WHAT IS WORDNET SERIES 3?
Wordnet Series 3 offers unprecedented recording capability for conventional telephony and radio communications as well as the latest voice over internet protocol (VoIP) systems. Recording all data sources through a single logging chassis, the Wordnet Series 3 offers:
- Highest performance and enriched feature set, including HDDs, RAID, NAS, web configuration, maintenance and replay tool
An integral part of Renaissance, the systems architecture from Thales Contact Solutions, Wordnet Series 3 seamlessly configures with all current applications available from the Thales Contact Solutions' product portfolio.
For existing Wordnet customers, Wordnet Series 3 equally provides a very cost-effective upgrade path from traditional telephony to IP telephony without the expense or inconvenience of sourcing new recorders.

GENERAL
Windows 2000 operating system providing high performance, simultaneous record and replay with archive to local or remote media. Control and configuration via browser user interface, provides local or remote maintenance over LAN or WAN.

RECORDING
The recording process uses a unique frame based recording process offering very high performance and minimal data loss in the event of power outage or failure. Recordings are stored locally to HDD prior to being archived to removable media.
The Wordnet Series 3 will record from all of the current Wordnet interfaces (digital extensions, trunk side, analogue etc). with the addition of VoIP connectivity.
Inputs:
16 to 128 traditional or 16 to †750 IP recording sessions per recorder, with mixed connectivity (traditional and VoIP) and unlimited scaling. †Actual VoIP recording capacity will depend on integration method, data compression, archive and call profile.

Thales Connectivity:
- Analogue Telephony / Radio
- Digital Extension
- ISDN Basic Rate
- ISDN Primary Rate
- ISDN T1
- ISDN E1
- T1 (DS1)
- PCM30 & 32

Compression:
The Wordnet Series 3 can record using the following compression algorithms:

<table>
<thead>
<tr>
<th>Compression algorithm</th>
<th>Rate kbit/s</th>
<th>Dependencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uncompressed</td>
<td>64</td>
<td>Max 32 Channels</td>
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<tr>
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<td>13.2</td>
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ARCHIVE
The Wordnet Series 3 offers a choice of archive media both locally or via other Renaissance components.
Archiving both voice and data on a single media enables universal archive and replay facilities between recorders. In addition, any Wordnet Series 3 archived media can be replayed on any other Wordnet Series 3 recorder.
The archiving process streams data to the archive device providing fast and efficient archiving of data within the optimum operating parameters of the archive device.
Local Archive:
Local archive options (in the recorder) are currently limited to 2 like devices per chassis. The options currently available are:
- DVD RAM - 9.4GB (Matsushita / Panasonic)
- VXA-1 Tape - 33GB (Ecrix / Exabyte)
- RAID 5 - 320Gb to 1.28Tb (U-Digital)
Local archiving can utilise the following modes for convenience, efficiency or security:
- Autocycle - provides constant re-use of same media by overwriting records (FIFO) optimising unattended operation
- Sequential - Writes to archive devices in turn offering extended unattended operation
- Parallel - Writes to both archive devices concurrently, providing an identical copy of recordings on each media

Compression Rate Dependencies

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REMOTE ARCHIVE:
Remote archive options (connected to the recorder via LAN) are available using Network Attached Storage (NAS) or Renaissance archive options:
- Renaissance CMSU
- Any NAS Compliant peripheral

NETWORK ATTACHED STORAGE - NAS & SAN
A selection of high quality NAS & SAN products are available to support large storage capability over local or wide area networks. Please contact your local dealer for more information.

REPLAY
The Wordnet Series 3 provides support for all Thales Contact Solutions current replay applications with an additional WEB based replay application for easy use and deployment, suitable for most local and remote users. Up to 32 replay users can connect and replay from the system concurrently, using any of the following applications.
- Thales Contact Solutions Web Replay - simple Web-based replay application
- Investigator - Multiple channel search & replay
- SARA - Single channel advanced search & replay
- *Agent Assessment - Agent evaluation/replay
- Last Message Replay (USA Only)
- ANI All (USA Only)
Calls can be replayed from recordings that are available on the local HDD or from any offline media that is inserted into a recorder or Wordnet Series 3 PC Reproducer.
Note: Online archive includes any SCSI RAID, NAS or Renaissance RAID storage devices.

RECORDERS SPECIFICATION
Windows 2000 Professional O/S
Intel 850 Mhz, Pentium III processor
74 to 150 GB SCSI HDD
DVD or VXA Archive
AC PSU 115/230V (50 to 60Hz)
10/100 Base T NIC
Denotes alternative options available (see options section over)
Dimensions:
267 x 470 x 450 mm (HxDxW)
10.5" x 18.5" x 17.7"
Rack mount or desk top options

WEIGHT:
32Kg (70lbs) approx (fully populated)

COLOUR:
Polar Grey

APPROVALS:
EMC
CE
BABT
*UL - Pending

RECORDERS INTEGRATION
* RecorderLink (Tracker)
The Wordnet Series 3 offers CTI integration with all the main switch manufacturers through its CTI Integration suite - RecorderLink. This can take real-time data from the switch and append call data to the recording, enabling detailed searching on customer criterion (Agent ID, Extension, Dialed Number, Caller’s Number, etc.)
The Wordnet Series 3 has been designed to use the Thales Recorder Control toolkits and is compatible with any third party applications designed using the toolkits from previous versions of Wordnet.

