



MIRRA SERIES 2

VOICE RECORDING

Communications like the internet may be growing fast – but so too is voice.

The fact is, we're doing more business and giving more professional advice over the phone than ever before.

There's just one problem.

Where written and on-screen communications are inherently semi-permanent, a telephone conversation exists for a moment in time, and is then gone – forever.

For hundreds of thousands of public service, business and professional people, verifying who said what to whom, and when they said it, can make all the difference in the world.

Many large organisations already know this. For them, although specialist voice recording equipment to track telephone calls is often a legal or regulatory requirement, its application is realised to stretch far beyond compliance.

But what about the small to medium size organisation?

Now small to medium size organisations in fields as diverse as engineering to accountancy, public services to medical practices, call

centres to high street banks, are seeing that life can be simpler and more effective if they have an impartial and utterly reliable witness to every important telephone call.

As technology has shrunk the cost of voice recording, organisations with as few as one or two telephone lines are discovering that it can be both a powerful tool for staff training – and a valuable form of insurance or backup when things don't go according to plan.

The unflinching honesty of a voice recording system makes it easy to:

- Play back live calls to personnel, spotting improvement opportunities
- Keep on-going records for staff evaluation
- Track workflow/process efficiency
- Improve customer service

But if specialised voice recording can be a strong positive force for organisational advantage, it can also prove a valuable ally when things go wrong:

- Resolving disputes over accuracy of verbal advice or instructions
- Clarifying hurried or garbled messages
- Mediating when customers or staff complain
- Trapping nuisance or abusive callers
- Reduce exposure to liability

There's no doubt about it. Voice recording is now as relevant to the small to medium size organisation as it once was only to the largest of users.



call centres

How does voice recording work?

Most organisations are already familiar with voice recording in the form of telephone answering or voicemail machines. Specialist voice recording systems, while they do a lot more, can be just as easy to operate.

Whereas answering machines record limited incoming messages on a single line or channel, voice recording keeps a record of both sides of many live conversations at the same time, stamping each with a unique identification code.

Rather than use special tape cassettes as the recording and storage medium, voice recorders are moving to much more robust, readily available optical disks allowing unparalleled recorded voice quality.

A single day's telephone activity in a moderately busy office can generate many hours of recorded information.

A single disk can hold up to 2,400 hours of speech and be re-used up to 1,000 times or kept in an archive.

When it comes to playing back, swiftly accessing individual conversations is easy. Advanced voice recorders work like any other shared PC peripheral. Users simply click their computer mouse on the conversation or series of conversations they want.

Playback, as many times as is required, is virtually instantaneous. Searches can be made according to a wide range of parameters including calling number, dialled number and duration of calls.

Whose Recording system to choose?

At Thales Contact Solutions, we'd like you to choose us.

That's because we have Mirra Series 2 - probably the world's most advanced recorder for small to medium size organisations. At a highly competitive price, it provides all the features and benefits of a sophisticated and expensive recording system.

Mirra Series 2 is optimised for organisations wishing to record only a few channels whether radio, telephone, fax or any other audio input. Its optical media provides the following business benefits:

■ *Fast access yet secure storage*

The use of rewritable low cost optical media to store messages provides you with fast access to any recording. Mirra Series 2 single or dual deck options means that up to 2,400 channel hours of recording are available.

In a typical application, recording 8 lines for a 10 hour day, this represents 6-7 months of recording before the media has to be replaced, thus saving time and money on archive management.

Flexible recording options allow the system to be configured for parallel recording to provide identical copies, autcycle mode for continuous unattended recording and sequential mode for back-up and long term on-line access.



wholesale trading

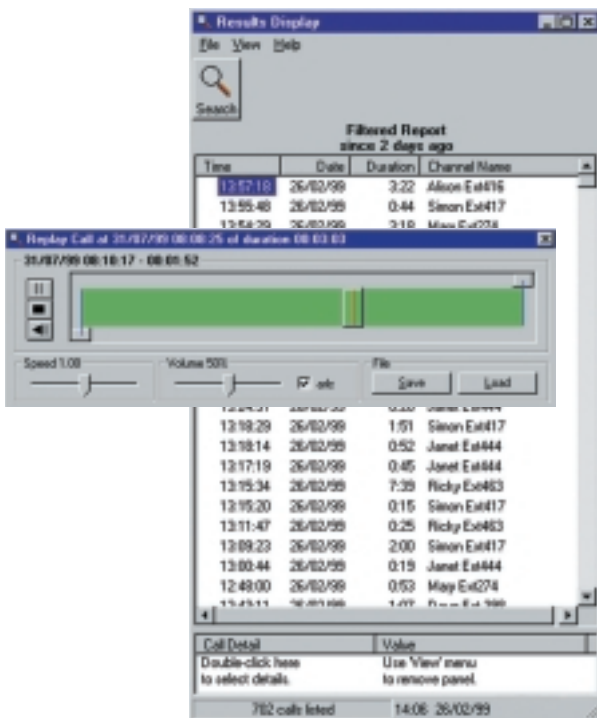
■ *Simple and protected*

With the exception of optical disk change, all control of Mirra Series 2 takes place within the PC environment.

With the minimum of training, users and systems managers can access recordings quickly and easily. Access levels can be restricted for users for security reasons or operational needs.

■ *Uncomplicated Replay*

To replay a call, an authorised user can simply enter the channel name, date or time and the call will be delivered virtually instantaneously to the desktop either over the LAN, RS232 link or via the telephone network if necessary. In addition, other search parameters such as CLI, dialled out number or call duration can be used to narrow down the search.



