

# REPLAY

CALL  
RECORDING  
SOLUTIONS





# REPLAY™

## Call Recording Solutions.

Replay T1  
Replay ST  
Replay ATS  
Replay AVA  
VoIP/SIP Call Logger

### Recording phone calls has never been easier!

Trisys, Inc., the leader in telephone call accounting, is breaking new ground with Replay - the ultimate low cost call recording solutions. We deliver high quality digital call recording at a price affordable to any business.

Some of the reasons to record telephone conversations:

- Quality Assurance
- Regulatory Compliance
- Dispute Resolution
- Sales Verification
- Staff Training and Development
- Safety and Security



### Replay T1

**For connecting to T1 trunks: PRI(ISDN) or RBS.**

Replay T1 will record voice activity over T1 PRI trunks. This turn-key system attaches in front of PBX or a channel bank. We provide hardware, software and cables. Basic configuration of Replay T1 has enough storage for up to 11,000 hours of voice logging. These voice files are accessed via TAPIT Call Accounting reports. This is the most cost-effective and easy to use product on the market today.

- Turn-key solution includes hardware, software and cables
- Recorded files may be stored on local or network drive
- Saved files can be e-mailed as attachments and archived for future reference
- Auto Archive facility: recorded information can be archived for permanent data storage
- Records incoming and outgoing calls
- Each Replay T1 "box" supports up to two T1s (PRI); multiple "boxes" are linked together for larger applications

**Replay Recording Solution**  
together with **TAPIT Call Accounting**  
is an invaluable tool for your business.





## Replay ST

### For connecting to actual phone sets.

Replay ST works with most analog and digital telephone systems. It allows recording of telephone conversations directly to your PC for later retrieval by TAPIT Call Accounting reports. Our equipment is simple, effective and affordable. Replay ST recording solution runs on your PC without the need for any additional equipment. There are two components to Replay ST: a hardware interface component that connects your telephone to a USB port on your PC, and an easy to use Windows based application that records phone conversations.

- Hardware and software easily installs on an individual PC or notebook
- Recorded files may be stored on the local or network drive
- Interface connects your telephone handset with your computer's USB port, enabling you to record telephone conversations directly to a compressed .mp3 file
- Saved files can be e-mailed as attachments and archived for future reference
- Text notes may be added during playback of recorded files for easy access to important points of the conversation
- User may select on-demand or voice activated recording
- No external power supply – Replay ST is powered by USB port of your PC
- The recorded files can be played or edited with any Windows sound recording application, including Windows Sound Editor
- Replay ST can run silently in the system tray, recording all of your phone calls
- Auto Archive/Delete facility: recorded information can be archived for permanent data storage or simply deleted.

## Replay ATS

### For connecting to analog ports.

Replay ATS will record voice activity over the analog ports, trunks or stations. This versatile turn-key system can be installed in the front of PBX for trunk recording, or behind the PBX for selective station recording. We provide hardware, software and cables. Basic configuration of Replay ATS has enough storage for up to 11,000 hours of voice logging. These voice files are accessed via TAPIT Call Accounting reports. This is the most cost-effective and easy to use product on the market today.

- Turn-key solution includes hardware, software and cables
- Recorded files may be stored on local or network drive
- Saved files can be e-mailed as attachments and archived for future reference
- Archive facility: recorded information can be archived for permanent data storage
- Records incoming and outgoing calls
- Each Replay ATS "box" supports up to two ATSS (PRI); multiple "boxes" are linked together for larger applications



## Replay VoIP

### Record voice activity in a SIP-based IP PBX environment

Replay\_VoIP is designed to record phone conversations over VoIP phone systems that use the Session Initiation Protocol (SIP). This is a "software only" solution: cost-effective, powerful, easy to implement and simple to use. Its user-friendly Web-based interface allows authorized personnel to search and retrieve call recordings based on a variety of search criteria.

For large installations, multiple PCs with Replay\_VoIP can run on the same (or distributed) network – supporting anywhere from 10 to thousands of SIP phones.

Replay\_VoIP creates Call Detail records from SIP headers. This call control information is recorded for all calls accessible to the recording PC. The voice recordings are constructed from RTP packets, and are recorded for designated extensions.

- 100% software solution. No hardware to install or configure
- Supports all SIP-based VoIP telephone systems
- Works on switched or hub-based Ethernet networks
- Call recordings are saved as .WAV files
- Ability to e-mail call recordings
- Web interface allows password-protected remote access to calls
- Search for calls by date/time, caller ID, dialed number, call duration
- Play recordings
- Download recordings
- Supported CODECs: G.711, G.729
- Automatic record Archiving / Deleting
- Very flexible "recording" filter (what to/not record)



# Replay AVA

## Call recording solution for Avaya Enterprise switches

This "station side", 100% software solution records phone calls by interfacing to the Avaya Communications Manager via Application Enablement Services (AES). Recorded conversations may be listened to LIVE, or retrieved at a later time using Tapit Web Reports. By integrating the Tapit Call Accounting system with Replay AVA call recording solution, we can further help your organization increase productivity and provide better customer service.

Replay AVA is extremely easy to install and use. With just a "point and click" on Tapit Call Accounting detail report, you can play back a recorded conversation.

### Features of Replay AVA:

- Clients specify which extensions to record
- 100% software solution
- Fully scalable; priced by number of extensions to be recorded
- Web interface allows password-protected remote access to calls
- Easily find recordings with TAPIT's flexible search capability (by date/time, extension, employee name, caller ID, dialed number, etc.)
- Download or e-mail recordings for future reference
- Works with Avaya Communication Manager and AES
- Web interface allows password-protected remote access to calls
- Ability for Supervisors to "listen in" to live calls
- "BEEP" insert clearly alerts all parties that this call is being recorded
- Automatically archives recordings for future storage
- Automatically deletes recordings at predetermined intervals
- On-demand recording

## You Can Depend On Trisys

Since 1984, Trisys, Inc. has offered premiere telephone call accounting products. Our commitment has brought us nationwide industry awards and recognition, as well as the appreciation of tens of thousands of clients. You can count on us to provide an exceptional product and to back it up with excellent service. We deliver every time with leading products and unparalleled technical support.

## Our Products Work. We Guarantee It.

Call Accounting Products from Trisys, Inc. carry a three-year guarantee, by far the longest available in the industry today. We are confident in our products and committed to helping our customers make the most of using them. To assist you, each of our products offers convenient, user-friendly support with onscreen Help facilities and easy-to-read manuals. For a nominal fee, you also have unlimited access to our Help Desk.



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