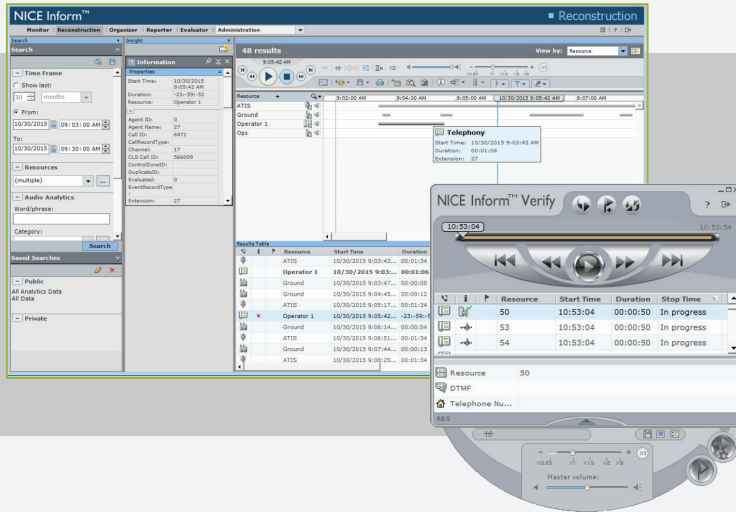# NICE ■ Inform

Reliable Recording of Call and Radio Communications

Audio Recorder

"NICE Inform Audio Recorder is a robust call and radio logging system that helps us better manage the sheer volume of calls we handle at the Communications Bureau. It is secure and easy to use and maintain. And when it comes to incident investigations, it is a great accountability tool for our staff."

– Court Hood, Administrative Supervisor, City of Phoenix PD, Arizona

New in NICE Inform version 8, **NICE Inform Audio Recorder** is a dependable solution designed to meet the voice logging needs of public safety answering points (PSAPs), air traffic control, emergency medical services, security alarm monitoring, transportation and utilities communication centers. It captures and synchronizes digital, analog and VoIP based calls as well as radio transmissions. The solution easily scales in recording capacity while maintaining strict access security for every local and remote user, protecting the integrity of recordings and data.

Easily Search for, Synchronize and Share Recordings

NICE Inform Audio Recorder is packaged with the web browser-based NICE Inform application for feature-rich yet easy to use industry-leading interfaces that help you put all of your voice recordings into context. Now you can quickly find recorded communications and easily and securely share information on moment's notice.

- NICE Inform Essential – for agencies and organizations in need of a cost-effective solution that meets the recording requirements for emergency, customer service and administrative voice communications. Includes the Replay & Monitoring Pack (Verify, Monitor and Reconstruction)

Prepare for Growth with Built-in Flexibility

Recording alone is simply not enough. You also need the asurance of scalable architecture to support your future expansion and flexible data storage options that adapt to your needs.

- Incremental scalability – easily add recording channels up to 200 per server.
- Archiving schedules with auto-deletion – define schedules for automated archiving and automatically delete recordings based on retention schedules.
- Storage and archiving options – select the storage medium that best meets your cost and efficiency targets. Options include local storage to redundant hard drives or archiving to SAN/NAS and RDX removable hard drive.

NICE®

Feature Highlights

With fast and intuitive configuration and administration, you can capture, store, manage and replay calls as soon as the installation is completed.

- **Rapid Search and Event Reconstruction** – precision searches leverage any combination of metadata captured via D-channel, CTI, SIP and other integrations. Quickly find recorded communications based on caller ID, location information, call duration, date and time, user name, channel ID, call direction, CLI/dialed numbers, notes, marked calls, and more.

- **Intuitive Visualizations** – recordings are displayed on a timeline, stacked in sequence and with any overlaps as they occured, to aid with correct interpretation of events. Sequential view in a chain based on start times offers another option.

- **Bookmarks and Annotations** – tag recordings with multiple written notes or recorded voice statements at specific points along the timeline to aid with collaboration.

- **Powerful Replay Capability** – instant replay and live monitoring through **NICE Inform Verify** and **NICE Inform Monitor**. Supports replay of earlier parts of calls that are still in progress. Variable speed playback with pitch control and loop replay aid in understanding.

- **Highest Security Levels** – roles-based access, AES 256-bit encryption at rest and in transit, granular user access profiles, web-based admin, more.

- **Open Architecture** – Windows OS, SQL database, and COTS server chassis.

- **Variety of Recording Methods** – total (full-time) or rules-based recording, including recording on demand (ROD).

- **Easy Deployment** – use commercial server hardware, install remotely (option), choose Windows 2012 or 2016. Windows 10 and 7 are supported for client access.

Supported Platforms and Networks

NICE Inform Audio Recorder offers a variety of telephony and radio integrations and it can support SIP-based VoIP, TDM and hybrid networks in a single server.

- **Telecommunication Lines** – all digital and analog PBX systems are supported as well as analog extensions and E1, T1, ISDN and PCM.

- **Digital and VoIP Extensions** – Alcatel-Lucent, Avaya/Nortel, Atos Asterisk, Genssys, Mitel and Siemens. Passive VoIP support includes Alcatel-Lucent, Avaya, Cisco, Mitel, and Siemens.

- **Radio Integrations** – Analog connectivity. For P25, LTE and TETRA support, upgrade to **NICE Inform Multimedia Recorder.**

- **Transitional NG9-1-1 Networks** – supported with SIP trunk logging.

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 first digital investigation solution for law enforcement that automates and expedites the entire digital investigation process, helping to solve more cases faster. Over 3,000 organizations worldwide rely on NICE Public Safety solutions.