



# Secure Tomorrow Today with TelStrat's iDVR - Comprehensive Conversation Recording

TelStrat's Integrated Digital Voice Recorder (iDVR) helps protect your company's future by providing the business applications you need today. On-demand, automatic or simultaneous conversation recording lies literally at your fingertips and translates to instantaneous transaction verification, liability protection, order confirmation and improved customer service.

Taking orders over the phone? Losing revenue due to disputed orders? iDVR has successfully saved Nortel Networks customers thousands of dollars by giving indisputable evidence of order details.

Because we're truly integrated with Meridian 1, iDVR is the only call recording solution with the ability to record a call at any time during that call.

Ever find yourself fifteen minutes into a conversation before it's apparent you should be recording the call? With one tap of the "conversation save" key, iDVR allows you to capture that call in its entirety, even if the key isn't pressed until near the end of the call. On-demand and automatic recording options allow you to select specific conversations to record spontaneously, or to record conversations of your choosing based on pre-set criteria.

iDVR offers the option of simultaneous call recording as well, whether you're recording from Meridian digital phones connected directly to the Meridian 1 PBX or whether you're globally networked through Nortel Networks' Remote Office 9150, 9110 or 9115 IP Solutions, Carrier Remote, Mini Carrier Remote or fiber remote solutions.

Recalling conversations is instant and easy. Calls are archived to DVD and tracked by the client manager software for retrieval on demand. They may be played back from the iDVR server to any client PC with access to the iDVR network.



**Leveraging the strengths of its Developer Partners and their Compatible Products, the Developer Program has become a key contributor in the success of Nortel Networks by broadening its reach and responsiveness in meeting the needs of its channels and customers. Each Nortel Networks Compatible Product has met established requirements for integration, functionality and stability, further reducing total cost of ownership.**

iDVR is a cost-effective, truly integrated conversation recording system for the Meridian 1 PBX. What distinguishes TelStrat's iDVR solution from its competitors is its ability to record an entire conversation instantly, even if you decide not to record the call until well into the discussion; its lower price per port; and its evolutionary IP enabled technology.

iDVR's flexibility elevates its appeal and value across a wide variety of businesses and industries. Today's security and liability conscious environment has created an evolution of iDVR applications within businesses due to its ease and flexibility of use.

The client PC downloads the IP recorded conversation from the iDVR server, and plays it in standard "wav." file format. This allows conversations to be saved at the client level, and /or distributed to anyone, anywhere, even to those who do not reside on the Meridian voice or iDVR networks.

Just consider the possibilities. Voicemail messages may be saved and distributed globally. Customer testimonials may be heard rather than read. And productivity enhancements are extended to individuals on and off your network.

TelStrat's aim is to exceed your investment protection expectations. Today, iDVR costs you less per port than any of our competitors. But we've got your investment and our eye on tomorrow.

TelStrat's unique, next- generation interface protects your existing investment throughout the evolution of IP telephony.

Our interface from either the Reach Line Card (RLC) or the TelStrat Application Line Card (TALC) to the iDVR client server protects against obsolescence because we use industry-based, standard LAN data connections. The interface protocol to the iDVR server is IP, meaning the bulk of your investment is IP ready today.

This ultimately moves your recording solution into a purely software-driven environment where any dependence on particular hardware interfaces will be eliminated.

## Company Information

**Company Name:**

TelStrat

**URL:** [www.telstrat.com](http://www.telstrat.com)

**Technical support email:**

[support@telstrat.com](mailto:support@telstrat.com) (NA and EMEA)

**Technical support phone:**

972-633-4548 (N.A. and EMEA)

**Sales phone:**

972-543-3500 (N.A.)  
+44 118 983 2198 (EMEA)

**Sales email:**

[sales@telstrat.com](mailto:sales@telstrat.com) (N.A.)  
Charles McGeachie (EMEA)  
[cmcgeachie@telstrat.co.uk](mailto:cmcgeachie@telstrat.co.uk)

**Regional Testing Office:**

North America and EMEA

**For all inquiries on this product, please provide the following reference code: IDVRNN**



**Compatibility Information:**

Integrated Digital Voice Recorder release 2.0.12 was verified as compatible with the Meridian 1 PBX RIs 25 in a controlled laboratory environment on October 10, 2002 in North America and on December 14, 2002 in EMEA.



[www.nortelnetworks.com/compatible](http://www.nortelnetworks.com/compatible)

\*Nortel Networks, the Nortel Networks logo, the globemark design, Meridian, Meridian 1 and Symposium are trademarks of Nortel Networks. All other trademarks are the property of their owners.

Copyright © 2003 Nortel Networks. All rights reserved. Information in this document is subject to change without notice. Nortel Networks assumes no responsibility for any errors that may appear in this document.