



Wygant Encore™ Recorder

Version 2.1

Hardware and Software Technical Specifications

Call Ptel at 800-647-7640 to learn how Encore™ Products can help you develop your workforce, and grow your revenues!



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HARDWARE

- 4U rack-mount chassis server
- Standard EIA 19-inch rack mount, black
- 14-slot PCI/ISA passive backplane
- Full-size SBC with VGA, 10/100, sound
- Intel P4 2.8+ GHz processor
- RAID1 and RAID5 capable, hot-swappable, 160GB IDE RAID1 is standard
- Panasonic 1.44MB floppy drive
- DVD+/-RW/CD-RW Combo drive, Plextor 760 [optional]
- 512MB SDRAM PC 133 memory module
- LAN/WAN, Internet module, or standalone
- 56K internal modem
- Dual 300 watt ATX power supply
- Windows XP Professional [2003 Server, optional]
- MSDE or MSSQL-2000 [optional]
- Belkin keyboard and PS/2 mouse
- One-year warranty
- Up to 1.4TB RAID5 [optional]
- 5U server is required for larger storage or greater channel needs [optional]

FEATURES

- 4-288 channels per server, expandable in increments of 4 (Encore Enterprise only; Small Business/Defender limited to 48)
- Permission-based access via LAN/WAN/Internet
- Modules can be networked together up to over 2000 channels
- Up to 24 concurrent channels play back
- Speech digitization – 24KBPS, ADPCM standard, 8 KBPS optional
- Voice processing cards can mix analog and digital in same chassis
- Audio inputs – analog, digital station set, T1, ISDN PRI/BRI, VoIP, and PCM30
- Connection – 50-pin Amphenol standard (analog and direct digital passive); RJ-45 (T1 passive and active); RJ-14 or 50-pin Amphenol standard (conference active)
- Automatic Gain Control – adjustable from 0 to 100, DSP control with noise gate
- Internal time code synchronization via LAN, IRIG B, IRIG E, Internet, etc.
- Audible time stamp in replay or reproduction
- Continuous self-diagnostics with alarms
- External alarm contacts
- Beep tone warning per channel (duration & level adjustable) – analog only [optional]
- Active and passive interfaces available
- Hot or warm backup available [optional]

AUDIO INPUTS

Analog inputs

- Audio signal range is 0 to 25 dB
- Frequency range is 300 to 3000 Hz
- Signal-to-noise ratio is >30 dB
- Crosstalk between channels is >50 dB
- Distortion is less than or equal to 3% at 1 kHz at 0 dB
- Wow and flutter is 0, due to digital processing
- Input impedance is 40K ohm

Digital inputs

- Digital telephone sets – for Avaya, Nortel, NEC, Mitel, Tadiran, Aspect, etc.
- VoIP – for Cisco, Nortel, and Tadiran
- T1, ISDN PRI/BRI, PCM30

RECORDING

Starts/Stops

- Hook-state, on/off
- VOX
- CTI control
- CDR/SMDR
- Host control, ECAPI
- Script-based control
- Hot key from agent workstation
- ISDN signaling
- Busy lamp field or other contact closure

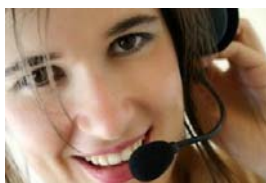
Features

- Audio pre-trigger buffering is 0 to 2.5 seconds
- Activity hold time is 1 to 14 seconds
- Threshold range is -23 dB to -65 dB
- DTMF detection, outbound

TRUNK RADIO

- Data channel capture off air
- Capture of talkgroup, radio ID, and radio alias
- Conventional radio, audio only





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SOFTWARE

Encore Explorer

- No license required
- Unlimited user playback
- Filter capabilities
- Average access/search time is 1 second
- Email entire or partial audio file
- Speed up or down audio during playback
- Loop playback

Screen Recording

- 1 server supports up to 288 channels
- Separate server required if load exceeds 48 audio and 48 screen channels, or 96 audio and 24 screen channels
- 1 desktop license per recorded workstation

Live Monitor

- At server or via network connection
- Up to 7 concurrent channels
- Visual indication of activity/idleness
- One-button activation/deactivation
- Custom channel labeling
- Ability to exclude certain lines from playing audio

Instant Recall – Dispatcher/Call Taker

- Previous and next buttons, one-click access
- Up to 10 predefined filters with "wildcard searches"
- Storage capacity is configurable from 1 minute to 99 hours

CenterPlus – Quality Assurance

- Supports full-time recording and scheduled recording/conferencing (PBX-dependent)
- Supports multiple recording schedules
- Create multiple evaluation forms and test before publishing
- Create set evaluation sessions for evaluators
- Ability to evaluate one call multiple times for calibration
- Ability to add comments to an evaluation or to a specific question
- Plays both the audio and the screen recording in sync during the evaluation
- Ability to track and report business intelligence
- Administer multiple remote sites in one location

Portfolio – Report Delivery

- Over 30 reports with numerous filtering options
- Interfaces with Crystal Reports® for unlimited custom reports

- Supports automatic report delivery via email or automatically saves to folder

Web Explorer

- License required – intranet, none; Internet, yes
- Unlimited user playback with IIS Server
- Email entire or partial audio file

Record on Demand

- One-click operation
- Text fields supported
- No license required

ARCHIVE

- DVD+/-RW/CD-RW, DDS-4 (or to supplied SAN or NAS)
- Alarms include screen pop-up, email, phone and pager
- Automatic/scheduled available
- Compression optional – requires separate system
- Dual-DVD available

DTMF

Dual-Tone Multi-Frequency

- Analog or digital telephone interface
- Output is 4-96 ports
- Select by recording number
- Filter recording data fields

ELECTRICAL

- 115 VAC, 60Hz
- Uninterrupted Power Supply required
- Operating temperature is 50 to 100° F

SUMMARY

Encore is a multimedia voice and data transaction logging and monitoring system. It is easy to use, upgrade, and maintain. Encore uses Windows® 2000 Pro, XP Pro®, and 2003 Server.

Encore can serve multiple locations through standard, local, wide area network topology, and IP and VoIP standards. Encore is seamless and can scale from a small number of agents to hundreds.

Encore's start/stop options allow easy implementation of selective and script-based recording. Archive media provide quick and simple random access retrieval.

Updated: June 27, 2006 SL **Brand Names:** Encore, Encore CenterPlus, Encore Portfolio, Encore Instant Recall, Encore LiveMonitor are trademarks of Wygant. All other brand names are owned by their respective companies.