



Never miss a detail

Help your customers and protect your staff
with our flexible voice-recording options



It's all in the details

Call recording is a great way to improve your business, whatever its size. And we can help find the perfect choice for you – whether you want to record calls locally on your PC or catalogue thousands of hours of audio in a searchable, secure place.

Resolve misunderstandings – by playing back calls, you can establish exactly what was said and agreed, avoiding customer disputes.

Protect your staff – when callers know they're being recorded, they are less likely to be rude and abusive.

Train your staff – use real-life calls to help your staff get better at what they do.

Meet industry standards – we have systems that comply with PCI and industry requirements.

Scale your connection – from Analogue to Digital, ISDN to IP, we offer a range of recording methods and connections, whether it be via lines, extensions or mobile smart phones.

Stay up and running – we've got a range of backup redundancy and resilience systems. So business doesn't have to stop.

Get expert advice – we'll be with you every step of the way, so you only have to deal with one supplier from installation to training. We've got your back from start to finish.

Maintain your system – choose from a range of maintenance options and we'll be here to help.





Voice recording, for every type of business

The products support premise-based IP or Analogue connectivity across all telephone systems.

Solo Voice Recording

This affordable option offers quick, easy access to call recordings made from, and to, a single users handset, so is perfect for personalised recording.

Lite Voice Recording

Lite recording is a server based solution where connection is made to business lines and all incoming and outgoing calls are recorded. Secure user access to search, play and export the stored recordings is possible via password control. Calls can also be archived either locally or offsite as required.

Enterprise Voice Recording

The Enterprise Voice Recorder is ideal for the biggest businesses. It can even grow as you do. You can store thousands of hours of recordings, and there are options to archive them onto DVD or any network device if you need to.

You'll get password protection, powerful call filters, live monitoring and more. And it supports web services so it can work with your databases and applications. If you need more hands-on help, our experts can tweak existing software to your needs. We can even create new apps for you.

Need even more functionality? There are plenty of upgrade options, too, like Agent Evaluation, Screen capture, PCI call pause/ restart and Speech to Text.

Features at a glance

Here's a handy table to break down the main features and help you choose the right system for your business. Not sure which is right for you? We're always on hand to help.

	VR Solo	VR Lite	VR Enterprise
Records individual analogue, digital and IP extensions.	✓		
Connects to customer-supplied PC via USB or LAN.	✓	✓	✓
Supports stop and re-start via desktop client.	✓ **	✓ *	✓ *
Records customers analogue, ISDN and SIP line/trunks.		✓	✓
Allows search and playback of calls via network PC.		✓	✓
Allows search of calls via extension numbers.		✓ *	✓
Allows calls from multiple sites to be stored centrally.		✓ *	✓ *
Supports onsite and offsite archiving of calls.		✓	✓ *
Supports quality monitoring agent evaluation and screen capture.			✓ *
Supports recording of Android and iOS smartphone calls.			✓ *
Supports real-time monitoring and system administrator notification.			✓ *
Supports integration to users' CRM database via web services API.			✓ *
Supports connection and recording of IP extensions.			✓ *
Supports system redundancy and resilience.			✓ *

✓ Available ✓ * Via upgrade ✓ ** Does not include analogue/digital extensions