



WORDNET SERIES 2 DIGITAL COMMUNICATIONS RECORDER

Reduce liability
Resolve disputes
Maintain audit trails
Train personnel
Comply with legislation

Understand your business...

Engineered for non-stop, mission-critical operation, Wordnet Series 2 sets new benchmarks for functionality, reliability, connectivity and ease of use. Its innovative and flexible system architecture is designed from the ground up as a truly adaptable platform, ready for emerging standards.

Wordnet Series 2 delivers as standard:

- up to 128 channels/recorder
- simultaneous record/replay
- high resilience
- built-in redundancy for high reliability
- telephony, radio, fax and data recording
- full LAN/WAN connectivity
- local (front panel) and remote control/replay
- unlimited system selectability

But it's what Wordnet Series 2 offers over and above the basics that makes it stand out from the rest.

- Unprecedented new levels of on-line storage with 20,000 hours per unit on DDS3 media.
- Unsurpassed recording quality thanks to direct digital interfacing with the broadest range of switches, PBXs, ACDs and dealer boards.
- Powerful search and replay facilities capturing the widest possible set of signalling and allied data, tagging it to voice messages.
- LAN, WAN and PSTN networks to deliver the power of remote replay, remote management and remote alarms - based on industry standards such as SNMP and SNMP.
- Simple, powerful control using a variety of methods from a graphical front panel display, Wordnet workstation, or a range of applications to suit your business needs.

air traffic control



Leveraging Wordnet Series 2 unique strengths, our new family of innovative software applications can drive increased competence, productivity, customer care or public safety - while, at the same time, integrating recording more closely with established organisational processes.

Whatever the industry, whatever the application, whatever the recording challenge - Wordnet Series 2 is equipped with all the functionality, resilience and connectivity that your business needs.

Search And Replay

When it comes to professional voice logging, recording is only half the equation. The real test of any system is in its search and replay capabilities.

Wordnet Series 2 excels in two ways: first as an entirely stand-alone device controlled via the front panel; and second as part of a networked, distributed system with search/replay sessions run from the desktop PC.

Depending upon the chosen configuration and the capability of the switch, search criteria can include:

- date/time
- channel number
- channel ID
- called number
- calling number
- user flags
- message duration
- ring time
- transaction number
- call type
- user ID
- additional user definable codes

Full free seating capability is supported.

call centres



Connectivity

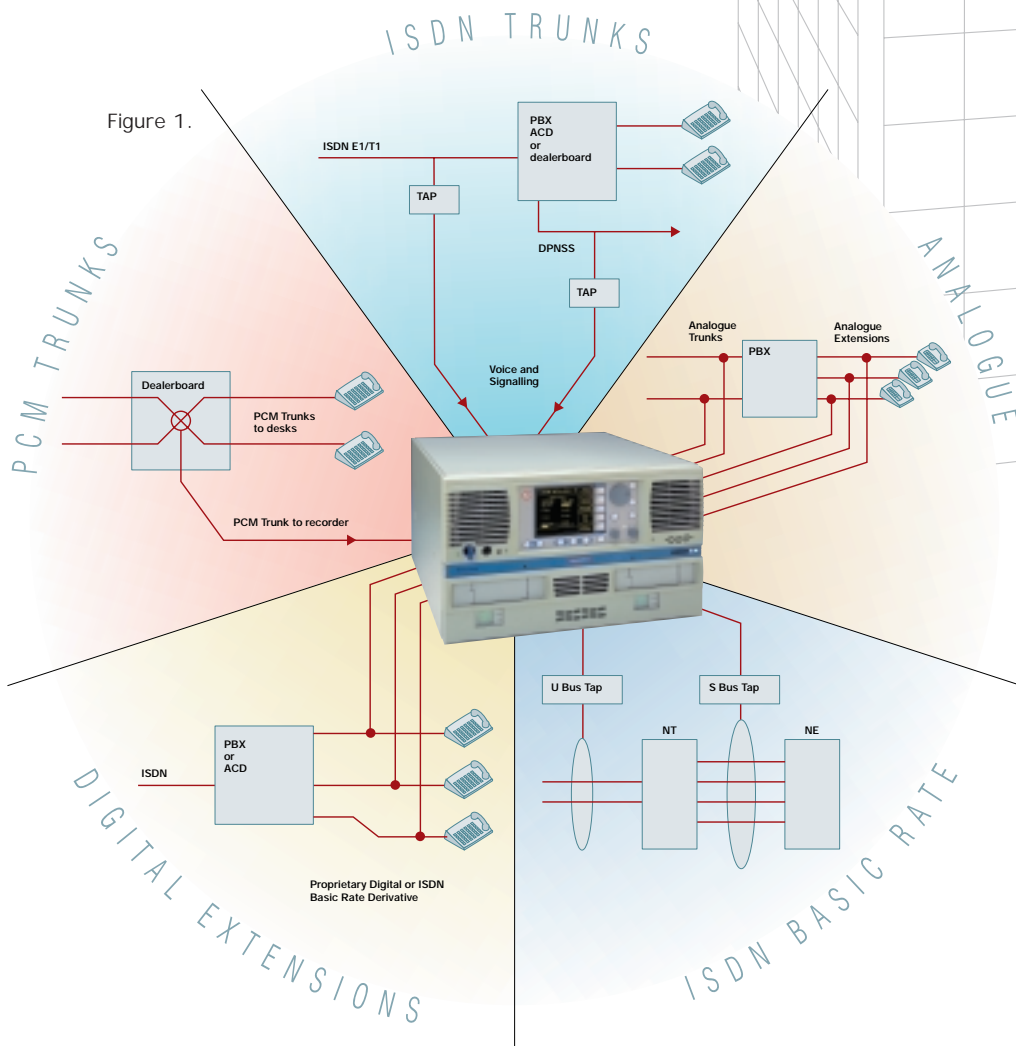
Within any telecommunications system, the recorder must be a seamless and invisible component. To meet this requirement, Thales has designed a comprehensive range of input modules for Wordnet Series 2, allowing it to be directly connected to any of the common telecommunications protocols, such as Basic rate ISDN, Primary rate ISDN E1, T1 and PCM 30 (see figure 1). Each unit can be configured with a combination of these modules, up to a maximum of 128 recording channels per recorder.

