

Product Note

IPstudio™ 2.2



Overview

IPstudio™ is a scalable/distributable enterprise-class VoIP recording solution which supports Cisco Unified Communications devices and versions up to CUCM 8.x provides call recording in an IP telephony environment. IPstudio™ is used to record and review calls, ensure customer satisfaction, and verify conversation details.

IPstudio™ is tightly integrated with IPsession™ and offers an intuitive user interface. IPstudio™ is capable of recording all calls, specified call segments and one-touch recording of single calls in their entirety.

IP Devices and Endpoints Supported by IPstudio™

- Cisco Cius Tablet
- Cisco 6921/6941/6961
- Cisco 7905/06
- Cisco 7911/12
- Cisco7920/21/25
- Cisco 7931
- Cisco 7940/41/42/45
- Cisco 7960/61/62/65
- Cisco 7970/7971/7975
- Apple iPhone
- Cisco IP Communicator

Note: IPstudio supports 6.X, 7.X and 8.X CUCM versions running firmware 9-1-1SR1S.

Platform Specifications

Hardware/VM software specifications are provided for IPstudio™ Master and Agent software. The IPstudio™ Master will be able to support up to 3 IPstudio Agent servers using the specifications below:

- ◆ Windows Server 2003 Standard/Enterprise 32 bit English/United States version
- ◆ All Windows critical updates and .NET Framework 3.5SP1 installed
- ◆ Dual E5504 Xeon Processors, 2.0GHz 4M Cache, 4.86 GT/s QPI (VM server 4 processors)
- ◆ 4GB Memory (4x1GB), 1066MHz Single Ranked UDIMMs for 2 Processors, Adv ECC (VM servers 4GB)
- ◆ Dual 300GB 10K RPM Serial-Attach SCSI 2.5" Hot Plug Hard Drives; RAID 1
- ◆ Embedded (2) 1GB nic (VM servers Span nic has to be on its own virtual switch, with promiscuous mode enabled, using a nic that is not shared with any other instance)

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Embedded Capabilities

- ◆ Default, forced, on-demand, and MGR recording modes
- ◆ Configurable daily database back-up & restore
- ◆ Domain based file transfer
- ◆ Additional storage/SAN file transfer time gap
- ◆ Schedulable recording groups
- ◆ Optimized database file index insertion
- ◆ Improved pagination on call reports
- ◆ Export call reports feature
- ◆ Enhanced calendar control introduction
- ◆ Improved file writing and disk I/O
- ◆ Separated user & device updates
- ◆ Selective recording based on configurable filters
- ◆ Audit trail logs
- ◆ Dynamic extension mobility support
- ◆ HTTPS support
- ◆ Push-end call marker
- ◆ Control Center
- ◆ CUCM 7.x and 8.x support
- ◆ Call parking support
- ◆ Enhanced call recording debug tool
- ◆ MP3 file conversion
- ◆ Configurable audio file storage limit
- ◆ Group supervisor permissions
- ◆ G.729a codec variation support
- ◆ Cius and iPhone support via Webur
- ◆ Partial E&M integration
- ◆ Enhanced reporting and audit trail
- ◆ Higher concurrent recording channels
- ◆ Active directory support
- ◆ 911 support included for call filters

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