By using the latest speech compression techniques, Mirra Series 2 also has outstanding recording speech quality that provides unrivalled clarity when recovering a call for replay.

public safety



■ *Resilience and reliability*

Mirra Series 2 uses a real-time operating system that allows it to provide the sophisticated features needed in the market today with a unique but simple architecture.

This same approach also allows for a simple power up/down routine that avoids special shutdown procedures. In fact, once power is applied the system is on-line and running within 15 seconds!

In mission critical applications requiring a high level of redundancy, two systems can be configured in a full master/slave mode to provide 100% redundancy.

Comprehensive system and fault alarms are available from the system to monitor performance and to notify users of fault conditions.

■ *Connectivity*

In addition to analogue connections, Mirra Series 2 can connect directly to proprietary digital lines from many of the most popular PBXs.

These include:

Nortel • Alcatel • Ericsson • Aspect
Avaya • Siemens • NEC • Bosch

To find out more on how Mirra Series 2 can work for you visit:

www.thales-cs.com

■ **RECORDING INPUTS**

Inputs: 4 to 32 channels
Analogue: With warn tone option
Digital: Proprietary Digital Extension Taps.
Refer to Thales Contact Solutions for an up-to-date list.
Digital: PCM30, ISDN Basic rate, ISDN Primary rate E1

■ **STORAGE**

Archive: Single or Dual DVD RAM Optical disks
Archive Capacity: Greater than 1,200ch hrs per side of disk
Media life: >1,000 over-recordings per disk
Instant Access: Up to 2,400-channel hours (Dual drive sequential mode)
Buffer (no media): 320 ch minutes
Compression: 8-kbit/sec (G729 annex A)

■ **OUTPUTS**

Line outputs (four off): 1 V rms @ 800 Hz, Output Impedance 600 ohm

PC Specification (ideal)

P233 (or better)
2 speed CD-ROM or better
32 MB RAM or greater
Sound Card and speakers (LAN replay)
SVGA monitor
10 MB free hard disk space
Windows 95/98, NT 4.0, Win 2000
Network card - Ethernet TCP/IP, 10base T (LAN control and replay)
1 free RS232 port

■ **ENVIRONMENTAL**

Temperature:
Operating: +5°C to +40°C
Storage: -20°C to +60°C
Humidity:
Operating: 20% to 80% relative humidity
Storage: 5% to 80% relative humidity

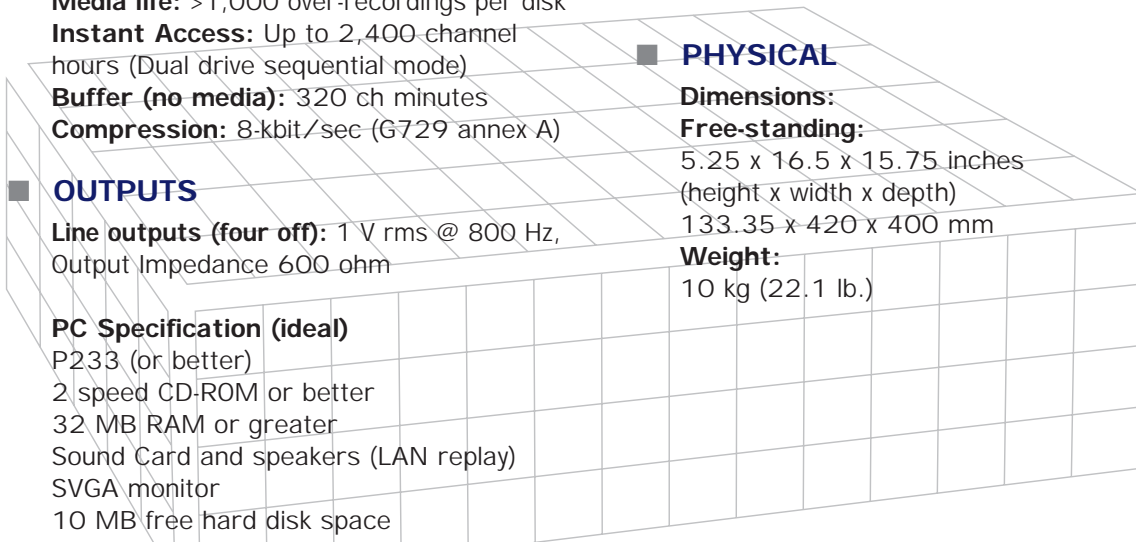
■ **ELECTRICAL**

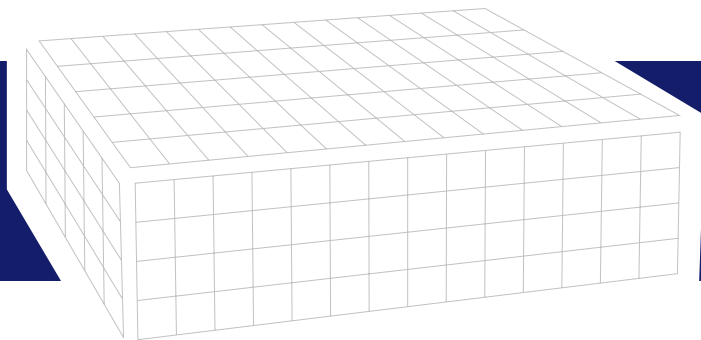
Mains Supply:
Voltage Range: 100 to 240 V
Power consumption: Typically less than 40 W in normal operation

■ **PHYSICAL**

Dimensions:
Free-standing:
5.25 x 16.5 x 15.75 inches
(height x width x depth)
133.35 x 420 x 400 mm

Weight:
10 kg (22.1 lb.)





THALES

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The Thales policy is one of continuous development and consequently the equipment may vary in detail from the description and specification in this publication.

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