Wordnet Series 2 also has a range of proprietary interfaces. Current solutions are available for switches made by Nortel, Ericsson, Avaya, BT Syntegra, IPC, Siemens, Alcatel, Aspect, Bosch, Mitel and many others.

Wordnet Series 2 in Call Centres

Call centres have revolutionised the way businesses interact with their customers. Call centre managers now know that recording can be a strategic tool in the quest for greater efficiency, quality, profitability and in enhancing the entire customer experience.

Integrating seamlessly with the digital trunk, ISDN and LAN-based architectures at the heart of today's call centres, Wordnet Series 2 works with IVR, CTI, ACD, PBX and customer database servers to become an integral part of the IT installation.



Already compatible with systems from leading call centre vendors like Ericsson, Aspect, Mitel, Nortel, Lucent, BT Syntegra and Siemens, Wordnet Series 2 works equally well with industry standard protocols and many proprietary protocols.

But the real intelligence of Wordnet Series 2 lies in the growing family of innovative software applications that support it – Agent Quality Management (AQM) and Customer Transaction Management (CTM). These turn Wordnet Series 2 into a powerful training and productivity tool, helping bring new levels of excellence and empowerment into the call centre industry.

Wordnet Series 2 in Wholesale Trading

Wordnet is already established as the first choice for recording in some of the world's busiest financial centres. Exchanges, banks, dealing rooms, investment houses and many more - wherever the spoken word means money, Thales Contact Solutions' systems provide an essential record for compliance, regulatory and insurance purposes.

Wordnet Series 2's versatility in connecting to third-party dealer and telecommunications systems in the world of wholesale trading interfaces, at the native digital level, without the need for cumbersome protocol or D/A and A/D conversions.

The end result is the cleanest, clearest and most faithful record of every single verbal transaction - along with all the vital associated data that can help locate messages hours, days or months later.

With increased channel density, Wordnet Series 2 further reduces demands on office real estate cutting the cost of ownership. There's also greater simultaneous replay with up to 16 channels of playback per unit.

wholesale trading



As well as providing distributed replay facilities - over the LAN or via internal/external telephone networks, the Wordnet Series 2 workstation puts control at the fingertips of compliance and security staff. It provides full control of a complete suite of Wordnet Series 2 recorders from a single, intelligent LAN-attached terminal.

Wordnet Series 2 also supports initiatives like hot desking, call tagging and selective recording, as well as providing secure archives on magnetic tape and optical disk.

Furthermore, Wordnet Series 2 supports the Replay to Turret application using the Syntegra ITS Turret, providing a solution to instant replay from the desktop within the trading environment.

Wordnet Series 2 in Public Safety

When lives are on the line there's no room for compromise in voice and data recording - whether it's at a remote emergency out-station, or at a massive nationwide response centre.

Wordnet Series 2 - which starts at just eight channels and scales up to a system with many thousands of channels - is the ideal solution. For the first time safety authorities can standardise on a single recording platform for all their needs, whether it's a single stand-alone machine or a fully managed and networked headquarters system.

In response to the unique needs of emergency services control rooms, Wordnet Series 2 brings a new desktop console facility, allowing operators, or other key personnel, instant access to the last message received at the touch of a single button.

In addition, incident number tagging for recordings and full remote access of the Wordnet Series 2 further quickens response to emergencies.

With high reliability and fault tolerance built-in as standard, Wordnet Series 2 is ideal for safety-critical installations. To ensure nothing is left to chance, Wordnet Series 2 backs up its inherent resilience with hot standby features delivering the absolute confidence that vital communications traffic is not missed.

