

# CTI Pulsar Plus Call Recorder



## Affordable **Desktop** Recording



**Record every telephone call** using the dynamic **Pulsar Plus**

### PBX Recording Equipment is Expensive

If you work in a business with a PBX phone system and wish to record the conversations an upgrade can cost anywhere between £5000 and £25000. If you're looking for an affordable solution for single line recording then the Pulsar Plus is ideal:

- **Affordable solution to call recording** - recording calls on individual telephone lines to capture and store the important business or home calls.
- **Single line recording can save money** - why spend thousands on expensive call recording systems when you can do it at a fraction of the price with the Pulsar Plus.
- **Record targeted lines** - You can select the telephone user that needs calls recorded most in your company and set up the Pulsar Plus with that user.

### Auto or Manual Recording of Calls

Automatic recording will record all conversations on the telephone/line without user intervention. You can leave the software set to auto record and minimise it to the system tray to have all your calls recorded without the need to press any buttons at all!

Manual recording means that you have the option to press "Start" and "Stop" to record a conversation, giving you complete control over the recordings.

### CTI Pulsar Plus Features

- Records all telephone conversations - incoming, outgoing and internal.
- Automatic recording or manual recording on your telephone.
- Dictaphone mode for recording room conversations.
- Simply connects either to your telephone handset OR telephone line and plugs into a spare USB slot on any PC.
- Will work with analogue, DECT (Cordless) or digital telephones.
- Automatic Level Control (ALC) for high quality recordings.
- Each record is tagged with file name, date/time, type of conversation (telephone or room) and duration.
- Lock feature to prevent the software from being closed down (password protection).

### Flexible Set-up for Different User Applications.

- Record all calls automatically or manually select which calls you wish to record.
- Record threats, verbal abuse and nuisance calls for legal and security purposes.
- Record from a handset if on a business PBX or ISDN setup OR record direct from the line to record all conversations on this line if on a standard analogue setup.
- Save recordings on your PC, a network share drive (for centralised monitoring), USB sticks or even CDs.

**Be Safe**

**Be Compliant**

**Be the Best**



## Pulsar Plus Applications:

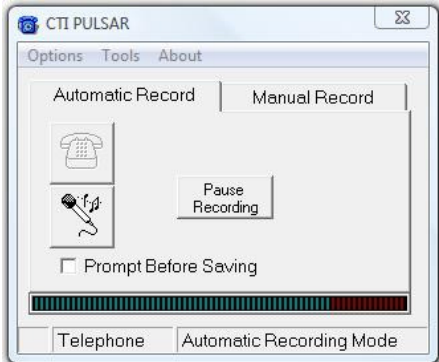
- **Nuisance Call Deterrent** - Recording conversations and informing the callers is one of the most effective deterrents from nuisance or verbal abuse calls.
- **Avoid Mistakes** - Recording a conversation can help you avoid costly mistakes by enabling you to replay the conversation to clarify details and make sure you have the correct information.
- **Staff Training** - For staff training purposes, experienced staff conversations can be replayed to new staff so they can quickly learn about various customer queries and how to respond. This helps in providing continued quality customer service which is essential in today's competitive market.
- **Central Call Monitoring** - If the Pulsar Plus is installed at multiple desks it can be set to record to a network share drive on a server location for management listening.
- **Conference Recording** - The Pulsar Plus has a dictaphone feature to record room conversations. In meetings and conferences you can record the important conversations.
- **Small Business / Home Recording** - The Pulsar Plus is ideal for recording single lines in small businesses or at home. All you need is a spare USB socket and soundcard on your computer!

## Pulsar Plus Recording Features:

Choose from Automatic or Manual recording modes

Choose from Telephone recording or room (Dictaphone) recording

Each record is tagged with file name, date/ time, type of conversation and duration.



Stop, start and pause on manual conversations

Simple to use interface with more advanced options for users wanting to tailor their recording needs



Pulsar Plus Hardware Unit Dimensions:  
6 cm x 11 cm x 2 cm.

## Please contact us for more info:



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## Pulsar Plus Version 2 Updates:



- New hardware search feature & software load.
- System tray minimise function.
- Advanced search on playback screen.
- Pause feature on playback of recording for transcription.
- Simple-to-use interface with descriptions of each setting given.
- Visual styles updated for the new Windows systems.
- New user manual & troubleshooting guide to meet every users needs.

## Telephone compatibility:

- The Pulsar Plus will work with **ANY** corded telephone, be it digital, PBX or an analogue line.
- Any analogue line can be recorded; meaning that if you have 1 line coming into a building and multiple phones running on the same line then all the telephones can be recorded from 1 Pulsar Plus unit.

## Legality of recording conversations:

It is completely legal in the UK to record telephone conversations. Official guidelines state:

“Every reasonable effort should be made to inform all parties to a telephone conversation that it may or will be recorded.”

This can simply be a line in your Terms and Conditions or in adverts and literature or even a recorded message that plays when someone calls.

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