



MERCOM RECORDING FOR 9-1-1 and EMS

AUDIOLOG "The Optimum Mission-Critical Recorder"

Audiolog has a proven track record of reliability and performance at over 1000 satisfied mission-critical installations.

Mercom's reputation is based on many years of system deployment, total commitment to recording, and a strong understanding of PSAP needs.

The *Mercom Difference* means greater attention to detail, a commitment to flexible connectivity, greater channel capacity, pre-engineered integrations, highest reliability, and outstanding service by certified Mercom resellers.



INTEGRATION COMMITMENT

- Specialized interfaces for ANI/ALI capture & search
- Integrates with trunked radio, PBX, ACD, CTI, turrets

INTERFACE FLEXIBILITY

- Analog (telephones, lines, radio, microphones)
- Digital Sets: Avaya® Nortel® Siemens® NEC® others
- Digital Centrex: AT&T/Lucent® and Nortel®
- T1 and ISDN-PRI trunks

CALL TAKER EVALUATION

- Evaluate call-handling skills with **Interaction Quality**
- Cost-effective Call Taker evaluation and reporting
- Uses state-of-the-art Active Server Pages

EXTENSIVE SEARCH PARAMETERS

- ANI / ALI Data, Call Taker ID and Name
- Radio channel, Talk Group, Radio ID, more
- DNIS, CLID, Caller data, and Call tags entered

STORAGE FLEXIBILITY

- Hot-Swap 80GB Hard Drive(s) for 11000+ Hours
- 9.4GB DVD-RAM or 12GB DDS3 Archiving
- RAID5, NAS, and Central Archiving options

OPEN ARCHITECTURE

- Microsoft® Windows 2000 and SQL Server 2000
- Non-proprietary PC platform, off-the-shelf cards
- Modular architecture for fast and simple upgrades

RESILIENT PERFORMANCE

- Hot-Swappable Power Supplies (Max-Pro and Ultra-Pro)
- Mirrored 80GB Hard Drives (RAID-0)
- Remote Diagnostics, Dial-Out Alarms Option

Time	CallerNumber	CallerName	CalleeNo.	TalkGrp	CallType	Duration
1:07:44 PM	1-803	CONNS803	2-7	2-7	-G--P---	00:00:05
1:04:00 PM	1-501	FIREMAN2	2-4	2-4	-G--P---	00:00:03
12:25:23 PM	1-801	CONNS801	2-10	2-10	-G--P---	00:00:01
12:09:43 PM	1-400	PATL_01	2-10	2-10	-G--P---	00:00:02
2-17 (1-A NPS)			2-10	2-10	-G--P---	00:00:05
2-568 (E - OPEN)						
2-570 (TAC 1)						

Search, playback, monitor and manage via LAN/WAN

- Live Monitoring client software
- Instant Recall client software
- Multi-Channel Player w/Talking Time & Date
- Audiolog Management Console
- Drag & Drop, and email recordings
- Customizable password-protected user accounts
- Time synchronization

Audiolog PRO

4 to 48 analog channels
8 to 48 digital set channels
24 to 48 T1/PRI channels

Audiolog MAX-PRO

4 to 96 analog channels
8 to 120 digital set channels
24 to 144 T1/PRI channels

Audiolog ULTRA-PRO

4 to 192 analog channels
8 to 240 digital set channels
24 to 240 T1/PRI channels

Mercom TLR

24 to 96 Trunked channels

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