Supporting moves by the ATC industry towards fully integrated traffic management, Wordnet Series 2 connects directly with the broadest range of switch and console systems, including those from Denro, Frequentis and Garex.

public safety



This key integration capability also extends to other airport and control centre systems - like ground radio or radar - so adding vital extra information to recordings and aiding subsequent reconstruction or incident analysis.

For large scale national air traffic control centres, Wordnet Series 2 supports distributed search, retrieval and replay over local area networks, letting authorised staff access recordings from any position. Coupled to this are powerful database capabilities that link audio traffic to computer generated and other events, enabling fast and accurate real-time message location.

In addition, Wordnet Series 2's ease of use, exemplary audio quality, high level of automation and assured continuity of service all make a significant contribution to reduced controller workload.

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

www.thales-cs.com

■ RECORDING INPUTS

Analogue: 8 to 128 (Telephony and Radio)
Digital Extension Taps: 8 to 128 channels.
Refer to Thales Contact Solutions for an up-to-date list.
ISDN Basic Rate: 8 to 128 channels
ISDN Primary Rate E1: 30 to 120 channels
ISDN PRI: 23 to 92 channels
T1 (DS1): 24 to 96 channels
PCM30: 16 to 120 channels
PCM32: 16 to 128 channels
Data: RS232/422
Fax - Fax Decoding

■ ARCHIVES

DAT DDS3: 1,980 channel hours per tape.
3,860 hours storage with dual deck
DDS3 Autochanger (built-in):
Each autochanger magazine holds up to 5 DDS3 tapes and a cleaning cassette
19,800 ch hours storage with dual autochangers

■ DVD - 4.7GB

Double sided optical media providing up to 9.4GB recording (1,560 channel hours)

■ INSTANT ACCESS

Storage capacity: 9GB (1,200 hrs) or 18GB (2,500 hrs)
Dual, single or mirrored drive options

■ CONTROL SCREENS

Electro-luminescent screen display offering full function control

■ LOCAL AREA NETWORK

Ethernet, TCP/IP or Token Ring

■ REPLAY OPTIONS

SARA
Auto Answer
Wordnet Workstation
Remote Audio Unit
Investigator
Replay to Turret
Call Confirm
Agent Assessment
Front Panel
Desk Top Consoles
PC Reproducer - supports offline media replay (DDS and DVD)

■ ANALOGUE INPUTS

The analogue inputs may be connected to a telephone line or any communications device meeting the input level requirements.

Bandwidth: 300 Hz to 3.4 kHz

Sensitivity: -35 to +6 dBV or -20 to +15 dBV selectable per channel

Input impedance: > 50 kohms over the range 300 Hz to 3.4 kHz, 600 ohms optional

Isolation: > 1.5 kv rms AC, 50 Hz common mode

■ POWER

AC only PSU: 115/230 V nominal,
50 to 60 Hz,
150 W AC/DC PSU
Dual Hot Swappable PSU

■ RECORD ENABLE

Ring detect; off-hook detect; continuous record; line activities detection; DTMF; CLID; fax; switch event (optional CTI input)

■ PHYSICAL

Stand-alone desktop or rack-mounted (6U of rack height)

Dimensions: 267mm x 470mm x 450mm (height x width x depth)

Weight: 32 kg (fully populated with 128 ch and dual autochangers)

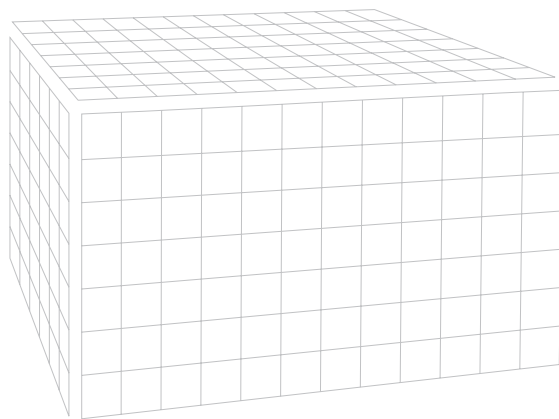
■ APPROVALS

BABT
FCC
CSA
Austel
UL

For a full range of the latest features and benefits please contact your local Thales Contact Solutions supplier.

■ OPTIONS

- Tracker integration for proprietary Switch/CAD interfaces
- BUS acquisition - resilience option of x+1 standby
- Local HDD - dual, single or mirrored
- Remote access - for off site replay and support
- Remote alarms
- Time synchronisation - using GPS, OFFAIR, IRIG, SNTP etc.
- Power backup - UPS for 30, 50 upto 720 min support with controlled shutdown
- Integration toolkits - for specific third party development and integration
- Peripherals - dubbing cassette, media etc.
- Professional racking and cable solutions



THALES

Thales Contact Solutions Ltd

Tollbar Way · Hedge End · Southampton · Hampshire SO30 2ZP · United Kingdom

Tel: 0845 200 1000 · Fax: 0870 722 4500 · E-mail: contact@thales-cs.com · www.thales-cs.com

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

Publication Number: 3352-1/0701/1439D. Quote ref: ABW