

DYNAMIC INSTRUMENTS

DI RELIANT®

Digital Communications Recording System

A total voice communications management system.

DI RELIANT® records 8 to 192 channels per recorder, operating in a Microsoft Windows® XP Professional environment. Caller ID, Analog and Digital recording, Call Classification™, AutoRECOVERY and ReMASTERING lead the list of valued

DI RELIANT® features.

All recorders are equipped with powerful tools to locate, retrieve, review and duplicate recordings. Our COURIER™, Enhanced COURIER™, ReBOUND™, and NetFLARE™ remote software tools extend these capabilities to remote network users.

DI RELIANT®'s graphic user interface is a proven, highly functional yet simple "point and click" GUI, enabling even novice operators to begin experiencing the benefits of **DI RELIANT®** within minutes.

DI RELIANT® — mission critical performance coupled with an easy-to-use operator interface ...



DI RELIANT®
Main Screen



*It's
that
simple!*

Record Locate Retrieve Duplicate Distribute

AutoRECOVERY / REMASTERING

previously archived records can be recovered or remastered onto new media

Digital Recording

supports recording of digital PBX's, proprietary telephones & digital trunks

COURIER™/Enhanced COURIER™

high speed search engines to quickly retrieve, review, duplicate and distribute recordings at a remote** workstation

ReBOUND™

call check software providing immediate playback of recordings on a remote** workstation

NetFLARE™

remote recorder status and alarm notification software

ChannelGUARD™

a system "watchdog", monitoring each recording channel for the presence of incoming audio activity

CallREPORT™

a report tool providing statistics of system and channel activity with report results summarized in color graphs

AgentNOTES™

agents can attach notes to a call record supporting key word and key phrase file recall searches

Call Classification™

a simple process of identifying and recalling recordings by user defined categories



Dynamic Instruments commercial, industrial, and military recorders are designed and manufactured in our headquarters located in San Diego, California. Our robust software suite, exceptional attention to detail, rigorous testing and ISO 9001:2000 compliance enables Dynamic Instruments to deliver the performance, security and reliability that you demand.

DI RELIANT® ... It's that simple!

Options:

- Enhanced COURIER™ — Robust playback functionality and audio processing studio
- COURIER™ — Remote PC** Retrieval and Playback Software
- ReBOUNd™ — Remote PC** Instant Recall and Playback Software
- NetFLARE™ — Remote PC** Recorder Status and Alarm Notification
- DI ROD™ — Remote PC** Start/Stop, Free Seating & Agent Notes support
- DI InSIGHT™ — Agent Evaluation Software
- DI CTI / SDK™ — Developer's Kit for data integration and recorder control
- Hot Swappable RAID 1 & RAID 5
- WATCHDOG™ — System Fault Hardware Contact Closure
- GUI Kit — Monitor, keyboard, speakers & mouse
- Remote Diagnostics
- Contact Closure — External switch to start and stop recording
- Label Printers - Creates Archive Media Labels

Digital Communications Recording System

Specifications*

System Processor	Pentium® Class
Recording Channels	Up to 192 analog or digital input channels
On-Line Storage	Hot-swap RAID1 with 43,000 channel hours standard. Larger capacity RAID hard drives are available.
Redundancy	Hot swappable power supplies standard. Front accessible, hot swap, auto-rebuilding RAID 5 storage is available. External RAID 5 mass storage systems are also available.
Archive Media	9.4 GB DVD - Up to 3800 Channel Hours 4.7 GB DVD - Up to 1900 Channel Hours Label Printer software is standard.
Recording Triggers	Hook Detect, VOX, continuous mode, digital, T1 or contact closure adjustable by channel. Six audio compression options from 1:1 to 12:1 (selectable by channel).
Recording Parameters	Serial or parallel mode, AutoRECOVERY / REMASTERING of previously archived records, media overwrite software protection, recording overlap and programmable deck swap schedule. Auto restart after power loss. Daylight Savings time compensation.
Search Parameters	Time/Date of call, Channel Name, Channel Number, Call Classification, CID, DTMF, ANI, In/OutBound, Keyword or Phrase Search, Agent Notes, Account Number, Social Security Number, Duration, Locked Calls, Locking User, Tagged Calls, User Defined Parameter, custom 14 character alpha-numeric data field and search to exact time and date. Optional CTI integration fields.
Playback	Live monitor, continuous playback, "loop" playback, simultaneous record and playback. Playback recorded audio with or without silent periods. View audio records, plotted in a time coordinate with AudioMAP. Insert spoken date, time and channel announcement at beginning / end of file playback.
Remote Access	One (1) seat of Enhanced COURIER™ is included.
Data Presentation	Database columns can be renamed or re-ordered at both the recorders and COURIER™ applications.
Security	System access/denial programmable by individual user, by function, and by channel. AutoSECURE locks the recorder interface following inactivity of 0-60 minutes.
Network	Ethernet TCP/IP, 10/100 Mb/sec Auto Selecting
Power Requirements	90 - 130 VAC or 180 - 250 VAC, 47 - 63Hz, 300 W max

*Specifications subject to change without notice.

**requires a multimedia Windows 2000/XP PC

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Pentium® is a registered trademark of Intel®.

