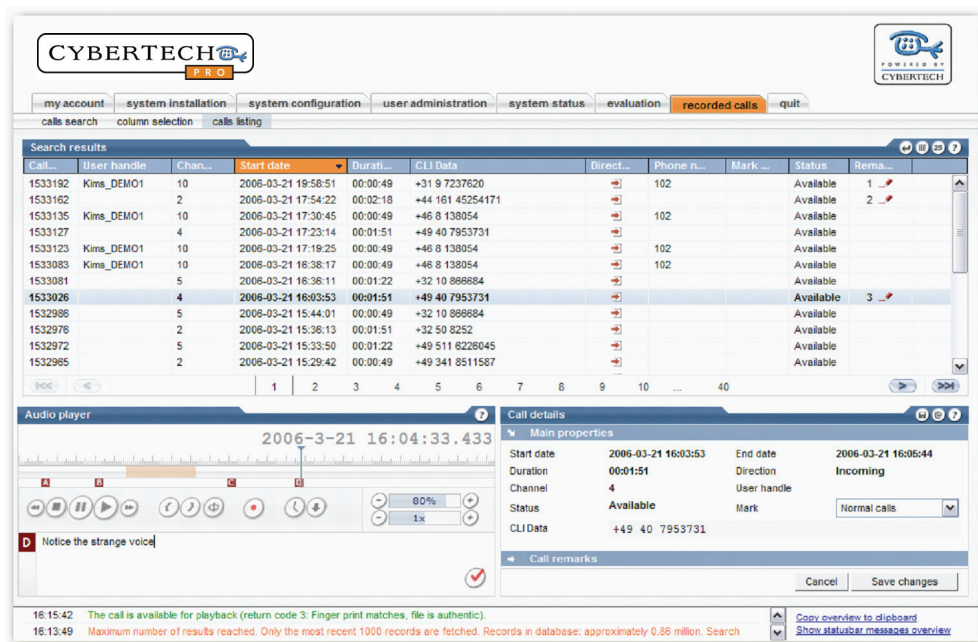


VOIP RECORDING

NEW TECHNOLOGY

Voice over IP (VoIP) has an architecture that provides several unique challenges for recording solutions. The functional components are distributed around IP networks that are unlike traditional PBX environments, in such that there is no centralized point to capture the audio such as at an MDF in traditional technology.

CyberTech International specialises in digital telephony interfaces to a majority of the worlds PBX's, building world leading technology into recording systems. CyberTech has developed a VoIP recording solution that can support customers in making a seamless transition from traditional telephony to the VoIP environment. The same web-base software application is used for configuring, searching en replaying the recorded VoIP calls.

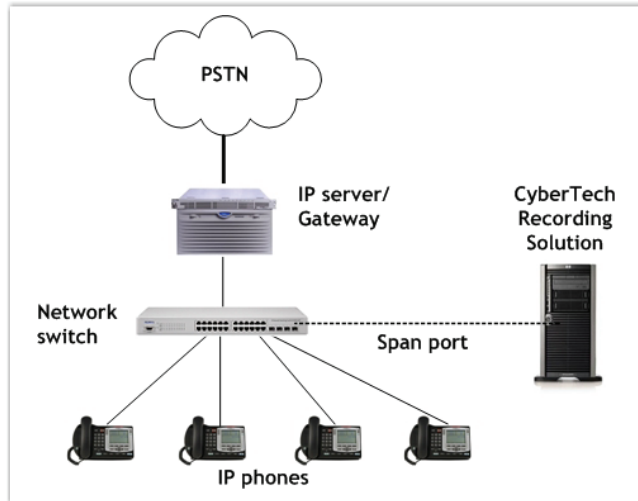


UNIQUE SOLUTION

The CyberTech VoIP recording solution fits seamlessly into the current product portfolio and philosophies. CyberTech is able to provide one solution, including mixed telephony, in one single chassis. In line with the leading digital interface technology, CyberTech can also decode additional call data such as the called and calling party numbers directly from the network, without the need for additional CTI integration. VoIP recording is done using a short PCI card. This card also contains the licenses for the number of VoIP channels. The CyberTech software treats every VoIP channel as any other channel, so no software upgrade of existing software is necessary for starting with VoIP recording.

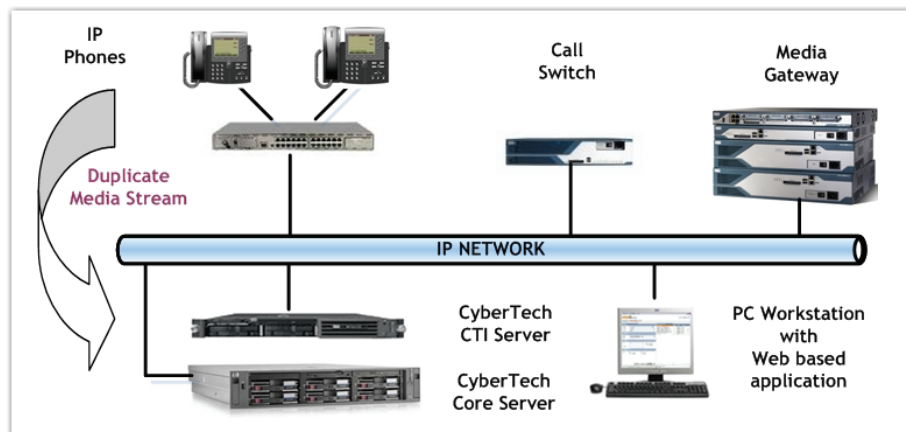
SPAN PORT RECORDING

With SPAN port Recording, VoIP traffic is received using a standard network card connected to a SPAN port. Most ideal is to have all VoIP phones in a single VLAN, which is put on the SPAN port. When having remote offices recorded at a central location, Remote Spanning could be used. The CyberTech VoIP solution does not contain any spanning solution. It is the customer's responsibility to put all VoIP phones to record on the SPAN port(s). The spanning possibilities rely on the switch manufacturer, not all brands will have the same functionality. Please check the switch vendor for these spanning options.



ACTIVE IP RECORDING

With the CTI integrations from CyberTech, VoIP calls can be recorded using the 'Active IP' possibilities of PBX switches. The audio, even encrypted, is received via a 'duplicate media stream' or 'Silent Observe' method. The CTI integration controls and decrypts the voice stream to the CyberTech Recording Solutions. CTI integration for active VoIP recording is available for Nortel, Avaya, Mitel and others.



THE SOLUTION

In addition to recording traditional phones, call centers, dealer boards or trunk-lines, CyberTech is able to record calls over IP, all in one system. Designed for reliability and adaptability, all CyberTech recording solutions are built upon open standards technology and commercially-off-the-shelf hardware for simple maintenance, integrations and expandability. And with the VoIP recording functionality, the CyberTech Recording Solutions are ready for the future.