Certified Avtec® IP Dispatch Console Recording

Avtec Scout
Versions 4.1, 3.3, 3.4

NICE Recording Platforms
NICE Inform Recorder 8.x

NICE NRX 6.6.x

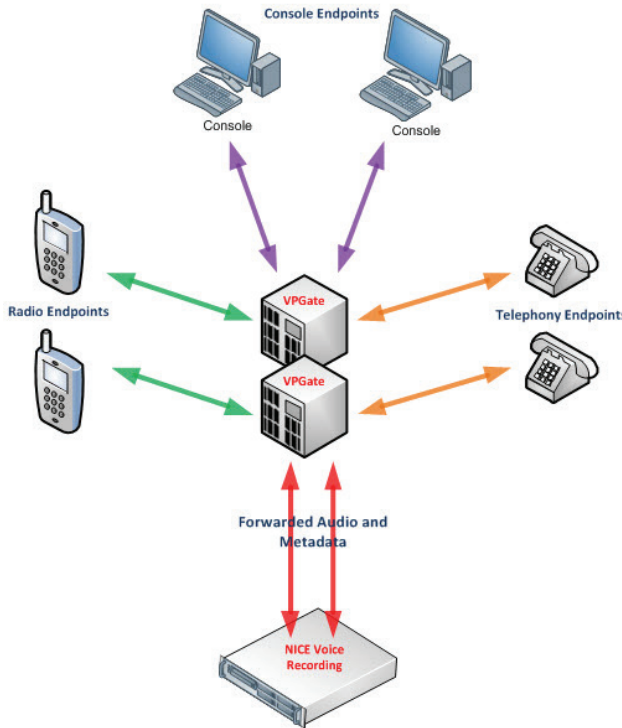Software-only IP Voice Recording via RTP
and Audio-Forwarding
on Avtec VPGate

G.711 and G.729 Codecs

UDP Protocol Support

|No need for SPAN Audio Packet Capture

Does not require managed
switches on a network

Records both Tx and Rx Channels

Through collaboration with Avtec, NICE is GOLD-CE certified to record voice interactions from endpoints through VPGate or directly from the Avtec Scout using VoIP. This brings the same powerful information that comes from analyzing your landline interactions to your radio interactions. The combined solution delivers affordable, reliable technology to dispatch communications centers of all sizes. NICE Inform Recorder is a Next Generation 9-1-1 ready solution. It leverages open architecture and integrates seamlessly into your existing and evolving infrastructure. Organizations that employ Avtec Scout Dispatch Console systems can now more effectively leverage audio recording to capture, evaluate, analyze and improve interactions.

Advanced Direct Recording of Radio and Telephone Transmissions

This integration specifically targets the recording of voice calls and metadata to and from the Avtec Scout system which is captured on the NICE Inform Recorder using the Avtec VPGate interface. Avtec VPGate forwards the incoming and outgoing audio transmission and associated data to both, the NICE Inform Recorder and Avtec Scout simultaneously. For radio and telephony endpoints, separate streams are forwarded for received (Rx) and transmitted (Tx) voice utilizing two separate recording channels on the NICE Inform Recorder. It is also possible to mix both on the same channel. Related metadata is forwarded as well. This direct recording integration always results in capture of the entire voice transmission – the recording starts at the beginning of the voice transmission and is automatically terminated when the

High-precision Search and Incident Reconstruction

For search, playback, and incident reconstruction purposes, recorded calls can be found by any combination of captured metadata, to include Session ID, endpoint name, User Login Name, Console ID for the console recording the data, audio direction, call duration, endpoint state, Frequency, Talkgroup, ANI or Caller ID, Call Type, Dialed Number, and more.

Little or No Impact on Network Resources

With a direct IP connection to the Scout console system, NICE Inform Recorder records superior audio quality and simplifies network design without the need to identify tap points that other indirect-capture solutions require.

Faster Implementation, Less Hardware

NICE's recording method captures transmission streams via certified direct integration, eliminating the need for spanning ports or managed switches. This efficient integration approach saves hardware resources on both, NICE and customer sides and expedites implementation.

2N Resilience for High Reliability

Whether deployed at a single site or in multi-site configurations, the recommended design of the recording solution, including capture, storage, and archiving, is a resilient 2N configuration that eliminates the vulnerability of any single point of failure.

This is coupled with intelligent replay of redundant recordings. NICE Inform makes playback transparent to users so they do not need to deal with multiple copies of the same recording in their search results. NICE Inform automatically displays the primary or the secondary (redundant) record, depending on which is available.

With resilient solutions, all applications for replay, reconstruction, organization, evaluation, analytics and media distribution are available for use at all times, without interruptions

Support for Advanced Radio Technologies

The Avtec VPGate transcodes audio from IMBE™ and AMBE+2™ formats to G.711 (and can also perform decryption) before forwarding to the recorder. These are the native vocoder formats for P25, DMR, and pDMR radios.

Interface Protocols

Audio	Signalling, Messaging, Metadata	Location
Standard (Passive) RTP VoIP	Avtec Proprietary Protocol	ANI/ALI (RS232 / IP)

Customer Requirements

Avtec recommends that a customer upgrades to the latest current version of Avtec VPGate at the time of implementation of NICE Inform Recorder.

About NICE Public Safety

NICE Public Safety solutions integrate and put into context information from many sources to help emergency communications centers and investigation departments reconstruct and understand the who, what, when, where and why of an incident. NICE Inform, the industry-leading digital evidence management (DEM) solution, gives emergency communications centers better insight into how to continuously improve their operations. NICE Investigate is the leading open, digital policing solution that automates and expedites the entire digital investigation process, helping to increase case clearance rates. Over 3,000 organizations worldwide rely on NICE Public Safety solutions. www.nice.com

About Avtec, Inc.

Avtec, Inc. provides pure Internet Protocol (IP) dispatch console solutions for the transportation, public safety, utility, business and industry, and government markets. For more than 35 years, customers have chosen Avtec's award-winning technology for their mission-critical dispatch centers. There are thousands of Scout Voice over Internet Protocol (VoIP) consoles installed worldwide. www.avtecinc.com