matra, Dcom, etc.

ReDAT Recording Systems, a business division of RETIA, a.s., which provides a sophisticated system for recording voice, screen and other relevant data. The system automatically analyzes the data to make it available to system users in a clear and structured way.

RETIA, a.s. is a Czech company based in Pardubice, founded in 1993. It develops, manufactures and modernizes radars, command and control systems, UWB localization and communication systems and ReDAT Recording Systems.

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