TIME SYNCHRONISATION
The recording system utilises high accuracy SNTP, to provide time synchronisation between the recorder and other elements of the telephony and IT infrastructure.
The recorder utilises an SNTP client that requires a time source to be available via the network or alternatively can use Windows time synchronisation applications.
Thales Contact Solutions provides an external time server offering millisecond accuracy for:
- GPS time source
- IRIG B time source
- High accuracy clock source (Stand alone - no synchronisation to external source)

Internal Time and Contact Services Module providing:
- IRIG B & E (1 KHz & 100Hz carrier)
- MSF Rugby (UK)
- DCF77 Mainflingen (Germany)

CONTROL
The recorder provides a built in web server to provide full system control and configuration through a standard browser application. This is optimised for use with Internet Explorer V5.5 or greater.
Local Control
The Series 3 has front panel status indication and alarm notification built-in to the recorder’s chassis with control of the recorder being maintained solely via the browser interface. Provision can be made for a LAN connection at the location of the recorder to ensure access to the system from a local PC or Laptop.

Remote Control
Any PC with a web browser has the ability to manage the recording system. No dedicated equipment or software is required.

User Accounts & Security
The recording system has a built-in system administration facility that enables the manager of the system to set up and configure dedicated recording system users, supervisors and managers. This provides user definable levels of access and control over the recording system on a per user basis.

The recording system is designed for optimum system security offering resilience from network interference or virus.

Alarms
The Wordnet Series 3 provides alarms and management feedback via a built-in client application accessible via the browser interface or via SNMP.
SNMP can be linked to a central console to manage a system of recorders along with all other IT applications and servers.

Note: The SNMP management application (HP Openview, etc) is not included as part of the standard Wordnet product.

The Thales Contact Solutions Web based interface provides management of a single recorder. Running several instances of the application enables multiple recorder systems to be monitored as required.

REMOTE ACCESS
The recording system can be controlled and maintained via any LAN, WAN, Intranet, Extranet or over the World Wide Web.

The standard browser interface provides access to all configuration and administration functions as well as support and maintenance functions such as diagnostics and logfiles.

OPTIONS
Full remote support access is available via a built-in application, providing access and support down to an operating system level.

RESILIENCE
Resilience: The Wordnet Series 3 provides support for many resilience options including:

ARCHIVE
Parallel archiving enables the system to create an exact duplicate copy of the call archive on each archive device. This ensures no calls are lost in the event of a drive failure or media corruption.

HARD DISK DRIVE
Product Supports:
74GB Internal HDD (12,400 channel hours)
*150GB Internal HDD (25,400 channel hours)

LARGE LOCAL STORAGE - RAID 5
Thales Contact Solutions can supply quality RAID products to provide local online storage capacities from 320GB up to 1.28TB (40,800 to 164,000 channel hours) per RAID array with the ability to add multiple RAID arrays to suit any specification.

CLIENT PC REQUIREMENTS (MINIMUM)
Minimum specification for the client (configuration and replay) PC:
Pentium P200 PC
(Pentium III 850MHz Recommended)
64 Mb RAM
SVGA 800x600 display
(1024x768 recommended)
Windows 95, 98, NT4, 2000, ME or XP

- Microsoft Internet Explorer 5.5 or greater
- 500 Mbytes free hard disk space
- Network adapter Card (NIC) with TCP/IP protocol
- 32-bit multimedia sound system
- CD ROM for installation
POWER SUPPLY
Dual Hot-swap power supply providing resilient operation in the event of primary power supply failure (dual power input 115/230v PSU with alarms).

UPS
APC UPS's provide support for 15 to 80 mins power outage with controlled shutdown for the recording equipment in the event of a sustained power failure.

RECORDER RESILIENCE
Hot standby recording provides a failsafe to ensure all calls are recorded in the event of the primary recording system failure (requires a secondary duplicate recorder).

*Bus Acquisition and Master Slave
The Wordnet product also supports high resilience to single point of failure by our unique N+N and N+1 systems. Please ask for further details.

Replay:
The Wordnet Series 3 provides support for all of Thales’ replay options including:
- Investigator
- SARA
- *Agent Assessment
- *PC Reproducer
- Web Based Replay
- Last Message Replay (USA only)

*Analogue Replay
Replay of calls via the telephony network, controlled via a PC application.

Media Management:
A built-in media management application provides automated media labelling and traceability through its media library. This offers simplicity and consistency of labelling via a convenient tamper proof, ribbon label.

Printer: Brother PTouch 2500 PC Label Printer

Remote Alarms:
The Wordnet Series 3 utilises network based alarming through the built in alarm application or via SNMP. The recorder will also support a tone based alarm for local notification of alarm events.

Items marked by ‘* ’ are under development at time of going to press, please contact your local dealer for availability.

REPLAY METHODS

LAN Replay:
This type of replay uses the data network to transfer calls from the recording platform to the client PC for replay. This type of data transfer uses compressed data transfers and supports advanced replay functions offered by the Thales Contact Solutions’ suite of applications.

Dealer Stamp

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